



**SKEENA-QUEEN CHARLOTTE REGIONAL
DISTRICT ELECTORAL AREA D EMERGENCY
RESPONSE AND RECOVERY PLAN**

January 2006



Prepared by EmergeX Planning Inc.

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- B. BYLAWS AND LEGISLATION
- C. CONTACTS AND RESOURCES
- D. DEFINITION AND TERMS
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- F. FORMS
- G. GOVERNMENT AGENCIES
- H. EMERGENCY DECLARATION GUIDELINES
- I. HAZARD, RISK AND VULNERABILITY ANALYSIS

I Overview of Emergency Plan

The purpose of this emergency response plan is to save lives, reduce suffering, protect property, mitigate damage to the environment, and control the economic consequences of emergencies and disasters that may affect the Skeena-Queen Charlotte Regional District (SQCRD) Electoral Area D operations. This plan provides the operational guidelines for coordinating response to incidents arising from hazards and risks faced by the citizens, employees and clients of Electoral Area D.

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

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

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

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

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

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

II Distribution List

EMERGENCY RESPONSE PLAN Distribution List

Manual No.	Date Assigned	Assigned To: Department / Individual	Full Copy / Partial Copy
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III Emergency Plan Revision Procedure

Upon receipt of a revision transmittal:

1. Ensure the procedure number is the next in sequence to the previous issue
2. Process the amendments per the transmittal instructions
3. Complete the Revision Record page
4. Complete the acknowledgment slip and return it to the Skeena Queen Charlotte Regional District Administrator
5. Please contact the Skeena-Queen Charlotte Regional District Administrator immediately should any discrepancy be noted.

Revision Requests

All requests for additions, deletions or amendments to this plan should be addressed to the Skeena-Queen Charlotte Regional District Administrator.

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

Revisions will be presented to the “All” Islands Emergency Planning Committee for final approval.

**EMERGENCY RESPONSE PLAN
REVISION REQUEST FORM**

TO: Janet Beil
Administrator
Skeena-Queen Charlotte Regional District

FROM:

DATE:

SUBJECT:

SECTION:

PAGE NO:

Please revise the Emergency Response Plan as follows:

Reason for revision:

Print Name: _____

Request Submitted by: _____
(Supervisor)

Action Box:

Date received	Date reviewed	Committee Approval	Plan Amended	Distributed

IV “All” Islands Emergency Planning Committee Message

[INSERT MESSAGE HERE]

1.0 Overview

1.1 Introduction

This all hazards plan is intended for use by all members of the Skeena-Queen Charlotte Regional District (SQCRD) Emergency Program in the event of a major emergency. An all hazards plan utilizes the same management system regardless of the type of emergency. Specific considerations by hazard type are presented in Section 4. The plan is also intended to provide guidance during the recovery phase.

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

This Plan is meant to be used in conjunction with appropriate departmental plans as well as the Skeena-Queen Charlotte Regional District *Emergency Program Guide*.

1.2 Purpose and Scope

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

1.3 Emergency Response Organization

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

1.4 Site – Incident Command Post

The Incident Command Post (ICP) is the location from which the Incident Commander directs the response to the emergency. The ICP may be a police car, ambulance or fire apparatus. It is the location to which all responders initially report

for incident briefings and assignments. In larger, more complex and extended duration incidents, consideration should be made to relocate the ICP to larger quarters. This could include the Regional District Office, Fire Hall, RCMP Detachment or recreation centre or other similar structure. Incident objectives, strategies and tactics are formulated and directed from the ICP.

1.5 Site Support – Emergency Operations Centre

In larger complex incidents, responders at the site of the emergency may require policy direction, coordination, and resource support. The Skeena-Queen Charlotte Regional District Emergency Program primary Emergency Operations Centre (EOC) is located at the Regional District Office. The alternate EOC site is to be determined.

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

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

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

Figure 1-1. Roles in EOC Functions

**Site Support
EOC Chart**

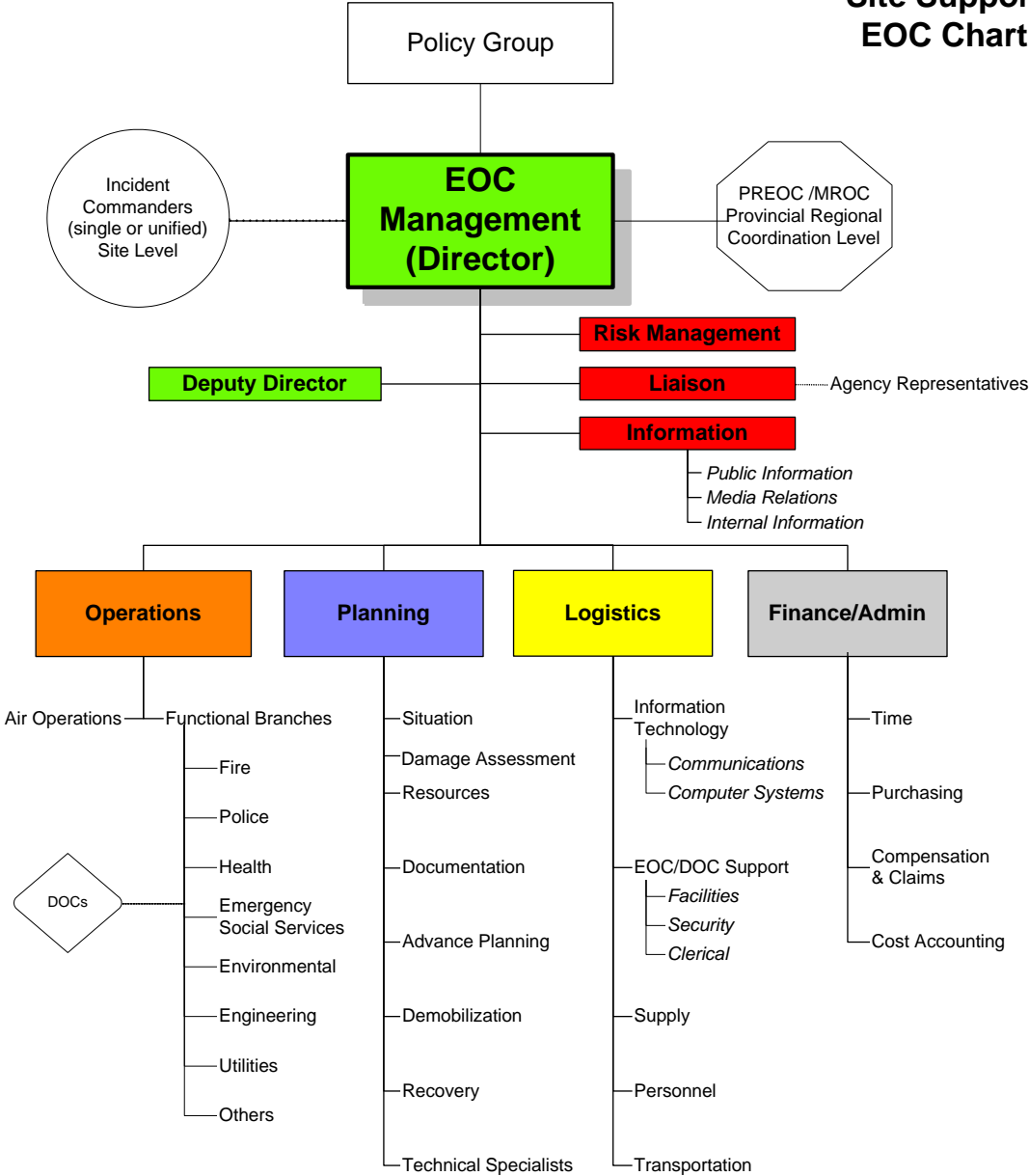


Figure 1-2. EOC Organization Chart

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

EOC Structure

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

The Skeena-Queen Charlotte Regional District Administrator will ensure that the EOC is ready for use on short notice by establishing a regular maintenance and testing schedule.

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

Management Staff

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

General Staff

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

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

Titles

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

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

Policy Direction

A Policy Group may be established to provide policy direction to the EOC Director.

The EOC also communicates information, seeks clarification of provincial policy, and resource needs with the next higher level of BCERMS, which is the Provincial Regional Emergency Operations Centre.

1.6 Provincial Regional Emergency Operations Centre

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

The operation of one or more PREOCs is initiated in order to support the response by local government or agencies. PREOCs do not normally communicate directly with Incident Commanders at the site, but communicate with the Site Support Level (Skeena-Queen Charlotte Regional District EOC) to help coordinate agency operations. There is a dedicated PREOC located in Terrace that services the North West Service Area.

1.7 Contacts and Resources

All contact numbers and resource lists are found at Appendix C. It is the responsibility of the Skeena-Queen Charlotte Regional District Administrator to ensure these lists are updated annually.

BCERMS

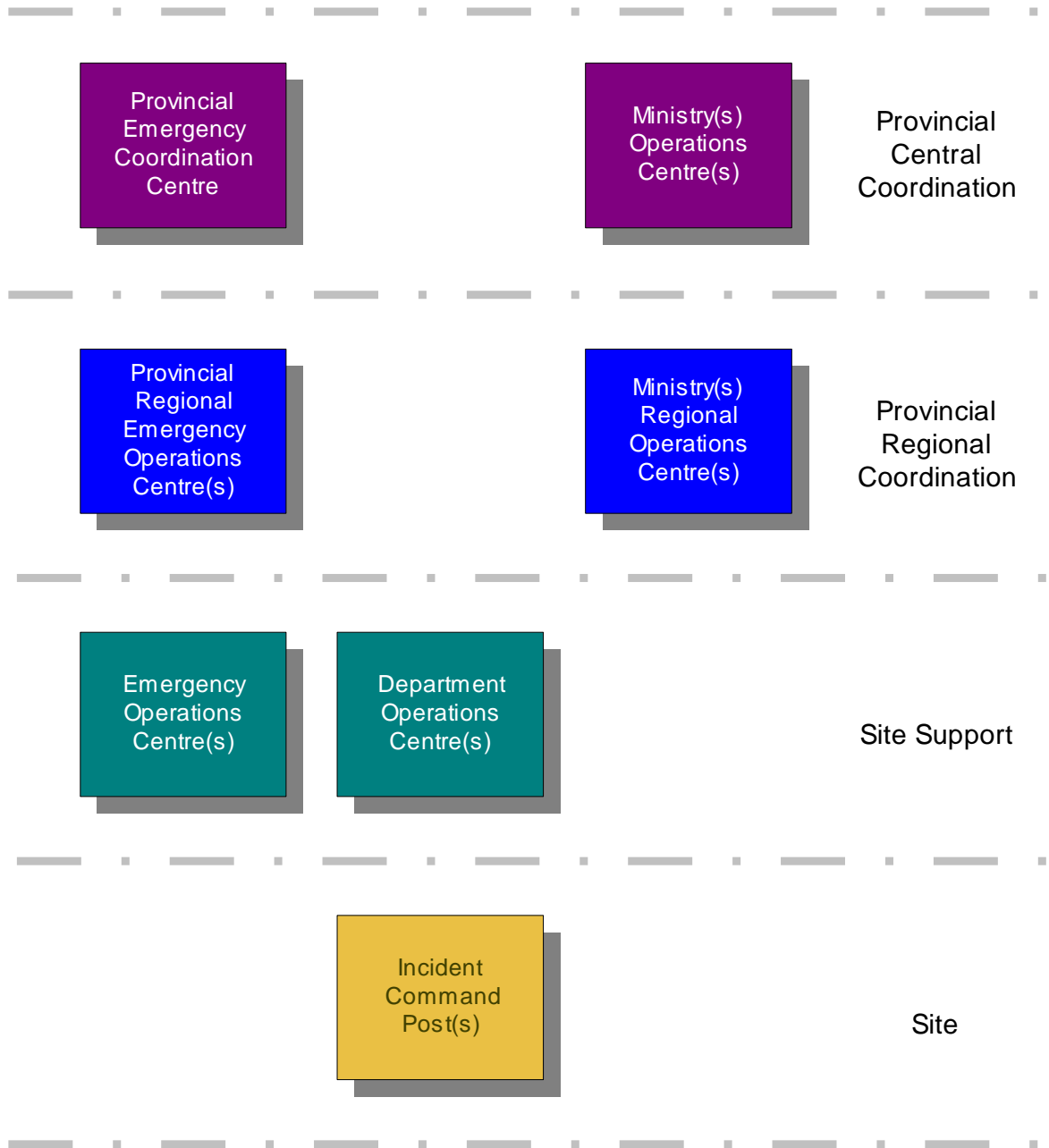


Figure 1-3. BCERMS levels

2.0 Emergency Response Guidelines

2.1 Role of the Emergency Operations Centre Management Team

Role of the EOC Management Team

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

EOC Organization

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

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

EOC Security

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

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

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

2.2 Plan Activation and Termination

Who Can Activate the Plan?

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

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

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

Termination

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

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

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

Declaration Not Required

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

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

2.3 Notification Procedures

Initial Reports

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

The departments in turn should contact the Skeena-Queen Charlotte Regional District Administrator or alternate who, after receiving the report, will determine whether or not the EOC Management Team should be notified and which other agencies should be notified.

