

Introduction

Purpose

This Emergency Response Plan (ERP) describes the overall municipal structure for responding to an emergency or disaster. It provides information and guidance for use by members of the District Emergency Operations Centre (EOC).

A local EOC may be activated when an emergency event:

- exceeds the response capacity of first responders
- involves multiple sites or support and resources beyond the District's capacity, or
- Requires evacuation of residents

Steps to activate a local EOC

- The following individuals have the authority to activate an EOC:
 - District of Port Edward Chief Administrative Officer (CAO) or designate
 - Fire Chief, or designate, or
 - District of Port Edward Mayor or Acting Mayor
- The EOC Section Chiefs and Management Team are contacted and notified of the EOC activation and their assigned roles.
- The Logistics Section Chief coordinates the set-up of the EOC room which will be located in the **District Council Chambers at 770 Pacific Avenue, Port Edward B.C.** Due to limited resources and equipment, the spare laptop will be used and installed in Chambers and the CAO will maintain use of their own laptop or mobile work device for the EOC.

There are three levels of potential activation

- **Level 1** actions reflect events that are normally managed by first responder agencies on a regular basis. However, the EOC may be activated when there is potential for the event to escalate and requires monitoring. There is little need for site support activities and the event will likely end in a relatively short time. The EOC Director should be notified but relatively few EOC functions may be filled, typically the EOC Director, Information Officer, and Planning Section Chief.
- **Level 2** events are emergencies 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 EOC Director to notify the management team and to initiate a limited activation of the EOC.
- **Level 3** events are of large magnitude and/or long duration or may have multiple sites that involve several agencies. This level requires the notification of the District of Port Edward EOC team and full activation of the EOC.

Emergency Management BC Support

EMBC stands for Emergency Management BC and it is set up to provide support to local governments in the event of major emergencies. The Regional Manager for our area is based in Terrace and in the event of a Provincial emergency this is where the Provincial Regional Emergency Operations Center would be located.

EMBC also operates the Emergency Coordination Centre (ECC) (**1-800-663-3456**), which is located in Victoria, BC and is staffed 24/7.

In cases where resources may be required to support an emergency response, EMBC should be consulted about what are eligible expenses. EMBC's tracking number is for their reference only – financial assistance must be requested and formalized through EMBC's process and the Regional Manager can advise.

Steps to Initiate EMBC support:

- Call **1-800-663-3456**
- Advise EMBC of the scope of the emergency and why the EMBC Task Number is needed.
- Examples of emergencies that will require an EMBC Task Number include:
 - Emergency incidents involving evacuation of residents and ESS support
 - Hazardous materials spills;
 - Environmental damage; or
 - Other significant or regional events affecting public safety.
- If uncertain, phone and ask the EMBC Regional Manager (**1-250-615-4800**) during business hours or ask the Duty Regional Manager via 1-800-663-3456.
- Closing the Task: EMBC must be notified so that the Task Number can be closed.

Activation Level Guide

| Example Event / Situation | EOC Activation Level | Recommended Staffing |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Small incident requiring site support, or impending emergency</p> <p>Examples:</p> <ul style="list-style-type: none"> • Forest Fire • Hazardous material spill • Pandemic alert • Severe weather advisory | One | <ul style="list-style-type: none"> • EOC Director • Information Officer • Operations Section Chief • Planning Section Chief |
| <p>Large incident or two or more incidents in region</p> <p>Examples:</p> <ul style="list-style-type: none"> • Large Forest Fire • Major wind, ice, or snowstorm • Moderate earthquake • Prolonged winter power outage • Structure collapse | Two | <ul style="list-style-type: none"> • EOC Director • Liaison Officer • Information Officer • Call Centre Personnel • All Section Chiefs • Branches and Units appropriate to situation |
| <p>Major region-wide emergency</p> <p>Examples:</p> <ul style="list-style-type: none"> • Any wildfire within or immediately threatening the community • Major earthquake / Tsunami threat • Major Rail accident in the community • Typhoon or other major windstorm | Three | <ul style="list-style-type: none"> • EOC Director • All other EOC functions • Call Centre Personnel • Field Observers through Planning Section |

District of Port Edward Emergency Operations Center (EOC) Activation

EOC Call Outs

Once the EOC activation is determined and authorized, EOC call out can begin to EOC staff and agencies who need to be notified.

