2018

City of Nanaimo Emergency Response and Recovery Plan

City of Nanaimo

1/3/2018

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Amendment Record

It is understood that an effective Emergency Plan is a living document, as such, there will be the need for revision and updating as required. This document is intended to be the basis from which to build an effective and coordinated response. The City of Nanaimo is responsible for the update, distribution, and maintenance of the Plan. Revisions will be distributed as they are issued and each copy of the manual must show the date of its latest revision.

It is intended that the Plan be updated every two years. All users should notify the Emergency Program Manager of errors or omissions. These notifications will be reviewed and incorporated during regular reviews.

RECORD OF REVISIONS

Revision	Date	Remarks	By
	2015-OCT	Update	Karen Lindsay
	2018-JAN	Reformat layout	Bill Sims
	Feb 2018	Update, additional information	Karen Lindsay

Distribution List

Copy	Name	Agency
1	Brent Scrivens	Island Health
3	Cam Miller	RCMP
1	EMBC via email	EMBC
65	ECC Staff	City of Nanaimo
email	Mayor and Council	City of Nanaimo
email	Jon Wilson	RDN
email	Brent Scrivens	Island Health
email	Paul Giffen	Coast Emergency Communications
Email /2	RCMP	Cam Miller, Lisa Fletcher (also in ECC)
Email		Nanaimo SAR
Email	Will Dirksen	SD68 OH&S
Email	OH&S	VIU
Email	Rod Ground	Nanaimo Port Authority
Email	Rob Bye	Island Radio
Email	Mike Hooper	Nanaimo Airport
Email	Nick Barrett	St. John Ambulance
Email		Telus
Email		BC Hydro
Email		Fortis Gas

Acronyms

BCAS – BC Ambulance Service

BCEMS – British Columbia Emergency Management System

DFA – Disaster Financial Assistance

EOC – Emergency Operations Centre – (aka EOC) Means the same as Emergency Coordination Centre (ECC) for purpose of this plan which is common term for City of Nanaimo Emergency Operations Centre.

ECC – Emergency Coordination Centre (aka ECC – see above note)

EMBC - Emergency Management British Columbia

EPM – Emergency Program Manager

ERRP – Emergency Response and Recovery Plan

ESS – Emergency Social Services

FLNRO –Forests, Lands and Natural Resource Operations

GIS – Geographical Information System

ICS – Incident Command System

LNG – Liquid Natural Gas

MAF – Ministry of Agriculture & Food

MBO – Management by Objectives

MOTI – Ministry of Transportation & Infrastructure

PREOC – Provincial Regional Operations Centre

PECC – Provincial Emergency Coordination Centre

RDN – Regional District of Nanaimo

SVI – Southern Vancouver Island Railway

WSBC – Work Safe British Columbia

Table of Contents

1 Introduction and Administration

Purpose & Scope

This Plan is for use by employees of the City of Nanaimo in the event of a major emergency. It is also intended to provide guidance during the recovery phase. The Local Authority subscribes to an all-hazards approach to large emergency or disaster response. Disasters are calamities that threaten or effect extraordinary loss of life and/or property. These guidelines represent a recommended best practice and reflect the requirements of the British Columbia Emergency Management System (BCEMS).

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

Context

Nanaimo is located on the East Side of Vancouver Island, 110 kilometres north of Victoria. Nanaimo covers an area of 88.19 square kilometers.

Nanaimo has five fire stations within the city. Current staffing levels limit response capability to major emergencies. Nanaimo may rely on limited mutual aid from surrounding volunteer departments in the event of a major emergency. Policing is provided by a regional detachment of the RCMP located in a central location in the downtown core.

There are two basic life support ambulance stations in Nanaimo operated by the provincial ambulance service. Current staffing levels limit response capability to major emergencies. A regional 409-bed hospital is located centrally in Nanaimo.

A water collection and distribution system operated by the City of Nanaimo provides water to Nanaimo and to Extension. The water is transported to Extension and the City of Nanaimo via two parallel pipelines that start out as 750 mm and 1200 mm and travel approximately 20 kilometres to the city boundary. These mains have the ability to supply peak day flows of 240 megalitres (50 million gallons) per day. The water is then distributed through approximately 30 kilometres of secondary supply systems to 8 balancing reservoirs located throughout the city.

These reservoirs collectively contain approximately 100 million litres and act to maintain system pressures during peak hour flows. The city is currently using up to 80 million litres per day during peak summer flows. Peak hour flows can exceed the daily average flows by two and half times. Peak hour flows for the summer of 1998 were 1600 litres per second. The water is disinfected by chlorine at treatment plants located in Extension and the City of Nanaimo. Approximately 75% of the water reaches the customer by gravity.

The City of Nanaimo also operates several pump stations that are used to supply water to higher elevations in the city or boost pressures during peak flows. The pump stations and reservoirs also act to give the system a safety factor for fighting fires and a back up for possible system failures.

Electricity is supplied by seven generating stations on Vancouver Island as well as by submarine cables from the mainland. Vancouver Island is experiencing the most growth in usage in the province. To meet this demand, several cogeneration projects are underway or being planned.

Natural gas is supplied through an extensive system operated by Fortis Gas.

Nanaimo is well served by transportation routes. Indeed, the city was once known as the "Hub City". BC Ferries provides access to Nanaimo via their Duke Point and Departure Bay and downtown terminals. Nanaimo is also accessed directly by private boat or floatplane. HeliJet also has a base operating out of Nanaimo Port authority. Helijet links Nanaimo to downtown Vancouver and the Vanccouver International Airport. Two major scheduled air carriers currently serves Nanaimo airport, located south of the city which is WestJet and Air Canada . In addition, smaller airlines fly out of the facility as well as private planes. Highways number 1 and number 19 transect Nanaimo as well as dormant rail road.

The harbour is an active place with floatplane service connecting to the mainland year round. In addition a working harbour boasts a cruise ship facility that see 2-10 vessels visiting per year in addition to a busy harbour full of personal vessels.

Legal Authorities

The City of Nanaimo's legal authority for emergency management comes from the following legislation:

- Emergency Management Act (Canada)
- Emergency Program Act (British Columbia)
- Emergency Program Management Regulation (British Columbia)
- Local Authority Emergency Management Regulation (British Columbia)
- Nanaimo Emergency Program Bylaw 2014 No 7202

British Columbia Emergency Management System (BCEMs), Incident Command System (ICS), Emergency Management British Columbia (EMBC)

The organizational structure (Figures below1-1) provides structure to manage an emergency. An Incident Commander is always present to oversee site level activities, and an Emergency Coordination Centre (ECC), if required is activated to oversee and coordinate support for the emergency. The City of Nanaimo calls their Emergency Operations Centre an Emergency Coordination Centre to reflect the goal of supporting an incident in the community. Other communities and the Province calls their centres and Emergency Operations Centre or EOC. For the purpose of this plan, EOC and ECC mean the same thing. Provincial Regional Emergency Operations Centre (PREOC) is established to provide support and coordination when the City activates an ECC. The PREOC is the provincial regional centre that supports the region affected. Should the emergency be large scale, the Province may activate the Provincial Emergency Coordination Centre (PECC) The City of Nanaimo plan was developed using the BCEMS standard and follows the standard throughout the plan.

Figure 1-1 Direction, Control and Reporting Relationships in BCEMS

PECC

PREOC

Emergency Coordination Centre (Site Support)

Incident Command Post (Site)
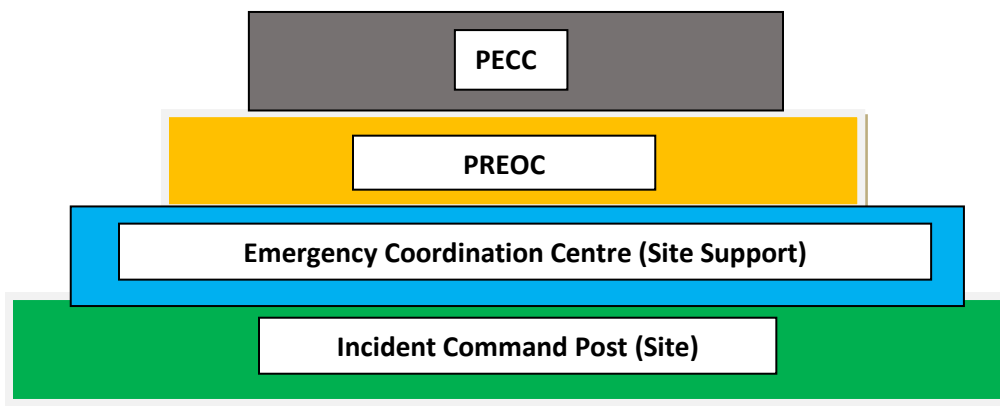
BCEMS Priority Response Goals

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

BCEMS is used:

- At the Local Authority ECC
- Within each Department Operations Centre
- On-scene with fire police, ambulance, Emergency Social Services (ESS) and Recovery services
- In an emergency, BCEMS is used by all organizations involved in emergency operations.

BCEMS Provisions

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

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

Incident Command Post

The incident Command Post (ICP) is the location from which the Incident Commander directs the response to the emergency. It is also the location to which all responders initially report to for incident briefings and assignments. In large complex and extended duration incidents, consideration should be made to relocate the ICP to larger quarters. Incident objectives, strategies and tactics are formulated and directed from the ICP.

ECC Functional and Staff Assignments

The figure below (Figure 1-2) provides an overview of structuring the Emergency Coordination Centre (ECC).

Figure 1-2 Functional and Staff Assignments
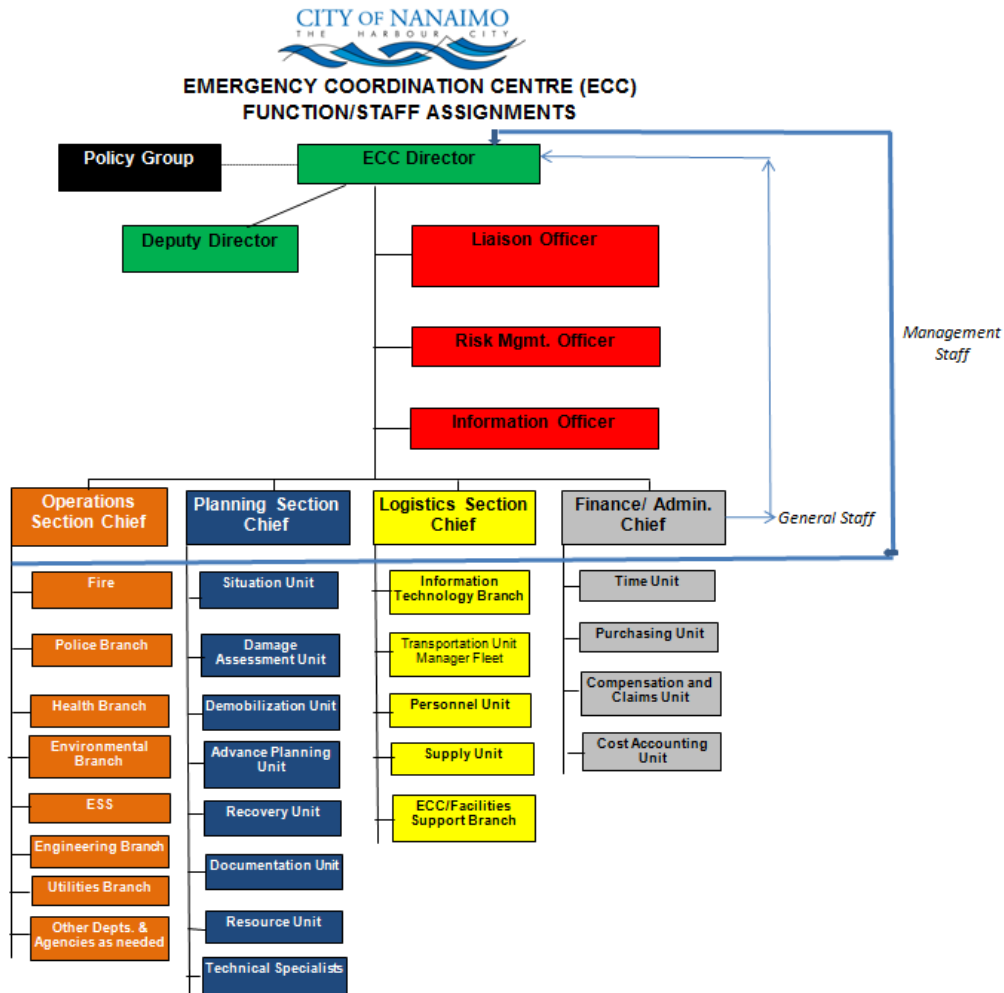
2 Emergency Coordination Centre Organization and Structure

Overview of Structure

Roles in ECC Functions

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

Role of Emergency Coordination Centre

In larger complex incidents, responders at the site of the emergency may require policy, coordination and resource support.

- City of Nanaimo primary ECC – 666 Fitzwilliam Street
- Alternate 1 – Public Works Yard 2020 Labieux Rd.
- Alternate 2 - Service and Resource Centre 411 Dunsmuir Street

The City of Nanaimo also has an Emergency Management Agreement with the Regional District of Nanaimo which includes Parksville, Qualicum and First Nation Communities in the region.

The ECC provides policy direction and site support to the Incident Commander who is at, or near the site of the emergency. The ECC also coordinates resource requests from the site and manages all offsite activities.

Security

During a major emergency, it is important to provide a secure workplace for the staff of the ECC. 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 ECC

It is the responsibility of the ECC Facilities Support Branch to provide security services to all aspects of the ECC.

Employees, contractors or volunteers may provide these services. A sign in/sign out system and identification tags should be initiated for any long term operation by the ECC Facilities Support Branch.

Policy Group

A Policy Group, consisting of Administration Staff, Mayor and Council of the City of Nanaimo maybe established to provide policy direction to the ECC Director. In the event of an ECC Activation, the Policy Group would meet in the 2nd floor training room in City Hall at 455 Wallace Street.

General Staff

The Section Chiefs for operations, planning, logistics and finance administration constitute the ECC General Staff. The ECC director, Liaison, Risk Management, Information Officer and General Staff function as the ECC management team. The General Staff are responsible for:

- Overseeing the internal functioning of their section interacting with each other, the ECC director and other entities within the ECC to ensure the effective functioning of the ECC organization.

Management Staff

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

Departmental Operations Centres

"In some emergencies, agencies that require unique local support for their operations may establish a Department Operations Centre (DOC). A DOC is primarily concerned with supporting the operations of the agency and ensuring regular activities continue. The DOC will focus on such issues as staff scheduling, obtaining, coordinating and directing highly specialized resources for the agency to fulfill its mission." (BCEMS, 2016 EMBC)

DOC Levels of Activation

1) Surveillance
   The incident or event can be effectively managed at the field level. However, due to the size, complexity or potential need for further support, the IC or Senior Manager elects to continue to monitor information sources regarding the incident or event.

2) Partial Activation
   Incident management complexity is increased and the Senior Manager determines that partial staffing of the DOC is warranted to provide adequate support for field operations. The organization has enough resources in place to manage the nature of the event.

3. Full Activation

   Incidents are of such magnitude that coordination of the response(s) at the scene or another location is not possible. The ECC would be activated and the DOC would provide the necessary support for civic operations, tracking of city assets and ensuring pool of municipal staff for deployment at request of ECC.

Span of Control

When span of control (span of control is the supervision of 1-7 staff with 3-5 being optimal) is exceeded or becomes a problem elements of the ICS organization may be activated. A Deputy Operations Section Chief may be appointed. Functional branches, groups and units may also be established in any of the functional areas.

3 Emergency Coordination Centre Activation

Four levels of Response Activation

This plan recognizes four BCEMS levels of potential activation (BCEMS, 2016 pg 55-56). The term event is used to describe an occurrence based one of the 22 identified hazards in the City of Nanaimo Hazard Risk and Vulnerability Assessment (See Appendix 1). An "incident" defines one or more occurrences that happen as a direct result of an event. Activation of the ECC is determined by the BCEMS levels

Response Level	Primary Role	Specific Tasks
Site	- Uses resources to solve problems arising from the emergency/disaster - Responders at the site may come from various levels of government and from other stakeholders - Direction comes from a single command or a unified command - Command is provided from a single on-site incident command post.	Manages the tactical response to the emergency/disaster Takes responsibility for the safety and health of all those who are operating at the site Evaluates risk on an ongoing basis Determines the resources required to deal with the emergency/disaster.
Site Support	Supports and coordinates the overall emergency response activities within its geographical or functional jurisdiction. This level of support can be provided by one of the following: • Department Operations Centre (DOC): Agencies that require unique functional support for their emergency activities may establish a DOC. A DOC is primarily concerned with supporting the emergency activities of the agency and ensuring that regular business activities continue. It can be established at the provincial, regional, or local level. For example, a local authority fire department may establish a DOC to respond to a specific emergency/disaster. Business and industry may also activate functional or geographic operations centres (e.g., Area Operation or Area Command Centre • Emergency Coordination Centre (ECC): An ECC is set up off-site, ideally in a pre-designated facility, and is normally activated at the request of the incident commander or senior official. ECCs may be established by any level of government or the private sector to support the entire site or an individual agency. • Regional Emergency Operations Centre (REOC): Local authorities or agencies may combine resources in an REOC. An REOC has the same function as an EOC, but allows for collaborative decision making, coordinated resource requests, and prioritization of scarce resources between local authorities during regional emergencies/disasters. An REOC can also coordinate public messaging	• Maintains communication with the site level • Provides policy guidance • Coordinates the collection of situational awareness information and disseminates this information internally as well as with external stakeholders • Provides operational support (e.g., for evacuations) • Coordinates the local multi-agency support to the site level • Acquires and deploys additional resources obtained locally, from other EOCs, or from the provincial regional coordination level • Prioritizes and coordinates critical resources • Assists with the media

Provincial regional coordination	Provides and coordinates provincial support for local authorities and First Nations within designated regional boundaries. Support and coordination at this level are provided by a Provincial Regional Emergency Operations Centre. (PREOC).	Acts as a conduit of information back to the provincial government • Assists in implementing emergency plans across local authorities and other levels of government, Crown corporations, and stakeholders • Coordinates the collection of situational awareness information (e.g., priority issues of concern, damage assessment) and disseminates this information to the provincial central coordination level, provincial ministries, local authorities, and stakeholders • When an emergency/disaster affects multiple jurisdictions, obtains critical resources and prioritizes their coordinated deployment in accordance with BCEMS response goals • Where no local authority exists, directly manages the response • Coordinates regional dissemination of provincial messaging on the status of the emergency/disaster
Provincial central coordination	Prioritizes provincial government objectives and leads the overall provincial response. It also serves as the coordination and communication link with the other response levels and the federal disaster support system. Central coordination and provincial leadership are provided by the Provincial Emergency Coordination Centre (PECC).	• Provides overall leadership and coordination in the implementation of the provincial government's priorities and objectives in a major emergency/disaster: • Gathers situational awareness data to establish the scope and scale (current and potential) of major emergencies/disasters, and provides it to the government and other stakeholders • Facilitates advance planning, addressing the need for resources and support based on situational awareness information • Supports the provincial government's response activities, providing policy direction for regional emergency operations • Coordinates and supports any activated PREOC • Coordinates cross-government support to provincial ministries and emergency management stakeholders • Ensures adequate province-wide mobilization and allocation of critical assets • Coordinates the government's business

Who can activate the ECC and the Plan

The following people are delegated authority to activate and implement the Nanaimo Emergency response and Recovery Plan in whole or in part,

- Mayor or appointee of the City of Nanaimo
- Chief Administrative Officer or designate
- Senior Manager
- Emergency Program Manager
- Incident Commander of First Response agency (POLICE , FIRE, Public Works, BCAS, through their senior officer.
- Director of the Provincial Emergency Program after a Provincial Declaration of State of Emergency

Activation

When a major emergency occurs in the City it is imperative that the ECC be activated as quickly as possible.

ECC Team

The City of Nanaimo keeps a list of city staff by position for each of the functions in the ECC. This is continually updated to ensure that the ECC can be staffed. Efforts are made to get three city staff per position to ensure adequate staffing and 24 hour coverage.

Call Out

Call out of the ECC team is coordinated through the Fire Department dispatch centre (FireComm) as outlined below.

When requested by any of the people authorized to activate this plan the dispatch centre will contact the members of the ECC team utilizing the contact information in the ECC database as follows:

This is _____ of the _____. We have a major emergency situation as follows :(brief description)_____. The _____has ordered the activation of the ECC team to deal with the emergency. You are requested to immediately attend the ECC located at 666 Fitzwilliam Street, Fire Station Number 1.

This contact can be made by phone or through the City's E notify system depending on the number of individuals required. FIRECOMM provides 24/7 coverage and can initiate either a manual call out or the E Notify system.

ECC Setup and Layout

The layout of the ECC shall conform to BCEMS/ICS principles

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

- ❑ Refer to layout as posted
- ❑ Recruit staff assistance as required
- ❑ Distribute function boxes from Function boxes to appropriate sections (located in Radio Room)
- ❑ ***Remember: Put out Task Registration Form immediately and sign yourself in**
- ❑ Set up ECC Management Section
- ❑ Set up Operations Section
- ❑ Set up Planning Section
- ❑ Set up Logistics/Finance Section
- ❑ Request IT to set up ECC telecommunications and IT equipment
- ❑ Report to assigned function

Figure 1-3 Layout of ECC
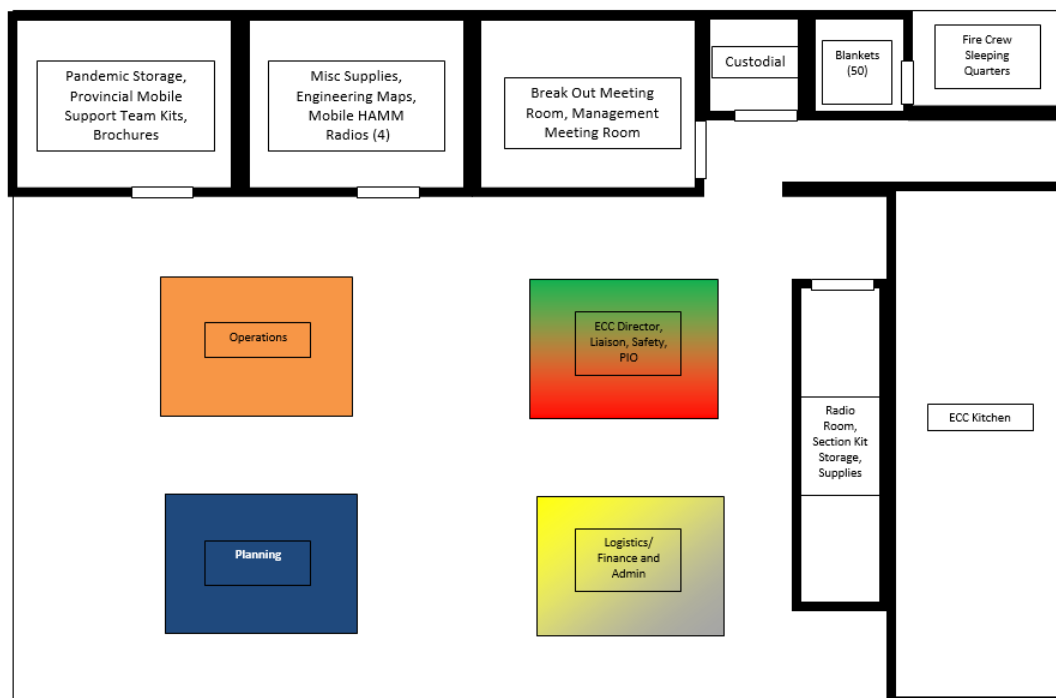
Role of the ECC Management Team

The management of the initial phases of a major emergency is the most critical. Actions and decisions taken early on will dictate the success or failure of future emergency activities.

It is the role of the ECC management team to ensure that site support activities are coordinated and that agencies have sufficient resources and direction to accomplish their missions.

ECC organization

The ECC management team is comprised of the ECC Director, Command 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.