Call Out

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

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

“This is _____ of the Skeena-Queen Charlotte Regional District”

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

2.4 Three Levels of Response Activation

This Plan recognizes three levels of potential activation. The term “event” is used to describe an occurrence based on one of the 53 identified hazards in BC. An “incident” defines one or more occurrences that happen as the direct result of an event. For example, an earthquake is the event. Any resulting fires, explosions etc. are incidents within the event.

Level 1

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

Level 2

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

Level 3

Level 3 events are of large magnitude and/or long duration or may have multiple sites that involve multi-agencies and multi-government response.

This level requires the notification of the EOC Management Team and activation of the EOC.

2.5 Response Goals

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

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

7. Protect the environment
8. Reduce economic and social losses

All Action Plans will take these goals into consideration.

2.6 Management by Objectives

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

2.7 Operational Periods

An operational period is the length of time set by Command at the site level, and by Management at the EOC, to achieve a given set of objectives. The operational period may vary in length and will be determined largely by the dynamics of the emergency situation. An operational period should not exceed 24 hours at the EOC level.

2.8 Action Planning

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

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

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

Action Planning Process

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

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

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

Planning Goals

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

1. Current information that accurately describes the situation
2. Predictions of the course of events in incident/disaster dynamics and mitigation actions.
3. Alternate strategies for all vital incident objectives
4. An accurate, realistic Action Plan for the next Operational Period.

Planning Steps

Five primary steps must be followed in sequence to ensure a comprehensive Action Plan. Managing this information process in a systematic way is as important to the initial IC as it is to the EOC Director. These five steps include:

1. Understand the Situation
2. Establish Priorities, Objectives and Strategies
3. Develop the Plan
4. Prepare the Plan
5. Evaluate the Plan

Planning Meeting

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

Step 1

Provide a Situation Report and conduct the meeting: Planning Section Chief

Step 2

State the emergency priorities, policies and objectives: EOC Director

Step 3

State primary and alternative strategies to meet objectives: Operations Section Chief with contributions from the Planning Section and Logistics Section

Step 4

State assignments and actions necessary to implement the strategies: Operations Section Chief with contributions from Planning and Logistics sections

Step 5

Consider additional support plans such as evacuation, traffic, etc: Planning Section Chief with support from appropriate Sections

Step 6

Finalize, approve and implement the Action Plan: Planning Section Chief finalizes the plan, the EOC Director approves it and the General Staff implement the plan

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

Plan Components

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

- EOC Priorities and Objectives
- Organization Chart
- Assignment Lists
- Communications Plan
- Air or Special Operations Summary
- Traffic Plan
- Risk Management Plan
- Map

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

Plan Implementation

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

Plan Evaluation

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

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

2.9 Personnel Accountability

Check In

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

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

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

The location and function of all resources (human and physical) deployed shall also be accounted for at all times. All personnel who arrive at the EOC must check-in at designated locations, receive their assignments, and are recorded in the accountability system. Check-in will be recorded on the EOC Check-in Form, found in Appendix F.

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

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

2.10 Resource Management

Resource Management

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

- Single Resource
- Task Force
- Strike Teams

Resource Status

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

- Available
- Assigned
- Out of Service

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

2.11 Information Flow/Directions

Types of Information

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

- Command and Managerial Direction
- Situation Reporting
- Resource Requests
- General Information
- Public Information
- Media Relations

Public Information and Media Relations are dealt with in Section 2.21

Managerial Direction

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

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

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

Situation Reports

SITREPs

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

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

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

Incident Reports

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

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

Resource Requests

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

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

General Information

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

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

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

2.12 Information Tracking

Resource Information

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

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

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

- High → Life-line infrastructure and life safety equipment
- Medium → Regional District property conservation equipment
- Low → All other equipment

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

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

2.13 Telecommunications

EOC Communications

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

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

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

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

Communications Centre

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

Communications Forms

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

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

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

Priority Messages

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

Communications Plan

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

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

- Communicate with each activated Incident Command Post; and
- Communicate with a PREOC if established

Federal agencies attending the EOC provide their own telecommunications link if they require it.

Operational Instructions

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

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

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

Telephone

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

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

from the **Communications Unit** may be assigned to monitor wireless users and ensure that critical information is relayed.

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

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

Satellite

The Skeena-Queen Charlotte Regional District EOC has satellite communications capability. The intent of the satellite link is to provide disaster-resistant communications between levels of BCERMS.

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

2.14 Personnel and Facility Identification

Common Identification

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

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

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

The Skeena-Queen Charlotte Regional District EOC does not currently use identifiers. Vests should be used to identify Section Chiefs and specific Management Staff functions and arm bands may be used to identify Section staff. These identifiers do not preclude any personnel from wearing their agency's insignia or uniform. <To be up-dated>

2.15 Documentation

Importance

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

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

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

Functional Position Logs

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

The following applies to all Logs:

- Must be hand-written and contain sufficient information to provide the gist of *important* telephone calls, messages and actions taken.
- Written messages received are to be filed separately and referred to by a message number in the log.
- Log entries will be numbered in sequence.
- Log sheets are to be photocopied in duplicate. One copy remains at the originator's desk, and the other is passed to the clerical staff for consolidation in the master log maintained by the **Documentation Unit**.

It is important that log keeping not become verbatim recording of all telephone calls and conversations. **Only the important matters need be recorded.** During periods

of intense activity, it may be necessary to temporarily suspend log entries or to abbreviate them to note form, for later expansion.

After Action Reports

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

Time / Date

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

2.16 Emergency Personnel Respite and Rehabilitation

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

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

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

If large numbers of field responders are deployed in traumatic situations for extended periods of time, a Respite Centre should be established. The responsibility for establishing these centres belongs to the Personnel Unit of the Logistics Section.

2.17 Risk Management

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

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

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

The EOC Director shall ensure that good risk management practices are applied in all incidents throughout the response organization, and that every function

contributes to the management of risks. The Director may activate the function of **Risk Management Officer** to assist in this function.

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

Risk Management Strategies

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

1. Assess damage and loss. Identify and analyze loss exposures in the categories of:
 - Personnel
 - Property
 - Liability
2. Examine feasible alternative risk management techniques in the following general categories:
 - Exposure avoidance
 - Loss prevention
 - Loss reduction
 - Segregation of exposures:
 - Separation
 - Duplication
 - Contractual risk transfer
 - Risk financing
3. Select the apparent best techniques
4. Implement the chosen techniques
5. Monitor and adjust as necessary
6. Provide for the overall safety and health of personnel
7. Advise on action to reduce loss and suffering
8. Advise members of the response organization

Risk to Personnel

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

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

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

2.18 EOC Administration

Staffing

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

First In

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

Transfer of Responsibilities

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

A transfer briefing should:

- Summarize shift activities of the previous shift
- Identify 'open' incidents or activities\
- Provide a written summary if possible

Reduced Staffing

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

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

- **Reduced Staffing** - the branch staff work longer shifts or with fewer people than would usually be attempted in order to provide relief to some others. This is appropriate to allow short breaks for meals, etc. Reduced staffing can also be used to permit other staff activities to occur, such as a VIP briefing or a field visit.
- **Partial Stand-down** - a branch or section within a branch may be left unstaffed temporarily to suit reduced activity levels. This approach may be possible during night hours when supported (or supporting) functional organizations cannot operate, and as response operations cease.
- **Other Considerations**
 - Staff Rest* Time must be allowed for rest, meals, breaks, etc.
 - Labour Relations* Rules and regulations regarding safety and over-time, etc. remain in effect during the emergency.

First Aid

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

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

Theft / Vandalism

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

EOC Evacuation

In the event that the EOC must be evacuated, the evacuation will be ordered. The Skeena-Queen Charlotte Regional District is currently looking into acquiring a suitable system for sounding evacuations. <**To be up-dated**>

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

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

Meals/Overtime

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

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

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

2.19 Declaring State of Local and/or Provincial Emergency

Declaration Not Needed For...

- A Local Authority **NEED NOT** declare a *state of local emergency* for the following:
- To implement part or all of their Emergency Response and Recovery Plan
- To gain liability protection under the *BC Emergency Program Act*
- To qualify for disaster financial assistance under the *BC Emergency Program Act*

Declaration Needed For...

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

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

Powers Available Under A Declaration

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

- Acquire or use any land or personal property
- Authorize or require any person to render assistance
- Control or prohibit travel within the Regional District
- Provide for the restoration of essential facilities and distribution of essential supplies
- Cause the evacuation of persons and livestock

- Authorize entry into a building or on any land without warrant
- Cause the demolition or removal of trees, structures or crops
- Construct any works deemed necessary
- Fix prices or ration food, clothing, fuel, equipment, medical supplies or other essential supplies.

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

Steps in Declaring State of Local Emergency

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

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

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

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

Steps to consider:

1. The local authority must be satisfied that an emergency exists or is imminent.
2. Declarations can be made in two ways:
 - By bylaw or resolution if made by a Local Authority, e.g., Regional District Board
 - By order, if made by the head of the local authority, e.g., Board Chair
3. Before issuing a Declaration by order, the Chair must use his/her best efforts to obtain the consent of the other members of the Regional District Board to the Declaration.

4. As soon as it is practical after issuing a Declaration order, the Chair must convene a meeting of the Board to assist in directing response to the emergency.
5. The Declaration of State of Local Emergency form (Appendix F) must identify the nature of the emergency and the area where it exists or is imminent. The Chair, immediately after making a Declaration of State of Local Emergency, must forward a copy of the Declaration to the Solicitor General, and publish the contents of the Declaration to the population of the affected area. A coordinated public information communications plan should be available for immediate implementation, following the declaration.
6. A State of Local Emergency automatically exists for seven (7) days unless cancelled earlier. An extension of a State of Local Emergency beyond seven days must have the approval of the Solicitor General. Steps 2, 3, and 5 above must be followed for each 7-day extension.
7. Once it is apparent to the head of the response organization that extraordinary powers are no longer required and that the Local State of Emergency may be cancelled, they should advise the Chair as soon as possible. If the Declaration is cancelled by resolution or order, the Solicitor General (PEP) must be promptly notified.
8. The Chair must cause the details of the termination to be published by a means of communication most likely to make the contents of the termination known to the population of the affected area.

Steps in Declaring State of Provincial Emergency

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

Steps to consider:

1. The Minister or Lieutenant Governor in Council must be satisfied that an emergency exists or is imminent. This is often based on the advice provided by the Director of PEP, who in turn may take advice from local authorities or a PREOC Director.
2. Once a Declaration is obtained, 12 extraordinary powers are granted to the minister or Lieutenant Governor in Council. Some or all of these powers may in turn be delegated to designated people. This is known as the “written delegation of authority.” The PREOC Director should be prepared to accept some of these powers as the needs arise.

3. A provincial declaration automatically lasts for 14 days unless cancelled earlier, (as opposed to a local declaration that is of 7 days duration.) Both may be extended.
4. **Where a local declaration is in place, should a provincial declaration be made, the local declaration is subject to the provincial declaration.**

2.20 Media and Public Relations

Information Demand

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

Information Officer

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

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

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

Joint Information Centre

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

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

3.0 Position Checklists

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

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

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

3.1 Generic Checklist – For All Positions

Activation Phase

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

Demobilization Phase

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

3.2 Elected Officials/Policy Group

Responsibilities

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

Activation Phase

- Monitor ongoing operations
- Respond to the EOC and meet with EOC Director and Information Officer
- Establish Policy Group adjacent to, but not in, EOC
- Request additional representation from Council
- Receive briefing from EOC Group and determine if special policies are required
- Based on situation briefing, provide priorities to EOC Director
- Follow the Generic Activation Phase checklist (3.1)
- Operational Phase:
 - Monitor ongoing operations
 - At request of, and coordinated with the EOC Director and Information Officer, provide updates to media and public from elected officials perspective
 - Declare state of local emergency if warranted and requested
 - Provide policy direction to the EOC Director
 - Liaise with senior elected officials if required
 - Provide recovery priorities to EOC Director

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

Demobilization Phase

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

3.3 EOC Director

Responsibilities

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

Activation Phase

- Leave a forwarding phone number where you can be reached
- Determine appropriate level of activation based on situation as known
- Mobilize appropriate personnel for the initial activation of the EOC
- Mobilize Liaison Officer for all EOC activations
- Respond immediately to EOC location and determine operational status
- Obtain briefing from whatever sources are available
- Determine which sections are needed, assign Section Chiefs as appropriate and ensure they are staffing their sections as required

Operations Section Chief
Planning Section Chief

Logistics Section Chief
Finance/Administration Section Chief

- Determine which additional Management Staff positions are required and ensure they are filled as soon as possible
 - Information Officer
 - Liaison Officer
 - Risk Management Officer
- Schedule the initial EOC Action Planning meeting
- Confer with the General Staff to determine what representation is needed at the EOC from other emergency response agencies
- Assign the Liaison Officer to coordinate outside agency response to the EOC and to assist as necessary
- Obtain personal telecommunications equipment if required
- Follow the Generic Activation Phase checklist (3.1)

