

Alberni Valley

Port Alberni, Beaufort, Beaver Creek, Cherry Creek, Sproat Lake

December 4, 2019

Emergency Support Services (ESS) Plan

Stronger Together



Prepare • Respond • Recover



Prepared for:

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Introduction to the AV Emergency Support Services Plan

Emergency Support Services (ESS) is at the very heart of a disaster. It is an integral component to the overall emergency management plan. ESS oversees the most crucial part of an emergency ~ the people. Emergencies may result in a loss of property, destruction of infrastructure and displacement from homes and although these occurrences can be devastating, it is the safety and well-being of Alberni Valley residents that is paramount.

The Alberni Valley Emergency Support Services is a local, volunteer-based program that is responsible for the overall management, coordination and implementation of evacuee support services during all emergency stages including planning, response and recovery. Through planning and preparation, the AV ESS Plan will help create a strong, resilient community that can sufficiently manage the challenges, risks and stressors associated with emergency response. Comprehensive forethought, in-depth organization and detailed planning will ease and hasten the community's ability to transition into a full recovery.

ESS provides temporary services to residents who have been displaced from their homes due to an emergency. Upon activation, ESS volunteers will address the evacuee's basic and immediate needs through the coordination of primary services such as food, family reunification, clothing and accommodation. The Emergency Support Services program is designed to preserve an evacuee's physical, emotional and mental health and well-being during an emergency for a duration of 72 hours.

The AV ESS Plan is locally designed to reflect our community's strengths, challenges, connections and opportunities. It takes into consideration local infrastructure, geography, community groups, contacts, support organizations and volunteers as well as external support systems, response protocol and emergency management structures.

ESS recognizes that each emergency is different and unique and therefore the response to each emergency will also be unique and individual. An ESS response requires quick assessments, shrewd judgement and sound decisions. The intent of this plan is to equip responders with comprehensive information that will guide them in their efforts as they deliver services to evacuees. ESS responders will facilitate strategies and coordinate tactics to ensure ESS services are executed by the most efficient and thorough means possible. The AV ESS Plan is intended to provide guidance and direction while incorporating flexibility to help facilitate adaptive solutions while addressing unusual and unexpected circumstances that emergencies often bring.

This community's strength is its people and the Alberni Valley has a long and rich history of volunteerism, caring and community support. At the core of ESS is the desire to care and support people during their time of need. The treatment evacuees receive through ESS will have lasting effects long after the emergency is over and the effective delivery of its services will have powerful, positive impact on their lives as they recover from their ordeal. Providing effective, efficient and productive care and service requires a united approach between levels of government, policy groups, volunteers, personnel, local groups, organizations and agencies. United together we are strong and resilient.

We serve our community best when we are working together towards our common goal to ensure the health, safety and well-being of all Alberni Valley residents. The fundamentals of ESS is dedicated to these principles and this plan strives to deliver effective preparation in an effort to achieve the efficient delivery of services during an emergency response that will help propel our community into a swift, strong, healthy and full recovery.



Key Definitions

“Alberni Valley” – means the area including the City of Port Alberni and Electoral Areas B (Beaufort), Area D (Sproat Lake), Area E (Beaver Creek) and Area F (Cherry Creek).

“Board” – Alberni-Clayoquot Regional District Board of Directors.

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

“Emergency Management” – an organized effort to mitigate against, prepare for, respond to and recover from an emergency or disaster.

“Emergency Management British Columbia” - Under the Ministry of Public Safety and Solicitor General, Emergency Management BC (EMBC) is the lead coordinating agency in the provincial government for all emergency management and business continuity activities. EMBC provides executive coordination, strategic planning, and multi-agency facilitation.

“Emergency Program Coordinator” – means the person appointed by the local authority to manage, coordinate and facilitate emergency preparedness, response and recovery for the Alberni Valley.

“Emergency Support Services” – are temporary emergency services that address basic and immediate needs for food, clothing and lodging for a duration of 72 hours to those people who have been forced out of their homes due to an emergency or disaster.

“Emergency Support Services Director” – is the provincial title given to the person appointed by the local authority to be responsible for the planning, development, management, coordination and implementation of the Emergency Support Service program.

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

“Local Authority” – is an organization that is officially responsible for public services (emergency management for a defined area).

“Plan” – refers to the Alberni Valley Emergency Support Services Plan.

“Regional Emergency Preparedness Committee” – means the committee responsible for the organization of emergency management for the Alberni Valley.

“Responders” or “Workers” – means the staff, volunteers or external agencies responding to an emergency or disaster, accessing resources and delivering ESS services.



Plan Abbreviations

Abbreviation	Meaning
ACRD	Alberni-Clayoquot Regional District
AV	Alberni Valley
AV ESS	Alberni Valley Emergency Support Services
BCEMS	British Columbia Emergency Management System
BC SPCA	British Columbia Society for the Prevention of Cruelty to Animals
CDART	Canadian Disaster Animal Response Team
DFA	Disaster Financial Assistance
DPS	Disaster Psychosocial Program
ECC	Emergency Coordination Centre
ESS	Emergency Support Service
ESSD	Emergency Support Services Director
EMBC	Emergency Management British Columbia
EOC	Emergency Operations Centre
EPC	Emergency Program Coordinator
GL	Group Lodging
GLOG	Group Lodging Operational Guidelines
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
JIBC	Justice Institute of British Columbia
MCFD	Ministry of Children and Family Development
MST	Mobile Support Team
PDA	Personal Disaster Assistance Responder
PECC	Provincial Emergency Coordination Centre
PERCS	Provincial Emergency Radio Control Service
PHAC	Public Health Agency of Canada
PREOC	Provincial Regional Emergency Operations Centre
PSA	Public Safety of Canada
PSLV	Public Safety Lifeline Volunteer
RC	Reception Centre
RCOG	Reception Centre Operational Guidelines
RM	(EMBC) Regional Manager



Mission Statement

The mission of the Alberni Valley Emergency Support Services is to ensure the physical, emotional and mental well-being of community residents during an emergency or disaster through the temporary delivery of resources and services coordinated to provide those affected with accommodation, clothing, food and family re-unification over a 72-hour period.

Plan Purpose

The purpose is to provide structure, direction, leadership and a framework to effectively coordinate the delivery of ESS services to the residents of Electoral Areas B, D, E and F and the City of Port Alberni during an emergency or disaster. It is intended to provide guidance, define roles and responsibilities and deliver responder procedures to preserve the physical and emotional well-being of Alberni Valley residents. This plan provides relevant, current information that outlines the Alberni Valley Emergency Support Services organizational structure, responsibilities and its operations.

This plan will provide comprehensive and thorough information that will enable responders to address ESS deliverables efficiently and effectively. It is designed to be adaptable and flexible as emergencies are unique and unpredictable. Emergency solutions may be wide and varied depending on the circumstances. Using the appropriate guidelines and procedures, ESS staff and volunteers must be able to use their education, knowledge and experience to respond to an emergency accordingly.



ESS Plan Objectives

- Establish the purpose of Emergency Support Services and clearly identify the ESS roles and responsibilities before, during and after a response.
- Provide an outline of the ESS response structure including standardized operational systems that guide emergency responses such as BC Emergency Management System, Incident Command System, volunteer management practices and response protocol and procedures.
- Outline ESS scope, expectations and strategies.
- Clearly define the legal responsibility of the local authority and the provincial and federal governments.
- Provide a framework of the ESS organizational structure including the roles, responsibilities and assets of levels of government, assisting agencies and partners.
- Outline financial responsibilities including expenditure policies, payment processes and worker's insurance protection.
- Define activation levels, response requirements and call-out procedures
- Outline reception centre and group lodging locations, policies and procedures, services, guidelines and functions.
- Identify local facilities for the use of reception centre and/or group lodging sites.
- Provide a framework for ESS preparation, response and deactivation.
- Identify and provide contact information for assisting agencies and local support services.
- Establish authority and identify the roles and responsibilities of responders, staff, volunteers, levels of government, support organizations, assisting agencies and local stakeholders.
- Identify the scope and types of services that are provided to evacuees by ESS.
- Outline volunteer practices, training opportunities and worker care practices.
- Provide appropriate forms and documentation to procure volunteers, community contracts and service agreements.
- Establish the procedure for an annual review and ensure the plan is current and updated.



ESS Activation Objectives

- To provide emergency food, clothing and accommodation to displaced persons over a 72-hour period or longer if an extension is required and approved. ESS services and resources will be activated appropriate to sufficiently meet the level of the emergency and to address the needs of the evacuee while maintaining their self-respect, healthy security and welfare.
- Select a reception centre/group lodging facility that will best meet the demands of the emergency response and will allow for the most efficient delivery of ESS services.
- ESS responders will utilize the outlined policies and procedures to apply ESS strategies that will deliver the most efficient and thorough response possible.
- Responders will assess ESS requirements and adapt their response tactics to best meet the challenges of an emergency or disaster.
- To interact and amalgamate (when necessary) respectfully and effectively with assisting agencies, first responders and external organizations.
- To contact external support agencies to allow for proper and effective care of a displaced person or responder. Care may include but is not limited to first aid requirements, child care or pet services, medical/pharmaceutical knowledge or psychosocial and mental health concerns.
- To provide timely, accurate and appropriate information to the EOC, policy groups, staff, volunteers and evacuees through a variety of communication methods including but not limited to social media, phone, fax, completed documentation forms, municipal and regional websites, radio and on-site information boards.
- ESS volunteers will respond to a Level 1 emergency within 30 minutes of activation.
- ESS responders will provide temporary food, clothing and lodging to evacuees within 3 hours of a Level 2 or 3 activation.
- When required, responders will activate a reception centre and/or group lodging that provides safe, respectful and compassionate ESS services that will retain the evacuee's dignity and preserve their well-being.



Legislation and Regulations

Federal Legislation

Emergencies Act

This Act authorizes temporary measures to ensure safety and security during national emergencies. Emergencies Act, 1988 states “For the purpose of this Act, a national emergency is an urgent and critical situation of a temporary nature that

- a) seriously endangers the lives and health or safety of Canadians and is such proportions or nature as to exceed the capacity or authority of a province to deal with it, or
- b) seriously threatens the ability of the Government of Canada to preserve the sovereignty, security and territorial integrity of Canada

and that cannot be effectively dealt with under any other law of Canada.”

Emergency Management Act

The Emergency Management Act, under Public Safety Canada provides leadership and helps Canadians and their communities to protect themselves from emergencies and disasters. The Act “recognizes the roles that all stakeholders must play in Canada's emergency management system. It sets out the leadership role and responsibilities of the Minister of Public Safety and Emergency Preparedness, including coordinating emergency management activities among government institutions and in cooperation with the provinces and other entities. Responsibilities of other federal ministers are also set out in the Act.” (www.publicsafety.gc.ca)

The Emergency Management Act, 2007 states “an emergency management plan means a program, arrangement or other measure

- a) for dealing with an emergency by the civil population; or
- b) for dealing with a civil emergency by the Canadian Forces in accordance with the *National Defence Act*.”

The Emergency Management Act also stipulates that the federal government is to work in coordination with and in supportive efforts of the provinces and through the provinces, the local authorities.



Provincial Legislation and Regulations

BC Emergency Program Act

The BC Emergency Program Act outlines the duties and responsibilities of the provincial government and local authorities in the development of emergency plans.

The British Columbia Emergency Program Act, 1996, states “a local authority is at all times responsible for the direction and control of the local authority’s emergency response.” Additionally, “a local authority must:

- Prepare or cause to be prepared local emergency plans respecting preparation for, response to and recovery from emergencies and disasters.
- Establish and maintain an emergency management organization to develop and implement emergency plans and other preparedness, response and recovery measures for emergencies and disasters...”

Emergency Program Management Regulation

The Emergency Program Management Regulation outlines the roles and responsibilities of government ministries and corporations at a provincial level.

The Emergency Program Management Regulation, 1994 states the Minister of Social Services will provide:

- “food, clothing and shelter in private or congregate facilities;
- registration and information to assist in locating and reuniting of families;
- care of children who are not accompanied by a guardian or custodian, and mentally challenged persons;
- necessary financial assistance or assistance in kind;
- provide clothing, food, shelter, registration and information services as may be required by emergency workers;
- provide assistance to local authorities in the planning and operation of emergency social services consisting of emergency feeding, clothing, lodging registration and inquire of personal services.”



Local Authority Legislation and Regulations

Local Authority Emergency Management Regulation

The Local Authority Emergency Management Regulation outlines legislated requirements for local authority emergency management plans. It specifies powers, duties and responsibilities of the local authority in emergency planning.

According to the Local Authority Emergency Management Regulation, 1995, “a local authority must:

- provide policy guidance and direction to the emergency management organization;
- provide procedures by which that guidance and direction is to be provided.
- require a periodic review and updating of the local emergency plan and establish a procedure for that review and revision;
- establish and maintain for all emergency response staff to whom responsibilities are assigned in the plan
 - a program of emergency response exercises, and
 - a training programs
- identify the procedures by which emergency resources, including, without limitation, personnel, equipment, facilities and financial resources, may be obtained from sources within or outside of the jurisdictional area for which the local authority has responsibility
- establish the procedures by which the plan is to be implemented,
- establish procedures by which those persons who may be harmed or who may suffer loss are notified of an emergency or impending disaster,
- coordinate the provision of food, clothing, shelter, transportation and medical services to victims of emergencies and disasters, whether that provision is made from within or outside of the local authority,
- establish the priorities for restoring essential services provided by the local authority that are interrupted during an emergency or disaster, and
- recommend to service providers the priorities for restoring essential services not provided by the local authority that are interrupted during an emergency or disaster.”

Compensation and Disaster Financial Assistance Regulation

The Compensation and Disaster Financial Assistance Regulation outlines the process by which a person or local government can request compensation after a disaster.