EOC call out can be accomplished by:

- Making telephone calls, including cell or home phone numbers
- Sending out a text or instant message broadcast

Information Checklist for EOC Call Outs

- Brief description of what happened, especially if the person being called may not be aware of incident
- That the EOC has been activated to Level ____ (**level 1, 2 or 3**)
- Review list of EOC role(s)/function(s) the person being called is expected to take on and whom they report to upon arrival
- Provide individuals of any relevant traffic and/or transportation information (e.g. road closure, access, damage or danger to be encountered, etc.)

Documentation

The caller should record all the information and updates of the people called out, and report to the appropriate person of the status so that EOC staffing and schedules can be prepared and revised accordingly. **See Appendix - Sample EOC Call Out Script and Record in RESOURCES**

Getting organized:

- A main function of the EOC will be collecting and distributing timely information. The EOC Director must be informed about everything related to the emergency and must sign off on communications.
- An initial task will be to establish an Action Plan to guide the team activities ---this should be the focus of a first team meeting and this Plan should be posted in the EOC and kept up to date. See resources section for sample Action Plan. See the EOC Director “Immediate Actions” section for critical first steps of the EOC.

EOC Functions and General Roles and Responsibilities

**Note: these roles although separately defined, may be combined to be performed by one individual. As a small community with limited staff and volunteers, we will need to manage our emergencies with a small team*

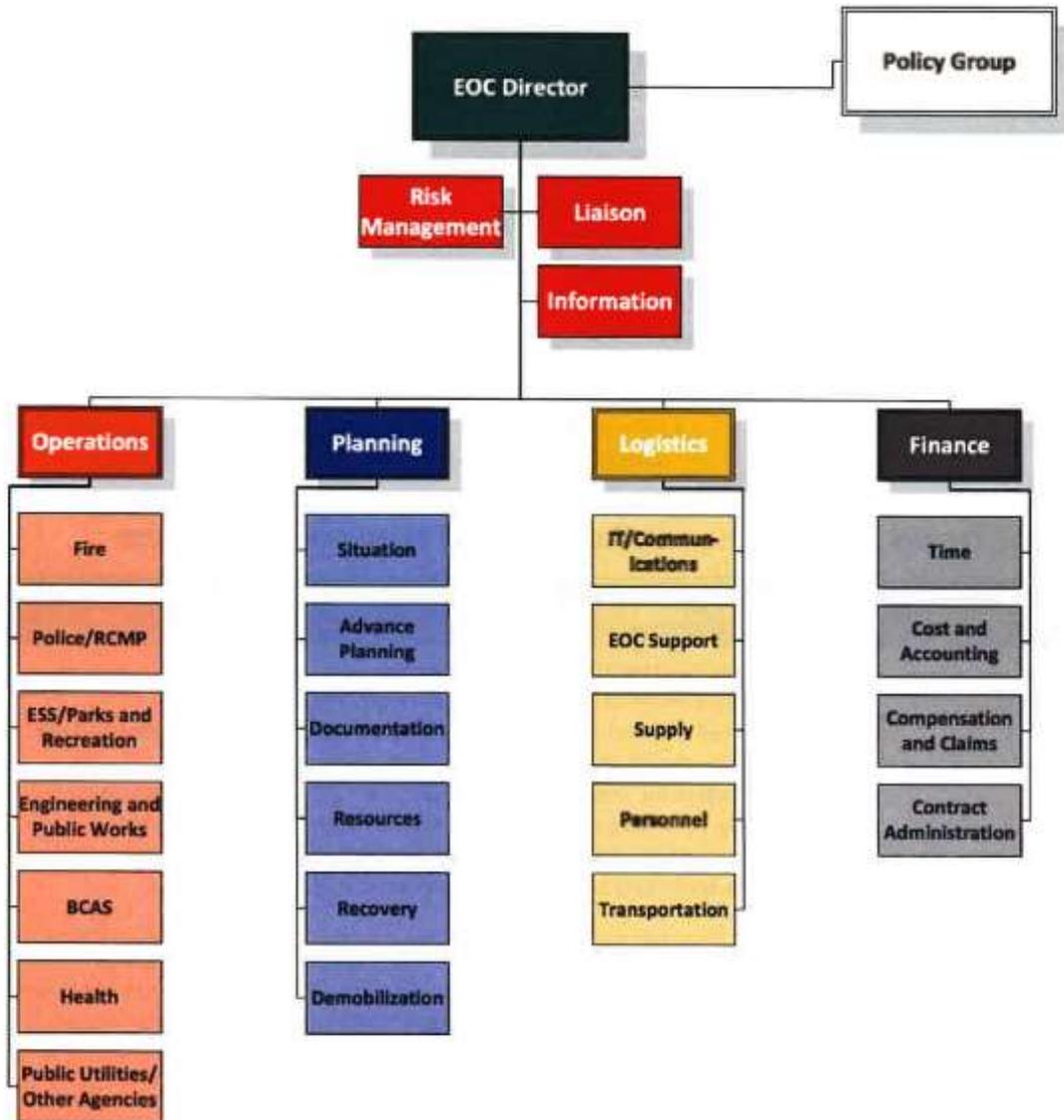
| EOC Functions/Roles | General Responsibilities |
|--------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EOC Director (Green) | <ul style="list-style-type: none"> • Overall authority/ responsibility for EOC • Provide leadership to Management Team • Ensures/ approves EOC objectives • Communicates with Policy Group • Initiates Management Team Briefings |
| Liaison Officer (Red) | <ul style="list-style-type: none"> • Ensures required agencies are in EOC • Primary contact with external agencies, other EOCs • Assists EOC Director with activities (e.g. briefings, meetings) • Maintains regular contact with cooperating agencies |
| EOC Functions/Roles | General Responsibilities |
| Information Officer (Red) | <ul style="list-style-type: none"> • Establish/ maintain media contacts • Coordinate info for release • Coordinates media interviews • Prepare and coach staff and elected officials for media interviews as needed • Liaise with other IOs • Prepares public info materials • Prepares EOC messaging sheets |
| Risk Management (Red) | <ul style="list-style-type: none"> • Monitors EOC safety • Maintains link with Safety Officers as applicable • Identifies/analyses - liability/loss exposures • Assesses unsafe situations & halts operations if necessary • Recommends safety modifications to ops |
| Operations (Supporting the doers in the field) (Orange) | <ul style="list-style-type: none"> • Communicates with site(s), field personnel & DOCs (Department Operations Center) • Supports site ops • Implements plans/strategies • Deploys/tracks EOC -issued site resources • Coordination of multiagency/department responses |