First in

The first individual to enter the ECC upon activation is automatically deemed to be the ECC Director and must be prepared to assume the duties. If the individual is not qualified to fill this position, they must prepare to transfer command 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 (15 minutes +/-) to prevent a staff position from being inadequately relieved. A transfer briefing should summarize the activities of the past shift, identify "open" incidents or activities, and if time permits, be accompanied by a short written summary of the same information for later use during the operation or at a post-operation debriefing.

The Position Log is the primary tool for tracking activities/decisions and the preferred resource for the transfer of responsibilities.

Check In

All personnel who arrive at the ECC must check-in at Personnel unit (Logistics) receive their assignments and be recorded in the accountability system. Check-in will be recorded on the ECC form 211.

Staffing

The ECC must function on a 24/7 basis from activation until demobilization. The ECC 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.

Reduced Staffing

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

Duty Officers(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 activation

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 unmanned 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

- o Staff Rest – Time must be allowed for rest meals etc
- o Labour Relations – Rules and regulations regarding safety and over-time etc are not suspended during an emergency.

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 at any BCEMS level at any time

This 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 deployed under BCEMS shall also be accounted for at all times. All personnel who arrive at the ECC must check in with logistics, receive their assignments and be recorded in the accountability system. Check-in will be recorded on the ECC form 211. The system shall include specific means to identify and track personnel entering and leaving hazardous areas such as confined spaces or areas where special protective equipment is required.

Agencies must establish site-specific 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.

Rehabilitation Management and Supervisory Responsibilities

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

At an ECC, these provisions should include the ability to access medical attention quickly, 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 safe to return to their position. In addition, supervisors will ensure critical incident stress debriefing services are available to staff in the ECC as needed.

First Aid

First aid services that meet WCB regulations must be provided for all ECC 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

ECC Evacuation

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

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

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

Meals/Overtime

In the event that a portion or all of the ECC 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 should be compensated in accordance with the provisions of the appropriate agreement.

In accordance with the provisions of the appropriate agreement, employees are usually entitled to a meal break, and coffee breaks during their shift. Therefore, managers should make every effort to ensure staff has an opportunity to rest and eat meals away from their workstation.

4 Incident Action Planning

Types of Plans

There are two general types of action plans in BCEMS.

- At the site level. Verbal or written incident action plans contain objectives, strategies and tactics for one operational period
- At the site support level (ECC) actions plans address the policies and priorities that support the Incident Commander at the site and provides advance planning for future operational periods.

For small incidents of short durations 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 (ECC) the use of action plans provide personnel with knowledge of the policies and priorities to be achieved and the steps required for achievement. Action plans are an essential and required element in achieving objectives under BCEMS.

BCEMS Response Goals

BCEMS supports a prescribed set of response goals, set out in priority and all action plans will take these into consideration.

1. Safety and health of 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

Management by Objectives

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

Operational Periods

An operational period is the length of time set by Command at the site level and by Management at the ECC 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 ECC level.

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 ECC Director and their staff to produce an Action Plan.

Planning goals and five primary steps can guide the systematic mental process of the ECC 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 probable 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 sequential order 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 ECC Director. These five steps include:

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

Incident Action Plan

- What do we need to do?
- Who is responsible for doing it?
- What resources are needed?
- How do we communicate?
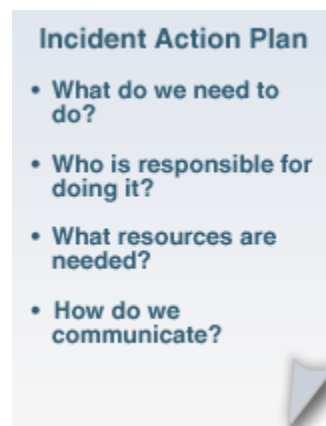
Planning Meeting

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

Step 1 – Provide a situation Report (Situation Unit) and Planning Section Chief facilitates the meeting

Step 2 – State the emergency priorities, policies and objectives: ECC Director

Step 3 – State primary and alternative strategies to meet objectives: Operations Section Chief with contributions from Planning and Logistics sections

Step 4 – State assignments and action 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 ECC director approves it and the General Staff implement the plan.

The meeting time allotted will vary depending on the emergency and should be kept as short as possible. All participants must come prepared for the meeting and be able to commit their section or agency to the plan requirements. Radios and telephones should be silenced during the meeting.

A useful tool is an ECC form 401C for the ECC Director and a 401A Status Report for each Section Chief to bring to the meeting.

Plan Components

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

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

Plan implementation

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

Plan Evaluation

The planning process should include a way to provide for ongoing evaluation of the plan's effectiveness. It is not enough to simply complete the plan and implement it. Three steps to accomplish evaluation are as follows:

1) Prior to the ECC Director approving the plan for release, the General staff should review the plans 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 ECC Director and the Planning and Operations Section Chiefs should regularly assess work progress against the priorities, objectives and strategies called for in the plan. If deficiencies are detected they should be immediately modified/rectified.

3) The Operations Section Chief may make expedient changes to the plan if required to protect or save lives.

Risk Management Principles

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 ECC shall incorporate the principles of risk management in the development of all Action Plans and:
Include a policy statement supporting risk management that specific risk management procedures

The ECC 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 scope of risk management effort extends to all losses, all victims, and all entities participating in mitigation, preparedness, response and recovery.

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 Director of all significant risk issues and provides factual information as and when appropriate.

Strategies

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

1. Assess damage and loss. Identify and analyze loss exposures in the categories of:
    a. Personnel
    b. Property
    c. Liability

2. Examine feasible alternative risk management techniques in the following general categories:
    a. Exposure avoidance
    b. Loss prevention
    c. Loss reduction
    d. Segregation of exposures:
    e. Separation
    f. Duplication
    g. Contractual risk transfer
3. Risk financing
4. Select the apparently best techniques
5. Implement the chosen techniques
6. Monitor and adjust as necessary
7. Provide for the overall safety and health of personnel
8. Advise on action to reduce loss and suffering
9. Advise members of the response organization

Risks to Personnel

Management shall evaluate the risk to personnel with respect to the purpose and 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.

5 Recovery Action Planning

Recovery Begins at Impact

Experience has shown that planning recovery operations during the response will speed recovery time and reduce losses. The Recovery Unit leads the regional recovery effort, and should commence activities early in response.

Initial Response usually within 72 hours of impact, includes the following activities:

Debris removal and clean up

- Emergency, short term repair of lifeline utilities
- Emergency repair of transportation systems
- Building safety inspections
- Coordination of provincial/federal damage assessments
- Re-occupancy of structures
- Formation of initial recovery task force

Short-Term Recovery - 72 hours to 4 weeks, includes the following:

- Provision of interim housing
- Restoration of lifeline utilities
- Restoration of social and health services
- Restoration of normal civic services
- Economic recovery, including sites for business resumption
- Recovery task force
- Building demolition

Long-term Recovery – 4 weeks to several years, includes:

- Hazard mitigation
- Reconstruction of permanent housing
- Reconstruction of commercial facilities
- Implementation of long-term economic recovery

6 Declarations and Evacuations

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

- To implement part or all of the Emergency Response and Recovery Plan; as long as access to emergency powers are not required.
- To issue evacuation alerts;
- To gain liability protection under the BC Emergency Program Act
- To recover eligible response costs; and
- To qualify for disaster financial assistance under the BC Emergency Program Act
  (source EMBC, Declaring a State of Local Emergency p7)

Declaring State of Local Emergency

Section 12 of the Emergency Program Act allows local authority or head of a local authority (Municipal Council or Mayor) to declare a state of local emergency if extraordinary powers are required to deal with the effects of an emergency or disaster. EMBC has a step by step document "Declaring a State of Local Emergency in British Columbia" This document can be found in the Planning Kit in the ECC.

 Steps to consider:

1. The local authority must be satisfied that an emergency exists or is imminent.
2. Declarations must be made:
    a. By bylaw or resolution if made by a Local Authority, e.g. Municipal council or Board of Directors of a Regional District that has powers granted under the Act.
3. By order, if made by the head of the local authority, e.g. Mayor or Regional District. An order is the most common mechanism used, since most situations do not allow sufficient time to complete the procedures required to establish a local government bylaw or resolution. An order can only be issued by the head of a local authority. In the case of the municipality, the head is the mayor (or designate).
4. Before issuing a Declaration by order, the Mayor or Chair must use their best efforts to obtain the consent of the other members of Council or Board to the Declaration.
5. As soon as practical after issuing a Declaration order, the Mayor or Regional District Chair must convene a meeting of Council and/or board to assist in supporting response to the emergency.
6. The Declaration of State of Local Emergency form must identify the nature of the emergency and where it exists or is imminent. The Mayor or Chair, immediately after making a Declaration of State of Local Emergency, must forward a copy through the ECC of the Declaration to the Minister, and through the ECC 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. That multiple methods of communicating evacuation warnings are put in place to ensure that people with communication disabilities are able to receive the message.
7. That the content of the messaging be in plain language and, where possible, with pictures, and larger text to ensure that people with low-literacy are able to understand the message.

8. 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 Attorney General. Steps 2, 3, 4and 5 above must be followed for each 7-day extension.

9. Once it is apparent to the head of the response organization that extraordinary powers are no longer required and that the State of Emergency may be cancelled, they should advise the Mayor or Chair as soon as possible. If the Declaration is cancelled by resolution or order, the Minister must be promptly notified.

10. The Mayor or 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.

Evacuation

When it is determined that an evacuation is required the warning must be timely. Additionally, it must be precise in content and given in an authoritative manner. When conveying the warning, attention must be paid to the fact that while the Emergency Operations Centre's main concern in an emergency is the preservation of life; those displaced from their home may be experiencing inconvenience, anxiety and fear**.** Multiple methods of communication should be used to ensure people with communication disabilities are able to receive and understand the message.

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

- The Criminal Code of Canada authorizes the RCMP to evacuate buildings or areas for criminal investigation or activities (i.e. hostage taking, bomb threat, etc.).

- Emergency Program Act R.S.B.C. 1996 Chapter 111, Section 10(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;"

- Environmental Management Act, R.S.B.C. 2003 Chapter 53, Section 80(2).

- Fire Services Act R.S.B.C. 1996 Chapter 144, Section 25.

- Wildfire Act R.S.B.C. 2004 Chapter 31, Sections 11, 13, & 14.

- Forest and Range Practices Act R.S.B.C. 2002 Chapter 69.

- Petroleum and Natural Gas Act R.S.B.C. 1996 Chapter 361.

- Public Health Act [SBC] 2008, 28(1), 29(2)(a), 31(1), 31(2)(b)(ii)

- Indian Act, Section 81.(1)(a) (Band Council Resolution – Evacuation Order needed)

Evacuation Plan

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

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

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

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

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

Levels of Evacuation

a)   Level One

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

b)   Level Two

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

c)   Level Three

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

Evacuation Stages

a) Stage 1 - Evacuation ALERT

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

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

b) Stage 2 - Evacuation ORDER

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

c) Stage 3 - Evacuation RESCIND

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

Reception Centres

The City of Nanaimo has predetermined Reception Centres located north to south in the city. The Reception centres are managed by the ESS volunteers. Reception Centres are facilities set up to provide temporary support for residents who are displaced and as a point for information.

The four reception centres for the City of Nanaimo are

- Bowen Park – 500 Bowen Road
- Beban Park, 2300 Bowen Road
- Oliver Woods – 6000 Oliver Woods Rd. (Designated Signing Centre for the Deaf)
- Nanaimo Aquatic Centre – 741 Third Street

Each reception centre is hard wired for HAM Radio. Mobile HAM Kits are located at the ECC and the following locations act as a Communications Office at the Reception Centres if required.

- Nanaimo Aquatic Centre – Last office to right of entrance overlooking pool
- Beban Park – Executive Lounge overlooking Ice Rink
- Bowen Park – First Office on second floor overlooking lower parking lots
- Oliver Woods – Hemlock Room

In the event of a large scale emergency additional facilities can be opened dependent upon condition, ability to staff, ability to support, location and other parameters.

Comfort Centre – The City of Nanaimo has an agreement in place with St John's Ambulance to activate their building in emergency situations, where required, to utilize the facility as a Comfort Centre or a Functional Needs Centre. A comfort centre is where residents may be or are able to remain in their own home but are temporarily It can also act as comfort centre for first responders during emergency events.

In a situation where their facility is required, the City of Nanaimo Community Assistance Volunteers would oversee the operation of the Comfort Centre, while the St John's Ambulance Volunteers would provide first aid support and support.

7 Support Agency Roles

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

Additional ministries and resources may be called upon should the local authority require assistance beyond our own capabilities through the PREOC. Below are some of the agencies that may be called upon in addition to others dependent upon the situation.

Emergency Communications – Coastal Emergency Communications Association

- Provide communications support in the event of an emergency or disaster resulting in communications outages
- Deployed at the request of the ECC Director through the Information Technology Branch Coordinator Unit in Logistics
- Deployment and set-up is pre-determined through exercise planning for designated facilities

BC Ambulance Service

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

BC Coroners Service

- Develop and implement Agency Emergency Plan
- Provide personnel to assume responsibility for the removal of human remains
- Tag bodies and fragment remains
- Stake locations where body is removed for future investigation
- Provide body bags or disaster pouches

- Provide transportation of remains to designated loading area, then to hospital morgue or temporary morgue
- Coordinate forensic pathology to determine cause and manner of death
- Coordinate deontology service to determine identification through dental comparison
- Complete Coroner's Medical Certificate of Death

Canadian Red Cross

- Develop and implement Agency Emergency Plan
- May provide recovery assistance and case management
- May provide trained volunteers for support
- May provide supplies (cleanup kits, comfort kits, cots, blankets)
- May provide group lodging services
- May provide call centre services (public information, family reunification)
- May provide support to recovery planning

Island Health Authority

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

Public Health:

- Monitor water quality
- Immunization
- Epidemiology / disease control

Joint Rescue Coordination Centre

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

Nanaimo Search and Rescue

- Assist the Fire and Police Departments in evacuations
- Assist Emergency Health Services personnel in treatment of injured as directed
- May conduct Light Urban Search & Rescue depending on training levels
- Body Recovery/Missing Persons
- Assist the First Responders with evacuations
- Assist Emergency Health Services personnel in treatment of injured as directed

Wildfire Management Branch

- Develop and implement Agency Emergency Plan
- Advocate Fire Smart principles
- Detection of wildfires
- Implement Campfire, and Open Burning prohibitions
- Provide assistance to any local emergency as per BCEMS
- Provide Incident Management Teams
- Mutual Aid

8 ECC Internal Communication, Information Management

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. Among different levels, decisions and priorities are communicated between the Incident Commander and Directors of each level.

Importance of Documentation

It is extremely important to accurately document actions taken during emergencies. There must be a documented record of all policy and ECC decisions and direction. Resource requests must also be logged and tracked to insure the response provided is documented and for financial accounting.

BCEMS requires all positions to keep a personal and functional position log during events. 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.

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. Normally, each functional position in the organization will maintain separate logs which may be consolidated and typed into a master log by clerical staff. The City of Nanaimo has log books that will be maintained by position. Each position is responsible for maintaining the log book and passing the information on when transferring duties.

Logs are hand-written and contain sufficient information to provide the content of important telephone calls, messages and actions taken. Written messages received are filed separately and referred to by a message number in the log. Log entries are sequentially numbered.

When log book is filled in a position, it is passed to the clerical staff for consolidation in the master log maintained by the Documentation Unit and a new log book is initiated.

It is important that log keeping not become verbatim recording of all telephone calls and conversations. Only the important matters need to 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.

Action Reports

The ECC Director is responsible for preparing after-action evaluation reports on all aspects of emergencies under their control. In addition, the Director is responsible 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 will be written as YYYYMMDD,

All measurements will use the metric format, except where law or convention dictates that some responders, such as mariners and aviators, use other systems.

Situation Reports (SITREP's)

Situation Reporting is a function most commonly managed through the Planning Section in the Situation Unit. 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 at a given level. Situation information is also received from lower levels. Following analysis, the Planning function supports operational decisions and summarizes situation information for delivery at the Management Briefing Meetings, the Information Officer and higher levels in the BCEMS structure. In all respects the Director reviews and approves situation information before transmittal.

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

Verbal or message SITREPs from Section Chiefs to the ECC Director or Deputy, following the general format of the formal SITREP above, should be submitted at stated intervals during the day. The ECC Director should take steps to brief all the staff on the collective situation. A short conference may be most appropriate.

Incident Reports

Any newly developed major emergency or serious incident (i.e., loss of life, mass evacuation) should 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 whose reporting cannot wait until the next periodic SITREP. The ECC Director may, in turn, instruct that an ECC-level Incident Report be drafted for the PREOC.

Resource Requests

Resource requests normally flow from site responders to the Operations Section Chief/branches, who then share the request through the Operations Section in the ECC to the Planning Section to the Logistics Section for resolution.

The ECC follows a similar process and forwards resource requests that cannot be filled at the Site Support Level to the PREOC.   At each level, Operations, in consultation with the Planning Section, sets priorities for multiple requests with the respective section Chief and input as required from Incident Command. 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.

Information Tracking

The ECC must have a manual or automated process for recording and tracking directions and decisions originating from the policy group and the management team.

Resource requests frequently require coordination amongst a variety of sections and agency representatives. Multiple requests will be received at the ECC 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 management when closed. Requests should be assigned one of the following priority levels:

- ➢ High
- ➢ Medium
- ➢ Low

The ECC 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. (Refer to Documentation Unit)

9 ECC Communication Infrastructure

Telecommunications Terminology

Among all BCEMS levels, there must be a dedicated effort to ensure that telecommunications systems, planning and information flow are being accomplished in an effective manner. Standard protocols and plain English terminology will be used at all levels 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 ECC, telecommunications methods should consider the following priorities:

- Telephone (land line)
- Radio Telephone (cellular, satellite)
- Two-Way Radio (amateur, commercial)
- Email (Internet, Intranet)
- Fax
- Video-Conferencing

Communications Centre

An ECC Communications Centre should be established by the Communications Unit to provide all forms of telecommunication services that are available. This Centre, while established and operated by the Communication Unit in Logistics, is often physically located near Operations and receives operational direction from the Section Chief.

Communications Equipment

The city has several layers of communication methods in the ECC and at strategic locations throughout the city. The equipment includes Satellite phone, Response Agency Radios, Ham radio and other communication modes for Public Information.

Communications Forms

The ECC 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.

ECC message forms should be used for all radio communications. These forms must be clearly filled out by the originator in the areas provided, 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 originators 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.

HAM Communications

The City of Nanaimo utilizes Coastal Emergency Communications for HAM radio. In addition, there are mobile HAM radios that can be deployed to individual Reception Centre locations where they are hardwired into the building. There are also radios in the alternate ECC locations and the Policy Group room.

Telephone

The telephone, both land and cellular can become a hindrance to an effective ECC if certain restrictions are not imposed from the outset.

Where at all possible, all incoming operational calls should be routed through an exchange established by the Communications Unit. The use of cellular and satellite phones must be monitored to avoid loss of critical emergency information and avoid "freelancing"

A hotline has been established that allows the City to pre-tape messages to provide generic information and direction to the general citizenry. It is located at Public Works through their main phone line.

Satellite Phone

The ECC has a satellite phone that provides the ability to transfer a wide variety of information between the ECC and a PREOC. Assistant Chief(s), Operations for the Fire Department also have mobile Satellite phone units that will allow for an additional layer of communication with the ECC.

10.0 Position Checklists and Function Aids

This section provides checklists for all functional positions required to staff the ECC 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 ECC Director.

10.1 Generic Checklist - For All Positions

Activation Phase:

- Check in with the Personnel Unit (in Logistics) upon arrival at the ECC. Obtain an identification card and vest, if available.

- If you are with another agency, register with the Liaison Officer.

- Report to ECC 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 ECC 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.

10.2 Policy Group

Responsibilities:

1.   The City of Nanaimo Mayor/Elected Officials are responsible for providing emergency policy direction to the ECC Director and staff. The ECC Director is responsible for interpreting this policy and, in turn, establishing ECC priorities and objectives.

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 6 of this plan. It is recommended that the ECC Director and Liaison Officer 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 ECC Director and the Information Officer to ensure one coordinated message is delivered to the public at risk and the media.

Activation Phase:

❑   Respond to the Council Board Room at 455 Wallace Street and await information from ECC Director and Information Officer.

❑   Establish Policy Group at 455 Wallace Street 2nd Floor HR Training Room .

❑   Receive briefing from ECC Director and determine if special policies are required.

❑   Based on situation briefing, provide policy direction to ECC Director.

Operational Phase:

❑   Monitor ongoing information
❑   Approve/Set expenditure limits

❑   At request of, and coordinated with the ECC Director and Information Officer, provide updates to media and public from elected officials' perspective.

❑   Declare "State of Local Emergency" if warranted and requested after consultation with ECC Director and Liaison Officer .

❑   Provide policy direction to the ECC Director.

❑   Liaise with senior elected officials if required.

❑   Provide recovery priorities to ECC Director.

❑   Establish and maintain contacts with elected officials from adjacent jurisdictions as appropriate.
❑   Act as Spokesperson for the jurisdiction based on direction/key information provided by ECC Information Officer or ECC Director.

Demobilization Phase:

❑   Continue liaison with ECC Director and Information Officer.

❑   Ensure recovery policies are established, if required.

❑   Leave a forwarding phone number where you can be reached.

POLICY GROUP

Inputs

- ECC Director
- Briefings
- SITREPs
- Public Information Materials
- Media Releases & Briefings
- Policy/ Direction
- Legal Advisors
- PEP

Activities

- Consult
- Assess
- Evaluate
- Prioritize
- Decide

Outputs

- Policy/Direction
- Expenditure Limits
- Provincial Requests
- Declaration of State of Local Emergency
- Spokesperson
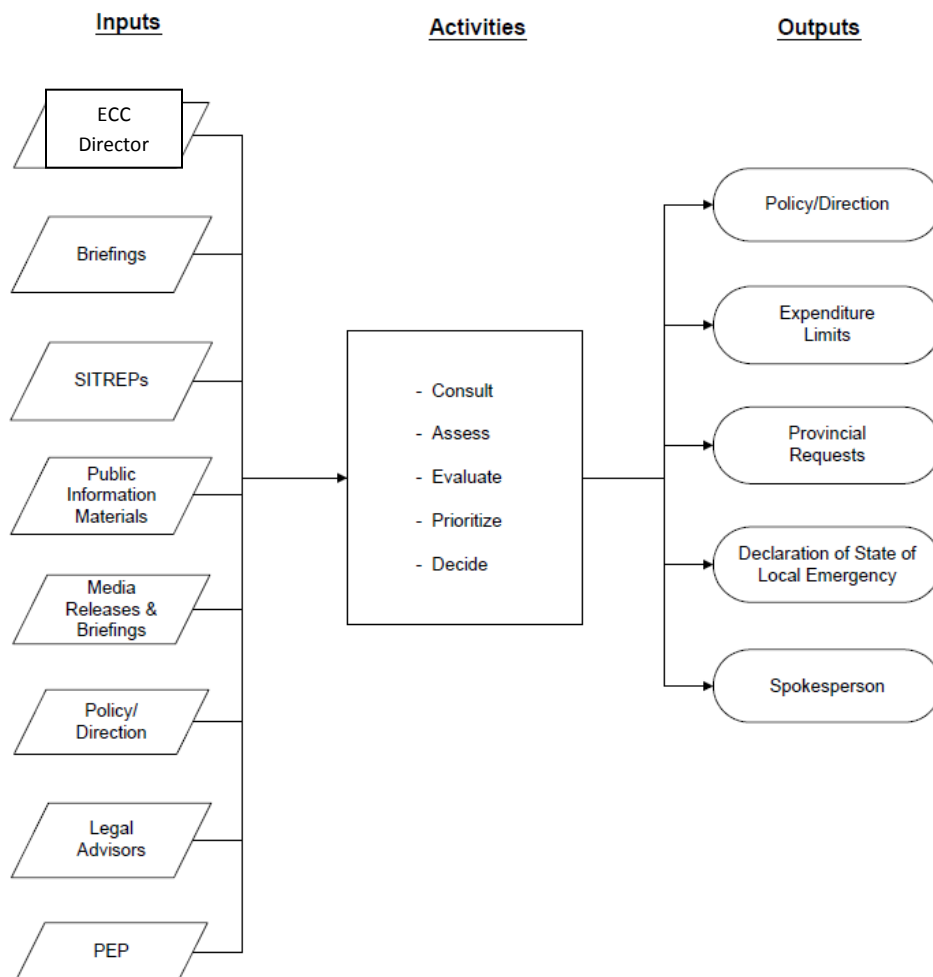
10.3   ECC Director

Responsibilities:

1. Exercise overall management responsibility for the coordination between emergency response agencies in the ECC. In conjunction with the General Staff, set priorities for support 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 ECC and continuously monitor organizational effectiveness ensuring that appropriate modifications occur as required.