Local Authority

- 1) City of Port Alberni Bylaw No. 4836, "City of Port Alberni Emergency Plan", 2014.
- 2) Alberni-Clayoquot Regional District Bylaw No. PS1006, "Alberni Valley Emergency Plan", 2014

Authority to Activate the Plan

The plan may be activated, in whole or in part, if an emergency may require action and coordination beyond normal operation procedures has either occurred or appears imminent. Activation levels include a response for Level 1, 2 or 3. Plan implementation may or may not include an EOC activation. The following have the authority to implement the plan:

- Mayor or designate
- Regional Board of Directors
- Chief Administrative Officers or designates
- Incident Commander - Alberni Valley Fire Chiefs and/or RCMP
- Emergency Program Coordinator
- Emergency Support Services Director
- Red Cross Level 1 Regional designate

Plan Responsibility & Review

The development and maintenance of this plan is the responsibility of the Alberni-Clayoquot Regional District (ACRD). The ACRD Emergency Program Coordinator is responsible to ensure that an annual review of the plan is completed. When required the Emergency Program Coordinator will ensure the plan is amended, appendixes are updated and plan revisions are submitted to the recipients on the distribution list. The planning and delivery of Emergency Support Services are a function of the Alberni Valley Emergency Plan and as such it is governed by the ACRD emergency program:

- **The Regional Emergency Preparedness Committee.** This committee is responsible for the organization of emergency management for the Alberni Valley. This committee is comprised of representatives from the ACRD and the City of Port Alberni as reflected in Bylaw No. 4836.
- **The Emergency Program Coordinator.** Under Alberni Valley Emergency Plan Bylaw No. PS1006, the Emergency Program Coordinator is designated the Coordinator for the ACRD and the City of Port Alberni and is responsible to the Regional Emergency Preparedness Committee for the effective implementation of the ACRD Emergency Program.

Related Plans

This plan should read in conjunction with:

- The ACRD EOC Procedures Manual
- Alberni Valley Emergency Plan



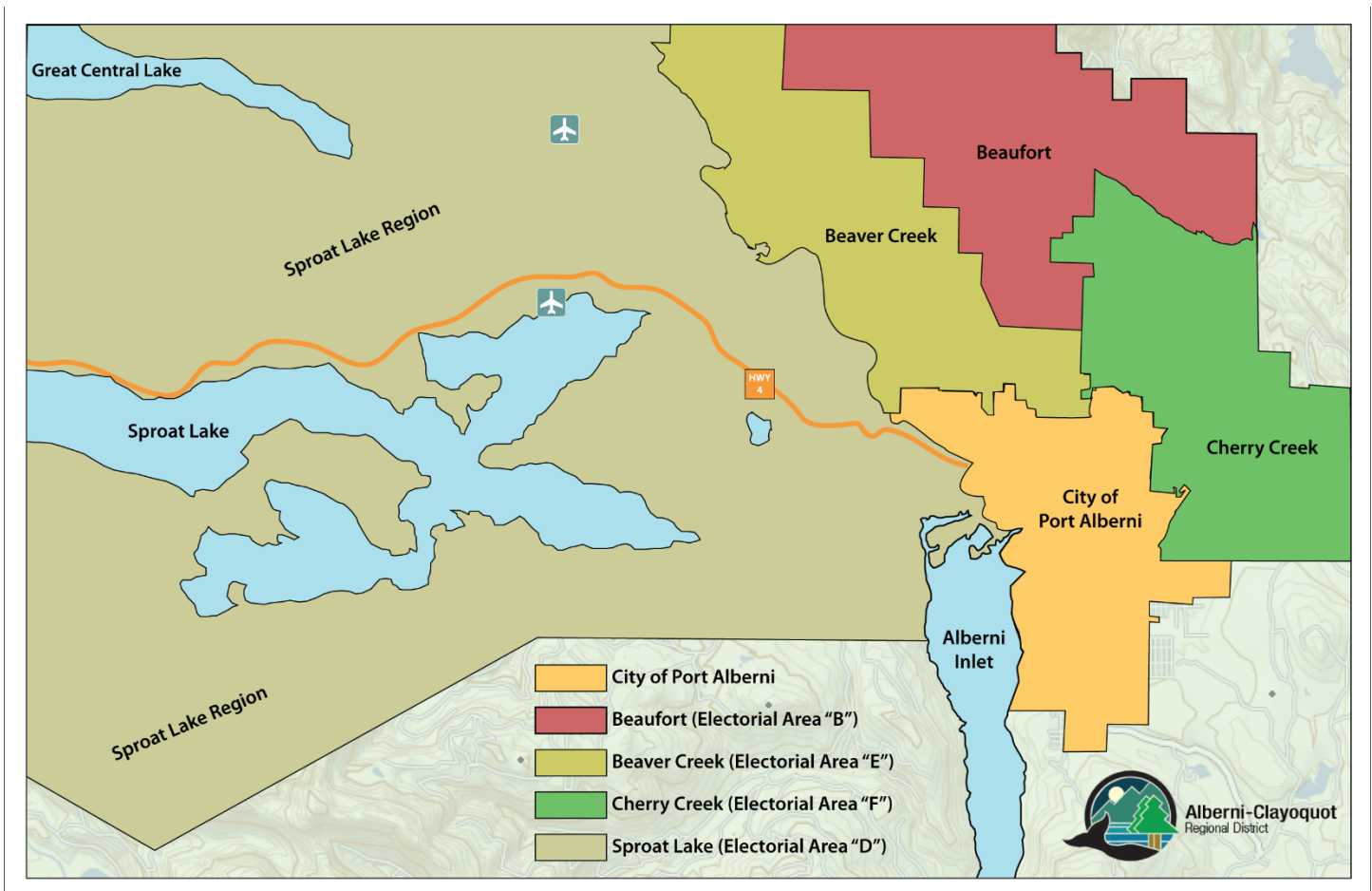
Jurisdictional Scope

This plan applies to residents of the Alberni Valley and within the jurisdictional boundaries of:

- The City of Port Alberni
- Electoral Area “B” (Beaufort)
- Electoral Area “D” (Sproat Lake)
- Electoral Area “E” (Beaver Creek)
- Electoral Area “F” (Cherry Creek)

Please note: Electoral Area “A” (Bamfield) and Electoral Area “C” (Long Beach) as well as the Districts of Tofino and Ucluelet are responsible for their own emergency plans including Emergency Support Services.

The AV ESS Plan supports the residents within the geographic areas as shown in the map below:





Scope

The Alberni Valley Emergency Support Services Plan is responsible for coordinating and facilitating 72-hours of emergency support including the delivery of primary services of food, clothing, lodging and family re-unification. It also includes specialized services such as health, pet, child care, transportation and psychosocial support to residents in the Alberni Valley whom have been forced out of their homes due to an emergency. This plan is designed to preserve the physical and emotional well-being of evacuees and response workers in a Level 1, 2 or 3 emergency. Additionally, it is responsible for deactivation efforts to restore normal activities in a timely manner.

The AV ESS Plan will be implemented when residents who are displaced from their homes are not able to care for themselves and their needs are greater than those services provided by a fire, police or ambulance response. This plan is intended to provide guidance while incorporating flexibility which facilitates adaptive solutions in addressing unusual and unexpected circumstances.

This plan is not intended to provide support to those individuals who are personally prepared, have insurance or are able to attend to their personal needs by relying on friends and family. The AV ESS Plan will not be activated for routine or day-to-day emergency responses addressed by the fire, police or ambulance services. This plan does not encompass support for those individuals with serious, on-going or critical medical conditions, nor does it include responses to road, infrastructure, transportation, power, hydro, gas or telecommunications failure or other emergency or disaster impacts that are covered under the Alberni Valley Emergency Response Plan.

When activated and upon approval of Emergency Management BC funding, the Alberni Valley Emergency Support Services Plan will encompass the following services to affected individuals:

- ◆ Primary Services – registration, family re-unification and referrals for food, clothing and lodging
- ◆ Specialized Services – child care, pet services, transportation, multicultural support and search and reply
- ◆ Health Services – first aid, emotional, mental health and psychosocial support

The purpose of these services is to:

- ◆ Assist people displaced by an emergency to remain independent and self-sufficient.
- ◆ Assist people who have been affected by an emergency to meet their basic survival needs.
- ◆ Provide people with accurate, relevant and up-to-date information about the emergency situation.
- ◆ Reunite families and loved ones who have been separated due to an emergency.
- ◆ Assist with recovery and help people re-establish themselves as quickly as possible after an emergency/disaster.



SERVICE	PURPOSE
Registration & Family re-unification	<ul style="list-style-type: none">• Registration is the beginning of the family re-unification process. This process reunites loved ones who have been separated due to an emergency.• Registration forms contain contact information of individuals and families affected by the emergency and this process aids in reuniting loved ones.• It takes inquiries about evacuee's safety and location and assists in uniting families.
Referrals for food, clothing and lodging	<ul style="list-style-type: none">• After funding is secured from EMBC, evacuees are interviewed to determine their needs. Provincial funding will support the expenses of food, clothing, incidentals and accommodation.• Provides food, meals and when required mass food preparation for both evacuees and ESS workers. Arrangements are made with commercial suppliers (ie restaurants, grocery stores, hotels, caterers etc.) to provide meals and snacks as required.• Provides essential clothing, blankets and toiletries for evacuees. Support for clothing purchases is basic and should address the evacuees needs to preserve a person's dignity and ensure safety and physical well-being.• Provides safe, temporary accommodation for those who are forced from their homes and are unable to stay with family and friends or those who are without insurance or are unable to access their insurance policies. Arrangements will be made with commercial suppliers (ie, hotels, motels, recreation centre, school, church etc.) to provide a safe shelter.
Security	<ul style="list-style-type: none">• Ensure safety and provide secure services that preserve the emotional and physical well-being of both the evacuees and responders.
Emotional, mental health and psychosocial support	<ul style="list-style-type: none">• Provides emotional, mental health and psychosocial support for evacuees and ESS responders.• Provides referrals to appropriate human services agencies when appropriate.
Volunteer Intake Services/ Staff Management	<ul style="list-style-type: none">• Interviews, assesses and processes "walk in" volunteers.• Schedules trained and "walk in" volunteers as necessary.• Trains, orientates and assists "walk in" volunteers to become functional in their position.
Communications	<ul style="list-style-type: none">• Ensures effective, accurate and timely information flows in and out of the reception centre and group lodging facilities appropriately.
First Aid/ Medical services	<ul style="list-style-type: none">• Basic first aid is provided in accordance to the responder's level of training.• Light medical triage services and make referrals to the appropriate health care provider• Direct those evacuees who require medications to pharmacies or medical clinics



Health services	<ul style="list-style-type: none">• Assist and comply with public health issues such as communicable diseases, as well as ensure safe water, food, and sanitation.
Information	<ul style="list-style-type: none">• Ensures accurate, current and relevant information is provided to evacuees and ESS responders.
Transportation	<ul style="list-style-type: none">• Arranges for transportation of evacuees to accommodation or group lodging facilities.• Evacuees are asked to be self-sufficient with transportation if possible and to either use their own vehicles or carpool with friends and family.• However, if access to transportation is not an option, alternate arrangements will be made (ie hotel shuttles, school buses, bus companies, taxis etc.).• EMBC will fund the expenses for transportation.
Pet services	<ul style="list-style-type: none">• Assists with the care of domestic pets by providing, food, water, exercise and shelter.
Recreation	<ul style="list-style-type: none">• Coordinates and makes arrangements for activities for evacuees at a reception centre or group lodging facility.
Child Care	<ul style="list-style-type: none">• Oversees children who arrive at a reception centre without a parent or guardian and ensures their care, well-being and safety.• Contacts the provincial organization responsible for children services (Ministry of Children and Family Development)
Multicultural services	<ul style="list-style-type: none">• Provides multicultural services such as translators to ease those evacuees who do not speak, write, read or understand fluent English



Key Assumptions

- Emergency responders, staff and volunteers will work with all levels of government, service providers and residents to coordinate a timely return of services to the public
- The provincial and federal governments will be ready and prepared to respond to support local government when requested.
- A task number must be requested, approved and assigned from EMBC before provincial emergency funding is available. Once this task number is issued, the AV ESS Plan may be activated to assist with the procurement of primary services such as emergency food, clothing and lodging as well as specialized services including transportation, pet services, child care assistance, family reunification and recovery information and personal services such as emotional support and health care assistance.
- An emergency may occur with little or no warning and may escalate quickly or grow in size and complexity whereby the demand on community resources, services and first responders may be temporarily overwhelmed. The general public should be prepared to survive on their own for a minimum of 72 hours following a disaster.
- Critical infrastructure such as transportation networks, hydro, power lines, natural gas and telecommunications may be interrupted or not available.
- Transportation will be a challenge for many residents and they will require assistance get to the reception centre.
- The general public will be unsure of the reception centre location. Signage, social media and radio communication will be required to reduce confusion.
- Buildings may be significantly damaged and unsafe to occupy.
- Designated reception centres and group lodging sites may need to undergo rapid building assessment surveys before they can be activated safely.
- It may take several hours to safely activate a reception centre or group lodging site.
- Multiple reception centre sites may need to open concurrently if areas become isolated and/or the intake capacity is too significant for one site.
- Staff and volunteers have already taken measures to be personally prepared. In the event of a major emergency, staff and volunteers will ensure the safety and security of their loved ones first before reporting for duty.
- Upon activation of a reception centre and, in addition to registration and referral services, the following services may be required immediately:
 - Volunteer intake - volunteers will need to be trained on-site by other qualified volunteers or staff.
 - Psychosocial support services - evacuees may require access to counsellors, social workers or other trained professionals who can provide guidance for those with mental health concerns.
 - Medical support services - evacuees may require first aid treatment or assistance with their medications and pharmaceutical needs. Critical medical services will not be addressed at a reception center.
 - Pet services - arrangements will need to be made to care for domestic pets



Key Assumptions cont.