Operational Phase

- Monitor general staff activities to ensure that all appropriate actions are being taken
- Ensure that Operational Periods are established and that response priorities and objectives are decided and communicated to all involved parties
- In conjunction with the Information Officer, conduct news conferences and review media releases for final approval, following the established procedure for information releases and media briefings
- Ensure that the Liaison Officer is providing for and maintaining effective interagency coordination
- Based on current status reports, establish initial priorities for the EOC
- In coordination with Management Staff, prepare response priorities and management function objectives for the initial EOC Action Planning Meeting
- Convene the initial EOC Action Planning meeting. Ensure that all Section Chiefs, Management Staff, and other key agency representatives are in attendance. Ensure that appropriate planning procedures are followed. Ensure the Planning Section facilitates the meeting appropriately
- Once the Action Plan is completed by the Planning Section, review, approve and authorize its implementation
- Conduct periodic briefings with the General Staff to ensure response priorities and objectives are current and appropriate
- Establish and maintain contacts with adjacent jurisdictions/agencies and with other organizational levels as appropriate
- Conduct periodic briefings for elected officials or their representatives

- ❑ In conjunction with the Liaison Officer, prepare to brief elected officials on possibility for declaration of a local state of emergency
- ❑ Ensure local elected officials are informed of State of Provincial Emergency if declared by the Solicitor General, and coordinate local government Proclamations (if any) with other emergency response agencies, as appropriate
- ❑ Assign in writing, delegated powers allowed under declaration if any are given
- ❑ Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known

Demobilization Phase

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

3.4 Liaison Officer

Responsibilities

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

Activation Phase:

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

Operational Phase

- Assist the EOC Director and the General Staff in developing overall priorities as well priorities for the Action Plan
- Provide information to the Planning Section in the development, continuous updating, and execution of the EOC Action Plan
- Provide general advice and guidance to agencies as required
- Ensure that all notifications are made to agencies not represented in the EOC

- Ensure that communications with appropriate emergency response agencies is established and maintained
- Assist the EOC Director in preparing for and conducting briefings with Management Staff, elected officials, the media, and the general public
- Assist the EOC Director in establishing and maintaining an Interagency Coordination Group comprised of outside agency representatives and executives not assigned to specific sections within the EOC
- Assist the Information Officer with coordination of all EOC visits
- Provide assistance with shift change activity as required

Demobilization Phase

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

3.5 Risk Management Officer

Responsibilities

1. **Risk Management** – Ensure that good risk management practices are applied throughout the response organization, and that every function contributes to the management of risk. Protect the interests of all EOC participants, agencies, and organizations by ensuring due diligence in information collection, decision-making, and implementation. Monitor situation for risk exposures and ascertain probabilities and potential consequences of future events.
2. **Safety** – The Risk Management Officer provides advice on safety issues. The Risk Management Officer has the authority to halt or modify any and all unsafe operations within or outside the scope of the EOC Action Plan, notifying the EOC Director of actions taken.
3. **Management Support** – The Risk Management Officer provides support for the EOC Director in the management of the centre. The support consists of, but is not limited to, ensuring key functions are accomplished. Assess alternative courses of action in working with the other EOC functions and highlight relative risks to core objectives.

Activation Phase

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

Operational Phase

Risk Management

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

- ❑ Advise on action to reduce loss and suffering and, where appropriate, proactively support response and recovery objectives
- ❑ Ensure Documentation Unit is secure and operating effectively. Advise Documentation Unit on the types of information to collect, flow of information, and confidentiality
- ❑ Organize and prepare records for final audit

Safety

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

Management Support

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

Demobilization Phase

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

3.6 Information Officer

Responsibilities

1. Serve as the coordination point for all media releases for the EOC.
2. Ensure that the public within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.
3. Coordinate media releases with officials representing other affected emergency response agencies by requesting they fill the position(s) of Assistant Information Officer.
4. Develop the format for press conferences, in conjunction with the EOC Director.
5. Maintain a positive relationship with the media representatives.
6. Supervise the Assistant Information Officer(s).

Activation Phase

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

Operational Phase

- ❑ Obtain policy guidance from the EOC Director with regard to media releases
- ❑ Keep the EOC Director advised of all unusual requests for information and of all major critical or unfavourable media comments. Recommend procedures or measures to improve media relations
- ❑ Coordinate with the Situation Unit and identify methods for obtaining and verifying significant information as it develops
- ❑ Develop and publish a media-briefing schedule, to include location, format, and preparation and distribution of handout materials
- ❑ Implement and maintain an overall information release program
- ❑ Establish a Media Information Centre, as required, providing necessary space, materials, telephones, and electrical power
- ❑ Maintain up-to-date status boards and other references at the media information centre. Provide adequate staff to answer questions from members of the media

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

Demobilization Phase

- ❑ Follow the Generic Demobilization Phase checklist (3.1)

3.7 Operations Section Chief

Responsibilities

1. Ensure that the Operations Coordination Function is carried out including coordination of response for all operational functions assigned to the EOC.
2. Ensure that operational objectives and assignments identified in the EOC Action Plan are carried out effectively.
3. Establish the appropriate level of branch and unit organizations within the Operations Section, continuously monitoring the effectiveness and modifying accordingly.
4. Coordinate with any activated EOCs in the operational area.
5. Ensure that the Planning Section is provided with Branch Status Reports and Major Incident Reports.
6. Conduct periodic Operations briefings for the EOC Director as required or requested.
7. Supervise the Operations Section.

Activation Phase

- Ensure that the Operations Section is set up properly and that appropriate personnel, equipment and supplies are in place, including telecommunications, maps and status boards
- Meet with Planning Section Chief and obtain a preliminary situation briefing
- Based on the situation, activate appropriate branches based on functions or geographical assignments within the section. Designate Branch Coordinators as necessary.

Fire	Engineering
Health and B.C. Ambulance	ESS
Environmental	Utilities
Police	Air Operations

- Request additional personnel for the section as necessary for 24-hour operation
- Obtain a current communications status briefing from the Information Technology Branch Coordinator in Logistics. Ensure that there is adequate equipment and frequencies available for the section.
- Determine estimated times of arrival of section staff from the Personnel Unit in Logistics

- ❑ Confer with the EOC Director to ensure that the Planning and Logistics Sections are staffed at levels necessary to provide adequate information and support for operations.
- ❑ Coordinate with the Liaison Officer regarding the need for Agency Representatives in the Operations Section
- ❑ Establish radio or telephone communications with EOCs, or the PREOC operating in the area, and coordinate accordingly
- ❑ Determine activation status of other EOCs and establish communication links with their Operations Sections if necessary
- ❑ Based on the situation known or forecasted, determine likely future needs of the Operations Section
- ❑ Identify key issues currently affecting the Operations Section, meet with Section personnel and determine appropriate section objectives for the first operational period
- ❑ Review responsibilities of branches in section; develop an Operations Plan detailing strategies for carrying out Operations objectives
- ❑ Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur
- ❑ Obtain personal telecommunications equipment
- ❑ Follow the Generic Activation Phase checklist (3.1)

Operational Phase

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

- ❑ Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of emergency expenditures and daily time sheets)
- ❑ Brief the EOC Director on all major incidents
- ❑ Complete a Major Incident Report for all major incidents and forward a copy to the Planning Section
- ❑ Brief Branch Coordinators periodically on any updated information you may have received
- ❑ Share status information with other sections as appropriate

Demobilization Phase

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

3.8 Air Operations Branch Coordinator

Responsibilities

1. Organize aviation resources at the local level to support field operations
2. As appropriate, initiate requests for Notice to Airmen (NOTAM)
3. Establish procedures for emergency reassignment of aircraft, if required
4. Coordinate with any provincial regional air operations in the operational area
5. Liaise with Air Operations at the PREOC

Activation Phase

- ❑ Determine current level of provincial regional air operations in the operational area
- ❑ Determine activation status of PREOC aviation resources and establish communication links with their Air Operations, if necessary
- ❑ Identify key issues currently affecting air operations; prepare initial report for Operations Section Chief
- ❑ Follow the Generic Activation Phase checklist (3.1)

Operational Phase

- ❑ Establish and maintain individual position log
- ❑ Obtain briefing from Operations Section Chief
- ❑ Liaise with BCAS Unit
- ❑ Receive resource requests and pass on to OSC
- ❑ Organize preliminary air operations
- ❑ Initiate request for NOTAM if required
- ❑ Schedule flights of non-emergency aircraft into the operational area if approved
- ❑ Evaluate requests for non-tactical use of emergency aircraft assigned to the EOC
- ❑ Ensure proper safety and risk management measures are being taken in regards to aircraft
- ❑ Pass critical status information to Situation Unit and Resource Unit
- ❑ Provide reports on air operations issues to OSC

Demobilization Phase

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

3.9 Fire Branch Coordinator

Responsibilities

1. Coordinate or arrange for urban and interface fire suppression, hazardous materials support operations
2. Acquire mutual aid resources, as necessary
3. Coordinate the mobilization and transportation of all resources through the Logistics Section
4. Complete and maintain branch status reports for major incidents requiring or potentially requiring provincial and federal response support and maintain status of unassigned fire and haz/mat resources in the area in conjunction with the Resources Unit
5. Implement the objectives of the EOC Action Plan assigned to the Fire Branch
6. Overall supervision of the Fire Branch

Activation Phase

- Based on the situation, activate the necessary Units within the Fire Branch:
 - Structural Fire Suppression Unit
 - Wildland Fire Suppression Unit
- If local authority mutual aid system is activated, coordinate use of area fire suppression resources with the respective EOCs
- Prepare and submit a preliminary branch status report and major incident reports as appropriate to the Operations Section Chief
- Prepare objectives for the Fire Branch; provide them to the Operations Section Chief prior to the first Action Planning meeting
- Follow the Generic Activation Phase checklist (3.1)

Operational Phase

- Ensure that Branch and Unit position logs and other files are maintained
- Ensure that all interface fire operations are being managed utilizing Unified Command with the appropriate agencies
- Confirm and resolve through the EOC Director, any response boundary issues that may restrict mutual aid
- Liaise with Provincial Fire Commissioner as required
- Liaise with Operational Area Coordinator(s) at the PREOC if established

- ❑ Maintain current status on Fire suppression missions being conducted in the area
- ❑ Provide the Operations Section Chief and the Planning Section with an overall summary of Fire Branch operations periodically or as requested during the operational period
- ❑ Refer all contacts with the media to the Information Officer but be prepared to speak on technical matters when requested
- ❑ Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets)
- ❑ Prepare objectives for the Fire Branch for the subsequent operational period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting
- ❑ Provide your relief with a briefing at shift change; inform him/her of all on going activities, branch objectives for the next operational period, and any other pertinent information

Demobilization Phase

- ❑ Follow the Generic Demobilization Phase Checklist (3.1)

3.10 Police Branch Coordinator

Responsibilities

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

Activation Phase

- Based on the situation, activate the necessary Units within the Police Branch:

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

Operational Phase

- Ensure that Branch and Unit position logs and other appropriate files are maintained
- Maintain current status on Police and SAR missions being conducted in the area
- Provide the Operations Section Chief and the Planning Section with an overall summary of Police Branch operations periodically or as requested during the operational period
- On a regular basis, complete and maintain the Police Branch Status Report
- Refer all contacts with the media to the Information Officer but be prepared to speak when requested by the Information Officer on technical matters

- ❑ Determine need for Police mutual aid
- ❑ Determine need for Search and Rescue mutual aid
- ❑ Determine need for Coroner's mutual aid
- ❑ Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets)
- ❑ Prepare objectives for the Police Branch for the subsequent Operations period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning Meeting
- ❑ Provide your relief with a briefing at shift change, informing him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information

Demobilization Phase

- ❑ Follow the Generic Demobilization Phase Checklist (3.1)

3.11 Health Branch Coordinator

Responsibilities

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

Activation Phase

- Follow the Generic Activation Phase checklist (3.1)

Operational Phase:

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

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

Demobilization Phase

- ❑ Follow the Generic Demobilization Phase Checklist (3.1)

3.12 Environmental Branch Coordinator

Responsibilities

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

Activation Phase

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

Operational Phase

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

Demobilization Phase

- Follow the Generic Demobilization Phase Checklist (3.1)

3.13 Emergency Social Services Branch Coordinator

The Skeena Queen Charlotte Regional District does not have an ESS Branch. Logistics will be required to contact PREOC and designate an ESS Branch Coordinator.