3. Ensure that inter-agency coordination is accomplished effectively within the ECC.

4. In consultation with the Information Officer, direct/approve appropriate emergency public information actions using the best methods of dissemination. Approves the issuance of press releases.

5. Liaise with elected officials.

6. In the event of a widespread emergency, a unified management approach may be taken. In these rare circumstances, one or more senior agency representatives will respond to the ECC to provide direction.

7. Ensure risk management is being practiced by all ECC participants.

Activation Phase:

❑ Determine appropriate level of activation based on situation as known.

❑ Mobilize appropriate personnel for the initial activation of the ECC.

❑ Mobilize Liaison Officer for all ECC activations.

❑ Respond immediately to ECC location and determine operational status.

❑ Obtain briefing from whatever sources are available.

❑ Determine which sections are needed, assign Section Chiefs as appropriate and ensure they are staffing their sections as required.

   ❑ Operations Section Chief   ❑ Logistics Section Chief
   ❑ Planning Section Chief   ❑ Finance/Administration Section Chief

❑ Determine which additional Management Staff positions are required and ensure they are filled as soon as possible.

   ❑ Information Officer
   ❑ Risk Management Officer

❑ Schedule the initial ECC Action Planning meeting. Request Finance provide Budget estimate number for review/approval with Policy Group.

❑ Confer with the General Staff to determine what representation is needed at the ECC from other emergency response agencies.

- Assign the Liaison Officer to coordinate outside agency response to the ECC, and to assist as necessary.

- Obtain personal telecommunications equipment if required.

- Follow the Generic Activation Phase Checklist (10.1).

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 ECC.

- In co-ordination with Management Staff, prepare response priorities and management function objectives for the initial ECC Action Planning Meeting.

- Convene the initial ECC 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 Planning Section, review, completes the Action Plan 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 "State of Local Emergency".

- Ensure local elected officials are informed of State of Provincial Emergency if declared by the Attorney 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 (10.1).

Forms:

Decision/Approval Log ECC Form 407
Position Log Book or ECC Form 414
Incident Record ECC Form 550
ECC Management Team Briefing Agenda 401
Status Report 401A
ICS 213 General message

EOC DIRECTOR

Inputs	Activities	Outputs

Inputs

- EOC Management Team
- Briefings
- SITREPs
- EOC Action Plan
- Resource Requests
- Public Information Materials
- Media Releases and Briefings
- Policy Group and Elected Officials
- Toll Free Public Information Service
- Prov/Local Authority Declarations
- Incident Commander(s), Other EOCs/DOCs/MROCs & PREOC

Activities

- Assesses
- Evaluates
- Prioritizes
- Decides
- Directs

Outputs

- Overall management responsiblity

- Support Actions:
  - Establish priorities
  - Conduct briefings

- Establishment of EOC staffing levels

- Monitoring/modification of EOC effectiveness

- Inter-agency coordination

- Approve/Support:
  - Public information
  - Situation reports
  - EOC Action Plans
  - Critical resource requests

- Liaison with Policy Group/Elected Officials

- Risk Management

ECC Director

ECC Deputy Director

Responsibilities:

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

Activation Phase:

❑ Follow the Generic Activation Phase Checklist (10.1).
❑ Respond as requested, to ECC location and assist ECC Director in determining operational status.
❑ Obtain briefing from whatever sources are available.
❑ Supervise the set-up of the ECC for the most effective and efficient operations.
❑ Ensure ECC Management staff's working area is set-up properly and that appropriate personnel, equipment and supplies are in place.
❑ Obtain personal telecommunications equipment if required.

Operational Phase:

❑ Maintain a position log and any other relevant forms.
❑ Support management staff activities to ensure that all appropriate actions are being taken.
❑ Assist ECC Director in determining and communicating priorities, objectives and decisions to all ECC staff.
❑ Assist with preparations for ECC Action Planning meeting.
❑ Ensure ECC management team follows Action Plan
❑ Ensure ECC management staff has sufficient administrative support.
❑ Coordinate additional staffing needs with Logistics Personnel Unit Coordinator.
❑ Ensure all positions use a Position Log
❑ Participate in ECC Action Planning and Management Team meetings.
❑ Report significant events and any issues of concern to ECC Director and advise of your activities on a regular basis.
❑ Undertake special projects and assignments as directed by the ECC Director.
❑ Check with the General Staff on the health and welfare of all ECC staff. Authorize and coordinate additional support needs as required.
❑ Mediate and resolve any personnel conflicts.

- ❑ Consult with ECC Director on appointing additional staff to ensure 24-hour shift scheduling for both Director and Deputy positions.
- ❑ Arrange for and facilitate operational debriefs and critical incident stress debriefs for ECC staff, as required.
- ❑ Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

Demobilization Phase:

- ❑ Assist ECC Director with demobilization procedures.
- ❑ Ensure that any operations not yet completed are handled and assigned after Demobilization.
- ❑ Complete all required forms and reports prior to demobilization and forward to Documentation Unit.
- ❑ Assist with the deactivation of the ECC at the designated time, as appropriate.
- ❑ Assist with the preparation of the ECC After Action Report.
- ❑ Organize and facilitate staff debriefings and critical incident stress debriefs.
- ❑ Organize and coordinate staff recognition initiatives (i.e., thank you letters) for time and expertise staff contributed towards ECC operations.

EOC DEPUTY DIRECTOR

Inputs	Activities	Outputs

Inputs

- EOC Director & EOC Management Team
- EOC Staff
- Briefings
- SITREPs
- EOC Action Plan
- Resource Requests
- Public Information Materials
- Media Releases and Briefings
- Policy Group
- Toll-Free Public Information Service
- Provincial/Local Authority Delcarations
- Incident Commander(s), other EOCs/DOCs/MROCs/ and PREOCs

Activities

- Assesses
- Supports/assists
- Prioritizes
- Anticipates
- Organizes
- Communicates
- Monitors
- Resolves

Outputs

- EOC operational capability
- Assistance to EOC Director
- Special Projects
- Effective teamwork environment
- Shift debriefings
- Critical incident stress debriefings
- Recognition initiatives

ECC Director – The First Hour

This document guides the ECC Director in setting up and managing the ECC during the first hour of an emergency. It is not rigid and the sequence of events would be modified depending on the nature of the emergency.

Issues that require a decision or approval from the ECC Director include:

- Establishing ECC priorities and objectives
- ECC Action Plans
- Extraordinary resources requests
- Press releases
- Media interviews
- Public information bulletins
- Situation reports
- Evacuation orders
- Preparation of Declaration of State of Local Emergency
- Request mutual aid
- Request for Provincial/Federal Support.
- Budget approval/request to Policy Group.   Have Finance section provide number/estimate for first Planning meeting.

The ECC Director must carefully assess, evaluate, and prioritize each issue requiring a decision/approval. Once the decision is made, it must be documented on the decision/approval log, assigned to applicable functions/positions for implementation and communicated to all appropriate staff and ECC levels.   Briefings are commonly used to facilitate the decision.

Upon arrival
- ❑ Put on the green vest from the Directors box marked ECC Director
- ❑ If not already done set up a workstation under the label "Management" in the ECC
- ❑ Establish a Position Log – (ECC Form 414) to describe the actions you take during the shift including the time of all conversations and actions.
- ❑ Consult with Lead Agency (Fire Chief, Emergency Program Manager) to obtain information
- ❑ Advise City Manager of initial status (Policy Group) of any information to date so they can apprise Mayor and Council
  - Threat – What is it, when it began
  - Damage – Current confirmed information on affected area – number injured, number of homes/people affected – Source Planning Chief
  - Response – What are we doing – Planning Section Chief
  - Cooperation from other Jurisdictions – Include any requests including adjacent municipalities/Regional Districts, Provincial Agencies, NGOs
  - Future – What is the time frame?
  - Needs – What can they do to support response

- Media – Status of media information – Date time of releases and information being released.

Gather Information/Assess the situation
- Planning Chief should be arranging for a Management Briefing but it is imperative
  - that you call a meeting of section chiefs as soon as possible to obtain briefings and updates.
- Assess the initial magnitude and severity of current situation and potential for future threat.

Develop Action Plan
- Prepare an initial Action Plan using the ECC Action Plan Form 502
- ECC Action Plans address the policies and priorities
- that support the Incident Commander at the site and are
- an essential and required element in achieving
- objectives.
- Preparing ECC Action Plans is the responsibility of the
- Planning Section.

Planning Process
- There are five primary steps in sequential order to ensure a comprehensive Action
- Planning process:
- Understand the current situation
- Establish priorities, objectives and strategies
- Develop Action Plan for next operational period
- Evaluate the Plan and obtain appropriate approval,
- Anticipate/predict what will happen following
- implementation of the Action Plan.

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

- ECC Policies and priorities
- objectives
- Task assignment lists
- attached references (e.g. Communications Plan, Traffic Plan, Organization Chart, Map, etc.)
- Distribution list.

Staffing
- Determine the initial ECC level of activation and initial operational period (in
  - consultation with emergency team).
- Advise Logistics to mobilize appropriate personnel for activation

- Establish initial contact through Liaison Officer with adjacent jurisdictions if required and PREOC to advice of situation.
- Begin working with IO on media information.

ECC ACTIVATION LEVELS

ECC Activation Level	Event / Situation	Minimum Staffing Requirements
One	- Small event - One site - Two or more agencies involved - Potential threat of: - flood - severe stom1 - interface fire	- ECC Director - Information Officer - Liaison Officer - Operations Section Chief - EMBC Notified
Two	- Moderate Event - Two or more sites - Several agencies involved - Major scheduled event (e.g. conference or sporting event) - Limited evacuations - Some resources/support required	- ECC Director - Information Officer - Liaison Officer - Risk Mgmt Officer - Section Chiefs (as required) - EMBC/PREOC limited activation
Three	- Major event - Multiple sites - Regional disaster - Multiple agencies involved - Extensive evacuations - Resources/support required	- All ECC functions and positions (as required) - Policy Group - PRECC activation

Manage the ECC

❑ Establish Operational Period and set a time for initial ECC Meeting with all personnel to apprise of situation.

❑ Ensure sections are mobilized.

❑ Hold regular meetings with section chiefs/Keep leaders informed

Responsibilities:

1. The Liaison Officer functions as a point of contact for, and interaction with, representatives from other agencies arriving at the ECC. This also includes liaising with any Department Operation Centres, Ministry Regional Emergency Operation Centres, and organizations not represented in the ECC.

2. Seek out agency representatives for the ECC as required.

3. Assist and serve as an advisor to the ECC Director and General Staff as needed, providing information and guidance related to the internal functions of the ECC.

4. Assist the ECC Director in ensuring proper procedures are in place for directing agency representatives and conducting VIP/visitor tours of the ECC.

5. Liaise with Provincial, Federal and other ECCs and organizations as directed.

Activation Phase:

❑   Report to ECC.

❑   Ensure that an ECC staff check-in procedure is established immediately.

❑   Assist the ECC Director in determining appropriate staffing for the ECC.

❑   Ensure that an ECC organization and staffing chart is posted and completed.

❑   Provide assistance and information regarding section staffing to all General Staff.

❑   Ensure that agency representatives' telephone and/or radio communications are established and functioning.

❑   Obtain personal telecommunications equipment.

❑   Follow the Generic Activation Phase Checklist (10.1).

Operational Phase:

❑   Assist the ECC Director and the General Staff in developing overall priorities as well as priorities for the Action Plan.

❑   Provide information to the Planning Section in the development, continuous updating, and execution of the ECC Action Plan.

❑   Provide general advice and guidance to agencies as required.

❑   Ensure that all notifications are made to agencies not represented in the ECC.

❑   Ensure that communications with appropriate emergency response agencies is established and maintained.

- ❑ Assist ECC Director in preparing for and conducting briefings with Management Staff, elected officials, the media, and the general public.

- ❑ Assist the ECC Director in establishing and maintaining an Interagency Coordination Group comprised of outside agency representatives and executives not assigned to specific sections within the ECC.

- ❑ Assist the Information Officer with coordination of all ECC 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 the ECC at the designated time, as appropriate.

- ❑ Assist the ECC Director with recovery operations.

- ❑ Follow the Generic Demobilization Phase Checklist (10.1).

Forms:

Form Contact – ECC Form 410

Position Log – ECC Form 414

EOC LIAISON OFFICER

Input	Activities	Output

Input

- ECC Director
- EOC Staff
- Other EOCs, DOCs, MROCs, PREOCs
- Agencies not represented in EOC
- Briefings
- SITREPS
- EOC Action Plan
- Public Information Materials
- Media Releases & Briefings

Activities

- Assesses
- Determines who to contact and how
- Prioritizes
- Communicates
- Liaises
- Supports Management
- Orientations

Output

- Contact with agencies needed in the EOC
- Contact/liaison with agencies not in EOC
- Collection of situation reports from agencies not in EOC
- Orientation of EOC staff to facility
- Conduction of VIP/ visitor tours of EOC facilitiy

10.5   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 ECC 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 ECC Action Plan, notifying the ECC Director of actions taken.

3. *Management Support* – The Risk Management Officer provides support for the ECC 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 ECC 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 ECC 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 ECC Support Branch Coordinator to become familiar with any hazardous conditions of the facility, especially following a seismic event.

- Coordinate with ECC Support Branch to obtain assistance for any special safety requirements.

- Provide guidance to ECC 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 ECC 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 ECC Director of any conditions and actions that might result in liability—e.g. oversights, improper response actions, etc.

- Assist the ECC 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

Forms:

- Position Log – ECC Form 414

EOC RISK MANAGEMENT OFFICER

Inputs	Activities	Outputs

Inputs:
- EOC Management Team
- EOC Staff
- Briefings
- SITREPS
- EOC Action Plan
- Public Information Materials
- Media Releases & Briefings
- EOC Situation Unit
- EOC Documentation Unit
- EOC Support Branch
- Site/EOC/DOC/MROC/PREOC/Risk Mgmt Officers

Activities:
- Assesses potential risks
- Evaluates consequences
- Monitors
- Provides advice
- Takes action
- Investigates
- Rectifies situation
- Supports Management

Decision to halt operation

YES →
- Advice to EOC Director
- Gathering of evidence
- Conduct of interview
- Completion of forms
- Rectification of situation
- Resumption of operation

NO →
Continue monitoring for:
- Risk exposure
- Future probabilities
- Potential consequences

Responsibilities:

1.   Serve as the coordination point for all media releases for the ECC.

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 using various mediums, both traditional and social media.

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 ECC 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 (10.1).

Operational Phase:

❑   Obtain policy guidance from the ECC Director with regard to media releases.

❑   Keep the ECC Director advised of all unusual requests for information and of all major critical or unfavourable media comments.   Set up Social Media Monitoring Team and recommend procedures or measures to improve media relations.

❑   Coordinate with the Situation Unit and identify method for obtaining and verifying significant information as it is developed.

❑   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 ECCs as well as the PREOC and obtain information relative to public information operations.

- In coordination with other ECC sections and as approved by the ECC Director, issue timely and consistent advisories and instructions for life safety, health, and assistance for the public.

- At the request of the ECC 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, deaf and hard of hearing 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 ECC 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 (10.1).

Forms:

Position Log 414
421 Urgent Evacuation Procedures (Sample)
422 Spokesperson Media Statement (Sample)
423 Media Tracking Report (Sample)
424 Media Conference Attendance Record
425 After the Disaster (Sample)

EOC INFORMATION OFFICER

Public Information Activities

Inputs	Activities	Outputs

Inputs

- EOC Management Team
- EOC Staff
- Briefings
- SITREPs
- EOC Action Plan
- Event/Status Board
- Toll-Free Public Info. Service
- Media Releases & Briefings
- Site Information Officer's
- Other EOCs/ DOCs/ MROC/ PREOC Information Officers
- Agency Information Officers not represented in EOC

Activities

- Collects and validates information
- Prioritizes info. needs
- Prepares/develops materials
- Determines who to send to
- Determines when to send
- Determines how to send
- Obtains EOC Director's approval
- Coordinates activities with all Information Officers
- Establishes Toll Free Public Information Call Centre or hotline
- Supprts Management

Disseminates information Via

Approval Obtained

YES

NO

Reasses, amends and re-submits

Outputs

- Press Releases
- Information Bulletins
- Public Alerts/ Warnings
- PSAs
- Public Education Preparededness and Recovery
- Toll Free Public Information Service

10.7   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 ECC.

2.   Ensure that operational objectives and assignments identified in the ECC 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 any activated ECCs 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 ECC 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; 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	❑ 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 ECC 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 cell-phone communications with ECCs, or MROCs/PREOCs operating in the area, and coordinate accordingly.

❑ Determine activation status of other ECCs 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 (10.1).

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 forthcoming operational periods.

❑ Attend and participate in ECC 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 ECC Director on all major incidents.

- ❑ Complete a Major Incident Report for all major incidents; 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 ECC elements as appropriate.

- ❑ Deactivate the Section and close out logs when authorized by the ECC 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 (10.1).

Forms:

- ❑ Briefing Format 401A

- ❑ Position Log 414

- ❑ Request for Resources or Assistance
- ❑ Status Report 502
- ❑ Expenditure Authorization Form 530

OPERATIONS SECTION CHIEF

Input	Activities	Output
EOC Director & EOC Management Team	- Coordinates - Validates - Evaluates - Prioritizes - Directs - Supervises - Disseminates	Coordination of response operations
Operations Staff		Facilitation of resource requests
Briefings		Provision of current response status
SITREPs		Advise of new incidents
EOC Action Plans		Communication with sites
Resource Requests		Contribution to briefings and SITREPs
Public Information Materials		
Media Releases and Interviews		
Incident Commander(s)		
DOCs, other EOCs, PREOC		

10.8   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 (10.1).

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 ECC.

❑ 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 (10.1).

Forms:

❑ Request of Resources or Assistance Form 514

❑ Position Log Book or Form 414

AIR OPERATIONS BRANCH COORDINATOR

Inputs	Activities	Outputs

Inputs

- EOC Management Staff
- Ops Section Briefings
- EOC Action Plans
- SITREPs
- Local Air Traffic Control (NAV Canada)
- BC Ambulance Provincial Air Dispatch
- Rescue Coordination Centre
- Forestry Air Operations
- Logistics (Supply & Personnel Units)
- Other EOCs and PREOC Air Operations

Activities

- Organizes and
- Coordinates aviation resources

Outputs

- Status of air operations
- Planning Section (Sit Unit) (Resources Unit)
- Transport of personnel and materials
- Flight Scheduling
- Coordinates aviation support (fuel, etc.)
- Daily costs to Finance/Admin

10.9   Fire Branch Coordinator

Responsibilities:

1.   Coordinate or arrange for urban and interface fire suppression, hazardous materials support operations.

2.   Acquire mutual aid resources, as necessary.

3.   Coordinate the mobilization and transportation of all resources through the Logistics Section.

4.   Complete and maintain branch status reports for major incidents requiring or potentially requiring Provincial and Federal response support, and maintain status of unassigned fire and hazmat resources in the area in conjunction with the Resources Unit.

5.   Implement the objectives of the ECC 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   ❑   Hazmat Unit
  ❑   Wildland Fire Suppression Unit

❑   If local authority mutual aid system is activated, coordinate use of area fire suppression resources with the respective ECCs.

❑   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 (10.1).

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 ECC 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 ongoing activities, branch objectives for the next operational period, and any other pertinent information.

Demobilization Phase:

❑ Follow the Generic Demobilization Phase Checklist (10.1).

Forms:

Request for Resources or Assistance Form 514
Position Log Form 414
Resource Status (By Type) 516
Resource Status (By Location)_ 517

FIRE BRANCH COORDINATOR

Inputs

- Fire Services at Site(s)
- Incident Commander(s)
- Forestry
- Other Fire Services from Region
- Environmental Emergencies Branch
- Office of the Fire Commissioner
- Operations Section Briefings
- EOC Action Plan
- SITREPs
- EOC Management Staff
- Other EOCs, DOCs and PREOC Fire Branches

Activities

- Coordinates resources for urban and wildland fires
- Hazardous materials support
- Rescue support

Outputs

- Status of fire operations
- Liaison with PREOC and other EOCs Fire Branch
- Coordination of tactical operations
- Logistics activity
- Information for briefings and SITREPs
- Planning Section (Sit Unit) and (Resource Unit)

10.10 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 ECC 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 (10.1).

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

- ❑ 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 (10.1).

Forms:

Request for Resources or Assistance Form 514
Position Log Book or Form 414
Resource Status 516 (By Type)
Resource Status 517 (By location)

POLICE BRANCH COORDINATOR

Inputs	Activities	Outputs
Incident Commander(s)	- Coordinates law enforcement and traffic control operations - Coordinates movement and evacuation operations - Coordinates search and rescue operations	Status of Police operations
Police Services at Site(s)		Planning Section (Sit Unit) (Resources Unit)
Other Police Services from Region		Liaison with RCMP Emergency Operations Centre (DEOC)
RCMP		Coordinate tactical operations
Sheriff Services Provincial		Logistics activity
Corrections Provincial		Information for briefings and SITREPs
Private Security Agencies	SITREPs	
Ops Section Briefings	EOC Management Staff	
EOC Action Plans	Other EOCs, DOCs, and PREOC Police Branches	

10.11 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 people with physical disabilities or people with complex medical needs.

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 (10.1).

Operational Phase:

❑ Establish and maintain position logs and other necessary files.

❑ Determine the status and availability of medical facilities in the area.

❑ Establish communications with Environmental Health Officers and Public Health Nurses.

❑ Prioritize health issues.

❑ Establish BC Ambulance Service Unit and Regional Health Authorities Unit.

❑ Liaise with ESS Branch Coordinator to assist with sheltering of displaced home care clients if needed.

- ❑ Request Logistics Section assistance to move and establish advanced treatment centre and/or 200 bed emergency hospital if needed. REMEMBER: These units are not small and take time to establish.

- ❑ If local facilities are, or soon will be, overwhelmed, contact other unaffected areas to receive patients.

- ❑ If mass feeding areas are established, ensure food quality is inspected.

- ❑ Consider need for critical incident stress debriefings for responders and victims.

- ❑ Work closely with all Operations Section Branch Coordinators to determine the scope of ambulance assistance required.

- ❑ Determine the status and availability of mutual aid resources in the operational area; specifically industrial first aiders, St. John Ambulance and private/industrial ambulances.

- ❑ Establish radio or telephone communication with area hospitals and other medical facilities to determine their capability to treat disaster victims.

- ❑ Establish radio or telephone communication with 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 ECC 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 (10.1).

Forms:

Request for Resources or Assistance Form 514

Position Log Form 414

HEALTH BRANCH COORDINATOR

Inputs	Activities	Outputs

Inputs:

- Health Units, Hospitals and Health Care providers in the area
- Ministry of Health
- Regional Health Boards
- BC Ambulance
  - Dispatch
  - Superintendents
- Health Branches in other EOCs, DOCs & PREOC
- EOC Action Plans
- Ops Section Briefings
- SITREPs
- Public Information Materials and Media
- EOC Management Staff

Activities:

Coordination of Health Services:

- Hospitals
- Health Units
- Continuing Care
- Community Facilities
- Mental Health
- Public Health
- Environmental Health

Outputs:

- Overall status of Health Services
- Liaison with Regional Health Board's
- Liaison with BC Ambulance
  - Dispatch
  - Superintendents
- Public Health Information via Information Officer
- Planning Section
  - Situation Unit
  - Resources Unit
- Coordination of additional medical and health supplies and personnel
- Liaise with Health Branches in other EOCs and PREOC
- Information for briefings and SITREPs

10.12 Environmental Branch Coordinator

Responsibilities:

1. Coordinate local response to hazardous spills, waste disposal and dam failure.

2. Liaise with regional Provincial environment officials and the private sector.

Activation Phase:

❑   Report to ECC as directed.

