



# Emergency Program

*Revised for the local jurisdiction by:*

*Emergency Planning Committee*  
with Sybille Sanderson Collaborative Consulting

April 2022

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# Emergency Plan

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# PORT HARDY EMERGENCY PLAN

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## **Acknowledgement**

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

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

This document is offered to other local authorities with the proviso that you acknowledge MIECM as the source prior to incorporating any part into your community's emergency plan. This Emergency Plan was customized for the District of Port Hardy by Sybille Sanderson Collaborative Consulting.

For information regarding this plan, please contact your local Emergency Program Coordinator:

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## **Disclaimer**

Every reasonable effort has been made to ensure the accuracy of this Emergency Plan. Local Authorities assume no responsibility and disclaim any liability for any injury or damage resulting from the use or effect of the information specified in the plan.

# PORT HARDY EMERGENCY PLAN

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## EXECUTIVE SUMMARY / LETTER OF INTRODUCTION

The District of Port Hardy's Emergency Management Plan provides the framework to enhance the coordination of the District's emergency response community. It is the methodology framework through which the District will mobilize its resources to mitigate, respond and recover from a major emergency or disaster. The Plan is designed to ensure that all agencies which may become involved in a major emergency or disaster are aware of their respective roles and responsibilities.

This Plan is an all-hazards function-based Plan. The District of Port Hardy is vulnerable to the risks posed by 17 hazards identified in the District's Hazard, Risk and Vulnerability Analysis Report. It is designed to be used by all District services, partners, and stakeholders during planned or unplanned situations. District services, partners and stakeholders that have a function to fulfill under this Plan will, where appropriate, develop their own supporting formal departmental emergency plans and corresponding Business Continuity Plans which will be annexed to the District of Port Hardy's Emergency Plan.

Although the District applies an all-hazards approach to the Emergency Management Program, human resources, equipment purchasing, training, and public education efforts are prioritized based upon an understanding of our vulnerabilities.

This Emergency Management Plan is always in effect, as elements can be employed on a flexible and scalable basis to provide effective mitigation, response and recovery efforts in the District.

# PORT HARDY EMERGENCY PLAN

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## PLAN ADMINISTRATION

The Emergency Management Plan may undergo revisions whenever appropriate:

Amendments will be documented in section 1.2 Record of Amendments and an updated plan will be distributed (in whole or in part) to the distribution list. Where appropriate, updated plans will be distributed electronically, and updated pages or sections will be printed and replaced, as necessary.

The Emergency Program Coordinator (EPC) will be the point of contact for any revisions. The Emergency Program Coordinator is responsible to ensure that the emergency plan, annexes, and appendices are reviewed and amended when required.

### **Distribution**

This Emergency Plan will be distributed in whole or in part to internal departments and external agencies as deemed appropriate (*see Appendix 3 for a complete list*).

### **Acronyms/Abbreviations**

BCEMS	British Columbia Emergency Management System
DFA	Disaster Financial Assistance
DOC	Department Operations Center
EMBC	Emergency Management British Columbia
EOC	Emergency Operations Center
EPA	Emergency Program Act
ESS	Emergency Social Services
EPC	Emergency Program Coordinator
HRVA	Hazard, Risk, and Vulnerability Assessment
ICS	Incident Command System
ISC	Indigenous Services Canada
MOE	Ministry of Environment
MoTI	Ministry of Transportation and Infrastructure
PECC	Provincial Emergency Coordination Centre
PREOC	Provincial Regional Emergency Coordination Centre
SAR	Search and Rescue



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## EMERGENCY MANAGEMENT PLAN OVERVIEW

### Purpose and Objectives

The purpose of the Emergency Management Plan is to outline the structure and organization required to effectively coordinate response and recovery to emergencies within the District of Port Hardy. This plan does not provide operational guidelines for emergencies which are coordinated at the site by first responder agencies.

The Emergency Management Plan is designed to align the local authority with the [British Columbia Emergency Management System](#), a comprehensive framework to help ensure a coordinated, organized and effective approach to emergencies and disasters.

The Province of British Columbia's [Emergency Program Act \(EPA\)\(1996\)](#) places certain requirements on local authorities with regards to maintaining emergency management programs and plans. In addition to the Act, the [Local Authority Emergency Management Regulation \(LAEMR\)\(1995\)](#) exists outlining more specifically what is required of Local Authorities. Below is a table which outlines a few of the emergency planning requirements (*Planning Guide for Local Authority Emergency Management, page 10*).

<ul style="list-style-type: none"> <li>• A local authority is required to have an emergency plan</li> </ul>	<i>EPA 6(2)</i>
<ul style="list-style-type: none"> <li>• A local authority is required to establish and maintain an emergency management organization</li> <li>• A local authority may appoint committees and a coordinator for the emergency management organization</li> </ul>	<i>EPA 6 (3)</i>
<ul style="list-style-type: none"> <li>• A local authority may delegate any of its powers and duties under the Act to committees or a coordinator except the power to declare a state of local emergency</li> </ul>	<i>EPA 6 (4)</i>
<p>A local authority emergency plan must reflect the following:</p> <ul style="list-style-type: none"> <li>○ The potential emergencies and disasters within its jurisdiction</li> <li>○ Their relative risk of occurrence and potential impact on people and property</li> <li>○ Procedures for accessing resources such as personnel, equipment, facilities, and finance</li> <li>○ Procedures for implementing the plan</li> <li>○ Procedures to notify affected peoples of an impending disaster</li> <li>○ Procedures to coordinate the provision of food, clothing, shelter, transportation, and medical services</li> <li>○ Priorities for restoring essential services provided by the local authority and by other service providers</li> <li>○ A training and exercise program for staff and agencies assigned responsibilities in the plan</li> <li>○ Establish a procedure for periodic review and update of the plan.</li> <li>○ Procedures for how guidance and direction is provided to the emergency management organization</li> </ul>	<i>LAEMR 2</i>
<p>Local authorities may also:</p> <ul style="list-style-type: none"> <li>○ Enter into mutual aid agreements with other authorities</li> <li>○ Develop agreements with NGOs</li> </ul>	<i>LAEMR 3</i>

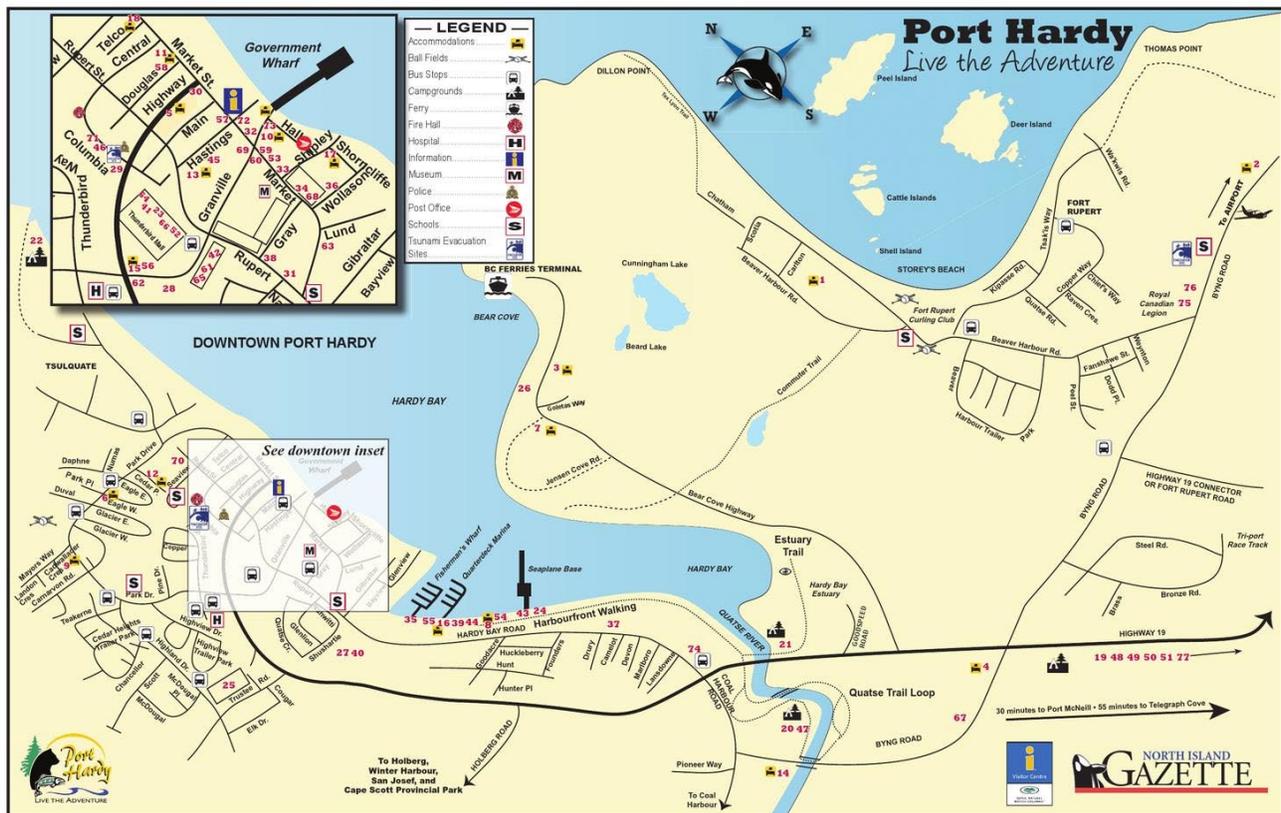
# PORT HARDY EMERGENCY PLAN

## The objectives of the plan include:

- Summarize the potential hazards and risks present within the local authority jurisdiction
- Establish a procedure for a periodic review and update of the plan
- Outline the procedures for implementing the plan
- Identify internal and external communications procedures of notification of an impending disaster
- Identify how provision of food, clothing, shelter, transportation, and medical services are provided to people affected by emergencies
- Identify how the needs of vulnerable population groups will be addressed during an emergency
- Identify the functional roles and responsibilities of internal and external stakeholders
- Identify the logistical support and resource requirements necessary for implementing the plan
- Identify the priorities for restoring essential services provided by the local government and by external service providers
- Outline any mutual aid agreements
- Outline a training and exercise program for staff assigned responsibilities in the plan

## Scope

The District of Port Hardy encompasses an area on the northern tip of Vancouver Island which is 38.73 square kilometers.



The District of Port Hardy recognizes that we are part of the Regional District of Mount Waddington and share emergency response and recovery responsibilities with the communities of:

Malcolm Island	Winter Harbour/Holberg	Coal Harbour
Hyde Creek	Quatsino	Woss

# PORT HARDY EMERGENCY PLAN

Alert Bay	Port Alice	Port McNeill
Musgamagw Tsawataineuk Tribal Council	Gwa'sala'Nakwaxda'xw Band	'Namgis First Nation
Whe La La U Area Council	Gwa-Wa-Enuk Tribe	Quatsino First Nation
Kwakiutl Band	Kwicksutaineuk Band	Da'Naxda'xw - Awaetlala First Nation
Tsawataineuk Band		

It is essential that local jurisdictions work together with each other and collaborate with industry and provincial and federal jurisdictions and agencies to ensure that we effectively deal with emergencies and disasters.

Being a smaller community, the District of Port Hardy experiences shortages in emergency response capabilities. Having good working relationships and communications with neighbouring communities is essential. A big concern is when a major disaster (earthquake, tsunami, wildfire, etc.) impacts multiple jurisdictions and every community is requesting assistance and is concurrently unable to provide assistance to others.

The success of emergency management is all members of community working together and taking responsibility for themselves and their families as best they can. Together we can accomplish so much more!

Some assumptions the Emergency Planning Committee considers include:

- 65-70% of the resources and response personnel currently identified in the community will be available to respond during a major emergency (i.e. not earthquake or tsunami which will likely delay most responders as they are expected to look after their families before responding)
- Resources identified to be acquired through mutual aid agreements will mostly be available during the emergency
- Non-resident population within the community will not exceed 1,000 people
- Only one disaster will occur at a time although a disaster can bring about numerous incidents that magnify the impact on community
- All personnel expected to respond are in the process of being trained

## **Authority for the Plan**

Emergency powers are vested by the following:

1. Local Government Act, Revised Statutes of BC, 1996, Chapter 323
2. Emergency Program Act, Revised Statutes of BC, 1996, Chapter 111
3. Emergency Program Management Regulation, BC Regulation 477/94
4. Local Authority Emergency Management Regulation, BC Regulation 380/95
5. Indian Act, Section 81(a)
6. District of Port Hardy Emergency Program Bylaw 17-2007
7. Regional District of Mount Waddington Emergency Management Agreement (2017-2022)
8. Mount Waddington Regional Fire Departments' Emergency Services Agreement (2017-2022)

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# PORT HARDY EMERGENCY PLAN

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## **Related Plans and Documents**

- The District of Port Hardy Official Community Plan Bylaw No. 15-2011 As Amended
- District of Port Hardy Emergency Operations Centre Operational Guidelines
- Emergency Support Services Plan

## **Authority to Activate the Emergency Plan**

The plan may be activated, in whole or in part, if an emergency has occurred or appears imminent that may require action and coordination beyond normal operation procedures. It may also be activated to assist in the planning and coordination of major events.

The following have the authority to implement the plan:

- Emergency Program Coordinator
- Chief Administrative Officer
- Mayor or Designate

Note: Activation of the plan does not necessarily mean the EOC will be activated nor does it require a state of local emergency to be declared.

## **British Columbia Emergency Management System**

The British Columbia Emergency Management System (BCEMS) is a comprehensive framework that helps ensure a coordinated and organized approach to emergencies and disasters. It provides a structure for a standardized approach to developing, coordinating, and implementing emergency management programs across the province.

BCEMS evolved from and expands on the framework previously in place across the province – the BC Emergency Response Management System (BCERMS). BCERMS utilized the structure and fundamentals of the Incident Command System (ICS) which has been widely adopted by first responders and emergency management programs throughout North America.

In 2016 BCEMS was introduced to incorporate the four phases of emergency management. BCEMS views emergency management as a continuous process consisting of four interconnected phases: Mitigation, Preparedness, Response, and Recovery.

The Local Authority is committed to using the BCEMS framework. The Local Authority regularly reviews the Hazard, Risk and Vulnerability Analysis to ensure that it is current and clearly identifies priorities for mitigation, preparedness, response and recovery.

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## Emergency Management Phases

<b>PHASE</b>	<b>WHAT IT MEANS</b>
Mitigation	<ul style="list-style-type: none"><li>• Steps are taken to identify, prevent, eliminate, or reduce the risk and impact of hazards.</li><li>• Purpose is to protect lives, property, and the environment; reduce economic and social disruption; and improve response capabilities.</li><li>• Covers structural measures (e.g., construction of floodways and dikes, earthquake retrofitting) and non-structural measures (e.g., building codes, land-use planning, tax and insurance incentives).</li></ul>
Preparedness	<ul style="list-style-type: none"><li>• Action is taken to prepare for emergency response and recovery.</li><li>• Plans are created to support the continuity of emergency operations and other mission critical services.</li><li>• Individuals, families, and neighbourhoods implement measures to prepare for and cope with the immediate impact of a disaster.</li><li>• Activities include: emergency and continuity planning, volunteer management, training, exercises, maintenance and continuous improvement, and public/stakeholder education.</li></ul>
Response	<ul style="list-style-type: none"><li>• Action is taken in direct response to an imminent or occurring emergency/disaster in order to manage its consequences.</li><li>• The plan for continuity of emergency operations is activated, if necessary.</li><li>• This phase involves measures to limit loss of life, minimize suffering, and reduce personal injury and property damage associated with disasters. Examples include emergency public/stakeholder information, fire-fighting, search and rescue, emergency medical assistance, evacuation, site support, and agency coordination.</li></ul>
Recovery	<ul style="list-style-type: none"><li>• Steps are taken to repair a community affected by a disaster and restore conditions to an acceptable level or, when feasible, improve them. (Note: The term “community” refers to everyone who is or could be affected by an emergency/disaster. This includes all levels of government, agencies, not-for-profit organizations, businesses, and individuals.)</li><li>• This phase consists of several stages and works toward disaster risk reduction to minimize future damage to the community and environment.</li><li>• It includes measures such as the return of evacuees, provision of psychosocial support, resumption of impacted businesses and services, provision of financial assistance, conduct of economic impact studies, and reconstruction. These measures are taken after an emergency/disaster in as timely a manner as possible.</li></ul>

# PORT HARDY EMERGENCY PLAN

## British Columbia Emergency Management System Fact Sheet

### Essentials of BCEMS

**Vision**

Resilient communities across British Columbia.

**Mission**

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

**Purpose**

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

**Guiding Principles**

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

### BCEMS Response Goals

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

### Five Primary Management Functions

**Policy Group**  
(elected officials & senior management)

**Management**  
"Decision Makers"

**Operations**  
"Doers"

**Planning**  
"Thinkers"

**Logistics**  
"Getters"

**Finance**  
"Payers"

### BCEMS Response Levels

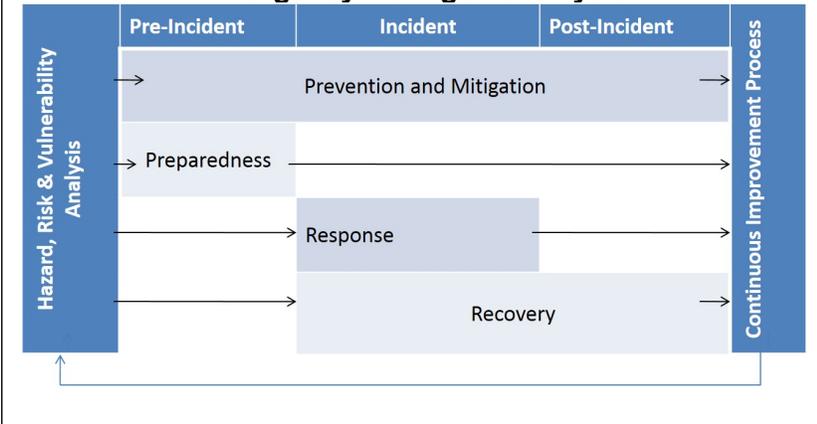
Provincial Emergency Coordination Centre (PECC)

Provincial Regional Emergency Operations Centre (PREOC)

Emergency Operations Centre (EOC – site support)

Incident (Fire / Flood / ESS) (site)

### Emergency Management Cycle



***Be Prepared! Help Others! Together we are so much more!***

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## HAZARDS, RISKS AND VULNERABILITIES

The purpose of Hazard, Risk and Vulnerability Analysis (HRVA) is to help a community make risk-based choices to address vulnerabilities, mitigate hazards, and prepare for response and recovery from disasters.

### Hazard, Risk, and Vulnerability Summary

Hazard = events, phenomena or human activities that may result in consequences such as:

- Loss of life
- Injuries
- Damage to community infrastructure
- Impact to community services

Risk = Probability X Consequences

Vulnerability = susceptibility of people, animals, property, infrastructure and environment to potential harm.

Impacts that need to be considered include:

- Health and safety of community
- Critical facilities
- Lifelines (water, electricity, gas, etc.)
- Community infrastructure
- Environmental, economic and social systems

### HAZARD RISK MATRIX – District of Port Hardy

Likelihood	Low Consequence	Moderate Consequence	High Consequence	Very High Consequence
6 (very likely)		Severe Weather	Fire – Structural	
5 (likely)			Critical Infrastructure Failure	
4 (occasional)	Major Criminal Event	Transport Incident – Road  Fire – Interface  HazMat Spill	Transport Incident – Air  Transport Incident – Marine	
3 (unlikely)			Epidemics – Human	
2 (highly unlikely)				
1 (very rare)	Landslide or Debris Flow	Earthquake  Tsunami		
<b>Severity</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>

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## RISK RATING LEGEND

	These risks are low. Dealing with these risks in community and emergency planning are less urgent than risks rated higher.
	These risks are moderate and may be more likely to occur and have a higher level of probability.
	These risks are high and should be considered a higher priority in addressing the concerns raised for emergency preparedness.
	These risks are very high in order of probability and the severity or consequences to the community.

<b>Probability</b>	<b>Very High</b>		Severe Weather	Fire - Structural	
	<b>High</b>			Critical Infrastructure Failure	
	<b>Moderate</b>	Major Criminal Event	Transport Incident – Road Fire – Interface HazMat Spill	Transport Incident – Air Transport Incident - Marine	
	<b>Low</b>	Landslide or Debris Flow	Earthquake and/or Tsunami	Epidemics - Human	
<b>Risk Level</b>		<b>Minor</b>	<b>Moderate</b>	<b>Major</b>	<b>Catastrophic</b>
Very High		<b>Consequences</b>			
High					
Moderate					
Low					

The top hazards for the community are assessed to be: Severe weather, Structural fires and Infrastructure failure.

Historically, the community has experienced ...

- Apartment fires
- Tsunami warnings with evacuations
- Wildfires
- Dock Damages (BC Ferries, severe weather, etc.)
- Aircraft (damaged aircraft in unplanned landings)

## PORT HARDY EMERGENCY PLAN

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- Motor vehicle incidents involving tour or sports busses resulting in lots of visitors needing assistance
- Severe weather occurs frequently and usually brings 2-27 hour power outages with it

### Community Population Demographics Based on the 2016 Census Report:

Age	Total
0-100+	4132
0-14	820
15-19	210
20-29	470
30-39	525
40-49	515
50-59	665
60-69	585
70-79	270
80-89	80
90-99	15

### Household and dwelling characteristics:2320

Dwelling Type	# of Dwellings
Single-detached house	985
Apartment in a building that has five or more storeys	55
Other attached dwelling	655
Semi-detached house	65
Row house	235
Apartment or flat in a duplex	15
Apartment in a building that has fewer than five storeys	340
Other single-attached house	5
Movable dwelling	145

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### Primary Economic Dependencies:

Employment by Industry	Count	% Distribution
Total Population Employed	2150	
Agriculture, forestry, fishing and hunting	275	12.8%
Mining, quarrying, and oil and gas extraction	25	1.2%
Utilities	0	0%
Construction	135	6.3%
Manufacturing	245	11.4%
Wholesale trade	20	0.9%
Retail trade	215	10%
Transportation and warehousing	150	6.9%
Information and cultural industries	15	0.7%
Finance and insurance	50	2.3%
Real estate and rental and leasing	25	1.2%
Professional, scientific and technical services	90	4.2%
Management of companies and enterprises	0	0%
Administrative and support, waste management and remediation services	85	3.9%
Educational services	130	6%
Health care and social assistance	230	10.7%
Arts, entertainment and recreation	20	0.9%
Accommodation and food services	180	8.4%
Other services (except public administration)	85	3.9%
Public administration	110	5.1%

Source: Statistics Canada Census - 2016

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Unique Characteristics:

The community is particularly vulnerable to:

- Major events that are the result of outside issues arriving in Port Hardy and needing assistance (i.e. Aircraft having problems and having to land abruptly; Tour bus incidents bringing the need for assistance to tourists; etc.)
- A big concern is the numerous cruise ships full of 2-5,000 passengers passing along the coastline that could experience a problem (fires, sinking, etc.) onboard ship requiring evacuation to the nearest community.

Based on the HRVA, a series of Contingency Checklists have been created to assist responders in assuring that key response actions are implemented and identifying key roles and responsibilities. These Contingency Checklists are part of the Emergency Response and Recovery Operational Guidelines and are each divided into four sections:

- Potential Impacts;
- Incident Site Actions;
- EOC Actions; and
- Equipment Resources.

The current list of Contingency Checklists includes:

- Aircraft Incident
- Civil Disturbance
- Dam Breach
- Dangerous Goods / Hazardous Materials
- Earthquake
- Fire – Structural
- Fire – Wildland / Interface
- Flood Incident
- Landslide
- Marine Incident
- Pandemic/Disease Outbreak Event
- Power Interruption
- Snowstorm
- Terrorism
- Transportation - Road
- Tsunami
- Water Supply Interruption

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# PORT HARDY EMERGENCY PLAN

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## MITIGATION OVERVIEW

A thorough Hazard, Risk & Vulnerability Analysis provides you with important information about the potential hazards in your community, the likelihood of those hazards occurring and most importantly your community's potential impacts and vulnerabilities.

Taking the time to share this valuable information with elected officials, staff and the public can greatly improve your community's willingness to explore potential opportunities to invest in reducing those risks. Risk reduction can be effectively implemented at all levels:

- Individuals and businesses implementing FireSmart principles.
- Prioritizing infrastructure and buildings to retrofit with seismic improvements.
- Developing land-use policies and official community plans that integrate the HRVA lens to reduce risks and improve public safety.
- Developing asset management processes that ensure financial capacity for replacing equipment and facilities before they become unviable.

Specific mitigation strategies the District of Port Hardy has implemented:

Emergency generators have been installed at each of the sewage lift stations to prevent sewage overflow into homes or community.

In 2016 a Community Wildfire Protection Plan was completed for the District of Port Hardy. Wildfire prevention initiatives fall under three broad categories: Education, Engineering and Enforcement. Eighteen recommendations were made which are in various phases of implementation.

There is increased awareness of the need for personal preparedness and the District of Port Hardy is looking at ways to implement a personal and neighbourhood preparedness program.

New equipment such as the new Aerial apparatus and fire training for Fire Departments ensures that the firefighters are better prepared to effectively deal with all sorts of fires. Fire Department operational guidelines have also been updated to meet current standards.

During extensive power outages, access to emergency fuel to run response equipment is essential. Several sources have been identified and agreements are being pursued to increase the likelihood that fuel will be available when needed.

Lighting on seawall has increased safety at night. The possibility of incorporating the ability to change the lighting colours remotely to signify tsunami danger is being considered for the future.

Telmatic mass notification system SMS, and land line notification systems are being implemented to provide warnings and information when emergencies and/or disasters are imminent.

## PREPAREDNESS OVERVIEW

[Preparedness](#) is a shared responsibility. What can you do?

- Individuals and families get prepared using the MIECM Emergency Preparedness Workbook [www.porthardy.ca](http://www.porthardy.ca)
- Individuals are encouraged to identify neighbours and use a buddy system to check in on each other (i.e. if each of us would check on the neighbour across and on either side of us, everyone would get checked on).
- Neighbourhoods work together with neighbours (formally or informally) to get ready for emergencies or disasters. Contact your local Emergency Program Coordinator for information on guide materials and available presentations such as:
  - [Get Prepared for a Tsunami in BC](#)
  - [FireSmart BC](#)
  - [In It Together: Neighbourhood Preparedness Guide](#)
- Workplaces are recommended to align their businesses with [WorkSafeBC](#) and [business continuity](#) requirements to develop practical tools for staying in business during and after an emergency or disaster (whether that involves just your workplace or your whole community).
- Agriculture and Farms can use the [farm emergency plan](#) and [guide](#) templates to prepare for potential emergencies and determine their best options.
- Emergency Support Services work with local government to identify essential businesses and develop a local resource list with during and after-hours contact information and availability to ensure that appropriate resources can be located and requested as necessary.
- Local governments are mandated to prepare for emergencies and disasters. This Emergency Plan and the various detailed documents created for emergency response and recovery are all part of preparedness activities. Training and exercises are also an integral part of emergency preparedness.

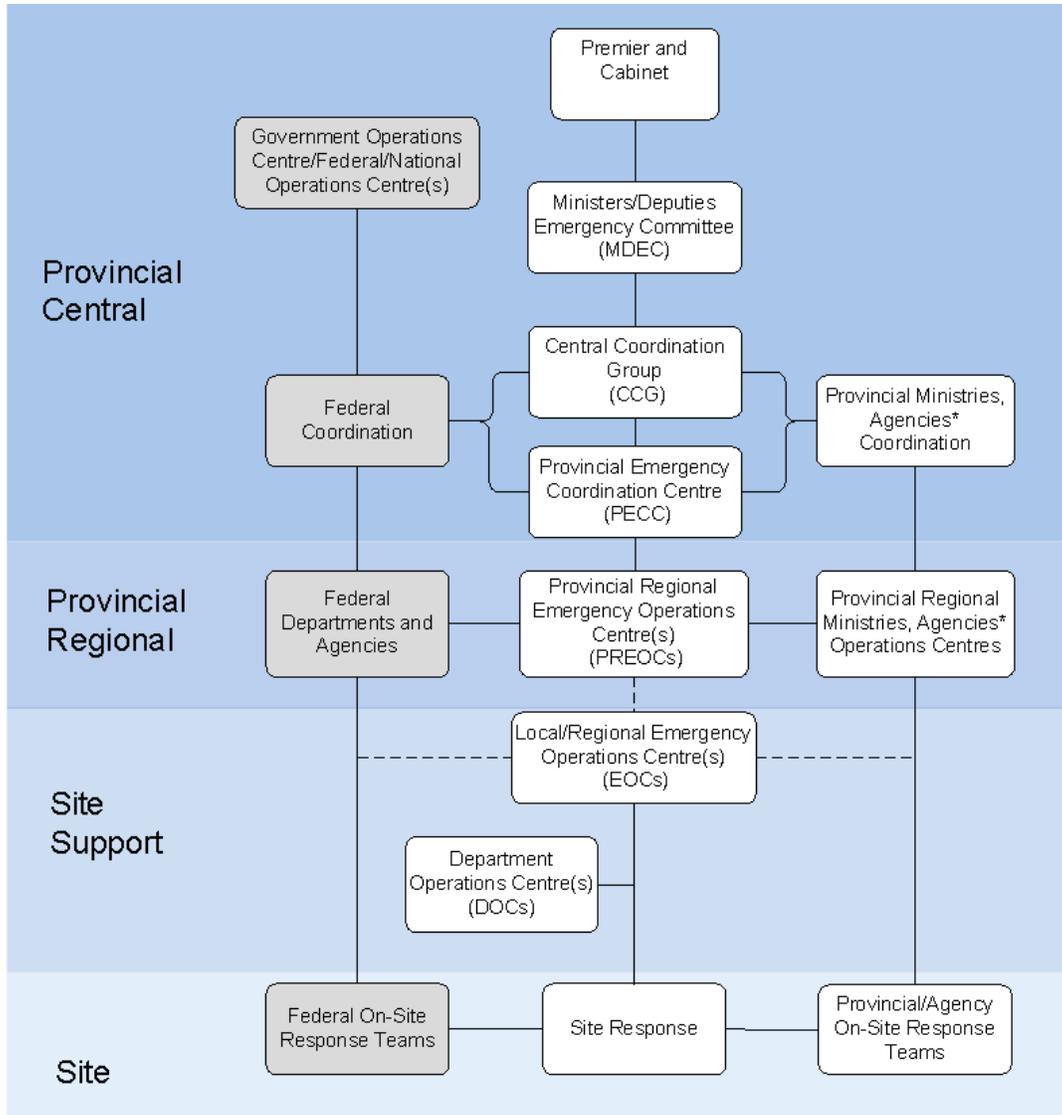
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## RESPONSE OVERVIEW

### Provincial Response System

BCEMS includes a comprehensive response management system based on the principles of the Incident Command System (ICS) that ensures a coordinated and organized response to emergencies and disasters. This framework comprises four levels which are activated as necessary: Site; Site Support; Provincial Regional Coordination; and Provincial Central Coordination.

### BC Emergency Management Structure



**Legend:**

Required Reporting	—————	<span style="background-color: #cccccc; border: 1px solid black; padding: 2px;">Federal Integration</span>	<span style="border: 1px solid black; padding: 2px;">Local/Regional/ Provincial Integration</span>
Information Sharing	- - - - -		

\* Agencies = Stakeholders

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# PORT HARDY EMERGENCY PLAN

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## **Site Response**

Site response manages the tactical response to the emergency/disaster and functions directly under the ISC structure. Command is determined by the type of event. Site operations include, but are not limited to:

- First Responders (Fire, Police, Ambulance, Public Works)
- Emergency Support Services
- Emergency Communications Teams

## **Site**

Uses resources to solve problems arising from the emergency/disaster.

- Responders at the site may come from various levels of government and from other stakeholders.
- Direction comes either from a single command or a unified command.
- Command is provided from a single on-site incident command post (Single or Unified Command).

Specific Tasks:

- Manage the tactical response to the emergency/disaster.
- Responsible for the safety and health of all those who are operating at the site.
- Evaluate risk on an ongoing basis.
- Determine the resources required to deal with the emergency/disaster.
- Coordinate provision of essentials such as food, clothing, lodging, emotional support, information, and family reunification.
- Provide alternate communications such as commercial or amateur radio to sites and EOCs.

## **Site Support**

Supports and coordinates the overall emergency response activities within its geographical or functional jurisdiction. This level of support can be provided by one or more of the following:

- Department Operations Centre (DOC): Agencies that require unique functional support for their emergency activities may establish a DOC. A DOC is primarily concerned with supporting the emergency activities of the agency and ensuring that regular business activities continue. It can be established at the provincial, regional, or local level. For example, a local authority fire department may establish a DOC to respond to a specific emergency/disaster. Business and industry may also activate functional or geographic operations centres (e.g., Area Operation or Area Command Centre).
- Emergency Operations Centre (EOC): An EOC is set up off-site, in a pre-designated facility, and is activated at the request of the incident commander or senior official. EOCs may be established by any level of government or the private sector to support the entire site or individual agencies.
- Regional Emergency Operations Centre (REOC): Local authorities or agencies may combine resources in an REOC. An REOC functions as an EOC, but allows for collaborative decision making, coordinated resource requests, and prioritization of scarce resources between local authorities during regional emergencies/disasters. An REOC can also coordinate public messaging.
- Policy Group (elected officials and senior management) is set up separately to provide guidance on policy questions, set expenditure limits and declare a state of local emergency when necessary.

Specific Tasks:

- Maintain communication with the site level.
- Provide policy guidance.
- Coordinate the collection of situational awareness information and disseminate information internally and externally as appropriate.
- Provide operational support (e.g., for evacuations).
- Coordinate local multi-agency support to the site level.

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# PORT HARDY EMERGENCY PLAN

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- Acquire and deploy additional resources obtained locally, from other EOCs, or from the provincial regional coordination level.
- Prioritize and coordinate critical resources.
- Coordinate media information

## **Provincial Regional Coordination**

Provides and coordinates provincial support for local authorities and First Nations within designated regional boundaries. Support and coordination at this level are provided by a Provincial Regional Emergency Operations Centre. (PREOC).

### Specific Tasks:

- Acts as a conduit of information back to the provincial government
- Assists in implementing emergency plans across local authorities and other levels of government, Crown corporations, and stakeholders.
- Coordinates the collection of situational awareness information (e.g., priority issues of concern, damage assessment) and disseminates this information to the provincial central coordination level, provincial ministries, local authorities, and stakeholders.
- When an emergency/disaster affects multiple jurisdictions, obtains critical resources and prioritizes their coordinated deployment in accordance with BCEMS response goals.
- Where no local authority exists, directly manages the response.
- Coordinates regional dissemination of provincial messaging on the status of the emergency/disaster.

## **Provincial Central Coordination**

Prioritizes provincial government objectives and leads the overall provincial response. It also serves as the coordination and communication link with the other response levels and the federal disaster support system. Central coordination and provincial leadership are provided by the Provincial Emergency Coordination Centre (PECC).

## **Emergency Coordination Centre (ECC)**

EMBC houses the Emergency Coordination Centre (ECC), a 24-hour centre that records, notifies and monitors emergency incidents across the province 365 days per year. If an emergency incident occurs with potential to escalate or has required the activation of the local emergency operation centre(s), the ECC will contact designated EMBC regional and headquarters staff. EMBC staff will activate the PREOC and/or PECC if deemed necessary. The ECC facilitates the flow of information within and between agencies and senior officials if local telecommunications are impacted.

Local Authorities should contact the ECC in the event of an emergency to request a task number, a control number assigned by EMBC for tracking an approved response.

## **Provincial Emergency Coordination Centre (PECC)**

EMBC's Provincial Emergency Coordination Centre (PECC) implements provincial government objectives and leads the overall provincial response. It also serves as the coordination and communication link with the other response levels and the federal disaster support system. The PECC is located in Victoria.

### Specific Tasks:

- Provides overall leadership and coordination in the implementation of the provincial government's priorities and objectives in a major emergency/disaster:
- Gathers situational awareness data to establish the scope and scale (current and potential) of major emergencies/disasters, and provides it to the government and other stakeholders.

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## PORT HARDY EMERGENCY PLAN

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- Facilitates advance planning, addressing the need for resources and support based on situational awareness information.
- Supports the provincial government's response activities, providing policy direction for regional emergency operations.
- Coordinates and supports any activated PREOC.
- Coordinates cross-government support to provincial ministries and emergency management stakeholders.
- Ensures adequate province-wide mobilization and allocation of critical assets.
- Coordinates the government's business continuity requirements for critical government functions and provides continuity support to senior provincial officials, as requested.
- Facilitates, as required, the acquisition of provincial, national, and international support.
- Coordinates overall provincial messaging on the status of the emergency/disaster.

### **Catastrophic Emergency Response and Recovery Centre (CERRC)**

The concept of operations for a provincial-led Catastrophic Emergency Response and Recovery Centre is in development.

## **RECOVERY OVERVIEW**

Recovery is the phase of emergency management in which steps and processes are taken/implemented to:

- Repair communities affected by a disaster.
- Restore conditions to an acceptable level or, when feasible, improve them.
- Restore self-sufficiency and increase resilience in individuals, families, organizations, and communities.

Recovery measures consist of short-term, medium-term and long-term stages and work towards minimizing future damage to communities and the environment.

Recovery measures are generally implemented as soon as life-safety issues are addressed to reduce impact to communities. These measures may include:

- Temporary housing.
- Monitoring health care needs including psychosocial needs and continuation of health services.
- Environmental impact assessment.
- Economic recovery.
- Planning and reconstruction.

Key recovery concepts include:

- Coordinating efforts
- Providing leadership
- Empowering individuals
- Recognizing and respecting the many facets of recovery
- Acting quickly while planning for the long-term
- Planning for transition

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## **Recovery Planning in the EOC (Recovery Unit)**

Early in the emergency response, the EOC needs to identify the potential need for recovery operations and staff the Recovery Unit in the EOC to plan for the transition to recovery. It is essential for the EOC to be aware of and keep recovery needs in the forefront of all emergency operations to ensure that the transition to recovery goes smoothly and that emergency response measures are implemented to improve the recovery process.

Specific tasks:

- Assess community/organization recovery requirements and develop recovery plans.
- Identify immediate steps to initiate and speed up recover within the community/organization.
- Anticipate long-term actions required to restore local services.
- Liaise with other organizations/agencies involved in recovery.
- Establish plans to transition the EOC to a Recovery Operations Centre (ROC).
- Support establishment of a Recovery Steering Committee and appointment of a Recovery Director.

Emergency Support Services teams need to plan for transition to recovery so that evacuees know how/where recovery will continue following response. This can be initiated by having a “Next Steps” table in the ESS Reception Centre where recovery personnel/agencies provide information on what is available for Recovery Services.

## **Community Resilience Centre**

In many communities some form of Community Resilience Centre may be activated to formally assist individuals through the recovery process. Collaboration/coordination with provincial, community, business and not-for-profit agencies is critical to ensure that recovery is holistic and builds community capacity and resilience.

Assistance is provided with a “one-stop shop” approach through a series of steps that may need to be expanded to assist those with more complex recovery requirements.

Specific steps:

- Complete a capacity and needs assessment with community residents.
- Assist individuals in completing their personal action plan.
- Ensure that those with urgent needs are connected with appropriate agencies/groups:
  - Pursuing family reunification efforts.
  - Linking homeowners needing assistance in removing debris with residents who can help.
  - Providing psychosocial support services including trauma counselling.
  - Engaging public health agencies to provide water testing.
  - Linking home-based business owners with local business organizations like Chamber of Commerce and Rotary Club.

## **Recovery Operations Centre (ROC)**

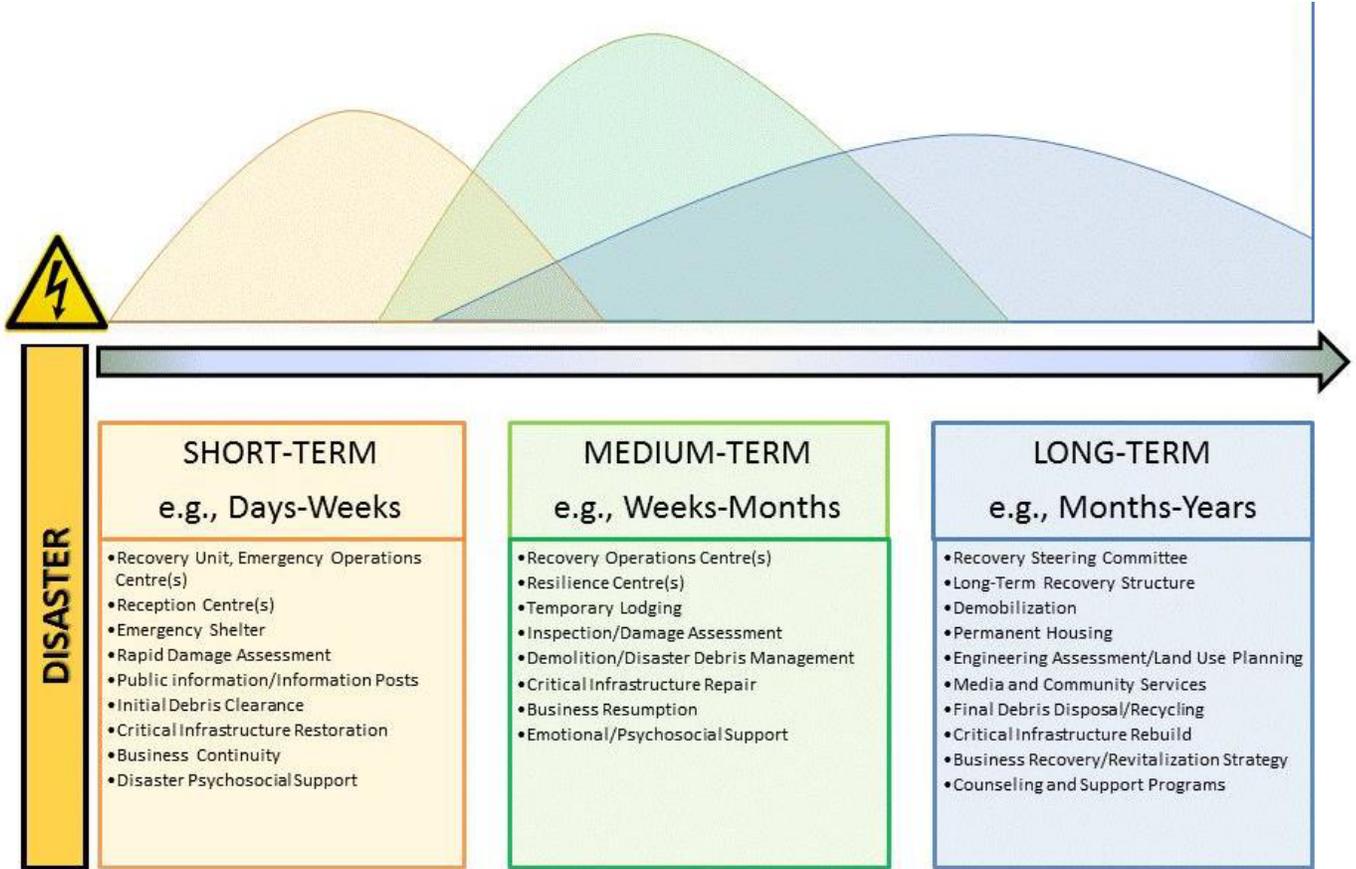
Ideally, when the EOC determines the need for a formal recovery process, the EOC transitions into a Recovery Operations Centre. ROCs may be established by any level of government or the private sector to support community or individual agency recovery efforts.

Regional Emergency Operations Centres can morph into Regional Recovery Operations Centres to support the larger community and local authority recovery efforts.

# PORT HARDY EMERGENCY PLAN

The recovery structure is likely to change over time from short-term to medium-term and long-term. Refer to the stages of recovery outlined below:

## Stages of Recovery



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# PORT HARDY EMERGENCY PLAN

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## ROLES AND RESPONSIBILITIES

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

Initially local governments will work with their local jurisdiction resources including first responders. As an event unfolds, it may become clear that additional resources may be called upon should the local authority require assistance beyond our own capabilities. The following synopsis is broken out by internal, external and provincial/federal agency support:

### Local Jurisdiction

#### ADMINISTRATION (Governing Jurisdiction)

- Preplan for mitigation, preparedness, response, and recovery at a local level.
- Pre-designate EOC facilities and staffing.
- Develop the Local Authority EOC operational guidelines.
- Policy Group (elected officials and senior management) determine expenditure limits and declare a state of local emergency for the jurisdiction when necessary.

#### BUILDING INSPECTION

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

#### COMMUNITY DISASTER RECOVERY

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

#### EMERGENCY COMMUNICATIONS

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

#### EMERGENCY SUPPORT SERVICES

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

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# PORT HARDY EMERGENCY PLAN

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## ENGINEERING AND PUBLIC WORKS

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

## FIRE DEPARTMENT

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

## NEIGHBOURHOOD PROGRAMS

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

## **Local Agency Support**

### BRITISH COLUMBIA AMBULANCE SERVICE - BCAS

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

### HEALTH AUTHORITY

#### Hospitals:

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

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## Public Health:

- Monitor water quality.
- Immunization.
- Epidemiology / disease control.

## POLICE (Royal Canadian Mounted Police)

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

## **Provincial and Federal Agency Support**

### BRITISH COLUMBIA CORONERS SERVICE

- Provide services as necessary including operation of:
  - temporary morgues
  - identification of the dead
  - mass fatality planning

### BRITISH COLUMBIA WILDFIRE SERVICE

- Manages wildfires through a combination of wildfire prevention, mitigation and suppression strategies, on both Crown and private lands outside of organized areas such as municipalities and regional districts.

### CANADIAN RED CROSS DISASTER MANAGEMENT PROGRAM

- Work in partnership with first responders, emergency managers and the province to support their response and recovery activities. Work in collaboration with other voluntary sector organizations.

### EMERGENCY MANAGEMENT BRITISH COLUMBIA (EMBC formerly PEP)

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

### MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

- Provide policy direction and expertise dealing with unaccompanied youth.
- Child protection services.
- Reunion services.

# PORT HARDY EMERGENCY PLAN

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## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

- Provide British Columbians in need with a system of supports to help them achieve their social and economic potential.
- Recovery support.

## MINISTRY OF ENVIRONMENT & CLIMATE CHANGE STRATEGY

- Provide professional or technical advice and direction at hazardous material or pollution spills.
- Assess and monitor air and water quality.
- Provide conservation officers to act as special constables to reinforce police forces in law and order and traffic duties.
- If evacuations are required within park boundaries, representatives from the Park Branch will liaise with provincial operations centres, agencies and local authorities as required.

## MINISTRY OF AGRICULTURE

- Provide advice to farmers, aquaculturalists and fishers on the protection of crops, livestock and provincially managed fish and marine plant stocks.
- Coordinate support and/or managing agricultural animal relocation.
- Develop emergency response plans addressing animal disease and plant health.
- Administer provision of crop insurance to cover damage from disasters and emergencies.
- Develop Emergency Management Guides to assist producers in preparing for emergencies.

## JOINT RESCUE COORDINATION CENTRE

- Provide direction and assistance in evacuation of people during air and marine incidents.
- May provide rescue service in cooperation with Local Authority departments and agencies.
- May implement Mutual Aid Agreements as necessary.

## SEARCH AND RESCUE

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

## TRANSPORTATION

- Develop transportation plan.
- Link to public transportation agencies.
- Link to private transportation agencies.
- Liaise with Police (RCMP) to implement transportation plan.
- Close provincial transportation routes including highways and inland ferries where the safety of the public is at risk.

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# PORT HARDY EMERGENCY PLAN

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## PUBLIC NOTIFICATION AND INFORMATION

The *Local Authority Emergency Management Regulation* requires that your community's emergency plan "establish procedures by which those persons who may be harmed or who may suffer loss are notified of an emergency or impending disaster."

It is essential for local governments to develop and implement an effective and timely delivery of emergency information to site level responders, assisting and cooperating agencies, site support personnel, and the public/stakeholders.

### Goals:

- Standardize key information so that it can be accessed easily within and across organizations.
- Establish a process that promotes the regular sharing of information with other response organizations.
- Link the operational and support elements within and across various organizations.
- Provide a common operating picture and situational awareness for response personnel and organizations.
- Maximize the use of readily available resources, including the Internet and web-based tools.
- Ensure the secure management and timely release of sensitive information.
- Ensure the release of credible and accurate information to the public and other stakeholders.

### Public Information Plan

The public information plan is sufficiently flexible to allow response to a variety of emergency situations throughout an incident as well as in the recovery phase. The plan identifies key contacts and communication tools to support a response to emergencies using all available and appropriate communication tools.

### Key aspects of the Public Information Plan include:

- Roles and responsibilities for Information Officers, Information Teams and Spokespersons.
- Working with Key Response or Recovery Agencies to ensure consistent messaging throughout each emergency or disaster.
- Media relations processes to ensure that media are regularly informed through a variety of avenues including website and social media updates, media releases, media briefings, etc.
- Working with media, in particular with public broadcast radio to encourage hourly repeats of emergency situation updates and instructions to ensure public opportunity to learn about the situation and what they can/should do.
- Identifying best practices for verifying, coordinating and distributing information regarding the emergency or disaster and providing direction for the safety and support to the public.
- Identifying best practices for utilizing and monitoring social media throughout an emergency or disaster to ensure that factual information is shared in a timely matter.
- Identifying ways for the public to share information regarding the emergency or disaster including social media and the potential for a Call Centre or pre-identified phone number that provides key information and utilizes various means for ensuring timely response to public inquiries.
- Developing key messaging templates to ensure consistent and standardized information sharing.

# PORT HARDY EMERGENCY PLAN

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## Key sources for information include:

The Telmatic Mass Notification System to alert subscribers via land line, cell phone, text message and email of important emergency events including Tsunami warnings, fire evacuations, floods, fire bans and much more! If you are listed in the phone book you may already be signed up to receive calls via your land line. You can call the District office to confirm, update, remove, or sign up at 250-949-6665 or click the [red exclamation](#) on any webpage to register.

When a major emergency becomes long-term check out the Emergency Preparedness page for links to current information such as the [COVID-19 Information page](#).

Facebook: [Port Hardy Emergency | Facebook](#)

Twitter: [Port Hardy Emergency \(@DPHEmergency\) / Twitter](#)

Instagram: [District of Port Hardy \(@dporthardy\) • Instagram photos and videos](#)

## AlertReady System

Alert Ready is Canada's emergency alerting system. Alert Ready delivers critical and potentially life-saving alerts to Canadians through television, radio and LTE-connected and compatible wireless devices. The Alert Ready system was developed with many partners, including federal, provincial and territorial emergency management officials, Environment and Climate Change Canada, Pelmorex, the broadcasting industry and wireless service providers. Together, these partners work to ensure Canadians receive alerts immediately and know when to take action to stay safe.

For more information check out: <https://www.alertready.ca/>

Currently, the Province of British Columbia utilizes the Alert Ready system specifically for Tsunami Warnings. Local Authorities will be alerted and will coordinate potential response requirements and further dissemination through a variety of means including website, social media, radio, etc.

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# PORT HARDY EMERGENCY PLAN

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## LOGISTICAL CONSIDERATIONS

During emergencies or disasters, many resources will be required for effective response and recovery. The Local Government has identified key resources that may be available in the community and from neighbouring communities through mutual aid. If additional resources are required beyond what is locally available, the local government will follow the processes outlined by Emergency Management British Columbia for requesting resources through the province. This includes equipment and personnel.

### **Resource Management**

Resource Management begins at the site level and emergency management is encouraged to connect with first responder agencies to share resource information to ensure effective coordination before, during and after emergencies.

Measures include:

- Identification of resource needs based on the threats to and vulnerabilities of the jurisdiction/organization, and development of alternate strategies to obtain the needed resources.
- If necessary, create new policies to encourage the positioning of resources near expected incident sites in response to anticipated resource needs.
- Anticipate circumstances that may trigger specific required actions such as restocking of supplies when inventories reach a predetermined minimum.
- Ongoing assessment of resource status for accurate inventory organized by category, kind and type including size, capacity, capability, skill, etc. A thorough, detailed list ensures effective ordering and shipping processes.
- Establish standing agreements and contracts between parties likely to provide/request resources.
- Establish standing agreements and contracts with technical specialists.

### **Volunteer Management**

#### **Introduction - Utilization of Volunteers**

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

#### **Purpose of Volunteer Policies**

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

#### **Definition of “Volunteer”**

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

#### **Service at the Discretion of the Emergency Program**

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

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# PORT HARDY EMERGENCY PLAN

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## Scope of Volunteer Involvement

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

## Conflict of Interest

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

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

## Representation of the Agency

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

## Confidentiality

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

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

## Dress Code

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

## Volunteer / Staff Relationships

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

## Lines of Communication / Access to Information

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

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

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

## **Volunteer Recruitment**

### Position Descriptions

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

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# PORT HARDY EMERGENCY PLAN

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## Recruitment

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

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

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

## EMBC Liaison

Emergency Program volunteers will be registered with Emergency Management British Columbia which provides WorkSafeBC and Liability Insurance coverage during pre-approved training, response and recovery activations.

## Indemnification and Insurance

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

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

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

## Training

Consistent, standardized training is essential for a cohesive emergency program. When considering training options, ensure that your choices promote collaboration, meet BCEMS standards and support mutual aid between jurisdictions.

Types of training may include:

- Orientations and workshops
- Briefings and presentations
- Function or activity specific response and recovery training
- Cross-training to enhance capability
- Multi-agency and/or multi-jurisdictional training for information sharing and to enhance coordination and collaboration
- Overviews of emergency management and roles and responsibilities (such as Policy Group)

## Exercises

Emergency plans are exercised to ensure that they are workable and can be implemented effectively. A multi-year exercise program provides a coordinated process for ensuring all aspects of the emergency program are tested. An exercise program will enhance operational readiness by:

- Validating the objectives of the emergency plan
- Testing systems, procedures and equipment
- Identifying resource and training gaps
- Clarifying roles and responsibilities
- Improving inter-agency coordination and communication

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# PORT HARDY EMERGENCY PLAN

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## **Critical Infrastructure**

Canada has identified the following 10 categories (in no particular order) as Critical Infrastructure:

- Energy and Utilities
- Information and Communication Technology
- Finance
- Manufacturing
- Food
- Safety
- Government
- Transportation
- Health
- Water

British Columbia has mirrored these same 10 categories of critical infrastructure. The following tools are available to communities that want to develop a keen understanding of their own reliance on critical infrastructure:

- Guides
- CI Assessment Tools
- Community Champion Resources (i.e. Workshop Facilitation Aids and Templates and Examples)

These Critical Infrastructure Assessment Tools are available at:

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/local-emergency-programs/critical-infrastructure-assessment>

## **FINANCIAL CONSIDERATIONS**

Emergencies can be expensive. The cost of responding to events can quickly reach tens or hundreds of thousands of dollars. Safeguarding the public, protecting property and implementing other response objectives can require substantial short-term expenditures that fall outside of regular budgeting and procurement practices.

### **Spending Authority**

Local governments are required to pay all response and recovery expenses up front and where eligible, prepare and request a claim reimbursement from the provincial government. It is recommended that Local Governments develop a spending policy that addresses the need for extraordinary expenditures during and after emergencies or disasters. This spending authority does not require “declaring a state of local emergency” to be implemented.

### **Response Costs**

Suppliers need to be aware of the current *B.C. Road Builders & Heavy Construction Association (The Blue Book)* for provincially approved rates which will be adhered to during any emergency response and recovery initiatives.

### **Expense Authorization Forms**

Wherever possible and reasonable, the local government will submit an Expenditure Authorization Form along with all required backup information to the PREOC for approval prior to, or simultaneously with critical emergency response activities.

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# PORT HARDY EMERGENCY PLAN

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## **Disaster Financial Assistance**

Following a disaster, the provincial government may declare the event eligible for Disaster Financial Assistance (DFA). Once declared, the DFA program may compensate individuals for essential uninsurable losses and/or reimburse local governments for damaged infrastructure.

For more information, check out the DFA website:

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/emergency-response-and-recovery/disaster-financial-assistance/forms-and-information>

## **Mitigation**

Mitigation initiatives for local government infrastructure is funded through the local government budget approval process combined with available grant application processes. Infrastructure replacement is based on age, condition and level of essential service considerations.

## **Preparedness**

Preparedness initiatives focus on all levels of community by encouraging personal preparedness, neighbours helping neighbours and community groups to work together and become prepared to provide essential services in troubled times. Funding is provided through a mixture of property taxes, grants and volunteer services. Examples of preparedness initiatives include:

### **Individuals:**

Preparedness is the foundation of an effective emergency program. It begins with each individual and family informing themselves of the potential hazards and risks in the areas that they frequent. Next it is important to take stock of their potential vulnerabilities to these hazards and risks. Making an emergency plan for yourself and your family members to prepare and become as resilient as possible to these events.

### **Neighbours:**

Frequent windstorms and power outages clearly demonstrate the need for neighbourhoods to connect with neighbours and share resources such as heat, generators to protect frozen foods and meals to help each other through this period of isolation and lack of services. We encourage everyone to practice checking on the neighbour across and on either side so that no one is left struggling alone.

The 2020 COVID-19 pandemic also demonstrates the need to check on neighbours and provide assistance as you are able but doing this while maintaining social distancing (i.e. phone calls, leaving groceries on doorsteps, etc.).

### **Communities:**

Communities are made up of individuals, businesses and agencies. Together we are able to accomplish so much more! Is there a natural hub like a grocery store or community centre in your immediate area? Consider working with business and volunteers to create a hub for sharing information about local resources (generator sharing, serving meals with the service clubs and posting/sharing factual information provided through local governments).

### **Local Authorities:**

Local authorities need to work with appropriate agencies and organizations to focus on the big picture of consequence management (re-establishing critical infrastructure, maintaining water & sewer

# PORT HARDY EMERGENCY PLAN

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services, coordinating and supporting emergency responders dealing with major life safety situations, planning for alternative options should the situation worsen or evacuations become necessary).

## Information and Training Resources:



(Mid Island Emergency Coordinators & Managers)



Emergency  
Preparedness  
Workbook



2017



The MIECM Emergency Preparedness Workbook is available online and in hard copy at local government facilities including Municipal Hall and the Recreation Centre.

Free Emergency Preparedness information sessions are also available to groups of any size.

The website has an abundance of information:

- Farm Emergency Planning [templates](#) and [guides](#)
- [Business Preparedness](#)
- Evacuation Planning

Specific training is also available for:

- [FireSmart](#) Your Neighbourhood – identifying the risks of wildfire and how we can reduce the risk to our homes

**Together we can accomplish so much more!**

## **LEGAL AUTHORITY INFORMATION**

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## **PORT HARDY EMERGENCY PROGRAM**

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Emergency powers are vested by the following:

1. Emergency Program Act, Revised Statutes of BC, 1996, Chapter 111
2. Emergency Program Management Regulation, BC Regulation 477/94
3. Local Authority Emergency Management Regulation, BC Regulation 380/95
4. Indian Act, Section 81(a)
5. District of Port Hardy Emergency Program Bylaw 17-2007
6. Regional Emergency Management Agreement 2017-2022 between Regional District of Mount Waddington, District of Port Hardy, Town of Port McNeill, Village of Port Alice, Village of Alert Bay, Kwakiutl First Nation, Quatsino First Nation, Gwawaenuk Tribe, 'Namgis First Nation, Gwa'sala-'Nakwaxda'xw First Nation, and Musgamagw – Dzawada'enuxw Tribal Council.
7. Mount Waddington Regional Fire Departments' Emergency Services Agreement – 2017 between the Regional District of Mount Waddington, District of Port Hardy, Town of Port McNeill, Village of Alert Bay, and Village of Port Alice.

# PORT HARDY EMERGENCY PROGRAM

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## District of Port Hardy Emergency Program Bylaw 17-2007



### DISTRICT OF PORT HARDY EMERGENCY PROGRAM BYLAW 17-2007

***AS AMENDED***

**Consolidation:  
February 24, 2015  
CONSOLIDATED COPY FOR  
CONVENIENCE ONLY**

Amending Bylaws:  
Bylaw 1038-2015

# PORT HARDY EMERGENCY PROGRAM

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District of Port Hardy  
Emergency Program Bylaw 17-2007 - Consolidated

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## DISTRICT OF PORT HARDY BYLAW 17-2007

### A BYLAW TO PROVIDE AN EMERGENCY PROGRAM WITHIN THE DISTRICT OF PORT HARDY

WHEREAS the Municipal Council is required to prepare a local emergency plan respecting the preparation for, response to, and recovery from emergencies and disasters;

AND WHEREAS the Council of the District of Port Hardy wishes to provide a comprehensive program of emergency preparedness through a coordinated response by elected officials, appointed officials, municipal departments, volunteer services and outside agencies in a manner that addresses prevention, preparedness, response and recovery, and which will address all forms of hazards and provide for measures which will assist with the preservation of life, property, local economy and the environment and provide for continuity of government;

NOW THEREFORE the Council of the District of Port Hardy, in open meeting assembles, enacts as follows:

#### 1. CITATION

This Bylaw may be cited for all purposes as "District of Port Hardy Emergency Program Bylaw 17-2007".

#### 2. INTERPRETATIONS

a) In this bylaw:

"Act" means the *Emergency Program Act*.

"Building" means any structure used or intended for supporting or sheltering any use or occupation.

"Council" means the body consisting of those persons elected as Councillors of the District of Port Hardy.

"Declaration of state of emergency" means an order by the Attorney General of the Province of British Columbia or the Lieutenant Governor in Council that an emergency or disaster exists or is imminent in any part of British Columbia, pursuant to the *Emergency Program Act*.

"Declaration of state of local emergency" means an order of the Mayor, or a resolution of Council in the absence of the Mayor, that an emergency or disaster exists or is imminent, pursuant to the *Emergency Program Act*.

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

"Deputy Emergency Coordinator" means that person so appointed by the Emergency Coordinator to assist the Emergency Coordinator, including acting in

AMENDED: BYL 1038-2015 Feb 24/15
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# PORT HARDY EMERGENCY PROGRAM

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District of Port Hardy  
Emergency Program Bylaw 17-2007 - Consolidated

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the capacity of the Emergency Coordinator during an emergency situation wherein the Emergency Coordinator is not available to do so.

"Emergency" means a present or imminent event that is caused by accident, fire, explosion or technical failure or by forces of nature and requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of people or to limit damage to property.

"Emergency Coordinator" means that person so appointed by Council to undertake the duties and responsibilities as outlined herein.

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"Emergency Management" means an organized strategy and program consisting of prevention, preparedness, response and recovery.

"Emergency Operations Centre Director" means the Chief Administrative Officer or his designate.

"Emergency Program" means the provisions of this bylaw, the Emergency Plan, any other plans associated with organizing or planning, or any activities associated with preventing, responding to or alleviating the effects of an emergency or disaster.

"Local Emergency Plan" means that document so designated by Council.

"Order" means a written statement or instruction, bearing the printed name and title of the issuer and the date of issuance.

- b) This bylaw shall be construed in accordance with the principles contained in, and shall be subject to, the Province of British Columbia's *Emergency Program Act* and all regulations made thereunder.

### 3. ADMINISTRATION

- a) The Council shall appoint an Emergency Coordinator and the Emergency Coordinator may in turn, appoint a Deputy Emergency Coordinator.

AMENDED:  
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- b) There shall be an Emergency Planning Committee which shall meet not less than quarterly, with the Emergency Coordinator acting in the capacity of chairperson. The Emergency Planning Committee shall consist of:

- i) Emergency Coordinator;
- ii) Council representative;
- iii) Emergency Operations Centre Director or designate;
- iv) Emergency Social Services Coordinator; and,
- v) Any other persons the Emergency Planning Committee may deem appropriate.

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- c) There shall be a District of Port Hardy Emergency Plan approved by Council which shall provide the direction and framework to deal with the prevention, preparedness, response and recovery programs to cope with major emergencies and disasters. The Emergency Planning Committee may initiate reviews of all or

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# PORT HARDY EMERGENCY PROGRAM

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District of Port Hardy  
Emergency Program Bylaw 17-2007 - Consolidated

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part of the Emergency Plan and amendments thereto shall be approved by the Emergency Planning Committee.

AMENDED BYL 1038-2015 Feb 24/15
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- d) The Emergency Planning Committee will:
- i) organize, establish and maintain emergency plans and responses within the municipality for the purpose of responding to emergencies and disasters;
  - ii) annually review emergency plans, responses, resources and capabilities to ensure that they are adequate, complete, current and can be implemented expeditiously and efficiently;
  - iii) assist the Emergency Coordinator in performing his duties and responsibilities;
  - iv) negotiate agreements with other municipalities or governments for the purpose of mutual aid or for the formation of joint organizations;
  - v) negotiate with individuals, bodies, corporations or agencies other than government for the participation of their members within the emergency program, according to their qualifications;
  - vi) make and amend rules and guidelines regulating its own practices and procedures;
  - vii) make recommendations to Council for cooperation with, and making grants of money to, any committee set up under the Act to undertake the organization and operation of the Emergency Program;
  - viii) annually submit to Council estimates of expenditures for the organization, maintenance and operation of the Emergency Program;
  - ix) during an emergency or disaster, coordinate and direct the overall operations undertaken by the Municipality respecting preparation for, response to and recovery from an emergency or disaster.

#### 4. DUTIES AND RESPONSIBILITIES

- a) In the event of an emergency or disaster, or a declaration of a state of local emergency, the Emergency Operations Centre Director may authorize the expenditure of funds to meet the exigencies of the situation.
- b) The Emergency Coordinator shall:
  - i) assist the Emergency Operations Centre Director to coordinate operations and activities within the Emergency Operations Centre during an emergency or disaster;
  - ii) during a declared state of local emergency, act as liaison between the Emergency Operations Centre Director or such other person as the Minister may appoint under the *Emergency Program Act*, and the Council for the coordination and implementation of the necessary plans or emergency program;

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# PORT HARDY EMERGENCY PROGRAM

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District of Port Hardy  
Emergency Program Bylaw 17-2007 - Consolidated

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- iii) have the authority, whether or not a state of local emergency has been declared, to cause the local Emergency Plan to be activated and implemented in the Municipality, if in the opinion of the Emergency Coordinator an emergency or disaster exists or appears to be imminent;
- iv) ensure that the local Emergency Plan is maintained in a current state;
- v) be responsible for the day to day management of the local Emergency Program, including coordination of staff and resources, encouragement of public participation and preparation for an emergency or disaster, and coordinate with external organizations in emergency management;
- vi) select and process candidates for federal and provincial emergency planning courses;
- vii) maintain information on potential disasters, by any cause;
- viii) coordinate the equipping and training of volunteers;
- ix) conduct studies and exercises to ensure the local Emergency Plan is effective and in a state of readiness;
- x) act as a point of contact with the Provincial Emergency Program and other agencies concerned with emergency planning and operations;
- xi) submit an annual report to Council on the Emergency Program and make recommendations to Council as to any changes to the Emergency Program he considers necessary; and
- xii) in an emergency situation, initiate contact with the Provincial emergency program agency to obtain a task number related to said emergency situation.

AMENDED: BYL 1038-2015 Feb 24/15
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## 5. POWERS

- a) Notwithstanding any other provisions of this bylaw, or the *Community Charter*, the Mayor or the Council may, when satisfied that an emergency or disaster exists or is imminent in the Municipality, declare that a state of local emergency exists.
- b) A declaration of a state of local emergency must identify the nature of the emergency or disaster and the part of the Municipality in which it exists or is imminent, and the declaration shall be made either by order of the Mayor or by resolution of Council.
- c) Upon the declaration of a state of local emergency in respect of any part or all of the Municipality, and in order to prevent, respond to, or alleviate the effects of an emergency or disaster, the Mayor, the Council, the Emergency Coordinator or the Emergency Operations Centre Director may, by order in relation to any part or parts of the Municipality affected by the declaration of the state of local emergency:
  - i) implement any part or parts of the Emergency Plan;

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# PORT HARDY EMERGENCY PROGRAM

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District of Port Hardy  
Emergency Program Bylaw 17-2007 - Consolidated

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- ii) acquire or use any real or personal property considered necessary;
  - iii) authorize or require any person to render assistance of a type that the person is qualified to provide;
  - iv) control or prohibit travel to or from any area of the Municipality;
  - v) provide for the restoration and coordination of essential facilities, medical services, other essential services and the distribution of essential supplies;
  - vi) cause the evacuation of persons and the removal of livestock or other animals and personal property from any area of the Municipality that is or may be affected by an emergency or disaster, and make arrangements for the adequate care of those persons, livestock or animals and personal property;
  - vii) authorize the entry into any building or on any land, without warrant, by any person in the course of implementing the local Emergency Plan;
  - viii) cause the demolition or removal of any structures, trees or crops if the demolition or removal is considered to be necessary or appropriate;
  - ix) construct works considered to be necessary or appropriate; and
  - x) procure, fix prices for, or ration, food, clothing, fuel, equipment, medical supplies or other essential supplies and the use of property, services, resources, or equipment within any part of the Municipality for the duration of the state of local emergency.
- d) The Mayor by order or the Council by resolution must, when of the opinion that an emergency or disaster no longer exists for which a state of local emergency was declared, cancel the declaration and immediately notify the Attorney General of the Province of British Columbia of the cancellation.

## 6. LIABILITY

No person, including without limitation the Mayor, other members of Council, members of the Emergency Planning Committee, employees of the Municipality, its police and fire departments, a volunteer or any other person appointed or authorized or required to carry out measures relating to an emergency or disaster, is liable for any loss, cost, expense, damage or injury to persons or property that results from any act done or omitted by that person, in good faith, to perform the duties and responsibilities for which they are appointed, assigned, or volunteer unless in doing or omitting the act the person is grossly negligent.

## 7. COMPENSATION FOR LOSS

- a) Despite section 6, if as a result of the acquisition or use of a person's real property by, or under the direction or authority set out under section 5(c), the person suffers a loss of or to the property, the Council shall compensate that person for such loss in accordance with the regulations made under the *Emergency Program Act*.

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# PORT HARDY EMERGENCY PROGRAM

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District of Port Hardy  
Emergency Program Bylaw 17-2007 - Consolidated

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- b) Despite section 6, if any person suffers a loss of or to any real or personal property as a result of the implementation of the Emergency Plan, or any action taken by or under the direction or authority set out under section 5(c), the Council may compensate that person for such loss in accordance with the regulations made under the *Emergency Program Act*.
  - c) If any dispute arises concerning the amount of compensation payable under this section, the matter shall be submitted for arbitration under the *Commercial Arbitration Act*, as amended.
- 8. SEVERABILITY**  
If a court of competent jurisdiction declares any portion of this bylaw invalid, then the invalid portion must be severed and the remainder of the bylaw is deemed valid.
- 9. REPEAL**  
District of Port Hardy Emergency Measures Bylaw No. 15-99 is hereby repealed.

READ A FIRST TIME ON THE 11<sup>th</sup> DAY OF SEPTEMBER, 2007.

READ A SECOND TIME ON THE 11<sup>th</sup> DAY OF SEPTEMBER, 2007.

READ A THIRD TIME ON THE 11<sup>th</sup> DAY OF SEPTEMBER, 2007.

ADOPTED THE 9<sup>th</sup> DAY OF OCTOBER, 2007.

*Original Signed by:*

\_\_\_\_\_  
DIRECTOR OF  
CORPORATE SERVICES

\_\_\_\_\_  
MAYOR

Certified to be a true copy of District of  
Port Hardy Emergency Program Bylaw 17-2007

\_\_\_\_\_  
DIRECTOR OF  
CORPORATE SERVICES

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# PORT HARDY EMERGENCY PROGRAM

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# PORT HARDY EMERGENCY PROGRAM

## Regional Emergency Management Agreement 2017-2022

*Regional District of Mount Waddington Emergency Management Agreement*

### **EMERGENCY MANAGEMENT AGREEMENT**

THIS AGREEMENT made this 1<sup>st</sup> day of January, 2017

BETWEEN: Regional District of Mount Waddington  
2044 McNeill Road,  
Port McNeill BC, V0N 2R0

AND: District of Port Hardy  
7360 Columbia Street  
Port Hardy BC, V0N 2P0

AND: Town of Port McNeill  
1775 Grenville Place  
Port McNeill BC, V0N 2R0

AND: Village of Port Alice  
1061 Marine Drive  
Port Alice BC, V0N 2N0

AND: Village of Alert Bay  
23 Maple Street  
Alert Bay BC, V0N 1A0

AND: Kwakiutl First Nation  
99 Tsakis Way  
Port Hardy, BC V0N 2P0

AND Quatsino First Nation  
305 Quattishe Road  
Coal Harbour, BC V0N 1K0

AND Gwawaenuk Tribe  
Box 344  
Port McNeill, BC V0N 2R0

AND 'Nangis First Nation  
49 Atili  
Alert Bay, BC V0N 1A0

AND Gwa'sala-'Nakwaxda'xw First Nation  
Box 998  
Port Hardy, BC V0N 2P0

AND Musgamagw – Dzawada'enuxw Tribal Council  
102-2005 Eagle Drive  
Campbell River, BC V9H 1V8

*Term: January 1, 2017 to December 31, 2021*

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# PORT HARDY EMERGENCY PROGRAM

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## Regional District of Mount Waddington Emergency Management Agreement

AND Kwikwasut'inuxw / Haxwa'mis First Nations  
Box 10  
Alert Bay, BC V0N 1A0

AND Whe-La La U Area Council  
Box 150  
Alert Bay, BC V0N 1A0

NOW THIS AGREEMENT WITNESSETH:

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

*WHEREAS, RDMW Emergency Management Service Bylaw No. 705, 2005, enacted under the Local Government Act, provides the ability to enter into mutual aid agreements with member municipalities and First Nations for the purpose of emergency management;*

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

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

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

### **1. Interpretation**

In this Agreement:

“Disaster” means a calamity that

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

“Emergency” means a present or imminent event that

- (a) is caused by accident, fire, explosion or technical failure or by the forces of nature and,
- (b) requires prompt coordination of action or special regulation of persons or

# PORT HARDY EMERGENCY PROGRAM

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## Regional District of Mount Waddington Emergency Management Agreement

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

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

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

“*Local Authority*” means

- (a) for a municipality, the Municipal Council;
- (b) for an electoral area in a Regional District, the board of the Regional District, if the Regional District has been granted the powers of a municipality under Section 338 (2) (a) of the Local Government Act.

“*Providing Party*” means a party receiving a request for assistance under this Agreement. “*Requesting Party*” means a party requesting assistance under this Agreement. “*Resources*” means persons, equipment, supplies or other property of the Providing Party which has been designated to be made available to a Requesting Party under this Agreement.

“*Senior Elected Representative*” means the Chair of the Regional District of Mount Waddington or in their absence the Vice-Chair, the Mayors of the District of Port Hardy, the Town of Port McNeill, the Village of Alert Bay and the Village of Port Alice, or in their absence the Deputy Mayor; and the Chiefs of participating First Nations.

## 2. **Services**

- (a) The parties agree to provide assistance in the case of disaster or emergency in accordance with this Agreement.
- (b) Each party to this Agreement shall provide for the effective mobilization and utilization of its resources to respond to **Level 3 or higher emergencies** and or disasters. The attached EOC Operational Procedures outline where and under what circumstances Emergency Coordination Centers will be located within the boundaries of the RDMW, including the municipalities of the District of Port Hardy, the Town of Port McNeill, the Village of Port Alice and the Village of Alert Bay, and participating First Nations and the command structure that will be implemented to operate the centers.
- (c) Each party to this Agreement may provide for the effective mobilization and

# PORT HARDY EMERGENCY PROGRAM

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## Regional District of Mount Waddington Emergency Management Agreement

utilization of its resources to respond to **Level 1 or Level 2 emergencies** and or disasters at the request of the affected party.

- (d) Each of the parties to this Agreement are committed to ensuring that the use of personnel, equipment and supplies, and other emergency response resources and capabilities are directed toward achieving a common goal; to maximize the efficiency of coordinated planning and response to, and recovery from major emergencies and disasters within the boundaries of the Regional District of Mount Waddington.
- (e) Where a party determines that a disaster or emergency exists to which the party is unable to adequately respond, it may request the assistance from one or more of the parties to this Agreement and subject to paragraphs 2 (f) and (g) the party or parties receiving the request for assistance shall provide the assistance subject to the conditions set out in this agreement.
- (f) Requests for assistance shall be made by the Senior Elected Representative of the Requesting party and shall be made to the Senior Elected Representative of the Providing Party.
- (g) If a party requested to provide assistance under paragraph 2 (d) is unable to do so because of an emergency or disaster within its own jurisdiction or because it has already deployed its resources to provide assistance to another requesting party, then the Requesting Party shall be advised as soon as possible.
- (h) All parties understand that these resources may be deployed outside their own jurisdiction. The Providing Party shall have the primary interest of protecting the welfare of their own jurisdiction and does not assume any responsibility or liabilities by not providing provisions as laid out in the Agreement.
- (i) The extent of the assistance provided by a Providing Party will be at the discretion of the Providing Party having regard for its own need for its own resources. The Providing Party shall at all times be able to deploy or re-deploy its own resources for the purpose of protecting its residents and property within its jurisdiction from the effects of a disaster or emergency.
- (j) The parties acknowledge that this Agreement is not intended to replace any Mutual Aid Agreement in force between any of the parties or to prevent any party from negotiating a new Mutual Aid Agreement or from renewing or amending an existing Mutual Aid Agreement.
- (k) The Providing Party retains the right to recall equipment back into their own jurisdiction should the need to combat an emergency or disasters arise.
- (l) It is hereby understood that the Emergency Management Agreement entered into hereunder shall not supplant pre-existing Mutual Aid Agreements nor deny the right of any party hereto to negotiate supplemental Mutual Aid Agreements.

# PORT HARDY EMERGENCY PROGRAM

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## Regional District of Mount Waddington Emergency Management Agreement

(m) Assistance extended pursuant to this Agreement shall be provided in accordance with current governing legislation, the British Columbia Emergency Program Act (1996) and the British Columbia Emergency Response Management Standard (BCERMS).

(n) Each party is entitled to appoint a member to the North Island Regional Emergency Planning Committee (NIREPC) which provides a forum to share information and coordinate training opportunities. NIREPC meets three to four times per year

### **3. Term**

The Agreement will be in effect during the period (hereinafter called the “Term”) commencing on January 1, 2017 and ending on December 31, 2021.

### **4. Cost Sharing of Resources**

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

### **5. Claims**

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

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

### **6. Independent Jurisdiction**

(a) Any and all agents, servants or employees of each of the parties or other persons, while engaged in the performance of any work or services required to be performed by the parties under this Agreement shall not be considered employees of any other party and a party shall not be responsible for any act or omission of any person other than one of their own agents, servants, or employees except as provided in this Agreement.

(b) Each party to this Agreement will retain decision making authority within their own jurisdiction. All parties will ensure that decisions involving multiple jurisdictions are made in consultation with the authorities involved.

(c) Each party to this Agreement is responsible for declaring its own “State of Local Emergency” as per the Emergency Program Act, should it be deemed necessary.

# PORT HARDY EMERGENCY PROGRAM

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## Regional District of Mount Waddington Emergency Management Agreement

The other parties are to be notified as soon as possible should this occur.

### **7. Indemnity**

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

### **8. Insurance**

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

### **9. Waivers**

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

### **10. Modification**

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

### **11. Termination**

Notwithstanding any other provisions of this Agreement:

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

# PORT HARDY EMERGENCY PROGRAM

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Regional District of Mount Waddington Emergency Management Agreement

IN WITNESS WHEREOF the parties hereto have executed this Agreement as follows

The Corporate Seal of the  
Regional District of Mount Waddington

\_\_\_\_\_  
\_\_\_\_\_

The Corporate Seal of  
The District of Port Hardy

\_\_\_\_\_  
\_\_\_\_\_

The Corporate Seal of  
The Town of Port McNeill

\_\_\_\_\_  
\_\_\_\_\_

The Corporate Seal of  
The Village of Port Alice

\_\_\_\_\_  
\_\_\_\_\_

The Corporate Seal of  
The Village of Alert Bay

\_\_\_\_\_  
\_\_\_\_\_

The Corporate Seal of  
The Kwakiutl Band

\_\_\_\_\_  
\_\_\_\_\_

The Corporate Seal of  
Quatsino Band

\_\_\_\_\_  
\_\_\_\_\_

The Corporate Seal of  
Gwawaenuk Tribe

\_\_\_\_\_  
\_\_\_\_\_

The Corporate Seal of  
'Namgis First Nation

\_\_\_\_\_  
\_\_\_\_\_

*Term: January 1, 2017 to December 31, 2021*

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# PORT HARDY EMERGENCY PROGRAM

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Regional District of Mount Waddington Emergency Management Agreement

The Corporate Seal of  
Tswataineuk Band Council

\_\_\_\_\_  
\_\_\_\_\_

The Corporate Seal of  
Kwicksutaineuk/Ah-Kwaw-Ah-Mish Nations

\_\_\_\_\_  
\_\_\_\_\_

The Corporate Seal of  
Gwa'Sala-Nakwaxda'xw Nation

\_\_\_\_\_  
\_\_\_\_\_

The Corporate Seal of  
Whe-La-La U Area Council

\_\_\_\_\_  
\_\_\_\_\_

*Term: January 1, 2017 to December 31, 2021*

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# PORT HARDY EMERGENCY PROGRAM

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*Regional District of Mount Waddington Emergency Management Agreement*

## SCHEDULE "A"

### **EMERGENCY COORDINATION CENTERS (EOC) OPERATIONAL PROCEDURES**

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

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

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

#### **BCEMS and the Use of Incident Command System (ICS)**

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

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

#### **Establishing a Unified Command**

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

*Term: January 1, 2017 to December 31, 2021*

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# PORT HARDY EMERGENCY PROGRAM

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## *Regional District of Mount Waddington Emergency Management Agreement*

### **Command Post**

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

### **Definitions**

#### **Levels of Operational Response**

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

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

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

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

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

#### **Zone Definitions**

RDMW Zone 1 – Centered on the District of Port Hardy. Boundaries are similar to the established boundaries of policing jurisdiction for the Port Hardy Detachment of the RCMP. \* Note – the settlement of Quatsino is included in this Zone. Electoral Areas affected are Area B, and portions of Area A and Area C.

RDMW Zone 2 – Centered on the Village of Port Alice. Boundaries are similar to the established boundaries of policing jurisdiction for the Port Alice Detachment of the RCMP.

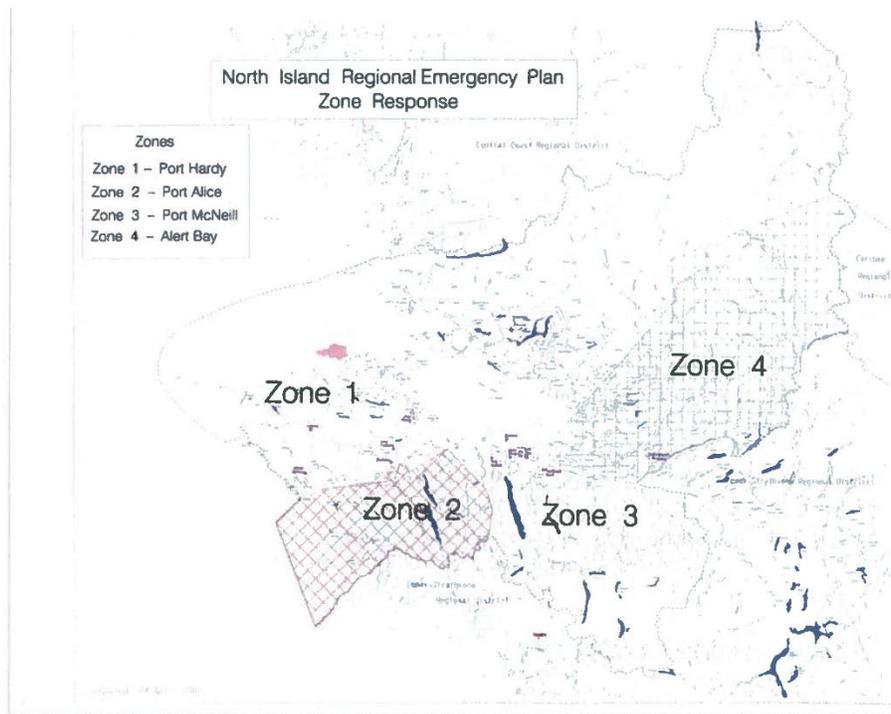
\* Note – the settlement of Quatsino is not included in this Zone. Affected Electoral Area is portions of Area C.

# PORT HARDY EMERGENCY PROGRAM

## Regional District of Mount Waddington Emergency Management Agreement

RDMW Zone 3 – Centered on the Town of Port McNeill. Boundaries are similar to the established boundaries of policing jurisdiction of the Port McNeill Detachment of the RCMP. Affected Electoral Areas are Area D, the Malcolm Island portion of Area A and portions of Area C.

RDMW Zone 4 – Centered on the Village of Alert Bay. Boundaries are similar to the established boundaries of policing jurisdiction for the Alert Bay Detachment of the RCMP. A portion of Electoral Area “A” is included in this zone.



### **EOC Director – Municipal or Regional**

The designated EOC Director will be from the area most affected by the emergency or disaster, unless otherwise specified, or mutually agreed upon by all parties to this Agreement affected by the situation.

### **EOC Locations**

Term: January 1, 2017 to December 31, 2021

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# PORT HARDY EMERGENCY PROGRAM

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## Regional District of Mount Waddington Emergency Management Agreement

### Site Level ( Level 1 Emergency)

An EOC would not normally be established at this level.

### Zone EOC's (Level 2 Emergency)

- (a) Zone 1 – Port Hardy – A localized Zone 1 emergency. The existing facilities at the Port Hardy Municipal Office, 7630 Columbia Street would be utilized to establish a Zone 1 EOC should the need arise. The request to set up, or move to an alternate site would come from the EOC Director. The EOC Director assumes command of the EOC.
- (b) Zone 2 – Port Alice - A localized Zone 2 emergency. The existing facilities at the Community Centre on Marine Drive would be utilized to establish a Zone 2 EOC should the need arise. The request to set up or move to an alternate site would come from the EOC Director. The EOC Director assumes command of the site.
- (c) Zone 3 – Port McNeill – A localized Zone 3 emergency. The existing facilities at the Municipal Office, 1775 Grenville Place would be utilized to establish a Zone 3 EOC should the need arise. The request to set up or move to an alternate site would come from the EOC Director. The EOC Director assumes command of the site.
- (d) Zone 4 – Alert Bay – A localized Zone 4 emergency. The existing facilities at the Village Office at 15 Maple Road would be utilized to establish a Zone 4 EOC. The request to set up or move to an alternate site would come from the EOC Director. The EOC Director assumes command of the site.

### Regional EOC (Level 3 Emergency)

A Regional EOC will be activated under the following Level 3 Emergency

Conditions: A Regional Emergency, involving one or more Zones, Electoral Areas,  
or Municipalities.

The EOC Director would decide which location(s) would be most appropriate to set up the EOC: In Port Hardy at the Port Hardy Municipal Office located at 7630 Columbia Street, or the Regional District of Mount Waddington Office located at 2044 McNeill Road, Port McNeill. The EOC would be jointly and cooperatively set up and the EOC Director would assume command of the EOC.

# PORT HARDY EMERGENCY PROGRAM

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*Regional District of Mount Waddington Emergency Management Agreement*

**Provincial Regional Coordination (Level 4)**

Provincial Regional Emergency Operations Centre (PREOC) would be designated by the Provincial Emergency Program officials immediately prior to activation and the location and contact numbers provided to all other levels of the organization. The PREOC will be located in the City of Victoria unless otherwise determined.

The PREOC would be activated by PEP at the request of the Regional EOC Director. This level will provide support to the existing Regional EOC.

**Provincial Coordination Level (Level 5 Emergency)**

The Provincial Emergency Coordination Centre (PEOC) would be designated immediately prior to activation and the location and contact numbers provided to all other levels of operation. PEOC will be located in the City of Victoria unless otherwise determined.

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# PORT HARDY EMERGENCY PROGRAM

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*Regional District of Mount Waddington Emergency Management Agreement*

## SCHEDULE B COST SHARING OF RESOURCES

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

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

# PORT HARDY EMERGENCY PROGRAM

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## Mount Waddington Regional Fire Departments' Emergency Services Agreement – 2017

MOUNT WADDINGTON REGIONAL FIRE DEPARTMENTS' EMERGENCY SERVICES AGREEMENT

THIS AGREEMENT is made as of the 30th day of October 2017. AMONG:

**REGIONAL DISTRICT of MOUNT WADDINGTON**

2044 McNeill Road,  
Port McNeill, BC V0N 2R0

AND:

**DISTRICT OF PORT HARDY**

7360 Columbia St. Box 68,  
Port Hardy, BC V0N 2P0

AND:

**TOWN OF PORT McNEILL**

1775 Furney Place  
Port McNeill, B.C. V0N 2R0

AND:

**VILLAGE OF ALERT BAY**

15 Maple Road  
Alert Bay, BC V0N 1A0

AND:

**VILLAGE OF PORT ALICE**

1061 Marine Drive  
Port Alice, BC V0N 2N0

(herein after referred to as the "Parties")

WHEREAS:

- A. sections 263(b) and 697(g) of the Local Government Act and sections 8(2) and 23 of the Community Charter empowers local governments and improvement districts to enter into mutual aid agreements with other jurisdictions;
- B. there would be a benefit in the form of improved safety and fire protection for area residences from such an agreement between the local authorities of the Regional District of Mount Waddington that are parties to this agreement.
- C. the North Island Regional Emergency Plan has established a mutual aid relationship with all local governments and First Nation Communities having fire protection services provided by local governments within the boundaries of the Regional District of Mount Waddington for incidents classified as Level 3 Response (Regional Response) and to Level 2 (Local Emergency) or Level 1 (Site Response) emergencies and/or disasters at the request of the affected party.

**NOW THEREFORE THIS AGREEMENT WITNESSES** the Parties, in consideration of the agreements, premises and mutual promises contained in the agreement and other valuable consideration, the receipt and sufficiency of which is hereby acknowledged, agreed with one another as follows:

# PORT HARDY EMERGENCY PROGRAM

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## Mount Waddington Fire Departments' Emergency Services Agreement

### 1. DEFINITIONS

In this agreement:

- 1.01. "Area of Jurisdiction" means the territorial area over which each party has legal authority to provide emergency services.
- 1.02. "Consumables" includes but is not limited to foam and absorbents and does not include water.
- 1.03. "Emergency Services" includes but is not limited to confined space rescue, high-angle rescue, HAZMAT, and fire suppression.
- 1.04. "Emergency Resources" means persons and equipment designated by a Providing Department for the purpose of providing assistance to a Requesting Department, all or a portion of which may be made available to a Requesting Department to assist.
- 1.05. "Officer in Charge" means the Officer in Charge of a fire department at the time of a request.
- 1.06. "Party" means any Party to this agreement.
- 1.07. "Providing Department" means a fire department providing assistance under this agreement.
- 1.08. "Requesting Department" means any fire department requesting assistance under this agreement.
- 1.09. Incident Command System (ICS) is a standardized approach to the command, control, and coordination of emergency response providing a common hierarchy within which responders from multiple agencies can be effective.
- 1.10. Powers and Authorities are those abilities that a fire department and/or its officers have been granted by the local government or the Province of British Columbia through legislation or bylaws or passed motions (Examples: Fire Protection Act, Fire Act, Division 2 of the Local Government Act, Section 66 of the Community Charter, establishment bylaws, etc.)

### 2. PREAMBLE

Emergency response frequently requires a rapid deployment of resources. This agreement is intended to minimize delay in securing additional or specialized resources from a number of potential fire departments.

The Requesting Department has certain powers and authorities within its own Area of Jurisdiction. In order to provide an efficient response, the intent of this agreement is that the members of the Providing Department will have the same powers and authorities as the Requesting Department in relation to controlling or acting at an Emergency.

All participants in this agreement understand the complexity and intensity of responding to emergency incidents and that accidents and errors are possible. Given these challenges, all participants agree to hold one another harmless barring malicious or grossly negligent misconduct.

# PORT HARDY EMERGENCY PROGRAM

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## Mount Waddington Fire Departments' Emergency Services Agreement

The Parties to this agreement understand that operational effectiveness will require annual training between and among all fire departments.

The local governments that are signatories to this agreement have a broad range of resources and expertise within their respective fire departments. In order to ensure fairness to all taxpayers, this agreement is intended to allow for a cost recovery for all cost incurred directly related to responding to the mutual aid request, damaged equipment and supplies consumed by a Providing Department during an incident.

Finally this agreement is a living document that needs to be reviewed and amended so that it reflects the changing needs of the North Island communities. It should be reviewed by all signatories repeatedly within the term of the agreement to ensure its effectiveness is maintained for the benefit of the Region's residents and organizations.

### 3. TERM

- 3.1. The term of this agreement shall be for five (5) years commencing on Nov. 1, 2017 and ending on Oct. 31, 2022. (the "Term")
- 3.2. Any Party may terminate its participation in the agreement with thirty (30) days written notice to all other parties.
- 3.3. This agreement, upon expiry, shall remain in effect on a month to month basis unless written notice to the contrary is received by all parties.

### 4. REQUESTING ASSISTANCE

- 4.1. Where the Officer in Charge determines that an Emergency exists that is beyond the capabilities of his/her resources he/she may request additional Emergency Resources from an Officer in Charge representing the fire department of any of the Parties to this agreement.
- 4.2. Requests for assistance will be conveyed through regular Fire Dispatch. In such cases, Fire Dispatch will also notify the Emergency Planning Coordinator of the Area Having Jurisdiction for the requesting department.
- 4.3. Requesting departments when responding to incidents at communities or facilities that are under their protection but technically outside of their service area may request mutual aid services from other participating fire departments.
- 4.4. A providing department who receives a request for Emergency Resources may, at their sole discretion, determine if they can fulfill or partially fill the request. The extent that a providing department can meet a request is dependent upon its ability to meet its emergency response responsibilities to an acceptable level. If the providing department determines that it is able to fulfill the request, then it will be expected to provide the resources. If the providing department determines it is only able to partially or is unable to fulfill the request, that decision will be communicated to the Requesting Department.
- 4.5. Incident operational debriefs should occur following every mutual aid event, and should include at least one representative from each attending fire department.

# PORT HARDY EMERGENCY PROGRAM

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## Mount Waddington Fire Departments' Emergency Services Agreement

- 4.6. The extent and duration of the assistance given in response to a request for mutual aid, if any, will be at the discretion of the Officer in Charge of the providing fire department(s) having due regard to the department's immediate or anticipated needs within its own area of jurisdiction.
- 4.7. A Unified Command System should be considered for all mutual aid events. Participation of any responding agencies in a unified command structure, should one be implemented, will be at the discretion of the requesting officer in charge.
- 4.8. Prior to arrival on scene, the providing fire department(s) will contact the requesting fire department for instructions on where to position their apparatus and any initial task assignments. The requesting fire department will inform the providing fire department of any life safety hazards present.
- 4.9. The level of service a providing fire department can achieve at a mutual aid incident will be dictated by the service declared by its authority having jurisdiction.
- 4.10. All emergency scenes shall follow the Incident Command System (ICS) procedures and protocols.
- 4.11. The Officer in Charge of the Requesting Department shall immediately release from active assistance, a Providing Department if the Providing Department's Emergency Resources are required in their own Area of Jurisdiction.
- 4.12. A Requesting Department shall advise a Providing Department in a timely manner that their Emergency Resources are no longer required and shall not typically require the Providing Department for clean-up.
- 4.13. The Requesting Department's Officer in Charge has the authority to command and control the Emergency Resources of the Providing Department until such time as the Requesting Department notifies the Providing Department that their Emergency Resources are no longer required.

## 5. INDEMNIFICATION

- 5.1. A Party requesting assistance under this agreement hereby releases a Party providing assistance, its Providing Department, elected officials, officers, employees, contractors and volunteers from and against all claims, demands, expenses, costs, actions, suits, damages, and liabilities of every kind arising between the Parties for failure of the Providing Department to respond to a request from a Requesting Department.
- 5.2. A Party requesting assistance under this agreement agrees and does hereby indemnify and save harmless a Party providing assistance, its Providing Department, its officers, employees, contractors and volunteers from and against all claims, demands, expenses, costs, actions, suits, damages, and liabilities of every kind for damage or injury to person or property, including death, directly or indirectly arising from the Providing Department's response, assistance, conduct and activity under this agreement except where such liability is caused by the malicious or grossly negligent misconduct of the Providing Department, its officials, employees, contractors or volunteers.
- 5.3. A Party providing assistance under this agreement agrees and does hereby indemnify and save

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# PORT HARDY EMERGENCY PROGRAM

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## Mount Waddington Fire Departments' Emergency Services Agreement

harmless all other Parties providing assistance under this agreement, their Departments, officers, employees, contractors and volunteers from and against all claims, demands, expenses, costs, actions, suits, damages, and liabilities of every kind for damage or injury to person or property, including death, directly or indirectly arising from the Party's response, assistance, conduct and activity under this agreement except where such liability is caused by the malicious or grossly negligent misconduct of the Providing Department, its officials, employees, contractors or volunteers.

### **6. COST RECOVERY**

6.1. Where a Providing Department provides Emergency Resources to a Requesting Department, the Requesting Department agrees to reimburse the Providing Department as requested for those Emergency Resources utilized in accordance with the following:

6.1.1. Replacement or costs of all Consumables used by the Requesting Department related to the request; and

6.1.2. Costs of repairing damage to or depreciated loss of any portable equipment related to the request.

6.2. Parties will reconcile their use of this agreement, with regards to section 6 .1 at the end of each calendar year. Parties would be invoiced before January 10 of each year and payment is expected within 120 days.

6.3. All Parties agree that in regard to items 6 .1.1 and 6.1.2, replacement of Consumables and damage or loss, any amounts owing would be paid on demand.

6.4. If the Providing Department intends to issue an invoice, it must notify the Requesting Department of this intent, in writing, within 30 days of the Emergency assistance.

### **7. RECORD KEEPING**

7.1. Both the Requesting Department and the Providing Department shall maintain records of such assistance for the purpose of cost recovery. These records shall be maintained for two years and shall be made available to the other Parties and fire chiefs involved in a request for assistance.

### **8. DISPUTE RESOLUTION**

8.1. If a dispute relating to this Agreement should arise, and the Parties cannot settle the dispute through negotiation, then the Parties must attempt in good faith to resolve the dispute through mediation before resorting to binding arbitration or litigation. If the matter does proceed to arbitration, arbitration shall be conducted pursuant to the Commercial Arbitration Act (British Columbia).

8.2. If any dispute is referred to mediation or to an arbitrator appointed under the Commercial Arbitration Act, the costs of the arbitration shall be borne equally by the parties involved in the dispute, but each Party shall be responsible for its own additional costs.

# PORT HARDY EMERGENCY PROGRAM

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## Mount Waddington Fire Departments' Emergency Services Agreement

### 9. RESOURCE LIST

- 9.0 The North Island Regional Fire Chiefs will maintain a list of resources of each respective local fire department. This list will be updated quarterly and made available to all Parties and fire chiefs.
- 9.1 The head administrators from each party will be delegated authority to establish cost recovery rates for the list of resources for each respective local fire department.

### 10. SPECIALIZED EQUIPMENT

- 10.1 The Parties to this agreement agree that it is beneficial to have different fire departments develop differing specialized services. Examples of these specialized services include but are not limited to: confined space rescue, high-angle rescue, HAZMAT, and aerial equipment. However; nothing in this agreement limits any Party from developing any of their own specialized resources or compels any Party to develop such resources.
- 10.2 The Parties to this agreement should refer any plans for specialized fire services or requests for regional collaboration to the North Island Regional Fire Chiefs Working Group for consideration and development.

### 11. INSURANCE

- 11.1. Each Party shall maintain insurance coverage on its own firefighting equipment.
- 11.2. Each Party shall maintain WorkSafe BC coverage and other required coverage for the personnel of its own Fire Department.
- 11.3. Each Party should maintain liability insurance coverage of \$5,000,000 and be in good standing with the Municipal Insurance Association.

### 12. REPLACEMENT OF MUTUAL AID AGREEMENTS

- 12.1. Each Party to this agreement agrees, that with the exception of the Regional District of Mount Waddington Emergency Management Agreement, to appropriately terminate any other pre-existing mutual aid agreement that is in place with any other Party to this agreement and agrees that this agreement will replace any pre-existing mutual aid agreements.

### 13. AMENDMENT

- 13.1. This agreement may only be amended by written consensus of the Parties in the form of a formal amending accord.

### 14. COUNTERPARTS

- 14.1. This agreement may be signed in counterparts, which together shall constitute one agreement. If this agreement is signed in counterparts, no signatory hereto shall be bound until all parties named below have duly executed, or caused to be duly executed, a counterpart of this agreement and provided the executed document to the other parties.

# PORT HARDY EMERGENCY PROGRAM

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Mount Waddington Fire Departments' Emergency Services Agreement

IN WITNESS WHEREOF the parties hereto have executed this agreement as of the day and year first above written.