3 EOC ORGANIZATION

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|---------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Planning (Thinkers)</p> <p>(Blue)</p> | <ul style="list-style-type: none"> • Collect, evaluates, displays info • Develop Action Plans & Site Reps • Conducts long-term/advanced planning • Recommends alternative actions • Maintain overall resources and event status |
| <p>Logistics (Getters)</p> <p>(Yellow)</p> | <ul style="list-style-type: none"> • Provides technology/comms support • Arranges/manages facilities • Establishes transport resources • Arranges responder/personnel support • Orders/supplies requested resources |
| <p>Finance (Payers)</p> <p>(Grey)</p> | <ul style="list-style-type: none"> • Monitors response and recovery costs • Monitors expenditure process • Coordinates compensation & claims • Supports contracts & procurement • Tracks personnel time • Analyzes & estimates overall costs |
| <p>Policy Group</p> | <ul style="list-style-type: none"> • Provides overall policy direction • Authorizes “declaration”/policy direction • Provides direction on public information activities • May act as official spokesperson |

EOC Organization-Fully Expanded SAMPLE Municipal EOC Organization Chart

Structure is based on EOC Functions- NOT people. Functions may need to be combined (i.e. personnel, may have to take on multiple roles and functions). In Port Edward due to our small staff size and capacity, this will most likely always be the case.



EOC Titles and Groupings

| BCERMS Terminology | EOC Functions/Roles |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EOC Management Staff | <ul style="list-style-type: none"> ○ EOC Director ○ Information Officer ○ Liaison Officer ○ Risk Management Officer |
| EOC General Staff | <ul style="list-style-type: none"> ○ Operations Section Chief & Staff ○ Planning Section Chief and Staff ○ Logistics Section Chief and Staff ○ Finance Section Chief and Staff |
| EOC Management Team | <ul style="list-style-type: none"> ○ EOC Management Staff + 4 Sections Chiefs |
| Five Primary EOC Functions | <ul style="list-style-type: none"> ○ Management ○ Operations ○ Planning ○ Logistics ○ Finance |
| Policy Group | <ul style="list-style-type: none"> ○ Elected Officials ○ EOC Director (CAO or Designate) ○ Other Staff or personnel as needed |

Function Guide: EOC Director & Risk Management

Reports To

Policy Group

Goal

Deliver effective leadership to provide assistance to site response during an emergency, provide required resources for staff and community safety and facilitate incident recovery and support reputation management.