Responsibilities

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

Activation Phase:

- ❑ Follow the Generic Activation Phase Checklist (3.1)

Operational Phase:

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

Demobilization Phase

- ❑ Follow the Generic Demobilization Phase Checklist (3.1)

3.14 Engineering Branch Coordinator

Responsibilities

1. Survey all local facilities, assessing the damage to such facilities and coordinating the repair of damage
2. Survey all other infrastructure systems, such as local roads and bridges within the village
3. Assist other sections, branches, and units as needed
4. Supervise the Engineering Branch
5. Liaise with local authorities engineering representatives

Activation Phase

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

Operational Phase

- ❑ Ensure that branch and unit position logs and other necessary files are maintained
- ❑ Maintain current status on all engineering activities being conducted in the village
- ❑ Ensure that damage and safety assessments are being carried out for both public and private facilities
- ❑ Determine and document the status of transportation routes into and within affected areas
- ❑ Coordinate debris removal services as required
- ❑ Liaise with Ministry of Transportation and highway contractor regarding road conditions
- ❑ Provide the Operations Section Chief and the Planning Section with an overall summary of Engineering Branch activities periodically during the operational period or as requested

- ❑ Ensure that all Status Reports, as well as the Initial Damage Assessment are completed and forwarded to the Situation Unit
- ❑ Refer all contacts with the media to the Information Officer
- ❑ Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets)
- ❑ Prepare objectives for the Engineering Branch for the subsequent operations period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting
- ❑ Provide your relief with a briefing at shift change, informing him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information

Demobilization Phase

- ❑ Follow the Generic Demobilization Phase Checklist (3.1)

3.15 Utilities Branch Coordinator

Responsibilities

1. Survey all utility systems and provide restoration priorities to providers
2. Assist other sections, branches, and units as needed
3. Liaise with other utility representatives not present in EOC

Activation Phase

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

Operational Phase

- ❑ Establish and maintain communications with the utility providers in the affected area
- ❑ Determine the extent of damage to utility systems in the affected area
- ❑ Coordinate with the Liaison Officer to ensure that agency representatives from affected utilities are available to attend the EOC
- ❑ Ensure that support to utility providers is available as necessary to facilitate restoration of damaged systems
- ❑ Keep the Health Branch Coordinator informed of any regional threats regarding water contamination issues
- ❑ Keep the Engineering Branch Coordinator informed of the restoration status
- ❑ Complete and maintain the Utilities Status Reports
- ❑ Refer all contacts with the media to the Information Officer

Demobilization Phase

- ❑ Follow the Generic Demobilization Phase Checklist (3.1)

3.16 Electrical Branch Coordinator

Responsibilities

1. Survey all electrical and communication utilities (telephone, cable, satellite and TV) and provide restoration priorities to providers
2. Assist other sections, branches, and units as needed
3. Liaise with other utility representatives not present in EOC

Activation Phase

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

Operational Phase

- ❑ Establish and maintain communications with the utility providers in the affected area
- ❑ Determine the extent of damage to utility systems in the affected area
- ❑ Coordinate with the Liaison Officer to ensure that agency representatives from affected utilities are available to attend the EOC
- ❑ Ensure that support to utility providers is available as necessary to facilitate restoration of damaged systems
- ❑ Keep the Engineering Branch Coordinator informed of the restoration status.
- ❑ Complete and maintain the Utilities Status Reports
- ❑ Refer all contacts with the media to the Information Officer

Demobilization Phase

- ❑ Follow the Generic Demobilization Phase Checklist (3.1)

3.17 Planning Section Chief

Responsibilities

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

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

Activation Phase

- Ensure that the Planning Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards
- Based on the situation, activate units within section as needed and designate Unit Leaders for each element:

Situation Unit	Documentation Unit
Resources Unit	Advance Planning Unit
Demobilization Unit	Recovery Unit
Technical Specialists Unit	Damage Assessment Unit
- Request additional personnel for the section as necessary to maintain a 24-hour operation
- Establish contact with the PREOC when activated, and coordinate Situation Status Reports with their Planning Section
- Meet with Operations Section Chief; obtain and review any major incident reports

- ❑ Review responsibilities of units in section; develop Plans for carrying out all responsibilities
- ❑ Make a list of key issues to be addressed by Planning; in consultation with section staff, identify objectives to be accomplished during the initial Operational Period.
- ❑ Keep the EOC Director informed of significant events
- ❑ Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur
- ❑ Follow the Generic Activation Phase checklist (3.1)

Operational Phase

- ❑ Ensure that Planning position logs and other necessary files are maintained
- ❑ Ensure that the Situation Unit is maintaining current information for the situation status report
- ❑ Ensure that major incident reports and branch status reports are completed by the Operations Section and are accessible by the Planning Section
- ❑ Ensure that a situation status report is produced and distributed to EOC Sections and the PREOC at least once, prior to the end of the operational period
- ❑ Ensure that all status boards and other displays are kept current and that posted information is neat and legible
- ❑ Ensure that the Information Officer has immediate and unlimited access to all status reports and displays
- ❑ Conduct periodic briefings with section staff and work to reach consensus among staff on section objectives for forthcoming operational periods
- ❑ Facilitate the EOC Director's Action Planning meetings approximately two hours before the end of each operational period
- ❑ Ensure that objectives for each section are completed, collected and posted in preparation for the next Action Planning meeting
- ❑ Ensure that the EOC Action Plan is completed and distributed prior to the start of the next operational period
- ❑ Work closely with each branch/unit within the Planning Section to ensure the section objectives, as defined in the current EOC Action Plan are being addressed.
- ❑ Ensure that the Advance Planning unit develops and distributes a report, which highlights forecasted events or conditions likely to occur beyond the forthcoming operational period; particularly those situations, which may influence the overall priorities of the EOC

- Ensure that the Documentation Unit maintains files on all EOC activities and provides reproduction and archiving services for the EOC, as required
- Provide technical services, such as environmental advisors and other technical specialists to all EOC sections, as required
- Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section
- Ensure Risk Management Officer involved in Action Planning process

Demobilization Phase

- Follow the Generic Demobilization Phase Checklist (3.1)

3.18 Situation Unit Coordinator

Responsibilities

1. Oversee the collection, organization, and analysis of disaster situation information, including damage assessments.
2. Ensure that information collected from all sources is validated prior to posting on status boards.
3. Ensure that situation status reports are developed for dissemination to EOC staff and also to the PREOC.
4. Ensure that an EOC Action Plan is developed for each operational period, based on objectives developed by each EOC Section.
5. Ensure that all maps, status boards and other displays contain current and accurate information.
6. Supervise the Situation Unit.

Activation Phase

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

Operational Phase

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

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

Demobilization Phase

- ❑ Follow the Generic Demobilization Phase Checklist (3.1)

3.19 Damage Assessment Unit Coordinator

Responsibilities

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

Activation Phase

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

Operational Phase

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

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

Demobilization Phase

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

3.20 Resource Unit Coordinator

Responsibilities

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

Activation Phase

- Follow the Generic Activation Phase checklist (3.1)

Operational Phase

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

Demobilization Phase

- Follow the Generic Demobilization Phase checklist (3.1)

3.21 Demobilization Unit Coordinator

Responsibilities

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

Activation Phase

- Follow the Generic Activation Phase checklist (3.1)

Operational Phase:

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

3.22 Advance Planning Unit Coordinator

Responsibilities

1. Develop an Advance Plan consisting of potential response and recovery related issues likely to occur beyond the next operational period, generally within 36 to 72 hours
2. Review all available status reports, Action Plans, and other significant documents. Determine potential future impacts of the event or disaster; particularly issues that might modify the overall EOC priorities
3. Provide periodic briefings for the EOC Director and General Staff addressing Advance Planning issues
4. Supervise the Advance Planning Unit

Activation Phase:

- Follow the Generic Activation Phase checklist (3.1).

Operational Phase

- Maintain a position log
- Monitor the current situation report to include recent updates
- Meet individually with the General Staff and determine best estimates of the future direction & outcomes of the event or disaster
- Develop an Advance Plan identifying future policy related issues, social and economic impacts, significant response or recovery resource needs, and any other key issues likely to affect EOC operations within a 36 to 72 hour time frame
- Submit the Advance Plan to the Planning Section Chief for review and approval prior to conducting briefings for the General Staff and EOC Director
- Review Action Planning objectives submitted by each section for the forthcoming operational period. In conjunction with the General Staff, recommend a transition strategy to the EOC Director when EOC activity shifts predominately to recovery operations

Demobilization Phase:

- Follow the Generic Demobilization Phase checklist (3.1)

3.23 Recovery Unit Coordinator

Responsibilities

1. Assess the requirements for assistance to community and individual recovery from a major emergency or disaster
2. Identify immediate steps that can be taken to initiate and speed recovery within the area
3. Anticipate actions required over the long term to restore local services and to return the area to pre-emergency conditions
4. Initiate the Regional District Business Continuation Plan to ensure mission critical operations continue to function
5. Supervise the Recovery Unit and **all** recovery operations unless otherwise directed by EOC Director

Activation Phase

- Follow the Generic Activation Phase checklist (3.1)

Operational Phase

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

Demobilization Phase

- Follow the Generic Demobilization Phase checklist (3.1)

3.24 Documentation Unit Coordinator

Responsibilities

1. Collect, organize and file all completed event or disaster related forms, to include: all EOC position logs, situation status reports, EOC Action Plans and any other related information, just prior to the end of each operational period
2. Provide document reproduction services to EOC staff
3. Distribute the EOC situation status reports, EOC Action Plan, and other documents, as required
4. Maintain a permanent archive of all situation reports and Action Plans associated with the event or disaster
5. Assist the Liaison Officer in the preparation and distribution of the After-Action Report
6. Supervise the Documentation Unit

Activation Phase

- Follow the Generic Activation Phase checklist (3.1)

Operational Phase

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

Demobilization Phase

- Follow the Generic Demobilization Phase checklist (3.1)

3.25 Technical Specialists Unit Coordinator

Responsibilities

1. Provide technical observations and recommendations to the EOC in specialized areas, as required
2. Ensure that qualified specialists are available in the areas required by the particular event or disaster
3. Supervise the Technical Specialists Unit

Activation Phase

- Follow the Generic Activation Phase checklist (3.1)

Operational Phase

- Maintain a position log and other necessary files
- Coordinate with the Logistics Section to ensure that technical staff are located and mobilized
- Assign technical staff to assist other EOC Sections in coordinating specialized areas of response or recovery
- Assign technical staff to assist the Logistics Section with interpreting specialized resource capability and requests
- Maintain inventory of technical specialists
- On request, prepare to provide centralized technical specialties such as meteorological, fire behaviour or engineering expertise for multiple incident sites

Demobilization Phase

- Follow the Generic Demobilization Phase checklist (3.1)

3.26 Logistics Section Chief

Responsibilities

1. Ensure the Logistics function is carried out in support of the EOC. This function includes providing communication services, resource locating; acquiring equipment, supplies, personnel, facilities, and transportation services; as well as arranging for food, lodging, and other support services as required both for the EOC and field requirements.
2. Establish the appropriate level of branch and/or unit staffing within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying as required.
3. Ensure section objectives as stated in the EOC Action Plan are accomplished within the operational period or within the estimated time frame
4. Coordinate closely with the Operations Section Chief to establish priorities for resource allocation within the Operational Area
5. Keep the EOC Director informed of all significant issues relating to the Logistics Section
6. Supervise the Logistics Section

Activation Phase:

- Ensure the Logistics Section is set up properly and that appropriate personnel, equipment and supplies are in place, including maps, status boards, vendor references and other resource directories
- Based on the situation, activate branches/units within section as needed and designate Branch and Unit Leaders for each element:

Information Technology Branch	EOC Support Branch
Communications Unit, Computer Systems Unit	Facilities Unit, Security Unit, Clerical Unit
Transportation Unit	Supply Unit
	Personnel Unit
- Mobilize sufficient section staffing for 24-hour operations
- Establish communications with the Logistics Section at the PREOC if activated
- Advise Units within the section to coordinate with appropriate branches in the Operations Section to prioritize and validate resource requests from Incident Commanders and DOCs. This should be done prior to acting on the request
- Meet with the EOC Director and General Staff and identify immediate resource needs

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

Operational Phase

- ❑ Ensure that Logistic Section position logs and other necessary files are maintained
- ❑ Meet regularly with section staff and work to reach consensus on section objectives for forthcoming operational periods
- ❑ Provide the Planning Section Chief with the Logistics Section objectives at least 30 minutes prior to each Action Planning meeting
- ❑ Attend and participate in EOC Action Planning meetings
- ❑ Ensure that the Supply Unit coordinates closely with the Purchasing Unit in the Finance/Administration Section, and that all required documents and procedures are completed and followed
- ❑ Ensure that transportation requirements, in support of response operations, are met
- ❑ Ensure that all requests for facilities and facility support are addressed
- ❑ Ensure that all resources are tracked and accounted for in cooperation with the Resources Unit, as well as resources ordered through Mutual Aid
- ❑ Provide section staff with information updates as required

Demobilization Phase

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

3.27 Information Technology Branch Coordinator

Responsibilities

1. Ensure radio, telephone, and computer resources and services are provided to EOC staff as required
2. Oversee the installation of communications resources within the EOC. Ensure that a communications link is established with Incident Commander(s), PREOC and any other established EOCs or DOCs
3. Determine specific computer requirements for all EOC positions
4. Implement emergency management software (EM 2000, e-Team) if available, for internal information management to include message and e-mail systems
5. Ensure that the EOC Communications Centre is established to include sufficient frequencies to facilitate operations, and that adequate communications operators are available for 24-hour coverage
6. Develop and distribute a Communications Plan that identifies all systems in use and lists specific frequencies allotted for the event or disaster
7. Supervise the Communications Branch

Activation Phase

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

Operational Phase

- Ensure that Information Technology Branch position logs and other necessary files are maintained
- Keep all sections informed of the status of communications systems, particularly those that are being restored
- Coordinate with all EOC sections/branches/units regarding the use of all communication systems

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

Demobilization Phase

- Follow the Generic Demobilization Phase checklist (3.1)

3.28 Transportation Unit Coordinator

Responsibilities

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

Activation Phase

- Follow the Generic Activation Phase checklist (3.1)

Operational Phase

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

Demobilization Phase

- Follow the Generic Demobilization Phase checklist (3.1)

3.29 Personnel Unit Coordinator

Responsibilities

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

Activation Phase

- Follow the Generic Activation Phase checklist (3.1)

Operational Phase

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

- In coordination with the Risk Management Officer, determine the need for crisis counselling for emergency workers; acquire mental health specialists as needed
- Arrange for childcare services for EOC personnel as required
- Establish registration locations with sufficient staff to register volunteers, and issue them disaster service worker identification cards
- Keep the Logistics Section Chief informed of significant issues affecting the Personnel Unit