- Communication and official information may be intermittent and gradual
- The Health Authority will shelter their patients within their care facilities or hospital. Reception centres and group lodging sites will not be able to properly care for people with significant, on-going medical issues.
- The School District will ensure the care and safety of their students during a major emergency or disaster until a guardian or parent can resume responsibility.
- During a significant emergency or disaster, commercial accommodation will reach full capacity quickly and a group lodging facility will need to be activated to respond to the needs of the community.
- In the case of a major emergency or disaster, reception centre/ group lodging managers will not be able to rely on first responders for security, transportation or medical support. These services will need to be addressed by other support agencies and organizations.
- During a major disaster, resources may be overwhelmed significantly and the general public should be prepared to survive on their own for a minimum of 72 hours up to 7 days following an event.
- Non-residents visiting the area at the time of an emergency or disaster will return home as soon as possible to allow resources to be directed to local residents.
- This plan is a living document. It will be reviewed and updated annually.



Financial Responsibilities

Emergencies can become expensive very quickly. Securing services to protect the public, obtaining assistance from businesses and organizations, requesting work from professionals and procuring required goods, supplies and equipment all comes at a cost. These expenditures are generally not anticipated and will likely not be reflected within a regular budget. Often local authorities will require financial assistance for the cost to respond and recover from an emergency or disaster.

ESS Expenditure Policy

The ESS Expenditure Policy is based on the EMBC Evacuee Living Assistance Policy 5.03. In this policy it states that Emergency Support Services are available to any resident of British Columbia affected by an emergency or disaster who are without immediate resources.

The Policy Statement 5.03.3 states:

“(1) It is expected that all residents will make every effort to be self-sufficient in emergencies or disasters. Evacuee living assistance may be available to support those who are in immediate need of assistance with some of the basic living supports available through the Emergency Support Services (ESS) program of the Province.

(2) Evacuee living assistance may be provided to evacuees when a residence becomes uninhabitable due to: a. being directly impacted by an emergency or disaster; or b. when an imminent emergency results in an evacuation order being issued by a legislated authority”

A complete copy of the EMBC Evacuee Living Assistance Policy 5.03 is attached (Appendix 1). Funding for response expenses is provided by the Ministry of Public Safety and Solicitor General, Provincial Emergency Program.

Task Number

To activate an ESS response, a Task Number *must* be authorized and assigned by the EMBC Emergency Coordination Centre. Each emergency has its own task number designated to a specific incident and response. This task number will be used by the ESS responders when they complete their paperwork. All completed forms (including registration and referral forms), will require the assigned task number.

**To report an emergency and obtain a Task Number,
contact Emergency Management BC's Emergency Coordination Centre at:**

1-800-663-3456



Spending Authority

Obtaining a task number does not necessarily indicate authorization to spend funds within the EMBC guidelines. If spending is required, the EMBC Emergency Coordination Centre has the authority to approve expenditures. The responding ESS worker is asked to discuss anticipated expenditures and receive approval from the EMBC Emergency Coordination Centre prior to issuing services. At times, the Emergency Coordination Centre may need to consult with the Regional Manager on spending decisions. The ESS responder will be asked to provide an estimated total cost that is as close to the actual cost as possible. Each incident will be assessed on a case-by-case basis.

Extraordinary Expenditures

Occasionally an evacuee may have extenuating circumstances where they require further assistance. Such cases may include a need to extend the timeline for services or the impact of the emergency is so great that to address their immediate needs the response has to go beyond the standard ESS rates. During these occasions, the ESS responder can call the Emergency Coordination Centre who will contact the EMBC Regional Manager for authorization of any extraordinary expenditures. The EMBC Regional Manager has the authority to assess the needs of the evacuees and can make decisions to approve spending on extraordinary expenditures.

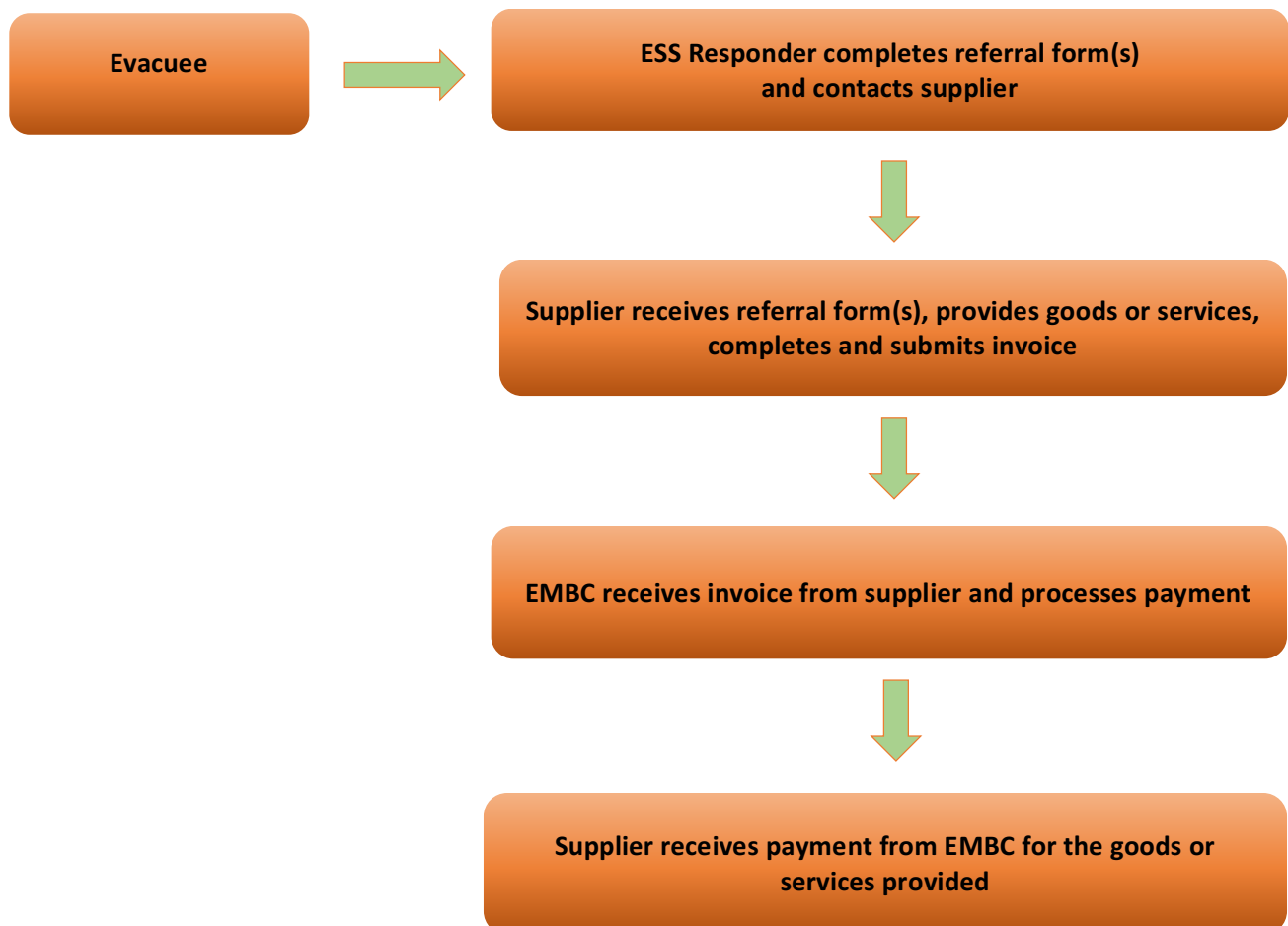




Payment Process

When addressing the evacuee's needs, ESS utilizes a referral payment process when possible. The procedures are as follows:

1. Ensure all ESS responders completing referral forms are full trained and familiar with the ESS Expenditure Policy and the current ESS rates.
2. Complete the referral form. This form will provide services for food, clothing, accommodation and/or incidentals that can be obtained from local suppliers. It is important that prior to the response, supplier agreements are completed and that local suppliers are aware of the invoicing procedures for referral forms.
3. Before sending evacuees to the supplier with their referral form, contact the supplier directly to confirm they are aware of the process and to let them know of the situation.
4. Submit all pink copies of the referral from to the ESS office immediately following an event.



When Level 2 or 3 emergencies necessitate purchases beyond those offered within a referral form, local governments are required to pay all response and recovery expenses directly and subsequently apply for reimbursement from EMBC.



ESS Referral Rates

There are no firm limits on the total amount of ESS expenditures per incident however there are individual limits for food, lodging, clothing, transportation and incidents. A complete list of expenditures is outlined on the ESS Rate Sheet (Appendix 2). The current rates, effective August 1, 2019 are:

Service	Rates
Food Restaurant Meals OR Groceries	Restaurant rate per person: Breakfast: \$12.25 Lunch: \$14.25 Dinner: \$24.50 Total daily restaurant rate per person: \$51.00 (including GST) Half the restaurant meal rate applies should an evacuee choose groceries. Daily grocery rate per person: \$22.50 (including GST/PST) <i>Gratuities, tobacco and alcohol are not included.</i>
Lodging Hotel, Motel, B&B, RV Campground OR Billeting in Private Homes	Commercial Lodging: <ul style="list-style-type: none">ESS is eligible for approved Provincial Government rates from commercial accommodations.Only the cost of the room is covered. Rates do not cover additional charges such as video rentals, parking, phone calls, damages etc. Billeting rates does not include meals. Rates are as follows: <ul style="list-style-type: none">\$30 per night based on single person occupancy and an additional \$10 for each additional adult and youth and \$5 for each additional child.
Clothing	Clothing is provided only as needed to preserve health and modesty. It is not a wardrobe replacement. It may include footwear or special needs. <ul style="list-style-type: none">Up to \$150 maximum per person (including PST)Where extreme winter conditions apply and on a needs basis, the amount may be increased to \$200 per person.
Transportation	Transportation provided as necessary to meet immediate needs only. This may include taxi, 3-day bus pass, gasoline.
Incidentals (to be issued when evacuees have not been given reasonable time to pack necessities)	May include miscellaneous items such as personal hygiene products, pet food and lodging, 3-day medication supply etc. <ul style="list-style-type: none">Adults, youth and children are eligible to receive up to \$50 maximum per person (including PST)



Insurance & Liability Protection

All ESS activations require an issued task number, provided by EMBC, prior to response efforts. Once the task number is assigned, all EMBC registered volunteers responding under this task number will receive coverage for liability insurance and worker's compensation through WorkSafeBC.

EMBC's PSVL Safety Policy covers the safety of all ESS responders while participating in, preparing for and responding to an emergency or disaster under an EMBC issued task number. This policy is in accordance with the BC Emergency Management System first priority, which is to "provide for the safety and health of all responders".

Registered EMBC volunteers have three levels of liability protection:

Emergency Program Act:

Section 18 of the *Emergency Program Act*, RSBC Chapter 111, 1996, provides exemption from civil liability (unless grossly negligent) for all measures relating to emergencies or disasters. This exemption from civil liability is provided to:

- Volunteers
- Members of a "local authority", as defined by the Act
- Any business or public institution authorized by a local authority or by EMBC under a contract or EMBC task number.

\$2 million provincial liability insurance:

The government maintains a comprehensive general liability insurance policy with a limit of \$2 million covering all provincial volunteers. The policy includes legal representation provided by the provincial government.

Good Samaritan Act

Under the *Good Samaritan Act*, a volunteer providing emergency aid to someone is not liable for injury or death (unless grossly negligent).

Important Note: All volunteers *must* be responding under an authorized Task Number, be registered with EMBC and sign in and out on an EMBC Task Registration form during each of their shifts to be eligible for WCB coverage, liability protection and expense reimbursement benefits.