Objectives

- Support effective operational response
- Support community safety
- Ensure effective use of resources
- Facilitate prompt recovery following the emergency
- Support adherence to EOC policy and management
- Support safety of all emergency response personnel

Primary Responsibilities

- Policy & Strategic Direction
- Site-Support/Consequence Management
- Info collection, Evaluation & Display
- Coordination of Agencies & Operations
- Resource Management
- Internal & External Communications

EOC Support

Everyone in the EOC has the responsibility to contribute to the successful response to emergencies. The following highlights how the EOC functions/roles support the EOC Director:

| | |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Liaison Officer | <ul style="list-style-type: none"> • Assists with identifying key stakeholders and other external agencies • Supports communication and coordination with external agencies • Flags issues/concerns related to external agencies |
| Information Officer | <ul style="list-style-type: none"> • Assists on key communication requirements and strategic response • Prepares EOC Director for spokesperson role: media and public communication • Flags issues/concerns related to communication and reputation management |
| Operations | <ul style="list-style-type: none"> • Identifies operational challenges and requirements • Flags potential issues/concerns that may need to be addressed through EOC and/or external organizations |
| Planning | <ul style="list-style-type: none"> • Identifies future potential operational and response requirements, including what is being set up, future planning, and what and where resources are being allocated |

3 EOC ORGANIZATION

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| Logistics | <ul style="list-style-type: none">• Sets up EOC workstations• Source for resource requirements, including assistance with printing and other production requirements |
| Finance | <ul style="list-style-type: none">• Provides spending budget, procurement assistance or community resource support• Assists with sourcing funds if required |

Immediate Actions – Highlights

In general, the first steps for the EOC Director & Risk Management include:

- Assess the situation, including determining lead agency and appropriate level of activation
- Obtain EMBC task number if required
- Schedule the initial EOC Action Planning meeting and have Planning Chief prepare the agenda
- Mobilize appropriate personnel for the initial activation of the EOC.
- Establish initial priorities for the EOC based on current status and information from Incident Commander(s)
- Consult General Staff to determine what representation is needed at the EOC
- Review/ approve all key messages and news releases prior to release
- Conduct interviews and investigate major risk management issues
- Advise on actions to reduce loss and suffering and proactively support response and recovery objectives
- Conduct regular inspections of the facilities
- Address any security issues and recommend improvements where necessary

Function Guide: Liaison Officer

Reports To

EOC Director

Goal

Ensure timely and responsive coordination with stakeholders required to support effective response in an emergency.

Objectives

- Support effective operational communication with partners
- Provide support to EOC through stakeholder contacts and coordination
- Support effective coordination of EOC meetings and briefings
- Support adherence to protocols for VIPs, such as elected officials, and other external agency relations

Primary Responsibilities

- The Liaison Officer functions as a point of contact for representatives from other agencies (such as DOCs (Department Operation Centres), MROCs (Ministry Regional Operation Centres), and organizations not represented in the EOC.
- Coordinate agency representatives for the EOC as required to ensure adequate EOC structure and to be able to function effectively and efficiently.
- Assist and serve as an advisor to the EOC Director and Management Team as needed
- Assist the EOC Director in ensuring proper procedures are in place for directing agency representatives, communicating with elected officials, and conducting VIP/visitor tours of the EOC facility.