Demobilization Phase

- Follow the Generic Demobilization Phase checklist (3.1)

3.30 Supply Unit Coordinator

Responsibilities

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

Activation Phase

- ❑ Follow the Generic Activation Phase checklist (3.1)

Operational Phase

- ❑ Establish and maintain a position log and other necessary files
- ❑ Determine if requested types and quantities of supplies and materiel are available in inventory
- ❑ Determine spending limits with the Purchasing Unit in Finance/Administration. Obtain a list of pre-designated emergency purchase orders as required
- ❑ Whenever possible, meet personally with the requesting party to clarify types and amount of supplies and materiel and also verify that the request has not been previously filled through another source
- ❑ In conjunction with the Resource Unit, maintain a status board or other reference depicting supply actions in progress and their current status
- ❑ Determine if the item can be provided without cost from another jurisdiction or through the PREOC
- ❑ Determine unit costs of supplies and materiel, from suppliers and vendors and if they will accept purchase orders as payment, prior to completing the order.
- ❑ Orders exceeding the purchase order limit must be approved by the Finance/Administration Section before the order can be completed
- ❑ If vendor contracts are required for specific resources or services, refer the request to the Finance/Administration Section for development of necessary agreements
- ❑ Determine if the vendor or provider will deliver the ordered items. If delivery services are not available, coordinate pick up and delivery through the Transportation Unit

- Coordinate donated goods and services from community groups and private organizations. Set up procedures for collecting, inventorying and distributing usable donations
- Keep the Logistics Section Chief informed of significant issues affecting the Supply Unit

Demobilization Phase

- Follow the Generic Demobilization Phase checklist (3.1)

3.31 EOC Support Branch Coordinator

Responsibilities

1. Ensure that adequate essential facilities are provided for the response effort, including securing access to the facilities and providing staff, furniture, supplies and materials necessary to configure the facilities in a manner adequate to accomplish the mission
2. Ensure adequate and nutritious food and refreshment is provided to EOC staff
3. Ensure adequate security measures are taken to secure all facilities from access by un-authorized people
4. Ensure acquired buildings, building floors and/or workspaces are returned to their original state when no longer needed
5. Supervise the Support Branch

Activation Phase

- Follow the Generic Activation Phase checklist (3.1)

Operational Phase

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

- Arrange for and supervise clerical staff for the EOC
- As facilities are vacated, coordinate with the facility manager to return the location to its original state. This includes removing and returning furnishings and equipment, arranging for janitorial services, and locking or otherwise securing the facility
- Keep the Logistics Section Chief informed of significant issues affecting the Support Branch

Demobilization Phase

- Follow the Generic Demobilization Phase checklist (3.1)

3.32 Finance/Administration Section Chief

Responsibilities

1. Ensure that all financial records are maintained throughout the event or disaster
2. Ensure that all on-duty time is recorded and collected for all personnel
3. Ensure there is a continuum of the payroll Process for all employees responding to the event or disaster
4. Determine purchase order limits, if any, for Logistics
5. Ensure that any workers' compensation claims resulting from the response are processed within a reasonable time, given the nature of the situation
6. Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation
7. Activate units within the Finance/Administration Section as required; monitor section activities continuously and modify the organization as needed
8. Ensure that all recovery documentation is accurately maintained during the response and submitted on the appropriate forms to PEP
9. Supervise the Finance/Administration Section

Activation Phase:

- Ensure that the Finance/Administration Section is set up properly and that appropriate personnel, equipment, and supplies are in place
- Based on the situation, activate units within section as needed and designate Unit Coordinators for each element:
 - Time Unit
 - Purchasing Unit
 - Compensation & Claims Unit
 - Cost Unit
- Ensure that sufficient staff is available for a 24-hour schedule, or as required
- Meet with the Logistics Section Chief and review financial and administrative support requirements and Procedures; determine the level of purchasing authority to be delegated to Logistics Section
- Meet with all Unit Leaders and ensure that responsibilities are clearly understood
- In conjunction with Unit Leaders, determine the initial Action Planning objectives for the first operational period

- ❑ Notify the EOC Director when the Finance/Administration Section is operational
- ❑ Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur
- ❑ Follow the Generic Activation Phase checklist (3.1)

Operational Phase:

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

Demobilization Phase

- ❑ Follow the Generic Demobilization Phase checklist (3.1)

3.33 Time Unit Coordinator

Responsibilities

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

Activation Phase

- Follow the Generic Activation Phase checklist (3.1)

Operational Phase

- Establish and maintain position logs and other necessary files
- Initiate, gather or update time reports from all personnel, including volunteers assigned to each shift; ensure that time records are accurate and prepared according to policy.
- Obtain complete personnel rosters from the Personnel Unit. Rosters must include all EOC Personnel as well as personnel assigned to the field level
- Provide instructions for all supervisors to ensure that time sheets and travel expense claims are completed properly and signed by each employee prior to submitting them
- Establish a file for each employee or volunteer within the first operational period to maintain a fiscal record for as long as the employee is assigned to the response
- Keep the Finance/Administration Section Chief informed of significant issues affecting the Time-Recording Unit

Demobilization Phase

- Follow the Generic Demobilization Phase checklist (3.1)

3.34 Purchasing Unit Coordinator

Responsibilities

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

Activation Phase

- ❑ Follow the Generic Activation Phase checklist (3.1)

Operational Phase

- ❑ Establish and maintain position logs and other necessary files
- ❑ Review emergency purchasing procedures
- ❑ Prepare and sign contracts as needed; obtain concurrence from the Finance/Administration Section Chief
- ❑ Ensure that all contracts identify the scope of work and specific site locations
- ❑ Negotiate rental rates not already established, or purchase price with vendors as required
- ❑ Identify and report vendors as necessary, regarding unethical business practices, such as inflating prices or rental rates for their merchandise or equipment during disasters
- ❑ Finalize all agreements and contracts, as required
- ❑ Verify costs data in the pre-established vendor contracts and/or agreements
- ❑ In coordination with the Logistics Section, ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner
- ❑ Keep the Finance/Administration Section Chief informed of all significant issues involving the Purchasing Unit

Demobilization Phase

- ❑ Follow the Generic Demobilization Phase checklist (3.1)

3.35 Compensation and Claims Unit Coordinator

Responsibilities

1. Oversee the investigation of injuries and property / equipment damage claims arising out of the emergency
2. Complete all forms required by Worker's Compensation Act
3. Maintain a file of injuries and illnesses associated with the event or disaster, which includes results of investigations
4. Supervise the Compensation and Claims Unit

Activation Phase

- Follow the Generic Activation Phase checklist (3.1)

Operational Phase:

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

Demobilization Phase

- Follow the Generic Demobilization Phase checklist (3.1)

3.36 Cost Accounting Unit Coordinator

Responsibilities

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

Activation Phase

- Follow the Generic Activation Phase checklist (3.1)

Operational Phase

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

Demobilization Phase

- Follow the Generic Demobilization Phase checklist (3.1)

4.0 Hazard-Specific Roles and Procedures

4.1 Aircraft Crashes

Policies

- In the Skeena-Queen Charlotte Regional District primary responsibility for aircraft crashes rests with the RCMP and the Transportation Safety Board (TSB) with the Department of National Defence (DND) providing search and rescue service. The RCMP will provide security and assist the Coroner. The TSB conducts the investigation.
- An EOC is not commonly activated for an aircraft crash. However, in the event of a catastrophic incident, the EOC may be activated to provide support as needed and requested.

Hazard Specific Checklists

EOC Director

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

Operations

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

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

Planning

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

Logistics

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

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

4.2 Atmospheric Hazards (Extreme Winds, Severe Storms)

Policies

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

Hazard Specific Checklists

EOC Director

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

Operations

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

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

Planning

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

Logistics

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

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

Finance/Administration

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

4.3 Earthquake

Policies

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

Hazard Specific Checklists

EOC Director

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

Operations

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

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

Planning

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

Logistics

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

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

4.4 Flooding

Policies

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

Hazard Specific Checklists

EOC Director

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

Operations

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

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

Planning

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

Logistics

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

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

Finance/Administration

- Establish Compensation and Claims Unit and Cost Accounting Unit.

4.5 Hazardous Materials

Policies

- Responders should take a defensive role (isolate, identify and evacuate) until actions are identified.
- The spiller is responsible for clean up and restoration and may be billed for extraordinary expenses incurred by the Regional District
- The community has a right to know both the hazard and risk.

Hazard Specific Checklists

EOC Director

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

Operations

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

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

Planning

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

Logistics

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

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

Finance/Administration

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

4.6 Pandemic/Mass Illness

Policies

- When and where possible, it is our policy to warn residents of an impending pandemic and the protective measures to take.
- Responders will take defensive (protective measures) roles until pandemic is identified and the appropriate response is communicated to crews.
- The EOC working with the Hospital (including Public Health) will determine and provide priorities for response and recovery.
- The community has a right to know both the hazard and risk.

Hazard Specific Checklists

EOC Director

- ❑ Notify PEP/PREOC that EOC has been activated.
- ❑ Select Hospital Administrator, or designate, as Operations Chief.
- ❑ Request Northern Health Authority, or designated representative attend at the EOC.
- ❑ Staff the Liaison Officer, Information Officer, and Risk Management Officer positions.
- ❑ Establish public inquiry and call centre systems (Information Officer).
- ❑ Advise public of status and what self-help measures they can take (Information Officer).

Operations

- ❑ Assist Hospital and Public Health staff where possible.
- ❑ Establish routes for emergency vehicles (Police Branch).
- ❑ Establish temporary morgue, if required (Police Branch).
- ❑ Coordinate transport of food, fuel, pharmaceutical supplies, medical personnel and others to points of need (Logistics Section).
- ❑ Supervise ESS accommodation and feeding of stranded persons (ESS Branch).
- ❑ Supervise ESS accommodation and feeding of EOC and response personnel (ESS Branch).
- ❑ Establish ESS Reception Centres.

Planning

- ❑ Identify critical power needs (i.e., nursing homes, etc.) (Situation Unit).
- ❑ Identify if alternate suppliers available (Supply Unit).
- ❑ Provide Operations Section with updated health data (Situation Unit).
- ❑ Consider possible major effects (Advance Planning Unit):
 - Hospital requirements (additional resources)
 - Panic, and the need for stress debriefing
 - Disruption of traffic and communications
 - Convergence of friends and family members and the need for grieving
 - Convergence of media, photographers, politicians

Logistics

- ❑ Prepare to support long-term recovery (Supply Unit).
- ❑ Identify potential temporary morgue facilities (Facilities Unit.)
- ❑ Consider equipment needs and sources (Supply/Procurement Units).
- ❑ Contact food suppliers and determine on-hand supplies (ESS Branch).

▪ Decontamination equipment	Various sources
▪ Barricades	Public Works / Police
▪ Ambulances	BCAS/Transportation/Police
▪ Mobile public address system	RCMP / Fire / Radio
▪ Food and lodging	Regional District

Finance/Administration

- ❑ Establish timekeeping / payroll system (Time Unit).
- ❑ Anticipate compensation and claims (Cost Unit).

4.7 Landslides

Policies

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

Hazard Specific Checklists

EOC Director

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

Operations

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

Planning

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

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

Logistics

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

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

Administration

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

4.8 Power Outages

Policies

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

Hazard Specific Checklists

EOC Director

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

Operations

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

Planning

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

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

Logistics

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

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

Finance/Administration

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

4.9 Public Disturbance

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

Policies

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

Hazard Specific Checklists

EOC Director

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

Operations

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

Planning

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

Logistics

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

Wrecker / tower with cutting torches

Fire fighting and rescue equipment

Ambulances

Communication equipment

Auxiliary lighting

Traffic barricades

Mobile public address system

Police / Garage

Fire / Public Works / SAR

BCAS / Industry

BCAS / RCMP / Amateur Radio / Fire

Public Works

Public Works

RCMP / Fire / BCAS

4.10 Terrorism (Chemical, Biological, Radioactive, Nuclear-CBRN)

Policies

- While the Skeena-Queen Charlotte Regional District is not at direct risk, in the event of a major terrorist attack involving unknown CBRN agents, the EOC should consider an automatic Level 3 response.

Hazard Specific Checklists

EOC Director

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

Operations

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

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

Planning

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

Logistics

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

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

Finance/Administration

- ❑ Anticipate compensation/claims.

4.11 Wildfires/Urban Interface Fires

In case of a wildland / urban interface fire:

Policies

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

Hazard Specific Checklists

EOC Director

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

Operations

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

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

Planning

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

Logistics

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

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

Administration

- Anticipate compensation/claims.

5.0 Recovery Roles and Procedures

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

5.1 EOC Director

Responsibilities

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

Recovery Phase

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

5.2 Operations Section

Responsibilities

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

Recovery Phase

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

5.3 Planning Section

Responsibilities

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

Recovery Phase

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

5.4 Logistics Section

Responsibilities

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

Recovery Phase

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

5.5 Finance/Administration Section

Responsibilities

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

Recovery Phase

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

APPENDICES

A. Agreements, Contracts and Mutual Aid

To be added when Regional District completes agreements.

