City of Nanaimo
Emergency Response and Recovery Plan
# City of Nanaimo
## Emergency Response and Recovery Plan

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Acronyms

AES- Atmospheric Environment Service
BCAS – BC Ambulance Service
BCERMS – British Columbia Emergency Response Management System
CNR – Canadian National Railway
CPR – Canadian Pacific Railway
DFA – Disaster Financial Assistance
ECC – Emergency Coordination Centre
EOC- Emergency Operations Centre
EPC – Emergency Program Coordinator
ERRP – Emergency Response and Recovery Plan
ESS – Emergency Social Services
GIS – Geographical Information System
ICS – Incident Command System
JEPP – Joint Emergency Preparedness Program
LNG – Liquid Natural Gas
MAF – Ministry of Agriculture & Food
MBO – Management by Objectives
MOF – Ministry of Forests
MOTH – Ministry of Transportation & Highways
PEP – Provincial Emergency Program
(Specify)RD – (Specify) Regional District
WALP – Ministry of Water, Air and Land Protection
WCB – Workers’ Compensation Board
1 Overview

1.1 Introduction
This Plan is for use by all members of the City of Nanaimo Emergency Program in the event of a major emergency. It is also intended to provide guidance during the recovery phase. The guidelines and checklists included reflect the requirements of the British Columbia Emergency Response Management System (BCERMS). These guidelines represent a recommended best practise for local authorities, private sector and the federal government operating in BC. It is also intended to provide guidance during the recovery phase.

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

1.3 Emergency Response Organization
The City of Nanaimo Emergency Program utilizes the BCERMS Site and Site Support Standard as its organizational structure (Figures 1-2 and 1-3). An Incident Commander is always present to oversee site activities, and an Emergency Coordination Centre (ECC) if required, is activated to oversee and coordinate all off-site activities. If the emergency is very large or wide spread, two or more Sub regional ECC’s may be established. To support the City of Nanaimo, a Provincial Regional Emergency Operations Centre (PREOC) may be established to provide support and coordination. If a PREOC is established, then the Provincial Emergency Coordination Centre (PECC) in Victoria is also established. Figure 1-2 on page 7 illustrates this structure.

1.4 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 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.
1.5 Emergency Coordination Centre (ECC)

Note: ECC is synonymous with EOC (Emergency Coordination Centre)

In larger complex incidents, responders at the site of the emergency may require policy, coordination, and resource support. The City of Nanaimo Emergency Program primary ECC is located at Fire Station 1 at 666 Fitzwilliam Street, Nanaimo and the alternate location is at the Public Works Yard at 2020 Labieux Road, Nanaimo.

Emergency Coordination Centres may be established in the sub regions as needed.

The ECC provides policy direction 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. The ECC also provides coordination amongst and direction to any activated sub regional ECC’s. The ECC may be activated at the request of the Incident Commander or agency executive, such as a Fire Chief, RCMP Detachment Commander, BCAS Unit Chief, or Public Works Director.

The BCERMS states that:

3-1 An Emergency Coordination Centre (ECC) is the location from which site support level activities take place.

3-1.1 The ECC is activated by incident commanders or by senior officials within the jurisdiction as named in the jurisdiction’s emergency Plan.

3-1.2 An ECC shall be capable of serving as the central point for:

   a. Coordination of all the jurisdiction’s emergency operations, information gathering and dissemination, and

   b. Coordination with other jurisdictions and the provincial regional coordination level of BCERMS.

3-2 An ECC shall provide for the following five functions: management, operations coordination, planning, logistics, and finance/administration. These functions are to be the basis for structuring the ECC organization.

Figure 1-1 summarizes the roles that are served by these five functions.
### ECC Function | Role in ECC
--- | ---
**Management** | Responsible for overall emergency policy and coordination through the joint efforts of government agencies and private organizations.

**Operations** | Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the jurisdiction’s Action Plan.

**Planning** | Responsible for collecting, evaluating, and disseminating information; developing the jurisdiction’s Action Plan in coordination with other functions; maintaining documentation.

**Logistics** | Responsible for providing facilities services, personnel, equipment and materials.

**Finance/Administration** | Responsible for financial activities and other administrative aspects.

*Figure 1-1. Roles in ECC Functions*

## 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.
**ECC 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 Facilities Unit Coordinator 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.

**Titles**

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

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

**General Staff**

The Section Chiefs for operations, planning, logistics and finance/administration constitute the ECC General Staff. The ECC Director 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.

**Policy Direction**

A Policy Group, consisting of Administration Staff of the City of Nanaimo may be established to provide policy direction to the ECC Director.

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

The ECC structure for a fully developed response organization is shown in Figure 1-3.

**It is important to remember that not every function will be filled or addressed in every emergency.**

The situation at hand will dictate the functions required. As a minimum, an active ECC requires only an ECC Director. Other functions will be staffed as needed.

The Emergency Program Coordinator should ensure that the ECC is ready for use on short notice by establishing a regular maintenance and testing schedule.

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

Span of Control

When span of control is exceeded in any of the functional areas of ICS (operations, planning, logistics, and finance / administration), ICS organization elements may be activated. If span of control in operations becomes a problem, then a Deputy Operations Section Chief may be appointed. Functional branches, groups, and units may also be established.
1.6 **Ministry Regional Operations Centre**

Provincial agencies that require unique support for their operations may establish a provincial Ministry Regional Operations Centre (MROC). An MROC is primarily concerned with supporting the operations of the provincial agency and ensuring regular activities continue. The MROC will focus on issues such as obtaining, coordinating and directing highly specialized resources for the agency to fulfill its mission. The Agency Executive may be located at the MROC. The PREOC’s relationship to an MROC is usually one of support or assistance in facilitating resources or actions at the request of the MROC Director. It is unlikely that the City of Nanaimo ECC will interact with an MROC.

1.7 **Provincial Regional Emergency Operations Centre**

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

The operation of one or more Provincial Regional Emergency Operations Centres (PREOCs) is initiated in order to support the response by local authorities or agencies. PREOCs do not normally communicate directly with Incident Commanders at the site, but communicate with the Site Support Level (City of Nanaimo ECC) to help coordinate agency operations. There is a dedicated PREOC located in Victoria.

1.8 **Contacts and Resources**

All contact numbers and resource lists are found at Appendix C. These lists represent the partners in response and recovery throughout the area.
Figure 1-2. BCERMS levels

Note: Emergency Coordination Centre (ECC) is synonymous with Emergency Operations Centre (EOC)
Figure 1-3. ECC Organization Chart Emergency Response Guidelines
2 Emergency Response Guidelines

2.1 Activation of Emergency Coordination Centre (ECC)

Three Levels of Response Activation

This Plan recognises three levels of potential activation. The term “Event” is used to describe an occurrence based on one of the 22 identified hazards in the Nanaimo Plan or one of the 53 identified in BC. An “incident” defines one or more occurrences that happen as the direct result of an event. For example, an earthquake is the event; any resulting fires, explosions, water interruption, structural collapse etc. are incidents within the event.

Level 1

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

Level 2

Level 2 events are emergencies that are of a larger scale or longer duration and may involve limited evacuations, additional or unique resources, or similar extraordinary support activities.

This level requires the notification of the ECC management team and possibly a limited activation of the ECC.

Level 3

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

This level requires the notification of the ECC team, and activation of the ECC.

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
- Emergency Program Coordinator
- Incident Commander of 1st response agency (RCMP, Fire Rescue, Public Works, or the BC Ambulance Service) 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. It is expected that the 911-dispatch call centre will receive the initial reports of major emergencies or disasters from an Incident Commander or agency senior officer, who will request the activation of the ECC. This centre in turn shall contact the ECC management team.

**ECC Management Team**

The members of the ECC management team are:

- General Manager of Community Services
- Fire Chief
- Police Chief
- Emergency Coordinator
- Director of Public Works
- Public Information Officer
- Ambulance Superintendent

**Call Out**

Call-out of the ECC management team should be coordinated through the RCMP dispatch centre as outlined below.

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

“This is ____________ of the ________________.

We have a major emergency situation as follows: (brief description)

_____________________________________________________.

The ________________ (person, as appropriate) 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, the No. 1 Fire Station.”

**2.2 ECC Establishment**

**ECC Layout**

The layout of the ECC shall conform to BCERMS/ICS planning principals. The plan is displayed at the entrance to the 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.

**Common Identification**

In conjunction with the application of common terminology within BCERMS, it is essential to have a common identification system for facilities and personnel filling positions. The following identifying colours for specific functions must be used by all agencies that work within an ECC.

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

ECC’s and the appropriate areas within will be marked with appropriate signage.

Identification may take the form of a vest or armband. These identifiers do not preclude any personnel from wearing their agency’s insignia or uniform.

**First In**

The first individual to enter the ECC upon activation is automatically deemed to be the ECC Director and must be prepared to establish command. 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.