The Corporate Seal of the  
Regional District of Mount Waddington

\_\_\_\_\_  
Board Chair

\_\_\_\_\_  
Chief Administrative Officer

The Corporate Seal of  
The District of Port Hardy

\_\_\_\_\_  
Mayor  
  
\_\_\_\_\_  
Chief Administrative Officer

The Corporate Seal of  
The Town of Port McNeill

\_\_\_\_\_  
Mayor

\_\_\_\_\_  
Chief Administrative Officer

The Corporate Seal of  
The Village of Alert Bay

\_\_\_\_\_  
Mayor

\_\_\_\_\_  
Chief Administrative Officer

The Corporate Seal of  
The Village of Port Alice

\_\_\_\_\_  
Mayor

\_\_\_\_\_  
Chief Administrative Officer

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# PORT HARDY EMERGENCY PROGRAM

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## District of Port Hardy Staff Directory

### ADMINISTRATION

Phone: [250-949-6665](tel:250-949-6665)

Fax: 250-949-7433

Chief Administrative Officer	<a href="#">Heather Nelson-Smith</a>
Director of Corporate Services	<a href="#">Ross Blackwell</a>
Director Financial Services	<a href="#">Deb Bodnar</a>
Chief Building/Bylaw Official	<a href="#">Nigel Sutton</a>
Confidential Secretary	<a href="#">Louisa Bates</a>
Financial Accountant	Vacant
Finance/Admin Clerk	<a href="#">Susan Bjarnason</a>
Finance Clerk	<a href="#">Tracy Kozak</a>
Casual Office Clerk	<a href="#">Angela Birney</a>

### OPERATIONAL SERVICES

Phone: [250-949-7779](tel:250-949-7779)

Fax: 250-949-7465

### EMERGENCY AFTER HOURS

Public Works: [250-949-1524](tel:250-949-1524)

Utilities: [250-902-9944](tel:250-902-9944)

Director of Engineering & Operations	<a href="#">Kam So</a>
Office Clerk	Vacant
Public Works Supervisor	<a href="#">Bruce Forsyth</a>
Parks Supervisor	<a href="#">Cortney Darling</a>
Parks Maintenance	<a href="#">Chad Moore-Labatt</a>
Utilities Supervisor	<a href="#">Joe Jewell</a>
Mechanic	<a href="#">Dan Scow</a>
Public Works Operator	<a href="#">Richard Mose</a>
Public Works Operator	Tim Tharp
Public Works Operator	Bob King
Chief Utilities Operator	<a href="#">Justin Reusch</a>
Utilities Operator	<a href="#">Cory Henschke</a>
Utilities Operator	<a href="#">Roland Le Fort</a>
Utilities Operator	<a href="#">Robert Cousins</a>
Public Works Labourer	<a href="#">Rachel Gildersleeve</a>
Public Works Labourer	<a href="#">Michael McGill</a>
Public Works Labourer	<a href="#">Patrick Traverse</a>
Public Works Labourer	<a href="#">Owain Jewell</a>

### RECREATION

Phone: 250-949-6686

Fax: 250-949-8237

Director of Recreation and Community Services [Tanya Kaul](#)

Aquatic Coordinator

[Melinda Dennison](#)

Recreation Facility Foreman

Vacant



# **Emergency Management Training & Exercise Program**

**2021 - 2025**

# PORT HARDY EMERGENCY PROGRAM

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## Executive Summary

The District of Port Hardy enjoys the benefits of a comprehensive Emergency Management Program which includes all aspects of emergency management including: mitigation, preparedness, response and recovery. The District of Port Hardy also participates in the Regional District of Mount Waddington's Emergency Planning Committee as part of a Regional Emergency Management Agreement that offers the opportunity for collaboration with neighbouring communities.

The District of Port Hardy is also a member of the Mid Island Emergency Coordinators and Managers Association that annually reviews the common emergency program templates, and shares lessons learned and best practices within the Vancouver Island Region and beyond.

To ensure personnel from local jurisdictions and agencies are prepared to implement these plans effectively, a comprehensive training and exercise program is required that builds on the knowledge and expertise of personnel at all levels of the organizations and ensures personnel continue to develop and improve their knowledge and understanding of emergency management.

Individual training and exercises require extensive planning and resources to implement. A comprehensive, multi-year training and exercise program allows the planning and resources to be deployed in a congruent and progressive manner.

This document outlines a five-year emergency management training and exercise program that utilizes best practices to ensure a solid foundation of training is layered with a series of workshops, drills and exercises that build capacity with responders and inter-agency collaboration.

The goal is to develop a collaborative team that responds effectively to all levels of emergencies and disasters and leads our community to prepare for, mitigate, respond to, and recover from disasters.

Success depends on ensuring that personnel are supported to participate fully in the Emergency Program Training and Exercise Program.

**Together we can accomplish so much more!**

# PORT HARDY EMERGENCY PROGRAM

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# PORT HARDY EMERGENCY PROGRAM

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## Introduction

The District of Port Hardy enjoys the benefits of bringing an all-hazards approach to emergency management.

Emergency services are provided to all areas contiguous to the District of Port Hardy including *(list any additional jurisdictions not currently part of your emergency program)*; the above identified jurisdictions have formally entered into agreement as partners in the Regional Emergency Management Program.

The goal is to develop a collaborative, cross-jurisdictional team that responds effectively to all levels of emergencies and disasters and leads our communities to prepare for, mitigate, respond to, and recover from disasters.

Success depends on each local authority ensuring that they support personnel to participate fully in the Emergency Program Training and Exercise Program. Each year this training and exercise program will be reviewed and updated to ensure continuous improvement.

Emergencies and disasters know no boundaries. In *(date of your most recent emergency)* we experienced firsthand the power of having a regional emergency program when *(???)* jurisdictions were impacted simultaneously by *type of emergency*. Working together and sharing the load provided seamless response, recovery and support to all impacted regardless of jurisdiction.

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# PORT HARDY EMERGENCY PROGRAM

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## ***Reasons to Conduct Exercises***

Exercises are conducted to evaluate an organization's capability to execute one or more portions of its response plan or contingency plan. Exercises provide individual training and improve the emergency management system. Reasons to perform exercises include:

- Testing and evaluating plans, policies, and procedures.
- Revealing planning weaknesses and resource gaps.
- Improving individual performance and organizational coordination and communications.
- Training personnel and clarifying roles and responsibilities.
- Gaining program recognition.
- Satisfying regulatory requirements.
- Developing and enhancing relationships internally and externally

## **Comprehensive Exercise Program**

A comprehensive exercise program uses progressively complex exercises, each one building on the previous one, until the exercises are as close to reality as possible. The program is carefully planned to achieve identified goals and involves a wide range of organizations in its planning and execution.

## **Types of Exercises**

There are five main types of activities in a comprehensive emergency management exercise program:

- **Orientation Workshops:** Low-stress, informal discussions in a group setting provide information and introduce people to policies, plans, and procedures.
- **Drills:** Coordinated, supervised exercises used to test a single specific operation or function that involves deployment of equipment and personnel.
- **Tabletop exercises:** Facilitated group analyses of an emergency situation in an informal, stress-free environment. Designed for examination of operational plans, problem identification, and in-depth problem solving.
- **Functional exercises:** Fully simulated interactive exercises that test the capability of an organization to respond to a simulated event. The Emergency Operations Centre (EOC) is activated and set up. The focus is on coordinating multiple functions or organizations. Strives for realism, short of actual deployment of equipment and personnel.
- **Full-scale exercises:** Simulated emergency events, designed to emulate reality as close as possible. Emergency response functions are fully deployed both in the EOC and in the field with first responder activations using Incident Command System.

## **Funding for Exercises**

Local Governments fund their own personnel costs. The **Local Authority Emergency Program** budget will cover training and exercise materials and supplies costs. Costs are \$5,000 annually with an additional \$10,000 for the full-scale exercise in 2024.

# PORT HARDY EMERGENCY PROGRAM

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## *Emergency Management Exercise Program Calendar*

Training and Exercise Sessions are scheduled with local authorities to best suit their needs. For consistency, one scenario will be used for an entire year as outlined below.

Airport Multi-Casualty Scenario	2021
Large Apartment Fire Scenario	2022
Fuel Tanker/Tourist Bus Crash Scenario	2023
Tsunami Evacuation Scenario	2024
Marine Hazardous Materials Scenario	2025

Description	Frequency
<b><i>Orientation Workshops</i></b>	
Emergency Management Overview	Annual
Policy Group Overview	Annual
EOC Management	Annual
Media 101	Annual
<b><i>Drills</i></b>	
Fire Drill	Annual
EOC Setup & Demobilization	Annual
Earthquake Drill (ShakeOutBC)	3 <sup>rd</sup> Thursday in October
<b><i>Tabletop Discussion Exercises</i></b>	
Airport Multi-Casualty Exercise	2021
Apartment Fire	2022
Fuel Tanker/Bus Crash	2023
Tsunami Evacuation	2024
Marine Hazardous Materials	2025
<b><i>Functional Exercises</i></b>	
Airport Multi-Casualty Exercise	2021
Apartment Fire	2022
Fuel Tanker/Bus Crash	2023
Tsunami Evacuation	2024
Marine Hazardous Materials	2025

Emergency Program site training and exercises (ECT, ESS, etc.) will be tied into the Emergency Management Training and Exercise Program.

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# PORT HARDY EMERGENCY PROGRAM

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## Emergency Management Training

To ensure consistency between jurisdictions and agencies, the following Emergency Management training requirements have been outlined.

The District of Port Hardy Emergency Management Program depends on numerous agencies, staff and volunteers to provide emergency response and recovery capacity. Specific first responders such as police, ambulance, fire and search and rescue all have their own training requirements that are outlined by their agencies.

The District of Port Hardy emergency response and recovery components provide services directly to the public and their training requirements are outlined below.

## ***Emergency Communications Team (ECT)***

There are several amateur radio operators in and around the District of Port Hardy. They are aware of their mandate to provide emergency communications when needed. It would be good to have some discussions around how they see themselves assisting the community and perhaps create an outline of potential support opportunities for their consideration. Perhaps a questionnaire to find out who is out there, where they reside and what equipment and power supply options they currently have available to support emergency communications would be useful.

## ***Emergency Support Services (ESS)***

Emergency Support Services (ESS) is a community-based provincial emergency response program. ESS provides services required to preserve the well-being of people affected by an emergency or disaster – ranging from single house fires to calamities involving mass evacuations.

The goal of the ESS Program is to help people begin to re-establish themselves as quickly as possible after a disaster. ESS plays an important role in emergency management by:

- Helping people meet their immediate basic needs during a disaster if they are unable to;
- Reuniting families separated by disaster;
- Providing people affected by a disaster with accurate and up-to-date information.

ESS provides temporary relief to individuals and families so they can begin to plan their next steps after a disaster. Services may include:

<b>Primary Services</b>	<b>Specialized Services</b>
<ul style="list-style-type: none"><li>• information</li><li>• family reunification</li><li>• coordinating essential resources such as food; lodging; and clothing</li><li>• emotional support</li></ul>	<ul style="list-style-type: none"><li>• basic first aid</li><li>• transportation</li><li>• translation</li><li>• transition to recovery</li></ul>

# PORT HARDY EMERGENCY PROGRAM

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Training opportunities includes:

ESS Level 1 Worker	ESS Level 2-3 Worker	ESS Leadership
Incident Command System – EMRG-1200		
Introduction to Emergency Support Services – EMRG-1600		
Psychological First Aid – CISM-1030		
ESS Level 1 EMRG-1607	Intro to Reception Centres EMRG-1610	All ESS Level 1 & 2-3 Courses
Registration & Referrals - EMRG-1615		Managing Walk-In Disaster Volunteers EMRG-1645
	Intro to Group Lodging EMRG-1612	Public Safety Lifeline Leadership EMRG-1660
	Documentation Unit Videos or Community Training	ESS Site Management EMRG-1671
	Resource Acquisition EMRG-1624	Managing Volunteer Programs EMRG-1674
		ESS Director EMRG-1681

Those designated as ESS Branch Coordinators in the EOC also require the 3-day ESS Director course provided through the Justice Institute of British Columbia. As such these personnel will participate fully in the Regional Emergency Management Training & Exercise Program.

Efforts are underway to ensure that every community also has trained ESS Level 1 Responders that can quickly respond to individual house fires. These individuals need the ESS Worker training as well as the specific ESS Level 1 training. They also receive backpacks with all the necessary ESS Level 1 supplies to assist individuals and families affected by a house fire.

# PORT HARDY EMERGENCY PROGRAM

## Community Recovery

Community efforts to collaborate with multiple agencies and coordinate the transition from Emergency Support Services to existing Community Services. Agencies will work together to reduce suffering, limit loss, and restore psychosocial and economic viability of the community.

The community disaster recovery program focuses specifically on empowering the physical, social and economic recovery of the community's people, property, environment, and economy. The scope of disaster recovery includes facilitating animal services for both pets and livestock. Community recovery is managed in coordination with "local authority recovery," which is undertaken by the local governments to rebuild and repair infrastructure and public services.

Recovery begins in the Emergency Operations Centre and involves mitigation, preparedness, and response. When those aspects are completed effectively, recovery is impacted positively and often can progress better and faster.

Local Authority Recovery focuses on critical infrastructure as well as getting all the local authorities responsibilities back on-line. At the same time, many agencies are working collaboratively to assist and empower those residents and businesses impacted by the disaster to re-establish themselves and complete the recovery process.

This is an ideal time for communities to reinvent themselves by conducting a thorough Hazard, Risk & Vulnerability Analysis (HRVA) and identifying improvements in community layout and infrastructure to reduce the likelihood of a similar disaster in the future.

Local Authorities are encouraged to lead this process in collaboration with residents, business owners and the many service agencies that can assist in rebuilding the community.

Community Recovery Worker		Recovery Leaders
Introduction to ESS	Intro to Reception Centres	Intro to Emergency Management
Introduction to Recovery	Resilience Centre Essentials	Recovery Site Management
Psychosocial First Aid	Resilience Centre Support Essentials	Public Safety Lifeline Leadership

In 2016, EMBC completed the British Columbia Emergency Management System (BCEMS) Overview which includes recovery. Specific guidelines and training still needs to be developed. Once that becomes available, those guidelines and training requirements will be incorporated into this program.

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# PORT HARDY EMERGENCY PROGRAM

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## ***Emergency Operations Centres***

Emergency Operations Centres (EOC) are staffed primarily by senior management personnel from the jurisdiction. The purpose of the EOC is to provide support and resources to the incident sites as requested by the Incident Commanders. In addition, the EOC provides policy guidance and direction as required when challenging situations need collaboration and decision-making.

Elected Officials become part of the Policy Group that has specific authority to declare a state of local emergency, authorize extraordinary resource requests to the Provincial Regional Emergency Operations Centre (PREOC), authorize jurisdictional expenditure limits and provide policy direction as requested by the EOC.

Training is required by all personnel to ensure the EOC provides effective coordination and support during times of major emergency or disaster.

### **Emergency Management Core Training Requirements**

- Introduction to Emergency Management in Canada
- Incident Command System – Level 100
- Introduction to Emergency Operations Centres
- Emergency Operations Centre Essentials

### **Emergency Management Function-Specific Training**

- Emergency Operations Centre Workshops
- Emergency Support Services Director
- Emergency Operations Centre – Level 3 – Operations
- Emergency Operations Centre – Level 3 – Planning
- Emergency Operations Centre – Level 3 – Logistics
- Emergency Operations Centre – Level 3 – Finance
- Information Officer
- Crisis Communications

### **Elected Officials Emergency Management Training Requirements**

- Introduction to Emergency Management in Canada
- Introduction to Emergency Operations Centres
- Emergency Management BC Workshop for Elected Officials
- Annual Policy Group 101

# PORT HARDY EMERGENCY PROGRAM

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## Emergency Management Exercises

To ensure consistency between jurisdictions and agencies, the following Emergency Management exercise requirements have been outlined.

### ***Orientation Workshops***

Orientation Workshops are designed to provide low-stress, informal discussions in a group setting with little or no simulation to provide information and introduce people to policies, plans, and procedures. Training is often more generic in purpose and ensures basic standards and consistency. It is important for organizations to provide personnel with various types of orientation workshops to familiarize personnel with the purpose, scope, policies, plans and guidelines for emergency management prior to any exercise to test that understanding.

EOC Workshops can be adapted to suit the needs of the particular organization. Plan review workshops should be done anytime there are significant changes in personnel or in plans to ensure personnel are aware of changes that may affect their roles and responsibilities in an emergency or disaster.

A series of Orientation Workshops have been developed as outlined below. Further workshop needs will be identified throughout the term to ensure new or additional training needs are met as required.

<i>Emergency Management Overview</i>	<i>1 hour</i>	<i>All Managers Meeting</i>
<i>EOC Management Workshop</i>	<i>1 hour</i>	<i>All staff</i>
<i>Media 101</i>	<i>1 hour</i>	<i>All staff</i>
<i>Policy Group Overview</i>	<i>1 hour</i>	<i>Elected Officials Workshop</i>

# PORT HARDY EMERGENCY PROGRAM

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## ***Drills***

Drills are coordinated, supervised exercises used to test a single specific operation or function that involves deployment of equipment and personnel. Drills are constantly evolving as new operations are identified and implemented. Organizations are encouraged to utilize developed drills and to recommend additional drills they would like to see developed.

**Drills are designed to be completed as appropriate for each organization.** Some drills that are readily implemented include:

Earthquake Drills	15 minutes	1/year
Fire Drills	15 minutes	1/year
EOC Setup & Demobilization	2 hours	1/year

***Drills that need to be developed include:***

<i>Incident to EOC Communications</i>	<i>2 hours</i>	<i>1/year</i>
<i>Sandbagging 101</i>	<i>2 hours</i>	<i>1/bi-annually</i>
<i>Evacuation Planning Drill</i>	<i>3 hours</i>	<i>1/year</i>

## ***Tabletop Exercises***

Tabletop exercises are essentially group brainstorming sessions centered on a scenario and problem statements or messages that are presented to members of the group. The format is informal, and the exercise is evaluated by the participants as a group.

Each year a particular scenario will be chosen and exercised in the EOC. This multi-layer process is designed to ensure EOC Management capacity and competency is developed.

Airport Multi-Casualty Scenario	½ day	2021
Apartment Fire Scenario	½ day	2022
Fuel Tanker/Bus Crash Scenario	½ day	2023
Tsunami Evacuation Scenario	½ day	2024
Marine Hazardous Materials Scenario	½ day	2025

More information is provided in the Exercise Process section of this document. Exercises will be developed through the District of Port Hardy and the Regional District of Mount Waddington may also be consulted to determine suitable opportunities for collaboration and to ensure that all personnel potentially participating in an EOC are appropriately trained and exercised.

# PORT HARDY EMERGENCY PROGRAM

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## ***Functional Exercises***

Functional exercises are fully simulated interactive exercises that test the capability of an organization to respond to a simulated event. The EOC is activated and set up. The focus is on coordinating multiple functions or organizations. The exercise strives for realism, short of actual deployment of equipment and personnel. The format is formal and the EOC is set up and activated with members taking on their appropriate roles. The exercise is evaluated by the participants as a group.

Each year a particular scenario will be chosen and exercised in the EOC. This multi-layer process is designed to ensure that EOC Management capacity and competency is developed.

Airport Multi-Casualty Scenario	1-day	2021
Apartment Fire Scenario	1-day	2022
Fuel Tanker/Bus Crash Scenario	1-day	2023
Tsunami Evacuation Scenario	1-day	2024
Marine Hazardous Materials Scenario	1-day	2025

More information is provided in the Exercise Process section of this document. Exercises will be developed through the District of Port Hardy and the Regional District of Mount Waddington may also be consulted to determine suitable opportunities for collaboration and to ensure that all personnel potentially participating in an EOC are appropriately trained and exercised.

# PORT HARDY EMERGENCY PROGRAM

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## ***Full-Scale Exercises***

Full-scale exercises are simulated emergency events, designed to emulate reality as close as possible. Emergency response functions are fully deployed both in the EOC and in the field with first responder activations using Incident Command System.

The format is formal. Incident Command Posts are established with full communications capacity. The EOC is set up and activated with members taking on their appropriate roles. Communications is established with the Incident Command Posts and a series of exercise events are discussed and appropriate actions exercised. The exercise is evaluated by the participants as well as several observers and evaluators.

Full-scale exercises take significant preparation and coordination and should culminate from a series of training, workshops, drills, tabletop and functional exercises. It is proposed one full-scale exercise be held every five years. This process ensures local authority staff and responders have the opportunity to work together in a big way without over-taxing the personnel or the jurisdictions.

Since a fuel tanker/bus crash scenario will challenge all aspects of our emergency program, it is recommended this be used for the full-scale exercise during this five-year training and exercise program.

Fuel Tanker/Bus Crash Scenario	1 day	2023
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More information is provided in the Exercise Process section of this document. Exercises will be developed through the District of Port Hardy and the Regional District of Mount Waddington may also be consulted to determine suitable opportunities for collaboration and to ensure that all personnel potentially participating in an EOC are appropriately trained and exercised.

## The Exercise Process

The process of creating and staging an exercise includes a sequence of tasks that occur in three phases: Before, during, and after the exercise. Some tasks fall under the heading of design and some are part of evaluation. These include: establishing the foundation, exercise development, exercise conduct, exercise evaluation and continuous improvement.

### *Establishing the Foundation*

Establishing the foundation is the process of laying the groundwork for the exercise. Some important aspects of this preparation include:

- Reviewing the current plan.
- Identifying the section or aspect of the plan to be tested.
- Assessing capability to conduct an exercise.
- Addressing costs and liabilities.
- Gaining support.
- Assembling and organizing a design team.

### *Exercise Development*

Exercises are based on a design process that includes eight steps:

1. Assess needs.
2. Define scope.
3. Write a statement of purpose.
4. Define objectives.
5. Compose a narrative.
6. Write major and detailed events.
7. List expected actions.
8. Prepare messages.

Each type of exercise has some special considerations in how these steps are applied.

### **Exercise Enhancements**

Exercise enhancements are used to add to the realism of the exercise. Depending on the type of exercise and available resources, enhancements may include:

- Communications Equipment.
- Visuals.
- Other Equipment and Materials.
- People and Props.
- Resources.

## ***Tabletop Exercise Conduct***

The tabletop exercise is essentially a group brainstorming session centered on a scenario and problem statements or messages presented to members of the group. The format is informal, and the exercise is evaluated by the participants as a group.

### **Facilitating a Tabletop**

The facilitator is responsible for:

- Setting the stage.
- Distributing messages.
- Stimulating discussion and pushing participants toward in-depth problem solving.
- Involving everyone.
- Controlling and sustaining the action.

### **Designing a Tabletop**

In applying the eight design steps, the first four steps (needs assessment, scope, purpose statement, objectives) are handled in the normal manner. The remaining steps can be simplified:

- The narrative can be relatively short.
- Only a few major or detailed events are required that are turned into problem statements.
- Expected actions must be identified, but they may involve such things as discussion or reaching consensus.
- Only a few (e.g., 10–15) carefully written messages or problem statements are needed.

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# PORT HARDY EMERGENCY PROGRAM

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## ***Functional Exercise Conduct***

Fully simulated interactive exercises that test the capability of an organization to respond to a simulated event. The EOC is activated and set up. The focus is on coordinating multiple functions or organizations. Strives for realism, short of actual deployment of equipment and personnel.

### **Exercise Format**

The functional exercise usually takes place in the operating center and involves policy makers and decision makers. It uses an event scenario to test multiple functions or organizations, emphasizing coordination and communication. Participants include the:

- Controller (the manager of the exercise).
- Players (people responding to the scenario within their normal roles).
- Simulators (people playing the parts of organizations and field units outside of the operations center, who deliver messages to players).
- Evaluators (observers who record actions taken in response to messages).

Participants respond in real time, adding an element of stress to the exercise. Communications equipment, displays, and other enhancements can be used to add to the realism.

### **Controlling a Functional Exercise**

The controller is responsible for:

- Monitoring interaction and progress.
- Keeping the exercise on track.
- Dealing with the unexpected.
- Adjusting the pace as needed. (The flow of messages can be adjusted by adding, deleting, misdirecting, or reassigning messages.)

### **Designing a Functional Exercise**

The full eight-step process is used to develop functional exercises.

### **Master Scenario Events List (MSEL)**

Outputs from the design process are pulled together in the Master Scenario Events List, a chart that the controller and simulators can use in keeping the exercise on track and on schedule.

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# PORT HARDY EMERGENCY PROGRAM

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## ***Full-Scale Exercise Conduct***

**Full-scale exercises:** Simulated emergency events, designed to emulate reality as close as possible. Emergency response functions are fully deployed both in the EOC and in the field with first responder activations using Incident Command System.

### **Exercise Format**

The full-scale exercise combines the interactivity of the functional exercise with a field element and requires the coordination of the efforts of several organizations. It differs from a drill in that a drill focuses on a single operation and exercises only one organization.

The full-scale exercise achieves realism through:

- On-scene actions and decisions.
- Simulated victims.
- Search and rescue requirements.
- Communication devices.
- Equipment deployment.
- Actual resource and personnel allocation.

### **Participant Roles**

All levels of personnel are involved, including policy makers, coordination and operations personnel, and field personnel. A controller manages the exercise; volunteers simulate victims; evaluators observe and keep a log of significant events; and a safety officer ensures that potential safety issues are addressed.

### **Designing a Full-Scale Exercise**

After the first four design steps, the following special considerations apply to the design process:

- The narrative is largely a staged visual scene, so the written narrative can be minimal. The visual narrative must be planned in careful detail.
- Major and minor events are often presented visually and must be carefully planned.
- Expected actions must, as always, be specifically identified.
- Both visual and prescript messages are used.

In a full-scale exercise, details are everything.

### **Site Selection**

The site selected for the event must have adequate space and be as realistic as possible without interfering with normal traffic or safety.

# **PORT HARDY EMERGENCY PROGRAM**

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## **Scene Management**

Scene management involves planning and handling:

- Logistics at the scene.
- Creation of a believable emergency scene.
- Number of victims.
- Management of props and materials.
- Number of controllers.

## **Other Special Considerations**

Other special considerations in a full-scale exercise include:

- Managing personnel and resources (many volunteers, lots of props).
- Ensuring the emergency management system maintains response capability for routine events.
- Addressing safety issues.
- Attending to issues of legal liability.
- Having a plan for emergency call-off.
- Working with the media.

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# PORT HARDY EMERGENCY PROGRAM

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## ***Exercise Evaluation***

For an exercise to be useful, it must be accompanied by an evaluation—less formal for the tabletop, structured for the function and full-scale. Good evaluations can help the organization identify:

- Whether the exercise has achieved its objectives.
- Needed improvements in plans, procedures, or guidelines or the emergency management system as a whole.
- Training and staffing deficiencies.
- Equipment needs.
- Need for additional exercising.
- Jurisdictional issues.

The evaluation team leader—usually drawn from the design team—is responsible for evaluation methodology, selection and training of the evaluation team, and report preparation.

### **Methodology**

The evaluation methodology includes:

- Evaluation team structure.
- Objectives to be measured.
- Evaluation packet (i.e., observation procedures and recording forms).

### **Post exercise Meetings**

Post exercise meetings include the player debriefing and meetings of the evaluation team to analyze the results and develop the After-Action Report.

### **After-Action Report**

The After-Action Report should describe the purpose of the exercise and address goals, objectives, pre-exercise activities, participants, scenario, accomplishments and shortfalls, and recommendations.

# PORT HARDY EMERGENCY PROGRAM

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## ***Continuous Improvement***

Training and exercises are most effective if the resulting lessons learned are captured and implemented. In order for organizations to do their best work in a real event, training, exercises and events at all levels need to conduct formal or informal processes:

1. Debriefings
2. After-Action Reports
3. Implementation Strategies

### **Debriefings**

Debriefings are opportunities for all participants in training, drills, exercises and responses to discuss what went well as well as areas that need improvement. Many debriefings only require the factual discussion and depending on the number of participants can be divided into sub-groups for ease of oversight.

Debriefings should be done for both major and minor events to ensure lessons learned are identified, incorporated into plan documents, training and exercises and implemented appropriately throughout the organization.

Anytime there are deaths or injuries, it is imperative more personal debriefings are provided including Critical Incident Stress Management and any appropriate follow-up to ensure participants are able to rebound and move forward from the incident successfully.

### **After-Action Reports**

After-Action Reports are important resources that ensure that situations and lessons learned are documented to capture successes and concerns in a way that promotes sharing of lessons learned and implementing those best practices in future training, exercises and responses.

After-Action Reports are primarily completed following major exercises or responses and should incorporate all the great feedback and ideas gleaned from the Debriefings. Review is then essential to ensure recommendations are prioritized for implementation.

### **Implementation Strategies**

Implementation Strategies ensure recommendations identified in all Debriefings and those amalgamated into major event After-Action Reports are clearly identified, prioritized and scheduled for appropriate implementation.

To be effective, implementation strategies need to provide clear direction, identify who is responsible for the implementation and a review process to ensure the implementation strategies are completed and incorporated for future use.

# PORT HARDY EMERGENCY PROGRAM

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## Conclusion

The District of Port Hardy Emergency Management Training and Exercise Program is designed to be carried out over a five-year cycle. In 2025 a full review should be conducted to identify any gaps and improvements that have been identified and incorporate those best practices into any subsequent training and exercise programs.

Every effort has been made to incorporate industry best practices into this training and exercise program and to ensure legislative and organization goals are met.

Success depends on supporting personnel to participate fully in the Emergency Program Training and Exercise Program.

A key question that should be asked throughout this five-year process is: *Are we moving toward our established goal?*

The goal is to develop a collaborative team that responds effectively to all levels of emergencies and disasters and leads our community to prepare for, mitigate, respond to, and recover from disasters.

Each year this training and exercise program will be reviewed and updated to ensure continuous improvement and implementation of lessons learned and best practices.

Improvements should be implemented continuously to ensure success now and into the future.

**Together we can accomplish so much more!**



# **Emergency Operations Centre Response Guidelines**

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## Acknowledgement

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

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

This document is offered to other local authorities with the proviso that you acknowledge MIECM as the source prior to incorporating any part into your community's emergency plan. These EOC Operational Guidelines were customized for the District of Port Hardy by Sybille Sanderson Collaborative Consulting.

For information regarding this plan, please contact your local Emergency Program Coordinator:

Lionel Gunson

Phone: 250-902-9002

Fax: 250-949-7433

Email: [emergency@porthardy.ca](mailto:emergency@porthardy.ca)

## Disclaimer

Every reasonable effort has been made to ensure the accuracy of these Emergency Operations Centre Operational Guidelines. Local Authorities assume no responsibility and disclaim any liability for any injury or damage resulting from the use or effect of the information specified in the plan.



# **EOC ACTIVATION**

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**PORT HARDY EOC OPERATIONAL GUIDELINES**

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# PORT HARDY EOC OPERATIONAL GUIDELINES

## INITIAL INCIDENT INFORMATION

Person Taking Call: \_\_\_\_\_ Date: \_\_\_\_\_ Time of Call: \_\_\_\_\_ (24hr)

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

EPC required/notified? \_\_\_\_\_ Deputy required/notified? \_\_\_\_\_

### **INCIDENT DETAILS:**

Incident:

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

What happened? \_\_\_\_\_

Where? (Location of Incident) \_\_\_\_\_

Which Jurisdiction? \_\_\_\_\_

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

Who is the Incident Commander? \_\_\_\_\_ Contact numbers: \_\_\_\_\_

The Incident Commander requested site support? YES / NO

What has been affected?

Key Infrastructure, private homes, apartment complex \_\_\_\_\_

How large an area has been affected? \_\_\_\_\_

How many people potentially affected? \_\_\_\_\_

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

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

***(SEE other side for EOC Activation Check list)***

### **Thoughts to be Considering:**

What level of Response is needed? 1 2 3

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

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

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

# PORT HARDY EOC OPERATIONAL GUIDELINES

## EOC ACTIVATION CHECK LIST

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

	EOC ACTIVATION STEPS	Notes	Time	Init.
	CREATE POSITION LOG (Logbook)			
	CONTACT EPC	250-902-9002		
	CONTACT I/C AND ASSESS SITUATION	See <i>“Initial Incident Information”</i>		
	DETERMINE EOC LEVEL			
	OBTAIN ACTIVATION AUTHORITY	<i>Activation requested by:</i>		
	TASK # OBTAINED _____	<b>ECC 1-800-663-3456</b>		
	CHOOSE EOC LOCATION			
	NOTIFY POLICY GROUP (all impacted jurisdictions)			
	CONTACT INCIDENT COMMANDER	Cell/Radio- Address of Site ICP		
	ENSURE KEY COMMS CENTRES ARE AWARE	NI 911 Dispatch – 1-250-363-6125 Supervisor – 1-250-334-5901/5902		
	ACTIVATE CALL OUT			
	START SIGN IN EMBC TASK SHEET			
	ASSIGN EOC FACILITIES SET UP			
	<b>Tasks below this line are for the designated EOC Director</b> (as per EOCD Function check list)			
	ASSIGN INFORMATION OFFICER			
	PREPARE FIRST EOC BRIEFING			
	PREPARE FIRST EOC ACTION PLAN			
	REVIEW EOC GENERIC FUNCTION CHECK LIST			

## DEVELOPING SITUATIONAL AWARENESS

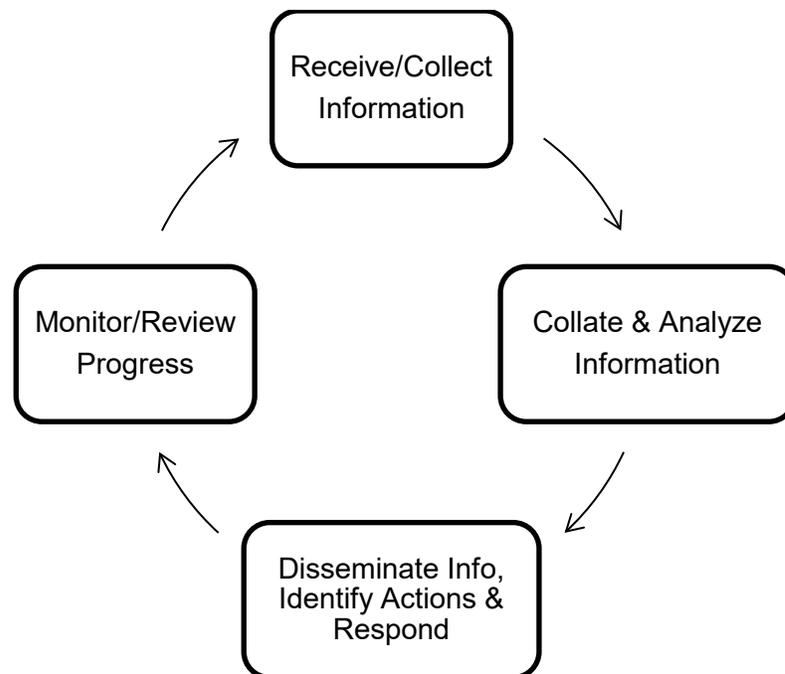
Situational awareness means knowing what is going on and what has happened with the current incident, what could happen in terms of future impact or outcomes, and what options exist in terms of response actions.

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

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

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

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



## **PORT HARDY EOC OPERATIONAL GUIDELINES**

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

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

### **PRIORITY RESPONSE GOALS**

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

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## PORT HARDY EOC OPERATIONAL GUIDELINES

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### EOC STAFFING LEVELS

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

# PORT HARDY EOC OPERATIONAL GUIDELINES

## EOC FUNCTION RESPONSIBILITIES

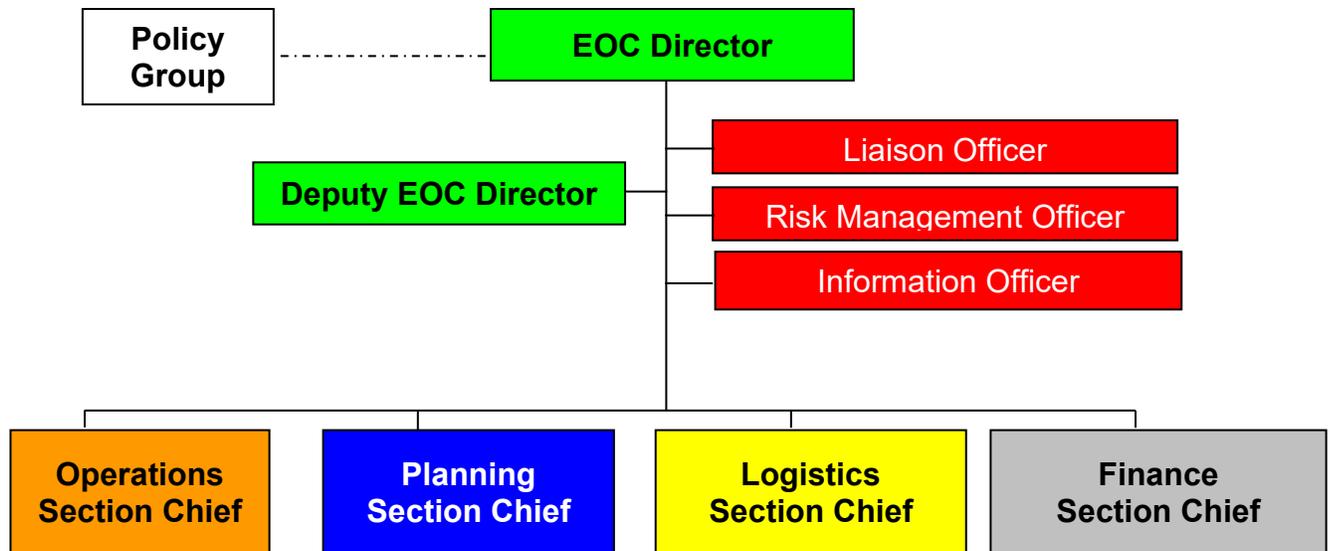
<p><b><u>Policy Group (i.e. Council/Board and Senior Management):</u></b></p> <ul style="list-style-type: none"> <li>Provides overall emergency policy and direction to the EOC Director.</li> <li>Sets expenditure limits.</li> <li>Formally requests outside support/resources (e.g. Provincial and Federal support).</li> <li>Authorizes declaration and termination of "State of Local Emergency."</li> <li>Provides direction for emergency public information activities.</li> <li>Act as a spokesperson(s) for the jurisdiction as requested.</li> </ul>			
<p><b><u>Emergency Operations Centre Director</u></b></p>			
<p>Responsible for managing coordination of emergency response in the EOC                  Ensure that inter-agency coordination is accomplished effectively within the EOC                  Liaise with Policy Group and/or Elected Officials                  Approves Action Plans and Media Releases                  Authorizes extraordinary and/or critical resource requests</p>			
<p><b><u>Liaison Officer</u></b></p>	<p><b><u>Information Officer</u></b></p>	<p><b><u>Risk Mgmt Officer</u></b></p>	
<p>Liaises with local authorities, other EOCs, Provincial &amp; Federal organizations and outside agencies</p> <p>Advises EOC on EMBC procedures and guidelines</p>	<p>Controls and manages the flow of information into, and out of, the EOC</p> <p>Oversees press conferences &amp; media briefings</p> <p>Coordinates all media releases</p>	<p>Ensures safety and risk management concepts are applied throughout the organization</p> <p>Overses Risk Management, Safety and Security</p>	
<p><b><u>Operations Section</u></b> "Doers"</p>	<p><b><u>Planning Section</u></b> "Thinkers"</p>	<p><b><u>Logistics Section</u></b> "Getters"</p>	<p><b><u>Finance Section</u></b> "Payers"</p>
<p>Provides situation and resource information to the Planning Section;</p> <p>Coordinates services and resources for multiple sites, areas or regions</p> <p>Coordinates the activities of the operations section</p> <p>Implements the EOC Action Plan.</p>	<p>Evaluates disaster situation (gathers and verifies information, update status reports &amp; posts information</p> <p>Briefs Section Chiefs on state &amp; extent of the emergency</p> <p>Prepares EOC Action Plans with options for EOC Management</p> <p>Plans ahead and anticipates future developments</p>	<p>Manages resources including assessing needs, allocating, procuring and documenting actions taken and resources obtained</p> <p>Provides shelter, food, transportation, for workers when requested</p> <p>Maintains a master list of resources available</p> <p>Supports communications needs</p>	<p>Accounts for resources used during the emergency</p> <p>Prepares documentation</p> <p>Processes claims</p> <p>Ensures accurate cost recovery for all participants</p>

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## EOC CORE ORGANIZATIONAL STRUCTURE

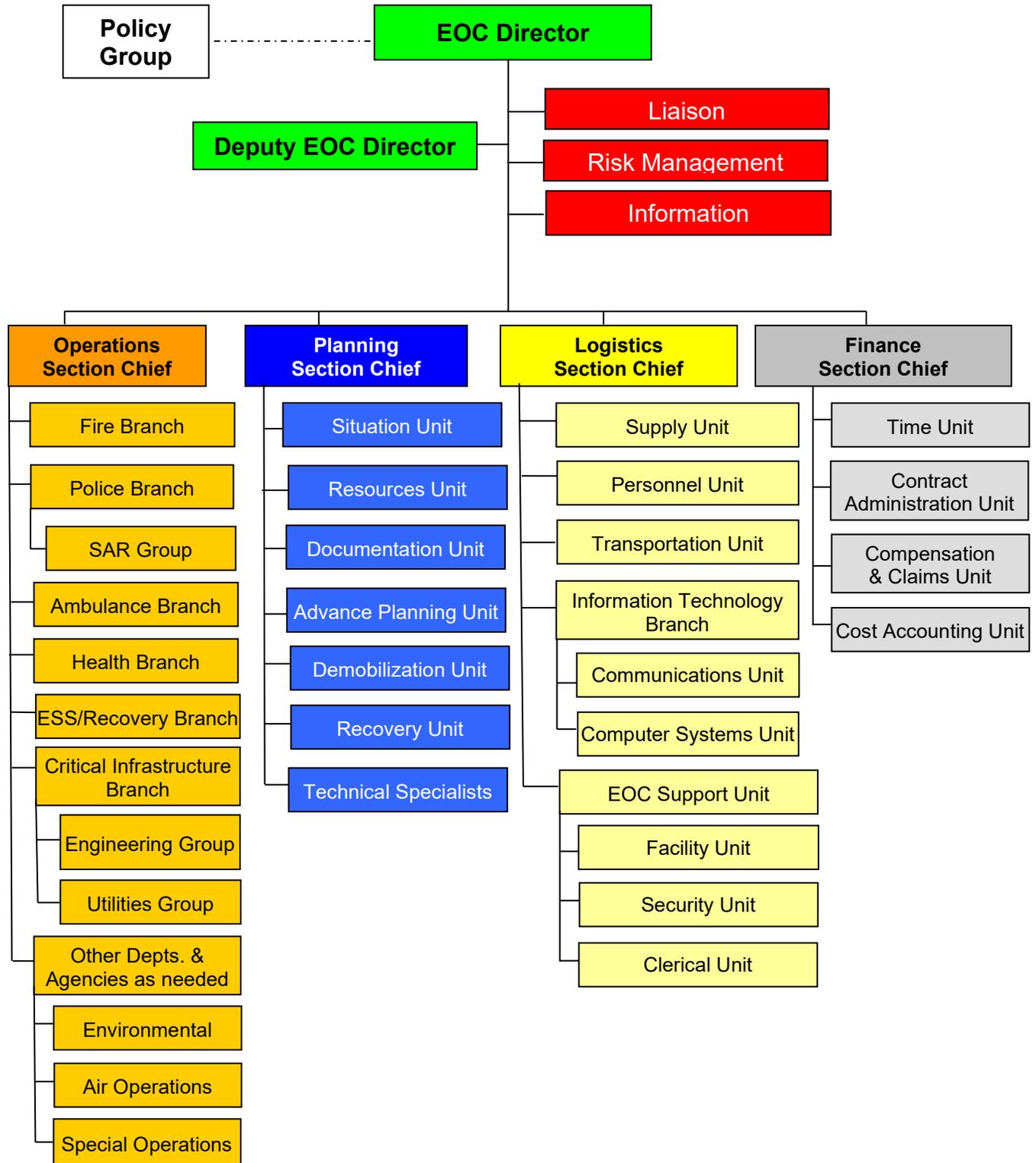


Note: Many smaller communities will need to maintain a lean EOC structure to ensure that the Incident Sites have maximum available resources to deal with the incident.

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

# PORT HARDY EOC OPERATIONAL GUIDELINES

## EOC FUNCTIONAL ORGANIZATIONAL STRUCTURE



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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## ACTIVATION - LEVELS OF RESPONSE

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

**Level 1 – Site Response (Readiness and Routine)** All ongoing routine response activities by Emergency Services Personnel (Police, Ambulance, Fire, ESS) on a daily basis. An “Incident Command Post” will be set up to oversee the response.

*EOC Director/Emergency Program Coordinator may activate to monitor for potential escalation, coordinate site support and/or provide public information for smaller incidents such as:*

- *small toxic gas release*
- *apartment fire*
- *smaller wildfires not requiring evacuation*

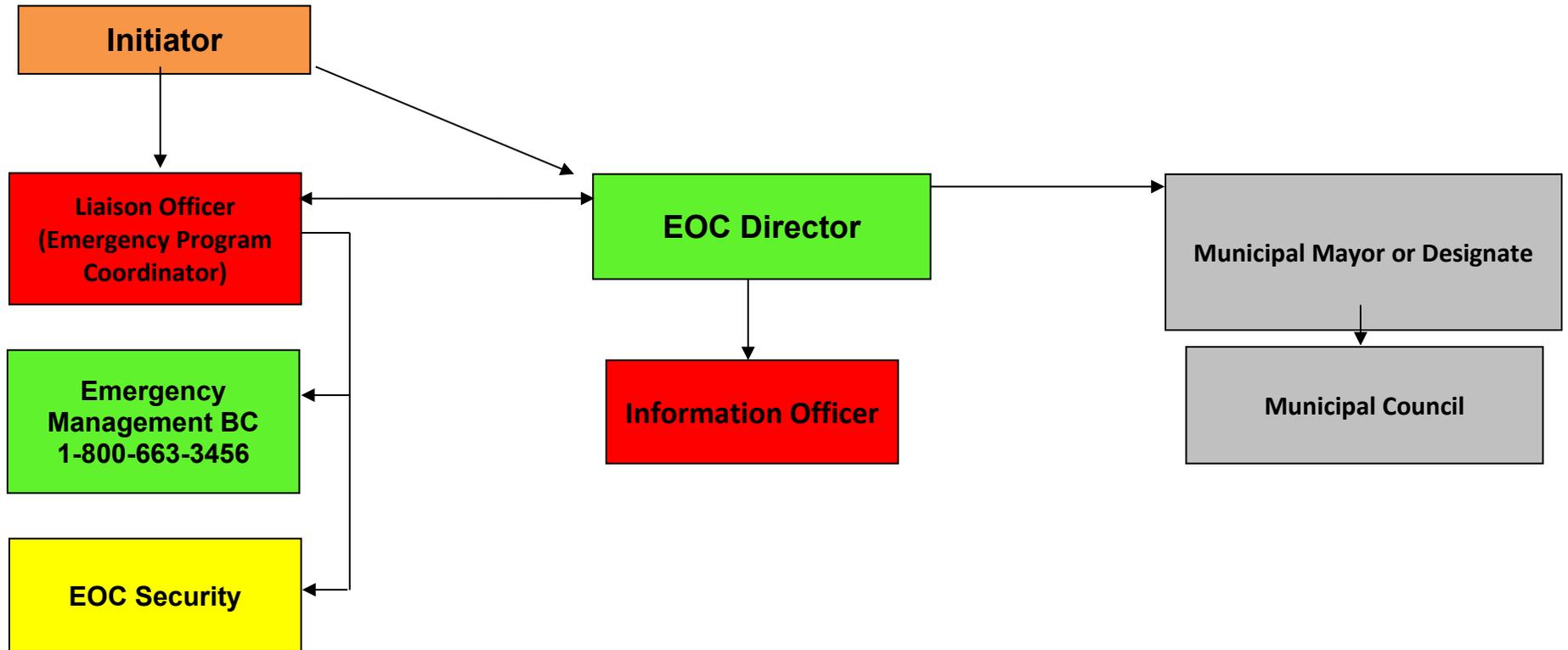
**Level 2 – Local Authority EOC Response (Local Emergency)** *A situation confined to one location/jurisdiction that does not affect area-wide services, population or traffic. A “Local Authority Emergency Operations Centre” may be activated to support site activities. The PREOC is activated to provide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

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

# PORT HARDY EOC OPERATIONAL GUIDELINES

## LEVEL 2 RESPONSE - PRIMARY

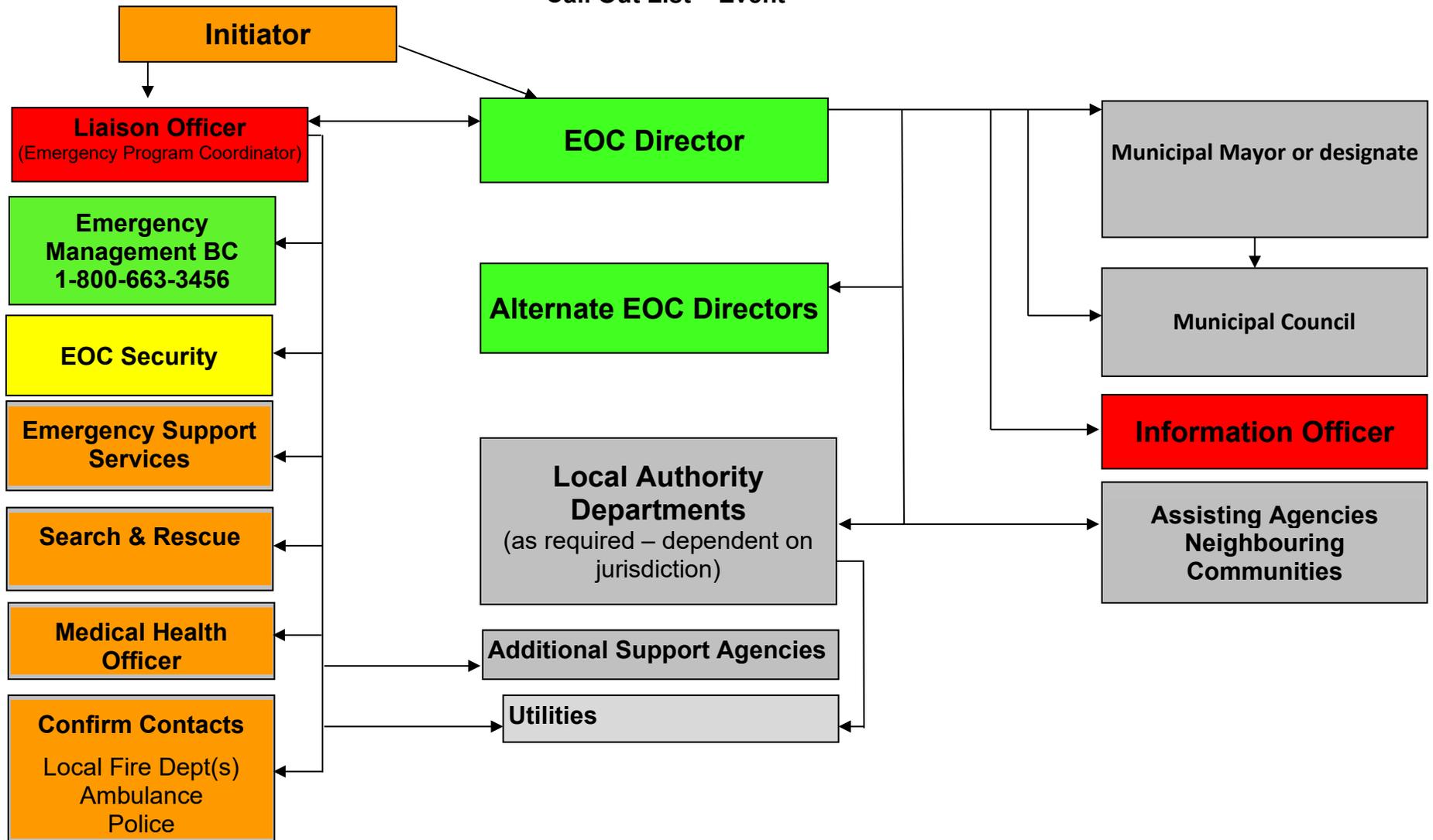
Call Out Flow Chart



# PORT HARDY EOC OPERATIONAL GUIDELINES

## LEVEL 3 RESPONSE

Call Out List – Event



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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## ACTIVATION PROTOCOL

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

When the person who will assume duties as EOC Director (EOCD) receives news of an Emergency, he/she will authorize activation of the EOC Primary Group Call Out (Page 12) as needed. Subsequent Call Out will be initiated based on Contingency Plan determination.

Message suggested wording:

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (BRIEF DESCRIPTION).

Your immediate attendance to the EOC at \_\_\_\_\_ is required.

Primary EOC Members are responsible to call additional members as assigned per the EOC Call-Out Flow Chart (Page 12).

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

## ACTIVATE THE FAN-OUT

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

*Suggested wording:*

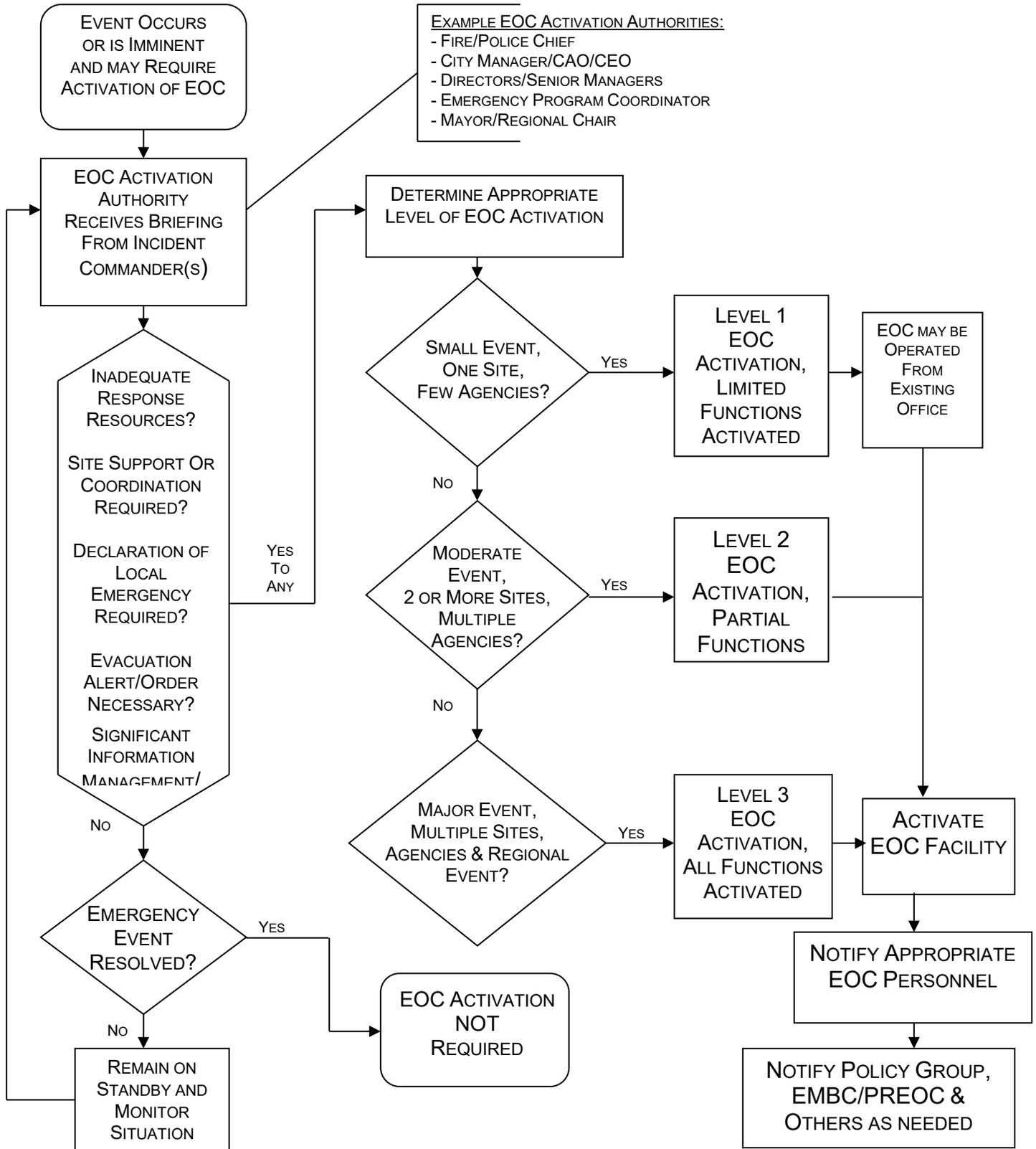
"This is the \_\_\_\_\_. We have an emergency situation as follows:

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

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

# PORT HARDY EOC OPERATIONAL GUIDELINES

## ACTIVATION FLOW CHART



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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## ACTIVATION OF EOC

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

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

## EOC DETERMINATION/LOCATION

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

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

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

***Local Emergency Operations Centre***

*District of Port Hardy- Municipal Hall 7360 Columbia Street  
District of Port Hardy- Public Works Yard 8900 Park Drive*

***Regional Emergency Operations Centre***

*Regional District of Mount Waddington 2044 McNeill Road, Port  
McNeill, BC*

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## EOC SETUP

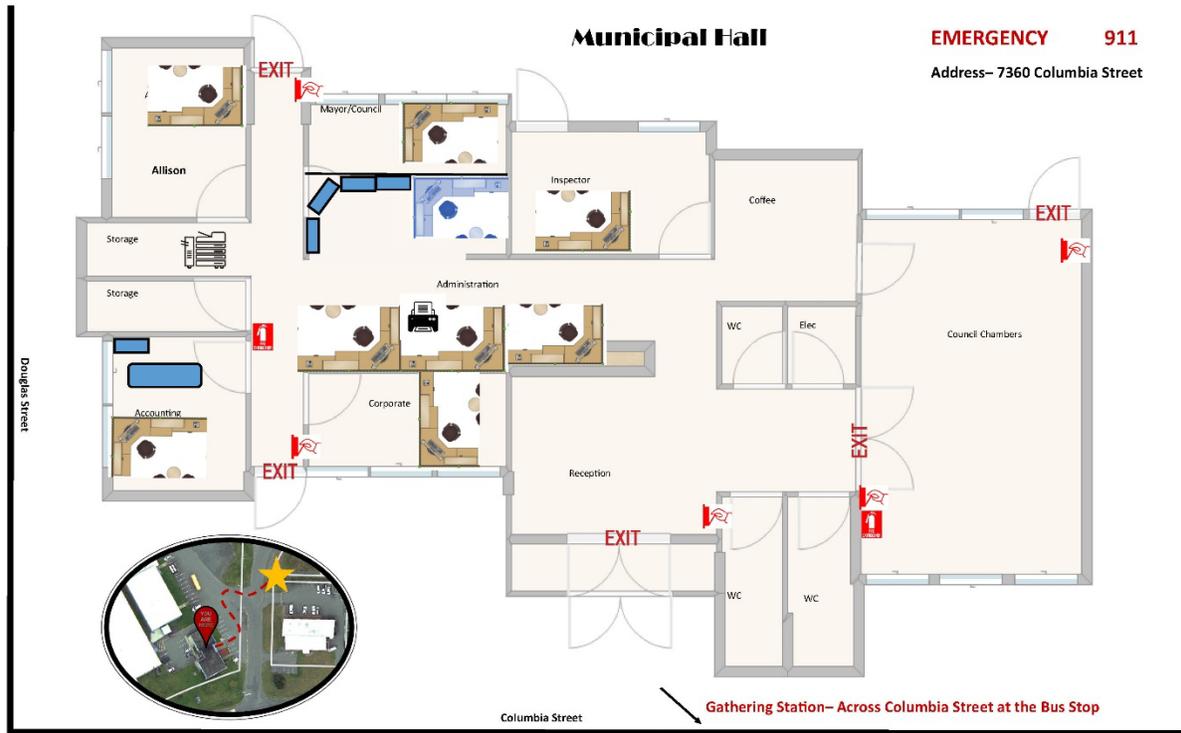
If you are the first to arrive at the EOC, please undertake the following in this order:

- Refer to layout as posted - collect clipboard to refer to as you work
- Distribute signage to appropriate section (from Municipal Hall)
- Turn on all appropriate lights and remove sensitive documentation (if applicable)
- Put coffee on in Staff Room
- Contact Security at 250-230-1335 to request immediate assistance for security manning the outside doors to the EOC/DPH offices
- Recruit staff assistance as required
- Distribute function boxes from staff room closet to appropriate sections
- Set up Security Table by EOC door (use a table from Council Chambers) for Level 1 or outside Boardroom for Level 2+
- \*Remember: Put out Task Registration Form immediately and sign yourself in**
- Set up EOC Management Section (Council Chambers)
- Set up Information Section (Council Chambers)
- Set up Information Call Centre (front reception)
- Set up Operations Section (Council Chambers)
- Set up Planning Section (Council Chambers)
- Set up Logistics Section (Council Chambers)
- Set up Communications Unit (Council Chambers)
- Set up Finance Section (Council Chambers)
- Report to assigned function

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

# PORT HARDY EOC OPERATIONAL GUIDELINES

## EOC LAYOUT



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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## **OPERATIONAL PERIOD**

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

## ***DUTY CYCLES***

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

## ***STRESS MANAGEMENT***

Emergencies are stressful. In reality, EOC personnel often work 20 – 30 hours in the initial stages without adequate rest. Functioning on adrenaline may allow individuals to keep going at an exhilarating pace, amidst constant turmoil and endless secondary crises arising from the primary event, however this is not sustainable and proper shift schedules should be implemented as soon as possible.

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

## PORT HARDY EOC OPERATIONAL GUIDELINES

### EMERGENCY SUPPLY INVENTORY (SUGGESTED)

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

## PORT HARDY EOC OPERATIONAL GUIDELINES

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

**Track expiry dates and consider donating to the local food bank annually.**

# PORT HARDY EOC OPERATIONAL GUIDELINES

## DOCUMENTATION SUPPLY CONTENT LIST

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

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

## SUGGESTED GRAB N' GO BAG

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

### Suggested items are:

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

## EMERGENCY COMMUNICATIONS

### Introduction

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

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

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

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

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

### Communications Centre

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

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

### Communications Tools

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

# PORT HARDY EOC OPERATIONAL GUIDELINES

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

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

## Information Process for Communications Unit

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

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

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

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

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

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## Information Precedence

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

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

Follow these definitions as closely as possible:

### EMERGENCY

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

### PRIORITY

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

### ROUTINE

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

## Information Flow within the EOC

Section Chiefs will handle incoming messages as follows:

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

## PORT HARDY EOC OPERATIONAL GUIDELINES

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

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

### Message Numbering

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

# PORT HARDY EOC OPERATIONAL GUIDELINES

## CHECKLIST - FOR ALL FUNCTIONS

This generic checklist is used by all EOC Staff functions. Only Activation and Demobilization Phase items are included. Operational Phase items are listed in individual checklists.

### Activation Phase:

	Time	Init.
Check in with the Logistics Section (Personnel Unit) upon arrival at the EOC. Obtain identification and vest, if available.		
Sign In/Out on EOC Check-In/Check Out List and/or EMBC 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 responsibilities.		
Set up workstation and review function checklist, applicable contingency plan, current action plan forms and flowcharts.		
Establish & maintain EOC Position Decision/Approval Logbook to chronologically describe actions you take during your shift.		
Determine resource needs (computer, phone, fax, stationary, plans & documents) & obtain from Logistics Section (EOC Support Unit).		
Adopt a proactive attitude. Anticipate problems and develop solutions.		
Ensure staff and alternates are available for your Section, Branch or Unit for 24-hour operations, for at least 3 days if required.		
Participate in any facility/safety orientations as required.		
Follow the Activation Phase tasks listed on your function checklist.		
Date:	Time:	
Print Name:	Signature:	

### Demobilization Phase:

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

## **EOC MANAGEMENT**

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## OVERVIEW

The Emergency Operations Centre (EOC) Management Section is responsible for overall emergency direction and coordination. These are referred to as the Management Team. There are four functions:

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

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

### Responsibilities:

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

## EOC POSITION CHECKLISTS AND AIDS

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

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

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

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

## EOC MANAGEMENT

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

# PORT HARDY EOC OPERATIONAL GUIDELINES

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## EOC DIRECTOR

**Report to:** Policy Group

**Responsibilities:**

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

**Activation Phase:**

	Time	Init.
Respond immediately to EOC location and determine operational status.		
Follow the All-Function EOC checklist activation phase.		
Maintain position logbook with all pertinent information.		
Obtain briefing from whatever sources are available.		
Obtain EMBC task number if required.		
Determine need for Declaration of State of Local Emergency and advise Mayor.		
Determine appropriate level of activation based on situation as known.		
Mobilize appropriate personnel for the initial activation of the EOC.		
Determine which Management Staff positions are required and ensure they are filled as soon as possible.		
<ul style="list-style-type: none"> <li>• Information Officer</li> <li>• Risk Management Officer</li> <li>• Liaison Officer</li> </ul>		
Determine which sections are needed, assign and/or contact Section Chiefs as appropriate to ensure appropriate staffing of sections.		
<ul style="list-style-type: none"> <li>• Operations Section Chief</li> </ul>		
<ul style="list-style-type: none"> <li>• Planning Section Chief</li> </ul>		
<ul style="list-style-type: none"> <li>• Logistics Section Chief</li> </ul>		
<ul style="list-style-type: none"> <li>• Finance/Administration Section Chief</li> </ul>		

## PORT HARDY EOC OPERATIONAL GUIDELINES

	Time	Init.
Ensure EOC organization and staffing chart is posted and arriving team members are assigned appropriate roles.		
Establish initial priorities for the EOC based on the current situation and information from Incident Commander(s).		
Schedule the initial EOC Action Planning meeting and have Planning Chief prepare the agenda.		
Consult with Management Staff to determine what representation is needed at the EOC from other emergency response agencies.		
Assign the Liaison Officer to coordinate outside agency response to the EOC, and to assist, as necessary.		
Obtain personal telecommunications equipment if required.		
Date:	Time:	
Print Name:	Signature:	

### Operational Phase:

	Time	Init.
Monitor EOC activities to ensure that all appropriate actions are being taken.		
Ensure that Operational Periods are established, and that initial EOC response priorities and objectives are decided and communicated to all involved parties.		
In conjunction with the Information Officer, conduct news conferences and review media releases for final approval, following the established procedure for information releases and media briefings.		
Ensure that the Liaison Officer is providing for and maintaining effective interagency coordination.		
In coordination with Management Staff, identify priorities and management function objectives for the initial EOC Action Planning Meeting.		
Convene the initial EOC Action Planning meeting. Ensure all Section Chiefs, Management Staff, and other key agency representatives are in attendance. Ensure that appropriate planning procedures are followed. Ensure the Planning Section facilitates the meeting appropriately.		
Once the Action Plan is completed by the Planning Section, review, approve and authorize its implementation.		
Conduct briefings with EOC Management Team to ensure response priorities and objectives are current and appropriate.		
Establish and maintain contacts with adjacent jurisdictions / agencies and other BCEMS levels as appropriate.		
Conduct periodic briefings for Policy Group, elected officials, or their representatives.		
In conjunction with the Liaison Officer, prepare to brief elected officials on possibility for declaration of state of local emergency.		
Document all decisions/approvals.		
Approve resource requests not included in Action Plan, as required.		

## PORT HARDY EOC OPERATIONAL GUIDELINES

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		Time	Init.
Ensure Policy Group and elected officials are informed of State of Provincial Emergency if declared by the Attorney General and coordinate local authority Proclamations (if any) with other emergency response agencies, as appropriate.			
Assign in writing, delegated powers allowed under declaration if given.			
Assign special projects to Deputy Director, as needed.			
Brief your relief at shift change, ensuring that ongoing activities are identified, and follow-up requirements are known.			
Date:	Time:		
Print Name:	Signature:		

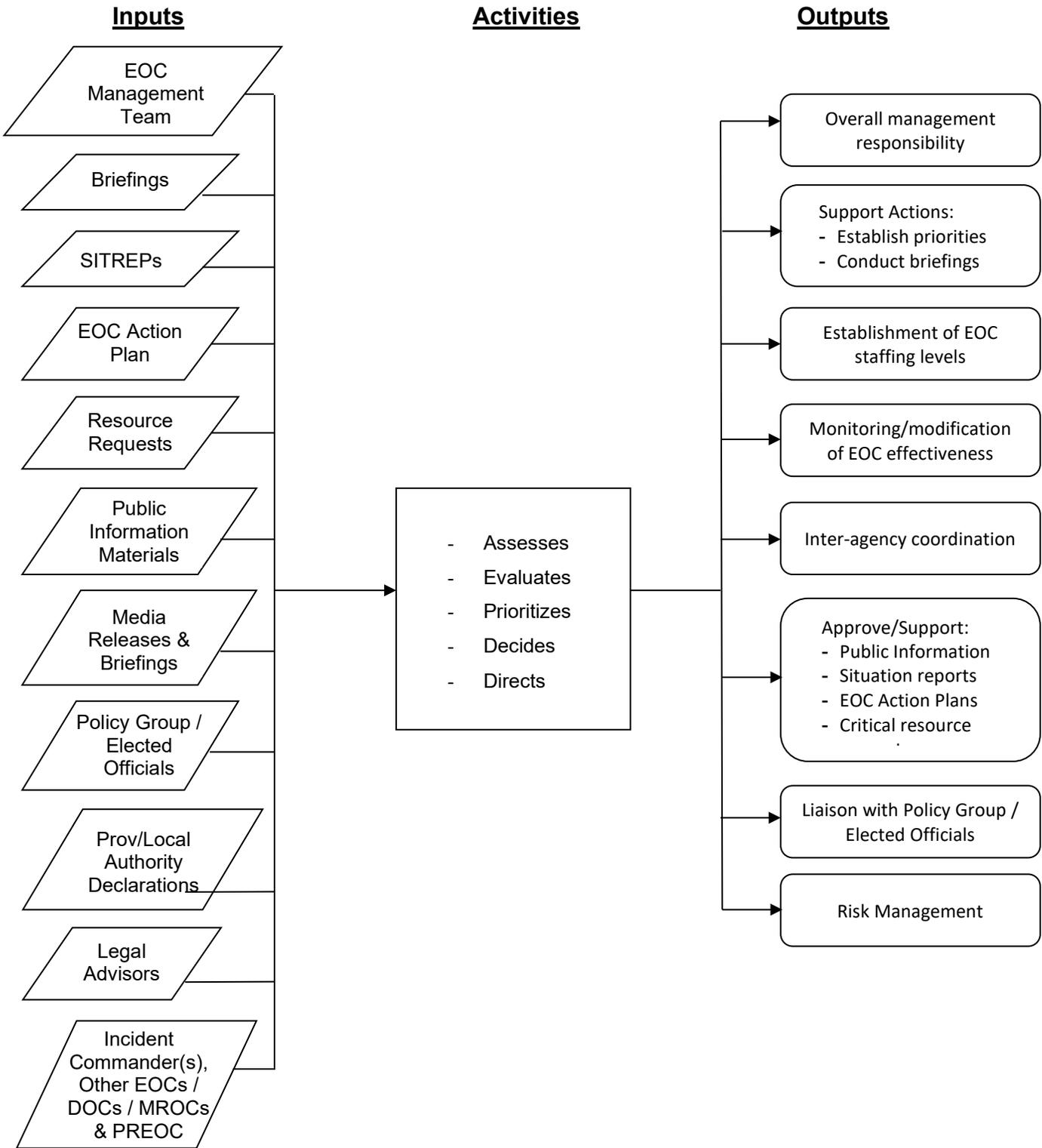
### Demobilization Phase:

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

# PORT HARDY EOC OPERATIONAL GUIDELINES

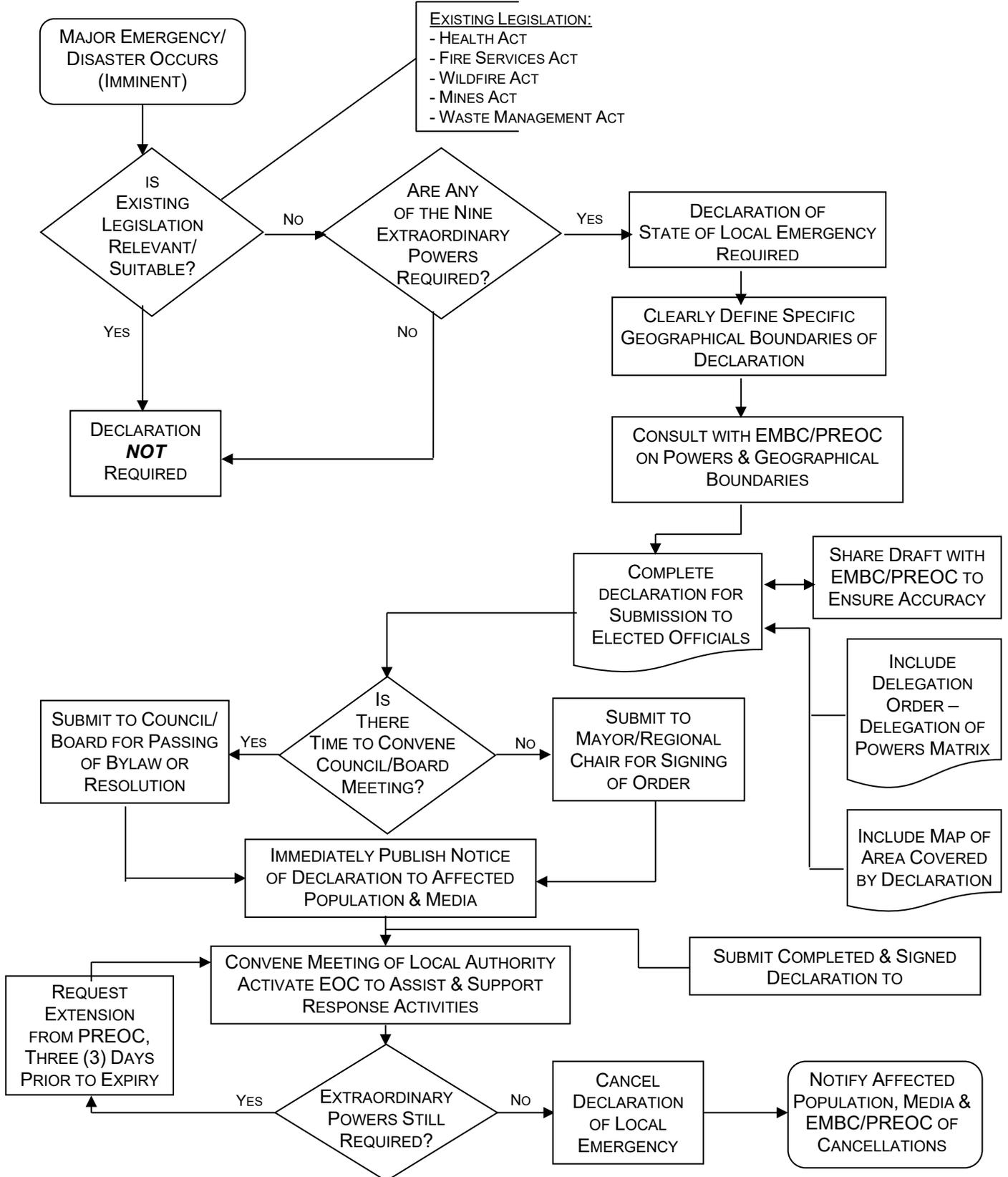
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## EOC DIRECTOR



# PORT HARDY EOC OPERATIONAL GUIDELINES

## EMERGENCY DECLARATION PROCESS



# PORT HARDY EOC OPERATIONAL GUIDELINES

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## EOC DEPUTY DIRECTOR

**Report to:** EOC Director

**Responsibilities:**

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

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Respond as requested, to EOC location and assist EOC Director in determining operational status.		
Maintain position logbook with all pertinent information.		
Obtain briefing from whatever sources are available.		
Supervise EOC set-up for the most effective and efficient operations.		
Ensure EOC Management staff's working area is set-up properly and that appropriate personnel, equipment and supplies are in place.		
Obtain personal telecommunications equipment if required.		
Date:	Time:	
Print Name:	Signature:	

**Operational Phase:**

	Time	Init.
Support EOC management staff activities to ensure that all-appropriate actions are being taken.		
Assist EOC Director in determining and communicating priorities, objectives, and decisions to all EOC staff.		
Assist with preparations for EOC Action Planning meeting.		
Ensure EOC management team follows the EOC Briefing Format.		
Ensure EOC management staff has sufficient administrative support.		
Coordinate additional staffing needs with Logistics Personnel Unit.		
Ensure all functions maintain their position logbooks.		

## PORT HARDY EOC OPERATIONAL GUIDELINES

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

### Demobilization Phase:

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

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## LIAISON OFFICER

**Report to:** EOC Director

**Responsibilities:**

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

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Maintain position logbook with all pertinent information.		
Report to EOC and obtain situation status and response priorities from EOC Director or Deputy.		
Ensure that an EOC personnel check-in procedure is established immediately.		
Ensure registration procedures are established for outside agencies working within the EOC.		
Assist EOC Director in determining appropriate staffing for the EOC.		
Ensure an EOC organization and staffing chart is posted and updated.		
Provide assistance / information to General Staff regarding staffing EOC sections.		
Ensure that agency representative telephone and/or radio communications are established and functioning.		
Obtain personal telecommunications equipment.		
Date:	Time:	
Print Name:	Signature:	

## PORT HARDY EOC OPERATIONAL GUIDELINES

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### Operational Phase:

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

### Demobilization Phase:

	Time	Init.
Notify external agencies of the planned demobilization, as appropriate.		
Assist with the deactivation of the EOC, as appropriate.		
Assist EOC Director with recovery operations and assist with preparation of the After Action Report.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Print Name:	Signature:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## RISK MANAGEMENT OFFICER

**Report to:** EOC Director

**Responsibilities:**

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

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Maintain position logbook with all pertinent information.		
Oversee that security check points have been established at all EOC entrances to allow only authorized personnel access to the EOC, including staff sign-in and identification procedures.		
Must ensure that a risk identification and analysis of the EOC site and operations is performed.		
Tour facility area and determine scope of ongoing and future operations.		
Monitor set-up procedures for the EOC ensuring that proper safety regulations are adhered to.		
Date:	Time:	
Print Name:	Signature:	

**Operational Phase:**

Risk Management	Time	Init.
Assess damage and loss, working with Planning and Finance Sections.		
Identify and document risk and liability issues; keep EOC Director always advised		
Gather and organize evidence that may assist all EOC agencies / organizations in legal defense that may be more difficult to obtain later.		
Conduct interviews and take statements to investigate risk management issues.		
Advise EOC members on safety and risk management issues.		
Assist EOC Director to review press releases, public alerts and warnings and public information materials from a risk management perspective.		

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	Time	Init.
Evaluate situations and advise EOC Director of conditions and actions that may result in liability - e.g. oversights, improper response actions.		
Identify potential claimants and the scope of their needs and concerns.		
Advise members of response agencies regarding options for risk control.		
Advise on actions to reduce loss and suffering and, where appropriate, proactively support response and recovery objectives.		
Ensure Documentation Unit is secure and operating effectively. Advise on what types of information to collect, flow of information, and confidentiality concerns.		
Organize and prepare records for final audit.		
Date:	Time:	
Print Name:	Signature:	

<b>Safety</b>	Time	Init.
Work with Logistics Section to identify any hazardous conditions in the facility, especially following a seismic event. Conduct regular inspections of the facility.		
Coordinate with Logistics Section to obtain any special safety requirements.		
Provide guidance to EOC staff regarding actions to protect themselves from emergency events, such as air quality or earthquake aftershocks.		
Coordinate with the Finance Section on EOC personnel injury claims or records preparation as necessary for proper case evaluation and closure.		
Date:	Time:	
Print Name:	Signature:	

<b>Security:</b>	Time	Init.
Monitor security checkpoints and EOC facility access.		
Address security issues with EOC Director and recommend improvements.		
Date:	Time:	
Print Name:	Signature:	

### Demobilization Phase:

	Time	Init.
Assist the EOC Director in de-activation activities including:		
<ul style="list-style-type: none"> <li>• Collect all papers and electronic records to the Documentation Unit.</li> <li>• Collect all material necessary for post-operation reporting procedures.</li> </ul>		
Assist with the deactivation of the EOC at designated time, as appropriate.		
Assist EOC Director in preparing the After Action Report.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Print Name:	Signature:	

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## INFORMATION OFFICER

**Report to:** EOC Director

### GENERAL DUTIES

Oversees activities of the Information Team. It is primarily a strategic role, and is located at the EOC, but the Information Officer should be prepared to fill in as needed. It may be a very hands-on role, depending on the incident.

The role of Information Officer should be assumed by the first Information Team member to arrive at the EOC, or someone designated by the EOC Director. As other Information Team personnel arrive, responsibilities can be turned over to the most appropriate/best trained personnel.

Before an incident: as a member of the EOC Management Team, ensure state of readiness for Information Team (i.e. personnel are trained and equipment is ready).

### Responsibilities:

1. Serve as the coordination point for all public information, media relations and internal information sources for the EOC.
2. Coordinate and supervise Information Team to ensure all personnel assignments are completed.

### *Public Information:*

1. Ensure the public within affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.
2. Ensure a Public Information Service (hot line or call centre) is established for public access to helpful information and advice. Provide call takers with timely and accurate messaging sheets so they offer only confirmed and approved information.
3. Direct Call Centre Coordinator.

### *Media Relations:*

1. Serve as the coordination point for all media releases for the EOC.
2. Designate spokesperson(s) in consultation with the EOC Management Section.
3. Undertake initial media assessment to determine who is still operational.
4. Coordinate media releases with officials of affected emergency response agencies.
5. Develop format for press conferences and briefings in conjunction with the EOC Director.
6. Oversee news conferences and media briefings.
7. Maintain a positive relationship with media representatives, monitoring all broadcasts and written articles for accuracy.

### *Internal Information:*

1. In consultation with EOC Director and Liaison Officer, coordinate VIP and visitor tours of the EOC facility.
2. Develop helpful messaging sheets and/or FAQ sheets (frequently asked questions and answers) to ensure consistent and accurate information sharing amongst EOC personnel.

## PORT HARDY EOC OPERATIONAL GUIDELINES

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3. Arrange Information Team briefings/updates.
4. Maintain a web site established for EOC and Recovery information, as appropriate.
5. Liaise with the Information Officers at site(s), other EOCs, ROCs, DOCs, MROCs, PREOCs and other external agencies.

### Activation Phase:

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to the EOC upon notification of a disaster. <i>A major earthquake/disaster is self-notifying. Do not wait to be called. Check on your family's safety and then report to the EOC.</i>		
Assess the communications status of the EOC (phone, fax, cellular, internet.) If phones are not working, use satellite, cell, handheld radio or arrange to utilize an amateur radio operator if available.		
Determine staffing requirements and make required personnel assignments for Information Team.		
Assess information skill areas required in the EOC such as: writing, issues management, media relations, event planning, etc.		
Date:	Time:	
Print Name:	Signature:	

### Operational Phase:

	Time	Init.
Obtain a briefing from the EOC Management and Section Chiefs to develop a clear, verified understanding of the facts to date.		
Obtain policy guidance and approval from the EOC Director regarding all information to be released to the media and public.		
Refer to the Emergency Information Plan and Information Officer operational guidelines, sample, templates, and other information materials, as appropriate.		
Keep the EOC Director advised of all unusual requests for information and of all major critical or unfavourable media comments. Recommend procedures or measures to improve media relations.		
Coordinate with the Planning Section and identify methods for obtaining and verifying significant information as it develops.		
Begin drafting a Communications Action Plan and ensure it is incorporated into the overall Incident Action Plan. When time permits, ensure you consider communications activity for the recovery phase.		
Consider ways to transmit the message, including Police and Fire Dispatch, fax to local media, and update website and social media.		
Ensure that all local authority staff are included in the information loop so that they can answer questions that come to them directly from the public.		
Consider organizing a news conference as soon as possible (preferably a joint news conference with the various responding agencies.)		

## PORT HARDY EOC OPERATIONAL GUIDELINES

	Time	Init.
Assess communications status of local media. Call around to find out which media are still operational.		
Develop and publish a media-briefing schedule, to include location, format, and preparation and distribution of handout materials.		
Implement and maintain an overall information release program.		
Establish a toll-free information hotline and/or call centre to handle inquiries and provide emergency support information. Consult with Logistics for communication equipment needs and set-up.		
Maintain up-to-date status boards and other references at the call centre. Provide adequate personnel to answer questions. Consider developing a fact sheet on the incident.		
Interact with other EOC's and PREOC and obtain information updates.		
Establish distribution lists for recipients of all public information releases (consider including Incident Commander(s), PREOCs, neighbouring Local Authorities, local MLA and MP constituency offices, First Nations Emergency Support Services and appropriate hotlines or call centres), etc.		
In coordination with other EOC sections and as approved by the EOC Director, issue timely and consistent advisories and instructions for life safety, health, and assistance for the public. Liaise with Risk Management Officer regarding any potential liability or safety concerns.		
At the request of the EOC Director, prepare media briefings for elected officials and/or Policy Group members and provide other assistance as necessary to facilitate their participation in media briefings and press conferences.		
Ensure that adequate personnel is available at incident sites to coordinate and conduct tours of the disaster areas when safe.		
Arrange appropriate staffing and telephones through Logistics Section to efficiently handle incoming media and public calls.		
In addition to identifying help sources contained within press releases, PSA's and bulletins, maintain a Disaster Assistance Information Directory, with numbers and locations to obtain food, shelter, supplies, health services, etc.		
Develop key message statements for EOC and call centre staff.		
Ensure that announcements, emergency information and materials are translated and prepared based on community demographics (non-English speaking, hearing disabled, etc.). Connect with local multi-cultural associations for translation services.		
Monitor all media, to identify issues, concerns, rumours, etc. that need to be addressed in upcoming news updates. Consult with Risk Management Officer on appropriate wording for correcting false or erroneous information.		
Ensure that file copies are maintained of all information released.		
Promptly provide copies of all media releases to the EOC Director.		
Conduct shift change briefings in detail, ensuring that in-progress activities are identified, and follow-up requirements are known.		
Date:	Time:	
Print Name:	Signature:	

## PORT HARDY EOC OPERATIONAL GUIDELINES

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### Demobilization Phase:

		Time	Init.
Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.			
Arrange post-incident debriefing for all Information Team members.			
Assist EOC Director with demobilization procedures and contribute items of interest to the EOC After Action Report.			
Before leaving EOC, see EOC Director to determine your next shift. Always arrive 30 minutes prior to your shift to receive situation update.			
Follow the All-Function EOC checklist demobilization phase.			
Date:	Time:		
Print Name:	Signature:		

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## EMERGENCY INFORMATION PLAN

### Objective

The objective of this plan is to ensure that the EOC provides prompt, effective and coordinated emergency information to those affected by an emergency/disaster and the broader community. This plan also ensures the rapid deployment of personnel and other resources needed to carry out these responsibilities.

The pre- and post-emergency role of the Information Team is to help increase public awareness about emergency preparedness, and to train/exercise personnel to work in an EOC environment.

The Information Team is responsible for two closely related functions – Media Relations and Emergency Information.

### Application

The Emergency Information Plan applies to all emergencies requiring a local authority response. The Emergency Information Plan can be activated when the EOC is opened, or at the request of:

- Chief Administrative Officer
- Mayor or designate
- EOC Director
- Emergency Program Coordinator

Some emergencies to which the plan may apply are:

- Interface fires
- Widespread flooding
- Damaging earthquakes
- Tsunamis
- Extraordinarily severe weather causing widespread damage and lengthy power outages
- Large-scale hazardous materials spills
- Catastrophic industrial accident
- Airplane crash

### Activation

The EOC Director or Emergency Program Coordinator will activate the Call Out and contact the Information Officer. Once the scope of the emergency has been determined, the Information Officer will notify the appropriate individuals as part of the notification process.

The Information Officer will then contact a few of the key team members on the contact list to put them on “standby.” The extent of the call-out will depend on the nature of the emergency.

The decision to activate the Emergency Information Plan will be made by the Chief Administrative Officer and/or Information Officer in consultation with the EOC Director and the elected officials. Certain emergencies may not require the activation of the entire plan, but rather one or two people to assist in an information support role.

### Special Considerations

Working in the Call Centre lines can be an exhausting, emotional experience. Operators must be able to communicate key messages effectively, focus on the objectives, and maintain an empathetic composure at all times – even in severe emergencies. Psychosocial support must be provided throughout the event.

## PORT HARDY EOC OPERATIONAL GUIDELINES

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The Call Centre must have a good relief policy in place. No operator should work more than **two hours** without a break. Encourage operators to step outside, take a walk and get away from the phones. Appropriate personnel need to be designated to support operator well-being and provide regular debriefings and emotional support for operators.

Key messages must be crafted by the Information Team and approved by the EOC Director prior to being posted to ensure consistent messaging. A Call Centre Coordinator should monitor the call volume and assist with appropriate wording/answers to complex questions.

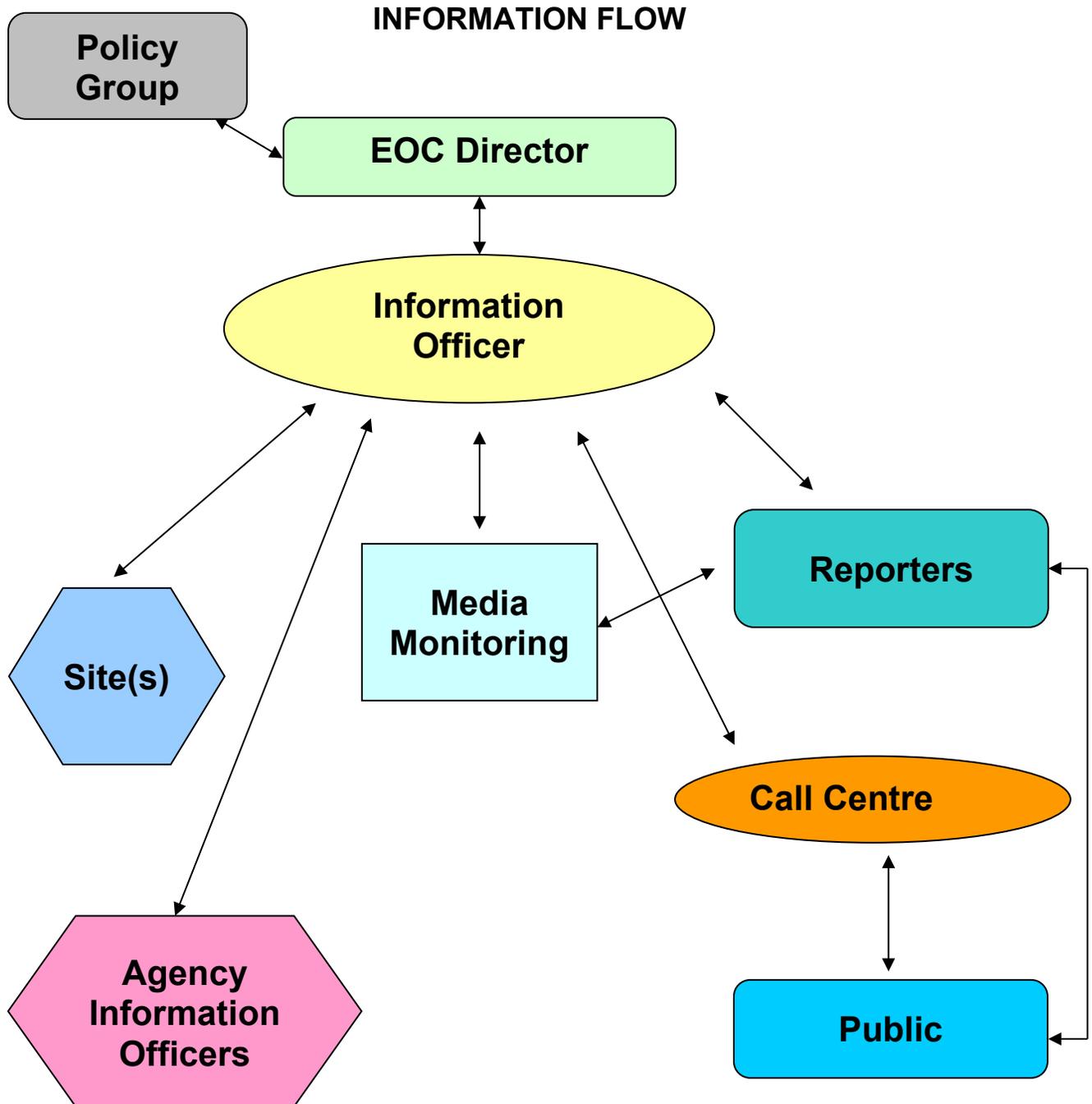
Key words/phrases should be crafted to assist in delivering a calming, clear and concise message. For example:

- **Remain calm** instead of “Don’t panic”
- **We would have been advised if there’d been a significant change** instead of “We don’t have any new information”
- **I can hear the concern in your voice** instead of “I know how you feel”

### Other tips:

- Ensure that all information received and/or distributed is validated.
- Never give out the location of the EOC – it is not a public facility. It is an operations centre and the public should not be given its location.
- Phone line operators should not sound too “happy”. It is good to have a reassuring quality, but not a sunny, cheerful tone in an emergency.
- If people call to say “the TV said...” operators can say that the media sometimes uses dramatic language to engage the audience and that the following website/social media is the most accurate source of information.

# PORT HARDY EOC OPERATIONAL GUIDELINES



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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## Function of Emergency Information Team

The role of the Information Team during an emergency is to:

1. Liaise with incident sites, other agencies and all sections in the EOC to gather information.
2. Prepare and execute information dissemination strategies for the EOC.
3. Respond to media and public inquiries regarding the emergency.
4. Organize news conferences, interviews, site tours for the media and/or elected officials, news releases, Public Service Announcements (PSA's), fact sheets, and maintain a web site to disseminate information to the media and the public.
5. Work with Lead Agencies to ensure consistent messaging and identify effective means for providing information to the media/public (i.e. shared podcasts from Site/EOC personnel).
6. Monitor media/social media coverage.

## Emergency Information Team Staffing

The personnel complement of the Emergency Information Team is variable and depends on the nature and severity of the incident that causes activation of the EOC. It will also depend on personnel availability at the time.

Suggested staffing for a **minor** emergency would be:

### Information Team

Information Officer	1
Support Staff	1

Suggested staffing for a **major** emergency would be:

### Information Team

Information Officer	1
Deputy Information Officers (DIOs)	1
Support Staff	4

## Call Centre

Call Centre Coordinator	1
Call Centre Operators	5-12 (per shift)

Consistent with Incident Command System protocol, the role of Information Officer should be activated by the first Information Team member to arrive at the EOC, or someone designated by the EOC Director. As other Information Team personnel arrive, responsibilities can be turned over to the most appropriate/best trained personnel.

In small incidents, there will be considerable overlap of duties among Information Team personnel, and the response might involve an Information Team with one or two personnel and no Call Centre.

In larger incidents, there will be increased specialization of roles, and the number of Information Team personnel would increase dramatically.

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## **Information Officer**

Oversees the activities of Information Team. It is primarily a strategic role, and is located at the EOC, but the Information Officer should be prepared to fill in as needed. It may be a very hands-on role, depending on the incident.

The role of Information Officer should be assumed by the first Information Team member to arrive at the EOC, or someone designated by the EOC Director. As other Information Team personnel arrive, responsibilities can be turned over to the most appropriate/best trained personnel.

Before an incident: as a member of the EOC Management Team, ensure state of readiness for Information Team (i.e. personnel are trained and equipment is ready)

### **Responsibilities:**

1. Serve as the coordination point for all emergency information, media relations and internal information sources for the EOC.
2. Coordinate and supervise the Information Team to ensure all assignments are completed.
3. Ensure all information produced is accurate. Check facts!

### **Public Information:**

1. Ensure that the public within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.
2. Ensure that a toll-free hotline or Call Centre is established for the public to access helpful information and advice. Provide the call takers with timely and accurate messaging sheets so that they offer only confirmed and approved information. Remember the “normal” call takers such as Receptionists and keep them informed too!
3. Coordinate and supervise the Call Centre Supervisor

### **Media Relations:**

1. Serve as the coordination point for all media releases for the EOC.
2. Designate spokesperson(s) for the incident in consultation with the EOC Management Team.
3. Undertake initial media assessment to determine who is still operational.
4. Coordinate media releases with officials representing key response agencies.
5. Develop the format for press conferences and briefings in conjunction with the EOC Director.
6. Oversee news conferences and media briefings.
7. Maintain a positive relationship with the media representatives, monitoring all broadcasts and written articles for accuracy.

### **Internal Information:**

1. In consultation with EOC Director and Liaison Officer, coordinate VIP and visitor tours of the EOC facility (ideally postpone those during the first few days to give the EOC time to get into a “battle rhythm”).
2. Implement strategies for gathering and disseminating emergency information.
3. Liaise with EOC Management, Operations, Planning, Logistics and Finance sections.

## PORT HARDY EOC OPERATIONAL GUIDELINES

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4. Assess incident impacts to the public and determine information needs.
5. Obtain necessary personnel complement and assigning personnel/shift changes.
6. Ensure information component of the Incident Action Plan is complete.
7. Develop helpful messaging sheets and/or Frequently Asked Question (FAQ) sheets (with answers) to ensure consistent and accurate information sharing amongst EOC personnel.
8. Arrange Information Team briefings/updates.
9. Maintain a website and social media presence established for EOC information, as appropriate.
10. Liaise with the Information Officers at site(s), other EOCs, ROCs, DOCs, MROCs, PREOCs, PECC and other external agencies.
11. Provide information advice to senior personnel/spokespersons and wherever possible encourage a Joint Information Team with the lead agencies.
12. After an Incident, ensure personnel participates in debriefings and documentation of the incident is complete (e.g. copies of news releases, tapes of news conferences / interviews, clippings, social media feeds, etc.)

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## ***Deputy Information Officer***

The Deputy Information Officer plays a key role in assisting the Information Officer. This individual must be a self-starter, well spoken, a team player and able to make decisions. The Information Officer will work hand in hand with the Deputy Information Officer.

### **Responsibilities:**

1. Assume the role of an Information Officer in his/her absence.
2. Undertake special assignments at the request of the Information Officer.
3. Help implement the information dissemination strategies developed by the Information Officer.
4. Information gathering and writing are common duties. However, the Deputy Information Officer (DIO) may also function as spokesperson on the incident for the Municipality and be located at either the incident site or at the EOC.
5. Keep the elected officials up to date. Somebody should be looking after the elected officials at all times (providing key messages as well as receiving updates they receive from their constituents).
6. Ensure the Call Centre is supported sufficiently to do their jobs.
7. Identify any contradictions/misinformation arriving at the EOC and keep the Information Officer informed.
8. Post all information released to the media in the EOC.

## ***Call Centre Coordinator***

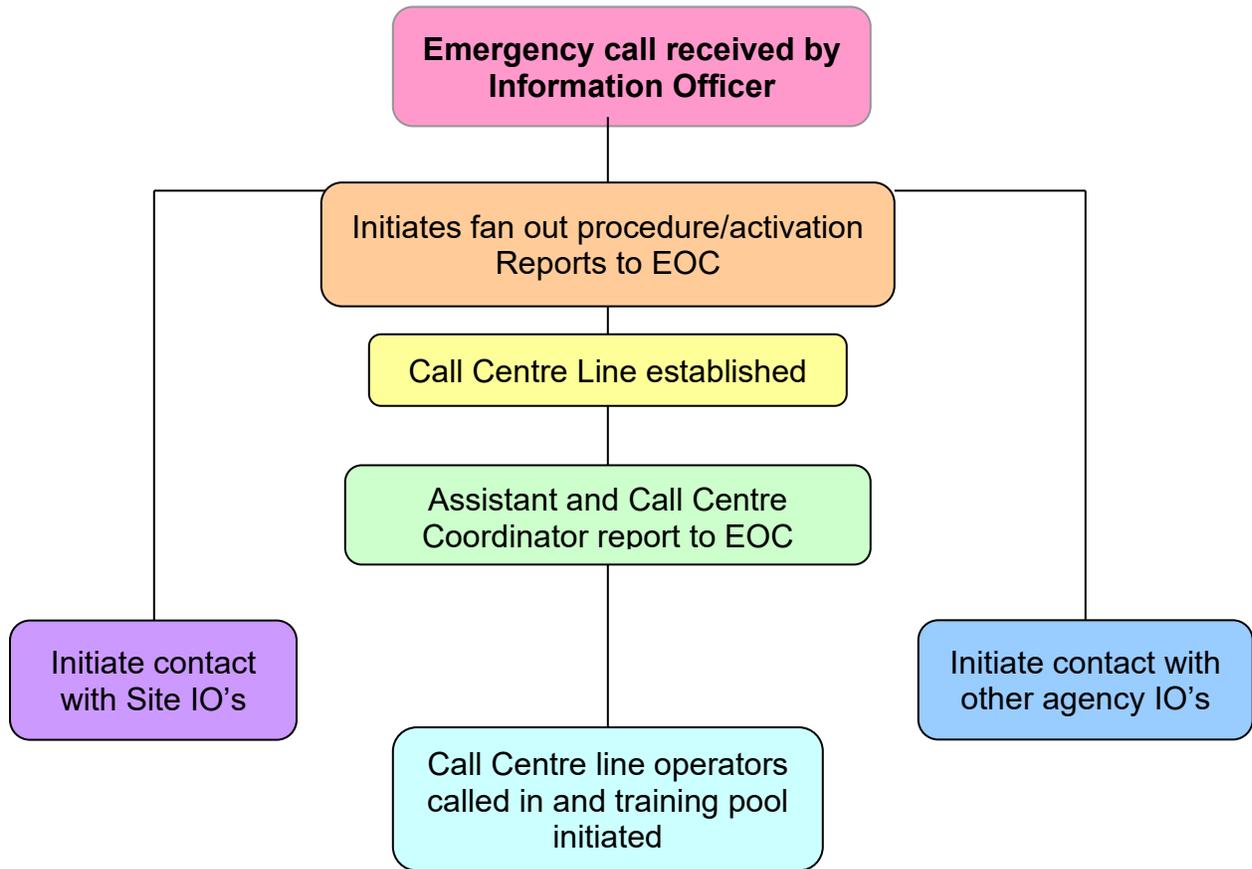
This individual plays a key role in ensuring the Call Centre runs smoothly. Some of the responsibilities include:

1. Organizing/scheduling personnel and gathering equipment to effectively respond to the public inquiries.
2. Maintain a log of inquiries.
3. Answer questions with approved information.
4. Post/update information for the operators on a regular basis.
5. Put calls through to the appropriate agencies.
6. Maintain the inquiry service according to the hours established by the Information Officer.

