



Emergency, Water Treatment and Evacuation Plans

Section 1: Introduction _____	6
Forward _____	6
Mission Statement _____	6
Statement of Plan Purpose _____	6
Section 2: Plan Information _____	9
Introduction _____	9
Plan Administration and Maintenance _____	9
Aim _____	10
Assumptions _____	10
Section 3: Authority _____	11
Legal Authority _____	11
Authority for Plan Activation _____	11
Section 4: Emergency Management Organization and Administration _____	12
Emergency Management Organization _____	12
Training and Exercises _____	12
Section 5: Concepts of Emergency Management _____	13
Risk Analysis _____	13
Response Phase & Priorities _____	16
Recovery Phase _____	25
Preparedness _____	28
Section 6: Activation and Termination of the NRRM Emergency Plan _____	29
Initial Contact _____	29
Call Out Procedure _____	29
Level of Response _____	29
State of Local Emergency (See Appendix F) _____	31
Section 7: Emergency Operations Centre _____	34
Primary Emergency Operations Centre _____	34
Alternate Emergency Operations Centre _____	34

EOC Activation Level _____	35
Emergency Operations Centre Activation _____	36
Section 8: NRRM Departmental Roles, Responsibilities and Resources _____	37
Elected Officials _____	37
Policy Group _____	39
EOC Management Team _____	40
Composition and Actions: _____	40
Emergency Coordinator _____	42
Police (RCMP) _____	43
Fire Department _____	44
Public Works _____	45
Community Services _____	47
Section 9: NRRM Volunteer Agency Roles and Responsibilities _____	48
Emergency Social Services _____	48
Search and Rescue _____	49
Rangers _____	49
Section 10: Other Agencies and Provincial Government _____	51
School District # 81 /Northern Lights College Roles and Responsibilities _____	51
Northern Health Authority Roles and Responsibilities _____	52
Provincial Ministry Roles and Responsibilities _____	53
Emergency Management BC _____	54
Introduction _____	56
Definitions _____	57
Authorization _____	57
Assumptions _____	58
Traffic Control _____	60
Securing Property _____	61
All Clear Notification _____	61
Shelter-in-place _____	61
Section 12: Evacuation _____	62

Evacuation Routes _____	62
Evacuation Process _____	62
Reception Centre _____	63
Refer to Appendix F for examples of the following forms: _____	63
Refer to Appendix G for example of an Evacuation Order. _____	63
Section 13: Hazard Risk Vulnerability Assessment – needs to be evaluated by NRRM _____	64
Fire-Interface and Wildfire-Hazard Rating 20 _____	65
Flood-Hazard Rating - _____	66
Explosion or Emissions-Hazard Rating 16 _____	67
Transportation Failure-Hazard Rating 16 _____	68
Water System Failure-Hazard Rating 14 _____	71
Severe Weather-Hazard Rating 14 _____	72
Fire-Industrial-Hazard Rating 13 _____	74
Terrorism-Hazard Rating 13 _____	75
Dangerous Goods Spill – Hazard Rating 12 _____	76
Epidemics-Hazard Rating 11 _____	77
Critical Facility Failure- Hazard Rating 9 _____	78
Avalanche- Hazard Rating 7 _____	79
Mine Accident-Hazard Rating 6- _____	80
Riots/Public Disorder-Hazard Rating 6 _____	80
Oil and Gas Industry- _____	80
Northern Rockies Potable Water Emergency Response Plan _____	81
Appendix A– EOC Position Descriptions & Checklists _____	85
Appendix B – EOC Forms _____	176
Appendix C- Vital Services Directory _____	177
Vital Services- General _____	180
GUIDE OUTFITTERS 2012 _____	197
Appendix D- Evacuation Operational Guidelines (2009) (attached) _____	203
Appendix E- Northern Rockies Regional Municipality ESS Plan (attached) _____	203

Appendix F- Declaring a State of Local Emergency in British Columbia	204
Appendix G- Northern Health Pandemic Plan	207
Appendix H- Radio Frequencies	208
Appendix I- Fort Nelson First Nations Emergency Plan Draft	210

Section 1: Introduction

Forward

This plan has been developed to encourage continuity in a permanent, BCERMS directed, all-hazard community program for managing all emergencies.

The Northern Rockies Regional Municipality (NRRM)/Fort Nelson First Nations (FNFN) Emergency Plan has been designed to be read, re-read and exercised by those responsible for the Program and to be revised regularly to record collective policies and changes to contact lists. As such it is understood that an effective emergency plan is a “living” document requiring revision and review on a continuing basis. The Plan is intended to be used as the basis from which to build an effective and coordinated response.

This plan is for both NRRM and FNFN and has been agreed upon by both jurisdictions. All actions undertaken using this plan will involve collaboration and partnerships between the two governments to ensure that the interests of all the citizens involved are protected.

Mission Statement

“To provide planning, support and leadership for emergency management in NRRM in order to protect people, property and the environment in the event of an emergency or disaster.”

Statement of Plan Purpose

The purpose of this Emergency Plan is to provide a course of action, in the event of a disaster or major emergency, for the earliest, most efficient employment of services required to preserve life, property, the local economy and the environment and to facilitate overall control of the Community’s emergency operations.

These actions are, but are not limited to:

- The most timely response possible to an emergency, by all services, and the establishment of overall control of emergency response and recovery operations;
- Ensuring that immediate action is taken to eliminate or lessen all sources of danger while minimizing crowd convergence and

maintaining order at the incident site so that emergency operations are not impeded;

- Providing emergency medical triages, treatment, support and transport to injured persons;
- Initiating rescue, where necessary, of all persons trapped, injured or in immediate danger, with the minimum of delay;
- Providing a process that allows a Municipal State of Local Emergency to be enacted by officials with a minimum of delay in major emergencies or disasters;
- Providing controlled evacuation of any building or area considered to be in a hazardous situation;
- Ensuring that essential ESS “emergency social services” are established to plan and provide for the short term basic needs (feeding, clothing, shelter, personal counselling, financial support, registration and inquiry);
- Directing of displaced or evacuated persons to ESS Reception Centres;
- Providing for a continuation of existing essential public health services;
- Ensuring that utility lifelines (electrical, gas, water, sewers, transportation corridors, etc.) are effectively protected, repaired and maintained;
- Ensuring that Municipal communications networks are employed and maintained for communications within the NRRM;
- Ensuring that factual and effective public information is made available at the earliest possible time to:
 - Lessen public anxiety about immediate risk or danger
 - Reduce the number of onlookers at the scene by soliciting public cooperation
 - Direct those looking for information on relatives or loved ones to Registration and Inquiry services
 - Inform public officials and other levels of government
 - Solicit appropriate action on the part of the public

- Ensure prompt and effective recovery from the emergency or disaster;

Section 2: Plan Information

Introduction

This plan takes into account, and should be considered and used in conjunction with the following documents

- Emergency Program Act (1996)
- Provincial Emergency Program Policy and Procedures Manual
- Emergency Social Services (ESS) Policy and Procedures Manual
- BCERMS Operation and Management Standards

NOTE: Any reference to “Mayor or Acting Mayor” will also include the Chief or Acting Chief of the Fort Nelson First Nation.

Plan Administration and Maintenance

Administration

The NRRM and FNFN’s Emergency Coordinator are given the responsibility of ensuring that the plan is amended and annexes are updated and that review of the plan is conducted regularly.

Maintenance

When changes or amendments are made to the plan, changes will be sent out and owners are to update their copy.

Mutual Aid Agreements /Memorandums of Understanding

The Emergency Program Executive Committee will ensure that Mutual Aid Agreements, Memorandums of Understanding and any other form of agreements with outside agencies and jurisdictions are reviewed every year to confirm their requirements and validity. Agreements are to be renewed when required.

Contact Information

The Emergency Coordinator or alternate will ensure that all contact information is confirmed twice a year.

Training

As required by the authority of the Town of Fort Nelson Bylaw 587,2000 and Northern Rockies Regional District Bylaw 177,2005, the plan and associated procedures will be tested on a regular basis.

Aim

The aim of this plan is to provide the mandated structure to organize an effective response and recovery disaster operation that ensure that the following priorities are addressed during any emergency:

- Provide for the safety and health of all responders
- Save lives
- Reduce suffering
- Protect public health
- Protect government infrastructure
- Protect property
- Protect the environment
- Reduce economic and social losses

The plan assigns responsibilities within the NRRM for the preparation for, response to, and recovery from, emergencies and disasters. The plan will also act as a guide for the immediate actions of emergency response agencies and key officials in the critical hours after a general emergency or disaster occurs.

Assumptions

The following assumptions have been made:

- Staff and assisting/cooperating agency personnel are trained in their assigned duties
- Staff will execute their assigned responsibilities
- Residents, with the exemption of lifesaving services, will be self-sustaining for a minimum of 72 hours.
- That assisting/cooperating agencies are familiar with and are using the BCERMS standards
- That not all functions are required to be implemented in each disaster.
- The carrier is responsible for HAZMAT incidents.

- Assisting and cooperative agencies will develop necessary procedures for the delivery of their assigned emergency response and recovery responsibilities.

Section 3: Authority

Legal Authority

The legal authority for this plan resides in the following:

- Emergency Program Act (1996) and associated regulations
- Town of Fort Nelson and NRRD Bylaws No. 587 & 177 (2000)
- Compensation and Disaster Financial Assistance Regulation
- Local Authority Emergency Management Regulation
- Indian Act

Supporting documents found in Annex.

Authority for Plan Activation

The Plan will not be activated in the event of a small scale, regular emergency that may require the deployment of Police, Fire, Ambulance, Public Works or other response agency, in order to limit damage to persons, property or environment. In such cases normal departmental procedures will be followed.

The Plan or part of the Plan may be activated in the event of an unusual or major emergency that requires actions above normal procedures, to limit damage to persons, property or environment. This would occur if the capabilities of the NRRM's first responders are exceeded by the incident and require support. These incidents could include, but are not limited to forest fires, hazardous material spills, multiple injuries, urban fires, evacuation of public, earthquakes, explosions, floods, and industrial emergencies.

In these or similar cases the Plan may be activated by the Senior on duty police officer or fire officer, Emergency Coordinator, Administrator or their alternates. Emergency Operations Management Team members will be notified if the whole plan is activated to assist in the judgment of the situation. An Emergency Operations Centre may be opened. Assistance will be sought from EMBC, other municipalities, as required and as available. Emergency Operations Committee will be put on alert.

Section 4: Emergency Management Organization and Administration

The Plan and a State of Local Emergency will be put into effect in the event of a major emergency, with significant long lasting or traumatic impacts on residents or visitors to the NRRM, or when there is possible widespread property damage, damage to the environment, or the local economy has occurred as a result of natural or man-made hazards. The Mayor or alternate may activate a State of Local Emergency in conjunction with the Chief of the FNFN

Emergency Management Organization

Delivering emergency management services should not be accomplished by one individual. Aside from the required workload, evaluating risks and assessing appropriate controls demands a thorough knowledge of natural and cultural resources, past events, population statistics, current policies and capabilities of partners that can only be provided by many individuals. The Emergency Program will be administered by the Emergency Coordinators and with the assistance of the Emergency Program Executive Committee. The EPEC is comprised of the Mayor and Council and Chief and Council who provide recommendations to the Regional Council through the Emergency Operations Committee.

The undertaking of emergency management activities will be on behalf of the residents of NRRM and done so in full support of public interest.

Training and Exercises

Training and exercising is an imperative aspect of a successful Emergency Program. Appropriate training and opportunity to test knowledge and the provision of the Plan will take place through regular exercises.

When possible, exercises should be conducted in conjunction with other Emergency Management individuals, agencies and organizations.

The Emergency Coordinators or Deputies will monitor and evaluate training and exercises.

Section 5: Concepts of Emergency Management

The purpose of this section is to provide an overview of the concepts of Emergency Management including: risk analysis, mitigation, response, recovery, preparedness and site structure and organization.

Risk Analysis

Risk Assessment

Risk assessment is a process for evaluating the relative risks associated with natural and technological hazards. It helps community members and individuals involved in emergency management understand the probability and frequency of an occurrence and the magnitude and severity of the consequences.

Risk Summaries

An examination of the geographic and industrial makeup of NRRM reveals that planning and preparations are necessary to meet a number of emergency situations.

The following is a consolidated list of emergency events that may occur within the NRRM response area. The list combines small and common events with hazards that can result in major disasters.

1. Avalanche
2. Critical Facility Failure
3. Dangerous Goods Spill
4. Earthquake
5. Epidemic-animal
6. Epidemic-human (Pandemic)
7. Explosion or Emissions (H₂S)
8. Fire-Industrial
9. Fire-Interface and Wildfire
10. Flood

11. Infrastructure Failure

- a. Power Outage
- b. Communication Failure
- c. Natural Gas Failure
- d. Transportation Failure
- e. Roads and Highways
- f. Rail
- g. Air
- h. Water System Failure

12. Landslide

13. Lost Persons

14. Mine Accident

15. Riots/ Public Disorder

16. Severe Weather

- a. Blizzards
- b. Drought
- c. Fog
- d. Hail
- e. Heavy Snowfall
- f. Heavy Precipitation
- g. High Winds
- h. Ice Storms
- i. Temperature Extremes
- j. Lightning

17. Structural Collapse

18. Terrorism

- a. Explosive
- b. Bomb Threats
- c. Chemical Agents
- d. Biological Agents
- e. Water Contamination

Mitigation Phase

Decades of experience on numerous major emergencies in BC support the conclusion that a cooperative approach is needed to reduce, if not eliminate risks from natural and technological hazards. The province and its communities cannot afford the high costs of responding to and recovering from repeated loss events. There is increasing pressure to acknowledge that prevention is the appropriate action to be taken.

This prevention is called mitigation and is defined as:

Sustained action taken to reduce or eliminate long-term risk to people, property, environment, and the economy from hazards and their effects.

The concept of mitigation distinguishes actions that have a long-term impact from those more closely associated with preparedness for, immediate response to and short-term recovery from a specific event. In other words, mitigation works proactively to reduce risks before an emergency occurs. Statistics show that for each week of an event, recovery takes up to 40 weeks, so if flooding occurs and the event lasts two weeks, recovery can take 80 weeks at a substantial cost.

The following chart gives examples of the three types of mitigation strategies:

HAZARD	AVOIDANCE (Examples)	LOSS PREVENTION	LOSS REDUCTION
Fire (Urban and rural)		- Encourage fire prevention awareness among citizens	Ensure community is trained in the use of portable extinguishers
Flooding	Remove buildings from flood-prone areas	- Construct flood control works	Require elevated first floors for buildings located in flood areas
Wildfire	Avoid construction near unprotected wild land areas	- Reduce forest fuels near buildings - Require flame-resistant roofing in high-risk areas - Clear deadfall surrounding residential areas - Educate and encourage public in Fire Smart procedures	Ensure at least two road exit routes from high-hazard residential areas

Response Phase & Priorities

The term “response” covers that period of time from the moment of awareness to the fulfillment of response. The priorities that must be addressed at all times during a response are:

- To provide for the safety and health of all responders
- To save lives
- To reduce suffering
- To protect public health
- To protect government infrastructure
- To protect property
- To protect the environment, and
- To reduce economic and social losses

Emergency Operations Activation and Termination

1. Activation

Upon receiving the initial report of a major emergency or disaster, the agency will call the Emergency Coordinators or Administrators. These individuals will then determine whether the EOC Management Team should be notified and if the Emergency Plan should be implemented.

2. Termination

The EOC Director will terminate the EOC activity for the current incident and notify all participants. Termination is a process, as individual functions are no longer required at the EOC; their individual responsibilities are passed “upwards” to their immediate supervisor and so on.

Incident Command Post (ICP)

In the event of a major emergency the lead responding municipal departments (police and/or fire) will establish an appropriately located command post. This post will be:

1. Located in a safe location
2. Clearly identified
3. The base for on scene incident command and coordination
4. The base for on scene reporting by other responders
5. The base for on scene security and convergence management
6. The base for on scene media management
7. Managed by a qualified Incident Commander confirmed by the lead department responsible. BC Emergency Management System (BCERMS)

The British Columbia Emergency Response Management System (BCERMS) is a comprehensive management system that anticipates a coordinated and organized response and recovery to all major emergencies. The standard, developed by the Interagency Emergency Preparedness Council, identifies a broad spectrum of components of the BCERMS including operations and control, qualifications, technology, training and publications. This Plan complies with the BCERMS model and recommends local governments and private sector endorse and applies the principles of structured and cooperative emergency response.

The BCERMS Standard designates four levels of response:

1. Site Response Level

At the site level resources are applied to solve the problems presented by an emergency incident using the BC Incident Command System (ICS). Response on-site is directed by a single command, or unified command, from a single on-site incident command post. Most incidents such as a routine traffic accident or a house fire will fall into this category and will involve only a site level response.

Resources must be acquired and controlled, access routes identified and location of staging areas must be addressed early to avoid confusion. The process of assembling and deploying all resources on the site ensures a workable and flexible operation, as each site layout will be different. Although each situation will require a different response, the principle of organization remains the same.

2. Emergency Operations Centre Activation

In larger incidents responders on-site may require resource support. In circumstances such as these an Emergency Operations Centre (EOC) will be set up in a predetermined facility to provide this support. The principles of ICS are used in the organization and management of the EOC. The EOC provides support to on-site incident command and coordinates resource requests from site and manages all off-site activities. The EOC may be requested by an Incident Commander following the guidelines set out in this Plan.

3. Provincial Regional Emergency Operations Centre (PREOC)

The Provincial Regional Emergency Operation Centre (PREOC) level coordinates, facilitates and manages information, policy direction and provincial resources to support local authorities (EOC) and provincial agencies responding to an emergency. This level does not communicate directly with Incident Command but communicates with the EOC.

4. Provincial Emergency Coordination Centre (PECC) Level

The Provincial Emergency Coordination Centre (PECC) coordinates provincial resources and prioritizes and establishes provincial government objectives in response to requirements at the other levels. This level also serves as the coordination and communications link with the federal disaster support system. The Provincial Central Coordination level is activated when

the key ministries or the Director of the Provincial Emergency Program considers it necessary to coordinate and direct overall provincial response to an emergency or disaster. A Provincial Operations Centre is also established.