**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, found at Appendix F.
Staffing

The ECC must function on a 24/7 basis from activation until de-mobilization. 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 allow 24hr operation, after which reduced-strength options can be considered for implementation on a section by section basis, such as:

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

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

Partial Stand-down- a branch or section within a branch may be left 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

Staff Rest. Time must be allowed for rest, meals, etc.

Labour Relations. Rules and regulations regarding safety and over-time, etc. are not suspended during the emergency.

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 Facilities Unit Coordinator 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.
2.3 Action Planning

Action Planning

There are two general types of action plans in BCERMS.

At the site level, verbal or written incident action plans contain objectives, strategies and tactics for one operational period.

At the site support level, action plans address the policies and priorities that support the Incident Commander at the site.

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

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

Response Goals

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

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

All Action Plans will take these goals into consideration.

Management by Objectives

The management by objectives feature of ICS means that each BCERMS level establishes objectives to be achieved for a given time frame, known as an “operational period.” These objectives always relate to the response goals stated earlier. An objective is an aim or end of an action to be performed. It is commonly stated as “what” must be done. Each objective may have one or more strategies and performance or tactical actions needed to achieve the objective. Strategies are commonly stated as “how” actions should be performed. The 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.

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

Planning goals and five primary steps can guide the systematic 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

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 the Plan

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 and conduct the meeting: Planning Section Chief.

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 the Planning Section and Logistics Section.

Step 4

State assignments and actions necessary to implement the strategies: Operations Section Chief with contributions from Planning and Logistics sections.
Step 5

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

Step 6

Finalize, approve and implement the Action Plan: Planning Section Chief finalizes the plan. The 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 able to commit their section or agency to the plan requirements. Radios and telephones should be silenced for the duration of the meeting. A useful tool is an ECC Form 215, in Appendix F.

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

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

Plan Implementation

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

Plan Evaluation

The planning process 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 plan’s contents to ensure it accurately reflects the current situation. This is done because some time may have elapsed between plan development and release.

2. During the Operational Period, the 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 specify 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:
   - Personnel
   - Property
   - Liability
2. Examine feasible alternative risk management techniques in the following general categories:
   - Exposure avoidance
   - Loss prevention
   - Loss reduction
   - Segregation of exposures:
     - Separation
     - Duplication
   - Contractual risk transfer
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.

**Risk 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.

**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.

There are three phases to the recovery period.

**Initial 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**
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**
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
2.4 Declaring State of Local and/or Provincial Emergency

Declaration Not Needed For...

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

Declaring for Evacuation

Once it is apparent to the heads of the local emergency response organization that, in their best judgment, emergency conditions warrant an enforced evacuation, they should advise the heads of the Local Authority. The briefing to the heads of the Local Authority should include a recommendation that they issue a declaration, as well as the nature, extent, probability of loss, resources at risk, and geographic area.

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

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

Additional Powers of Declaring

In addition to the power to order an enforced evacuation, declaring a state of emergency brings with it eight other powers, enabled by the BC Emergency Program Act, and listed in Appendix A. The local authority must monitor the implementation of these powers very closely for any possible misuse.

Declaration Not Required

A declaration of state of local emergency or provincial emergency is not required to implement the plan or activate the ECC.

Termination

The Emergency Coordination Centre Director will terminate the ECC activity for the current incident and notify all participants. The Director must consider the requirements of termination virtually from the outset. It is not a "down-tools and everybody go home" process. As individual functions are no longer required at the ECC, their individual (now dormant) responsibilities are passed "upwards" to their immediate supervisor, and so on.

The Demobilization Unit Leader supervises and administers this process, staying behind if necessary after the ECC is closed. A detailed checklist is provided in Section 3.
Steps in 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; or Regional District Board or Chair) to declare a state of local emergency if extraordinary powers are required to deal with the effects of an emergency or disaster. Steps to consider:

1. The local authority must be satisfied that an emergency exists or is imminent.

2. Declarations can be made in two ways:
   - By bylaw or resolution if made by a Local Authority, e.g., Municipal Council or Board of Directors of a Regional District that has powers granted under the Act.
   - By order, if made by the head of the local authority, e.g., Mayor or Regional District Chair

3. 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.

4. 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 directing response to the emergency.

5. The Declaration of State of Local Emergency form must identify the nature of the emergency and the area where it exists or is imminent. The Mayor or Chair, immediately after making a Declaration of State of Local Emergency, must forward a copy of the Declaration to the Attorney General, and publish the contents of the Declaration to the population of the affected area. A coordinated public information communications plan should be available for immediate implementation, following the declaration.

6. A State of Local Emergency automatically exists for seven (7) days unless cancelled earlier. An extension of a State of Local Emergency beyond seven days must have the approval of the Attorney General. Steps 2, 3, and 5 above must be followed for each 7-day extension.

7. Once it is apparent to the head of the response organization that extraordinary powers are no longer required and that the 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 Attorney General (PEP) must be promptly notified.
8. 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.

Steps in Declaring State of Provincial Emergency

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

Steps to consider:

1. The minister or Lieutenant Governor in Council must be satisfied that an emergency exists or is imminent. This is often based on the advice provided by the Director of PEP, who in turn may take advice from local authorities or a PREOC Director.

2. Once a Declaration is obtained, 12 extraordinary powers are granted to the minister or Lieutenant Governor in Council. Some or all of these powers may in turn be delegated to designated people. This is known as the “written delegation of authority.” The PREOC Director should be prepared to accept some of these powers as the needs arise.

3. A provincial declaration automatically lasts for 14 days unless cancelled earlier, as opposed to a local declaration that is of 7 days duration. Both may be extended.

4. Where a local declaration is in place, should a provincial declaration be made, the local declaration is subject to the provincial declaration.

The requirement for declarations of states of emergency should be considered extensively before proclaiming, and should be monitored very closely.
2.5 Evacuation

Stages in Evacuation

There are a number of ways to order an evacuation in BC and these vary from hazard to hazard. It is very important to understand the various methods and legal authorities.

Wildfire Evacuation

In wildfire emergencies, the BC Forest Service may order an evacuation for tactical firefighting reasons, however for large scale evacuations, the Office of the Fire Commissioner or a Local Authority, (after a declaration of a state of local emergency) may order evacuations.

Flooding

During threat of flooding, enforced evacuations may only be ordered by:

A local authority AFTER declaring a state of local emergency, or
The Province AFTER declaring a state of Provincial Emergency
In all emergencies, regardless of the threat, the community is the first line of defence The BC government supports community response in all areas of the Province.

Local Authority Evacuation Orders

To order an evacuation, a local authority must declare a "state of local emergency," as enabled under Section 12 of the BC Emergency Program Act.

When it is determined that an evacuation is required, the warning must be timely and accurate. While the main concern is the preservation of life, those displaced from their homes or businesses may be experiencing inconvenience, anxiety and fear.

Provincial Evacuation Orders

Several agencies and jurisdictions have the legal authority to close areas and order evacuations. The Hazard Specific Checklists detail which agency has authority for specific incidents. The appropriate legislation is found in Appendix A.
<table>
<thead>
<tr>
<th>Evacuation Stages</th>
<th>Regardless of who orders an evacuation, this Plan follows the provincial standard of a three-staged evacuation process.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stage 1 Evacuation Alert</td>
<td>A consistent format and process will be used to alert the population at risk of potential need for evacuation. The alert highlights the nature of the danger and that people should be prepared to evacuate the area. This Evacuation Alert may allow for the population at risk to begin an orderly preparation to voluntarily leave the affected area, within a specified time frame. However, the reality of the situation may require immediate action with very short notice.</td>
</tr>
<tr>
<td>Stage 2 Evacuation Order</td>
<td>The population at risk is ordered to evacuate the area specified in a formal written order. This is an order and as such does not allow for any discretionary decision on the part of the population at risk. They must leave the area immediately. A statement must be included in all bulletins, pamphlets, warnings and orders that makes it very clear to all that, while the evacuation order is in effect, the area in question will have controlled access and that a pass may be required to regain access to the area.</td>
</tr>
<tr>
<td>Stage 3 All Clear</td>
<td>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 Alert or Evacuation Order might need to be reissued. It is the responsibility of the Planning Section to plan evacuation routes at the direction of the ECC or ECC Director if pre-designated routes and plans do not apply. Removing people from their homes and livelihoods must not be taken lightly. People will already be under duress during an emergency; however public safety must be first. It is a delicate balancing act.</td>
</tr>
</tbody>
</table>
2.6 Resource / Information Management

Resource Management

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

- Single Resource
- Task Force
- Strike Teams

Resource Status

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

- Available
- Assigned
- Out of Service

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

Information Flow

Types of Information

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

- Command and Managerial Direction
- Situation Reporting
- Resource Requests
- General Information

Managerial Direction

Managerial directions must follow the lines of authority established for the response organization. These lines are represented in the function and organization charts for Incident Command, ECC / DOC, PREOC, and PECC presented in BCERMS sections 3.0 through 6.0. Among different levels, command decisions and priorities are communicated between the Incident Commander and Directors of each level.