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## EMERGENCY INFORMATION ACTIVATION



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## Emergency Information Activation

### **EOC**

Information Officer and Deputy report to EOC.

Attend EOC briefings.

Handle media interviews (Information Officer unless not available then Deputy to get approval).

Prepare release and provide to by EOC Director for revision/approval.

Liaise with agency Information Officers.

Work with elected officials if designated as spokesperson(s).

Facilitate briefings.

### **Call Centre**

Activate plans in cooperation with the Information Officer.

Coordinate gathering of equipment and supplies and brief Information Officer / Deputy.

Answer inquiries.

Schedule and oversee position logs/tracking.

Keep log of public calls/requests.

Advise Information Officer of issues that arise on inquiry lines.

Our primary goal in any emergency is to provide timely, accurate information to those who are directly affected and to the broader community. It is easy to get caught up in the buzz of the media, but we must never lose sight of why we are here.

Often good ideas can have negative effects – so all media related tours, stories, angles **MUST** be run through the Information Officer for pre-approval of the EOC Director.

This is not to squash good ideas, but to make sure they do not have a negative impact. Please keep ideas flowing. We have to keep the media informed, but don't lose sight of our objectives!

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## Procedures

The Information Officer will likely be the lead spokesperson, but this responsibility can be delegated to the Deputy Information Officer, Policy Group, Lead Agency representatives or others as directed by the EOC Director. It is important to maintain consistent messaging and a consistent person to deliver the message.

Technical spokespeople from cooperating agencies may provide the Lead Spokesperson, so it is critical for the EOC Information Officer to coordinate public and media information with them.

If possible, identify bilingual spokespeople as well. Interpreters may also be needed depending on demographics.

As soon as the Information Officer function is staffed and operational, the media and other organizations involved in the response, should be notified. It is also critical to keep the Provincial Regional Emergency Operations Centre (PREOC) well advised and informed. Include information regarding where to get information updates and if a call centre has been activated.

If Information Officers have been dispatched to the site, they will deal with the media ONLY at the site and will keep constant communication with the EOC Information Officer. All media calls will be referred to the EOC Information Officer.

Regular information updates will be provided to the media and media may be provided with regular briefings. While some may want to hold briefings next to the site, safety should continue to be the driving consideration and it may be best to organize location where it will be safe and consistent.

The priority of the information must be constantly addressed. It should be considered in the following levels:

- **Lifesaving** – information that is essential to the survival, health and safety of the responders or the public.
- **Response** – information concerning response operations and relief services (i.e. ESS).
- **Other** – non-emergency information such as background, recovery and human interest. Keep abreast of services offered in the community for stress/anxiety and keep that kind of information floated to the public.

All information must be directed to and approved by the Information Officer or the Deputy Information Officer. The Information Officer must get approval from the EOC Director.

Any information released must be filed and copies should be provided to the EOC Director, Documentation Unit and other interested/affected parties.

Although there are no bad ideas, all ideas must be approved by the Information Officer before arrangements are made. For example, a tour to see sprinkler systems at work can, on the surface, sound like a perfect media tour idea. However, if the sprinklers are in an evacuation zone and those residents have not been allowed in to see their homes, this could have a disastrous effect on the very people who are our priority. THIS IS WHY ALL ideas must be approved through the EOC Director. It is not merely a good idea to do so, but a mandatory step in the emergency information process.

If there is the time and capacity, an office should be set up near the EOC to serve as the Information Centre. This Centre will look after the coordination of the media (i.e. tours, events) and will arrange and oversee the briefings. There also needs to be accurate tracking and monitoring of media inquiries and keeping the Information Officer well advised. Media should be advised of where they can get information updates (website/social media outlets).

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## PORT HARDY EOC OPERATIONAL GUIDELINES

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The Information Officer should be issued a smartphone to always be accessible. When the Information Officer is not available, this equipment will be left with the Deputy or an appropriate designate.

### Media Relations

The media should be encouraged to follow the EOC website and social media feeds for information. When appropriate, media releases may be prepared and sent to local media via email and/or fax where these services are available. Local media will be given priority to ensure timely information updates to the public. Where possible these updates will be provided so that the media can broadcast information at the top of every hour so that the public can conserve energy use during challenging times and be reassured that they will receive the most current information in a timely manner.

Negotiations are in progress with local radio and television stations to provide these timely information updates during an emergency/disaster. Updates should be provided at the top of every hour regardless of whether there are changes to the information to ensure that the public can depend on getting updates at regular intervals.

Signs will be posted on major routes listing the radio stations and social media channels to turn to for emergency information.

Website and brochure information will be updated to provide the public with a variety of reminders of where to go for vital information during an emergency/disaster.

### Website

When the Internet is accessible, vital information will be updated regularly on the District of Port Hardy website at <http://porthardy.ca/municipal-hall/departments/emergency-preparedness/>.

The Telmatic Mass Notification System to alert subscribers via land line, cell phone, text message and email of important emergency events including Tsunami warnings, fire evacuations, floods, fire bans and much more! If you are listed in the phone book you may already be signed up to receive calls via your land line. You can call the District office to confirm, update, remove, or sign up at 250-949-6665 or click the [red exclamation](#) on any webpage to register.

When a major emergency becomes long-term check out the Emergency Preparedness page for links to current information such as the [COVID-19 Information page](#).

Facebook: [Port Hardy Emergency | Facebook](#)

Twitter: [Port Hardy Emergency \(@DPHEmergency\) / Twitter](#)

Instagram: [District of Port Hardy \(@dporthardy\) • Instagram photos and videos](#)

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## **Suggested Equipment Considerations within the EOC / Call Centre**

1. Workstations
2. Briefing table
3. Telephone system, roll-over capability – get big fast
4. Event and status boards
5. Flipcharts and markers
6. Radio system
7. Back-up cell phone system
8. Satellite phone
9. Computers
10. TV and AM/FM Radio
11. Facilities for ham-radio operators
12. Maps, detailed hard-copy as well as GIS, over-lays for maps – verify scale
13. Clipboards, paper, pens, pencils
14. Multifunction Copier/Fax/Scan machine
15. Back-up power system (run monthly on a load and regularly update fuel)
16. Flashlights with spare batteries
17. Snacks and drinks
18. Access to restroom

## **Suggested Equipment Needed for Media Briefings**

1. Briefing tables (1 front, 2 for media)
2. Corporate backdrop and identity package
3. Podium and PA system
4. Computers
5. TV and AM/FM radio
6. Conference Phone
7. Maps, detailed hard-copy as well as GIS, over-lays for maps – verify scale
8. Clipboards, paper, pens, pencils
9. Back-up power system
10. Extra media accreditation cards
11. Detailed backgrounders on your community
12. Extra copies of releases, advisories, etc.
13. Detailed media contact list

## **SECTION 6 - OPERATIONS SECTION**

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## OVERVIEW

The Operations Section (“Doers”) coordinates all jurisdictional operations in support of the overall emergency response effort through implementation of the EOC’s Action Plan.

### Responsibilities:

- Maintain a communications link between Incident Commanders (sites), Departmental Operations Centres and the EOC for the purpose of coordinating overall site support response, resource requests and event status information;
- Provide timely situational and resource information to the Planning Section;
- Keep the EOC Director informed of significant issues relating to the situation;
- Conduct periodic briefings for the EOC Management Team; and
- coordinates the activities of the functional branches and agencies assigned to operations.

### Functional Branches

Depending upon the nature of the emergency, the Operations Section will be organized into several functional branches, each led by a Branch Coordinator. A Deputy Operations Section Chief may be appointed to supervise these branches when the span of control exceeds five or six.

In some circumstances there is no need to combine departments and agencies into functional branches. In these cases, the Operations Section may be organized by agency or department rather than function.

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## OPERATIONS SECTION CHIEF

**Report to:** EOC Director

**Responsibilities:**

1. Ensure that the Operations Section function is carried out including coordination of response for all operational functions assigned to the EOC.
2. Ensure that operational objectives and assignments identified in the EOC Action Plan are carried out effectively.
3. Establish appropriate level of Branch and Unit organizations within the Operations Section, continuously monitoring the effectiveness and modifying accordingly.
4. Coordinate any activated agency / department operations centres in the operational area.
5. Maintain a communications link between Incident Commanders (sites), agency and recovery operations centres and the EOC for the purpose of coordinating the overall response, resource requests and event status information.
6. Ensure that the Planning Section is provided with Branch Status Reports and Major Incident Reports.
7. Conduct periodic Operations briefings for the EOC Director and Management team as required or requested.
8. Supervise the Operations Section.

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Ensure the Operations Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including telecommunications, maps and status boards.		
Obtain a preliminary situation briefing from EOC Director, Planning Chief or other EOC Management personnel as appropriate.		
Establish communications with agency / organization operations centres, other EOC's, or the PREOC and coordinate accordingly.		
Activate branches based on functions and/or geographical assignments as appropriate. Designate Branch Coordinators as necessary:		
• Fire		
• Police		
• Health		
• ESS / Recovery		
• Critical Infrastructure		
• Air Operations		
• Special Operations		
• Others as needed		

## PORT HARDY EOC OPERATIONAL GUIDELINES

	Time	Init.
Request additional personnel from Logistics Section (Personnel Unit) as necessary to maintain 24-hour staffing capabilities, as required.		
Confer with EOC Director to ensure Planning and Logistics Sections are staffed at levels necessary to adequately support operations.		
Coordinate with Liaison Officer regarding need for Agency Representatives in Operations Section.		
Obtain current communications status briefing from Logistics Section (Information Technology Branch Coordinator). Ensure adequate equipment and frequencies are available for the section.		
Based on situation known or forecasted, determine likely future needs of Operations Section.		
Identify key issues currently affecting the Operations Section; meet with Section personnel and determine appropriate section objectives for the first operational period.		
Review responsibilities of branches operating in the section; develop a plan or process detailing strategies for implementing objectives.		
Date:	Time:	
Print Name:	Signature:	

### Operational Phase:

	Time	Init.
Ensure all section personnel are maintaining their position logbooks and other paperwork as required.		
Conduct periodic briefings and build consensus among Operations personnel on objectives for each operational period.		
Ensure that all media contacts are referred to the Information Officer.		
Prepare for and participate in EOC Director's Action Planning meetings and other relevant EOC Management Team briefings.		
Provide the Planning Section Chief with the Operations Section's objectives prior to each Action Planning meeting.		
Work closely with each Branch Coordinator to ensure that the Operations Section objectives, as defined in the current Action Plan, are being addressed.		
Ensure situation and resources information is provided to appropriate units in Planning Section on a regular basis or as situation requires, including Branch Status Reports and new incoming incident reports.		
Ensure intelligence information from Branch Coordinators is made available to the Planning Section (Situation Unit) in a timely manner.		
Ensure Operations Section branches coordinate all resource needs through the Logistics Section.		
Authorize resource requests and forward extra-ordinary and/or Critical Resource requests to the EOC Director for approval.		

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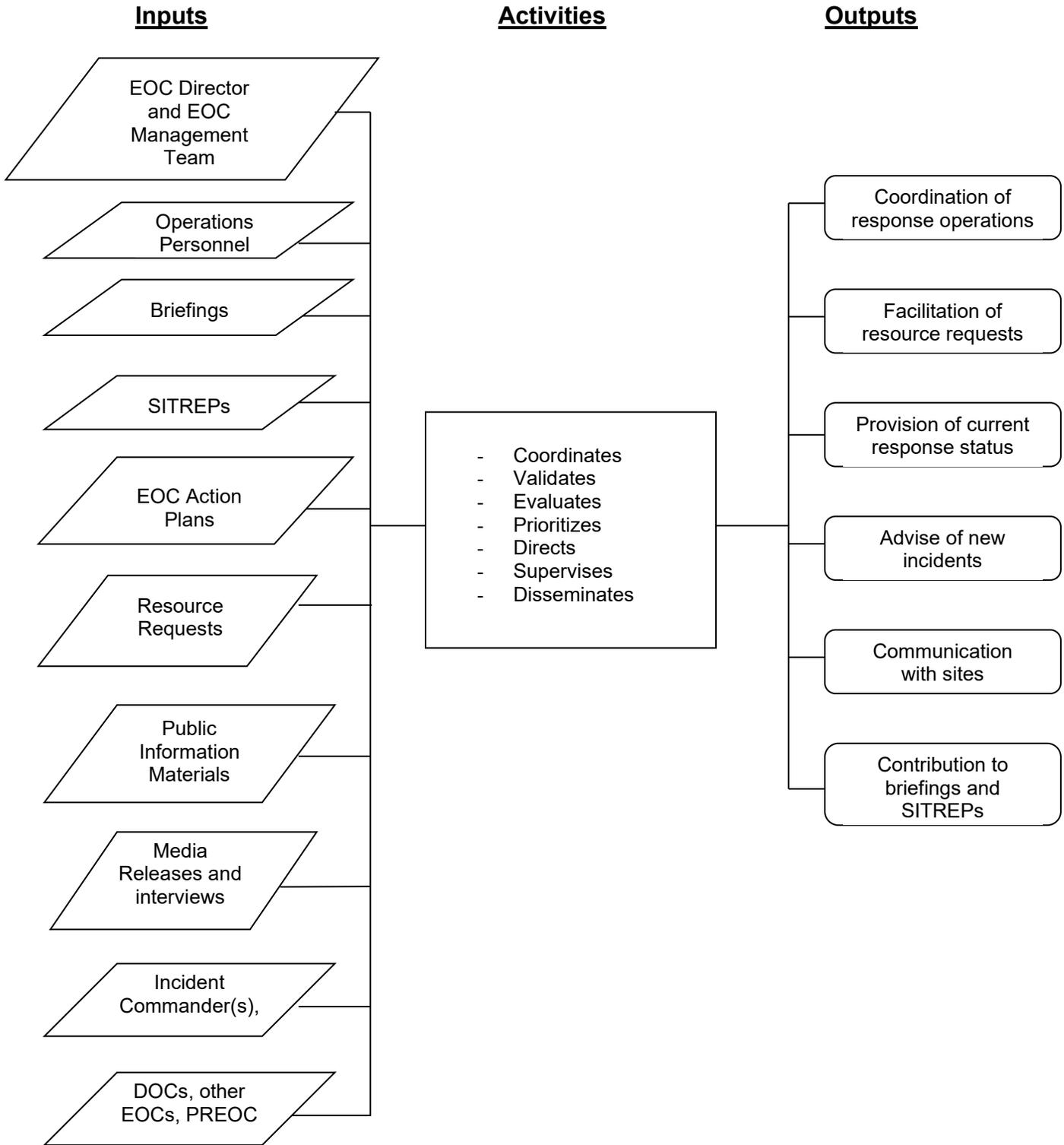
		Time	Init.
Ensure fiscal requirements are coordinated through the Finance Section (e.g.: emergency expenditures and daily timesheets).			
Brief EOC Director and other Management Team members on all major incidents.			
Brief Branch Coordinators and Section personnel periodically on any updated information you may have received.			
Share status information with other sections as appropriate.			
Date:	Time:		
Print Name:	Signature:		

### Demobilization Phase:

		Time	Init.
Deactivate branches and any organizational elements, when no longer required. Ensure that all paperwork is complete, and position logbooks are closed and sent to Documentation Unit.			
Ensure that any open actions are assigned to appropriate agency and/or EOC personnel as appropriate.			
Deactivate Section and close out position logbooks when authorized by EOC Director.			
Ensure that any required forms or reports are completed prior to your release and departure.			
Follow the All-Function EOC checklist demobilization phase.			
Date:	Time:		
Print Name:	Signature:		

# PORT HARDY EOC OPERATIONAL GUIDELINES

## OPERATIONS SECTION CHIEF



# PORT HARDY EOC OPERATIONAL GUIDELINES

## FIRE BRANCH COORDINATOR

**Report to:** EOC Operations Section Chief

**Responsibilities:**

1. Arrange and coordinate for urban and wildland fire suppression, as well as hazardous materials support operations.
2. Acquire mutual aid resources, as necessary.
3. Coordinate the mobilization and transportation of all resources through the Logistics Section.
4. Complete and maintain branch status reports for major incidents requiring or potentially requiring response support, and maintain status of unassigned fire and hazmat resources in conjunction with the Planning Section (Resource Unit).
5. Implement the objectives of the EOC Action Plan assigned to the Fire Branch.
6. Overall supervision of the Fire Branch.

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Obtain briefing of the situation from the Operations Section Chief.		
Based on the situation, activate the necessary functions within the Fire Branch and coordinate their activities:		
• Structural Fire Suppression		
• Hazmat		
• Wildland Fire Suppression		
• Rescue		
If local authority mutual aid system is activated, coordinate use of fire suppression resources with respective agency / organization operations centres and/or EOC's.		
Prepare and submit a preliminary branch status report and major incident reports, as appropriate, to the Operations Section Chief.		
Prepare objectives for the Fire Branch and forward them to the Operations Section Chief as required.		
Date:	Time:	
Print Name:	Signature:	

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## Operational Phase:

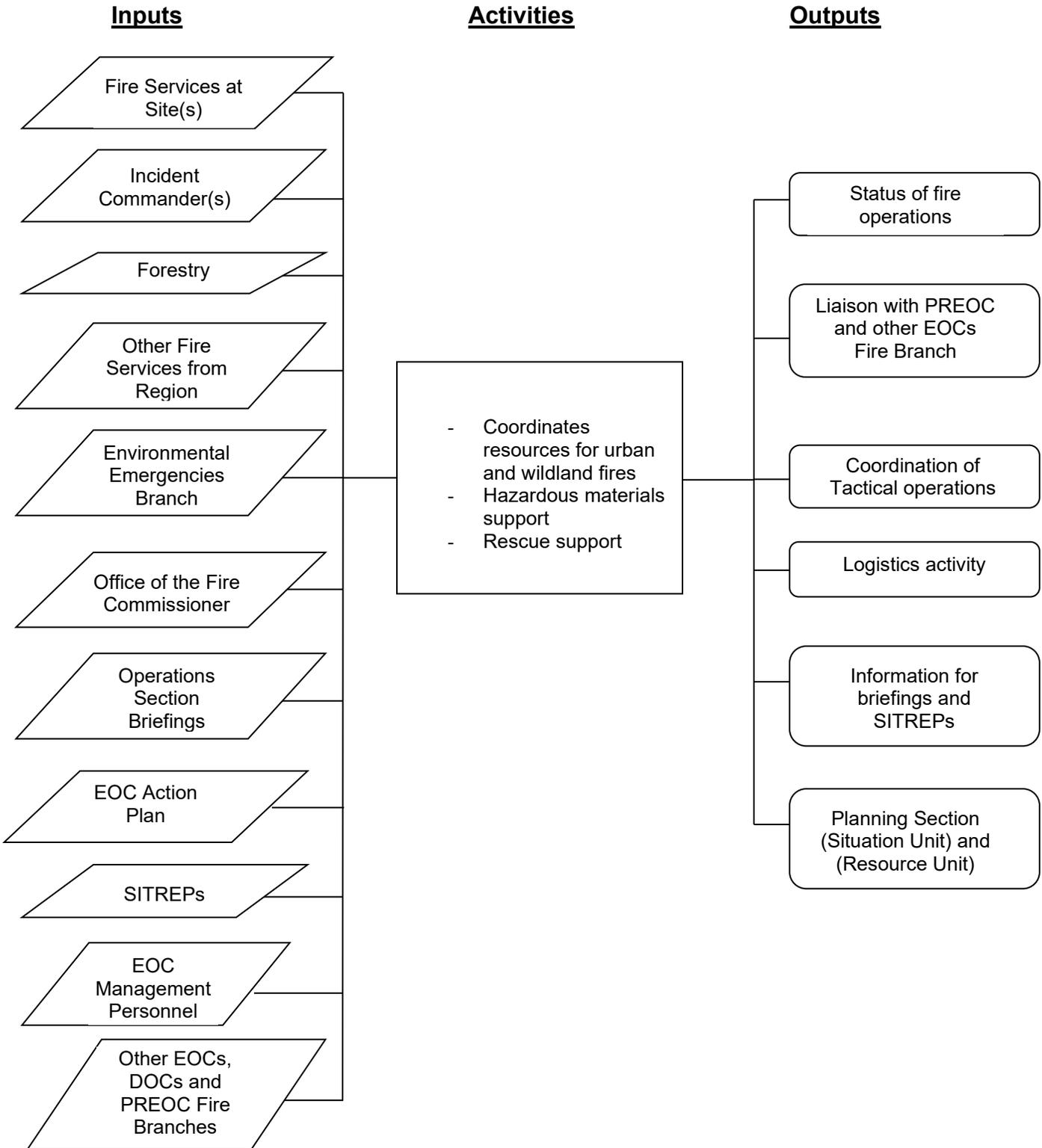
	Time	Init.
Encourage and support the use of Unified Command when required for interface fire operations.		
Confirm and resolve through the EOC Director, any response boundary issues that may restrict mutual aid.		
Liaise with Provincial Fire Commissioner as required.		
Liaise with BC Wildfire Service personnel in the PREOC as required.		
Maintain current status on fire suppression missions conducted.		
Provide the Operations Section Chief and the Planning Section with an overall summary of Fire Branch operations as required.		
Refer all contacts with the media to the Information Officer but be prepared to speak on technical matters when requested.		
Ensure that all fiscal requirements are coordinated through the Finance Section (i.e. emergency expenditures and daily timesheets).		
Prepare objectives for the Fire Branch for the subsequent operational period and provide to Operations Section Chief as required.		
Implement EOC Action Plan objectives assigned to the Fire Branch.		
Date:	Time:	
Print Name:	Signature:	

## Demobilization Phase:

	Time	Init.
Determine demobilization status of branch units and fire operations in the area, and advise Operations Section Chief.		
Ensure any open actions are assigned to appropriate personnel or other EOC Sections to follow-up.		
Ensure all expenditures and financial claims have been coordinated through the Finance Section.		
Forward any input towards After-Action Report to Operations Section Chief.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Print Name:	Signature:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

## FIRE BRANCH COORDINATOR



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## POLICE BRANCH COORDINATOR

**Report to:** EOC Operations Section Chief

**Responsibilities:**

1. Coordinate evacuation operations with other Operations Section Branches.
2. Alert and notify the public of impending or existing emergency situations, public safety orders, requests and information within the jurisdiction, as required.
3. Coordinate law enforcement and traffic control operations, including evacuation, during a major emergency.
4. Coordinate all ground and inland water search and rescue operations and resources for the jurisdiction.
5. Coordinate Police Mutual Aid requests.
6. Supervise the Police Branch.

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Obtain situation briefing from Operations Section Chief and Site Personnel.		
Based on the situation, activate the necessary functions within the Police Branch:		
• Police Operations		
• Search and Rescue		
• Coroner		
• Evacuation		
Coordinate mutual aid resources with other EOC Police Branch Coordinator(s) as required.		
Contact PREOC Police Branch Coordinator, if established, for the coordination of mutual aid resources.		
Provide initial Police Services situation report to Operations Section.		
Based on initial EOC priorities prepare objectives for the Police Branch and provide to the Operations Section Chief prior as required.		
Date:	Time:	
Print Name:	Signature:	

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### Operational Phase:

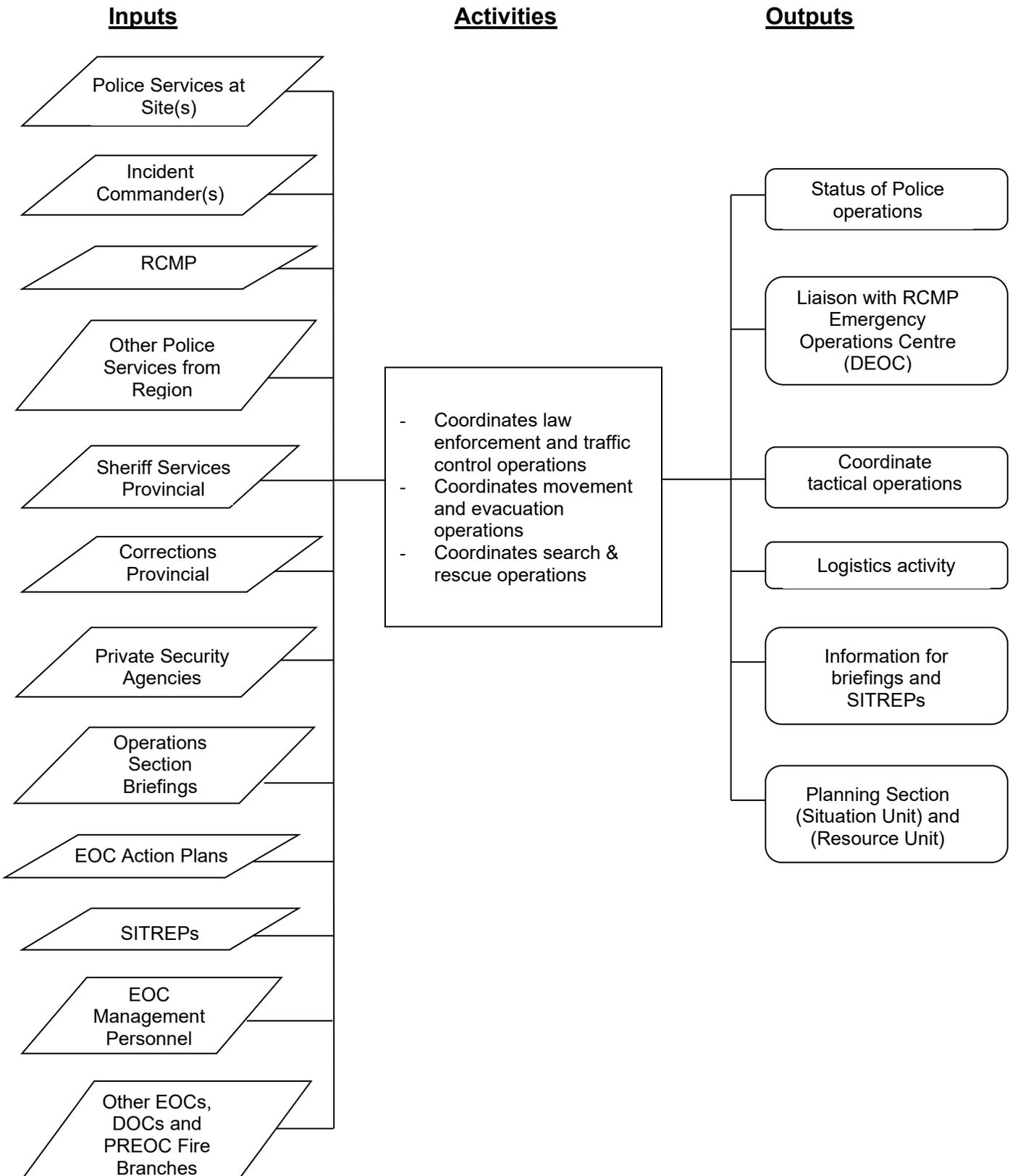
	Time	Init.
Maintain current status on Police activities and Search and Rescue missions being conducted in the area.		
Provide the Operations Section Chief and the Planning Section with an overall summary of Police Branch operations as requested.		
Regularly complete and maintain the Police Branch Status Report.		
Refer all contacts with the media to the Information Officer but be prepared to speak on technical matters when requested by the Information Officer.		
Determine need for Police mutual aid and contact as required.		
Determine need for Search and Rescue mutual aid and arrange for appropriate assistance.		
Determine need for Coroner's services and arrange for assistance.		
Ensure all resource requests are coordinated through Logistics.		
Ensure all fiscal requirements are coordinated through the Finance Section (i.e. emergency expenditures and daily timesheets).		
Prepare objectives for the Police Branch for the subsequent operational period and provide them to the Operations Section Chief as required.		
Implement EOC Action Plan objectives assigned to the Police Branch.		
Date:	Time:	
Print Name:	Signature:	

### Demobilization Phase:

	Time	Init.
Determine demobilization status of branch units and police operations and advise Operations Section Chief.		
Ensure any open actions are assigned to appropriate personnel or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Print Name:	Signature:	

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## POLICE BRANCH COORDINATOR



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## AMBULANCE BRANCH COORDINATOR

**Report to:** EOC Operations Section Chief, or EOC Director

**Responsibilities:**

1. Ensure the Regional Emergency Medical Communications Centre advises Duty Superintendent of EOC Activation through Charge Dispatcher.
2. Ensure all available surface Ambulance resources are identified (roll call) and mobilized as required. Auxiliary and private contractor Ambulance services should also be identified.
3. Ensure all available air Ambulance resources are identified and mobilized as required. Determine support needs i.e., Helispots, security, ground transportation for crew and patients, etc.
4. Assist Health Branch Coordinator in determining the status of medical facilities within the impacted area.
5. Ensure that all available First Responder and associated service groups are identified and mobilized as required.
6. Coordinate the transportation of people injured in the disaster and health care personnel to appropriate medical facilities as required.
7. Coordinate all pre-hospital Emergency Medical Services, including but not limited to mutual aid, Canadian Forces and private contractor First Aid Stations.
8. In coordination with the Health Branch Coordinator and/or the Fire Branch Coordinator and/or the Operations Section Chief, deploy National Emergency Stockpile System (NESS) resources including: Casualty Collection Units (CCU), Advanced Treatment Centres (ATC) and/or Emergency Hospitals (EH) as required and/or available.
9. Assist ESS Branch Coordinator with coordination of emergency medical needs at ESS Reception Centre(s) and Group Lodging facilities.
10. Complete and maintain Unit Status Reports for major incidents requiring or potentially requiring response support, and maintain status of unassigned Ambulance resources in the area.

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to EOC facility, as required.		
Bring telecommunications equipment and clerical support (scribe) with you to the EOC as needed.		
Obtain briefing from Health Branch Coordinator or Operations Section Chief.		
Assess and anticipate Ambulance needs required to support the situation.		
Date:	Time:	
Print Name:	Signature:	

## PORT HARDY EOC OPERATIONAL GUIDELINES

### Operational Phase:

	Time	Init.
Liaise with Health Branch Coordinator.		
Establish and maintain position logbook and other necessary documents.		
Determine the status and availability of Ambulance Service resources in the area affected and outside areas.		
Work closely with Operations Section Branch Coordinators to determine scope of Ambulance assistance and coordination required, and/or anticipated as incidents or events impact functional areas, utilities or critical infrastructure(s).		
Maintain current status on operational issues being conducted within the area, particularly emergency services.		
Establish radio or telephone communications with Regional and/or Provincial Dispatch Centres.		
Determine the status and availability of mutual aid resources in the operational area; specifically, First Responder Agencies, Occupational First Aiders, St. John Ambulance and private / industrial ambulances.		
Establish radio or telephone communications with area hospitals and other medical facilities to determine their capabilities to treat victims.		
Assist in determining status and availability of specialized treatment facilities (i.e. burn centres, trauma / neurological units).		
Coordinate with Fire Branch Coordinator to ensure adequate resources available at rescue sites to triage, treat and transport extricated victims.		
Provide the Operations and Planning Sections with an overall summary of Ambulance Unit operations periodically or as requested.		
Coordinate with Planning Section – Situation Unit and/or Advanced Planning Unit to ensure ongoing awareness of situation.		
Coordinate with Logistics Section to acquire suitable non-ambulance transportation such as buses for injured victims as required or requested.		
Establish and maintain communications with PREOC and determine status and availability of ambulance resources.		
Coordinate with Logistics Section to obtain necessary supplies and equipment to support disaster medical operations in the field.		
Inform Police and Fire Branch Coordinators of all significant events.		
Provide Ambulance Service updates as required during all Operations Section meetings and briefing sessions.		
Prepare Objectives for the Ambulance Unit for the subsequent operational period; provide to the Health Branch Coordinator or Operations Section Chief as required.		
Provide relief with a briefing at shift change; inform of all ongoing activities, Unit Objectives for the next Operational Period, and any other pertinent information.		
Consider need for critical incident stress debriefings for responders and affected persons.		
Ensure proper documentation of plans, actions and decisions.		
Date:	Time:	
Print Name:	Signature:	

## PORT HARDY EOC OPERATIONAL GUIDELINES

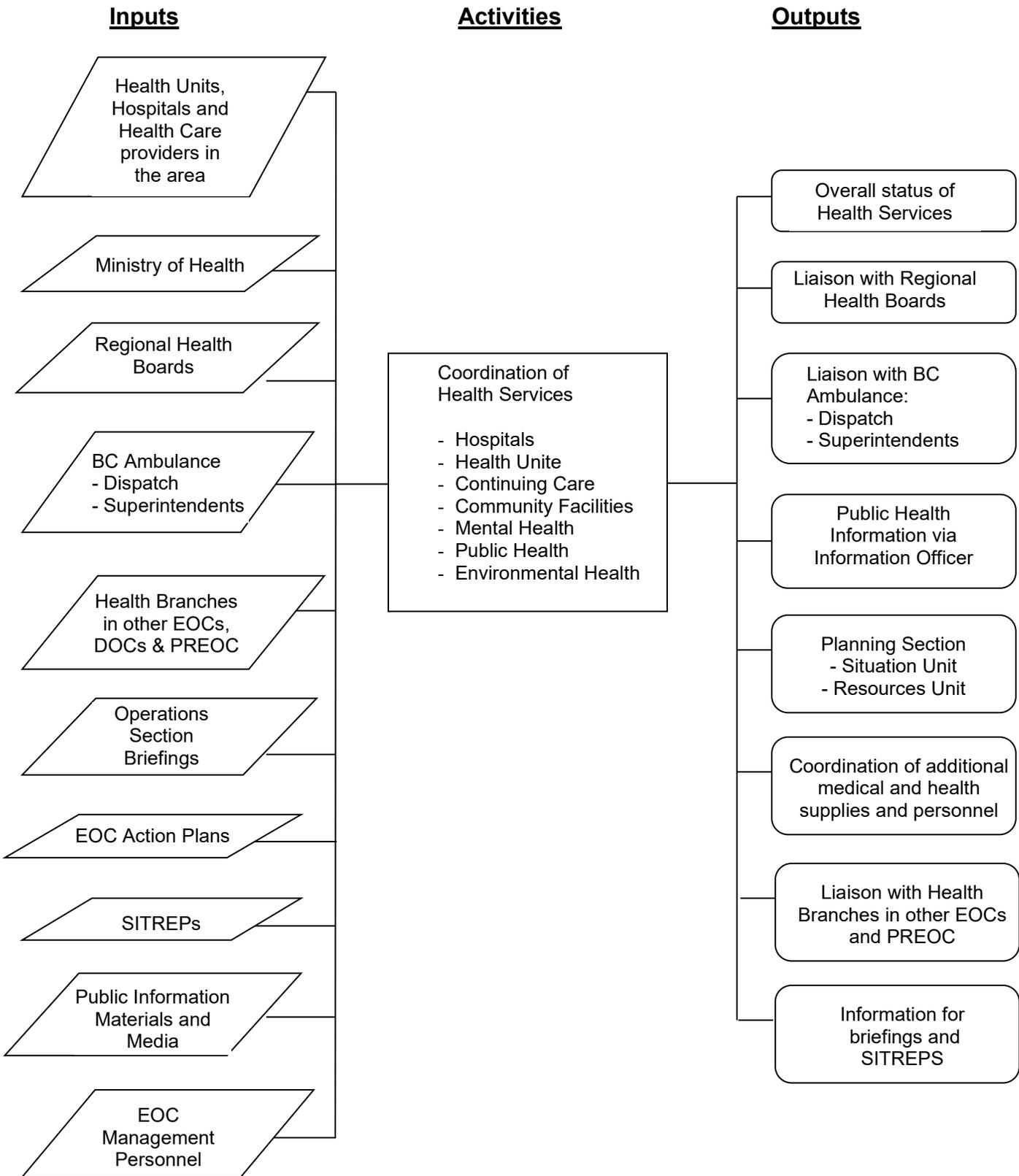
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### Demobilization Phase:

		Time	Init.
Determine demobilization status of ambulance in the area, and advise Health Branch Coordinator or Operations Section Chief.			
Ensure any open actions are assigned to appropriate personnel or other EOC sections to follow-up on.			
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.			
Follow the All-Function EOC checklist demobilization phase.			
Date:	Time:		
Print Name:	Signature:		

# PORT HARDY EOC OPERATIONAL GUIDELINES

## AMBULANCE BRANCH COORDINATOR



# PORT HARDY EOC OPERATIONAL GUIDELINES

## HEALTH BRANCH COORDINATOR

**Report to:** EOC Operations Section Chief

**Responsibilities:**

1. Ensure coordination of hospitals, health units, continuing care, mental health and environmental health within the area.
2. Assist the Ambulance Unit Leader in ensuring that casualties are evenly distributed to receiving facilities.
3. Coordinate provision of public health measures including epidemic control and immunization programs, in consultation with Medical Health Officer.
4. Ensure that potable water supplies are inspected and monitored.
5. Ensure that food quality is regulated and inspected.
6. Ensure that sewage systems are operating at acceptable levels.
7. Ensure coordination and support of health services for physically challenged or medically disabled persons.
8. Ensure coordination of the activation of emergency hospitals and advanced treatment centres supplied by Health Canada.
9. Ensure Ambulance resources are identified and mobilized as required.
10. Ensure health care needs at Reception Centres are coordinated with ESS Branch Coordinator.
11. Determine the status of medical and care facilities within the affected area and availability of facilities in surrounding area.
12. Ensure the coordination of the transportation of injured victims and health care personnel to appropriate medical facilities as required.
13. Ensure the distribution and delivery of pharmaceuticals as required.
14. Oversee the coordination of other health care resources as required.
15. Liaise with Health Branches activated in other EOC's and at PREOC.

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to EOC facility, as required.		
Obtain a briefing from the Operations Section Chief.		
Assess and anticipate health services required to support the situation.		
Date:	Time:	
Print Name:	Signature:	

## PORT HARDY EOC OPERATIONAL GUIDELINES

### Operational Phase:

	Time	Init.
Determine the status and availability of medical facilities in the area affected and outside areas, including special treatment facilities for trauma, pediatrics, burn and psychiatric patients.		
Establish communications with appropriate health services.		
Determine capacity of various health services.		
Prioritize health issues.		
Prepare initial briefing for Operations Section Chief.		
Based on the situation, activate the necessary Units within the Health Branch and coordinate their activities.		
<ul style="list-style-type: none"> <li>• BC Ambulance Service Unit</li> </ul>		
<ul style="list-style-type: none"> <li>• Regional Health Authorities Unit</li> </ul>		
<ul style="list-style-type: none"> <li>• First Nations Health Unit</li> </ul>		
Liaise with ESS Branch Coordinator to assist with sheltering of displaced home care clients if needed.		
Request advanced treatment centre and/or 200 bed emergency hospital, <b><u>if needed</u></b> from the PREOC/PECC Health Branch through Logistics.		
If local facilities are, or soon will be overwhelmed, contact other unaffected areas to receive patients.		
If mass feeding areas are established, ensure food quality and other public health issues are addressed.		
Establish radio or telephone communication with area hospitals and other medical facilities to determine their capability to treat casualties.		
Determine status and availability of mutual aid resources in operational area; specifically, industrial first-aiders, St. John Ambulance and private / industrial Ambulances.		
Determine scope of Ambulance resources & medical transport needs.		
Coordinate with the Logistics Section, Transportation Unit, to acquire suitable non-Ambulance transportation such as buses for the injured as required or requested.		
Coordinate with Ambulance Air Dispatch and the Air Operations Branch for air transportation needs.		
Coordinate with the Logistics Section to obtain necessary supplies and equipment to support disaster medical operations in the field.		
Advise Operations Section Chief and Branch Coordinators of all significant events.		
Prepare Health Services objectives for the EOC Action Plan for each operational period and submit to Operations Section Chief as required.		
Working with the Information Officer, reinforce the use of proper Procedures for media contacts.		
	<b>Time</b>	<b>Init.</b>

## PORT HARDY EOC OPERATIONAL GUIDELINES

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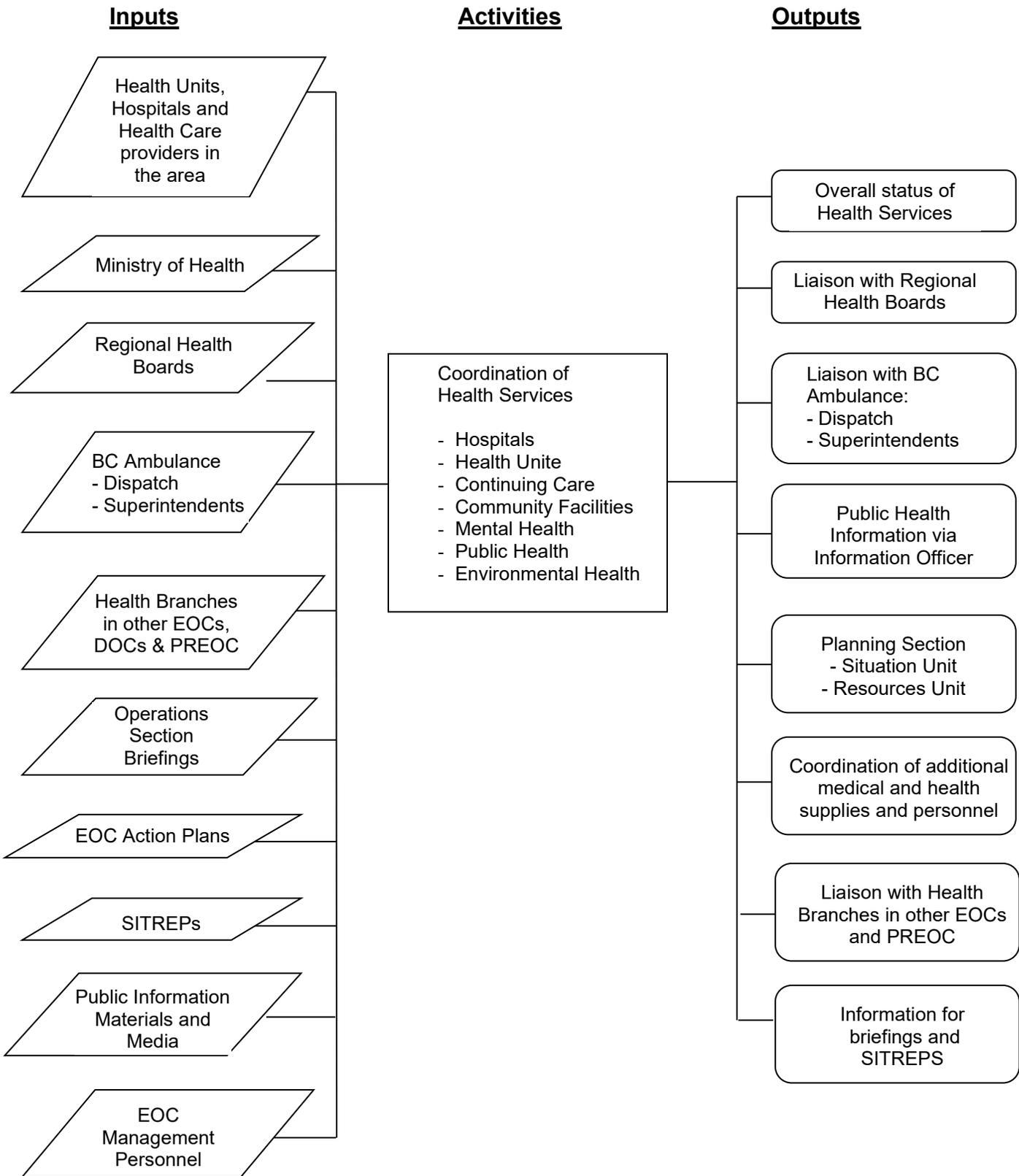
Consider need for critical incident stress debriefings for responders and affected persons.		
Ensure proper documentation of plans, actions and decisions.		
Date:	Time:	
Print Name:	Signature:	

### Demobilization Phase:

	Time	Init.
Determine demobilization status of Health Services in the area, and advise Operations Section Chief.		
Ensure any open actions are assigned to appropriate personnel or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Print Name:	Signature:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

## HEALTH BRANCH COORDINATOR



# PORT HARDY EOC OPERATIONAL GUIDELINES

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## EMERGENCY SUPPORT SERVICES / COMMUNITY RECOVERY BRANCH COORDINATOR

**Report to:** EOC Operations Section Chief

**Responsibilities:**

1. Overall management of the ESS /Community Recovery Branch.
2. In coordination with volunteer and private agencies, provide food, clothing, shelter and other essential services as required for people impacted by a disaster and for response workers in the area.
3. Provides daily ESS Situation Reports to Operations Section Chief.
4. Shares information and provides ESS/Community Recovery mutual aid (upon request, if available) with other affected communities in the region.
5. Requests mutual aid assistance and/or provincial ESS/Community Recovery resources from PREOC when local and/or regional ESS/Community Recovery resources are exhausted.
6. Confers with Operations Section Chief and EOC Director to ensure that ESS/Community Recovery response is appropriate and that expenditures for ESS/Community Recovery are authorized.

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to EOC facility as requested.		
Ensure alternates are identified for your position to allow for 24 hour extended operations.		
Obtain briefing from Operations Section Chief or EOC Director.		
Assess level of ESS/Community Recovery services needed and initiate call-out of ESS/Community Recovery personnel as required.		
If appropriate, activate the ESS DOC to coordinate delivery of ESS services (via Reception Centres) and coordinate ESS resources with local suppliers and agencies.		
Establish communications with activated Reception Centres, Group Lodging Sites, ESS DOC, other ESS/Community Recovery support agencies and EMBC ESS Office.		
Date:	Time:	
Print Name:	Signature:	

## PORT HARDY EOC OPERATIONAL GUIDELINES

### Operational Phase:

	Time	Init.
Maintain communications with and provide direction to the ESS DOC pertaining to the level and duration of services required.		
Prioritize requests for ESS/Community Recovery services.		
Coordinate activities with other volunteer agencies as required, (e.g. Red Cross, Salvation Army, etc.)		
Prepare objectives for the ESS/Community Recovery Branch for each operational period and provide to the Operations Section Chief as required.		
Maintain ESS/Community Recovery resource status board, keeping track of number and type of resources deployed and/or still available and share this information with Operations Section Chief, PREOC, EMBC ESS Office and other EOC's upon request.		
In consultation with Liaison Officer, ensure contact is made with unaffected communities to assess resource availability.		
Facilitate requests for mutual aid form other communities in the region, and/or from PREOC, as available to do so.		
Request and arrange for acquisition of provincial ESS resources (via PREOC) when local ESS resources are insufficient to meet needs.		
Refer all contacts with the media to the Information Officer and ensure that critical ESS information (e.g. location of activated reception/resilience centres) is included in media releases.		
If an ESS Mobile Support Team is deployed to the area, maintain communications with the Team Director to ensure appropriate placement and adequate support needs are met.		
Prepare and forward ESS Situation Reports to Operations Section Chief, and ESS Branch in the PREOC.		
Working with the Logistics Section coordinate food and lodging needs for EOC and response personnel, as requested.		
Actively share information with branches and sections in the EOC.		
Maintain adequate records of financial expenditures: <ul style="list-style-type: none"> <li>• Evacuee expenses must be coordinated with EMBC ESS Office.</li> <li>• ESS expenses must be coordinated with Finance Section.</li> </ul>		
Ensure emergency expenses for ESS are pre-authorized by the Operations Section Chief.		
Date:	Time:	
Print Name:	Signature:	

## PORT HARDY EOC OPERATIONAL GUIDELINES

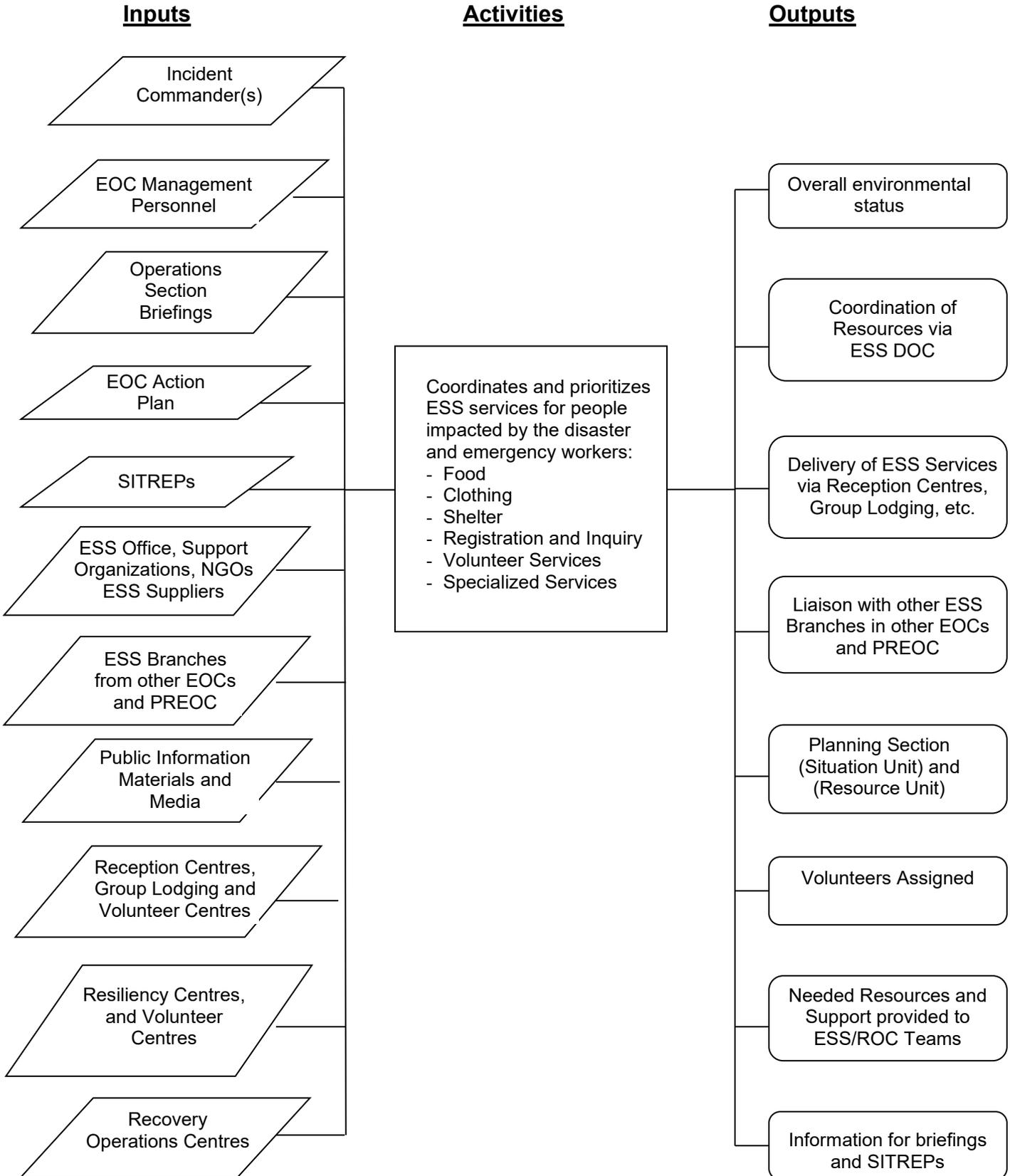
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### Demobilization Phase:

	Time	Init.
Determine demobilization status of ESS/Community Recovery services (e.g. closing of reception/resilience centres, group lodging, volunteer centre, registration sites, etc.) and the deactivation of the ESS DOC and advise the Operations Section Chief.		
Collect and store all completed ESS/Community Recovery forms and paperwork from all the ESS Reception Centres. Consult with Planning Section (Documentation Unit) for appropriate storage location.		
Complete position logbooks and documentation and forward to Planning Section (Documentation Unit).		
Ensure any open actions are assigned to appropriate personnel or other EOC sections to follow-up on.		
Coordinate the transition of ESS services to Community Recovery to ensure follow-up and/or continued services are provided to persons affected by the disaster.		
Ensure that all expenditures and financial claims have been submitted to the appropriate agency or Section.		
Forward any input towards the EOC After-Action Report to the Operations Section Chief.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Print Name:	Signature:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

## EMERGENCY SUPPORT SERVICES / COMMUNITY RECOVERY BRANCH COORDINATOR



## PORT HARDY EOC OPERATIONAL GUIDELINES

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### ESS BRANCH COORDINATOR - INITIAL BRIEFING CHECKLIST

**Gather and provide the following information:**

	Time	Init.
Overview of the event (i.e. what happened, how much, how big, etc.)		
Current status (i.e. increasing, decreasing, local emergency or disaster).		
Analysis of the event (i.e. results to date, number of impacted people, property and/or infrastructure affected).		
Projection - What may happen in the next 24 - 72 hours (i.e. will impacted people be required to stay evacuated? If so, for how long?).		
Confer with other sections/branches to identify any secondary events triggered by the initial event that could impact Reception Centre operations.		
Provide a brief demographic description of the people affected and any cultural sensitivity that Reception Centre workers need to know.		
Other Resources that Reception Centre personnel can direct guests to for other aspects of the community response.		
Location of designated Primary Reception Centre and any secondary Reception Centres designated for use by the ESS response.		
Ensure structure in place that makes provision for mentoring / shadowing ESS team members if Mobile Support Team is assisting.		
Identify groups or clubs in the community that have offered assistance and simply need training. Arrange expedited training.		
Water resources (tap water status & bottled water distribution points).		
Food resources (current situation with restaurants, grocery stores or other food suppliers – re-supply is addressed by the EOC).		
Shelter resources – type and quantity (hotels, group lodging, etc.). Estimate community capacity.		
Sanitation resources.		
Any local hazards to be aware of.		
Transportation resources.		
First Aid resources (i.e. availability – St. John Ambulance).		
Communications resources (i.e. Telephone, Ham Operators, etc.).		
Press Releases – hard copy of all press releases since the beginning of the event and detailed summary of all official information issued to date if hard copies are not available.		
Accommodation and food arrangements for Mobile Support Team.		
Date:	Time:	
Print Name:	Signature:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

## CRITICAL INFRASTRUCTURE BRANCH COORDINATOR

**Report to:** EOC Operations Section Chief

**Responsibilities:**

1. Survey risks to all ten Critical Infrastructure Sectors and communicate all hazard(s) to the appropriate Critical Infrastructure stakeholders.
2. Establish communications with Critical Infrastructure Stakeholders within the hazard area
3. Liaise with other Infrastructure Branches in other agency/organization operations centres.
4. Ensure that the Critical Infrastructure Branch function is carried out including coordination of response for the Engineering and Utilities groups.

**Ten Critical Infrastructure Sectors:**

<b>Energy and Utilities</b>		<b>Information &amp; Communications Technology</b>	
	Natural Gas		Telecommunications
	Hydro		Broadcasting
	Transmission Systems		Software/Hardware/Networks
	Oil		Amateur Radio
<b>Finance</b>		<b>Manufacturing</b>	
	Financial Institutions		Supply Chain (Suppliers/Vendors)
	Banking		Industry
	Securities	<b>Safety</b>	
	Investment		Police
<b>Food</b>			Fire
	Producers		Ambulance
	Processors		Specialized Services (HUSAR, CBRNE)
	Wholesalers	<b>Transportation</b>	
	Distributors		Air
<b>Government</b>			Marine
	Local & Regional Services		Road
	Facilities		Rail
	Assets	<b>Water</b>	
	Key Provincial Sites		Dams
<b>Health</b>			Reservoirs
	Health Authorities		Wastewater/Sewage
	Hospitals		Distribution
	Health Care Providers		
	Laboratories		
	Pharmaceuticals		

## PORT HARDY EOC OPERATIONAL GUIDELINES

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### Activation Phase:

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to the EOC facility and obtain a briefing on the situation from the Operations Section Chief and site personnel.		
Based on the situation, activate the necessary functions within the Engineering Group:		
• Roads and Bridges		
• Damage / Safety Assessment		
• Public Works		
Based on the situation, activate the necessary functions within the Utilities Group:		
• Natural Gas		
• Hydro		
• Transmission Systems		
• Oil		
Provide an initial situation report to the Operations Section Chief.		
Based on initial EOC priorities prepare objectives for the Critical Infrastructure Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.		
Date:	Time:	
Print Name:	Signature:	

### Operational Phase:

	Time	Init.
Ensure that branch and unit position logbooks and other necessary files are maintained.		
Maintain current status on all critical infrastructure activities being conducted in the area.		
Ensure that damage and safety assessments are being carried out for both public and private facilities and that completed assessments are forwarded to EOC for review and prioritizing of response and recovery.		
Determine and document the status of transportation routes into and within affected areas.		
Determine and document the status of public works (water and sewer systems) within affected areas.		
Determine and document the status of utilities (natural gas, hydro, oil, transmission systems) within affected areas.		

## PORT HARDY EOC OPERATIONAL GUIDELINES

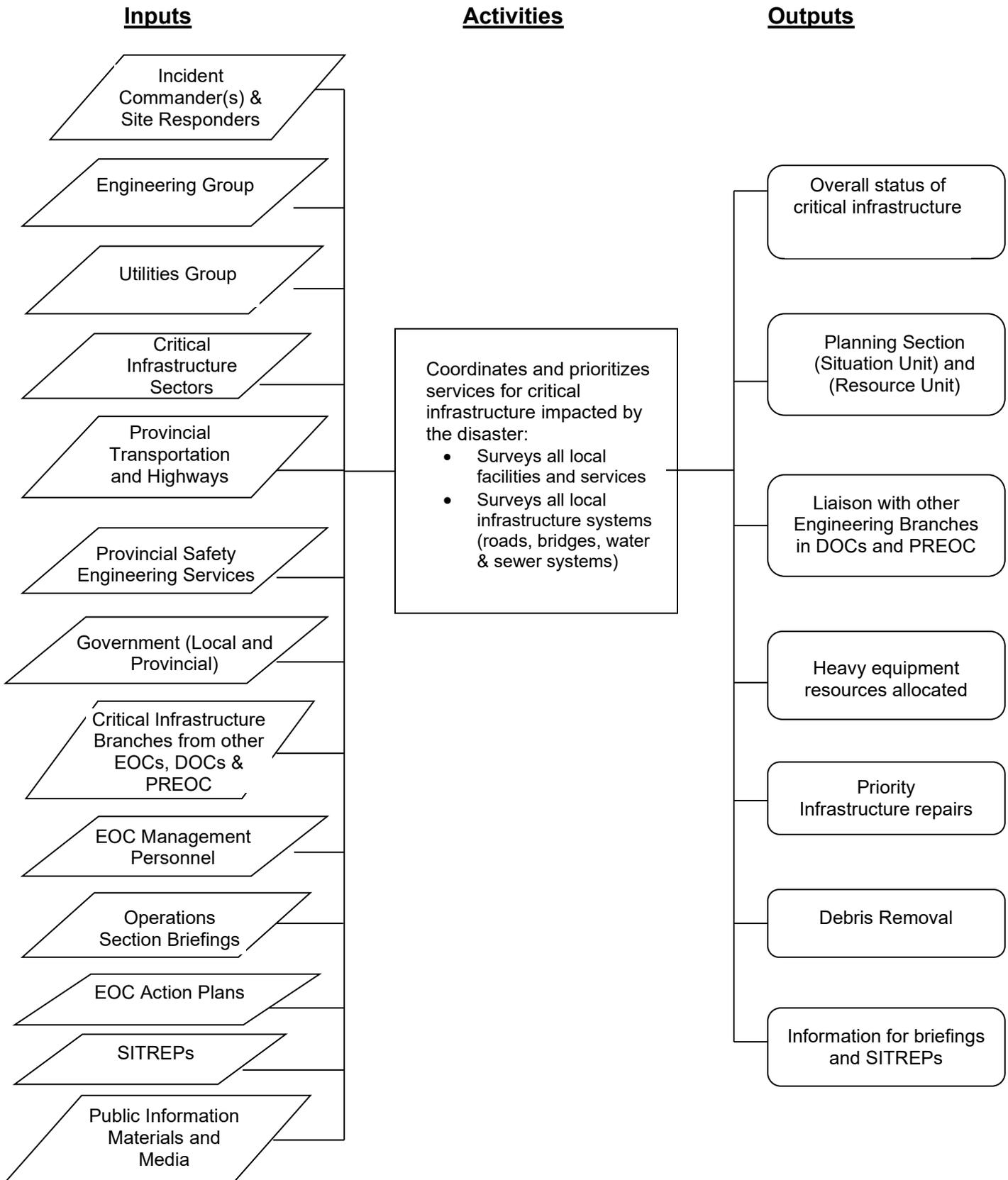
	Time	Init.
Determine and document the status of critical infrastructure within affected areas.		
• Finance		
• Food		
• Government		
• Health		
• Information & Communications Technology		
• Manufacturing		
• Safety		
• Transportation		
• Water		
Liase with critical infrastructure agencies/organizations as required.		
Coordinate debris removal services as required.		
Provide the Operations Section Chief and the Planning Section with an overall summary of Critical Infrastructure Branch activities as requested.		
Ensure that all Unit Status Reports and Initial Damage Assessments are completed and forwarded to the Operations Section Chief and Planning Section (Situation Unit).		
Refer all contacts with the media to the Information Officer. Be prepared to act as a spokesperson and offer technical information as requested.		
Ensure that all fiscal requirements are coordinated through the Finance Section (notification of any emergency expenditures and daily time sheets).		
Prepare objectives for the Critical Infrastructure Branch for each operational period; provide them to the Operations Section Chief as required.		
Implement EOC Action Plan objectives assigned to the Infrastructure Branch.		
Date:	Time:	
Print Name:	Signature:	

### Demobilization Phase:

	Time	Init.
Determine demobilization status of branch units and infrastructure operations in the area, and advise Operations Section Chief.		
Complete all position logbooks and documentation and forward to Planning Section (Documentation Unit).		
Ensure any open actions are assigned to appropriate personnel or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Forward any input towards the EOC After-Action Report to the Operations Section Chief.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Print Name:	Signature:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

## CRITICAL INFRASTRUCTURE BRANCH COORDINATOR



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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## ENGINEERING GROUP COORDINATOR

**Reports to:** Critical Infrastructure Branch Coordinator, EOC Operations Section Chief, or EOC Director

**Responsibilities:**

1. Survey all local facilities, assessing the damage to such facilities, and coordinating the repair of damage.
2. Survey all other infrastructure systems, such as local roads, bridges, sewer and water systems within the area.
3. Assist other sections, branches, and units as needed.
4. Supervise the Engineering Branch.
5. Liaise with other Engineering Branches in EOCs and PREOC.

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to the EOC facility and obtain a briefing on the situation from the Operations Section Chief and site personnel.		
Based on situation, activate necessary Engineering Group functions:		
• Roads and Bridges Unit		
• Damage / Safety Assessment Unit		
• Public Works Unit		
Provide an initial situation report to the Operations Section Chief.		
Based on initial EOC priorities prepare objectives for the Critical Infrastructure Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.		
Date:	Time:	
Print Name:	Signature:	

**Operational Phase:**

	Time	Init.
Ensure that branch and unit position logbooks and other necessary files are maintained.		
Report to the EOC facility and obtain a briefing on the situation from the Operations Section Chief and site personnel.		
Based on the situation, activate the necessary functions within the Engineering Group:		
Maintain current status on engineering activities conducted in area.		
Ensure that damage and safety assessments are being carried out for both public and private facilities.		

## PORT HARDY EOC OPERATIONAL GUIDELINES

	Time	Init.
Determine and document the status of transportation routes into and within affected areas.		
Determine and document the status of public works (water and sewer systems) within affected areas.		
Coordinate debris removal services as required.		
Provide the Critical Infrastructure Branch Coordinator or Operations Section Chief and the Planning Section with an overall summary of Engineering Branch activities periodically as requested.		
Ensure that all Unit Status Reports, as well as, the Initial Damage Assessment are completed and forwarded to the Critical Infrastructure Branch Coordinator and Situation Unit.		
Refer all contacts with the media to the Information Officer. Be prepared to act as a spokesperson and offer technical information as requested.		
Prepare objectives for the Engineering Branch for each operational period; provide them to the Critical Infrastructure Branch Coordinator as required.		
Implement EOC Action Plan assignments for Engineering Group/Units.		
Provide your relief with a briefing at shift change, informing him / her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.		
Date:	Time:	
Print Name:	Signature:	

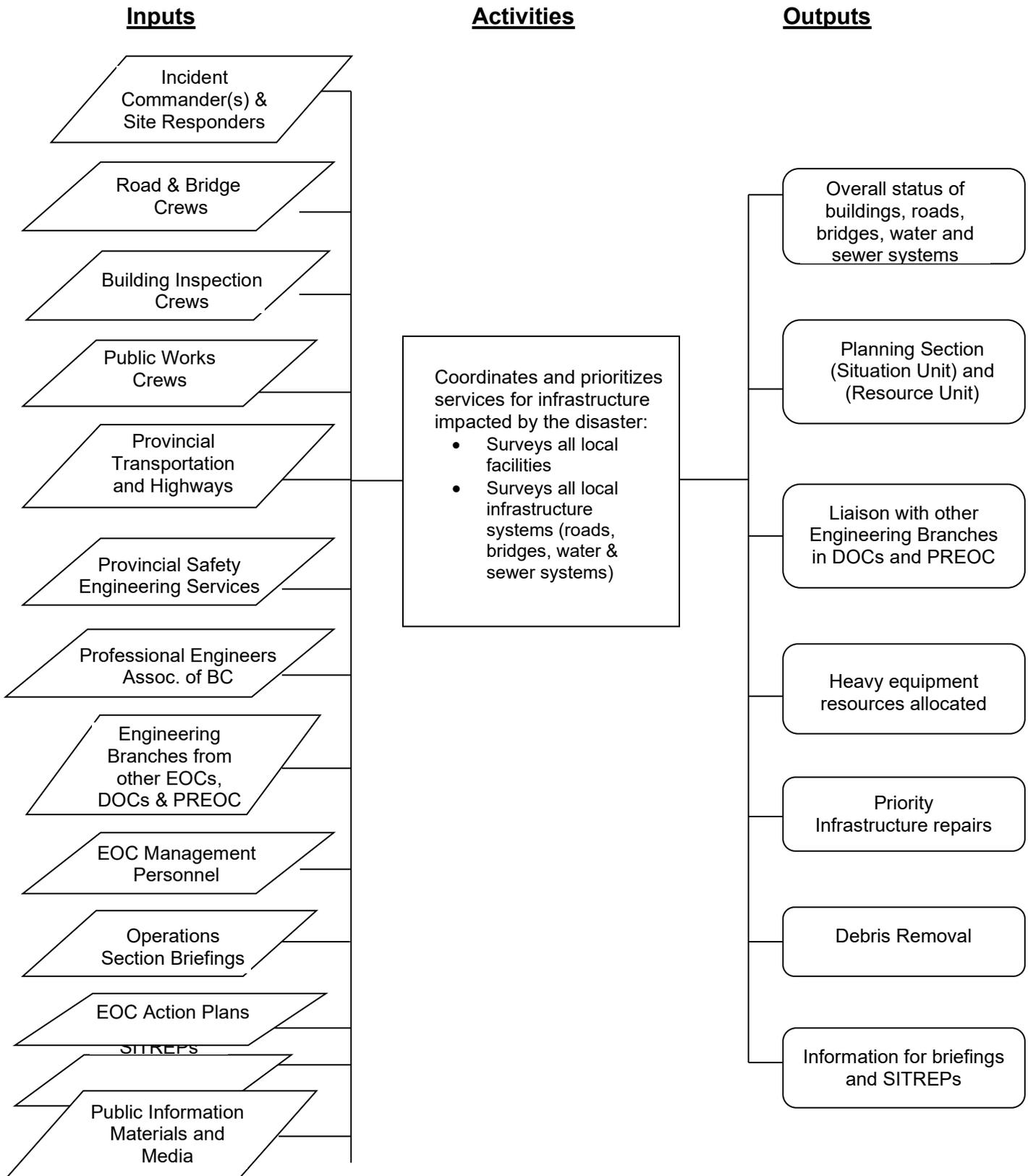
### Demobilization Phase:

	Time	Init.
Determine demobilization status of engineering operations in the area, and advise Operations Section Chief.		
Complete all position logbooks and documentation and forward to Planning Section (Documentation Unit).		
Ensure any open actions are assigned to appropriate personnel or other EOC sections to follow up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Forward any input towards the EOC After-Action Report to the Critical Infrastructure Branch Coordinator or Operations Section Chief.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Print Name:	Signature:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## ENGINEERING GROUP COORDINATOR



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# PORT HARDY EOC OPERATIONAL GUIDELINES

## UTILITIES GROUP COORDINATOR

**Report to:** Critical Infrastructure Branch Coordinator, EOC Operations  
Section Chief or EOC Director

**Responsibilities:**

1. Survey all utility systems, and provide restoration priorities to providers.
2. Assist other sections, branches, and units as needed.
3. Liaise with other utility representatives not present in EOC.

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to the EOC facility and obtain a briefing from the Critical Infrastructure Branch Coordinator or Operations Section Chief.		
Provide an initial Utilities Situation Report to the Critical Infrastructure Branch Coordinator or Operations Section Chief.		
Based on initial EOC priorities prepare objectives for the Utilities Group and provide them to the Critical Infrastructure Branch Coordinator or Operations Section Chief prior to the first Action Planning meeting.		
Date:	Time:	
Print Name:	Signature:	

**Operational Phase:**

	Time	Init.
Establish and maintain communications with the utility providers in the affected area.		
Determine the extent of damage to utility systems in the affected area.		
Coordinate with the Liaison Officer to establish whether agency representatives from affected utilities are available to attend the EOC.		
Ensure that support to utility providers is available as necessary to facilitate restoration of damaged systems.		
Keep the Health Branch Coordinator informed of any threats (real or potential) regarding water contamination issues.		
Keep the Engineering Group Coordinator and Critical Infrastructure Branch Coordinator informed of the restoration status.		
Complete and maintain Utilities Status Reports, and share with Critical Infrastructure Branch Coordinator or Operations Section Chief, Branch Coordinators and Situation Unit.		

## PORT HARDY EOC OPERATIONAL GUIDELINES

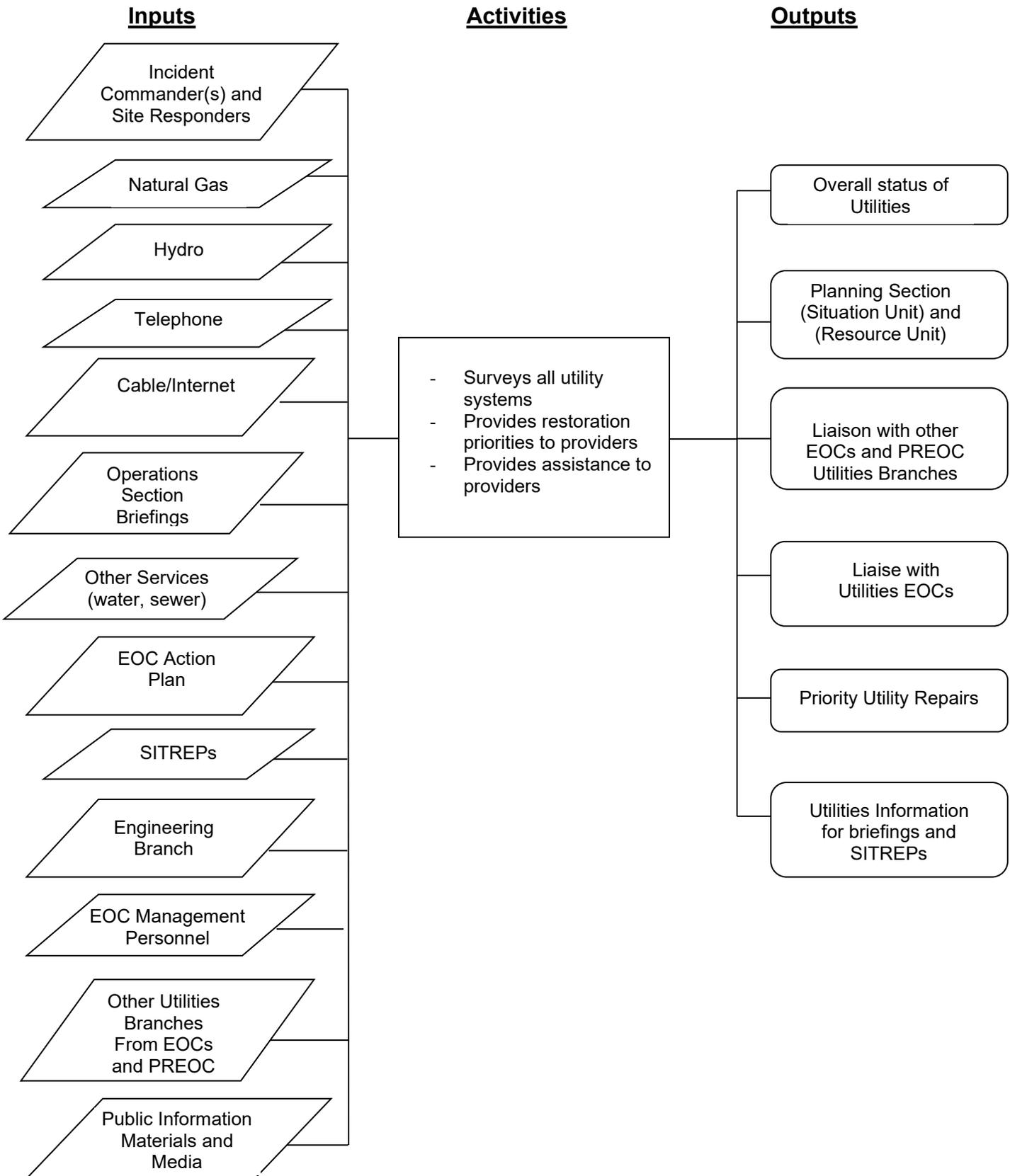
		Time	Init.
Refer all contacts with the media to the Information Officer, and be prepared to speak to technical issues as requested.			
Provide your relief with a briefing at shift change, informing him / her of all the ongoing activities, branch objectives for the operational period, and any other pertinent information.			
Date:	Time:		
Print Name:	Signature:		

### Demobilization Phase:

		Time	Init.
Determine demobilization status of the Utilities Branch and utility operations in the area, and advise Critical Infrastructure Branch Coordinator or Operations Section Chief.			
Complete all position logbooks and documentation and forward to Documentation Unit.			
Ensure any open actions are assigned to appropriate personnel or other EOC sections to follow-up on.			
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.			
Forward any input towards the EOC After-Action Report to the Critical Infrastructure Branch Coordinator or Operations Section Chief.			
Follow the All-Function EOC checklist demobilization phase.			
Date:	Time:		
Print Name:	Signature:		

# PORT HARDY EOC OPERATIONAL GUIDELINES

## UTILITIES GROUP COORDINATOR



# PORT HARDY EOC OPERATIONAL GUIDELINES

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## ENVIRONMENTAL BRANCH COORDINATOR

**Report to:** EOC Operations Section Chief

**Responsibilities:**

1. Coordinate and/or assist local response to hazardous spills, waste disposal and dam failure.
2. Liaise with regional, provincial, and federal environment officials and the private sector.

**Activation Phase:**

		Time	Init.
Follow the All-Function EOC checklist activation phase.			
Report to EOC facility as directed.			
Obtain a briefing from the Operations Section Chief.			
Assess and anticipate environmental concerns and recommended responses in support of the emergency situation.			
Date:	Time:		
Print Name:	Signature:		

**Operational Phase:**

		Time	Init.
Establish and maintain position logs and other necessary files.			
Determine the scope of environmental assistance required in consultation with Operation Section Chief and other Branch Coordinators.			
Determine the status and availability of waste storage and disposal facilities in the area.			
Liaise with Health Branch to assist and consult with exposure to hazardous materials and impacts on water and air resources.			
Develop intelligence of environmental issues, damage and threats. Forward to Planning Section (Situation Unit).			
Prioritize environmental issues.			
Liaise with Engineering and Utilities Branch Coordinators to assist with dam safety issues as required.			
Coordinate HazMat response and support in cooperation with Fire Branch Coordinator, for situations involving hazardous materials.			
Liaison with Environmental Branches in other EOC's and PREOC if established.			
Date:	Time:		
Print Name:	Signature:		

## PORT HARDY EOC OPERATIONAL GUIDELINES

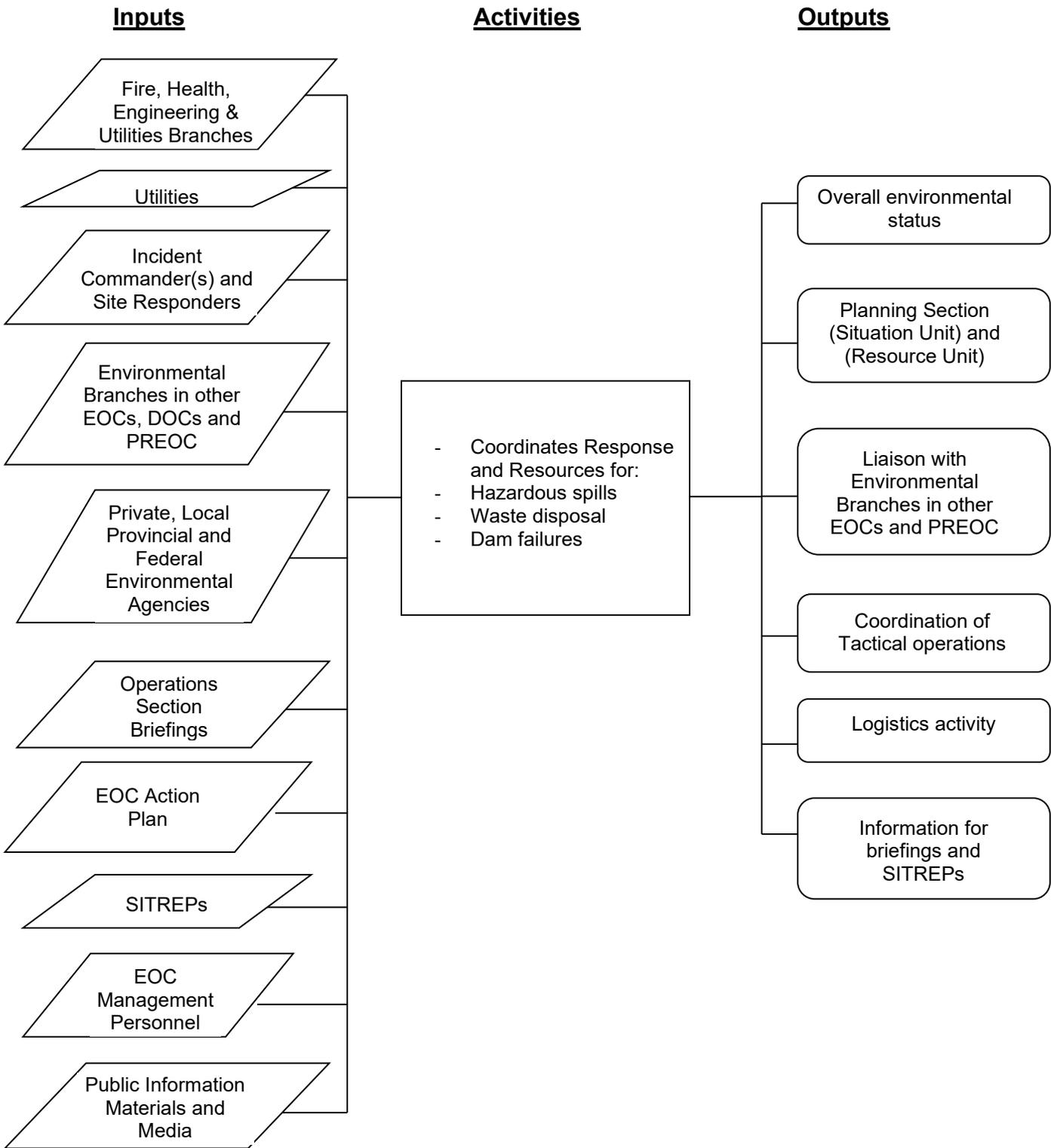
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### Demobilization Phase:

	Time	Init.
Determine demobilization status of environmental services in the area, and advise Operations Section Chief.		
Complete all position logbooks and documentation and forward to Documentation Unit.		
Ensure any open actions are assigned to appropriate personnel or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Forward any input towards the EOC After-Action Report to the Operations Section Chief.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Print Name:	Signature:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

## ENVIRONMENTAL BRANCH COORDINATOR



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# PORT HARDY EOC OPERATIONAL GUIDELINES

## AIR OPERATIONS BRANCH COORDINATOR

**Report to:** EOC Operations Section Chief

**Responsibilities:**

1. Organize aviation resources at the local level to support site operations.
2. As appropriate, initiate requests for Notice to Airmen (NOTAM).
3. Establish procedures for emergency reassignment of aircraft if required.
4. Coordinate with any provincial or regional authority's Air Operations in the operational area.
5. Liaise with Air Operations at the PREOC.

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Assess current level of local regional and provincial air operations in the operational area.		
Determine activation status of PREOC aviation resources and establish communication links with their Air Operations if necessary.		
Identify key issues currently affecting air operations; prepare initial report for Operations Section Chief.		
Date:	Time:	
Print Name:	Signature:	

**Operational Phase:**

	Time	Init.
Obtain briefing from Operations Section Chief.		
Liaise with Ambulance Unit.		
Liaise with PREOC Air Operations.		
Receive resource requests and pass on to Operations Section Chief.		
Liaise with Logistics to coordinate air transport of personnel, material and evacuees, as required.		
Organize preliminary air operations.		
Initiate request for NOTAM if required.		
Schedule flights of non-emergency aircraft into the operational area if approved.		
Evaluate requests for non-tactical use of emergency aircraft assigned to the EOC.		

## PORT HARDY EOC OPERATIONAL GUIDELINES

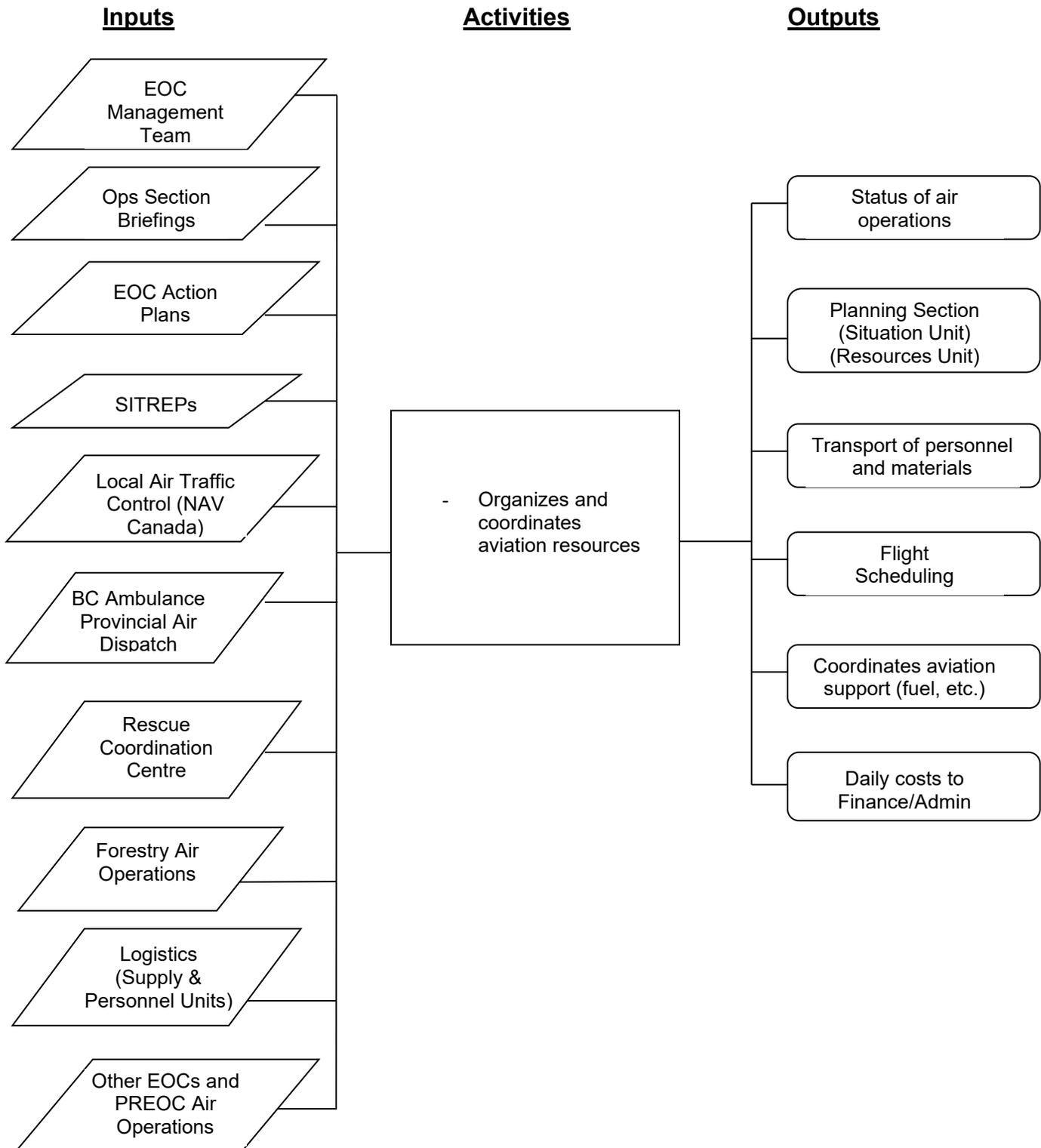
		Time	Init.
Ensure proper safety and risk management measures are being taken in regards to aircraft.			
Pass critical status information to Operations Section Chief, and Logistics Section (Situation Unit and Resource Unit).			
Provide reports on air operations issues to Operations Section Chief.			
Forward daily air operations costs to Finance Section.			
Date:	Time:		
Print Name:	Signature:		

### Demobilization Phase:

		Time	Init.
Determine demobilization status of aviation resources in the operational area and advise Operations Section Chief and Logistics Section (Situation Unit).			
Ensure that all air expenditures and financial claims have been coordinated through the Finance Section.			
Forward input for the EOC After-Action Report to Operations Section Chief.			
Follow the All-Function EOC checklist demobilization phase.			
Date:	Time:		
Print Name:	Signature:		

# PORT HARDY EOC OPERATIONAL GUIDELINES

## AIR OPERATIONS BRANCH COORDINATOR



# PORT HARDY EOC OPERATIONAL GUIDELINES

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## SPECIAL OPERATIONS BRANCH COORDINATOR

**Report to:** EOC Operations Section Chief

**Responsibilities:**

1. Organize specialized resources at the site support (EOC) level to support site activities.
2. As appropriate, initiate requests for Notice to Mariners.
3. Establish procedures for emergency reassignment of specialized resources such as Heavy Urban Search and Rescue if required.
4. Coordinate with any regional or provincial special operations in the operational area.
5. Liaise with Special Operations at the PREOC.

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Assess current level of local, regional and provincial special operations in the operational area.		
Determine activation status of provincial authority specialized resources and establish communication links with their Special Operations Branch if necessary.		
Identify key issues currently affecting special operations; prepare initial report for Operations Section Chief.		
Date:	Time:	
Print Name:	Signature:	

**Operational Phase:**

	Time	Init.
Obtain briefing from Operations Section Chief.		
Evaluate requests for tactical and non-tactical use of specialized resources assigned to the EOC.		
Receive resource and operational requests and forward to Operations Section Chief.		
Organize preliminary special operations.		
Initiate request for Notice to Mariners if required.		
Ensure proper safety and risk management measures are being taken in all special operations.		
Pass critical status information to Operations Section Chief, Planning Section (Situation Unit and Resource Unit).		
Provide reports on special operations issues to Operations Section Chief.		
Date:	Time:	
Print Name:	Signature:	

## PORT HARDY EOC OPERATIONAL GUIDELINES

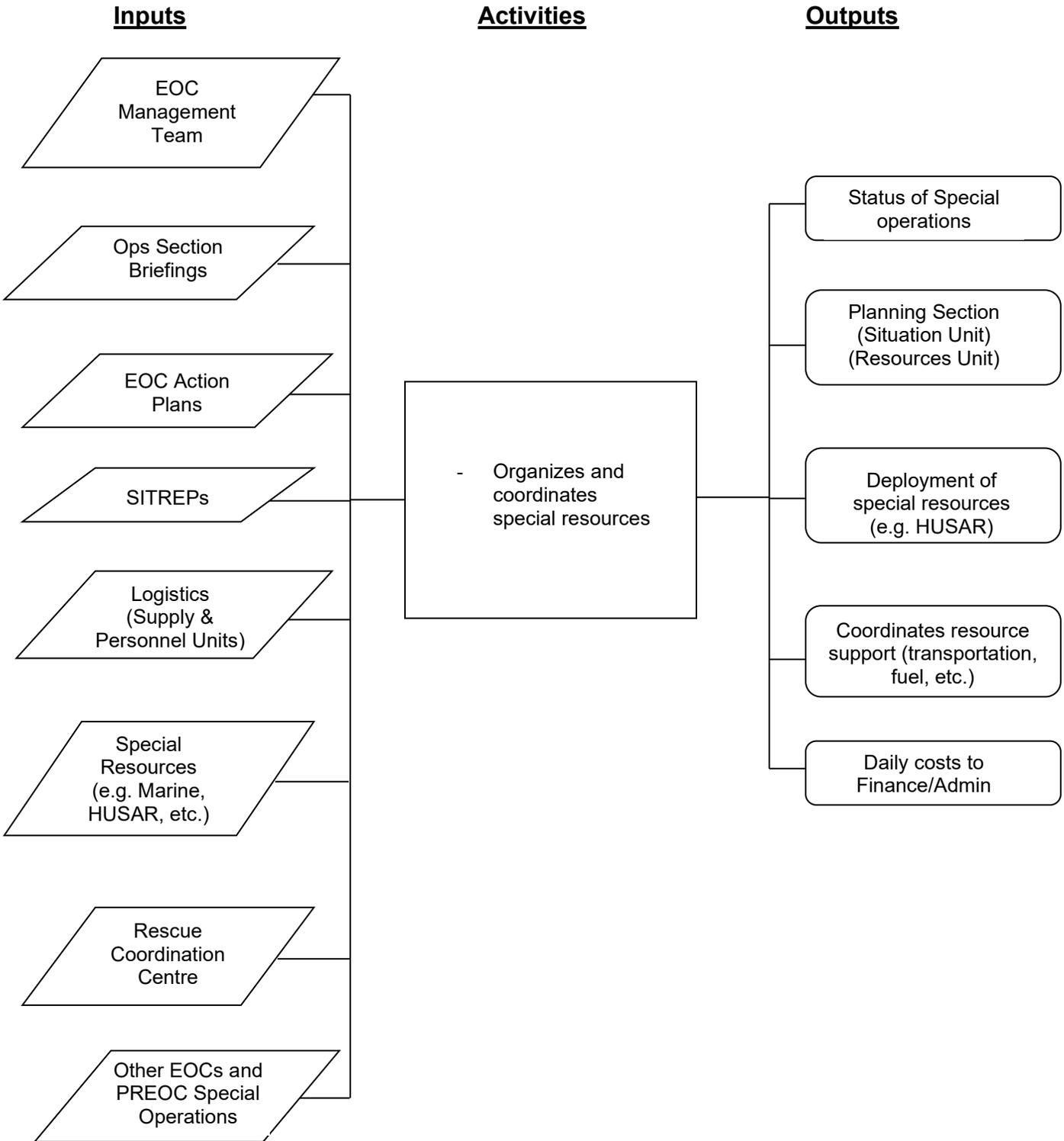
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### Demobilization Phase:

		Time	Init.
Determine demobilization status of any specialized resources in operational area and advise Operations Section Chief and Situation Unit.			
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.			
Forward input for the EOC After-Action Report to Operations Section Chief.			
Follow the All-Function EOC checklist demobilization phase.			
Date:	Time:		
Print Name:	Signature:		

# PORT HARDY EOC OPERATIONAL GUIDELINES

## SPECIAL OPERATIONS BRANCH COORDINATOR



## **SECTION 7 - PLANNING SECTION**

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## INTRODUCTION

The Planning Section (the “Thinkers”) is responsible for gathering, analyzing, evaluating, displaying and disseminating situational and technical information and forwarding recommendations on courses of action to the EOC Director. The Planning Section is responsible for preparing the Incident Action Plan options for the EOC Management Section and therefore deals primarily with forward planning and contingencies based on knowledge of the current state of the event.

### **Responsibilities:**

- Collect, analyze, and display situation information.
- Facilitate Action Planning process, prepare and distribute approved EOC Action Plan.
- Track Resources.
- Prepare periodic Situation Reports.
- Conduct Advance Planning activities and provide reports and recommendations.
- Collect and maintain complete documentation for the EOC and event activities.
- Source technical specialists as required.
- Plan for demobilization.
- Plan for transition to recovery as required.

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## PLANNING SECTION CHIEF

**Report to:** EOC Director

### Responsibilities:

1. Ensure the following Planning Section responsibilities are addressed as required:
  - Collect, analyze, and display situation information.
  - Prepare periodic Situation Reports.
  - Prepare and distribute EOC Action Plan and facilitate Action Planning process.
  - Track Resources.
  - Conduct advance planning activities and report.
  - Document and maintain files on all EOC activities.
  - Provide technical support services to the various EOC sections and branches.
  - prepare demobilization plans.
  - prepare for transition to recovery.
2. Establish the appropriate level of organization for the Planning Section.
3. Exercise overall responsibility for coordination of Planning Section Branch and Unit activities.
4. Keep EOC Director informed of significant issues affecting the Planning Section.
5. In coordination with the other Section Chiefs, ensures that Status Reports are completed and utilized as a basis for EOC Situation Reports and Action Plans.
6. Supervise the Planning Section.

### Activation Phase:

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to the EOC and obtain a briefing from the Emergency Operations Centre Director (EOCD).		
Ensure Planning Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.		
Based on the situation, activate units within the Planning section as needed and designate Leaders for each unit:		
• Situation Unit		
• Documentation Group		
• Resources Unit		
• Advance Planning Unit		
• Demobilization Unit		
• Recovery Unit		
• Technical Specialists Unit		

## PORT HARDY EOC OPERATIONAL GUIDELINES

		Time	Init.
Request additional personnel for the section from Logistics as necessary to maintain a 24hour operation.			
Establish contact with the PREOC Planning Section when activated, and coordinate Situation Report requirements with them.			
Meet with Operations Section Chief, obtain and review any major incident reports.			
Review responsibilities of units in Planning section; develop plans for carrying out all responsibilities.			
Make a list of key issues to be addressed by Planning; in consultation with section staff, identify objectives to be accomplished during the initial Operational Period.			
Keep the EOC Director and EOC Management Team informed of significant events.			
Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.			
Date:	Time:		
Print Name:	Signature:		

### Operational Phase:

	Time	Init.
Ensure Planning position logbooks and other necessary files are maintained.		
Ensure Situation Unit is maintaining current information for the EOC Situation Report.		
Ensure major incident reports and branch status reports are completed by the Operations Section and are accessible by Planning Section. It is recommended to provide a Planning liaison to the Operations Section.		
Ensure EOC Situation Report is produced, approved and distributed to Sections, EMBC or PREOC at least once, prior to end of the operational period. Others may be produced as directed by EOC Director.		
Ensure that all status boards and other displays are kept current and that posted information is neat and legible.		
Ensure that the Information Officer has immediate and unlimited access to all status reports and displays.		
Conduct periodic briefings with section staff and work to reach consensus on section objectives for forthcoming operational periods.		
Chair the EOC Action Planning meetings approximately two hours before the end of each operational period.		
Ensure that objectives for each section are completed, collected and posted in preparation for the next Action Planning meeting.		
Ensure that the EOC Action Plan is completed, approved by EOC Director and distributed prior to the start of the next operational period.		

## PORT HARDY EOC OPERATIONAL GUIDELINES

	Time	Init.
Work closely with Planning Section Units to ensure the objectives, as defined in the current EOC Action Plan are being addressed.		
Ensure the Advance Planning Unit develops and distributes a report that highlights forecasted events or conditions likely to occur beyond the forthcoming operational period; particularly those situations which may influence the overall priorities of the EOC.		
Ensure Documentation Group maintains files on all EOC activities and provides reproduction and archiving services for the EOC, as required.		
Provide technical services, such as environmental advisors and other technical specialists to all EOC sections as required.		
Ensure that fiscal and administrative requirements are coordinated through the Finance Section.		
Ensure Risk Management Officer is involved in Action Planning process.		
Date:	Time:	
Print Name:	Signature:	

### Demobilization Phase:

	Time	Init.
Ensure Demobilization Plan for the EOC is complete, approved by the EOC Director and distributed to all EOC sections.		
Oversee EOC After-Action Report preparation, by the Recovery Unit.		
Determine demobilization status of all Planning Units and advise the EOC Director.		
Complete all logs and documentation and forward to Documentation.		
Ensure any open actions are assigned to appropriate Planning staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Review EOC After-Action Report prior to submitting to EOC Director and Management Team for approval.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Print Name:	Signature:	

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## SITUATION UNIT COORDINATOR

**Report to:** EOC Planning Section Chief

**Responsibilities:**

1. Oversee the collection, organization, and analysis of disaster situation information, including damage assessments.
2. Ensure that information collected from all sources is validated.
3. Ensure Situation Reports are developed for dissemination to EOC and PREOC.
4. Ensure that an EOC Action Plan is developed for each operational period based on objectives developed by each EOC Section.
5. Ensure that an on-going link is established with the Operations Section for the purpose of collecting accurate situation information in a timely manner.
6. Ensure that all maps, status boards and other displays contain current and accurate information.
7. Supervise the Situation Unit.

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to the EOC facility and obtain a briefing from the Planning Section Chief.		
Ensure there is adequate staff, including Observers (if needed) available to collect and analyze information and facilitate the Action Planning Process. Examples: Observers can be placed in the Operations Section as well as out at the sites to help collect necessary information.		
Prepare Situation Unit objectives for initial Action Planning meeting.		
Date:	Time:	
Print Name:	Signature:	

**Operational Phase:**

	Time	Init.
Assign a Situation Staff member to observe the Operations Section and collect situation status information on a regular basis.		
Ensure each EOC section & branch provides the Situation Unit with status updates on a regular basis.		
Oversee collection and analysis of all incident or disaster related information.		
Coordinate with the Documentation Group for the reproduction of relevant plans and distribution as required.		
Meet with the Information Officer to coordinate access to current information.		

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	Time	Init.
Oversee the preparation and distribution of the EOC Situation Report.		
Prepare a situation briefing for the EOC Action Planning meeting.		
Ensure each EOC section provides their objectives at least 30 minutes prior to each Action Planning meeting.		
Convene the Action Planning meeting and assist Planning Section Chief in facilitating the meeting.		
In preparation for the Action Planning meeting, ensure that all EOC priorities and objectives are posted or distributed, and that the meeting room is set up with appropriate equipment and materials (easels, markers, Sit Reports, etc.)		
Following the meeting, send approved Action Plan to Documentation Group for distribution prior to next operational period.		
Ensure that adequate staff members are assigned to maintain all maps, status boards and other displays. Status Board information should include Event Name, EMBC Task # and columns for: Sequential Numbering System for new incidents, Date and Time, Incident Details, Response taken (includes activities and resources), Open or Closed Status, and a column for Follow-Up Required.		
Date:	Time:	
Print Name:	Signature:	

### Demobilization Phase:

	Time	Init.
Determine demobilization status of the Situation Unit and advise the Planning Section Chief.		
Complete all logs and forms and forward to Documentation Group.		
Ensure any open actions are assigned to appropriate Planning staff or other EOC sections to follow-up on.		
Provide input toward the EOC After-Action Report.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Print Name:	Signature:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## RESOURCES UNIT COORDINATOR

**Report to:** EOC Planning Section Chief

**Responsibilities:**

1. Coordinate with branches and units in Operations and Logistics Sections to capture and centralize resource status information. **Note: This position tracks resource status; it does not obtain or supply them as that is the responsibility of the Logistics Section.**
2. Develop and maintain resource status boards, tracking and display systems.
3. Supervise the Resources Unit.