B. Bylaws and Legislation

B.1 Emergency Program Act

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Part 1 — Definitions and Application

Definitions

1 (1) In this Act:

“declaration of a state of emergency” means a declaration of the minister or the Lieutenant Governor in Council under section 9 (1);

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

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

“disaster” means a calamity that

(a) is caused by accident, fire, explosion or technical failure or by the forces of nature, and

(b) has resulted in serious harm to the health, safety or welfare of people, or in widespread damage to property;

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

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

(a) is caused by accident, fire, explosion, technical failure or by the forces of nature, and

(b) requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of a person or to limit damage to property;

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

“head of a local authority” means

(a) for a municipality, the mayor or a person designated by the municipal council to act in the capacity of mayor in the mayor's absence, and

(b) for an electoral area in a regional district, the chair of the board of the regional district, or, in the chair's absence, a vice chair;

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

(a) a municipality;

(b) an electoral area;

(c) a national park;

“local authority” means

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

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

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

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

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

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

Part 2 — Administration

Provincial Emergency Program

2 (1) The Provincial Emergency Program is continued.

(2) The Provincial Emergency Program is responsible for carrying out the powers and duties vested in it by this Act, the regulations and the minister.

(3) A director and any officers and employees required to enable the Provincial Emergency Program to perform its duties and exercise its powers may be appointed in accordance with the *Public Service Act*.

Committees

3 (1) The minister may appoint the committees the minister considers necessary or desirable to advise or assist the Lieutenant Governor in Council, the minister or the director.

(2) The members of committees appointed under subsection (1) who are not officers or employees of the government, or officers or employees of an agency of the government,

- (a) are to be reimbursed for reasonable travelling and out of pocket expenses necessarily incurred in the discharge of their duties under this Act, and

- (b) may be paid remuneration for their services as the Lieutenant Governor in Council may order.

Powers and duties of minister

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

Ministerial orders

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

- (a) divide British Columbia into various subdivisions for the purpose of organizing integrated plans and programs in relation to emergency preparedness, response and recovery;
- (b) require local authorities of the municipalities or electoral areas located within a subdivision referred to in paragraph (a) to prepare, in cooperation with designated ministries, integrated plans and programs, satisfactory to the minister, to deal with emergencies;
- (c) establish procedures required for the prompt and efficient implementation of plans and programs to meet emergencies and disasters;
- (d) require a person to develop plans and programs in cooperation with one or more local authorities, designated ministries and government corporations and agencies to remedy, alleviate or meet any emergency that might arise from any hazard to persons or property and that is or may be created by
 - (i) the person engaging in any operation,
 - (ii) the person utilizing any process,
 - (iii) the person using property in any manner, or
 - (iv) any condition that exists or may exist on the person's land.

Local authority emergency organization

6 (1) Subject to sections 8 (2), 13 (2) and 14 (3), a local authority is at all times responsible for the direction and control of the local authority's emergency response.

(2) Subject to subsection (2.1), a local authority must prepare or cause to be prepared local emergency plans respecting preparation for, response to and recovery from emergencies and disasters.

(2.1) For the purposes of subsection (2), a local authority that is the board of a regional district must ensure that it has one local emergency plan that applies, or 2 or more local emergency plans that in the aggregate apply, to all of the electoral areas within the regional district.

(3) A local authority that is a municipal council or the board of a regional district must establish and maintain an emergency management organization to develop and

implement emergency plans and other preparedness, response and recovery measures for emergencies and disasters and, for that purpose,

(a) if the local authority is a municipal council, the municipal council must establish and maintain an emergency management organization with responsibility for the whole of the municipality, and

(b) if the local authority is the board of a regional district, the board of the regional district must establish and maintain

(i) one emergency management organization with responsibility for all of the electoral areas within the regional district, or

(ii) 2 or more emergency management organizations that in the aggregate have responsibility for all of the electoral areas within the regional district.

(3.1) Without limiting subsection (3), a local authority that is a municipal council or the board of a regional district may

(a) appoint committees the local authority considers necessary or desirable to advise and assist the local authority, and

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

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

(a) if a local authority has not complied with subsections (2) and (2.1), the date by which the local emergency plan or plans required under those subsections must be prepared, with power to establish, for the board of a regional district, different dates for the preparation of local emergency plans for different electoral areas within the regional district;

(b) if a local authority has not complied with subsection (3), the date by which the emergency management organization or organizations required under that subsection must be established, with power to establish, for the board of a regional district, different dates for the establishment of emergency management organizations for different electoral areas within the regional district.

(4) A local authority may, in writing, delegate any of its powers and duties under this Act to the committee, emergency management organization or coordinator referred to in subsection (3), except the power to make a declaration of a state of local emergency.

Part 3 — Emergencies, Disasters and Declared Emergencies

Division 1 — Emergencies and Disasters

Implementation of Provincial emergency plans

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

Implementation of local emergency plans

8 (1) A local authority or a person designated in the local authority's local emergency plan may, whether or not a state of local emergency has been declared under section 12 (1), cause the plan to be implemented if, in the opinion of the local authority or the designated person, an emergency exists or appears imminent or a disaster has occurred or threatens in

(a) the jurisdictional area for which the local authority has responsibility, or

(b) any other municipality or electoral area if the local authority having responsibility for that other jurisdictional area has requested assistance.

(2) If a Provincial emergency plan has been implemented under section 7, a local emergency plan may be implemented or its implementation may be continued under subsection (1) of this section if and to the extent that the local emergency plan is not in conflict with the Provincial emergency plan.

Division 2 — Declaration of State of Emergency Declaration of state of emergency

9 (1) If satisfied that an emergency exists or is imminent, the minister or the Lieutenant Governor in Council may, by order, declare a state of emergency relating to all or any part of British Columbia.

(2) A declaration of a state of emergency under subsection (1) must identify the nature of the emergency and the area of British Columbia in which the emergency exists or is imminent.

(3) Immediately after a declaration of a state of emergency is made, the minister must cause the details of the declaration to be published by a means of communication that the minister considers most likely to make the contents of the declaration known to the majority of the population of the affected area.

(4) A declaration under subsection (1) expires 14 days from the date it is made, but the Lieutenant Governor in Council may extend the duration of the declaration for further periods of not more than 14 days each.

(5) Subsections (2) and (3) apply to each extension under subsection (4) of the duration of a declaration of a state of emergency.

Powers of minister in declared state of emergency

10 (1) After a declaration of a state of emergency is made under section 9 (1) and for the duration of the state of emergency, the minister may do all acts and implement all procedures that the minister considers necessary to prevent, respond to or alleviate the effects of an emergency or a disaster, including any or all of the following:

- (a) implement a Provincial emergency plan or any Provincial emergency measures;
- (b) authorize a local authority to implement a local emergency plan or emergency measures for all or any part of the jurisdictional area for which the local authority has responsibility;
- (c) require a local authority for a municipality or an electoral area to implement a local emergency plan or emergency measures for all or any part of the municipality or electoral area for which the local authority has responsibility;
- (d) acquire or use any land or personal property considered necessary to prevent, respond to or alleviate the effects of an emergency or disaster;
- (e) authorize or require any person to render assistance of a type that the person is qualified to provide or that otherwise is or may be required to prevent, respond to or alleviate the effects of an emergency or disaster;
- (f) control or prohibit travel to or from any area of British Columbia;
- (g) provide for the restoration of essential facilities and the distribution of essential supplies and provide, maintain and coordinate emergency medical, welfare and other essential services in any part of British Columbia;
- (h) cause the evacuation of persons and the removal of livestock, animals and personal property from any area of British Columbia that is or may be affected by an emergency or a disaster and make arrangements for the adequate care and protection of those persons, livestock, animals and personal property;
- (i) authorize the entry into any building or 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;

(j) cause the demolition or removal of any trees, structures or crops if the demolition or removal is considered by the minister to be necessary or appropriate in order to prevent, respond to or alleviate the effects of an emergency or disaster;

(k) construct works considered by the minister to be necessary or appropriate to prevent, respond to or alleviate the effects of an emergency or disaster;

(l) procure, fix prices for or ration food, clothing, fuel, equipment, medical supplies or other essential supplies and the use of any property, services, resources or equipment within any part of British Columbia for the duration of the state of emergency.

(2) After a declaration of a state of emergency is made under section 9 (1),

(a) the director or such other person as the minister may appoint is responsible for the coordination and implementation of necessary plans or programs prepared under this Act, and

(b) all persons and agencies involved in the coordination and implementation are subject to the control and direction of the director or the other person appointed by the minister.

Cancellation of declaration of state of emergency

11 (1) When, in the opinion of the minister or the Lieutenant Governor in Council, an emergency no longer exists in an area in relation to which a declaration of a state of emergency was made under section 9 (1), the minister or the Lieutenant Governor in Council must make an order canceling the declaration of a state of emergency in respect of that area.

(2) Immediately after an order is made under subsection (1) or a declaration of a state of emergency expires under section 9 (4), the minister must cause the details of the cancellation or expiry of the declaration of a state of emergency to be published by a means of communication that the minister considers most likely to make the contents of the cancellation order or the fact of the cancellation or expiry known to the majority of the population of the affected area.

Division 3 — Declaration of Local Emergency

Declaration of state of local emergency

12 (1) A local authority or, if a local authority consists of more than one person, the head of the local authority, may, at any time that the local authority or the head of the local authority, as the case may be, is satisfied that an emergency exists or is imminent in the jurisdictional area for which the local authority has responsibility, declare a state of local emergency relating to all or any part of the jurisdictional area.

(2) A declaration of a state of local emergency under subsection (1) must identify the nature of the emergency and the part of the jurisdictional area in which it exists or is imminent, and the declaration must be made

(a) by bylaw or resolution if made by a local authority, or

(b) by order, if made by the head of a local authority.

(3) The head of a local authority must, before making a declaration under subsection (1), use best efforts to obtain the consent of the other members of the local authority to the declaration and must, as soon as practicable after making a declaration under subsection (1), convene a meeting of the local authority to assist in directing the response to the emergency.

(4) Immediately after making a declaration of a state of local emergency, the local authority or the head of the local authority, as the case may be, must

(a) forward a copy of the declaration to the minister, and

(b) cause the details of the declaration to be published by a means of communication that the local authority or the head of the local authority, as the case may be, considers most likely to make the contents of the declaration known to the population of the affected area.

(5) Subject to section 14 (3), a declaration of a state of local emergency expires 7 days from the date it is made unless it is earlier cancelled by the minister, the Lieutenant Governor in Council, the local authority or the head of the local authority.

(6) Despite subsection (5), the local authority may, with the approval of the minister or the Lieutenant Governor in Council, extend the duration of a declaration of a state of local emergency for periods of not more than 7 days each.

(7) Subsections (2) and (4) apply to each extension under subsection (6) of the duration of a declaration of a state of local emergency.

Powers of local authority in declared state of local emergency

13 (1) After a declaration of a state of local emergency is made under section 12 (1) in respect of all or any part of the jurisdictional area for which a local authority has responsibility and for the duration of the state of local emergency, the local authority may do all acts and implement all procedures that it considers necessary to prevent, respond to or alleviate the effects of an emergency or a disaster, including any or all of the following:

(a) implement its local emergency plan or any local emergency measures;

(b) subject to this section, exercise, in relation to the part of the jurisdictional area affected by the declaration, any power available to the minister under section 10 (1) (d) to (l);

(c) subject to this section, authorize, in writing, any persons involved in the operation of a local emergency plan or program to exercise, in relation to any part of the jurisdictional area affected by a declaration, any power available to the minister under section 10 (1) (d) to (l).

(2) If a state of local emergency has been declared under section 12 (1), the minister may order a local authority to refrain or desist, either generally or in respect of any matter, from exercising any one or more of the powers referred to in subsection (1) (b) or (c).

(3) Immediately after making an order under subsection (2), the minister must cause the details of the order to be communicated to the local authority affected by the order and to any other persons the minister considers appropriate.

(4) Immediately after the details of an order are communicated to a local authority under subsection (3), the local authority referred to in the order must comply with the order and must direct every person under its direction or control to refrain or desist from doing any act that the local authority is ordered to refrain or desist from doing.

(5) For the purposes of subsections (3) and (4), the details of an order are communicated to a local authority when those details are communicated to any one of the members of the local authority.

(6) The local authority of a municipality or electoral area may, during or within 60 days after declaring a state of local emergency, by bylaw ratified by the minister responsible for the administration of the *Community Charter*, but without obtaining the approval of the electors or the assent of the electors, borrow any money necessary to pay expenses caused by the emergency.

Cancellation of declaration of state of local emergency

14 (1) The minister or the Lieutenant Governor in Council may cancel a declaration of a state of local emergency at any time the minister or the Lieutenant Governor in Council considers appropriate in the circumstances.

(2) The local authority or the head of the local authority must, when of the opinion that an emergency no longer exists in the part of the jurisdictional area in relation to which a declaration of a state of local emergency was made,

(a) cancel the declaration of a state of local emergency in relation to that part

(i) by bylaw or resolution, if the cancellation is effected by the local authority, or

(ii) by order, if the cancellation is effected by the head of the local authority, and

(b) promptly notify the minister of the cancellation of the declaration of a state of local emergency.

(3) A declaration of a state of local emergency made in respect of a part of a jurisdictional area ceases to have any force or effect on the making of a declaration of a state of emergency by the minister or the Lieutenant Governor in Council relating to that part of the jurisdictional area.

Notification of termination of declaration of state of local emergency

15 (1) Immediately after the termination of a declaration of state of local emergency, the local authority having responsibility for the area in respect of which the declaration was made must cause the details of the termination to be published by a means of a communication that the local authority considers most likely to make the contents of the termination or the fact of the termination known to the majority of the population of the affected area.