Situation Reports

Situation reporting is a function most commonly managed through the Planning Section. All personnel must forward incident situation information to the Situation Unit in the Planning Section. Collecting situation data may involve a number of sources, including the Operations Section, Logistics Section, and the Information Officer 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 to the Information Officer and higher levels in the BCERMS 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 any 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. SITREP Forms are contained in Appendix F.

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

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

**General Information**

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

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

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

**Resource Information**

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

**Resource** requests frequently require coordination amongst a variety of sections and agency representatives. Multiple requests will be received at the emergency operations centre 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 2.19 Documentation Unit.

**Telecommunications Terminology**

Among all BCERMS 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)
- E-mail (Internet, Intranet)
- Fax
- Video-Conferencing
Communications Centre

An ECC Communications Centre should be established by the Communications Unit to provide all modes of telecommunications services. 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 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 (Appendix F) 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 originator's desk, consider it transmitted "as is"; the operator will not be in a position to understand what you are trying to say, and will simply read it to the destination addressee.

Priority Messages

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

Communications Plan

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

The ECC’s minimum critical telecommunication requirements are to:

Communicate with each activated Incident Command Post; and
Communicate with a PREOC if established.
Federal agencies attending the ECC provide their own telecommunications link if they need it.
Operational Instructions

The Emergency Communications Plan will normally need to be amplified by the development of a *Communications Operational Instruction (COI)*. This document will contain information specific to the emergency operation and the communications resources available to the specific ECC. The various components are promulgated as required, and may need to be updated periodically. COI’s are issued by the ECC Information Technology Branch Coordinator.

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

- Net diagram(s);
- Frequency assignment (permanent and temporary frequencies);
- Telephone directory, and;
- Control arrangements.

Telephone

The telephone, both terrestrial and wireless can become a hindrance to an effective 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 wireless cellular and satellite phones must be monitored to avoid loss of critical emergency information and avoid “freelancing”.

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

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

Satellite

An ECC may establish satellite communication capability utilizing MSAT, Globalstar or other service provider. Satellite communications provides the capability to rapidly transfer a wide variety of voice as well as data information between the ECC and a PREOC. The intent of a satellite link should be to provide disaster-resistant communications between levels of BCERMS.
Documentation

Importance

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. BCERMS 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. In addition, appropriate forms must be completed and are contained in Appendix F.

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.

Logs are hand-written and contain sufficient information to provide the gist 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.

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

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

Note that these procedures will remain essentially the same with the arrival of various emergency management software systems, such as EM2000 that may facilitate electronic logging.

Action Reports After

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 to account for the time zone differences in BC. All dates will be written as YYYYMMDD.

All measurements will use the System International (metric) format, except where law or convention dictates that some responders, such as mariners and aviators, use other systems.
2.7 Site Support

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 BCERMS 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 BCERMS shall also be accounted for at all times. All personnel who arrive at the ECC must check in at designated locations, receive their assignments, and be recorded in the accountability system. Check-in will be recorded on the ECC Form 211, found at Appendix F.

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 collective agreement.

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

Information Demand

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

Information Officer

In a major emergency, the Information Officer in the ECC plays a vital role. This function manages and coordinates all public and media information needs.

This position may have several assistants from various agencies/jurisdictions, however it is important to remember there is only one Information Officer.

Multiple sources of information may confuse the public and could lead to serious life threatening consequences. The Information Officer must ensure that the Policy Group is kept informed and utilized whenever possible. The Information Officer function is responsible for media relations, public information and internal information.

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

Joint Information Centre

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

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

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

### 3.1 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 a volunteer, 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.
3.2 Policy Group

Responsibilities:

1. The City of Nanaimo Chief Administration Staff 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, providing response priorities to Incident Commanders, who establish objectives and strategies at the site of the incident.

2. Elected officials are the only ones permitted by law to declare a “State of Local Emergency”. The steps and the officials involved in this process are contained in Section 2 of this plan. It is recommended that the ECC Director and Emergency Program Coordinator as well as the Director of the Provincial Emergency Program be consulted and their advice sought prior to any declaration being proclaimed.

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 ECC and meet with ECC Director and Information Officer
- Establish Policy Group adjacent to, but not in, ECC.
- Request additional representation from City of Nanaimo Directors.
- Receive briefing from ECC Group and determine if special policies are required.
- Based on situation briefing, provide priorities to ECC Director.
- Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- Monitor ongoing operations.
- 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.
- 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.
Demobilization Phase:

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

Responsibilities:

1. Exercise overall management responsibility for the coordination between emergency response agencies. In conjunction with the General Staff, set priorities for response efforts in the affected area. Provide support to local authorities and Provincial agencies and ensure that all actions are accomplished within the priorities established.

2. Establish the appropriate staffing level for the 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, directs appropriate emergency public information actions be implemented 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
  - Planning Section Chief
  - Logistics Section Chief
  - Finance/Administration Section Chief
- Determine which additional Management Staff positions are required and ensure they are filled as soon as possible.
  - Information Officer
  - Risk Management Officer
Schedule the initial ECC Action Planning meeting.

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 (3.1).

Operational Phase:

- Monitor general staff activities to ensure that all appropriate actions are being taken.
- Ensure that Operational Periods are established and that response priorities and objectives are decided and communicated to all involved parties.
- In conjunction with the Information Officer, conduct news conferences and review media releases for final approval, following the established procedure for information releases and media briefings.
- Ensure that the Liaison Officer is providing for and maintaining effective interagency coordination.
- Based on current status reports, establish initial priorities for the ECC.
- In coordination 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 (contained in Appendix F) are followed. Ensure the Planning Section facilitates the meeting appropriately.
- Once the Action Plan is completed by the Planning Section, review, approve and authorize its implementation.
- Conduct periodic briefings with the General Staff to ensure response priorities and objectives are current and appropriate.
- Establish and maintain contacts with adjacent jurisdictions/agencies and with other organizational levels as appropriate.
- Conduct periodic briefings for elected officials or their representatives.
- In conjunction with the Liaison Officer, prepare to brief elected officials on possibility for declaration of a “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 (3.1).
3.4 **Liaison Officer**

**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 (3.1).

**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 (3.1).
3.5 Risk Management Officer

Responsibilities:

1. **Risk Management** – Ensure that good risk management practices are applied throughout the response organization, and that every function contributes to the management of risk. Protect the interests of all 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
3.6 **Information Officer**

**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.
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 (3.1).

**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. 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, hearing impaired etc.).

Monitor all media, using information to develop follow-up news releases and rumour control. Liaise with Risk Management Officer.

Ensure that file copies are maintained of all information released.

Provide copies of all media releases to the 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 (3.1).
3.7 **Operations Section Chief**

**Responsibilities:**

1. Ensure that the Operations Coordination Function is carried out including coordination of response for all operational functions assigned to the 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
  - Health
  - Environmental
  - Police
  - Engineering
  - ESS
  - Utilities
  - Air Operations

- Request additional personnel for the Section as necessary for 24-hour operation.

- Obtain a current communications status briefing from the Information Technology Branch Coordinator in Logistics. Ensure that there is adequate equipment and frequencies available for the Section.

- Determine estimated times of arrival of Section staff from the Personnel Unit in Logistics.

- Confer with the 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 (3.1).

Operational Phase:

Ensure that all section personnel are maintaining their individual position logs.

Ensure that situation and resources information is provided to the appropriate units in the Planning Section on a regular basis or as the situation requires, including Branch Status Reports and Major Incident Reports (utilize EM2000 Information Management System if available).

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 (3.1).
3.8 Air Operations Branch Coordinator

Responsibilities:

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

Activation Phase:

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

Operational Phase:

- Establish and maintain individual position log.
- Obtain briefing from Operations Section Chief.
- Liaise with BCAS Unit.
- Receive resource requests and pass on to OSC.
- Organize preliminary air operations.
- Initiate request for NOTAM if required.
- Schedule flights of non-emergency aircraft into the operational area if approved.
- Evaluate requests for non-tactical use of emergency aircraft assigned to the 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 (3.1).
3.9 Fire Branch Coordinator

Responsibilities:

1. Coordinate or arrange for urban and interface fire suppression, hazardous materials support operations.
2. Acquire mutual aid resources, as necessary.
3. Coordinate the mobilization and transportation of all resources through the Logistics Section.
4. Complete and maintain branch status reports for major incidents requiring or potentially requiring Provincial and Federal response support, and maintain status of unassigned fire and haz/mat resources in the area in conjunction with the Resources Unit.
5. Implement the objectives of the 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 (3.1).