The Incident Command System

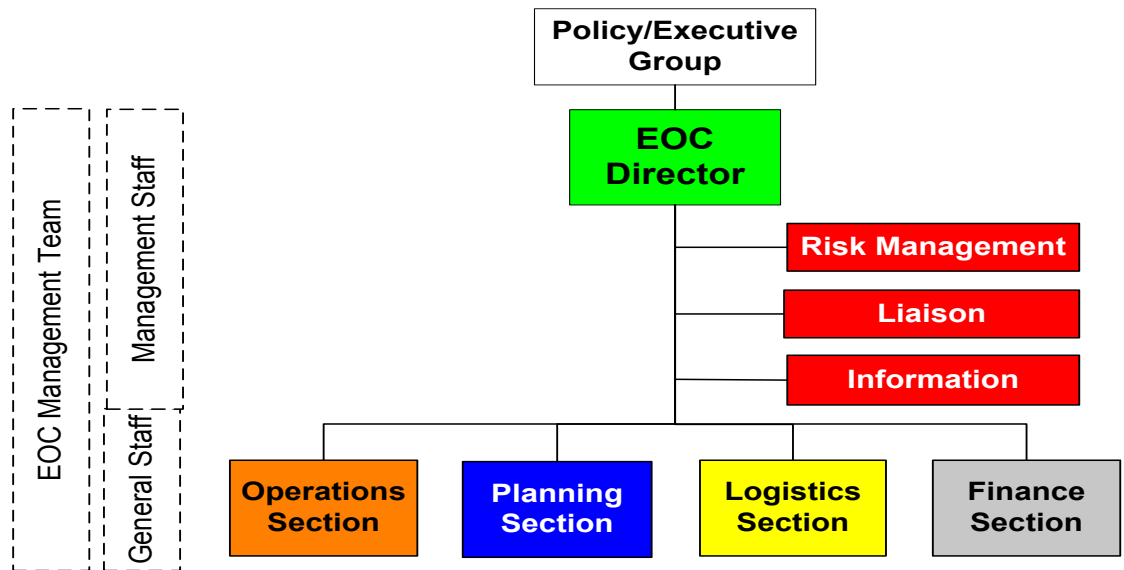
The Incident Command System (ICS) is a standard emergency management framework specifically designed to allow users to adopt and integrate an organization structure equal to the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries.

The Incident Command System is used at each response level including site support at the EOC. Each EOC section manages its operations using ICS.

At the EOC, the individual designated as the EOC Director has responsibility for all functions. That person may elect to perform all functions or delegate authority to perform functions to other people in the organization. Delegation does not, however, relieve the EOC Director from overall responsibility.

- **Management:** The EOC Director is responsible for all incident support and EOC activity. Although other functions may be left unfilled, there will always be an EOC Director when the EOC is activated.
- **Operations:** The Operations Section is responsible for directing the tactical actions to meet incident objectives.
- **Planning:** The Planning Section is responsible for the collection, evaluation and display of incident information; maintaining status of resources and preparing the Incident Action Plan and incident-related documentation.
- **Logistics:** The Logistics Section is responsible for providing adequate services and support to meet all incident or event needs.
- **Finance/Administration:** The Finance/Administration Section is responsible for keeping track of incident-related costs, personnel and equipment records and administering procurement contracts associated with the incident.

A typical EOC organizational chart:



Span of Control

Each supervisor should only supervise from **three** to **seven** individuals at any given time. This ratio has been proven to be the most efficient for effective supervision.

Action Plans

There are two types of actions plans in BCERMS: site level plans and site support action plans. At the site level the verbal or written action plans should contain objectives, strategies and tactics for one operational period. At the site support level, action plans address the policies and priorities that support the Incident Commander at the site. Incidents of short duration at the site level, the action plan may not be written. However, when several jurisdictions are involved, resources from multiple agencies are requires or the incident will require changes in shifts of personnel over another operational period, the action plan should be written.

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

The planning process should provide:

- Current information that accurately describes the situation

- The predictions of the probable course of events in incident/disaster dynamics and mitigation actions
- Alternate strategies for all vital incident objectives
- An accurate, realistic action plan for the next Operational Period

Five primary steps must be followed in sequential order to ensure a comprehensive action plan:

1. Understand the situation
2. Establish priorities, objectives, and strategies
3. Develop the plan
4. Prepare the plan
5. Evaluate the plan

Resource Management

Resources will always be in one of three status conditions:

- Available
- Assigned
- Out of Service

These resources and their status must always be tracked.

Dissemination of Information during an Emergency

During an emergency, it is crucial that timely and accurate information be released as soon as possible to the public, NRRM employees, and to other groups that are identified as having both the right and the need to know.

Crisis information practices will be utilized in an emergency communication and should be reviewed and followed in order to ensure effective dissemination of information during an emergency.

Crisis Information Communication Practices

- The use of only one official spokesperson in the crisis situation. This spokesperson will have the authority to address questions and concerns regarding the emergency.
- The Public Information Officer will provide the spokesperson with support, including preparations of background material; preparing and getting approval for media releases, coordinating briefings and conferences.

Public Information Officer will also coordinate and maintain media lists including their phone and fax numbers, email and other social media contact information.

- It is important to remember that if an EOC is set up, the EOC Director must approve all press releases and communications coming from the EOC. This ensures consistent messaging from the EOC. The Public Information Officer will work with the EOC Director and Mayor to ensure the proper messaging is prepared and carried out.
- Media will receive first-hand information from the official spokesperson
- The Public Information Officer will be responsible for assisting television and photographers in their pursuit of visual coverage of an emergency.
- Official Statements will be released at the earliest possible opportunity.

Information Systems

In any emergency situation, particularly one of long duration, there must be a process in place for an efficient and accurate flow of information. This information can be broken down into four types.

- Command and Managerial Direction-flows through established lines of authority (ICS)
- Situation Reporting-submitted by all departments at pre-established times. These can be used in determining Action Plans and warn of pending problems or form the basis for release of information.
- Incident Reports-any major emergency or serious incident (loss of life, mass evacuation, etc.) must be communicated as an immediate incident report.
- General Information: It is essential that information be exchanged between responders, members of the EOC, and between the Site and the EOC. This can be verbal or written. Verifying general information is essential before taking action. Thus it is best if the message is in writing with the originators message number, originating date and time, originators legible name and signature, and functional position.

Communications

Communications are an essential part of effective response to an emergency situation. Consideration should be given to the following means of communication:

- Mail
- Fax
- Telephone (land line)
- Radio Telephone (cellular, satellite)
- Two-way Radio (amateur, commercial, agency)
- Social Media (Facebook, Twitter, etc.)

Written copies of all messages should be made and kept for future reference. Emergency messages receive priority.

The telephone, both land line and wireless can very quickly become a hindrance to the effective operation of an EOC. If at all possible, all incoming calls should be routed through to the Public Information area. Telephone numbers for all EOC staff as well as all other important numbers should be published in an EOC Telephone Directory as soon as possible after activation. This directory should receive limited circulation to those involved in the response. It should be remembered that most wireless communication can be monitored by the news media and public via radio scanners.

Personnel Identification

Personnel working within the EOC should be identifiable, first with nametags, and secondly with a coloured vest or armband. This includes personnel wearing their agencies uniform or insignia. BCERMS has established a colour code:

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

Documentation

It is extremely important to accurately document actions taken during emergencies; this will assist in tracking and monitoring the effectiveness of the response. Sometimes there are cost claims to be verified as well as disputes as to whether appropriate and timely actions were taken. The EOC Director is responsible for preparing "after action" reports on all aspects of the emergencies under their control. These can be used in debriefings.

Worker Care

All supervisory personnel shall maintain an awareness of the physical and mental condition of personnel operating under their span of control and insure that adequate measures are taken to provide for their safety and health. Provisions should include:

- Rest
- Ability to access medical attention
- Food and fluid
- Area of quiet
- Ensure that debriefing services are available

Recovery Phase

Recovery refers to any actions undertaken, by an organization or individual following an emergency that will assist in returning essential services such as: utilities, phones, government offices, to service. Effective recovery consists of a complex array of interdependent and coordinated actions.

As with response, recovery demands a flexible organization and an orderly progression. The Emergency Program, therefore, anticipates the use of the Incident Command System for all recovery operations, if appropriate.

A successful recovery program begins at the moment of impact. There may be no clearly defined separation between response and recovery. The tasks are separate from response, but should be carried out simultaneously.

Responder's roles and responsibilities have been developed for short and long-term recovery to ensure that local government is kept up to date on recovery issues, as well as to identify potential areas of mitigation and to improve preparedness. Failure to strictly account for damage documentation and personnel costs can result in possible loss of reimbursement.

Initial Recovery Response

Recovery actions accompany the initial response, usually within the first 72 hours following an incident and include the following:

- Debris removal and clean-up
- Emergency, short term repair of lifeline utilities
- Emergency repair of transportation system
- Building safety inspections

- Coordination of provincial/federal damage assessments
- Re-occupancy of structures
- Formation of initial recovery task force

Short-term Recovery

A short-term recovery phase usually addresses activities between 72 hours and 4 weeks following an event. Short-term recovery involves restoring the infrastructure and services following an event.

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

Long-term Recovery

Long-term recovery includes measures that will return the NRRM back to normal, pre-event condition. Long-term recovery covers the time period between 4 weeks and years. Considerations include:

- Hazard Mitigation
- Reconstruction of permanent housing and commercial facilities.
- Implementing long term economic recovery

Long-term recovery is the ideal time to address risk mitigation. Careful planning is required to ensure that appropriate measures are taken to reduce risks.

Emergency Response and Disaster Assistance Funding

The Emergency Program Act provides for statutory services that assist local governments with funding for emergencies and disasters. Funding details are

contained within the EMBC Policy and Procedures Manual. Specific losses may be eligible for financial assistance under two separate programs.

1. Disaster Financial Assistance (DFA)

This service provides financial assistance for local authority recovery of disaster incidents. Funding under DFA may be provided on approved emergency response requiring extraordinary measures within the jurisdictional boundaries of local government. Losses covered by DFA for local governments include the following:

- Structural losses to essential public works, government buildings and facilities
- Materials, furnishings, and equipment which are essential to the functions and operations of the claimant
- Costs arising from clean-up and debris removal that is necessary to ensure public safety or that is essential for functioning of public works
- Costs arising from emergency response taken to protect lives and property, reduce damage caused, and to contain the effects of the disaster
- Deductible amount for insurance costs
- General administrative costs arising out of individual projects eligible for assistance

2. Emergency Response Funding

This program offers reimbursement for eligible costs incurred in emergency response for which DFA is not involved. To claim these costs the local authority sends an expense claim to the EMBC Regional Office. The claim will outline expenditures and will include invoices and receipts. If local authority DFA is authorized, claims for response costs will be authorized. Local governments are encouraged to use their own financial reporting systems to make it easier on EOC staff and future reporting and claims.

It is important that the Emergency Coordinators keep current on all eligible recovery costs from EMBC (Emergency Management BC). These can change with provincial budgets. The road rescue program is a good example of how recovery of costs is obtained through EMBC. If FNFN are involved, a separate EMBC Task # is required so that reimbursement to local governments for expenditures on First Nations situations can come from EMBC who will be reimbursed from Aboriginal Affairs and Northern Development Canada.

Preparedness

Preparedness means assembling the plans, equipment and trained personnel needed to respond and recover to an emergency in an organized and coordinated fashion. Preparedness covers all activities that sustain the policies and procedures documented in this plan.

Being prepared to act in the event of an emergency is an imperative aspect of the Emergency Plan. As such there are five key steps in ensuring that the NRRM, individuals, agencies and organizations are prepared:

- Review and update the NRRM/FNFN Emergency Plan and its appendices
- Acquire and maintain equipment and facilities suggested within the Plan
- Train with the equipment
- Exercise to support the training
- Identify improvements in the Plan

Section 6: Activation and Termination of the NRRM Emergency Plan

Initial Contact

911

Fort Nelson Fire Department: Non-Emergency Number – 250-774-3955

Fort Nelson RCMP: Non-Emergency Number- 250-774-2777

Call Out Procedure

First call from incident scene to police/fire dispatch. Receiving agency will investigate and determine the level of activation required. If required the agency will contact the Emergency Coordinators or Chief Administrative Officer. These individuals will determine whether the EOC Management Team should be notified and if the Emergency Plan should be implemented.

If required, the following people are delegated authority to implement this Emergency Plan, in whole or in part:

- Emergency Coordinators:
- Chief Administrative Officer:
- Any Incident Commander from the RCMP, BC Ambulance Service, Fire Department or Public Works
- RCMP
- Fire Hall
- Public Works

Level of Response

Site Response (routine)

All ongoing routine response activities by Emergency Personnel (Police, Ambulance, Fire)

Response managed by First Responders

No plan activation

Level 1: Site Support Level (Emergency Operations Centre Activation)

A situation confined to one location, which does not affect region-wide services, population or traffic

Phase 1: Initial Notification

- Emergency Coordinator, deputy or designated alternate
- Staff Sergeant, or designated alternate (for Police tasked or lead agency response)
- Fire Chief, or designated alternate (for Fire tasked or lead agency response)
- Public Works
- Chief Administrative Officer (also EOC Director)
- Public Information Officer, or designated alternate
- Mayor and Chief

Phase 2: Decision to Notify the EOC Management Team:

- Risk Manager
- Mayor and Chief
- Emergency Social Services Director
- Others as needed

Phase 3: Large Scale Notification

- Mayor and Chief
- Health Centre/ Health Authority
- BC Ambulance
- Communications

Level 2: Provincial Regional Emergency Operations Centre (PREOC) Response

- A situation affecting multiple-jurisdiction services, populations and geographic areas. Growth beyond the ability of the Municipality to cope. Local government may declare a “Local State of Emergency”.
- Because this is a wide disaster involving widespread damages in addition to the disruption of services, it requires a coordinated response of all local governments, departments and outside agencies. A Provincial EOC (PREOC) will be activated to support on-scene activities and the EOC.

Level 3: Provincial Emergency Coordination Centre Response (PECC)

A region-wide disaster that involves widespread damages in addition to disruption of services, requiring additional support and resources from Federal Government and/or other Provinces. A “Provincial Operations Centre” will be activated and the Attorney General may declare a “State of Emergency”.

State of Local Emergency (See Appendix F)

- The Mayor, or Alternate and if needed, Chief of the Fort Nelson First Nations, when satisfied that an emergency exists or is imminent, may declare a **State of Local Emergency** relating to all or any part of the Municipality.
- A declaration of a **State of Local Emergency** must identify the nature of the emergency and the part of the Municipality where it exists or is imminent, and the declaration must be made: by bylaw or resolution if made by Council; or by order, if made by the Mayor and Chief.
- The Mayor and Chief must, before making a declaration, use best efforts to obtain consent of the other members of Council to the declaration, and must convene a meeting of Council, as soon as practical, to assist in directing the response to the emergency.
- **Immediately after making a declaration of a state of local emergency, the Council or the Mayor and Chief and Council, must forward a copy of the declaration to the Solicitor General of B.C. at:**
EMBC: 1-800-663-3456 Fax: (250) 952-4888

- A declaration of a state of local emergency **expires seven (7) days from the date it is made** unless the Solicitor General, Lieutenant Governor in Council, the Mayor/Chief or Council cancel it earlier
- It is also recommended that if a State of Emergency is declared, that a communication plan be prepared by the Public Information Officer, Mayor and EOC Director. .
- The Mayor and Chief or Council may, with the approval of the Solicitor General of the Lieutenant Governor in Council, **extend the duration of the declaration of a State of Local Emergency for periods of not more than seven (7) days each.**

Extraordinary Powers

After a declaration of a state of local emergency is made, and for the duration of the State of Local Emergency, NRRM may implement all procedures that it considers necessary to prevent, respond to, or alleviate, the effects of the emergency or a disaster, including the following:

Implement the Emergency Plan or other local emergency measures and exercise the following powers:

- Acquire and use any personal property considered necessary to prevent, respond or alleviate the effects of an emergency or disaster
- Cause the demolition or removal of any trees or structures considered necessary to prevent, respond to, or alleviate the effects of any emergency or disaster as approved by Mayor and Council
- Cause the evacuation of persons and the removal of livestock, animals and personal property and make arrangements for the adequate care of those persons, livestock, animals and personal property
- Control or prohibit travel within the Municipality
- Authorize the entry into any building or on any land, without warrant, by any person in the course of implementing the emergency plan, as considered necessary by the Mayor and Chief and Council to prevent, respond to, or alleviate the effects of any emergency or disaster
- Procure, fix prices for, or ration food, clothing, fuel, equipment, medical supplies or other essential supplies and the use of any property, services, resources or equipment within any part of its jurisdiction for the duration of the state of emergency

- Authorize or require any person to render assistance of a type that the person is qualified to provide or that otherwise is or may be required to prevent, respond to or alleviate the effects of an emergency or disaster
- Provide for the restoration of essential facilities and distribution of essential supplies
- Authorize in writing, any persons involved in the operation of the local emergency plan to exercise, the powers above.¹ in relation to any part of the jurisdictional area affected by the declaration.

Termination of a State of Local Emergency

1. Cancellation of Declaration of a State of Emergency

The Council or the Mayor and Chief must, when of the opinion that an emergency no longer exists in the part of the jurisdictional area in relation to which a declaration of a State of Local Emergency was made,

- By resolution, if the cancellation is effected by Council, or
- By order, if the cancellation is effected by the Mayor and **Promptly notify the Solicitor General at 1-800-663-3456 or Fax @ (250) 952-4888 of the cancellation of the declaration of a State of Local Emergency**

Note: A declaration of a State of Local Emergency made in respect of a part of a jurisdictional area, may be superseded by the making of a declaration of a state of emergency by the Attorney General or the Lieutenant Governor in Council relating to that same, or a larger part of the jurisdictional area.