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to EOC facility and obtain a briefing from Planning Section Chief.		
Ensure there is adequate staff to fill the Resource Unit responsibilities.		
Date:	Time:	
Print Name:	Signature:	

**Operational Phase:**

	Time	Init.
Coordinate closely with Operations Sections Branches and Logistics Section Units particularly Supply, Personnel, and Transportation.		
Obtain a list of known critical resources.		
Obtain copies of critical resource requests from Logistics Section, post request on a status board and track progress of request until filled.		
Status boards should track requests by providing at a minimum, the following information: date and time of request, items requested, priority designation (precedence level), time request was processed and estimated time of arrival or delivery to requesting party.		
Working closely with Operations and Logistics, assist in notifying requesting parties of status of their resource request. This is particularly critical in situations where delays are expected in filling request.		
An additional status board may be developed to track resources by requesting party. Information categories might include: resource arrival time, location of use, and estimate of how long resource will be needed.		
Date:	Time:	
Print Name:	Signature:	

## PORT HARDY EOC OPERATIONAL GUIDELINES

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### Demobilization Phase:

	Time	Init.
Keep Demobilization Unit informed of committed resources.		
Determine demobilization status of the Resource Unit and advise the Planning Section Chief.		
Complete all logs and documentation and forward to Documentation Group.		
Ensure any open actions are assigned to appropriate Planning Staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Provide input towards the EOC After-Action Report.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Print Name:	Signature:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

## DEMOBILIZATION UNIT COORDINATOR

**Report to:** EOC Planning Section Chief

**Responsibilities:**

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

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to EOC facility and obtain a current situation report from the Planning Section Chief.		
Date:	Time:	
Signature:	Position:	

**Operational Phase:**

	Time	Init.
Monitor current EOC Action Plans, Situation Reports, and resource assignment lists.		
Consult with Section Chiefs, Branch Coordinators, Liaison Officer and EOC Director for demobilization policies and procedures.		
Draft Demobilization Plan and circulate to the Planning Section Chief EOC Director and EOC Management Team for review.		
Finalize the Demobilization Plan for approval by the EOC Director.		
The Demobilization Plan must be review at least once during each operational period for as long as EOC Sections are formally staffed.		
Work with all Section Chiefs to ensure that demobilized staff complete and forward to Documentation Group all reports, time sheets, and exit surveys prior to leaving the EOC.		
Date:	Time:	
Signature:	Position:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## Demobilization Phase:

	Time	Init.
Initiate Demobilization Plan for the EOC as approved by EOC Director.		
Complete all logs and documentation and forward to Documentation Group.		
Ensure all equipment and materials are returned to their proper places.		
Provide input towards the EOC After-Action Report.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Signature:	Position:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

## ADVANCE PLANNING UNIT COORDINATOR

**Report to:** EOC Planning Section Chief

### Responsibilities:

1. Develop an Advance Plan consisting of potential response related issues likely to occur beyond the next operational period, generally within 36 to 72 hours. Work with the Recovery Unit Coordinator to deal with recovery related issues.
2. Review all available Situation Reports, Action Plans, and other significant documents. Determine potential future impacts of the event or disaster; particularly issues that might modify the overall EOC priorities and objectives.
3. Provide periodic briefings for the EOC Director and Management Team addressing Advance Planning issues.
4. Supervise the Advance Planning Unit.

### Activation Phase:

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to EOC facility and obtain situation briefing from Planning Section Chief.		
Ensure adequate staffing level for the Advanced Planning Unit.		
Date:	Time:	
Signature:	Position:	

### Operational Phase:

	Time	Init.
Review the current Situation Report and include recent updates.		
Meet individually with the EOC Management Team and determine best estimates of the future direction & outcomes of the event or disaster.		
Develop an Advance Plan identifying future policy related issues, social and economic impacts, significant response or recovery resource needs, and any other key issues likely to affect EOC operations within a 36-72 hour time frame.		
Submit the Advance Plan to the Planning Section Chief for review and approval prior to implementation via briefings with the EOC Director and Management Team.		

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		Time	Init.
Review Action Planning objectives submitted by each section for the forthcoming operational period. In conjunction with the Management Team, recommend a transition strategy to the EOC Director when EOC activity shifts predominately to recovery operations.			
Assist Recovery Unit Coordinator in developing initial relief plans.			
Date:	Time:		
Signature:	Position:		

### Demobilization Phase:

		Time	Init.
Determine demobilization status of the Advance Planning Unit and advise EOC Planning Section Chief.			
Complete all logs and documentation and forward to Documentation Group.			
Ensure any open actions are assigned to appropriate Planning staff or other EOC sections to follow-up on.			
Provide input towards the EOC After-action Report.			
Follow the All-Function EOC checklist demobilization phase.			
Date:	Time:		
Signature:	Position:		

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## RECOVERY UNIT COORDINATOR

**Report to:** EOC Planning Section Chief

**Responsibilities:**

1. Assess the requirements for assistance for community and individual recovery from a major emergency or disaster (Community Recovery).
2. Identify immediate steps (short-term relief efforts) that can be taken to initiate and speed recovery within the area.
3. Anticipate actions required over the long term to restore local services and return the area to pre-emergency conditions (Local Authority Recovery).
4. Supervise the Recovery Unit and all recovery operations unless otherwise directed by the Planning Section Chief and/or EOC Director.

**Activation Phase:**

		Time	Init.
Follow the All-Function EOC checklist activation phase.			
Report to EOC facility and obtain current situation briefing from Planning Section Chief.			
Date:	Time:		
Signature:	Position:		

**Operational Phase:**

	Time	Init.
Act as the liaison for the EOC and other disaster assistance agencies; to coordinate the recovery process.		
Ensure that short-term relief efforts such as: interim housing, counselling, utility restoration, debris removal, building safety inspections, etc. have been planned for and initiated. Consult with the Operations Section (Infrastructure and ESS Branches).		
Prepare Recovery Plan, including actions required by priority, for recovery of public and private infrastructure, public and private property, mental health, public health, and the social economic fabric.		
Obtain EOC Director's approval of plan and disseminate to EOC Management Team.		
Coordinate recovery planning with Finance Section.		
Assist the Finance Section with plans for establishing a "One-Stop Shopping" Recovery Centre, as required.		

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		Time	Init.
In consultation with the other Planning Section Units and EOC Management Team prepare the EOC After-Action Report.			
Submit After-Action Report to Planning Section Chief for review and approval prior to conducting briefings with the EOC Director and Management Team.			
Date:	Time:		
Signature:	Position:		

### Demobilization Phase:

		Time	Init.
Determine demobilization status of the Recovery Unit and advise the EOC Planning Section Chief.			
Complete all logs and documentation and forward to Documentation Group.			
Ensure any open actions are assigned to appropriate Planning staff or other EOC sections to follow-up on.			
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.			
Follow the All-Function EOC checklist demobilization phase.			
Date:	Time:		
Signature:	Position:		

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## DOCUMENTATION UNIT COORDINATOR

**Report to:** EOC Planning Section Chief

### Responsibilities:

1. Collect, organize and file all completed event or disaster related forms, including: all EOC position logbooks, Situation Reports, EOC Action Plans and any other related information, just prior to the end of each operational period.
2. Provide document reproduction services to EOC staff.
3. Distribute the EOC Situation Reports, EOC Action Plan, and other documents, as requested.
4. Maintain a permanent archive of all Situation Reports and EOC Action Plans associated with the event or disaster.
5. Assist Recovery Unit with preparation and distribution of the EOC After-Action Report.
6. Supervise the Documentation Group.

### Activation Phase:

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to EOC facility and obtain a situation briefing from the Planning Section Chief.		
Date:	Time:	
Print Name:	Signature:	

### Operational Phase:

	Time	Init.
Meet with the Planning Section Chief and Risk Management Officer to determine what EOC materials should be maintained as official records.		
Initiate and maintain a roster and organization chart of all activated EOC positions to ensure that position logbooks are accounted for and submitted to the Documentation Group.		
Meet with the Recovery Unit Coordinator to determine what EOC materials and documents are necessary to provide accurate records and documentation for recovery purposes.		
Reproduce and distribute approved Situation Reports and EOC Action Plans. Ensure distribution includes the PREOC.		

## PORT HARDY EOC OPERATIONAL GUIDELINES

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		Time	Init.
Keep extra copies of reports and Plans available for special distribution as required.			
Set up and maintain document reproduction services for the EOC.			
Assist the Recovery Unit in preparing the EOC After-Action Report.			
Date:	Time:		
Print Name:	Signature:		

### Demobilization Phase:

		Time	Init.
Determine demobilization status of the Documentation Unit and advise the EOC Planning Section Chief.			
Complete all logs and documentation.			
Ensure any open actions are assigned to appropriate Planning staff or other EOC sections to follow-up on.			
Assist with distribution of the EOC After-Action Report.			
Follow the All-Function EOC checklist demobilization phase.			
Date:	Time:		
Print Name:	Signature:		

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## Suggested Documentation Unit Filing Instructions

Function Files (checklists, logbooks (exercise and incident), forms, etc.)

1. Distribute into Function boxes in advance of an EOC response.
2. If still in Documentation box during an EOC response, distribute to the various functions as they arrive.
3. Replenish checklists and forms as required.

Form Files

1. Distribute forms as requested during an EOC response.
2. Ensure sufficient supply of forms is maintained by photocopying/printing as necessary.
3. Ensure there are digital forms available for electronic completion. Print and save for documentation.

Filing Files

1. Hanging files and/or electronic filing systems can be used to capture documentation. Suggested labels include:
  - Policy Group - Declaration & Cancellation of State of Local Emergency
  - EOC Director
  - Liaison Officer
  - Information Officer
  - Risk Management Officer
  - Operations Section
  - Planning Section
  - Logistics Section
  - Finance Section
  - Status Reports
  - Action Plans / SITREPS
  - Public Information / Media Releases
  - Recovery
  - Provincial / Federal Assistance (including approved Expenditure Authorization Forms and Disaster Financial Assistance declaration)
  - 5 blank files for additional file divisions as determined during a response
2. Ensure that documentation is picked up regularly from sections and filed as outlined for reference.

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## TECHNICAL SPECIALISTS UNIT COORDINATOR

**Report to:** EOC Planning Section Chief

**Responsibilities:**

1. Provide technical observations and recommendations to the EOC in specialized areas, as required.
2. Ensure that qualified specialists are available in the areas required by the particular event or disaster.
3. Supervise the Technical Specialists Unit.

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to the EOC facility and obtain a situation briefing from the Planning Section Chief.		
Date:	Time:	
Print Name:	Signature:	

**Operational Phase:**

	Time	Init.
Maintain a position logbook and other necessary files.		
Coordinate with the Logistics Section to ensure that technical staff are located and mobilized.		
Assign technical staff to assist other EOC Sections in coordinating specialized areas of response or recovery.		
Assign technical staff to assist the Logistics Section with interpreting specialized resource capability and requests.		
Maintain inventory of technical specialists.		
On request, provide centralized technical specialties (i.e. meteorological, fire behaviour or engineering expertise for multiple incident sites.		
Provide your relief with a briefing at shift change; inform him / her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.		
Date:	Time:	
Print Name:	Signature:	

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### Demobilization Phase:

	Time	Init.
Determine demobilization status of the Planning Section (Technical Specialists) and advise the EOC Planning Section Chief.		
Complete all logs and documentation and forward to Planning Section (Documentation Group).		
Ensure any open actions are assigned to appropriate Planning Section (Technical Specialists) or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Provide input towards the EOC After-Action Report.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Print Name:	Signature:	

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## INTRODUCTION

The Logistics Section (the “Getters”) consists of those departments and agencies that have a primary responsibility to support emergency operations as required.

### **Responsibilities:**

- Manage resources including assessing needs, allocating, procuring and documenting actions taken and resources obtained.
- Provide shelter, food, transportation, for workers when requested.
- Maintain a master list of staff and equipment resources available.

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## LOGISTICS SECTION CHIEF

**Report to:** EOC Director

**Responsibilities:**

1. Ensure the Logistics function is carried out in support of the EOC. This function includes providing telecommunication services and information technology, locating, or acquiring equipment, supplies, personnel, facilities, and transportation as well as arranging for food, lodging, and other support services as required both for the EOC and responder/site requirements.
2. Establish the appropriate level of branch and/or unit staffing within the Logistics Section, continuously monitoring the effectiveness of the organization, and modifying as required.
3. Ensure section objectives as stated in the EOC Action Plan are accomplished within the operational period or within the estimated time frame.
4. Coordinate closely with the Operations Section Chief to establish priorities for resource allocation within the operational area.
5. Keep the EOC Director informed of all significant issues relating to the Logistics Section.
6. Ensure critical resources are allocated according to EOC Action Plan policy, priorities, and direction.
7. Coordinate with ESS Branch Coordinator on the provision of food and lodging for EOC and Site Personnel.
8. Supervise the Logistics Section.

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## Activation Phase:

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Ensure the Logistics Section is set up properly and that appropriate personnel, equipment and supplies are in place, including maps, status boards, vendor references, and other resource directories.		
Based on the situation, activate branches/units within the section as needed and designate Branch and Unit Coordinators for each element:		
<ul style="list-style-type: none"> <li>• Information Technology Branch (Communications Team, Computer Systems Team)</li> </ul>		
<ul style="list-style-type: none"> <li>• EOC Support Unit (Facilities Team, Security Team, Clerical Team)</li> </ul>		
<ul style="list-style-type: none"> <li>• Supply Unit</li> </ul>		
<ul style="list-style-type: none"> <li>• Transportation Unit</li> </ul>		
<ul style="list-style-type: none"> <li>• Personnel Unit</li> </ul>		
Mobilize sufficient section staffing for 24-hour operations as required.		
Establish communications with the Logistics Section at the PREOC if activated.		
Ensure Units are coordinating with the Operations Section to prioritize and validate resource requests from Incident Commanders and other agency/organization operations centres prior to responding to an external request.		
Meet with the EOC Director and Management Team to identify immediate resource needs.		
Meet with the Finance Section Chief and determine level of purchasing authority for the Logistics Section.		
Assist Unit Coordinators in developing objectives for the Logistics Section as well as plans to accomplish their objectives within the first operational period, or in accordance with the EOC Action Plan.		
Date:	Time:	
Signature:	Position:	

## PORT HARDY EOC OPERATIONAL GUIDELINES

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### Operational Phase:

	Time	Init.
Ensure that Logistic Section position logbooks and other necessary files are maintained.		
Meet regularly with section staff and work to reach consensus on Logistics Section objectives for forthcoming operational periods.		
Provide the Planning Section Chief with the Logistics Section objectives at least 30 minutes prior to each Action Planning meeting.		
Attend and participate in EOC Action Planning meetings.		
Provide periodic Status Reports to the Planning Section (Situation Unit).		
Ensure that the Logistics Section (Supply Unit) coordinates closely with the Purchasing Unit in the Finance Section, and that all required documents and procedures are completed and followed.		
Ensure Logistics Section (Supply and Personnel Units) coordinate relevant activities with appropriate Coordinators in the various EOC Sections.		
Ensure that transportation requirements, in support of response operations, are met.		
Ensure that all requests for facilities and facility support are addressed.		
Ensure that all resources are tracked and accounted for in cooperation with the Planning Section (Resource Unit), as well as resources ordered through Mutual Aid.		
Provide Section Staff with information updates via section briefings, as required.		
Date:	Time:	
Signature:	Position:	

## PORT HARDY EOC OPERATIONAL GUIDELINES

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### Demobilization Phase:

	Time	Init.
Identify high-cost resources that could be demobilized early and advise other Section Chiefs.		
Ensure coordination with Operations before commencing demobilization.		
Determine demobilization status of the Logistics Section and advise the EOC Director.		
Complete all logs and documentation and forward to Planning Section (Documentation Unit).		
Ensure any open actions are assigned to appropriate Logistics staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance/Administrative Section.		
Provide input towards the EOC After-Action Report.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Signature:	Position:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

## INFORMATION TECHNOLOGY BRANCH COORDINATOR

**Report to:** EOC Logistics Section Chief

**Responsibilities:**

1. Ensure radio, telephone, and computer resources and services are provided to EOC staff as required.
2. Oversee the installation of communications resources within the EOC. Ensure that a communication link is established with Incident Commander(s), other agency/organization operations centres, other EOC's, ESS DOC or Reception Centres and PREOC, if established.
3. Determine specific computer requirements for all EOC positions.
4. Implement available computer systems for internal information management and include message and e-mail systems, as available.
5. Ensure that the EOC Communications Centre is established to include sufficient frequencies to facilitate operations, and that adequate communications operators are available for 24-hour coverage.
6. Develop and distribute a Communications Plan (Section 3) which identifies all systems in use and lists specific radio frequencies, email addresses and telephone and fax contact numbers allotted for the event or disaster.
7. Supervise the Information Technology Branch.

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to EOC facility and obtain a situation briefing from Logistics Section Chief.		
Based on the situation, activate the necessary units within the Information Technology Branch:		
• Communications Team		
• Computer Systems Team		
Prepare objectives for the Information Technology Branch; provide them to the Logistics Section Chief as directed.		
Date:	Time:	
Signature:	Position:	

## PORT HARDY EOC OPERATIONAL GUIDELINES

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### Operational Phase:

	Time	Init.
Ensure that Information Technology Branch position logbooks and other necessary files are maintained.		
Keep all sections informed of the status of communications systems, particularly those that are being restored.		
Coordinate with all EOC Sections/Branches/Units regarding the use of all communication systems.		
Ensure that the EOC Communications Centre is activated to receive and direct all event or disaster related communications to appropriate destinations within the EOC.		
Provide necessary telecommunications if Information Officer establishes a Call Centre.		
Ensure that adequate communications operators and call takers are mobilized to accommodate the anticipated call volume, as required.		
Ensure that a communications link, (if available), is established with the PREOC.		
Continually monitor the operational effectiveness of EOC communication systems. Provide additional equipment as required.		
Ensure that technical personnel are available for communication equipment maintenance and repair.		
Mobilize and coordinate amateur radio resources to support communication systems as required.		
Keep the Logistics Section Chief informed of the status of communication systems.		
Prepare objectives for the Communications Team; provide them to the Logistics Section Chief as directed.		
Refer all contacts with the media to the Information Officer.		
Date:	Time:	
Signature:	Position:	

## PORT HARDY EOC OPERATIONAL GUIDELINES

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### Demobilization Phase:

		Time	Init.
Determine demobilization status of the Information Technology Branch and advise the EOC Logistics Section Chief.			
Complete all logs and documentation and forward to Documentation Unit.			
Ensure any open actions are assigned to appropriate Logistics staff or other EOC sections to follow-up on.			
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.			
Follow the All-Function EOC checklist demobilization phase.			
Date:	Time:		
Signature:	Position:		

# PORT HARDY EOC OPERATIONAL GUIDELINES

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# PORT HARDY EOC OPERATIONAL GUIDELINES

## COMMUNICATIONS UNIT COORDINATOR

**Report to:** Information Technology Branch Coordinator  
or EOC Logistics Section Chief

### Responsibilities:

1. Ensure radio resources and services are provided to EOC staff as required.
2. Oversee the installation of communications resources within the EOC. Ensure that a communication link is established with Incident Commander(s), other agency/organization operations centres, other EOC's, ESS DOC or Reception Centres and PREOC, if established.
3. Determine specific communications requirements for all EOC positions.
4. Implement available radio systems for information management and include message and packet systems, as available.
5. Ensure that the EOC Communications Centre is established to include sufficient frequencies to facilitate operations, and that adequate communications operators are available for 24-hour coverage.
6. Develop and distribute a Communications Plan which identifies all systems in use and lists specific radio frequencies and packet addresses allotted for the event or disaster.
7. Ensure communications are established with all emergency locations as well as designated home stations, if available.
8. Maintain privacy of information and confidentiality of radio traffic for a given event.
9. Supervise the Emergency Communications Team.

### Activation Phase:

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to EOC facility and obtain a situation briefing from Information Technology Branch Coordinator or Logistics Section Chief.		
Contact Emergency Communications Team Leaders to advise them of the field communication requirements (Incident sites, Reception Centres, etc.). Implement required call-out procedures.		
Based on current requirements, deploy amateur radio operators to appropriate operational positions. <ul style="list-style-type: none"><li>• If within the EOC, direct operators to the radio room</li><li>• If at another location, direct operators to report to the respective facility.</li></ul>		
Date:	Time:	
Signature:	Position:	

## PORT HARDY EOC OPERATIONAL GUIDELINES

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### Operational Phase:

	Time	Init.
Ensure that Communications Unit position logbooks and other necessary files are maintained.		
Ensure Communications Centre is activated to receive and direct all event or disaster related communications to appropriate destinations within the EOC.		
Continually monitor the operational effectiveness of EOC communication systems. Provide additional equipment as required.		
Ensure that technical personnel are available for equipment repair.		
Mobilize and coordinate amateur radio resources to augment primary communication systems as required.		
Keep the Information Technology Branch Coordinator or Logistics Section Chief informed of the status of communication systems.		
Prepare objectives for the Emergency Communications Team; provide them to the Logistics Section Chief as directed.		
Refer all contacts with the media to the Information Officer.		
Log all technical problems and determine appropriate actions to be taken.		
Ensure any shift change has a brief overlap to hand-off all current issues with a smooth transition of responsibilities.		
Provide communications related advice when requested.		
Date:	Time:	
Signature:	Position:	

### Demobilization Phase:

	Time	Init.
Determine demobilization status of the Communications Group and advise the Information Technology Branch Coordinator.		
Do a man-check of all field operators to ensure they are able to safely return to their point of origin. Log the results.		
Complete all logs and documentation, forward to Documentation Unit.		
Ensure any open actions are assigned to appropriate Logistics staff or other EOC sections to follow-up on.		
Coordinate return of all communication resources no longer required.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Provide input towards the EOC After-Action Report.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Signature:	Position:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

## EMERGENCY COMMUNICATIONS TEAM MEMBER

**Report to:** Information Technology Branch Coordinator  
or EOC Logistics Section Chief  
or Communications Unit Coordinator

### Responsibilities:

1. Bring both voice and packet radio services on-line as required for a given event.
2. Contact the Communications Unit Coordinator if problems are encountered with any in-house radio equipment or service.
3. Test and ensure that communications are established (as directed) between locations, designated home stations and other event-specific locations.
4. Ensure the location-specific radio network is operational at all times.
5. Ensure the entire radio network is operational at all times.
6. Maintain privacy of information and the confidentiality of radio traffic related to a given event.
7. During a radio operator shift change, ensure the incoming shift members have a complete understanding of all current operational issues.
8. Perform all duties in a professional manner befitting the code of the amateur radio operator.

### Activation Phase:

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to the designated EOC facility and obtain a situation briefing from the Communications Unit Coordinator.		
If tasked with radio support at: <ul style="list-style-type: none"><li>• The EOC, report to the Communications Unit Coordinator for a situation briefing on current communication requirements and work assignment.</li><li>• At other locations, report to the Incident Commander or Reception Centre Manager for further directions, on-site communications setup requirements and duty assignment.</li></ul>		
Based on operational requirements, amateur radio operators would deploy to the appropriate operational positions. <ul style="list-style-type: none"><li>• If within the EOC, radio operators report to the radio room.</li><li>• If at a site location, check in at the main entry advising you are the Amateur Radio Operator. In turn, you will be directed to the communications area where you will find access to an outside antenna connection and all related operational supplies. Setup your radio equipment and secure your personal gear. Stand-by for calls or check in with the EOC.</li></ul>		
Date:	Time:	
Signature:	Position:	

## PORT HARDY EOC OPERATIONAL GUIDELINES

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### Operational Phase:

	Time	Init.
Ensure radio operators have all required logs, files and operational supplies.		
For the primary EOC radio (voice) operator: <ul style="list-style-type: none"> <li>• If calling on a repeater frequency, ensure this repeater has been disconnected from the Vancouver Island network – unless otherwise instructed. Codes for disconnection/activation are in the manual.</li> <li>• Initiate calling on the designated emergency net frequency to establish a roll call of available radio operator resources. Once the roll call has ended, advise the Communications Unit Coordinator of the available resources.</li> </ul>		
For the primary EOC radio (voice) operator, repeat the check-in process for available radio operator resources on a periodic basis or as duties permit.		
For the primary EOC packet radio operator, initiate calls on the designated packet radio frequency to establish communications with local and agency packet stations. Use standard packet radio talk code procedures to communicate with these stations. Advise the Communications Unit Coordinator once communications have been established.		
For the community radio (voice) operator, check in with the EOC radio controller once operational advising local status. Maintain radio silence unless directed otherwise with outbound traffic. Stay on the operational frequency.		
For the community packet radio operator, initiate calls on the designated packet radio frequency to establish communications with the EOC. Use standard packet radio talk code procedures to communicate with these stations. Maintain packet radio silence unless directed otherwise with outbound traffic. Stay on the operational frequency. Advise the Communications Unit Coordinator once communications have been established.		
Once voice and packet radio communications have been established, refer any technical problems to the Communications Unit Coordinator.		
Keep a log of all technical problems encountered and actions taken.		
The primary EOC radio operator should continually monitor and manage all (amateur radio) emergency frequencies to ensure they are available for use.		
If directed, establish a radio or packet link with the PREOC or other external agencies. Log this event.		
Handle all radio traffic (both inbound and outbound) via standard logging procedures appropriate forms and logs for all communications.		
Ensure any shift change has a brief overlap to hand-off all current issues with a smooth transition of responsibilities.		
Provide communications related advice when requested.		
Refer any request for establishment of communications outside the amateur radio operational spectrum to the Communications Unit Coordinator. Take no action without prior approval of the Communications Unit Coordinator.		
Date:	Time:	
Signature:	Position:	

## PORT HARDY EOC OPERATIONAL GUIDELINES

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### Demobilization Phase:

	Time	Init.
Do a man-check of all field operators to ensure they are able to safely return to their point of origin. Log the results.		
Ensure any open actions are assigned to appropriate Logistics staff or other EOC Sections to follow-up on.		
Complete all logs and documentation and forward to the Communications Unit Coordinator.		
Coordinate return of all communication resources no longer required.		
Ensure that all expenditures and financial claims have been coordinated through the Information Technology Branch Coordinator or the Logistics Section Chief to the Finance Section.		
Provide input towards the EOC After-Action Report.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Signature:	Position:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

## TRANSPORTATION UNIT COORDINATOR

**Report to:** EOC Logistics Section Chief

**Responsibilities:**

1. In coordination with the Infrastructure Branch Coordinator, and Planning's Situation Unit, develop a Transportation Plan to support the EOC Action Plan.
2. Arrange for the acquisition or use of required transportation resources.
3. Coordinate transportation requirements with the Operations Section.
4. Supervise the Transportation Unit.

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to EOC facility and obtain a situation briefing from Logistics Section Chief.		
Date:	Time:	
Signature:	Position:	

**Operational Phase:**

	Time	Init.
Routinely coordinate with the Planning Section (Situation Unit) to determine the status of transportation routes in and around the area.		
Routinely coordinate with the Infrastructure Branch Coordinator to determine progress of route recovery operations.		
Develop a Transportation Plan that identifies routes of ingress and egress; facilitating the movement of response personnel, the affected population, and movement of resources and materials.		
Establish contact with local transportation agencies and schools to establish availability of equipment and transportation resources for use in evacuations and other operations as needed.		
Coordinate transportation activities and needs with Logistics Section (Supply and Personnel Units), Branches, Information & Liaison Officers.		
Keep the Logistics Section Chief informed of significant issues affecting the Logistics Section (Transportation Unit).		
Date:	Time:	
Signature:	Position:	

## PORT HARDY EOC OPERATIONAL GUIDELINES

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### Demobilization Phase:

	Time	Init.
Coordinate return of all transportation resources, no longer required.		
Determine demobilization status of the Logistics Section (Transportation Unit) and advise the EOC Logistics Section Chief.		
Complete all logs and documentation and forward to Planning Section (Documentation Unit).		
Ensure any open actions are assigned to appropriate Logistics staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Provide input towards the EOC After-Action Report.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Signature:	Position:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## PERSONNEL UNIT COORDINATOR

**Report to:** EOC Logistics Section Chief

**Responsibilities:**

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

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to EOC facility and obtain situation briefing from Logistics Section Chief.		
Date:	Time:	
Signature:	Position:	

**Operational Phase:**

	Time	Init.
Check in all incoming EOC personnel.		
With Planning Section (Documentation Unit), develop a large poster size EOC organization chart depicting each activated position. Upon check in, indicate name of person occupying each position on chart. The chart should be posted and accessible to all EOC personnel.		
Coordinate with the Deputy EOC Director and Risk Management Officer to ensure that all EOC staff, including volunteers, receive a current situation and safety briefing upon check-in.		
Establish communications with volunteer agencies and other organizations that can provide personnel resources.		
Process all incoming requests for personnel. Identify number of personnel, special qualifications, or training, where needed and person or unit to report to upon arrival. Determine estimated time of arrival of responding personnel and advise requesting parties accordingly.		
Maintain status board to keep track of incoming personnel resources.		
Develop shift schedules.		
	<b>Time</b>	<b>Init.</b>

## PORT HARDY EOC OPERATIONAL GUIDELINES

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Coordinate with the Deputy EOC Director and Risk Management Officer to ensure access, badging or identification, and proper direction for responding personnel upon arrival at the EOC.		
Assist Operations Section with ordering mutual aid resources as required.		
Coordinate all requests for personnel resources from the functional branches with the EOC Operations Section prior to acting on request.		
In coordination with the EOC Deputy Director, determine the need for counselling and critical incident stress debriefing for EOC staff and emergency workers; acquire mental health specialists as needed.		
Arrange for childcare services for EOC personnel as required.		
Establish a staff registration location(s) to register volunteers. Liaise with the Operations Section (ESS Branch).		
Issue worker identification cards. Liaise with Risk Management.		
Ensure accommodation is arranged for out-of-town personnel. Coordinate with Operations Section and Logistics Section (Supply Unit).		
Coordinate ground transportation requirements with Logistics Section (Transportation Unit).		
Keep Logistics Section Chief informed of significant issues affecting Logistics Section (Personnel Unit).		
Date:	Time:	
Signature:	Position:	

### Demobilization Phase:

	Time	Init.
Determine demobilization status of the Logistics Section (Personnel Unit) and advise the EOC Logistics Section Chief.		
Complete all logs and documentation and forward to Planning Section (Documentation Unit).		
Ensure any open actions are assigned to appropriate Logistics staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Provide input towards the EOC After-Action Report.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Signature:	Position:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

## SUPPLY UNIT COORDINATOR

**Report to:** EOC Logistics Section Chief

**Responsibilities:**

1. Oversee the acquisition and allocation of supplies and materials not normally provided through mutual aid or normal agency channels.
2. Coordinate actions with the Finance Section.
3. Coordinate delivery of supplies and materials as required.
4. Allocate critical resources as required and directed.
5. Supervise the Supply Unit.

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to EOC facility and obtain situation briefing from Logistics Section Chief.		
Ensure adequate staffing levels for Supply Unit.		
Date:	Time:	
Signature:	Position:	

**Operational Phase:**

	Time	Init.
Determine if requested types and quantities of supplies and materials are available in inventory or from the area.		
Determine spending limits with the Finance Section (Purchasing Unit). Obtain a list of pre-designated emergency purchase orders as required.		
Whenever possible, meet personally with the requesting party to clarify types and amount of supplies and materials, and also verify that the request has not been previously filled through another source.		
In conjunction with the Resource Unit, maintain a status board or other reference depicting supply actions in progress and their current status.		
Determine if the item can be provided without cost from another jurisdiction or through the PREOC.		

## PORT HARDY EOC OPERATIONAL GUIDELINES

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	Time	Init.
Determine unit costs of supplies and materials from suppliers and vendors and if they will accept purchase orders as payment, prior to completing the order.		
Orders exceeding the purchase order limit must be approved by the Finance Section before the order can be completed.		
If vendor contracts are required for specific resources or services, refer the request to the Finance Section for development of necessary agreements.		
Determine if the vendor or provider will deliver the ordered items. If delivery services are not available, coordinate pickup and delivery through the Transportation Unit.		
Coordinate donated goods and services from community groups and private organizations. Establish a Donated Goods Team, if necessary, to provide for the collection, inventory and distribution of useable donations.		
Keep the Logistics Section Chief informed of significant issues affecting the Logistics Section (Supply Unit).		
Date:	Time:	
Signature:	Position:	

### Demobilization Phase:

	Time	Init.
Determine demobilization status of the Supply Unit and advise the EOC Logistics Section Chief.		
Complete all logs and documentation and forward to the Documentation Unit.		
Ensure any open actions are assigned to appropriate Logistics staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Provide input towards the EOC After-Action Report.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Signature:	Position:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

## EOC SUPPORT UNIT COORDINATOR

**Report to:** EOC Logistics Section Chief

**Responsibilities:**

1. Ensure that facilities are provided for the response effort, including securing access to the facilities and providing staff, furniture, supplies, and materials necessary to configure the facilities in a manner adequate to accomplish the mission.
2. Ensure food and refreshments are provided to EOC staff.
3. Ensure security measures are taken to secure all facilities from access by unauthorized people.
4. Ensure acquired buildings, building floors, and or workspaces are returned to their original state when no longer needed.
5. Supervise the EOC Support Unit.

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to EOC facility and obtain situation briefing from Logistics Section Chief.		
Ensure adequate staffing levels to meet needs of Support Branch.		
Date:	Time:	
Signature:	Position:	

**Operational Phase:**

	Time	Init.
Activate Facilities Team, Security Team, Clerical Team if required.		
Work with Deputy EOC Director, Logistics Section (Information Technology Branch Coordinator), and other sections in determining facilities and furnishings required for effective operation of the EOC.		
Coordinate with Branches and Units in the Operations Section to determine if assistance with facility acquisition and support is needed at the site level.		
Arrange for continuous maintenance of acquired facilities, ensuring that utilities and restrooms are operating properly.		

## PORT HARDY EOC OPERATIONAL GUIDELINES

	Time	Init.
Keep inventory lists.		
If facilities are acquired away from the EOC, coordinate with assigned personnel and designate a Facility Manager.		
Develop and maintain status board that depicts location of each facility; a general description of furnishings, supplies and equipment at site; hours of operation, and name and phone number of Facility Manager.		
Ensure all structures are safe for occupancy and that they comply with appropriate regulations & bylaws. Coordinate with the Operations Section (Infrastructure Branch).		
Determine food requirements for EOC staff. Coordinate activities with Operations Section (ESS Branch Coordinator) and Logistics Section (Supply Unit Coordinator).		
Arrange for and supervise security staff for EOC facilities.		
Arrange for and supervise clerical staff for the EOC.		
Keep the Logistics Section Chief informed of significant issues affecting the Support Branch.		
Date:	Time:	
Signature:	Position:	

### Demobilization Phase:

	Time	Init.
As facilities are vacated, coordinate with the facility manager and Logistics Section (Information Technology Branch Coordinator) to return the location to its original state. This includes removing and returning furnishings and equipment, arranging for janitorial services, and locking or otherwise securing the facility.		
Determine demobilization status of the EOC Support Branch and advise the EOC Logistics Section Chief.		
Complete logs and documentation and forward to Documentation.		
Ensure any open actions are assigned to appropriate Logistics staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Provide input towards the EOC After-Action Report.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Signature:	Position:	

## **SECTION 9 - FINANCE SECTION**

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## INTRODUCTION

The Finance Section (the “Payers”) is responsible for supporting the operations of the EOC by providing financial services not otherwise provided by the other sections. This section will attempt to minimize the financial impact for all local authority jurisdictions.

### Responsibilities:

- Account for resources used during the emergency
- Prepare documentation
- Process claims
- Ensure accurate cost recovery for all participants

# PORT HARDY EOC OPERATIONAL GUIDELINES

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# PORT HARDY EOC OPERATIONAL GUIDELINES

## FINANCE SECTION CHIEF

**Report to:** EOC Director

**Responsibilities:**

1. Ensure that all financial records are maintained throughout the event or disaster.
2. Ensure that all on-duty time is recorded and collected for all personnel.
3. Ensure there is a continuum of the payroll process for all employees responding to the event or disaster.
4. In consultation with EOC Director determine spending limits, if any, for Logistics, Operations, and Management Staff.
5. Ensure that workers' compensation claims, resulting from the response are processed within a reasonable time, given the nature of the situation.
6. Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation.
7. Activate units within the Finance Section as required; monitor section activities continuously and modify the organization as needed.
8. Ensure that all recovery documentation and Disaster Financial Assistance paperwork is accurately maintained and submitted to EMBC.
9. Supervise the Finance Section.

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Ensure that the Finance Section is set up properly and that appropriate personnel, equipment, and supplies are in place.		
Ensure that all local authority departments are notified of the task number and instructed to note the task number on every purchase, timesheet, etc. for any work done in relationship to the emergency/disaster.		
Based on the situation, activate Units within Section, as needed, and designate Unit Coordinators for each element:		
• Time Unit		
• Purchasing Unit		
• Compensation & Claims Unit		
• Cost Unit		
Ensure that sufficient staff is available for a 24-hour schedule, or as required.		
Consult with EOC Director for spending limits.		

## PORT HARDY EOC OPERATIONAL GUIDELINES

	Time	Init.
Meet with the Logistics and Operations Section Chiefs and review financial requirements and procedures; determine the level of purchasing authority to be delegated to each.		
Meet with all Unit Coordinators and ensure that responsibilities and procedures are clearly understood.		
In conjunction with Unit Coordinators, determine the initial Finance Action Planning objectives for the first operational period.		
Notify the EOC Director when the Finance Section is operational.		
Date:	Time:	
Signature:	Position:	

### Operational Phase:

	Time	Init.
Ensure that Finance position logbooks and other necessary files are maintained. <b>Note: Jurisdiction should use the same financial, cost accounting and time sheet forms used in non-emergency times.</b>		
Ensure that displays associated with the Finance Section are current, and that information is posted in a legible and concise manner.		
Participate in all Action Planning meetings.		
Provide cost estimates to Action Planning Process.		
Brief all Unit Coordinators and ensure they are aware of the EOC priorities particularly those affecting the Finance Section, as defined in the Action Plan.		
Keep the EOC Director and Management Team aware of the current fiscal situation and other related matters, on an on-going basis.		
Ensure that the Finance Section (Cost Unit) maintains all financial records throughout the event or disaster.		
Ensure that the Finance Section (Time Unit) tracks and records all agency staff time.		
In coordination with the Logistics and Operations Sections, ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner.		
Ensure that the Compensation & Claims Unit processes all workers' compensation claims, resulting from the disaster, in a reasonable timeframe, given the nature of the situation.		
Ensure that the Time Unit Processes all timesheets and travel expense claims promptly.		
Ensure that all cost documentation and Disaster Financial Assistance is accurately maintained by the Cost Unit during the response, and submitted on the appropriate forms to EMBC.		
Date:	Time:	
Signature:	Position:	

## PORT HARDY EOC OPERATIONAL GUIDELINES

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### Demobilization Phase:

	Time	Init.
Determine demobilization status of the Finance Section and advise the EOC Director.		
Ensure that all expenditures and financial claims have been processed and documented.		
Complete all logs and documentation and forward to Documentation Unit.		
Ensure any open actions are assigned to appropriate Finance staff or other EOC sections to follow-up on.		
Provide input towards the EOC After-Action Report.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Signature:	Position:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

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# PORT HARDY EOC OPERATIONAL GUIDELINES

## TIME UNIT COORDINATOR

**Report to:** EOC Finance Section Chief

### Responsibilities:

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

### Activation Phase:

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to EOC facility and obtain situation briefing from Finance Section Chief.		
Date:	Time:	
Signature:	Position:	

### Operational Phase:

	Time	Init.
Initiate, gather, or update time reports (use jurisdictions regular payroll time sheets) from all personnel, including volunteers assigned to each shift; ensure that time records are accurate and prepared according to policy.		
Obtain completed personnel Check-in Lists (Form 511) from the Personnel Unit. Must include all EOC Personnel as well as personnel assigned to the Site level.		
Provide instructions for all supervisors to ensure that time sheets and travel expense claims are completed properly and signed by each employee prior to submitting them.		
Establish a file for each employee or volunteer within the first operational period; to maintain a fiscal record for as long as the employee is assigned to the response.		
Keep the Finance Section Chief informed of significant issues affecting the Time Unit.		
Date:	Time:	
Signature:	Position:	

## PORT HARDY EOC OPERATIONAL GUIDELINES

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### Demobilization Phase:

	Time	Init.
Determine demobilization status of the Time Unit and advise the EOC Finance Section Chief.		
Ensure that all expenditures and financial claims have been processed and documented.		
Complete all logs and documentation and forward to Documentation Unit.		
Ensure any open actions are assigned to appropriate Finance Section staff or other EOC sections to follow-up on.		
Provide input towards the EOC After-Action Report.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Signature:	Position:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

## CONTRACT ADMINISTRATION UNIT COORDINATOR

**Report to:** EOC Finance Section Chief

**Responsibilities:**

1. Coordinate vendor contracts not previously addressed by existing approved vendor lists.
2. Coordinate with Supply Unit and Operations Section on all matters involving the purchase hire, contract and leases.
3. Supervise the Purchasing Unit.

**Activation Phase:**

	<b>Time</b>	<b>Init.</b>
Follow the All-Function EOC checklist activation phase.		
Report to EOC facility and obtain situation briefing from Finance Section Chief.		
Date:	Time:	
Signature:	Position:	

**Operational Phase:**

	<b>Time</b>	<b>Init.</b>
Review emergency purchasing procedures.		
Provide sufficient copies of Expenditure Authorization Form.		
Prepare and sign contracts as needed; obtain concurrence from the Finance Section Chief.		
Ensure that all EOC personnel know financial processes.		
Ensure that all contracts identify the scope of work and specific site locations.		
Negotiate rental and lease rates not already established, or purchase price with vendors as required.		
Identify and report vendors as necessary, regarding unethical business practices, such as inflating prices or rental rates for their merchandise or equipment during disasters. Share information with the Finance Section and Logistics Section (Supply Unit).		
Finalize all agreements and contracts, as required.		
Verify costs data in the pre-established vendor contracts and/or agreements.		

## PORT HARDY EOC OPERATIONAL GUIDELINES

		Time	Init.
In coordination with the Logistics and Operations Sections, ensure that the Purchasing Unit processes Expenditure Authorization Forms and Purchase Orders and develops contracts in a timely manner.			
Keep the Finance Section Chief informed of all significant issues involving the Purchasing Unit.			
Date:	Time:		
Signature:	Position:		

### Demobilization Phase:

		Time	Init.
Determine demobilization status of the Purchasing Unit and advise the EOC Finance Section Chief.			
Ensure all expenditures and financial claims have been processed and documented.			
Complete all logs and documentation and forward to Documentation Unit.			
Ensure any open actions are assigned to appropriate staff or other EOC sections to follow-up on.			
Provide input towards the EOC After-Action Report.			
Follow the All-Function EOC checklist demobilization phase.			
Date:	Time:		
Signature:	Position:		

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## COMPENSATION AND CLAIMS UNIT COORDINATOR

**Report to:** EOC Finance Section Chief

**Responsibilities:**

1. Oversee the investigation of injuries and property / equipment damage claims arising out of the emergency.
2. Complete all forms required by Worker's Compensation Act and other insurers.
3. Maintain a file of injuries and illnesses associated with the event or disaster including results of investigations.
4. Liaise and consult with the Risk Management Officer on all injury claims.
5. Supervise the Compensation and Claims Unit.

**Activation Phase:**

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to EOC facility and obtain a situation briefing from Finance Section Chief.		
Date:	Time:	
Signature:	Position:	

**Operational Phase:**

	Time	Init.
Maintain a chronological log of injuries and illnesses, and property damage reported during the event or disaster.		
Ensure all injury and damage claims are investigated as soon as possible.		
Prepare appropriate forms for all verifiable injury claims and forward them to WCB within the required timeframe consistent with the jurisdictions and/or EMBC policies and procedures.		
Coordinate with the Risk Management Officer regarding loss control and the mitigation of hazards.		
Forward copies of equipment or property damage claims to the Recovery Unit, Cost Accounting Unit and Risk Management Officer.		
Keep the Finance Section Chief informed of significant issues affecting the Compensation and Claims Unit.		
Date:	Time:	
Signature:	Position:	

## PORT HARDY EOC OPERATIONAL GUIDELINES

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### Demobilization Phase:

	Time	Init.
Determine demobilization status of the Compensation and Claims Unit and advise the EOC Finance Section Chief.		
Ensure that all expenditures and financial claims have been processed and documented.		
Complete all logs and documentation and forward to Documentation Unit.		
Ensure any open actions are assigned to appropriate staff or other EOC sections to follow-up on.		
Provide input towards the EOC After-Action Report.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Signature:	Position:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

## COST ACCOUNTING UNIT COORDINATOR

**Report to:** EOC Finance Section Chief

### Responsibilities:

1. Collect and maintain documentation of all financial information for reimbursement through EMBC. Ensure that your organization is aware of the situation and accounting for all response and recovery related activities.
2. Gather fiscal recovery information from agencies providing emergency response, support and assistance.
3. Prepare and maintain a cumulative cost report for the event or disaster.
4. Prepare the Disaster Financial Assistance documents and claims with EMBC through the PREOC.
5. Supervise the Cost Accounting Unit and all financial assistance operations.

### Activation Phase:

	Time	Init.
Follow the All-Function EOC checklist activation phase.		
Report to EOC facility and obtain a situation briefing from the Finance Section Chief.		
Date:	Time:	
Signature:	Position:	

### Operational Phase:

	Time	Init.
Compute costs for use of equipment owned, rented, donated or obtained through aid.		
Obtain information from the Resource Unit regarding equipment use times.		
Ensure that EMBC has provided a task number for the incident.		
Ensure all EOC Sections are provided with relevant EMBC task numbers.		
Ensure that each EOC Section is documenting costs incurred from the onset of the event or disaster; collect required cost recovery documentation daily at the end of each shift. Advise staff of Disaster Financial Assistance rules and procedures.		
Meet with the Documentation Unit Coordinator and review EOC position logbooks, journals, all status reports and Action Plans to determine additional cost recovery items that may have been overlooked.		

## PORT HARDY EOC OPERATIONAL GUIDELINES

	Time	Init.
Prepare Disaster Financial Assistance documentation necessary to recover all allowable emergency response funds and financial assistance from EMBC. Work in consultation with the Liaison Officer.		
Contact and assist Incident Commander(s) and Branch Coordinators in obtaining their response agencies cumulative cost totals for the event or disaster daily.		
Prepare and maintain a cost report for the Finance Section Chief, EOC Director, and Situation Unit. The report should provide cumulative analyses, summaries, and total emergency related expenditures for the local authority/jurisdiction.		
In coordination with Documentation Unit organize and prepare records for EMBC.		
Organize and prepare records for financial audit.		
Assist Planning Section with preparation of the EOC After-Action Report.		
Keep the Finance Section Chief informed of all significant issues involving the Cost Accounting Unit.		
Date:	Time:	
Signature:	Position:	

### Demobilization Phase:

	Time	Init.
Determine demobilization status of the Cost Accounting Unit and advise the EOC Finance Section Chief.		
Ensure that all expenditures and financial claims have been processed and documented.		
Complete all logs and documentation and forward to Documentation Unit.		
Ensure any open actions are assigned to appropriate Finance Section staff or other EOC sections to follow-up on.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Signature:	Position:	

# PORT HARDY EOC OPERATIONAL GUIDELINES

## ELIGIBLE & INELIGIBLE RESPONSE & RECOVERY COSTS

**NOTE: EMBC is in the process of updating the Financial Guidelines. Once those are approved and implemented, please replace the current information.**

<b>Examples of Eligible and Ineligible Response Costs</b>		
(This table presents examples only and is not comprehensive. Refer to the C & DFA Reg for exact wording.)		
Response Item	Eligible	Not Eligible
<b>Animal Evacuation and Rescue</b>	<ul style="list-style-type: none"> <li>Evacuation, shelter and feeding for livestock and poultry, including the restoration of facilities used for those purposes</li> </ul>	<ul style="list-style-type: none"> <li>Evacuation and rescue costs for pets, backyard or hobby animals</li> </ul>
<b>Assets</b>	<ul style="list-style-type: none"> <li>Assets under \$100 (e.g., white boards)</li> <li>Assets over \$100 pre-approved by EMBC through use of an Expenditure Authorization Form (EAF)</li> </ul>	<ul style="list-style-type: none"> <li>Purchases where there is no approved EAF</li> <li>Assets where there is a suitable rental alternative</li> </ul>
<b>Backfilling Positions</b>	<ul style="list-style-type: none"> <li>Backfilling positions to temporarily cover full-time staff coordinating emergency response</li> </ul>	<ul style="list-style-type: none"> <li>Regular wages / benefits of employees</li> <li>Compensatory time off (CTO) or banked time</li> </ul>
<b>Civil Litigation</b>	<ul style="list-style-type: none"> <li>Response costs not reimbursed through civil litigation award</li> </ul>	<ul style="list-style-type: none"> <li>Assistance may be withheld pending outcome of proceedings, or amount must be refunded</li> </ul>
<b>Clean-up</b>	<ul style="list-style-type: none"> <li>Clean-up necessary to ensure public safety or is essential for public works</li> </ul>	<ul style="list-style-type: none"> <li>Clean-up that is not essential to public safety or for public works</li> </ul>
<b>Damaged Equipment</b>	<ul style="list-style-type: none"> <li>Equipment damaged during eligible response activities may be considered as a <b>recovery</b> cost item</li> </ul>	<ul style="list-style-type: none"> <li>Equipment damaged by events other than the emergency or disaster incident</li> </ul>
<b>Debris Removal</b>	<ul style="list-style-type: none"> <li>Costs of debris removal necessary to ensure public safety or essential for public works</li> <li>Necessary clearance from channels, streams, intakes &amp; outfalls of sewers &amp; storm drains, water supply reservoirs</li> </ul>	<ul style="list-style-type: none"> <li>Debris removal that is not essential to public safety or for public works</li> </ul>
<b>Emergency Operations Centre</b>	<ul style="list-style-type: none"> <li>Facility rental if other than local authority facility</li> <li>EOC assets under \$100 (e.g., white boards)</li> <li>Equipment rental</li> <li>Cost of feeding EOC staff during an emergency</li> <li>Contractors serving in support capacities</li> <li>EOC materials and supplies</li> <li>Telephone and data services, including installation and operation while EOC is active</li> <li>After-action debrief costs, pre-approved by EMBC</li> </ul>	<ul style="list-style-type: none"> <li>EOC assets over \$100, except where EMBC pre-approves the purchase through use of an Expenditure Authorization Form (EAF)</li> <li>Telephone or data services in place prior to EOC activation, and emergency installs that are not removed upon EOC deactivation</li> </ul>
<b>Emergency Response Measures</b>	<ul style="list-style-type: none"> <li>Establishment, operation of communication facilities</li> <li>Establishment of registration, inquiry services, emergency control headquarters</li> <li>Determining the areas and extent of the disaster</li> <li>Human rescue, transport &amp; emergency health activities</li> <li>Food, clothing and shelter for evacuees</li> <li>Medical care to casualties and transportation, moving patients or casualties, their return after the disaster</li> <li>Protective health and sanitation facilities</li> <li>Remove hazardous materials, chattels, assets, and related storage and transportation costs</li> <li>Protection of publicly-owned institutions, utilities including equipment, materials, and labour</li> <li>Shelter and feeding for livestock, including the restoration of facilities used for those purposes</li> </ul>	<ul style="list-style-type: none"> <li>Normal operating costs of government owned equipment</li> <li>Purchase of special, additional equipment to fight the disaster</li> <li>Costs incurred as a result of a disaster that are recovered from agencies such as the Canadian Disaster Relief Fund or from disaster fund raising drives</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

### Examples of Eligible and Ineligible Response Costs

(This table presents examples only and is not comprehensive. Refer to the C & DFA Reg for exact wording.)

Response Item	Eligible	Not Eligible
<b>Emergency Support Services</b>	<ul style="list-style-type: none"> <li>Non-government owned facility rental if serving as a reception centre</li> <li>Materials, supplies required to operate reception centres</li> <li>Transportation of evacuees, including those in need of medical care, to a reception centre or other lodging and return home from same.</li> </ul>	
<b>Environmental Protection</b>	<ul style="list-style-type: none"> <li>Actions needed during response to protect potable water supplies, essential public lands, and health-related air quality</li> </ul>	<ul style="list-style-type: none"> <li>Response activities intended to protect other environments</li> </ul>
<b>Equipment</b>	<ul style="list-style-type: none"> <li>Equipment under \$100 (e.g., shovels)</li> <li>Equipment if justified by cost efficiencies of purchase over rental or lease options, or if rentals are not available. Must be pre-approved by EMBC through use of an EAF</li> </ul>	<ul style="list-style-type: none"> <li>Equipment over \$100, except where EMBC pre-approves</li> <li>Normal operating costs or usage charges of local authority-owned equipment</li> <li>Purchase of special, additional equipment</li> </ul>
<b>Equipment Rental</b>	<ul style="list-style-type: none"> <li>Equipment needed during response to support objectives</li> <li>Costs of rented equipment in feeding staff during an event</li> </ul>	<ul style="list-style-type: none"> <li>Equipment rented to conduct normal operations</li> <li>Rental equipment rates that exceed <i>BC Equipment Rental Rates Guide</i></li> </ul>
<b>Evacuation</b>	<ul style="list-style-type: none"> <li>Food, shelter, clothing for persons evacuated</li> <li>Evacuation costs for other populations at risk (e.g., elderly in care home) as determined by the EOC and PREOC</li> </ul>	<ul style="list-style-type: none"> <li>Evacuation costs before an Evacuation Order is issued or after an order has been rescinded (e.g., costs of transporting evacuees)</li> </ul>
<b>Facility Rental</b>	<ul style="list-style-type: none"> <li>Rental of non-local authority community hall or facility</li> <li>Incremental janitorial and utilities</li> <li>Facility damage due to occupation</li> </ul>	<ul style="list-style-type: none"> <li>Hall, facility rental to own community(self) or loss of use charges</li> </ul>
<b>Fire Services</b>	<ul style="list-style-type: none"> <li>Costs of special fire protection of local authority facilities (e.g., external sprinklers) not otherwise reimbursed</li> <li>Use of fire vehicles outside local authority jurisdiction under conditions of <a href="#">EMBC Policy 2.07</a></li> </ul>	<ul style="list-style-type: none"> <li>Costs of fire protection of private facilities</li> <li>Fire service charges reimbursed through the Office of the Fire Commissioner</li> </ul>
<b>Fuel, Oil, Lubricants</b>	<ul style="list-style-type: none"> <li>Incremental costs related to the response efforts during the event</li> </ul>	<ul style="list-style-type: none"> <li>Normal consumption of fuel, oil, lubricants for non-emergency activities</li> </ul>
<b>Fundraising</b>	<ul style="list-style-type: none"> <li>Not Applicable</li> </ul>	<ul style="list-style-type: none"> <li>Expenses that are recovered from agencies, such as Canadian Disaster Relief Fund, or from disaster fundraising drives</li> </ul>
<b>Goods and Services Tax</b>	<ul style="list-style-type: none"> <li>GST for the portion not recoverable by GST rebate. All local authorities are eligible, except municipalities and regional districts.</li> </ul>	<ul style="list-style-type: none"> <li>GST that is recoverable by rebate</li> <li>GST paid by municipalities and regional districts</li> </ul>
<b>Inventory</b>	<ul style="list-style-type: none"> <li>Supplies related to the response operations in support of public safety</li> </ul>	<ul style="list-style-type: none"> <li>Stockpiling of inventory by the local authority</li> </ul>
<b>Materials</b>	<ul style="list-style-type: none"> <li>Materials needed during response to protect public safety</li> <li>Costs of materials in feeding response personnel</li> </ul>	<ul style="list-style-type: none"> <li>Materials used to conduct normal operations</li> </ul>
<b>Medical Care, Health Services</b>	<ul style="list-style-type: none"> <li>Medical care to casualties, moving patients, and their return following the disaster</li> <li>Protective health and sanitation facilities</li> </ul>	<ul style="list-style-type: none"> <li>Normal medical care and health service operational costs</li> <li>Purchase of special, additional medical or health care equipment to assist response</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

### Examples of Eligible and Ineligible Response Costs

(This table presents examples only and is not comprehensive. Refer to the C & DFA Reg for exact wording.)

Response Item	Eligible	Not Eligible
<b>Mutual Aid Costs</b>	<ul style="list-style-type: none"> <li>Resources (personnel, equipment, materials) needed during response at site or site support to protect public safety</li> </ul>	<ul style="list-style-type: none"> <li>Costs associated with backfilling personnel by the lending jurisdiction</li> </ul>
<b>Office Supplies</b>	<ul style="list-style-type: none"> <li>Related to the operation of special communication facilities, emergency control headquarters, reception centres</li> </ul>	<ul style="list-style-type: none"> <li>Stockpiling of office supplies by the local authority</li> </ul>
<b>Overtime Wages</b>	<ul style="list-style-type: none"> <li>Incremental costs related to the event, plus reasonable benefits</li> </ul>	<ul style="list-style-type: none"> <li>Overtime wages that cannot be attributed to event</li> <li>Regular wages, benefits of employees</li> <li>Base operating costs, such as salaries or regular wages of employees, Compensatory Time Off (CTO) or banked overtime</li> <li>Excessive overtime and benefit rate payments</li> </ul>
<b>Police Services</b>	<ul style="list-style-type: none"> <li>Costs of police protection and security to enhance public safety, including mutual aid from other municipal police forces, e.g., patrols of hazardous areas, evacuated areas</li> <li>Evacuation costs and resources when evacuation order in place, including mutual aid</li> </ul>	<ul style="list-style-type: none"> <li>Costs of police protection of private facilities</li> <li>Mutual aid charges from RCMP sources under provincial contract</li> </ul>
<b>Preventative Works and Mitigation</b>	<ul style="list-style-type: none"> <li>Protection of publicly-owned institutions and utilities from the current threat, including equipment, materials, and labour</li> </ul>	<ul style="list-style-type: none"> <li>Works undertaken as preventative measures to guard against future disasters without prior approval from EMBC</li> <li>Damage to local authority facilities if prior assistance was not used for the preventative work as required</li> </ul>
<b>Provincial Sales Tax</b>	<ul style="list-style-type: none"> <li>All PST</li> </ul>	<ul style="list-style-type: none"> <li>Not Applicable</li> </ul>
<b>Public Works</b>	<ul style="list-style-type: none"> <li>Emergency repairs to public works required to support response objectives</li> </ul>	<ul style="list-style-type: none"> <li>Repair or replacement of public works may be eligible under recovery</li> <li>Costs to enhance public works to better than pre-disaster condition</li> </ul>
<b>Scalping of Gravel Beds</b>	<ul style="list-style-type: none"> <li>Scalping when there is an unusually heavy disaster-related deposition, and then only the cost of removing the deposition</li> </ul>	<ul style="list-style-type: none"> <li>All other scalping of gravel beds</li> </ul>
<b>Search and Rescue</b>	<ul style="list-style-type: none"> <li>Rescue, transportation, emergency health arrangements</li> </ul>	<ul style="list-style-type: none"> <li>SAR services not related to the event</li> </ul>
<b>Service Contracts</b>	<ul style="list-style-type: none"> <li>Contracts directly related to the response efforts</li> </ul>	<ul style="list-style-type: none"> <li>Contracts not related to the event</li> </ul>
<b>Staffing Expenses</b>	<ul style="list-style-type: none"> <li>Paid overtime costs and benefits</li> <li>Feeding emergency response staff during an event that would not usually be provided</li> </ul>	<ul style="list-style-type: none"> <li>Regular wages, benefits of employees</li> <li>Base operating costs, such as salaries or regular wages of employees, Compensatory Time Off (CTO) or banked overtime</li> <li>Excessive overtime and benefit rates</li> </ul>
<b>Supplies</b>	<ul style="list-style-type: none"> <li>Supplies from local government stores consumed in response</li> </ul>	<ul style="list-style-type: none"> <li>Stockpiling costs, materials, equipment or other costs related to these activities</li> </ul>
<b>Telephone Charges</b>	<ul style="list-style-type: none"> <li>All telephone charges if rented or leased for event</li> <li>Airtime charges only if not rented for event (volunteer or staff private phone)</li> </ul>	<ul style="list-style-type: none"> <li>Telephone charges and equipment used for normal operations</li> </ul>
<b>Temporary Wages</b>	<ul style="list-style-type: none"> <li>Costs of backfilling a regular position with a temporary employee due to incident</li> </ul>	<ul style="list-style-type: none"> <li>Base salaries or regular wages of regular employees</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

<b>Examples of Eligible and Ineligible Response Costs</b> (This table presents examples only and is not comprehensive. Refer to the C & DFA Reg for exact wording.)		
Response Item	Eligible	Not Eligible
<b>Travel</b>	<ul style="list-style-type: none"> <li>Incremental costs related to the event</li> </ul>	<ul style="list-style-type: none"> <li>Travel costs that cannot be attributed to event</li> </ul>
<b>Tree Pruning, Removal</b>	<ul style="list-style-type: none"> <li>Pruning or removal of trees that constitute an imminent threat to public safety</li> </ul>	<ul style="list-style-type: none"> <li>Landscaping not essential to the public welfare</li> </ul>
<b>Vehicle Repairs</b>	<ul style="list-style-type: none"> <li>Reimbursement for repair or replacement for damage to or loss of vehicles and related equipment will be limited to the lesser of the insurance deductible or \$1,000.</li> </ul>	<ul style="list-style-type: none"> <li>Cost of maintaining vehicles used in response, including extraordinary maintenance attributable to emergency conditions (e.g., smoke, dust, surface debris)</li> </ul>
<b>Volunteer Expenses</b>	<ul style="list-style-type: none"> <li>Volunteer expenses that are attributable to the event (e.g., mileage, meal reimbursement, phone charges) in accordance with EMBC Policy rates</li> </ul>	<ul style="list-style-type: none"> <li>Volunteer expenses that cannot be attributed to event</li> <li>Loss of volunteer personal equipment (e.g., eyeglasses, clothing, computer equipment) reimbursed directly from EMBC under policy. Volunteer may submit claim.</li> </ul>
<b>Wages</b>	<ul style="list-style-type: none"> <li>Paid overtime costs and benefits</li> </ul>	<ul style="list-style-type: none"> <li>Regular wages, benefits of employees</li> <li>Base operating costs, such as salaries or regular wages of employees, Compensatory Time Off (CTO) or banked overtime</li> <li>Excessive overtime and benefits rates</li> </ul>

For the most current examples of eligible and ineligible response costs see the EMBC website ([http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/dfa/financial\\_assistance\\_guide.pdf](http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/dfa/financial_assistance_guide.pdf))

For more information on eligible and ineligible response costs, refer to Schedule 5 of the *C & DFA Regulation*, and Part 3 of the Regulation, which can be viewed at the EMBC website (<http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/emergency-management-bc/legislation-and-regulations>).

## PORT HARDY EOC OPERATIONAL GUIDELINES

### Examples of Eligible and Ineligible Recovery Costs

(This table presents examples only and is not comprehensive. Refer to the C & DFA Reg for exact wording.)

Recovery Item	Eligible	Not Eligible
<b>Administrative Costs</b>	<ul style="list-style-type: none"> <li>Incremental costs related to recovery plan projects (financial assistance up to 10% of eligible costs as deemed appropriate by EMBC)</li> </ul>	<ul style="list-style-type: none"> <li>Base operating costs</li> </ul>
<b>Appliances</b>	<ul style="list-style-type: none"> <li>Repair to pre-disaster condition or replacement only of the value of basic models</li> </ul>	<ul style="list-style-type: none"> <li>Repair or replacement to the value of enhanced models</li> </ul>
<b>Appraisals, Inspections</b>	<ul style="list-style-type: none"> <li>Inspection, planning, or design to determine costs of restoration or replacement</li> </ul>	<ul style="list-style-type: none"> <li>Base or normal operating costs of local authority staff</li> </ul>
<b>Backfilling Positions</b>	<ul style="list-style-type: none"> <li>Backfilling positions to temporarily cover full-time staff conducting disaster assistance surveys and assessments, if supporting documentation is provided</li> </ul>	<ul style="list-style-type: none"> <li>Backfilling positions for staff doing non-disaster related work</li> </ul>
<b>Books, Paper, Records</b>	<ul style="list-style-type: none"> <li>Books, papers, records essential to local authority functions and operations</li> </ul>	<ul style="list-style-type: none"> <li>Books, papers, records that are not essential to local authority functions and operations</li> </ul>
<b>Bridges</b>	<ul style="list-style-type: none"> <li>Repair or replacement of bridges that are essential for local authority functions and operations to pre-disaster condition *</li> </ul>	<ul style="list-style-type: none"> <li>Repair or replacement of non-essential bridges</li> <li>Costs to enhance bridge to better than pre-disaster condition</li> </ul>
<b>Buildings, Facilities</b>	<ul style="list-style-type: none"> <li>Repair, replacement of public facilities that are essential to local authority functions to pre-disaster condition *</li> <li>Removal of damaged buildings that constitute a threat to public safety</li> </ul>	<ul style="list-style-type: none"> <li>Repair or replacement of non-essential buildings, facilities</li> <li>Costs to enhance buildings, facilities to better than pre-disaster condition</li> </ul>
<b>Business Interruption</b>	<ul style="list-style-type: none"> <li>Not Applicable</li> </ul>	<ul style="list-style-type: none"> <li>Loss of operational income, loss of revenue, cancellation of work projects, or other business interruption losses</li> </ul>
<b>Civil Litigation</b>	<ul style="list-style-type: none"> <li>Recovery costs not reimbursed through civil litigation award</li> </ul>	<ul style="list-style-type: none"> <li>Recovery costs that are reimbursed through civil litigation (amount must be refunded to the Province)</li> </ul>
<b>Clean-up</b>	<ul style="list-style-type: none"> <li>Clean-up necessary to ensure public safety or essential for public works</li> </ul>	<ul style="list-style-type: none"> <li>Other clean-up costs</li> </ul>
<b>Community Recovery Support</b>	<ul style="list-style-type: none"> <li>Overtime costs and benefits for local authority staff devoted to community recovery</li> <li>Backfilling positions to temporarily cover full-time staff coordinating emergency response</li> <li>Facility rental to support community recovery, if other than local authority facility</li> <li>Recovery Centre assets under \$100</li> <li>Contractors serving in support capacities</li> <li>Telephone and data services, including installation and operation while Recovery Centre is active</li> <li>Costs of materials, supplies, rented equipment that would not usually be provided</li> <li>Reasonable volunteer expenses (e.g., mileage, hourly rate, meal reimbursement, phone charges)</li> </ul>	<ul style="list-style-type: none"> <li>Base operating costs, such as salaries or regular wages of employees, Compensatory Time Off (CTO) or banked overtime</li> <li>Local authority donations to disaster victims, including businesses</li> <li>Charges for use of own (local authority) facilities</li> <li>Volunteer expenses that cannot be attributed to event</li> <li>Loss of volunteer personal equipment (e.g., eyeglasses reimbursed directly from EMBC under Policy 5.04 Volunteer may submit claim.)</li> <li>Recovery centre assets over \$100</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

### Examples of Eligible and Ineligible Recovery Costs

(This table presents examples only and is not comprehensive. Refer to the C & DFA Reg for exact wording.)

Recovery Item	Eligible	Not Eligible
<b>Contents</b>	<ul style="list-style-type: none"> <li>Equipment, material, office supplies, institutional furnishings, books, papers, records essential to local authority functions and operations</li> </ul>	<ul style="list-style-type: none"> <li>Contents not essential to local authority functions and operations</li> </ul>
<b>Contractor Rates</b>	<ul style="list-style-type: none"> <li>Contractor rates that do not exceed BC Equipment Rental Rates Guide</li> </ul>	<ul style="list-style-type: none"> <li>Contractor rates in excess of BC Equipment Rental Rates Guide</li> </ul>
<b>Damaged Equipment</b>	<ul style="list-style-type: none"> <li>Equipment damaged while undertaking eligible response may be considered</li> </ul>	<ul style="list-style-type: none"> <li>Equipment damaged by events outside eligible response</li> </ul>
<b>Damaged Land, Eroded Land</b>	<ul style="list-style-type: none"> <li>Not Applicable</li> </ul>	<ul style="list-style-type: none"> <li>Costs related to non-essential access routes and removal of debris</li> </ul>
<b>Dams, Breakwaters</b>	<ul style="list-style-type: none"> <li>Repair or replacement of essential dams and breakwaters to pre-disaster condition *</li> </ul>	<ul style="list-style-type: none"> <li>Repair or replacement of non-essential dams, breakwaters</li> <li>Costs to enhance dams, breakwaters to better than pre-disaster condition</li> </ul>
<b>Debris Removal</b>	<ul style="list-style-type: none"> <li>Removal of damaged structures that constitute a threat to public safety</li> <li>pruning or removal of trees that constitute a threat to public safety</li> <li>removal of emergency works and the restoration of their sites to pre-disaster condition, and</li> <li>necessary clearance of debris and wreckage from channels and streams, intakes and outfalls of sewers and storm drains and water supply reservoirs.</li> </ul>	<ul style="list-style-type: none"> <li>Costs for scalping of gravel beds</li> <li>Other debris removal costs that are not a threat to public safety.</li> </ul>
<b>Enhancements</b>	<ul style="list-style-type: none"> <li>Defined as any change or difference between pre-event and post-event structural specifications:                             <ul style="list-style-type: none"> <li>change in specifications with no increased costs</li> <li>building to meet structural specifications due to application of codes, standards, requirements, where copies of orders are provided</li> <li>building to accommodate physical changes where damage reshapes, transforms natural landscapes causing reconstruction changes</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Enhancements that will result in increased costs</li> <li>Works undertaken as preventative measure to guard against future disasters without prior approval from PEP</li> </ul>
<b>Equipment</b>	<ul style="list-style-type: none"> <li>Equipment essential to local authority functions and operations</li> </ul>	<ul style="list-style-type: none"> <li>Equipment that is not essential to local authority functions and operations</li> </ul>
<b>Equipment Rentals</b>	<ul style="list-style-type: none"> <li>Equipment needed to repair damage when not used for normal operations</li> <li>Contractor rates that do not exceed BC Equipment Rental Rates Guide</li> </ul>	<ul style="list-style-type: none"> <li>Equipment rented for use on normal local authority operations</li> <li>Equipment and contractor rates in excess of BC Equipment Rental Rates Guide</li> </ul>
<b>Eroded Land</b>	<ul style="list-style-type: none"> <li>Repair of eroded land for essential access routes</li> </ul>	<ul style="list-style-type: none"> <li>Repair of eroded land for non-essential access routes</li> </ul>
<b>Facility Rental</b>	<ul style="list-style-type: none"> <li>Facility rental of outside community hall or facility</li> </ul>	<ul style="list-style-type: none"> <li>Hall or facility rental to own local authority community or loss of use charges</li> </ul>
<b>Fixtures</b>	<ul style="list-style-type: none"> <li>Repair to pre-disaster condition or replacement only the value of basic models</li> </ul>	<ul style="list-style-type: none"> <li>Costs to purchase fixtures to better than pre-disaster condition or beyond the basic model</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

### Examples of Eligible and Ineligible Recovery Costs

(This table presents examples only and is not comprehensive. Refer to the C & DFA Reg for exact wording.)

Recovery Item	Eligible	Not Eligible
<b>Food Services</b>	<ul style="list-style-type: none"> <li>Costs of materials, supplies, rented equipment in feeding staff during recovery operations that would not usually be provided</li> </ul>	<ul style="list-style-type: none"> <li>Food service costs that would normally be provided to staff</li> </ul>
<b>Fundraising</b>	<ul style="list-style-type: none"> <li>Not Applicable</li> </ul>	<ul style="list-style-type: none"> <li>Expenses that are recovered from relief agencies or from disaster fundraising drives</li> </ul>
<b>Furniture</b>	<ul style="list-style-type: none"> <li>Furniture repair to pre-disaster condition or replacement only of furniture essential to local authority functions and operations</li> </ul>	<ul style="list-style-type: none"> <li>Costs to purchase furniture that is not essential to local authority functions and operations</li> </ul>
<b>Goods and Services Tax</b>	<ul style="list-style-type: none"> <li>GST paid is claimable at the portion not recoverable by GST rebate</li> </ul>	<ul style="list-style-type: none"> <li>GST that is recoverable by rebate</li> </ul>
<b>Income Loss</b>	<ul style="list-style-type: none"> <li>Not Applicable</li> </ul>	<ul style="list-style-type: none"> <li>Loss of operational income or revenue, or cancellation of work projects</li> </ul>
<b>Institutional Furnishings</b>	<ul style="list-style-type: none"> <li>Institutional furnishings essential to local authority functions and operations</li> </ul>	<ul style="list-style-type: none"> <li>Institutional furnishings not essential to local authority functions and operations</li> </ul>
<b>Insurance</b>	<ul style="list-style-type: none"> <li>Private insurance deductible amounts</li> </ul>	<ul style="list-style-type: none"> <li>Insured losses</li> </ul>
<b>Inventory</b>	<ul style="list-style-type: none"> <li>Inventory that is essential to local authority functions and operations (proof of inventory, consumption and replenishment is required)</li> </ul>	<ul style="list-style-type: none"> <li>Stockpiling costs for materials, equipment, or other related costs</li> </ul>
<b>Land Improvement</b>	<ul style="list-style-type: none"> <li>Compensation of private land owner for legal encroachment under state of local emergency</li> </ul>	<ul style="list-style-type: none"> <li>Costs for illegal encroachment or improvement of land/property for the purpose of damage reduction</li> </ul>
<b>Landscaping</b>	<ul style="list-style-type: none"> <li>Landscaping if essential to public welfare</li> </ul>	<ul style="list-style-type: none"> <li>Landscaping not essential to public welfare</li> </ul>
<b>Linking of Separate Disasters</b>	<ul style="list-style-type: none"> <li>Not Applicable</li> </ul>	<ul style="list-style-type: none"> <li>Accumulating recovery costs of two or more distinct disastrous events</li> </ul>
<b>Materials</b>	<ul style="list-style-type: none"> <li>Materials needed to repair damage when not used for normal operations or work</li> <li>Replacement of local authority materials / stores damaged or destroyed in responding to emergency or in repairing damaged public facilities</li> <li>Material damaged by disaster that is essential to local authority functions and operations, e.g., inventory</li> </ul>	<ul style="list-style-type: none"> <li>Material that is not essential to local authority functions and operations</li> <li>Construction materials in storage or available for construction purposes</li> </ul>
<b>Mitigation</b>	<ul style="list-style-type: none"> <li>Not Applicable</li> </ul>	<ul style="list-style-type: none"> <li>Works undertaken as preventative measures to guard against future disasters</li> </ul>
<b>Office Furnishings</b>	<ul style="list-style-type: none"> <li>Office furnishings essential to local authority functions and operations</li> </ul>	<ul style="list-style-type: none"> <li>Office furnishings that are not essential to local authority functions and operations</li> </ul>
<b>Overtime Wages</b>	<ul style="list-style-type: none"> <li>Paid out incremental costs related to the event, plus benefits</li> <li>CTO paid out</li> </ul>	<ul style="list-style-type: none"> <li>Overtime wages not attributed to event</li> <li>CTO if not paid out</li> <li>Excessive overtime rate payments</li> </ul>
<b>Ownership</b>	<ul style="list-style-type: none"> <li>Reconstruction or replacement of structures, equipment, and materials for which there is proof of local authority ownership, including any titles, rights, or privileges assigned by way of a lease or permit</li> </ul>	<ul style="list-style-type: none"> <li>Facilities and materials that are not owned directly by the local authority, or where the local authority can provide no proof of ownership, title, right, or privilege assigned by way of lease or permit</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

### Examples of Eligible and Ineligible Recovery Costs

(This table presents examples only and is not comprehensive. Refer to the C & DFA Reg for exact wording.)

Recovery Item	Eligible	Not Eligible
<b>Project Admin Costs</b>	<ul style="list-style-type: none"> <li>Project administration costs</li> </ul>	<ul style="list-style-type: none"> <li>Normal operating costs</li> </ul>
<b>Provincial Sales Tax</b>	<ul style="list-style-type: none"> <li>All PST</li> </ul>	<ul style="list-style-type: none"> <li>Not Applicable</li> </ul>
<b>Public Works</b>	<ul style="list-style-type: none"> <li>Repair or replacement of public works (e.g. streets, roads, bridges, dams, breakwaters, wharves, docks, retaining walls) that are essential to local authority functions and operations to pre-disaster condition *</li> </ul>	<ul style="list-style-type: none"> <li>Repair or replacement of non-essential public works</li> <li>Restoration to better than pre-disaster condition</li> </ul>
<b>Recreational Facilities</b>	<ul style="list-style-type: none"> <li>Repair, replacement of recreational facilities that are essential to local authority functions and operations to pre-disaster condition *</li> </ul>	<ul style="list-style-type: none"> <li>Repair or replacement of non-essential recreational facilities</li> <li>Costs to enhance recreational facilities to better than pre-disaster condition</li> </ul>
<b>Retaining Walls</b>	<ul style="list-style-type: none"> <li>Repair or replacement of retaining walls that are essential to local authority functions and operations to pre-disaster condition *</li> </ul>	<ul style="list-style-type: none"> <li>Repair or replacement of non-essential retaining walls</li> <li>Costs to enhance retaining walls to better than pre-disaster condition</li> </ul>
<b>Roads</b>	<ul style="list-style-type: none"> <li>Repair or replacement of local authority streets and roads as public works essential to local authority functions and operations to pre-event condition *</li> </ul>	<ul style="list-style-type: none"> <li>Repair or replacement of non-essential roads</li> <li>Costs to enhance roads to better than pre-disaster condition</li> </ul>
<b>Salaries</b>	<ul style="list-style-type: none"> <li>Salaries for backfilled positions when full-time staff conduct recovery project assessments and determination of recovery costs</li> </ul>	<ul style="list-style-type: none"> <li>Normal, regular salaries and operating expenses of employees</li> </ul>
<b>Scalping of Gravel Beds</b>	<ul style="list-style-type: none"> <li>The cost of removing the unusually heavy event-related deposition in confined water courses</li> </ul>	<ul style="list-style-type: none"> <li>Other scalping of gravel beds</li> </ul>
<b>Structural Repair</b>	<ul style="list-style-type: none"> <li>Restoration to pre-disaster condition: *                             <ul style="list-style-type: none"> <li>Foundations, footings, seals, slab floors, pilings, structural walls and attached garages</li> <li>Framing, roofing, doors, windows, material, wall coverings, mouldings, fixtures and finishings</li> <li>Filling and levelling to restore essential access</li> <li>Parking areas, pumps, services/connections, space and water heating equipment</li> <li>Retaining walls as part of the public facility or essential to sustain land adjacent to, and critical to a public facility</li> <li>Existing protective works designed to protect banks from erosion</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Restoration to better than pre-disaster condition</li> </ul>
<b>Structure Loss Destroyed</b>	<ul style="list-style-type: none"> <li>Compensation for loss only when costs for reconstruction exceeds the BC Assessment Authority replacement value</li> </ul>	<ul style="list-style-type: none"> <li>Compensation for loss of structure when costs do not exceed B.C. Assessment Authority replacement value</li> </ul>
<b>Structures – Flood Plain</b>	<ul style="list-style-type: none"> <li>A public safety facility built or installed in an area after being designated under Municipal Act as flood plain, provided that the Ministry of Water, Land and Air Protection or the Canadian Mortgage &amp; Housing Corporation determine it to have been properly flood protected</li> </ul>	<ul style="list-style-type: none"> <li>Structures in flood plains that are not properly flood protected</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

<b>Examples of Eligible and Ineligible Recovery Costs</b>		
(This table presents examples only and is not comprehensive. Refer to the C & DFA Reg for exact wording.)		
Recovery Item	Eligible	Not Eligible
<b>Structures Depreciated</b>	<ul style="list-style-type: none"> <li>• Not Applicable</li> </ul>	<ul style="list-style-type: none"> <li>• Neglect or deterioration of structures prior to disaster</li> </ul>
<b>Supplies</b>	<ul style="list-style-type: none"> <li>• Supplies needed to repair damage when not used for normal operations, work (proof of inventory, consumption, replenishment required)</li> </ul>	<ul style="list-style-type: none"> <li>• Supplies used for normal operation</li> <li>• Stockpiling supplies</li> </ul>
<b>Travel</b>	<ul style="list-style-type: none"> <li>• Incremental costs related to the event</li> </ul>	<ul style="list-style-type: none"> <li>• Travel costs not attributed to the event</li> </ul>
<b>Tree Pruning, Removal</b>	<ul style="list-style-type: none"> <li>• Pruning or removal of trees that constitute a threat to public safety due to the event</li> </ul>	<ul style="list-style-type: none"> <li>• Other pruning or removal of trees</li> </ul>
<b>Unoccupied Premises</b>	<ul style="list-style-type: none"> <li>• Unoccupied premises under construction will be considered occupied with a valid certificate of occupation for the premises under construction</li> </ul>	<ul style="list-style-type: none"> <li>• Unoccupied government premises under construction</li> </ul>
<b>Vehicle Repairs</b>	<ul style="list-style-type: none"> <li>• Not Applicable</li> </ul>	<ul style="list-style-type: none"> <li>• Cost of repairing or replacing vehicles lost or damaged in a disaster</li> </ul>
<b>Volunteer Expenses</b>	<ul style="list-style-type: none"> <li>• Volunteer expenses that are attributable to the recovery (e.g., mileage, phone charges)</li> </ul>	<ul style="list-style-type: none"> <li>• Volunteer expenses not attributed to recovery</li> </ul>
<b>Wharves, Docks</b>	<ul style="list-style-type: none"> <li>• Repair or replacement of essential public wharves or docks to pre-disaster condition *</li> </ul>	<ul style="list-style-type: none"> <li>• Repair or replacement of non-essential wharves, docks</li> <li>• Costs to enhance wharves, docks to better than pre-disaster condition</li> </ul>

\* For other than pre-disaster condition, see "Enhancements."

For the most current examples of eligible and ineligible recovery costs see the EMBC website ([http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/dfa/financial\\_assistance\\_guide.pdf](http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/dfa/financial_assistance_guide.pdf)).

For more information on eligible and ineligible recovery costs, refer to Schedule 5 of the *C & DFA Regulation*, and Part 3 of the Regulation, which can be viewed at the EMBC website (<http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/emergency-management-bc/legislation-and-regulations>).

# PORT HARDY EOC OPERATIONAL GUIDELINES

## POLICY GROUP CHECKLIST

Composition could include:

- Mayor, Chairperson, or Mayor and Council, or Chair and Board, or Chief and Council along with the Chief Executive Officer, Emergency Program Coordinator and appropriate Senior Management (defined by Level and Type of Response); and
- The Policy Group Team Leader will be the Senior Elected Official from the Regional District or Municipality or First Nations depending on the jurisdiction having authority.

The District of Port Hardy has determined that the Policy Group responsibilities are delegated to the Mayor and Council.

### Responsibilities:

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

### Activation Phase:

	Time	Init.
Convene as the EOC Policy Group at a designated site as recommended by the EOC Director.		
Obtain current situation status and briefing on priority actions taken and outstanding, from the EOC Director.		
Follow the All-Function EOC checklist activation phase.		
Date:	Time:	
Signature:	Position:	

### Operational Phase:

	Time	Init.
Examine need for new or temporary policies, as required to support response operations.		
Consult with EOC Director to determine appropriate expenditure limits.		
As requested prepare for and participate in any media briefings.		

## PORT HARDY EOC OPERATIONAL GUIDELINES

Ensure adequate public information materials are being issued from the EOC.			
Consult with EOC Director and/or Legal Advisors regarding any potential legal issues and recommended courses of action.			
Consult with EOC Director to determine need for extra-ordinary resources and/or outside assistance.			
Consult with EOC Director to determine need for Declaration and Termination of "State of Local Emergency."			
Keep apprised as to the status of the emergency event by reviewing EOC Situation Reports.			
Date:	Time:		
Signature:	Position:		

### Demobilization Phase:

	Time	Init.
Proclaim termination of the emergency response and have EOC proceed with recovery efforts.		
Provide input for the after-action report.		
Participate in formal post-operational debriefs.		
Recognize EOC staff members and response personnel for their efforts.		
Follow the All-Function EOC checklist demobilization phase.		
Date:	Time:	
Signature:	Position:	

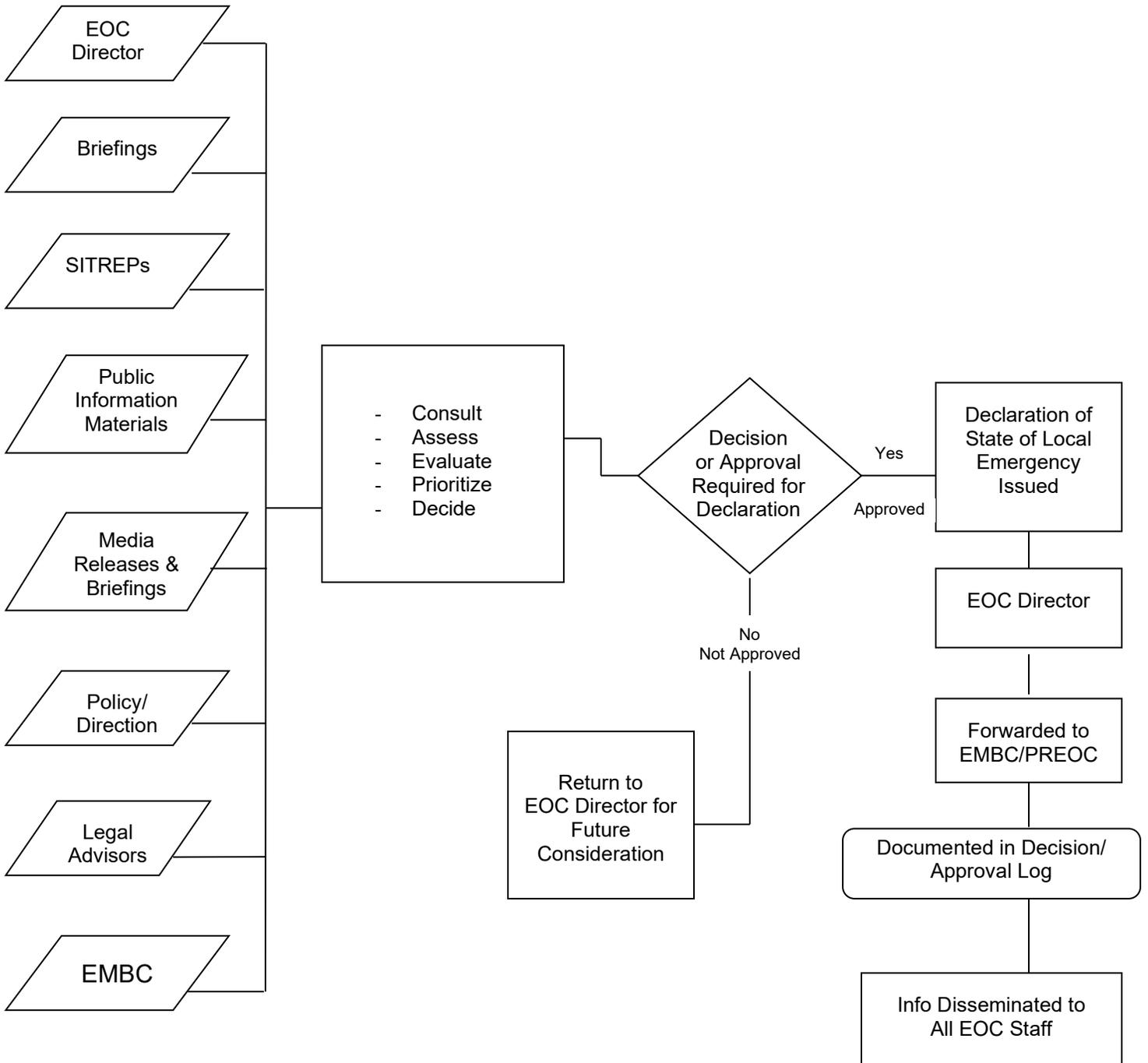
# PORT HARDY EOC OPERATIONAL GUIDELINES

## POLICY GROUP

### Inputs

### Activities

### Outputs



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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## AIRCRAFT INCIDENT

Passengers remain the responsibility of the airline although they may request local authority assistance in coordinating those needs.

**Key Agency: Joint Rescue  
Coordination Centre  
(JRCC)**

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Evacuation and/or relocation of people and animals
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Contamination of soil, water and/or shorelines affecting fish and animals
- Debris Removal
- Disruption of Travel (road, air and/or water)
- Extensive damage to public and private property

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Utilities / Ministry of Environment</li> </ul>
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Deal with life threatening situations	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Ambulance</li> </ul>
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Assess health concerns & issues	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> </ul>
Activate Emergency Support Services	<ul style="list-style-type: none"> <li>• Emergency Support Services</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions		Agencies/Persons Responsible
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>	
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Police</li> <li>• Ambulance</li> </ul>	
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Utility Companies</li> </ul>	
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> <li>• Police</li> </ul>	
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> <li>• Police</li> </ul>	
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> <li>• Police</li> </ul>	
Establish crowd control	<ul style="list-style-type: none"> <li>• Police</li> </ul>	
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> <li>• Coroner</li> </ul>	
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> <li>• Police</li> <li>• Ministry of Agriculture &amp; Lands</li> </ul>	
Evacuate casualties	<ul style="list-style-type: none"> <li>• Police</li> <li>• Ambulance</li> </ul>	
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>	
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> <li>• Police</li> <li>• Coroner</li> </ul>	
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> <li>• Police</li> </ul>	
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Emergency Support Services (ESS)</li> </ul>	
Establish direct communications with corporate owner	<ul style="list-style-type: none"> <li>• Police</li> </ul>	
Determine availability of Spiller to undertake clean-up	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> </ul>	
Contain spill, protect environment, sewer and drainage systems	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Spiller</li> </ul>	
Dispose of recovered materials and debris	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Spiller</li> </ul>	
Restore spill site	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Spiller</li> </ul>	
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> <li>• Coast Guard</li> <li>• Fire</li> <li>• Ministry of Environment</li> </ul>	
Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> <li>• Public Works and/or Engineering</li> <li>• Building Inspection</li> </ul>	

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Emergency Program Coordinator</li> </ul>
Assess situation	<ul style="list-style-type: none"> <li>• EOC Operations Section</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• EOC Logistics Section</li> </ul>
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> <li>• EOC Information Officer</li> </ul>
Consider "Declaration of State of Local Emergency" and possible need for Provincial declaration	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Emergency Management BC</li> </ul>
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Ministry of Environment</li> </ul>
Control allocation of critical resources	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate restoration of utilities	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate restoration of essential services	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate recovery process	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Local Authority</li> </ul>
Update Emergency Management BC	<ul style="list-style-type: none"> <li>• All agencies/personnel through EOC</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Ambulances & medical supplies	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Mobile Public Address System	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Public Works</li> </ul>
Barricades	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Fire</li> <li>• Coast Guard</li> <li>• Private Agencies</li> </ul>
Refrigeration units	<ul style="list-style-type: none"> <li>• Private Agencies</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Public Transit</li> <li>• School Board</li> <li>• Private</li> <li>• Emergency Management BC</li> </ul>
Emergency Shelters	<ul style="list-style-type: none"> <li>• Rental</li> </ul>
Watercrafts	<ul style="list-style-type: none"> <li>• Search &amp; Rescue</li> <li>• Ministry of Agriculture &amp; Lands</li> <li>• Utilities</li> </ul>
Decontamination Equipment	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Public Works, Industry</li> </ul>
Rescue Equipment	<ul style="list-style-type: none"> <li>• All Agencies</li> </ul>
Public service maintenance vehicles	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Local Private Contractors</li> </ul>
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Local Industry &amp; Suppliers</li> </ul>
Critical infrastructure repairs	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Towing	<ul style="list-style-type: none"> <li>• Police</li> <li>• Private Towing Contractors</li> </ul>
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Military</li> <li>• Medical Health Officer</li> </ul>
Water storage containers	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## CIVIL DISTURBANCE

**Note: Civil Disturbances are not an eligible EMBC expense. Some outcomes may be eligible.**

**Possible Major Effects:**

**Key Agency: Police**

- Casualties
- Deaths
- Public health issues and concerns
- Convergence
- Shelter-In-Place of people and animals
- Evacuation and/or relocation of people and animals
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)
- Disruption of Communications
- Extensive damage to public and private property
- Overburdening of Information Systems
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Utilities / Ministry of Environment</li> </ul>
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Deal with life threatening situations	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Ambulance</li> </ul>
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Assess health concerns & issues	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> </ul>
Activate Emergency Support Services	<ul style="list-style-type: none"> <li>• Emergency Support Services</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Utility Companies</li> </ul>
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Establish crowd control	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> <li>• Coroner</li> </ul>
Evacuate casualties	<ul style="list-style-type: none"> <li>• Police</li> <li>• Ambulance</li> </ul>
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> <li>• Ambulance</li> <li>• Healthcare facilities</li> </ul>
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> <li>• Police</li> <li>• Coroner</li> </ul>
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Emergency Support Services (ESS)</li> </ul>
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> <li>• Emergency Support Services (ESS)</li> <li>• Ambulance</li> </ul>
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> <li>• Coast Guard</li> <li>• Fire</li> <li>• Ministry of Environment</li> </ul>
Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> <li>• Public Works and/or Engineering</li> <li>• Building Inspection</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Emergency Program Coordinator</li> </ul>
Assess situation	<ul style="list-style-type: none"> <li>• EOC Operations Section</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• EOC Logistics Section</li> </ul>
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> <li>• EOC Information Officer</li> </ul>
Consider “Declaration of State of Local Emergency” and possible need for Provincial declaration	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Emergency Management BC</li> </ul>
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Control allocation of critical resources	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate restoration of utilities	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate restoration of essential services	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate recovery process	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Local Authority</li> </ul>
Update Emergency Management BC	<ul style="list-style-type: none"> <li>• All agencies/personnel through EOC</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Ambulances & medical supplies	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Mobile Public Address System	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Public Works</li> </ul>
Barricades	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Fire</li> <li>• Coast Guard</li> <li>• Private Agencies</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Public Transit</li> <li>• School Board</li> <li>• Private</li> <li>• Emergency Management BC</li> </ul>
Decontamination Equipment	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Public Works, Industry</li> </ul>
Rescue Equipment	<ul style="list-style-type: none"> <li>• All Agencies</li> </ul>
Public service maintenance vehicles	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Local Private Contractors</li> </ul>
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Local Industry &amp; Suppliers</li> </ul>
Critical infrastructure repairs	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Towing	<ul style="list-style-type: none"> <li>• Police</li> <li>• Private Towing Contractors</li> </ul>
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Military</li> <li>• Medical Health Officer</li> </ul>
Water storage containers	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## DAM BREACH

### Possible Major Effects:

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Public health issues and concerns
- Evacuation and/or relocation of people and animals
- Drinking water and food shortages
- Incident sites unsafe or inaccessible to responders
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Extensive flooding
- Landslides, mudslides, tsunamis, seiches and/or sea surges
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Contamination of soil, water and/or shorelines affecting fish and animals
- Debris Removal
- Animal Carcass Removal
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)
- Extensive damage to public and private property
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public
- Long-term infrastructure and community recovery

<b>Key Agency: Local Authority / Public Works / BC Hydro</b>
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## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Deal with life threatening situations	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Ambulance</li> </ul>
Assess health concerns & issues	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> </ul>
Activate Emergency Support Services	<ul style="list-style-type: none"> <li>• Emergency Support Services</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Determine extent of flooding	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Police</li> <li>• Ambulance</li> </ul>
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Utility Companies</li> </ul>
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> <li>• Coroner</li> </ul>
Clear catch basins and blocked ditches	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> <li>• Police</li> <li>• SPCA</li> <li>• Ministry of Agriculture &amp; Lands</li> </ul>
Evacuate casualties	<ul style="list-style-type: none"> <li>• Police</li> <li>• Ambulance</li> </ul>
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> <li>• Ambulance</li> <li>• Healthcare facilities</li> </ul>
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> <li>• Police</li> <li>• Coroner</li> </ul>
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Emergency Support Services (ESS)</li> </ul>
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> <li>• Emergency Support Services (ESS)</li> <li>• Ambulance</li> </ul>
Establish direct communications with corporate owner	<ul style="list-style-type: none"> <li>• Police</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Determine type of product and quantity spilled and possible effects	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Coast Guard</li> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Police</li> </ul>
Determine availability of Spiller to undertake clean-up	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> </ul>
Contain spill, protect environment, sewer and drainage systems	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Spiller</li> </ul>
Dispose of recovered materials and debris	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Spiller</li> </ul>
Restore spill site	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Spiller</li> </ul>
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> <li>• Coast Guard</li> <li>• Fire</li> <li>• Ministry of Environment</li> </ul>
Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> <li>• Public Works and/or Engineering</li> <li>• Building Inspection</li> </ul>
Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Police</li> </ul>
Assess alternate sewer services	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Emergency Program Coordinator</li> </ul>
Assess situation	<ul style="list-style-type: none"> <li>• EOC Operations Section</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• EOC Logistics Section</li> </ul>
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> <li>• EOC Information Officer</li> </ul>
Consider "Declaration of State of Local Emergency" and possible need for Provincial declaration	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Emergency Management BC</li> </ul>
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Ministry of Environment</li> </ul>
Control allocation of critical resources	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Establish donation management	<ul style="list-style-type: none"> <li>• EOC/ROC</li> </ul>
Coordinate restoration of utilities	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate restoration of essential services	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate recovery process	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Local Authority</li> </ul>
Update Emergency Management BC	<ul style="list-style-type: none"> <li>• All agencies/personnel through EOC</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Ambulances & medical supplies	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Mobile Public Address System	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Public Works</li> </ul>
Barricades	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Fire</li> <li>• Coast Guard</li> <li>• Private Agencies</li> </ul>
Refrigeration units	<ul style="list-style-type: none"> <li>• Private Agencies</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Public Transit</li> <li>• School Board</li> <li>• Private</li> <li>• Emergency Management BC</li> </ul>
Emergency Shelters	<ul style="list-style-type: none"> <li>• Rental</li> </ul>
Watercrafts	<ul style="list-style-type: none"> <li>• Search &amp; Rescue</li> <li>• Ministry of Agriculture &amp; Lands</li> <li>• Utilities</li> </ul>
Decontamination Equipment	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Public Works, Industry</li> </ul>
Rescue Equipment	<ul style="list-style-type: none"> <li>• All Agencies</li> </ul>
Public service maintenance vehicles	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Local Private Contractors</li> </ul>
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Local Industry &amp; Suppliers</li> </ul>
Critical infrastructure repairs	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Towing	<ul style="list-style-type: none"> <li>• Police</li> <li>• Private Towing Contractors</li> </ul>
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Military</li> <li>• Medical Health Officer</li> </ul>
Water storage containers	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>

# PORT HARDY EOC OPERATIONAL GUIDELINES

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### DANGEROUS GOODS / HAZARDOUS MATERIALS

**SPILLER RESPONSIBLE FOR SPILL:** The responsibility to contain and clean up a Dangerous Goods and Hazardous Materials spill rests with the spiller, with Local Authority monitoring and providing advice, as required. If, however, the spiller is unknown, or the spiller refuses or is incapable of taking action, Local Authority will arrange for the work to be done with the costs to be recovered from the spiller. Local Authority will also intervene in any situation where there is a threat to life, property or the environment.