Disaster Financial Assistance

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



Emergency Support Services Response Structure

ESS: Within the Emergency Management Structure

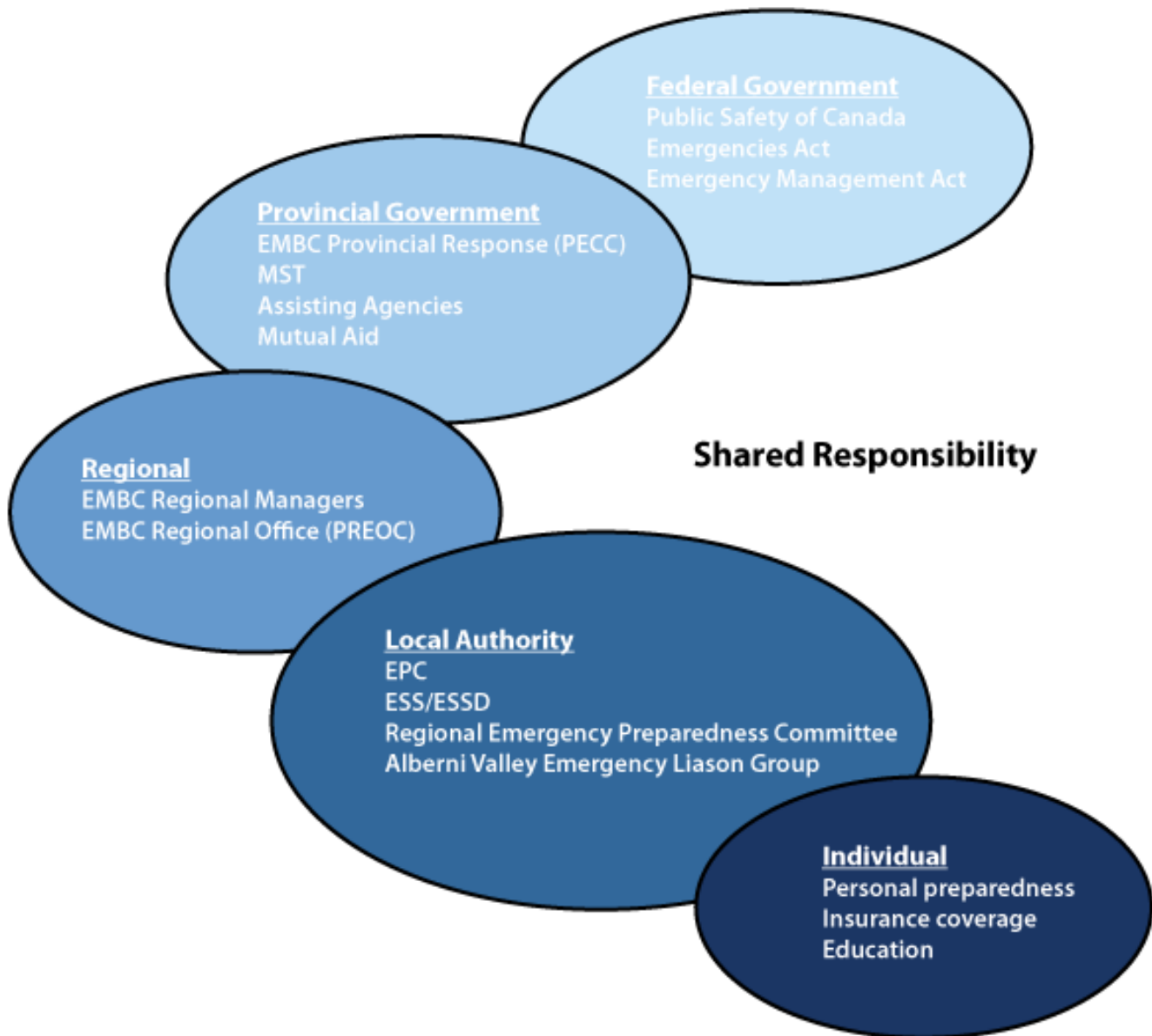
The following represents how ESS connects with the overall management structure and how legislation is applied during planning and response phases at the local authority, regional and provincial levels.

Level	Planning	Response
Local Authority	<ul style="list-style-type: none">• ESSD is appointed by the EPC or the Regional Emergency Preparedness Committee to manage the ESS in the community• ESSD sits on the Alberni Valley Emergency Planning Liaison Group• EPC/ ESSD creates and maintains ESS Plan	<ul style="list-style-type: none">• Responses are coordinated through local authority's EOC• ESSD generally fulfills the ESS Branch Coordinator position in the EOC• ESSD and/or management team activates and coordinates any required ESS facilities, functions, roles, responsibilities, volunteers and staff.• Local authority is responsible to implement, coordinate and deliver ESS services
Regional	<ul style="list-style-type: none">• EMBC offers support and advice to communities with their emergency planning strategies.• The EMBC Regional Office is available to provide advice, knowledge and support in the development of the ESS Plan.• Supporting local authority in the development and implementation of recovery plans.	<ul style="list-style-type: none">• Resources and support for local authorities are coordinated through the PREOC.• Provide ESS leadership during local emergencies.• Coordinate the integration of key regional stakeholders and maintaining critical relationships between governments, agencies, volunteers and the public as they related to ESS.
Provincial	<ul style="list-style-type: none">• EMBC ESS headquarters develops policy and procedural guidelines as well as support to ESS teams through training opportunities.	<ul style="list-style-type: none">• PECC coordinates information and resources for PREOC's• PECC prioritizes critical resources.



A Shared Responsibility

ESS is a shared responsibility ~ We work best when we work together!



Individual

The most valuable and impactful planning is at the base level with the individual or family. Considerable effort should be made to educate residents on the importance of being personally prepared. Individuals should create a personal plan that ensures the health, safety and well-being of family members and loved-ones for a minimum of 72 hours during an emergency. Individuals should make an evacuation plan, prepare grab-and-go and evacuations bags, create a list of emergency contacts and have copies of their insurance coverage. Many insurance plans provide coverage for emergency evacuees and individuals should review their plans to ensure this coverage is sufficient. Personal preparedness is extremely effective to help during the moments and days following an emergency. It will allow for an increase in reaction time, more confidence and reassurance when making decisions, a reduction of anxiety and stress and it will improve and hasten recovery.



Local Authority

Local authorities are legislated to be responsible for the planning, management, coordination and implementation of emergency responses, including services organized by ESS within their jurisdiction. The Alberni-Clayoquot Regional District and the City of Port Alberni have coordinated and organized the following structure to ensure the health, safety and well-being of residents within the Alberni Valley during an emergency. The local ESS response structure will deliver effective, timely and appropriate services to residents who have been displaced from their home due to an emergency.

Regional Emergency Preparedness Committee

In accordance with the City of Port Alberni Bylaw No. 4836, "City of Port Alberni Emergency Plan", 2014 and the Alberni-Clayoquot Regional District Bylaw No. PS1006, "Alberni Valley Emergency Plan", 2014, the Regional Emergency Preparedness Committee is "established as the management organization for the Alberni Valley Emergency Plan.

The committee shall consist of:

- ◆ The Mayor of Port Alberni;
- ◆ Other members of the Port Alberni Council;
- ◆ Electoral Area Directors representing Electoral Areas B, D, E and F;
- ◆ The Chief Administrative Officer of the Alberni-Clayoquot Regional District;
- ◆ The City Manager of Port Alberni;
- ◆ A Recording Secretary;
- ◆ A Media Liaison Officer; and
- ◆ Other person as appointed by the Board.

The committee will:

- a) Review emergency operations, resources and capabilities to ensure their adequacy;
- b) Acquire necessary equipment, supplies and facilities to prepare for, respond to and recover from emergencies and disasters in the Alberni Valley;
- c) Make recommendations to the Board for grants in aid to any emergency response agency requiring assistance;
- d) Subject to Board authorization, negotiate agreements with municipalities or other regional districts for the purpose of mutual aid in responding to emergencies or disasters;
- e) Maintain emergency preparedness, response and recovery measures for emergencies and disasters in the Alberni Valley;
- f) Establish and maintain an organization capable of implementing the Plan in accordance with the Plan;
- g) Appoint the Regional Emergency Program Coordinator."



Emergency Program Coordinator (EPC)

The Emergency Program Coordinator is a key position in a community's emergency program. The EPC is responsible for the management and coordination of emergency preparedness, response and recovery and for developing and maintaining the emergency program for the Alberni Valley. The EPC is responsible for:

- ◆ Maintaining the response organizational structure
- ◆ Reviewing and maintaining the Alberni Valley Emergency Plan
- ◆ Set up and coordinating the Emergency Operations Centre
- ◆ Developing and supporting a volunteer-based ESS program
- ◆ Coordinating training and exercises for staff and volunteers to increase education, understanding, knowledge and skills
- ◆ Providing administrative duties
- ◆ Increasing public awareness through education and promotion
- ◆ Working closely with emergency stakeholders including EMBC, assisting agencies, first responders, ESSD, ESS team etc.
- ◆ Reporting to the Regional Emergency Preparedness Committee

The EPC receives policy direction and support from the Regional Emergency Preparedness Committee.

Citing the City of Port Alberni Bylaw No. 4836, "City of Port Alberni Emergency Plan", 2014 and the Alberni-Clayoquot Regional District Bylaw No. PS1006, "Alberni Valley Emergency Plan", 2014, the Emergency Program Coordinator "will:

- a) Implement the Plan on the direction of the Committee;
- b) Maintain the Plan;
- c) Advise the Committee on all matters related to the Plan;
- d) Coordinate the delivery of training and exercises to ensure the Emergency Plan is understood, effective and in a state of readiness;
- e) Maintain close liaison with Assisting Agencies in regards to their responsibilities under the Plan;
- f) Be the main point of contact with neighbouring municipalities and regional districts, Emergency Management British Columbia and other Provincial Departments and any other external agencies who may support the Plan;
- g) Perform any other duties as assigned by Committee."



Emergency Support Services Director (ESSD)

An Emergency Support Services Director is a provincial title that may be given to the person appointed by the local authority to be responsible for the planning, development, management, coordination and implementation of the Emergency Support Service program. The ESSD may be responsible for:

- ◆ Overseeing the management of the program
- ◆ Managing the ESS team including volunteer recruitment, training, retention and recognition
- ◆ Maintain and support the ESS team
- ◆ Working with the EPC to maintain and update the Alberni Valley's ESS Plan
- ◆ Communicating any highlights, issues or concerns to the EPC
- ◆ Oversee the establishment and maintenance of supplier agreements for food, clothing and accommodation services
- ◆ Supervising the work of any ESS sub committees
- ◆ Attending the Alberni Valley Emergency Planning Liaison Group meetings as a member of the overall response team (including ambulance, fire, police, health, schools etc.)
- ◆ Attending ESS community planning committee meetings alongside other local stakeholders that work together to specifically plan and deliver the ESS program. These organizations may include the Canadian Red Cross, Salvation Army, mass meal producers such as the Bread of Life, church and facility leaders, service group providers and other organizations interested in joining the ESS team
- ◆ Promoting personal preparedness program, engaging the public through displays, presentations etc. and educating supporting groups and organizations about emergency preparedness as it relates to ESS
- ◆ Surveying facilities for the potential use as reception centre and group lodging facilities. Meeting with facility managers to discuss use, building benefits and drawbacks and obtaining information regarding keys, codes and facility supplies
- ◆ Coordinating the delivery of ESS during a response

The ESSD works closely with the EPC, EMBC and other assisting organizations such as the Canadian Red Cross, Salvation Army, SPCA and St. John Ambulance as well as local support groups (ie church congregations, service groups, community clubs, kennels etc.) to ensure a proficient ESS program and team.

ESSD and Supplier Agreements

The ESSD is responsible for working on the procurement and maintenance of supplier agreements. These agreements with local suppliers are a crucial piece of the Alberni Valley's ESS plan. It is part of the ESS team's planning responsibilities to meet with local suppliers, complete surveys for food, clothing and lodging and obtain supplier agreements. Supplier agreements are not a legal contract but rather indicate an intent to supply goods and services to evacuees during an emergency. Typical supplier agreements include services and resources for:

- | | | |
|------------------------|----------------------------|-------------------------|
| • Animal shelters | • Bus service | • Caterers |
| • Veterinarians | • Taxis and transportation | • Grocery stores |
| • Kennels | • Clothing stores | • Restaurants |
| • Fuel dealers | • Pharmacies | • Hotels, motels, B&B's |
| • Health services | • Child care services | • Facility use |
| • Counselling services | • Psychosocial services | • Security service |



ESSD and Reception Centre/ Group Lodging Facilities

In preparation for a quick and proper response, the ESSD should prepare facility surveys of those buildings that have been pre-designated as a reception centre or group lodging site. The ESSD will meet with facility managers to determine building amenities, strengths, weaknesses, authorization-to-open contact information and to determine the facility's floor plan. Floor plans for each facility should be completed to allow for rapid response and set-up. ESSD emergency preparations will include a signed Memorandum of Understanding from facility managers for the use of their building during a disaster (if the building is suitable and available). Completed facility survey's and floor plans will be compiled, included in the AV ESS Plan and updated annually to ensure it is current and up-to-date.

ESSD and the EPC Relationship

The relationship between the ESSD and EPC is extremely important. These positions must work cooperatively together as much of their work is integrated. The EPC is responsible for managing and coordinating the Alberni Valley's overall emergency response plan and ESS is a large component of that plan. The EPC will support and assist the ESSD in their work and the ESSD will communicate and work with EPC towards their united goal of ensuring the physical, emotional and mental well-being of community residents during an emergency or disaster.

Level 1 Response - Canadian Red Cross

The Canadian Red Cross is under contract to coordinate, implement and deliver Level 1 ESS response services within the Alberni Valley. The Canadian Red Cross recruits and trains local volunteers to join the AV ESS team. Under the direction of the Canadian Red Cross, the local ESS team meets monthly to discuss, plan and address the needs of ESS within the Alberni Valley. Volunteers respond to any and all Level 1 emergencies and provide necessary services to ensure the health and well-being of evacuees for a maximum of 72 hours. The ESS team utilizes the paperwork and follows the processes of EMBC for the first 72 hours. If, after this time, the evacuees require extended support and when they have received approval, they can receive further services from the Canadian Red Cross.

Level 2 & 3 Response - City of Port Alberni

The City of Port Alberni will respond to a Level 2 or 3 emergency. The EPC or ESSD can request the use of municipal facilities and staff to appropriately address the ESS requirements the emergency demands. Municipal involvement and support are very advantageous and their resources will be a significant asset when meeting the needs of large-scale emergencies or disasters. Municipal facilities are well-known, centrally located, maintained properly, stocked with supplies and equipment and accessible. The City of Port Alberni and the Alberni-Clayoquot Regional District have many highly trained professionals that have transferrable skills, education and knowledge and their assistance will be advantageous during an emergency response. Skilled, certified staff with access to infrastructure and equipment are also available for activation. It is important to remember that Level 1 ESS team volunteers should be activated in a Level 2 or 3 response. These volunteers are a valuable resource to the response efforts. They are highly skilled, dedicated and have extensive hands-on experience with working with evacuees and delivering emergency support services. They are trained in the registration and referral process and they are comfortable and accustomed to EMBC paperwork and procedures, as well as with the Canadian Red Cross. We serve our community best when we are working together. Each group bringing their assets, experience, resources and knowledge will strengthen and protect our community to its fullest capacity.