2. Notification of termination of declaration of state of local emergency

Immediately after the termination of a declaration of a State of Local Emergency, Council or the Mayor and Chief must cause the details of the termination to be published by a means of communication that the local authority considers most likely to make the contents of the termination or the fact of the termination known to the majority of the population of the affected area.

Section 7: Emergency Operations Centre

Primary Emergency Operations Centre

The primary Emergency Operations Centre (EOC) is located in the Fire Hall in Fort Nelson at 5404-48 Ave. This will also apply to those communities outside of Fort Nelson.

Alternate Emergency Operations Centre

In the event that the primary Emergency Operations Centre is not serviceable, the alternate Emergency Operations Centre is located at the NRRM offices in Town Square in Fort Nelson.

EOC Activation Level

The EOC **may** be activated at a level sufficient to address the magnitude, scope or stage of the event. The following is a guide to assist in determining the level of activation in the EOC.

Event/Incident	Activation Level	Minimum Staffing	Authorization Level
Small event - one site - two or more agencies involved - potential threat of flood, severe storm, interface fire	ONE	- EOC Director - Liaison Officer - Information Officer - Operations Section Chief - ESSD to be advised - PEP to be advised - FNFN representative	- Town Administrator - Departmental head(s)
Moderate Event - Several sites - Several response agencies involved - Partial evacuation	TWO	-EOC Director -Liaison Officer -Information Officer - Section Chiefs as required -Risk Mgmt. Officer - FNFN Representative -PEP/PREOC limited activation	- Mayor - Town Administrator
Major Event - Multiple sites - Regional disaster - Multiple agencies involved - Extensive evacuations - Resources or support required	THREE	-All EOC functions and positions as required -Policy Group - FNFN Representative -PREOC activation	- Automatic - Mayor - Administrator

Emergency Operations Centre Activation

The EOC **may be activated** under any of the following conditions:

- Declaration of a State of Local Emergency
- Resources coordination required because of limited local resources or significant need for outside resources
- Significant number of people at risk
- At the request of site commanders
- Uncertain conditions such as the possibility of event escalation or unknown extent of damages.
- Reported damages or conditions
- Real or expected media attention and scrutiny

Response coordination required because of size of event or number of responding agencies.

Section 8: NRRM Departmental Roles, Responsibilities and Resources

Elected Officials

Role:

The role of the elected officials is to annually review the emergency plan, provide policy advice and support to the Emergency Program Executive Committee and in particular the Emergency Coordinator. The Mayor and Chief may be called upon to meet the requirements of the Emergency Program Act if a State of Local Emergency is going to be instated.

Responsibilities:

1. The Mayor/Acting Mayor and Chief/Acting Chief will, upon notification that an Emergency Condition exists, report immediately to a site near the Emergency Operations Centre designated in the call-out.
2. The Mayor and Chief, or designated Alternate, may, on the advice of other members of the Emergency Program Executive Committee and EOC Director officially declare a “State of Local Emergency” to exist and may, for the purpose of the Plan, designate any area as an Emergency Area.
3. The members of Council may be called out upon instructions from the Mayor and Chief to attend a Special Council Meeting. Upon arrival of two-thirds of the members, Council will convene an emergency meeting to pass the necessary resolution to deal with the emergency.
4. Council will hold themselves available for the passage of further consultation if necessary in support of the Emergency Operations Centre.

Emergency Program Executive Committee

Role:

The Emergency Program Executive Committee (EPEC.) works with the Emergency Coordinator to ensure that provincially mandated emergency management measures are met.

Responsibilities

1. Ensuring a operational EOC facility is in place
2. Setting achievable goals for emergency management within the NRRM
3. Works to assist the Emergency Coordinator by providing direction
4. Ensures timely reviews of the Emergency Response Plan to update information as needed.

This Committee consists of the following personnel:

Fire Chief

Municipal Emergency Coordinator

FNFN Emergency Coordinator

Chief Administrative Officer

Chief Financial Officer

Mayor

Chief

Councillor

Councillor

Sgt. - Department Head RCMP

BC Ambulance Unit Chief

Public Works Operations Manager

Director of Community Service

Community Development Officer

Health Centre-Head Emergency Nurse

Emergency Social Services Director

Policy Group

Role:

The Policy Group provides overhead management for the EOC and this includes policy guidance, forward planning, resource procurement, telecommunications assistance, provincial agency liaison and media briefings in support of individual incident commanders managing an incident.

Responsibilities:

- The Policy Group will assemble the Town Hall in a separate room from the EOC.
- The Mayor and Chief, or designated Alternates, may, on the advice of the other members of the EOC Director and Emergency Program Executive Committee, officially declare a “State of Local Emergency” to exist and may, for the purpose of the Plan, designate any area as an “Emergency Area”.

The Provincial government shall be formally notified of this declaration through the Provincial Emergency Program at the regional and provincial levels.

In the event of such a declaration any of the following actions may be taken:

1. Evacuation of those buildings within the “Emergency Area” which are themselves considered dangerous or in which the occupants are considered to be in danger from some other source.
2. Dispersal of groups of people not directly connected with the operations who, by their presence, are considered to be in danger, or whose presence hinders in any way the efficient functioning of the operation.
3. Discontinuation of any services without reference to any other consumer in the NRRM where, on the advice of the Emergency Program Executive Committee and EOC Director, continuation of such a service constitutes a public hazard within the “Emergency Area”.
4. Expend monies for the abatement of risk to life, property or the environment.

5. Employ the extraordinary powers permitted under the Terms and Conditions identified in the B.C. Emergency Program Act.
6. The calling out and employment of Municipal equipment and personnel, as well as contract services or mutual aid agreements.

In addition to the above, the following actions may also be taken by the EOC Information Officer::

1. Establishment of an Information Centre for the issue of accurate releases to the media and for the issue of approved authoritative instructions to the general public.
2. Establishment of an Inquiry Call Centre to handle individual requests for information requests concerning all aspects of the emergency.

If the implementation of all these actions is insufficient to control the emergency, then the Mayor or Alternate may request the assistance of the Province through Emergency Management BC.

EOC Management Team

Composition and Actions:

1. The EOC Management Team will support emergency site operations. They are responsible for providing the essential additional resources needed to minimize the effects of the emergency on the Municipality. This group will be made up as follows:
 - a. **EOC Director or alternate**
 - b. **Operations Section Chief or alternate**
 - c. **Planning Chief**
 - d. **Logistics Chief**
 - e. **Administration & Finance Chief**
2. Additionally, the following outside agencies could be added as resources to the Operations Section:
 - a. **Northern Health Authority**
 - b. **BC Ambulance**

- c. Emergency Social Services Director or Alternate**
- d. Emergency Coordinator**
- e. Public Information Officer**
- f. RCMP**
- g. FNESS (if First Nations are involved)**
- h. Fire Department**

3. The Emergency Operations Management Team will assemble at the Emergency Operations Centre, located in the Fire Hall at 5404-48 Ave., Fort Nelson. It is advisable to bring the whole team in for the first meeting so that everyone is briefed at the same time. Those not needed may be released until higher levels of EOC activation are required. Note: Depending on the size of the emergency or the availability of EOC staff, EOC staff may perform multiple roles.
4. Decisions may be made in consultation with the elected officials who are known in BCERMS as the Policy Group. The Policy Group is not part of the EOC and as such should meet in a separate room away from the EOC.
5. There may be a need to establish an Information Centre at Town Square, to handle requests for information concerning all aspects of the emergency. This will be managed by the EOC Public Information Officer.
6. Level of activation may require consultation with the Provincial Regional Emergency Operations Centre (PREOC) in Prince George.

Emergency Coordinator

Role:

Emergency Coordinators are appointed by Mayor, Chief and Councils, and coordinates or assists in coordination of the operations within the activated Emergency Operations Centre (EOC).

Responsibilities:

1. The Emergency Coordinators are responsible for the day-to-day management of the Emergency Program including public awareness, departmental coordination within and external to the NRRM.
2. Ensure that an EOC plan is developed for incidents that require the activation of the EOC with the assistance of the Emergency Program Executive Committee.
3. Through the EOC Director, provide immediate and continuing information on the developing emergency situation in the NRRM to the Provincial Emergency Program through its Regional Manager.
4. Activate the EOC in support of a request to do so from an emergency site.
5. Arrange for the provision of public information and an inquiry service through the Public Information Officer in the EOC.
6. Coordinate goods and services acquisition, storage and distribution from such sources as pre-arranged agreements, donations and convergent resources.
7. Work with their counterpart in the Fort Nelson First Nations to ensure that all aspects of the emergency are dealt with.

Police (RCMP)

Role:

The responsibilities of the RCMP, in an emergency, and the method by which those police services will function will be developed and produced by the Non Commissioned Officer in Charge (NCO I/C).

Responsibilities:

For the purposes of this Plan, the Police have accepted the following duties and responsibilities:

1. Participate in the activities of the Emergency Operations Centre and the Emergency Program Executive Committee and may carry out the duties of the Operations Chief when the RCMP is the lead responding agency;
2. Provide crowd control, civil order, disaster area security;
 - Control traffic where required to facilitate the movement of emergency vehicles both in and out of the emergency area
 - Establish and maintain control of evacuation routes
 - Conduct, or assist in, the evacuation of buildings as authorized
 - Provide assistance in search and rescue operations where possible
 - Arrange for the continuity of law and order throughout the NRRM of NRRM
 - Advise and assist the Coroner in the event of fatal casualties
3. Assist with the setting up of a perimeter in the instance of hazardous material incidents
5. Recovery plan for RCMP
6. Provides personnel to EOC facilities if manpower is available.

Fire Department

Role:

The role of the NRRM Fire Department, in an emergency, and the method by which those services will function will be developed and produced by the Fire Chief. For the purposes of this Plan, the NRRM Fire Department has accepted the following duties and responsibilities:

Responsibilities:

1. Fire Chief or designate will be involved in activities of the Emergency Operations Centre and the Emergency Program Executive Committee.
2. Conduct all operations connected with the fighting of fires
3. Determine if special equipment or supplies are required, if so make arrangements for its procurement
4. Conduct, or assist in, the evacuation of buildings as authorized
5. Provide, or assist in, rescue works and medical aid where required
6. Maintain a log of all actions taken
7. Coordinate survey of emergency/disaster impact
8. Have a business recovery plan for the department

The NRRM Fire Department will assume the lead agency role in managing an integrated response of Agencies to an emergency or disaster caused by one of the following events or if requested to do so by the Mayor and Council.

- fire
- explosion
- building collapse
- gas leaks
- hazardous materials
- motor vehicle incidents

Public Works

Role:

The role of the Public Works Department is to coordinate roads, utilities, water works, sewers, environmental services, mechanical, equipment and building inspection functions in the municipality

Responsibilities:

In an emergency, the Public Works Department will be responsible for the following duties and activities:

1. The Public Works Operations Manager will participate in the activities of the Emergency Operations Centre and the Emergency Program Executive Committee.
2. Maintain, repair and provide emergency restoration of all municipally operated utilities (drainage and sewer), and coordinate the supply of potable water from any source.
3. Provide liaison and assistance, where possible, to public utility companies and commercial communication outlets for the maintenance, emergency restoration and discontinuance of their utilities.
4. Provide and erect barricades, signs and other traffic control devices to control traffic.
5. Provide municipal equipment and vehicles and procure, as required, equipment and vehicles from the private sector.
6. Provide flood protection operations, including sandbagging, emergency pumping and drainage or excavation. Obtain and report information on rising floodwaters.
7. Provide for the clearing of debris, maintenance of emergency traffic routes including arranging for the demolition of unsafe objects.
8. Provide for snow and ice control on roads.
9. Allocate space for waste storage.
10. Business recovery plan for department.
11. Maintain a log of all actions taken.
12. Assist in rescue operations, where required.

13. Provide for mechanical maintenance and servicing of essential vehicles and equipment.
14. Assist in handling/abatement of impacts from hazardous material incidents.
15. Establish streamlined procedures for processing permits to rebuild.
16. Photograph all damage.
17. Participate in the preparation of a Recovery and Reconstruction plan and make emergency preparedness issues a normal part of community planning process.

In receipt of an Emergency Alert, the Public Works Operations Manager, will order the necessary Operations personnel to be placed on standby basis and will report to the Emergency Operations Centre (EOC).

The Public Works Department will assume the lead agency role in managing an integrated response of Municipal Agencies to an emergency or disaster caused by the following events or if requested to do so by the Mayor and Council:

- Power Failure
- Communication System Failure
- Earthquake
- Flood

Community Services

Role:

The Director of Community Services will coordinate with the Emergency Social Services Director, all temporary requirements in municipal structures and parks for person(s) rendered homeless as a result of a local emergency.

Responsibilities:

1. Sit on the Emergency Program Executive Committee and as the Logistics Chief in the EOC.
2. Coordinate with the ESS Director for the provision of an adequate ESS Reception Centre during a local emergency.
3. Designate a representative to liaise with the Emergency Social Services Director.
4. Assist with initial set up of the Reception Centre if normal staffing level can be spared without disrupting the continued operation of the facilities.
5. Maintain records and forward estimates of departmental staff and material costs.
6. Business Recovery plan for Community Services Department.

Section 9: NRRM Volunteer Agency Roles and Responsibilities

Emergency Social Services

Role:

The primary responsibility of Emergency Social Services is to plan for and provide for the short-term basic needs of all individuals in the event of a small or large scale emergency or disaster.

Responsibilities:

1. Activate call out for volunteers.
2. Appoint a back-up Emergency Social Services Director.
3. Coordinate with Community Services Department the opening and operations of a designated ESS Reception Centre or Group Lodging facility if required.
4. Provide Registration and Inquiry.
5. Coordinate and maintain partnerships with local agencies to assist in Emergency Social Services. These include, but are not limited to, the Red Cross, Victim Services, and NRRM Ministerial.
6. Provide food to victims, volunteers and workers affected by the emergency or disaster.
7. Provide personal services such as counselling and special needs as required.
8. Provide coordination, listing and recording of volunteer services.
9. ESS Director will sit as part of the Operations Sections in the EOC or appoint someone from ESS to do so. .
10. Provide for secondary communications with amateur radio.
11. Obtain and maintain ESS facilities and equipment.
12. Maintain a log of actions taken.
13. Coordinate with Community Services to provide essential services for all persons affected by an emergency or disaster.
14. Provide comfort kits to those who need them.

Search and Rescue

Role:

To coordinate and manage a volunteer search and rescue team to provide technical advice, communications, medical assistance and support to local authority.

Responsibilities:

1. Assist the Fire Department in the extrication of trapped or injured victims from collapsed/damaged structures.
2. Provide trained teams for search and rescue for ground and inland water search and to facilitate logistical and technical requirements.
3. Assist the local authorities in casualty evacuation and treatment of injured.
4. Assist with evacuation as required. Utilize the standard SAR building and victim marking systems.
5. SAR to utilize the EOC to communicate with search team and EOC group.
6. Maintain log of all actions taken.

Rangers

The National Canadian Ranger Task List includes the following:

- a) Conduct and Provide Support to Sovereignty Operations ;
- b) Conduct and Provide Assistance to CF Domestic Operations, and
- c) Maintain a CF presence in the Local Community

Rangers are capable of assisting other organizations but not in a lead role.

There is a chain of command to follow and any assisting has to be passed through their Victoria office since they are part of the Armed Forces.

A number of Rangers have equipment to use such as: ATV's, Snowmobiles, Trucks, Radios, GPS', Maps, Tents, Satellite Phones, and Food Rations.

Rangers come equipped and can take on most chores assigned.

Rangers can perform: Search and Rescue, Road Barricades, Landing Helicopters, Clean Up, Security, Communications.

Amateur Radio

Role:

To provide auxiliary communications to the EOC in time of need.

Responsibilities:

1. Provide backup communications between the NRRM EOC and, in order or priority:
 - a. PREOC
 - b. other municipalities and EOC's
 - c. incident site
 - d. local reception centres
2. Use amateur radio frequencies, as allocated by Industry Canada, as well as personal or NRRM owned equipment.

Primary Communication Frequencies

See Appendix G For Radio Frequencies

Section 10: Other Agencies and Provincial Government

School District # 81 /Northern Lights College Roles and Responsibilities

It should be noted that each School District has its own emergency plan. NRRM should work together with the School District to ensure that everyone's plans are in sync with each other. The success of this plan and their plan will depend on it.

Role:

- To provide for the safety of students, teachers and staff.
- To prepare school emergency plans.
- To make available staff and facilities for emergency response when called upon to do so.

Responsibilities:

The provision of any school (as appropriate and available) for use as a reception centre or group lodging facility.

1. Upon being contacted by the Emergency Social Services Director or designate, provide a School, NRRM representative to coordinate and provide direction with respect to the maintenance, use and operation of the facilities being utilized as reception centre or group lodging facility.
2. In the event of an emergency during normal school hours, the principal of the affected school (until directed otherwise) is responsible for:
 - implementing the school "emergency plan" or
 - implementing the school "evacuation plan" depending on the nature and scope of the emergency
3. The educational authorities having control of the students during school hours and school buildings will act to safeguard the students in their care.

Northern Health Authority Roles and Responsibilities

Health Centre

Role:

In the event of a major emergency/disaster or on activation of the emergency plan, the Northern Health Authority will provide medical care within its capacity and will activate its Emergency Plan.

Responsibilities:

1. Establish and maintain contact with the Emergency Medical Coordinator at the site of the emergency.
2. Establish and maintain contact with the EOC through an appointed representative.
3. Work in conjunction with BC Ambulance Services to transfer serious cases to an available hospital facility.
4. Create and maintain a Health Centre Emergency Plan including a Pandemic plan. See Appendix H

Provincial Ministry Roles and Responsibilities

Emergency Health Services: BC Ambulance Service

Role:

To provide ambulances, personnel, communications and management expertise in order to assess, provide initial treatment, stabilize, transport and deliver patients with medical needs to appropriate medical centres.