Operational Phase:

- Ensure that Branch and Unit position logs and other files are maintained.
- Ensure that all interface fire operations are being managed utilizing Unified Command with the appropriate agencies.
- Confirm and resolve through the 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 (3.1).
3.10 Police Branch Coordinator

Responsibilities:

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

Activation Phase:

- Based on the situation, activate the necessary Units within the Police Branch:
  - Police Operations Unit
  - Search and Rescue Unit
  - Coroner Unit
  - Evacuation Unit
- Contact the PREOC Police Branch Coordinator, if established, for the coordination of mutual aid resources requested.
- Provide an initial situation report to the Operations Section Chief.
- Based on the initial 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 (3.1).

Operational Phase:

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

Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).

Prepare objectives for the Police Branch for the subsequent Operations period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning Meeting.

Provide your relief with a briefing at shift change, informing him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.

Demobilization Phase:

Follow the Generic Demobilization Phase Checklist (3.1).
3.11 Health Branch Coordinator

Responsibilities:

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

Activation Phase:

- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

- Establish and maintain position logs and other necessary files.
- Determine the status and availability of medical facilities in the area.
- Establish communications with Environmental Health Officers and Public Health Nurses.
- Prioritize health issues.
- Establish BC Ambulance Service Unit and Regional Health Authorities Unit.
- Liaise with ESS Branch Coordinator to assist with sheltering of displaced home care clients if needed.
Request Logistics Section assistance to move and establish advanced treatment centre and/or 200 bed emergency hospital if needed. REMEMBER: These units are not small and take time to establish.

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

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

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

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

Determine the status and availability of mutual aid resources in the operational area; specifically industrial first aiders, 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 (3.1).
3.12 Environmental Branch Coordinator

Responsibilities:

1. Coordinate local response to hazardous spills, waste disposal and dam failure.
2. Liase with regional Provincial environment officials and the private sector.

Activation Phase:

- Report to ECC as directed.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

- Establish and maintain position logs and other necessary files.
- Work closely with all Operations Section Branch Coordinators to determine the scope of environmental assistance required.
- Determine the status and availability of waste storage and disposal facilities in the area.
- Liase 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 Haz/Mat support as required.

Demobilization Phase:

- Follow the Generic Demobilization Phase Checklist (3.1).
3.13 Emergency Social Services Branch Coordinator

Responsibilities:

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

Activation Phase:

- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

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

Demobilization Phase:

- Follow the Generic Demobilization Phase Checklist (3.1).
3.14 Engineering Branch Coordinator

Responsibilities:

1. Survey all local facilities, assessing the damage to such facilities, and coordinating the repair of damage.
2. Survey all other infrastructure systems, such as local roads and bridges within the 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 (3.1).

Operational Phase:

- Ensure that branch and unit position logs and other necessary files are maintained.
- Maintain current status on all engineering activities being conducted in the 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 (3.1).
3.15 Utilities Branch Coordinator

Responsibilities:

1. Survey all utility systems, and provide restoration priorities to providers.
2. Assist other sections, branches, and units as needed.
3. Liaise with other utility representatives not present in 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 (3.1).

Operational Phase:

- Establish and maintain communications with the utility providers in the affected area.
- Determine the extent of damage to utility systems in the affected area.
- Coordinate with the Liaison Officer to ensure that agency representatives from affected utilities are available to attend the 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 (3.1).
3.16 Planning Section Chief

Responsibilities:

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

Activation Phase:

- Ensure that the Planning Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.

- Based on the situation, activate units within Section as needed and designate Unit Leaders for each element:
  - Situation Unit
  - Resources Unit
  - Demobilization Unit
  - Technical Specialists Unit
  - Documentation Unit
  - Advance Planning Unit
  - Recovery Unit
  - Damage Assessment Unit

- Request additional personnel for the Section as necessary to maintain a 24-hour operation.
- Establish contact with the PREOC when activated, and coordinate Situation Status Reports with their Planning Section.
- Meet with Operations Section Chief; obtain and review any major incident reports.
- Review responsibilities of units in Section; develop Plans for carrying out all responsibilities.
Make a list of key issues to be addressed by Planning; in consultation with Section staff, identify objectives to be accomplished during the initial Operational Period.

- Keep the 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 (3.1).

**Operational Phase:**

- Ensure that Planning position logs and other necessary files are maintained.
- Ensure that the Situation Unit is maintaining current information for the Situation Status Report.
- Ensure that major incident reports and branch status reports are completed by the Operations Section and are accessible by 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 (3.1).
3.17 Situation Unit Coordinator

Responsibilities:

1. Oversee the collection, organization, and analysis of disaster situation information, including damage assessments.
2. Ensure that information collected from all sources is validated prior to posting on status boards.
3. Ensure that situation status reports are developed for dissemination to 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 (3.1).

Operational Phase:

- Ensure position logs and other necessary files are maintained.
- Oversee the collection and analysis of all incident or disaster related information.
- Oversee the preparation and distribution of the Situation Status Report. Coordinate with the Documentation Unit for Plan distribution and reproduction as required.
- Ensure that each 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 (3.1).
3.18 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 (3.1).

Operational Phase:

- Ensure position logs and other necessary files are maintained.
- Oversee the collection and analysis of all damage related information.
- Determine the geographic extent of damaged area.
- Ensure that each 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.
- Liase with Recovery Unit, Compensation and Claims Unit and Risk Management Officer.
- Follow the Generic Demobilization Phase Checklist (3.1).
3.19 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 (3.1).

Operational Phase:

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

Demobilization Phase:

- Follow the Generic Demobilization Phase Checklist (3.1).
3.20 Demobilization Unit Coordinator

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 (3.1).

Operational Phase:

- Monitor the current situation report to include recent updates.
- Meet individually with the General Staff and administer the Section worksheet for the Demobilization Plan.
- Meet with the 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.
3.21 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. Determine potential future impacts of the event or disaster; particularly issues that might modify the overall ECC priorities.

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

4. Supervise the Advance Planning Unit.

Activation Phase:

☐ Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

☐ Maintain a position log.

☐ Monitor the current situation report to include recent updates.

☐ Meet individually with the General Staff and determine best estimates of the future direction & outcomes of the event or disaster.

☐ Develop an Advance Plan identifying future policy related issues, social and economic impacts, significant response or recovery resource needs, and any other key issues likely to affect 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 (3.1).
3.22 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 (3.1).

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 (3.1).
3.23 Documentation Unit Coordinator

Responsibilities:

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 (3.1).

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 (3.1).
3.24 Technical Specialists Unit Coordinator

Responsibilities:

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 (3.1).

Operational Phase:

- Maintain a position log and other necessary files.
- Coordinate with the Logistics Section to ensure that technical staff are located and mobilized.
- Assign technical staff to assist other 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 (3.1).
3.25 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:
  - Information Technology Branch
  - Communications Unit, Computer Systems Unit
  - Transportation Unit
  - ECC Support Branch
  - Facilities Unit, Security Unit, Clerical Unit Supply Unit
  - Personnel Unit

- Mobilize sufficient Section staffing for 24-hour operations.

- Establish communications with the Logistics Section at the PREOC if activated.

- Advise Units within the Section to coordinate with appropriate branches in the Operations Section to prioritize and validate resource requests from Incident Commanders and DOCs. This should be done prior to acting on the request.

- Meet with the 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 (3.1).

**Operational Phase:**

- Ensure that Logistic Section position logs and other necessary files are maintained.
- Meet regularly with Section staff and work to reach consensus on Section objectives for forthcoming operational periods.
- Provide the Planning Section Chief with the Logistics Section objectives at least 30 minutes prior to each Action Planning meeting.
- Attend and participate in 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 (3.1).
3.26 **Information Technology Branch Coordinator**

**Responsibilities:**

1. Ensure radio, telephone, and computer resources and services are provided to ECC staff as 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.
4. Implement EM2000 if available, for internal information management to include message and e-mail systems.
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.
6. Develop and distribute a Communications Plan that identifies all systems in use and lists specific frequencies allotted for the event or disaster.
7. Supervise the Communications Branch.

**Activation Phase:**

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

**Operational Phase:**

- Ensure that Information Technology Branch position logs and other necessary files are maintained.
- Keep all Sections informed of the status of communications systems, particularly those that are being restored.
- Coordinate with all 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 EM2000 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 (3.1).
### 3.27 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 (3.1).

**Operational Phase:**

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

**Demobilization Phase:**

- Follow the Generic Demobilization Phase Checklist (3.1).
3.28 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 (3.1).

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 (3.1).
3.29 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 (3.1).