❑   Follow the Generic Activation Phase Checklist (10.1).

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 dam safety issues as required.

❑   Liaise with Fire Branch Coordinator to provide HazMat support as required.

Demobilization Phase:

❑   Follow the Generic Demobilization Phase Checklist (10.1).

Forms:

Request for Resources or Assistance Form 514
Position Log Form 414

ENVIRONMENTAL BRANCH COORDINATOR

Inputs	Activities	Outputs

Inputs

- Fire, Health, Engineering & Utilities Branches
- Utilities
- Incident Commander(s) and Site Responders
- Environmental Branches in other EOCs, DOCs and PREOC
- Private, Local, Provincial and Federal Environment Agencies
- Ops Section Briefings
- EOC Action Plans
- SITREPs
- EOC Managment Staff
- Public Information Materials and Media

Activities

Coordinates Response and Resources for:
- Hazardous spills
- Waste disposal
- Dam failures

Outputs

- Overall environmental status
- Planning Section (Sit Unit) (Resources Unit)
- Liaison with Environmental Branches in other EOCs and PREOC
- Coordination with Tactical Operations
- Logistics Activity
- Information for briefings and SITREPs

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10.13 ESS Branch

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 (10.1).

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.

Demobilization Phase:

❑   Follow the Generic Demobilization Phase Checklist (10.1).

Forms:

Group Lodging Situation Report – ECC Form 417

ESS Situation Report – ECC Form 418

Request for Resources or Assistance Form 514

Position Log Form 414

ESS BRANCH COORDINATOR

Inputs	Activities	Outputs

Inputs:
- Incident Commander(s)
- EOC Management Staff
- Ops Section Briefings
- EOC Action Plans
- SITREPs
- ESS Office PEP HQ (Victoria)
- ESS Support Organizations, ESS Suppliers
- ESS Branches from other EOCs and PREOC
- Public Information Materials and Media

Activities:

Coordinates and prioritizes ESS services for people impacted by the disaster and emergency workers:
- Food
- Clothing
- Shelter
- Registration and Inquiry
- Volunteer Services
- Specialized Services

ESS Headquarters, Reception Centres, Group Lodging and Volunteer Centres

ESS Mobile Support Teams

Outputs:
- Overall ESS Status
- Coordination of ESS Resources via ESS Headquarters
- Delivery of ESS Services via Reception Centres, Group Lodging, etc.
- Liaise with other ESS Branches in EOC's, and PREOC
- Planning Section Sit Unit Resource Unit
- ESS Volunteers Assigned
- Needed Resources and Support provided to ESS Team
- ESS Information for Briefings and SITREPs

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 area.

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 ECC 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 (10.1).

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 area.

❑ Ensure that damage and safety assessments are being carried out for both public and private facilities.

❑ Determine and document the status of transportation routes into and within affected areas.

❑ Coordinate debris removal services as required.

❑ 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 (10.1).

Forms:

Request for Resources or Assistance Form 514
Position Log Form 414

ENGINEERING BRANCH COORDINATOR

Inputs	Activities	Outputs
Incident Commander(s) & Site Responders	- Surveys all local facilities - Surveys all local infrastructure systems (roads, bridges, water & sewer systems)	Overall status of buildings, roads, bridges, water and sewer systems
Road and Bridge Crews		Planning Section (Sit Unit) Resource Unit)
Building Inspection Crews		Liaison with other Engineering Branches in DOCs and PREOC
Public Works Crews		Heavy equipment resources allocated
Provincial Transportation and Highways		Priority infrastructure repairs
Provincial Safety Engineering Services	EOC Action Plans	Debris removal
Professional Engineers Assoc. of BC	SITREPs	Information for briefings and SITREPs
Engineering Branches from other EOCs, DOCs & PREOC	Public Information Materials and Media	
EOC Management Staff		
Ops Section Briefings		

10.15 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 ECC.

Activation Phase:

❑ Provide an initial situation report to the Operations Section Chief.

❑ Based on the initial ECC 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 (10.1).

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 ECC.

❑ 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:
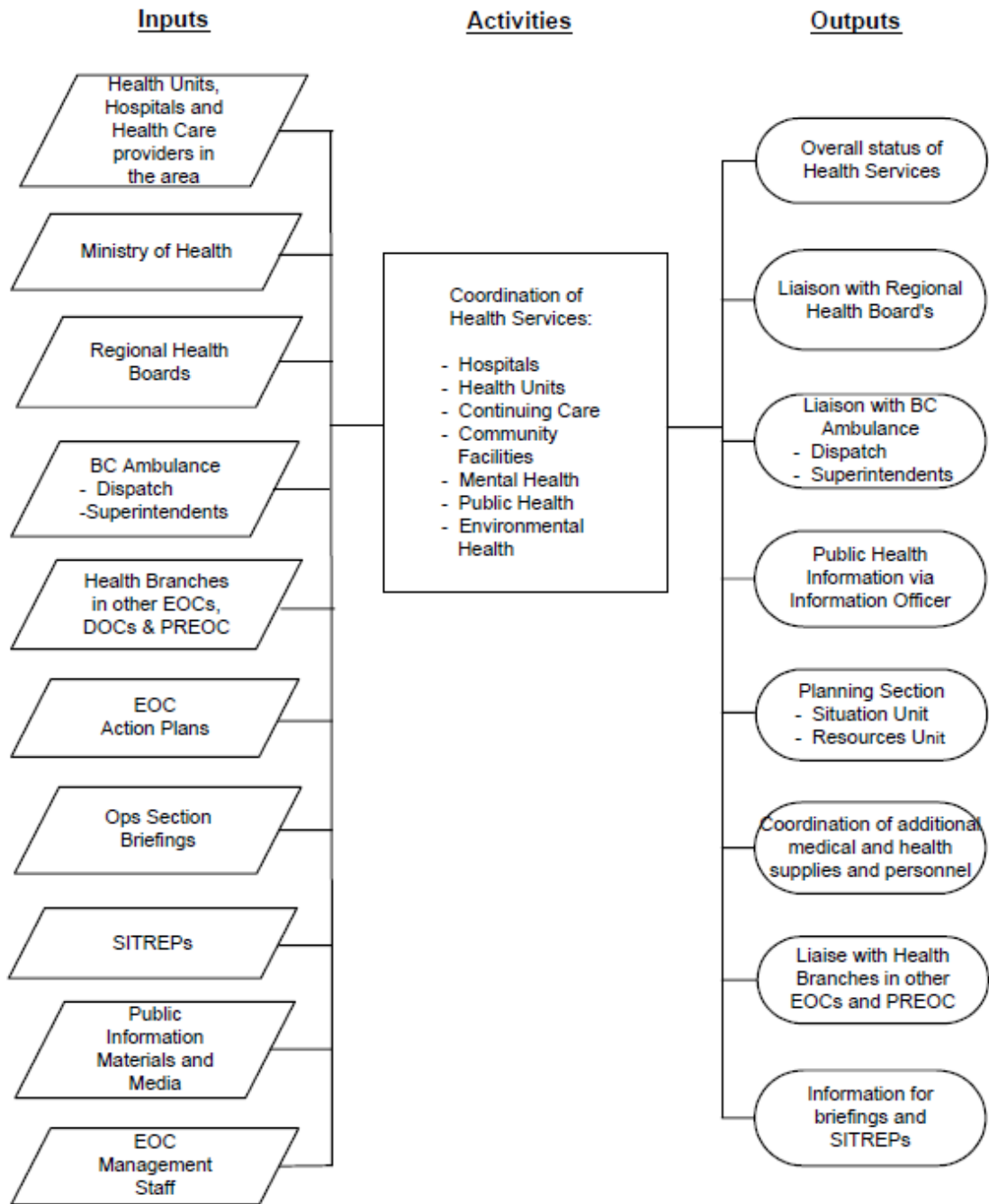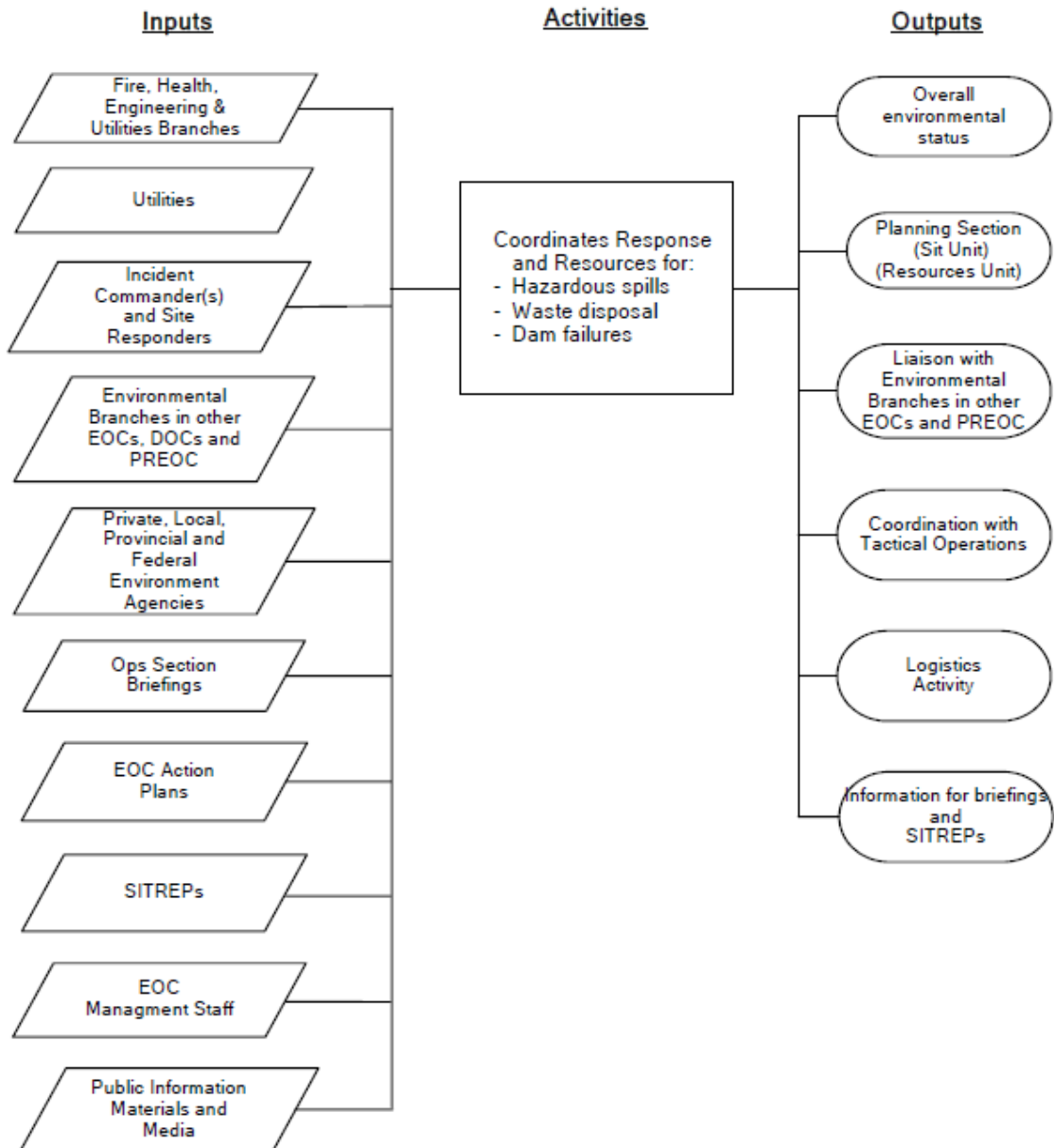
❑ Follow the Generic Demobilization Phase Checklist (10.1).

Forms:

Request for Resources or Assistance Form 514

Position Log Form 414

UTILITIES BRANCH COORDINATOR

Inputs	Activities	Outputs
Incident Commander/s and Site Responders	- Surveys all utility systems - Provides restoration priorities to providers - Provides assistance to providers	Overall Status of Utilities
BC Gas or Gas Supplier		Planning Section (Sit Unit) (Resource Unit)
BC Hydro		Liaise with other EOC and PREOC Utilities Branches
Telus		Liaise with Utilities EOCs
Cable (Roger's, Shaw)		Priority Utility Repairs
Ops Section Briefings		Utilities information for briefings and SITREPs
Other Services (water, sewer)		
EOC Action Plans		
SITREPs		
Engineering Branch		
EOC Management Staff		
Other Utilities Branches from EOCs and PREOC		
Public Information Materials and Media		

10.16 Planning Section Chief

Responsibilities:

1. Collect, analyze, and display situation information.

2. Prepare periodic Situation Reports.

3. Prepare and distribute ECC Action Plan and facilitate Action Planning meeting.

4. Conduct Advance Planning activities and report.

5. Provide technical support services to the various ECC sections and branches, and document and maintain files on all ECC 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 ECC 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 Reports, and the ECC 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 ECC 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 (10.1).

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 Planning Section.

- Ensure that a Situation Status Report is produced and distributed to ECC 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 ECC 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 ECC 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 ECC 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 ECC.

- Ensure that the Documentation Unit maintains files on all ECC activities and provides reproduction and archiving services for the ECC, as required.

❑ Provide technical services, such as environmental advisors and other technical specialists to all ECC 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 (10.1).

Forms:

ECC Management Team Briefing Agenda Form 401

Briefing Format Form 401A

Damage Assessment Form 415

After the Disaster Form 425

ECC Situation Report 501

ECC Action Plan 502

Personnel Resource Planning Worksheet 515

Resource Stats by type (516)

      o By location (517)

Request for Resources or Assistance Form 514

Position Log Form 414

ECC Major Incident Report Form 550

PLANNING SECTION CHIEF

Inputs

- EOC Director and EOC Management Team
- Branch Coordinators
- Planning Units and Staff
- Briefings
- EOC Section's/ Branch Status Reports
- Action Plan Objectives
- Resource Requests
- Public Information Materials
- Media Releases and Briefings
- Sites, DOCs, Other EOCs, PREOC

Activities

- Coordinates Collect
- Analyzes
- Validates
- Evaluates
- Summarizes
- Displays
- Tracks
- Plans
- Prioritizes
- Directs
- Disseminates
- Supervises

Outputs

- Action Plans
- Chairs Action Planning Meetings
- Briefing Notes
- Situation Reports
- Situation Maps
- Situation Forecasts
- Resource Status & Priorities
- Documented History of all EOC Activities
- Information Displays
- Technical Advice
- Contingency Plans
- Communicate with Sites

Responsibilities:

1. Oversee the collection, organization, and analysis of disaster situation information, including damage assessments. Present most recent SitRep at all Management Meetings.

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 ECC staff and also to the PREOC.

4. Ensure that an ECC Action Plan is developed for each operational period, based on objectives developed by each ECC 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 (10.1).

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 Status Situation Report

❑ Coordinate with the Documentation Unit for Plan distribution and reproduction as required.

❑ Ensure that each ECC 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 ECC 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 ECC priorities are posted on chart paper, and that the meeting room is set up with appropriate equipment and materials (easels, markers, sit stat 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 (10.1).

Forms:

ECC Situation Report 501

Damage Assessment 415

Situation Unit
INFORMATION VALIDATION

Checking the Information...

Confirming the Information...

Does the information match previously reported information?

No → Determine if new information or past information is accurate.

Yes ↓

Is the information consistent with developing situation?

No → Determine if the change in situation is reasonable. If the change is a radical departure, collect more information.

Yes ↓

Is the information consistent with that acquired through other sources?

No → Determine which source is the most reliable.

Yes ↓

Is unexpected information explained?

No → Obtain an explanation and evaluate the probability of the explanation.

Yes ↓

Is it your gut feeling that the information is accurate?

No → Confirm the information by checking it against a reliable source, recollecting a sample of the information, or reviewing backup information during a second information collection effort.

❑   Position Log Form 414

Situation Unit Coordinator
Information Collection Analysis and Distribution

```
Site Information → EOC Operations Section → Situation Unit Observer Collects Info. → [Contain Resource Requests?]

[Contain Resource Requests?]
   Yes → Forward Info to Resource Unit → Situation Unit
   No → Situation Unit

Situation Unit → Collate → Evaluate → Synthesize → Develop EOC Situation Report → Sign Off by EOC Director → Send to DOCs, EOCs, & PREOC → Copy to Information Officer → Disseminated to all EOC Sections

Evaluate → Action Planning Meeting
Synthesize → Display Main Event Board
```

Inputs to Situation Unit:
- Planning Section Briefings
- Weather Reports
- Resources Unit
- EOC Sections Objectives
- EOC Sections Status Reports
- Public Information Materials and Media Briefings and Releases
- EOC Director Management Team
- Other EOCs DOCs and PREOC SITREPs

10.18 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 ECC 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 (10.1).

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 ECC 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 ECC Action Planning meeting.

❑ Determine the need for field damage observers.

❑ Obtain photographic and video documentation of damage. Ensure copies to Risk Management and Documentation Unit.

❑ 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, and 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 (10.1)

Forms:

Position Log ECC 414

10.19 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 (10.1).

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 (10.1).

RESOURCE UNIT COORDINATOR

Inputs	Activities	Outputs

Inputs

- EOC Sections/ Branches Status Reports
- EOC Communications Centre
- EOC Director and EOC Management Team
- SITREPs
- Resource Requests
- EOC Action Plan
- Planning Section Briefings
- Logistics Supply Personnel and Transportation Units
- Operation's Section Functional Branches
- DOCs, other EOCs & PREOC SITREPS

Activities

- Confirms Evaluates Processes Displays
- Contain Resource Request? — Yes / No
- Is Resource Mobilized? — Yes / No
- Has Resource arrived at Destination? — Yes / No
- Check Critical and Special Resource Request Status Board
- Has Resource Arrived at Destination? — No / Yes

Outputs

- EOC Resource Status Boards
- Complete Info on Status Board
- Provide Resource Status Information for Action Plans and SITREPs

10.20 Demobilization Unit Coordinato*r*

Responsibilities:

1.   Develop a Demobilization Plan for the ECC 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 (10.1).

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 ECC Director and administer the ECC Director's worksheet for the Demobilization Plan.

❑   Utilizing the worksheets, develop a draft Demobilization Plan and circulate to the ECC Director and General Staff for review.

❑   Finalize the Demobilization Plan for approval by the ECC Director.

❑   Demobilization Planning must occur at least once during the operational period for as long as ECC 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 ECC.

DEMOBILIZATION UNIT COORDINATOR

Input	Activities	Output
EOC Director and EOC Management Team	- Assesses - Reviews - Monitors - Develops Plans - Obtains Approval - Communicates - Initiates Closure	EOC Demobilization Plan
EOC Branch Coordinators		Completion of EOC Activities
Planning Section Briefings		EOC Closure
SITREPs		
EOC Action Plans		
Resource Status		
Public Information Materials		
Local Authority Policy and Procedures		
Other EOCs, DOCs and PREOC		

10.21 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.
3. Determine potential future impacts of the event or disaster; particularly issues that might modify the overall ECC priorities.

4. Provide periodic briefings for the ECC Director and General Staff addressing Advance Planning issues.

5. Supervise the Advance Planning Unit.

Activation Phase:

❑ Follow the Generic Activation Phase Checklist (10.1).

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 ECC operations within a 36 to 72 hour time frame.

❑ Submit the Advance Plan to the Planning Chief for review and approval prior to conducting briefings for the General Staff and ECC 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 ECC Director when ECC activity shifts predominately to recovery operations.

Demobilization Phase:

❑ Follow the Generic Demobilization Phase Checklist (10.1).

ADVANCE PLANNING UNIT COORDINATOR

Input	Activities	Output

Input

- EOC Director and EOC Management Team
- EOC Branch Coordinators
- Planning Section Briefings
- SITREPs
- EOC Action Plans
- Resource Status
- Public Information Materials
- Recovery Unit
- Local Authority Policy and Procedures
- Other EOCs, DOCs and PREOC

Activities

- Assesses
- Reviews
- Anticipates
- Develops Plans
- Obtains Approval
- Communicates

Output

- Event Probabilities and Predictions
- EOC Advance Plan
- EOC Transition from Response to Recovery
- Information for Briefings and SITREPs

10.22 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. Supervise the Recovery Unit and all recovery operations unless otherwise directed by ECC Director.

Activation Phase:

❑ Follow the Generic Activation Phase Checklist (10.1).

Operational Phase:

❑ Establish and maintain position log and other necessary files.

❑ Act as the liaison for the ECC 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 with preparation of the After-Action Report.

❑ Coordinate with the Compensation & Claims Unit.

Demobilization Phase:

❑ Follow the Generic Demobilization Phase Checklist (10.1).

RECOVERY UNIT COORDINATOR

Input	Activities	Output
Input	**Activities**	**Output**

EOC Director and EOC Management Team

EOC Branch Coordinators

Planning Section Briefings

SITREPs

EOC Action Plans

Resource Status

Public Information Materials

Advance Planning Unit

Policy Group

Cost Accounting Unit (DFA)

Local Authority Policy and Procedures

Other EOCs, DOCs and PREOC

Activities:
- Assesses
- Anticipates
- Liaises
- Develops plans
- Obtains approval
- Communicates
- Initiates recovery Actions

Output:

Liaison for Disaster Assistance Agencies

Initial Short-term Relief Efforts

Long-Term Recovery Plan

EOC After Action Report

10.23 Documentation Unit Coordinator

Responsibility:

1.   Collect, organize and file all completed event or disaster related forms, to include: all ECC position logs, situation status reports, ECC Action Plans and any other related information, just prior to the end of each operational period.

2.   Provide document reproduction services to ECC staff.

3.   Distribute the ECC situation status reports, ECC 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 (10.1).

Operational Phase:

❑   Maintain a position log.

❑   Meet with the Planning Section Chief to determine what ECC materials should be maintained as official records.

❑   Meet with the Recovery Unit Leader to determine what ECC materials and documents are necessary to provide accurate records and documentation for recovery purposes.

❑   Initiate and maintain a roster of all activated ECC positions to ensure that position logs are accounted for and submitted to the Documentation Unit at the end of each shift.

❑   Reproduce and distribute is made 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 ECC.

Demobilization Phase:

❑   Follow the Generic Demobilization Phase Checklist (10.1).

DOCUMENTATION UNIT
COORDINATOR

Input   **Activities**   **Output**

| EOC Director and EOC Management Team |

| EOC Staff |

| Briefing Notes |

| SITREPs |

| EOC Action Plans |

| Resource Requests, Tracking and Status Forms |

| Public Information Materials |

| Media Releases and Briefings |

| Recovery Unit |

| Position Logs, Messages and Completed Forms |

| Local Authority Declarations, Policy and Procedures |

| Other EOCs, DOCs and PREOC Reports |

- Collects
- Organizes
- Files
- Reproduces
- Distributes
- Archives

| Document Reproduction Services |

| Documents Distributed to appropriate Staff/Agencies |

| Complete Filing System of all EOC Documentation |

| Official EOC Records Archive |

10.24 Technical Specialist Coordinator

Responsibility

1. Provide technical observations and recommendations to the ECC 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 (10.1).

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 ECC 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 (10.1).

TECHNICAL SPECIALISTS
UNIT COORDINATOR

Input	Activities	Output

EOC Director and EOC Management Team

EOC Branch Coordinators

Planning Section Briefings

SITREPs

EOC Action Plans

Logistics Section

Private and Public Technical Agencies

Other EOCs, DOCs and PREOC

- Observes
- Assesses
- Recommends
- Makes Contacts
- Assigns
- Coordinates
- Conducts Inventory

Provision of Qualified Technical Specialists

Technical Observations

Technical Recommendations

Inventory of Specialized Equipment and Personnel

10.25 Logistics Section Chief

Responsibilities:

1. Ensure the Logistics function is carried out in support of the ECC. 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 ECC 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 ECC 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 ECC 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

❑   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 ECC 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 ECC Director.