Responsibilities:

The responsibility of the B.C. Ambulance Service in an emergency is dictated by Provincial mandate and shall include the following:

1. Triage, treatment and transportation of casualties from a multi-casualty incident or disaster.
2. Ensure that the Regional Emergency Medical Communications Centre advises Duty Superintendent of EOC Activation through Charge Dispatcher.
3. Ensure that all available surface ambulance resources are identified (roll call) and mobilized as required. Auxiliary and private contractor ambulance services should also be identified.
4. Ensure that all available air ambulance resources are identified and mobilized as required. Determine support needs i.e., Helispots, security, ground transportation, etc.
5. Determine the status of medical facilities within the impacted area.
6. Ensure that all available First Responder and associated services groups (SAR) are identified and mobilized as required.
7. Coordinate the transportation of injured victims to appropriate medical facilities as required.
8. Coordinate all pre-hospital Emergency Medical Services, including but not limited to mutual aid, Canadian Forces and private contractor First Aid Stations.
9. Coordinate and deploy National Emergency Stockpile System (NESS), (CCU, ATC, EH) as required.
10. Coordinate emergency medical needs at ESS registration/reception centre with ESS Director

11. Complete and maintain Branch Status Reports for major incidents requiring or potentially requiring provincial and/or federal response support, and maintain status of unassigned EMS resources in the area.
12. If sufficient staffing, have someone sit in the EOC Operations section.

Emergency Management BC

Role:

Emergency Management BC (EMBC) is the emergency services organization start point of provincial matters whose role it is to:

1. Coordinate the Provincial Government's emergency response to emergencies that occur within British Columbia.
2. Prepare, distribute and maintain an emergency strategy that outlines the responsibilities of all Provincial Ministries and Agencies in an emergency situation.
3. Advise and assist Provincial Ministries and Agencies and local government in the development of emergency management programs and plans.
4. Maintains a continuous emergency response and readiness capability.

Responsibilities:

Major Emergencies or Disasters

1. Coordinates all requests for provincial or federal emergency assistance through establishment of a Provincial Regional Emergency Operations Centre (PREOC) that supports the EOC's.
2. Makes the appropriate request to the Provincial Ministries and agencies for assistance if the Municipality's resources are not adequate for an effective response to the emergency.
3. Arrange for Workers' Compensation coverage to registered emergency workers.
4. Recommends to the Provincial Government that a Provincial State of Emergency be declared.
5. Provides and maintains a Provincial Public Information Program during all phases of a disaster.

EMBC Emergency Contact Procedure

Emergency Phone 1-800-663-3456 (24 hours)

Non-emergency 1-250-612-4172 (regular hours)

Coroners Service

Role:

In the event of emergency involving fatalities, the B.C. Coroners service will provide personnel to attend the scene and assume responsibility for the removal of human remains.

Responsibilities:

1. Tags bodies and fragment remains.
2. Stakes location where body is removed.
3. Provides body bag or disaster pouch.
4. Provides transportation of remains to designated loading area(s) then to hospital morgue or temporary morgue.
5. Records and secures personal property of the deceased.
6. Coordinate forensic pathology to determine cause and manner of death.
7. Coordinates deontology service to determine identification through dental comparison.
8. Complete Coroners Medical Certificate of Death.

Coroners Service Contact

Chetwynd-1-250-788-5547

Prince George Head Office-1-250-565-6040

Section 11: Evacuation Plan for the NRRM

See Appendices D&F

Introduction

To order an evacuation, a Local Authority must declare a State of Local Emergency as enabled under section 12 of the BC Emergency Program Act.

This plan deals with the movement of people to a safe area, from an area believed to be at risk. This will occur only when emergency situations necessitate such actions. Once evacuation occurs, by official Notice of Evacuation, residents are encouraged to register at the Emergency Social Services Reception Centre, then to seek their own resources for room and board (family, friends, etc.) until such a time as the All Clear Notification has been given. Emergency Social Services will make provisions for any evacuee requiring assistance. Evacuees requiring assistance will be provided with clothing, food and shelter for up to 72 hours.

This document is written with references to the latest editions of the following regional and provincial legislation, regulation and operational guidelines. Changes to referenced documents shall directly affect the execution of the Plan.

- EMERGENCY PROGRAM ACT (RSBC 1996) Chapter 111. British Columbia Operational Guidelines for Evacuations (BCOGE) (Interim 2002)
- British Columbia Wildland-Urban Interface Fire Consequence Management Plan (May 2002)

Definitions

Note: the following terms are specific to the Evacuation Plan and are in addition to the definitions provided in referenced legislation, regulations and guidelines.

- *Evacuation Alert*-a notification of danger in an area. Evacuation Alerts are issued to advise the population at risk of the potential for loss of life from a hazard, and recommends that the population be prepared to evacuate
- *Evacuation Area*- geographic area, based on transportation corridor, topographic constraints, and logistical consideration
- *Evacuation Order*- instructions given in response to the imminent potential loss of life because of any potential danger, to the population at risk in the affected area
- *Local Radio Station*- 102.3
- *CBC – FM 88.3 or Sirius Radio 159*
- *Reception Centre*- area established to receive evacuees

Authorization

An evacuation alert or order may be issued by any of the following authorities based on information supplied by on site personnel or other government agencies.

- The head of a local authority (such as NRRM Council, Fire Chief, etc.)
- The Minister responsible for the Emergency Program Act
- The Lieutenant Governor in Council
- The British Columbia Fire Commissioner, under the *Fire Services Act (Section 25 (1))*
- The Ministry responsible for Health, under the *Health Act (Chapter 161, Sect 60/62)*
- The Ministry responsible for the Environment, under the *Environment Emergency Act*
- The Ministry responsible for Energy Mines, Energy and Minerals Division, under the *Mines Act Health and Safety and Reclamation Code Subject:*
- Indian Act

Decisions to authorize or decline an evacuation alert or order are based on many factors including:

- The nature of the disaster
- The areas of the community that are immediately affected from the specific hazard and natural barriers
- Adjacent areas that might be affected by weather conditions
- Potential duration of the incident
- Time available to carry out the evacuation
- Resources required to contain the situation
- Resources required to secure the area

The alert will be relayed to the Emergency Coordinator.

Assumptions

The following assumptions are made in the likely need to evacuate due to wildfire:

- Voluntary evacuation will occur when there is sufficient warning of a threat between 5 and 20% of the affected population will evacuate before being ordered
- Some people will refuse to evacuate, regardless of threat. Note that if there are children involved and their parents or guardians do not want to evacuate, the children can be taken by the provincial jurisdiction looking after children.
- Some pet owners will refuse to evacuate until arrangements are made for their pets
- Livestock owners should be consulted and agreements for the transfer or otherwise safekeeping of their stock during an evacuation should be predetermined to avoid unnecessary preoccupation of resources during an evacuation
- Standard evacuation routes will be established, but may be revised based on a change of scenario; and evacuation during NO NOTICE emergency

situations will be on an ad hoc basis, based on the direction of the on-site incident commander.

Notification

Once the evacuation alert and/or order have been authorized it must be effectively communicated to everyone in the evacuation area. There are several methods of notification. The NRRM will use the designated Local Radio Station or company communications systems to broadcast emergency measures information. At present, this will be followed by door-to-door contact, if necessary.

The Emergency Coordinator (EC) will be the initial contact from the official authority (see Authorization). The EC will contact the other NRRM Emergency Program staff and the local radio station with information on the alert or order.

Contents of an Evacuation Alert

Residents are most likely to obey an evacuation alert and evacuate in an orderly manner if they are provided with as much information as possible about the incident. The alert will include the following information:

- The nature of the incident
- Assembly area, if required
- Reception Centre location
- What to bring (medicine, clothing, sleeping bags, personal items, etc.)
- Turn off appliances (stove, lights, heaters, etc.)
- Not to use the telephone unless you need emergency service
- Instruction regarding pets and livestock
- Places to find additional information (NRRM website) *See Appendix for template*

Contents of an Evacuation Notice

The following information assumes that sufficient time has lapsed for an alert to be given. The order will include the following additional instructions.

- Gather personal/family emergency kit
- Proceed quickly to the nearest evacuation site if transportation is required

- Report to the Reception Centre indicated and register with the personnel staffing that Centre
- Keep a flashlight and radio with you at all times

Livestock Evacuation

Residents with livestock shall adhere to the following guidelines:

- Personal and family pets **may** accompany their owners to the Reception Centre Location. Owners are requested to bring enough pet food for 72 hours. This will be pre-determined by the ESS Director at the time of evacuation and will depend on such things as capacity to take care of animals.
- Livestock owners are requested to register their stock with the Ministry of Agriculture and make prior arrangements for transportation and stabling, should that become necessary Note: In most cases this is not practical and takes up valuable time. Livestock can fend for themselves. A large issue may be livestock owners not wanting to leave their stock behind.

Resident Evacuation

When the Evacuation Order has been issued, the residents will proceed to evacuate to the nearest evacuation site, if transportation is required. Residents, who are unable to attend the evacuation site due to illness or disability, should call 911 or the Fort Nelson RCMP detachment.

Traffic Control

Generally the RCMP is responsible for traffic control during an evacuation. However, if there are no members available to provide traffic control, the Emergency Operations Centre Director will assume responsibility for this and appoint a designate to handle traffic. The departure routes will be determined based on the location of the incident.

To ensure accurate recording of affected individuals, all evacuees will be registered as they arrive at the Reception Centre.

Perimeter control should be established at all entry points into an evacuation area. RCMP or appropriately trained staff will control the flow of inbound traffic. All traffic will be stopped in order to assess the following:

- allowed to proceed into evacuation area if permit is displayed
- required to obtain permit and then enter area
- directed to turn around and return to point of origin

- directed to nearest reception centre

Securing Property

Check points must be established and all inbound traffic must be challenged. Authorization to enter an evacuation area must be obtained by the RCMP in command, Emergency Coordinator or his designate. Any person authorized to enter an evacuation area must be directed to a specific area where an authorized person will record:

- the name and address of the person (company name if appropriate)
- the reason for entry
- the time of entry
- the time of exit

All Clear Notification

When it is deemed safe to return to the affected areas, residents will be permitted to return with the advisory that it may be necessary to re-activate the evacuation order.

Shelter-in-place

Sheltering-in place is the measure that consists of inviting a population to stay inside their homes or the buildings where they are waiting for the end of the threat, and to take certain precautions. This is a time limited protection measure; the decision to shelter will be related to the time required for eliminating the threat. If uncertainty about the potential duration of a threat is high, it is better to evacuate. See appendix for Shelter-in-place notice and release.

Section 12: Evacuation

Evacuation Routes

Evacuation of any part of the NRRM will occur in an event that the emergency puts the population at risk for potential loss of life. In the event of an evacuation people will be routed out of the designated area via one or more of the major exits:

- Alaska Highway east or west depending on emergency for:
 - Lower Post
 - Fireside
 - Coal River
 - Contact Creek
 - Muncho Lake
 - Toad River
 - Mile 317
 - McDonald Family
 - Tetsa River

- Fort Liard – South on Hwy. 77 to Fort Nelson
- Horn River- South on SYR to Fort Nelson
- Prophet River First Nations- north or south on Alaska Highway

- Fort Nelson First Nations- to pre-determined evacuation centres including Fontas, Canta and Snake River

- Fort Nelson- to pre-determined evacuation centres

Ensure that once the exit routes have been established, all other possible exit routes are blocked.

Evacuation Process

1. An evacuation alert or order is issued.
2. Evacuation alert or order must be communicated to everyone in the evacuation area.
3. There will be people within the evacuation zone who are unable to leave without assistance. People with no transportation should meet at designated meeting points in location.

4. People who are unable to attend one of these meeting points are encouraged to have a HELP sign in their window so responders can assist them
5. RCMP or designates will ensure a constant flow of traffic from the evacuation area and monitor the route for congestion (stalled, parked vehicles)
6. RCMP will secure the area and ensure that anyone entering the evacuation area will have authorization from the NCO, Emergency Coordinator and will provide name and address, reason for entry, time of entry and time of exit. Ensure that all facilities around town are checked before the completion of the evacuation.

Reception Centre

- In the event of the evacuation, a reception centre will be set up in the receiving community/communities
- NRRM ESS will be involved in the setting up of a reception centre, although to what extent will be determined by the state of readiness of the receiving community
- Reception Centre location/s will be announced at the time of the evacuation order declaration

Refer to Appendix F for examples of the following forms:

- Declaration of State of Local Emergency
- Delegation of Emergency Powers Matrix
- Extension Request of State of Local Emergency
- Cancellation Order of State of Local Emergency

Refer to Appendix G for example of an Evacuation Order.

Section 13: Hazard Risk Vulnerability Assessment – needs to be evaluated by NRRM

The purpose of Hazard, Risk and Vulnerability Analysis (HRVA) is:

To help communities make risk-based choices to address vulnerabilities, mitigate hazards and prepare for response to and recovery from hazard events.

“Risk-based” means based on informed choices of alternate unwanted outcomes. In other words, making risk reduction choices based on the acceptability of consequences and the frequency of hazards.

Using the equation of Risk = Probability x Consequences, the following hazards were rated.

Ratings:

0-5 No Risk

5-10 Low Risk

10-15 Moderate Risk

15-20 High Risk

20-25 Extreme Risk

Each of these hazards is listed and examined to assess the relative risks to the community and highlight opportunities for mitigation and coordinated response.

Separate binders may be prepared for each type of risk that will provide more details on the risk and impacts for each.

Fire-Interface and Wildfire-Hazard Rating 20

Wildfires rank as one of the highest concerns for the NRRM of NRRM. From May to October each year, NRRM faces serious threat from wild land fires.

Possible Effects:

- Casualties
- Deaths
- Evacuation
- Trapped people
- Disruption of traffic
- Disruption of utilities
- Convergence of volunteers/agencies
- Property damage
- Public Health Issues and Concerns

Policies

- Interface fires will be managed using unified command with Incident Commanders supplied by the Ministry of Forests, Lands and Natural Resource Operations and Fire Department having jurisdiction

Flood-Hazard Rating -

Minor Flooding-defined as a flooding incident that involves a single or small number of single-family dwellings in a small geographical area. Minor flood events are normally handled by the appropriate response agency, and are confined to a single jurisdiction.

Major Flooding-defined as a flooding incident that extends over a large geographical region. A flood of this magnitude would normally expand outside of the boundaries of a single response agency and its mutual aid agreements, and normally requires a coordinated response from multiple agencies or jurisdictions.

Possible Effects:

- Damage to property
- Disruption of community
- Convergence
- Casualties
- Contamination of normal water supplies
- Evacuation of the population
- Access routes blocked
- Loss of economic activities
- Damage to sewer and drainage systems

Policies

- It is our policy to work cooperatively with the Ministry of Environment, Ministry of Transportation, and PEP
- We will keep the public informed by releasing all confirmed flood warning information through local media sources

Explosion or Emissions-Hazard Rating 16

An explosion may be caused by the ignition of flammable gases or vapours when mixed with air. Common explosion sources include pipelines, utility ducts, fuel storage facilities, soil-generated gases and mines. Gas leaks and explosions occur when natural gas or gasoline pipelines rupture, by accident or due to poor design or corrosion.

Possible Effects

- Casualties
- Deaths
- Damage to property
- Fires
- Escape of dangerous gases, chemicals, etc.
- Panic
- Disruption of traffic
- Disruption of utilities

Policies

- In the event of a major explosion, regardless of the cause, life safety of both responders and impacted people will be the first priority
- In the event of an emission such as an H₂S gas leak, the community will retreat to "Shelter-in-Place" until the risk is lessened
- The EOC will support the Incident Commander, regardless of agency filling that role
- It is our policy to immediately secure the site of the explosion to preserve evidence, ensure safety and enhance privacy
- Consider act of terrorism

Transportation Failure-Hazard Rating **16**

Rail, motor vehicle and air incidents.

Motor vehicle incidents rank among the most frequent of emergency events in the planning area. Most occurrences result in property damage that requires site clean-up. Some crashes lead to major injuries or fatalities that require specialized response. Motor vehicle crashes present primary concern when they involve large numbers of passengers. Some motor vehicle crashes may cause ancillary emergencies, such as hazardous materials spills that may require evacuation and sheltering efforts.

Rail accidents involve the derailment of a train, collision with another train, motor vehicle, or other obstruction on the tracks. Vandalism also leads to rail accidents. There is also opportunity for environmental damage when hazardous products are being carried. This could impact water systems as well as cause evacuations as these hazardous products spread through the environment.

An aircraft crash creates the potential for multiple explosions and can result in an intense fire, which can lead to injuries, fatalities, and the destruction of property at and adjacent to the impact point. The location of the crash has a significant effect on the number of dead and injured among people on the ground. More air crashes occur near airports than elsewhere but can occur anywhere.

Possible Effects

- Casualties
- Deaths
- Panic
- Disruption of traffic
- Emotional Distress
- Disruption of business/school
- Convergence of stranded travelers

Policies

- The EOC can assist indirectly by supporting the restoration effort
- Federal Ministry of Transportation is responsible for restoration of roadways

- CN Rail is responsible for restoration of railways.

• Earthquake- Hazard Rating 14

NRRM is within fault lines and may be susceptible to earthquakes.

Possible Effects:

- Casualties
- Deaths
- Trapped people
- Damage to property
- Infrastructure damage and destruction
- Inability to obtain necessary supplies
- Fires, explosions and fire hazards
- Escape of gases
- Flooding
- Slides
- Panic
- Dangers to public health
- Evacuation
- Jurisdictional issues

Policies

- In the event of a major earthquake, a level 3 response will be declared
- Should NRRM not be affected, it is our policy to provide support and assistance to other areas affected as needed and requested. This may include providing resources or receiving evacuees from other communities.

Infrastructure Failure- Hazard Rating 14

Infrastructure failures include: power outages, communications failures, and natural gas failures.

Possible Effects

- Casualties-Indirect effects due to lack of power
- Panic
- Trapped persons
- Emotional Distress
- Disruption of business/school
- Loss of security

Policies

Power Outage

- BC Hydro is responsible for restoration of power
- The EOC can assist indirectly with such actions as finding resources to clear fallen trees from routes used by BC Hydro line crews
- Under no circumstances will First Responders handle power lines as they may still be energized

Communications Failure

- TELUS is the prime supplier of communications
- The EOC can assist indirectly with setting up emergency communications systems such as Amateur Radio

Natural Gas Failure

- Fortis Gas is responsible for restoration of gas service
- Assist in locating and setting up locations with an alternate source of heat

Water System Failure-Hazard Rating 14

Water systems can fail because of drought, equipment failure and contamination of the water source by natural or deliberate means.