**Possible Major Effects:**

<b>Key Agency: Fire / Local Authority</b>
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- Casualties
- Deaths
- Public health issues and concerns
- Shelter-In-Place of people and animals
- Evacuation and/or relocation of people and animals
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Contamination of soil, water and/or shorelines affecting fish and animals
- Debris Removal
- Disruption of Travel (road, air and/or water)
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Utilities / Ministry of Environment</li> </ul>
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Deal with life threatening situations	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Ambulance</li> </ul>
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Assess health concerns & issues	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> </ul>
Activate Emergency Support Services	<ul style="list-style-type: none"> <li>• Emergency Support Services</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Utility Companies</li> </ul>
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> <li>• Coroner</li> </ul>
Clear catch basins and blocked ditches	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> <li>• Police</li> <li>• SPCA</li> <li>• Ministry of Agriculture &amp; Lands</li> </ul>
Evacuate casualties	<ul style="list-style-type: none"> <li>• Police</li> <li>• Ambulance</li> </ul>
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> <li>• Ambulance</li> <li>• Healthcare facilities</li> </ul>
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> <li>• Police</li> <li>• Coroner</li> </ul>
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Emergency Support Services (ESS)</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> <li>• Emergency Support Services (ESS)</li> <li>• Ambulance</li> </ul>
Establish direct communications with corporate owner	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Determine type of product and quantity spilled and possible effects	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Coast Guard</li> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Police</li> </ul>
Determine availability of Spiller to undertake clean-up	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> </ul>
Contain spill, protect environment, sewer and drainage systems	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Spiller</li> </ul>
Dispose of recovered materials and debris	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Spiller</li> </ul>
Restore spill site	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Spiller</li> </ul>
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> <li>• Coast Guard</li> <li>• Fire</li> <li>• Ministry of Environment</li> </ul>
Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> <li>• Public Works and/or Engineering</li> <li>• Building Inspection</li> </ul>
Determine water interruption cause and effect	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Police</li> </ul>
Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Police</li> </ul>
Assess alternate sewer services	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Emergency Program Coordinator</li> </ul>
Assess situation	<ul style="list-style-type: none"> <li>• EOC Operations Section</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• EOC Logistics Section</li> </ul>
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> <li>• EOC Information Officer</li> </ul>
Activate tsunami warning system	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Consider “Declaration of State of Local Emergency” and possible need for Provincial declaration	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Emergency Management BC</li> </ul>
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Ministry of Environment</li> </ul>
Control allocation of critical resources	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Establish donation management	<ul style="list-style-type: none"> <li>• EOC/ROC</li> </ul>
Coordinate restoration of utilities	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate restoration of essential services	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate recovery process	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Local Authority</li> </ul>
Update Emergency Management BC	<ul style="list-style-type: none"> <li>• All agencies/personnel through EOC</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Ambulances & medical supplies	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Mobile Public Address System	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Public Works</li> </ul>
Barricades	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Fire</li> <li>• Coast Guard</li> <li>• Private Agencies</li> </ul>
Refrigeration units	<ul style="list-style-type: none"> <li>• Private Agencies</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Public Transit</li> <li>• School Board</li> <li>• Private</li> <li>• Emergency Management BC</li> </ul>
Emergency Shelters	<ul style="list-style-type: none"> <li>• Rental</li> </ul>
Watercrafts	<ul style="list-style-type: none"> <li>• Search &amp; Rescue</li> <li>• Ministry of Agriculture &amp; Lands</li> <li>• Utilities</li> </ul>
Decontamination Equipment	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Public Works, Industry</li> </ul>
Rescue Equipment	<ul style="list-style-type: none"> <li>• All Agencies</li> </ul>
Public service maintenance vehicles	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Local Private Contractors</li> </ul>
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Local Industry &amp; Suppliers</li> </ul>
Critical infrastructure repairs	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Towing	<ul style="list-style-type: none"> <li>• Police</li> <li>• Private Towing Contractors</li> </ul>
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Military</li> <li>• Medical Health Officer</li> </ul>
Water storage containers	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>



# PORT HARDY EOC OPERATIONAL GUIDELINES

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## EARTHQUAKE

### Possible Major Effects:

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Infected and/or seriously ill populations
- Mass outpatient care
- Mass hospitalization
- Overburdening of health care facilities and workers
- Public health issues and concerns
- Convergence
- Shelter-In-Place of people and animals
- Evacuation and/or relocation of people and animals
- Drinking water and food shortages
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Shortage of water for firefighting capabilities
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Extensive flooding
- Landslides, mudslides, tsunamis, seiches and/or sea surges
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Contamination of soil, water and/or shorelines affecting fish and animals
- Debris Removal
- Animal Carcass Removal
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)
- Disruption of Communications

<b>Key Agency: RCMP / Fire / Local Authority / Public Works</b>
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## PORT HARDY EOC OPERATIONAL GUIDELINES

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- Overburdening of Information Systems
- Disruption of Utilities (Power and Heat – long-term)
- Damaged/collapsed structures (dwellings, fuel storage tanks, industrial)
- Extensive damage to public and private property
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public
- Long-term infrastructure and community recovery

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Activate tsunami warning system	<ul style="list-style-type: none"> <li>• Incident Command</li> <li>• Local Government Representative</li> </ul>
Activate Nuclear Emergency Response Plan	<ul style="list-style-type: none"> <li>• CFMETR</li> </ul>
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Utilities / Ministry of Environment</li> </ul>
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Deal with life threatening situations	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Ambulance</li> </ul>
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Assess health concerns & issues	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> </ul>
Activate Emergency Support Services	<ul style="list-style-type: none"> <li>• Emergency Support Services</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Determine extent of flooding	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Police</li> <li>• Ambulance</li> </ul>
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Utility Companies</li> </ul>
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> <li>• Police</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Establish crowd control	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> <li>• Coroner</li> </ul>
Clear catch basins and blocked ditches	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> <li>• Police</li> <li>• SPCA</li> <li>• Ministry of Agriculture &amp; Lands</li> </ul>
Evacuate casualties	<ul style="list-style-type: none"> <li>• Police</li> <li>• Ambulance</li> </ul>
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> <li>• Ambulance</li> <li>• Healthcare facilities</li> </ul>
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> <li>• Police</li> <li>• Coroner</li> </ul>
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Emergency Support Services (ESS)</li> </ul>
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> <li>• Emergency Support Services (ESS)</li> <li>• Ambulance</li> </ul>
Establish direct communications with corporate owner	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Determine type of product and quantity spilled and possible effects	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Coast Guard</li> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Police</li> </ul>
Determine availability of Spiller to undertake clean-up	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> </ul>
Contain spill, protect environment, sewer and drainage systems	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Spiller</li> </ul>
Dispose of recovered materials and debris	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Spiller</li> </ul>
Restore spill site	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Spiller</li> </ul>
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> <li>• Coast Guard</li> <li>• Fire</li> <li>• Ministry of Environment</li> </ul>

## **PORT HARDY EOC OPERATIONAL GUIDELINES**

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<b>Potential Incident Site Actions</b>		<b>Agencies/Persons Responsible</b>
	Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"><li>• Public Works and/or Engineering</li><li>• Building Inspection</li></ul>
	Determine water interruption cause and effect	<ul style="list-style-type: none"><li>• Public Works</li><li>• Police</li></ul>
	Eliminate or isolate contaminated water source	<ul style="list-style-type: none"><li>• Public Works</li><li>• Police</li></ul>
	Assess alternate sewer services	<ul style="list-style-type: none"><li>• Public Works</li></ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Emergency Program Coordinator</li> </ul>
Assess situation	<ul style="list-style-type: none"> <li>• EOC Operations Section</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• EOC Logistics Section</li> </ul>
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> <li>• EOC Information Officer</li> </ul>
Activate tsunami warning system	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Consider “Declaration of State of Local Emergency” and possible need for Provincial declaration	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Emergency Management BC</li> </ul>
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Ministry of Environment</li> </ul>
Control allocation of critical resources	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Establish donation management	<ul style="list-style-type: none"> <li>• EOC/ROC</li> </ul>
Coordinate restoration of utilities	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate restoration of essential services	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate recovery process	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Local Authority</li> </ul>
Update Emergency Management BC	<ul style="list-style-type: none"> <li>• All agencies/personnel through EOC</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Ambulances & medical supplies	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Mobile Public Address System	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Public Works</li> </ul>
Barricades	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Fire</li> <li>• Coast Guard</li> <li>• Private Agencies</li> </ul>
Refrigeration units	<ul style="list-style-type: none"> <li>• Private Agencies</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Public Transit</li> <li>• School Board</li> <li>• Private</li> <li>• Emergency Management BC</li> </ul>
Emergency Shelters	<ul style="list-style-type: none"> <li>• Rental</li> </ul>
Watercrafts	<ul style="list-style-type: none"> <li>• Search &amp; Rescue</li> <li>• Ministry of Agriculture &amp; Lands</li> <li>• Utilities</li> </ul>
Decontamination Equipment	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Public Works, Industry</li> </ul>
Rescue Equipment	<ul style="list-style-type: none"> <li>• All Agencies</li> </ul>
Public service maintenance vehicles	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Local Private Contractors</li> </ul>
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Local Industry &amp; Suppliers</li> </ul>
Critical infrastructure repairs	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Towing	<ul style="list-style-type: none"> <li>• Police</li> <li>• Private Towing Contractors</li> </ul>
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Military</li> <li>• Medical Health Officer</li> </ul>
Water storage containers	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>

# PORT HARDY EOC OPERATIONAL GUIDELINES

## FIRE – STRUCTURAL

**Possible Major Effects:**

**Key Agency: Fire**

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Public health issues and concerns
- Evacuation and/or relocation of people and animals
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Shortage of water for firefighting capabilities
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Disruption of Travel (road, air and/or water)
- Disruption of Communications
- Damaged/collapsed structures (dwellings, fuel storage tanks, industrial)
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Utilities / Ministry of Environment</li> </ul>
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Deal with life threatening situations	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Ambulance</li> </ul>

Potential Incident Site Actions	Agencies/Persons Responsible
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## PORT HARDY EOC OPERATIONAL GUIDELINES

Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Assess health concerns & issues	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> </ul>
Activate Emergency Support Services	<ul style="list-style-type: none"> <li>• Emergency Support Services</li> </ul>
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Police</li> <li>• Ambulance</li> </ul>
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Utility Companies</li> </ul>
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> <li>• Coroner</li> </ul>
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> <li>• Police</li> <li>• SPCA</li> <li>• Ministry of Agriculture &amp; Lands</li> </ul>
Evacuate casualties	<ul style="list-style-type: none"> <li>• Police</li> <li>• Ambulance</li> </ul>
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> <li>• Ambulance</li> <li>• Healthcare facilities</li> </ul>
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> <li>• Police</li> <li>• Coroner</li> </ul>
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Emergency Support Services (ESS)</li> </ul>
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> <li>• Emergency Support Services (ESS)</li> <li>• Ambulance</li> </ul>
Establish direct communications with corporate owner	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> <li>• Coast Guard</li> <li>• Fire</li> <li>• Ministry of Environment</li> </ul>
Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> <li>• Public Works and/or Engineering</li> <li>• Building Inspection</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Emergency Program Coordinator</li> </ul>
Assess situation	<ul style="list-style-type: none"> <li>• EOC Operations Section</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• EOC Logistics Section</li> </ul>
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> <li>• EOC Information Officer</li> </ul>
Activate tsunami warning system	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Consider “Declaration of State of Local Emergency” and possible need for Provincial declaration	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Emergency Management BC</li> </ul>
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Ministry of Environment</li> </ul>
Control allocation of critical resources	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate restoration of utilities	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate recovery process	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Local Authority</li> </ul>
Update Emergency Management BC	<ul style="list-style-type: none"> <li>• All agencies/personnel through EOC</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Ambulances & medical supplies	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Mobile Public Address System	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Public Works</li> </ul>
Barricades	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Fire</li> <li>• Coast Guard</li> <li>• Private Agencies</li> </ul>
Watercrafts	<ul style="list-style-type: none"> <li>• Search &amp; Rescue</li> <li>• Ministry of Agriculture &amp; Lands</li> <li>• Utilities</li> </ul>
Decontamination Equipment	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Public Works, Industry</li> </ul>
Rescue Equipment	<ul style="list-style-type: none"> <li>• All Agencies</li> </ul>
Public service maintenance vehicles	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Local Private Contractors</li> </ul>
Towing	<ul style="list-style-type: none"> <li>• Police</li> <li>• Private Towing Contractors</li> </ul>
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Military</li> <li>• Medical Health Officer</li> </ul>

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## FIRE – WILDLAND / INTERFACE

### Possible Major Effects:

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Public health issues and concerns
- Mass outpatient care
- Mass hospitalization
- Overburdening of health care facilities and workers
- Shelter-In-Place of people and animals
- Evacuation and/or relocation of people and animals
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Shortage of water for firefighting capabilities
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Disruption of Travel (road, air and/or water)
- Disruption of Communications
- Disruption of Utilities (Power and Heat – long-term)
- Extensive damage to public and private property
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public

<b>Key Agency: Fire / BC Wildfire Service)</b>
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## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Utilities / Ministry of Environment</li> </ul>
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Deal with life threatening situations	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Ambulance</li> </ul>
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Assess health concerns & issues	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> </ul>
Activate Emergency Support Services	<ul style="list-style-type: none"> <li>• Emergency Support Services</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Police</li> <li>• Ambulance</li> </ul>
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Utility Companies</li> </ul>
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Establish crowd control	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> <li>• Coroner</li> </ul>
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> <li>• Police</li> <li>• SPCA</li> <li>• Ministry of Agriculture &amp; Lands</li> </ul>
Evacuate casualties	<ul style="list-style-type: none"> <li>• Police</li> <li>• Ambulance</li> </ul>
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> <li>• Ambulance</li> <li>• Healthcare facilities</li> </ul>
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> <li>• Police</li> <li>• Coroner</li> </ul>
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> <li>• Police</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

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<b>Potential Incident Site Actions</b>		<b>Agencies/Persons Responsible</b>
	Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Emergency Support Services (ESS)</li> </ul>
	Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> <li>• Emergency Support Services (ESS)</li> <li>• Ambulance</li> </ul>
	Establish direct communications with corporate owner	<ul style="list-style-type: none"> <li>• Police</li> </ul>
	Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> <li>• Coast Guard</li> <li>• Fire</li> <li>• Ministry of Environment</li> </ul>
	Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> <li>• Public Works and/or Engineering</li> <li>• Building Inspection</li> </ul>
	Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Police</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Emergency Program Coordinator</li> </ul>
Assess situation	<ul style="list-style-type: none"> <li>• EOC Operations Section</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• EOC Logistics Section</li> </ul>
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> <li>• EOC Information Officer</li> </ul>
Consider “Declaration of State of Local Emergency” and possible need for Provincial declaration	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Emergency Management BC</li> </ul>
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Ministry of Environment</li> </ul>
Control allocation of critical resources	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Establish donation management	<ul style="list-style-type: none"> <li>• EOC/ROC</li> </ul>
Coordinate restoration of utilities	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate restoration of essential services	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate recovery process	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Local Authority</li> </ul>
Update Emergency Management BC	<ul style="list-style-type: none"> <li>• All agencies/personnel through EOC</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Ambulances & medical supplies	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Mobile Public Address System	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Public Works</li> </ul>
Barricades	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Fire</li> <li>• Coast Guard</li> <li>• Private Agencies</li> </ul>
Refrigeration units	<ul style="list-style-type: none"> <li>• Private Agencies</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Public Transit</li> <li>• School Board</li> <li>• Private</li> <li>• Emergency Management BC</li> </ul>
Emergency Shelters	<ul style="list-style-type: none"> <li>• Rental</li> </ul>
Decontamination Equipment	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Public Works, Industry</li> </ul>
Rescue Equipment	<ul style="list-style-type: none"> <li>• All Agencies</li> </ul>
Public service maintenance vehicles	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Local Private Contractors</li> </ul>
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Local Industry &amp; Suppliers</li> </ul>
Critical infrastructure repairs	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Towing	<ul style="list-style-type: none"> <li>• Police</li> <li>• Private Towing Contractors</li> </ul>
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Military</li> <li>• Medical Health Officer</li> </ul>
Water storage containers	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>



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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## FLOOD INCIDENT

Flooding is defined as a flooding incident that extends over a large geographical region. A flood of this magnitude would normally expand outside the boundaries of a single response agency and its' mutual aid agreements, and normally requires a coordinated response from multiple agencies and/or jurisdictions.

### Possible Flooding Effects:

<b>Key Agency: Local /Authority Public Works / MoTI / MoE</b>
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- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Public health issues and concerns
- Evacuation and/or relocation of people and animals
- Drinking water and food shortages
- Incident sites unsafe or inaccessible to responders
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Extensive flooding
- Landslides, mudslides, tsunamis, seiches and/or sea surges
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Contamination of soil, water and/or shorelines affecting fish and animals
- Debris Removal
- Animal Carcass Removal
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)
- Overburdening of Information Systems
- Extensive damage to public and private property
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public
- Long-term infrastructure and community recovery

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Deal with life threatening situations	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Ambulance</li> </ul>
Assess health concerns & issues	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> </ul>
Activate Emergency Support Services	<ul style="list-style-type: none"> <li>• Emergency Support Services</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Determine extent of flooding	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Police</li> <li>• Ambulance</li> </ul>
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Utility Companies</li> </ul>
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> <li>• Coroner</li> </ul>
Clear catch basins and blocked ditches	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> <li>• Police</li> <li>• SPCA</li> <li>• Ministry of Agriculture &amp; Lands</li> </ul>
Evacuate casualties	<ul style="list-style-type: none"> <li>• Police</li> <li>• Ambulance</li> </ul>
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> <li>• Ambulance</li> <li>• Healthcare facilities</li> </ul>
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> <li>• Police</li> <li>• Coroner</li> </ul>
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Emergency Support Services (ESS)</li> </ul>
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> <li>• Emergency Support Services (ESS)</li> <li>• Ambulance</li> </ul>

## **PORT HARDY EOC OPERATIONAL GUIDELINES**

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<b>Potential Incident Site Actions</b>		<b>Agencies/Persons Responsible</b>
	Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"><li>• Coast Guard</li><li>• Fire</li><li>• Ministry of Environment</li></ul>
	Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"><li>• Public Works and/or Engineering</li><li>• Building Inspection</li></ul>
	Eliminate or isolate contaminated water source	<ul style="list-style-type: none"><li>• Public Works</li><li>• Police</li></ul>
	Assess alternate sewer services	<ul style="list-style-type: none"><li>• Public Works</li></ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Emergency Program Coordinator</li> </ul>
Assess situation	<ul style="list-style-type: none"> <li>• EOC Operations Section</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• EOC Logistics Section</li> </ul>
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> <li>• EOC Information Officer</li> </ul>
Consider “Declaration of State of Local Emergency” and possible need for Provincial declaration	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Emergency Management BC</li> </ul>
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Ministry of Environment</li> </ul>
Control allocation of critical resources	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Establish donation management	<ul style="list-style-type: none"> <li>• EOC/ROC</li> </ul>
Coordinate restoration of utilities	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate restoration of essential services	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate recovery process	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Local Authority</li> </ul>
Update Emergency Management BC	<ul style="list-style-type: none"> <li>• All agencies/personnel through EOC</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Ambulances & medical supplies	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Mobile Public Address System	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Public Works</li> </ul>
Barricades	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Fire</li> <li>• Coast Guard</li> <li>• Private Agencies</li> </ul>
Refrigeration units	<ul style="list-style-type: none"> <li>• Private Agencies</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Public Transit</li> <li>• School Board</li> <li>• Private</li> <li>• Emergency Management BC</li> </ul>
Emergency Shelters	<ul style="list-style-type: none"> <li>• Rental</li> </ul>
Watercrafts	<ul style="list-style-type: none"> <li>• Search &amp; Rescue</li> <li>• Ministry of Agriculture &amp; Lands</li> <li>• Utilities</li> </ul>
Decontamination Equipment	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Public Works, Industry</li> </ul>
Rescue Equipment	<ul style="list-style-type: none"> <li>• All Agencies</li> </ul>
Public service maintenance vehicles	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Local Private Contractors</li> </ul>
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Local Industry &amp; Suppliers</li> </ul>
Critical infrastructure repairs	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Towing	<ul style="list-style-type: none"> <li>• Police</li> <li>• Private Towing Contractors</li> </ul>
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Military</li> <li>• Medical Health Officer</li> </ul>
Water storage containers	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>

# PORT HARDY EOC OPERATIONAL GUIDELINES

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# PORT HARDY EOC OPERATIONAL GUIDELINES

## FLOOD ACTION LIST

FLOODING COMPLAINT  
(telephone call to Local Government)  
"I have flooding..."

### Level 2 - 4 Flooding

- large geographical region or multiple jurisdictions
- evacuations
- casualties / deaths
- property damage

### Level 1 Flooding

- small geographical area
- single jurisdiction
- property damage

Determine Level  
of Flooding?

Emergency  
Program  
Coordinator

- Creeks
- Rivers
- Bank Erosion

Source of  
Flooding?

- Ditches
- Backyards
- Roads

**Ministry of Environment**  
(Water, Land & Air Protection Programs)  
751-3100  
(8:30 – 4:30 M-F)

**Emergency Management BC (EMBC)**  
1-800-663-3456

**(EOC Activated)**

**Ministry of Environment**  
(Water, Land & Air Protection Programs)  
250-751-3100  
(8:30 – 4:30 M-F)

**Emergency Management BC (EMBC)**  
1-800-663-3456

**Emergency Program Coordinator**  
Phone: 250-902-9002

**District of Port Hardy**  
Phone: 250-949-7779  
Fax: 250-949-7465

**EMERGENCY AFTER HOURS**  
Public Works: 250-949-1524  
Utilities: 250-902-9944

**Mainroad North Island Contracting**  
1 877 215-7122  
Courtenay Area Office  
1-250 334-6951

# PORT HARDY EOC OPERATIONAL GUIDELINES

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## LANDSLIDE

*Landslide is defined as a landslide incident that affects a number of properties and buildings over a large geographical region. A landslide of this magnitude would normally require resources of more than a single response agency, and normally requires a coordinated response from multiple agencies and jurisdictions.*

### Possible Major Effects:

<b>Key Agency: Local Authority / Public Works / MoTI / MoE</b>
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- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Public health issues and concerns
- Convergence
- Evacuation and/or relocation of people and animals
- Drinking water and food shortages
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Landslides, mudslides, tsunamis, seiches and/or sea surges
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Debris Removal
- Animal Carcass Removal
- Disruption of Travel (road, air and/or water)
- Damaged/collapsed structures (dwellings, fuel storage tanks, industrial)
- Extensive damage to public and private property
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public
- Long-term infrastructure and community recovery

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Utilities / Ministry of Environment</li> </ul>
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Deal with life threatening situations	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Ambulance</li> </ul>
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Assess health concerns & issues	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> </ul>
Activate Emergency Support Services	<ul style="list-style-type: none"> <li>• Emergency Support Services</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Police</li> <li>• Ambulance</li> </ul>
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Utility Companies</li> </ul>
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Establish crowd control	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> <li>• Coroner</li> </ul>
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> <li>• Police</li> <li>• SPCA</li> <li>• Ministry of Agriculture &amp; Lands</li> </ul>
Evacuate casualties	<ul style="list-style-type: none"> <li>• Police</li> <li>• Ambulance</li> </ul>
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> <li>• Ambulance</li> <li>• Healthcare facilities</li> </ul>
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> <li>• Police</li> <li>• Coroner</li> </ul>
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> <li>• Police</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

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<b>Potential Incident Site Actions</b>		<b>Agencies/Persons Responsible</b>
	Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Emergency Support Services (ESS)</li> </ul>
	Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> <li>• Emergency Support Services (ESS)</li> <li>• Ambulance</li> </ul>
	Establish direct communications with corporate owner	<ul style="list-style-type: none"> <li>• Police</li> </ul>
	Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> <li>• Coast Guard</li> <li>• Fire</li> <li>• Ministry of Environment</li> </ul>
	Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> <li>• Public Works and/or Engineering</li> <li>• Building Inspection</li> </ul>
	Determine water interruption cause and effect	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Police</li> </ul>
	Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Police</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Emergency Program Coordinator</li> </ul>
Assess situation	<ul style="list-style-type: none"> <li>• EOC Operations Section</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• EOC Logistics Section</li> </ul>
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> <li>• EOC Information Officer</li> </ul>
Consider “Declaration of State of Local Emergency” and possible need for Provincial declaration	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Emergency Management BC</li> </ul>
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Ministry of Environment</li> </ul>
Control allocation of critical resources	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Establish donation management	<ul style="list-style-type: none"> <li>• EOC/ROC</li> </ul>
Coordinate restoration of utilities	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate restoration of essential services	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate recovery process	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Local Authority</li> </ul>
Update Emergency Management BC	<ul style="list-style-type: none"> <li>• All agencies/personnel through EOC</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Ambulances & medical supplies	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Mobile Public Address System	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Public Works</li> </ul>
Barricades	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Fire</li> <li>• Coast Guard</li> <li>• Private Agencies</li> </ul>
Refrigeration units	<ul style="list-style-type: none"> <li>• Private Agencies</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Public Transit</li> <li>• School Board</li> <li>• Private</li> <li>• Emergency Management BC</li> </ul>
Emergency Shelters	<ul style="list-style-type: none"> <li>• Rental</li> </ul>
Decontamination Equipment	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Public Works, Industry</li> </ul>
Rescue Equipment	<ul style="list-style-type: none"> <li>• All Agencies</li> </ul>
Public service maintenance vehicles	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Local Private Contractors</li> </ul>
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Local Industry &amp; Suppliers</li> </ul>
Critical infrastructure repairs	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Towing	<ul style="list-style-type: none"> <li>• Police</li> <li>• Private Towing Contractors</li> </ul>
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Military</li> <li>• Medical Health Officer</li> </ul>
Water storage containers	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>

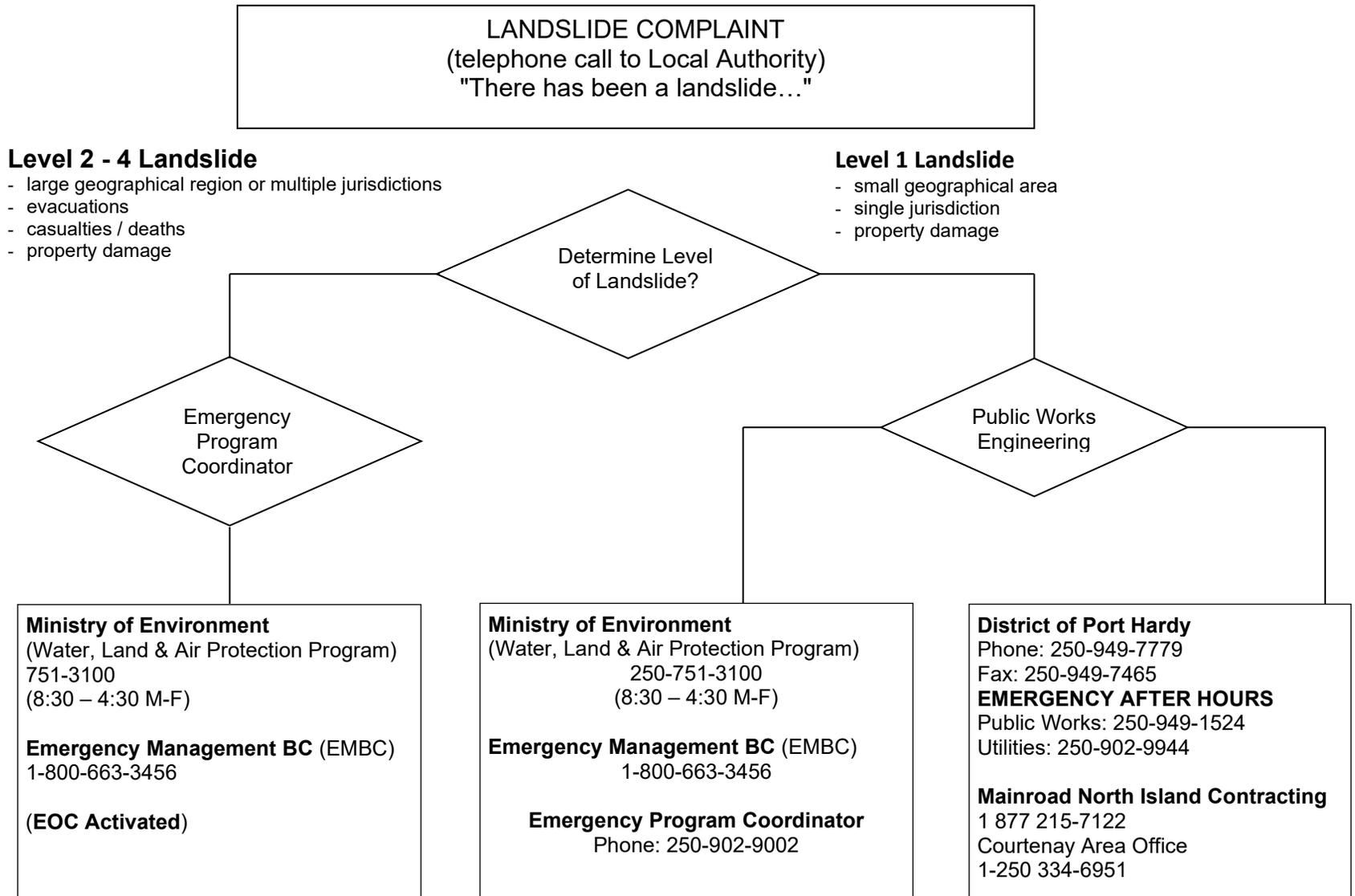
**PORT HARDY EOC OPERATIONAL GUIDELINES**

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# PORT HARDY EOC OPERATIONAL GUIDELINES

## LANDSLIDE ACTION LIST



## PORT HARDY EOC OPERATIONAL GUIDELINES

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# PORT HARDY EOC OPERATIONAL GUIDELINES

## MARINE INCIDENT

### Possible Major Effects:

- |   |                                      |
|---|--------------------------------------|
| <input type="checkbox"/> Casualties<br><input type="checkbox"/> Deaths<br><input type="checkbox"/> Trapped, stranded and/or missing people<br><input type="checkbox"/> Public health issues and concerns<br><input type="checkbox"/> Evacuation and/or relocation of people and animals<br><input type="checkbox"/> Explosions and/or fire hazards<br><input type="checkbox"/> Incident sites unsafe or inaccessible to responders<br><input type="checkbox"/> Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste<br><input type="checkbox"/> Decontamination issues<br><input type="checkbox"/> Contamination of soil, water and/or shorelines affecting fish and animals<br><input type="checkbox"/> Jurisdictional issues (Foreign vessels need customs & immigration)<br><input type="checkbox"/> Disruption and economic effect on government, business and/or public | <b>Key Agency: Coast Guard / MoE</b> |
|---|--------------------------------------|

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Utilities / Ministry of Environment</li> </ul>
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Deal with life threatening situations	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Ambulance</li> </ul>
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Assess health concerns & issues	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> </ul>
Activate Emergency Support Services	<ul style="list-style-type: none"> <li>• Emergency Support Services</li> </ul>
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Police</li> <li>• Ambulance</li> </ul>

Potential Incident Site Actions	Agencies/Persons Responsible
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## PORT HARDY EOC OPERATIONAL GUIDELINES

Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> <li>• Coroner</li> </ul>
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> <li>• Police</li> <li>• SPCA</li> <li>• Ministry of Agriculture &amp; Lands</li> </ul>
Evacuate casualties	<ul style="list-style-type: none"> <li>• Police</li> <li>• Ambulance</li> </ul>
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> <li>• Ambulance</li> <li>• Healthcare facilities</li> </ul>
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> <li>• Police</li> <li>• Coroner</li> </ul>
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Emergency Support Services (ESS)</li> </ul>
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> <li>• Emergency Support Services (ESS)</li> <li>• Ambulance</li> </ul>
Establish direct communications with corporate owner	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Determine type of product and quantity spilled and possible effects	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Coast Guard</li> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Police</li> </ul>
Determine availability of Spiller to undertake clean-up	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> </ul>
Contain spill, protect environment, sewer and drainage systems	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Spiller</li> </ul>
Dispose of recovered materials and debris	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Spiller</li> </ul>
Restore spill site	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Spiller</li> </ul>
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> <li>• Coast Guard</li> <li>• Fire</li> <li>• Ministry of Environment</li> </ul>
Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Police</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Emergency Program Coordinator</li> </ul>
Assess situation	<ul style="list-style-type: none"> <li>• EOC Operations Section</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• EOC Logistics Section</li> </ul>
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> <li>• EOC Information Officer</li> </ul>
Consider “Declaration of State of Local Emergency” and possible need for Provincial declaration	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Emergency Management BC</li> </ul>
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Ministry of Environment</li> </ul>
Control allocation of critical resources	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate recovery process	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Local Authority</li> </ul>
Update Emergency Management BC	<ul style="list-style-type: none"> <li>• All agencies/personnel through EOC</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Ambulances & medical supplies	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Mobile Public Address System	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Public Works</li> </ul>
Barricades	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Fire</li> <li>• Coast Guard</li> <li>• Private Agencies</li> </ul>
Refrigeration units	<ul style="list-style-type: none"> <li>• Private Agencies</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Public Transit</li> <li>• School Board</li> <li>• Private</li> <li>• Emergency Management BC</li> </ul>
Emergency Shelters	<ul style="list-style-type: none"> <li>• Rental</li> </ul>
Watercrafts	<ul style="list-style-type: none"> <li>• Search &amp; Rescue</li> <li>• Ministry of Agriculture &amp; Lands</li> <li>• Utilities</li> </ul>
Decontamination Equipment	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Public Works, Industry</li> </ul>
Rescue Equipment	<ul style="list-style-type: none"> <li>• All Agencies</li> </ul>
Public service maintenance vehicles	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Local Private Contractors</li> </ul>
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Local Industry &amp; Suppliers</li> </ul>
Critical infrastructure repairs	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Towing	<ul style="list-style-type: none"> <li>• Police</li> <li>• Private Towing Contractors</li> </ul>
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Military</li> <li>• Medical Health Officer</li> </ul>
Water storage containers	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## NUCLEAR EMERGENCY RESPONSE (CFMETR)

### Possible Major Effects:

Key Agency: CFMETR / NERT
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- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Infected and/or seriously ill populations
- Mass outpatient care
- Mass hospitalization
- Overburdening of health care facilities and workers
- Public health issues and concerns
- Shelter-In-Place of people and animals
- Evacuation and/or relocation of people and animals
- Drinking water and food shortages
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Contamination of soil, water and/or shorelines affecting fish and animals
- Animal Carcass Removal
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)
- Overburdening of Information Systems
- Extensive damage to public and private property
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public
- Long-term infrastructure and community recovery

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Activate Nuclear Emergency Response Plan	<ul style="list-style-type: none"> <li>• CFMETR</li> </ul>
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Utilities / Ministry of Environment</li> </ul>
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Deal with life threatening situations	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Ambulance</li> </ul>
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Assess health concerns & issues	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> </ul>
Activate Emergency Support Services	<ul style="list-style-type: none"> <li>• Emergency Support Services</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Utility Companies</li> </ul>
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> <li>• Coroner</li> </ul>
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> <li>• Police</li> <li>• SPCA</li> <li>• Ministry of Agriculture &amp; Lands</li> </ul>
Evacuate casualties	<ul style="list-style-type: none"> <li>• Police</li> <li>• Ambulance</li> </ul>
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> <li>• Ambulance</li> <li>• Healthcare facilities</li> </ul>
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> <li>• Police</li> <li>• Coroner</li> </ul>
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Emergency Support Services (ESS)</li> </ul>

Potential Incident Site Actions	Agencies/Persons Responsible
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## **PORT HARDY EOC OPERATIONAL GUIDELINES**

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Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"><li>• Emergency Support Services (ESS)</li><li>• Ambulance</li></ul>
Establish direct communications with corporate owner	<ul style="list-style-type: none"><li>• Police</li></ul>
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"><li>• Coast Guard</li><li>• Fire</li><li>• Ministry of Environment</li></ul>
Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"><li>• Public Works and/or Engineering</li><li>• Building Inspection</li></ul>
Eliminate or isolate contaminated water source	<ul style="list-style-type: none"><li>• Public Works</li><li>• Police</li></ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Emergency Program Coordinator</li> </ul>
Assess situation	<ul style="list-style-type: none"> <li>• EOC Operations Section</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• EOC Logistics Section</li> </ul>
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> <li>• EOC Information Officer</li> </ul>
Consider “Declaration of State of Local Emergency” and possible need for Provincial declaration	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Emergency Management BC</li> </ul>
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Ministry of Environment</li> </ul>
Control allocation of critical resources	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate restoration of utilities	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate restoration of essential services	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate recovery process	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Local Authority</li> </ul>
Update Emergency Management BC	<ul style="list-style-type: none"> <li>• All agencies/personnel through EOC</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Ambulances & medical supplies	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Mobile Public Address System	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Public Works</li> </ul>
Barricades	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Fire</li> <li>• Coast Guard</li> <li>• Private Agencies</li> </ul>
Refrigeration units	<ul style="list-style-type: none"> <li>• Private Agencies</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Public Transit</li> <li>• School Board</li> <li>• Private</li> <li>• Emergency Management BC</li> </ul>
Decontamination Equipment	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Public Works, Industry</li> </ul>
Rescue Equipment	<ul style="list-style-type: none"> <li>• All Agencies</li> </ul>
Public service maintenance vehicles	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Local Private Contractors</li> </ul>
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Local Industry &amp; Suppliers</li> </ul>
Critical infrastructure repairs	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Towing	<ul style="list-style-type: none"> <li>• Police</li> <li>• Private Towing Contractors</li> </ul>
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Military</li> <li>• Medical Health Officer</li> </ul>
Water storage containers	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>

# PORT HARDY EOC OPERATIONAL GUIDELINES

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## PANDEMIC/DISEASE OUTBREAK EVENT

**Possible Major Effects:**

- Deaths
- Infected and/or seriously ill populations
- Mass outpatient care
- Mass hospitalization
- Overburdening of health care facilities and workers
- Public health issues and concerns
- Shelter-In-Place of people and animals
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)
- Disruption of Communications
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public

**Key Agency: VIHA (MHO) / [Powell River-VCH (MHO)]**

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Assess health concerns & issues	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> </ul>
Identification of potential outbreak	<ul style="list-style-type: none"> <li>• Health Authorities</li> <li>• Centre for Disease Control</li> </ul>
Identification of disease or specific strain	<ul style="list-style-type: none"> <li>• Health Authorities</li> <li>• Centre for Disease Control</li> </ul>
Declaration of disease outbreak	<ul style="list-style-type: none"> <li>• Health Authorities</li> </ul>
Implement response systems	<ul style="list-style-type: none"> <li>• Health Authorities</li> </ul>
Inventory available medical stocks	<ul style="list-style-type: none"> <li>• Health Authorities</li> </ul>
Conduct mass immunization clinics	<ul style="list-style-type: none"> <li>• Health Authorities</li> <li>• Local Clinics</li> </ul>
Provide health care	<ul style="list-style-type: none"> <li>• Health Authorities</li> <li>• Local Clinics</li> <li>• Local Hospitals</li> </ul>
Monitor worker health and medical problems	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> <li>• Health Authorities</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions		Agencies/Persons Responsible
	Escalation of event	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> <li>• Health Authorities</li> <li>• PREOC/PECC/CCG</li> </ul>
	Monitor water, radiological, toxicological and sewage disposal services	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> <li>• Health Authorities</li> </ul>
	Monitor and provide expertise in handling, evacuation, care and disposal of animals	<ul style="list-style-type: none"> <li>• Ministry of Agriculture &amp; Lands</li> <li>• SPCA</li> </ul>
	Provide disease forecasts and bulletins	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> <li>• Centre for Disease Control</li> </ul>
	Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> <li>• Police</li> <li>• Coroner</li> </ul>
	Enforce quarantine and/or evacuation orders	<ul style="list-style-type: none"> <li>• Police</li> </ul>
	Activate Emergency Support Services	<ul style="list-style-type: none"> <li>• Emergency Support Services</li> </ul>
	Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Emergency Support Services (ESS)</li> </ul>
	Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> <li>• Emergency Support Services (ESS)</li> <li>• Ambulance</li> </ul>
	Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> <li>• Coast Guard</li> <li>• Fire</li> <li>• Ministry of Environment</li> </ul>
	Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Police</li> </ul>
	Assess alternate sewer services	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Emergency Program Coordinator</li> </ul>
Assess situation	<ul style="list-style-type: none"> <li>• EOC Operations Section</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• EOC Logistics Section</li> </ul>
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> <li>• EOC Information Officer</li> </ul>
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Control allocation of critical resources	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate restoration of utilities	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate restoration of essential services	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate recovery process	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Local Authority</li> </ul>
Update Emergency Management BC	<ul style="list-style-type: none"> <li>• All agencies/personnel through EOC</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Emergency Facilities	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> <li>• Emergency Support Services (ESS)</li> </ul>
Ambulances & medical supplies	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Mobile Public Address System	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Public Works</li> </ul>
Barricades	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Communications	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Disposable gowns (non-sterile, impermeable, disposable) Primary Sites – 100 Secondary Sites – 10	<ul style="list-style-type: none"> <li>• Health Authority</li> <li>• Local Authority</li> </ul>
Face shields Primary Sites – 100 Secondary Sites – 10	<ul style="list-style-type: none"> <li>• Health Authority</li> <li>• Local Authority</li> </ul>
N 95 Face Masks Primary Sites – 100 Secondary Sites – 10	<ul style="list-style-type: none"> <li>• Health Authority</li> <li>• Local Authority</li> </ul>
Surgical masks with ties Primary Sites – 100 Secondary Sites – 10	<ul style="list-style-type: none"> <li>• Health Authority</li> <li>• Local Authority</li> </ul>
Gloves, disposable, slightly powdered or non-powdered, non-sterile, non-latex, LARGE Primary Sites – 100 Secondary Sites – 5 pairs	<ul style="list-style-type: none"> <li>• Health Authority</li> <li>• Local Authority</li> </ul>
Gloves, disposable, slightly powdered or non-powdered, non-sterile, non-latex, MEDIUM Primary Sites – 100 Secondary Sites – 5 pairs	<ul style="list-style-type: none"> <li>• Health Authority</li> <li>• Local Authority</li> </ul>
Hand antiseptic gel isopropyl alcohol based Primary Sites – 24 Secondary Sites – 5	<ul style="list-style-type: none"> <li>• Health Authority</li> <li>• Local Authority</li> </ul>
Disinfecting surface wipes (60/tub) Primary Sites – 2 Secondary Sites – 1	<ul style="list-style-type: none"> <li>• Health Authority</li> <li>• Local Authority</li> </ul>
Disposable thermometers, individually wrapped Primary Sites – 100 Secondary Sites – 10	<ul style="list-style-type: none"> <li>• Health Authority</li> <li>• Local Authority</li> </ul>

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## POWER INTERRUPTION

### Possible Major Effects:

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Public health issues and concerns
- Shelter-In-Place of people and animals
- Evacuation and/or relocation of people and animals
- Drinking water and food shortages
- Incident sites unsafe or inaccessible to responders
- Shortage of water for firefighting capabilities
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)
- Disruption of Communications
- Disruption of Utilities (Power and Heat – long-term)
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public

<b>Key Agency: Local Authority / Public Works / BC Hydro</b>
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## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Deal with life threatening situations	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Ambulance</li> </ul>
Assess health concerns & issues	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> </ul>
Activate Emergency Support Services	<ul style="list-style-type: none"> <li>• Emergency Support Services</li> </ul>
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Utility Companies</li> </ul>
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Emergency Support Services (ESS)</li> </ul>
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> <li>• Emergency Support Services (ESS)</li> <li>• Ambulance</li> </ul>
Establish direct communications with corporate owner	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> <li>• Coast Guard</li> <li>• Fire</li> <li>• Ministry of Environment</li> </ul>
Assess alternate sewer services	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Emergency Program Coordinator</li> </ul>
Assess situation	<ul style="list-style-type: none"> <li>• EOC Operations Section</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• EOC Logistics Section</li> </ul>
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> <li>• EOC Information Officer</li> </ul>
Consider “Declaration of State of Local Emergency” and possible need for Provincial declaration	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Emergency Management BC</li> </ul>
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Assess water supply & establish alternate supply	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Ministry of Environment</li> </ul>
Control allocation of critical resources	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate restoration of utilities	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate restoration of essential services	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate recovery process	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Local Authority</li> </ul>
Update Emergency Management BC	<ul style="list-style-type: none"> <li>• All agencies/personnel through EOC</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

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Equipment	Potential Source
Ambulances & medical supplies	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Mobile Public Address System	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Public Works</li> </ul>
Barricades	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Refrigeration units	<ul style="list-style-type: none"> <li>• Private Agencies</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Public Transit</li> <li>• School Board</li> <li>• Private</li> <li>• Emergency Management BC</li> </ul>
Emergency Shelters	<ul style="list-style-type: none"> <li>• Rental</li> </ul>
Public service maintenance vehicles	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Local Private Contractors</li> </ul>
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Local Industry &amp; Suppliers</li> </ul>
Water storage containers	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## SNOWSTORM

<b>Key Agency: Local Authority Public Works / MOTI</b>
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### Possible Major Effects:

- Trapped, stranded and/or missing people
- Public health issues and concerns
- Shelter-In-Place of people and animals
- Drinking water and food shortages
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)
- Disruption of Communications
- Disruption of Utilities (Power and Heat – long-term)
- Damaged/collapsed structures (dwellings, fuel storage tanks, industrial)
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Deal with life threatening situations	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Ambulance</li> </ul>
Assess health concerns & issues	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> </ul>
Activate Emergency Support Services	<ul style="list-style-type: none"> <li>• Emergency Support Services</li> </ul>
Assess water supply & establish alternate supply	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Police</li> <li>• Ambulance</li> </ul>
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Utility Companies</li> </ul>
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> <li>• Coroner</li> </ul>
Clear catch basins and blocked ditches	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Snow Removal	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Emergency Support Services (ESS)</li> </ul>
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> <li>• Emergency Support Services (ESS)</li> <li>• Ambulance</li> </ul>
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> <li>• Coast Guard</li> <li>• Fire</li> <li>• Ministry of Environment</li> </ul>
Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> <li>• Public Works and/or Engineering</li> <li>• Building Inspection</li> </ul>
Assess alternate sewer services	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Emergency Program Coordinator</li> </ul>
Assess situation	<ul style="list-style-type: none"> <li>• EOC Operations Section</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• EOC Logistics Section</li> </ul>
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> <li>• EOC Information Officer</li> </ul>
Consider “Declaration of State of Local Emergency” and possible need for Provincial declaration	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Emergency Management BC</li> </ul>
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Assess water supply & establish alternate supply	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Ministry of Environment</li> </ul>
Control allocation of critical resources	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate restoration of utilities	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate restoration of essential services	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate recovery process	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Local Authority</li> </ul>
Update Emergency Management BC	<ul style="list-style-type: none"> <li>• All agencies/personnel through EOC</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

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Equipment	Potential Source
Ambulances & medical supplies	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Mobile Public Address System	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Public Works</li> </ul>
Refrigeration units	<ul style="list-style-type: none"> <li>• Private Agencies</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Public Transit</li> <li>• School Board</li> <li>• Private</li> <li>• Emergency Management BC</li> </ul>
Emergency Shelters	<ul style="list-style-type: none"> <li>• Rental</li> </ul>
Rescue Equipment	<ul style="list-style-type: none"> <li>• All Agencies</li> </ul>
Public service maintenance vehicles	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Local Private Contractors</li> </ul>
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Local Industry &amp; Suppliers</li> </ul>
Critical infrastructure repairs	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Towing	<ul style="list-style-type: none"> <li>• Police</li> <li>• Private Towing Contractors</li> </ul>
Water storage containers	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>

## TERRORISM

Defined in Section 2(c) of the Canadian Security Intelligence Security Act as: “Acts within or relating to Canada directed toward or in support of the threat of acts or serious violence against persons or property for the purpose of achieving a political objective within Canada or a foreign state”.

**Key Agency: RCMP**

### Most Common Targets:

1. Government buildings
2. Transportation facilities, including mass transit
3. Political figures and leaders
4. Military installations
5. Nuclear facilities
6. Churches and other facilities of religious significance
7. Popular or symbolic landmarks
8. Public Utilities including part lines, pipelines, etc
9. Emergency Services
10. Regional, municipal, provincial & federal infrastructure (roads, bridges, sewers, etc).
11. Agriculture
12. Manufacturing

### Possible Major Effects:

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Infected and/or seriously ill populations
- Mass outpatient care
- Mass hospitalization
- Overburdening of health care facilities and workers
- Public health issues and concerns
- Convergence
- Shelter-In-Place of people and animals
- Evacuation and/or relocation of people and animals

## PORT HARDY EOC OPERATIONAL GUIDELINES

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- Drinking water and food shortages
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Shortage of water for firefighting capabilities
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Contamination of soil, water and/or shorelines affecting fish and animals
- Debris Removal
- Animal Carcass Removal
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)
- Disruption of Communications
- Overburdening of Information Systems
- Disruption of Utilities (Power and Heat – long-term)
- Damaged/collapsed structures (dwellings, fuel storage tanks, industrial)
- Extensive damage to public and private property
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public
- Long-term infrastructure and community recovery

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Utilities / Ministry of Environment</li> </ul>
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Deal with life threatening situations	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Ambulance</li> </ul>
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Assess health concerns & issues	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> </ul>
Activate Emergency Support Services	<ul style="list-style-type: none"> <li>• Emergency Support Services</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Police</li> <li>• Ambulance</li> </ul>
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Utility Companies</li> </ul>
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Establish crowd control	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> <li>• Coroner</li> </ul>
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> <li>• Police</li> <li>• SPCA</li> <li>• Ministry of Agriculture &amp; Lands</li> </ul>
Evacuate casualties	<ul style="list-style-type: none"> <li>• Police</li> <li>• Ambulance</li> </ul>
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> <li>• Ambulance</li> <li>• Healthcare facilities</li> </ul>
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> <li>• Police</li> <li>• Coroner</li> </ul>
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> <li>• Police</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

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<b>Potential Incident Site Actions</b>		<b>Agencies/Persons Responsible</b>
	Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Emergency Support Services (ESS)</li> </ul>
	Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> <li>• Emergency Support Services (ESS)</li> <li>• Ambulance</li> </ul>
	Establish direct communications with corporate owner	<ul style="list-style-type: none"> <li>• Police</li> </ul>
	Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> <li>• Coast Guard</li> <li>• Fire</li> <li>• Ministry of Environment</li> </ul>
	Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> <li>• Public Works and/or Engineering</li> <li>• Building Inspection</li> </ul>
	Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Police</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Emergency Program Coordinator</li> </ul>
Assess situation	<ul style="list-style-type: none"> <li>• EOC Operations Section</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• EOC Logistics Section</li> </ul>
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> <li>• EOC Information Officer</li> </ul>
Consider “Declaration of State of Local Emergency” and possible need for Provincial declaration	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Emergency Management BC</li> </ul>
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Ministry of Environment</li> </ul>
Control allocation of critical resources	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Establish donation management	<ul style="list-style-type: none"> <li>• EOC/ROC</li> </ul>
Coordinate restoration of utilities	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate restoration of essential services	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate recovery process	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Local Authority</li> </ul>
Update Emergency Management BC	<ul style="list-style-type: none"> <li>• All agencies/personnel through EOC</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Ambulances & medical supplies	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Mobile Public Address System	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Public Works</li> </ul>
Barricades	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Fire</li> <li>• Coast Guard</li> <li>• Private Agencies</li> </ul>
Refrigeration units	<ul style="list-style-type: none"> <li>• Private Agencies</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Public Transit</li> <li>• School Board</li> <li>• Private</li> <li>• Emergency Management BC</li> </ul>
Emergency Shelters	<ul style="list-style-type: none"> <li>• Rental</li> </ul>
Watercrafts	<ul style="list-style-type: none"> <li>• Search &amp; Rescue</li> <li>• Ministry of Agriculture &amp; Lands</li> <li>• Utilities</li> </ul>
Decontamination Equipment	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Public Works, Industry</li> </ul>
Rescue Equipment	<ul style="list-style-type: none"> <li>• All Agencies</li> </ul>
Public service maintenance vehicles	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Local Private Contractors</li> </ul>
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Local Industry &amp; Suppliers</li> </ul>
Critical infrastructure repairs	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Towing	<ul style="list-style-type: none"> <li>• Police</li> <li>• Private Towing Contractors</li> </ul>
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Military</li> <li>• Medical Health Officer</li> </ul>
Water storage containers	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## TRANSPORTATION DISASTER

### Possible Major Effects:

Key Agency: Fire / Police
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- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Public health issues and concerns
- Convergence
- Shelter-In-Place of people and animals
- Evacuation and/or relocation of people and animals
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Contamination of soil, water and/or shorelines affecting fish and animals
- Debris Removal
- Disruption of Travel (road, air and/or water)
- Damaged/collapsed structures (dwellings, fuel storage tanks, industrial)
- Extensive damage to public and private property
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public
- Long-term infrastructure and community recovery

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Utilities / Ministry of Environment</li> </ul>
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Deal with life threatening situations	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Ambulance</li> </ul>
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Assess health concerns & issues	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> </ul>
Activate Emergency Support Services	<ul style="list-style-type: none"> <li>• Emergency Support Services</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Police</li> <li>• Ambulance</li> </ul>
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Utility Companies</li> </ul>
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Establish crowd control	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> <li>• Coroner</li> </ul>
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> <li>• Police</li> <li>• SPCA</li> <li>• Ministry of Agriculture &amp; Lands</li> </ul>
Evacuate casualties	<ul style="list-style-type: none"> <li>• Police</li> <li>• Ambulance</li> </ul>
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> <li>• Ambulance</li> <li>• Healthcare facilities</li> </ul>
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> <li>• Police</li> <li>• Coroner</li> </ul>
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> <li>• Police</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

<b>Potential Incident Site Actions</b>		<b>Agencies/Persons Responsible</b>
	Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Emergency Support Services (ESS)</li> </ul>
	Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> <li>• Emergency Support Services (ESS)</li> <li>• Ambulance</li> </ul>
	Establish direct communications with corporate owner	<ul style="list-style-type: none"> <li>• Police</li> </ul>
	Determine type of product and quantity spilled and possible effects	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Coast Guard</li> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Police</li> </ul>
	Determine availability of Spiller to undertake clean-up	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> </ul>
	Contain spill, protect environment, sewer and drainage systems	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Spiller</li> </ul>
	Dispose of recovered materials and debris	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Spiller</li> </ul>
	Restore spill site	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Spiller</li> </ul>
	Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> <li>• Coast Guard</li> <li>• Fire</li> <li>• Ministry of Environment</li> </ul>
	Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> <li>• Public Works and/or Engineering</li> <li>• Building Inspection</li> </ul>
	Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Police</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Emergency Program Coordinator</li> </ul>
Assess situation	<ul style="list-style-type: none"> <li>• EOC Operations Section</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• EOC Logistics Section</li> </ul>
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> <li>• EOC Information Officer</li> </ul>
Consider “Declaration of State of Local Emergency” and possible need for Provincial declaration	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Emergency Management BC</li> </ul>
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Ministry of Environment</li> </ul>
Control allocation of critical resources	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Establish donation management	<ul style="list-style-type: none"> <li>• EOC/ROC</li> </ul>
Coordinate restoration of utilities	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate restoration of essential services	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate recovery process	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Local Authority</li> </ul>
Update Emergency Management BC	<ul style="list-style-type: none"> <li>• All agencies/personnel through EOC</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Ambulances & medical supplies	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Mobile Public Address System	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Public Works</li> </ul>
Barricades	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Fire</li> <li>• Coast Guard</li> <li>• Private Agencies</li> </ul>
Refrigeration units	<ul style="list-style-type: none"> <li>• Private Agencies</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Public Transit</li> <li>• School Board</li> <li>• Private</li> <li>• Emergency Management BC</li> </ul>
Emergency Shelters	<ul style="list-style-type: none"> <li>• Rental</li> </ul>
Decontamination Equipment	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Public Works, Industry</li> </ul>
Rescue Equipment	<ul style="list-style-type: none"> <li>• All Agencies</li> </ul>
Public service maintenance vehicles	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Local Private Contractors</li> </ul>
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Local Industry &amp; Suppliers</li> </ul>
Critical infrastructure repairs	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Towing	<ul style="list-style-type: none"> <li>• Police</li> <li>• Private Towing Contractors</li> </ul>
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Military</li> <li>• Medical Health Officer</li> </ul>
Water storage containers	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>

# PORT HARDY EOC OPERATIONAL GUIDELINES

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## TSUNAMI

### Possible Major Effects:

<b>Key Agency: Local Authority / Public Works</b>
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- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Mass outpatient care
- Mass hospitalization
- Overburdening of health care facilities and workers
- Public health issues and concerns
- Evacuation and/or relocation of people and animals
- Drinking water and food shortages
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Shortage of water for firefighting capabilities
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Extensive flooding
- Landslides, mudslides, tsunamis, seiches and/or sea surges
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Contamination of soil, water and/or shorelines affecting fish and animals
- Debris Removal
- Animal Carcass Removal
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)
- Disruption of Communications
- Overburdening of Information Systems
- Disruption of Utilities (Power and Heat – long-term)
- Damaged/collapsed structures (dwellings, fuel storage tanks, industrial)

## PORT HARDY EOC OPERATIONAL GUIDELINES

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- Extensive damage to public and private property
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public
- Long-term infrastructure and community recovery

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Activate tsunami warning system	<ul style="list-style-type: none"> <li>• Incident Command</li> <li>• Local Government Representative</li> </ul>
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Utilities / Ministry of Environment</li> </ul>
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Deal with life threatening situations	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Ambulance</li> </ul>
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Assess health concerns & issues	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> </ul>
Activate Emergency Support Services	<ul style="list-style-type: none"> <li>• Emergency Support Services</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Determine extent of flooding	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Police</li> <li>• Ambulance</li> </ul>
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Utility Companies</li> </ul>
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> <li>• Coroner</li> </ul>
Clear catch basins and blocked ditches	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> <li>• Police</li> <li>• SPCA</li> <li>• Ministry of Agriculture &amp; Lands</li> </ul>
Evacuate casualties	<ul style="list-style-type: none"> <li>• Police</li> <li>• Ambulance</li> </ul>
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> <li>• Ambulance</li> <li>• Healthcare facilities</li> </ul>
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> <li>• Police</li> <li>• Coroner</li> </ul>
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Emergency Support Services (ESS)</li> </ul>
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> <li>• Emergency Support Services (ESS)</li> <li>• Ambulance</li> </ul>
Establish direct communications with corporate owner	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Determine type of product and quantity spilled and possible effects	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Coast Guard</li> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Police</li> </ul>
Determine availability of Spiller to undertake clean-up	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> </ul>
Contain spill, protect environment, sewer and drainage systems	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Spiller</li> </ul>
Dispose of recovered materials and debris	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Spiller</li> </ul>
Restore spill site	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Spiller</li> </ul>
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> <li>• Coast Guard</li> <li>• Fire</li> <li>• Ministry of Environment</li> </ul>
Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> <li>• Public Works and/or Engineering</li> <li>• Building Inspection</li> </ul>
Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Police</li> </ul>
Assess alternate sewer services	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Emergency Program Coordinator</li> </ul>
Assess situation	<ul style="list-style-type: none"> <li>• EOC Operations Section</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• EOC Logistics Section</li> </ul>
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> <li>• EOC Information Officer</li> </ul>
Activate tsunami warning system	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Consider “Declaration of State of Local Emergency” and possible need for Provincial declaration	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Emergency Management BC</li> </ul>
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Ministry of Environment</li> </ul>
Control allocation of critical resources	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Establish donation management	<ul style="list-style-type: none"> <li>• EOC/ROC</li> </ul>
Coordinate restoration of utilities	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate restoration of essential services	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate recovery process	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Local Authority</li> </ul>
Update Emergency Management BC	<ul style="list-style-type: none"> <li>• All agencies/personnel through EOC</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Ambulances & medical supplies	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Mobile Public Address System	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Public Works</li> </ul>
Barricades	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Fire</li> <li>• Coast Guard</li> <li>• Private Agencies</li> </ul>
Refrigeration units	<ul style="list-style-type: none"> <li>• Private Agencies</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Public Transit</li> <li>• School Board</li> <li>• Private</li> <li>• Emergency Management BC</li> </ul>
Emergency Shelters	<ul style="list-style-type: none"> <li>• Rental</li> </ul>
Watercrafts	<ul style="list-style-type: none"> <li>• Search &amp; Rescue</li> <li>• Ministry of Agriculture &amp; Lands</li> <li>• Utilities</li> </ul>
Decontamination Equipment	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Public Works, Industry</li> </ul>
Rescue Equipment	<ul style="list-style-type: none"> <li>• All Agencies</li> </ul>
Public service maintenance vehicles	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Local Private Contractors</li> </ul>
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Local Industry &amp; Suppliers</li> </ul>
Critical infrastructure repairs	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Towing	<ul style="list-style-type: none"> <li>• Police</li> <li>• Private Towing Contractors</li> </ul>
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Military</li> <li>• Medical Health Officer</li> </ul>
Water storage containers	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>

# PORT HARDY EOC OPERATIONAL GUIDELINES

## WATER SUPPLY INTERRUPTION

**Possible Major Effects:**

- Casualties
- Deaths
- Public health issues and concerns
- Shelter-In-Place of people and animals
- Evacuation and/or relocation of people and animals
- Drinking water and food shortages
- Shortage of water for firefighting capabilities
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Contamination of soil, water and/or shorelines affecting fish and animals
- Disruption of Essential Services (Police, Fire, Health)
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public

**Key Agency: Local Authority /  
Public Works / MoE /  
VIHA (MHO) [Powell  
River VCH (MHO)]**

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Assess health concerns & issues	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> </ul>
Activate Emergency Support Services	<ul style="list-style-type: none"> <li>• Emergency Support Services</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Emergency Support Services (ESS)</li> </ul>
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> <li>• Emergency Support Services (ESS)</li> <li>• Ambulance</li> </ul>
Establish direct communications with corporate owner	<ul style="list-style-type: none"> <li>• Police</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Determine type of product and quantity spilled and possible effects	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Coast Guard</li> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Police</li> </ul>
Determine availability of Spiller to undertake clean-up	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> </ul>
Contain spill, protect environment, sewer and drainage systems	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Spiller</li> </ul>
Dispose of recovered materials and debris	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Spiller</li> </ul>
Restore spill site	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Spiller</li> </ul>
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> <li>• Coast Guard</li> <li>• Fire</li> <li>• Ministry of Environment</li> </ul>
Determine water interruption cause and effect	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Police</li> </ul>
Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Police</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Emergency Program Coordinator</li> </ul>
Assess situation	<ul style="list-style-type: none"> <li>• EOC Operations Section</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• EOC Logistics Section</li> </ul>
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> <li>• EOC Information Officer</li> </ul>
Consider “Declaration of State of Local Emergency” and possible need for Provincial declaration	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Emergency Management BC</li> </ul>
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Control allocation of critical resources	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Coordinate restoration of utilities	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate restoration of essential services	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
Coordinate recovery process	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Local Authority</li> </ul>
Update Emergency Management BC	<ul style="list-style-type: none"> <li>• All agencies/personnel through EOC</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

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Equipment	Potential Source
Ambulances & medical supplies	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Mobile Public Address System	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Public Works</li> </ul>
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Fire</li> <li>• Coast Guard</li> <li>• Private Agencies</li> </ul>
Decontamination Equipment	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Public Works, Industry</li> </ul>
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Local Industry &amp; Suppliers</li> </ul>
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Military</li> <li>• Medical Health Officer</li> </ul>
Water storage containers	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## GENERIC INCIDENT

Key Agency:

**Possible Major Effects:**

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Infected and/or seriously ill populations
- Mass outpatient care
- Mass hospitalization
- Overburdening of health care facilities and workers
- Public health issues and concerns
- Convergence
- Shelter-In-Place of people and animals
- Evacuation and/or relocation of people and animals
- Drinking water and food shortages
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Shortage of water for firefighting capabilities
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Extensive flooding
- Landslides, mudslides, tsunamis, seiches and/or sea surges
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Contamination of soil, water and/or shorelines affecting fish and animals
- Debris Removal
- Animal Carcass Removal
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)
- Disruption of Communications

## PORT HARDY EOC OPERATIONAL GUIDELINES

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- Overburdening of Information Systems
- Disruption of Utilities (Power and Heat – long-term)
- Damaged/collapsed structures (dwellings, fuel storage tanks, industrial)
- Extensive damage to public and private property
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public
- Long-term infrastructure and community recovery

## PORT HARDY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Establish emergency communications	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Activate tsunami warning system	<ul style="list-style-type: none"> <li>• Incident Command</li> <li>• Local Government Representative</li> </ul>
Activate Nuclear Emergency Response Plan	<ul style="list-style-type: none"> <li>• CFMETR</li> </ul>
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Utilities / Ministry of Environment</li> </ul>
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> </ul>
Deal with life threatening situations	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Ambulance</li> </ul>
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Assess health concerns & issues	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> </ul>
Activate Emergency Support Services	<ul style="list-style-type: none"> <li>• Emergency Support Services</li> </ul>
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
Determine extent of flooding	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Police</li> <li>• Ambulance</li> </ul>
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Utility Companies</li> </ul>
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Establish crowd control	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> <li>• All responding agencies/personnel</li> <li>• Coroner</li> </ul>
Clear catch basins and blocked ditches	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Snow Removal	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> <li>• Police</li> <li>• SPCA</li> <li>• Ministry of Agriculture &amp; Lands</li> </ul>
<b>Potential Incident Site Actions</b>	<b>Agencies/Persons Responsible</b>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Evacuate casualties	<ul style="list-style-type: none"> <li>• Police</li> <li>• Ambulance</li> </ul>
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> <li>• Ambulance</li> <li>• Healthcare facilities</li> </ul>
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> <li>• Police</li> <li>• Coroner</li> </ul>
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Emergency Support Services (ESS)</li> </ul>
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> <li>• Emergency Support Services (ESS)</li> <li>• Ambulance</li> </ul>
Establish direct communications with corporate owner	<ul style="list-style-type: none"> <li>• Police</li> </ul>
Determine type of product and quantity spilled and possible effects	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Coast Guard</li> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Police</li> </ul>
Determine availability of Spiller to undertake clean-up	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> </ul>
Contain spill, protect environment, sewer and drainage systems	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Spiller</li> </ul>
Dispose of recovered materials and debris	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Spiller</li> </ul>
Restore spill site	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Ministry of Environment</li> <li>• Spiller</li> </ul>
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> <li>• Coast Guard</li> <li>• Fire</li> <li>• Ministry of Environment</li> </ul>
Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> <li>• Public Works and/or Engineering</li> <li>• Building Inspection</li> </ul>
Determine water interruption cause and effect	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Police</li> </ul>
Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Police</li> </ul>
Assess alternate sewer services	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>
<b>Potential EOC Actions</b>	<b>Agencies/Persons Responsible</b>
Activate EOC	<ul style="list-style-type: none"> <li>• EOC Director</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

		<ul style="list-style-type: none"> <li>• Emergency Program Coordinator</li> </ul>
	Assess situation	<ul style="list-style-type: none"> <li>• EOC Operations Section</li> </ul>
	Establish emergency communications	<ul style="list-style-type: none"> <li>• EOC Logistics Section</li> </ul>
	Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> <li>• EOC Information Officer</li> </ul>
	Activate tsunami warning system	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
	Consider “Declaration of State of Local Emergency” and possible need for Provincial declaration	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Emergency Management BC</li> </ul>
	Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
	Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
	Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
	Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
	Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Medical Health Officer</li> <li>• Public Works</li> </ul>
	Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Ministry of Environment</li> </ul>
	Control allocation of critical resources	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
	Establish donation management	<ul style="list-style-type: none"> <li>• EOC/ROC</li> </ul>
	Coordinate restoration of utilities	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
	Coordinate restoration of essential services	<ul style="list-style-type: none"> <li>• EOC/PREOC</li> </ul>
	Coordinate recovery process	<ul style="list-style-type: none"> <li>• EOC</li> </ul>
	Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> <li>• EOC</li> <li>• Local Authority</li> </ul>
	Update Emergency Management BC	<ul style="list-style-type: none"> <li>• All agencies/personnel through EOC</li> </ul>

## PORT HARDY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> <li>• Fire</li> <li>• BC Wildfire Service</li> </ul>
Ambulances & medical supplies	<ul style="list-style-type: none"> <li>• Ambulance</li> </ul>
Mobile Public Address System	<ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Public Works</li> </ul>
Barricades	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Fire</li> <li>• Coast Guard</li> <li>• Private Agencies</li> </ul>
Refrigeration units	<ul style="list-style-type: none"> <li>• Private Agencies</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Public Transit</li> <li>• School Board</li> <li>• Private</li> <li>• Emergency Management BC</li> </ul>
Emergency Shelters	<ul style="list-style-type: none"> <li>• Rental</li> </ul>
Watercrafts	<ul style="list-style-type: none"> <li>• Search &amp; Rescue</li> <li>• Ministry of Agriculture &amp; Lands</li> <li>• Utilities</li> </ul>
Decontamination Equipment	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Public Works, Industry</li> </ul>
Rescue Equipment	<ul style="list-style-type: none"> <li>• All Agencies</li> </ul>
Public service maintenance vehicles	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Local Private Contractors</li> </ul>
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Public Works</li> <li>• Local Industry &amp; Suppliers</li> </ul>
Critical infrastructure repairs	<ul style="list-style-type: none"> <li>• Public Works</li> <li>• Highways Contractor</li> </ul>
Towing	<ul style="list-style-type: none"> <li>• Police</li> <li>• Private Towing Contractors</li> </ul>
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> <li>• Ministry of Environment</li> <li>• Military</li> <li>• Medical Health Officer</li> </ul>
Water storage containers	<ul style="list-style-type: none"> <li>• Public Works</li> </ul>

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## GLOSSARY

This glossary contains **definitions** and **acronyms** of terms and titles used in this plan. It does not contain acronyms or definitions related to specific resources or local areas.

Users should supplement this glossary with agency-specific acronyms and definitions, as appropriate, while at the same time endeavouring to use a “common” terminology to fit the incident or occasion.

Definitions and acronyms in this glossary follow, as closely as possible, those provided within the Incident Command System (ICS), the British Columbia Emergency Management System (BCEMS) and the Local Government Act.

Where acronyms or definitions are not referenced in this plan, users should reference the above noted documents or the Concise Oxford Dictionary.

- A -

### **Action Planning:**

A means of capturing and communicating the overall incident response priorities in a concise and coherent way.

### **Activation:**

The act of initiating the emergency plan and different levels of support.

### **After Action Review (AAR):**

A professional discussion of an event that focuses on performance standards and enables those involved in the event to review what happened and why and discuss how to maintain identified strengths and address identified weaknesses. [Adapted from: Keyes, Jessica, *Enterprise 2.0: Social Networking Tools to Transform Your Organization*, CRC Press, 2012.]

### **Agency:**

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

### **Agency Executive or Administrator:**

Chief Executive Officer (or designate) of the agency or jurisdiction that has responsibility for the incident.

### **Agency Dispatch:**

The agency or jurisdictional facility from which resources are allocated to incidents.

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## **Agency Representative(s):**

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

## **Air Operations Branch Director:**

The person primarily responsible for preparing and implementing the air operations portion of the Incident Action Plan. Also responsible for providing logistical support to helicopters operating on the incident.

## **All-hazards Approach:**

An approach to emergency management that "increases efficiency by recognizing and integrating common elements across all hazard types and then supplementing these common elements with hazard-specific sub-components to fill gaps only as required." [from *Emergency Management Training: The Core Participant Guide*]

## **Allocated Resources:**

Resources dispatched to an incident.

## **Area Command:**

An organization established to: 1) oversee the management of multiple incidents that are each being handled by an Incident Command System organization; or 2) to oversee the management of a very large incident that has multiple incident Management Teams assigned to it. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources based on priorities, ensure that incidents are properly managed and ensure that objectives are met and strategies followed.

## **Assigned Resources:**

Resources checked in and assigned work tasks on an incident.

## **Assignments:**

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

## **Assistant(s):**

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

## **Assisting Agency:**

An agency directly contributing tactical or service resources to another agency.

## **Available Resources:**

Incident-based resources that are ready for deployment.

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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- B -

**Base:**

The location at which primary logistical services for an incident are coordinated and delivered.

**Branch:**

An organizational level having functional or geographical responsibility in the Operations Section between a Division and/or Group in the Logistics Section between the section and a unit.

**Branch Director:**

The title of an individual responsible for supervising a branch.

**British Columbia Ambulance Service (BCAS):**

An organizational structure of the BC Ministry of Health responsible for emergency operations involving assessment, care and transportation of victims of accidents, emergencies or disasters.

**British Columbia Emergency Health Services (BCEHS):**

BC Emergency Health Services provides pre-hospital emergency services and inter-facility patient transfers throughout the province and oversees the BC Ambulance Service and BC Patient Transfer Services.

**British Columbia Emergency Management System (BCEMS):**

A comprehensive management scheme that ensures a coordinated and organized provincial response and recovery to any and all emergency incidents.

**Business Continuity:**

An ongoing process supported by senior management and funded to ensure that the necessary steps are taken to determine the impact of potential losses and maintain viable recovery strategies, recovery plans and continuity of services.

- C -

**Cache:**

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

**Camp:**

The location separate from the incident base, equipped and staffed to provide sleeping, food, water and sanitary services to incident personnel.

**Canadian Forces Maritime Experimental and Test Ranges (CFMETR) Nanoose:**

This important Canadian military installation is Canada's only instrumented maritime weapons test range.

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## **Chain of Command:**

An orderly line of authority within the ranks of the organization in which lower-level subordinates report to higher-level supervisors.

## **Check-In:**

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

## **Chief:**

The title of an individual responsible for managing the functional sections of Operations, Planning, Logistics or Finance.

## **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 leadership function assumed through legal, agency or delegated authority responsible for acquiring and directing resources, setting objectives, maintaining an understanding of impacts and risks, and determining effective strategies to mitigate the incident and terminate the response activities.

## **Command Staff:**

The officers who report directly to the Incident Commander including the Information Officer, Safety Officer and Liaison Officer.

## **Communication and Information Management:**

An organized, integrated and coordinated mechanism to ensure the accurate, consistent and timely delivery of information to site level responders, assisting and cooperating agencies, site support personnel and the public/stakeholders. This mechanism consists of the equipment, systems and protocols for transferring information internally and externally as well as across jurisdictions/organizations.

## **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.

## **Community:**

Everyone who is or could be affected by an emergency/disaster. This includes all levels of government, agencies, not-for-profit organizations, businesses and individuals.

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## **Community Resilience Centre:**

A model that may be used to assist individuals through the recovery process. The community resilience centre provides the space for and coordination of the various agencies and groups offering guidance, advice and assistance to those affected by an emergency/disaster. (Also known as a community recovery office and/or community recovery centre)

## **Compensation Unit / Claims Unit:**

An organizational unit within the Finance Section responsible for financial concerns resulting from property damage, injuries or fatalities at the incident.

## **Context:**

The circumstances in which an emergency/disaster may occur. It includes factors such as geographical location, population and available funding, resources and capabilities. These circumstances have an effect on the impact of the emergency/disaster and thus help determine the scope of the emergency plan, the range and types of activities the plan covers and what can be expected of the target populations in terms of engagement and participation.

## **Continuity of Operations:**

The initiative that ensures that agencies are able to continue operating their essential functions under a broad range of circumstances, including all hazard emergencies and national security emergencies.

## **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.

## **Cost Sharing Agreement:**

Agreements between agencies or jurisdictions to share designated costs related to incidents. These agreements are normally written (see Mutual Aid Agreement) but may also be oral between authorized agency or jurisdictional representatives at the incident.

## **Cost Unit:**

An organizational unit within the Finance Section responsible for tracking costs, analyzing cost data, making cost estimates and recommending cost-saving measures.

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## **Critical Infrastructure:**

Assets that are essential for the functioning of government and society, namely water, food, transportation, health, energy and utilities, safety, telecommunications and information technology, government, finance and manufacturing.

## **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.

## **Canadian Standards Association (CSA) Z1600:**

A comprehensive standard for emergency management and business continuity programs developed by the Canadian Standards Association (CSA).

- D -

## **Delegation of Authority:**

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

## **Deputy:**

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

## **Demobilization:**

The orderly, safe and efficient return of an incident resource to its original location and status. This includes personnel, volunteers, facilities, equipment, supplies and other resources.

## **Demobilization Unit:**

An organizational unit within the Planning Section responsible for planning a controlled, orderly safe and efficient demobilization and return of incident resources to their original location and status.

## **Department Operations Centre (DOC):**

Agencies that require unique functional support for their emergency activities may establish a DOC. A DOC is primarily concerned with supporting the emergency activities of the agency and ensuring that regular business activities continue. It can be established at the provincial, regional or local level. For example, a local authority fire department or public works department may establish a DOC to respond to a specific emergency/disaster.

# PORT HARDY EOC OPERATIONAL GUIDELINES

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**Director(s):**

The Incident Command System title for individuals responsible for supervision of an Emergency Operations Centre Branch.

**Disaster:**

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

**Disaster Financial Assistance (DFA) Program:**

A program administered by EMBC that provides financial assistance to those affected by a disaster in situations where the losses could not be insured or where other assistance programs are not available.

**Disaster Psychosocial Services (DPS):**

The Disaster Psychosocial Services Program is responsible for the development and provision of psychosocial strategies. The DPS Program provides psychosocial services upon request and with the agreement of the impacted community.

**Disaster Risk Reduction:**

Measures taken to decrease the potential for future losses arising from emergencies/disasters.

**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:**

An organizational element created to maintain an appropriate span of control, activated between a branch and a task force/strike team/single resource to divide an incident into geographical areas of operation.

**Documentation Unit:**

An organizational unit within the Planning Section responsible for collecting, recording and safeguarding all documents relevant to the incident.

- E -

**Emergencies Act:**

Federal legislation that identifies the federal government’s responsibilities for public welfare emergencies, public order emergencies, international emergencies and war.

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## **Emergency:**

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

## **Emergency Communications Team (ECT):**

Volunteer radio operators who provide communications support in the event of an emergency.

## **Emergency Management Agreement:**

Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing resources and being reimbursed for them.

## **Emergency Management British Columbia (EMBC):**

The provincial government’s lead coordinating agency for all emergency management and business continuity activities. It is responsible for reviewing BCEMS every four years to ensure that the system continues to reflect best practice and meet the needs in the field.

## **Emergency Management Program:**

A specific department or group within an organization that assumes overall responsibility for emergency planning and facilitates the implementation of activities during each phase of the emergency management process.

## **Emergency Management Team:**

A team of EOC leadership which usually consists of the EOC Director, the Liaison, Information, and Risk Management Officers, and the Operations, Planning, Logistics and Finance Section Chiefs.

## **Emergency Medical Assistant (EMA)**

A health-care specialist licensed under the Health Emergency Act with particular skills, knowledge and certification in pre-hospital emergency care and transportation.

## **Emergency Plan:**

A document that describes the actions that will be taken when an emergency/disaster occurs. It describes how people, property and the environment will be protected in an emergency/disaster.

## **Emergency Operations Centre (EOC):**

A pre-designated facility where key personnel can gather to coordinate, plan and manage overall response activities. It provides support to the site by facilitating long-term operations, providing centralized access to information and assisting in the identification, prioritization and allocation of resources.

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## **Emergency Operations Centre Director (EOCD):**

The jurisdiction/agency individual with the designated authority to manage and control the emergency organization and report to the senior elected officials responsible for policy direction.

## **Emergency Program Coordinator: (EPC/ EC / EM):**

The person responsible for the day-to-day management of an organization's emergency management program. Within the EOC structure, the emergency coordinator may carry out various Management Team functions with their corresponding duties and responsibilities. Jurisdictions may determine and delegate specific functions, duties and responsibilities to the emergency manager. May also be referred to as planner, manager, director, etc.

## **Emergency Program Management Regulation:**

Provincial regulation that describes the roles and responsibilities of the Provincial Emergency Program (PEP), Emergency Management British Columbia (EMBC) and government ministries and corporations in regard to emergency management at the provincial level.

## **Emergency Support Services (ESS):**

ESS are those services that are provided short term (generally 72 hours) to preserve the emotional and physical well-being of evacuees and response workers in emergency situations.

## **Emergent Volunteers:**

Groups of people who come together as a result of an emergency/disaster to offer assistance in a particular area or for a particular task and who are not yet formally affiliated with an incorporated organization.

## **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).

## **Exercises, Discussion-Based:**

A facilitated discussion that allows participants to familiarize themselves with emergency plans and procedures, and explore their application in specific emergency scenarios. Examples include orientations/seminars, workshops and tabletop exercises.

## **Exercises, Operations-Based:**

An exercise that validates training, plans and procedures through the actual deployment of personnel, equipment, and other resources. Examples include drills, functional exercises and full-scale exercises.

## **Exercise Program:**

An organization's opportunity to enhance its emergency management operational readiness through structured and scheduled testing of its emergency plan. The exercise program helps ensure that the plan is workable and helps identify – before an emergency/disaster occurs – any implementation issues that must be resolved.

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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- F -

**Facilities Unit:**

An organizational unit within the Support Branch of the Logistics Section that provides facilities for the incident resources.

**Field Operations Guide:**

A pocket-size manual of instructions on the application of the ICS.

**Finance Section:**

The Section responsible for tracking and reporting on projected and actual costs.

**Food Unit:**

An organizational unit within the Service Branch of the Logistics Section responsible for providing food services for incident personnel.

**Function:**

In BCEMS, function refers to the five major activities in the Incident Command System, Command, Operations, Planning, Logistics and Finance. The term function is also used when describing the activity involved, e.g., the planning function.

- G -

**Ground Support Unit:**

An organizational unit within the Support Branch of the Logistics Section responsible for the fueling, maintaining and repairing of vehicles and the surface transportation of personnel and supplies.

**Group:**

An organizational element created to maintain an appropriate span of control, activated between a branch and a task force/strike team/single resource to divide an incident into functional areas of responsibility.

- H -

**Hazard:**

A source of potential harm, or a situation with a potential for causing harm, in terms of human injury; damage to health, property, the environment and other things of value; or some combination of these.

**Hazard, Risk and Vulnerability Analysis (HRVA):**

An assessment of:

Hazards: Sources of potential harm, or situations with a potential for causing harm, in terms of human injury; damage to health, property, the environment and other things of value; or some combination of these.

# PORT HARDY EOC OPERATIONAL GUIDELINES

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**Risk:** The likelihood that a hazard will occur, as well as the severity of possible impact to health, property, the environment or other things of value.

**Vulnerability:** The people, property, infrastructure, industry, resources or environments that are particularly exposed to adverse impact from a hazardous event.

**Helibase:**

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

**Helispot:**

Any designated location where a helicopter can safely take off and land.

**Housing:**

In the context of the recovery phase, the permanent homes that people occupy.

**Heavy Urban Search and Rescue (HUSAR)**

“Heavy” Urban Search and Rescue (HUSAR) is the most technically specialized form of USAR. HUSAR Task Forces are interdisciplinary teams comprised of specialists from across the emergency response spectrum. Capabilities include search and rescue, communications, logistics, emergency medical assistance, technical and canine search, and structural assessment.

- I -

**Impact:**

The physical/environmental, social, economic and political consequences or adverse effects that may occur as the result of a hazardous event.

**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:**

A plan (oral or written) that communicates the overall incident objectives for a specified period of time (operational period).

**Incident Commander (IC):**

The individual with overall responsibility and authority for conducting and managing the incident response at the site level.

**Incident Command Post (ICP):**

The field location at which the primary command function is executed.

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## **Incident Command System (ICS):**

A standardized site-level emergency management system designed to be expandable and flexible to meet the demands of single and multi-agency incidents.

## **Incident Communications Centre:**

The location of the Communications Unit and the Message Centre.

## **Incident Complex:**

Two or more individual incidents located in the same general area.

## **Incident Management Team:**

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

## **Incident Name:**

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

## **Incident Objectives:**

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

## **Incident Support Organization:**

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

## **Incident Termination:**

The conclusion of response operations at the scene of an incident.

## **Information Officer:**

A member of the Command Staff designated as the point of contact for the public, news media, incident personnel and other organizations seeking information about the incident.

## **Initial Action:**

The actions taken by resources that are the first to arrive at an incident.

## **Initial Response:**

Resources initially committed to an incident.

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## **Inter-Agency Emergency Preparedness Council (IEPC):**

Composed of representatives from provincial government ministries and Crown corporations, this council facilitates the coordination of the emergency plans and procedures that all government ministries are tasked to develop and set in place.

## **Interoperability:**

The ability of emergency personnel to communicate between jurisdictions, disciplines and levels of government, using a variety of systems as needed and authorized.

## **Interoperability, Functional:**

Functional interoperability exists when users have the leadership and support, standard operating procedures, technology, training and regular usage to enable predictable and consistent communication.

## **Interoperability, Technical:**

Technical interoperability exists when two or more communication devices can send and receive information to and from each other.

- J -

## **Jurisdiction (Jurisdictional):**

The range or sphere of authority. Agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political, geographical or functional.

## **Jurisdictional Agency:**

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

- K -

## **Key Agency (Agencies):**

The agency/agencies identified as the subject matter expert(s) and with whom the EOC Operation Section Chief would liaise during an event.

## **Key Ministry (Ministries):**

The provincial ministry responsible for coordinating the government's response to the occurrence of any of the hazards for which it is responsible by regulation. See "*Section 6 and Schedule 2, Emergency Program Management Regulation, B.C. Reg. 477/94 of the Emergency Program Act*".

- L -

## **Land-Use Planning:**

The process by which lands are assessed so that informed decisions can be made regarding their use and development.

# PORT HARDY EOC OPERATIONAL GUIDELINES

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**Leader:**

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

**Liaison Officer:**

A member of the Command Staff responsible for communicating with representatives from cooperating and assisting agencies.

**Life-Safety:**

Refers to the joint consideration of both the life and physical well being of individuals.

**Local Authority Emergency Management Regulation:**

Provincial regulation that outlines the legislated requirements for local authority emergency plans within the province and lists the specific components that must be included in a local authority's emergency plan.

**Local Emergency Operations Centre:**

An EOC activated to coordinate the response from only one local government/jurisdiction.

**Logistics Section:**

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

**Long-term Recovery Structure:**

A recovery model that is supported by the Recovery Steering Committee under the direction of the recovery director and the policy group of the Recovery Operations Centre until such time that the Recovery Operations Centre is deactivated or demobilized.

- M -

**Management by Objectives:**

A systematic and organized management approach that focuses on achieving goals and objectives for the best possible results from available resources.

**Management Function:**

Under the ICS model, a director and the management staff operating at the site support level.

**Manager:**

The title for an individual assigned specific managerial responsibilities (e.g. Staging Area Manager or Camp Manager).

**Medical Unit:**

An organizational unit within the Service Branch of the Logistics Section responsible for the development of the medical plan, and for providing emergency medical treatment for incident personnel.

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## **Message Centre:**

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

## **Ministry Emergency Operations Centre (MEOC):**

The Ministry Emergency Operations Centre is the provincial coordination centre for ministry's resources.

## **Mitigation:**

The phase of emergency management in which proactive steps are taken to prevent a hazardous event from occurring by eliminating the hazard, or to reduce the potential impact of such an event before it occurs.

## **Mitigation Plan:**

A document that sets forth the long-term measures that a community or organization will take in order to eliminate hazards, thus preventing an emergency/disaster from occurring, or to reduce the effects of an emergency/disaster should one occur.

## **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.

## **Mobilization Centre:**

Off-incident locations at which emergency service personnel and equipment are temporarily located pending transfer to the site. This is not a staging area.

## **Ministry of Environment and Climate Change Strategy (MoE):**

Responsible for the effective protection, management and conservation of BC's water, land, air and living resources. It leads work on climate preparedness and adaptation and leads plans to meet greenhouse gas reduction targets.

## **Ministry of Forests, Lands, Natural Resource Operations and Rural Development (MoFLNRORD):**

Responsible for the stewardship of provincial Crown land and ensures the sustainable management of forest, wildlife, water and other land-based resources. The Ministry works with Indigenous and rural communities to strengthen and diversify their economies.

## **Ministry of Health (MoH):**

Overall responsibility for ensuring that quality, appropriate, cost effective and timely health services are available for all British Columbians.

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## **Ministry of Transportation and Infrastructure (MoTI):**

BC Ministry of Transportation and Infrastructure plans and improves transportation networks, builds new infrastructure, provides transportation services, and implements transportation policies, to allow for the safe and efficient movement of people and goods.

## **Multi-Agency Incident:**

An incident where one or more agencies assist a jurisdictional agency or agencies. May be single or unified command.

## **Multi-Jurisdictional Incident:**

An incident requiring action from multiple agencies that have a statutory responsibility for incident mitigation. In ICS these incidents will be managed under Unified Command.

## **Mutual Aid Agreement (Emergency Management Agreement):**

An agreement or contract between groups or agencies that defines the terms under which these parties agree to provide each other with assistance in an emergency/disaster. The agreement describes the services to be provided, insurance and liability arrangements, workers' compensation coverage for personnel, and compensation and reimbursement arrangements.

- N -

## **National Incident Management System (NIMS):**

A set of principles that provides a systematic, proactive approach to guide American government agencies, non-government organizations and the private sector to work seamlessly in managing all aspects of emergency management.

## **Neighbourhood Program**

A program established at the neighbourhood level to provide short-term self-sufficiency during an emergency or disaster. Neighbour helping neighbour.

## **Notice to Airmen (NOTAMS):**

Temporary airspace restrictions for non-emergency aircraft in the incident area. NOTAMS are established by Transport Canada to ensure aircraft safety.

- O -

## **Operational Guidelines (OGs):**

An agency's written procedures that establish a commonly accepted course of action and specifies the functional limitations of personnel in performing emergency operations. A guideline which an organization or agency, e.g., Police, Fire/Rescue, Ambulance, Public Works, etc., should have in place to assist responding personnel in carrying out tasks or duties during an emergency or incident. OG's are guidelines only and different from organizational policy.

# PORT HARDY EOC OPERATIONAL GUIDELINES

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**Officer:**

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

**Operational Period:**

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

**Operations Section:**

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

**Out-of-Service Resources:**

Resources allocated to an incident but temporarily unable to respond for mechanical, rest or staffing reasons.

- P -

**Packet:**

A system of radio communications, usually through amateur radio operations, which utilizes computer devices to enhance communications where audio interference may be problematic. Packet also provides written documentation of ongoing communications during an incident.

**Planning Meeting:**

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

**Planning Section:**

The Section responsible for the collection, evaluation and dissemination of information, and for the preparation and documentation of action plans.

**Policy Group:**

The Group comprised of those persons responsible for the overall management of the emergency or disaster. The policy group will develop policies and discuss the economic, political, legal and social implications that may arise from the emergency and or impact the response or recovery efforts. This group will include individuals appointed by local authority departments and appointed agency representatives.

**Preparedness:**

The phase of emergency management in which proactive steps are taken to prepare for a hazardous event by preparing emergency plans, stockpiling supplies, providing training and exercises to prepare to respond effectively to an emergency when it occurs.

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## **Procurement Unit:**

An organizational unit within the Finance Section responsible for financial matters involving vendor contracts.

## **Provincial Central Coordination Level:**

The response level that prioritizes provincial government objectives and leads the overall provincial response. It also serves as the coordination and communication link with the other response levels and the federal disaster support system. Central coordination and provincial leadership are provided by the Provincial Emergency Coordination Centre (PECC).

## **Provincial Coordination Team (PCT):**

A cross-government, multifunctional provincial team of experienced emergency managers and technical specialists who will be available on short notice to provide enhanced coordination support. The team is activated by the Assistant Deputy Minister (ADM), EMBC, and may be deployed to assist in a major emergency/disaster.

## **Provincial Earthquake Response and Recovery Centre (PERRC):**

An integrated centre that could include a PREOC, PECC, and other emergency operations centres all under one roof. The province may establish a PERRC when the scope and complexity of an earthquake and the scale of response require extensive cross-agency coordination and integration for an extended period of time.

## **Provincial Emergency Coordination Centre (PECC):**

A Provincial Emergency Coordination Centre will be established to manage activities at the Provincial Central Coordination level. The five functions provided are Management, Operations, Planning, Logistics and Finance, and follows the same basic organizational support levels outlined in BCEMS.

## **Provincial Regional Coordination Level:**

The response level that provides and coordinates provincial support for local authorities and First Nations within designated regional boundaries. Support and coordination at this level are provided by a Provincial Regional Emergency Operations Centre (PREOC).

## **Provincial Regional Emergency Operations Centre (PREOC):**

A Provincial Regional Emergency Operations Centre manages activities at the Provincial Regional Coordination level and coordinates the joint efforts of government and non-government agencies.

## **Psychosocial:**

Psychological and sociological aspects of the well-being of an individual, family group, organization and/or community.

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## **Public/Stakeholder Education:**

Efforts geared towards empowering the members of a community or organization to understand risks and hazards, prepare themselves for an emergency/disaster, participate meaningfully in emergency management initiatives and develop the skills they need to mitigate their personal risk.

- R -

## **Radio Cache:**

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

## **Recorders:**

Individuals within the BCEMS organizational units that are responsible for recording information. Recorders may be found in Planning, Logistics and Finance Sections.

## **Recovery:**

The phase of emergency management in which steps and processes are taken/implemented to:

- Repair communities affected by a disaster.
- Restore conditions to an acceptable level or, when feasible, improve them.
- Restore self-sufficiency and increase resilience in individuals, families, organizations and communities.

## **Recovery Operations Centre (ROC):**

A recovery model that provides continuity in the support and coordination of recovery activities.

## **Recovery Operations Centre Director (ROCD):**

The jurisdiction/agency individual with the designated authority to manage and control the recovery organization and report to the senior elected officials responsible for policy direction.

## **Recovery Steering Committee (RSC):**

A multi-agency committee composed of senior representatives from key organizations. Its purpose is to focus on any recovery activity that can be managed through normal business practices.

## **Recovery Unit:**

A unit established within the EOC that focusses on completing response activities and initiating and managing short-term recovery activities.

## **Regional Emergency Operations Centre (REOC)**

Local authorities or agencies may combine resources in an REOC. An REOC has the same function as an EOC, but allows for collaborative decision-making, coordinated resource requests and prioritization of scarce resources between local authorities during regional emergency/disasters. An REOC can also coordinate public messaging.

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## **Reporting Locations:**

Locations or facilities where incoming resources can check-in at the incident.

## **Resource Management:**

The coordination, oversight and processes required to deliver appropriate resources in a timely manner.

## **Resource Planning:**

Measures for ensuring that resources are available to be mobilized when called to an emergency/disaster and that they are compatible and interoperable with one another.

## **Resources:**

Equipment, supplies, personnel, volunteers and facilities available for assignment or staging in support of emergency management activities.

## **Resources Unit:**

An organizational unit within the Planning Section responsible for recording the status of resources committed to the incident.

## **Response:**

The phase of emergency management during which actions are taken in direct response to an imminent or occurring emergency/disaster in order to manage its consequences.

## **Risk:**

A concept that takes into consideration the likelihood that a hazard will occur, as well as the severity of possible impact to health, property, the environment or other things of value.

## **Risk Acceptance:**

Doing nothing and accepting the risk. Risk acceptance is an explicit or implicit decision to accept the consequences of a given risk.

## **Risk Analysis:**

The systematic use of information to estimate the chance and severity of injury or loss to people, property, the environment or other things of value.

## **Risk Avoidance:**

Effectively removing the exposure to a risk. With risk avoidance, a decision is made to completely remove the sources of a particular risk or remove oneself from a particular risk.

## **Risk Control/Reduction/Mitigation:**

Reducing the likelihood of a threat or hazard being experienced; reducing the likelihood that damage will result should the hazard or threat be experienced; or minimizing harm once a hazard or threat has been experienced.

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## **Risk Evaluation:**

The process by which a risk is examined in terms of a cost/benefit analysis and evaluated in terms of whether it is an “acceptable” risk based on the needs and concerns of stakeholders..

## **Risk Transfer:**

Shifting some or all of the risk to another entity, asset, system, network or geographic area. Risk transfer may not reduce the overall likelihood of a particular threat or hazard being experienced but it should make the consequences easier to bear.

## **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.

## **Scalability:**

The ability to adapt to increasing or decreasing demands.

## **Search and Rescue (SAR):**

An organizational structure responsible for conduction search and rescue efforts, usually under the direction of the RCMP (Police). SAR components include land, sea, swift water, mountain and air incidents.

## **Section:**

The organizational level with responsibility for a major functional area of incident management, e.g., Operations, Planning, Logistics and Finance.

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**Section Chief:**

The title for individuals responsible for major functional areas of incident management.

**Service Branch:**

An organizational Branch within the Logistics Section responsible for service activities, including the Communications, Medical and Food Units.

**Shelter:**

In the context of the recovery phase, housing that is provided during the initial emergency response phase. It involves the shortest period of time, typically ranging from three to six months maximum.

**Single Command:**

A command structure featuring a single Incident Commander designated by the appropriate authority.

**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 during an incident.

**Site Level:**

The response level that manages the tactical response to an emergency/disaster. It uses available resources to solve problems arising from the emergency/disaster.

**Site Support Level:**

The response level that supports and coordinates the overall emergency response activities within its geographical or function jurisdiction. Can be provided by a Department Operations Centre (DOC)/Area Operation Centre/Area Command Centre, an Emergency Operations Centre (EOC) or a Regional Emergency Operations Centre.

**Situation Report (SITREP):**

A pre-authorized reporting system using written forms which provide a detailed chronological accounting of information relative to an emergency or disaster.

**Situation Unit**

An organizational 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.

**Situational Awareness:**

Knowing what is going on and what has happened with respect to the current incident, what could go on in terms of future impact or outcomes, and what options exist in terms of response actions.

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## **Span of Control:**

The number of resources or organizational elements that one supervisor manages, usually expressed as the ratio of supervisor to subordinates. ICS indicates that the optimum manageable span of control falls within a ratio of 1:3 to 1:7 (one supervisor for every three to seven subordinates).

## **State of Local Emergency:**

A legal process whereby a local jurisdiction officially makes a declaration that it is or may soon be encountering an emergency that requires prompt action to prevent harm or damage to the safety, health or welfare of persons or to prevent damage to property. The declaration of a state of local emergency is, when an incident satisfactorily subsides, shall be officially declared cancelled by the local authority.

## **Staging Area:**

A temporary location at or near an incident where resources can be placed while awaiting a tactical assignment.

## **Strategy:**

The general plan or direction selected to accomplish incident objectives.

## **Strike Team:**

A specified number of the same kind and type of resources with common communications and a leader.

## **Supervisor(s):**

The title for an individual responsible for command of a Division or Group.

## **Supply Unit:**

An organizational unit within the Support Branch of the Logistics Section responsible for ordering equipment and supplies required for the incident.

## **Support Branch:**

An organizational Branch within the Logistics Section responsible for providing supplies, facilities and ground support.

## **Supporting Agency:**

The term used in BCEMS to designate assisting and cooperating agencies.

## **Supporting Materials:**

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

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## **Support Resources:**

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

- T -

## **Tactical Direction:**

Directions given by the Operations Section Chief that include the tactics appropriate for the selected strategy, the selection and assignment of resources, tactics implementation and performance monitoring for each operational period.

## **Task Force:**

A combination of different kinds and types of single resources assembled for a particular tactical need, with common communications and a leader.

## **Technical Specialists:**

Personnel with special skills that can be used where required within the ICS organization.

## **Time Unit:**

An organizational unit within the Finance Section responsible for recording time for personnel and hired equipment.

## **Transitional Lodging:**

In the context of the recovery phase, an interim service typically provided after the shelter stage and before the housing stage. The transitional lodging period could begin immediately after the initial response phase and may last for several months. (Note: The term “group lodging” refers to a functional element used for evacuees during the response phase.)

## **Type:**

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

- U -

## **Unified Area Command:**

A Unified Area Command should be established when incidents under an Area Command are multijurisdictional.

## **Unified Command:**

A command structure featuring a unified team effort that allows agencies with jurisdictional responsibility for the incident, either geographical or functional, to manage the incident by establishing a common incident command post and a common incident action plan.

# PORT HARDY EOC OPERATIONAL GUIDELINES

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**Unit(s):**

The organizational element having functional responsibility for a specific incident planning, logistics or finance activity.

**Unity of Command:**

The principle by which each person within the organization reports to and takes direction from only one supervisor at the incident.

- V -

**Island Health (VIHA):**

Island Health provides health care services through a network of hospitals, clinics, centres, health units, and long-term care locations. We serve more than 850,000 people on Vancouver Island, the islands in the Salish Sea and the Johnstone Strait, and the mainland communities north of Powell River and south of Rivers Inlet.

**Volunteers:**

People who offer their services without expecting financial compensation and are a critical component of emergency management.

**Vulnerability:**

The people, property, infrastructure, industry, resources, or environments that are particularly exposed to adverse impact from a hazardous event.

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## Links and Resources

<a href="https://www2.gov.bc.ca/gov/content/industry/agriculture-seafood/business-market-development/emergency-management#:~:text=%20Emergency%20management%20for%20agriculture%20%201%20Emergency, Spring%20freshet%20and%20other%20types%20of...%20More">Agriculture Emergency Planning</a>	https://www2.gov.bc.ca/gov/content/industry/agriculture-seafood/business-market-development/emergency-management#:~:text=%20Emergency%20management%20for%20agriculture%20%201%20Emergency, Spring%20freshet%20and%20other%20types%20of...%20More
<a href="http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/provincial-emergency-planning/embc-all-hazard-plan.pdf">BC All Hazard Plan</a> , EMBC 2012	http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/provincial-emergency-planning/embc-all-hazard-plan.pdf
<a href="http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/provincial-emergency-planning/irp.pdf">BC Earthquake Immediate Response Plan</a> , Province of British Columbia, 2015	http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/provincial-emergency-planning/irp.pdf
<a href="http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/bcems/bcems_guide_2016_final_fillable.pdf">British Columbia Emergency Management System, 2016</a>	http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/bcems/bcems_guide_2016_final_fillable.pdf
<a href="http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/local-emergency-programs/program-self-assessment">Community Emergency Program Review</a>	http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/local-emergency-programs/program-self-assessment
<a href="http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/local-emergency-programs/critical-infrastructure-assessment">Critical Infrastructure Assessment</a> , EMBC, 2016	http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/local-emergency-programs/critical-infrastructure-assessment
<a href="https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/policies/guidelines-declaring_a_state_of_local_emergency_in_bc.pdf">Declaring a State of Local Emergency</a> February 2020	https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/policies/guidelines-declaring_a_state_of_local_emergency_in_bc.pdf
<a href="https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/emergency-response-and-recovery/disaster-financial-assistance">Disaster Financial Assistance Guidelines</a>	https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/emergency-response-and-recovery/disaster-financial-assistance
<a href="https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/local-emergency-programs/local-emergency-planning">Emergency Management Planning Toolkit for Local Authorities and First Nations</a>	https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/local-emergency-programs/local-emergency-planning
<a href="https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/emergency-response-and-recovery/disaster-financial-assistance">Emergency Management Training and Exercise Program</a>	https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-

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	recovery/emergency-management-bc/emergency-management-training-and-exercises
<a href="#">Emergency Operation Centre Forms and Templates, EMBC website, 2017</a>	<a href="http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/local-emergency-programs/eoc-forms">http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/local-emergency-programs/eoc-forms</a>
<a href="#">Emergency Operations Centre Guidelines, JIBC and EMBC</a>	<a href="http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/local-government/eoc_operational_guidelines.pdf">http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/local-government/eoc_operational_guidelines.pdf</a>
<a href="#">Emergency Program Legislation and Regulations</a>	<a href="http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/emergency-management-bc/legislation-and-regulations">http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/emergency-management-bc/legislation-and-regulations</a>
<a href="#">Evacuation and Community Re-entry Guidelines for Local Governments and First Nations</a>	<a href="https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/local-emergency-programs/guidelines">https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/local-emergency-programs/guidelines</a>
<a href="#">Financial Assistance Guide for Emergency Response and Recovery Costs, EMBC, 2008 (note this is currently being updated!)</a>	<a href="http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/dfa/financial_assistance_guide.pdf">http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/dfa/financial_assistance_guide.pdf</a>
<a href="#">Functional Needs Framework for Every Community: Emergency Planning and Response for People with Disabilities in Emergencies and Disasters</a>	<a href="https://disabilityalliancebc.org/wp-content/uploads/2018/06/DABC-EPToolkitCMIST2016.pdf">https://disabilityalliancebc.org/wp-content/uploads/2018/06/DABC-EPToolkitCMIST2016.pdf</a>
<a href="#">“My EM” EOC resources, Justice Institute of BC</a>	<a href="https://myem.jibc.ca/eoc">https://myem.jibc.ca/eoc</a>
<a href="#">Sample Emergency Program Bylaws and Resolutions</a>	<a href="https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/local-emergency-programs/establishing-an-emergency-program">https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/local-emergency-programs/establishing-an-emergency-program</a>
<a href="#">Spills and Environmental Emergencies, Ministry of Environment website</a>	<a href="https://www2.gov.bc.ca/gov/content/environment/air-land-water/spills-environmental-emergencies">https://www2.gov.bc.ca/gov/content/environment/air-land-water/spills-environmental-emergencies</a>
<a href="#">Tourism Planning</a>	<a href="https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/preparedbc/preparedbc-guides/preparedbc_tourism_guide_2018.pdf">https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/preparedbc/preparedbc-guides/preparedbc_tourism_guide_2018.pdf</a>

**Appendix 1**  
**Declaring a State**  
**of Local**  
**Emergency**

## Authorization of Emergency Powers Matrix

Reference: *Emergency Program Act Section 10*

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

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

Insert  
Logo Here

## Declaration of State of Local Emergency ORDER

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

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

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

NOW THEREFORE:

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

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

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

---

*[Head of the Community - Board Chair; Mayor; Band Chief]  
[Name of Local Authority/First Nation]*

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

# Extension Request For State Of Local Emergency

WHEREAS life and property remain at risk due to *[short hazard description]* in *[name of the local authority]*;

AND WHEREAS response to this *[short hazard description]* continues to require use of the emergency powers to regulate persons or property to protect the health, safety or welfare of people or to limit damage to property;

The *[Mayor/Chair]* of *[name of the local authority]* has requested to extend the duration of the declaration of a state of local emergency due to expire on *[date]* at midnight.