- ❑ Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

- ❑ Follow the Generic Activation Phase Checklist (10.1).

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 ECC 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 (10.1).

LOGISTICS SECTION CHIEF

Input	Activities	Output

Input:
- EOC Management Team
- Operations Section Chief
- Branch Coordinators
- Finance/Admin Section
- Resource Requests
- Briefings
- SITREPs
- EOC Action Plans
- Site(s), DOCs, other EOCs and PREOC

Activities:
- Supports/Assists
- Prioritizes Requests
- Monitors
- Anticipates
- Resolves Issues
- Organizes
- Obtains/Acquires Resources
- Supervises

Output:
- Information Technical Branch:
  - Comunications
  - Computer support
- Transportation:
  - Plans
  - Resources
- Support Branch:
  - Facilities
  - Security
  - Clerical
- Personnel Unit:
  - Check-in
  - Food
  - Lodging
- Supply Unit:
  - Resources

10.26 Information Technology Branch Coordinator

Responsibilities:

1. Ensure radio, telephone, and computer resources and services are provided to ECC staff as required. Identify communication requirements and support if required.

2. Oversee the installation of communications resources within the ECC. Ensure that a communications link is established with Incident Commander (s), PREOC and any other established ECC/DOC/MROCs.

3. Determine specific computer requirements for all ECC positions.

5. Ensure that the ECC Communications Centre is established to include sufficient frequencies to facilitate operations, and that adequate communications operators are available for 24-hour coverage. Identify backup communications such as HAM radio and advise Logistics Chief of requirement.

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 (10.1).

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 ECC Sections/Branches/Units regarding the use of all communication systems.

❑ Ensure that the ECC Communications Centre is activated to receive and direct all event or disaster related communications to appropriate destinations within the ECC.

- ❑   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 ECC 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 (10.1).

INFORMATION TECHNOLOGY BRANCH
COORDINATOR

Input	Activities	Output

Input

- EOC Management Team
- Branch Coordinators
- Information Officer
- Logistics Section Chief
- Logistics Section Briefings
- EOC Action Plans
- SITREPs
- DOCs, Other EOCs, and PREOC

Activities

- Coordinates IT requests
- Coordinates telecommunications requests
- Systems monitoring
- Analyzes needs
- Coordinates repair requests
- Provides software assistance

Output

- Amateur Radio
- Communication Unit:
  - Telephone and relay systems
  - Fax
  - Protocols
- Computer Unit:
  - Computer stations
  - LAN
  - E-mail
  - Website
  - Training
  - Maintenance
- Communication Centre
- Media Information Centre
- Toll-Free Public Information Service (Call Centre)

10.27 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 (10.1).

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 (10.1).

TRANSPORTATION UNIT COORDINATOR

Input	Activities	Output
EOC Management Team	- Assesses needs - Gathers Information - Develops Plans - Obtains resources - Organizes - Resolves Issues - Coordinates	Link to Public Tranportation Companies
Situation Unit		Link to Private Transportation Companies
Engineering Branch		Personnel Unit
Logistics Section Chief		Transportation Plan
Logistics Section Briefings		Transportation Resources Deployed
SITREPs		Info. for Briefings and SITREPS
Transportation Resource Requests		
EOC Action Plans		
Transportation Agencies and Resources		
DOCs, Other EOCs and PREOC		

10.28 Personnel Unit Coordinator

Responsibilities:

1. Provide personnel resources as requested in support of the ECC and Field Operations.

2. Identify, recruit and register volunteers as required.

3. Develop an ECC organization chart.

4. Supervise the Personnel Unit.

Activation Phase:
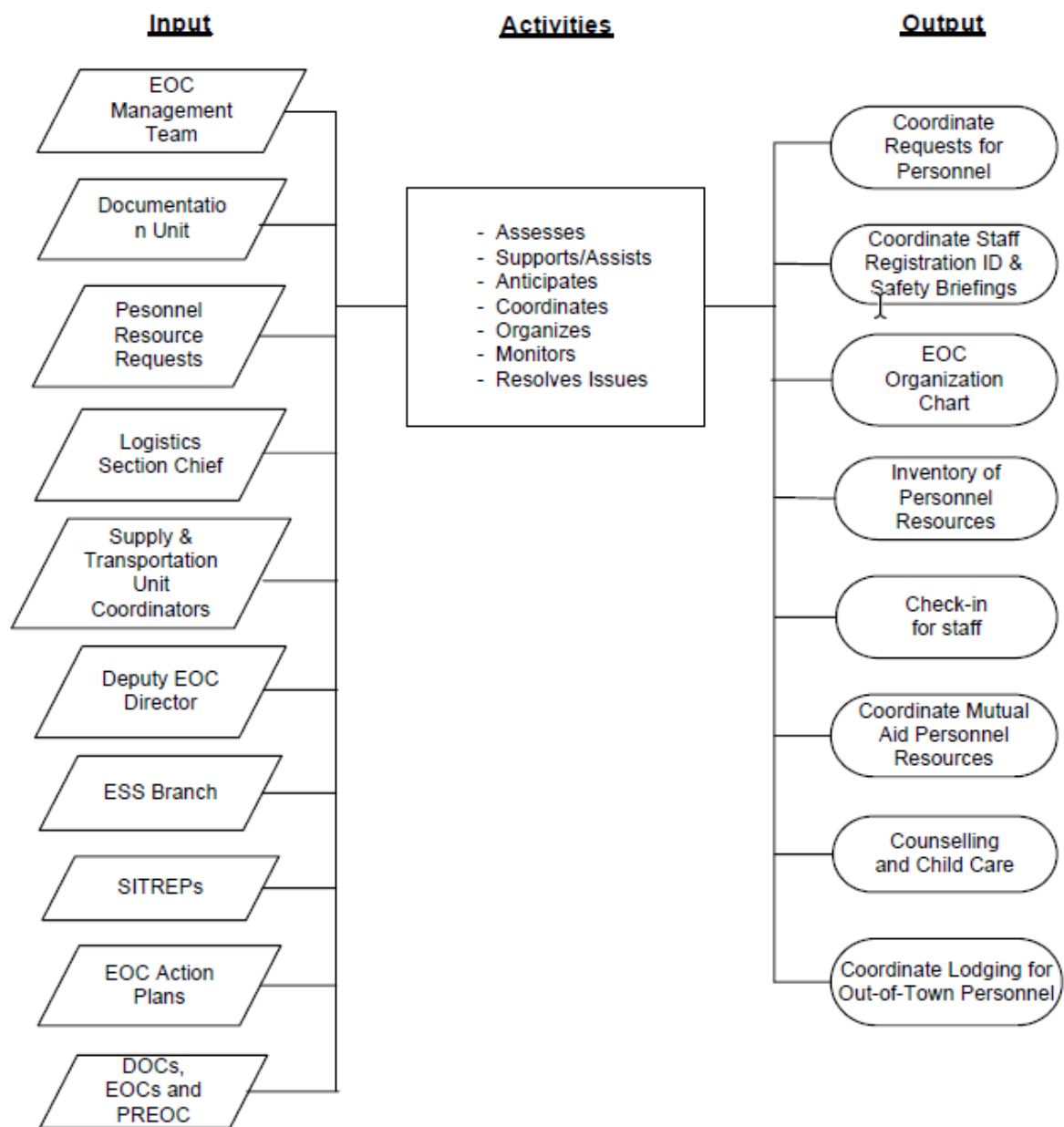
❑ Follow the Generic Activation Phase Checklist (10.1).

Operational Phase:

❑ Establish and maintain personal log and other necessary files.

❑ In conjunction with the Documentation Unit, develop a large poster size ECC 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 ECC personnel.

❑ Coordinate with the Liaison Officer and Risk Management Officer to ensure that all ECC 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, badging or identification, and proper direction for responding personnel upon arrival at the ECC.

❑ 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 ECC 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 ECC 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 (10.1).

Input	Activities	Output
Input	**Activities**	**Output**

Input

- EOC Management Team
- Documentation Unit
- Personnel Resource Requests
- Logistics Section Chief
- Supply & Transportation Unit Coordinators
- Deputy EOC Director
- ESS Branch
- SITREPs
- EOC Action Plans
- DOCs, EOCs and PREOC

Activities

- Assesses
- Supports/Assists
- Anticipates
- Coordinates
- Organizes
- Monitors
- Resolves Issues

Output

- Coordinate Requests for Personnel
- Coordinate Staff Registration ID & Safety Briefings
- EOC Organization Chart
- Inventory of Personnel Resources
- Check-in for staff
- Coordinate Mutual Aid Personnel Resources
- Counselling and Child Care
- Coordinate Lodging for Out-of-Town Personnel

10.29 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:

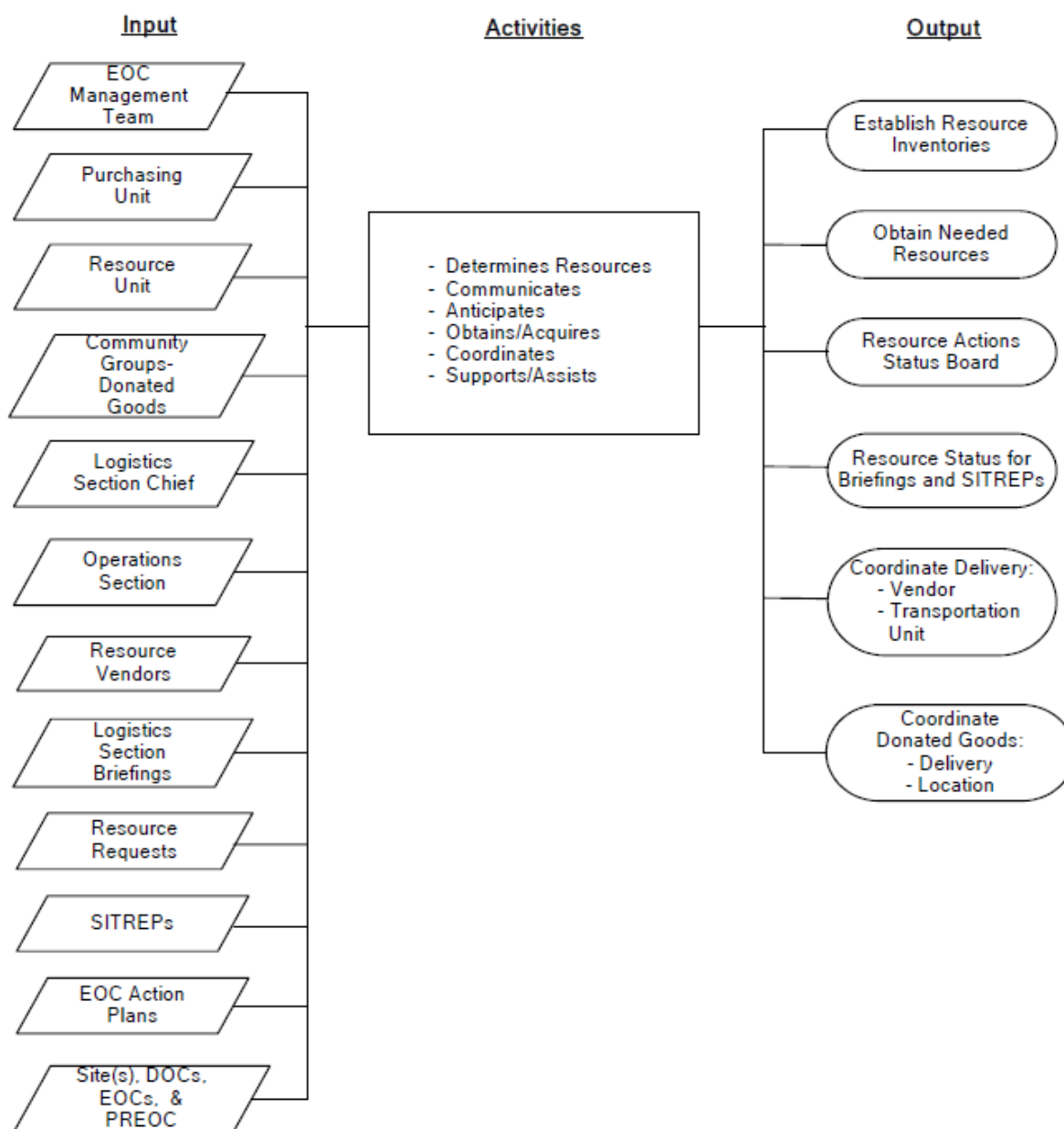❑ Follow the Generic Activation Phase Checklist (10.1).

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 pickup 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 (10.1).

SUPPLY UNIT COORDINATOR

Input	Activities	Output
EOC Management Team	- Determines Resources - Communicates - Anticipates - Obtains/Acquires - Coordinates - Supports/Assists	Establish Resource Inventories
Purchasing Unit		Obtain Needed Resources
Resource Unit		Resource Actions Status Board
Community Groups- Donated Goods		Resource Status for Briefings and SITREPs
Logistics Section Chief		Coordinate Delivery: - Vendor - Transportation Unit
Operations Section		Coordinate Donated Goods: - Delivery - Location
Resource Vendors		
Logistics Section Briefings		
Resource Requests		
SITREPs		
EOC Action Plans		
Site(s), DOCs, EOCs, & PREOC		

10.30 ECC 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 ECC 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:

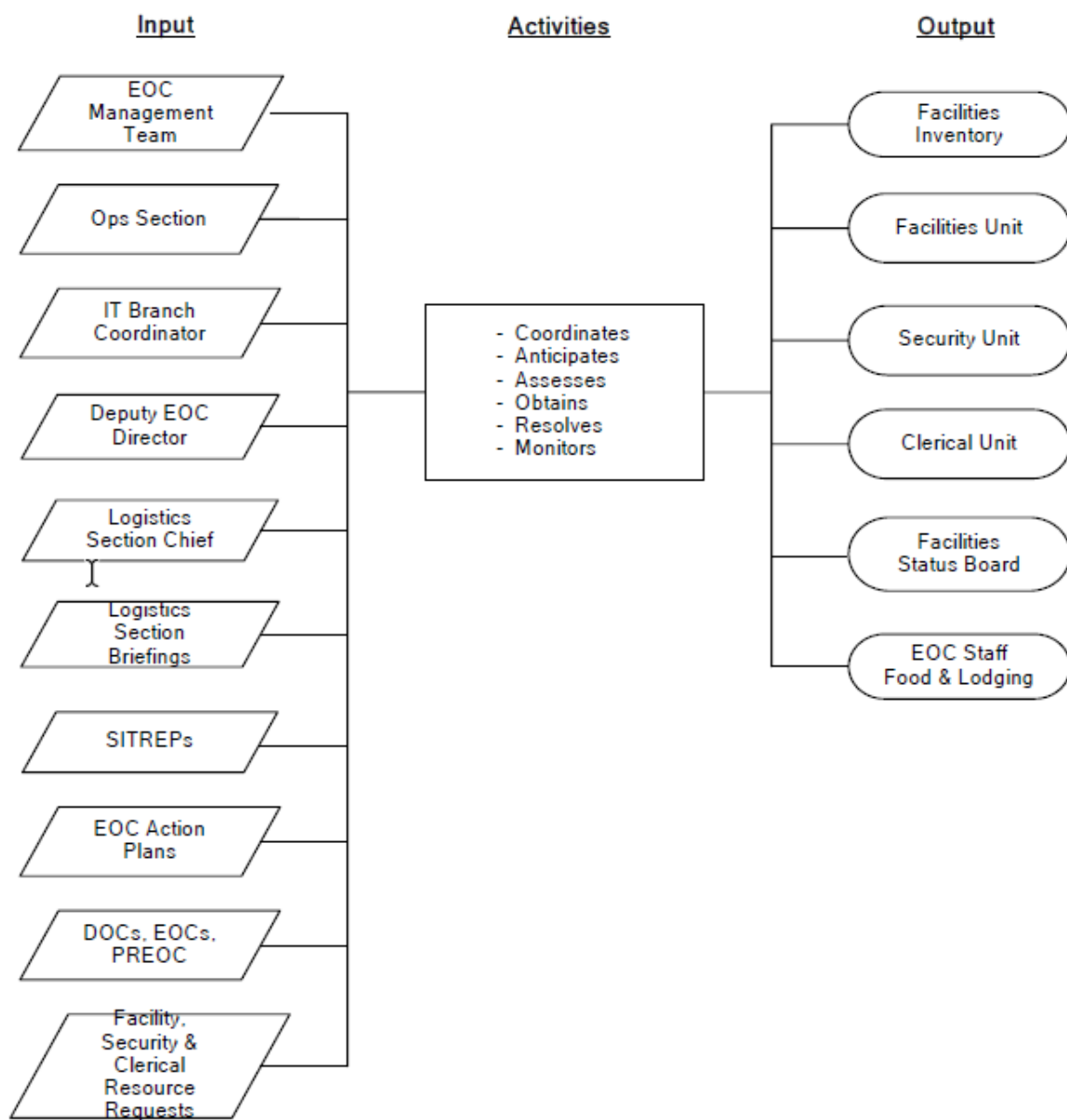❑ Follow the Generic Activation Phase Checklist (10.1).

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 ECC.

❑ 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 ECC, 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 ECC staff.

❑ Arrange for and supervise security staff for ECC facilities.

❑ Arrange for and supervise clerical staff for the ECC.

❑ 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 (10.1).

EOC SUPPORT BRANCH
COORDINATOR

Input	Activities	Output

Input

- EOC Management Team
- Ops Section
- IT Branch Coordinator
- Deputy EOC Director
- Logistics Section Chief
- Logistics Section Briefings
- SITREPs
- EOC Action Plans
- DOCs, EOCs, PREOC
- Facility, Security & Clerical Resource Requests

Activities

- Coordinates
- Anticipates
- Assesses
- Obtains
- Resolves
- Monitors

Output

- Facilities Inventory
- Facilities Unit
- Security Unit
- Clerical Unit
- Facilities Status Board
- EOC Staff Food & Lodging

10.31 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 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 EMBC.

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 ECC 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 (10.1).
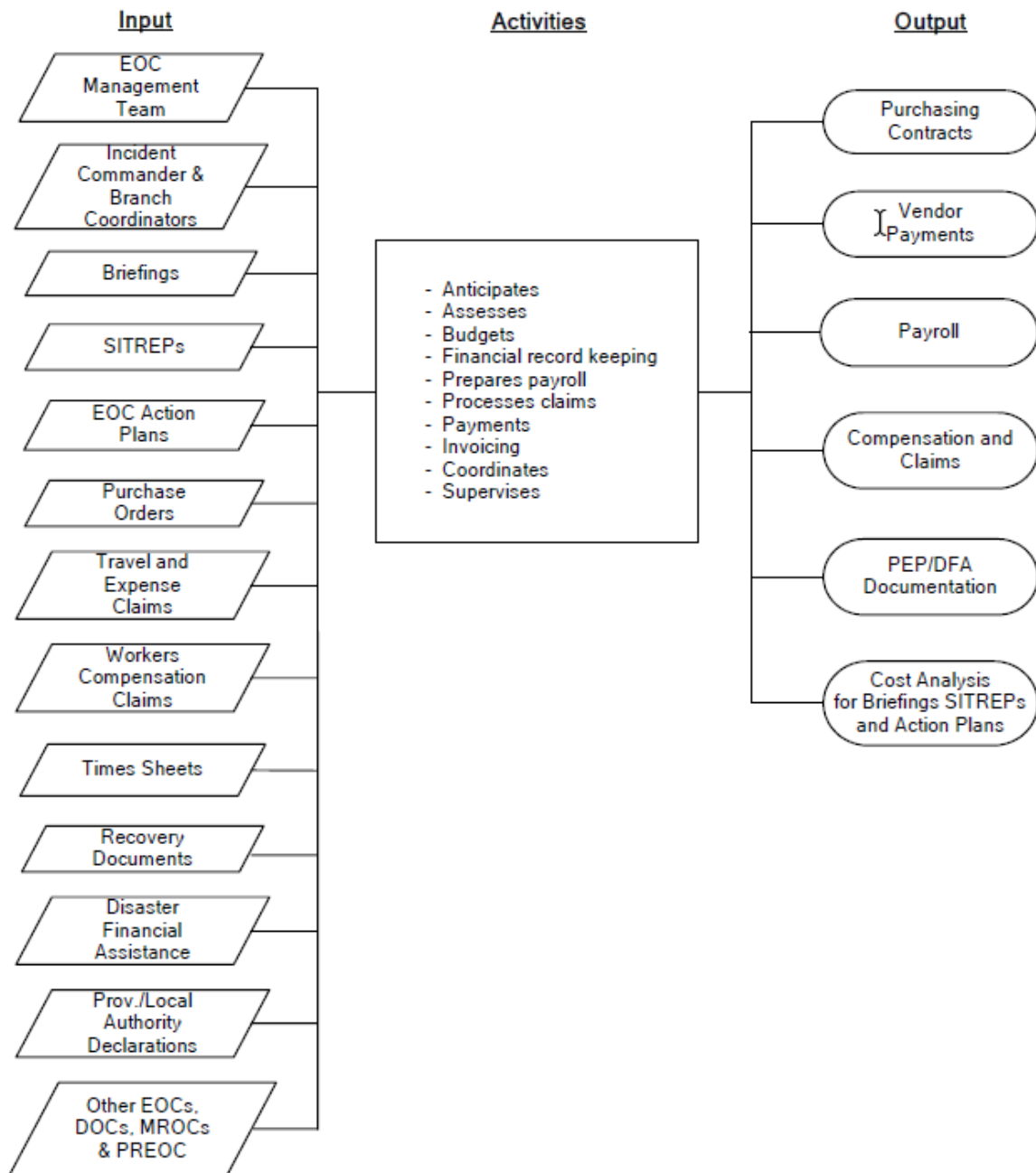
Operational Phase:

- ❑ 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 ECC priorities as defined in the Action Plan.

- ❑ Keep the ECC Director, General Staff, and elected officials aware of the current fiscal situation and other related matters, on an ongoing 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 EMBC.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase Checklist (10.1).
- ❑ Position Log Form 414
- ❑ Internal Message Form 416
- ❑ Expenditure Authorization Form 530
- ❑ ECC Daily Expenditures Form 532
- ❑ Expenditures – Event totals Form 534
- ❑ Payroll Timesheets
- ❑ Request for Resources or Assistance – Form 514

FINANCE / ADMINISTRATION SECTION CHIEF

Input	Activities	Output
EOC Management Team		Purchasing Contracts
Incident Commander & Branch Coordinators	- Anticipates - Assesses - Budgets - Financial record keeping - Prepares payroll - Processes claims - Payments - Invoicing - Coordinates - Supervises	Vendor Payments
Briefings		Payroll
SITREPs		Compensation and Claims
EOC Action Plans		PEP/DFA Documentation
Purchase Orders		Cost Analysis for Briefings SITREPs and Action Plans
Travel and Expense Claims		
Workers Compensation Claims		
Times Sheets		
Recovery Documents		
Disaster Financial Assistance		
Prov./Local Authority Declarations		
Other EOCs, DOCs, MROCs & PREOC		

10.32 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 (10.1).

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 ECC 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.