Possible Effects

- Hazards to people and livestock
- Casualties
- Inability to fight fires
- Contamination of water
- Disruption of business
- Disruption of sanitary services
- Evacuation
- Disruption of traffic

Policies

- The Department of Public works is responsible for the water supply in NRRM.

Severe Weather-Hazard Rating 14

The NRRM is susceptible to extreme weather and storm conditions from time to time. Atmosphere hazards are a general term that includes:

- Blizzards-high wind in the 90-130 KM/H range, blowing snow and/or low temperatures. Wind Chill factor and poor visibility intensify the effects of these storms
- Drought-shortage or absence of water
- Fog-reduced visibility
- Hail
- Heavy Snowfall
- Heavy precipitation
- High Winds
- Ice Storms-Freezing precipitation can happen at any time during the winter months. Cold air from the prairies and the north can be suddenly interrupted by warm air from the coast. The result is a coating of ice on everything and as the thickness of ice builds, structures tend to fail.
- Extreme Temperatures-whether hot or cold can have an impact on our ability to function
- Thunderstorms/Lightning

Possible Effects

- Power Outages
- Disruption of traffic
- Stranded and missing people
- Disruption of essential services, utilities, first responder services, business and schools
- Emotional distress
- Food, water and fuel shortages
- Loss of security

Policies

- In the event of a severe snowstorm, first priority is snow removal for emergency services and transportation of essential staff
- In the event of a severe snowstorm RCMP should consider waiving licenses for on-road use of snowmobiles, quads, and ATV's
- In the case of drought or severe water shortage the EOC will ensure water supplies are identified for potable water and firefighting
- In the event of a power outage during cold weather, the EOC and ESS will ensure that vulnerable individuals (e.g. elderly) are taken care of first. If needed, a reception centre will be set up to ensure that the citizens have somewhere warm to go.

Fire-Industrial-Hazard Rating 13

Although most buildings in the NRRM are well separated from each other, a major blaze could spread among adjacent structures in high-wind conditions. Other areas of concern would be the heavy industrial park, industrial shops and structures at the mines. These areas are unpopulated and surrounded by forest.

Possible Effects

- Casualties
- Deaths
- Damage to property
- Fires
- Sudden hospital requirements
- Disruption of traffic and communication
- Explosions and other hazards
- Collapse of buildings
- Disruption of services
- Evacuation

Policies

- Fires will be managed using ICS with the senior officer on scene of the fire department having jurisdiction being appointed the Incident Commander
- We will work closely with the BC Forest Service on fires to prevent the spread of fire to vegetation
- As needed, the EOC will support responders.

Terrorism-Hazard Rating 13

Terrorism can take on many forms: the following are the most common forms of terrorism.

- Explosives
- Bomb Threats
- Chemical Agents
- Biological Agents
- Chemical Agents

Policies

- The RCMP are responsible for dealing with an act of terrorism
- The EOC can assist with the response by coordinating the supply of personnel, equipment and specialist

At all times the safety of responders should be a priority.

Dangerous Goods Spill – Hazard Rating 12

A hazardous material is any substance that may be explosive, flammable, poisonous, corrosive, reactive, or radioactive because of its quantity, concentration or characteristics. A hazardous materials incident involves the uncontrolled release of a hazardous substance during storage or use from a fixed facility or mobile transport.

PIN is the Product Identification Number as designated by Transport Canada for the transportation of dangerous goods.

Possible Effects

- Road closures
- Evacuation
- Fire, Explosions
- Casualties and death
- Disruption of business and industry
- Contamination of soil and water

Policies

- Responders will take defensive role until product and actions are identified
- Spiller is responsible for clean up and restoration
- Inform Community of both hazard and risk
- Work with the Ministry of Environment on strategies and assistance.

Epidemics-Hazard Rating 11

Animal Epidemic

Possible Effects

- Casualties
- Death
- Damage to property
- Economic Impact
- Panic
- Quarantine

Human Epidemic (Pandemic)

- Casualties
- Deaths
- Economic impact
- Panic
- Quarantine of people
- Overwhelming of health services

Policies

- In the event of a major outbreak of disease such as Pandemics, regardless of the cause, the EOC should consider an automatic response and work with Northern Health as they have a special plan for dealing with Pandemics.

Critical Facility Failure- Hazard Rating 9

These are facilities such as: RCMP Detachment, Fire Hall, school, hospital ambulance station or any other facility that is critical to the daily operation of a community.

Possible Effects

- Casualties-indirect effects due to another emergency
- Deaths- as above
- Disruption police, fire, ambulance or health centre services
- Disruption of community administration
- Necessity of rapid relocation of facilities
- Disruption of business and schools
- Loss of security
- Loss of communication capability of responders

Avalanche- Hazard Rating 7

While major snow avalanches are not common events in the populated area of the NRRM, the mountainous backcountry, do have many that for the most part go unnoticed. These are by in large unpopulated areas however these areas are being accessed more and more by winter backcountry recreation lists participating in outdoor winter activities.

Possible Effects:

- Missing persons
- Road blockage

Policies

- The responsibility for lost persons in winter avalanche situations belongs to the RCMP. They are aided by municipal and provincial emergency program SAR volunteers (with avalanche rescue training).
- The EOC will provide support and assistance as needed or requested by the Incident Commander.

Mine Accident-Hazard Rating 6-

The mining industry is active within our boundaries. It is important that the NRRM keep a list of key contacts at each mine and have a copy of their Emergency Response Plans. Annual meetings with each mine should be held to ensure that all potential hazards to the NRRM are identified and planned for.

Each mine is required to have an Emergency Management Plan and the NRRM should have a copy of these.

Riots/Public Disorder-Hazard Rating 6

A riot is a violent public disorder, specifically a disturbance of the peace by a group of persons with either a common or random intent to destroy property, assault persons, or otherwise disturb the peace. When riots and looting occur, there is a significant loss of property to business. Rioting tends to be viewed as a big city event, although it could occur in a small community such as NRRM. The Police are responsible for the restoration of order.

Oil and Gas Industry-

There are many hazards associated with this industry that can come from many sources. All companies are required to submit an Emergency Response Plan to the Oil and Gas Commission and the NRRM should have a copy of those plans.

Hazards can come from:

- Chemicals
- Noxious fumes including H₂S
- Toxic fluids
- Fires at rig sites
- Pipeline breaks

The companies should annually review their plans with the NRRM Emergency Coordinator to ensure that all potential hazards are identified and that exit routes, etc. are identified.

Northern Rockies Potable Water Emergency Response Plan

Introduction

The NRRM Emergency Plan has been prepared so that it may be implemented in the event of a real or threatened situation that may introduce a deleterious substance or a prolonged interruption affecting the waterworks system. More detailed plans to deal with each possibility will be developed and placed in operational manuals.

The NRRM potable water system consists of:

- Raw water lagoons
- Treatment plant
- 5 Treated Water Reservoirs
- Pump houses
- PRV Stations

Emergency Response Plan (ERP) Initiation

Situations for activating the ERP are:

- Contamination of source (1.1)
- Loss of Source (1.2)
- Power Failure (1.3)
- Distribution system failure (i.e. water main break) (1.4)
- Chlorine gas leak (1.6)
- Vandalism/Terrorism (1.7)
- Contamination of groundwater under the sewage lagoon (1.8)
- Cross-connection, resulting in line contamination (i.e. siphoning) (1.9)

ERP Procedures

1.1 Source Contamination

Actions:

- Shut down pump

- Notify Utility Operators
- Close valves in the suspected contaminated area to isolate mains in affected area
- Notify Northern Health
- Contact government agencies for advice and assistance
- Operators will take water samples from the system to see how far contamination has spread
- Arrange alternate source if necessary- i.e. bottled water, bulk hauler
- If necessary, contact local media for service announcement

1.2 Source Loss (Raw Water Lagoons)

Actions:

- Ensure pump is shut off (to protect pump)
- Notify Utility Operators
- Notify Operations Manager
- Utility Operator will make sure pumps are turned off, turn off chlorine supply
- Contact government agencies for advice and assistance
- Contact local media for service announcement
- Arrange alternate source if necessary- i.e. bottled water, bulk hauler

1.3 Power Failure

Actions:

- Notify Utility Operators
- Call BC Hydro
- If back-up Generator does not work for an extended time, make arrangements to have another generator brought in or call in a repair service immediately. The system is designed to automatically switch on when normal power is cut.

1.4 Distribution System Failure (i.e. water main break)

Actions:

- Isolate break (shut off valves)
- Notify Utility Operators
- Notify Public Works Foreman

- Notify Operations Manager
- Notify Utility user if applicable
- Repair break and disinfect area as quickly as possible.

1.5 Breakdown in Treatment Process

Actions:

- Isolate
- Notify Utility Operators
- Notify Operations Manager
- If treatment plant is off line for extended time, then a contingency plan will be developed.

1.6 Chlorine Gas Leak

Actions:

- Notify Fire Department
- Notify Utility Operators
- Notify Operations Manager
- Notify Public Works Foreman
- Divert all traffic from area
- Shut off chlorine bottles and isolate leak.
- Repair and run residual tests

1.7 Vandalism/Terrorism

Actions:

- Assuming person(s) has contaminated water source/system, see Source Contamination (1.1).

1.8 Contamination of Ground Water

- Ministry of Environment should be called if there are any concerns at all.

1.9 Cross-Connection Resulting in Line Contamination

Actions:

- Isolate the affected area

- Notify the Utility Operator
- Notify the Operations Manager
- Notify the Public Works Foreman
- Notify the Ministry of Environment

Emergency Response Plan- Locations and Implementation

The ERP is to form part of the NRRM Emergency Response Plan.

A copy of the plan will be kept at:

- Public Works Building
- Water Treatment Plant
- NRRM offices

Shutdown and Start- up Procedures

- Shutdown and start-up procedures will be posted at each station along with contact names

Contact Names – See Appendix C

Appendix A– EOC Position Descriptions & Checklists

- Generic EOC Checklist – For All Functions
- Policy Group
- EOC Director
- Deputy EOC Director
- Risk Management Officer
- Liaison Officer
- Information Officer
- Operations Section Chief
- Fire Branch Coordinator
- Police Branch Coordinator
- Ambulance Branch Coordinator
- Health Branch Coordinator
- Emergency Social Services Branch Coordinator
- Environmental Branch Coordinator
- Engineering Branch Coordinator
- Utilities Branch Coordinator
- Planning Section Chief
- Situation Unit Coordinator
- Resource Unit Coordinator
- Documentation Unit Coordinator
- Advanced Planning Unit Coordinator
- Demobilization Unit Coordinator
- Recovery Unit Coordinator
- Technical Specialists Unit Coordinator
- Logistics Section Chief
- Information Technology Branch Coordinator
- EOC Support Branch Coordinator
- Supply Branch Coordinator
- Personnel Branch Coordinator
- Transportation Branch Coordinator
- Finance / Administration Section Chief
- Time Unit Coordinator
- Procurement Unit Coordinator
- Compensation and Claims Unit Coordinator
- Cost Accounting Unit Coordinator

The following checklist pertains to all EOC functions required in a major emergency.

Generic EOC Checklist – For All Functions	
Getting Started:	<ul style="list-style-type: none"> <input type="checkbox"/> Check in with the EOC Director or Logistics Section Chief upon arrival at the EOC. Obtain an identification card and vest, if available. <input type="checkbox"/> If you represent an outside (non-jurisdictional) agency, register with the Liaison Officer. <input type="checkbox"/> Complete the PEP Task Registration Form (EOC 512). Use the EOC Check-In, Check-Out Form (EOC 511) each time you enter or leave the EOC. <input type="checkbox"/> Report to EOC Director, Section Chief, or other assigned supervisor, to obtain current situation status and specific job responsibilities. <input type="checkbox"/> Set up your workstation and review your position checklist, forms and function aids. <input type="checkbox"/> Establish and maintain a Position Log (EOC 414) that chronologically describes the actions you take during your shift. Use one Position Log even if you are serving more than one function. <input type="checkbox"/> Note on your Position Log all ideas you can suggest for improving the contribution of your function and of the EOC overall. These will be considered in the After Action Report. <input type="checkbox"/> Determine your resource needs, such as a portable radio, computer, phone, stationery, forms, and other reference documents. <input type="checkbox"/> Participate in any facility/safety orientations, as required.
Before Leaving:	<ul style="list-style-type: none"> <input type="checkbox"/> If another person is relieving you, brief them thoroughly before you leave your workstation. <input type="checkbox"/> Clean up your work area before you leave. Return any communications equipment or other materials to the Logistics Section. <input type="checkbox"/> Complete all other required forms, reports, and documentation and submit them to the Planning Section prior to your departure. <input type="checkbox"/> Complete your Position Log, and leave a phone number where you can be reached. <input type="checkbox"/> Sign the EOC Check-Out procedures. Return to Personnel Unit (in Logistics) to sign out. <input type="checkbox"/> Be prepared to participate in the EOC After Action Report and formal post-operational debriefs. <input type="checkbox"/> Make use of EOC stress counseling and debriefings, as needed.
Policy Group	
Responsibilities:	<p>The Policy Group supports the emergency response effort by providing interpretation of existing policies, new policies to address emerging situations, and providing continuity of governance throughout the response and recovery effort. Members of the Policy Group may include the Chair and Board Members, and/or Senior Executives.</p>

Generic EOC Checklist – For All Functions	
	<ol style="list-style-type: none"> 1. Consider Policies – Advise on existing policies and examine the requirement for new or temporary policies to support response and recovery. 2. Set Expenditure Limits – Determine appropriate expenditure limits for response and recovery. 3. Request Outside Support/Resources – Upon the advice of the EOC Director, request extra-ordinary resources and/or outside assistance. 4. Authorize "State of Local Emergency" – If and when required, declare or terminate a "State of Local Emergency." 5. Assist Public Information – Upon request, act as a spokesperson for the jurisdiction and participate in media briefings. 6. Acknowledge Contributions – Ensure steps are taken to acknowledge the contributions of response and recovery staff and volunteers.
Getting Started:	<ul style="list-style-type: none"> <input type="checkbox"/> Convene as the EOC Policy Group at the site and times recommended by the EOC Director. <input type="checkbox"/> Obtain current situation status and a briefing on priority actions taken and outstanding, from the EOC Director.
Main Checklist:	<p>Consider Policies</p> <ul style="list-style-type: none"> <input type="checkbox"/> Keep apprised as to the status of the emergency event by reviewing EOC Situation Reports. <input type="checkbox"/> Examine the need for new or temporary policies, as required to support response and recovery operations. <input type="checkbox"/> Consult with EOC Director and/or Legal Advisors regarding any potential legal issues and recommended courses of action. <p>Set Expenditure Limits</p> <ul style="list-style-type: none"> <input type="checkbox"/> Consult with EOC Director to determine appropriate expenditure limits. <p>Request Outside Support/Resources</p> <ul style="list-style-type: none"> <input type="checkbox"/> Consult with EOC Director to determine the need for extra-ordinary resources and/or outside assistance. <input type="checkbox"/> Request Provincial and Federal support, as required.

Generic EOC Checklist – For All Functions	
	<p>Authorize "State of Local Emergency"</p> <ul style="list-style-type: none"> <input type="checkbox"/> Consult with EOC Director to determine need for a declaration or termination of a "State of Local Emergency." <p>Assist Public Information</p> <ul style="list-style-type: none"> <input type="checkbox"/> Act as a spokesperson for the jurisdiction, upon request. <input type="checkbox"/> Upon request, prepare for and participate in any media briefings. <p>Acknowledge Contributions</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensure steps are taken to acknowledge response and recovery personnel for their efforts.
Before Leaving:	<ul style="list-style-type: none"> <input type="checkbox"/> Establish the requirements for debriefing response and recovery personnel, and set a due date for the After Action Report.
Function Aids:	<p><u>Aids</u></p> <p><u>Forms</u></p> <ul style="list-style-type: none"> ▪ Decision / Approval Log (Form EOC 407)

EOC Director	
Responsibilities:	<p>The EOC Director provides overall coordination of site support activities to ensure an effective, coordinated and cooperative response. The EOC Director role may be filled by two or more representatives of agencies with jurisdiction.</p> <p>1. Assess the Situation – Gather information about the emergency. Assess the magnitude and severity of the situation to determine the appropriate type and level of EOC coordination.</p>

EOC Director	
	<ol style="list-style-type: none"> 2. Support Site(s) – Provide support to Incident Commanders and agencies, and ensure that all actions are coordinated within the established priorities. Approve resource requests, including municipal and other first responders, municipal staff and volunteers. 3. Develop / Approve Action Plans – Prepare EOC action plans with other EOC members based on an assessment of the situation and available resources. Set priorities and response objectives for affected areas. 4. Inform Others – In consultation with the Information Officer, assist emergency information actions using the best methods of dissemination. Approve press releases and other public information materials. Keep the Policy Group and PREOC informed. 5. Manage the EOC Group – Establish the appropriate EOC staffing level and continuously monitor organizational effectiveness. Direct the overall incident coordination with other agencies with jurisdiction under Unified Command, where appropriate.
Reports To:	Policy Group

EOC Director	
Getting Started:	<ul style="list-style-type: none"> ❑ Obtain a briefing from Incident Commander(s) or other person(s) reporting emergency, if available. ❑ Mobilize appropriate personnel for the initial activation of the EOC. Refer to Emergency Response and Recovery Plan. ❑ Select a name for the incident, such as "Jan 6 Snow" or "Downtown Explosion." Keep it short but descriptive. ❑ Determine location of the EOC, considering hazards. Communicate EOC location to others. ❑ Obtain the PEP Task Number for the incident, if available, from the Emergency Coordination Centre at PEP or from the PREOC, if activated. Ensure the PEP Task Number is prominently displayed in the EOC. ❑ Greet and orient arriving EOC members until Logistics Section can be established to assume this function. ❑ The EOC Director must be accessible. Select a workstation for yourself and stay there as much as possible so people can find you.
Main Checklist:	<p>1. Assess the Situation</p> <ul style="list-style-type: none"> ❑ <u>Gather Information</u> – Collect information relevant to the emergency situation at hand from a range of sources, in coordination with the Planning Section, if activated. ❑ <u>Assess Situation</u> – Continuously assess the magnitude and severity of current situation and potential for future threat, considering: <ul style="list-style-type: none"> ❑ Risks to life, health, environment, and local economy in the region ❑ Availability of first responders and other human resources ❑ Assistance available by external agencies ❑ <u>Assess Needs</u> – Perform a rapid needs assessment based on information at hand. ❑ <u>Select EOC Activation</u> – Determine the initial EOC level of activation and operational period. Mobilize appropriate personnel for the initial activation of the EOC. Refer to "EOC Activation Guide." ❑ <u>Mobilize EOC Personnel</u> – Mobilize appropriate personnel for the initial activation of the EOC. Consider the joint activation of EOCs among member municipalities. <p>2. Support Sites</p> <ul style="list-style-type: none"> ❑ <u>Establish Communications</u> – Establish communications for regular contact with Incident Commanders. ❑ <u>Support Incident Commanders</u> – Liaise with Incident Commander(s) to determine the demands of the emergency. Provide support to Incident Commanders and agencies, and ensure that all actions are coordinated within the established priorities. ❑ <u>Approve Resource Requests</u> – Approve requests for additional resources, including NRRM and other first responders, NRRM staff, and local volunteers. Ensure resources are being tracked in the Planning Section. ❑ <u>Release Resources</u> – Coordinate with Incident Commander(s) to release resources from the site, when appropriate. ❑ <u>Anticipate Site Needs</u> – Consult Planning Section Chief on incident status

and resources assigned and anticipate site requirements.