Operational Phase:

- Establish and maintain a position log and other necessary files.
- Determine if requested types and quantities of supplies and materiel are available in inventory.
- Determine spending limits with the Purchasing Unit in Finance/Administration. Obtain a list of pre-designated emergency purchase orders as required.
- Whenever possible, meet personally with the requesting party to clarify types and amount of supplies and materiel, and also verify that the request has not been previously filled through another source.
- In conjunction with the Resource Unit, maintain a status board or other reference depicting supply actions in progress and their current status.
- Determine if the item can be provided without cost from another jurisdiction or through the PREOC.
- Determine unit costs of supplies and materiel, from suppliers and vendors and if they will accept purchase orders as payment prior to completing the order.
- Orders exceeding the purchase order limit must be approved by the Finance/Administration Section before the order can be completed.
- If vendor contracts are required for specific resources or services, refer the request to the Finance/Administration Section for development of necessary agreements.
- Determine if the vendor or provider will deliver the ordered items. If delivery services are not available, coordinate 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 (3.1).
3.30 **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 unauthorized people.
4. Ensure acquired buildings, building floors, and or workspaces are returned to their original state when no longer needed.
5. Supervise the Support Branch.

**Activation Phase:**

- Follow the Generic Activation Phase Checklist (3.1).

**Operational Phase:**

- Establish and maintain a position log and other necessary files.
- Activate Facilities Unit, Security Unit, and Clerical Unit if required.
- Work closely with the Liaison Officer and other sections in determining facilities and furnishings required for effective operation of the 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 (3.1).
3.31 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 PEP.
9. Supervise the Finance/Administration Section.

Activation Phase:

- Ensure that the Finance/Administration Section is set up properly and that appropriate personnel, equipment, and supplies are in place.
- Based on the situation, activate units within Section as needed and designate Unit Coordinators for each element:
  - Time Unit
  - Purchasing Unit
  - Compensation & Claims Unit
  - Cost Unit
- Ensure that sufficient staff is available for a 24-hour schedule, or as required.
- Meet with the Logistics Section Chief and review financial and administrative support requirements and Procedures; determine the level of purchasing authority to be delegated to Logistics Section.
- Meet with all Unit Leaders and ensure that responsibilities are clearly understood.
- In conjunction with Unit Leaders, determine the initial Action Planning objectives for the first operational period.
- Notify the 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 (3.1).

**Operational Phase:**

- Ensure that Finance/Administration position logs and other necessary files are maintained.
- Ensure that displays associated with the Finance/Administrative Section are current, and that information is posted in a legible and concise manner.
- Participate in all Action Planning meetings.
- Brief all Unit Leaders and ensure they are aware of the 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 PEP.

**Demobilization Phase:**

- Follow the Generic Demobilization Phase Checklist (3.1).
3.32 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 (3.1).

Operational Phase:

- Establish and maintain position logs and other necessary files.
- Initiate, gather, or update time reports from all personnel, including volunteers assigned to each shift; ensure that time records are accurate and prepared according to policy.
- Obtain complete personnel rosters from the Personnel Unit. Rosters must include all 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 (3.1).
3.33 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 (3.1).

Operational Phase:

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

Demobilization Phase:

☐ Follow the Generic Demobilization Phase Checklist (3.1).
3.34 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 (3.1).

Operational Phase:

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

Demobilization Phase:

- Follow the Generic Demobilization Phase Checklist (3.1).
3.35 Cost Accounting Unit Coordinator

Responsibilities:

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

Activation Phase:

- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

- Establish and maintain a position log and other necessary files.
- Compute costs for use of equipment owned, rented, donated or obtained through aid.
- Obtain information from the Resource Unit regarding equipment use times.
- Ensure that PEP has provided a task number for the incident.
- Ensure that each Section is documenting cost recovery information from the onset of the event or disaster; collect required cost recovery documentation daily at the end of each shift.
- Meet with the Documentation Unit Leader and review 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.
Demobilization Phase:

- Follow the Generic Demobilization Phase Checklist (3.1).
4. Hazard-Specific Roles and Procedures

4.1 Aircraft Crashes

In case of an aircraft crash:

Policies

1. Primary responsibility for aircraft crashes rests with the Police Department having jurisdiction, 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, an ECC may be activated to provide support as needed and requested.

Hazard Specific Checklists

ECC Director

- 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 (Information Officer).
- Establish family inquiry system (Information Officer).

Operations

- Establish a Registration and Inquiry Centre (ESS / Red Cross).
- Support Incident Commander in defining working area, establishing control perimeter, and securing the scene for subsequent investigation (Police Branch).
- Coordinate routes for emergency vehicles (Police Branch & Planning Section).
- Coordinate traffic and crowd control (Police Branch).
- Notify hospitals of casualties, 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, e.g., fuels
  - Special cargo problems
  - Sudden hospital requirements
  - Disruption of traffic and communications
  - Disruption of utilities
  - Convergence of media, photographers, politicians
  - Convergence of friends and family members and need for grieving
  - International considerations

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 / SAR
  - Ambulances BCAS / Industry / St. John
  - Communication Equipment Ambulance / RCMP / Amateur Radio
  - Auxiliary lighting Engineering / Utilities
  - Barricades Engineering
  - Mobile public address system RCMP / Fire / Radio stations
  - Chemical Response Team PEP / Fire / Industry
4.2 Atmospheric Hazards

In case of a severe weather event:

Policies

1. When and where 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.
3. Police should consider waiving enforcement of on-road use of snowmobiles, quads, and ATVs.

Hazard Specific Checklists

ECC Director

- 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 news release system (Information Officer).
- Establish public inquiry system (Information Officer).
- Staff Liaison Officer, Information Officer, and Risk Management Officer positions.

Operations

- Coordinate working area and establish control perimeter (Police Branch).
- Coordinate routes for emergency vehicles (Police Branch & Planning Section).
- Establish temporary morgue, if required (Police Branch, Coroner Unit).
- Coordinate the protection of property (Police Branch).
- Assist emergency agencies with special transport problems (Transportation Unit).
- Coordinate the elimination of hazards from damaged utilities (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 hospitals of casualties, including type and number (BC Ambulance Unit).
Coordinate transport of food, fuel, pharmaceutical supplies, medical personnel and others to points of need (ESS Branch).

Supervise ESS accommodation and feeding of stranded persons (ESS Branch).

**Planning**

- Provide Operations Section with updated meteorological data.
- Provide Operations Section with updated transportation route problems.
- Track and relay highway condition reports and closures.
- Consider possible major effects (Advance Planning Unit):
  - Injuries and fatalities
  - Disruption of community
  - Disruption of utilities
  - Closure of traffic routes
  - Damage to property, e.g., roof collapse from weight of snow, ice
  - Disruption of communications

**Logistics**

- Contact all snow/debris clearing apparatus available.
- Contact all over-snow and ATV vehicle owners and clubs.
- Contact food suppliers and determine on-hand supplies.
- Consider equipment needs and sources (Supply Unit):
  - Rescue equipment Police / PEP
  - Fire equipment Fire
  - Ambulances BCAS / Industry / St. John
  - Road clearing equipment Engineering
  - Auxiliary generators Various sources
  - Barricades Engineering
  - Mobile public address system RCMP / Fire / Radio

**Administration**

- Prepare equipment contracts for snow/debris removal.
4.3 Dam Failures

In case of a dam failure:

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.

Hazard Specific Checklists

ECC Director

- 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 PEP that ECC is activated.
- Make contact with dam owner and request attendance at ECC.
- Staff Liaison Officer, Information Officer, and Risk Management Officer positions.
- 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 / Red Cross).
- Support Incident Commander in defining working area, establishing control perimeter, and securing the scene for subsequent investigation (Police Branch).
- Coordinate routes for emergency vehicles (Police Branch & Planning Section).
- Coordinate traffic control (Police Branch).
- Notify hospitals of casualties, including number and type (BCAS Unit).
- Establish temporary morgue (Police Branch, Coroner Unit).
- Coordinate the elimination of hazards from damaged utilities (Utilities).
Planning

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

Logistics

- Anticipate need for heavy equipment and 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: PEP / RCMP / Ham Radio
  - Equipment for constructing dikes: Engineering / Industry
  - Heavy equipment (bulldozers, etc.): Engineering / Industry
  - Auxiliary lighting: Engineering / Utilities
  - Auxiliary power facilities: Engineering / Utilities
  - Medical and health supplies: Health
  - Food and lodging: Emergency Social Services
  - Pumps: Engineering
  - Storage facilities for equipment furnishings and livestock: Province
  - Mobile public address system: RCMP / Fire / Radio
  - Chemical Response Team: PEP / Fire / Industry

Administration

- Establish Compensation and Claims Unit and Cost Accounting Unit.
4.4 Disease and Epidemics

In case of a major outbreak of human or animal disease:

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.