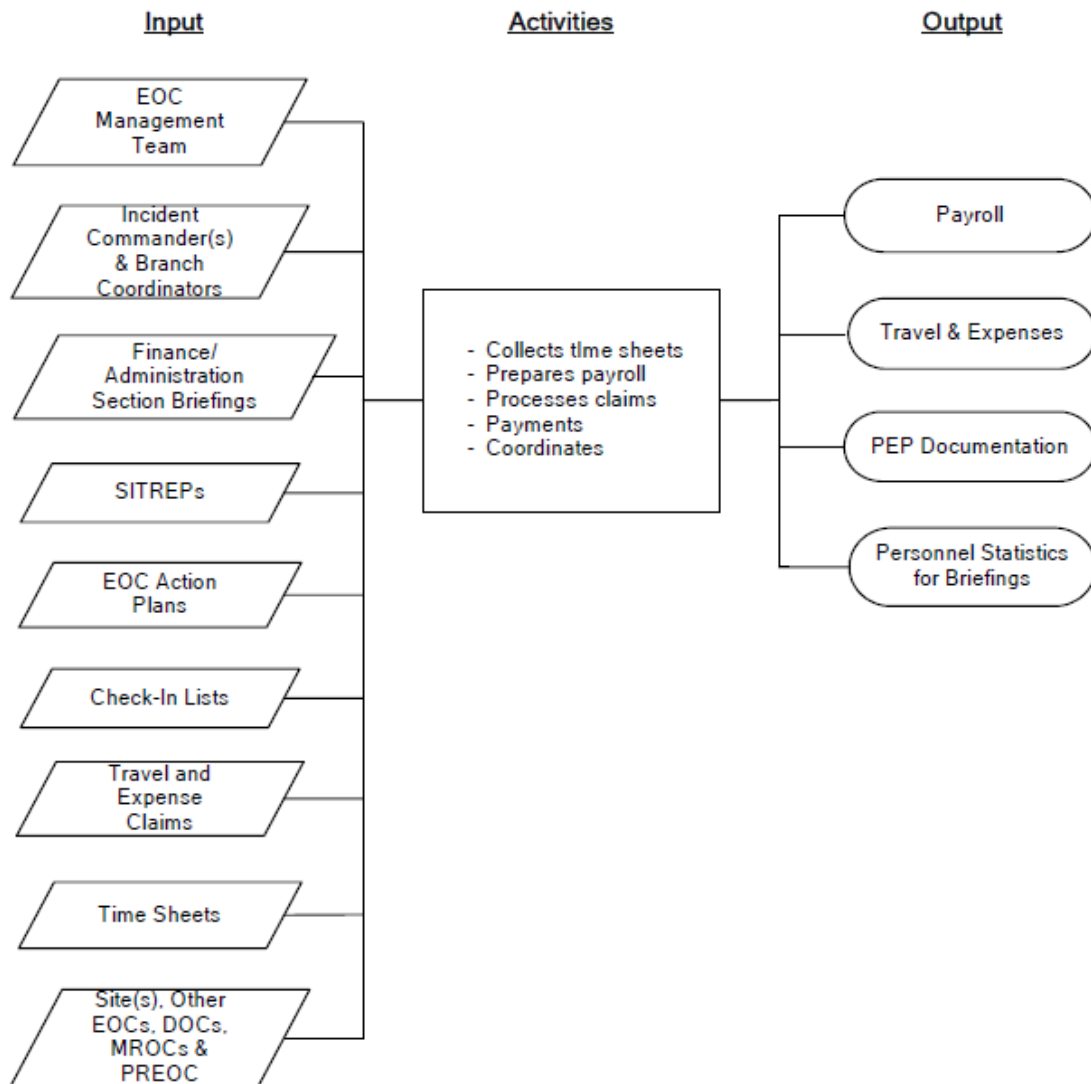❑ Keep the Finance/Administration Section Chief informed of significant issues affecting the Time-Recording Unit.

Demobilization Phase:

❑ Follow the Generic Demobilization Phase Checklist (10.1).

Forms:

❑ Payroll Timesheets

❑ Position Log Form 414

TIME UNIT COORDINATOR

Input	Activities	Output
EOC Management Team	- Collects time sheets - Prepares payroll - Processes claims - Payments - Coordinates	Payroll
Incident Commander(s) & Branch Coordinators		Travel & Expenses
Finance/ Administration Section Briefings		PEP Documentation
SITREPs		Personnel Statistics for Briefings
EOC Action Plans		
Check-In Lists		
Travel and Expense Claims		
Time Sheets		
Site(s), Other EOCs, DOCs, MROCs & PREOC		

10.33 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 (10.1).

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.

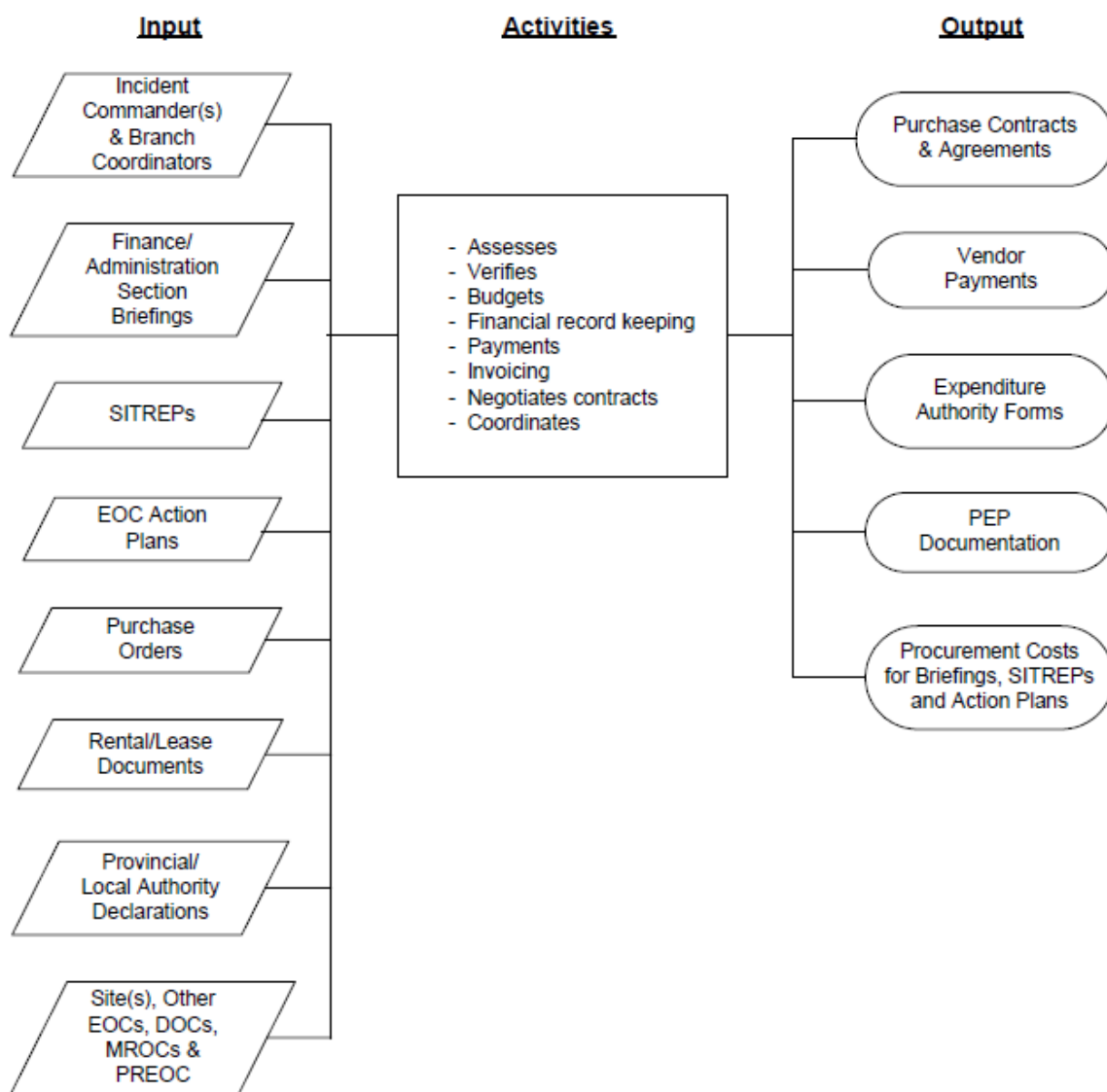❑   Keep the Finance/Administration Section Chief informed of all significant issues involving the Purchasing Unit.

Demobilization Phase:

❑   Follow the Generic Demobilization Phase Checklist (10.1).

Forms:

❑   Position Log Form 414

PROCUREMENT UNIT COORDINATOR

Input	**Activities**	**Output**
Incident Commander(s) & Branch Coordinators	- Assesses - Verifies - Budgets - Financial record keeping - Payments - Invoicing - Negotiates contracts - Coordinates	Purchase Contracts & Agreements
Finance/ Administration Section Briefings		Vendor Payments
SITREPs		Expenditure Authority Forms
EOC Action Plans		PEP Documentation
Purchase Orders		Procurement Costs for Briefings, SITREPs and Action Plans
Rental/Lease Documents		
Provincial/ Local Authority Declarations		
Site(s), Other EOCs, DOCs, MROCs & PREOC		

10.34 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 (10.1).

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.

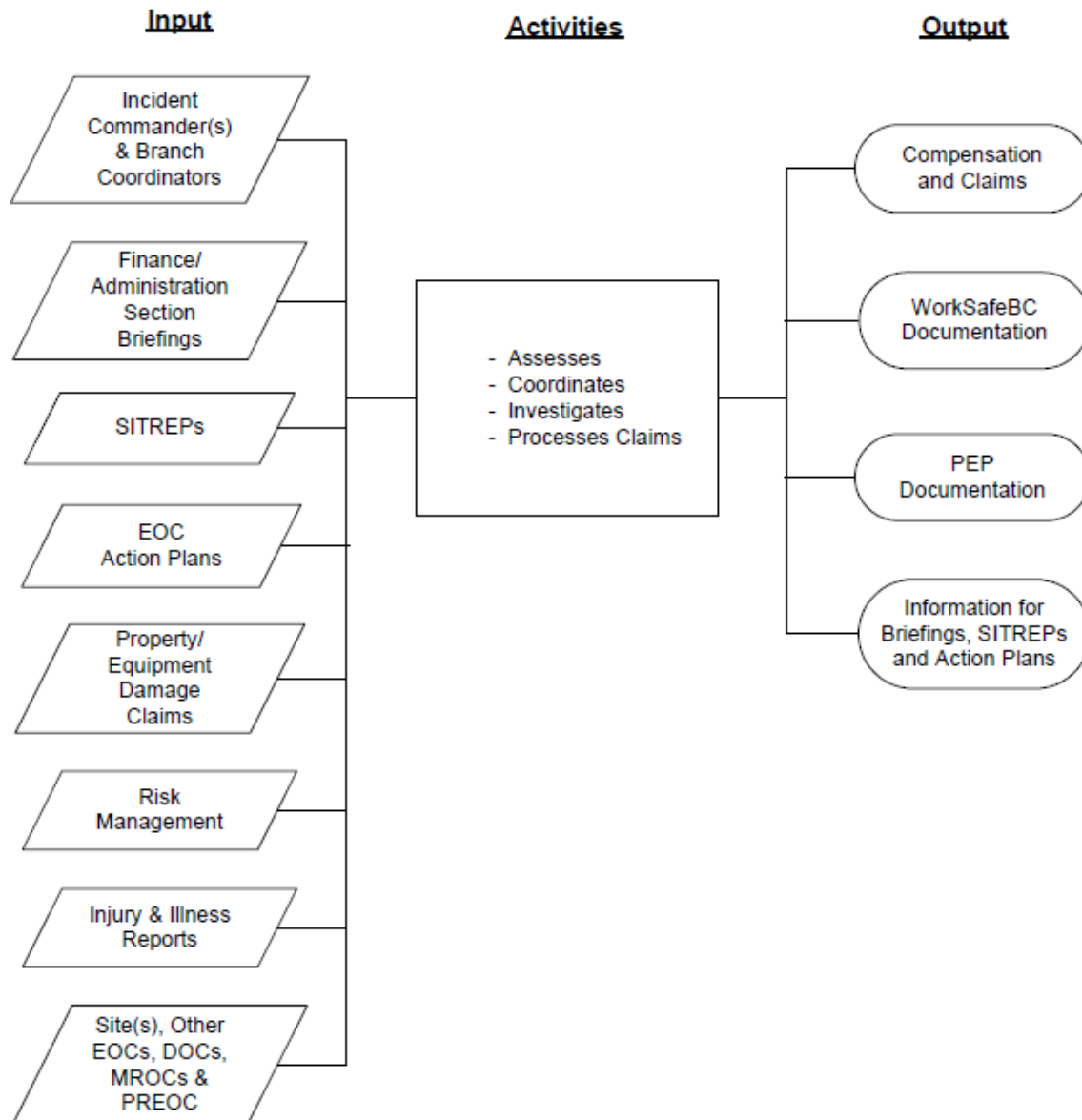❑ Forward all equipment or property damage claims to the Recovery Unit.

Demobilization Phase:

❑ Follow the Generic Demobilization Phase Checklist (10.1).

Forms:

❑ Position Log Form 414

COMPENSATION & CLAIMS
UNIT COORDINATOR

Input	Activities	Output
Incident Commander(s) & Branch Coordinators	- Assesses - Coordinates - Investigates - Processes Claims	Compensation and Claims
Finance/ Administration Section Briefings		WorkSafeBC Documentation
SITREPs		PEP Documentation
EOC Action Plans		Information for Briefings, SITREPs and Action Plans
Property/ Equipment Damage Claims		
Risk Management		
Injury & Illness Reports		
Site(s), Other EOCs, DOCs, MROCs & PREOC		

10.35 Cost Accounting Unit Coordinator

Responsibilities:

1. Collect and maintain documentation of all disaster information for reimbursement through EMBC.

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.
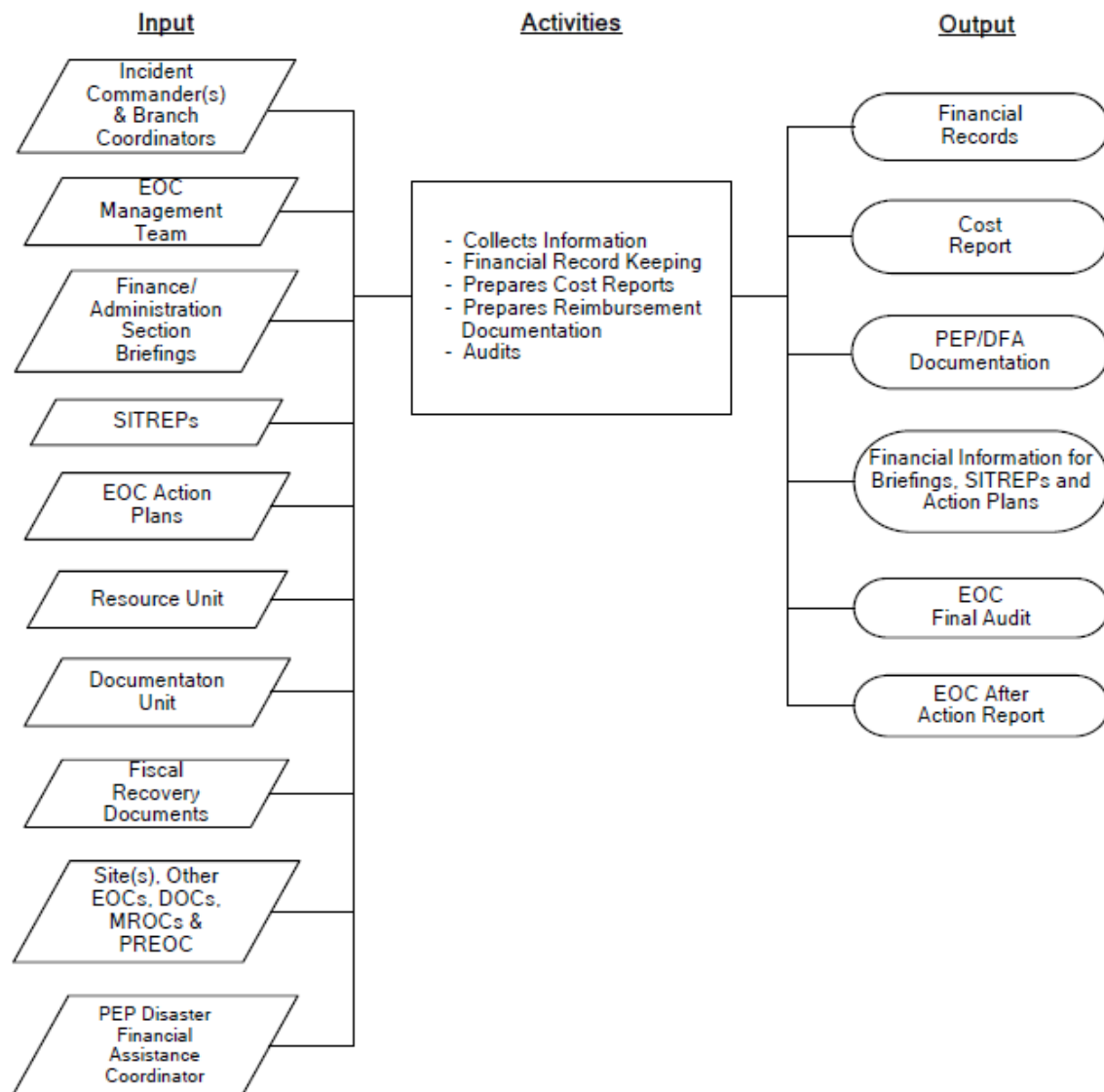
Activation Phase:

❑ Follow the Generic Activation Phase Checklist (10.1).

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 EMBC 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 ECC 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, ECC 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.

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COST ACCOUNTING UNIT COORDINATOR

Input	Activities	Output
Incident Commander(s) & Branch Coordinators	- Collects Information - Financial Record Keeping - Prepares Cost Reports - Prepares Reimbursement Documentation - Audits	Financial Records
EOC Management Team		Cost Report
Finance/ Administration Section Briefings		PEP/DFA Documentation
SITREPs		Financial Information for Briefings, SITREPs and Action Plans
EOC Action Plans		EOC Final Audit
Resource Unit		EOC After Action Report
Documentaton Unit		
Fiscal Recovery Documents		
Site(s), Other EOCs, DOCs, MROCs & PREOC		
PEP Disaster Financial Assistance Coordinator		

Appendix 1

Hazard-Specific Roles and Procedures

_____

Aircraft Crash including Float Plane (Man Made Human Interface)

Policies:

1. Primary responsibility for aircraft crashes rests with the Police Department having jurisdiction, Canadian Coast Guard if on water, airport authority (if on airport property) and the Transportation Safety Board (TSB) The Police will provide security and assist the Coroner. The TSB conducts the investigation.

2. An ECC is not commonly activated for an aircraft crash; however, in the event of a catastrophic incident where the community is impacted an ECC may be activated to provide support as needed and requested.

Priorities

- Communications with the site
- Emergency information and media relations
- Emergency Social Services
- Liaise with External agencies
- Mass casualty response support
- Traffic control
- Evacuation planning
- Disaster Response Routes

Checklists

ECC Director/General Staff

	Consider Police or alternate as Operations Section Chief
	Make contact with air carrier and request representative to attend ECC
	Ensure Transportation Safety Board and Rescue Coordination Centre contacted
	Staff Liaison Officer, Information Officer, and Risk Management Officer positions
	Establish news release system in support of lead agency (Information Officer)

Operations

	Establish a Registration and Inquiry Centre (ESS/Red Cross)
	Support Incident Commander in defining working area, establish control perimeter and securing the scene for subsequent investigation (Police Branch)

	Coordinate routes for emergency vehicles (Police Branch and Planning Section
	Coordinate traffic and crowd control (Police Branch
	Notify hospitals of causalities, including number and type (Health Branch)
	Establish temporary morgue (Police Branch, Coroner Unit)
	Coordinate elimination of hazards from damaged utilities (Engineering/Utilities)

Planning

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

Logistics

	Prepare to support long term recovery and investigation operations
	Facilities Unit should be identifying potential temporary morgue facilities
	Consider equipment needs and sources (Supply Unit) - Fire Fighting and Rescue Equipment (Fire/Engineering/SAR0 - Ambulances (BCAS/Industry/St. Johns Ambulance) - Communication Equipment (Ambulance/POLICE /Amateur) - Auxiliary lighting (Engineering/Utilities) - Barricades (Public Works/Engineering) - Mobile Public address system (POLICE /Fire/Radio stations) - Chemical Response Team (EMBC/Industry)

Severe Weather – (Natural)

Policies

1. Where and when possible, the ECC will endeavour to warn citizens of impending severe weather, working with meteorological services and news media.
2. First priority is snow/debris removal for emergency services and transportation of essential staff in snow event. Other weather events will follow similar procedures/priorities or refer to other hazards (eg., flooding, power outage) contained within Emergency Response and Recovery Plan.

Priorities

- Communications with site
- Disaster debris management
- Disaster Response Routes
- Emergency information and media relations
- ESS
- Evacuation Planning
- Resource acquisition and deployment
- Restoration of utilities and critical infrastructure
- Situation and damage assessment
- Traffic control

ECC Director/General Staff

	Ensure snow/debris removal activities are coordinated throughout the area
	Advise public of status and what self-help measures they can take (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 (Engineering Branch)
	Coordinate provision of auxiliary power (Engineering Branch)
	Coordinate clearing and disposal of debris (Engineering Branch)
	Coordinate SAR and checks for stranded motorists (Police Branch)
	Coordinate search for trapped persons (Police Branch)
	Notify causalities including type and number (BC Ambulance Unit)

Planning

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

Logistics

	Prepare to support long term recovery
	Facilities Unit should be identifying potential temporary morgue facilities
	Consider equipment needs and sources (Supply Unit) • Fire Fighting and Rescue Equipment (Fire/Engineering/SAR) • Ambulances (BCAS/Industry/St. Johns Ambulance) • Communication Equipment (Ambulance/POLICE /Amateur) • Auxiliary lighting (Engineering/Utilities) • Barricades (Public Works/Engineering) • Mobile Public address system (POLICE /Fire/Radio stations) • Chemical Response Team (EMBC/Industry) • Reception Centres • Group lodging Facilities

Finance/Admin

	Prepare equipment contracts
	Track costs, set up required financial tracking documents.

Dam Failures – (Man Made Technological)

Policies

1. The dam owner is responsible under Provincial legislation to provide warning and notification of potential and actual dam failure to downstream persons at risk
2. The Dam safety Branch of the Ministry of Environment Lands and Parks is the regulatory agency.
3. It is our policy to provide support to the Dam Safety Branch as needed and requested.

Priorities

1. Evacuation/traffic Routes
2. ESS
3. Infrastructure – utilities
4. Establish Morgue
5. Medical and Health
6. Search and Rescue
7. Disaster Debris Management
8. Recovery/Damage to Environment/Property.