3. Develop / Approve Action Plans

- ☐ Develop Support Strategies – Consult EOC Management Staff and Section Chiefs regarding appropriate actions. Set priorities and response objectives for affected areas. Consider support for the following strategies:
 - ☐ Secure hazard zones
 - ☐ Search and rescue trapped personnel
 - ☐ Provide first aid and triage
 - ☐ Abate hazards
 - ☐ Notifying public and others of emergency
 - ☐ Evacuation
- ☐ Hold Action Planning Meeting – Call at least one Action Planning Meeting in each operational period, and whenever the situation or EOC staff changes significantly. This meeting should not be longer than 30 minutes. Attendance should include all Management Staff, Section Chiefs and other key agency representatives.

- ☐ Prepare EOC Action Plans – Prepare an initial Action Plan using the attached EOC Action Plan form. Once additional Action Plans are completed by the Planning Section, review, approve and authorize implementation. Assign in writing any delegated powers allowed under a declaration of State of Local Emergency, if any are given.
- ☐ Monitor Needs – Monitor operations to anticipate problems with meeting objectives. Re-assign initial EOC personnel to new actions, as appropriate.

4. Inform Others

- ☐ Inform EOC Staff – Hold regular briefings of all NRRM EOC participants to keep them informed on status. This briefing should not be longer than 30 minutes, and may include a summary by the Incident Commander or representative.
- ☐ Inform Policy Group at the NRRM – Keep the Policy Group informed on the incident status, priorities, and objectives. Alert them to any policy issues that may arise in the future.
- ☐ Inform PREOC. Establish and maintain contact with adjacent

EOC Director	
	<p>jurisdictions and the PREOC, if one has been established. Keep the PREOC Director informed.</p> <ul style="list-style-type: none"> ❑ <u>Inform the Public</u> – Keep the EOC Information Officer up to date on new information, as appropriate. Review and approve media releases and other public information materials. <p>5. Manage the EOC Group</p> <ul style="list-style-type: none"> ❑ <u>Select EOC Functions</u> – Determine which EOC functions are needed, matching the needs of the incident. ❑ <u>Staff the EOC</u> – Appoint EOC members to appropriate functions and post a chart for arriving EOC members. Identify replacements for EOC members for extended operations and ensure there are enough personnel to rotate staff. NOTE: The EOC Director and Section Heads must perform all required functions that are not staffed. ❑ <u>Set Operational Periods</u> – Designate the operational periods according to the situation and display in a prominent location. ❑ <u>Ensure EOC Health</u> – Monitor EOC personnel to ensure they attend to their personal needs for food, water, sleep and take regular breaks. Implement a “buddy system” for EOC personnel. ❑ <u>Monitor Effectiveness</u> – Monitor general staff activities to ensure that all appropriate actions are being taken. Continuously monitor the EOC organizational effectiveness. ❑ <u>Assume Control of EOC</u> – Direct the overall incident coordination with other agencies with jurisdiction under Unified Command, where appropriate.
Before Leaving:	<ul style="list-style-type: none"> ❑ Follow Generic Activation Checklist. ❑ Deactivate the EOC. ❑ Prepare the EOC After Action Report.
Function Aids:	<p><u>Aids</u></p> <ul style="list-style-type: none"> ▪ See Figure 5.1 – EOC Activation by Level ▪ See Figure 5.2 – EOC Staff Options ▪ See Figure 5.3 – EOC Contact List ▪ Opening the EOC ▪ Keeping Leaders Informed ▪ First Hour Guide <p><u>Forms</u></p> <ul style="list-style-type: none"> ▪ Decision / Approval Log (EOC Form 407) ▪ Position Log (EOC Form 414) ▪ EOC Action Plan (EOC Form 502) ▪ EOC Check-in, Check-out Form (EOC Form 511) ▪ PEP Registration (EOC Form 512) ▪ EOC Incident Record (EOC Form 550)

Deputy EOC Director	
Responsibilities:	<p>A Deputy EOC Director may be assigned to assist in managing the EOC group and responsibilities.</p> <ol style="list-style-type: none"> 1. Assist Information Flow – Ensure the efficient and effective flow of information within the EOC. 2. Support the EOC Organization – Assist the EOC Director in organizing and supporting the EOC staff, appropriate to the needs of the emergency or disaster. 3. Assist EOC Director – Support the EOC Director in all aspects of managing the EOC responsibilities, upon request. Assume the role of the EOC Director, if required. 4. Assist with EOC Action Planning – Assist the Planning Section Chief in preparing for the EOC action planning meetings. 5. Debrief EOC Personnel – Interview all EOC members as they leave to collect recommendations for improvements. Arrange for stress counselling, as required.
Reports To:	EOC Director
Getting Started:	<p>Follow Generic Activation Checklist.</p> <p>Assist EOC Director in determining initial EOC activation level and staffing.</p>
Main Checklist:	<ol style="list-style-type: none"> 1. Assist Information Flow <ul style="list-style-type: none"> <input type="checkbox"/> <u>Assist EOC Functions</u> – Help all activated EOC functions obtain the information required. <input type="checkbox"/> <u>Help Planning Section</u> – Assist Planning Section Chief and Information Officer in gathering critical information about the emergency situation. <input type="checkbox"/> <u>Liaise with PREOC</u> – Liaise with PREOC to ensure the ongoing exchange of information.

Deputy EOC Director

2. Support the EOC Organization

- ❑ Assist with EOC Setup – Supervise the set-up of the EOC facilities for the most effective and efficient operations. Ensure that appropriate equipment and supplies are in place.
- ❑ Assist with EOC Shift Planning – Facilitate shift change and operational decisions with the EOC Director. Coordinate additional EOC staffing needs with Logistics Section, Personnel Unit Coordinator.
- ❑ Support Administrative Needs – Ensure EOC management staff has sufficient administrative support, including assigning a recorder assigned to the EOC Director from the Documentation Unit.
- ❑ Assess EOC Staff Health – Monitor the health and welfare of EOC staff. Mediate and resolve any personnel conflicts.

3. Assist EOC Director

- ❑ Communicate Objectives – Assist EOC Director in communicating priorities, objectives and decisions to all EOC staff and agency representatives.
- ❑ Perform Special Assignments – Undertake special assignments at the request of the EOC Director.
- ❑ Identify Issues – Report significant events and any issues of concern to the EOC Director, and advise of your activities on a regular basis.
- ❑ Fill Role of EOC Director – Assume the role of the EOC Director in his/her absence.

4. Assist with EOC Action Planning

- ❑ Help with Planning Meetings – Assist EOC Planning Section Chief with preparations for EOC Action Planning meetings.
- ❑ Meet with Others in EOC – Participate in EOC Action Planning and Management Team meetings.

5. Debrief EOC Personnel

- ❑ Hold Exit Interviews – Conduct exit interviews with all key EOC members, recording their observations and recommendations for improving EOC operations.
- ❑ Provide Stress Counselling – Arrange for and facilitate critical incident stress debriefs for EOC staff, as required.

Deputy EOC Director	
Before Leaving:	<ul style="list-style-type: none"> ❑ Assist with the deactivation of the EOC at the designated time, as appropriate. ❑ Assist with the preparation of the EOC After Action Report. ❑ Organize and coordinate staff recognition initiatives (i.e.: thank you letters) for EOC staff. ❑ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <p><u>Forms</u></p> <ul style="list-style-type: none"> ▪ Decision / Approval Log (Form EOC 407) ▪ Position Log (Form EOC 414) ▪ EOC Action Plan (Form EOC 502) ▪ EOC Incident Record (Form EOC 550)

Risk Management Officer	
Responsibilities:	<p>The Risk Management Officer assesses the high level risks of the response effort and takes steps to protect organizations from unexpected losses. The RMO monitors and assess hazardous or unsafe situations and ensures EOC safety.</p> <p>1. Manage Risks – Ensure that good risk management practices are</p>

Risk Management Officer	
	<p>applied throughout the NRRM response and recovery organization and that every function contributes to the management of risk. Monitor situations for risk exposures and ascertain probabilities and potential consequences of future events.</p> <p>2. Ensure EOC Safety – Provide advice on safety issues. A Technical Specialist familiar with all aspects of safety and relevant legislation should be appointed to assist.</p> <p>3. Ensure EOC Security – Ensure that appropriate security measures have been established to allow only authorized access to the NRRM EOC facility and documents.</p>
Reports To:	EOC Director
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<p>1. Manage Risks</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Evaluate Damage and Potential Losses</u> – Collect damage and financial loss information, working with the Planning Section Chief. <input type="checkbox"/> <u>Evaluate Liability Exposure</u> – Evaluate situations and advise the EOC Director of any conditions and actions that might result in liability exposure for the NRRM program, such as improper response or evacuation procedures. <input type="checkbox"/> <u>Advise Response Organizations</u> – Advise members of response organizations regarding options for risk control, during operational meetings and upon request. <input type="checkbox"/> <u>Promote Loss Prevention</u> – Advise on actions to reduce loss and suffering and, where appropriate, proactively support response and recovery objectives. <input type="checkbox"/> <u>Identify Claimants</u> – Identify potential claimants against the NRRM and the scope of their needs and concerns. <ul style="list-style-type: none"> <input type="checkbox"/> <u>Collect Evidence</u> – Gather and organize evidence that may assist all EOC organizations in managing legal claims, including documentation that

Risk Management Officer

	<p>may be more difficult to obtain later.</p> <ul style="list-style-type: none"> ❑ <u>Interview Witnesses</u> – Conduct interviews and take statements that address major risk management issues. ❑ <u>Assist Public Information</u> – Assist the EOC Director in reviewing press releases, public alerts and warnings, and public information materials. ❑ <u>Organize Records</u> – Organize and prepare records for final audit. <p>2. Ensure EOC Safety</p> <ul style="list-style-type: none"> ❑ <u>Identify EOC Hazards</u> – Review any hazardous conditions of the facility with the EOC Logistics Section Chief, especially following a seismic event. ❑ <u>Assist in Acquiring Safety Equipment</u> – Assist EOC Logistics Section Chief in obtaining any special safety equipment or procedures for the EOC. ❑ <u>Advise EOC Personnel</u> – Provide guidance to EOC staff regarding actions to protect themselves from the emergency event, such as smoke from a wildfire or aftershocks from an earthquake. ❑ <u>Support Personnel Injury Claim Investigation</u> – Work with the EOC Finance / Administration Section Chief on any EOC personnel injury claims or records. ❑ <u>Advise on EOC Setup</u> – Monitor set-up procedures for the EOC, ensuring that personnel adhere to proper safety regulations. <p>3. Ensure EOC Security</p> <ul style="list-style-type: none"> ❑ <u>Monitor EOC Security</u> – Establish security checkpoints and EOC facility access, in cooperation with the EOC Logistics Section Chief, and arrange for staff sign-in and identification procedures. ❑ <u>Improve Security, Where Needed</u> – Address any security issues with the EOC Director, recommending improvements where necessary. ❑ <u>Secure Documentation</u> – Advise Planning Section on the types of information to collect, the organization of collected information, confidentiality, document security measures taken.
Before Leaving:	<ul style="list-style-type: none"> ❑ Assist the EOC Director in de-activation activities including: ❑ Collection of all relevant documents and electronic records ❑ Collection of all material necessary for After Action Report ❑ Security of EOC records ❑ Follow the generic Demobilization Checklist.
Function Aids:	<p><u>Aids</u></p> <p>Documenting Issues</p> <p><u>Forms</u></p>

Risk Management Officer

- Position Log (Form EOC 414)

Liaison Officer

Responsibilities:

The Liaison Officer is the EOC point of contact for assisting and cooperating agency representatives, and responds to requests or concerns from stakeholder groups.

- 1. Assist Agency Representatives** – The Liaison Officer functions as the principal point of contact for representatives from other agencies arriving at the EOC.
- 2. Keep External Agencies Informed** – Liaise with organizations not represented in the EOC. All media contacts will be handled by the Information Officer.
- 3. Advise EOC Director on EOC Staffing** – Advise EOC Director in ensuring adequate EOC structure and staffing. Assist the EOC Director in ensuring proper procedures are in place for directing agency representatives, communicating with elected officials.
- 4. Advise on EOC Action Plans** – Assist and serve as an advisor to the EOC Director and Planning Section Chief, providing information and guidance related to the external functions of the EOC.
- 5. Lead VIP Tours** – Conduct VIP/visitor tours of the EOC facility.

Reports To:

EOC Director

Liaison Officer

Getting Started:	<p>Follow the Generic "Getting Started" Checklist.</p> <p>Ensure that an EOC check-in procedure is established immediately for use by all Agency Representatives (Form EOC 511).</p>
Main Checklist:	<p>1. Assist Agency Representatives</p> <ul style="list-style-type: none">❑ <u>Greet Agency Representatives</u> – Identify yourself as the principal point of contact for representatives from other agencies arriving at the NRRM EOC.❑ <u>Advise on EOC Functions</u> – Working with the EOC Director, assist agency representatives in filling all necessary roles and responsibilities within the EOC. Ensure proper procedures are in place for directing agency representatives.❑ <u>Assist with Access to EOC Equipment and Supplies</u> – Ensure that agency representatives have access to functioning telephone, radio communications, and other EOC equipment. <p>2. Keep External Agencies Informed</p> <ul style="list-style-type: none">❑ <u>Establish Communications</u> – Ensure that communications with appropriate external non-represented agencies (such as: Provincial Agencies, utility companies, volunteer organizations, private sector, etc.) are established and recorded (Form EOC 410).❑ <u>Work With External Agencies</u> – Liaise with local authorities, other EOCs, Provincial and Federal organizations, and other organizations not represented in the EOC. Communicate the EOC Action Plans and Situation Information, and request situation reports from external non-represented agencies and forward to the Planning Section Chief.❑ <u>Advise the EOC Director</u> – Let the EOC Director know of any critical information and requests that come to light in working with external agencies. <p>3. Advise EOC Director on EOC Staffing</p> <ul style="list-style-type: none">❑ <u>Advise on EOC Organization</u> – Work with the EOC Director to ensure the EOC organizational structure meets the requirements of the situation.❑ <u>Advise on EOC Staff</u> – Assist the EOC Director in determining appropriate staffing for the EOC. Help identify potential EOC staff members. Provide assistance with shift change activity as required.❑ <u>Orient New EOC Staff Members</u> – Upon request, advise all new EOC members on their roles and responsibilities. Provide an overview of BCERMS and the EOC operations to all untrained personnel.

Liaison Officer

	<p>4. Advise on EOC Action Plans</p> <ul style="list-style-type: none">❑ <u>Assist with Action Plans</u> – Provide information on external and non-represented agencies to the Planning Section to assist in the development, continuous updating and implementation of EOC Action Plans.❑ <u>Advise on External Agencies</u> – Assist and serve as an advisor to the EOC Director and Planning Section Chief, providing information and guidance related to the external functions of the EOC.❑ <u>Help Set Priorities</u> – With your knowledge of the EOC and external agencies, assist the EOC Director and EOC Group in developing overall EOC priorities. Advise on the capabilities and willingness of external agencies to undertake cooperative actions. <p>5. Lead VIP Tours</p> <ul style="list-style-type: none">❑ <u>Lead VIP Tours</u> – Conduct VIP and visitor tours of the affected areas in the region and the EOC facility, and explain the functions within.❑ <u>Participate in Media Tours</u> – Working with the EOC Information Officer, conduct media tours of EOC facility as requested.
Before Leaving:	<ul style="list-style-type: none">❑ Notify external non-represented agencies in the EOC of the planned demobilization, as appropriate.❑ Assist with the deactivation of the EOC at the designated time, as appropriate.❑ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <p>See EOC Contacts in Annex F</p> <p><u>Forms</u></p> <ul style="list-style-type: none">▪ Contact Log (Form EOC 410)▪ Position Log (Form EOC 414)▪ EOC Check-in / Check-out List (Form EOC 511)

Information Officer

Responsibilities:	<p>Provides overall coordination of information for all public information, media relations and internal information sources for the EOC, in support of the site Incident Commander and site Information Officer. Coordinates and supervises all staff assigned as Assistant Information Officers and their activities.</p> <ol style="list-style-type: none"> 1. Gather Information – Collect and verify relevant information on the emergency from a range of sources, both internal and external to the EOC. Coordinate all information collection with the EOC Planning Section Chief and EOC Risk Management Officer. 2. Keep the Public Informed – Implement and maintain an overall public information release program, providing hazard, safety, and general impact information. 3. Facilitate News Media Relations – Accommodate the news media requirements for accurate information and access to damaged areas, within the bounds of EOC policies. 4. Provide Internal Information – Keep members of the EOC, all Incident Command Posts, and other agencies informed on the status of the emergency and the EOC objectives. 5. Manage the EOC Information Function – Create and maintain an organization to serve the information interests of the public.
Reports To:	EOC Director
Main Checklist:	<ol style="list-style-type: none"> 1. Gather Information <ul style="list-style-type: none"> <input type="checkbox"/> <u>Identify Information Needs</u> – Anticipate the type of information to collect and disseminate, appropriate to the threat at hand and considering: <ul style="list-style-type: none"> <input type="checkbox"/> Status of threat <input type="checkbox"/> NRRM community elements affected <input type="checkbox"/> Resources available and assigned <input type="checkbox"/> Prognosis for short-term and long term <input type="checkbox"/> Public advisories <input type="checkbox"/> <u>Identify Information Sources</u> – Identify a range of information sources, both internal and external to the EOC. Coordinate with the Planning

Information Officer

Section and identify methods for obtaining and verifying significant information as it develops.