EOC Support

Everyone in the EOC has the responsibility to contribute to the successful response to emergencies. The following highlights how the EOC supports the Liaison Officer:

| | |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EOC Director/Deputy Director | <ul style="list-style-type: none"> • Advises on lead agencies and other affected stakeholders |
| Information Officer | <ul style="list-style-type: none"> • Identifies key stakeholders for coordination of communication/messaging • Assists with communication coordination with external agencies • Works directly with other communications representatives to identify communication needs, key messages and who is the lead agency for communication |
| Risk Management | <ul style="list-style-type: none"> • Makes sure the EOC team stays healthy during response |

3 EOC ORGANIZATION

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| Planning | <ul style="list-style-type: none">• Identifies key stakeholders/partners for operational response• Identifies potential issues/concerns that may need to be addressed through external organizations |
| Logistics | <ul style="list-style-type: none">• Helps determine what is being set up, future planning, what and where resources are being allocate |
| Finance | <ul style="list-style-type: none">• Provides spending budget, procurement assistance or community resource support• Assists with sourcing funds if required |

Immediate Actions - Highlights

In general, the first steps in an incident:

- Verify/assess the situation, including determining lead agency
- Identifies stakeholders and assess needs
- Contact agencies connected to incident- check in with external stakeholders
- Receive and transmit current, accurate information to be shared
- Ensure that operational priorities and objectives identified in EOC Action Plans are communicated to external non-represented agencies
- Assists with briefings and meetings

Function Guide: Information Officer

Reports To

EOC Director

Goal

Reach the right people, with current information at the right time.

Objectives

- Provide timely, accurate, clear and responsive communication
- Address misinformation, rumours, inaccuracies and misperceptions quickly
- Protect reputation
- Inspires confidence and reduce fears or inappropriate behaviours

Primary Responsibilities

- Strategic Communication Development
- Media Relations/Spokesperson Coordinator
- Emergency Information Line/Call Centre
- Media/Public Information Centre
- Municipal ESS Support

EOC Support

Everyone in the EOC has the responsibility to contribute to the successful response to emergencies. The following highlights how the EOC supports the Information Officer:

| | |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EOC Director/Deputy Director | <ul style="list-style-type: none"> • Approval of communication materials, messages and strategy • May act as spokesperson |
| Liaison Officer | <ul style="list-style-type: none"> • Provides connections to other agencies and shares information updates with stakeholders • Flags concerns and potential problem areas raised by other stakeholders • Expertise in EOC operations • Has all the documentation/forms for operations in the EOC as well as templates such as Declaration of a State of Local Emergency documentation and Evacuation • Alerts/Notices, etc. |
| Risk Management | <ul style="list-style-type: none"> • Primarily makes sure the EOC team stays healthy during response |

| | |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operations | <ul style="list-style-type: none"> • Primary source for status updates on the actual event based on issues being addressed as follows: <ul style="list-style-type: none"> - Weather- Engineering & public works - Fire/Rescue for fire or emergency rescue situations - Police for incidents involving criminal activity or for incidents involving fatalities (provide direction on release of information following notice to kin). - Emergency Social Services (ESS) Branch for evacuations and other emergency social assistance • Spokesperson role as subject matter expert (SME) |
| Logistics | <ul style="list-style-type: none"> • Set up EOC workstations, activating an Emergency Information Line and Public/Media Information Centre • Source for technical support • Source for additional resources such as external communications consultants and staff from other municipalities or organizations • Other supplies or resource requirements, including assistance with printing and other production requirements |
| Finance | <ul style="list-style-type: none"> • Provides spending budget, procurement assistance or community resource support • Assists with sourcing funds if required |

Immediate Actions - Highlights

In general, the first steps in an incident:

- Verify and assess the situation, including determining lead agency
- Identify audiences and information needs
- Media/social media monitoring to help address inaccurate reporting, rumours and trending topics/issues, Twitter direct messages and mentions; Facebook messages or posts; and emails/calls into EOC or District frontline staff
- Develop key messages and standby responses to issues to meet priority information needs
- Use approved messaging in communication tools and tactics available based on where audiences will go for information
- Respond to media and directly affected audience needs as top priority
- Conduct notifications to ensure all key municipal and staff and related agencies are advised of situation
- Assess the magnitude of the crisis to determine what steps and support may be required
- Organize and delegate assignments

Function Guide: Operations & Planning Sections

Reports To

EOC Director

Goal

Support effective response and ensure planning is in place to anticipate and support response to future needs.