Regional & Provincial Government

Emergency Management British Columbia

Emergency Management BC (EMBC) manages and coordinates the provincial government's emergency response, including emergency support services. EMBC assists local authorities with ESS planning, leadership, coordination of services, development of policies and procedures, funding, volunteer and staff training and response support. EMBC works in cooperation with other provincial ministries and non-government organizations to ensure a coordinated approach to ESS provincially. They are responsible for the overall program standards and practices.

EMBC supports local authorities in a variety of ways including the management of an Emergency Support Services office. This office assists local authorities with the development of their emergency plans and help deliver emergency support services during disasters. The ESS office supports local authorities by:

- Coordinates ESS training program
- Develops provincial policies and procedures
- Provides leadership by producing guidelines, standards and best practices
- Develops and maintains on-going relationships with assisting agencies
- Processes invoices for accommodation, food, clothing and other expenses
- Provides provincial support during emergencies that go beyond a local authority's capacity
- Liaises with federal and provincial governments for support during a major disaster

Provincial Regional Emergency Operation Centre

EMBC is organized into six regions within the province as well as Headquarters. Each of the six regions has a Regional Office with a Provincial Regional Operation Centre (PREOC). The PREOC within the Regional Office is available to assist with immediate support during an emergency. The EMBC Headquarters includes the Provincial Emergency Coordination Centre (PECC) and the Vancouver Island Provincial Regional Operation Centre. It is located at:

Vancouver Island Regional Office

Block A - Suite 200
2261 Keating Cross Road
Saanichton, BC
V8M 2A5
Tel: 250 952-5848
Fax: 250 952-4304

Regional Manager

Each PREOC has a Regional Manager whose job it is to support and assist with the local authority's preparation, response and recovery to an emergency. EMBC's Regional Managers work very closely with a community's EPC and ESSD within their region. The duties of the Vancouver Island Regional Manager are to provide the following for the Alberni Valley:

- Implements and maintains the BC emergency management and ESS structure at the provincial and regional level. Oversees planning, preparedness, response and recovery
- Liaises and coordinates with regional stakeholders and provides links between local and provincial governments, federal agencies, First Nations, volunteers and the public



Regional Manager cont.

- Provides leadership at the regional and provincial level during emergencies
- Supports local authorities in the development and implementation of recovery plans
- Provides a lead position within the Vancouver Island PREOC
- Ensures the health and safety of those affected by an emergency and the responders

When a community is overwhelmed by an emergency and local emergency support services are not able to meet with the demand of the emergency, the community's Emergency Program Coordinator or Emergency Support Services Director/ Branch Coordinator can contact the Regional Manager to receive further support and assistance. As part of their assistance the Regional Manager is able to activate and deploy a Mobile Support Team, assisting agencies and mutual aid.

Mobile Support Team (MST)

Mobile Support Teams are regionally based teams throughout the province. They are comprised of experienced and highly trained ESS volunteers who are able to travel on short notice (usually within 8 – 24 hours) to any community that requires additional assistance with their response efforts. Once volunteers from the Mobile Support Team arrive in a community, their knowledge, experience and skills will provide leadership and mentorship to community workers. This team will be able to offer support, guidance and additional human resources. EMBC pays for the expenses of the MST's training and also covers their travel and accommodation costs during a deployment and response.

Assisting Agencies & Provincial Support Organizations

EMBC has support agreements with agencies and organizations to provide much needed personnel and specialized services during an emergency or disaster. These organizations include BC Housing, the Buddhist Compassion Relief Tzu Chi Foundation Canada, Canadian Red Cross Society, Disaster Psychosocial Program, Justice Institute of British Columbia, St. John Ambulance and the Salvation Army. Services from these organizations can be accessed through request to EMBC's Regional PREOC office. For more information on each assisting agency, please refer to page 60.

Mutual Aid from Neighbouring Communities

When a local authority's ESS team is overwhelmed and the demand for services exceeds the team's capacity, the EPC or ESSD is encouraged to reach out to neighbouring communities for help. Neighbouring ESS teams can provide much-needed assistance with additional human resources, supplies, equipment and with knowledgeable, trained and experienced responders who can quickly integrate into the ESS response.

Federal Government

The Public Safety of Canada (PSA) oversees programs, policies and preparedness for national and international disasters. They provide post-disaster financial support to help communities rebuild. They are responsible for supporting emergency health and social services in the provinces and are able to coordinate emergency and medical supplies upon request from provincial governments. Federal government support can be accessed through request made from the provincial government.



ESS Response Organizational Structure

British Columbia Emergency Management System (BCEMS)

During an emergency response, the province of BC follows the British Columbia Emergency Management System to guide their actions. The BCEMS uses a comprehensive framework that provides structure and a standardized approach to developing, coordinating and implementing emergency response efforts. BCEMS provides a coordinated approach to mitigating, preparing, responding and recovering from emergencies and disasters. BCEMS is standard practice for all provincial government agencies and it is recommended as the best practice for local government and authorities.

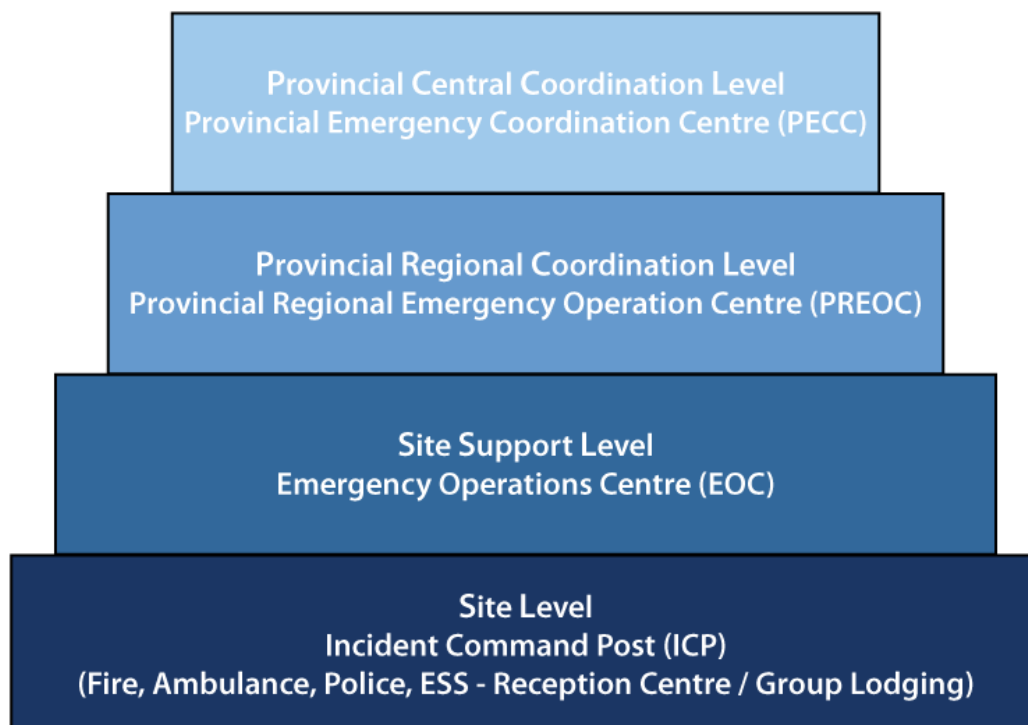
BCEMS Priority Response Goals:

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

BCEMS Response Structure

BCEMS has four levels of operations and control:

- ◆ Site
- ◆ Site Support
- ◆ Provincial Regional Coordination
- ◆ Provincial Central Coordination





Site Level

- ◆ Site response manages the tactical and functional response to an emergency.
- ◆ Site will be managed by an Incident Commander and an Incident Command Post is established to direct all site response activities including those of fire, ambulance, RCMP and emergency support services.
- ◆ Responders provide ESS resources to evacuees. Site level provides the process of registration and referrals and coordinates essential services such as food, clothing, accommodation, psychosocial and emotional support, information and family reunification.
- ◆ This may or may not include the activation of Reception Centre or Group Lodging facilities.

Site Support Level

- ◆ The site support level is provided in the event that an emergency is large in size or complexity and it requires additional support from an Emergency Operations Centre (EOC).
- ◆ The EOC is assembled by the local authority and it will provide additional resource support, coordination, consultation and policy guidance.
- ◆ The EOC is located off-site, away from the reception centre or group lodging facilities or the Incident Command Post, at the Alberni-Clayoquot Regional District office at 3003 4th Avenue.
- ◆ The EOC will provide support to Reception Centres and Group Lodging facilities, responders and evacuees through the coordination of ESS supplies and resources.

Provincial Regional Coordination Level

- ◆ This level is activated when a large or complex emergency occurs and response requirements exceeds the site support level.
- ◆ EMBC Regional Managers (RM) work closely with ESS Directors within their region. The Alberni Valley's EMBC regional office is located in Victoria.
- ◆ EMBC implements and maintains ESS structures at the provincial/regional level including planning, preparedness, response and recovery.
- ◆ EMBC provides ESS leadership at the provincial/regional level during local emergencies and provide expert advice on local and regional issues.
- ◆ Ensure the health and safety of volunteers and residents affected by an emergency.
- ◆ Support the local authority's development and implementation of recovery plans and activities.
- ◆ The Provincial Regional Emergency Operations Centre (PREOC) activates a regional EOC to provide and coordinate provincial support to a local authority.
- ◆ PREOC will provide access to and coordination of provincial assets, specialists and information. It provides policy direction and regional resources to support local authorities and provincial agencies as it relates to ESS.

Provincial Central Coordination Level

- ◆ This level coordinates, facilitates and manages information, policy direction and the regional/central resources to support the local authority.
- ◆ This coordination level prioritizes provincial government objectives and leads the overall provincial response. It serves as the coordination and communication link between provincial and federal support.
- ◆ Provides provincial leadership through the activation of the Provincial Emergency Coordination Centre (PECC).
- ◆ The PECC leads the overall provincial emergency response and provides policy guidance and coordination support for the regional levels. It manages the acquisition and deployment of provincial, federal and inter-provincial resources and provides aid to other provincial ministries.

Under the BCEMS, emergency social services use the principles and foundation of the Incident Command System (ICS) to guide their management, coordination and implementation.



Incident Command System (ICS)

The Incident Command System (ICS) is a standardized site-level emergency management system designed to be flexible and expandable to meet the needs of a single or multi-agency incident that functionally applies to small emergencies to catastrophic disasters. The ICS is based on 12 principles that are designed to elevate efficiencies and effectiveness during an emergency:

Incident Command System Principles	ICS Principles as they relate to ESS
1. Five Primary Management Functions	ESS response structure is organized into five primary management functions – Management, Operations, Planning, Logistics and Finance.
2. Establishment and Transfer of Command	The first, trained or most qualified ESS responder to arrive on scene establishes command and is responsible for ESS deliverables until they are relieved or command is transferred. Transfer of command may take place when someone more qualified arrives on scene.
3. Single or Unified Command	An ESS response is generally single command as it is typically run by the local authority. However, ESS would be considered within a unified command if there were united agencies working together to respond to the needs of ESS deliverables.
4. Management by Objectives	Is a systematic and organized approach that focuses on achieving goals and objectives for the best possible result from available resources. Understanding ESS objectives will help deliver the proper response to those affected by an emergency.
5. Incident Action Planning	Is an oral or written plan that communicates the overall objectives for a specific time frame known as an operational period. These reports are completed by the Planning Section Chief (if activated) and submitted as required.
6. Comprehensive Resource Management	Resources include equipment, supplies, personnel, volunteers or facilities available to responders in an emergency. Comprehensive resource management includes resource acquisition, shipping and receiving, tracking and demobilizing.

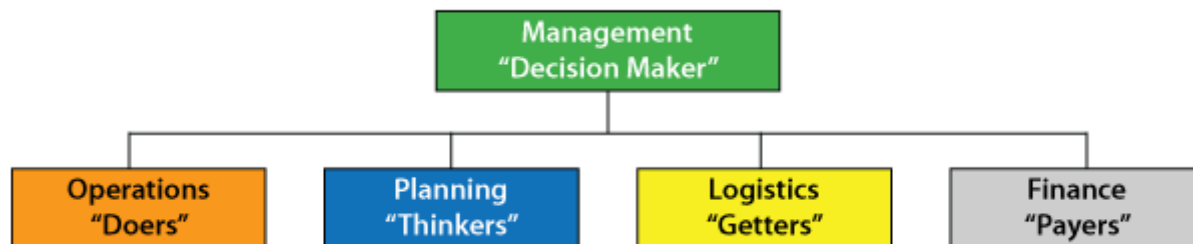


7. Unity and Chain of Command	It is critical for all personnel to clearly understand their reporting structure. Chain of command refers to a clear line of authority or supervision whereby lower-level subordinates report to higher-level supervisors. Unity of command ensures each person in the organization reports to and takes direction from only one supervisor.
8. Manageable Span of Control	Span of control is the number of personnel that one supervisor can manage. This is typically expressed in a ratio supervisor to subordinates. The optimum span of control falls within 1:3 to 1:7; meaning one supervisor for every 3 -7 subordinates. The optimal span of control is 1:5. The ESS organizational chart will expand and contract based on the span of control.
9. Modular Organization	The ESS organizational structure is flexible, adaptable and can expand or contract according to the requirements of an ESS response. Only those functions that are required to meet the emergency objectives need to be activated.
10. Personnel Accountability	ESS management is responsible to ensure worker care processes are upheld and that all ESS responders are tracked and monitored.
11. Common Terminology	Terminology is standard and consistent for titles, organization functions, resources and facilities. This is done ensure common understanding and increase efficiency. Common colour has also been established to identify and represent functions within the ICS.
12. Communication and Information Management	The ability to communicate effectively is essential. ESS utilizes specific documentation, reports and forms, applies procedures and incorporates policies and procedures to communicate clearly and effectually.