- ❑ Collect Information – Collect and verify relevant information on the emergency. Maintain a Disaster Assistance Information Directory, with numbers and locations to obtain food, shelter, supplies, health services, etc.
- ❑ Collaborate with Others – Coordinate all information collection with the EOC Planning Section Chief and EOC Risk Management Officer. Work with Information Officers at Incident Command Post(s), at other EOCs in the region, and the PREOC to ensure consistent information.

2. Keep the Public Informed

- ❑ Prepare Messages – Develop messages to ensure the NRRM public receives complete, accurate, and consistent information. Check with the EOC Risk Management Officer for any potential liability or safety concerns. Ensure that announcements, emergency information and materials are prepared for special populations (non-English speaking, hearing impaired, etc.), if required. All information releases must be approved by the EOC Director and copies must be retained.
- ❑ Establish Call Centre – Develop a public information telephone service or call centre to provide information and advice concerning the emergency in the region. Work with the EOC Logistics Section Chief, who will arrange for telephone equipment and services. Ensure that call takers are mobilized to accommodate the needs. Provide call takers with timely and accurate message sheets so they offer only confirmed and approved information.
- ❑ Set up Community Information Boards – Maintain up-to-date status boards and other references at one or more public information centres, including Reception Centres.
- ❑ Make Radio and TV Announcements – As approved by the EOC Director, issue timely and consistent advisories and instructions for life safety, health, and assistance for the public through the electronic news media.
- ❑ Establish a Website – Establish an Emergency Information Website to facilitate public information. Consult with Logistics Section and the NRRM for protocols.
- ❑ Coordinate Public Information – Establish distribution lists for recipients of public information releases. Include Site Information Officers, PREOC Information Section, other EOC Information Officers, elected officials, Emergency Social Service Groups, and the Call Centre.

3. Facilitate News Media Relations

- ❑ Develop Media Briefings – At the request of the EOC Director, prepare media briefings for elected officials and/or Policy Group members and provide other assistance as necessary to facilitate their participation in

Information Officer

media briefings and press conferences. Promptly provide copies of all media releases to the EOC Director.

- ❑ Receive Media Calls – Arrange through logistics appropriate staffing and telephones to efficiently handle incoming media calls.
- ❑ Facilitate Site Visits – Ensure that adequate staff members are available at incident sites to coordinate and conduct media tours of the disaster areas when safe.
- ❑ Establish Media Centre – Establish a Media Information Centre near the EOC, as required, providing necessary space, materials, telephones and electrical power. Develop the format for press briefings working with the EOC Director. Develop and publish a media briefing schedule, to include location, format, and preparation and distribution of handout materials.
- ❑ Monitor the News – Monitor news media broadcasts and written articles for accuracy. Develop follow-up news releases for rumour control; consult with the Risk Management Officer on appropriate wording and actions to take in correcting erroneous information. Keep the EOC Director advised of all major critical or unfavourable media comments.
- ❑ Coordinate With Others – Coordinate media releases with officials representing other affected emergency response agencies, such as the Ministry of Forests. Arrange for appropriate EOC or agency staff to answer technical questions from members of the media.

4. Provide Internal Information

- ❑ Keep Responders Informed – Develop information sheets to keep members of the EOC, all Incident Command Posts, and other agencies informed on the status of the emergency and the EOC objectives.
- ❑ Facilitate EOC Tours – In consultation with EOC Director and Liaison Officer, coordinate VIP and visitor tours of the EOC facility.
- ❑ Coordinate with Others – Liaise with the Information Officers at site(s), other EOCs and the PREOC and other external agencies. Work with the Liaison Officer to keep external agencies informed on the EOC status and operations.

5. Manage the EOC Information Function

- ❑ Select Information Personnel – Appoint available Information staff members to appropriate functions and identify replacements for extended operations. Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.
- ❑ Monitor Effectiveness – Supervise all staff assigned as Assistant Information Officers and their activities. Monitor the activities of the Information staff to ensure appropriate actions.
- ❑ Assume Control of the Information Function – Direct the overall collection and dissemination of information, working with other relevant agencies and jurisdictions as required.

Information Officer	
Before Leaving:	<ul style="list-style-type: none"> ❑ Prepare final news releases and advise media representatives of points-of-contact for follow-up stories. ❑ Assist EOC Director with demobilization procedures and contribute to the recovery planning effort. ❑ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <ul style="list-style-type: none"> ▪ Call Centre Guide ▪ Informing the Public ▪ News Media Contacts <p><u>Forms</u></p> <ul style="list-style-type: none"> ▪ Evacuation Message (EOC Form 420) ▪ Evacuation Instructions (EOC Form 421) ▪ Spokesperson Media Statement (EOC Form 422) ▪ Media Tracking Report (EOC Form 423) ▪ Media Conference Attendance Record (EOC Form 424) ▪ Position Log (EOC Form 414)
Main Checklist:	<p>1. Maintain Communications</p> <ul style="list-style-type: none"> ❑ <u>Determine Status</u> – Obtain a current communications status briefing from the EOC Logistics Section Chief. ❑ <u>Obtain Equipment</u> – Ensure that there is adequate equipment and frequencies available for the Operations Section. Work with the EOC Logistics Section Chief. ❑ <u>Establish Communications</u> – Establish and maintain communication links (e.g., radio or telephone contact) with the Operations Section in each Incident Command Post, in each activated Reception Center, and with the PREOC Operations. <p>2. Participate in EOC Action Planning Meetings</p> <ul style="list-style-type: none"> ❑ <u>Determine Issues and Objectives</u> – Identify key issues currently affecting the Operations Section. Meet with Section personnel and determine appropriate section objectives for each operational period. ❑ <u>Determine Needs</u> – Based on the known or forecasted situation, determine likely future needs of the Operations Section. ❑ <u>Contribute to Action Plans</u> – Prepare for and participate in EOC Action Planning meetings and other relevant EOC Management Team meetings (See form EOC 401A for Briefing Format). ❑ <u>Determine Strategies</u> – Detail the strategies required for carrying out the objectives of the Operations Section. <p>3. Coordinate Response</p>

Information Officer

- ❑ Implement Objectives – Work closely with each Branch Coordinator in the Operations Section to ensure implementation of all objectives defined in the current Action Plan.
- ❑ Coordinate Response – Coordinate overall response, resources and event status information.

4. Coordinate Resource Requests

- ❑ Coordinate Internal Resource Requests – Ensure that Operations Section branches coordinate all initial resource needs through the Logistics Section.
- ❑ Coordinate External Resource Requests – Authorize external resource requests and forward extraordinary and critical resource requests to the EOC Director for approval (see form EOC 514). Ensure the proper codes are noted on the Resource Request Form and on all invoices to support a claim for financial assistance, including the PEP Task Number and Expenditure Authorization Form Number, if applicable.
- ❑ Coordinate Mutual Aid Requests, If Required – Forward requests for mutual aid under existing agreements to the EOC Director for consultation with the NRRM Policy Group. Requests for assistance should be made by the NRRM Chief or Council to the local authority providing resources.
- ❑ Track Costs – Alert the Finance / Admin Section Chief of the request to track costs.

5. Share Operational Information

- ❑ Keep Planning Section Informed – Ensure that situation and resources information is provided to the Planning Section as the situation requires, including Branch Status Reports and new incoming incident reports.
- ❑ Keep EOC Director Informed – Brief the EOC Director and other EOC Group members.
- ❑ Brief Operations Section – Brief Branch Coordinators and Section Staff periodically on any updated information you may have received.
- ❑ Keep PREOC Informed – Share status information with PREOC, as appropriate.

Information Officer

	<p>6. Manage the Operations Section</p> <ul style="list-style-type: none">❑ <u>Set Up Section</u> – Ensure that the Operations Section area is set up properly and that appropriate personnel, equipment, and supplies are in place, including telecommunications, maps and status boards.❑ <u>Ensure Appropriate Personnel</u> – Request additional personnel for the section from the Personnel Unit as necessary to maintain 24-hour staffing capabilities, as necessary. Coordinate with the Liaison Officer regarding the need for Agency Representatives from external organizations in the Operations Section.❑ <u>Ensure Documentation</u> – Ensure that all section personnel maintain their individual position logs and other paperwork as required.❑ <u>Participate in Action Planning Meetings</u> – Collect objectives from each activated Operations Branch prior to each Action Planning meeting. Participate in Action Planning Meetings, using EOC Briefing Format (Form EOC 401A).❑ <u>Support Financial Objectives</u> – Coordinate daily time sheets and emergency expenditures with the Finance/Administration Section.
Before Leaving:	<ul style="list-style-type: none">❑ Deactivate branches and any organizational elements when no longer required.❑ Determine demobilization status of all operations and advise the EOC Director.❑ Ensure that all paperwork is complete and logs are closed and sent to the Documentation Unit in the Planning Section.❑ Ensure that any open actions are assigned to appropriate agency and/or EOC staff as appropriate.❑ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <p><u>Forms</u></p> <ul style="list-style-type: none">▪ EOC Briefing Format (Form EOC 401A)▪ Position Log (Form EOC 414)▪ Request for Resources or Assistance (Form EOC 514)

Operations Section Chief

Responsibilities:	<p>The EOC Operations Section Chief coordinates resource requests, resource allocations, and response operations in support of Incident Commanders at one or more sites.</p> <ol style="list-style-type: none"> 1. Maintain Communications – Establish communication links with Incident Command Posts, Department Operation Centres, and the Provincial Regional EOC, if activated. 2. Participate in EOC Action Planning Meetings – Prepare Section objectives for presentation at EOC action planning meetings, at least once in each operational period. 3. Coordinate Response – Direct the coordination of operations in cooperation with other agencies. 4. Coordinate Resource Requests – Collect and coordinate resource requests from site(s), working with the EOC Logistics Section and the PREOC. 5. Share Operational Information – Collect and distribute operational information to the Planning Section, the EOC Information Officer, and other EOC Sections. 6. Manage the Operations Section – Establish the appropriate Operations Section Branches or Divisions and continuously monitor organizational effectiveness.
Reports To:	EOC Director
Getting Started:	<ul style="list-style-type: none"> <input type="checkbox"/> Follow the Generic "Getting Started" Checklist. <input type="checkbox"/> Based on the situation, activate appropriate branches and designate Branch Coordinators as necessary: <ul style="list-style-type: none"> • Fire • Police • Ambulance • Health

Operations Section Chief	
	<ul style="list-style-type: none">• Emergency Social Services• Environmental• Engineering• Utilities• Others as needed

Fire Branch Coordinator

Responsibilities:	<p>The EOC Fire Branch Coordinator manages fire resource requests in support of Incident Commanders at one or more sites. The Fire Branch does not direct suppression or rescue activities at the site, but may coordinate the regional allocation of resources to meet EOC priorities.</p> <ol style="list-style-type: none"> 1. Coordinate resources for major structural fire – Coordinate the acquisition of fire / rescue resources, call utilities and allocate crews to sites according to EOC priorities. 2. Coordinate hazardous materials response – Coordinate contacts for response personnel and equipment if requested by Incident Commander. 3. Coordinate structural protection during wild land/urban interface fire – Coordinate structural fire resources operating in unified command with BC Forest Service. 4. Coordinate light and heavy search and rescue – Coordinate search and rescue operations in collapsed structures, including mutual aid. 5. Manage the Fire Branch – Oversee the development of branch objectives, status reports, and daily time sheets and expenditures.
Reports To:	EOC Operations Section Chief or EOC Director
Main Checklist:	<p>1. Coordinate Resources for Major Structural Fire</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Coordinate Fire Resources</u> – Coordinate fire resources acquired outside mutual aid. The EOC Logistics Section will mobilize and arrange to transport these resources. NOTE: Incident Commanders control response activities at the site of an emergency. Incident Commanders are authorized to request and control structural fire resources available through mutual aid. <input type="checkbox"/> <u>Allocate Resources by Priorities</u> – Allocate resources to Incident Commanders based on EOC priorities among several sites, in consultation with the NRRM EOC Director. <input type="checkbox"/> <u>Work with Other EOCs</u> – Coordinate use of area fire suppression resources with the Fire Branch Coordinators at other EOCs. <input type="checkbox"/> <u>Ensure Preservation of Evidence</u> – Advise Incident Commanders to

Fire Branch Coordinator

preserve evidence where emergency may be caused by criminal activity, such as suspected act of terrorism.

2. Coordinate Hazardous Materials Response

- ❑ Contact Shippers – If requested by Incident Commander, contact private company suppliers, who are responsible for emergency response plans and the costs of response under the federal Transportation of Dangerous Goods Act, Section 7.
- ❑ Alert PEP – Notify PEP for "fan-out" alert of incident and resource requirements, including the Environmental Emergency Response Officer from the Ministry of Water, Land and Air Protection.
- ❑ Relay CANUTEC Information – Contact the Canadian Transport Emergency Center (CANUTEC) at Transport Canada and coordinate the exchange of information and instructions to the site, if requested by Incident Commander.
- ❑ Access Expertise – Contact PREOC for permission to access hazardous materials experts and equipment, if requested by Incident Commander.
- ❑ Arrange for Technical Specialists – Contact technical specialists at a Lower Mainland Fire Department, e.g., Surrey, if requested by Incident Commander.

3. Coordinate Structural Protection During Wild land/Urban Interface Fire

- ❑ Coordinate Structural Protection Resources – Arrange for and coordinate resources for structural fire protection. NOTE: Fire Chiefs or designates will join BC Forest Service Incident Commander in unified command, and Fire Department personnel will report to Operations Section Chief at the Incident Command Post.
- ❑ Work with Office of the Fire Commissioner – Liaise with Provincial Fire Commissioner, as required, to coordinate fire protection resources from external agencies.

4. Coordinate Light and Heavy Search and Rescue

- ❑ Coordinate Urban SAR (search of buildings) – Coordinate light and heavy urban search and rescue efforts in support of site operations. NOTE: All ground and inland waters search and rescue operations are coordinated through the Police Branch.
- ❑ Acquire Additional Resources – Contact the PREOC for assistance with Heavy Urban Search and Rescue, if required.

Fire Branch Coordinator

	<p>5. Manage the Fire Branch</p> <ul style="list-style-type: none">❑ <u>Work with Office of the Fire Commissioner</u> – Liaise with Provincial Fire Commissioner for hazards involving fire and explosion, as required.❑ <u>Set Objectives for Each Operational Period</u> – Prepare objectives for the Fire Branch for the coming operational period. Provide Fire Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting.❑ <u>Report on Status</u> – Forward Fire Branch status reports to the EOC Resource Unit in the Planning Section.❑ <u>Support Financial Objectives</u> – Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).
Before Leaving:	<ul style="list-style-type: none">❑ Forward any input towards the After Action Report to the Operations Section Chief.❑ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <p><u>Forms</u></p> <ul style="list-style-type: none">▪ Request for Resources or Assistance (EOC Form 514)▪ Position Log (EOC Form 414)

Police Branch Coordinator

Responsibilities:	<p>The Police Branch Coordinator manages RCMP resource requests in support of Incident Commanders at one or more sites. The Police Branch does not direct RCMP activities at the site, but may coordinate the regional allocation of resources to meet EOC priorities.</p> <ol style="list-style-type: none">1. Enforce Laws During Emergency – Coordinate law enforcement operations to provide for the security of people and property. Request and coordinate RCMP mutual aid.2. Secure Affected Area(s) – Control access to affected areas, secure sites for subsequent investigation, and preserve evidence.3. Control Traffic – Coordinate traffic control, and clear routes for emergency vehicles.4. Coordinate Ground Search and Rescue – Coordinate ground search and rescue operations within the jurisdiction, including mutual aid. Coordinate services for the deceased with support of Coroner.5. Implement Evacuation Orders – Inform affected persons of evacuation alerts and orders, organize the transportation of evacuated persons to safety through Logistics Section, and secure evacuated areas.6. Manage the Police Branch – Oversee the development of branch objectives, status reports, and daily time sheets and expenditures.
Reports To:	EOC Operations Section Chief or EOC Director
Main Checklist:	<ol style="list-style-type: none">1. Enforce Laws During Emergency<ul style="list-style-type: none"><input type="checkbox"/> <u>Coordinate Site Operations</u> – Coordinate law enforcement operations at one or more sites during a major emergency or disaster.<input type="checkbox"/> <u>Arrange for Mutual Aid</u> – Determine the need for and arrange for RCMP mutual aid.

Police Branch Coordinator

2. Secure Affected Area(s)

- ❑ Control Area Access – Establish perimeters and control points around the affected area to control access, if requested by Incident Commander.
- ❑ Support Investigations – Secure site for subsequent investigation.
- ❑ Preserve Evidence – Advise Incident Commanders to preserve evidence where emergency may be caused by criminal activity or negligence.
- ❑ Secure Marine Access to Area – As appropriate, advise PEP to initiate "Notice to Mariners."

3. Control Traffic

- ❑ Control Area Traffic – Working with Incident Commanders, coordinate area-wide traffic control operations during a major emergency.
- ❑ Keep Emergency Vehicle Routes Open – Upon request of Incident Commanders, clear routes for emergency vehicles.