Objectives

- Establish effective communications and reporting links to Incident Commanders of affected emergency site
- Ensure support needs are met promptly and appropriately, through assessment and understanding of current needs and planning measures to anticipate future requirement
- Provide assistance and advice as needed to support an effective response
- Assist with verification and validation of all data to ensure accuracy and ensure appropriate resource allocation to support sites involved in incident

Primary Responsibilities

| Operations | Planning |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Ensures that the Operations Coordination function is carried out including coordination of response for all operational functions assigned to the EOC. • Ensures that operational objectives and assignments identified in the EOC Action Plan are carried out effectively. • Establish/ Modify the appropriate level of Branch and Unit organizations within the Operations Section, continuously monitoring the effectiveness • Coordinates any activated DOCs in the operational area. • Maintains a communications link between Incident Commanders (sites), DOCs and the EOC for the purpose of coordinating the overall response, resource requests and event status information. • Ensures that the Planning Section is provided with Branch Status Reports and Major Incident Reports. • Periodic briefings for the EOC Director and Management team as required or requested. | <ul style="list-style-type: none"> • Ensures that the following responsibilities of the Planning Section are addressed as required: <ul style="list-style-type: none"> - Collect, analyze, and display situation information - Prepare periodic Situation Reports - Prepare and distribute EOC Action Plan and facilitate Action Planning process - Track Resources - Conduct/ Report Advance Planning activities - Document /Maintain files on all EOC Activities - Provide technical support services to the EOC • Establishes the appropriate level of organization for the Planning Section. • Exercises overall responsibility for the coordination of branch/unit activities within the section. • Keep the EOC Director informed of significant issues affecting the Planning Section. |

3 EOC ORGANIZATION

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|----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Supervises the Operations Section. | <ul style="list-style-type: none"> • Ensures that Status Reports are completed and utilized as a basis for EOC Situation Reports, and EOC Action Plans. |
|----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

EOC Support

Everyone in the EOC has the responsibility to contribute to the successful response to emergencies. The following highlights how the EOC supports the Operations and Planning Section:

| EOC Position | Communication Resource |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EOC Director/Deputy Director | <ul style="list-style-type: none"> • Advises on lead agencies and other affected shareholders |
| Liaison Officer | <ul style="list-style-type: none"> • Assists with identifying key stakeholders and external agencies • Supports communication and coordination with external agencies • Expertise in EOC operations • Lead person for forms, templates and documentation for operation in the EOC • Flags issues/ concerns related to external agencies • Alerts/Notices, etc. |
| Information Officer | <ul style="list-style-type: none"> • Assists with communication coordination with external agencies, often through activation of a Joint Information Centre (JIC) • Will be working directly with other communications representatives to identify communication needs, key messages and who is the lead agency for communication |
| Risk Management | <ul style="list-style-type: none"> • Primarily there to make sure the EOC team stays healthy during response |
| Logistics | <ul style="list-style-type: none"> • Set up EOC workstations • Source for resource requirements, including assistance with printing and other production requirements |
| Finance | <ul style="list-style-type: none"> • Provides spending budget, procurement assistance or community resource support • Assists with sourcing funds if required |

Immediate Actions - Highlights

In general, the first steps for Operations and Planning in an incident:

- Upon arrival, make note of all information assimilated so far and begin to verify and validate information with assistance from EOC Director and other functions, including the Information Officer and Liaison Officer.
- Identify the current requirements and anticipated needs.
- Based on briefings from site, ask them "**Are you asking me or telling me**" to determine whether they are requesting assistance or keeping you informed.
- If assistance is requested, ask "**Do I own it - or part of it?**" and if it is not your responsibility, forward the request to the function in the EOC responsible for the action required.
- Based on the situation, activate appropriate branches based on functions or geographical assignments within the section. Designate Branch Coordinators as necessary to the following:

Operations

- Fire
- ESS
- Police
- Utilities
- Health
- Air Operations
- Environmental
- Special Operations
- Engineering
- Others as needed

Planning

- Situation Unit
- Documentation Unit
- Resources Unit
- Advance Planning Unit
- Demobilization Unit
- Recovery Unit
- Technical specialists Unit.

- Establish radio or cell-phone communications with DOCs, other EOCs, or PREOC operating in the region
- Adopt a proactive attitude. Think ahead and anticipate situations/problems before they occur.

Function Guide: Logistics & Finance Sections

Reports To

EOC Director

Goal

Provide timely assistance to support response through delivery of logistics such as technology, supplies, external resources and the required financial processing of requests from EOC functions.