Hazard Specific Checklists

ECC Director

- Notify PREOC when ECC is activated.
- Select Medical Health Officer or alternate as Operations Chief.
- Ensure all agency representatives contacted and requested to attend the ECC.
- Establish adequate communications and news release systems (Information Officer).
- Establish public inquiry system (Information Officer).
- Staff Liaison Officer, Information Officer, and Risk Management Officer positions.

Operations

- Staff ESS positions for possible reception centres (ESS Branch).
- Coordinate the evacuation of personnel, (Police Branch).
- Coordinate 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 Branches)

Planning
 Obtain and disseminate current epidemiological data.

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

 Consider possible major effects (Advance Planning Unit):

- 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 as well, slowing assistance
- Losses to local economy

**Logistics**

- Anticipate long term support of field workers.

- Consider equipment needs and sources (Supply Unit):
  - Transportation Road / Air carriers/ Rail
  - Face masks/gloves Safety / medical supply companies
  - Isolation equipment Safety / medical supply companies
  - Communication equipment PEP / RCMP / Ham Radio
  - Medical and health supplies Health
  - Food and lodging Emergency Social Services
  - Tankers for potable water supplies Utilities
  - Mobile public address system RCMP / Fire
4.5 Drought

In case of a drought:

Policies

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

Hazard Specific Checklists

ECC Director

- Ensure representatives from MWLAP, and AES (as appropriate) are contacted and requested to attend the ECC.
- Establish adequate communications and news release systems (Information Officer).
- Establish public inquiry system (Information Officer).
- Ensure various Water Management Districts are involved.
- Consider Engineering Branch Coordinator as Operations Section Chief.
- Staff Liaison Officer, Information Officer, and Risk Management Officer positions.

Operations

- Establish emergency public health facilities (Health Branch).

Planning

- Obtain and disseminate current meteorological forecasts by working with AES.
- Deploy field observers to gather drought impact intelligence (Situation Unit).
- Consider possible major effects (Advance Planning Unit):
  - Disruption of agricultural operations
  - Need for water rationing
  - Contamination of normal water supplies
  - Possible business closures due to lack of water
  - Dangers to public health
  - Losses to local economy
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 Businesses, Rail Operators
  - Pumps: Engineering
  - Transportation for moving livestock: PEP / Agriculture Associations

Administration

- Establish Compensation and Claims Unit and Cost Accounting Unit.
4.6 Explosions

In case of an explosion:

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.

Hazard Specific Checklists

ECC Director

- Notify Office of the Fire Commissioner that ECC is activated.
- Select Police or alternate as Operations Section Chief.
- Staff Liaison Officer, Information Officer, and Risk Management Officer positions.
- Establish news release system (Information Officer).
- Establish public inquiry system (Information Officer).

Operations

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

- Consider possible major effects (Advance Planning Unit):
  - Injuries and fatalities
  - Panic and need for stress debriefing
  - Fire
  - Chance of 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 equipment Fire / Engineering / SAR
  - Ambulances Medical / Transportation / Police
  - Communication Equipment Ambulance / RCMP / Ham Radio
  - Auxiliary lighting Engineering / Utilities
  - Barricades Engineering
  - Equipment to repair public utilities Engineering / Utilities
  - Special equipment Chemical Supplier
  - Mobile public address system RCMP / Fire / Radio
  - Chemical Response Team PEP / Fire / Industry
  - Emergency feeding facilities Emergency Social Services
4.7 **Fires – Urban and Rural**

In case of a major urban or rural fire:

**Policies**

1. Urban and rural fires should be managed 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.

**Hazard Specific Checklists**

**ECC Director**

- Establish link with local authority ECC if established.
- Notify PREOC that ECC is established.
- Staff Liaison Officer, Information Officer, and Risk Management Officer positions.
- Establish news release system (Information Officer).
- Establish public inquiry system (Information Officer).

**Operations**

- Determine need for evacuation through Fire Commissioner or declaration (Fire Branch).
- Notify Fire Commissioner (Fire Branch).
- Ensure that all utilities are advised (Fire Branch).
- Warn of potential spread of fire and need for fire breaks (Fire Branch).
- Coordinate the evacuation of personnel, (Police Branch).
- Coordinate the evacuation of livestock (Ministry of Agriculture, Fisheries and Food).
- Coordinate defining the working area and establish control perimeter (Police Branch).
- Secure disaster scene for subsequent investigation (Police Branch).
- Coordinate traffic control and routes for emergency vehicles (Police Branch).
- Coordinate the protection of property and relocate resources where necessary (Police Branch).
- Coordinate the elimination of hazards from damaged utilities (Utilities Branch).
- Notify hospitals of casualties (BC Ambulance Service Unit).
- Establish emergency public health facilities (Health Branch).
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
- Explosions 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 requests for additional supplies.

Anticipate requests for food / porta-potties.

Consider equipment needs and sources (Supply Unit):

- Firefighting and rescue equipment  Fire / Engineering / SAR
- Ambulances  BCAS / Industry / St. John
- Water tankers (street cleaners)  Engineering
- Relay pumps  Engineering
- Communication equipment  Ambulance / RCMP / Amateur Radio
- Auxiliary lighting  Engineering / Utilities
- Blankets and food  Emergency Social Services
- Mobile public address system  RCMP / Fire / Radio stations
- Chemical Response Team  PEP / Fire / Industry

Administration

Anticipate compensation/claims.
4.8 Flooding

In case of a major flood:

Policies

1. MWLAP, MOT and PEP are the key Provincial agencies.
2. Private property owners are responsible for protective works on their property.
3. We will keep the public informed by releasing all confirmed flood warning information through local media sources.
4. A state of local or provincial emergency must be declared to cause an evacuation due to flooding.

Hazard Specific Checklists

ECC Director

- Select MOT or alternate as Operations Chief.
- Ensure representatives from DFO are contacted and requested to attend the ECC if needed.
- Establish adequate communications and news release systems (Information Officer).
- Establish public inquiry system (Information Officer).
- Ensure various Water Management Districts are involved.
- Establish proper jurisdiction.
- Staff Liaison Officer, Information Officer, and Risk Management Officer positions.

Operations

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

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

Logistics

- Contact Province, Canada Employment and Immigration Centres for personnel.
- Identify and locate additional sandbags / heavy equipment resources in anticipation of field requests (Supply Unit).
- Anticipate long term feeding / accommodation support of field workers.
- Consider equipment needs and sources (Supply Unit):
  - Transportation Road / Air carriers / Rail
  - Communication equipment PEP / RCMP / Ham Radio
  - Equipment for constructing dikes Engineering / Industry
  - Heavy equipment (bulldozers, etc.) Engineering / Industry
  - Auxiliary lighting Engineering / Utilities
  - Auxiliary power facilities Engineering / Utilities
  - Medical and health supplies Health
  - Food and lodging Emergency Social Services
  - Pumps Engineering
  - Storage facilities for equipment furnishings and livestock Province
  - Mobile public address system RCMP / Fire / Radio

Administration

- Establish Compensation and Claims Unit and Cost Accounting Unit.
4.9 **Hazardous Spills**

In case of a major hazardous goods spill:

**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.

**Hazard Specific CHECKLISTS**

**ECC Director**

- Select Fire Branch Coordinator or alternate as Operations Chief.
- Ensure Safety Officer appointed at scene.
- Ensure MWLAP and other appropriate agencies notified.
- Establish adequate communications and news release systems (Information Officer).
- Establish public inquiry system (Information Officer).
- Request representative from carrier/owner attend the ECC.
- Staff Liaison Officer, Information Officer, and Risk Management Officer positions.

**Operations**

- Ensure Environmental Health Officer and Fire Commissioner are notified.
- Provide support to Incident Commander and/or local authorities.
- Confirm Hot / Warm / Cold Zones established and communicated to all agencies.
- Coordinate traffic control (Police Branch).
- Coordinate evacuation routes (Police Branch).
- Activate ESS for possible evacuation.
- Coordinate evacuation of high-hazard zones, considering responder safety (Police Branch).
- Notify hospitals of casualties (BC Ambulance Unit).
- Establish temporary morgue, if needed (Police Branch, Coroner Unit).
Planning

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

Logistics

- Check on availability of specialized hazardous material supplies and consultants.
- Consider support of long-term field operations.
- Consider equipment needs and sources (Supply Unit):
  - Ambulances BCAS / Industry / St. John
  - Fire and rescue equipment, e.g. respirators and resuscitators Fire Depts. / Industry
  - Communication equipment PEP / RCMP / Amateur Radio
  - Decontamination equipment Industry
  - Barricades Engineering
  - Mobile public address system RCMP / Fire / Radio stations
  - Advisory services Canutec, MWLAP

Administration

- Ensure cost accounting is taking place for charge back to spiller.
4.10 Landslides / Debris Flows

In case of a landslide or debris flow:

Policies

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

Hazard Specific Checklists

ECC Director

- Ensure representatives from MOT, MWLAP, PEP (as appropriate) are contacted and 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 positions.