(2) For the purposes of subsection (1), a declaration of a state of local emergency is terminated when

(a) it expires under section 12 (5) or (6),

(b) it is cancelled by the minister or the Lieutenant Governor in Council under section 14 (1),

(c) it is cancelled by bylaw, resolution or order under section 14 (2), or

(d) it ceases to have any force or effect under section 14 (3) as a result of the making of a declaration of a state of emergency under section 9 (1).

Part 4 — General

Expenditures

16 (1) Any expenditures under this Act considered necessary by the minister to implement a Provincial emergency plan or Provincial emergency measures, under section 7 or 10 (1) (a), may be paid out of the consolidated revenue fund without an appropriation other than this section.

(2) Nothing in subsection (1) authorizes the minister to make a payment for disaster financial assistance out of the consolidated revenue fund.

Recovery of costs

17 (1) If an emergency or a disaster is threatened or caused in whole or in part by the acts or omissions of a person and expenditures are made by the government or a local authority to prevent, respond to or alleviate the effects of the emergency or disaster, the person must, on the request of the minister or head of a local authority, pay to the Minister of Finance or the local authority the lesser of

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

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

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

Exemption from civil liability

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

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

(b) any acts done or omitted to be done by one or more of the persons who were, under this Act or the regulations, appointed, authorized or required by the

person to do the acts, unless in appointing, authorizing or requiring those persons to do the acts, the person was not acting in good faith.

Compensation for loss

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

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

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

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

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

Disaster financial assistance

20 (1) The Lieutenant Governor in Council may, by regulation, establish criteria by which the eligibility of a person to receive disaster financial assistance is to be determined.

(2) The Lieutenant Governor in Council or the minister may provide disaster financial assistance in accordance with the regulations to persons who suffer loss as a result of a disaster.

Appeals to director on eligibility for disaster financial assistance

21 (1) A person may, by delivering to the director a written notice of appeal within 60 days after receipt of notice that the person was determined not to meet the eligibility criteria set under section 20 (1), appeal that determination.

(2) If a written notice of appeal is not received by the director within the time limited for an appeal under subsection (1), the person in respect of whom the determination was made may not appeal the determination.

(3) If a written notice of appeal is received by the director within the time limited for an appeal under subsection (1), the director must review the appellant's eligibility for disaster financial assistance in accordance with the information contained in the notice of appeal and may, but need not, do one or both of the following in conducting that review:

(a) request additional information from the appellant;

(b) convene a hearing.

(4) After conducting a review under subsection (3), the director may

(a) confirm the determination, or

(b) overturn the determination and direct that the person be considered to be eligible to receive disaster financial assistance.

(5) The director must inform the appellant of the decision reached under subsection (4).

(6) A decision under subsection (4) is final and conclusive and is not open to question or review in a court on any grounds.

Appeals to director on amounts of disaster financial assistance

22 (1) A person may, by delivering to the director a written notice of appeal within 60 days after receipt of disaster financial assistance provided under section 20, appeal the amount of that disaster financial assistance.

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

(3) If a written notice of appeal is received by the director within the time limited for an appeal under subsection (1), the director must review the amount of disaster financial assistance in accordance with the information contained in the notice of appeal and may, but need not, do one or both of the following in conducting that review:

(a) request additional information from the appellant;

(b) convene a hearing.

(4) After conducting a review under subsection (3), the director may confirm, increase or decrease the amount of the disaster financial assistance and must inform the appellant of the decision.

(5) A decision under subsection (4) is final and conclusive and is not open to question or review in a court on any grounds.

Section Repealed

23 [Repealed 2003-7-14.]

Variation of disaster financial assistance

24 (1) If a person is, under section 22, determined to be entitled to disaster financial assistance in an amount that is greater than the disaster financial assistance, if any, provided to the person under section 20, the government must promptly provide to the person the additional amount of disaster financial assistance decided by the director.

(2) If the director determines, under section 22, that a person is entitled to an amount of disaster financial assistance that is less than the amount of disaster financial assistance provided to the person under section 20, the person must repay to the government the amount of the disaster financial assistance that was an overpayment within 60 days after being informed of the director's decision under section 22.

Mandatory assistance

25 (1) If a person who is authorized to do so under section 10 (1) (e) or 13 (1) makes an order requiring a person to provide assistance, the person named in the order must provide the assistance required by the order.

(2) A person's employment must not be terminated by reason only that the person is required to provide assistance under this section.

Conflict

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

Offence

27 (1) A person commits an offence who

(a) contravenes this Act or the regulations, or

(b) interferes with or obstructs any person in the exercise of any power or the performance of any duty conferred or imposed by this Act or the regulations.

(2) A person who commits an offence under subsection (1) is liable to imprisonment for a term of not more than one year or to a fine of not more than \$10 000 or to both imprisonment and fine.

Power to make regulations

28 (1) The Lieutenant Governor in Council may make regulations referred to in section 41 of the *Interpretation Act*.

(2) Without limiting subsection (1), the Lieutenant Governor in Council may make regulations as follows:

(a) assigning responsibility to ministries, boards, commissions or government corporations or agencies for the preparation or implementation of all or any part of plans or arrangements to deal with emergencies or disasters;

(b) delegating to any person or committee appointed under this Act or to any one or more members of the Executive Council any of the powers vested by this Act in the minister or the Lieutenant Governor in Council, except the power to make an order for a declaration of a state of emergency or to make regulations;

(c) respecting the assessment of damage or loss caused by an emergency or disaster, the processing of claims for compensation for the damage or loss and the payment of compensation for the damage or loss;

(d) respecting eligibility for, the processing of claims for and the payment of disaster financial assistance;

(e) governing the sharing of costs incurred by the government or by a local authority in conducting emergency operations;

(f) respecting the registration, responsibilities and training of and training exercises for volunteers and volunteer agencies;

(g) requiring persons to develop plans and programs in cooperation with one or more local authorities, designated ministries and government corporations and agencies to remedy, alleviate or meet any emergency that might arise from any hazard to persons or property and that is or may be created by

(i) the person engaging in any operation,

- (ii) the person utilizing any process,
- (iii) the person using property in any manner, or
- (iv) any condition that exists or may exist on the person's land;
- (h) respecting the form and content of emergency plans;
- (i) in respect of any power available to a local authority under section 13 (1);
- (j) respecting the form and content of any notice of appeal delivered to the director under section 21 (1) or 22 (1).

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B.2 Emergency Management Regulations

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Important Information (disclaimer and copyright information)

Emergency Program Act

EMERGENCY PROGRAM MANAGEMENT REGULATION

[includes amendments up to B.C. Reg. 200/98]

Contents

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Interpretation

1 In this regulation:

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

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

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

Provincial Emergency Program

2 (1) The Provincial Emergency Program must

- (a) prepare and maintain a hazard, risk and vulnerability study that identifies potential emergencies and disasters that could affect all or any part of British Columbia,
- (b) assess the potential impact on people or property of the emergencies and disasters referred to in paragraph (a),
- (c) make recommendations to the minister respecting emergency prevention, preparedness, response and recovery strategies in relation to
 - (i) legislation, regulation and policy, and
 - (ii) the creation and maintenance of an emergency management program,
- (d) provide advice and assistance to other ministers in the development and implementation of multiministry or multiagency emergency plans and procedures,
- (e) provide advice and assistance to local authorities in the development of local emergency management organizations and local emergency programs, and
- (f) coordinate or assist in coordinating the government's response to emergencies and disasters.

(2) On the request of the minister, the Provincial Emergency Program must

- (a) prepare, or assist the minister in the preparation of, Provincial emergency plans,
- (b) participate on behalf of or in conjunction with the government in any initiatives by which coordinated plans may be developed and cooperation and mutual assistance may be fostered between the government and its agencies and one or more of the federal government, the governments of neighbouring provinces, states and territories and any of their agencies in respect of the prevention of, preparation for, response to and recovery from emergencies and disasters, and
- (c) assist local authorities with response to or recovery from emergencies or disasters that are of such magnitude that the local authorities are incapable of effectively responding to or recovering from them.

(3) In addition to any other functions the Provincial Emergency Program is required or entitled to perform under the Act or this regulation, the Provincial Emergency Program may do one or more of the following:

- (a) provide advice and assistance to other ministers in emergency prevention, preparedness, response and recovery;
- (b) conduct training and training exercise programs for individuals or organizations concerned with emergency planning and operations;
- (c) provide advice and assistance to business and industry in relation to emergency preparedness, response and recovery;

(d) assist in the coordination of emergency plans between local authorities and the government, government corporations and government agencies.

Emergency plans and procedures of ministers

3 (1) Each minister must develop emergency plans and procedures to be followed in the event of an emergency or disaster.

(2) The emergency plans and procedures referred to in subsection (1) may include plans and procedures to assist local authorities with response to or recovery from emergencies or disasters that are of such magnitude that the local authorities are incapable of effectively responding to or recovering from them.

(3) The emergency plans and procedures of a minister that are referred to in subsections (1) and (2) must

(a) be coordinated and consistent with the emergency plans and procedures of every other minister,

(b) set out, in business continuation plans and procedures, the manner in which and the means by which that minister will continue to provide essential services despite an emergency or disaster,

(c) set out the manner in which and the means by which the government will respond to the hazards for which that minister is designated as the key minister in Schedule 1, and

(d) set out the manner in which and the means by which that minister will perform the duties, if any, set out for that minister in Schedule 2 or as may be imposed on that minister by the Lieutenant Governor in Council.

Emergency plans and procedures of government corporations

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

Inter-Agency Emergency Preparedness Council

5 (1) In order to facilitate the coordination of the plans and procedures referred to in section 3, every minister referred to in Schedule 2 must appoint one representative to a committee to be known as the Inter-Agency Emergency Preparedness Council.

(2) At the request of the council, a minister responsible for any designated government corporation or other government agency may appoint a representative from a government corporation or other government agency for which the minister has responsibility.

(3) The council must meet at least twice a year.

(4) The Provincial Emergency Program must

(a) provide a representative to act as co-chair to the council,

(b) provide a representative to act as the council's secretary, and

- (c) provide a reasonable level of funding to support the operations of the council.
- (5) The other co-chair for the council must be selected on an annual basis by the council.
- (6) The council must, at the request of and in the manner and at the times required by the Lieutenant Governor in Council or the minister, report to the minister on
 - (a) the activities of the council since the date of its last report or for such other period as may be required, and
 - (b) any other matters specified in the request.
- (7) The council must
 - (a) recommend emergency preparedness, response and recovery measures to each minister, and
 - (b) provide to each minister referred to in Schedule 2 the assistance necessary to ensure that that minister's emergency plans and procedures are coordinated and consistent with the plans and procedures of all other ministers and with the government's overall emergency preparedness strategies.

Role of ministers in relation to hazards

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

Role of ministers in emergency or disaster

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

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

Role of government corporations in emergency or disaster

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

Authority for policing and fire fighting in declared state of emergency

9 Without limiting section 10 (1) of the Act, in the event of a declaration of a state of emergency

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

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

Schedule 1

Ministers Responsible for Coordinating Government Response to Specified Hazards

HAZARD GROUPS	HAZARD	KEY MINISTERS
Accidents	<ul style="list-style-type: none">• air crashes• marine accidents• motor vehicle: crashes	Solicitor General Solicitor General Solicitor General
Atmosphere	<ul style="list-style-type: none">• snow storms• blizzards• ice storms and fog• hailstorms• lightning• hurricanes• tornadoes• heat waves	Solicitor General Solicitor General Solicitor General Solicitor General Solicitor General Solicitor General Solicitor General
Dam Failure	<ul style="list-style-type: none">• dam failure (includes foundations and abutments)	Environment, Lands and Parks
Disease and	<ul style="list-style-type: none">• human diseases	Health

Epidemics	<ul style="list-style-type: none"> •animal diseases •plant diseases •pest infestations 	<p>Agriculture, Fisheries and Food</p> <p>Agriculture, Fisheries and Food</p> <p>Agriculture, Fisheries and Food</p>
Explosions and Emissions	<ul style="list-style-type: none"> •gas and gas leaks (pipeline) •gas and gas leaks (gas wells) •mine •other explosions 	<p>Environment, Lands and Parks</p> <p>Energy, Mines and Petroleum Resources</p> <p>Energy, Mines and Petroleum Resources</p> <p>Municipal Affairs</p>
Fire - Urban and Rural	<ul style="list-style-type: none"> •fire (urban and rural - excludes interface fire) 	Municipal Affairs
General	<ul style="list-style-type: none"> •General - non-specific or not identified 	Solicitor General
Geological	<ul style="list-style-type: none"> •avalanches:–highways–other •debris avalanches and debris flows •landslides: highways other •submarine slides •land subsidence 	<p>Transportation and Highways</p> <p>Solicitor General</p> <p>Environment, Lands and Parks</p> <p>Transportation and Highways</p> <p>Solicitor General</p> <p>Environment, Lands and Parks</p> <p>Energy, Mines and Petroleum Resources</p>
Hazardous materials	<ul style="list-style-type: none"> •hazardous spills general (on site or transport routes) radiation infectious materials 	<p>Environment, Lands and Parks</p> <p>Health</p> <p>Health</p>
Hydrologic	<ul style="list-style-type: none"> •drought •erosion and accretion •flooding •ice jams •storm surges 	<p>Solicitor General</p> <p>Environment, Lands and Parks</p> <p>Transportation and Highways</p> <p>Transportation and Highways</p> <p>Solicitor General</p>
Power outage	<ul style="list-style-type: none"> •electrical power outage 	Solicitor General
Riots	<ul style="list-style-type: none"> •riots/public disorder 	Solicitor General
Seismic	<ul style="list-style-type: none"> •ground motion effects •Tsunamis 	<p>Solicitor General</p> <p>Solicitor General</p>
Space object	<ul style="list-style-type: none"> •space object crash 	Solicitor General
Structural	<ul style="list-style-type: none"> •structural collapse 	Solicitor General
Terrorism	<ul style="list-style-type: none"> •terrorism (hostile act against state) 	Solicitor General

Volcanic	<ul style="list-style-type: none"> •ash falls •pyroclastic flows •lava flows •mudflows 	Solicitor General Solicitor General Solicitor General Solicitor General
Wildfire	<ul style="list-style-type: none"> •wildfire (includes interface fire) 	Forests

Schedule 2

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

MINISTER OF AGRICULTURE, FISHERIES AND FOOD

- provide advice to farmers, aquaculturists and fishers on the protection of crops, livestock and Provincially managed fish and marine plant stocks;
- coordinate the emergency evacuation and care of poultry and livestock;
- inspect and regulate food quality;
- identify food and potable water supplies;
- assist the Minister of Health in the inspection and regulation of food safety.