---

(Head of the local authority)

---

Date Signed

## Minister Decision

IT IS HEREBY APPROVED / NOT APPROVED pursuant to Section 12(6) of the *Emergency Program Act* (RS, 1996, Chap.111) that *[name of the local authority]* may extend the duration of a state of local emergency for a further seven days to *[date]* at midnight.

---

(Minister responsible)

---

Date Signed

# State of Local Emergency

## CANCELLATION ORDER

Date: *[date – mmm/dd/yyyy]*

WHEREAS *[description of hazard and emergency]* in *District of Port Hardy*;

AND WHEREAS this *[hazard type]* emergency no longer requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of people or to limit damage to property;

IT IS HEREBY ORDERED pursuant to *[Section 14 (2) (ii) of the Emergency Program Act (RS, 1996, Chap 111)/Band Council]* that a state of local emergency no longer exists in *[specific geographic boundaries of designated area]* and is therefore cancelled effective this date at *[time- 24hr clock]*.

\_\_\_\_\_  
Printed Name  
*[Head of the Community – Mayor; Board Chair; Band Chief]*

\_\_\_\_\_  
Signature

# Declaring a State of Local Emergency In British Columbia



Emergency  
Management **BC**

## Amendment Record

Version #	Release Date	Description
1	Dec 2006	Original document, with templates
2	Oct 2011	Comprehensive rewrite to interpret Sections 12 to 15 of the <i>Emergency Program Act</i>
3	Dec 2017	Change from specific Ministry name to “Minister responsible” on extension example
4	Jan 2019	Addition of Amendment Record, clarification for SOLE extensions and cancellations, proof of publication, and update of extension example
5	Feb 2020	Corrections to the Declaration Order data field descriptions and example page;

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## **Introduction**

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

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

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

**Terminology:**

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

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

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

**'Disaster'** means a calamity that

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

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

**What is a declaration of a state of local emergency?**

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

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

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

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

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

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

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

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

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

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

A declaration is not required:

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

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

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

#### Bylaw or Resolution

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

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

### Order

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

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

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

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

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

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

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

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

#### Authorization Document

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

### Map of Impacted Area

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

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

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

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

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

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

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

**How does a local authority use the emergency powers?**

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

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

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

**When does a local declaration terminate?**

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

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

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

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

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

**When does a local declaration expire?**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**What are the limitations of a state of local emergency?**

A state of local emergency is:

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

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

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

**References:**

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

## **Appendix A**

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

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

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

## *type of hazard*

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

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

## *name of local authority*

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

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

## *explanation of ongoing or imminent threat to life or property*

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

## *short hazard description*

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

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

NOW THEREFORE:

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

*[specific geographic boundaries of designated area]*

## *specific geographic boundaries of designated area*

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

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

## *short consequence statement*

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

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

## *head of local authority*

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

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

*Signature*

(*Head of the local authority*)

## *date*

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

# Declaration of State of Local Emergency

## ORDER

WHEREAS flooding is occurring in The Regional District of Anywhere;

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

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

NOW THEREFORE:

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

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

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

*Signature*

(Head of the local authority)

Local authority may choose to enter other position descriptions.

# Authorization of Emergency Powers Matrix

Reference: *Emergency Program Act* Section 10

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

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

## Extension Request For State Of Local Emergency

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

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

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

*Signature*

(Head of the local authority)

October 04, 2017

Date Signed

### Minister Decision

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

*Signature*

(Minister responsible)

October 04, 2017

Date Signed

## State of Local Emergency

### CANCELLATION ORDER

Date: October 08, 2017

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

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

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

\_\_\_\_\_  
Printed Name  
(Head of the local authority)

\_\_\_\_\_  
*Signature*  
(Head of local authority)

**Appendix 2**  
**Evacuations and**  
**Shelter in Place**  
**Guidelines**



**EOC Operational Guidelines**  
**Annex D - Evacuation Planning**

# **EVACUATION PLANNING**

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## INTRODUCTION

When an evacuation is required the warning must be done as quickly as possible. It must be worded precisely and given in an authoritative manner. When conveying the warning, state that the Emergency Operations Centre's (EOC) main concern, in an emergency, is the preservation of life even though evacuees may be experiencing lots of inconvenience, anxiety and fear.

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

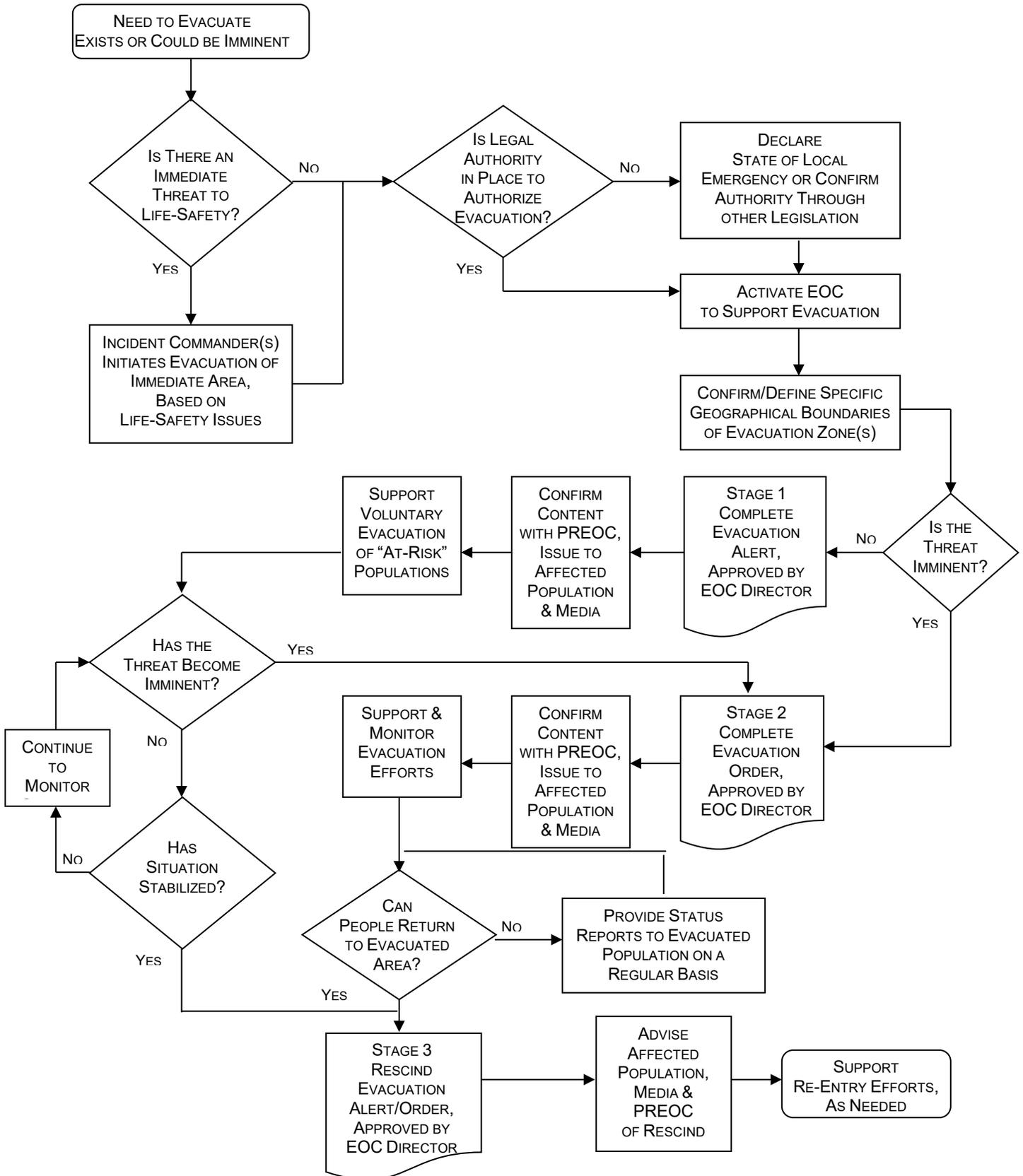
## EVACUATION – LEGAL AUTHORITY

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

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

# PORT HARDY EOC OPERATIONAL GUIDELINES

## EVACUATION FLOW CHART



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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## EVACUATION PLAN

After Incident Command is established and it is determined that evacuation is required, an event-specific evacuation plan should be developed based on this Evacuation Plan. The initial responsibility is to provide an evacuation warning. Urgency, population density, possible evacuation routes, and terrain must be considered when selecting the means to activate the warning.

In most situations, the evacuation plan will need to subdivide the evacuation area into sectors and/or zones. First Responders should start evacuations nearest the actual emergency and moving outward until the entire evacuation area is covered.

When time permits, residents should receive an Emergency Alert first with a list of essential items to pack and families should help each other prepare and plan for how to leave the area.

Emergency Preparedness education can help families a great deal by providing checklists for emergency kits, grab 'n go kits and personal evacuation planning.

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

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

## LEVELS OF EVACUATION

### a) Level One

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

### b) Level Two

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

### c) Level Three

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

## EVACUATION STAGES

**a) Stage 1 - Evacuation ALERT**

A process to alert the population at risk of the potential need for evacuation. The Evacuation Alert warns residents that there is potential danger, and they should get ready to evacuate the area as soon as the Evacuation Order comes.

The Emergency Program Coordinator should also alert Emergency Support Services (either in the local community or a neighbouring one).

Note: Sometimes an Evacuation Order is immediate and there is no time to give an Evacuation Alert.

**b) Stage 2 - Evacuation ORDER**

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

**c) Stage 3 - Evacuation RESCIND**

The evacuees are allowed to return to the evacuated area because the danger has passed. The danger may come again so an Evacuation Notification might need to be reissued.

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## ACTIVATING EVACUATION

### a) Immediate Emergency Action (First Responders)

- i) Set up Command Post.
- ii) Evacuate using loud-hailers, vehicle public announcement systems, radio and television broadcasts, social media and emergency notification systems, and/or door-to-door communications (as available).
- iii) If threat is imminent, use a tactical evacuation to send evacuees to the nearest safe muster station (could be a parking lot or open field).
- iv) Request activation of Emergency Support Services for smaller, limited evacuations (i.e. apartment fires).
- v) Request activation of the Emergency Operations Centre for larger, more complex or longer lasting evacuations.

### b) Emergency Support Services

- i) Obtain EMBC Task # for ESS
- ii) Determine suitable Reception Centre facility.
- iii) Mobilize the ESS Team.
- iv) Set up the Reception Centre.
- v) Welcome evacuees and triage for immediate needs (food, clothing, lodging, etc.).
- vi) Request support from the Emergency Program and Emergency Management BC as needed.

### c) Emergency Operations Centre

- i) Obtain EMBC Task # for EOC
- ii) Activate EOC team.
- iii) Contact Incident Command for situational update.
- iv) Use flowchart to determine level of evacuation and appropriate measures (i.e. Declaration, Evacuation Alerts, Orders, etc.)
- v) Request support and guidance from Emergency Management BC as needed.

Initial agencies:	First Responders
Coordination Responsibility:	Emergency Operations Centre
Additional agencies:	Ministry of Transportation and Infrastructure, Public Works, Ambulance Service, Natural Gas and Hydro
Evacuee Support:	Emergency Support Services (ESS)
Area Security:	Police

## EVACUATION NOTIFICATION

Evacuation notification methods depend on the situation. It may require use of public address PA systems in vehicles or simple bullhorns to get the message out as quickly as possible.

If there is time for door-to-door notification, use the Evacuation Log and Flagging System to track evacuation notification progress. Provide residents with a written notice.

Public address announcements shall state:

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

Notification of those in danger is the primary goal. There is no law in place currently to force adults to evacuate. Community plans should however be made to ensure that children do not remain in harm's way but are cared for by relatives and returned to their parents as soon as possible.

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

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

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## ASSEMBLY POINTS/RECEPTION CENTRES

The following location(s) are located on high ground:

- Hardy Bay/Downtown area residents report to the Civic Centre.
- Storey's Beach residents report to Avalon School.
- Bear Cove Highway residents evacuate to high ground (see map in Tsunami brochure)

Emergency Reception Centres/Group Lodging facilities include:

- Port Hardy Civic Centre – 7400 Columbia Street
- Avalon School – 4640 Byng Road

If the entire community needs to be evacuated, arrangements will be made to evacuate to neighbouring communities depending on the situation. Considerations include:

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

In the event the disaster is wide-spread, residents may need to Shelter-in-Place at home or at a safe assembly point and support each other until emergency services can be established. If communication systems are working, residents are encouraged to check:

[Telmatic Mass Notification System](#)

[Port Hardy Emergency | Facebook](#)

[Port Hardy Emergency \(@DPHEmergency\) / Twitter](#)

[District of Port Hardy \(@dporthardy\)](#)

• [Instagram photos and videos](#)

The [Telmatic Mass Notification System](#) alerts subscribers via land line, cell phone, text message and email of important emergency events including Tsunami warnings, fire evacuations, floods, fire bans and much more!

When a major emergency becomes long-term check out the Emergency Preparedness page for links to current information such as the [COVID-19 Information page](#).



### Evacuee - Transportation

After receiving an evacuation alert or order, some residents may not have available transportation. In an earthquake/tsunami scenario, please walk to high ground as vehicles will get stuck. Vehicles should be reserved for those with mobility issues.

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## PORT HARDY EOC OPERATIONAL GUIDELINES

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Debris and other obstructions may impede the movement of vehicles in the evacuated area. Such conditions may require that evacuees Shelter-In-Place until transportation issues can be resolved. Evacuees may need to assemble at safe locations where transportation can be accessed.

### PLANNING FOR PETS

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

Although Emergency Responders will attempt to accommodate pets at the assembly point/reception centre, pet owners are encouraged to pre-arrange shelter with appropriate family and friends wherever possible.

### PLANNING FOR LARGER PETS AND LIVESTOCK

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

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

Farms are encouraged to plan and prepare and should consider developing their own emergency plans using the [templates](#) and guidelines available.

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

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

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## TACTICAL EVACUATION [DESCRIPTOR OF AREA]

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*(Date and time)*

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

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### **YOU MUST LEAVE THE AREA IMMEDIATELY**

Take household members and pets with you.

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

Go to **family or friends**.

Monitor [Port Hardy Emergency | Facebook](#) and/or [Port Hardy Emergency \(@DPHEmergency\) / Twitter](#) for further direction and information.

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

## TACTICAL EVACUATION [DESCRIPTOR OF AREA]

---

*(Date and time)*

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

---

### **YOU MUST LEAVE THE AREA IMMEDIATELY**

Take household members and pets with you.

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

**Go to family or friends.**

Monitor [Port Hardy Emergency | Facebook](#) and/or [Port Hardy Emergency \(@DPHEmergency\) / Twitter](#) for further direction and information.

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

# PORT HARDY EOC OPERATIONAL GUIDELINES

## SHELTER-IN-PLACE INSTRUCTIONS [DESCRIPTOR OF AREA]

(Date and time)

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

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



■ Go inside.



■ Close all windows and doors.



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



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



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

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

### If you are Sheltering in Place:

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

Monitor [Port Hardy Emergency | Facebook](#) and/or [Port Hardy Emergency \(@DPHEmergency\) / Twitter](#) for further direction and information.

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## EVACUATION ALERT [DESCRIPTOR OF AREA]

---

*(Date and time)*

An Evacuation Alert has been issued by the 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 if necessary. Residents will be given as much advance notice as possible prior to evacuation; however, you may receive limited notice due to changing conditions.

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

### WHAT YOU SHOULD DO:

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

Monitor [Port Hardy Emergency | Facebook](#) and/or [Port Hardy Emergency \(@DPHEmergency\) / Twitter](#) for further direction and information (i.e. evacuation orders and location of Assembly Points or Reception Centres).

---

*(Signature of Mayor/Chair/Chief or Designate)*

Local Authority

---

*(Name of Local Authority/First Nation)*

# PORT HARDY EOC OPERATIONAL GUIDELINES

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## EVACUATION ORDER

[DESCRIPTOR OF AREA]

---

(Date and time)

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

---

(briefly describe event)

Members of the *Local Authority* and other applicable agencies will be expediting this action.

The Evacuation Order is in effect for the following areas:

[Geographic description including boundaries and properties impacted.

Include map of evacuation area and evacuation route]

## **YOU MUST LEAVE THE AREA IMMEDIATELY**

### WHAT YOU SHOULD DO:

- Follow the travel route provided and register at:

---

(Assembly Point Location or ESS Reception Centre facility)

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

Monitor [Port Hardy Emergency | Facebook](#) and/or [Port Hardy Emergency \(@DPHEmergency\) / Twitter](#) for further direction and information.

---

(Signature of Mayor/Chair/Chief or Designate)

*Local Authority*

---

(Name of Local Authority/First Nation)

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# PORT HARDY EOC OPERATIONAL GUIDELINES

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## EVACUATION RESCIND [DESCRIPTOR OF AREA]

\_\_\_\_\_ (Date and time)

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

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

has been rescinded.

\_\_\_\_\_ (indicate if Evacuation Alert is in place)

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

### WHAT YOU SHOULD DO:

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

Monitor [Port Hardy Emergency | Facebook](#) and/or [Port Hardy Emergency \(@DPHEmergency\) / Twitter](#) for further direction and information.

\_\_\_\_\_  
(Signature of Mayor/Chair/Chief or Designate)

Local Authority

\_\_\_\_\_  
(Name of Local Authority/First Nation)

# PORT HARDY EOC OPERATIONAL GUIDELINES

## EXTRAORDINARY EVACUEE AUTHORIZATION FORM

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

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

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

WHAT EVACUEE SHOULD DO	
INSTRUCTIONS FOR EVACUEE(S)	[e.g. add applicable content from Evacuation Order template (page 16)]
TAKE CRITICAL ITEMS	<input type="checkbox"/> Medicine <span style="margin-left: 200px;"><input type="checkbox"/> Important papers (e.g. insurance)</span> <input type="checkbox"/> Purse/wallet <span style="margin-left: 150px;"><input type="checkbox"/> Pets, in pet kennel or on leash</span> <input type="checkbox"/> Keys <span style="margin-left: 180px;"><input type="checkbox"/> [other]</span>

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

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

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

**Further information will be issued at [date/time/location] or visit [website] for more information.**  
 APPROVAL HOLDER(S) MUST PRESENT APPROVED FORM AT RECEPTION CENTRE TO REGISTER.

## PORT HARDY EOC OPERATIONAL GUIDELINES

### EVACUATION ORDER RECORDING PROCEDURES

Ensure that all premises are reported on the Evacuation Log.

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

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

Use the following colour-coded, labelled ribbons:

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

**Evacuation Notification is the Priority – Keep Moving!**

# PORT HARDY EOC OPERATIONAL GUIDELINES

## EVACUATION LOG

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

# **Appendix 3**

## **Re-Entry**

### **Guidelines**

## Considerations for Community Re-Entry

**Purpose:** This is a tool designed to support Local Governments and First Nations in making a decision regarding lifting an evacuation order and allowing residents to return to their homes. BC Wildfire service will make a recommendation that the area is safe from fire related hazards. Once the threat has passed, the Local Government or First Nation will make a decision on when and how to authorize community re-entry. The following includes considerations in making this decision and which agency may be able to provide support and advice and some items to consider shortly after re-entry. This is a generic tool that recognizes that services vary from community to community. It is up to the Local Government or First Nation to determine the minimum level of service required prior to community re-entry. Consideration should be given to ensuring residents are informed of the level of services available and what they should prepare for before going home.

	Initial Screen. Confirm if necessary for your community Y/N	Lead Agency	Comments	Date
<b>1 Wildfire and related risks no longer pose an imminent threat</b>				
Wildfire confirms it is safe to return		BC Wildfire Service (BCWS)		
Post wildfire natural hazard assessment underway		BCWS; Forest, Lands, and Natural Resources Operations (FLNRO) Regional Operations; EMBC		
Danger tree assessment		BCWS		
Air quality assessment		Ministry of Environment (MoE) and Ministry of Health (MoH) and First Nation Health Authority		
Hazardous materials identified and mitigated		LG/FN (Local Government or First Nations)		
Hazard area is secure		LG/FN		
<b>2 Safe transportation available to/within community</b>				
Road		Road Owner (LG/Ministry of Transportation and Infrastructure [MoTI], Private Owner)		

Emergency Management BC 2017

	Rail		Rail Owner/Operator		
	Marine		Owner/Operator		
	Public transit		LG		
	Bridges are safe		Bridge Owner		
<b>3</b>	<b>Affected residents are informed</b>				
	Controlled resident tour of affected area		LG/FN		
	Controlled media tour		LG/FN		
	Public information meeting		LG/FN		
	Residents informed of level of service provision to expect		LG/FN		
<b>4</b>	<b>Access to utilities</b>				
	Critical infrastructure operators have been granted access to restore infrastructure		LG/FN and CI		
	Electricity restoration plans underway		LG/FN, with provider		
	No hydro lines are down		LG/FN, with provider		
	Access to potable water		LG/FN		
	Access to water for firefighting		LG/FN		
	Access to sewage or temporary toilets		LG/FN		
	Telephone systems working		LG/FN, with provider		
	Safety of Natural Gas		LG/FN, with provider		
	Fuel stations open		LG/FN		
<b>5</b>	<b>Structure damage assessments complete</b>				
	Rapid Damage Assessment in affected areas		LG/FN and BC Housing support		
	Damage Assessment		LG/FN		
	Critical Infrastructure (CI) damage assessment		CI owner/operator		
<b>6</b>	<b>Essential Services restored to basic level (Fire, Police, 911)</b>				
	Fire services available		LG		
	Police services available		LG/RCMP		
	911 dispatch available		LG		
<b>7</b>	<b>Health care services available</b>				
	Hospital		Health Authority		
	Ambulance		BCEHS		
	Long term care facilities available		Health Authority/Private Owner		

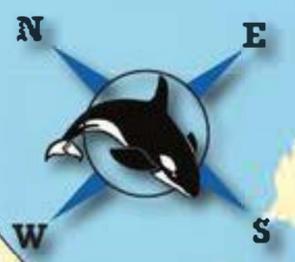
Emergency Management BC 2017

	Mental Health Support		FNHA- FN, Public Health Services Authority for LG		
	Information provided to residents at a higher risk of health concerns		Health Authority		
8	<b>Local government services available</b>				
	Garbage/Waste/Debris disposal services available		LG/FN		
	Local Government or First Nation offices open		LG/FN		
			LG/FN		
9	<b>Recovery supports established</b>				
	Resiliency Centres Established		LG/FN		
			Health		
	Public information available		LG/FN		
	Access to transitional housing		LG/FN with support from BC Housing		
	Contrators to support individual home owners		LG/FN		
10	<b>Access to food/pharmacy/banks</b>				
	Grocery stores staffed, open, and stocked		LG/FN		
	Pharmacies staffed, open, and stocked		LG/FN		
	Banks staffed, open, and stocked		LG/FN		
11	<b>Insurance support established</b>				
	Insurance providers/assessors available				
12	<b>Recovery assets in place</b>				
	Heavy Equipment available (bulldozer, excavator, etc.)		LG/FN		
	Building assessment personnel available for water tank inspection and gas tank inspection		LG/FN		

**Appendix 4&5**  
**Documents found online**  
**and hard copy in section**  
**files in EOC**

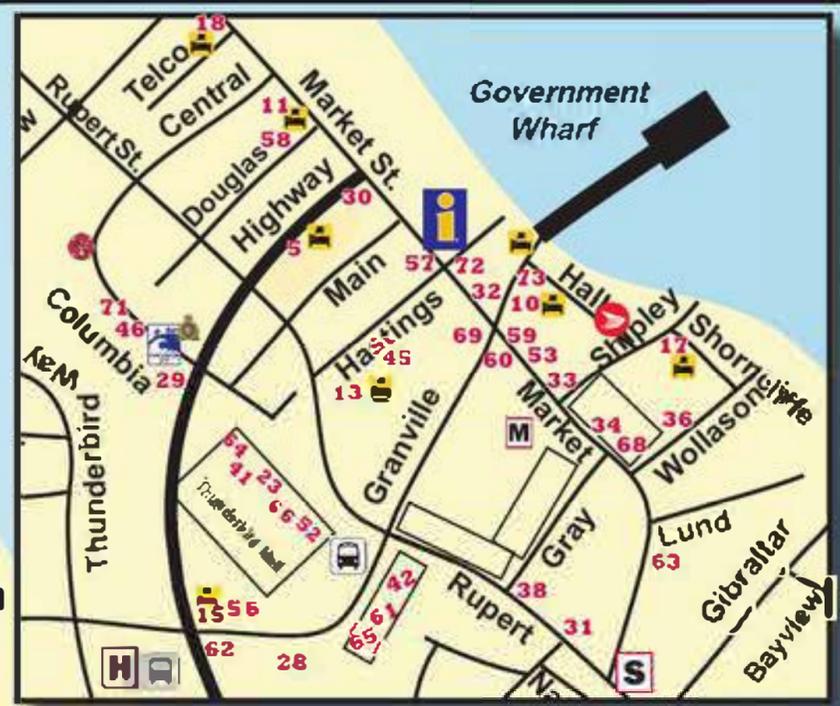
# Port Hardy

Live the Adventure

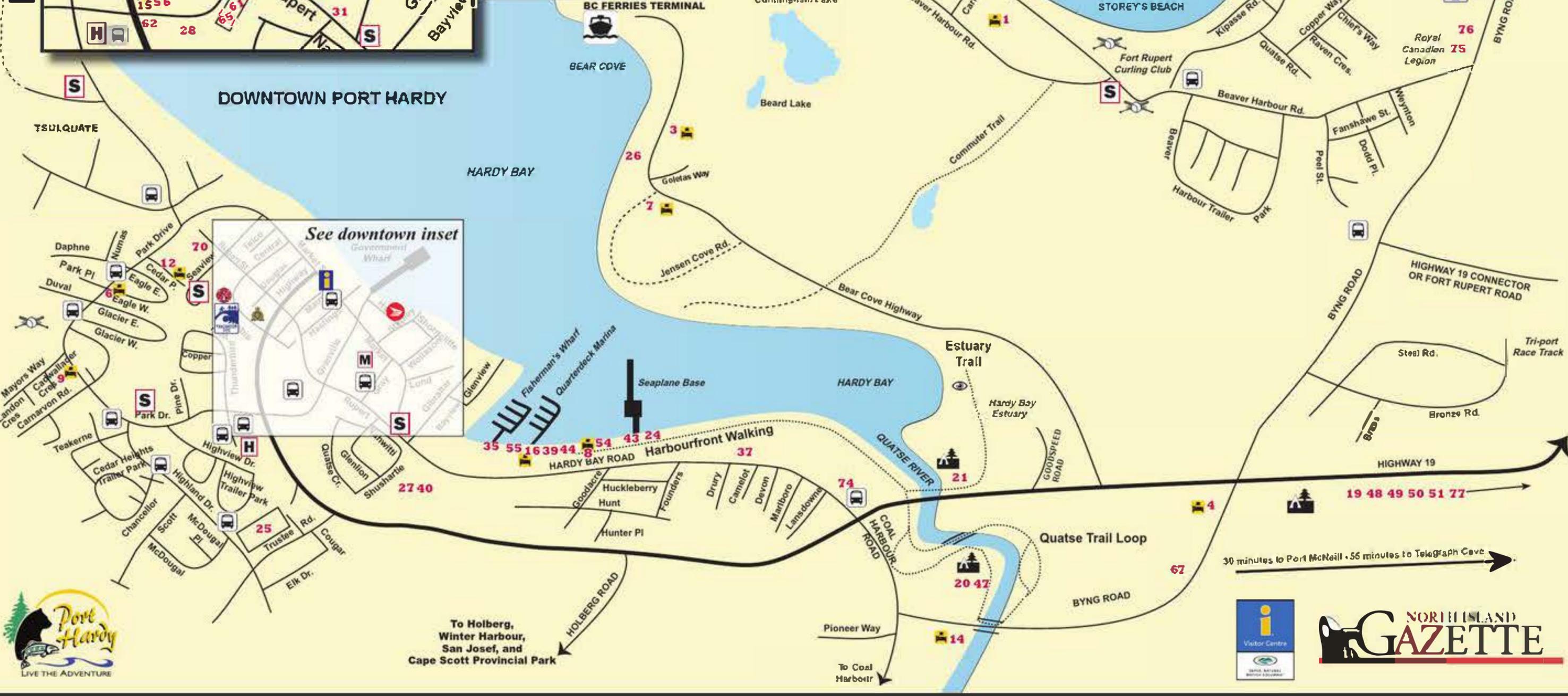


**— LEGEND —**

- Accommodations
- Ball Fields
- Bus Stops
- Campgrounds
- Ferry
- Fire Hall
- Hospital
- Information
- Museum
- Police
- Post Office
- Schools
- Tsunami Evacuation Sites
- Sites



**DOWNTOWN PORT HARDY**



To Holberg, Winter Harbour, San Josef, and Cape Scott Provincial Park

30 minutes to Port McNeill • 55 minutes to Telegraph Cove



**DISTRICT OF PORT HARDY  
HAZARD, RISK AND VULNERABILITY ANALYSIS**

**RISK ANALYSIS**

No.	Hazard	Scenario Details including Impacts and Vulnerability	Consequence Severity	Likelihood
1.	Fire - Structural	<p>A multi-residential building catches fire resulting in the loss of most of the building. 20 families occupy the building, all of which are now homeless.</p> <p><u>Impacts:</u></p> <p><u>Physical:</u> Loss of the building.</p> <p><u>Social:</u> Potential of deaths and injuries to occupants. Heavy smoke may cause temporary evacuation of nearby residents as well.</p> <p><u>Economic:</u> Loss of revenue to building owner. Loss of tax revenue to local government.</p> <p><u>Vulnerability:</u></p> <p>Tenants may not have sufficient insurance coverage to fully re-establish themselves. Loss of possessions and property.</p> <p><u>Response Capacity:</u></p> <p>Potential for multiple casualties, which will strain ambulance and hospital capacity.</p> <p>Emergency Social Services support not fully developed yet in Port Hardy which would help with those displaced from their homes.</p> <p>Emergency Plan for Structural Fires is not tested.</p> <p>Recovery Plan for emergencies is not fully developed nor tested.</p>	<p style="text-align: center;">3 (High)</p>	<p style="text-align: center;">6 (Frequent or Very Likely)</p>
2	Severe Weather	<p>A severe winter storm strikes the Port Hardy area. High winds and heavy rain cause damage to buildings and community facilities. Storm drains are at</p>	<p style="text-align: center;">2 (Moderate)</p>	<p style="text-align: center;">6 (Frequent or Very Likely)</p>

		<p>over capacity and washouts occur. Electrical power is disrupted and it may be several days before it is restored.</p> <p><u>Impacts:</u></p> <p><u>Physical:</u></p> <p>Damage to community infrastructure – roads, storm drains, buildings. Tree branches and debris to be removed. Downed trees and power lines.</p> <p><u>Social:</u></p> <p>People confined to their homes without power. Elderly and the very young are most affected. Homes relying exclusively on electric heating become cold and unlivable if for extended periods.</p> <p><u>Economic:</u> Loss of business due to extended power outage or inability to carry on business due to loss of electrical power.</p> <p><u>Response Capacity:</u></p> <p>Emergency Social Services support not fully established.</p> <p>“warming” or “comfort center” now established with Salvation Army</p> <p>Emergency response capacity of local government may be limited due to downed power lines and trees.</p> <p>Emergency response plan has not been tested.</p> <p>Emergency Recovery Plan not fully developed and tested.</p>		
--	--	--	--	--

3	Critical Infrastructure Failure	<p>Due to a malfunction down island, electrical power is lost on the North Island. Power may be off for several days.</p> <p><u>Impacts:</u></p> <p><u>Social:</u> People confined to their homes without power. Elderly and the very young are most affected. Homes relying exclusively on electric heating become cold and unlivable if for extended periods.</p> <p><u>Physical:</u> Loss of power may affect water supply, waste handling facilities if not supported by generators or auxiliary power.</p> <p><u>Economic:</u> Loss of business due to extended power outage or inability to carry on business due to loss of electrical power.</p> <p><u>Response Capacity:</u></p> <p>Emergency Social Services support not fully established.</p> <p>No “warming” or “comfort centers” established.</p> <p>Emergency response plan has not been tested.</p> <p>Emergency Recovery Plan not fully developed and tested.</p>	3 (High)	5 (Moderate of Likely)
4.	Accident - Air	<p>1. A scheduled aircraft crashes at Port Hardy Airport or 2. A float aircraft is in collision in Port Hardy Harbour.</p> <p><u>Impacts:</u> Multiple casualty incidents will tax the response capacity of all emergency services.</p> <p><u>Physical:</u> Loss of aircraft and potential damage to property on the ground.</p> <p><u>Social:</u> Potential for multiple deaths or injuries.</p> <p><u>Environmental:</u> Potential for fuel spill.</p>	3 (High)	4 (Occasional, slight chance)

		<p><u>Response Capacity:</u></p> <p>Multiple deaths or injuries will significantly affect the ability of Port Hardy Hospital to cope with large patient load. Hospital will likely have to activate the Disaster Plan.</p> <p>Multiple casualties will significantly impact Ambulance service to cope with patient load.</p> <p>BCAS and hospital have recently trained/exercised in multi-casualty incidents.</p> <p>Over all Emergency Plan and agency coordination has not been tested.</p> <p>Coast Guard assets/ private vessels available for harbour incidents.</p>		
5.	Accident - Marine	<p>A fire or collision at sea involving a large cruise vessel or ferry that requires the evacuation of passengers to Port Hardy. A major oil spill from a vessel or barge in Queen Charlotte Strait.</p> <p><u>Impacts:</u></p> <p><u>Physical:</u> The loss of vessel or cargo.</p> <p><u>Social:</u> Multiple deaths or injuries, or a large number of passengers requiring temporary living assistance pending transfer to points south.</p> <p><u>Environmental:</u> Potential for fuel or oil contamination in sensitive marine environments.</p> <p><u>Response Capacity:</u></p> <p>Port Hardy Coast Guard maintains a Lifeboat Station which may be overwhelmed by the scale of the incident. Outside support will be required.</p> <p>Large numbers of casualties will affect the capability of Port Hardy Hospital.</p> <p>Large numbers of unexpected passengers will require services and</p>	3 (High)	4 (Occasional, slight chance)

		<p>Emergency Social Services unit is not yet fully developed.</p> <p>Limited commercial accommodation for large groups.</p> <p>Emergency Plan is not tested.</p> <p>Coordination of multiple agencies has not been tested.</p>		
6.	Accident - Road	<p>A school bus collision on the outskirts of Port Hardy involving 25 students.</p> <p><u>Impacts:</u></p> <p><u>Physical:</u> Damage to vehicles, property or utilities. Extended road closure, transportation routes blocked.</p> <p><u>Social:</u> Injury or deaths involving school children. Significant anxiety of family members and the community at large. School District will have to invoke special procedures for major trauma incidents.</p> <p><u>Response Capacity:</u></p> <p>Hospital capacity for multiple casualty incidents may be limited due to the number of emergency admissions.</p> <p>Ambulance service will have limited capacity due to multiple casualties.</p> <p>Fire Department Road Rescue Service will be fully engaged.</p> <p>Emergency Response Plan not tested.</p>	2 (Moderate)	4 (Occasional, slight chance)
7.	Epidemics - Human	<p>A major flu pandemic sweeps BC including the North Island. Significant percentage of the population of Port Hardy is affected.</p> <p><u>Impacts:</u></p> <p><u>Social:</u> Vulnerable populations of the elderly or the very young and those with compromised or pre-existing poor health conditions.</p> <p><u>Economic:</u> Loss of business capacity due to lack of staff related to isolation</p>	3 (High)	3 (Unlikely, improbable)

		<p>and employee illness. A reduced ability for local government to maintain levels of service due to staff shortages.</p> <p><u>Response Capacity:</u></p> <p>Emergency Responders may be affected in the same ratio as the general public thereby reducing response capability.</p> <p>Limited hospital capacity to cope with large numbers of patients.</p> <p>The role of local government in public health emergencies is not well understood.</p>		
8.	Fire - Interface	<p>A fire originates in the woods at the west edge of Port Hardy during the dry summer months. Fire spreads into a residential area threatening homes.</p> <p><u>Impacts:</u></p> <p><u>Social:</u> Evacuation of residents threatened by fire or health problems from poor air quality from smoke. Those with pre-existing respiratory health problems will be affected.</p> <p><u>Physical:</u> Damage to homes by fire.</p> <p><u>Economic:</u> Loss of business from areas affected by fire or resulting smoke.</p> <p><u>Environmental:</u> Damage to sensitive ecological areas. Poor air quality in the community may affect public health.</p> <p><u>Response Capacity:</u></p> <p>Standing agreements are in place with Ministry of Forests – Fire Protection Unit.</p> <p>No Evacuation Plan in place.</p> <p>Emergency Social Services support not yet fully established to deal with evacuees.</p> <p>Emergency Plan has not yet been tested.</p>	2 (Moderate)	4 (Occasional, slight chance)

9.	Hazardous Goods Spill	<p>An ammonia leak takes place at an ice plant near the downtown core.</p> <p><u>Impacts:</u></p> <p><u>Social:</u> Evacuation of nearby residents and businesses.</p> <p><u>Economic:</u> Loss of business from the evacuated area until the incident is resolved.</p> <p><u>Response Capacity:</u></p> <p>Port Hardy Fire Department has limited HAZMAT capacity.</p> <p>There is no Evacuation Plan in place.</p> <p>The Emergency Plan has not been tested.</p> <p>Emergency Social Services support is not yet fully established to deal with evacuees.</p>	2 (Moderate)	4 (Occasional, slight chance)
10.	Major Criminal Event	<p>A person barricades himself in a home while armed. Police cordon and contain the immediate area and require the evacuation of neighbouring homes until the incident is resolved.</p> <p><u>Impacts:</u></p> <p><u>Social:</u> Potential for injuries or deaths. Evacuation of neighbouring homes</p> <p><u>Economic:</u> Loss of business in the evacuated or isolated area until incident is resolved.</p> <p><u>Response Capacity:</u></p> <p>Emergency Social Services support is not yet fully established to deal with evacuees.</p> <p>If a school is affected, the Hazard Response Plan needs to be integrated into the School District 85 Emergency Plan.</p> <p>There is no Evacuation Plan in place.</p>	1 (Very Low)	4 (Occasional, slight chance)

		The Emergency Plan is not tested.		
11.	Earthquake	<p>A Magnitude 6.7 earthquake strikes the North Island. Some buildings in Port Hardy have been damaged, broken glass, foundations cracked but no deaths. Minor injuries reported. Utilities have been disrupted – no power, and sewer and water lines have been broken in places.</p> <p><u>Impacts:</u></p> <p><u>Social:</u> Most of the population of Port Hardy has no heat, light, power or water services and this situation is expected to last for an extended period.</p> <p><u>Physical:</u> Damage to homes, businesses, critical facilities and critical infrastructure.</p> <p><u>Economic:</u> Loss of business due to damage to property.</p> <p><u>Environmental:</u> Potential for contaminant spills.</p> <p><u>Response Capacity:</u></p> <p>All response agencies will be over extended.</p> <p>Emergency Plan is not tested.</p> <p>Response priorities are not tested.</p> <p>Emergency Social Services function is not yet fully established.</p> <p>State of Personal or Family Preparedness in the District is unknown.</p>	2 (Moderate)	1 (Very Rare Event)
12.	Tsunami	<p>A major earthquake in Alaska results in a tsunami heading for the BC Coast. On arrival in Port Hardy harbour a series of waves to 1.5 meters flow into the center harbour area with strong and dangerous currents. No residences are directly affected but there is significant damage to harbour facilities, docks and vessels.</p> <p><u>Impacts:</u></p>	2 (Moderate)	1 (Very Rare Event)

		<p><u>Social:</u> Evacuation of harbour area for businesses and residents within the designated danger zone. Dangerous currents may affect operators of small vessels.</p> <p><u>Physical:</u> Damage to harbour facilities, businesses on the water, vessels and log booms.</p> <p><u>Economic:</u> Loss of business to evacuated areas. Loss of business due to damage.</p> <p><u>Environmental:</u> Potential for fuel spills from damaged vessels in the harbour.</p> <p><u>Response Capacity</u></p> <p>A Tsunami Warning and Evacuation Plan has not been tested. Notification procedures for neighbouring First Nations has not been tested.</p> <p>The Emergency Social Services function has not yet been fully established to deal with evacuees.</p>		
13.	Landslides and Debris Flows	<p>A prolonged heavy rain storm causes the Tsulquate River to flood. Logs and debris flow downstream and jams in places resulting in some flooding in the lower reaches. Public Works Yard and Tsulquate Reserve are threatened with damage to roadway and connecting bridge.</p> <p><u>Impacts:</u></p> <p><u>Social:</u> Access between Tsulquate Reserve and the District may be cut off.</p> <p><u>Physical:</u> Damage to roadway and bridge to Tsulquate. Access to public works equipment and facilities may be cut off.</p> <p><u>Response Capacity:</u></p> <p>The Emergency Plan has not been tested.</p>	1 (Low)	1 (Very Rare Event)

**DISTRICT OF PORT HARDY  
HAZARD, RISK AND VULNERABILITY ANALYSIS**

**RISK ANALYSIS**

No.	Hazard	Scenario Details including Impacts and Vulnerability	Consequence Severity	Likelihood
1.	Fire - Structural	<p>A multi-residential building catches fire resulting in the loss of most of the building. 20 families occupy the building, all of which are now homeless.</p> <p><u>Impacts:</u></p> <p><u>Physical:</u> Loss of the building.</p> <p><u>Social:</u> Potential of deaths and injuries to occupants. Heavy smoke may cause temporary evacuation of nearby residents as well.</p> <p><u>Economic:</u> Loss of revenue to building owner. Loss of tax revenue to local government.</p> <p><u>Vulnerability:</u></p> <p>Tenants may not have sufficient insurance coverage to fully re-establish themselves. Loss of possessions and property.</p> <p><u>Response Capacity:</u></p> <p>Potential for multiple casualties, which will strain ambulance and hospital capacity.</p> <p>Emergency Social Services support not fully developed yet in Port Hardy which would help with those displaced from their homes.</p> <p>Emergency Plan for Structural Fires is not tested.</p> <p>Recovery Plan for emergencies is not fully developed nor tested.</p>	3 (High)	6 (Frequent or Very Likely)
2	Severe Weather	<p>A severe winter storm strikes the Port Hardy area. High winds and heavy rain cause damage to buildings and community facilities. Storm drains are at</p>	2 (Moderate)	6 (Frequent or Very Likely)

		<p>over capacity and washouts occur. Electrical power is disrupted and it may be several days before it is restored.</p> <p><u>Impacts:</u></p> <p><u>Physical:</u></p> <p>Damage to community infrastructure – roads, storm drains, buildings. Tree branches and debris to be removed. Downed trees and power lines.</p> <p><u>Social:</u></p> <p>People confined to their homes without power. Elderly and the very young are most affected. Homes relying exclusively on electric heating become cold and unlivable if for extended periods.</p> <p><u>Economic:</u> Loss of business due to extended power outage or inability to carry on business due to loss of electrical power.</p> <p><u>Response Capacity:</u></p> <p>Emergency Social Services support not fully established.</p> <p>“warming” or “comfort center” now established with Salvation Army</p> <p>Emergency response capacity of local government may be limited due to downed power lines and trees.</p> <p>Emergency response plan has not been tested.</p> <p>Emergency Recovery Plan not fully developed and tested.</p>		
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3	Critical Infrastructure Failure	<p>Due to a malfunction down island, electrical power is lost on the North Island. Power may be off for several days.</p> <p><u>Impacts:</u></p> <p><u>Social:</u> People confined to their homes without power. Elderly and the very young are most affected. Homes relying exclusively on electric heating become cold and unlivable if for extended periods.</p> <p><u>Physical:</u> Loss of power may affect water supply, waste handling facilities if not supported by generators or auxiliary power.</p> <p><u>Economic:</u> Loss of business due to extended power outage or inability to carry on business due to loss of electrical power.</p> <p><u>Response Capacity:</u></p> <p>Emergency Social Services support not fully established.</p> <p>No “warming” or “comfort centers” established.</p> <p>Emergency response plan has not been tested.</p> <p>Emergency Recovery Plan not fully developed and tested.</p>	3 (High)	5 (Moderate of Likely)
4.	Accident - Air	<p>1. A scheduled aircraft crashes at Port Hardy Airport or 2. A float aircraft is in collision in Port Hardy Harbour.</p> <p><u>Impacts:</u> Multiple casualty incidents will tax the response capacity of all emergency services.</p> <p><u>Physical:</u> Loss of aircraft and potential damage to property on the ground.</p> <p><u>Social:</u> Potential for multiple deaths or injuries.</p> <p><u>Environmental:</u> Potential for fuel spill.</p>	3 (High)	4 (Occasional, slight chance)

		<p><u>Response Capacity:</u></p> <p>Multiple deaths or injuries will significantly affect the ability of Port Hardy Hospital to cope with large patient load. Hospital will likely have to activate the Disaster Plan.</p> <p>Multiple casualties will significantly impact Ambulance service to cope with patient load.</p> <p>BCAS and hospital have recently trained/exercised in multi-casualty incidents.</p> <p>Over all Emergency Plan and agency coordination has not been tested.</p> <p>Coast Guard assets/ private vessels available for harbour incidents.</p>		
5.	Accident - Marine	<p>A fire or collision at sea involving a large cruise vessel or ferry that requires the evacuation of passengers to Port Hardy. A major oil spill from a vessel or barge in Queen Charlotte Strait.</p> <p><u>Impacts:</u></p> <p><u>Physical:</u> The loss of vessel or cargo.</p> <p><u>Social:</u> Multiple deaths or injuries, or a large number of passengers requiring temporary living assistance pending transfer to points south.</p> <p><u>Environmental:</u> Potential for fuel or oil contamination in sensitive marine environments.</p> <p><u>Response Capacity:</u></p> <p>Port Hardy Coast Guard maintains a Lifeboat Station which may be overwhelmed by the scale of the incident. Outside support will be required.</p> <p>Large numbers of casualties will affect the capability of Port Hardy Hospital.</p> <p>Large numbers of unexpected passengers will require services and</p>	3 (High)	4 (Occasional, slight chance)

		<p>Emergency Social Services unit is not yet fully developed.</p> <p>Limited commercial accommodation for large groups.</p> <p>Emergency Plan is not tested.</p> <p>Coordination of multiple agencies has not been tested.</p>		
6.	Accident - Road	<p>A school bus collision on the outskirts of Port Hardy involving 25 students.</p> <p><u>Impacts:</u></p> <p><u>Physical:</u> Damage to vehicles, property or utilities. Extended road closure, transportation routes blocked.</p> <p><u>Social:</u> Injury or deaths involving school children. Significant anxiety of family members and the community at large. School District will have to invoke special procedures for major trauma incidents.</p> <p><u>Response Capacity:</u></p> <p>Hospital capacity for multiple casualty incidents may be limited due to the number of emergency admissions.</p> <p>Ambulance service will have limited capacity due to multiple casualties.</p> <p>Fire Department Road Rescue Service will be fully engaged.</p> <p>Emergency Response Plan not tested.</p>	2 (Moderate)	4 (Occasional, slight chance)
7.	Epidemics - Human	<p>A major flu pandemic sweeps BC including the North Island. Significant percentage of the population of Port Hardy is affected.</p> <p><u>Impacts:</u></p> <p><u>Social:</u> Vulnerable populations of the elderly or the very young and those with compromised or pre-existing poor health conditions.</p> <p><u>Economic:</u> Loss of business capacity due to lack of staff related to isolation</p>	3 (High)	3 (Unlikely, improbable)

		<p>and employee illness. A reduced ability for local government to maintain levels of service due to staff shortages.</p> <p><u>Response Capacity:</u></p> <p>Emergency Responders may be affected in the same ratio as the general public thereby reducing response capability.</p> <p>Limited hospital capacity to cope with large numbers of patients.</p> <p>The role of local government in public health emergencies is not well understood.</p>		
8.	Fire - Interface	<p>A fire originates in the woods at the west edge of Port Hardy during the dry summer months. Fire spreads into a residential area threatening homes.</p> <p><u>Impacts:</u></p> <p><u>Social:</u> Evacuation of residents threatened by fire or health problems from poor air quality from smoke. Those with pre-existing respiratory health problems will be affected.</p> <p><u>Physical:</u> Damage to homes by fire.</p> <p><u>Economic:</u> Loss of business from areas affected by fire or resulting smoke.</p> <p><u>Environmental:</u> Damage to sensitive ecological areas. Poor air quality in the community may affect public health.</p> <p><u>Response Capacity:</u></p> <p>Standing agreements are in place with Ministry of Forests – Fire Protection Unit.</p> <p>No Evacuation Plan in place.</p> <p>Emergency Social Services support not yet fully established to deal with evacuees.</p> <p>Emergency Plan has not yet been tested.</p>	2 (Moderate)	4 (Occasional, slight chance)

9.	Hazardous Goods Spill	<p>An ammonia leak takes place at an ice plant near the downtown core.</p> <p><u>Impacts:</u></p> <p><u>Social:</u> Evacuation of nearby residents and businesses.</p> <p><u>Economic:</u> Loss of business from the evacuated area until the incident is resolved.</p> <p><u>Response Capacity:</u></p> <p>Port Hardy Fire Department has limited HAZMAT capacity.</p> <p>There is no Evacuation Plan in place.</p> <p>The Emergency Plan has not been tested.</p> <p>Emergency Social Services support is not yet fully established to deal with evacuees.</p>	2 (Moderate)	4 (Occasional, slight chance)
10.	Major Criminal Event	<p>A person barricades himself in a home while armed. Police cordon and contain the immediate area and require the evacuation of neighbouring homes until the incident is resolved.</p> <p><u>Impacts:</u></p> <p><u>Social:</u> Potential for injuries or deaths. Evacuation of neighbouring homes</p> <p><u>Economic:</u> Loss of business in the evacuated or isolated area until incident is resolved.</p> <p><u>Response Capacity:</u></p> <p>Emergency Social Services support is not yet fully established to deal with evacuees.</p> <p>If a school is affected, the Hazard Response Plan needs to be integrated into the School District 85 Emergency Plan.</p> <p>There is no Evacuation Plan in place.</p>	1 (Very Low)	4 (Occasional, slight chance)

		The Emergency Plan is not tested.		
11.	Earthquake	<p>A Magnitude 6.7 earthquake strikes the North Island. Some buildings in Port Hardy have been damaged, broken glass, foundations cracked but no deaths. Minor injuries reported. Utilities have been disrupted – no power, and sewer and water lines have been broken in places.</p> <p><u>Impacts:</u></p> <p><u>Social:</u> Most of the population of Port Hardy has no heat, light, power or water services and this situation is expected to last for an extended period.</p> <p><u>Physical:</u> Damage to homes, businesses, critical facilities and critical infrastructure.</p> <p><u>Economic:</u> Loss of business due to damage to property.</p> <p><u>Environmental:</u> Potential for contaminant spills.</p> <p><u>Response Capacity:</u></p> <p>All response agencies will be over extended.</p> <p>Emergency Plan is not tested.</p> <p>Response priorities are not tested.</p> <p>Emergency Social Services function is not yet fully established.</p> <p>State of Personal or Family Preparedness in the District is unknown.</p>	2 (Moderate)	1 (Very Rare Event)
12.	Tsunami	<p>A major earthquake in Alaska results in a tsunami heading for the BC Coast. On arrival in Port Hardy harbour a series of waves to 1.5 meters flow into the center harbour area with strong and dangerous currents. No residences are directly affected but there is significant damage to harbour facilities, docks and vessels.</p> <p><u>Impacts:</u></p>	2 (Moderate)	1 (Very Rare Event)

		<p><u>Social:</u> Evacuation of harbour area for businesses and residents within the designated danger zone. Dangerous currents may affect operators of small vessels.</p> <p><u>Physical:</u> Damage to harbour facilities, businesses on the water, vessels and log booms.</p> <p><u>Economic:</u> Loss of business to evacuated areas. Loss of business due to damage.</p> <p><u>Environmental:</u> Potential for fuel spills from damaged vessels in the harbour.</p> <p><u>Response Capacity</u></p> <p>A Tsunami Warning and Evacuation Plan has not been tested. Notification procedures for neighbouring First Nations has not been tested.</p> <p>The Emergency Social Services function has not yet been fully established to deal with evacuees.</p>		
13.	Landslides and Debris Flows	<p>A prolonged heavy rain storm causes the Tsulquate River to flood. Logs and debris flow downstream and jams in places resulting in some flooding in the lower reaches. Public Works Yard and Tsulquate Reserve are threatened with damage to roadway and connecting bridge.</p> <p><u>Impacts:</u></p> <p><u>Social:</u> Access between Tsulquate Reserve and the District may be cut off.</p> <p><u>Physical:</u> Damage to roadway and bridge to Tsulquate. Access to public works equipment and facilities may be cut off.</p> <p><u>Response Capacity:</u></p> <p>The Emergency Plan has not been tested.</p>	1 (Low)	1 (Very Rare Event)

Likelihood	Low Consequence	Moderate Consequence	High Consequence	Very High Consequence	Likelihood
6		Severe Weather	Fire – Structural		Frequent or very likely
5			Critical Infrastructure Failure		Moderate or Likely
4	Major Criminal Event	Transport Accident – Road  Fire – Interface  Hazardous Goods Spill	Transport Accident – Air  Transport Accident – Marine		Occasional, slight chance
3			Epidemics – Human		Unlikely, improbable
2					Highly unlikely (rare event)
1	Landslide or Debris Flow	Earthquake  Tsunami			Very rare event
Severity	1	2	3	4	Severity

### HAZARD RISK MATRIX – District of Port Hardy

#### RISK RATING LEGEND

	These risks are low. Dealing with these risks in community and emergency planning are less urgent than risks rated higher.
	These risks are moderate, and may be more likely to occur and have a higher level of probability.
	These risks are high, and should be considered a higher priority in addressing the concerns raised for emergency preparedness.
	These risks are very high in order of probability and the severity or consequences to the community.



# **EMERGENCY SUPPORT SERVICES PLAN**

# PORT HARDY EMERGENCY SUPPORT SERVICES PLAN

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## **Acknowledgement:**

The following individuals worked together to develop the District of Port Hardy's Emergency Support Services (ESS) Plan:

Heather Nelson-Smith, CAO

Susan Bjarnason, ESS Director

Sybille Sanderson Collaborative Consulting

## **Port Hardy ESS Plan Overview**

The Provincial Emergency Program Act states: the local authority “must establish and maintain an emergency management organization to develop and implement emergency plans and other preparedness, response and recovery measures for emergencies and disasters”.

In October 2020, Port Hardy ESS assisted the Regional District of Mount Waddington with their response to the Wuikinuxv fire and in January 2021 Port Hardy experienced an apartment fire that displaced 31 people and required Emergency Support Services for several months. Both these events strained current resources, especially due to the length of the response and recovery process. To be better prepared for subsequent events, this ESS Plan was developed.

An effective ESS Plan is a 'living' document that will need revision and updating on a continuing basis. This document is intended to be the basis from which to build an effective and coordinated ESS Program.

For information regarding the ESS Plan, please contact:

District of Port Hardy

Phone: 250-949-6665

Email: [reception@porthardy.ca](mailto:reception@porthardy.ca)



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## INTRODUCTION

### Situation and Assumptions

Emergency Support Services (ESS) is a community-based program facilitated by the District of Port Hardy and supported with training & response funding by Emergency Management British Columbia (EMBC). ESS provides essential services to restore dignity and preserve well-being of people affected by emergencies, ranging from house fires to catastrophic events involving mass evacuation.

The goal of the ESS Program is to empower people to re-establish themselves as quickly as possible after a disaster. ESS is typically available for 72 hours immediately following the start of an event. ESS aims to provide:

- Emotional support;
- Accurate and up-to-date information regarding the disaster response and recovery efforts;
- Reunification assistance for families separated by disaster;
- Referrals for food, clothing and lodging as required and approved provincially; and
- Specialized services (transportation, pet care, translation, etc.) as required.

The purpose of the ESS Plan is to set out the concepts, policies and operational guidelines for effective ESS response. The intent is to provide realistic expectations with transparency, and to clarify the framework for collaboration between ESS, First Responders and the Emergency Operations Centre.

### Values – Port Hardy C A R E S

**Concern for Others** – We listen carefully, showing genuine concern and empathy, while working together to create a better future.

**Appreciation** – We value the dedication, commitment and contributions of all people who are working to ensure that our community is safe and resilient. We recognize their efforts and we are grateful.

**Respect** – We value our people, our community and our diversity. Respect starts with ourselves and continues to others.

**Empowerment** – We strive to provide people with knowledge, confidence and access to resources so that they may take responsibility and ownership of their safety and well-being.

**Safety and Service Excellence** – We value the safety, health and welfare of our community. We strive to provide an exceptional service that exemplifies our genuine concern and compassion for people.

We are members of, adhere to and promote the values, guiding principles and standards of the [Canadian Code for Volunteer Involvement](#).



## What is Emergency Support Services?

Emergency Support Services (ESS) is a community-based provincial emergency response program. ESS provides those services required to preserve the well-being of people affected by an emergency or disaster – ranging from single house fires to calamities involving mass evacuations.

### ESS in BC

The goal of the ESS Program is to help people begin to re-establish themselves as quickly as possible after a disaster. The ESS Program plays an important role in BC emergency management by:

- Helping people meet their immediate basic needs during a disaster if they are unable to
- Reuniting families separated by disaster
- Providing people affected by a disaster with accurate and up-to-date information

### What services are provided by ESS?

ESS provides temporary relief to individuals and families so they can begin to plan their next steps after a disaster. Services may include:

Primary Services	Specialized Services
Information	Basic first aid
Family reunification	Transportation
Coordinating essential services such as food; lodging; and clothing	Translation
Emotional support	Transition to recovery

### Who provides ESS?

In BC, local authorities are responsible for planning and operating ESS as part of their overall emergency program. In the District of Port Hardy volunteers donate their time and energy as members of various organizations to support the community. Municipal staff may also be involved in providing services during larger events. ESS Support Organizations also have important roles in providing ESS.

### How is ESS provided?

ESS Teams assist evacuees, usually at Reception Centres. Reception Centres are often located in community recreation centres, churches, or community halls. In some communities ESS Teams also provide services in other settings, such as outreach to those unable to leave their homes, or on-site services to response workers.

### How long is ESS provided for?

ESS is generally available for **72 hours from the time of the incident**. During these first 72 hours, evacuees should immediately plan their next steps by contacting their insurance agents, families and friends, or accessing other possible resources. ESS may be extended in exceptional circumstances only.

## ESS Activation Levels

There are three levels of ESS response:

**Level 1** - A small, localized event such as a house fire affecting one or two households; usually with less than 12 people. This service is provided by the ESS Level 1 Team.

**Level 2** - A significant event affecting more than 12 people, such as an apartment fire. A Reception Centre/Group Lodging may be established – usually for a short duration. An EOC may also be established to support ESS site needs. Informal Community Recovery processes may be initiated.

**Level 3** - A major emergency, such as large-scale flooding or interface wildfires, involving large scale evacuation. More than one Reception Centre/Group Lodging may be established. Regional coordination and support may be required. Duration of operation may last days, weeks or even months. An EOC will be established. Formal Community Recovery may be initiated.

## Framework: Incident Command System

A standardized site-level emergency management system designed to be expandable and flexible to meet the needs of single and multi-agency incidents. ICS is the foundational framework for how ESS is organized. ICS principles are also used to coordinate site-support activities at the Local Authority Emergency Operations Centres (EOC) and at the Provincial coordination levels.

### Principles:

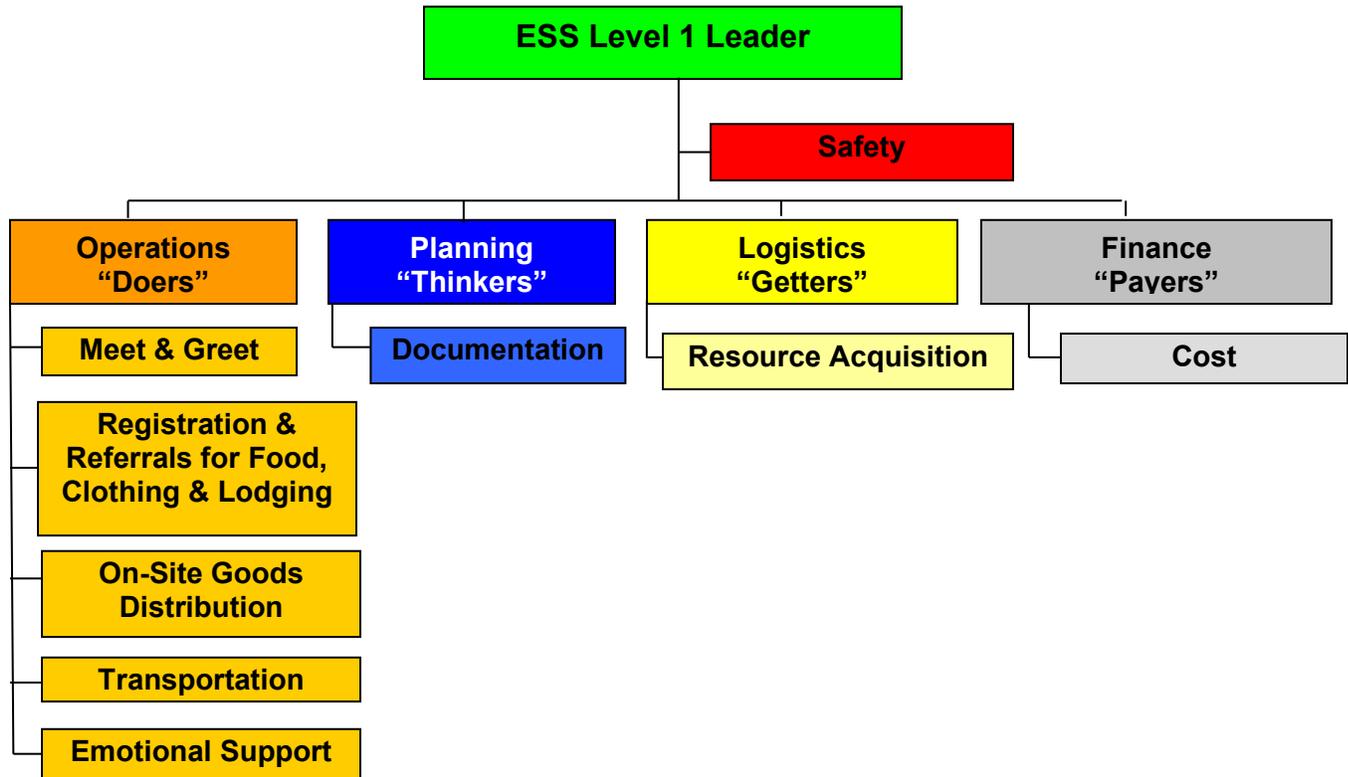
1. Five primary management functions
2. Establishment and transfer of command
3. Single and unified command
4. Management by objectives
5. Incident action plans (IAP)
6. Comprehensive resource management
7. Unity and chain of command
8. Manageable span of control
9. Modular organization
10. Personnel accountability
11. Common terminology
12. Communication & Information Management

### Priority Response Goals:

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

## Emergency Support Services Level 1

ESS Level 1 generally involves the displacement/evacuation of only one or two families (up to 12 people) that can be managed by a team of two ESS Level 1 Responders without the activation of an ESS Reception Centre. Services are usually provided at or near the site of the incident if it is safe to do so.



Although there are many “functions” to fulfill, two ESS Level 1 Responders can accomplish these in just a matter of a couple of hours depending on the size of the family, availability of lodging, and complexity of the event. Once you receive the request for Level 1 ESS (usually from the ESS Director or Emergency Program Coordinator or Dispatch Centre):

1. Enter information into your ESS Activation Checklist
2. Contact the Emergency Coordination Centre at 1-800-663-3456 and request a task number if not already provided.
3. Gather your ESS Level 1 kit and arrange to meet with your ESS partner.
4. Determine the most suitable place to meet with the evacuees (may be at the scene (their home) but it could also be at a neighbour's, friend's, hotel or restaurant).
5. Work together as a team to provide services and emotional support to the evacuees.
6. Follow the procedures and complete all paperwork as directed.
7. Report in when you have arrived safely at home.
8. Submit all paperwork to Port Hardy ESS Office for processing and pick up a new ESS Level 1 Kit as required.

## Emergency Support Services Level 2

### Overview

A Reception Centre typically is operational for up to 72 hours, depending on the severity of the situation. When the emergency consists of numerous evacuees requiring more time to move into recovery, Reception Centres may be open longer with approval from EMBC.

When commercial accommodation is not available, Group Lodging may be set up to provide shelter if required.

Following the ESS response, formal or informal Community Recovery may be implemented and will be coordinated by the local authority and potentially implemented by a Recovery/Resilience Centre team. A Resilience Centre may be co-located at the ESS Reception Centre.

### Reception Centre/Group Lodging Facilities

Port Hardy Civic Centre 7450 Columbia Street, Port Hardy	Avalon School 4640 Byng Road, Port Hardy
	

These facilities have been designated as ESS Reception Centres. Should one or both of these not be available (i.e. located in the hazard zone), evacuees may need to be sent to another facility or even to a nearby host community.

Although the designated Reception Centres are generally the first-choice facility to be activated, a Reception Centre may need to move to a different, yet to be determined facility if necessary.

Consideration should be given to pre-planned large events when determining where to establish a Reception Centre/Group Lodging to prevent the loss of revenue if possible.

No rent may be charged for Local Authority owned facility use as a Reception Centre, Resilience Centre or Emergency Operations Centre as these charges are not reimbursable through EMBC.

## Reception Centre Guidelines

These Reception Centre Guidelines are provided for staff/volunteers, with the understanding that situations require flexibility to accommodate the needs of those that have been evacuated.

### Staffing Considerations

- The designated ESS Director becomes the ESS Branch Coordinator in the EOC if the EOC is activated and is the direct contact for the Reception Centre Manager.
- In the event of an emergency, community recreation and facility staff may be called upon to work in a Reception Centre along with community volunteers.
- To activate a reception centre, the ESS Director will call the manager of the designated facility with a description of the event and what type of ESS coverage will be needed.
- It is acknowledged that staff may have to adjust their normal work schedules and may be called out at unusual hours.
- If additional staff is needed for a response, consideration will be given to seniority principles but only if this works operationally as the facility generally will be expected to continue functioning with normal programs.
- In addition, recreation staff duties while involved in an emergency event may have to be adjusted. An example is that in an emergency they may be in charge of pet care or managing refreshments which most likely have not been identified in their job description.
- When manageable, the shifts will consist of 6 hours with an overlap of .5 hour on either side to accommodate for transfer of information during the shift change.
- Staff identified for ESS duties will not be called back from vacation unless deemed absolutely necessary.
- Night Shifts may be asked to stand down or manpower decreased if not required (i.e. no Group Lodging required). Determinations are made with the Reception Centre Manager and the ESS Director or the Emergency Program Coordinator.

### Compensation

- If activated, District of Port Hardy staff will be paid through their regular wage budgets at their current rate of pay. Overtime, backfilling regular positions and ESS Reception Centre expenses (meals, supplies, etc.) will be paid by Local Authority. Consistent with past practices, overtime is paid, so that reimbursement can be obtained from Emergency Management BC.
- In the case of an extraordinary event with longevity, the Local Authority has included information in the Overtime Policy that states:  
“An exception may be made when an emergency response requires exempt employees to work more than eight (8) hours of overtime during an emergency response event. In such cases, the Employer may consider the payment of overtime worked above the eight (8) hour threshold while a Reception Centre/Group Lodging is open or an Emergency Operations Centre is active.”

## Mileage

- Staff and volunteers may claim mileage at the current Board of Trade rate adopted by the District of Port Hardy when using a privately owned vehicle on an operational task that is not at their normal work location. For staff, mileage will be calculated as the lesser amount of travel, either from home to the reception centre or from work to the reception centre and return. Assistance with mileage is not to be a lucrative decision but a best-case scenario. Mileage claims for a training task must be pre-authorized by the Director in Charge.

## Reception Centre Set-up / Activation

Staff/volunteers should know where Reception Centre supplies are stored and be able to access them.

1. Receive briefing from Reception Centre Manager regarding evacuee numbers and arrival ETA.
2. Determine which facility area will be used for Reception Centre / Group Lodging if needed.
3. Set up waiting area within the facility with chairs for the number of evacuees expected.
4. Set up Registration & Referrals workstations (1 admin kit, 1 goods kit, 1 table, 2 chairs for 2 workers for each workstation on wall side, 2-3 chairs for evacuees on waiting area side).
  - a. 20-100 evacuees = 3 workstations (2 - Registration & Referrals, 1 – Registration Only).
  - b. 100-200 evacuees = 6 workstations (4 - Registration & Referrals, 2 – Registration Only).
5. Set up 1 workstation for Documentation (1 ESS File kit, 1 admin kit, 1 table and 1-2 chairs).
6. Set up 1-2 tables for Comfort Food/Refreshments near waiting area.
7. Set up goods kits with clothing, comfort kits & teddy bears behind Registration & Referrals tables.
8. Set up a separate area for Emotional Support with 5-10 chairs as needed.

As workers arrive, they sign in on the Task Registration Form and pick up their function box from documentation, sign out their referral forms, and set up their workstations. Post sample forms and Task Number on each Registration & Referrals workstation. Keep forms in function box and pull out as needed to keep them secure.

Documentation distributes and accounts for all Referral forms and distributes function boxes as needed. Documentation tracks forms used and files evacuee records as they are completed.

Resource Acquisition (Local Authority Emergency Program provides annually updated list of suppliers) determines availability of commercial lodging to be distributed by Registration & Referrals workers.

Registration & Referrals workers register individuals and use ESS Rates Sheet and Needs Assessment Matrix to determine evacuee needs and refer them to appropriate resources.

Regardless of evacuee response to the “Restriction” question, all files will be handled as confidential and kept secure in documentation.

**Note: The Initial callout requires additional resources to manage the initial registrations:**

- 1 Reception Centre Manager
- 1 Safety Officer (ideally Facility staff)
- 1 Documentation Worker
- 2 Facility Support (set up RC & GL as needed & ramp up increased facility maintenance)

# PORT HARDY EMERGENCY SUPPORT SERVICES PLAN

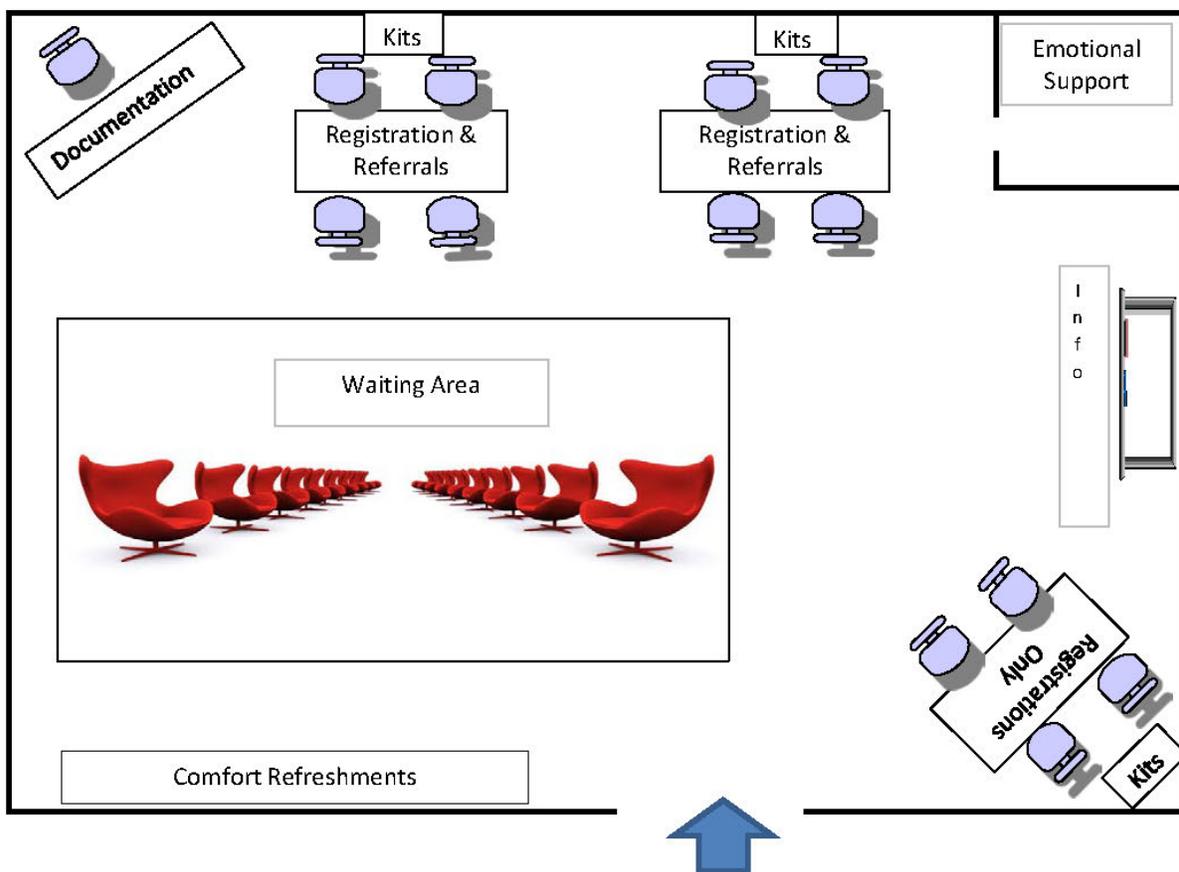


- 2 Onsite Goods Distribution (comfort foods, meals, if needed)
- 1 Registration & Referrals Supervisor
- 3 Meet & Greet Workers
- 2 Registration Only (i.e. for those not wanting referrals or to gather prescription needs etc.)
- 8 Registration & Referrals Worker

This ensures enough workers to meet the most demanding first shift requirements and allows teams to work together and gain confidence in their respective roles. This also ensures that the evacuees are served promptly and not required to wait for extra long periods of time.

Evacuee meetings often generate significant additional paperwork so it is recommended that teams ramp up again for this process to ensure prompt service for evacuees.

Sample Reception Centre Layout for 20-100 Evacuees



## Reception Centre Roles and Responsibilities

### Reception Centre Manager

Responsibilities:

- Overall responsibility for the Reception Centre/Group Lodging.
- Ensure required services are provided as available.
- Reception Centre Manager is supported by ESS Director/Emergency Program Coordinator.

Process:

1. Receive call from ESS Director or Emergency Program Coordinator regarding need to activate ESS Reception Centre.
2. Refer to ESS Reception Centre Plan (in function kit).
3. Call out teams as needed for potential number of evacuees.
4. Pick up Function Kit and set up workstation.
5. Review Reception Centre Manager Checklist (in function kit).

### Safety Officer

Responsibilities:

- Ensures safety of workers and evacuees.
- Ensures worker care is implemented (food, water, breaks, etc.).
- Ensures WorkSafeBC requirements are met (including COVID-19 safety measures).

Process:

1. Receive call regarding need to activate ESS Reception Centre.
2. Respond to Reception Centre and sign in.
3. Pick up Function Kit and set up workstation.
4. Review Safety Officer Checklist (in function kit)

### Liaison Officer / Information Officer

Responsibilities:

- Work with outside agencies and media.
- Generally this function is provided through the Emergency Program Coordinator / Emergency Operations Centre.

Process:

1. Receive call regarding need to activate ESS Reception Centre.
2. Respond to Reception Centre and sign in.
3. Pick up Function Kit and set up workstation.
4. Review Liaison or Information Officer Checklist (in function kit).

## Operations Section (Doers)

Overall Responsibilities:

- Provide services directly to evacuees.

### Meet & Greet

Responsibilities:

- Provide services directly to evacuees by initiating conversations and providing basic triage (identify what services does this person or family need first)

Process:

1. Receive call regarding need to activate ESS Reception Centre.
2. Respond to Reception Centre and sign in.
3. Pick up Function Kit and set up workstation.
4. Review Meet & Greet Worker Checklist (in function kit).
5. Invite evacuees to sit down in the waiting area.
6. Walk around greeting the evacuees and identifying potential needs and priorities.
  - a. Does anyone need first aid?
  - b. Does anyone need medications? (refer to Registration Only table to get medication needs identified and resolved).
  - c. Do individuals need to get to work? (refer to Registration Only table for quick registration).
7. Respond to questions and answer to the best of your ability, seek input from Supervisor or Reception Centre Manager as needed.
8. Prioritize Registration & Referrals for those with small children and/or special needs.

## Registration & Referrals

Responsibilities:

- Provide services directly to evacuees by guiding evacuees through the registration and referrals process.

Process:

1. Receive call regarding need to activate ESS Reception Centre.
2. Respond to Reception Centre and sign in.
3. Pick up Function Kit and set up workstation.
4. Review Registration & Referrals Worker Checklist (in function kit).
5. Ask “what happened?” (provides an opportunity for them to tell their story, helps begin the healing process and gives you better understanding of their situation).
6. Do you have family and friends that you can stay with? (this is ideal as it ensures they have support to help them deal with the situation).
7. Do you have insurance? (encourage them to contact insurer as soon as possible to start claim process).
8. Register the evacuee and family members as applicable.
9. Referrals based on Referrals Matrix **as expressly needed**.



## Referrals Matrix

Situation	Lodging	Food	Clothing	Transportation	Incidentals
Family & Friends available	1 Referral for Billeting	1 Referral for Groceries	Provide clothing as needed	\$50 fuel for car or 1 Day PASS or sheet of 10 bus tickets if needed	Comfort Kit
Group Lodging required	1 Referral for Meals and Group Lodging		1 Referral as needed		1 Referral for Incidentals (can be included with Referral for food or clothing)
Hotel Required (physical constraints)	Hotel or Bed & Breakfast	Restaurant Meals or Groceries if dietary issues	(Extreme weather if coat or boots needed)		

## Planning Section (Thinkers)

Responsibilities:

- Documentation Unit manages all RC/GL documentation (ESS Files, Referrals & Statistics)
- Develop Action Plans and Situation Reports as needed

Process:

1. Receive call regarding need to activate ESS Reception Centre.
2. Respond to Reception Centre and sign in.
3. Pick up Function Kit and set up workstation.
4. Review Documentation Unit Checklist (in function kit).

## Logistics (Getters)

Responsibilities:

- Resource Acquisition determines the resources available (i.e. # of hotel rooms available)
- Locates facilities, services, personnel, equipment and materials

Process:

1. Receive call regarding need to activate ESS Reception Centre.
2. Respond to Reception Centre and sign in.
3. Pick up Function Kit and set up workstation.
4. Review Resource Acquisition Checklist (in function kit).
5. In larger events, work through EOC to ensure appropriate resource sharing.

## Finance (Payers)

Responsibilities:

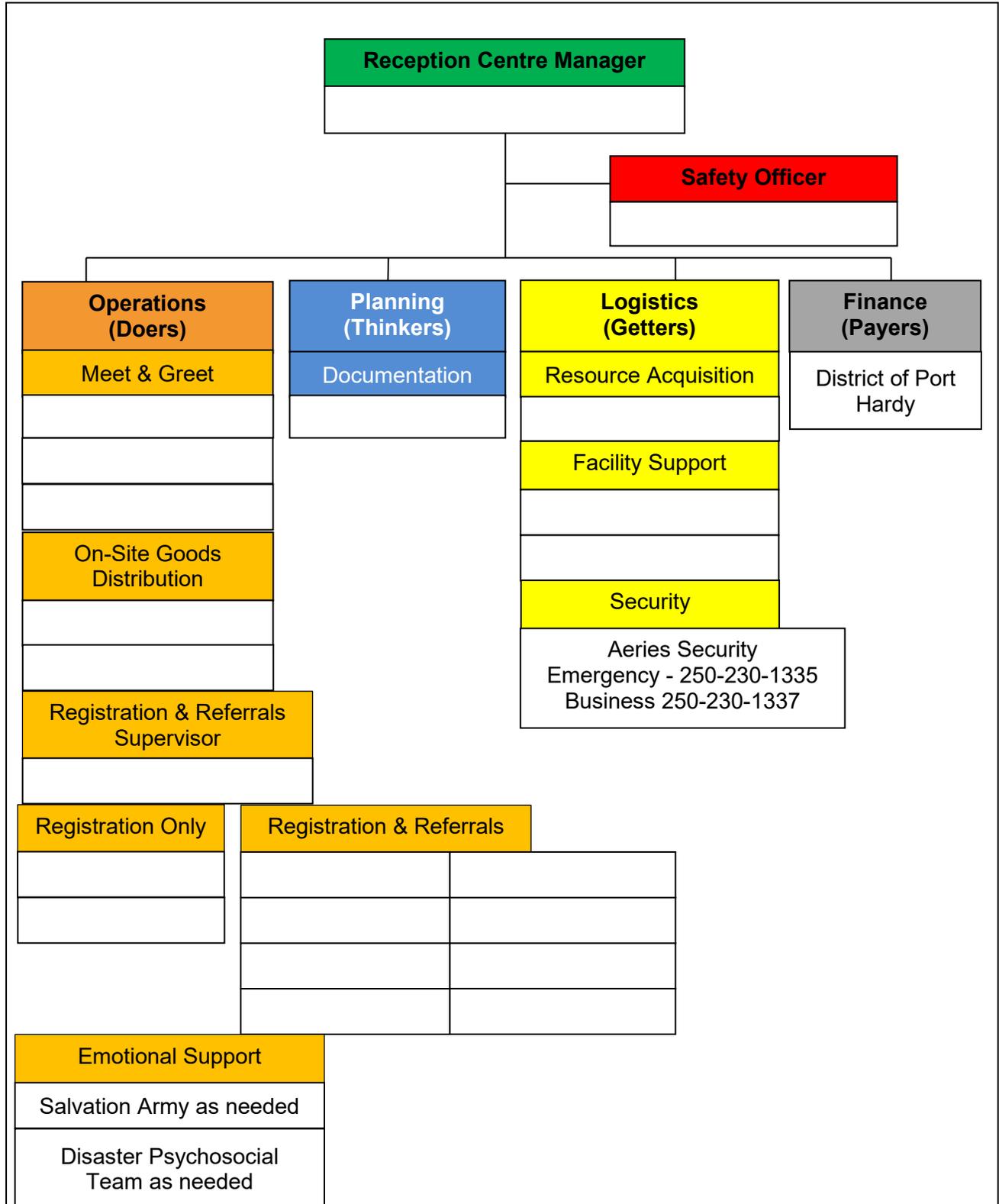
- Arranges purchasing and payment options.
- Generally this function is provided through the District of Port Hardy.

Process:

1. Review Finance Section Chief Checklist (in function kit).

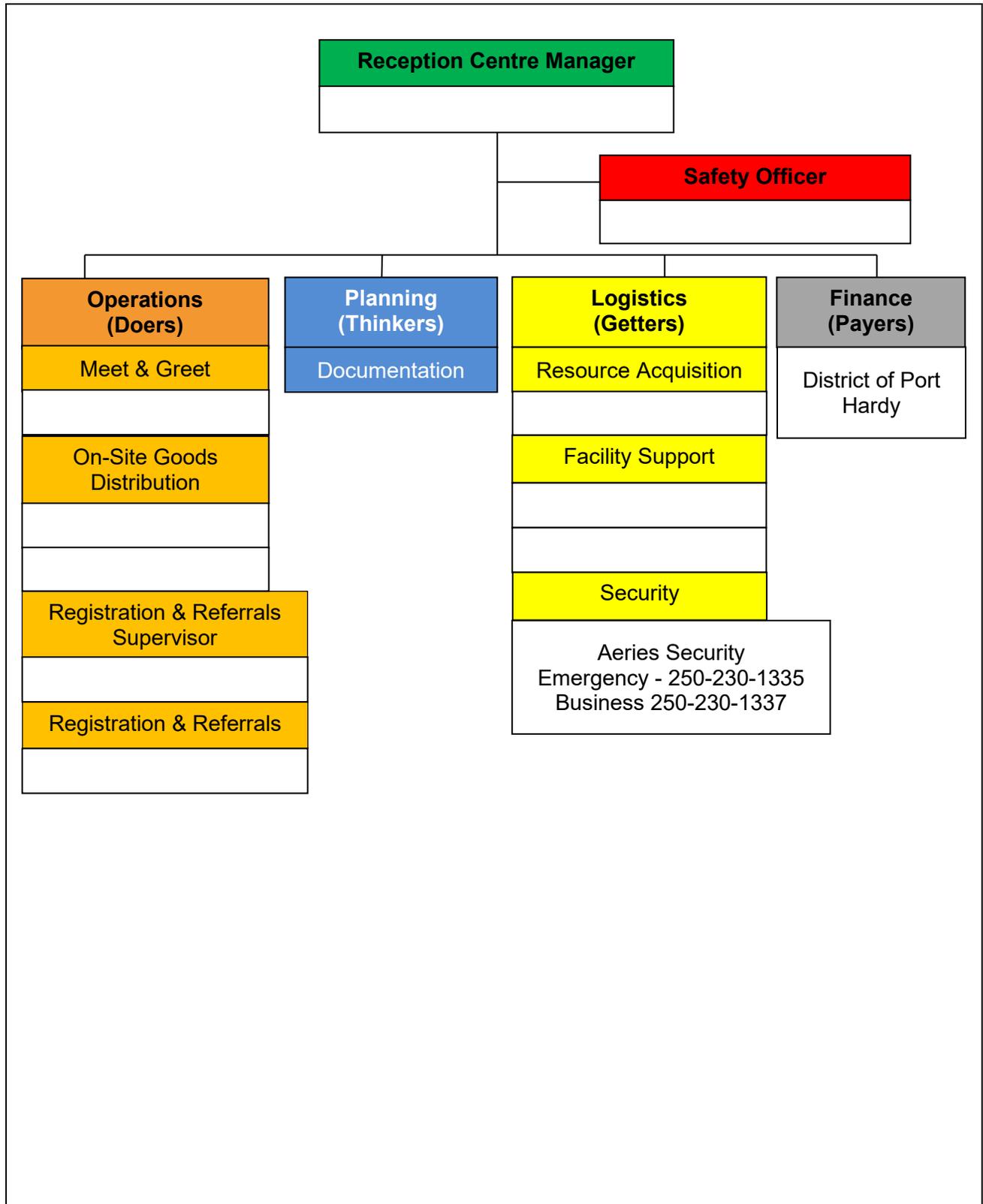


**Organizational Chart – First Shift**



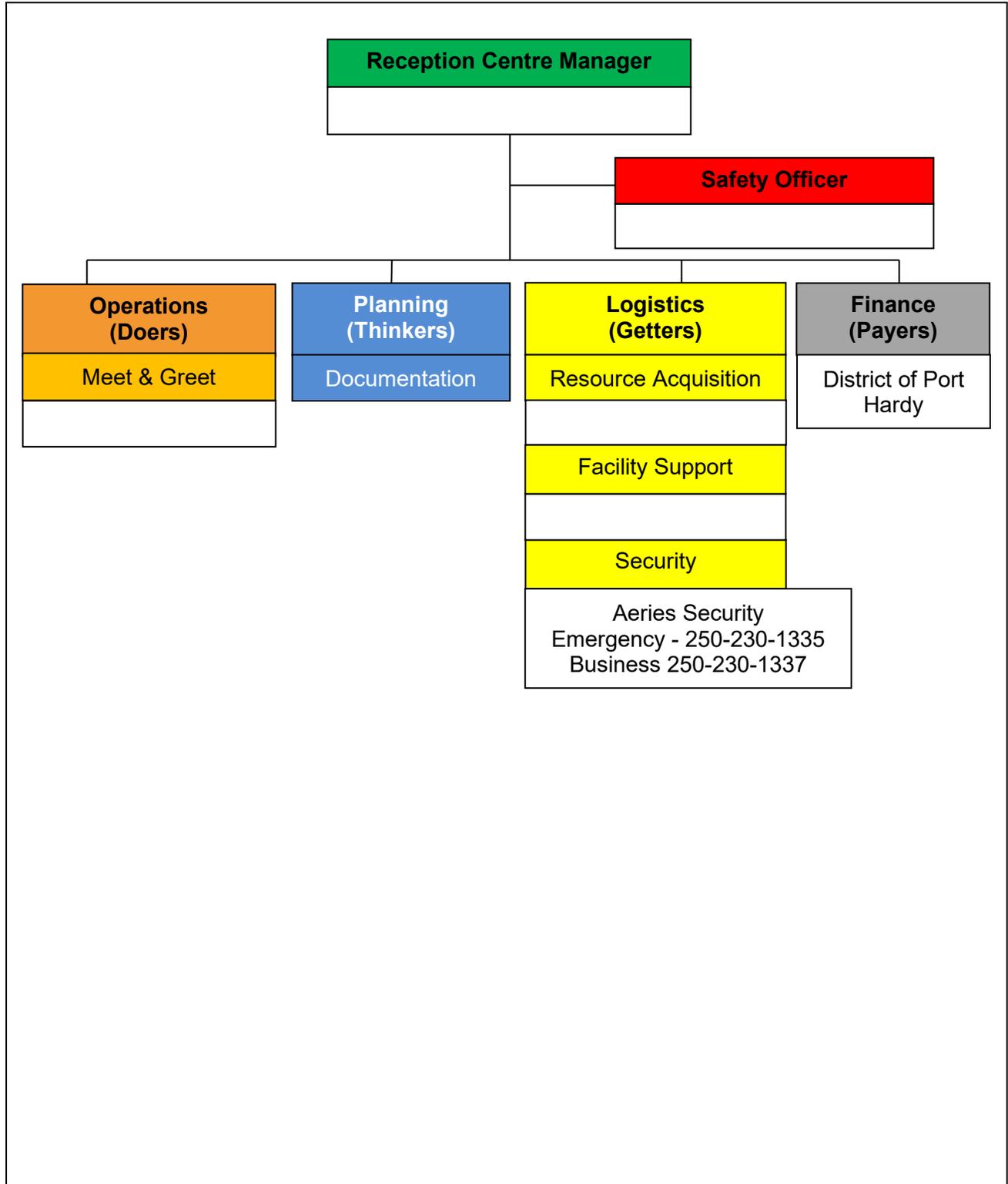


**Organizational Chart – Minimum Day Shift**





Organizational Chart – Minimum Night Shift





## ESS Volunteer Engagement

ESS Volunteers are the “heart of disaster response” and help to preserve the well-being of people impacted by emergencies or disasters. Their goal is to empower people to re-establish themselves as quickly as possible after a disaster.

At an Incident Site or Reception Centre, volunteer services may include:

- Welcoming evacuees and providing direction to available services
- Registering evacuees
- Providing referrals to necessities such as food, clothing, and lodging
- Providing emotional support
- Preparing comfort foods
- Providing translation or multi-cultural services
- Providing family reunification services
- Providing information on Transition to Recovery

### Desirable skills and attributes:

- Interpersonal (people) skills
- administrative/clerical and organizational skills
- ability to work as a team member
- flexible time commitment and short notice availability

### Training (provided free of charge):

ESS Level 1 Worker	ESS Level 2-3 Worker	ESS Leadership
Incident Command System – EMRG-1200		
Introduction to Emergency Support Services – EMRG-1600		
Psychological First Aid – CISM-1030		
ESS Level 1 EMRG-1607	Intro to Reception Centres EMRG-1610	All ESS Level 1 & 2-3 Courses
Registration & Referrals - EMRG-1615		Managing Walk-In Disaster Volunteers EMRG-1645
	Intro to Group Lodging EMRG-1612	Public Safety Lifeline Leadership EMRG-1660
	Documentation Unit Videos or Community Training	ESS Site Management EMRG-1671
	Resource Acquisition EMRG-1624	Managing Volunteer Programs EMRG-1674
		ESS Director EMRG-1681

## **Commitment:**

- Maintain personal level of emergency preparedness.
- Participate in training and exercises.
- Respond when activated during emergencies or disasters.
- Provide prompt updates regarding changes to your contact information and availability.

## **POLICIES FOR VOLUNTEERS**

### **Volunteer Responsibilities**

All ESS volunteers must complete and sign the Public Safety Lifeline Registration form and the *Volunteer Responsibilities* form.

### **Safety and Wellbeing**

Volunteers are expected to perform all work in a safe manner and ensure that the first priority is always health and well-being of the responders (that's you!). Debriefing opportunities are provided following each major assignment and critical incident stress management and/or counselling services will be made available to anyone needing further assistance during a major incident.

### **Limitations on Volunteer Service**

Volunteer assignments are always at the discretion of the volunteers. Your safety and health are the priority, and you are encouraged to refuse tasks or assignments that are either unsafe or unsuitable for your situation. If you need to step back from your commitment at any time, please let us know and return program identification and equipment. You are always welcome to return when your personal situation improves.

### **Reimbursement of Expenses**

Volunteers may be eligible for reimbursement of reasonable expenses (out-of-pocket i.e. meals, mileage, accommodation and personal property or equipment lost or damaged) while undertaking assignments for the Emergency Program.

### **Indemnification and Insurance**

Emergency Program volunteers are indemnified (DPH Bylaw No. ??????) against Legal Procedures. The following conditions could result in protection being removed:

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

Volunteers undertaking a work assignment are also provided WorkSafe BC and liability insurance coverage through Emergency Management BC during pre-approved Emergency Program training and response activities, under the condition that they have signed the provided EMBC Task Registration form. (*This must be done separately for each emergency support service assignment, related meetings, trainings and responses and volunteers must sign in again each day.*)

### **Good Samaritan Act:**

A volunteer who renders emergency medical services or aid to an ill, injured or unconscious person, at the immediate scene of an accident or emergency that has caused the illness, injury



or unconsciousness, is not liable for damages for injury to or death of that person caused by the person's act or omission in rendering the medical services or aid unless that person is grossly negligent.

## Identification

All emergency program volunteers will be identifiable when performing their assignments.

- EMBC Identification Cards
- Emergency Program Vest, Badge, Shirt or Cap

## Recognition of Volunteer Service

All volunteer training and assignments will be documented in the volunteer database. All volunteers are greatly appreciated and will enjoy the following benefits:

- Training Opportunities
- Volunteer Appreciation in the local media
- Level 2 and 3 Volunteers are recognized and rewarded for their greater commitment to the emergency program and will enjoy benefits such as:
  - Annual thank you letter
  - Service Specific Vest, Badge Shirt, Cap or Pin
  - Public Safety Lifeline Years of Service Recognition (5+ years)
  - Annual social event to give you opportunity to get to know each other across volunteer services

## Evaluation

Volunteers are encouraged to provide constructive feedback to the ESS Director or Emergency Program Coordinator regarding the Emergency Program. Several options are being considered including:

- Direct contact with Staff or Volunteer Leaders
- Annual volunteer survey/evaluation form
- Anonymous "Suggestion Box"
- Interviews (particularly at entrance and exit) and periodic informal check-ins



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# PORT HARDY EMERGENCY SUPPORT SERVICES PLAN

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## Emergency Management BC (EMBC) Public Safety Lifeline (PSL) Volunteer Code of Conduct

The purpose of this Code of Conduct is to identify standards of behaviour by which all volunteers registered with EMBC must abide. Volunteers who violate the Code of Conduct may have their registration revoked or suspended.

### Competency

- Volunteers will carry out their duties to the best of their abilities.
- Volunteers will seek to develop and maintain skills necessary to the performance of their assigned duties.

### Confidentiality

- Volunteers will keep confidential all information they are exposed to while serving as volunteers, including information concerning other volunteers, clients, EMBC, and other organizations.
- Volunteers will not disclose confidential information, unless required to do so by law, or to assist in responding to an emergency.
- Volunteers must maintain confidentiality after the volunteer relationship has ended.
- Volunteers cannot use confidential information for furthering any private interest or as a means of making personal gains.

### Authority

- Volunteers who are placed in leadership positions will exercise their responsibilities consistently and fairly.
- Volunteers will respect the chain of command and follow reasonable directions given by a person in authority.
- Volunteers will follow operational guidelines and policies.

### Communication

- Volunteers will not publicly criticize fellow volunteers, clients, EMBC, or other organizations involved in an emergency response.
- Volunteers will not use insulting, harassing, or otherwise offensive language while serving as a volunteer.
- Volunteers will conduct themselves in a manner that positively supports EMBC's policies and guidelines.
- Volunteers will not represent themselves as agents of the Province of British Columbia.
- Volunteers will not comment to the media or in social media on any operations they were involved in unless approved by the Tasking Agency.

### Personal Conduct

- Volunteers will work as part of a team, with personal and team safety always at the forefront.
- Volunteers will treat others, including other volunteers, clients, and members of other organizations, with respect and dignity.
- Volunteers will not engage in violence, harassment, abusive behaviour, or discrimination.
- Volunteers will carry out their duties in an honest and professional manner.

### Conflict of Interest

- Volunteers will avoid real or perceived conflicts of interest.
- Volunteers will declare involvement in any form of self-employment or private business which competes with programs or services supported by EMBC which could be considered a conflict of interest.
- Volunteers who find themselves in a conflict of interest will self-declare to the appropriate regional office for vetting.

### General

- Volunteers will not use EMBC facilities, supplies, or equipment without permission.
- Volunteers will appropriately care for any materials entrusted to them and return all borrowed equipment and supplies.
- Volunteers will observe all laws.
- Volunteers will dress appropriately while on duty and will refrain from wearing EMBC identification when not on duty.
- Volunteers will not accept an assignment or respond if they are under the influence of drugs or alcohol.
- Volunteers will not respond or act in PSLV duties while under the influence of alcohol or drugs.
- Volunteers will conduct exercises, training and operations in accordance with EMBC policies and operating guidelines; when there is no written EMBC standard, the standard of care shall be that of the related industry.
- If a volunteer is unclear on any element of the code of conduct, the volunteer will seek out clarity from their PSLV group, local government, or an EMBC regional office.

# PORT HARDY EMERGENCY SUPPORT SERVICES PLAN



Emergency  
ManagementBC

## VOLUNTEER BATCH SHEET

GROUP/TEAM LEADER/CONTACT: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

DATE: \_\_\_\_\_

	VOLUNTEER NAME	DISCIPLINE	ORIGINAL, RENEWAL EDIT or CANCEL	PHOTO ID CARD YES or NO
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Updated April 2013

This form is used by District of Port Hardy staff to send a batch of Public Safety Lifeline Volunteer (PSLV) registration forms to EMBC.



## VOLUNTEER RESPONSIBILITY FORM

This form outlines the responsibilities of the volunteer and the District of Port Hardy's commitment to supporting volunteers. Please initial after you have read each section.