Objectives

- Ensure all EOC functions have access to the logistical support needed to achieve their goals
- Ensure all financial services are tracked and managed effectively

Primary Responsibilities

| Logistics | Finance |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • This function includes providing telecommunication services and information technology, locating /acquiring equipment, supplies, personnel, facilities, and transportation as well as arranging for food, lodging, and other support services as required both for the EOC and site requirements. • Ensure section objectives are followed according to the EOC Action Plan • Coordinate closely with the Operations Section Chief to establish priorities for resource allocation within the operational area. • Keep the EOC Director informed of all significant issues relating to the Logistics Section. • Ensure critical resources are allocated according to EOC Action Plan policy, priorities and direction. • Coordinate with ESS Branch Coordinator on the provision of food and lodging for EOC and Site Personnel. | <ul style="list-style-type: none"> • Ensure that all financial records are maintained throughout the event or disaster. • Ensure that all on-duty time is recorded and collected for all personnel. • Ensure there is a continuum of the payroll process for all employees/ workers’ compensation claims/ all travel and expenses are processed during the event or disaster. • In consultation with EOC Director determine spending limits, if any, for Logistics, Operations and Management Staff. • Activate/ monitor or modify units within the Section as required; • Ensure that all recovery documentation and Disaster Financial Assistance paperwork is accurately maintained and submitted to EMBC. |

EOC Support

Everyone in the EOC has the responsibility to contribute to the successful response to emergencies. The following highlights how the EOC supports the Logistics and Finance Section:

| EOC Position | How functions support Logistics and Finance |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EOC Director/Deputy Director | <ul style="list-style-type: none"> • Advises on lead agencies and other affected shareholders |
| Liaison Officer | <ul style="list-style-type: none"> • Provides connections to other agencies and resources when you need assistance and shares information updates with stakeholders • Flags concerns and potential problem areas raised by other stakeholders • Expertise in EOC operations • Has all the documentation/forms for operations in the EOC |
| Information Officer | <ul style="list-style-type: none"> • Identifies key stakeholders for coordination of communication/messaging • Assists with communication coordination with external agencies, often through activation of a Joint Information Centre (JIC) • Works directly with other communications representatives to identify communication needs, key messages and who is the lead agency for communication |
| Risk Management | <ul style="list-style-type: none"> • Primarily there to make sure the EOC team stays healthy during response |
| Operations | <ul style="list-style-type: none"> • Primary source for status updates on the actual event based on issue being addressed as follows: <ul style="list-style-type: none"> - Engineering for crisis related to weather, public works, etc. - Fire/Rescue for fire or emergency rescue situations - Police for incidents involving criminal activity or for incidents involving fatalities (provide direction on release of information following notice to kin) - Emergency Social Services (ESS) Branch for evacuations and other emergency social assistance |
| Planning | <ul style="list-style-type: none"> • When you need to know what is being set up, future planning, what and where resources are being allocated. |

Immediate Actions - Highlights

In general, the first steps for Logistics and Finance in an incident:

- Upon arrival, make note of all information assimilated so far and begin to verify and validate information with assistance from EOC Director and other functions, including the Information Officer and Liaison Officer.
- Identify the current requirements and anticipated needs.
- Based on briefings from site, ask them "**Are you asking me or telling me**" to determine whether they are requesting assistance or keeping you informed.
- If assistance is requested, ask "**Do I own it - or part of it?**" and if it is not your responsibility, forward the request to the function in the EOC responsible for the action required.

- Based on the situation, activate appropriate branches based on functions or geographical assignments within the section. Designate Branch Coordinators as necessary to the following:

Logistics

- EOC Support Branch
- Supply Unit
- Transportation Unit
- Personnel Unit
- Information Technology Branch (Communications Unit, Computer Systems Unit)

Finance

- Time Unit
- Documentation Unit
- Compensation and Claims Unit
- Cost 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.
- Meet with the EOC Director and Management Team to identify immediate resource needs.
- Determine level of purchasing authority and spending limits.
- Assist Unit Leaders in developing objectives plans as per the Action Plan.
- Adopt a proactive attitude. Think ahead and anticipate situations/ problems before they occur.

How to make a Declaration, Extension and Cancellation of a State of Local Emergency

A Declaration of a State of Local Emergency must be made either by a bylaw or resolution, or by order if made by the Head of the local authority.