Incident Command System Principles and ESS Functions

The ESS response structure is organized into five primary management functions. The graph and table below display the ESS functions – Management, Operations, Planning, Logistics and Finance. They are represented with their standardized colours and with their deliverable description.



Function	Standardized Colour	Function Description
Management	Green	<ul style="list-style-type: none">• Management is known as the “<i>decision makers</i>”.• They are represented by green vests.• They have overall responsibility for the response functions, the facility management and worker safety.• They ensure that all required functions are activated and implemented.• Provide leadership to the Management Team.• Management also includes those functions of Information, Safety and Liaison (red vests) when the organizational chart is fully expanded.• <u>Information Function:</u><ul style="list-style-type: none">• Works in conjunction with EOC Information Officer to coordinate public and media information.• Coordinates evacuee information meetings when required• <u>Liaison Function:</u><ul style="list-style-type: none">• Liaises and networks with external agencies• Is a link or a “point of contact” between ESS and external organization representatives• <u>Safety Function:</u><ul style="list-style-type: none">• Ensures the safety and well-being of evacuees, responders and the facilities being used as Reception Centres or Group Lodging.



Operations	Orange	<ul style="list-style-type: none">• Operations is known as the “doers”.• They are represented by “orange vests”.• They are responsible for providing front-line service to evacuees and deliver direct support.• They assess the needs of the evacuees and makes referrals to appropriate resources.• Some of their responsibilities include: meet and greet, registration, referrals, on-site resource and meal distribution, child care, pet services, recreation services, transportation, family re-unification, first aid, psychosocial and emotional support, multicultural services, group lodging assignments and implementation.
Planning	Blue	<ul style="list-style-type: none">• Planning is known as the “thinkers”.• They are represented by “blue vests”.• They maintain all the documentation for the response and oversee the gathering and analysis of all the data.• They prepare Action Plans and Situation Reports.• They determine the length of “operational periods” and the activities within that time frame.• They look ahead and plan for future needs, activities and response requirements.• They transition from response to recovery.• Planning coordinates demobilization.
Logistics	Yellow	<ul style="list-style-type: none">• Logistics is known as the “getters”.• They are represented by “yellow vests”.• They locate, coordinate and provide all resources including supplies, equipment, personnel, refreshments, facility maintenance, communications etc.• Some of their responsibilities include resource and food acquisition, donated goods, runner, shipping/receiving supplies, security, computer systems, communications, information technology and staff.
Finance	Grey	<ul style="list-style-type: none">• Finance is known as the “payers”.• They are represented by “grey vests”.• They monitor the costs and time of the response.• They administer any EOC approved procurement contracts in conjunction with the Logistics Team.• They are responsible for compensation and claims and they must ensure that all financial records are maintained throughout the response.



ESS Activation Levels

When an emergency forces people from their homes, the ESS plan can be activated. Emergencies and disasters can have varying degrees of impact and the magnitude or complexity of an emergency will trigger the appropriate activation response. Activation levels will be based on the severity of the disaster and the number of individuals affected.

Response Level	Description	Outcomes & Recommended Response Requirements
No Activation	ESS will not be activated when those individuals affected can address their own needs by being personally prepared, possessing and accessing an existing insurance policy or relying on friends and family to provide support and assistance.	<ul style="list-style-type: none">• Deployment of police, fire, ambulance or regional / municipal staff are sufficient to deal with the emergency.• Normal departmental procedures are followed.• No action is required by ESS.
Level 1 (a localized event)	<ul style="list-style-type: none">• An emergency that is localized, small in scope and usually affects less than 12 people.• Generally, involves 1 or 2 households• Can be managed by a minimal number of resources.	<ul style="list-style-type: none">• Activation typically initiated by Incident Commander (IC)• ESS Services are provided at the site• 1 or 2 volunteers can fulfill all functions• Emergency Program Coordinator and/or Emergency Social Services Director (ESSD) is available for support• No reception centre is required• No EOC is activated• Provincial Emergency Coordination Centre (PECC) available for inquiries.
Level 2 (a significant event or major emergency that utilizes local resources)	<ul style="list-style-type: none">• A significant emergency that is larger in scope and usually affects more than 12 people evacuated.• Generally, involves multiple households (ie. apartment fire or a neighbourhood evacuation).• Some resources / support are required.	<ul style="list-style-type: none">• Typically involves at least 1 Reception Centre activated.• All functions within the Reception Centre may not be required but the Reception Centre Manager should be prepared in the case the emergency escalates.• Group Lodging may be activated to provide accommodation if sufficient commercial accommodations are not available.• Requires full activation of a local authority's resources.• ESSD is available (may be in the EOC, if activated).• A Reception Centre manager is required.• Responders will be required to process



Level 2 cont.		<p>registration and referrals. The number of responders will depend on the significance of the emergency.</p> <ul style="list-style-type: none">• Documentation personnel may be required.• Emergency Program Coordinator is available for support• The EOC may or may not be activated• If EOC is activated, the EOC ESS Branch Coordinator provides support.• Provincial Response Emergency Operations Centre (PREOC) may be activated.
Level 3 (a major disaster or catastrophic emergency that exceeds a local authority's capacity to respond)	<ul style="list-style-type: none">• A major or catastrophic disaster that has a significant impact on a major portion of the community and a large-scale evacuation is required (ie. Large-scale flooding, severe weather conditions, tsunami, interface wildfire, earthquake etc.).• A large number of people are impacted and require assistance.• The disaster may require greater assistance than the local authority can provide.• Request for assistance may extend to the Provincial and/or Federal government as well as national or international organizations to provide the coordination and delivery of ESS services and mass care for large populations.• Generally, involves multiple neighbourhoods and jurisdictions.• Resources and support are required.	<ul style="list-style-type: none">• More than one Reception Centre may be activated.• Group Lodging will likely be activated to provide accommodation.• Duration of emergency response may last days or weeks.• ESSD is placed in the EOC• RC and GL Managers are required• All functions are activated – personnel fulfill Management roles and Section Chiefs positions.• A fully extended organizational structure may be required.• ESS support organizations and assisting agencies may be required.• EOC ESS Branch Coordinator provides support• PREOC is activated.• EOC is activated.• Policy Group is activated.



Deactivation

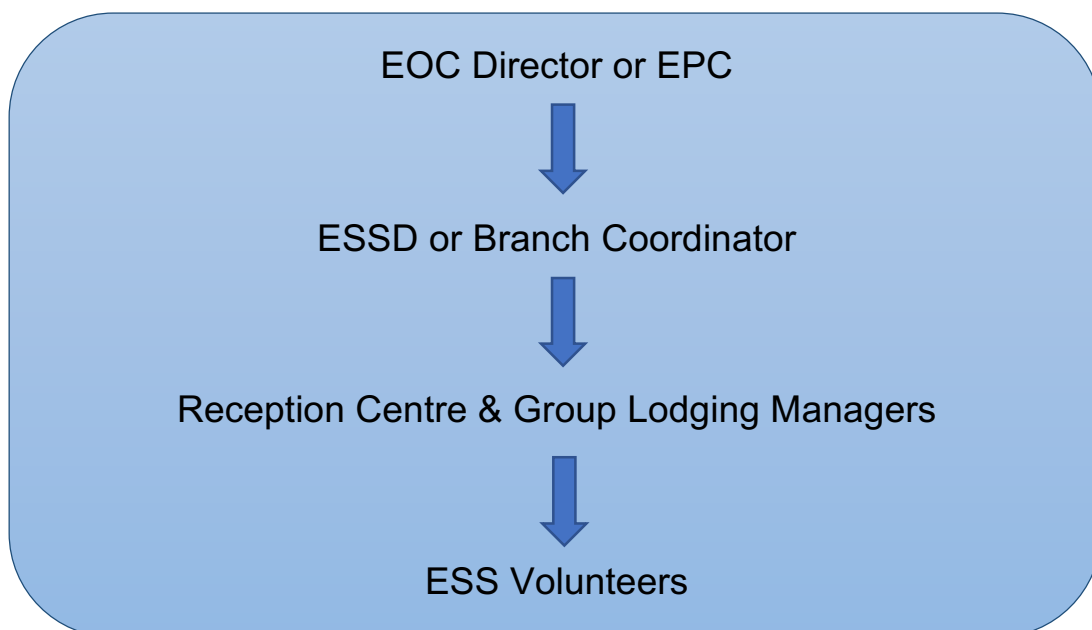
Deactivation will occur when the immediate needs of those affected by the emergency have been sufficiently addressed. Emergency Support Services is designed to assist those who have been evacuated from their home with basic survival needs such as food, accommodation and clothing for a duration of 72 hours. As these needs have been met and evacuees start to take the steps to repair their lives, response turns into recovery. It is at this time deactivation will begin. Deactivation may occur in stages as certain functions are no longer required and it will expand to ultimately include the closure of all functions, the reception centre, group lodging and the EOC. Depending on the scale and complexity of the event, deactivation may take an extended time to fully complete.

Deactivation includes:

- ◆ Demobilization of specific functions and ESS services (ie registration, referrals, lodging etc.).
- ◆ Collect, file and store all completed ESS forms and paperwork. Forward to documentation for storage.
- ◆ Complete all personal logs and documentation.
- ◆ Ensure any option actions are conveyed to the appropriate staff for continued follow-up.
- ◆ Coordinate the transition from ESS to a local recovery organization who will continue with necessary services and provide on-going support if required.
- ◆ Ensure that all expenditures and financial claims have been sent to the Finance section for processing and payment.

Deactivation Procedures

In the event that the EOC is activated, deactivation will be authorized by the EOC Director or the EPC. The EOC Director/EPC will notify the ESSD or Branch Coordinator that deactivation is in effect. The ESSD/Branch Coordination will then inform the RC or GL Manager(s) that deactivation has begun and they will instruct them to start demobilizing their facility.





Demobilizing the Reception Centre & Group Lodging Facilities

As deactivation takes place, the reception centres and group lodging facilities will demobilize. ESS volunteers and staff should ensure the following is completed during demobilization:

- ◆ Identify and communicate any open-ended action and report it to your supervisor. Supervisors will inform the RC/ GL Manager of any outstanding issues that still need addressing.
- ◆ Complete all forms, reports and any documentation and submit them to the appropriate supervisor.
- ◆ Return equipment and supplies.
- ◆ Deconstruct, clean and organize your work station.
- ◆ Volunteers should participate in an exit interview/ debrief. Providing helpful feedback will improve future responses. Evaluations or debriefings of the response should take place and all feedback is valuable.
- ◆ Sign out on the “Sign In/Out” form before you leave.
- ◆ Volunteers will need to recover from their hard work. Encourage volunteers to get some much-needed sleep and rest to help them restore from all their efforts. Let the volunteers know that if they are experiencing any residual negative effects from the incident to seek support or counselling to help with emotional recovery.
- ◆ Facilities will need to be clean and reorganized back to their original state.
- ◆ All reception centre and group lodging kits will need to be reviewed and replenished with necessary supplies and equipment so they are ready for the next emergency response.
- ◆ Kits must be returned to their assigned location.

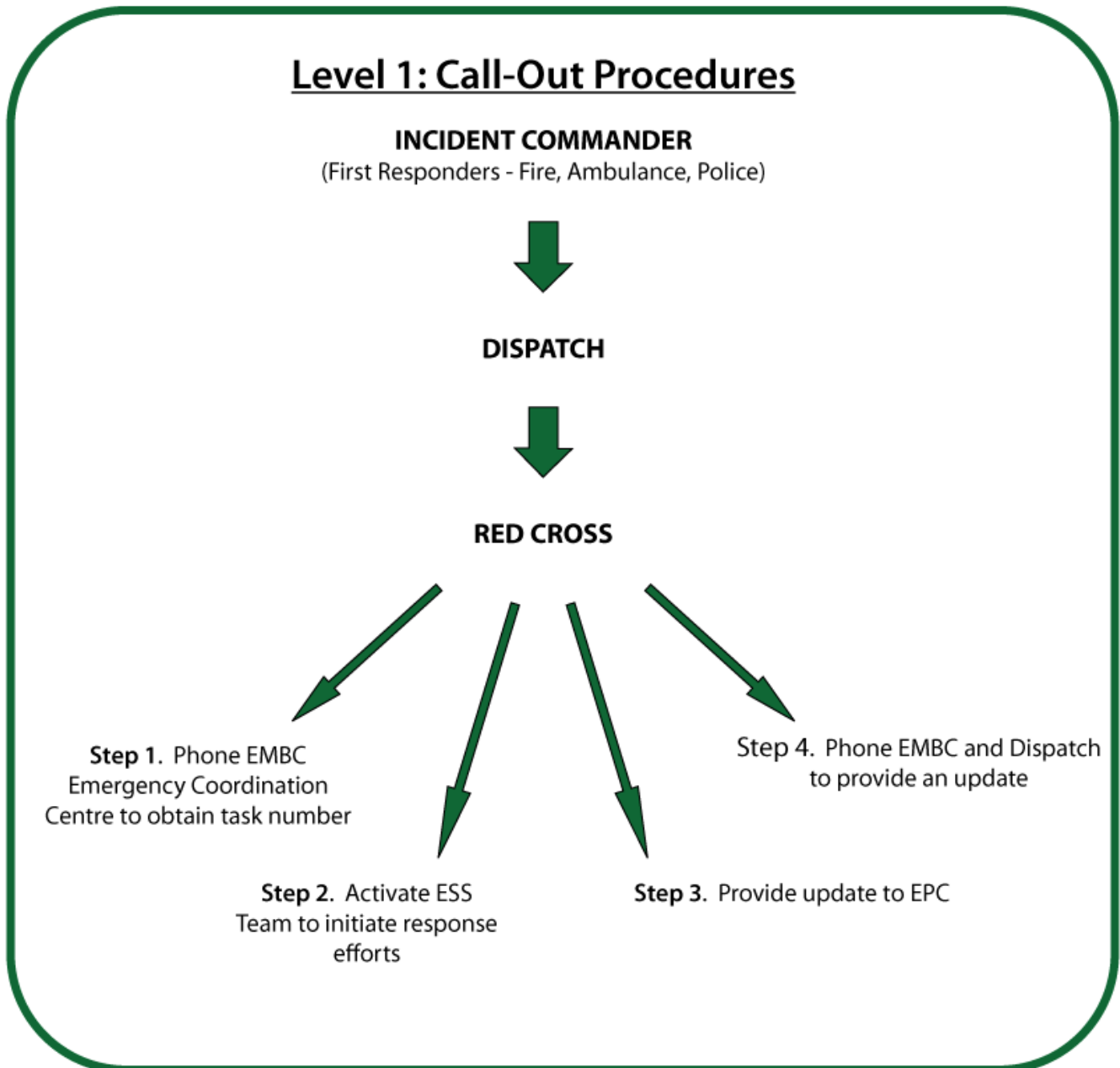
In the event of a large-scale event that involved multiple organizations and agencies, a debriefing meeting should be arranged to bring together all participating responders to evaluate the response. Honest, productive analysis will help improve future responses. Acknowledgment and thanks should be forwarded to all participating organizations. Records should be made regarding processes that worked well so these procedures are remembered and repeated. Areas of improvement should be identified and, as a team, solutions should be determined to provide a better response in the future. Emergencies can be stressful and workers will react to trauma and stress differently. It is important to remember to be patient and understanding with each other and not to assign blame. All responders and responding agencies are trying to help and they are doing their best. When there are improvements needed, corrections required, mistakes identified, wrong-doing acknowledged or efficiencies that could be enhanced, it is incredibly important to strategized together in a positive, cooperative, collaborative and goal-orientated approach to maintain future relationships between personnel and organizations and to ultimately provide the most efficient and effective response plan to ensure the safety and well-being of our citizens.