ECC Director/General Staff

	Upon notification of a potential or real dam failure, activate full ECC Call out
	Ensure safety of all responders
	Select Police or alternate as Operations Section Chief
	Notify PREOC that ECC is activated
	Staff Liaison Officer, Information Officer and Risk Management Officer
	Establish news release system (Information Officer)
	Establish public inquiry system (Information Officer)

Operations

	Ensure warnings to evacuate as needed are provided to all downstream persons
	Establish a Registration and Inquiry Centre (ESS)
	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 and Planning Section)
	Coordinate traffic control (Police Branch)
	Notify hospitals of casualties, including number and type (Health Branch)
	Establish temporary morgue (Police Branch in consult with Coroner)
	Coordinate the elimination of hazards from damaged utilities (Utilities branch)

Planning

	Prepare and provide inundation area information to ECC and Incident Commanders in field through Operations
	Consider possible major effects (Advance Planning Unit): • Injuries and fatalities • Damage to property • Involvement of dangerous goods, eg., propane tanks • Disruption of traffic and communications • Disruption of utilities • Convergence of media, photographers, politicians

Logistics

	Anticipate need for heavy equipment or sandbags
	Prepare to support long-term recover and investigation operations
	Identify potential temporary morgue facilities (Facilities Unit)
	Consider equipment needs and sources (Supply Unit) • Communication Equipment EMBC/POLICE /HAM • Equipment for constructing dikes ENGINEERING/INDUSTRY • Heavy equipment (bulldozers) ENGINEERING /INDUSTRY • Auxiliary lighting ENGINEERING/INDUSTRY • Auxiliary power facilities ENGINEERING/INDUSTRY • Medical and Health supplies HEALTH • Food and lodging ESS • Pumps ENGINEERING • Storage facilities PROVINCE • Mobile public address system POLICE/FIRE/RADIO • Chemical Response Team EMBC/FIRE/INDUSTRY

Finance/Admin

	Establish Compensation, Claims and Cost Accounting Unit
	Begin tracking costs and ensuring all financial procedures followed

Epidemic – (Natural)

Policies

1. In the event of a widespread outbreak of disease, regardless of cause the ECC should consider an automatic Level 3 response.
2. Should the operational area of this ECC 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 or receiving evacuees
3. Island Health Authority is lead agency

Priorities

- Identify Alternate Care Facilities
- Establish Morgue
- Emergency Information and Media Relations
- ESS
- Employee Support Program
- Essential Services, supplies/procedures – Police Fire and Ambulance
- Support Island Health Authority through provision of resources,

ECC Director/General Staff

	Notify EMBC when ECC is activated
	Select Medial Health Officer or alternate as Operations Chief
	Ensure all agency representatives contacted and requested to attend ECC
	Establish adequate communications and news release systems (Information Officer) – Establish Joint Information Bureau with Island Health where possible and support their communications
	Establish public inquiry system
	Staff Liaison Officer, Information and Risk Management Officer
	Establish public inquiry system (Information Officer

Operations

	Staff ESS positions for possible reception centres (ESS)
	Coordinate the evacuation of personnel (Police Branch)
	Coordinate traffic control (Police Branch)
	Coordinate the provision of potable water supplies (Engineering Branch)
	Coordinate water quality monitoring (Health Branch)
	Coordinate emergency public health measures (Health Branch
	Liaise with BC Centre for Disease Control (Health Branch)
	Coordinate investigation and mitigation of disease source (Health, Environment and Engineering

Planning

	Obtain and disseminate current epidemiological data
	Consider possible major effects (Advance Planning) • Overloading of health care facilities • Medical personnel affected • Morgue facilities overwhelmed • Panic • Contamination of normal water supplies • Dangers to public health • Adjacent communities may be affected slowing assistance • Losses to local economy • Closures of business/schools • Media • Quarantine • Separation of Family • Shelter in Place • Vaccine Shortages • Civil Unrest • International Implications

Logistics

	Anticipate long term support of field workers
	Consider equipment needs and supplies (Supply Unit) • Transportation – ROAD/AIR/RAIL • Face masks/gloves – SAFETY/MEDICAL SUPPLY • Isolation equipment – SAFETY/MEDICAL SUPPLY • Communication equipment – EMBC/POLICE /HAM • Medical and health supplies HEALTH • Food and Lodging ESS • Tankers for potable water supplies – UTILITIES • Mobile public address system – POLICE /FIRE

Finance/Admin

	Establish Compensation, Claims and Cost Accounting Unit
	Begin tracking costs and ensuring all financial procedures followed

Drought – (Natural)

Policies

1. The ECC will ensure water supplies are identified for potable water, firefighting and agricultural use in that order
2. Keep public informed by releasing all confirmed drought information through local media sources.

Priorities

- Public Health Issues and Concerns
- Shelter in Place
- Drinking water and food shortages
- Disruption and/or damage to infrastructure
- Communication with Media
- Water Conversation
- Civil Unrest
- Recovery

ECC Director/General Staff

	Ensure representatives from Ministry of Water Land and Parks and other provincial agencies are contacted and if possible to attend ECC
	Ensure adequate communications and news release systems (Information Officer)
	Select Police or alternate as Operations Section Chief
	Notify PREOC that ECC is activated
	Staff Liaison Officer, Information Officer and Risk Management Officer
	Establish news release system (Information Officer)
	Establish public inquiry system (Information Officer
	Operations Section Chief should be from Engineering/Public Works

Operations

	Designate Public Works, Engineering or alternate as Operations Chief
	Continually monitor water levels and notify of significant changes
	Utilize pre-established emergency connections.

Planning

	Obtain and disseminate current meteorological forecasts
	Deploy field observers to gather drought impact intelligence (Situation Unit)
	Consider possible major effects (Advance Planning) Disruption of agricultural operations • Need for water rationing

	• Contamination of normal water supplies • Dangers to public health • Possible business closures due to lack of water • Losses to local economy • Water stations and location throughout city
	Continually monitor water levels and notify of significant changes
	Monitor wildfire conditions and outlooks
	Monitor water quality and adjust treatment if necessary

Logistics

	Identify and locate alternative water supplies in anticipation of field requests (Supply Unit)
	Consider equipment needs and sources (Supply Unit) • Water storage tanks – Local Business, Truck companies • Pumps – Engineering • Transportation for moving livestock - EMBC, Agriculture Associations

Finance/Admin

	Establish Compensation, Claims and Cost Accounting Unit
	Begin tracking costs and ensuring all financial procedures followed

Explosions (Man-Made Human Interface)

Policies

1. In the event of a major explosion regardless of the cause, life safety of both responders and impacted people will be the first priority
2. The ECC will support the Incident Commander, regardless of agency filling that role
3. It is our policy to assist in securing the site of the explosion to preserve evidence, ensure safety and enhance privacy
4. Consider act of Terrorism

Priorities

- Fire
- Hazmat
- Evacuation
- Emergency Communications and Media
- ESS
- Transportation
- Infrastructure disruption
- Economic Impacts
- Business Continuity
- Disaster Debris
- Security

ECC Director/General Staff

	Select Police or alternate as Operations Section Chief
	Staff Liaison Officer, Information Officer and Risk Management Officer
	Establish news release system (Information Officer)
	Establish public inquiry system (Information Officer)

Operations

	Establish a Registration and Inquiry Centre (ESS)
	Support Incident Commander in defining working area, establish control perimeter, and securing the scene for subsequent investigation (Police)
	Coordinate routes for emergency vehicles (Police/Planning)
	Coordinate traffic and crowd control (Police/Planning)
	Notify hospitals of causalities, including number and type (Health Unit)
	Establish temporary morgue (Police/Coroner)
	Coordinate the elimination of hazards from damaged utilities (Engineering/Utilities)

Planning

	Consider possible major effects (Advance Planning Unit): • Injuries and fatalities • Panic and stress debriefing • Fire • Secondary explosions • Damage to property • Release of toxic smoke, fumes • Disruption of traffic and communications • Disruption of utilities • Convergence of media, photographers

Logistics

	Prepare to support long-term recovery and investigation operations
	Identify potential temporary morgue facilities (Facilities Unit)
	Consider equipment needs and sources (Supply Unit) • Firefighting and rescue Fire/Engineering/SAR • Ambulances - Medical/Transportation • Communication Equipment – Ambulance/POLICE /Ham • Auxiliary lighting – Engineering/Utilities • Barricades – Engineering • Equipment to repair infrastructure – Engineering/Utilities • Special equipment – Chemical Supplier • Mobile Public Address System POLICE/FIRE/Radio • Chemical Response Team – EMBC/Industry • Emergency feeding facilities - ESS

Finance/Admin

	Establish Compensation, Claims and Cost Accounting Unit
	Begin tracking costs and ensuring all financial procedures followed

Fire Municipality/Rural – (Structural)

Policies

1. Structural fires (Urban and rural) should be managed at the site using ICS with the senior officer on scene from the fire department having jurisdiction being appointed the Incident Commander
2. Assist the BC Forest Service, if requested in monitoring local authority firefighting on rural fires to prevent the spread of fire to vegetation

Priorities

- Trapped, stranded or missing people
- Public Health Issues
- Explosions/Fire
- Evacuation
- Shortage of water for firefighting
- Disruption of travel
- Economic – Damage to business or infrastructure

ECC Director/General Staff

	Ensure safety of all responders
	Select Fire as Operations Chief
	Staff Liaison Officer, Information Officer and Risk Management Officer
	Establish news release system (Information Officer)
	Establish public inquiry system (Information Officer)

Operations

	Determine need for evacuation
	Notify Fire Commissioner (Fire Branch)
	Ensure that all utilities are advised (Fire Branch)
	Warn of potential spread of fire to other structures or natural areas
	Coordinate the evacuation of personnel (Police Branch)
	Coordinate defining the working area and establish control perimeter (Police)
	Secure disaster scene for subsequent investigation (Police)
	Coordinate traffic control and routes for emergency vehicles (Police)
	Coordinate the protection of property and relocate resources where necessary (Police)
	Coordinate the elimination of hazards from damaged utilities (Utilities Branch)
	Notify hospitals of casualties (Health Branch)
	Establish emergency public health facilities (Health)
	Establish temporary morgue, if needed (Police Branch)

	Establish ESS (ESS Branch)
	Staff ESS positions for possible reception centres (ESS Branch)

Planning

	Supervise damage assessment
	Consider possible major effects (Advance Planning Unit): • Injuries and fatalities • Fire • Explosion and other hazards • Damage to property • Collapse of buildings and other structures • Sudden hospital requirements • Release of toxic smoke, fumes • Disruption of traffic and communications • Disruption of utilities • Convergence of media, photographers

Logistics

	Anticipate need for heavy equipment or sandbags
	Anticipate requests for food/porta potties
	Consider equipment needs and sources (Supply Unit) • Firefighting and rescue equipment • Ambulances • Water tankers (street cleaners) • Relay pumps • Communication equipment Ambulance/POLICE/HAM Radio • Auxiliary lighting Engineering/Utilities • Blankets and Food ESS • Mobile public address system POLICE/Fire/Radio stations • Chemical Response Team EMBC/Fire/Industry

Finance/Admin

	Establish Compensation, Claims and Cost Accounting Unit, anticipate compensation/claims
	Begin tracking costs and ensuring all financial procedures followed

Flooding – (Natural)

Policies

1. Ministry of Forests, Lands and Natural Resource, Ministry of Transportation & Infrastructure and EMBC are key provincial agencies
2. Private property owners are responsible for protective works on their property
3. Keep public informed by releasing all confirmed flood warning information through local media sources

Priorities

- Evacuation routes
- Emergency information and media relations
- ESS
- Evacuation planning
- Flood containment and mitigation support
- Liaise with external agencies
- Public notification
- Restoration of critical facilities and infrastructure
- Situation and damage assessment – Rapid Damage Assessment
- Traffic control

ECC Director/General Staff

	Select Public Works/Engineering as Operations Chief
	Ensure representatives from Department of Fisheries and Oceans and Ministry of Environment are contacted and request to attend ECC
	Establish communication and news release systems (Info Officer)
	Establish proper jurisdiction
	Staff Liaison Officer, Information Officer and Risk Management Officer
	Establish news release system (Information Officer)
	Establish public inquiry system (Information Officer)

Operations

	Staff ESS positions for possible reception centre (ESS Branch)
	Coordinate the evacuation of personnel (Police Branch)
	Coordinate the evacuation of livestock
	Coordinate traffic control
	Coordinate the establishment of dikes as required (Engineering)
	Identify the priority areas for sand bag deployment (Engineering)
	Coordinate the elimination of hazards from damaged utilities (Utilities)

	Establish emergency public health facilities (health branch)

Planning

	Obtain and disseminate current meteorological data and flood forecasts
	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 Province, Canada Employment and private employment companies for personnel
	Contact province for additional sandbags if required and cannot be sourced locally/heavy equipment resources 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/Rail • Communication Equipment – EMBC/POLICE /Ham • Equipment for constructing dikes • Heavy equipment Public Works/Industry • Auxiliary lighting – Public works/Utilities • Auxiliary Power facilities – Public Works/Utilities • Medical and Health Supplies – Island Health/Pharmacies • Food and Lodging – ESS • Pumps – Public Works • Storage facilities for equipment etc – Industry/ Province • Mobile public address system – POLICE /Fire/Radio

Finance/Admin

	Establish Compensation, Claims and Cost Accounting Unit
	Begin tracking costs and ensuring all financial procedures followed

Hazardous Spills – Loss of Containment (Man Made)

Policies

1. Responders should take defensive role until product and actions are identified
2. Spiller is responsible for clean up and restoration
3. The community has a right to know both the hazard and risk

Priorities

- Cost Recovery
- Emergency information and media relations
- Emergency Social Services
- Evacuation planning
- Liaise with external agencies
- Public notification
- Resource acquisition & deployment

ECC Director/General Staff

	Ensure safety of all responders
	Select Police or alternate as Operations Section Chief
	Arrange for responsible party (spiller) to attend ECC
	Staff Liaison Officer, Information Officer and Risk Management Officer
	Establish news release system (Information Officer)
	Establish public inquiry system (Information Officer)

Operations

	Ensure warnings to evacuate as needed are provided to all downstream persons
	Establish a Registration and Inquiry Centre (ESS)
	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 and Planning Section)
	Coordinate traffic control (Police Branch)
	Notify hospitals of casualties, including number and type (Health Branch)
	Establish temporary morgue (Police Branch in consult with Coroner)
	Coordinate the elimination of hazards from damaged utilities (Utilities branch)

Planning

	Prepare and provide inundation area information to ECC and Incident Commanders in field through Operations
	Consider possible major effects (Advance Planning Unit): • Injuries and fatalities • Damage to property • Involvement of dangerous goods, eg., propane tanks • Disruption of traffic and communications • Disruption of utilities • Convergence of media, photographers, politicians

Logistics

	Anticipate need for heavy equipment or sandbags
	Prepare to support long-term recovery and investigation operations
	Identify potential temporary morgue facilities (Facilities Unit)
	Consider equipment needs and sources (Supply Unit) • Communication Equipment EMBC/POLICE/HAM • Equipment for constructing dikes ENGINEERING/INDUSTRY • Heavy equipment (bulldozers) ENGINEERING /INDUSTRY • Auxiliary lighting ENGINEERING/INDUSTRY • Auxiliary power facilities ENGINEERING/INDUSTRY • Medical and Health supplies HEALTH • Food and lodging ESS • Pumps ENGINEERING • Storage facilities PROVINCE • Mobile public address system POLICE/FIRE/RADIO • Chemical Response Team EMBC/FIRE/INDUSTRY

Finance/Admin

	Establish Compensation, Claims and Cost Accounting Unit
	Begin tracking costs and ensuring all financial procedures followed

Landslides/Debris Flows (Natural)

Policies

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

Priorities

- Infrastructure
- Environment
- Injuries/Fatalities
- Morgue
- Search and Rescue
- Critical Mapping
- Media, Communications and Information
- ESS/Group Lodging

ECC Director/General Staff

	Ensure representatives from MOTI, FLNRO, EMBC (as appropriate) are contacted and/or requested to attend the ECC
	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

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 routes for emergency vehicles (Police Branch and Planning Section)
	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 (Engineering Branch)
	Coordinate the elimination of hazards from damaged utilities (Engineering Branch)

Planning

	Deploy field observers to gather damage intelligence as soon as possible (Situation unit)
	To consider slide potential obtain meteorological data.
	Consider possible major effects (Advance Planning Unit) • Casualties • Damage to property • Closure of roads and highways • Damage to utilities and communications 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/Rail • Communication equipment (EMBC, POLICE, Amateur Radio) • Heavy equipment (bulldozers, etc) Engineering/Industry • Auxiliary Lighting – Engineering Utilities • Auxiliary power facilities – Engineering, Utilities • Medical and Health supplies – Health • Food and lodging - ESS

Finance/Admin

	Establish Compensation, Claims and Cost Accounting Unit
	Begin tracking costs and ensuring all financial procedures followed

Marine – (Man Made Human Interface)

Policies

1. The Master of the Vessel is the Incident Commander, if not incapacitated
2. The RCMP/Coast Guard is the responsible agency for inland water
3. It is our policy to provide support and assistance as needed and requested
4. If an oil spill results, jurisdiction on water is Federal/Coast Guard. Reference Hazardous Spills for support items
5. If incident occurs on Lakes, jurisdiction needs to be established to determine lead agency

Priorities

- ESS
- Media Communications
- Morgue
- Support Facilities

ECC Director/General Staff

	Select RCMP or alternate as Operations Chief
	Notify EMBC that ECC is activated
	Ensure representatives from Coast Guard and EMBC are contacted. If possible have them in attendance at ECC
	Establish adequate communications and news release systems as mechanism to disseminate information (Information)
	Establish public inquiry system with direction from lead agency (Information Officer)
	Establish proper jurisdiction

Operations

	If boating incident, Coordinate shore rescue teams from all jurisdictions (Police Branch)
	Ground transportation for victims (Police Branch)
	Staff ESS positions for possible reception centres (ESS)

Planning

	Obtain and disseminate current meteorological forecasts.
	• Deploy field observers to gather damage intelligence as soon as possible (Situation Assessment Unit)
	Consider possible major effects • Injuries and fatalities • Hypothermia among victims and rescuers • Convergence of families and friends • Vessels may require towing

Logistics

	Contact local marinas for support from vessels of opportunity
	Anticipate long term feeding/accommodation support of field workers
	Consider equipment needs and sources (Supply/Procurement Unit) • Communication equipment – EMBC, POLICE , HAM • Auxiliary Lighting – Engineering/Utilities • Auxiliary power facilities – Engineering/Utilities • Medical and health supplies – Health • Food and lodging – ESS • Pumps - Engineering

Finance/Admin

	Establish Compensation, Claims and Cost Accounting Unit
	Begin tracking costs and ensuring all financial procedures followed

Mine Shaft Failure – (Man Made Human Interface)

Policies

1. The responsibility for Abandoned Mines lies with Ministry of Energy and Mines
2. The municipality is responsible for surface infrastructure and public safety
3. It is our policy to provide support and assistance as needed and requested

Priorities

- Urban Search and Rescue (specializing in confined space/mines)
- Support facilities
- Coordination of partner agencies
- Evacuation/ESS
- Supplies/Heavy Equipment
- Auxiliary Lighting
- Barricades
- Public Information/Communications

ECC Director/General Staff

	Select Engineering or alternate as Operations Chief
	Ensure representatives from Ministry of Energy, Mines and Gas and EMBC are contacted. If possible have them in attendance at ECC
	Establish adequate communications and news release systems as mechanism to disseminate information (Information)
	Establish public inquiry system with direction from lead agency (Information Officer)
	Establish proper jurisdiction

Operations

	Coordinate Search and Rescue of victims (Police/Fire)
	Staff ESS positions for possible reception centres (ESSD)
	Coordinate the evacuation of personnel (Police Branch)
	Coordinate Traffic Control (Police Branch)
	Coordinate removal and disposal of debris if required (Engineering)
	Coordinate the elimination of hazards from damaged utilities (Engineering)
	Coordinate the evacuation of residents if required (Police)

Planning

	Obtain and disseminate current meteorological forecasts.

	Deploy field observers to gather damage intelligence as soon as possible (Situation Assessment Unit)
	Define area of risk
	Commence evacuation planning, if required and warn adjacent areas
	Ensure appropriate technical specialists are contacted and available (Geologists, Mine Experts)
	Consider possible major effects (Advance Planning Unit) • Injuries and fatalities • Damage to property • Disruption of traffic • Potential for explosions/fire/noxious gas • Contamination of water supplies • Need to evacuate population • Dangers to public health • Disruption of business/residents • Environmental impacts, Drinking water contamination, methane gas, flooding

Logistics

	Prepare to support long term recovery and investigation operations
	Consider equipment needs and sources (Supply Unit) • Fire Fighting and Rescue Equipment (Fire/Engineering/SAR) • Ambulances (BCAS/Industry/St. Johns Ambulance) • Communication Equipment (Ambulance/POLICE /Amateur) • Auxiliary lighting (Engineering/Utilities) • Barricades (Public Works/Engineering) • Mobile Public address system (POLICE/Fire/Radio stations) • Pumps • Personal Protection Equipment • Rope/Climbing Apparatus • Heavy Equipment, Cranes/bulldozers/Shovels • Gas Detectors

Finance/Admin

	Establish Compensation, Claims and Cost Accounting Unit
	Begin tracking costs and ensuring all financial procedures followed

Motor Vehicle Accidents – (Man Made Human Interface)

Policies

1. Most major motor vehicle crashes should be managed at the scene.
2. The ECC will provide support and assistance as required or requested.

Priorities

- Fatalities/Injuries/Morgue
- ESS/Reception Centres
- Communications
- Re route of traffic
- Communications/Media/hotline for family

ECC Director

	Select Police or alternate as Operations Chief
	Notify EMBC that ECC is activated
	Make contact with motor carrier if applicable and request attendance at ECC
	Staff Liaison Officer, Information Officer and Risk Management Officer
	Establish news release system
	Establish family inquiry system, consider non-english speaking victims and family (Info Officer)

Operations

	Establish a registration and inquiry Centre (ESS/Red Cross)
	Support Incident Commander in defining working area, establish control perimeter and securing the scene for subsequent investigation (Police)
	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)
	Notify hospitals of casualties, including number and type (BCAS Unit/Health Branch)
	Establish temporary morgue (Police Branch)
	Coordinate the elimination of hazards from damaged utilities (Engineering/Utilities)

Planning

	Consider possible major effects (Advance Planning Unit) Injuries/Fatalities - Fire - Explosion - Trapped motorists - Damage to property - Involvement of dangerous goods eg. Fuels - Special cargo problems eg. Hazardous Materials - Disruption of traffic and communications - Convergence of media, photographers, politicians - Convergence of friends, family members and need for grieving

Logistics

	Prepare to support long-term recovery and investigation operations
	Identify potential temporary morgue facilities (Facilities Unit)
	Consider equipment needs and sources (Supply Unit) - Wrecker. tower with cutting torches (Police/Garage) - Firefighting and rescue equipment (Fire/Engineering/SAR) - Ambulances (BCAS/Industry/St John) - Communication equipment (Ambulance/POLICE/HAM) - Auxiliary lighting (Engineering/Utilities) - Traffic barricades (Engineering) - Mobile public address system (POLICE/Fire/Radio stations) - Chemical Response Team (EMBC/Industry)

Finance/Admin

	Establish Compensation, Claims and Cost Accounting Unit
	Begin tracking costs and ensuring all financial procedures followed

Prolonged Power Outage – (Man Made Technological)

Policies

1. The electrical utility provider is responsible for restoration of electrical power
2. The ECC may assist indirectly with such actions as coordinating the clearing of fallen trees from routes used by utility line crews, and providing priorities for energy restoration.
3. Under no circumstance should non-utility responders handle power lines as they may still be live.