SOLICITOR GENERAL

- provide advice to local governments and Provincial ministries and government corporations on legal matters relating to the preparation and promulgation of emergency orders, regulations, declarations and contractual arrangements;
- prepare, promulgate and implement orders relating to law enforcement and internal security
- through the police force having jurisdiction, provide:
 - Advice to local authorities respecting the maintenance of law and order;
 - Reinforcement of local police services;
 - Security control of emergency areas;
 - Traffic and crowd control;
 - Search and rescue services for missing persons on land and in inland waters;
- provide coroner's services including the operation of temporary morgues, identification of the dead and registration of death;
- through the Provincial Emergency Program:
 - provide a 24-hour capability to direct requests for emergency assistance to appropriate municipal, provincial, federal or private sector agencies;

- serve as the point of contact for requests for emergency assistance from and to the government of Canada, unless otherwise specified in intergovernmental agreements;
- administer the emergency assistance vote to cover those of the incremental costs
 - (a) that are incurred by local governments, ministries and government corporations in responding to an emergency, and
 - (b) that the minister has approved;
- organize and administer registered volunteers and temporary workers as requested or detailed in emergency response plans;
- coordinate the emergency response activities of supporting ministries as requested or detailed in emergency response plans.

MINISTER OF ENVIRONMENT, LANDS AND PARKS

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

MINISTER OF FINANCE AND CORPORATE RELATIONS

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

MINISTER OF FORESTS

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

MINISTER OF GOVERNMENT SERVICES

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

MINISTER OF HEALTH

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

MINISTER OF MUNICIPAL AFFAIRS

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

MINISTER OF TRANSPORTATION

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

BRITISH COLUMBIA FERRY CORPORATION

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

BRITISH COLUMBIA HYDRO AND POWER AUTHORITY

- coordinate the restoration of electric facilities, taking into account domestic, commercial, industrial and government requirements;
- interrupt hydro services when they pose a threat to life or property;

- conduct safety measures in respect to B.C. Hydro dams, including initiating warnings in the event of dam failures.

BRITISH COLUMBIA RAIL LIMITED

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

BRITISH COLUMBIA SYSTEMS CORPORATION

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

BRITISH COLUMBIA TRANSIT

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

BRITISH COLUMBIA BUILDINGS CORPORATION

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

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

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

B.3 Skeena-Queen Charlotte Regional District Bylaw

Regional District to Add

C. Contacts and Resources

EOC Call-Out List

Position / Organization	Name	Work/Day	Home	Other	Other
EOC Director					
Information Officer					
SQCRD Administrator					
Police					
Health Centre					
ESS					
BC Ambulance					
MOTH					
Fire					
School					
Public Works					
BCFS					
MOE					
Road Contractor					
Telus					
Hydro					
Cable					
Board Chair					

Regional District to compile and add others as appropriate.

D. Definition and Terms

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Incident Command System (ICS) A standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries.

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

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

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

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

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

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

Objectives Statements of “What” must be accomplished within a given Operational Period.

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

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

Planning Section Responsible for the collection, evaluation, and dissemination of tactical information related to the incident, and for the preparation and documentation of

Incident Action Plans. The Planning Section also maintains information on the current and forecasted situation and on the status of resources assigned to the incident. Includes the Situation, Resource, Documentation, and Demobilization Units, as well as Technical Specialists.

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

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

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

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

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

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

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

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

Strategies Methods, or "how" Objectives are met.

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

Task Force A combination of different Kinds and Types of resources

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

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

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

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

E. BC Operational Guide for Evacuation Procedures

Available in Hard Copy

F. Forms

EOC Briefing Format

Event:	Time:	Date:
Operational Period:	PEP Task #	Function:
		Section Chief:

CURRENT SITUATION:

NEEDS (Outstanding Issues):

FUTURE ACTIVITIES (For next operational period):

PUBLIC INFORMATION AND MEDIA ISSUES:

Note: DO NOT repeat any information already reported in previous briefings or shared by other EOC staff.

Emergency Social Services Situation Report

Completed by:	Date: Time: (YYYY/MM/DD) (24 hr)
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FROM: Regional District FFG - ESS TEAM

TO: PREOC – ESS BRANCH COORDINATOR



Community Contact:	Position:
Phone #: ()	Fax #: ()

CURRENT PRIORITY NEEDS (Personnel/Supplies/Information):
(Resource Request Attached: (Yes or No))

CURRENT ESS RECEPTION CENTER & GROUP LODGING STATUS:

Reception Center/ Group Lodging Name	Address or Location	Facility Capacity	Total # Registered	Remaining Evacuees to Help

# of Evacuees in Group Lodging	
--------------------------------	--

# of Evacuees in Commercial Accommodation	
---	--

CURRENT PRIORITY NEEDS (Personnel/Supplies/Information)

(Resource Request Attached: Yes or No)

FUTURE OUTLOOK/PLANNED ACTIONS:

COMMENTS:

Signed off by: _____
Name Position

PREOC Use Only

Check One: This Report was -Received by fax from community <input type="checkbox"/> Created at PREOC via phone call to community contact <input type="checkbox"/> Completed at PREOC by: _____ Name Position

**EOC Situation Report
To Provincial Emergency Program (PEP)**

Community/Local Authority: _____

Date and Time:

PEP Task Number:

Prepared by: Planning Section Community/Local Authority
 PREOC Operational Area Coordinator

Approved by EOCD:
(Name and Position)

EOC Contact:	Report Type:	Initial
Name:		Update #
Agency:		Final
Phone #:		
Fax:	Situation	Improving
	Forecast:	
E-mail:		Unchanged
		Deteriorating

HIGHLIGHTS (Situation Overview-Key Points):

CURRENT PRIORITY NEEDS: (Resources/Information/Support):

Resource Request Attached: Yes or No

PEOPLE IMPACTED (ESTIMATED/CONFIRMED):

# Evacuated	# Injured	# Homeless*	# Missing	# Dead	# Hospitalized

LIVESTOCK IMPACTED (ESTIMATED/CONFIRMED):

Animal Type	# Dead	# Evacuated	# Disposed

GENERAL SITUATIONS / STATUS:

Transportations	Comments: Routes Closed	Partial Blockages	# Reopened Times
Municipal Roads			
Provincial Roads			
DDR (Disaster Response Routes)			
Bridges			
Tunnels			
Transit System			
Rail (Federal)			
Rail (Provincial)			
Critical Transportation Issues:			

Utilities	Customers Without Services		Comments
	#	%	
Water			
Sewers			
Hydro			
Gas			
Telephone			
Cable			
Critical Utilities Issues:			

Communication Methods

Types Functioning	<input type="checkbox"/> Telephone	<input type="checkbox"/> E-mail	<input type="checkbox"/> Call Centre
	<input type="checkbox"/> Cellular	<input type="checkbox"/> Fax	# of calls received/hr
	<input type="checkbox"/> Radio	<input type="checkbox"/> Amateur Radio	
	<input type="checkbox"/> Satellite	<input type="checkbox"/> Other	

Anticipated Communications Problems

Current Response Information:

		Assigned	Available	Out of Service	Reserved	Critical Need
1	Police: Police Staff					
	Police Vehicles					
2	Search and Rescue:					
3	Fire: Structural Firefighters					
	Structural Fire Apparatus					
	Wildland Firefighters					
	Wildland Fire Apparatus					
	Aircraft					
4	Engineering/Public Works: Staff					
	Vehicles					
	Equipment					
5	BCAS: Paramedics					
	Ambulances					
6	ESS: MHR Staff					
	Volunteers					
7	Public Information: Information Officers					
	Call Takers					
8	Military: Military Crews					
9	Other:					

Current ESS Reception Centre / Group Lodging Information:

Name of RC /GL Activated	Address/ Location	Facility Capacity	Total # Reg.	Total # Still Requires Help	Comments
Total:					

CURRENT HEALTH INFORMATION:

Hospital Status Facilities / Location	Operational Status: Yes / No			# Hospita- lized	# Beds Available	Comments
	Communi- cation	Power	Water			

Community Health Status:	
Public Health	
Mental Health	
Continuing Care	

Request for National Emergency Services Stock Pile (CCU) and / or 200 bed hospital):

Yes or No

Details:

WEATHER CONDITIONS:

Temperature	Precipitation	Wind: (Speed and Direction)	Air Quality	Tidal Information:	Forecast (24hr)

FUTURE OUTLOOK / PLANNED ACTIONS:

OTHER COMMENTS:

EOC Action Plan

Event:	Date:	Time:
--------	-------	-------

Operational Period:	PEP Task #	Prepared By:
---------------------	------------	--------------

Policies and Priorities:

Objectives:

Task Assignments:	Responsibility	Est. Completion Time
-------------------	----------------	----------------------

Attachments (Check if Attached)

<input type="checkbox"/>	Organization Chart	<input type="checkbox"/>	Flood Fighting Plan	<input type="checkbox"/>	Interface Fire Plan
<input type="checkbox"/>	Section Assignment Lists	<input type="checkbox"/>	Transportation Plan	<input type="checkbox"/>	Communications Plan
<input type="checkbox"/>	Public Information	<input type="checkbox"/>	HazMat Plan	<input type="checkbox"/>	Medical Plan
<input type="checkbox"/>	Map	<input type="checkbox"/>	Evacuation Plan	<input type="checkbox"/>	Other:

Distribution List:

EOC Director EOC Deputy Director Liaison Officer Risk Management Officer Information Officer	Operations Section Chief Planning Section Chief Finance/Admin Section Chief Logistics Section Chief PREOC Director
--	--

Approved by (Planning Section Chief):	Approved by (EOC Director):	EOC 502
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EOC Check-in/Check out

Event:	Pep Task #:	Operational Period		
Date:		Check-In Location:		
Print Name (Last/First)	Agency/ Volunteer Organization	Date/Time Of Check-In	Assignment: Function/Position	Date/Time Of Check-Out
Page	of	Prepared By: (Name And Position)		

TASK REGISTRATION FORM



Task Number: _____ RCC/RCMP/BCAS File Number: _____ Municipality/Regional District: _____

Region: _____ **Task Description:** _____ **Date:** _____

Name	Address	Next of Kin	Tel #	Signature

- *I certify that the people listed above attended this task:*

Task Leader Name: _____ Signature : _____ Date : _____ Page: _____ of: _____

For RDBN Use Only:

No. of Volunteers X No. of Hours = Total Volunteer Hours

X =

EOC Expenditure Authorization Form

Event: PEP Task #:

Date: Time:

Requesting Authorized Person/Agency

Location:

Incident Description: (include date, time, location and nature of response activity or service being provided)

Amount Requested:

Expenditure Authorized "Not to Exceed"

EOC Director Signature and/or Designate	Position	Date
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Distribution:	Originator	Finance/Administration Section
	EOC Director	Logistics Section
	Operations Section	Planning Section
		Other:

G. Government Agencies

Provincial Government

Provincial Emergency Program

The Provincial Emergency Program provides support to municipalities and provincial government agencies before, during and after major emergencies. PEP maintains a regional office in the City of Victoria along with a dedicated PREOC.

Ministry of Environment

The Ministry provides support to municipalities during hazardous materials incidents as well as flooding and other environmental emergencies.

Ministry of Forests

The Ministry of Forests Protection Branch is responsible for wildland firefighting. They do not fight structure fires. The Ministry is a major resource in the prevention and mitigation of interface fires. The Provincial Fire Centre is located in Victoria.

Office of the Fire Commissioner

The Office of the Fire Commissioner provides on site advice to fire departments including the authority to cause evacuations if there is an imminent risk of fire or explosion.

Ministry of Transportation

The Ministry is the lead flood fighting agent of the province and has the statutory authority to close provincial roads and highways.

Federal Government

Support from federal agencies such as the military during disasters must be requested through the Provincial Emergency Program.

H. Emergency Declaration Guidelines

Available in Hard Copy

I. Risk Analysis

Available in Hard Copy