Activation Call-out Procedures

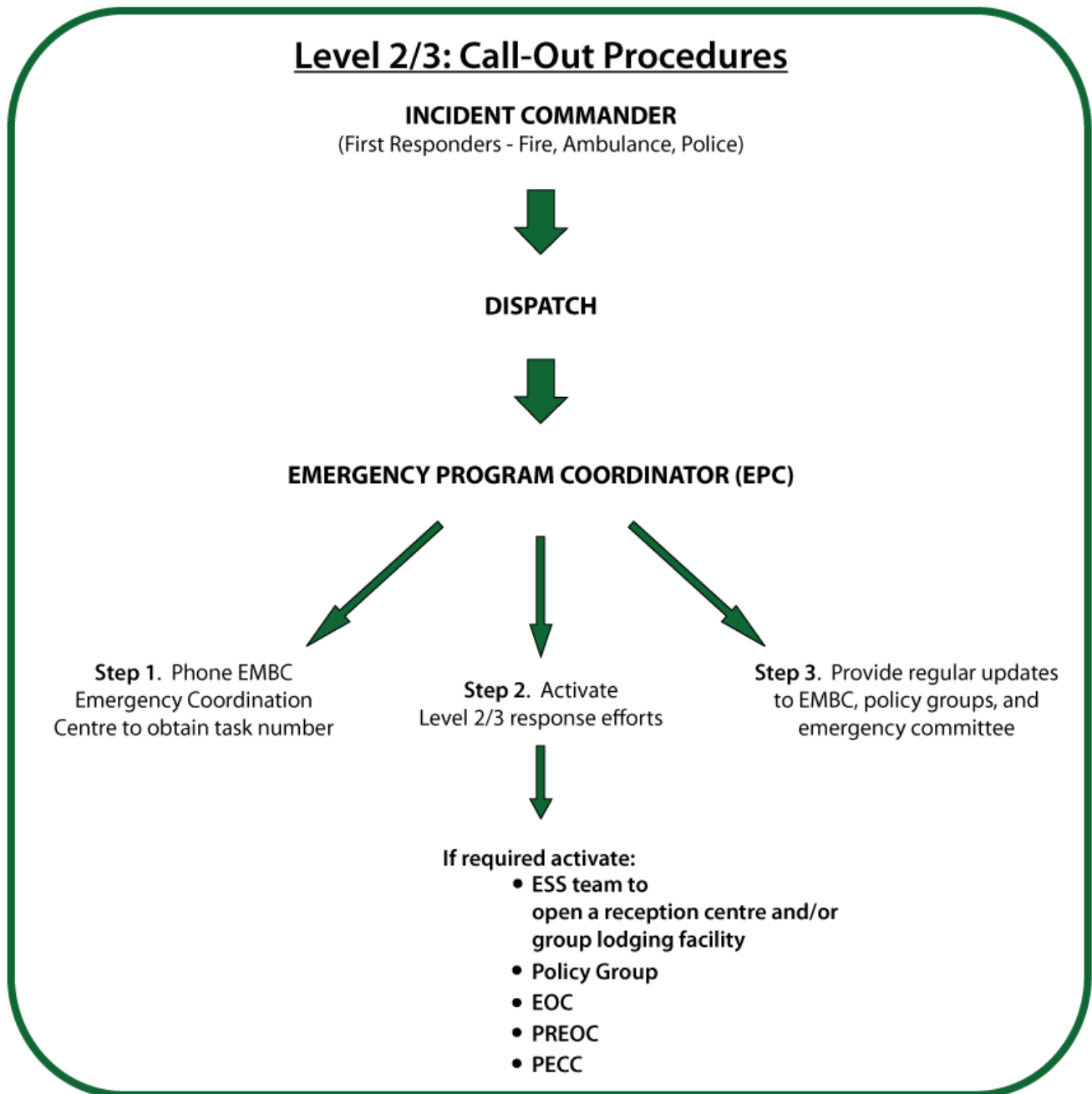
Call-out procedures are critical to a timely, effective and coordinated response. Workers are asked to follow the proper steps of the activation call-out procedures to ensure the involvement of the appropriate responders, provide response continuity, avoid misunderstanding, reduce confusion and to properly initiate the most efficient response possible.

Level 1 Call-out Procedures:





Level 2 / 3 Call-out Procedures:





Assisting Agencies & Partner Organizations

In an effort to adequately respond to Emergency Support Services during an emergency, additional support from community organizations, partners, stakeholders and provincial agencies may be required. Assisting agencies can provide help and services in a variety of ways by providing:

- ◆ assistance and support to their existing clients
- ◆ equipment, supplies and/or personnel
- ◆ specialized services, training and knowledge required by the emergency
- ◆ training and education to volunteers and staff
- ◆ access to facilities and knowledge about operations
- ◆ General community-wide contributions as needed

Listed below are some of local partners and stakeholders as well as the assisting provincial agencies:

British Columbia (BC) Housing



Primary Services: Accommodation, bedding, cots and blankets

- ◆ Provides and coordinates emergency accommodation supplies including cots and blankets.
- ◆ Assists with the management of emergency group lodging and facility supplies.
- ◆ Assesses disaster damage.
- ◆ Offers 'Rapid Damage Assessment Program' courses to local authorities to help them prepare for disasters.
- ◆ Assists evacuees by connecting them with new housing options.

Canadian Red Cross



Primary Services: Level 1, 2 and 3 volunteers; training in family unification, registration, referrals, reception centres and group lodging. Provisions of supplies and goods.

- ◆ Possesses trained and experienced volunteers in reception centers, group lodging, registration, referrals and family reunification.
- ◆ Possesses trained first aid volunteers.
- ◆ Accesses emergency supplies and goods such as cots, blankets, clean-up kits, comfort and personal care kits, teddy bears etc.
- ◆ Provides local, regional and provincial volunteer support.
- ◆ Provides support services during an emergency through to recovery and demobilization.
- ◆ Assistance with family reunification.
- ◆ May provide call centre services for public information during a large-scale disaster.



The Salvation Army



Primary Services: Trained volunteers to support reception centres and group lodging needs including knowledge with registration, referrals and assistance with emotional support and counselling. The local Salvation Army also possesses cots and bedding for group lodging.

- ◆ Provides trained volunteers who are capable for responding to the needs of reception centre or group lodging. Posses knowledge of meet and greet, registration and referral processes.
- ◆ Trains volunteers to provide counselling, emotional and psychosocial support services to evacuees and responders.
- ◆ Assists with critical incident stress debriefing when requested.
- ◆ Assists with and can provide mass feeding. Works in partnership with the Bread of Life and has access to kitchen facilities, food supplies and skilled volunteers to feed a large group of people.
- ◆ The local Salvation Army building houses cots, bedding and blankets for emergency use. The AV Salvation Army also possesses the volunteers and vehicle to transport cots to the appropriate location.
- ◆ Owns a cube van for transportation of supplies and equipment.
- ◆ Provides donated clothing and furniture to evacuees as needed.

St. John Ambulance



St. John Ambulance

Primary Service: First Aid

- ◆ Provides first aid training and services to ESS reception centre and group lodging facilities.

Buddhist Compassion Relief Tzu Chi Foundation Canada



Primary Services: Massing feeding, donated goods and translation services

- ◆ Assists with collecting and distributing donations
- ◆ Provides support for mass feeding.
- ◆ Provides translation services to provide support, understanding and comprehension.

Justice Institute of BC



Primary Service: Education and Training

- ◆ Offers training and courses to volunteer and responders.
- ◆ Provides instructors to coordinate and deliver on-site training to communities.



Disaster Psychosocial Program (DPS)



Primary Service: Psychological first aid

- ◆ Deploys DPS volunteers trained in psychological first aid and crisis counselling.
- ◆ Provides training to responder groups and offers courses such as "Introduction to Disaster Psychosocial Services" to volunteers.

School District #70



Primary Services: Care of students and use of facilities during an emergency

- ◆ Is responsible for the care of the student populations during emergencies until children and youth can be safely returned to their parent or guardian.
- ◆ Provides school facilities for the purpose of reception centres and/or group lodging if required.
- ◆ Provides transportation as required.

BC Ambulance



Primary Service: First Aid

- ◆ Provides mass casualty and first aid services.
- ◆ Paramedics are able to triage, treat and transport casualties.
- ◆ Depending on the size, scale and complexity of the event, BC Ambulance may be able to provide triage and on-site first aid, medical expertise and pharmaceutical knowledge at a reception centre or group lodging facility.

Island Health



Primary Service: Public health care

- ◆ Assist with any health concerns including mental health, public health and community nursing. Provide on-site personnel at reception centres and group lodging sites if needed.
- ◆ Will care, shelter and assist patients within their care facilities.
- ◆ Provides emergency medical treatment for casualties no requiring hospitalization.
- ◆ Monitor water quality and public health concerns.
- ◆ Island Health has developed an emergency plan to ensure preparedness and response strategies.



Canadian Disaster Animal Response Team (CDART)



Primary Service: Animal welfare and pet services

- ◆ CDART is a volunteer-based organization dedicated to animal welfare in times of an emergency. They can register and care for animals in need of shelter during an evacuation.
- ◆ Provides animal shelter, care services, fostering and rescue of domesticated animals.
- ◆ When the Provincial Emergency Program, ESS is activated, dedicated volunteers are mobilized to local authorities to assist when requested.
- ◆ Capable of establishing and implementing an Animal Intake Facility if required.
- ◆ Trained to work at a reception centre to assist with pet services.

BC Society for the Prevention of Cruelty to Animals (BC SPCA)



Primary Service: Animal welfare and pet services

- ◆ Provides train professionals and volunteers to care for the welfare of domesticated animals.
- ◆ Possess the skills to volunteer in a reception centre to assist with pet services.
- ◆ Assist with animal welfare and care.
- ◆ Provide temporary use of animal care and comfort supplies such as cages, blankets, leashes, food dishes etc.
- ◆ Provide safety, animal control care and survival service to pets in need of food, emotional support and shelter during an emergency.

Ministry of Children and Family Development



Ministry of
Children and Family
Development

Primary Service: Assist with the care of unattended children

- ◆ Provide policy direction and professional expertise regarding unaccompanied minors.
- ◆ Provide child protection services and care for children not accompanied by their parents or guardians.
- ◆ Assist with family reunification services.

Arrowsmith Amateur Radio Club



Primary Service: Communications

- ◆ During a disaster, when many other communication systems fail, the Arrowsmith Amateur Radio Club can assist with radio communication.
- ◆ Communication is essential to provide safety, information and direction to the public as well as responders.
- ◆ Assists with ESS, by providing communication between the EOC, the reception centre and group lodging facilities.



Glossary

Term	Definition
BCERMS – British Columbia Emergency Response Management System	The British Columbia Emergency Response Management System is a comprehensive management structure that ensures a united, coordinated and organized provincial response and recovery to any and all emergency incidents. The broad spectrum of components of BCERMS includes operations, control management, qualifications, technology, training and publications.
DFA – Disaster Financial Assistance	A financial assistance program to help disaster victims restore and replace essential items that are not insurable.
ECC – Emergency Coordination Centre	Requests for emergency support services are made through the Emergency Coordination Centre. The ECC issues the Task Number and supports the ESS responder by answering question or by issuing approval for spending and extraordinary expenditures. The ECC can be contacted at 1-800-663-3456 and they are open 24-hours, every day.
Emergency Management	Emergency Management is an organized effort to mitigate against, prepare for, respond to and recover from an emergency or disaster.
EMBC – Emergency Management British Columbia	Under the Ministry of Public Safety and Solicitor General, Emergency Management British Columbia (EMBC) is the coordinating agency for the provincial government's emergency management activities. EMBC provides executive coordination, strategic planning and multi-agency facilitation.
EOC – Emergency Operations Centre	A pre-designated facility established by a local authority to coordinate the overall jurisdictional response and to support emergency response efforts.
EPC – Emergency Program Coordinator	Is the individual within a local authority who has coordination responsibility for jurisdictional emergency management. Locally, the Emergency Program Coordinator (EPC) means the person appointed by the Alberni-Clayoquot Regional District to manage, coordinate and facility emergency preparedness, response and recovery for the Alberni Valley.
Emergency Response Plan	The plan that each jurisdiction has developed and maintained for responding to emergencies and disasters based on hazard and risk analysis. Locally this plan is the Alberni Valley Emergency Plan.