A State of Local Emergency should only be declared if one or more "extraordinary powers" is needed to support local authority's response activities. The most common reasons for declaring a State of Local Emergency are:

- To order a mandatory evacuation of persons and/or livestock
- To gain entry into buildings and/or private property without warrant
- To cause demolition or removal of trees, crops and/or structures

See the BC Emergency Program Management Regulations for Local Authorities for details and updates.

Checklist for EOC Information Officer

When there is a Declaration of a State of Local Emergency:

The Declaration must be communicated immediately to the public. Public notification should include the following:

- The nature of the emergency
- The area and/or extent of the emergency (map showing the area)
- An appeal to the public to obey all orders issued by the municipality or authorities during the emergency.

When Declaration of a State of Local Emergency is terminated:

The declaration of state of local emergency is terminated when:

- It expires
- The Minister or Lieutenant Governor in Council cancels the state of local emergency
- the local authority declares a state of local emergency to be cancelled
- it is superseded by a state of emergency issued by the Minister or Lieutenant Governor in Council

Provincial Reporting Requirements

The purpose of reporting to and maintaining communication with the Province is to ensure the Province is aware of the situation/emergency of your community, also if the community is pursuing assistance from the Province, which may include financial support or physical resources.

The local authorities must provide the Province EOC Incident Reports. These are formal documents that provide a current "snap shot" of an event/ incident in writing.

Evacuation

Three Stages of Evacuation

Evacuation Alert

"Evacuation Alert" will be issued to alert the population at risk of impending dangers. During this stage, people may evacuate voluntarily, and people requiring more time to mobilize may evacuate during this stage. In some cases, it is necessary for an Evacuation Order to be issued without an Evacuation Alert being given.

Evacuation Order

An "Evacuation Order" may be given by the Province through a declaration of a State of Provincial Emergency, by the local authority through a Declaration of a State of Local Emergency, or by another agency through applicable legislative authorities.

An "Evacuation Order" means the population at risk should leave an area NOW or within a specified and usually a very short period of time.

Evacuation Rescind

When the emergency that needed an evacuation is under control and the evacuated area is declared safe and habitable, a "Rescind" of the "Evacuation Order" should be issued and implemented.

With the issuance of a "Rescind", the local authority should also advise the population at risk that if the risks recur, then an "Evacuation Alert" or the "Evacuation Order" may be reinstated.

6 HAZARD SPECIFIC PLAN

The following are some of the more commonly known or occurring hazard and the corresponding Lead Ministries (in no particular order, note that some ministry names may change):

| Hazard | Lead Ministry |
|--------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Crash – Air, Marine and Motor Vehicle | Transport Canada Ministry of Public Safety & Solicitor General (RCMP) |
| Dam Failures | Ministry of Environment & Climate Change Strategy |
| Explosion & Emissions | Ministry of Environment & Climate Change Strategy |
| Geological Hazards (ex: landslides & avalanches) | Ministry of Transportation and Infrastructure |
| Hazardous Materials | Ministry of Environment & Climate Change Strategy |
| Earthquakes/ Tsunami Threat | EMBC- Ministry of Public Safety & Solicitor General |
| Severe Weather Storms | EMBC- Ministry of Public Safety & Solicitor General, Ministry of Transportation and Infrastructure, Ministry of Environment & Climate Change Strategy |
| Wildfires | Ministry of Forests, Lands, and Natural Resources Operations |
| Human Disease and Epidemics | Ministry of Health |
| Animal or Plant Disease and Epidemics | Ministry of Agriculture |

This section includes a variety of resources to assist with emergency response.

Contacts

Key contacts for staff, media, key stakeholders, supplies and other groups in the community.

Call Out Script

Recommended script to follow when calling staff to advise them of an emergency and what they will be required to do support the response.

Checklists

A list of tasks required for standard procedures during a crisis.

Hazards Specific Plan

Response plans related to specific hazards identified through risk management.

Communication Plan

Approved plan for how and when to communicate in a crisis, including objectives, audience assessment and communication tools.

Evacuation Plan

Operational requirements for evacuations.

JIBC Guides: ICS, EOC

At a glance guides with operational requirements and protocols.

Forms

Templates of various forms used in the Emergency Operations Centre and to support emergency response.