Operations

- Coordinate search and rescue of victims (Fire Branch, Police Branch).
- Staff ESS positions for possible reception centres (ESS Branch).
- Coordinate the evacuation of personnel (Police Branch).
- Coordinate the evacuation of livestock (Ministry of Agriculture, Fisheries and Foods).
- Coordinate traffic control (Police Branch).
- Coordinate the protection of property and relocate resources where necessary (Police Branch).
- Coordinate removal and disposal of slide material as required (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 further slide potential, obtain current meteorological data.
Consider possible major effects (Advance Planning Unit):
- Casualties
- Damage to property
- Closure of roads and highways
- Damage to utilities and communication systems
- Contamination of normal water supplies
- Evacuation of population from danger areas
- Dangers to public health
- Possible convergence of families and friends to help with search
- Disruption of community
- Losses to local economy

Logistics

- Identify additional heavy equipment in anticipation of field requests (Supply Unit).
- Anticipate long term feeding / accommodation support of field workers.
- Consider equipment needs and sources (Supply Unit):
  - Transportation
  - Communication equipment
  - Heavy equipment (bulldozers, etc.)
  - Auxiliary lighting
  - Auxiliary power facilities
  - Medical and health supplies
  - Food and lodging

Administration

- Establish Compensation and Claims Unit and Cost Accounting Unit.
- Establish Disaster Financial Assistance Unit.
4.11 Lost Person(s)

In case of a lost person:

Policies

1. The responsibility for lost persons on the ground and inland waters belongs to the Police department having jurisdiction that will act as Incident Commander. They are aided on the ground by local SAR volunteers; the SAR manager will act as Operations Section Chief. In National Parks, this service is provided by the National Park Warden Service.

2. The responsibility for lost persons from air or marine emergencies belongs to the Federal Government and coordinated through the Rescue Coordination Centre.

3. The vast majority of SAR missions will be managed from an Incident Command Post, or in rare circumstances an expanded ICP. Implementation of an ECC should be considered only when the incident involves large numbers of missing persons, large numbers of SAR resources, or intense media interest.

4. The ECC will provide support and assistance as needed or requested.

Hazard Specific Checklists

ECC Director

- Select Police or alternate as Operations Chief for ground search.
- Establish adequate communications and news release systems (Information Officer).
- Staff Liaison Officer, Information Officer, and Risk Management Officer positions.

Operations

- Coordinate search teams, as requested (Police Branch).
- Identify and stage backup SAR teams from adjacent communities (Police Branch).

Planning

- Track and record search progress.
- Assess characteristics of lost persons to identify areas with high probability of success.
- Consider possible major effects (Advance Planning Unit):
  - Injuries and fatalities
  - Possible high risk of involving many search aircraft
  - Convergence of families and friends of missing persons
  - Need to support remote search teams
• Weather changes could affect SAR team safety

Logistics

• Locate SAR resources in anticipation of field requests (Supply Unit).
• Anticipate long term feeding / accommodation support of SAR teams.
• Consider equipment needs and sources (Supply Unit):
  • Consider use of snowmobile, four-wheel drive and other similar clubs with local knowledge.
  • Consider use of Global Positioning System (GPS) for establishing areas searched.
  • Consider use of Infrared Scanner (MOF Scanner).

• Communication Equipment PEP / RCMP / Amateur Radio
• Search and rescue equipment PEP
4.12 Marine Accidents

In case of a marine accident:

Policies

1. The Master of the Vessel is the Incident Commander, if not incapacitated.
2. The RCMP is the responsible agency for inland water SAR.
3. It is our policy to provide support and assistance as needed and requested.
4. If an oil spill results, see Hazardous Spills.

Hazard Specific Checklists

ECC Director

- Select RCMP or alternate as Operations Chief.
- Ensure representatives from Coast Guard and PEP (as appropriate) are contacted and requested to attend the ECC.
- Establish adequate communications and news release systems (Information Officer).
- Establish public inquiry system (Information Officer).
- Establish proper jurisdiction.

Operations

- Coordinate shore rescue teams from all jurisdictions (Police Branch).
- Arrange for ground transportation of victims.
- Staff ESS positions for possible reception centres (ESS Branch).

Planning

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

**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
    - PEP / RCMP / Ham Radio
  - Auxiliary lighting
    - Engineering / Utilities
  - Auxiliary power facilities
    - Engineering / Utilities
  - Medical and health supplies
    - Health
  - Food and lodging
    - Emergency Social Services
  - Pumps
    - Engineering
4.13 Motor Vehicle Crashes

In case of a major motor vehicle crash:

Policies

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

Hazard Specific Checklists

ECC Director

- Select Police or alternate as Operations Chief.
- Make contact with motor carrier and request attendance at ECC.
- Staff Liaison Officer, Information Officer, and Risk Management Officer positions.
- Establish news release system (Information Officer).
- Establish family inquiry system, consider non-english speaking victims and family (Information Officer).

Operations

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

- Consider possible major effects (Advance Planning Unit):
  - Injuries and fatalities
  - Fire
  - Explosion
  - Trapped motorists
  - Damage to property
  - Involvement of dangerous goods, e.g. fuels
  - Special cargo problems, e.g. hazardous materials
  - Sudden hospital requirements
  - Disruption of traffic and communications
  - Convergence of media, photographers, politicians
  - Convergence of friends and 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
  - Firefighting and rescue equipment Fire / Engineering / SAR
  - Ambulances BCAS / Industry / St. John
  - Communication equipment Ambulance / RCMP / Amateur Radio
  - Auxiliary lighting Engineering / Utilities
  - Traffic barricades Engineering
  - Mobile public address system RCMP / Fire / Radio stations
  - Chemical Response Team PEP / Fire / Industry
4.14 Power Outages

In case of a major power outage:

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 circumstances should non-utility responders handle power lines, as they may still be live.

Hazard Specific Checklists

ECC Director

- Select Engineering Branch Coordinator as Operations Chief.
- Request utility representative attend at the ECC.
- Staff Liaison Officer, Information Officer, and Risk Management Officer positions.

Operations

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

Planning

- Identify critical power needs (i.e., nursing homes, etc.).
- Identify if alternate suppliers available.
- Provide Operations Section with updated meteorological data.
Consider possible major effects (Advance Planning Unit):
- Injuries and fatalities, indirectly 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 stage 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 Unit):
  - Auxiliary generators: Various sources
  - Auxiliary heaters: Various sources
  - Auxiliary lighting: Fire Depts. from adjacent areas
  - Mobile public address system: RCMP / Fire / Radio
  - Welfare equipment: Emergency Social Services

Administration

- Establish manual timekeeping / payroll system.
4.15 Rail Crashes

In case of a rail crash:

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 / MWLAP) 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.

Hazard Specific Checklists

ECC Director

- Select Police, Fire or Environment Branch Coordinator as Operations Chief.
- 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 (Information Officer).
- Establish family inquiry system (Information Officer).

Operations

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

- Consider possible major effects (Advance Planning Unit):
  - Injuries and fatalities
  - Fire
  - Explosion
  - Evacuation
  - Damage to property
  - Involvement of dangerous goods, e.g., fuels
  - Sudden hospital requirements
  - Disruption of traffic and communications
  - Disruption of utilities
  - Convergence of media, photographers, politicians
  - Convergence of friends and family members and 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 Unit):
  - Firefighting and rescue equipment   Fire / Engineering / SAR
  - Ambulances   BCAS / Transportation / Police
  - Communication equipment   Ambulance / RCMP / Ham Radio
  - Auxiliary lighting   Engineering / Utilities
  - Barricades   Engineering
  - Mobile public address system   RCMP / Fire / Radio
  - Chemical Response Team   PEP / Fire / Industry
  - LPG Response Team   Fire / Industry
4.16 **Seismic Hazards - Earthquake**

In case of a major earthquake:

**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.

**Hazard Specific Checklists**

**ECC Director**

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

**Operations**

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

- Obtain and disseminate current seismic data.
- Deploy field observers to gather damage intelligence as soon as possible (Situation Unit).
- Consider possible major effects (Advance Planning Unit):
  - Injuries and fatalities
  - Trapped persons
  - Damage to property
  - Damage to roads, bridges, utilities, buildings
  - Fire hazards and explosions
  - Escape of dangerous gases, e.g. 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

Logistics

- Anticipate long-term feeding / accommodation support of field workers.
- Consider equipment needs and sources (Supply Unit):
  - Transportation Road / Air carriers / Rail
  - Rescue equipment of all kinds All agencies
  - Public service maintenance vehicles Engineering / Utilities
  - Communication equipment PEP / RCMP / Ham Radio
  - Heavy equipment (bulldozers, etc.) Engineering / Industry
  - Auxiliary lighting Engineering / Utilities
  - Auxiliary power facilities Engineering / Utilities
  - Medical and health supplies Health
  - Food and lodging Emergency Social Services
  - Piping for water, sewer repairs Engineering / Industry
  - Tanker cars for potable water Utilities / railways
    supplies
  - Mobile public address system RCMP / Fire / Radio

Administration

- Establish Compensation and Claims Unit and Cost Accounting Unit.
4.17 Social Disturbance

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

Policies

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

Hazard Specific Checklists

ECC Director

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

Operations

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

- Prepare to support long-term recovery and investigation operations.
- Consider equipment needs and sources (Supply Unit):
  - Wrecker / tower with cutting torches  Police / Garage
  - Fire fighting and rescue equipment  Fire / Engineering / SAR
  - Ambulances  BCAS / Industry / St. John
  - Communication equipment  Ambulance / RCMP / Amateur Radio
  - Auxiliary lighting  Engineering / Utilities
  - Traffic barricades  Engineering
  - Mobile public address system  RCMP / Fire / Radio stations
4.18 Structural Collapse

In case of a structural collapse:

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 experts (if available) are provided to the Incident Commanders.
3. Immediately secure the site to preserve evidence, ensure safety, and enhance privacy.