ESS – Emergency Support Services	Those service provided on a temporary basis (generally 72 hours) to preserve the emotional and physical well being of evacuees and response workers in emergency situations.
ESSD – Emergency Support Services Director	Emergency Support Services Director is the provincial title given to an individual responsible for the management and coordination of a local ESS program and team. This individual is responsible for ESS planning, preparation and response activities.
GL – Group Lodging	Group Lodging is an officially established facility that has been designated by the EPC or ESSD as a site where evacuees can seek care, safe lodging and food.
GLOG - Group Lodging Operational Guidelines	These Group Lodging Operational Guidelines provide direction, guidance, procedural and practice recommendations for Group Lodging facilities. This is a thorough document produced by EMBC that contains the principles, organizational structure, checklists, forms, instructions and function aids necessary to successfully operate a group lodging facility.
IC – Incident Commander	The individual responsible for the management of all incident operations at the incident site.
ICP – Incident Command Post	The location at which the primary command functions are executed. The ICP may be co-located or shared with other incident facilities. For ESS, the ICP may be at the emergency site or at reception centre or group lodging sites.
ICS – Incident Command System	A standardized on-scene emergency management concept specifically designed to allow its use(s) to adopt an integrated organizational structure equal to the complexity and demands of sing or multiple incidents, without being hindered by jurisdictional boundaries. British Columbia's Emergency Response Management System (BCERMS) is based on this structure.
MST – Mobile Support Team	Mobile Support Teams are a provincial regional emergency support services resource available to communities upon the request of the EPC and approval by the Provincial Regional Manger. A MST is comprised of trained ESS volunteers who travel to other communities and assist in organizing ESS during a response. Deployment will provide on-site training, consultation and support to any community not able to mobilize a sufficient number of trained volunteers during a response.



PECC – Provincial Emergency Control Centre	The PECC will be established to manage activities at the Provincial Central Coordination level to direct and coordinate the provincial government's overall emergency or disaster response and recovery efforts. The PECC is the lead for overall provincial government response and provides policy guidance and coordination support for the regional levels, manages the acquisition and deployment of provincial, federal and inter-provincial resources, and provides support to other provincial ministries. The PECC is located at the EMBC headquarters in Victoria.
Policy Group	Is usually comprised of those who lead an organization such as Board of Directors or City Council members. This group provides the EOC Director with policy direction and high-level strategic support.
PREOC – Provincial Regional Emergency Operations Centre	The Provincial Regional Operations Centre manages activities at the Provincial Regional Coordination level and coordinates the joint efforts of government and non-government organizations. The directly support the local authority with ESS advice, support and guidance.
RC – Reception Centre	A safe gathering place where evacuees can register, obtain information, receive services and support for their immediate needs including food, clothing, incidentals and accommodation.
RCOG – Reception Centre Operational Guidelines	These guidelines provide direction, guidance, procedural and practice recommendations for a Reception Centre. This is a thorough document produced by EMBC that contains the principles, organizational structure, checklists, forms, instructions and function aids necessary to successfully operate a Reception Centre.
Task Number	A control number assigned by Emergency Management British Columbia (EMBC) to each response or training event for the purpose of tracing an approved response or providing support for responders with WorkSafeBC or personal liability coverage. A task number does not necessarily indicate approval for emergency response funding.
WC - Worker Care	Worker care is applied strategies to help ensure the physical, mental and emotional safety and well-being of volunteers and responders.
Worker	The term 'worker' can be interchanged with 'responder'. It means the staff, volunteers or external agencies responding to an emergency or disaster, accessing resources and delivering ESS services.



Distribution List

Internal

- ◆ Chief Administrative Officer, Alberni-Clayoquot Regional District
- ◆ Chief Administrative Officer, City of Port Alberni
- ◆ Regional Emergency Preparedness Committee
- ◆ Emergency Program Coordinator
- ◆ Emergency Support Services Director
- ◆ EOC Office
- ◆ Fire Chief, City of Port Alberni
- ◆ Fire Chief, Beaver Creek Fire Department
- ◆ Fire Chief, Cherry Creek Fire Department
- ◆ Fire Chief, Sproat Lake Fire Department

External

- ◆ Officer in Charge, Salvation Army
- ◆ Regional Manager, Canadian Red Cross
- ◆ Reception Centre Kits – Kit Locations: Echo Centre (City of Port Alberni), Beaver Creek Hall (Beaufort), Cherry Creek Fire Department (Cherry Creek), Beaver Creek Fire Department (Beaver Creek), Sproat Lake Community Centre (Sproat Lake) and EOC office (mobile kit).



References

The Alberni Valley referenced several documents, websites, organizations and plans from other communities to create a comprehensive, functional and relevant plan which reflects our local distinctiveness and addresses our valley's structure, resources and strategies. We would like to recognize these contributions and acknowledge the following resources that were used in the development of the AV Emergency Support Service Plan. Thank you for your valuable input.

Emergency Management British Columbia, Provincial Emergency Program, Ministry of Public Safety and Solicitor General: *ESS Field Guide*, 2010.

Emergency Management British Columbia, Provincial Emergency Program, Ministry of Public Safety and Solicitor General: *Reception Centre Operational Guidelines*, 2009.

Emergency Management British Columbia, Provincial Emergency Program, Ministry of Public Safety and Solicitor General: *Group Lodging Operational Guidelines*, 2010.

Emergency Management British Columbia, Provincial Emergency Program, Ministry of Public Safety and Solicitor General: *Emergency Social Services Plan*, 2010.

Emergency Management Division, Justice Institute of British Columbia: *Emergency Social Services Director*, 2015.

Emergency Management Division, Justice Institute of British Columbia: *Introduction to Emergency Social Services*, 2017.

Emergency Management Division, Justice Institute of British Columbia: *ESS Level 1*, 2010.

Emergency Management Division, Justice Institute of British Columbia: *Introduction to Reception Centres*, 2017.

Emergency Management Division, Justice Institute of British Columbia: *Introduction to Group Lodging*, 2015.

https://www.richmond.ca/_shared/assets/EmergencyServicesPlan_CS_02151129707.pdf

<https://tnrd.civicweb.net/filepro/documents/?preview=76163>

https://www.regionaldistrict.com/media/95021/esstrainingmanual_feb2012.pdf

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/volunteers/emergency-support-services>

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/emergency-manageme>

APPENDIXES



5.03 EVACUEE LIVING ASSISTANCE

5.03.1 GENERAL

Related Policies:

- ☒ 2.02 Task Authorization

5.03.2 DEFINITIONS

See Terms and Definitions

Evacuee: is a resident whose primary residence is directly impacted or in the defined geographic area of an evacuation order within the issuing authority's jurisdiction

Primary residence: is the dwelling where an individual or family spends most of their personal time. A person can only have one primary residence at any time.

5.03.3 POLICY STATEMENT

- (1) It is expected that all residents will make every effort to be self-sufficient in emergencies or disasters. Evacuee living assistance may be available to support those who are in immediate need of assistance with some of the basic living supports available through the Emergency Support Services (ESS) program of the Province
 - (2) Evacuee living assistance may be provided to evacuees when a residence becomes uninhabitable due to:
 - a. being directly impacted by an emergency or disaster or
 - b. when an imminent emergency results in an evacuation order being issued by a legislated authority.
-



5.03.4 CONDITIONS/RESPONSIBILITIES

(1) Evacuee living assistance may be provided:

- a. Only when an EMBC operational task number has been issued
- b. When access to a person's insurance coverage is NOT reasonably and readily available
- c. Where a residence has been deemed as uninhabitable due to a hazard or occurrence
- d. To evacuees who reside within a defined evacuation area; or
- e. For an initial 72 hours or for the duration of the evacuation order as issued by the legislated authority ordering the evacuation

(2) Conditions under which evacuee living assistance may be authorized are as follows:

- a. Residence was uninhabitable due to an imminent or occurring emergency or disaster;
- b. Evacuee is a member of an authorized group for which an evacuation was determined to be best course of action for the safety of the evacuee by a provincial official, local authority or First Nation band council during an issued Evacuation Alert; or
- c. Issuance of a formal evacuation order by a legislated authority

(3) Non-residents that are present in an impacted or evacuation order area should be encouraged to leave that area and return to their primary residence for their own safety but may be provided with evacuee living assistance under certain conditions:

- a. The non-resident evacuee is unable to leave the impacted area because of transportation system (road, rail, ferry, etc.) closures;
- b. Travel conditions on the routes for the non-resident evacuees to their primary residence are reported to be unsafe; or
- c. The non-resident evacuee has no immediate access to a means of travel.

If a non-resident evacuee's situation has been satisfactorily determined that they are unable to be self-sufficient, they may be provided the same evacuee living assistance services as resident evacuees.

(4) Evacuee living assistance will not be provided or back-dated for:

- a. evacuees receiving reimbursement for expenditures, associated with the emergency/disaster, from another organization
- b. any resident that evacuates without an approval from a legislated authority as described in this policy and the EMBC Evacuation Operational Guidelines or
- c. evacuees who secure and meet their own basic needs prior to registration with ESS and any referrals are issued by the local ESS program. These persons are considered to have been self-sufficient and not in immediate need of evacuee living assistance.



- (5) Evacuee living assistance may be provided beyond the duration of the evacuation order only in situations with extenuating circumstances
All requests of this nature must be pre-authorized by EMBC.
All decisions regarding the provision of evacuee living assistance support in these circumstances are made on a case-by-case basis.

EVACUEE'S RESPONSIBILITY

- (1) The following costs are the responsibility of evacuees and are not eligible for evacuee living assistance or reimbursement
- a. Transportation costs for personal vehicles to leave from and to return to their primary residence, unless otherwise authorized
 - b. Damages or losses to commercial lodging facilities caused by evacuees
 - c. Boarding and feeding of pets, in excess of the ESS Incidental rate and
 - d. Recreational smoking products (tobacco, cannabis etc.) and alcohol products

5.03.5 AUTHORITIES

Emergency Program Act

Original Signed by

Stan Bates
Executive Director, Response
Emergency Management BC

July 25, 2019

5.03.6 RELATED DOCUMENTS

- ☒ 5.03 Evacuee Living Assistance Procedures
- ☒ 5.03 ESS Field Guide

EMERGENCY SUPPORT SERVICES (ESS) RATES

NOT REDEEMABLE FOR CASH

NOTE TO SUPPLIER: Services to meet immediate needs should be provided in the **most cost-effective manner**. Rates below are **maximum amounts** – no additional surcharges are allowable. Extra costs incurred by the evacuee beyond the approved items listed below are the responsibility of the evacuee. See "NOTE TO SUPPLIER" on Referral form for reimbursement process, and "Information for Suppliers and ESS Responders" on the back of the Referral form for more detailed information.

NOTE TO ESS WORKER: A current ESS Rates sheet must accompany each Referral Form. The Emergency Management BC (EMBC) Emergency Coordination Centre must be consulted when extraordinary requirements are needed to provide for immediate needs 1-800-663-3456.

ITEMS OF ASSISTANCE						
FOOD		Breakfast	Lunch	Dinner	TOTAL	
	Restaurant Meals	Rate per person	\$12.25	\$14.25	\$24.50	\$51.00 (inc. GST)
	—OR—	Half the restaurant meal rate applies should the evacuee choose groceries.				
	Groceries	Daily rate per person	\$22.50 (inc. GST/PST)			
		Gratuities, tobacco products and alcohol are not included.				
LODGING	Emergency Social Services is eligible for approved Provincial Government Rates from commercial accommodations supplier listed in the Ministry of Labour and Citizens' Services Business Travel Accommodation Listings for government travel.					
	Hotel/Motel/B&B/RV Campground					
	-- OR --	Only the cost of the room is covered. The evacuee is responsible for all other charges (e.g. video rentals, damages, parking, local and long distance calls).				
	Billeting in Private Homes	The Referral Form for billeting is issued to the billeting host (supplier). Billeting rate does not include meals.				
		Billeting Rate: \$30 per night based on single person occupancy. Add \$10 for each additional adult and youth and \$5 for each additional child				
CLOTHING	Adults, youth and children * up to \$150.00 maximum per person (inc. pst)					
	(to be issued when evacuees have not been able to pack necessities)	Clothing is provided as needed to preserve health and modesty. This <u>is not wardrobe replacement</u> . Clothing may include footwear or special needs items such as baby diapers. * Where extreme winter conditions apply at the time of the incident, and on a needs basis, amount may be increased to \$200 per person.				
TRANSPORTATION		Transportation necessary to meet immediate needs (e.g. taxis, 3 day bus pass, gasoline)				
INCIDENTALS	Adults, youth and children up to \$50.00 maximum per person (inc. pst)					
	(to be issued when evacuees have not been able to pack necessities)	May include miscellaneous items such as personal hygiene products, laundry supplies, pet food and lodging, medications for a 3 day period, and other immediate needs as required. For extraordinary needs, see "NOTE TO ESS WORKER" above.				

Support is provided for a **maximum of 72 hours immediately following an evacuation**, unless otherwise authorized.