Priorities

- Generators for Primary facilities
- Fuel
- Disruption of traffic
- Communications/media
- Vulnerable populations (Seniors/disabled)
- ESS/Reception Centres/Comfort Centres/Charging stations
- Food/Media/personnel
- Public Health
- Shelter in Place
- Disruption of travel/road/air/ferry
- Security

ECC Director/General Staff

	Select Engineering Branch Coordinator as Operations Chief
	Notify EMBC that ECC is activated
	Request utility representative to attend the ECC
	Staff Liaison Officer, Information Officer and Risk Management Officer
	Establish news release system/Information with utility

Operations

	Assist utility crews where possible
	Coordinate the elimination of hazards from damaged utilities (Engineering)
	Coordinate provision of auxiliary power (Engineering)
	Coordinate transport of food, fuel, pharmaceutical supplies, medical personnel and others to points of need (Transportation)
	Supervise ESS accommodation and feeding of stranded persons
	Establish ESS Reception Centres for the aged/infirm
	Staff Engineering Branch Coordinator

Planning

	Consider possible major effects (Advance Planning Unit) Injuries/Fatalities • Injuries, fatalities due to lack of power • Panic, particularly in crowded areas • Persons trapped in elevators and other powered devices • Disruption of traffic • Disruption of utilities and communications

Logistics

	Locate and store any power generation equipment
	Locate and stage any fuel for power generation equipment
	Ensure ECC and public safety facilities have auxiliary power
	Contact food suppliers and determine on-hand supplies
	Consider equipment needs and Sources (Supply) • Auxiliary generators (Various sources) • Auxiliary heaters (Various sources) • Auxiliary lighting (Fire Departments from adjacent areas) • Mobile public address system (POLICE/Fire/Radio) • Welfare equipment (ESS)

Finance/Admin

	Establish Compensation, Claims and Cost Accounting Unit
	Begin tracking costs and ensuring all financial procedures followed

Rail – (Man Made Human Interface)

Policies

1. The responsibility for rail crashes on railroad property rests with the carrier
2. Incidents involving injuries/fatalities or impacting areas off the right-of-way should be managed by the appropriate agency, (Police, BCAS, Fire, Province) as a single command or unified command based on the situation
3. It is our policy to provide support as needed and requested by the rail carrier
4. Responders should take a defensive role until the train cargo is determined to be of a manageable risk to our responders

Priorities

- Disaster Debris Management
- Disaster Response Routes
- Emergency information and media
- ESS
- Evacuation Planning
- Public Health
- Resource acquisition and deployment
- Traffic Control
- Restoration of critical infrastructure
- Potable Water and water for firefighting

ECC Director/General Staff

	Select Police, Fire or Environment Branch Coordinator as Operations Chief
	Notify EMBC that ECC is activated
	Make contact with rail carrier and request attendance at ECC
	Ensure Transportation Safety Board Contacted
	Staff Liaison Officer, Information Officer and Risk Management Officer positions
	Establish news release system in consultation with other organizations/agencies
	Establish family inquiry system

Operations

	Establish a Registration and Inquiry Centre
	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 traffic and crowd control (Police Branch)
	Notify hospitals of casualties, including number and type BCAS/Health
	Coordinate the elimination of hazards from damaged utilities (Engineering/Utilities)

	Staff Engineering Branch Coordinator

Planning

	Consider possible major effects (Advance Planning Unit)
	Injuries/Fatalities
	    • Injuries, fatalities due to lack of power
	    • Fire
	    • Explosion
	    • Evacuation
	    • Damage to property
	    • Involvement of dangerous goods eg fuels
	    • Sudden hospital requirements
	    • Disruption of traffic and communications
	    • Disruption of utilities
	    • Convergence of media, photographers, politicians
	    • Convergence of family and friend, need for grieving

Logistics

	Prepare to support long-term recovery and investigation operations
	Facilities Unit should be identifying potential temporary morgue facilities

	Consider equipment needs and Sources (Supply)
	    • Firefighting and rescue equipment, Fire/Engineering/SAR
	    • Ambulance, BCAS/Transportation/Police
	    • Communication Equipment Ambulance, POLICE, HAM
	    • Auxiliary lighting, Engineering/Utilities
	    • Barricades, Engineering
	    • Mobile Public Address system (POLICE, Fire, Radio)
	    • Chemical Response Team (EMBC/Industry)
	    • LPG Response Team

Finance/Admin

	Establish Compensation, Claims and Cost Accounting Unit
	Begin tracking costs and ensuring all financial procedures followed

Seismic – (Natural)

Policies

1. In the event of a major earthquake, the ECC should consider an automatic Level 3 response
2. Should the operational area of this ECC 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 or receiving evacuees.

Priorities

- Business Continuity
- Disaster Debris Management
- Disaster Response Routes
- Emergency information and Media
- ESS
- Evacuation Planning
- Public Health
- Resource Acquisition and Deployment
- Media
- Restoration of Critical Infrastructure
- Potable water and water for firefighting

ECC Director/General Staff

	Select Operations Chief
	Notify EMBC that ECC is activated
	Ensure all agency representatives contacted and requested to attend ECC
	Establish communications (Information Officer/HAM)
	Establish public inquiry system (Information Officer)
	Request outside assistance including military from PREOC if required
	Staff Liaison, Information and Risk Management Officer

Operations

	Coordinate rescue of trapped, injured persons (fire)
	Staff ESS positions for reception centres (ESS)
	Coordinate the evacuation of personnel (Police)
	Coordinate traffic control (Police)
	Coordinate temporary morgue (Police, Coroner)
	Coordinate the protection of property and relocate resources where necessary (Police)
	Coordinate salvage operations of essential items (Fire)
	Coordinate the elimination of hazards from damaged utilities (Engineering)
	Coordinate emergency public health facilities (Health)

Planning

	Obtain and disseminate current seismic data
	Deploy field observers to gather damage intelligence as soon as possible (Situation Unit/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, eg., natural gas • 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
	Identify existing/potential/alternate locations for transport of goods/people eg. Helicopter landing locations, port facilities.

Logistics

	Anticipate long-term feeding/accommodation support of field workers
	Consider equipment needs and sources (Supply Unit)
	• Transportation, Road/Air/Rail • Rescue equipment, All agencies • Public service maintenance vehicles, Engineering/Utilities • Communication equipment, EMBC, POLICE, HAM • Heavy equipment (bulldozers, etc.) Engineering/Industry • Auxiliary lighting, Engineering Industry • Medical and health supplies, Health • Food and Lodging, ESS • Piping for water, sewer repairs, Engineering/Industry • Heavy Equipment All agencies/industry • Tanker cars for potable water supplies, Utilities/railways Mobile Public Address System POLICE/Fire/Radio

Finance/Admin

	Establish Compensation, Claims and Cost Accounting Unit
	Begin tracking costs and ensuring all financial procedures followed

10.2 Severe Weather – (Natural)

Policies

1. Where and when possible, the ECC will endeavour to warn citizens of impending severe weather, working with meteorological services and news media.
2. First priority is snow/debris removal for emergency services and transportation of essential staff in snow event. Other weather events will follow similar procedures/priorities or refer to other hazards (eg., flooding, power outage) contained within Emergency Response and Recovery Plan.

Priorities

- Communications with site
- Disaster debris management
- Disaster Response Routes
- Emergency information and media relations
- ESS
- Evacuation Planning
- Resource acquisition and deployment
- Restoration of utilities and critical infrastructure
- Situation and damage assessment
- Traffic control

ECC Director/General Staff

	Ensure snow/debris removal activities are coordinated throughout the area
	Advise public of status and what self-help measures they can take (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 (Engineering Branch)
	Coordinate provision of auxiliary power (Engineering Branch)
	Coordinate clearing and disposal of debris (Engineering Branch)
	Coordinate SAR and checks for stranded motorists (Police Branch)

	Coordinate search for trapped persons (Police Branch)
	Notify causalities including type and number (BC Ambulance Unit)

Planning

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

Logistics

	Prepare to support long term recovery
	Facilities Unit should be identifying potential temporary morgue facilities
	Consider equipment needs and sources (Supply Unit) • Fire Fighting and Rescue Equipment (Fire/Engineering/SAR0 • Ambulances (BCAS/Industry/St. Johns Ambulance) • Communication Equipment (Ambulance/RCMP/Amateur) • Auxiliary lighting (Engineering/Utilities) • Barricades (Public Works/Engineering) • Mobile Public address system (RCMP/Fire/Radio stations) • Chemical Response Team (EMBC/Industry) \\ • Reception Centres • Group lodging Facilities

Finance/Admin

	Prepare equipment contracts
	Track costs, set up required financial tracking documents.

Social Disturbance (Man-Made)

Policies

1. The RCMP is the responsible agency
2. The ECC will provide support and assistance as needed or requested.

Priorities

- Security
- Info/Communications/Media
- Support RCMP with barricades/traffic control
- Public Safety
- Support for first responders

ECC Director/General Staff

	Select Police or alternate as Operations Chief
	Select Liaison Officer, Information Officer and Risk Management Officer
	Establish news release system
	Notify EMBC that ECC is activated

Operations

	Establish a Registration and Inquiry Centre
	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 traffic and crowd control (Police Branch)
	Notify hospitals of casualties, including number and type BCAS/Health
	Coordinate the elimination of hazards from roads(Engineering/Utilities)
	Staff Engineering Branch Coordinator

Planning

	Consider possible major effects (Advance Planning Unit) Injuries/Fatalities • Injuries, fatalities due to lack of power • Fire • Explosion • Trapped Motorists • Damage to property • Involvement of dangerous goods eg fuels • Sudden hospital requirements • Disruption of traffic and communications • Convergence of media, photographers, politicians • Convergence of supporters

Logistics

	Prepare to support long-term recovery and investigation operations
	Facilities Unit should be identifying potential temporary morgue facilities
	Consider equipment needs and Sources (Supply) • Wrecker/tower with cutting torches, Police/Garage • Firefighting and rescue Equipment Fire/Engineering/SAR/ Ambulances, BCAS/Industry/St John Ambulance • Communication Equipment , All agencies, HAM • Auxiliary lighting , Engineering/Utilities • Traffic barricades, Engineering • Mobile public address system, POLICE/Fire/Radio stations

Finance/Admin

	Establish Compensation, Claims and Cost Accounting Unit
	Begin tracking costs and ensuring all financial procedures followed

Structural Collapse (Man-Made)

Policies

1. Regardless of the cause, safety of the responders will be considered first.
2. The ECC will ensure technical advice is available and Heavy Urban Search and Rescue (HUSAR), if available are provided to the Incident Command.
3. Immediately secure the site to preserve evidence, ensure safety and enhance privacy.

Priorities

1. HUSAR/LUSAR
2. Secure area
3. Traffic control
4. Hotline for concerned families
5. Morgue
6. Contact hospital re potential surge
7. Have staff and resources on standby
8. Heavy Equipment
9. ESS
10. Media/Communications

ECC Director/General Staff

	Notify EMBC that ECC is activated
	Select Fire or alternate as Operations Chief
	Make contact with building owner and request attendance at ECC if appropriate
	Establish news release system (Info)
	Establish family inquiry system (Info)

Operations

	Establish a Registration and Inquiry Centre (ESS/Red Cross)
	Support Incident commander in defining working area, establishing control perimeter and securing scene for subsequent investigation (Police)
	Coordinate rescue (Fire)
	Coordinate routes for emergency vehicles (Police)
	Notify hospitals of casualties including number and type (BCAS/Health)
	Establish temporary morgue (Police, Coroner)
	Coordinate the elimination of hazards from damaged utilities (Engineering/Utilities)
	Obtain plans/blueprints of buildings involved

Planning

	Consider possible major effects (Advance Planning Unit) Injuries/Fatalities • Injuries, fatalities • Fire • Explosion • Trapped People • Damage to property • Involvement of dangerous goods eg fuels • Sudden hospital requirements • Disruption of traffic and communications • Convergence of media, photographers, politicians • Convergence of supporters/families

Logistics

	Prepare to support long-term recovery and investigation operations
	Facilities Unit should be identifying potential temporary morgue facilities
	Consider equipment needs and Sources (Supply) • Wrecker/tower with cutting torches, Police/Garage • Firefighting and rescue Equipment Fire/Engineering/SAR ambulances, BCAS/Industry/St John • Communication Equipment , All agencies, HAM • Auxiliary lighting , Engineering/Utilities • Traffic barricades, Engineering • Mobile public address system, POLICE/Fire/Radio stations • Power cranes

Finance/Admin

	Establish Compensation, Claims and Cost Accounting Unit
	Begin tracking costs and ensuring all financial procedures followed

Telecommunications Failure (Man-Made)

Policies

1. Telecom provider is responsible for restoration of service
2. The ECC may assist indirectly with such actions as coordinating the clearing of fallen trees from routes used by line crews, and providing priorities for telephone restoration

Priorities

1. HAM Communications activated
2. Heavy Equipment
3. Manpower

ECC Director/General Staff

	Select Engineering Branch Coordinator as Operations Chief
	Request Telecom representative to attend ECC
	Staff Liaison, Information, Risk Management
	Notify EMBC that ECC is activated

Operations

	Assist line crews where possible
	Coordinate the elimination of hazards from damaged lines (Engineering)
	Coordinate provision of auxiliary communications (communications Unit)
	Coordinate transport of amateur radio operators to points of need (Transportation Unit)
	Staff Engineering Branch Coordinator
	Ensure Fire Dispatch rerouted to backup location

Planning

	Identify critical communications needs, eg., nursing homes, hospital,
	Identify if alternate suppliers available
	Provide Operations Section with updated meteorological data

Logistics

	Locate and stage any amateur radio equipment
	Locate and stage any satellite telephone equipment
	Ensure ECC and public safety facilities have auxiliary communications
	Contact alternate telephone service providers
	Consider equipment needs and sources (Supply)

	• Amateur radio, Coastal Emergency Communications Association (CECA) Nanaimo Amateur Radio Association (NARA) • Satellite telephones (Various Sources) • Two-way radio, Fire Departments, EMBC • Mobile public address system (POLICE/Fire/Radio)

Finance/Admin

	Establish Compensation, Claims and Cost Accounting Unit
	Establish manual timekeeping/payroll system

Security/Terrorism (Man-Made)

Policies

1. The RCMP is the responsible agency
2. The ECC will provide support and assistance as needed or requested

Priorities

- Morgue
- Casualties
- Heavy Equipment
- Traffic re-routing
- Information/Communications
- Emergency Vehicle Routes

ECC Director/General Staff

	Select RCMP or alternate as Operations Chief
	Staff Liaison, Information, Risk Management
	Establish news release system
	Establish family inquiry system
	Notify EMBC that ECC is activated

Operations

	Establish a Registration and Inquiry Centre (ESS/Red Cross)
	Support Incident Commander in defining working area, establishing a control perimeter, and securing the scene for subsequent investigation (Police)
	Coordinate routes for emergency vehicles (Police)
	Coordinate requests for ambulance, wreckers, fire trucks and heavy equipment as needed (Police)
	Coordinate traffic and crowd control (Police)
	Notify hospitals of casualties including number and type (BCAS/Health)
	Establish Temporary morgue (Police/Coroner)
	Coordinate the elimination of hazards from roads (Engineering/Utilities)

Planning

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

Logistics

	Consider equipment needs and sources (Supply) • Wrecker/tower with cutting torches, Police/Garage • Firefighting and rescue equipment, Fire/Engineering/SAR • Ambulance, BCAS/Industry/St Johns • Communication equipment, Ambulance/POLICE /Amateur Radio • Auxiliary lighting, Engineering/Utilities • Traffic barricades, Engineering • Mobile Public address system, POLICE /Fire/Radio

Finance/Admin

	Establish Compensation, Claims and Cost Accounting Unit
	Establish manual timekeeping/payroll system

Wildfire (Natural)

Policies

1. Interface fires will be managed using unified command with Incident commanders supplied by the Ministry of Forests and the Fire Department having jurisdiction. The ECC will provide support and assistance.
2. Ensure safety of responders and safety of public.

Priorities

- Equipment
- Human Resources
- Evacuation
- Information/Communication
- Mapping
- Staging areas for responders
- Firefighting equipment/supplies

ECC Director

	Select Fire or alternate as Operations Chief
	Establish link with any activated Departmental Operations Center
	Notify EMBC that ECC is activated
	Monitor that interface fire command is unified
	Staff Liaison, Information and Risk Management
	Establish news release system (Information)
	Establish public enquiry system (Information)

Operations

	Establish communication link with Departmental Operations Centre/Ministry of Forests/PREOC
	Determine need for evacuation
	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
	Coordinate defining working area and establish control perimeter (Police Branch)
	Secure disaster scene for subsequent investigation (police Branch)
	Coordinate the protection of property and relocate resources as necessary (Police Branch)
	Coordinate the elimination of hazards from damaged utilities (Engineering Branch)

	Notify hospitals of casualties (BCAS/Health)
	Establish emergency public health facilities (Health)
	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 • Explosions of propane tanks and other hazards • Damage to property • Collapse of buildings and other structures • Sudden hospital 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/porta-potties
	Consider equipment needs and sources (Supply) • Firefighting and rescue equipment, Fire/Engineering/SAR • Ambulances BCAS/Industry/St John • Water tankers(street cleaners) Engineering • Relay pumps, Engineering • Communication equipment Ambulance/POLICE/Amateur Radio • Auxiliary lighting, Engineering/Utilities • Blankets and food, Emergency Social Services • Mobile Public address system, POLICE/Fire/Radio Stations • Chemical Response Team, EMBC/Fire/Industry

Finance/Admin

	Establish Compensation, Claims and Cost Accounting Unit
	Establish manual timekeeping/payroll system

1. Recovery Roles and Procedures

Recovery operations in the ECC utilize the same ICS functions as in response, but may involve different tasks. This section summarizes the core functions in recovery to assist the effort.

ECC Director

The ECC Director is responsible for leading the overall recovery effort. If the response actions are substantially completed, the person filling the function of ECC Director may change to a person from 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

- ❑ Checklist items for the ECC Director during recovery include:
    - ❑ Inform and brief elected officials
    - ❑ Provide leadership for policy decisions
    - ❑ Issue public information releases
    - ❑ Ensure safety of recovery activities

Operations Section

Responsibilities

This Section is responsible for operations that restore the community services and utilities to normal day-to-day operations.

Recovery Phase

Checklist tasks for recovery under the Operations Section include:

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

Planning Section

This Section documents and provides management with direction for recovery activities. Planning also involves consideration of long-term hazard mitigation as part of the Recovery Process.

Recovery Phase

Planning Section tasks in recovery include:
- ❑ 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
- ❑ 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

Logistics Section

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

Recovery Phase

Logistics Section recovery tasks include:
- ❑ Allocate office space
- ❑ Provide recovery supplies and equipment
- ❑ Provide vehicles and personnel

Finance/Admin

Recovery Phase

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

Recovery tasks for the Finance / Administration Section include:

- ❑ 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.
- ❑ Collect taxes.
- ❑ Manage insurance settlements.
- ❑ Ensure correct EMBC Task Number and authorization by contacting the Emergency Coordination Centre at EMBC in Victoria (1-800-663-3456).
- ❑ Complete appropriate EMBC claims and task forms.
- ❑ Submit forms to EMBC Regional Manager within 60 days of authorized Emergency Response Task.

2. Functional Plans and Guides

Sample Reception Centre Plan

If a Reception Centre is set up, there are several sections that can exist depending on the size and scope of the event. Below is a sample set up of a Reception Centre.
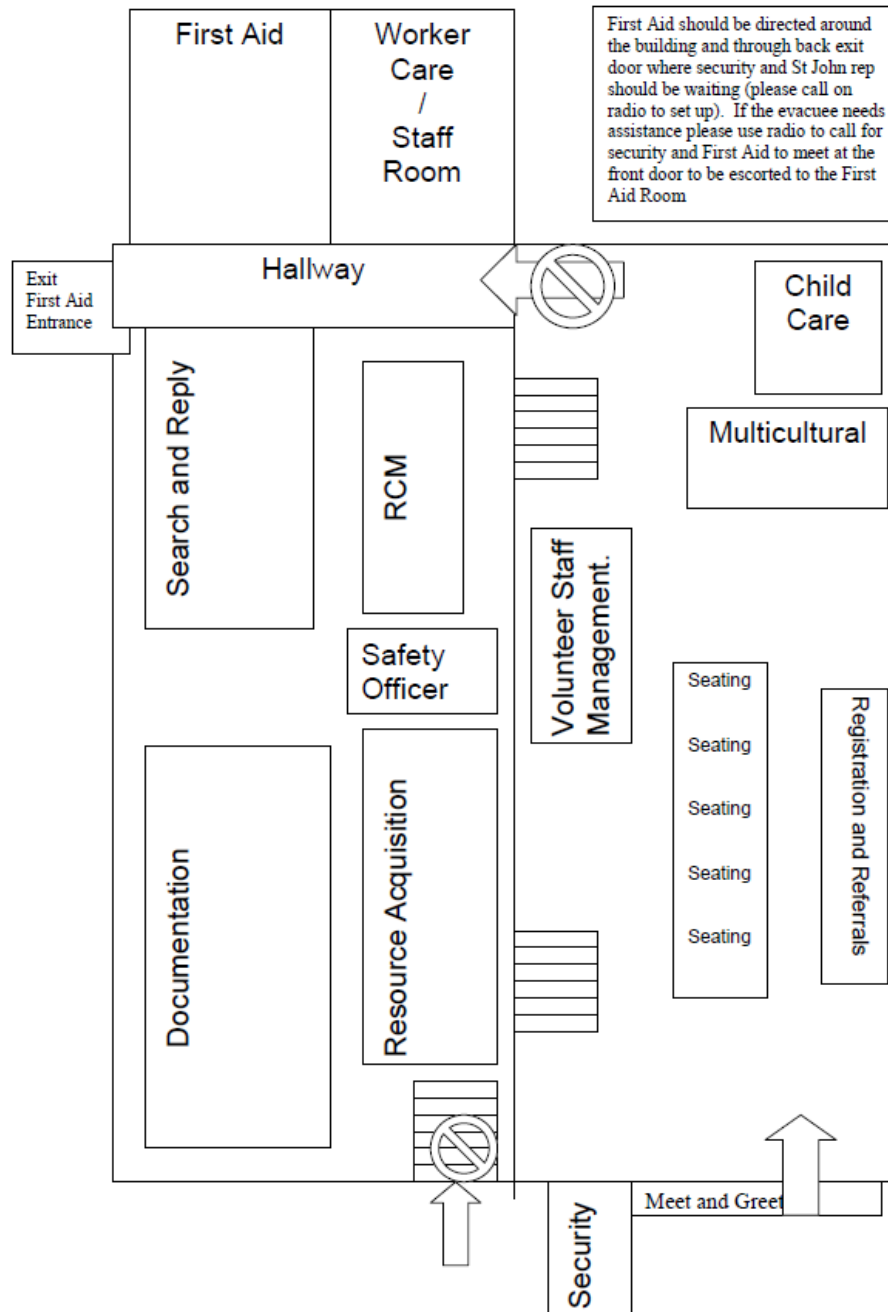
3. Volunteer Management Plan

Utilization of Volunteers

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

Purpose of Volunteer Policies

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

Definition of "Volunteer"

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

Service at the Discretion of the Emergency Program

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

Scope of Volunteer Involvement

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

Conflict of Interest

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

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

Representation of the Agency

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

<u>Confidentiality</u>

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

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

<u>Dress Code</u>

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

<u>Volunteer / Staff Relationships</u>

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

<u>Lines of Communication / Access to Information</u>

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

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

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

Volunteer Recruitment

<u>Position Descriptions</u>

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

<u>Recruitment</u>

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

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

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

<u>EMBC Liaison</u>

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

4. Resource Lists

Operational documentation held in ECC.

5. Recovery Resources

Operational information held in ECC.

6.0 HRVA Matrix (2014 City of Nanaimo HRVA)

Legend	Low	Medium	High
(n) – Natural Hazard		(m) – Man Made Hazard	

PROBABILITY		CONSEQUENCE			
	4		(m) – Mental Health Issues	(m) – Marine (m) – MVA (n) - Fire	
	3		(n) – Drought (n) – Flooding (n) – Landslide/Debris Flow (n) - Wildfire (m) – Social Disturbances (m) – Mine Shaft Failures	(n) – Severe Weather (m) – Power Outage (m) – Aircraft (m) – Security – Terrorism (m) – Explosions (m) – Telecommunications Failure	(m) – Rail (n) – Seismic (m) – Hazmat
	2			(m) – Structural Collapse	(n) – Epidemic (m) – Dam Failures
	1				
	-	**1**	**2**	**3**	**4**
		CONSEQUENCE			

The Chart below summarizes the Probability and Consequence scoring determined for each hazard. This information is intended for quick reference . The scores are not intended to identify prioritization.

Hazard	Probability	Consequence	Total Score
Natural			
Seismic	3	4	7
Severe Weather	3	3	6
Epidemic	2	4	6
Fire – Municipality/Rural (Structural)	4	3	7
Flooding	3	2	5
Landslide / Debris Flows	3	2	5
Drought	3	2	5
Wildfire	3	2	5
Man Made - Technological			
Prolonged Power Outage	3	3	6
Structural Collapse	2	3	5
Dam Failures	2	4	6
Mine Shaft Failure	3	2	5
Tele-Communications Failure	3	3	6
Man Made – Human Interface			
Rail	3	4	7
Marine	4	3	7
MVA	4	3	7
Aircraft	3	3	6
Security - Terrorism	3	3	6
Explosions	3	3	6

Hazard	Probability	Consequence	Total Score
Social Disturbances	3	2	5
Man Made - HAZMAT			
Hazardous Material (Loss of Containment)	3	4	7
Man Made – (Of Local Interest)			
Mental Health	4	2	6