### Commitment:

I will:

	provide voluntary service to the best of my ability and ensure the integrity of the District of Port Hardy Emergency Program	Initials
	participate in relevant training and exercise opportunities	

### Safety & Well-being:

I will:

	take care of my physical and emotional health and encourage others to do likewise	Initials
	Perform all work assignments in a safe manner	
	report any unsafe conditions to my supervisor to ensure the safety of myself and others	
	not perform my assignments under the influence of drugs or alcohol	

### Conduct & Quality of Service:

I will:

	conduct myself at all times in a courteous, caring and respectful manner	Initials
	place public interest above individual, group, or special interests and will consider my assignments as an opportunity to serve the community	
	abide by and follow operational guidelines, policies and procedures	
	dress appropriately for the conditions and performance of my duties	

### Confidentiality:

I will:

	Take all reasonable steps to protect against disclosure of all proprietary or privileged information I may hear/see while performing my assignments	Initials
	Seek consultation and approval from Emergency Program staff prior to any action or statement that might affect or obligate the Emergency Program	

# PORT HARDY EMERGENCY SUPPORT SERVICES PLAN



## Cause for Dismissal:

I acknowledge that Port Hardy residents and visitors will view me as a volunteer representative of the Port Hardy Emergency Program and that if my conduct is deemed inappropriate, the behaviour will be addressed by the District of Port Hardy. The following corrective actions will be taken based on severity of action:

	Minor	District of Port Hardy staff will notify me of the situation and advise me of the changes required.	Initials
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## District of Port Hardy Commitment

	To provide me with appropriate orientation to my assignments and responsibilities.
	To ensure that I have a safe and healthy working environment and to advise me of any inherent risks associated with my role.
	To provide me with sufficient ongoing training opportunities, support, equipment and resources to ensure I can safely and effectively perform my assignments.
	To ensure that I am treated as a valued partner in implementing the mission and programs of the Emergency Program.
	To provide me with overall guidance and direction in accomplishing my assignments
	To ensure that lines of communication operate in both directions and to be receptive to my feedback on how to better accomplish our mission.
	To provide indemnification and accident insurance for registered Emergency Program Volunteers when/where required while performing assigned tasks.
	To do its best to provide me with suitable assignments and to provide me with a range of opportunities to grow and develop as a volunteer and provide a meaningful service to the people of Port Hardy.

*I have read and initialed the “Volunteer Responsibilities” and understand that breaching any of these responsibilities may be cause for corrective action or dismissal.*

*I agree to comply with District of Port Hardy policies, rules and regulations.*

\_\_\_\_\_  
*Signature of Applicant*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Signature of Parent/Guardian (If Applicant is age 16 – 18 inclusive)*

\_\_\_\_\_  
*Date*



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# PORT HARDY EMERGENCY SUPPORT SERVICES PLAN

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# PORT HARDY EMERGENCY SUPPORT SERVICES PLAN



Emergency  
ManagementBC

## VOLUNTEER BATCH SHEET

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MAILING ADDRESS: \_\_\_\_\_

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I will:

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	report any unsafe conditions to my supervisor to ensure the safety of myself and others	
	not perform my assignments under the influence of drugs or alcohol	

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I will:

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# PORT HARDY EMERGENCY SUPPORT SERVICES PLAN



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	To ensure that I am treated as a valued partner in implementing the mission and programs of the Emergency Program.
	To provide me with overall guidance and direction in accomplishing my assignments
	To ensure that lines of communication operate in both directions and to be receptive to my feedback on how to better accomplish our mission.
	To provide indemnification and accident insurance for registered Emergency Program Volunteers when/where required while performing assigned tasks.
	To do its best to provide me with suitable assignments and to provide me with a range of opportunities to grow and develop as a volunteer and provide a meaningful service to the people of Port Hardy.

*I have read and initialed the “Volunteer Responsibilities” and understand that breaching any of these responsibilities may be cause for corrective action or dismissal.*

*I agree to comply with District of Port Hardy policies, rules and regulations.*

\_\_\_\_\_  
*Signature of Applicant*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Signature of Parent/Guardian (If Applicant is age 16 – 18 inclusive)*

\_\_\_\_\_  
*Date*

*Business Logo*

# **Emergency Preparedness & Disaster Recovery Plan**

*Business Image*

*Business Name*  
*Business Address*

## Table of Contents

Business Information:.....	3
Business Owner(s): .....	3
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*Business Name*

**Business Information:**

**Business Owner(s):**

Name:	
Address:	
Phone #(s):	
Name:	
Address:	
Phone #(s):	

**Business Location:** *(one plan per location)*

Address:	
Phone #(s):	

**Business License Information:**

--

**Insurance Information:**

Company:	
Address:	
Claim's Phone #:	
Local Contact:	

**Primary Business Purpose:**

<i>Brief summary of the type of business and goods or services your business can provide.</i>
---

*Business Name*

**Emergency Contact Information:**

**Manager(s)**

Name:	
Address:	
Phone #(s):	
Name:	
Address:	
Phone #(s):	

**Employee(s)**

Name:	
Address:	
Phone #(s):	
Name:	
Address:	
Phone #(s):	
Name:	
Address:	
Phone #(s):	
Name:	
Address:	
Phone #(s):	
Name:	
Address:	
Phone #(s):	
Name:	
Address:	
Phone #(s):	

*How will you contact employees? (phone tree, text message, social media, radio, pager?)*

**Supplier Contact Information:**

Company:	
Address:	
Phone #:	
Local Contact:	
Supplies	

Company:	
Address:	
Phone #:	
Local Contact:	
Supplies	

Company:	
Address:	
Phone #:	
Local Contact:	
Supplies	

Company:	
Address:	
Phone #:	
Local Contact:	
Supplies	

*Business Name*

**Critical Equipment Inventory:**

<b>Equipment</b>	<b>Number/Location</b>	<b>Type</b>
<i>Computers</i>		
<i>Servers</i>		
<i>Phones</i>		
<i>Radios</i>		
<i>Cash Registers</i>		
<i>Debit Machines</i>		
<i>Vehicles</i>		

*Note: Detailed supply inventories should be kept separate and secure for insurance purposes.*

## Hazard, Risk & Vulnerability Analysis

### Potential Hazards (natural, man-made, technological, health, etc.):

Check with your local emergency program for identified potential hazards, risks & vulnerabilities. Identify other hazards, include in list and rank in terms of likelihood.

Hazard	Rank (high, medium, low)
<i>Building fires</i>	
<i>Earthquakes</i>	
<i>Floods</i>	
<i>Hazardous Materials</i>	
<i>Landslides</i>	
<i>Pandemics</i>	
<i>Threats of Violence</i>	
<i>Wildfires</i>	

### Potential Business Risks

Identify other risks, include in list and rank in terms of impact to business.

Potential Risk	Rank	Potential Risk	Rank
<i>Power outages</i>			
<i>Communications failures</i>			
<i>Building damage</i>			
<i>Information &amp; records loss</i>			
<i>Inventory damage</i>			
<i>Employee injury/loss/unavailability</i>			
<i>Damage to reputation</i>			
<i>Critical infrastructure damage</i>			

### Potential Business Vulnerabilities

Identify other vulnerabilities, include in list and rank in terms of impact to business.

Vulnerabilities	Rank	Vulnerabilities	Rank
<i>Loss of personnel</i>			
<i>Loss of equipment</i>			
<i>Loss of data &amp; critical information systems</i>			
<i>Loss of suppliers</i>			
<i>Loss of customers/clients</i>			
<i>Loss of reputation</i>			
<i>Inability to open for business</i>			

*Business Name*

## **Evacuation Plan**

*This may be as simple as a diagram of your facility with the evacuation routes, fire extinguishers and emergency supplies identified. WorkSafeBC identifies the requirements for worker safety so check with them for your type of facility/business.*

*Reminder: Employees need to understand the evacuation plans and need to practice evacuation at least annually (more if business includes hazardous materials or equipment).*

*What critical business information or equipment must be evacuated with you?*

## **Shelter-In-Place Plan**

Shelter-in-place plan will be used when a hazard does not allow for safe evacuation (i.e. hazardous materials spill nearby).

*Identify suitable interior locations and provide instructions on turning off ventilation and sealing area.*

Business Name

## Key Business Functions

Identify your most important business functions (what do your customers count on/need?)

Function	# of Days	2 Weeks	3 Weeks	Longer

How long can you close your business and still be able to get back up and running?

Identify ways you could operate the business manually (forms, pens, materials, etc.)?

### Information & Records Backup System:

Identify at least two options for backing up your information and records systems.

### Alternate Business Locations

Identify at least two options for an alternate location where employees can work on key functions. Questions to ask about potential locations:

1. Are these locations likely to experience the same hazard problem as my primary business location?
2. Is there backup power (i.e. generators) Do you have instructions for running generators?

Business Name

## Employee Emergency Preparedness

*Do you have basic food, water, first aid and sanitation supplies on hand for yourself and staff?*

Description	# on Hand	Expiry/Replenish Date
<i>Food Supplies</i>		
<i>Water Supplies</i>		
<i>First Aid Kit</i>		
<i>Sanitation Supplies (toilet paper, soap, towels, etc.)</i>		

*Have your employees participated in an emergency preparedness workshop?*

*Are your employees prepared for emergencies at home?*

*Do your employees know the emergency plan?*

*Do employees have some emergency training (i.e. safety & security, first aid, rapid damage assessment, etc.)?*

*How will employees be notified to return to work?*

**Note: Check with your local Emergency Program Coordinator for information and workshops for employees.**

*Business Name*

## **Customer/Client/Supplier Preparation**

*How will customers/clients/suppliers contact you after a disaster (phone, email, visit location or alternate location, etc.)?*

## **Financial Management**

*Do you have enough cash on hand to handle immediate needs?*

*Can you use internet banking services to monitor account activity, manage cash flow, and pay bills?*

*How do you pay employees? Can you provide cheques manually if the system fails?*

*Have you checked with your financial institution to find out about their disaster recovery plans?*

*How will you safeguard cash in the event resources such as banks cannot process transactions and security systems are not available?*

## Helping Others to Recover

*Is your organization able to offer goods and services at a discount or for free to assist others in disaster recovery?*

- 5% Discount
- 15% Discount
- 30% Discount
- Free Items
- Other (please specify)

*Do employees have key skills that could assist with recovery efforts?*

- Construction skills
- Medical/first aid skills
- Counselling skills
- Other (please specify)

*Would you be able to release employees to volunteer on recovery efforts? If yes, how many hours may be available?*

- 20+ hours
- 10 – 20 hours
- 5 – 10 hours
- Not available

*Is your organization able to provide support outside the normal operations (i.e. if your organization has a truck, could you assist with delivery of donated furniture?*

- Provide truck and personnel for hauling
- Provide other transportation equipment and personnel
- Provide shelter (i.e. apartments, rooms for rent, etc.)
- Other (please specify)

## Annual Plan Review

*Plans should be reviewed at least annually as well as after any incident or exercise that tested the plan. Take the opportunity to identify and capture lessons learned.*

## **Disaster Recovery Information Resources**

### **Community Information Resources:**

*North Shore: Business & Employer Emergency Preparedness Guide.*  
<https://nsem.ca/sites/default/files/2020-02/north-shore-BEEP-guide.pdf>

### **Provincial/Federal Information Resources:**

*Small Business BC*  
<https://smallbusinessbc.ca/resource/howtos-checklists/business-plan-template/>

*BDC*  
<https://www.bdc.ca/en/articles-tools/business-strategy-planning/manage-business/business-continuity-8-steps-building-plan>

*Emergency Info BC*  
<http://www.emergencyinfobc.gov.bc.ca/>

*Prepared BC*  
<http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/preparedbc>

*Disaster Financial Assistance:*  
<http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/emergency-response-and-recovery/disaster-financial-assistance/forms-and-information>

*WorkSafeBC: Act Now! How to prepare an emergency response plan for your small business*  
<https://www.worksafebc.com/en/resources/health-safety/books-guides/emergency-response-guide?lang=en&origin=s&returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fsearch%23q%3Demergency%2520response%2520guide%26sort%3Drelevancy%26f%3Alanguage-facet%3D%5BEnglish%5D&highlight=emergency+response%2Bguide>

### **International Information Resources:**

*Ready.gov:*  
<https://www.ready.gov/business>

*Note: Emergency Program Coordinators to augment list of disaster recovery information resources.*

## Disaster Recovery Planning Questionnaire

When disasters happen, your business or agency may sustain direct damage such as fire, flooding or building damage. This is an important process to assist you in saving your business or agency and also is an important part of enabling your business or agency to assist in community recovery.

The first order of business is to plan for your recovery and business resumption. This questionnaire is designed to help you assess your level of preparedness.

<b>Business Continuity / Disaster Recovery Plan</b>				
1. Does your business/organization have a business continuity or disaster recovery plan?	<input type="checkbox"/> Not Started	<input type="checkbox"/> In progress	<input type="checkbox"/> Complete	
2. What are your most important business functions and how quickly can you resume following a disaster?				
a.	<input type="checkbox"/> 1 Day	<input type="checkbox"/> 1 Weeks	<input type="checkbox"/> 2 Weeks	<input type="checkbox"/> Longer
b.	<input type="checkbox"/> 1 Day	<input type="checkbox"/> 1 Weeks	<input type="checkbox"/> 2 Weeks	<input type="checkbox"/> Longer
c.	<input type="checkbox"/> 1 Day	<input type="checkbox"/> 1 Weeks	<input type="checkbox"/> 2 Weeks	<input type="checkbox"/> Longer
d.	<input type="checkbox"/> 1 Day	<input type="checkbox"/> 1 Weeks	<input type="checkbox"/> 2 Weeks	<input type="checkbox"/> Longer
e.	<input type="checkbox"/> 1 Day	<input type="checkbox"/> 1 Weeks	<input type="checkbox"/> 2 Weeks	<input type="checkbox"/> Longer
f.	<input type="checkbox"/> 1 Day	<input type="checkbox"/> 1 Weeks	<input type="checkbox"/> 2 Weeks	<input type="checkbox"/> Longer
3. How often do you review and test your disaster recovery plan?	<input type="checkbox"/> 1/year	<input type="checkbox"/> Every 2+ years	<input type="checkbox"/> Never	<input type="checkbox"/> No plan
4. Do you have a backup system for information & records?	<input type="checkbox"/> Yes		<input type="checkbox"/> In progress	<input type="checkbox"/> No
<b>Alternate Operational Location</b>				
5. Have you established an alternate location where employees can work on key functions off site?	<input type="checkbox"/> Yes		<input type="checkbox"/> In progress	<input type="checkbox"/> No
6. Does this location have backup power?	<input type="checkbox"/> Yes		<input type="checkbox"/> In progress	<input type="checkbox"/> No
7. Do you have supplies to operate the business manually (forms, pens, materials, etc.)?	<input type="checkbox"/> Yes		<input type="checkbox"/> In progress	<input type="checkbox"/> No
<b>Contact Information and Communications</b>				
8. Do you have current contact information for your employees, clients, suppliers, insurance company?	<input type="checkbox"/> Yes		<input type="checkbox"/> In progress	<input type="checkbox"/> No
9. Is contact information quickly accessible?	<input type="checkbox"/> Yes		<input type="checkbox"/> In progress	<input type="checkbox"/> No
10. Do you have access to multiple, reliable methods of communicating with your employees (emergency phone numbers, texting, social media, pagers, radios or website)?	<input type="checkbox"/> Yes		<input type="checkbox"/> In progress	<input type="checkbox"/> No
<b>Customer/Client Preparation</b>				
11. How will customers/clients/suppliers contact you after a disaster?				
<input type="checkbox"/> Phone	<input type="checkbox"/> Email	<input type="checkbox"/> Visit location	<input type="checkbox"/> Visit alt. location	

### Employee Emergency Preparation

12. Do you have basic food, water, first aid and sanitary supplies on hand for yourself and staff?  Yes  In progress  No
13. Have your employees participated in an emergency preparedness workshop?  Yes  In progress  No
14. Are your employees prepared for emergencies at home?  Yes  In progress  No
15. Do your employees know the emergency plan?  Yes  In progress  No
16. Do some employees have emergency training (i.e. safety & security, first aid, rapid damage assessment, etc.)?  Yes  In progress  No
17. How will employees be notified to return to work?

### Evacuation Plan

18. If you must evacuate, what critical business information or equipment must be evacuated with you?

### Financial Management

19. Do you have enough cash on hand to handle immediate needs?  Yes  In progress  No
20. Can you use internet banking services to monitor account activity, manage cash flow, and pay bills?  Yes  In progress  No
21. How do you pay employees? If so, can you provide cheques manually if the system fails?  Yes  In progress  No
22. Have you checked with your financial institution to find out about their disaster recovery plans?  Yes  In progress  No
23. How will you safeguard cash in the event resources such as banks cannot process transactions and security systems are not available?  Yes  In progress  No

### Helping Others to Recover

24. Is your organization able to offer goods and services at a discount or for free to assist others in disaster recovery?  Yes  Unsure  No
25. Do employees have key skills that could assist with recovery efforts?  
 Construction skills  Medical/ first aid skills  Counselling skills  Other
26. Would you be able to release employees to volunteer on recovery efforts? How many hours may be available?  
 20+ hours  10 – 20 hours  5 – 10 hours  Not available
27. Is your organization able to provide support outside the normal operations (i.e. if your organization has a truck, could you assist with delivery of donated furniture)?  
 Provide truck and personnel for hauling  
 Provide other transportation equipment and personnel  
 Provide shelter i.e. apartments, rooms for rent etc.  
 Other (please specify)

If your answers concern you and you would like information on emergency preparedness or some guidance in developing your Disaster Recovery Plan, please contact the Emergency Program at \_\_\_\_\_.



# RECOVERY GUIDE

FOR LOCAL AUTHORITIES  
AND FIRST NATIONS



Emergency  
Management **BC**

*This document has been released for Local Authority and First Nations with the caveat that it is under development and will continue to be updated through lessons learned, further engagement and subject matter input.*

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# 1. INTRODUCTION

## 1.1 ABOUT THIS GUIDE

This document is intended to guide local authorities and First Nations as they plan for post-disaster recovery. It is scalable and can be used from a small event (e.g. single apartment fire) to a large event (e.g. wildfire event). It includes:

- Planning considerations for community recovery;
- Guidance for priority actions during recovery phases;
- Infrastructure recovery; and
- Demobilization.

This guide does not include a comprehensive list of all recovery activities or pre-disaster planning considerations.

For more information about recovery operations, including roles and responsibilities and coordination mechanisms, see the [Interim Provincial Disaster Recovery Framework](#).

## 1.2 WHO IS THIS GUIDE FOR?

This recovery guide is for local authorities and First Nations in British Columbia (BC) who are seeking guidance on key recovery activities. It is intended for use by Emergency Program Coordinators, Community Recovery Managers, and other practitioners who lead emergency management efforts at the community level.

### EMBC, LOCAL AUTHORITIES AND FIRST NATIONS

EMBC is the Province's lead coordinating agency for all emergency management activities. This work is done in collaboration with **local authorities and First Nations** in BC, acknowledging that each may have unique cultural and legislative emergency management considerations.

- *Local authorities* refer to municipalities, regional districts, and Treaty First Nations who have specific legislated emergency management requirements set out in the *Emergency Program Act (EPA)*.
- *First Nations* refers to on-reserve communities that are supported by EMBC through a 10-year bilateral agreement signed in 2017 with Indigenous Services Canada (ISC). While ISC holds the legislated responsibility for emergency management activities on First Nations Reserve Lands, the Agreement enables EMBC to provide First Nations with the full range of emergency management services.

## 2. RECOVERY

There are four pillars of emergency management: mitigation, preparedness, response, and recovery. Recovery is the phase of emergency management which aims to:

- Repair communities affected by a disaster;
- Restore conditions to an acceptable level or, when possible, improve them; and
- Restore self-sufficiency and increase resilience in individuals, families, organizations, and communities.

**Resilience:** Resilience is the capacity to recover quickly from disaster. It includes the ability to cope or adapt in the face of adversity, trauma, tragedy, threats or stress.

Recovery consists of three stages: short-term, medium-term, and long-term. The timing of the transition between these stages will vary depending on the circumstances. Short-term activities begin as soon as possible following a disaster, generally after life-saving actions are complete.

Recovery is community-led, complex, and can take years to complete. It requires a collaborative effort from many partners to build resilience.

When moving through the stages of recovery, communities will need to:

- Set priorities for recovery;
- Articulate the roles and responsibilities of all parties involved;
- Set realistic milestones for gauging how much progress has been made; and
- Ensure the effective transfer of knowledge, expertise, services and support.

A well-managed community recovery can mitigate both short and long-term impacts and can allow impacted communities to introduce improvements that would not otherwise have been possible. Key benefits for local authorities and First Nations engaging in community recovery include:

**Reduce Human Suffering** through a coordinated recovery effort that directly helps residents of BC return to normal as quickly as possible.

**Protect Community Culture** by bringing together the community to support those residents most impacted. The entire character of a community can be influenced by how its leaders manage the recovery process.

**Reduce Economic Losses** by using the recovery process to encourage growth in every sector of the local economy. Successful recovery means greater market share for new businesses and non-government organizations seeking a place to set up shop.

**Enhance a Sustainable Community** by promoting disaster risk reduction, resilience, and “build back better” so that residents are better able to withstand future disasters.

***Build Back Better:*** This refers to more than just infrastructure. It’s an opportunity to build resilience and capacity within the community and focus on disaster risk reduction.

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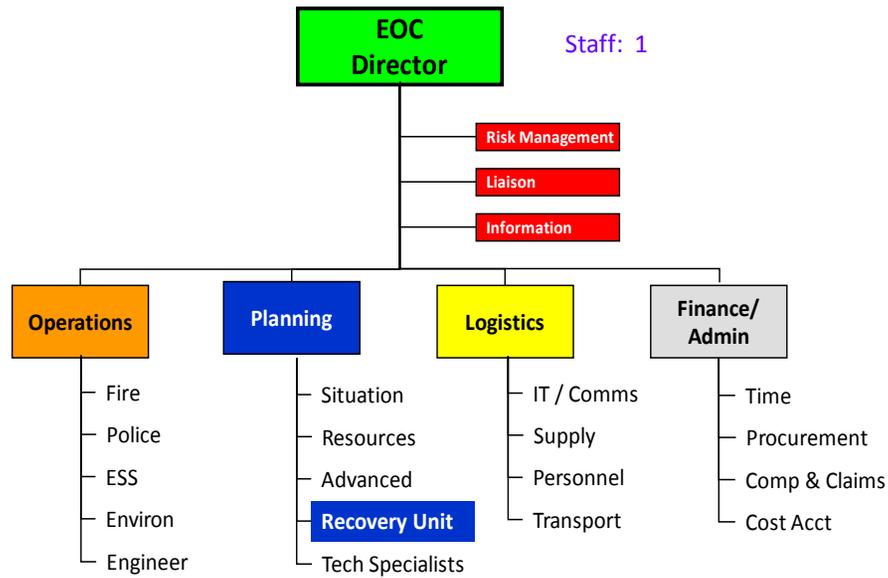
## 2.1 TRANSITION FROM RESPONSE

Recovery activities should be initiated as quickly as possible, generally after risk to life-safety is reduced and life-saving activities, such as search and rescue, are nearing completion. In some cases, recovery activities may be conducted at the same time as response activities. For instance, during the response phase communities should review and begin initiation of plans and actions to support recovery. This is most successful when a Recovery Unit or individual dedicated to recovery is active in the local Emergency Operations Centre (EOC).

As activities begin to shift from response to recovery the Recovery Unit may expand or the EOC may transition into a [Recovery Operations Centre](#) (ROC) so that all positions within the Incident Command structure begin to focus on, and support, recovery activities. This transition can be eased by ensuring situational awareness from a recovery perspective throughout the response phase.

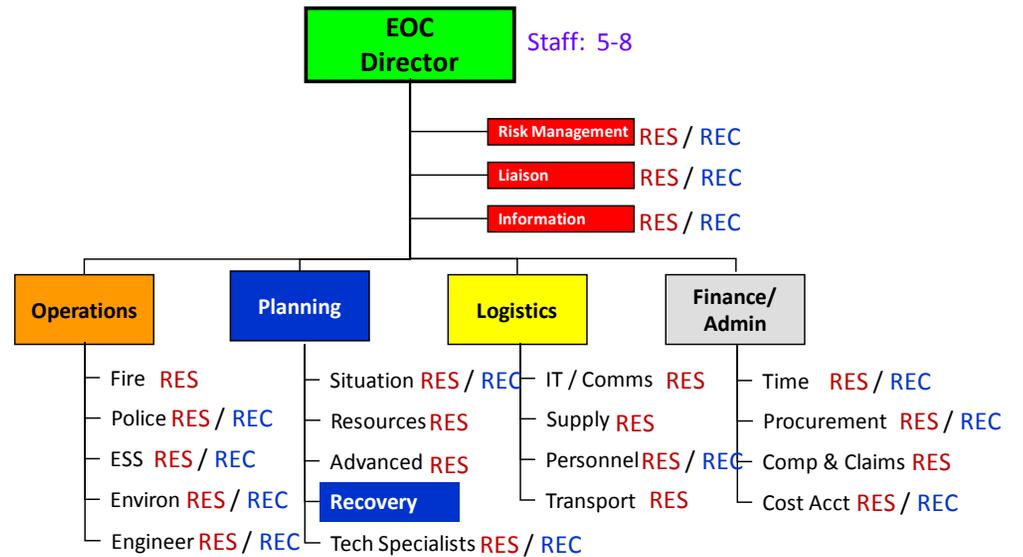
Please see the next page for example.

**95% Response  
5% Recovery**



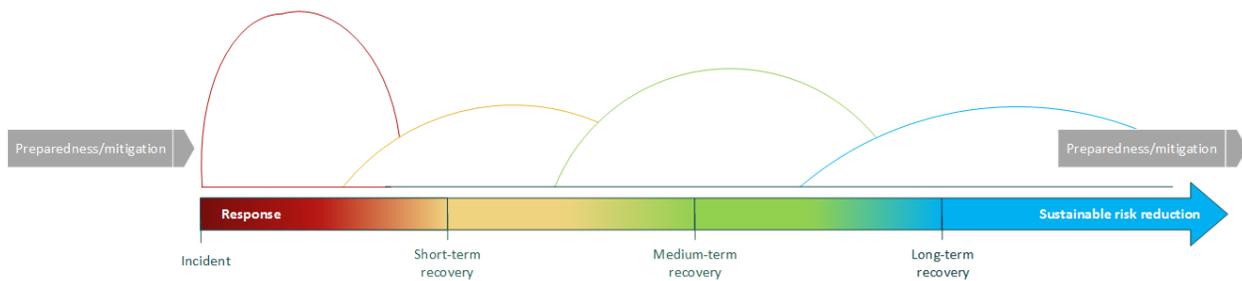
EOC Recovery Unit: Identify need for recovery. Set recovery objectives. Identify appropriate organizational structure for future recovery efforts.

**50% Response  
50% Recovery**



EOC Recovery Unit Coordinator identifies checklist items for other EOC functions. Recovery objectives are included in EOC Action Plan.

## 2.2 STAGES OF RECOVERY



### 2.2.1 Immediate and Short-term recovery

**Immediate or short-term** recovery activities usually begin during response and include ensuring re-entry is safe for residents prior to lifting an evacuation order.

Short-term recovery activities generally take place days to weeks following a disaster and may be conducted by the Emergency Operations Centre Recovery Unit.

Short-term recovery activities ensure basic human needs are met and key support services are provided. Short-term activities include, but are not limited to:

- Return of evacuees;
- Provision of mental health and wellness supports;
- Resumption of affected businesses and services;
- Provision of financial support;
- Alternate/temporary housing and associated supports;
- Clean-up and debris removal (access and to make a home or public facility safe for use); and
- Hazard assessment (geotechnical and engineering assessments).

### 2.2.2 Medium-term recovery

**Medium-term** recovery activities involve completing emergency response activities and transitioning to activities geared specifically to recovery. There is greater involvement of NGOs, insurers, financial institutions, and volunteer groups.

Medium-term recovery activities include, but are not limited to:

- Identifying needs and recovery priorities;
- Movement of goods and services;
- Infrastructure repairs;
- Resumption of business and economic functions;
- Cultural and spiritual reconnection to the environment;
- Social health and wellness; and
- Environmental rehabilitation.

Medium-term recovery activities may require regional support. Activities may be led by a Recovery Operations Centre and/or a Community Recovery Manager.

### 2.2.3 Long-term recovery

Long-term recovery involves activities that help individuals, businesses, and communities adapt to the changed conditions resulting from disaster. These activities may include replacement, rebuilding, or improvement. Additionally, financial, environmental issues, and elements of cultural significance may be addressed. Ideally, effective long-term recovery activities of a community transition into sustainable development and disaster risk reduction activities that enable and promote resilience.

Consider integrating disaster risk reduction and climate change adaptation strategies into long-term urban planning.

Depending on the scope and scale of impacts, recovery activities may be conducted with support from provincial recovery sectors. These activities may include the following:

- Identifying mitigation activities/projects;
- Obtaining funding;
- Implementing lessons learned;
- Updating the Hazard, Risk, and Vulnerability Assessment;
- Ensuring ongoing integrated communication at all levels; and
- Demobilization or handover to community- and organization- based project management.

Long-term recovery activities may also focus on risk reduction through changes in building codes and land-use designations, permanent housing and facilities, business resumption, and long-term mental health and social support services to individuals.

## 2.3 RECOVERY SECTORS

There are four sectors to support and integrate recovery activities: People and Communities; Economy; Environment; and Infrastructure. Each recovery sector is interconnected and is central to the recovery process.

Depending on the scope and scale of impacts, local authorities and First Nations are encouraged to organize their recovery activities by the four sectors. When assistance for recovery is escalated to the provincial level these sectors are how the Province will organize recovery activities.

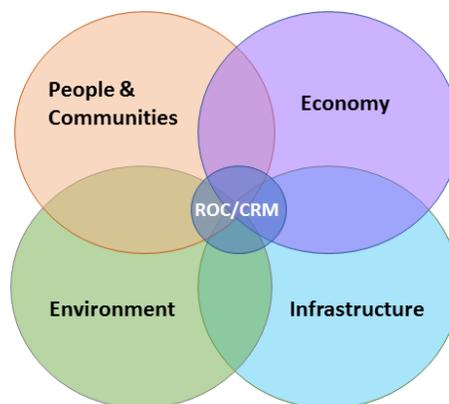
These sectors and their related activities should be considered when completing the [post-disaster needs assessment](#), as well as pre- and post-event recovery planning.

**Considerations:**

- ♥ Physical, mental and social wellbeing
- ♥ Health and safety
- ♥ Mental health
- ♥ Community psychosocial, emotional, cultural, and spiritual wellbeing
- ♥ Interim housing

**Considerations:**

- ♻ Land degradation and contamination
- ♻ Biodiversity and ecosystems impacts
- ♻ Natural resource damage and loss



**Considerations:**

- \$ Small, medium, and large enterprise
- \$ Tourism
- \$ Cultural livelihood
- \$ Agriculture
- \$ Broader economy

**Considerations:**

- △ Private and public physical infrastructure
- △ Critical infrastructure such as utilities, communication networks, roads and bridges, and transportation
- △ Residential and commercial buildings
- △ Infrastructure planning
- △ Mitigation and protective works

### 3. RECOVERY ORGANIZATION

A number of recovery models may be used to facilitate the movement from short- to medium- or long-term recovery:

1. Recovery Unit
2. Resilience Centre
3. Recovery Operations Centre
4. Community Recovery Manager

The use of one or more of these models depends on the scope and scale of the damage incurred and the extent of the recovery process.

Below is an example of when recovery activities may be escalated and who may coordinate those activities.

#### **Provincial Coordination/ Long-term recovery**

Recovery activities supported by:  
Community Recovery Manager and/or  
Provincial Sectors

- Community Incident has caused significant impacts to more than one municipality or region;
- Complex current and/or emerging emergency event presenting considerable risk to persons, critical infrastructure and/or economic disruption;
- Impacts require significant provincial coordination, assistance and resource support;

#### **Regional Coordination/ Medium-term recovery**

Recovery activities supported by:  
Recovery Operations Centre and/or  
Community Recovery Manager

- Incident exceeds capacity of the local community;
- Incident is outside of day-to-day activities;
- Recovery activities will likely continue into medium or long-term;
- Incident has crossed over one or more municipal jurisdictions or EMBC regions;
- Resources not readily available at the local level are requested.

#### **Local Coordination/ Short-term recovery**

Recovery activities supported by:  
Recovery Unit and/or Resilience  
Centre Manager

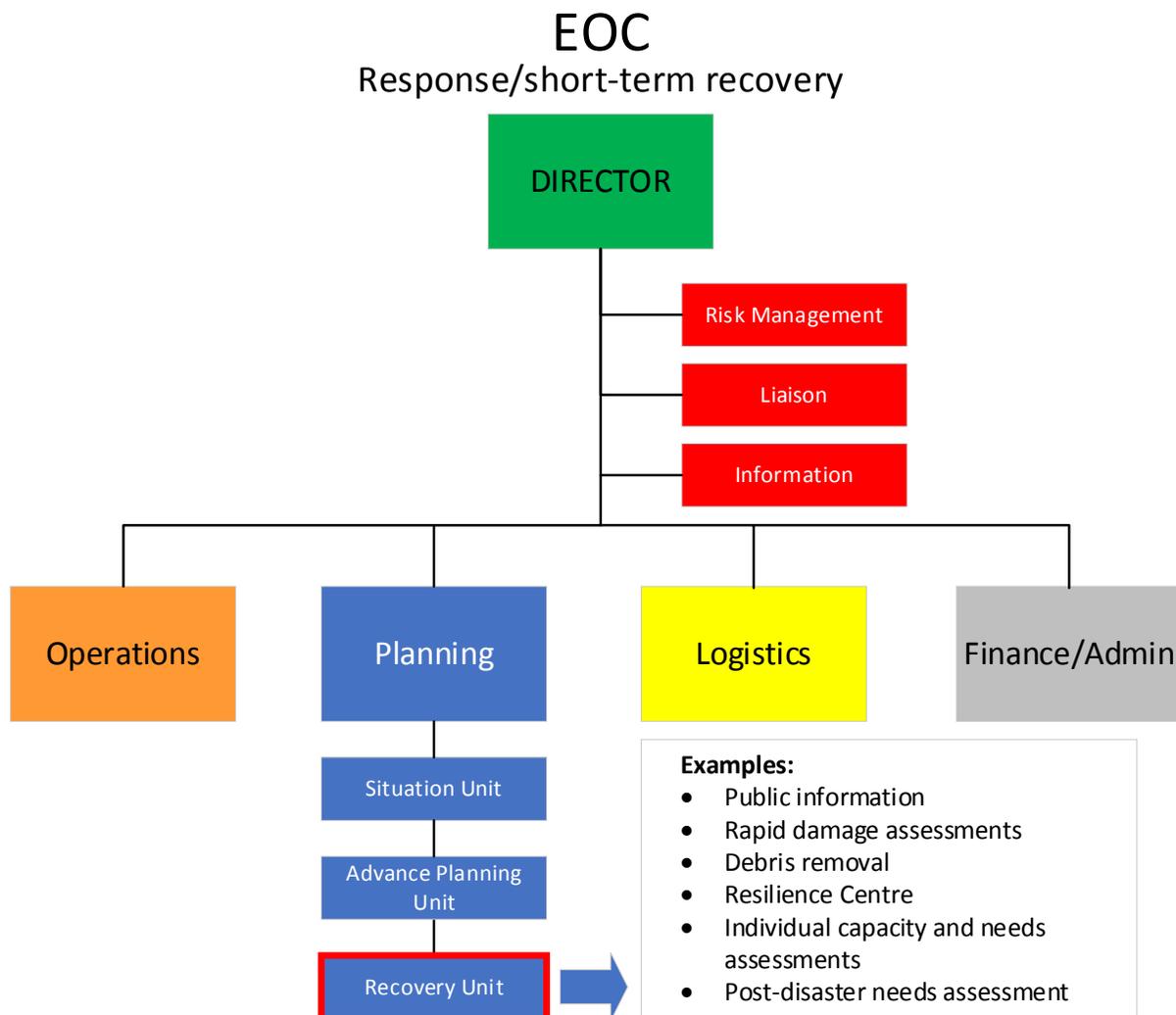
- Localized incident;
- Periods of routine emergency activity;
- Capacity of community is not exceeded or expected to exceed;
- Community capable of addressing all recovery requirements without regional or provincial assistance.

### 3.1 RECOVERY UNIT

During response, a Recovery Unit is established under the Planning Section within the EOC to start the process of identifying needs/gaps and initiate and manage short-term and priority recovery activities as soon as possible to permit the EOC to focus on completing response activities.

Specific responsibilities of the Recovery Unit may include:

- Assessing community/organization recovery requirements and developing recovery action plans;
- Reviewing and/or developing Community Recovery Plans;
- Identifying immediate steps to initiate and speed up appropriate parts of recovery within the community/organization;
- Anticipating long-term actions required to restore local services;
- Liaising, sharing information, and coordinating with other organizations/agencies involved in recovery;
- Facilitating priority recovery activities; and
- Establishing plans to transition the EOC to a Recovery Operations Centre, if needed.



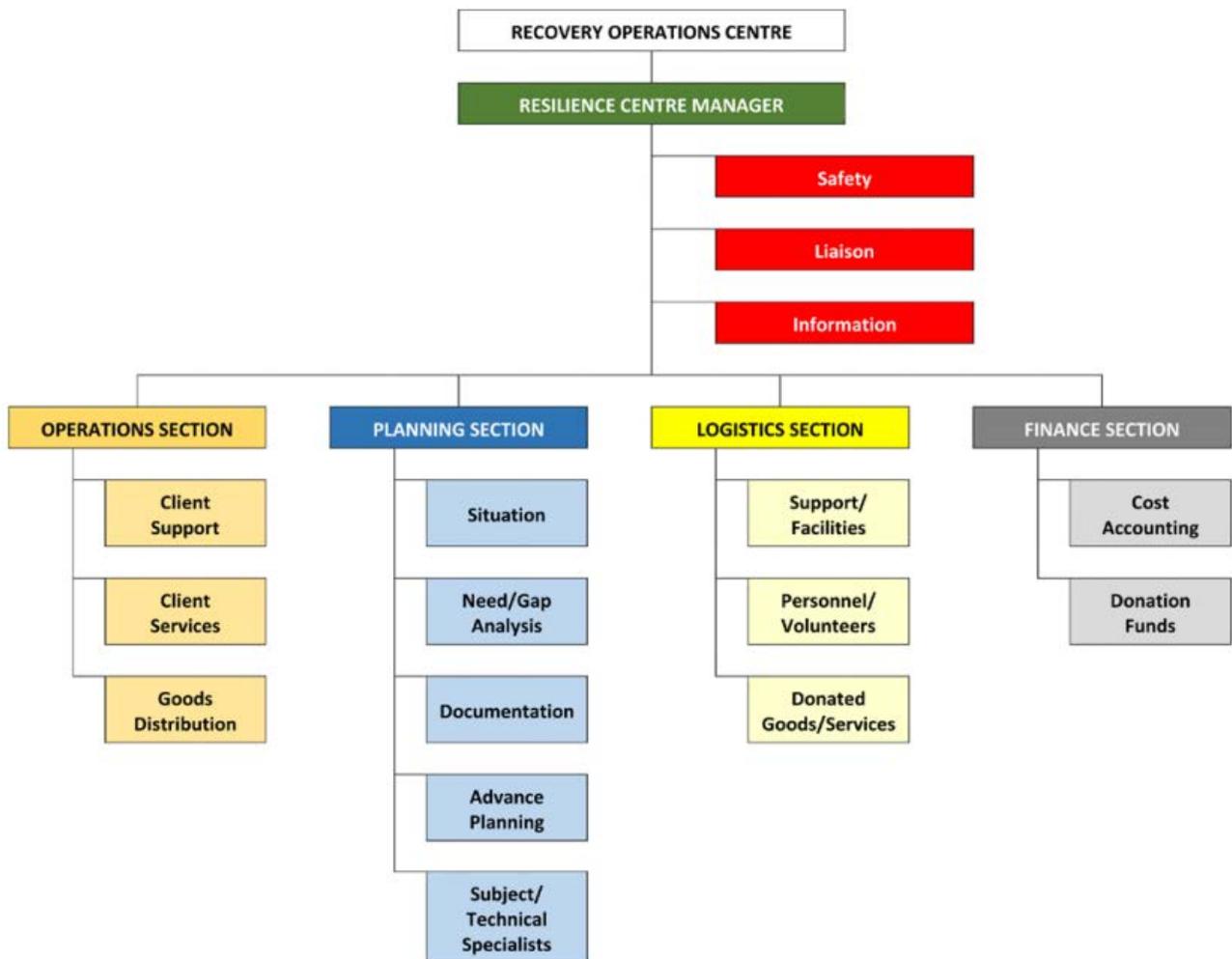
## 3.2 RESILIENCE CENTRE

The purpose of a community Resilience Centre (also known as community recovery office and/or community recovery centre) is to assist individuals as they begin the transition from response to recovery. The Resilience Centre provides the space for and coordination of the various agencies and groups offering guidance, advice, and assistance to those affected by an emergency/disaster – a one-stop shop for recovery needs.

Resilience Centres can decrease long-term social and fiscal impacts to the community and Province by coordinating non-government organizations to fill gaps, providing the local authority or First Nation with recovery expertise and assistance to disburse donated funds and goods.

A local authority or First Nation may establish a physical Resilience Centre or develop a virtual model. EMBC regional staff can provide consultation on whether the emergency warrants a Resilience Centre.

*Sample Resilience Centre Manager structure where the Resilience Centre Manager receives section support from the ROC:*



### 3.2.1 Resilience Manager

The Resilience Centre is established and managed by a Resilience Centre Manager. A Resilience Centre Manager is the direct interface with affected individuals and fills the gap between the Recovery Unit and the ROC or Community Recovery Manager. Often the Resilience Centre Manager is an extension of the EOC or ROC and may transition from the Recovery Unit role or another position within the EOC to the Resilience Centre Manager role with support from others in the EOC or ROC.

They are responsible for organizing the establishment of a Resilience Centre, including identifying and securing a location, and outreach and coordination of the various agencies and groups offering guidance, advice, and assistance to those affected by an emergency/disaster. In some cases, the Resilience Centre Manager may establish a virtual Resilience Centre to provide the same services and functions to their communities. This should be housed on the local authority or First Nation website.

Generally, if the disaster causes impacts to any of the four sectors but the impacts are such that a recovery plan is not required, and where limited or no extraordinary services are required to support the general impacted population's transition to recovery, then recovery activities may be led by a Resilience Centre Manager whose position is an eligible response cost.

Specific responsibilities of the Resilience Centre Manager may include:

- completing a capacity and needs assessment with community residents;
- assisting individuals and businesses with completing their personal action plan;
- ensuring those with urgent needs are connected with the appropriate agencies/groups;
- completing a post-disaster needs assessment; and
- monitoring individual progress throughout the recovery process.

#### Questions for consideration:

- Will a coordinated approach be required?
- What resources are available within the community?
- What are the impacts to the general population?
- How wide-spread are the impacts?
- What are the urgent recovery needs for the impacted population?
- Are the relevant agencies involved?
- What materials and advice are available from the relevant agencies?
- Have psychosocial or mental wellness needs been considered?
- What is being done to minimize the number of times an impacted individual has to tell their story?

#### Resources:

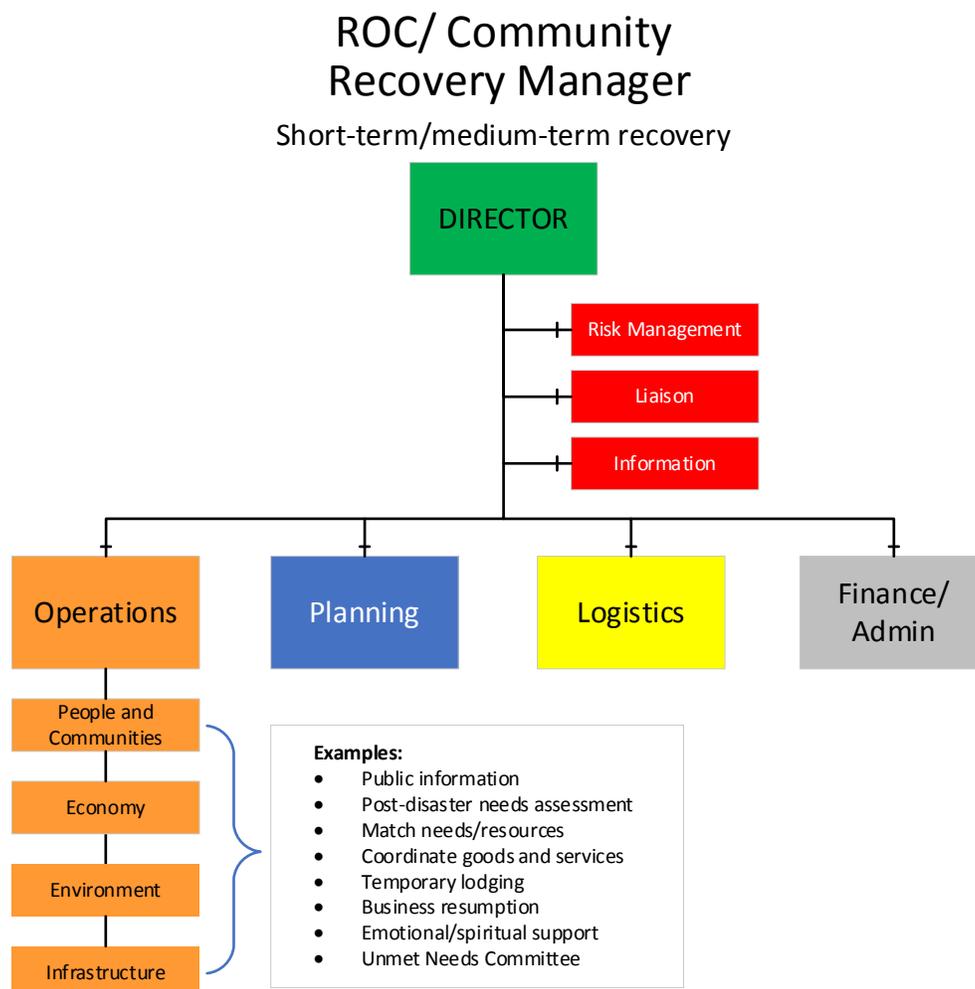
- [Appendix 3: Resilience Centre Guidance](#)
- [Resilience Centre Manager](#)
- [British Columbia Emergency Management System – pp 97-99 \(Community Resilience Centre\)](#)
- [Capacity Needs and Assessment Form](#)

### 3.3 RECOVERY OPERATIONS CENTRE (ROC)

As focus and coordination shifts from response to recovery, a Recovery Operations Centre (ROC) may be established to provide continuity in the support and coordination of recovery activities. Using the same Incident Command System (ICS) structure as that of the EOC, the ROC consists of four sections: Operations, Planning, Logistics, and Finance.

The ICS structure can allow for small, medium, or large-scale recovery requirements as needed. Below is a diagram of a sample ROC structure. As mentioned previously, depending on the scope and scale of circumstances surrounding a particular event, variations to how the ROC is staffed may be required to address community and organizational needs effectively. For instance, for catastrophic and long-term recovery activities it is recommended to structure the ROC to match the four sectors: People and Communities; Economy, Environment, and Infrastructure.

Communities may wish to organize their Recovery Operations Centre by [sectors](#) to better coordinate with regional and provincial resources.



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## 3.4 COMMUNITY RECOVERY MANAGER

A community may be eligible to hire a Community Recovery Manager (CRM) when it is shown that recovery will involve medium to long-term activities and impacts from the disaster are beyond the capacity of the community to recover on their own. The CRM's primary responsibility will be to develop an event-specific recovery plan; however, they may also coordinate the activities of the four sectors through sector leads.

A CRM plays a critical role in facilitating and leading recovery activities for individuals and the community in an emergency event. The position liaises with community organizations/agencies, businesses, other local government officials, and nearby local authorities and First Nations to establish effective, coordinated, and collaborative relationships to deliver services and support to affected individuals and communities throughout the recovery process.

It is also essential that the Recovery Manager is drawn, as much as possible, from within the community. While contractors bring expertise, they may leave the community without the internal resilience and skills to continue to recover and be better able to withstand the next disaster.

The Province may reimburse costs to hire a CRM with the following parameters:

- The initial term for a CRM is for up to six months, based on the time required to identify impacts and to build a recovery plan.
- The position is funded to an equivalent existing position within the existing governance structure.

### Resources:

- [Appendix 4: Example Expenditure Authorization Form](#)
- [Appendix 5: Sample position description and scope of services](#)

## 4. PRIORITY RECOVERY ACTIVITIES

The following items are suggested priority recovery activities. There is no one-size-fits-all in recovery. The complexity of recovery is based on the scope and scale of impacts. As a result, some communities may find there are items missing from this guide or, alternatively, there may be items that are not applicable. It is up to the individual community to decide what is best for their own recovery. At any time you may contact your [EMBC Regional Office](#) for advice or support.

### 4.1 IMPLEMENT COMMUNITY RECOVERY PLAN

Many communities have a Community Recovery Plan as a component of their Emergency Management Plan. The Community Recovery Plan should be reviewed regularly and at the onset of an emergency where impacts are anticipated.

The Community Recovery Plan may be implemented by the EOC Recovery Unit or Recovery Operations Centre at the onset of an emergency in order to inform recovery activities.

In certain circumstances, your community may be eligible for a Community Recovery Manager to support the development of an incident-specific recovery plan in the aftermath of an event. If you are not eligible for a Community Recovery Manager, then recovery activities may be coordinated by the EOC Recovery Unit, Recovery Operations Centre staff, or a Resilience Centre Manager. In communities that have an Emergency Program Coordinator, this role can coordinate the implementation of the Community Recovery Plan.

The [Emergency Management Planning Toolkit](#) provides guidance on developing a Community Recovery Plan.

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## 4.2 INFORM THE PUBLIC

It is critical that the public be kept informed about the recovery process, progress, and what services and supports are available to affected residents and businesses. Transparency is key as these groups often have a strong desire to know the extent of damage and what they can do to help themselves and their community recover. Refer to the [EOC Communications Toolkit](#) on EMBC's website for more information on how to provide effective communications during recovery.

It is recommended that local authorities and First Nations utilize their EOC Public Information Officer, or other designated individual, to ensure effective communication of recovery activities and individual support information is provided to the public. Communications need to begin during the response phase to include the timely and accurate sharing of information among organizations, elected officials, impacted populations, news media, and the public.

Ensure public information provides the location of the Resilience Centre, including hours of operation and contact information. It is recommended that public information also include a list of the types of services available to support impacted residents, such as: temporary housing, Disaster Financial Assistance (DFA) forms, needs assessments, and access to donated goods or services.

**Communication:** It is important to provide consistent, accurate, and transparent information to the public on a regular basis throughout the recovery process.

### Questions for consideration:

- Is the community meeting being scheduled at a time that meets community needs?
- Have all relevant agencies been invited?
- Consider a virtual meeting so that people can join-in even if they haven't returned yet.
- Do you have a website where people impacted by the emergency can get information on Rapid Damage Assessment, Disaster Financial Assistance and other recovery resources?
- Are there social media sites that will be promoting your messaging?
- Do you have an information call centre set up where people can call to receive information? Has the phone number been publicized?
- What key documents can be distributed to people looking for guidance and information?
- Do residents need help on how to hire contractors? Is there value in hosting a rebuilding expo?
- Consider having information available at the Resilience Centre

The [Emergency Operations Centre \(EOC\) Communications Toolkit](#) provides guidance on communicating with the public and partners.

## 4.3 EARLY RE-ENTRY FOR PREPARATION PRIOR TO EVACUATION RESCIND

To facilitate the best possible community recovery, it is recommended that certain agencies be given access to prepare the area for repatriation prior to an Evacuation Rescind being issued. This would occur once it has been deemed safe for residents to return to the evacuated area, but before formally rescinding the Evacuation Order. The goal is to facilitate a graduated and coordinated re-entry into the community by making certain that necessary preparations have been made in advance of the general population returning. Refer to the [Managing Access to Areas Under Evacuation Order Guideline](#) located on EMBC's website for further information on facilitating early re-entry.

The following includes a non-exhaustive list of who should be granted access that should be considered prior to rescinding an evacuation order:

- The respective Health Authority will need to verify that critical public services are available, such as drinking water, proper sewage, air quality, and food safety.
  - *Failing to allow the Health Authority access into the evacuated area to verify these requirements may result in a new Evacuation Order being issued by the Health Authority under Part 6, Division 6, Section 83 of the Public Health Act.*
  - The respective Health Authority will also need hospital maintenance, inspection, and clinical staff to prepare the emergency department to ensure services are open and available when the Order is lifted
- Critical infrastructure agencies that impact municipal functioning will need to ensure their assets are operating
- Utility agencies will need to reinstate services if disrupted by the emergency
- Rapid Damage Assessments of properties need to take place
- Contaminated sites assessed and, if required, cleaned-up
- School Districts will need to determine if they can open schools within reasonable time-period (time of year dependent)
- Establishment of a Resilience Centre for evacuees to gain information and resources once the Evacuation Order has been lifted

### Resources:

- [Managing Access to Areas Under Evacuation Order Guidelines](#)
- [Further Considerations for Community Re-entry](#)

## 4.4 CONDUCTING A POST-DISASTER NEEDS ASSESSMENT

The Post-disaster Needs Assessment (PDNA) is a tool for local authorities and First Nations to assess damage and recovery needs at various stages in the recovery process and represents the first step in community-led recovery planning. It will inform immediate recovery operations, priorities, funding mechanisms, coordination requirements, and provide the foundation for developing a recovery plan, if needed. The PDNA can also help to create a baseline for monitoring and evaluating recovery activities and measuring recovery progress.

It is recommended that a PDNA be conducted in the early stages of the recovery process to assist with determining what resources and support a community requires for recovery. PDNAs may be conducted by the Recovery Unit in the local EOC or another designated individual or agency. Communities who do not have capacity to complete the PDNA may request support from their PREOC or EMBC Regional Office who will then help connect communities with available resources and provide additional guidance to ensure there is no delay in initiating recovery actions.

PDNAs require a consistent effort to continually inform the recovery process. They begin as soon as possible following an event and may be updated for weeks to months as recovery progresses. Below is a suggested timeline for PDNAs:

- **Initial impact assessment (24-48 hours after access to the area):** informs response-related activities and priority recovery needs and may include a rapid damage assessment;
- **Short-term (days or weeks):** considers people and communities, economic and environmental impacts, infrastructure and reconstruction, and community needs;
- **Medium-term (weeks to months):** like short-term, considers people and communities, economic and environmental impacts, infrastructure and reconstruction, and community needs; and
- **Long-term (months to years):** informs the longer-term recovery process, options for development, and builds the knowledge base of the total cost of emergencies that informs risk management. The longer-term assessment should begin to look at recovery and mitigation vulnerabilities the community could experience in future events.

For more information see [Appendix 2: Post Disaster Needs Assessment Template](#)

## 4.5 CONDUCTING RAPID DAMAGE ASSESSMENTS

A rapid damage assessment is an activity that can be initiated by the local EOC to gain situational awareness. It also provides valuable information to inform the PDNA.

The information gathered from the rapid damage assessments will be high-level and likely provide only general information, such as the number of dwellings damaged, restricted, or unsafe to enter. The damage assessment should include maps and local government property data where available.

The EOC Building Damage Assessment Unit facilitates situational awareness and resource coordination regarding the inspection process that determines the safety of buildings that have been impacted by the disaster. The Unit may draw upon expertise from Ministry of Transportation and Infrastructure, Association of Professional Engineers Geo Scientists of BC (APEGBC), BC Housing, Applied Science Technologists of BC, GEOBC, BC Safety Authority, local authority Building Inspectors, and local authority fire departments as needed.

BC Housing offers Rapid Damage Assessment and Coordination of Damage Assessment training to local authority personnel. Rapid Damage Assessors will assess homes that have been impacted to determine whether they are safe to re-enter. A Rapid Damage Assessment reporting tool is available through [GeoBC and the EMBC Common Operating Picture](#).

### Questions for consideration:

- Are there potential impacts to critical infrastructure?
- Are there potential impacts to residences?
- Are there safety concerns around residents returning home?
- Is there an interim housing plan in place for residents whose homes have been identified as damaged resulting in restricted use (yellow placard) or unsafe to occupy (red placard)?
- Have residents with yellow or red placards on their homes been briefed prior to returning home?
- Has the damage assessment process been communicated to evacuees?

BC Housing provides guidance, resources, and training for conducting rapid damage assessments. For more information, see:

- [BC Housing: Rapid Damage Assessment](#)
- [Emergency Operations Centre – Building Damage Assessment Unit](#)

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## 4.6 CONTAMINATED SITE CLEANUP

A rapid damage assessment may determine that critical infrastructure and other sites need to be cleaned up in advance of community re-entry. Identifying and cleaning up contaminated sites helps to minimize negative impacts to human health and the environment.

Impacted residential homes will also need to be inspected to ensure they are safe prior to residents or volunteers conducting clean-up activities.

In BC, a contaminated site is one that has a waste material contaminating the soil, groundwater or sediment in an amount or concentration that exceeds environmental quality standards.

Connect with the owners of contaminated sites that may require clean up. Confirm whether the local authority or First Nation will need to collaborate with industry on assessment and cleanup.

Email all other inquiries or comments regarding contaminated sites issues to [Site@gov.bc.ca](mailto:Site@gov.bc.ca) or by phone: (250) 387-4441; or

Report spills and hazardous materials via the Emergency Coordination Centre at 1-800-663-3456

For more information see [An Introduction to Contaminated Sites in British Columbia](#)

## 4.8 CONSIDERATIONS FOR COMMUNITY RE-ENTRY

Local authorities and First Nations are responsible for making decisions regarding the timing of lifting an Evacuation Order and allowing residents to return to their homes, based on advice received from hazard specific subject matter experts. Information on how and when to do this can be found in the Evacuation Operational Guidelines.

The local authority or First Nation should communicate to residents when returning home that they should bring with them a minimum of three days of food and essential supplies as their local stores may not yet have adequate stock. They should also consider the unique needs of their household such as medications, supplies for their pets, and items they rely on daily. They should also ensure their vehicle is fully fuelled.

Clean-up kits and information on safe re-entry are recommended to be distributed from the Resilience Centre. Information can also be provided at a community meeting and/or online.

### Questions for consideration:

- Have rapid damage assessments taken place?
- Have building inspections taken place?
- Have utilities been restored?
- Is drinking water safe to consume?
- Have danger tree assessments been conducted? (Wildfire specific)
- Have hazardous materials been identified and mitigated?
- Have residents been provided with information on how to enter their home safely?
- Has a Resilience Centre been stood up?
- Are there any security concerns that need to be addressed?

### Resources:

- [Evacuation Operational Guidelines](#)
- [Guide to Wildfire Recovery](#)
- [One Step at a Time: A Guide to Disaster Recovery](#)

## 5. PEOPLE AND COMMUNITIES

The People and Communities sector ensures people have access to supports and services following an emergency event, and long-term impacts on their well-being are mitigated.

The People and Communities sector considers impacts on the physical, mental, spiritual and social well-being of the population. It focusses on recovery activities that may include but are not limited to supporting:

- health and safety;
- mental health;
- community psychosocial;
- emotional, cultural, and spiritual well-being;
- vulnerable populations;
- cultural aspects; and
- interim housing.

### 5.1 IDENTIFY / PLAN FOR INTERIM HOUSING

Local authorities or First Nations may need to identify interim housing options for citizens while their homes are repaired, a new home is constructed, or who experience extended evacuation periods. Providing a safe, dry, and secure shelter that meets the needs of displaced individuals supports mental, emotional, spiritual, and physical recovery.

Most homeowner's and tenant's insurance policies will provide coverage for reasonable additional living expenses for a specific period of time should residents be displaced because of a mandatory Evacuation Order.

#### **Questions for consideration:**

- Are there local options available such as hotels or motels that will support economic recovery?
- Can bylaws be amended temporarily to allow for trailers, recreational vehicles, and tiny homes to be placed in residential areas?
- Is there a central listing for vacant rentals that can be made available to displaced residents?
- How will you support traditionally underserved or vulnerable populations with identifying suitable interim housing options?

See section [9. Funding](#) for information on insurance and Disaster Financial Assistance

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## 5.2 ESTABLISH UNMET NEEDS COMMITTEE

Affected residents may not be in a position to manage their own recovery without assistance. An Unmet Needs Committee calls for a collaborative group of local and regional agencies that share the common mandate of assisting disaster victims. An Unmet Needs Committee examines each resident's damage, vulnerability, history of assistance, and outstanding needs at the present time.

This committee can be made up of representatives of different agencies who specialize in different forms of support as well as local representatives with local knowledge who may be invaluable to the committee. It is initiated by a local authority or First Nations' staff member and can be led by a member of the community, business leader, NGO or other volunteer. Its function is to evaluate the needs of the impacted residents and determine what assistance might be available, such as physical help with cleaning, psychosocial, or financial aid. These needs can be discovered informally and formally through the community meeting or Resilience Centre.

The Unmet Needs Committee may also be used as a forum to raise and distribute funds as needed. Donated funds are an important resource for recovery; however, those collecting donations must take steps to maintain public confidence by adopting transparent and accountable procedures. It is important for any individual or organization collecting donated funds to adopt, in writing, accountability guidelines.

### Resources:

- [Appendix 6: Guidelines for Unmet Needs Committee](#)
- [Appendix 7: Identifying unmet needs post disaster](#)

## 5.3 ESTABLISH A DONATIONS MANAGEMENT SYSTEM

The public may wish to donate clothing, materials, or funds to people impacted by the event. It is strongly recommended that local authorities and First Nations ask for cash donations that are not designated or set aside for a specific purpose only.

Managing donated goods is very labour-intensive, and it is expensive to manage the waste disposal of unusable goods. In some circumstances an NGO or other organization is asked to manage donations on behalf of the community, and to point the public in the right direction.

Steps for establishing a donations management system involve:

- Identifying options of how donors can most effectively contribute to recovery efforts;
- Sorting and distributing donations according to current priority; and
- Prioritizing distribution of donations for individuals to address basic needs to support life, to enable self-sufficiency, to build capacity, and to support community resilience.

### Resource:

- [Appendix 8: List of NGOs](#)

## 6. ECONOMY

It is critical that recovery activities related to the economic sector are considered immediately following an event. The recovery of the community relies significantly on the speed in which local economies recover and will determine how quickly individuals begin to return to the community.

This sector considers direct and indirect impacts on the local economy. It focusses primarily on recovery activities related to small, medium, and large enterprise, tourism and cultural livelihood, agriculture, and the broader economy.

The following are some activities that may support economic recovery. Every community will have unique needs. This is not a comprehensive list.

### 6.1 ECONOMIC IMPACT ASSESSMENT

Assess economic impacts and employment issues by conducting an economic impact assessment. Identify actions and strategies to mitigate issues identified and reduce economic impacts of the disaster. Implement recovery activities and strategies based on short-, medium-, and long-term timelines.

There is no standard template for conducting economic impact assessments, however, there are questions for consideration:

- How many small businesses (<50ppl) are under evacuation order and what are the associated lost revenues?
- How many small businesses (<50ppl) not under evacuation order have been significantly affected and what are the associated lost revenues?
- What is the expected length of time businesses could face significant disruptions?
- Which key sectors in the region are likely to be impacted for a significant period? (e.g. tourism, retail, agriculture, forestry, energy, mining, etc.)
- What are the impacts of the disaster on key infrastructure that businesses rely on? (e.g. transportation networks, communications, etc.)

Visit the British Columbia Economic Development Association website for information on Economic [Disaster Preparation and Recovery](#).

## 6.2 SUPPORT SMALL BUSINESS

In combination with individual assistance, recovery also addresses protection of critical businesses and NGOs. Small businesses, especially in rural communities, may experience significant impacts to infrastructure, impacting business operations such as closures or staff shortage.

The local authority or First Nation should seek to identify financial assistance to those affected by disaster, such as insurance, disaster aid, tax deferral, and interest-free loans. Contact the local business association and chamber of commerce for information and additional resources and invite them to attend the local Resilience Centre. It is also prudent to work with insurance companies to ensure a coordinated response of coverage for interruption and reconstruction.

Economic recovery activities should be designed to protect the viability of businesses, institutions, and other centres of local employment as well as support and rebuild the local economy. For instance, local authorities and First Nations can source goods and services from community businesses or establish a communication strategy to help local businesses to re-open or stay open. This may help increase local revenues and boost the economy.

### Resources:

- [Community Futures](#)
- [British Columbia Economic Development Association](#)

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## 6.3 ECONOMIC DEVELOPMENT

Effective recovery can encourage growth in every sector of the local economy. The Recovery phase is an opportunity to encourage a shift from economic development to community economic development. This approach involves key pillars of being:

- livelihood focused;
- sustainable;
- community controlled;
- diverse and inclusive; and
- place-based.

Identify the impacts to your community (short, medium and long term) and develop a strategy to mitigate and address these impacts.

**Short term actions** could include assisting business owners or specific sectors to ensure that those businesses don't fail or leave the community.

**Medium and long-term actions** could include economic diversification, investment and resident attraction, labour force development, etc.

### Resources:

- [Strategic Planning Toolkit](#)
- [Economic Development tools and resources](#)

## 6.4 AGRICULTURE RECOVERY

Agriculture producers are a key contributor to the economy. It is important to ensure they have the tools and resources to recovery along with local small businesses and enterprise.

Industry-specific guides provide educational materials on various natural and human-caused threats to farms. The guides are an opportunity to be prepared, to mitigate impacts and to tailor responses that a farm would follow in the event of any such emergency.

- [Emergency Management Guide for B.C. Small Mixed Farms](#)
- [BC Pork Emergency Guide](#) March 2015
- [Beef Emergency Guide](#) March 2014
- [Dairy Emergency Guide](#) March 2014
- [Poultry Emergency Guide](#) September 2017
- [Local Authority Emergency Plans - Agriculture Appendix Template](#)

### Business Insurance and Risk Management

It is the farm manager's responsibility to be aware of the risks they are exposed to. Emergencies and disasters can result in substantial material losses. Learn about programs that can protect agricultural producers against the financial impact of a disaster:

- [Business Insurance and Risk Management Tools for Agriculture](#) June 2015

#### Resources:

- [Emergency Management Guide for B.C. Small Mixed Farms](#)
- [BC Pork Emergency Guide](#)
- [Beef Emergency Guide](#)
- [Dairy Emergency Guide](#)
- [Poultry Emergency Guide](#)
- [Local Authority Emergency Plans - Agriculture Appendix Template](#)
- [Business Insurance and Risk Management Tools for Agriculture](#)

## 7. ENVIRONMENT

This sector considers impacts to the environment and steps needed to re-establish ecosystem health while mitigating long-term impacts. This sector primarily focuses on land degradation and contamination, biodiversity and ecosystem impacts, cultural land use, and natural resource damage/loss. Impacts to natural resources can directly affect the local and regional economies and need to be considered during recovery operations.

### 7.1 DEVELOP A DEBRIS REMOVAL PLAN

The Province will not reimburse local authorities for lost revenue from waived tipping fees at their own facilities.

However, incremental costs to either a local government body or First Nation to remove debris to a privately-operated facility may be considered as a recovery cost on their Infrastructure Recovery Plan.

#### Questions for consideration:

- What type of debris will need to be removed, and where will it be going?
- What is the capacity of the various sites?
- Are there contaminants that will require special handling procedures?
- Who is managing the debris removal?
- Does it need to be coordinated at a community level, or can individual homeowners work with their insurance provider?

#### Resources:

- [Flood Waste and Debris Management Plan](#)
- [FEMA Public Assistance Debris Management Guide](#)
- See your local authority tipping fees policy or waste disposal bylaw

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## 7.2 REMOVE FLOOD PROTECTION ASSETS

Flood protection assets may need to be removed and/or disposed of following freshet or flood events.

The local authority, First Nation, or contracted crews will demobilize and arrange shipping with the PREOC to return gabions, tiger dams, and temporary berms or dikes to provincial stock.

In some cases sandbags and gabion fill material may need to be tested for contamination before removal and disposal.

### **Questions for consideration:**

- Is there a reason to believe that the sandbags or gabion fill material may be contaminated?
- Do you know the source of the sand and/or fill material?
- Where will sand and fill material be disposed of?
- Who is managing removal of flood protection assets?
- How many assets were placed?
- Have assets been buried by debris or migrated into a water course?
- What type of sandbags were used: burlap, hessian, or plastic?
- When will assets need to be removed?
- Has any damage been assessed?

## 8. INFRASTRUCTURE

The recovery of infrastructure heavily influences the recovery of the community and should be considered a priority to support response and recovery activities. The restoration of essential infrastructure also supports the recovery of the wider local economy and can assist in stimulating growth post-event by restabilising business operations and services.

This sector considers impacts on private and public physical infrastructure. This sector involves recovery activities related to residential and commercial buildings, utilities, and infrastructure planning. Infrastructure impacts will be unique to each community. This is not a comprehensive list of infrastructure recovery activities.

### 8.1 INFRASTRUCTURE RECOVERY PLAN

Once an event has been declared eligible for DFA, a local government body as defined by the [Compensation and Disaster Financial Assistance Regulation](#) must complete a DFA application and submit an infrastructure recovery plan promptly. The plan must detail the damaged infrastructure and the various projects planned for cleanup and restoration.

Individuals and private sector must complete a DFA application within 90 days from the date of their acknowledgement letter.

#### Resources:

- [Disaster Financial Assistance](#)
- [Recovery Plan Description](#)

### 8.2 INFRASTRUCTURE RECOVERY MANAGER

Local authorities and First Nations may need to assign an Infrastructure Recovery Manager to oversee cleanup, restoration, and rebuilding of DFA-eligible losses. The Infrastructure Recovery Plan is normally prepared by a local authority employee (someone from public works and/or finance) or First Nations administrator. If additional resources are needed, EMBC recommends hiring a professional engineer for those specific projects that are beyond the capacity of the local authority or First Nation to manage.

#### Resource:

- [Disaster Financial Assistance](#)

## 8.3 CONSIDER SPECIAL PERMITTING PROCESS

Building permits are normally required in order to construct, modify, repair or demolish a building or structure. The building owner is responsible for ensuring a permit is obtained prior to work commencing and that the work carried out is in full accordance with the requirements of the British Columbia Building Code and other applicable regulations.

### Questions for consideration:

- Will your usual permitting process be adequate for these recovery activities and rebuild?
- Do you have a way to track permits that will meet recovery needs?
- Is an expedited process or different permits required?
- Do you need to put a timeframe or deadline on the demolition stage?

### Resource:

- [Electrical and gas permits for homeowners](#)

## 9. FUNDING

Communities may receive reimbursement for the following response activities related to recovery:

- Re-entry requirements for assessments to public infrastructure;
- Geo-technical, engineering, or other expert technical reports that may be required to assess impacts and build a recovery plan;
- Surveys or canvassing activities to be completed in short periods of time that require a surge of personnel may also be eligible for reimbursement. General staffing will not be provided to perform tasks that are better performed through a short-term contract.

The above activities are eligible as a response cost as they further define the potential risk to public safety and facilitate a managed re-entry to a community following an evacuation. Contact your local EMBC Regional Manager for more information on eligible costs.

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### 9.1 INSURANCE

Individuals and businesses should be encouraged to reach out to their insurance provider post event. Fire insurance for homes and businesses is reasonably and readily available across the province. Until recently, overland flood insurance was only available for commercial buildings. It is expected that in the next two years overland flood insurance will be reasonably and readily available for single family residential homes across all of BC. Earthquake damage is insurable and therefore not eligible for DFA. Home and business owners should check with their insurance agent to make sure they have appropriate earthquake coverage.

If residents must leave their homes because of a mandatory evacuation order issued by local authorities or First Nations, most homeowner's and tenant's insurance policies will provide coverage for reasonable additional living expenses for a specified period of time.

Businesses that have business interruption insurance may experience fewer economic losses. With business interruption coverage, a business owner can collect income that would have been expected if not for interruption due to the emergency event.

Anyone with questions should contact their insurance representative or IBC's Consumer Information Centre at 1-844-2ask-IBC (1-844-227-5422). For additional information, consumers can also visit [www.ibc.ca](http://www.ibc.ca) or email [askibcwest@ibc.ca](mailto:askibcwest@ibc.ca).

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## 9.2 DISASTER FINANCIAL ASSISTANCE

Under the BC *Emergency Program Act* and Compensation and Disaster Financial Assistance Regulation, local government bodies can apply for financial assistance for damages associated with the repair or restoration of essential materials, structures and public works.

Local government bodies and First Nations may qualify for up to 80 percent of eligible costs that exceed \$1,000.

Incremental costs related to community recovery that are eligible for financial assistance include:

- Overtime costs for local government staff devoted to recovery efforts
- Backfilling positions to temporarily cover full-time staff engaged in conducting disaster assistance surveys and assessments

See [Disaster Financial Assistance](#) for more information.

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## 9.3 EMERGENCY MANAGEMENT ASSISTANCE PROGRAM

In partnership with First Nations, provincial and territorial governments and non-government organizations, Indigenous Services Canada's Emergency Management Assistance Program (EMAP) helps communities on reserve access emergency assistance services.

EMAP can help when emergency recovery needs go beyond the capacity of individual citizens and First Nations or tribal councils.

Communities seeking reimbursement after an emergency are encouraged to submit estimates or invoices as quickly as possible to help ensure a timely community recovery.

See [Emergency Management Assistance Program](#) for more information.

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## 9.4 DISASTER MITIGATION FUNDING PROGRAMS

There are a number of programs to support communities with mitigating and preparing for disaster. For instance, the Community Emergency Preparedness Fund (CEPF) is a suite of funding programs intended to enhance the resilience of local authorities and First Nations in responding to emergencies. Funding is provided by the Province and is administered by the Union of BC Municipalities.

Disaster mitigation funding streams are announced by the federal and provincial governments periodically. Consult the Disaster Mitigation Funding Programs webpage to determine available programs, eligibility, and application deadlines, or contact your EMBC Regional Office for assistance.

See the Province's [Disaster Mitigation Funding Programs](#) webpage for more information.

## 10. APPENDICES

### APPENDIX 1: LIST OF ACRONYMS

<b>BC</b>	British Columbia
<b>CEPF</b>	Community Emergency Preparedness Fund
<b>CISM</b>	Critical Incident Stress Management
<b>CRM</b>	Community Recovery Manager
<b>DFA</b>	Disaster Financial Assistance
<b>EAF</b>	Expenditure Authorization Form
<b>EMAP</b>	Emergency Management Assistance Program
<b>EMBC</b>	Emergency Management BC
<b>EOC</b>	Emergency Operations Centre
<b>EPA</b>	Emergency Program Act
<b>ESS</b>	Emergency Support Services
<b>HEMBC</b>	Health Emergency Management BC
<b>IBC</b>	Insurance Bureau of Canada
<b>ICS</b>	Incident Command System
<b>ISC</b>	Indigenous Services Canada
<b>NGO</b>	Non-government Organization
<b>PDNA</b>	Post-disaster Needs Assessment
<b>PFA</b>	Psychological First Aid
<b>PREOC</b>	Provincial Regional Emergency Operations Centre
<b>ROC</b>	Recovery Operations Centre

## APPENDIX 2: POST-DISASTER NEEDS ASSESSMENT

The PDNA is used to assess requirements for augmented provincial supports to assist local authority and First Nations recovery. The extent of damages, concentration of impacts, and local capacity for undertaking recovery are key criteria for assessing whether augmented supports are needed.

This assessment is a living document and should be updated as the situation develops, or new information becomes available. Information gathered will be used to make recommendations and determine whether augmented supports may be required.

<b>Event:</b>
<b>Date:</b>
<b>Are essential local or provincial services likely to be significantly disrupted beyond the response phase?</b>
Assessment: <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Source of Information:</b> [Insert source of information] <i>Possible sources: SITREPs, Planning Section, Subject Matter Experts</i>
Please provide an assessment of the current situation in relation to the criteria.  <u>Objective:</u> To determine if impacts of the disaster are temporary or long-term in nature?  <u>Assessment should consider:</u> <ul style="list-style-type: none"><li>• Extent of impacts on local authority or First Nation and provincial services</li><li>• Number of services impacted in a geographic area</li><li>• Essential services requiring support beyond local capacity</li><li>• Anticipated length of service disruption</li></ul> <b>Assessment:</b> [insert assessment]

**Is infrastructure impacted beyond capacity to repair?**

Assessment:  Yes  No

**Source of Information:** [Insert source of information]

*Possible sources: SITREPs, Planning Section, Subject Matter Experts*

Please provide an assessment of the current situation in relation to the criteria.

Objective: To determine if damage to infrastructure or buildings cause long-term disruption or require additional support to remediate

Assessment should consider:

- Critical local authority or First Nation infrastructure such as utilities, communications networks, roads and bridges
- Vital local authority or First Nation buildings and facilities affected
- Impacts to transportation and transit systems
- Damages to local provincial assets that could impact municipal functioning
- Damage to fences and other barriers
- Damage to mitigation or protective works
- Estimated duration of impacts

**Assessment:** [insert assessment]

**Is temporary housing likely to be required beyond the response phase and beyond the local capacity?**

Assessment:  Yes  No

**Source of Information:** [Insert source of information]

*Possible sources: SITREPs, Planning Section, Individual Capacity Needs Assessments*

Please provide an assessment of the current situation in relation to the criteria.

Objective: To determine if there are longer-term housing requirements that may need to be met beyond the response phase of the emergency management cycle

Assessment should consider:

- Approximate number of people displaced/evacuated
- Approximate number of people being supported through Emergency Support Services
- Approximate percentage of housing units classified as vacant in designated geography (if known)
- Expected timeline for housing needs
- Number of structures impacted; damages/destroyed

**Assessment:** [insert assessment]

**Do serious or widespread environmental impacts pose ongoing safety risks?**

Assessment:  Yes  No

**Source of Information:** [Insert source of information]

*Possible sources: SITREPs, Planning Section, Ministry of Environment, Ministry of Health*

Please provide an assessment of the current situation in relation to the criteria.

Objective: To determine if extensive environmental recovery needs exist over the longer-term

Assessment should consider:

- Listing of significant environmental incidents, including land degradation and contamination
- Extent of impacts on geographic area and people
- Biodiversity and ecosystem impacts
- Ongoing safety concerns
- Expected timeline for environmental hazards to be addressed
- Natural resource damage and loss (e.g. forest tenures)
- Quantitative measure of disaster-related changes in riverbanks, shorelines, and soil systems

**Assessment:** [insert assessment]

**Is long-term economic sustainability of a region or sector threatened?**

Assessment:  Yes  No

**Source of Information:** [Insert source of information]

*Possible sources: SITREPs, Planning Section, Regional Economic Development Officer, Chamber of Commerce, Business Association*

Please provide an assessment of the current situation in relation to the criteria.

Objective: To determine if there could be long-term economic implications for a local authority, First Nation or region

Assessment should consider:

- Region impacted and approximate number of businesses affected
- Are certain key sectors/employers in the region likely to be impacted for a significant period
- Consequence of impacts on critical infrastructure that businesses rely on (e.g. transportation networks, communications, etc.)
- Expected length of time business could face significant disruptions
- If known, number of businesses without business interruption insurance
- Number of parks or other attractions closed

**Assessment:** [insert assessment]

**What is the local capacity to recover beyond the response phase (including local financial capacity)?**

**Source of Information:** [Insert source of information]

*Possible sources: SITREPs, Planning Section, First Nation, local authority*

Please provide an assessment of the current situation in relation to the criteria.

Objective: To determine whether longer-term provincial support may be required to augment local authority or First Nation capacity.

Assessment should consider:

- High-level capacity assessment for affected local authority or First Nation based on magnitude of impacts and expected recovery timelines
- Whether Disaster Financial Assistance is likely required/has been requested
- Whether the local authority or First Nation has capacity to manage the disruption and undertake repairs
- If concerns exist regarding the impacted local authority or First Nation capacity to respond over the longer-term in relation to the severity of the disaster, a detailed analysis can be conducted by the Municipal Affairs and Housing that considers financial, administrative and governance capacity
- Whether the local authority or First Nation has a Recovery Plan
- Number of local non-governmental organizations available to support recovery

**Assessment:** [insert assessment]

**Is recovery contingent on resolving cross-ministry policy questions?**

Assessment:  Yes  No

**Source of Information:** [Insert source of information]

*Possible sources: SITREPs, Planning Section*

Please provide an assessment of the current situation in relation to the criteria.

Objective: To determine if recovery will require ongoing cross-ministry policy coordination

Assessment should consider:

- Issues that may require ongoing cross-ministry policy coordination
- Whether existing ministry plans, and protocols are sufficient to address recovery needs

**Assessment:** [insert assessment]

**Assessment conducted by:**

Name: [Insert Name] Date Review Completed: [Insert mm/dd/yy]

Title: [Insert Title]

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## APPENDIX 3: RESILIENCE CENTRE GUIDANCE

The following information is provided to local authorities and First Nations (collectively communities) to support the standing up of a **Resilience Centre** within their community during or after an emergency event. It includes several considerations for a community needing to establish this type of centre.

A Resilience Centre may be adopted by communities as a central location for residents affected by disaster to access resources and services that will enable them and their communities to recuperate and return to a pre-disaster state.

### *Transition to a Resilience Centre*

A Community Resilience Centre can be established during the response and early recovery phases of an emergency event, or a Reception Centre may transition into a Community Resilience Centre when response activities move to recovery focused activities. The Reception Centre can transition to a Community Resilience Centre after the imminent threat is no longer the main consideration and the immediate human service needs have been met. The Resilience Centre does not replace Reception Centres or Group Lodging and should be located in close proximity to Reception Centres and Group Lodging, if possible.

Depending on needs at the time, a Resilience Centre may consist of a drop-in facility where clients have an opportunity to ask questions and pick up information materials from agencies and organizations supporting recovery activities. The Resilience Centre may also integrate a call centre where clients can access information by telephone. A website may also be established to provide information.

Communities should identify organizations or groups that could assist with opening and operating a Community Resilience Centre at the beginning of the response phase. The cost to establish a Resilience Centre may be an eligible response cost (100% reimbursement by the Province) depending on the scope and scale of the disaster. EMBC regional staff can provide consultation on whether the emergency warrants a Resilience Centre. The cost to hire a Resilience Centre Manager to mobilize and support the Resilience Centre may also be an eligible response cost.

A Resilience Centre may also be considered when communities are establishing Reception Centres and Group Lodging to support other evacuated regions. In this case, the Resilience Centre is best located in a central location with convenient access.

### *Coordination*

When determining if your community will create a Resilience Centre it is important to coordinate with adjoining jurisdictions. The correct location of a Resilience Centre will enable efficient use of limited resources. Critically, access to Resilience Centres for residents with special considerations and/or for vulnerable populations must be applied prior to opening. For example, consider not only location, but overall layout for individuals with mobility issues.

## Operations

Resilience Centre operations can be broken down into four primary steps:

1. **Complete Capacity and Needs Assessment with the impacted person:** completing a Capacity and Needs Assessment form ensures that Resilience Centre staff have a full understanding of the most urgent individual needs and community capacity and helps inform the Post-disaster Needs Assessment
2. **Assist individuals and businesses to complete their Personal Recovery Plan:** the plan is designed to help the person focus on practical next steps in his or her recovery process. It is retained by those affected by the event
3. **Ensure individuals with urgent needs are connected with the agency or group offering assistance in the particular area required.** Examples include:
  - Pursuing family reunification efforts
  - Linking elderly homeowners who need assistance in removing debris with residents who are able to do so
  - Providing psychosocial support services, including trauma counselling
  - Engaging public health agencies to provide water testing
  - Linking home-based business owners with members of the local Chamber of Commerce or Rotary Club
4. **Monitor individual progress throughout the recovery process:** follow-ups can be undertaken by not-for-profit organizations and other community-based volunteer organizations. However, this must be carried out in a coordinated manner with the information being provided to the appropriate community resilience centre. The follow-up should include a review of the individual's personal action plan so that progress can be monitored, and the plan revised to reflect any unforeseen steps necessary for recovery

Common Resilience Centre activities include:

- Identifying a Resilience Centre Manager (backfill or contractor)
- Activities related to the coordination of information for affected residents and businesses (community information forums/meetings)
- Activities supporting the coordination of donations of funds, goods and services
- Support for the coordination of Post-Disaster Needs Assessment process
- Establishment and operation of an Unmet Needs Committee
- Facility rental of 'one stop shop' centre

Depending on the needs of the impacted individuals; some of these steps may be expanded to assist those with more complex recovery requirements.

### *Resilience Centre Manager*

The Resilience Centre Manager plays an important role in the community recovery process and is a major champion of recovery activities. The Resilience Centre Manager helps facilitate coordination and communication with all stakeholders involved in the recovery process. The other function of the Community Resilience Centre manager is to manage the organizations that are prepared to offer assistance to people as they go through the various steps to put their lives in order.

The Resilience Centre Manager has many roles to fulfill, such as volunteer management, needs prioritization and coordination with existing services, and financial tracking of Resilience Centre operations. This position is multi-functional, and it is important that the person fulfilling this role should have a special skill set that includes strong relationship and team building, project management, and problem-solving skills.

### *Linking with Long-term Recovery*

Resilience Centres may become focal points for long-term recovery if required. Over time, the services provided by a Resilience Centre may evolve to reflect long-term recovery activities. Consideration on how a Resilience Centre transitions for long-term recovery should be undertaken.

### *Tips to Consider when Establishing Resilience Centres*

- It may be difficult for agencies to attend a Resilience Centre in rural areas. Consider locating the Resilience Centre in a nearby community if practical.
- Contact appropriate service providers as soon as possible to determine their capacity to participate at the Resilience Centre.
- A Resilience Centre should be close to, but not directly in a Reception Centre or Group Lodging.
- A Resilience Centre Manager should be identified and accountable for daily operations of the Resilience Centre.
- It is ideal to have a Resilience Centre Manager with local knowledge of the community.
- Signage and public information messaging must be clear and consistent.
- Security personnel at the Resilience Centre may be necessary.
- A welcome host is useful to direct new arrivals to appropriate sources of assistance.
- Tracking of service providers through a sign in, including contact information, will enable a Resilience Centre Manager the ability to track service providers.
- Needs of users may vary greatly: some residents may have been significantly affected (e.g. losing all possessions, and with no insurance), while others may have been lightly impacted.
- A Resilience Centre does not serve as an entertainment or relaxation hub for displaced persons during or after a disaster event.

## *Potential Resilience Centre Services and Representatives*

### **Government services** (*Municipal, Provincial, and Federal*):

- EMBC Regional Manager
- Service BC (front-line support to many Provincial Government services)
- Indigenous Services Canada
- Disaster Financial Assistance
- Health Emergency Management BC
- Health Authority
- Disaster Psychosocial Services

### **Business services:**

- Insurance Operators (Home, Car)
- Utilities (Gas, Phone, Power)
- Chamber of Commerce/ Business Association

### **NGOs:**

[See Appendix 8: List of NGOs](#)

### ***Demobilization***

Prior to closure of the Community Resilience Centre the Resilience Centre Manager must work with local authorities to ensure appropriate transfer of open case files to either government services or other community services.

Upon demobilization of the Community Resilience Centre it is important to conduct an operational review in order to assess the Community Resilience Centre process and capture lessons learned. In addition, it is an excellent way to collect evidence-based research and discover operational opportunities for future events.

## APPENDIX 4: EXAMPLE EXPENDITURE AUTHORIZATION FORM FOR CRM

### EXAMPLE EOC EXPENDITURE AUTHORIZATION FORM

**Reminder:**

- The initial term for a CRM is for up to six months. Where possible, the term should be based on the time required to identify impacts and to build a recovery plan.
- The position is funded to an equivalent existing position within the existing governance structure.

<b>Event:</b>		<b>Date:</b>	
<b>EMBC Task #:</b>		<b>Time:</b>	
<b>Requesting Organization/Community:</b>			
<b>Authorized Representative:</b>		<b>Name:</b>	
<b>Telephone:</b>		<b>Fax:</b>	
<p><b>Description of Expenditure:</b> (include nature of goods and/or services being acquired, location, date/time planned...)</p> <p>Recovery Manager to lead recovery efforts in the [location].</p> <p>Provide brief description of the scope of services expected of the Recovery Manager.</p> <p>Provide a breakdown of expected costs, including salary, accommodation, travel, other.</p> <p><b>Example:</b>                  [length of contract] at [hourly rate] x [X hours/week] = [amount]                  [accommodation] at [cost per month] x [X months] = [amount]</p> <p>Provide justification for travel, accommodation, incidentals, etc.</p> <p>List or attach expected outcomes, e.g. undertake public and business outreach activities; create a Recovery Plan to guide community recovery activities</p>			
<b>Amount Requested:</b>		<b>Expenditure Not to Exceed:</b>	
<b>EOC Approvals</b>	Approved for Processing by:		Expenditure Request Approved by:
	Position: CFO		Position: EOC Director (or designate)
	Date/Time:		Date/Time:
<b>PREOC Approvals</b>	<input type="checkbox"/> Approved for Processing by: <input type="checkbox"/> Not Approved		Expenditure Authorized by:
	Position: Operations Section Chief		Position: PREOC Director (or designate)
	Date/Time:		Date/Time:

- Distribution:**
- |  |                          |  |
|--|--------------------------|--|
| <input type="checkbox"/> EOC Director                | <input type="checkbox"/> | <input type="checkbox"/> PREOC Director                |
| <input type="checkbox"/> EOC Operations Section      | <input type="checkbox"/> | <input type="checkbox"/> PREOC Operations Section      |
| <input type="checkbox"/> EOC Planning Section        | <input type="checkbox"/> | <input type="checkbox"/> PREOC Planning Section        |
| <input type="checkbox"/> EOC Logistics Section       | <input type="checkbox"/> | <input type="checkbox"/> PREOC Logistics Section       |
| <input type="checkbox"/> EOC Finance & Admin Section | <input type="checkbox"/> | <input type="checkbox"/> PREOC Finance & Admin Section |
| <input type="checkbox"/> Other: _____                | <input type="checkbox"/> | <input type="checkbox"/> Other: _____                  |

**Comments:**

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## APPENDIX 5: CRM SCOPE OF SERVICE AND POSITION DESCRIPTION

### Scope of Service

#### *Scope*

A Community Recovery Manager (CRM) is needed to lead and coordinate the transition from response to recovery. The emergency event caused significant social, cultural, environmental, economic and infrastructure impacts to communities. Residents were forced to spend days or weeks outside of the region, leaving pets, homes and jobs behind. The CRM will create and implement a workable plan to guide the [insert community here] recovery strategies to assist individuals, groups and businesses in rebuilding their lives and their community.

#### *Length of Contract*

The CRM will be signed to a contract, with a competitive salary and appropriate expenses included. It is intended that the CRM work out of an office in [insert location here] to understand the local impacts and be available for inquiries and face to face meetings as required.

#### *Responsibilities*

- Manage the transition from a response Emergency Operations Centre (EOC) to one focused on recovery.
- Collect and document the social, cultural, environmental, economic and infrastructure impacts of the event (refer infrastructure queries to the Provincial government Disaster Financial Assistance Program or Infrastructure Recovery Manager if applicable).
- Be the main point of contact for all inquiries relating to both the EOC transition, and to the recovery activities.
- Lead the recovery program while coordinating with other agencies, including but not limited to the Provincial government, NGOs, and other service providers related to the four sectors of recovery: People and Communities, Economy, Environment, and Infrastructure.
- Develop programs and strategies for recovery with input from the affected communities.

#### *Expected Outcomes*

- Create an incident-specific Recovery Plan to guide community recovery activities in the region. This plan would include specific priorities and objectives for implementation.
- Implement the Recovery Plan with the assistance of [insert community here] staff and other local authority staff or First Nations members and stakeholders supporting the communities.
- Undertake public and business outreach activities in the process of writing and implementing the Recovery Plan.
- Reports directly to the CAO of [insert community here].
- Keeps accurate account of expenses incurred and time spent on planning and implementing recovery activities.

## **Position Description**

### ***Position Overview***

The Community Recovery Manager plays a major role in leading the socio-economic recovery activities for individuals and the community following a disaster. As a local authority or First Nations representative and/or community leader, the position may guide community support services through the establishment and operation of Resilience Centre(s) and/or development of an incident-specific recovery plan.

The position may work closely with community organizations/agencies, small and medium-sized businesses, other local authority officials and neighbouring First Nations to establish effective, coordinated and collaborative relationships to deliver services to affected individuals and communities throughout the recovery process.

### ***Accountabilities***

- Develops an incident-specific recovery plan and ensures there are clear processes in place to support citizens throughout their personal recovery process;
- Has training in and understanding of support needs for individuals who have been through traumatic situations, including those directly and indirectly affected by a community disaster, and emergency responders at all levels;
- Has training or understanding of how the current mental health system works in regard to expediting any available assistance, short or long term, for those affected by a disaster;
- Provides oversight and management of all aspects of a Resilience Centre to support staff, volunteers and agencies;
- Ensures there is guidance and information to community members on the necessary steps to return safely to their homes;
- Collects information from clients, provincial ministries, businesses and community organizations, other local government staff and/or subject matter experts to ensure disaster recovery specific information is coordinated and validated;
- Communicates decisions to local government staff, senior management, and others to update community and social recovery priorities;
- Works collaboratively with the Disaster Financial Assistance (DFA) program representatives and has a good understanding of DFA in order to recognize potential opportunities for those who may be eligible and provide clarity for those who may be ineligible (i.e. due to insurable losses such as fire);
- Builds relationships internally and with key external partners and community services to establish a common operation picture and collaborative recovery process;
- Shares information to mitigate any concerns or challenges arising from recovery operations and shares with local government, community organizations, not-for-profit organizations and individual citizens;
- Experience working with, or on, boards of community non-profit organizations in order to better understand how they fit into the larger community support scenario;
- Supports or manages an “Unmet needs committee”, providing direction and coordination for the ongoing management of activities and addresses issues as they arise;

- Works with Emergency Support Services (ESS) Teams, Building Inspectors, Health, Insurance, Emergency Management BC (EMBC), Non-Government Organizations (NGOs);
- Identifies the unique needs of each community;
- Provides regular and timely operational reports to appropriate EMBC PREOC and others as required (suggest biweekly or monthly report submissions to align with payroll submission), inclusive of daily situation report, operational data and relevant statistics, as appropriate;
- Contributes to a healthy and safe working environment;
- Manages facilities such as the Recovery Operations Centre and/or Resilience Centre; and
- Determines and plans for the standing down of recovery operations, including Resilience Centres in conjunction with other relevant partners.

### ***Knowledge, Skills and Abilities***

- Knowledge of emergency management, collection and analysis of disaster recovery information, community engagement and restoration and protection of community services;
- Being a lateral thinker as required, in finding solutions to help the community with unique needs;
- Experience in personnel scheduling and staffing requirements;
- Knowledge of and practical experience in Emergency Support Services;
- Experience in building, developing and maintaining successful relationships with public/private organizations and partnerships;
- Knowledge of local government operations, geography and community services;
- Knowledge and understanding of each provincial government ministry in order to easily and expediently access information and support as appropriate for the community;
- Experience in building relationships with multi-faceted, multi-stakeholder groups;
- Experience in grant writing; and
- Experience in recognizing and finding the potential partnering opportunities between groups, individuals and businesses in a community to successfully create and complete projects of benefit.

### ***Special Requirements***

- Available 24/7 during response to emergencies and disasters and willing to perform a variety of duties within the scope of the position's responsibilities;
- Ability to travel to disaster areas of the province on short notice and visit remote locations by vehicle, boat, air or on foot for overnight or extended hours in all-weather considerations due to emergencies; and
- Ability to speak formally and informally to various audiences including community meetings, local and regional elected representatives, First Nations, Local Government officials, businesses and industry experts (e.g. insurance, construction, etc.).

### *Competencies*

- Empowerment
- ESS knowledge
- Information seeking
- Decisive insight
- Listening, understanding, responding
- Cultural awareness
- Recognizing recovery is multi-faceted
- Being able to focus on the need at hand while at the same time understanding the larger picture and how one fits within the other

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## APPENDIX 6: GUIDELINES FOR UNMET NEEDS COMMITTEE - TEMPLATE

### *Mission*

The mission of the Unmet Needs Committee is to help those affected by disaster meet their ongoing needs and regain pre-disaster self-sufficiency. The Unmet Needs Committee assists citizens in recovery from the impacts of a disaster by evaluating unmet needs, identifying resources for meeting priority needs, and recommending the allocation of limited resources.

“Unmet needs” refers to those needs of individuals that are not met, or cannot be met, through a variety of service organizations (e.g. Red Cross), or Federal, Provincial and Local Authority or First Nations programs.

Unmet needs do not always reflect typical needs. They are those needs still unmet after priorities of food, clothing and shelter have already been provided. They may represent key resources which are not considered essential to life safety but that prove critical in returning independence to, and increasing resilience of, an individual, group, or community. Some examples include: potable water, financial assistance, housing, transportation, home furnishings, and clean-up/debris removal.

The Unmet Needs Committee reports to the Community Recovery Manager, if one is in place, or alternately to the appropriate local authority staff member or the First Nations Band office that is supporting the committee.

If the Committee decides to form a permanent society for long-term community recovery support, the structure would include a Board of Governors and should include representatives from the local authority or First Nation impacted by disaster.

### *Principles*

The following guiding principles influence and guide the Unmet Needs Committee:

1. Ultimately, those affected by disaster are responsible for their own recovery and are expected to use their own actual and potential resources in meeting their needs
2. Recovery assistance is for disaster related losses only and is not intended to redress prior existing conditions.
3. The Unmet Needs Committee will act in ways that further equity among disaster victims, accounting for individual capabilities and situations.
4. Disaster aid has the potential for both positive and negative impact. The objective of the Unmet Needs Committee is to minimize the negative consequences of any offered resource by taking into consideration the unique circumstances of those in need.
5. Needs assessment and resource allocation must take into account the policies, standards and actions of local authorities and First Nations, and resources already provided by other agencies.
6. As part of the support of the community recovery process, the Unmet Needs Committee will make every reasonable attempt to support the local economy and business community by sourcing resources from local suppliers.

### ***Assistance Based on Need***

Disaster assistance allocated through the Unmet Needs Committee should not be designed to replace what each individual or business has lost in a disaster. Rather, assistance attempts to provide what each individual or business need as a result of a disaster.

Some individuals or businesses will suffer losses for which compensation may not be available through the Disaster Financial Assistance, other aid agencies, or insurance companies.

The amount and type of disaster assistance an individual or business receives will vary according to verified needs, based on:

- An individual's or business's level of vulnerability
- Immediate basic needs, rather than material losses.

### ***Guidelines for Allocation***

The Unmet Needs Committee will consider the following in setting priorities for allocation:

1. Each household or business should be assessed for needs and available response capacity on a case-by-case basis.
2. Assistance should be targeted first to the most vulnerable individuals.
3. Where resources are limited and could assist both individuals and businesses, priorities will be assigned to individuals.
4. Resources should be allocated in ways that support and build the local economy, where possible, such as in purchasing material resources and services through community businesses.

### ***Public Accountability***

The Unmet Needs Committee will operate in a transparent manner by making the following information available to the public:

- The mission and principles of the Unmet Needs Committee
- Needs assessment guidelines and principles
- Regular general reports on the disbursement of resources

### ***Client Privacy***

The Unmet Needs Committee will respect the privacy of disaster clients and safeguard confidentiality of client information.

## APPENDIX 7: IDENTIFYING UNMET NEEDS POST DISASTER - TEMPLATE

Dear community members,

Many of you may already be aware of the formation of an Unmet Needs Committee, comprised of local residents, NGOs, faith-based organizations, and service/program providers. This committee is responsible for identifying persons who require assistance to recover from the impacts of a disaster. This committee is responsible for evaluating needs, identifying resources for meeting priority needs, and recommending the allocation of limited resources to support affected individuals in returning, as much as possible, to pre-disaster levels.

“Unmet needs” refers to those needs of individuals that are not met, or cannot be met, through a variety of service organizations (e.g. Red Cross), or Federal, Provincial and Local Authority or First Nations programs. Unmet needs do not always reflect typical needs. They are those needs still unmet after priorities of food, clothing and shelter have already been provided. They may represent key resources which are not considered essential to life safety but that prove critical in returning independence to, and increasing resilience of, an individual, group, or community. Some examples include: potable water, power, financial assistance, housing, transportation, home furnishings, clean-up/debris removal, and counselling.

To aid in the identification of unmet needs, we are requesting that you take the time to answer the following questions and return this survey to the “Unmet Needs Committee” as soon as possible. Your committee can be contacted at:

[insert location, email address, phone number, contact name, if applicable]

1. Understanding that your confidentiality will be respected, do you give the committee members permission to advocate/investigate for available assistance on your behalf?

Yes      No

Name (Please print)

Signature

Date

2. What are your current unmet needs in regard to the [emergency event]? You do not need to limit your response to the examples provided above.

Unmet need	Priority (High, Medium, Low)	Estimated Cost

## APPENDIX 8: LIST OF NGOS

This following is a list of some of the NGOs that have worked with the Province in past events to support recovery activities. Ideally, local authorities and First Nations will have local or regional contacts for additional NGOs that they can reach out to in times of need.