Hazard Specific Checklists

ECC Director

- Notify PREOC if ECC is activated.
- Select Fire or alternate as Operations Chief.
- Make contact with building owner and request attendance at ECC if appropriate.
- Staff Liaison Officer, Information Officer, and Risk Management Officer positions.
- Establish news release system (Information Officer).
- Establish family inquiry system (Information Officer).

Operations

- Establish a Registration and Inquiry Centre (ESS / Red Cross).
- Support Incident Commander in defining working area, establishing control perimeter, and securing the scene for subsequent investigation (Police Branch).
- Coordinate rescue (Fire Branch).
- Coordinate routes for emergency vehicles (Police Branch).
- Coordinate traffic and crowd control (Police Branch).
- Notify hospitals of casualties, including number and type (BC Ambulance Unit).
- Establish temporary morgue (Police Branch, Coroner Unit).
- 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 and fatalities
  - Fire
  - Trapped people
  - Involvement of dangerous goods, e.g., fuels
  - Sudden hospital requirements
  - Disruption of traffic and communications
  - 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):
  - Fire fighting and rescue equipment: Fire / Engineering / SAR
  - Ambulances: BCAS / Industry / St. John
  - Communication Equipment: Ambulance / RCMP / Amateur Radio
  - Auxiliary lighting: Engineering / Utilities
  - Barricades: Engineering
  - Power cranes: Contractors
  - Mobile public address system: RCMP / Fire / Radio stations
4.19 Telecommunications Failure

In case of a major telephone outage:

Policies

1. Telus 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.

Hazard Specific Checklists

ECC Director

- Select Engineering Branch Coordinator as Operations Chief.
- Request Telus representative attend at the ECC.
- Staff Liaison Officer, Information Officer, and Risk Management Officer positions.

Operations

- Assist line crews where possible.
- Coordinate the elimination of hazards from damaged lines (Engineering Branch).
- Coordinate provision of auxiliary communications (Communications Unit).
- Coordinate transport of amateur radio operators to points of need (Transportation Unit).
- Staff Engineering Branch Coordinator.

Planning

- Identify critical communications needs (i.e., nursing homes, etc.).
- Identify if alternate suppliers available.
- Provide Operations Section with updated meteorological data.
Consider possible major effects (Advance Planning Unit):

- Injuries and fatalities, indirectly due to lack of communications
- Inability to obtain critical resources
- Disruption of traffic
- Disruption of utilities and communications

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 Unit):
  - Amateur radio Various clubs
  - Satellite telephones Various sources
  - Two-way radio Fire Depts. / PEP
  - Mobile public address system RCMP / Fire / Radio

Administration

- Establish manual timekeeping / payroll system.
4.20 **Terrorism**

In case of a major act of terrorism:

**Policies**

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

**Hazard Specific Checklists**

**ECC Director**

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

**Operations**

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

- Prepare to support long-term recovery and investigation operations.
- Consider equipment needs and sources (Supply Unit):
  - Wrecker / tower with cutting torches
  - Firefighting and rescue equipment
  - Ambulances
  - Communication equipment
  - Auxiliary lighting
  - Traffic barricades
  - Mobile public address system
  - Police / Garage
  - Fire / Engineering / SAR
  - BCAS / Industry / St. John
  - Ambulance / RCMP / Amateur Radio
  - Engineering / Utilities
  - Engineering
  - RCMP / Fire / Radio stations
4.21 Volcanic Ash Fallout

In case of a major volcanic eruption:

Policies

1. In the event of a major eruption, 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.

Hazard Specific Checklists

ECC Director

- Notify PREOC when ECC is activated.
- Select Fire Chief or alternate as Operations Chief.
- Ensure all agency representatives contacted and requested to attend the ECC.
- Establish adequate communications and news release systems (Information Officer).
- Establish public inquiry system (Information Officer).
- Staff Liaison Officer, Information Officer, and Risk Management Officer positions.

Operations

- Coordinate the elimination of ash from roads (Engineering Branch).
- Coordinate emergency public health facilities (Health Branch).
- Coordinate removal of ash from ventilation systems of critical buildings.
- Identify and assist people with respiratory difficulties.

Planning

- Obtain and disseminate current plume data.
- Deploy field observers to gather intelligence as soon as possible (Situation Unit).
- Consider possible major effects (Advance Planning Unit):
  - Respiratory difficulties
  - Non-functioning combustion engines
  - Panic
  - Contamination of normal water supplies
  - Dangers to public health
Adjacent communities may be affected as well, slowing assistance
Losses to local economy

Logistics

- Anticipate long-term air quality problems.
- Consider equipment needs and sources (Supply Unit):
  - Transportation: Road / Air carriers / Rail
  - Public service maintenance vehicles: Engineering / Utilities
  - Communication equipment: PEP / RCMP / Ham Radio
  - Heavy equipment (bulldozers, etc.): Engineering / Industry
  - Auxiliary lighting: Engineering / Utilities
  - Auxiliary power facilities: Engineering / Utilities
  - Medical and health supplies: Health
  - Food and lodging: Emergency Social Services
  - Tankers for potable water supplies: Utilities
  - Mobile public address system: RCMP / Fire

Administration

- Establish Compensation and Claims Unit and Cost Accounting Unit.
4.22 Wildfires

In case of a wildland / urban interface fire:

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 to the Ministry of Forests and local fire departments as and when requested.

2. In the event of a pure wildfire, the ECC will provide support and assistance to the Ministry of Forests as and when requested.

Hazard Specific Checklists

ECC Director

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

Operations

- Establish communication link with DOC/MROC/PREOC as appropriate.
- Determine need for evacuation through Fire Commissioner or declaration (Fire Branch).
- Notify Fire Commissioner (Fire Branch).
- Ensure Utilities are advised (Fire Branch).
- Monitor potential spread of fire and need for fire breaks (Fire Branch).
- Coordinate the evacuation of personnel (Police Branch).
- Coordinate the evacuation of livestock (Ministry of Agriculture, Fisheries and Foods).
- Coordinate in defining working area and establish control perimeter (Police Branch).
- Secure disaster scene for subsequent investigation (Police Branch).
- Coordinate traffic control and routes for emergency vehicles (Police Branch).
Coordinate the protection of property & relocate resources as necessary (Police Branch).
Coordinate the elimination of hazards from damaged utilities (Engineering Branch).
Notify hospitals of casualties (BC Ambulance Service Unit).
Establish emergency public health facilities (Health Branch).
Establish temporary morgue, if needed (Police Branch, Coroner Unit).
Establish ESS (ESS Branch).
Staff ESS positions for possible reception centres (ESS Branch).

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 Unit):
  - Firefighting and rescue equipment Fire / Engineering / SAR
  - Ambulances BCAS/ Industry / St. John
  - Water tankers (street cleaners) Engineering
  - Relay pumps Engineering
  - Communication equipment Ambulance / RCMP / Amateur Radio
  - Auxiliary lighting Engineering / Utilities
  - Blankets and food Emergency Social Services
  - Mobile public address system RCMP / Fire / Radio stations
  - Chemical Response Team PEP / Fire / Industry

Administration

- Anticipate compensation/claims.
5. 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.

5.1 ECC Director

Responsibilities

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

5.2 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
5.3 Planning Section

Responsibilities

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

5.4 Logistics Section

Responsibilities

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
5.5 Finance/Administration Section

Responsibilities

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

Recovery Phase

- 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 PEP Task Number and authorization by contacting the Emergency Coordination Centre at PEP in Victoria (1-800-663-3456).
  - Complete appropriate PEP claims and task forms.
  - Submit forms to PEP Regional Manager within 60 days of authorized Emergency Response Task.