NGO	RDA	Sifting	Home Repairs	Home Rebuilds	Cleaning	Debris Removal	Financial Aid	Food Service	Material Goods	Emotional Support	Comments
<b>BC211</b> <a href="mailto:Nathan.Wright@bc211.ca">Nathan.Wright@bc211.ca</a> <a href="http://www.bc211.ca/">http://www.bc211.ca/</a>											➤ Provides online resources
<b>Canadian Disaster Animal Rescue Team (CDART)</b> <a href="mailto:info@cdart.org">info@cdart.org</a> <a href="https://www.cdart.org">https://www.cdart.org</a>											➤ Available 24/7 by phone to support communities with domesticated pets ➤ Can deploy to site or be available remotely
<b>Canadian Red Cross</b> 1-888-800-6493							✓				➤ Family reunification ➤ Case management for financial support
<b>Disaster Aid Canada</b> 778-265-8821									✓		
<b>Disaster Psychosocial (DPS)</b> HEMBC Duty Officer 604- 686-6061										✓	➤ Provides psychosocial services upon request
<b>First Nations Emergency Services Society</b> <a href="http://fness.bc.ca/">http://fness.bc.ca/</a>	✓									✓	
<b>Mennonite Disaster Services</b> <a href="mailto:vicjanz@telus.net">vicjanz@telus.net</a> 604-702-8589 604-858-4135			✓	✓	✓						➤ Provides long-term recovery support in home repair and rebuilding for uninsured ➤ Requires logistical support for housing/feeding volunteer teams

NGO	RDA	Sifting	Home Repairs	Home Rebuilds	Cleaning	Debris Removal	Financial Aid	Food Service	Material Goods	Emotional Support	Comments
<b>Samaritans Purse</b> 1-800-663-6500	✓	✓			✓	✓					➤ Self-sufficient, no external logistics required
<b>Team Rubicon Canada</b> <a href="mailto:info@teamrubicon.ca">info@teamrubicon.ca</a>	✓	✓	✓	✓	✓	✓					
<b>The Billy Graham Rapid Response Team</b> 1-877-247-2426										✓	➤ Provides trained chaplains (vetted, PFA/CISM trained) to deliver emotional and spiritual care to local faith community
<b>The Salvation Army</b> 1-800-725-2769								✓	✓	✓	<ul style="list-style-type: none"> <li>➤ Provides food service (16 mobile food trucks)</li> <li>➤ Provides donated used clothing, furniture, canned food</li> <li>➤ Vetted, CISM trained chaplains</li> </ul>
<b>World Renew</b> 1-800-730-3490	✓		✓	✓	✓						➤ Provides volunteer labor to survivors of disasters at the request of local authority or First Nation



Emergency  
ManagementBC

2019

# Interim Provincial Disaster Recovery Framework

August 14, 2019

The Interim Provincial Disaster Recovery Framework is a living document. It will be reviewed and updated with associated lessons learned following emergency events that involve recovery activities.

As an interim policy document, this framework will be validated and superseded by a permanent disaster recovery framework that aligns with the modernized *Emergency Program Act*.

# 1 ACKNOWLEDGEMENTS

---

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## First Nations, Local Governments, and Regional Authorities

- Ashcroft Indian Band
- Bonaparte Indian Band
- Cariboo Regional District
- City Grand Forks
- City of Williams Lake
- First Nations Health Authority
- Health Emergency Management BC
- Interior Health Authority
- Northern Health Authority
- Regional District of Kootenay Boundary

## Provincial Ministries and Crown Agencies

- BC Housing
- Ministry of Agriculture
- Ministry of Children & Family Development
- Ministry of Citizens' Services
- Ministry of Education
- Ministry of Environment & Climate Change Strategy
- Ministry of Finance
- Ministry of Forests, Lands, Natural Resource Operations and Rural Development
- Ministry of Health
- Ministry of Indigenous Relations & Reconciliation
- Ministry of Jobs, Trade & Technology
- Ministry of Mental Health & Addictions
- Ministry of Municipal Affairs and Housing
- Ministry of Public Safety & Solicitor General
- Ministry of Social Development & Poverty Reduction
- Ministry of Tourism, Arts & Culture
- Ministry of Transportation & Infrastructure

## Non-Government Organizations

- Canadian Red Cross
- Ending Violence Association of BC
- Salvation Army
- Mennonite Disaster Service
- Samaritan's Purse
- St John Ambulance

#### Other Provincial and Federal Government Partners

- Alberta Emergency Management Agency
- Indigenous Services Canada
- Public Safety Canada

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- Emergency Management Victoria, State of Australia
- Federal Emergency Management Agency, United States Homeland Security
- Global Facility for Disaster Reduction and Recovery
- United Nations Office for Disaster Risk Reduction
- United Nations Declaration on the Rights of Indigenous Peoples

\*A list of references is provided at the end of this document.

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## 2 INTRODUCTION

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The increased complexity, duration, and impact of emergencies requires the Province to adapt and lead change related to the four pillars of emergency management: mitigation, preparedness, response, and recovery<sup>1</sup>. Historically in British Columbia, the response pillar was the primary focus of emergency management organizations and all levels of government. The government-commissioned, independent report on the 2017 wildfire and flood seasons identified response as the phase governments invest most in and states “the growing gap between response and the other three pillars must shrink if British Columbia is to be better prepared for disasters in the future” (Abbott–Chapman, 2018, p. 44).

Recognizing this, the BC Government, under the leadership of Emergency Management BC (EMBC), will modernize the *Emergency Program Act* (EPA) to ensure BC is better positioned to prepare for, mitigate, respond to, and recover from disasters, including at a catastrophic level. The process will include consideration of the United Nations’ *Sendai Framework for Disaster Risk Reduction* (the Sendai Framework), *Draft Principles that Guide the Province of British Columbia’s Relationship with Indigenous Peoples*, as well as Gender-Based Analysis Plus (GBA+). EMBC has been directed to have draft legislation ready for the Fall 2020 session.

Recent emergency events have highlighted the magnitude of recovery and the need for a provincial coordinated approach to support communities. The current EPA, coupled with federal legislation<sup>2</sup>, highlights preparedness and response, but does not provide a robust framework for recovery responsibilities. In the absence of a permanent recovery framework at both the federal and provincial levels, an interim disaster recovery framework (interim framework) is required to address growing recovery needs and coordinate and integrate recovery actions until the renewed legislation is in place. A strategic interim framework that aligns with disaster risk reduction principles will provide accountability and integrate resources and expertise of all levels of government including First Nations, non-governmental organizations (NGOs), private industry and other partners. Integral to this interim framework is the importance placed on relationship building between government, First Nations communities, and other partners.

This interim framework will also be used to validate approaches to modernize the EPA. Applicability of the interim framework and lessons learned during future events will inform a permanent recovery framework that will be supported by renewed legislation. In the interim, this framework will provide the needed direction to support coordinated recovery and a resilient BC.

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<sup>1</sup> Recovery is the phase of emergency management in which steps and processes are taken and implemented to repair communities affected by a disaster; restore conditions to an acceptable level or, when feasible, improve them; and, increase resilience in individuals, families, organizations, and communities. (See Section 4: Recovery)

<sup>2</sup> Federal legislation for emergency management on reserve falls under the *Emergency Management Act*.

## 2.1 PURPOSE

This interim framework serves as the central coordination, accountability, and oversight mechanism for integrated disaster recovery and establishes scalable, flexible, and adaptable coordinating platforms that align key roles and responsibilities. It also describes principles, processes, and capabilities essential for First Nations communities, all levels of government, the private sector, and NGOs to more effectively manage and enable recovery following a disaster.

This interim framework provides guidance to recovery partners and increases the likelihood of:

- Clear accountability of partners for recovery activities, projects, and programs;
- Consistent application of policy, principles, and supports across all sector programs<sup>3</sup> and projects;
- Harmonized and mutually reinforcing recovery results and outcomes across sectors;
- Prioritization of needs within and across sector programs;
- Collaborative and coordinated recovery planning to mitigate future risk and promote sustainability, security, and resilience;
- Commitment from all levels of government and non-government partners to collaborate;
- A collaborative structure from which to monitor and evaluate recovery, enabling strategic adjustments to be made as required; and
- Effective coordination of Treasury Board funding submissions for recovery from multiple ministries through a single mechanism.

## 2.2 SCOPE

This interim framework establishes provincial roles and responsibilities, governance, accountability coordination, and provides guidance on a structured funding model for recovery. It also outlines integration and leveraging of expertise and resources of all levels of governments, First Nations communities, NGOs, and private sector partners.

The interim framework does not describe the detailed processes, procedures, and considerations that will be included in recovery plans at the local, regional and provincial level and does not address response planning and operations.

As an interim policy document, this framework will be validated and superseded by a permanent disaster recovery framework aligned with the modernized EPA.

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<sup>3</sup> Program sectors refers to People and Communities, Environment, Economy, and Infrastructure.

## 3 STRATEGIC GUIDANCE

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International and regional disaster management models include recovery elements that advance future disaster risk reduction and building resilience. The Government of Canada and the Province of British Columbia have adopted the United Nations' *Sendai Framework on Disaster Risk Reduction* as the guiding approach for disaster risk reduction. The Sendai Framework lays out a shared responsibility model to build an inclusive, intersectional<sup>4</sup>, and integrated approach that acknowledges the social constructs of disasters. This not only strengthens a coordinated emergency management structure across British Columbia, but also increases resilience for individuals and communities by preventing and reducing disaster risk. This interim framework recognizes disaster risk reduction is a shared responsibility by the Province, the federal government, local authorities, First Nations communities, the private sector, and individuals.

### 3.1 VISION FOR RECOVERY

*Re-established social, cultural, physical, economic, personal and community well-being through inclusive measures that reduce vulnerability to disaster, while enhancing sustainability and resilience.*

### 3.2 GUIDING PRINCIPLES

The following nine guiding principles influence and guide disaster recovery:

**Accountability:** Clear acknowledgement of the roles and responsibilities of all levels of government – including First Nations, local governments, regional districts, partner agencies, and individuals as they relate to recovery. This includes determination of situations when government should provide programming and when it should be delivered by an allied agency.

**Community-led:** Improved self-sufficiency and increased resilience are key to individual, organizational, and community recovery. Successful community recovery is built on local and traditional knowledge and must include a vision for cultural, economic, and community plans that rest at the local level.

**Collaboration and Inclusivity:** Collaborate with all levels of government, including First Nations, local governments and regional districts, NGOs, the private sector, and other partners to ensure a place in the decision-making process while utilizing an intersectional lens to enable recovery.

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<sup>4</sup> Intersectionality is a tool for analysis, advocacy and policy development that addresses intersecting inequalities and aids to understand how different sets of identities – such as gender, sexual orientation, ethnicity, social class, religion and age – impact on access to rights and opportunities (United Nations, 2017, Commission on the Status of Women).

**Leadership:** Centralized coordination and oversight with individual ministries and agencies continuing to have a leadership role respecting their mandates while also ensuring flexibility and agility. Recognizing leadership at the community level and the autonomy of First Nations communities to make decisions.

**Build Back Better:** The use of the recovery, rehabilitation and reconstruction phases after a disaster to increase the resilience of communities through integrating disaster risk reduction measures into the restoration of physical infrastructure and societal systems, and into the revitalization of livelihoods, economies, and the environment (United Nations General Assembly, 2016).<sup>5</sup>

**Fairness and Transparency:** Clear criteria to initiate provincial disaster recovery that consider the needs and perspectives of all British Columbians, recognizing the particular impacts of colonization of First Nations, and understanding the limitations of the Province to make individuals and communities “whole”.

**Reconciliation:** Support disaster recovery with Indigenous peoples through continued commitment to reconciliation, the *Draft Principles that Guide the Province of British Columbia’s Relationship with Indigenous Peoples*, informed by the Supreme Court of Canada Tsilhqot’in decision and other established law, *Calls to Action of the Truth and Reconciliation Commission*, and the United Nations’ *Declaration on the Rights of Indigenous Peoples*.

**Pro-vulnerable recovery:** Prioritizing recovery planning to address the needs of vulnerable, marginalized, and traditionally underserved populations contributes to a more equitable society and will help guide government and partners to address the diverse impacts experienced by these individuals and groups.

**Flexibility and scalability:** Allow for agile approaches, understanding each community is unique, with the ability to expand or contract coordination structure, as required.

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<sup>5</sup> Integrating disaster risk reduction measures must consider realistic fiscal constraints and practical application, such as incremental efforts at reducing overall disaster risk.

## 4 RECOVERY

Effective recovery aims to re-establish social, cultural, physical, economic, personal and community well-being through inclusive measures that reduce vulnerability to disaster, while enhancing sustainability and resilience. In simple terms, it includes taking steps to repair a community impacted by a disaster and restore conditions to an acceptable level or, when feasible, improve them with the aim of increasing resilience in individuals, families, organizations, and communities.

Recovery consists of short-, medium-, and long-term stages and the promotion of disaster risk reduction to minimize future damage to the community and environment. It includes measures such as the return of evacuees, provision of psychosocial support, resumption of impacted businesses and services, provision of financial assistance, and the generation of economic impact assessments and recovery strategies, infrastructure repairs and environmental rehabilitation. For events with impacts catastrophic to a community, the recovery process can take years, is complex, and requires a collaborative effort from many partners to enable resilience at the community level.

The extent of the recovery process, and the type and level of provincial activation, is based on the complexity and scope of the event. This determination will take into consideration support required, span of control, or specific resource requirements. Smaller recovery events that are localized in nature can be managed by the community and are monitored at the provincial regional level. When an event escalates and it is determined that regional coordination is required, provincial resources may be applied through the activation of one or more recovery sectors. When resources are exceeded at the regional level or the emergency event is such that it spans multiple regions and requires significant coordination and it is determined that additional support is needed, the Province will establish appropriate levels of support through existing mechanisms, including the BC Emergency Management System.

The following chart provides discretionary guidance on escalation and when and how provincial support is required. Detailed roles and responsibilities are available in Section 9: Roles and Responsibilities.

**Table 1: Recovery Coordination Scale**

Scale of Incident	Description	Support Provided
Local Coordination	<ul style="list-style-type: none"> <li>• Localized incident;</li> <li>• Periods of routine emergency activity;</li> <li>• Capacity of community is not exceeded or expected to exceed;</li> <li>• Community capable of addressing all recovery requirements without regional or provincial assistance.</li> </ul>	<ul style="list-style-type: none"> <li>• EMBC Regional Manager monitors situation and provides day-to-day support as needed;</li> <li>• No additional requirements outside of regular activities (routine activity);</li> <li>• Ongoing flow of information from the local level to regional level;</li> <li>• EMBC Executive Director of Recovery (ED Recovery) monitoring situation.</li> </ul>

<p>Regional Coordination</p>	<ul style="list-style-type: none"> <li>• Incident exceeds capacity of the local community;</li> <li>• Incident is outside of day-to-day activities;</li> <li>• Recovery activities will likely continue into medium or long-term;</li> <li>• Incident has crossed over one or more municipal jurisdictions or EMBC regions;</li> <li>• Resources not readily available at the local level are requested.</li> </ul>	<ul style="list-style-type: none"> <li>• Event may require support beyond EMBC Regional Manager;</li> <li>• EMBC Regional Manager reviews criteria for providing a Community Recovery Manager and makes recommendation to ED Recovery to approve a Community Recovery Manager;</li> <li>• Provincial support is provided to the regional and site level agencies or authorities;</li> <li>• ED Recovery may recommend to Assistant Deputy Ministers' Committee on Emergency Management (ADMCEM) that one or more recovery sectors activate to provide guidance on recovery activities (e.g. recovery activities require cross-ministry coordination);</li> <li>• ED Recovery may request additional staffing supports;</li> <li>• ED Recovery reporting situational updates to ADMCEM;</li> <li>• ADMCEM may recommend to Deputy Ministers' Committee on Emergency Management (DMCEM/M-DEC)/Ministries' and Deputies' Emergency Council (M-DEC) the need for significant provincial funding outside of the mandate of the EPA.</li> </ul>
<p>Provincial Coordination</p>	<ul style="list-style-type: none"> <li>• Incident has caused significant impacts to more than one municipality or region;</li> <li>• Complex current and/or emerging emergency event presenting considerable risk to persons, critical infrastructure and/or economic disruption;</li> <li>• Impacts require significant provincial coordination, assistance and resource support;</li> <li>• Provincial State of Emergency may be declared.</li> </ul>	<ul style="list-style-type: none"> <li>• ED Recovery requests activation of coordinated provincial recovery support to ADMCEM;</li> <li>• Subject matter experts from recovery sectors provide guidance on recovery activities and deploy to site location as required;</li> <li>• Enhanced staffing for recovery activities required;</li> <li>• Policy direction is required from DMCEM/M-DEC;</li> <li>• Additional resources required to support regional and site recovery operations;</li> <li>• Engagement from outside agencies and partners may be required;</li> <li>• May require activation of federal / provincial agreements and requests for assistance;</li> <li>• Situational updates provided to DMCEM/M-DEC;</li> <li>• ADMCEM may recommend to DMCEM/M-DEC the need for significant provincial funding outside of the mandate of the EPA;</li> <li>• Coordination of Treasury Board requests through single mechanism.</li> </ul>

## 4.1 TRANSITIONING FROM RESPONSE TO RECOVERY

Recovery actions should be initiated as quickly as possible, generally after life safety issues have been addressed, as the sooner a community focuses efforts on recovery the increased likelihood of enabling recovery. Therefore, recovery actions will be conducted concurrent to response activities.

Response refers to actions taken to an imminent occurring emergency or disaster to manage its consequences. This phase of emergency management involves measures to limit loss of life, minimize personal, mental, cultural, and spiritual suffering, and reduce personal injury and property damage. Importantly, it also includes the initiation of plans and actions to support recovery – with some shared and overlapping objectives – underlining that response and recovery are concurrent activities.

Due to the overlap of response and recovery actions, the transition from response to recovery is not definitive, but can be measured by the following transition conditions:

- Integrated leadership, collaboration, and coordination established and situational and impact assessments conducted;
- Risk to life-safety is reduced and life-saving activities, such as search and rescue, are nearing completion;
- Emergency Support Services are established (physical, mental, and spiritual health, shelter, food and water);
- Initial assessment of damage complete for cultural land use and critical infrastructure including roads, railways, airports, ports, buildings and systems;
- Services restored to essential critical infrastructure<sup>6</sup>;
- Establishment of federal and provincial staging areas, if required, with movement of relief supplies, response personnel and other critical resources and goods into the impacted area, including those of spiritual, cultural, and environmental importance/significance;
- Surge capacity of additional human and other culturally appropriate resources deployed/employed to assist the provincial government, local authority, and First Nations levels of response; and
- Planning for recovery underway.

## 4.2 STAGES OF RECOVERY

Recovery consists of three stages – short-term, medium-term, and long-term – and works towards minimizing future damage to communities and the environment. When moving through these stages, the affected community will need to:

- Set appropriate priorities for its recovery;
- Articulate the roles and responsibilities of all involved;
- Set realistic milestones to gauge progress; and
- Ensure the effective transfer of knowledge, expertise, services, and support.

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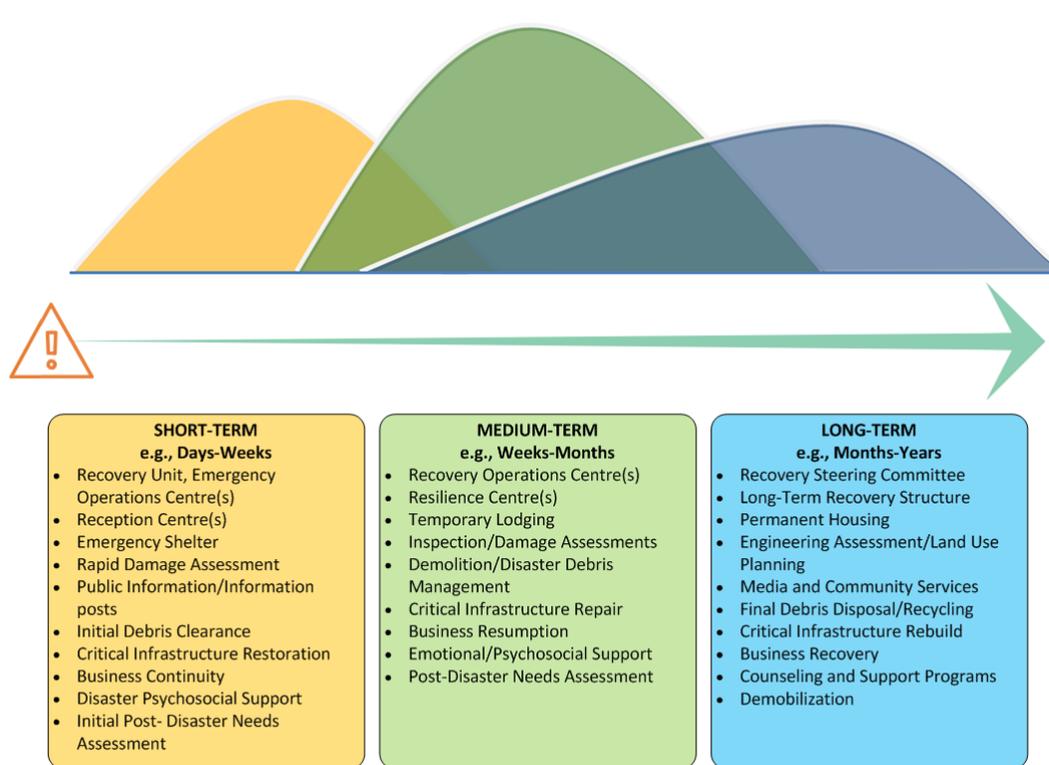
<sup>6</sup> During response, essential critical infrastructure supports life-saving and life-sustaining activities and has priority restoration.

The timing of the transition between recovery stages will vary depending on the circumstances. The following chart and diagram describe the features of recovery stages.

**Table 2: Stages of Recovery**

Stage of Recovery	Features
<b>Short-term</b> (e.g., days to weeks after the emergency /disaster)	<ul style="list-style-type: none"> <li>• Begins simultaneously with the onset of response activities.</li> <li>• Ensures basic human needs are met and key support services are provided.</li> <li>• Informed by a Post Disaster Needs Assessment, work begins on planning objectives. Restoring basic functions of society depends on how quickly recovery activities and plans are initiated.</li> <li>• Some people and groups will focus on response activities while others transition to restoration and recovery activities. (The duration and timing of the overlap depends on the type and severity of the damage incurred.)</li> </ul>
<b>Medium-term</b> (e.g., weeks to months)	<ul style="list-style-type: none"> <li>• Involves completing emergency response activities and transitioning to activities geared specifically to recovery. There is greater involvement of NGOs, insurers, financial institutions, and volunteer groups.</li> <li>• Is informed by iterative post-disaster needs assessments.</li> <li>• Focuses on movement of goods and services, infrastructure repairs, resuming business and economic functions, cultural and spiritual reconnection to the environment, social health and wellness, and environmental rehabilitation.</li> </ul>
<b>Long-term</b> (e.g., months to years)	<ul style="list-style-type: none"> <li>• Involves sustained efforts to adapt to the changed conditions, which may include replacement, rebuilding, or improvement. Financial, environmental issues, and elements of cultural significance are addressed, and efforts made to rehabilitate or improve the livelihood of disaster-affected communities.</li> <li>• Focuses on risk reduction through changes in building codes and land-use designations (transitioning to mitigation), permanent housing and facilities, business resumption, and long-term mental health and social support services to individuals.</li> <li>• The objective is to use the recovery, rehabilitation and reconstruction phases to increase community resilience through the integration of practical disaster risk reduction measures in the restoration of physical and societal systems.</li> </ul>

**Figure 1: Timeline of Recovery Operations**



### **4.3 TRANSITION FROM LONG-TERM RECOVERY TO SUSTAINABLE DEVELOPMENT AND RESILIENCE**

Effective long-term recovery activities of a community should transition into sustainable development and disaster risk reduction activities that enable resilience. The transition should be correlated to recovery indicators developed by the community and identified in Appendix B: Community Recovery Indicator List, and should indicate re-established social, cultural, physical, economic, personal and community well-being through inclusive measures that reduce vulnerability to disaster, while enhancing sustainability and resilience. Where appropriate, the Province may play a role in the development of indicators and an assessment of their progression.

## **5 RECOVERY CONSIDERATIONS**

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### **5.1 RECOVERY IS COMMUNITY-LED**

Local authorities and First Nations communities manage recovery operations at the local level and are responsible for developing and maintaining community recovery plans and establishing community recovery managers. Recovery should build upon existing community development programs and utilize the community leadership structure as much as possible. Community-led programs can lead to further community ownership, engagement, and social capacity.

Recovery is most effective when it leverages partnerships; therefore, First Nations, municipalities, and regional districts are encouraged to work together whenever possible. This is especially effective where smaller communities lack overall staffing capacity or the impacts are spread across a wider area and it would be more effective for one community recovery manager to build a plan for the collective recovery effort.

It is important that the Province supports but does not lead community recovery. Provincial ministries may need to assist communities with the establishment of recovery structures and strategies and could deploy staff to support initial activities; however, the Province's role is to establish policy and coordination to support the community and for implementation to be actioned by the community.

When supporting impacted communities throughout the recovery process, local expertise should be sought to provide insight and context to previous hazards, in addition to culturally appropriate recommendations for recovery. Consultations should also consider assessments, problem and need definition, solution identification, project implementation, and providing feedback.

### **5.2 CONSIDERATIONS FOR EQUITABLE SUPPORT**

Every community has differing levels of capacity resident within their structure. In general, a larger community will have more access to expertise than a smaller community with limited staff. To provide equitable recovery supports, each community must be engaged in order to identify gaps and an appropriate level of support that is matched to their unique recovery challenges that result from a disaster.

In order to facilitate the identification of recovery needs, EMBC can assist with an assessment of direct impacts to determine the scope, scale, and complexity, and to define the degree of appropriate provincial support. Every effort will be made to establish consistent application of policy. In addition, as every recovery event will contribute to lessons learned, best policy practices will be applied to future events.

### **5.3 CRITERIA FOR ESTABLISHING A COMMUNITY RECOVERY MANAGER**

A community may be eligible for establishing a Community Recovery Manager when impacts are beyond the capacity of the local authority or First Nations community and require the development of an event-specific recovery plan. If the impacts are such that a recovery plan is not required, recovery activities may be led by a Resilience Centre Manager whose position is an eligible response cost.

In recognition that recovery plan development requires appropriate expertise and that community governance structures have limited capacity, the Province provides support to this effort by reimbursing costs to hire a Community Recovery Manager with the following parameters:

- The initial term for a Community Recovery Manager is for up to six months. Where possible, the term should be based on the time required to identify impacts and to build a recovery plan.
- Term extensions beyond six months are contingent on identifying the scope and complexity of recovery, the progress to date, and the work that remains to be completed.
- The position is funded to an equivalent existing position within the existing governance structure.

The Province can assist communities with identifying an experienced Community Recovery Manager that best fits with the needs of a community. Requests for additional staffing may be considered where the scope and complexity of impacts to a community and/or urgency necessitate additional staff.<sup>7</sup> For the interim period, the Province will continue to fund Community Recovery Managers per the above parameters; however, with the modernization of the EPA, the Province will consider extending the role of the Community Recovery Manager on an as-needed basis. For more information on the roles and responsibilities of a Community Recovery Manager, see Section 9.4.4.

#### **5.4 ELIGIBLE RECOVERY ACTIVITIES DURING RESPONSE**

Communities may receive reimbursement as a response activity for the following:

- Re-entry requirements for assessments to public infrastructure.
- Geo-technical, engineering, or other expert technical reports that may be required to assess impacts and build a recovery plan.
- Surveys or canvassing activities to be completed in short periods of time that require a surge of personnel may also be eligible for reimbursement. General staffing will not be provided to perform tasks that are better performed through a short-term contract.

The above activities are eligible as a response cost as they further define the potential risk to public safety and facilitate a managed re-entry to a community following an evacuation.

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<sup>7</sup> As an example, the impacts to the community of Grand Forks were considered catastrophic and required the formation of a Recovery Team to assist the Community Recovery Manager. Through negotiation, funding for a team of 9 individuals was supported by the Province to manage the recovery needs.

## 6 RECOVERY PROCESS

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### 6.1 POST-DISASTER NEEDS ASSESSMENT

To gather situational understanding and determine what resources and support a community requires to advance recovery, post-disaster needs assessments (PDNA) must be conducted by the community. The PDNA is a tool for local authorities and First Nations communities to assess damage and recovery needs at various stages in the recovery process and represents the first step in community-led recovery planning. It will inform emergency recovery operations and provide the foundation for developing a recovery plan and a baseline for monitoring and evaluating recovery operations. PDNAs inform priorities, funding mechanisms, and recovery coordination for all sectors at local, regional, and provincial levels.

PDNAs may be conducted by the Recovery Unit in the local Emergency Operations Centre or the Community Recovery Manager and the community recovery team, if applicable. The Province may elect to deploy regional managers or a provincial team to assist with the PDNA, to help connect communities with resources available, and to provide additional guidance to ensure there is no delay in initiating recovery actions. The regional manager or team will then work with the Community Recovery Manager and provide coordinated provincial support throughout the process of recovery.

PDNAs are iterative and begin as soon as possible and continue for weeks to months, as required, to continually inform the recovery process. Suggested timeline for post disaster needs assessments:

- Initial impact assessment (24-48 hours after access to the area): informs response-related activities.
- Short-term (days or weeks): considers infrastructure and reconstruction, environmental, people and communities, and economic impacts and community needs.
- Medium-term (weeks to months): like short-term, considers infrastructure and reconstruction, environmental, people and communities, and economic impacts and community needs.
- Long-term (months to years): informs the longer-term recovery process, options for development, and builds the knowledge base of the total cost of emergencies that informs risk management. The longer-term assessment should begin to look at recovery and mitigation factors the community could face in future events.

### 6.2 RECOVERY PLANS

Results of the PDNA will inform a community's recovery plan. A recovery plan is developed by the community, must integrate into the overall community plan, outlines recovery needs, and describes the actions communities plan to take in delivering recovery services to their communities, including funding required and timeframes for implementation. The Province can assist with identifying programs available for communities to implement the community recovery plan; however, the community defines how they implement the recovery plan and are ultimately responsible for this implementation.

### **6.3 PRIORITIZATION OF RECOVERY ACTIONS**

The PDNA and recovery plan will assist the community, regional managers, and the recovery sectors to allocate recovery resources, including human and financial, by identifying priority recovery needs and recovery objectives. Prioritization across four sectors – People and Communities, Economy, Environment, and Infrastructure (see Section 7: Recovery Sectors) – ensures equitable and need-based recovery across affected communities and promotes gender-sensitive and pro-vulnerable recovery agendas.

Primary consideration for recovery priorities emphasize protection and promotion of the health and well-being of affected citizens, including but not limited to: restoration of health services; provision of mental health and wellness supports; and temporary lodging. These should be activities that lessen humanitarian impacts as soon as possible. The next phase of prioritization is identifying medium to long-term recovery needs and the generation of sustainable livelihoods.

Prioritization is based on the scope and scale of recovery needs and availability of resources by sector. The first step is to identify the sectors requiring restoration, followed by a criteria-based prioritization of needs. The following criteria can be utilized to prioritize recovery actions (Global Facility for Disaster Reduction and Recovery, 2015, p. 18):

- Potential for direct and widest humanitarian impact;
- Pro-vulnerable and gender-sensitive;
- Potential to generate sustainable livelihoods;
- Balance between public and private sector recovery;
- Balance between physical infrastructure reconstruction and less visible recovery (such as capacity building and governance); and
- Restoring or rebuilding critical infrastructure and services.

### **6.4 MEASURING RECOVERY PROGRESS**

Measuring progress of disaster recovery is critical from all partners involved, including all levels of government, First Nations communities, non-government organizations, private industry and other partners. Recovery strategies and key indicators of how progress will be measured need to be identified through qualitative and quantitative metrics. These metrics for measuring progress need to be directly linked to the PDNA (see Section 6.1: Post-Disaster Needs Assessment).

Measuring and communicating the progress of recovery activities can demonstrate how recovery strategies are being achieved in addition to providing early warning for improvements to be made. By developing recovery-specific metrics, activities undertaken can be perceived by the public as promoting transparent, accountable, and effective recovery strategies. Measuring the progress also allows local authorities, First Nations communities, and provincial recovery sectors to identify recovery needs and engage with appropriate recovery partners to develop specific and effective strategies. The progress measured should be done holistically and provide an opportunity to learn from recovery strategies.

Below are factors that should be considered for measuring progress:

- Leverage available pre-disaster data to ensure a reliable baseline level for progress to be measured against. This data should include indicators related directly to each of the four sectors: People and Communities, Economy, Environment, and Infrastructure.
- Ongoing monitoring of both implementation and activities to ensure there is a holistic approach to recovery. Activity-monitoring should support results-monitoring to create a complete overview of progress made. Results-monitoring refers to measuring the progress against direct objectives and priorities, whereas activities-monitoring should be done by individual recovery partners measuring their respective sectors and programs. The results of activity monitoring will be consolidated by the lead coordinating entity.
- Ensure that milestones and expectations are achievable and realistic for communities to achieve with the resources available.
- Metrics for measuring progress of recovery activities must be developed through consultation with community members and recovery partners. These metrics need to also take into consideration the vulnerabilities within the community and apply an intersectional lens.
- Ensure the metrics developed to measure the progress of recovery are utilized to make early adjustments to activities.

#### 6.4.1 Considerations for a Monitoring and Evaluation System

The United Nations and the Sendai Framework identify ten steps for developing a monitoring and evaluation system to effectively measure the progress of recovery. These steps can be adapted and implemented by communities to measure the progress of their recovery and correspond to their recovery plans.

Further information on effective monitoring and evaluation systems can be found in the World Bank handbook: Ten Steps to a Results Based Monitoring and Evaluation System<sup>8</sup>.

**Table 3: Ten Steps to a Results Based Monitoring and Evaluation System**

Number	Step	Details
1.	Conduct a readiness assessment	A readiness assessment is used to determine whether the prerequisite resources, structures, and capacity are in place to develop a monitoring and evaluation system.
2.	Agree on outcomes to monitor and evaluate	Outcomes are the end results the community is working towards and begin to frame what successful recovery looks like. Outcomes should be developed by the community and ensure that there is a holistic approach taken.
3.	Select key indicators to monitor outcomes	Indicators are the quantitative or qualitative variables that provide a simple and reliable means to measure progress and help assess the performance of recovery programs or strategies against the stated outcome.

<sup>8</sup> [https://www.oecd.org/dac/peer-reviews/World%20bank%202004%2010\\_Steps\\_to\\_a\\_Results\\_Based\\_ME\\_System.pdf](https://www.oecd.org/dac/peer-reviews/World%20bank%202004%2010_Steps_to_a_Results_Based_ME_System.pdf)

4.	Identify baseline data on indicators	<i>Where are we today?</i> The baseline data is the first measurement of an indicator. It sets the current condition against which future change can be tracked.
5.	Plan for improvements: select results targets	Baseline indicator level (baseline data) + desired level of improvement = target performance (within a specific timeframe).
6.	Monitor results	There are two types of monitoring: results and implementation. Implementation monitoring examines the activities and strategies used to achieve a given outcome. Results monitoring is the continuous process of collecting information on the indicators selected. Communities must develop systems to measure both the implementation and results.
7.	Conduct evaluations	Evaluation is the assessment of a planned, ongoing, or completed program to determine its relevance, efficiency, effectiveness, impact, and sustainability. Quality evaluations have the following characteristics: are impartial, relevant and understandable, meet technical standards, involve all recovery partners, communicated and disseminated, and offer value for money.
8.	Report findings	The information collected is used as a management tool, and thus the information needs to be reported to the relevant recovery partners to ensure that relevant decisions can be made in a timely manner. It is important to understand the audience and choose a method that is effective to report the findings collected.
9.	Use findings	Projects, programs, and policies may be enhanced or expanded based on the findings collected. By using the findings reported, decision makers can make early adjustments to recovery strategies to ensure effective and efficient implementation.
10.	Sustain the monitoring and evaluation system within the organization	Monitoring and evaluation systems should be regarded as a long-term effort, and not short-term approaches. It is important to validate the system developed to ensure it is still effective and providing value.

#### 6.4.2 Recovery Indicators

When developing a monitoring and evaluation system, a community needs to select indicators that will accurately measure their progress with respect to recovery activities. To assist communities in developing indicators that align with their post-disaster needs assessment a list of commonly used indicators has been provided at Appendix B: Community Recovery Indicator List. These indicators may be modified to meet the scope and scale of impacts to a community and to evaluate the level of recovery progress. These indicators will also be utilized by the ED Recovery or recovery sectors to assist with provincial-level progress indication, and, importantly to determine when a community is transitioning to a state of sustainable development and resilience.

## 7 RECOVERY SECTORS

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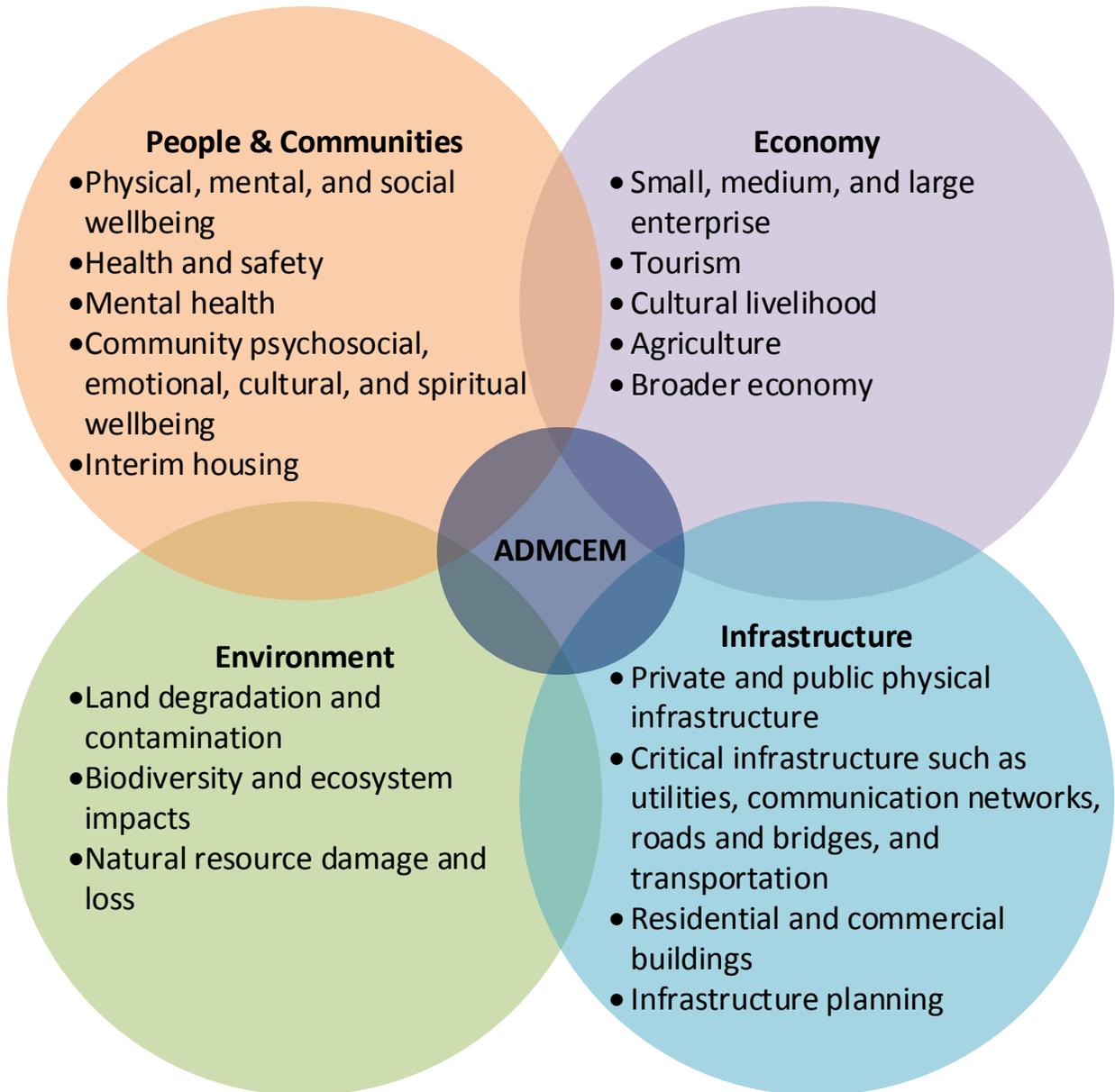
The authority for the Province to plan for recovery resides within the EPA. The Act and regulations established under the authority of the EPA also specify the roles of provincial ministries, as well as the responsibilities of local authorities for overall emergency preparedness, response, and recovery. For First Nations people on reserves, Indigenous Services Canada (ISC) holds legislated responsibility for emergency management, however, EMBC provides recovery services and supports to First Nations communities on reserve based on a delegated service delivery agreement supported by ISC (see Section 8.4.2).

EMBC will act as the provincial coordinating body and will work with ministries through the Assistant Deputy Ministers' Committee on Emergency Management (ADMCEM) to coordinate provincial level recovery activities in support of local authorities and First Nations (see section 9: Roles and Responsibilities).

There are four sectors to support and integrate recovery activities and each sector has an ADM responsible to report out on sector recovery strategies and initiatives. Ministries, as appropriate to their mandates, will align their responsibilities to four sectors and may have responsibilities in more than one sector (see Appendix A: Recovery Sector Matrix). Each recovery sector is interconnected and is central to the recovery process. The recovery sectors are:

- **People and Communities:** This sector considers impacts on the physical, mental, spiritual and social well-being of the population. This sector primarily concerns, but is not limited to, health and safety, mental health, community psychosocial, emotional, cultural, and spiritual well-being, vulnerable populations, cultural aspects, and interim housing.
- **Economy:** This sector considers direct and indirect impacts on the local economy. This sector primarily concerns small, medium, and large enterprise, tourism and cultural livelihood, agriculture, and the broader economy.
- **Environment:** This sector considers impacts on the environment and steps needed to re-establish a healthy state while mitigating long-term impacts. This sector primarily concerns land degradation and contamination, biodiversity and ecosystem impacts, cultural land use, and natural resource damage/loss.
- **Infrastructure:** This sector considers impacts on private and public physical infrastructure. This sector primarily concerns residential and commercial buildings, utilities, and infrastructure planning.

Figure 2: Recovery Sectors



## 7.1 RECOVERY SECTOR ROLES AND RESPONSIBILITIES

Through recovery sectors, ministries will develop recovery policies and strategies that can be repeatedly applied to emergency events and apply lessons learned to improve or introduce recovery policies. As recovery is community-led, policy implementation at the local level will be the responsibility of the community. To streamline efforts and ensure communication, linkages between the community and provincial ministries can occur through regional offices and should be coordinated with the appropriate EMBC Regional Manager to ensure communication and consistency. If a community has the capacity to develop like-sectors, sectors should be linking directly, as and when needed. Recovery sectors will also assist in developing and assessing recovery progress (See Section 6.4.2: Recovery Indicators, and Appendix B: Community Recovery Indicator List).

Full descriptions of sectors, including functions, activities, and coordinating and primary ministries are included below. For additional roles and responsibilities, see Section 9.2.6: Provincial Ministries, Agencies, and Crown Corporations.

### 7.1.1 People and Communities

#### People and Communities

This sector considers impacts on the physical, mental, spiritual and social well-being of the population. This sector primarily concerns, but is not limited to, health and safety, mental health, community psychosocial, emotional, cultural, and spiritual well-being, vulnerable populations, cultural aspects, and interim housing. This sector uses an intersectional approach in addressing recovery needs, and activities included within this sector are very closely related to the other three sectors identified.

The People and Communities sector ensures people have access to support and services needed following an emergency event, while also ensuring that long-term impacts on their well-being are mitigated.

#### Functions and Activities

**Health and Medical Assistance:** Primary and acute health services, public health advice, and medical well-being.

**Psychosocial Support:** Community led personal support, counselling services, spiritual and traditional support, victim support services, and bereavement support services.

**Housing and Accommodation:** Assistance securing interim accommodation, advice for First Nations communities and local governments on providing interim housing, and post-disaster structural surveys.

#### **Coordinating Ministry: Health**

**Primary Ministries:** Advanced Education Skills & Training, Agriculture, Attorney General, Children & Family Development, Citizens' Services, Education, Finance, Indigenous Relations & Reconciliation, Mental Health & Addictions, Municipal Affairs & Housing, Social Development & Poverty Reduction, and Tourism Arts & Culture.

**Primary Crown Corporations and Partners:** Provincial Health Services Authority, Regional Health Authorities, First Nations Health Authority, Health Insurance BC, BC Health Regulators, BC Housing, Community Living BC, and First Peoples' Cultural Council.

## 7.1.2 Economy

### Economy

This sector considers direct and indirect impacts on the local economy. This sector primarily concerns small, medium, and large enterprise, tourism and cultural livelihood, agriculture, and the broader economy.

It is critical that recovery activities related to the economic sector are considered early. The recovery of the community relies significantly on the speed in which local economies recover and will determine how quickly individuals begin to return to the community.

#### **Functions and Activities**

**Local Economies:** Monitor economic impacts, assist businesses in accessing disaster recovery information, provide training and capacity building opportunities, encourage local trade and economic activity, and provide information on the B.C. Insurance Bureau.

**Agriculture:** Implement available financial assistance programs, deliver recovery programs to primary producers, and provide technical advice and alternative strategies.

#### **Coordinating Ministry: Forests, Lands, Natural Resource Operations & Rural Development**

**Primary Ministries:** Agriculture, Energy, Mines & Petroleum Resources, Finance, Jobs, Trade & Technology, Labour, Tourism Arts & Culture.

**Primary Crown Corporations and Partners:** BC Assessment, British Columbia Securities Commission, Destination BC, Forestry Innovation Investment, Industry Training Authority, Innovate BC, and Insurance Corporation of British Columbia.

### 7.1.3 Environment

#### Environment

This sector considers impacts on the environment and steps needed to re-establish a healthy state while mitigating long-term impacts. This sector primarily concerns land degradation and contamination, biodiversity and ecosystem impacts, cultural land use, and natural resource damage/loss.

Impacts to natural resources can directly affect the local and regional economies that need to be considered during recovery operations. Industries such as forestry, fisheries, and agriculture can be impacted and require provincial support to address recovery needs. In addition, recreational, natural, and cultural tourism can be impacted and require assistance from both government ministries and Crown Corporations. Natural and cultural resources and their direct link to traditional and spiritual healing need also be considered.

#### **Functions and Activities**

**Natural and Cultural Resources:** Restoration of damaged natural resources, recovery of impacted cultural and heritage sites, restoration and cleaning of contaminated public lands, rehabilitation of local ecosystems, and surveying and protection of wildlife.

#### **Coordinating Ministry: Forests, Lands, Natural Resource Operations & Rural Development**

**Primary Ministries:** Agriculture, Environment & Climate Change Strategy, Finance, Health, Tourism Arts & Culture, and Transportation & Infrastructure.

**Primary Crown Corporations and Partners:** Destination BC, Forest Enhancement Society of BC, and Partnerships British Columbia

#### 7.1.4 Infrastructure

##### Infrastructure

This sector considers impacts on private and public physical infrastructure. This sector primarily concerns residential and commercial buildings, utilities, and infrastructure planning.

The recovery of infrastructure heavily influences the recovery of the community and should be considered a priority to support response and recovery activities. The restoration of essential infrastructure also supports the recovery of the wider local economy and can assist in stimulating growth post-event by restabilising business operations and services.

##### **Functions and Activities**

**Building and Development:** rehabilitation and restoration assessments, oversight and inspection of development, coordination of debris removal and cleaning activities, and provision of financial assistance.

**Critical Infrastructure:** Rehabilitation of energy, communication networks, and water assets, restoration of wastewater and sewage systems, and return to reliable supply of critical utilities.

**Transportation Networks:** Restoration of airports and sea ports, restoration of major roadways, bridges, and tunnels, and reinstating critical supply chains.

##### **Coordinating Ministry: Transportation & Infrastructure**

**Primary Ministries:** Attorney General, Children & Family Development, Citizens' Services, Education, Finance, Forests, Lands, Natural Resource Operations & Rural Development, Health, Municipal Affairs & Housing, and Public Safety & Solicitor General.

**Primary Crown Corporations and Partners:** BC Housing, BC Hydro and Power Authority, BC Oil and Gas Commission, BC Transit, Columbia Power Corporation, Partnerships British Columbia, Transportation Investment Corporation, and B.C. Critical Infrastructure Steering Committee.

## 8 FUNDING

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### 8.1 IDENTIFYING FINANCIAL NEED

The funding for recovery will be informed by the Post-Disaster Needs Assessment (PDNA) and the community recovery plan (see Section 6: Recovery Process). The Community Recovery Manager will work with the EMBC Regional Manager and ministry representatives from the recovery sectors, as required, to inform and validate short, medium, and long-term community needs as identified through the PDNAs and community recovery plan. Needs articulated must be reasonable in terms of proposed expenditure and level of support.

Needs identified will be further validated by appropriate ministry expertise who will in turn consider whether the need can be met within existing ministry resources or by an established government program. If additional funding is required, the ED Recovery or ministry recovery sector leads will identify options and provide recommendations to ADMCEM or DMCEM/M-DEC for approval of proposed actions. Approved short-term recovery actions will be funded directly from the Consolidated Revenue Fund through the statutory appropriation provided in the EPA. Treasury Board approval will be sought for all approved medium and long-term recovery actions through the Contingencies Vote or through the EPA statutory appropriation. EMBC will coordinate Treasury Board funding submissions for recovery from multiple ministries into a single mechanism, such as an omnibus submission.

### 8.2 FINANCIAL MANAGEMENT

Short-term, medium-term, and long-term recovery actions requiring provincial funding will be managed through a pre-authorization and payment process. Recovery actions, as detailed in the needs assessment or community recovery plan, are supported by an expenditure pre-authorization form. EMBC regional offices can review and approve expenditures within their spending authority. Should the amount exceed regional spending authority, the expenditures will be reviewed by the appropriate EMBC official, consistent with established authorities.

Funding is provided by EMBC to an impacted community as a reimbursement of the approved pre-authorized expenditure. EMBC assesses alignment with the approved pre-authorization and ensures evidence (e.g. invoices) is provided with the request for reimbursement.

For medium to long-term recovery actions, the community recovery plan will include a reporting requirement. Within the community recovery plan the community will describe the planned recovery actions and will propose how they will be funded. Regular reporting to EMBC on the status of implementation of the actions, including provincial funds allocated, will be required.

#### 8.2.1 Auditing, Monitoring, and Oversight

It is critical to implement a financial tracking and/or monitoring and evaluation system early in the recovery phase to ensure administrative fairness and equitable allocation of recovery resources and to support future internal and external audits.

Monitoring systems should track comprehensive estimates of funds allocated and spent including provincial funding, private and non-governmental contributions, and material donations. Examples

include expenditure authorization forms approved and actioned and the allocation of Disaster Financial Assistance. Financial tracking should take place at all levels: local, regional, provincial, and federal.

Sectors may be responsible for monitoring recovery financing and reporting back to the ED Recovery and ensuring resources are spent for their intended purpose. Wherever possible, sectors should make the ED Recovery aware of recovery programs available within their respective ministry, and report on applications received and resources distributed.

## **8.3 FUNDING PROGRAMS**

### **8.3.1 Disaster Financial Assistance (DFA) Program**

When a disaster has a significant impact on a community, the province may declare the disaster eligible for support through the DFA Program. Administered by EMBC, this program provides compensation in compliance with the EPA and the Compensation and Disaster Financial Assistance Regulation.

To assist with recovery, those impacted by such a disaster may apply to the province for DFA where losses could not be insured or where other programs are not available. DFA helps to replace or restore essential items and property that have been destroyed or damaged. Assistance is available to qualifying home owners, tenants, small business owners, farm owners and charitable organizations. Assistance is also available to local governments to replace essential materials and rebuild or replace essential public infrastructures to the condition it was in before the disaster.

### **8.3.2 Indigenous Services Canada: Emergency Management Assistance Program**

When emergency response and recovery needs go beyond the capacity of individuals and First Nations or band councils, ISC's Emergency Management Assistance Program (EMAP) is available for on-reserve as well as funding to provinces to help access on-reserve emergency management. To be eligible for funding under EMAP, the emergency event must have impacted, or the proposed project must directly support, First Nations located on reserve, lands formerly defined as a reserve or lands set aside which now form part of modern treaty settlement lands.

Recovery activities must be culturally appropriate and include the active engagement of Indigenous leadership and knowledge. Recovery activities involving the complete rebuilding of pre-existing infrastructure can be considered under ISC's capital authority. Restoration activities resulting from an emergency event should be considered first under the EMAP authority. If the recovery activities resulting from an emergency event are funded under a different authority, these costs should nevertheless be coded as emergency management-related to track costs related to the emergency event.

There is no deadline to apply to EMAP; however, communities seeking project funding are encouraged to apply to ISC in the fall to ensure funding is made available at the beginning of the fiscal year. Communities seeking reimbursement after an emergency are encouraged to submit estimates or invoices as quickly as possible to help ensure a timely community recovery.

## 9 ROLES AND RESPONSIBILITIES

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To ensure that recovery is effective and efficient, it is important that all recovery partners have a clear understanding of roles and responsibilities. Keeping with the recovery principles, clearly defined roles and responsibilities allow for accountability and leadership during recovery. This section will identify the roles and responsibilities, as they relate to recovery, for the local, regional, and provincial levels and the leadership roles that are held at the corresponding level. A linkage will be made between the specific roles and responsibilities, and the overall coordination mechanism and the alignment to emergency management structures.

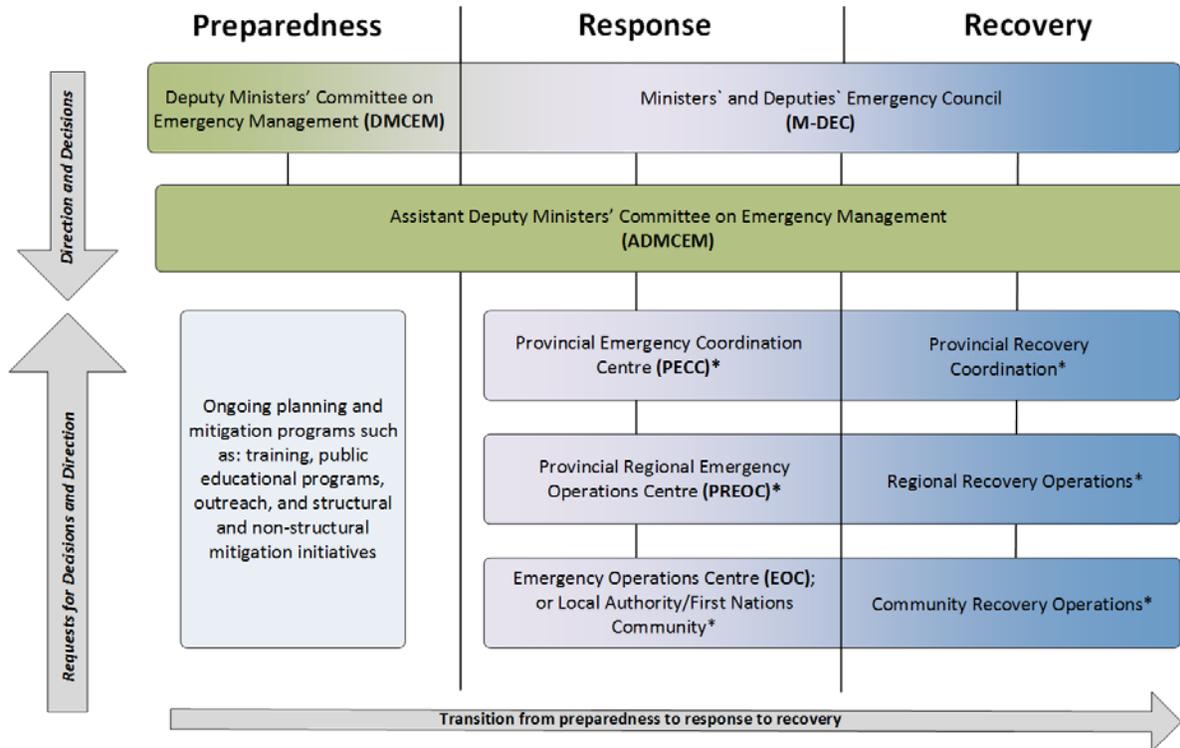
### 9.1 BRITISH COLUMBIA EMERGENCY MANAGEMENT SYSTEM

To leverage existing operational and governance structures, the interim disaster recovery structure will align with the BC Emergency Management System (BCEMS). This provincial emergency management structure is activated following an emergency or disaster that requires coordination of provincial emergency management activities and/or has created a request for support from a First Nations community, local authority, regional district, or another ministry. BCEMS has five levels of coordination, from the senior leadership level of the provincial government to the local level:

1. Ministries' and Deputies' Emergency Council (M-DEC)
2. Deputy Ministers' Committee on Emergency Management (DMCEM)
3. Assistant Deputy Ministers' Committee on Emergency Management (ADMCEM)
4. Provincial Emergency Coordination Centre (PECC)
5. Provincial Regional Emergency Operations Centre (PREOC)
6. Local Emergency Operations Centre (EOC)

To ensure leadership and coordination of provincial recovery activities, the M-DEC and ADMCEM activate to provide direction to the recovery sectors, Sections 9.2.2 and 9.2.3. The decision to initiate the recovery sectors will be made by M-DEC following a request from the ADM of EMBC when an emergency event has had a severe impact to a community or region and significant medium to long-term recovery activities are anticipated.

**Figure 3: British Columbia Emergency Management System**



## 9.2 PROVINCIAL LEVEL

### 9.2.1 Emergency Management British Columbia (EMBC)

EMBC is responsible to British Columbians for leading the management of provincial level emergencies and disasters and supporting other authorities within their areas of jurisdiction. EMBC provides executive coordination, strategic planning, and multi-agency facilitation and continually works on developing effective relationships in an increasingly complex emergency management environment. The overall purpose of EMBC is to increase life-safety and resilience for individuals and communities throughout British Columbia.

The Province, through EMBC, will coordinate recovery activities as they are escalated to the provincial level. The coordination of recovery will be done through the ED, Recovery and recovery sectors, as identified in Section 7: Recovery Sectors. EMBC will be the coordinating agency and ministries will support recovery activities through participation in sectors.

Specific recovery responsibilities of the Province are identified below:

- The Province will coordinate available resources to provide emergency assistance that supplements but does not substitute for community resources.

- Provincial ministries will mobilize to deliver emergency and critical services during emergencies and disasters. The ability of ministries to carry out critical services is enhanced by the creation and maintenance of business continuity plans.
- EMBC can activate, on short notice, one or more Provincial Regional Emergency Operations Centres (PREOCs) and/or the Provincial Emergency Coordination Centre (PECC) to coordinate provincial response and recovery, monitor emergency events and assist impacted communities.
- EMBC will coordinate ministries involved in recovery activities through recovery sectors that will support the PREOCs and PECC.
- When the Province determines there is a need for federal government support, the process to obtain federal emergency assistance is initiated by a verbal request followed by a formal letter from the Minister or a designated alternate elected official.
- Sustained provincial incident management operations and support activities may be required over the long term to support community recovery and mitigation.
- During a catastrophic event, resource shortfalls at all levels of government may require the Province to look to other governments and international organizations for assistance.

### 9.2.2 **Deputy Ministers’ Committee on Emergency Management / Ministers’–Deputies’ Emergency Council**

The Deputy Ministers’ Committee on Emergency Management (DMCEM) leads executive-level prioritization and alignment of provincial emergency management policy, legislation, and strategy to ensure that time and resources are directed towards the most critical emergency management issues and initiatives based on scope and scale of impacts. Reporting to the Deputy Minister to the Premier, the DMCEM is responsible for a whole-of-government, strategic, and integrated approach to emergency mitigation, preparedness, response, and recovery efforts for all hazards.

In response to major emergency management events, inclusive of response and recovery, the appropriate core group of Deputy Ministers convenes as a Deputies’ Emergency Council (DEC), including the Deputy Minister to the Premier. The Deputy Minister to the Premier will determine the activation of M-DEC or provide the necessary guidance from the DEC.

### 9.2.3 **Assistant Deputy Ministers’ Committee on Emergency Management**

The Assistant Deputy Ministers’ Committee on Emergency Management (ADMCEM) supports the DMCEM in leading cross-government integration, coordination, and prioritization of emergency management work related to mitigation, preparedness, response, and recovery. In response to a major emergency management event – inclusive of response and recovery – the ADMCEM will mobilize.

Additional Assistant Deputy Ministers may be added to ADMCEM when required; during recovery this would include the ADMs responsible for the four recovery sectors and, as required, the Ministry of Finance and the Ministry of Citizen Services.

The ADMCEM will provide leadership to overall provincial recovery activities and direction to the recovery sectors during emergency events with a significant recovery component.

The ADMCEM is responsible for:

- Providing executive level policy decisions and strategic direction to the PECC, and support to the M-DEC;
- Providing oversight and direction on provincial recovery to the ED, Recovery and/or recovery sectors;
- Providing recommendations to M-DEC regarding complex response and recovery issues, including funding or expenditures that may be required by a higher level of government;
- Ensuring full ministry participation on the recovery sectors, as required;
- Reporting on recovery actions to M-DEC;
- Developing a cross-government communications approach appropriate for response and recovery; and,
- Ensuring the full support and integration of M-DEC with the provincial response and recovery structure.

#### 9.2.4 **Provincial Emergency Coordination Centre**

The Provincial Emergency Coordination Centre (PECC) coordinates integrated provincial emergency response and short-term recovery according to strategic direction received from the M-DEC and the ADMCEM. The PECC, through the ADMCEM, ensures provincial government senior officials are kept apprised of provincial response and recovery activities and provides situational understanding. The PECC serves as a central point for collecting, analyzing and disseminating information, making provincial operational decisions, and supporting Provincial Regional Emergency Operations Centres (PREOCs).

The PECC is activated to:

- Provide advice to government on the emerging situation and actions taken or recommended through the ADMCEM and/or M-DEC;
- Provide the public with a provincial perspective and harmonized messaging;
- Facilitate information sharing between provincial ministries, First Nations partners, NGOs, critical infrastructure partners and the federal government;
- Implement any measures required under a Provincial State of Emergency;
- Establish and implement provincial priorities and objectives in a significant emergency management event, including application of existing and interim policies;
- Provide coordination and support to Provincial Regional Emergency Operations Centers (PREOCs), provincial ministry and Crown corporation operations centres, and federal emergency response agencies;
- Provide cross-government support to provincial ministries, local authorities, First Nations and emergency management partners;
- Manage acquisition and deployment of provincial, federal, inter-provincial and international resources;
- Coordinate government's business continuity requirements to support mission-critical functions; and
- Provide continuity support to provincial senior officials as requested.

Specific recovery activities of the PECC involve:

- Providing provincial level coordination and support of short-term recovery actions via PECC Recovery Unit/Branch;
- Providing donation management coordination and support.

The PECC is organized to promote ease of communication between agencies and to ensure common objectives across emergency management levels. Branches and units are activated as required to coordinate provincial level response or when local governments and/or PREOC resources are strained. During response, when the need for provincial recovery coordination is identified, a recovery unit/branch will be established within the PECC to coordinate recovery actions. Should the emergency escalate, requiring significant recovery support, coordination, and direction, EMBC would signal that recovery scope and scale has exceeded the provincial emergency management system's capability and a recommendation would be made to formally initiate recovery sectors through the ADMCEM to DMCEM/M-DEC. The recovery unit would then expand to include subject matter experts from appropriate sectors, and representatives from non-governmental organizations.

The PECC Director will continue to manage operations and recovery, utilizing the PECC structure to maintain planning, operations, logistics, communication, and liaison with national and international partners. When the focus is on medium and long-term recovery, leadership of the recovery sectors will transition to the ED Recovery and/or EMBC ADM. In this way, concurrent response and recovery activities will be maintained, ensuring a seamless transition to long-term recovery.

### **9.2.5 Provincial Ministries, Agencies, and Crown Corporations**

During emergency events, provincial ministries activate ministry emergency and business continuity plans and liaise with the Government Services Branch of the PECC.

Ministries also provide staff to the Temporary Emergency Assignment Management System (TEAMS), as required, which assigns staff to roles within emergency operation centres to increase surge capacity for integrated provincial response and recovery. Provincial ministries and Crown corporations provide operational liaisons to support response and recovery operations to the Provincial Emergency Coordination Centre (PECC) (see Section 9.2.5) and/or Provincial Regional Emergency Operations Centres (PREOC) (see Section 9.3.1). Provincial ministries and agencies that do not have specific response or recovery tasks identified should anticipate requests for support to the response or recovery effort and integrate with provincial operations, as required.

Ministries, as appropriate to their mandates, will align their responsibilities to the four sectors: People and Communities; Environment; Economic; and Infrastructure (see Section 7: Recovery Sectors). Ministries may have responsibilities in more than one sector and will be required to support the development of recovery policies and strategies within each sector. The recovery sectors should engage with recovery partners in other levels of government, First Nations, NGOs and private industry as appropriate to ensure inclusivity and to leverage expertise and capacity as available (see Sections 9.5 and 9.6). Each of these sectors will have an ADM responsible for overseeing the recovery strategies within these sectors and to ensure inclusivity and coordination with partners. These sectors could also be mirrored at the community level for ease of coordination and support but would be dependent on

capacity at the community level. As recovery is community-led, policy implementation at the local level will be the responsibility of the community.

The recovery sectors are responsible for:

- Developing sectoral policies and strategies to resolve complex recovery issues;
- Identifying recovery priorities within each sector. Priorities will align with the recovery vision and this framework and will be based on needs informed from the post-disaster needs assessment (see Section 6: Recovery Process).
- Providing expertise and capacity to regional, First Nations and community levels to develop recovery structures, including through short-term deployments;
- Reviews post-disaster needs assessments from regions/communities; and/or assists the local and regional levels with conducting post-disaster needs assessments through short-term deployments;
- Obtaining legal and risk management advice; and,
- Reporting on recovery actions to the ADMCEM and making appropriate recommendations about decisions.

Initiation of the recovery sectors will be at the direction of DMCEM/M-DEC, based on a recommendation from ADMCEM. The recommendation to initiate the recovery sectors will be based on the scale of an event, as indicated in the initial post-disaster needs assessment. ADMCEM can recommend initiating all four sectors or any combination of recovery sectors based on the needs identified by the community.

Ministries should also enhance recovery capacity and capabilities by developing recovery programs and plans and participate in integrated recovery preparedness activities to enable effective recovery during emergency events. This includes developing sector-specific recovery programs in a consultative and inclusive manner that reflect this interim framework and intersectoral strategies.

#### **9.2.6 EMBC Executive Director, Recovery**

EMBC's Executive Director, Recovery (ED Recovery) oversees provincial-level recovery operations and provides overall leadership for a coordinated, integrated recovery approach with all levels of government, First Nations, NGOs, and recovery partners to support impacted communities. This role is the central coordination and decision-making authority for recovery. When the recovery sectors are activated through ADMCEM, this role ensures coordination to support the recovery sectors inclusive of staff support through a secretariat function.

The Executive Director is responsible for:

- Providing oversight and leadership to provincial-level recovery activities resulting from natural disasters;
- Managing day-to-day provincial-level recovery operations to ensure effective sharing of situational awareness, consistency in work priorities, key messages and overall strategy;
- Developing and maintaining effective relationships and partnerships with key recovery partners, including all levels of government, First Nations, NGOs and private partners;
- Coordinating the recovery sectors and providing a secretariat function through staff support;
- Reviewing, approving, and tracking recovery expenditures;
- Responsibility for the Disaster Financial Assistance program; and

- Providing strategic recommendations related to recovery to ADMCEM and DMCEM/M-DEC.

## 9.3 REGIONAL LEVEL

### 9.3.1 Provincial Regional Emergency Operations Centres

The PREOC is the primary point of contact between the Province and local authorities and First Nations communities during an emergency event. The PREOC provides support to community Emergency Operation Centres (EOC) that are activated in response to an emergency. At the PREOC level, different types of services and subject matter expertise are provided by ministries supporting both provincial and regional response activities. During response operations, when the need for regional recovery coordination is identified, a recovery unit/branch will be established to support local governments and First Nations communities. As response operations de-escalate and recovery operations escalate, EMBC Regional Managers will ensure agencies involved in the response phase and additional agencies needed to support recovery are integrated as required. During the transition from response to recovery and dependent on the scope and scale of recovery, the PREOCs may continue activation to support recovery coordination or the role could be performed by EMBC Regional Managers (see Section 9.3.2: EMBC Regional Managers).

Specific activities of the PREOC involve:

- Coordinating multi-jurisdictional response and recovery activities;
- Supporting local authority EOCs and provincial ministry EOCs;
- Assessing the requirements for provincial assistance to regional, community, and individual recovery;
- Managing the assignment of multiple-ministry and agency support to individual or multiple local authorities or First Nations;
- Supporting the coordination and orientation of service organizations being deployed to communities;
- Acquiring, coordinating and deploying critical resources;
- Providing emergency response and recovery services where incidents cross local authority boundaries, or where local authorities are not organized to fulfill their role;
- Providing advice to local authorities as requested;
- Providing guidelines and advice to local authorities on re-entry planning;
- Identifying immediate steps that can be taken to initiate and speed recovery within the region;
- Anticipating actions required over the short-term to restore provincial regional services and to return the region to pre-emergency conditions;
- Reviewing and approving pre-authorization expense forms up to regional spending limit
- Monitoring ongoing recovery needs;
- Providing public information in cooperation with local authorities and provincial ministries;
- Facilitating information sharing among impacted local authorities, First Nations communities, provincial ministries, and partner agencies, including critical infrastructure owners; and,
- Providing situational reports to the PECC.

### 9.3.2 EMBC Regional Managers

EMBC Regional Managers (RM) will coordinate regional recovery activities in support of local governments and First Nations communities within their region. This may require the addition of auxiliary positions should the emergency event exceed regional capacity. The RM will work directly with local governments and First Nations communities, through Community Recovery Manager(s) when established (see Section 9.4.5: Community Recovery Manager) and will coordinate provincial ministries and partners at the regional level in support of regional recovery.

Regional Managers are responsible for:

- Coordinating with regional partners, ministries, NGOs, local authorities and First Nations communities to facilitate the planning for emergency recovery operations;
- Providing expertise to the community level to develop recovery structures and post-disaster needs assessments in support of short, medium, and long-term recovery, including through short-term deployments to assist initial development;
- Providing ongoing reporting of recovery spending and activities to ED Recovery;
- Ensuring there are clear lines of communication between the local, regional and provincial levels; and,
- Ensuring that continuity is maintained for all four pillars of emergency management.

## 9.4 LOCAL LEVEL

### 9.4.1 Local Authority

The local authority has primary responsibility for managing emergency response and recovery activities within its jurisdiction. Local authorities activate their EOCs to support site activities and perform other functions, including implementing extraordinary powers to address the emergency. Local EOCs conduct post-disaster needs assessments and through communication and integration with EMBC regional operations will request resources and capabilities, conduct planning, and share information to assist with recovery operations. Local authorities are responsible for establishing a Community Recovery Manager and, depending on the scope and scale of the event, a recovery team and for developing and implementing community recovery plans; the province will assist local authorities in accessing funding for recovery activities as appropriate.

### 9.4.2 First Nations (on reserve)

ISC holds legislated responsibility for emergency management on First Nations reserves. Through a delegated service agreement with ISC, EMBC provides preparedness, mitigation, response, and recovery services to First Nation communities when requested by either ISC or the First Nation. EMBC works in partnership with First Nations on reserve to coordinate response activities, conduct planning and research, training, and administer and deliver disaster financial assistance programs including those directed at overall capacity building.

EMBC's approach supports First Nations to govern their response and recovery activities, is based on mutual respect and, in the spirit of reconciliation, strives for true partnership and collaboration. This requires the acknowledgement and recognition of traditional Indigenous knowledge, and local ways of knowing, not formally recognized in traditional emergency management paradigms.

ISC and EMBC encourage First Nations communities to create and implement emergency management plans. When there is an actual or impending emergency that could threaten life, property, or the environment, the Chief and Council are responsible for utilizing all available local resources to respond. They are also responsible for notifying ISC and EMBC emergency management officials if a threat is beyond their community's response capacity. Through ISC, via EMBC, First Nations are expected to manage the risks associated with damage or destruction of infrastructure, including housing. To support ongoing capacity building, First Nations are encouraged to hire a Community Recovery Manager. Depending on the scope and scale of the event, the position should be supported by a recovery team and could be organized to the four sectors, but this will depend on community capacity and what works best at the community level.

Although First Nations are responsible for taking the necessary actions to ensure the community or its properties be restored to pre-disaster condition, consideration must be given to the historical and colonial legacies which created the social constructs of disaster and their impacts. Addressing these impacts is critical to the recovery process and sustainability of ongoing and future emergency management in community.

#### **9.4.3 Local Emergency Operations Center**

The local authority or First Nations community has primary responsibility for the management of emergency activities within their jurisdiction. Local authorities or First Nations communities will activate their EOC to support response and recovery site activities and perform other functions. During response, a recovery unit could be activated within the EOC and as response transitions to recovery, the EOC can be utilized to continue coordination. Local EOCs will conduct post-disaster needs assessments (see Section 6.1: Post-Disaster Needs Assessments) and through communication and integration with PREOCs will request resources and capabilities, conduct planning, and share information to assist with response and recovery activities and contribute to the provincial common operating picture.

Specific activities of the EOC include:

- Coordinate the local multi-agency support to the site level;
- Establish communication with regional and provincial partners;
- Acquire and deploy additional resources obtained locally, from other EOCs, or from the provincial regional coordination level;
- Coordinate the collection of situational awareness information and disseminate this information internally as well as with external stakeholders;
- Prioritize and coordinate critical resources;
- Integrate with provincial recovery operations through PREOCs;
- Conduct initial post-disaster needs assessment;
- Plan for and implement short-term relief efforts such as: interim housing, counselling, utility restoration, debris removal, building safety inspections, etc.;
- Request Community Recovery Manager;
- Stand up community resilience centre;
- Maintain ongoing communications with the public, with specific messages for affected individuals and organizations; and
- Monitor ongoing recovery needs.

#### 9.4.4 **Community Recovery Manager**

A Community Recovery Manager plays a critical role in facilitating and leading recovery support to individuals and the community in a disaster. The position liaises with community organizations/agencies, small and medium-sized businesses, other local government officials, and nearby First Nations to establish effective, coordinated, and collaborative relationships to deliver services and support to affected communities and individuals throughout the recovery process. It can be preferable to hire individuals from the community to fill the role of Community Recovery Manager as they will have local knowledge and be available to assist the community throughout the recovery process. Depending on the scope and scale of the event, the position should also be supported by a community recovery team and could be organized to the four sectors, but this will depend on community capacity and what works best at the community level. Community Recovery Managers will develop a community recovery plan based on iterative post-disaster needs assessments (see Section 6: Recovery Process).

Community Recovery Managers are responsible for:

- Collecting information from clients, provincial ministries, businesses and community organizations, other local government staff and/or subject matter experts to ensure disaster recovery specific information is coordinated and validated;
- Identifying the unique recovery needs of each community;
- Communicating decisions to local government staff, senior management, and others to update community and social recovery priorities;
- Managing an Unmet Needs Committee;
- Working collaboratively with the Disaster Financial Assistance (DFA) program representatives;
- Sharing information to mitigate any concerns or challenges arising from recovery operations with local government, First Nations partners, community organizations, NGOs, and the public;
- Developing an incident-specific recovery plan; and
- Planning for the standing down of recovery operations, including Resilience Centres in conjunction with other relevant partners.

### 9.5 **NONGOVERNMENTAL ORGANIZATIONS, UNMET NEEDS COMMITTEES, AND VOLUNTEERS**

NGOs must be included in coordination mechanisms and engaged early as they are a critical partner in recovery with well-cultivated community links. Through their expertise and connections, NGOs can perform formal roles in community participation and engagement. Importantly, all levels of government and First Nations communities can outsource the implementation of projects to NGOs through project agreements to ensure transparency and fairness.

A vital role NGOs conduct post-disaster is that of participating on an unmet needs committee – where people may have recovery needs that cannot be fully met by traditional government programs. The goal of this function is to unite recovery resources with community needs to ensure that even the most vulnerable in the community recover from disaster. Local authorities and First Nations communities are encouraged to establish unmet needs committees to support the community recovery effort.

Unaffiliated or convergent volunteers are also likely to offer assistance and can make a significant contribution to the efforts of agencies and communities prepared to use them. Local authorities and

First Nations communities can make the most of volunteers through advanced planning with organizations and agencies regarding volunteer coordination, abbreviated intake and referral processes, and public messaging. To facilitate the efficient use of volunteer resources, local branches of intergovernmental, non-governmental and volunteer agencies need to collaborate, coordinate, and share information regarding volunteer resource needs and capacities.

At the provincial level, the Integrated Disaster Council of BC (IDCBC) coordinates the activities of several NGOs engaged in disaster human consequence management and fosters effective activities, through communication and information sharing, to support local authority and First Nations' emergency management within the province. Each agency retains the responsibility to deliver services according to their roles and mandates and to raise and/or acquire funds for their own purposes.

## **9.6 PRIVATE SECTOR**

The private sector is also a critical partner in recovery as it funds recovery and reconstruction costs, designs and builds infrastructure, and supplies materials. The private sector must be engaged in the recovery planning and operational process to encourage economic growth and to mitigate future risk by building back better. Establishing public-private partnerships is essential to building community and social capacity and should be fostered prior to emergency events.

Roles the private sector can perform include:

- Goods and services purveyors; and
- Continued investors in long-term community interests as local institutions and as charitable donors.

# 10 ESCALATION AND DECISION-MAKING CONSIDERATIONS

Escalation of recovery coordination from the local level to the regional or provincial level are determined based on scope and scale of the event. The following considerations support and guide the decision to escalate the level of support from the EOC to the PREOC or PECC:

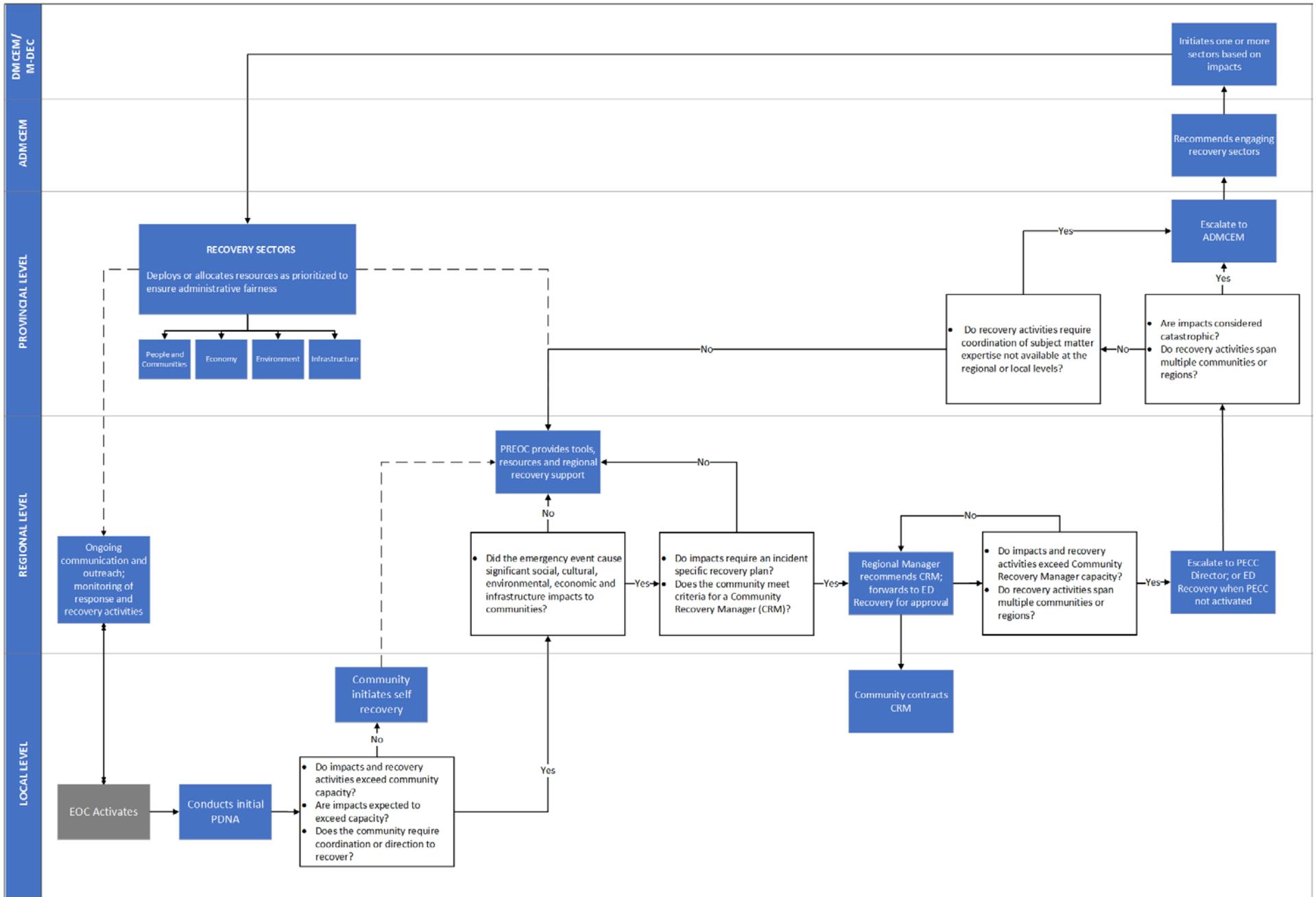
- Capacity at the local level is exceeded or is expected to be exceeded;
- When the geographical area of an event spreads beyond one local authority or First Nations community or when more than two EMBC regions have been affected;
- Where the scale of an event is deemed catastrophic and the event has caused significant impacts to a community.

Following the escalation of recovery activities from the community level to the regional or provincial level considerations must be made, when possible, to ensure that coordination is maintained at the local level. Regional and provincial level activities will support recovery activities at the local level, rather than replace them. In respect to specific recovery activities, escalation to the regional or provincial level may occur without overall recovery coordinating being escalated to the higher level. When only specific activities are escalated to the provincial level then only affected recovery sectors would be initiated. In doing so, local authorities and First Nations communities can maintain autonomy of their recovery activities.

When recovery coordination has escalated to the regional or provincial level, a primary objective is to maintain one overall recovery plan for an event. This recovery plan would consolidate the local, regional, and provincial recovery priorities and actions, incorporate mitigation activities, and ensure that the needs and profiles of all communities are represented.

Responsible Authority	Decisions (Escalation in bold)
<b>LOCAL LEVEL</b>	
Emergency Operations Centre (EOC)	<ul style="list-style-type: none"> <li>• <b>Requests support from PREOC if/when needed (e.g. Recovery activities will continue into medium or long-term; recovery activities exceed the capacity of the community or are expected to exceed capacity)</b></li> </ul>
<b>REGIONAL LEVEL</b>	
EMBC Regional Manager	<ul style="list-style-type: none"> <li>• Evaluates and approves or declines request for Resilience Centre Manager</li> <li>• Reviews and approves pre-authorization expense forms up to regional spending limit</li> <li>• Escalates requests for Community Recovery Manager to ED Recovery</li> <li>• <b>Requests support from EMBC ED, Recovery when required (e.g. PECC is not activated; however, event impacts are deemed significant, affect multiple communities or regions, and/or are beyond the capacity of the community/region to recover)</b></li> </ul>

Provincial Regional Emergency Operations Centre (PREOC)	<ul style="list-style-type: none"> <li>• <b>Requests support from PECC when required</b> (e.g. impacts are deemed significant, affect multiple communities or regions, and/or are beyond the capacity of the community/region to recover)</li> </ul>
<b>PROVINCIAL LEVEL</b>	
Executive Director Recovery	<ul style="list-style-type: none"> <li>• Reviews, approves, and tracks recovery expenditures;</li> <li>• Reviews and approves/declines requests for Disaster Financial Assistance</li> <li>• Provides strategic recommendations related to recovery to ADMCEM and M-DEC</li> <li>• <b>Escalates recovery needs to ADMCEM when impacts are considered catastrophic and the PECC is not activated</b> (e.g. Significant impacts to more than one region; recovery activities require cross-ministry coordination)</li> </ul>
Provincial Emergency Coordination Centre (PECC)	<ul style="list-style-type: none"> <li>• <b>Escalates recovery needs to ADMCEM when impacts are considered catastrophic</b> (e.g. Significant impacts to more than one region; recovery activities require cross-ministry coordination)</li> </ul>
Provincial Recovery Coordination and Recovery Sectors	<ul style="list-style-type: none"> <li>• Escalates issues requiring the guidance and/or decision of the Assistant Deputy Ministers'- Emergency Council</li> </ul>
Assistant Deputy Ministers' Committee on Emergency Management	<ul style="list-style-type: none"> <li>• Recommends need for provincial recovery coordination, inclusive of recovery sectors to the M-DEC</li> <li>• Receives direction and/or instruction from M-DEC</li> </ul>
Ministers and Deputies' Emergency Council (M-DEC) or DMCEM (when M-DEC not activated)	<ul style="list-style-type: none"> <li>• Prioritizes Executive level resources</li> <li>• Provides high-level, integrated and strategic direction to ADMCEM</li> <li>• Authorizes extraordinary funds to support emergency management activities, including short-term recovery activities</li> <li>• Ensures the full support of all ministries, crown corporations and agencies to the integrated government response and recovery</li> </ul>
Deputy Minister to the Premier	<ul style="list-style-type: none"> <li>• Activates M-DEC on recommendation from EMBC Deputy Minister</li> </ul>



# 11 APPENDIX A: RECOVERY SECTOR MATRIX

Ministries identified responsibilities in the following sectors.

	People & Communities	Economy	Environment	Infrastructure
<b>Provincial Ministries</b>				
Advanced Education, Skills & Training	✓			
Agriculture	✓	✓	✓	
Attorney General	✓			✓
Children & Family Development	✓			✓
Citizens' Services	✓			✓
Education	✓			✓
Energy, Mines & Petroleum Resources		✓		
Environment & Climate Change Strategy			✓	
Finance	✓	✓	✓	✓
Forests, Lands, Natural Resource Operations & Rural Development		✓	✓	✓
Health	✓		✓	✓
Indigenous Relations & Reconciliation	✓			
Jobs, Trade & Technology		✓		
Labour		✓		
Mental Health & Addictions	✓			
Municipal Affairs & Housing	✓			✓
Public Safety & Solicitor General*	✓			✓
Social Development & Poverty Reduction	✓			
Tourism, Arts & Culture	✓	✓	✓	
Transportation & Infrastructure			✓	✓
<b>Partners</b>				
Crown Corporations	✓	✓	✓	✓
First Nations	✓	✓	✓	✓
Local Authorities	✓	✓	✓	✓
Non-Government Organizations	✓	✓	✓	✓
Regional Authorities	✓	✓	✓	✓

\* Refers to the Ministry of Public Safety and Solicitor General other than EMBC

## 12 APPENDIX B: COMMUNITY RECOVERY INDICATOR LIST

Adapted from Horney, J., Dwyer, C., Aminto, M., Berke, P. and Smith, G. (2016). Developing Indicators to Measure Post-Disaster Community Recovery in the United States.

<b>PEOPLE AND COMMUNITIES SECTOR</b>	
<b>This sector considers impacts on the physical, mental, spiritual and social well-being of the population. This sector primarily concerns, but is not limited to, health and safety, mental health, community psychosocial, emotional, cultural, and spiritual well-being, vulnerable populations, cultural aspects, and interim housing.</b>	
<b>Indicator</b>	<b>Description</b>
Availability of social services	Restoration of the provision of governmental and non-governmental social services.
Re-establishment of social networks and community facilities (such as community meeting facilities, houses of worship, and schools)	Restoration of key social gathering spaces and networks, including community social groups, places of worship, and schools.
Re-establishment of day-care, after- school, and teen programmes	Restoration of key community child care facilities and programmes.
Community health care facilities operational	Restoration of key community health care facilities, including community health clinics, hospitals, and trauma centres.
Workforce assistance programmes available	Restoration of community workforce assistance programmes, including employment and hiring centres and unemployment/disability agencies.
Number of physicians available to the public	Physicians available to assist disaster-affected individuals, both immediately after the disaster and to offer continuing care.
Organizations available to offer disaster-related medical or mental health support for depression, post- traumatic stress disorder, etc.	Creation or restoration of facilities to assist affected individuals with disaster- related medical or mental health support, including anxiety, depression, and post-traumatic stress disorder. Organizations may be governmental or non- governmental.
Number of domestic violence incidents	Reported incidents of domestic violence in community.
Self-reported trust rating of local government	Community's faith in their local government to govern effectively, efficiently, and equitably, particularly pertaining to the distribution of resources during disaster recovery.
<b>Focus area: housing by examining metrics assessing housing values, patterns of home - ownership, and income levels.</b>	
<b>Indicator</b>	<b>Description</b>
Owner- versus renter-occupied housing units	Percentage of housing units in the community that are occupied by owners or renters (subtract census-generated data from 100 to obtain renter-occupied units).

Percentage of population residing in temporary housing units	The number of affected individuals currently residing in temporary structures.
Percentage of population residing elsewhere (i.e. out – of Province)	The number of affected individuals currently residing outside of the affected area, and especially including those that may not return
Average level of homeowner’s insurance	A measure of the average level of insurance taken out by affected households, obtained by dividing the total value of homeowner’s insurance policies by the value of all housing units.
Median home value	Median value of homes in designated geography.
Median and mean household income	Median and mean household income in designated geography.
Residential unit vacancy rate	The percentage of housing units classified as vacant in designated geography.
Total number of residential or commercial units available for habitation	The number of residential or commercial (i.e. hotels and motels) units available to house displaced individuals and families
Number of abandoned housing units	The number of abandoned residential units in designated geography.
<b>Focus area: community demographics and vulnerable populations.</b>	
<b>Indicator</b>	<b>Description</b>
Total population	Absolute population in designated geography.
Disaster-displaced individuals	Number of individuals no longer residing in their permanent residence owing to disaster impacts.
Unemployment rate	Percentage of unemployed individuals in designated geography.
Households with social and financial challenges	Number of households consistently receiving Federal and Provincial social support for employment, housing or other issues
Households without access to a car	Households in designated geography that lack access to an automobile.
Population over the age of 65	Absolute number and percentage of individuals over the age of 65 residing in designated geography (vulnerable population).
Population under the age of 16	Absolute number and percentage of individuals under the age of 16 residing in designated geography (vulnerable population).
Mobility-limited or otherwise disabled population	Absolute number and percentage of disabled individuals residing in designated geography (vulnerable population).
Marginalised and traditionally underserved populations	Traditionally underserved populations (including First Nations communities, recent immigrants, the elderly and LGBTQ+ individuals) that may be disproportionately affected by the disaster due to language, cultural, geographic or other limitations.
<b>Focus area: cultural sites and resources</b>	
<b>Indicator</b>	<b>Description</b>
Reconstruction/repair of damaged cultural or heritage sites (such as cultural artefacts)	State of repair of key cultural sites and resources, including newly identified areas or territories requiring post-disaster archaeological studies.

and landmarks)	
Reconstruction/repair of damaged cultural arts and religious facilities	State of repair of key arts and religious structures.
Re-establishment of arts, culture and sports organizations	Resumption of local arts, culture and sporting events, including seasonal activities such as hunting and the gathering of non-timber forest products such as berries and mushrooms.

<b>ENVIRONMENT SECTOR</b>	
<b>This sector considers impacts on the environment and steps needed to re-establish a healthy state while mitigating long-term impacts. This sector primarily concerns land degradation and contamination, biodiversity and ecosystem impacts, cultural land use, and natural resource damage/loss.</b>	
<b>Indicator</b>	<b>Description</b>
Re-establishment of environmental governance/pollution monitoring	The continuance of environmental assessment(s) in impacted geography.
Restoration of protected natural areas	Re-establishment of soil, flora, and fauna in areas designated as protected through park services or other designations.
Restoration of commercial areas (e.g. forest tenures)	Re-seeding, replanting and erosion control of forested areas damaged by flood, fire etc.
Coastlines and wetlands assessed to determine if additional hazard mitigation measures should be implemented	Assessment of the possibility of the need for additional hazard mitigation policies that would protect the coastline and preserve/improve wetland quality.
Damage to kelp beds and reefs, fish hatcheries and farms, or other coastal resources inventoried	Comprehensive inventory of damage to production and distribution, and overall health, of coastal resources for farming, tourism, or coastal protection.
Soil testing at debris removal and management sites	Quantitative measure of chemical/biological pollution, pH level, salinity, and soil distribution of areas designated as potentially at risk of degraded soil quality, including the impacted site and proposed storage/remediation area.
Rates of erosion	Quantitative measure of disaster-related changes in riverbanks, shorelines, and soil systems; stabilisation of accelerated erosion owing to disaster, including plans for bank armoring and diking
Incidence of landslides	Total number of landslides recorded in the months/years following the disaster.

<b>ECONOMY SECTOR</b>	
<b>This sector considers direct and indirect impacts on the local economy. This sector primarily concerns small, medium, and large enterprise, tourism and cultural livelihood, agriculture, and the broader economy.</b>	
<b>Indicator</b>	<b>Description</b>
Total disaster-related business closures	The number of businesses within the geographic boundaries of the identified community that closed directly owing to the disaster.
Average level of business insurance and continuity	The proportion of business covered by insurance and having business continuity plans that have been set in motion
Average level of access to other post-disaster funding	The proportion of businesses eligible for other post-disaster recovery funding, including provincial programs (e.g. Disaster Financial Assistance) and those administered by not-for-profits (e.g. delivered by the Canadian Red Cross)
Total number of businesses expected to incur an economic loss due to the disaster	The number of businesses within the geographic boundaries of the identified community that are likely to experience a profound economic loss (including bankruptcy) due to a combination of funding limitations (including insurance), structural damage and loss of overhead stock and staff.
Economic losses	The total estimated current and future economic losses within the geographic boundaries of the identified community (i.e. in the central business district and surrounding region)
Total businesses located in central business district	The number of businesses located within the community agreed upon central business district or economic centre.
Total regional businesses	The number of businesses located outside the central business district but within the geographic boundaries affected by the disaster (i.e. farm business in the surrounding regional district).
Total number of tourism-related cancellations	The known or estimated number of tourism-related cancellations either directly or indirectly related to closures (i.e. due also to public perception) and potentially requiring enhanced marketing activities.
Restoration of business supply lines	A measure of the system of organizations, people, activities, information, and resources involved in the movement of products and information, especially goods and services directly related to the economy (e.g. tourism and resource export-focussed road and rail traffic).
Number of parks and other non-business attractions closed	Total number of regionally affected tourist attractions such as parks, campsites and hiking trails
Total employment hours lost	An estimate of the economic losses to the business directly related to staffing losses
Total lost wages	An estimate of the economic losses to individuals directly related to staffing losses

<b>Focus area: mobilization of recovery-related funds (public and private) allocated and distributed.</b>	
<b>Indicator</b>	<b>Description</b>
Amount of Federal funding distributed	Total amount of Federal disaster recovery relief (e.g. through Indigenous Services Canada emergency programming or Federal-Provincial cost-sharing programs)
Amount of Provincial recovery funding directly distributed	Total amount of Provincial disaster recovery relief (e.g. through Disaster Financial Assistance programming, <i>Emergency Program Act</i> support, or Provincial programs)
Amount of Provincial recovery funding distributed via third party	Total amount of Provincial disaster recovery relief allocated to the Canadian Red Cross or other not-for-profit organizations either as matching their donation effort and/or directly supporting their recovery programming
Amount of donations received	Dollars and other resources, such as food and supplies and volunteer hours, dispersed by not-for-profit organizations and as private gifts.
Amount of insurance payments received	Total dollars fully dispersed through insurance pay-outs.
Total funding accessed for permanent reconstruction projects	Total dollars used for permanent post-disaster reconstruction projects through specific grant applications (e.g. Federal Disaster Mitigation and Adaptation Fund and Provincial Community Emergency Preparedness Fund).

<b>INFRASTRUCTURE SECTOR</b>	
<b>This sector considers impacts on private and public physical infrastructure. This sector primarily concerns residential and commercial buildings, utilities, and infrastructure planning.</b>	
<b>Indicator</b>	<b>Description</b>
Re-establishment of transportation and transit system(s), local and regional	Infrastructure, including crosswalks, roads, traffic signals, and way-finding signs, repaired/restored. All debris removed from roadways. Re-establishment of buses, light rail, subways, taxis, and para-transit systems to functional levels.
Public transit ridership	Number of citizens reporting use of public transit, including buses and subway systems.
Disaster-damaged roads and bridges repaired	Total kilometers of road system and total number of bridges needing repairs owing to disaster impacts.
Damage to critical infrastructure (such as gas pipelines, utilities, telecommunications, and water treatment plants)	Repairs made to all disaster-affected critical infrastructure systems and components.
Damage to safety-related structures (such as fences and other barriers)	Total kilometers of range, highway and other property fencing and corrals needing repairs owing to disaster impacts.

Railway and maritime shipping infrastructure repaired	Repairs made to all disaster-affected rail and maritime shipping routes, stations, and ports.
Damage to public facilities (such as municipal buildings) repaired	Repairs made to all disaster-affected public facilities.
Status of debris management	Disaster-related debris collected and disposed of properly or recycled (including at the individual household level); debris management/storage sites decommissioned.

<b>LOCAL GOVERNMENT RECOVERY</b>	
<b>This section identifies general indicators to measure the recovery progress of local governments and recovery process post-incident.</b>	
<b>Indicator</b>	<b>Description</b>
Number of recovery, hazard mitigation, and emergency preparedness public meetings held and number of public participants	Number of meetings conducted (e.g. townhalls) by the community, and attendance, as a means of enhancing and communicating recovery activities, future community hazard mitigation and emergency preparedness.
Disaster management plans (recovery/emergency preparedness/hazard mitigation) developed or updated post disaster	Attempts made by the community to leverage the disaster as a means of improving pre-disaster planning initiatives. For example, using the incident-specific recovery plan developed post disaster to augment existing base emergency management plans developed in line with Hazard Risk Vulnerability Analyses and including improvements for traditionally under- served populations (e.g. local First Nations communities).
Improved community resiliency	Attempts made by the community to institute regulations that enhance disaster resiliency, including buyouts, elevation of buildings, improved land use protection measures, restoration/reconstruction of public works with increased resiliency, and strengthened building codes.
Outreach methods used to engage the public during disaster planning (such as brochures, community surveys, dedicated website, print, radio, or television advertisements)	Variety of media used to engage the public in hazard mitigation planning, recovery planning, or disaster management (in general), such as brochures, flyers, radio, television, web surveys, and workshops.
Number of local organizations involved in recovery and disaster management planning processes	Number of local organizations involved in recovery and disaster management processes, including charities, community groups, religious entities, non-profit and non-governmental organizations, and school associations (i.e. the development of a local disaster recovery team).
Number of Provincial and/or Federal organizations involved in recovery and disaster management planning processes	Number of Provincial or Federal organizations involved in recovery and disaster management processes, including line Ministries and their partner agencies (i.e. the development of a local disaster recovery team) responsible for monitoring of progress towards recovery plan goals (i.e. the development of

	Provincial level disaster recovery support).
<b>Focus area: public services recovery</b>	
<b>Indicator</b>	<b>Description</b>
Governing body fully functioning	All government buildings, including First Nations band offices open and operational; local government operating under 'normal' conditions rather than 'emergency' conditions; continuity of government plan/procedures no longer necessary.
Number of non-governmental organizations	Number of operational civic organizations, including the local Chamber of Commerce, Downtown Business Association and Tourism Associations, local family support services, religious institutions and local not-for-profits (e.g. Habitat for Humanity)
Tax revenue	Tax revenues collected in the current fiscal year.
BC Assessment	Assessed values of homes pre- and post-disaster
Public services available	Availability of public services, including fire departments, law enforcement, libraries, and waste collection.
Pupils enrolled in community schools	Enrolment totals for all local schools.
Number of voter registrations	Absolute number of registered voters in the community.

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## **WHAT IS COMMUNITY RECOVERY?**

A healthy community is one where individuals share a sense of belonging and connectedness. A resilient community is one where members believe in the importance of caring for each other; creating a way for individuals, businesses and organizations to share in becoming a healthy and resilient community in times of need. Our task is to preserve this spirit in the weeks and months following a natural disaster by connecting those members of our community in need with those who are willing and able to help.

The goal of the Community Recovery Program is to help people impacted by a disaster to connect with community resources to begin the process of rebuilding their lives as soon as possible after a disaster. The Program plays an important role in emergency management by:

- Helping people transition from Disaster Services to Community Resources;
- Providing people affected by a disaster with accurate and up-to-date resource information.

### **What services are provided by Community Recovery?**

Community Recovery provides information and referral services to individuals and families so they can actively take steps toward recovery.

Services may include:

- Community Recovery Information Sessions
- Assistance in filling out assessment and disaster financial assistance forms
- Bringing together community resources
- Emotional support

### **Who provides Community Recovery?**

In BC, local authorities are responsible for emergency management which includes preparing for, responding to, recovering from and mitigating for hazards of all kinds including earthquakes, floods and forest fires. Community Recovery is provided by community volunteers, businesses and organizations that step forward to assist and support those impacted by a disaster.

### **How is Community Recovery provided?**

Community Recovery Teams assist evacuees, usually at Recovery or Resilience Centres that are often located in community recreation centres, churches, or halls. These facilities are used to bring all the recovery information and resources into one place so that evacuees can more readily access these resources.

Individual, business and community recovery can take a very long time. Community Recovery provides the initial transition process to existing community resources so that evacuees can access potential resources and begin to rebuild their lives.