4. Coordinate Ground Search and Rescue

- ❑ Coordinate Ground SAR – Coordinate all ground and inland waters search and rescue operations in the jurisdiction. NOTE: Light and heavy search and rescue (digging through buildings) is coordinated through the Fire Branch.
- ❑ Support Coroner Services – Determine need for Coroner's services, and confirm that the Coroner has been alerted. Ensure Coroner activities are coordinated within the Police Branch of the EOC. Body recovery is a shared responsibility in support of Coroner.
- ❑ Coordinate Services for Deceased – Coordinate services for the deceased and their immediate families, including notification of next-of-kin and information to family members.

5. Implement Evacuation Orders

- ❑ Assess Population to Be Evacuated – Prepare map of area to be evacuated, determine number of evacuees, and identify any special considerations.
- ❑ Identify Evacuation Routes – Prepare a map of evacuation routes, including aquatic / aircraft evacuation points. Working with ESS Director, identify destinations for evacuees.
- ❑ Implement Evacuation Alerts and Orders – Coordinate the issuance of evacuation alerts and orders to affected persons, as requested by the EOC Director, including door-to-door visits and commercial radio messages.
- ❑ Coordinate Neighbourhood Evacuation – Deploy personnel to inform residents of alert or evacuation order. Coordinate community groups through the Community Coordinator.
- ❑ Transport Evacuees – Coordinate the transportation of evacuated

Police Branch Coordinator

	<p>persons to safety, as required and in cooperation with EOC Logistics Branch.</p> <ul style="list-style-type: none">❑ <u>Monitor Evacuation</u> – Sweep evacuated area, if safe to do so. Collect and summarize reports from traffic control points on vehicle numbers leaving evacuated area.❑ <u>Secure Evacuated Areas</u> – Coordinate security patrols of evacuated areas to prevent theft and vandalism, where safe to do so. Establish an access permit system to allow temporary access to evacuated areas, if approved by Incident Commander. <p>6. Manage the Police Branch</p> <ul style="list-style-type: none">❑ <u>Work with PREOC</u> – Liaise with the PREOC for coordination of regional resources, as required.❑ <u>Set Objectives for Each Operational Period</u> – Prepare objectives for the Fire Branch for the coming operational period. Provide Police Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting.❑ <u>Report on Status</u> – Forward Police Branch status reports to the EOC Resource Unit in the Planning Section.❑ <u>Support Financial Objectives</u> – Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).
Before Leaving:	<ul style="list-style-type: none">❑ Determine demobilization status of branch units and RCMP operations.❑ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <ul style="list-style-type: none">▪ Annex E - Evacuation Plans <p><u>Forms</u></p> <ul style="list-style-type: none">▪ Position Log (Form EOC 414)▪ Steps in a Legal Evacuation▪ Evacuation Alert Bulletin▪ Evacuation Order Bulletin▪ Shelter-in-Place Bulletin▪ All Clear Bulletin

Ambulance Branch Coordinator

Responsibilities:	<p>The Ambulance Branch Coordinator manages ambulance resource requests in support of Incident Commanders at one or more sites. The Ambulance Branch does not direct activities at the site, but allocates resources to meet EOC priorities. If two or more EOCs are activated, ambulance resources will be coordinated regionally through the PREOC.</p> <ol style="list-style-type: none"> 1. Determine Need for Ambulance Resources – Determine need for ambulance resources among site Safety Officers and other Operations Section Branch Coordinators within the EOC. 2. Coordinate Ambulance Resources – Determine the availability of ambulance resources in the local area and region, and ensure appropriate resources are identified and mobilized. 3. Distribute Casualties to Hospitals – Coordinate the transportation of the injured to evenly distribute casualties among medical facilities. 4. Evacuate Health Care Facilities – Coordinate the transportation of persons evacuated from health care facilities, under the direction of the Incident Commander. 5. Manage the Ambulance Branch – Oversee the development of branch objectives, status reports, and daily time sheets and expenditures.
Reports To:	EOC Operations Section Chief or EOC Director
Main Checklist:	<ol style="list-style-type: none"> 1. Determine Need for Ambulance Resources <ul style="list-style-type: none"> <input type="checkbox"/> <u>Establish Site Communications</u> – Establish and maintain communication with the site(s). <input type="checkbox"/> <u>Determine Need to Assist Victims</u> – Determine status and need for ambulance resources. Coordinate with Incident Commanders to ensure adequate resources are available at rescue sites to triage, treat, and transport extricated victims. <input type="checkbox"/> <u>Determine Need to Assist First Responders</u> – Liaise with site Safety Officers and other EOC Operation Branch Coordinators to provide ambulance and first aid for responders.

Ambulance Branch Coordinator

2. Coordinate Ambulance Resources

- ❑ Identify Available Resources – Determine the availability of BC
- ❑ Regional Resources – Relocate ambulance resources within the Ambulance resources in the operational area and region. Ensure that all available auxiliary ambulance resources are identified and mobilized as required.
- ❑ Obtain Additional Ambulance Resources, As Needed – Call in crews as required by the emergency.
- ❑ Acquire Non-Ambulance Resources – Coordinate with the Logistics Section to acquire non-ambulance transportation, such as local resources for moving the walking wounded, as required or requested.
- ❑ Coordinate region and from elsewhere in province to meet needs.

3. Distribute Casualties to Hospitals

- ❑ Coordinate Victim Transportation – Coordinate the transportation of injured victims to appropriate medical facilities as required to ensure casualties are evenly distributed to receiving facilities. Coordinate destinations with regional Health Authority and PREOC.
- ❑ Keep Hospitals Informed – Keep hospitals informed of the number of cases to expect.

4. Evacuate Health Care Facilities

- ❑ Coordinate Transportation of Medical Evacuees – Coordinate the transportation of evacuated persons requiring medical care from any facility under evacuation alert or order, working with facility administrators.

5. Manage the Ambulance Branch

- ❑ Work with PREOC – Liaise with the PREOC for coordination of regional resources, as required.
- ❑ Set Objectives for Each Operational Period – Prepare objectives for the Ambulance Branch for the coming operational period. Provide Ambulance Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting.
- ❑ Report on Status – Forward Ambulance Branch status reports to the EOC Resource Unit in the Planning Section.
- ❑ Support Financial Objectives – Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).

Function Aids:

Aids

Ambulance Branch Coordinator	
	<u>Forms</u> <ul style="list-style-type: none">▪ Position Log (Form EOC 414)

Health Branch Coordinator

Responsibilities:	<p>The Health Branch Coordinator ensures coordination of hospitals, health units, continuing care, mental health and environmental health within the area.</p> <ol style="list-style-type: none"> 1. Coordinate Preventative Measures in Public Health – The Health Branch Coordinator oversees community efforts to prevent illness from contaminated water or food during the emergency, including inspection of potable water, food delivery, and sewage systems. 2. Assist with Medical Transportation – Assist in identifying and mobilizing available ambulance resources, including air transportation. 3. Coordinate Health Care Facilities and Resources – Coordinate health care delivery, including special needs for pharmaceuticals, physically challenged or medically disabled persons, and care for displaced home care clients. Coordinate health care needs at Reception Centres. 4. Coordinate Additional Health Facilities – Coordinate establishing additional health facilities, such as an advanced treatment centre or 200 bed emergency hospitals. 5. Manage the Health Branch – Oversee the development of branch objectives, status reports, and daily time sheets and expenditures.
Reports To:	EOC Operations Section Chief or EOC Director
Main Checklist:	<p>1. Coordinate Preventative Measures in Public Health</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Coordinate Immunization and Epidemic Control</u> – Provide public health measures including epidemic control and immunization programs in consultation with Medical Health Officer. <input type="checkbox"/> <u>Monitor Potable Water</u> – Ensure that potable water supplies are inspected and monitored. <input type="checkbox"/> <u>Monitor Food Quality</u> – Ensure that food quality is regulated and inspected. <input type="checkbox"/> <u>Monitor Sewage Systems</u> – Ensure that sewage systems are operating at acceptable levels. <input type="checkbox"/> <u>Coordinate Health Inspection of Mass Feeding</u> – If mass feeding areas are established, advise Environmental Health Officers on locations for

Health Branch Coordinator

inspection purposes.

- ❑ Monitor Stress – Consider the need for critical incident stress debriefings for responders and affected persons.

2. Assist Ambulance Branch with Medical Transportation

- ❑ Advise Ambulance – Advise on ambulance resources and medical transport needs.
- ❑ Assist Ambulance Resources – Assist in identifying and mobilizing available ambulance and auxiliary ambulance resources as required.
- ❑ Assist Medical Transportation – Assist with the transportation of injured victims and health care personnel to appropriate medical facilities as required or requested.
- ❑ Assist Acquiring Non-Ambulance Transportation – Coordinate with the Logistics Section to acquire suitable non-ambulance transportation, such as buses for injured.
- ❑ Assist Medical Air Transportation – Coordinate air transportation with Air Operations Branch.
- ❑ Assist Distribution of Casualties – Assist the Ambulance Branch Coordinator in ensuring that casualties are evenly distributed to receiving facilities.

3. Coordinate Health Care Facilities and Resources

- ❑ Assist Acquiring Health Supplies – Coordinate with the Logistics Section and the Health Authority to obtain necessary supplies and equipment to support local health emergency response.
- ❑ Assist Acquiring Pharmaceuticals – Assist with the coordination of pharmaceuticals as required or requested.
- ❑ Coordinate Support for Disabled – Coordinate and support health services for physically challenged or medically disabled persons.
- ❑ Assist Other Health Care – Assist with the coordination of other health care resources as required or requested.
- ❑ Assist Sheltering Home-Care Clients – Liaise with ESS Branch Coordinator to assist with sheltering of displaced home care clients if needed.
- ❑ Coordinate Health Services at Reception Centres – Coordinate health care needs at Reception Centres with ESS Branch Coordinator and contact the Health Authority if service delivery cannot be maintained.

4. Coordinate Additional Health Facilities

- ❑ Coordinate Extra-ordinary Health Facilities – Coordinate moving and establishing advanced treatment centre and/or 200 bed emergency hospitals, if needed. The activation and deployment of these units will be determined by the Health Authority and the BC Ambulance Service. (Note: These units are not small and take time to establish.)

Health Branch Coordinator

5. Manage the Health Branch

- ❑ Work with PREOC – Liaise with the PREOC for coordination of regional resources, as required.
- ❑ Set Objectives for Each Operational Period – Prepare objectives for the Health Branch for the coming operational period. Provide Health Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting.
- ❑ Report on Status – Forward Health Branch status reports to the EOC Resource Unit in the Planning Section.
- ❑ Support Financial Objectives – Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).

Before Leaving:

Follow the Generic "Before Leaving" Checklist.

Function Aids:

Aids

Forms

- Request for Resources or Assistance (EOC Form 514)
- Position Log (Form EOC 414)

Emergency Social Services Branch Coordinator

Responsibilities:	<p>The ESS Branch Coordinator works with volunteer and private agencies in the region to provide food, clothing, shelter and other essential services as required for evacuees, displaced persons, and disaster victims in the affected area.</p> <ol style="list-style-type: none"> 1. Determine Need for ESS – Determine status of emergency and assess the level of ESS needed with EOC Director. 2. Acquire ESS Resources – Call-out ESS volunteers, and ensure that other appropriate ESS resources are identified and alerted. 3. Coordinate Reception Centres and Other ESS Services – Coordinate the delivery of food, clothing, shelter, health and other essential services for disaster victims in the area. 4. Coordinate Community Health Services – Liaise between the Reception Centres and the Health Authority for the provision of health services. 5. Manage the ESS Branch – Oversee the development of branch objectives, status reports, and daily expenditures. Liaise with the Min. Human Resources (MHR) to coordinate regional resources, as required.
Reports To:	EOC Operations Section Chief or EOC Director
Main Checklist:	<ol style="list-style-type: none"> 1. Determine Need for ESS <ul style="list-style-type: none"> <input type="checkbox"/> <u>Determine ESS Needs</u> – Determine status of emergency and assess the level of ESS needed. <input type="checkbox"/> <u>Identify PEP Task Number</u> – Note PEP Task Number and relay it to all Reception Centre Managers. 2. Acquire ESS Resources <ul style="list-style-type: none"> <input type="checkbox"/> <u>Alert ESS Teams</u> – Initiate call-out to ESS Volunteers and ESS agencies (e.g., Red Cross, Salvation Army) and advise to "stand-by."

Emergency Social Services Branch Coordinator

- ❑ Activate Reception Centres – Open one or more Reception Centers, Group Lodgings or other alternate services.
- ❑ Transport ESS Resources – Coordinate with the EOC Transportation Unit to arrange suitable transportation for ESS volunteers and supplies, as needed. Refer to the Resource Annex for resource contacts.
- ❑ Coordinate ESS Mutual Aid – Request ESS mutual aid from other communities, if required, in support of emergency social services. Work with Logistics to ensure proper resource request procedures are followed.

3. Coordinate Reception Centres and Other ESS Services

- ❑ Acquire Communications – Work with the EOC Logistics Section Chief to ensure telephone and/or radio communications are established with: 1) Reception Centres, 2) Group Lodging Sites, 3) Other ESS support agencies, 4) Min. Human Resources Regional Office, and 5) PREOC.
- ❑ Coordinate Resource Delivery – Coordinate the delivery of food, clothing, shelter, health services, and other essential services for disaster victims. Coordinate ESS resources with local suppliers and private agencies.
- ❑ Monitor Status of Reception Centres – Determine the status of Reception Centres and any needs for resources. Develop and maintain a status board or other reference that depicts 1) Location of each Reception Centre, 2) Name of the Reception Centre Manager, 3) Phone and fax numbers for the Reception Centre, and 4) Number of persons processed by date and in total.
- ❑ Authorize ESS Expenditures – Ensure emergency expenses and extensions for ESS are pre-authorized by the Min. Human Resources.
- ❑ Coordinate Mutual Aid Requests – Facilitate requests for ESS resources from other communities in the region, and/or from the PREOC, if able to do so. Seek approval from EOC Director before committing ESS resources to another community.

4. Coordinate Community Health Services

- ❑ Work with Health Authority – Request Health Authority attendance to support public health services. As a back-up, also contact the Medical Health Officer on call.
- ❑ Support Health Services at Reception Centres – The ESS Branch Coordinator may be required to work with the Health Branch Coordinator in using Reception Centres as emergency health care facilities.

5. Manage the Health Branch

- ❑ Work with MHR and Health Authority in PREOC – Coordinate mutual aid resources with Reception Centre Managers. Liaise with the Min. Human Resources for coordination of regional resources, as required. Work in partnership with the Health Authority for Reception Centre supplies required for services beyond Stage 1 first aid, including establishment of temporary hospitals.

Emergency Social Services Branch Coordinator

	<ul style="list-style-type: none"> ❑ <u>Set Objectives for Each Operational Period</u> – Prepare objectives for the Health Branch for the coming operational period. Provide Health Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting. ❑ <u>Report on Status</u> – Forward Health Branch status reports to the EOC Resource Unit in the Planning Section. ❑ <u>Support Financial Objectives</u> – Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).
Before Leaving:	<ul style="list-style-type: none"> ❑ Determine demobilization status of ESS services (e.g. closing of reception centres, group lodging, volunteer centre, registration sites, etc.) and the deactivation of the ESS Headquarters and advise the Operations Section Chief. ❑ Coordinate the transition of ESS services to Min. Human Resources regional office and recovery unit to ensure follow-up and/or continued services are provided to disaster victims. ❑ Ensure all Registration and Inquiry documentation are secured by the Red Cross, and all referral forms for ESS services are archived by Min. Human Resources or the ESS Headquarters. ❑ Collect all other completed ESS paperwork from all the ESS service centres, and deliver to the Documentation Unit for appropriate storage. ❑ Participate in debrief and assemble ESS "lessons learned" and suggestions for improvements. ❑ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <p><u>Forms</u></p> <ul style="list-style-type: none"> ▪ ESS Reception Centre Group Lodging Situation Report (EOC Form 417) ▪ ESS Situation Report (EOC Form 418) ▪ Request for Resources or Assistance (EOC Form 514) ▪ Position Log (EOC Form 414)

Environmental Branch Coordinator

Responsibilities:	<p>The Environmental Branch Coordinator assists site activities designed to protect the environment and coordinates local and regional response to hazardous spills, waste disposal issues, and other environmental concerns.</p> <ol style="list-style-type: none"> 1. Assess Situation and Identify Needs – Gather information on environmental issues, damage and threats. Determine priorities for environmental assistance with the sites and the EOC Operations Section Chief. 2. Acquire Environmental Resources – Determine the availability of resources for environmental protection in the area, and ensure all resources are identified and mobilized. 3. Coordinate Environmental Resources – Coordinate local response to hazardous spills, waste disposal, working with regional and provincial environment officials and the private sector. 4. Manage the Environmental Branch – Oversee the development of branch objectives, status reports, and daily time sheets and expenditures. Liaise with the MHR for coordination of regional resources, as required.
Reports To:	EOC Operations Section Chief or EOC Director
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<p>1. Assess Situation and Identify Needs</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Communicate with Site</u> – Establish and maintain communication with the site(s) and determine status and need for environmental protection. <input type="checkbox"/> <u>Collect Information</u> – Gather information on environmental issues, damage and threats. Forward to Situation Unit. <input type="checkbox"/> <u>Identify issues</u> – Assess and anticipate environmental concerns and recommended responses in support of the emergency situation.

Environmental Branch Coordinator

	<ul style="list-style-type: none"> ❑ <u>Identify Requirements</u> – Determine the scope and priority of environmental assistance required in consultation with the EOC Operations Section Chief and other Branch Coordinators. <p>2. Acquire Environmental Resources</p> <ul style="list-style-type: none"> ❑ <u>Assess Resources</u> – Determine the status and availability of resources for environmental protection in the operational area. ❑ <u>Mobilize Resources</u> – Ensure that all available resources are identified and mobilized as required. ❑ <u>Assess Waste Disposal Options</u> – Determine the status and availability of waste storage and disposal facilities in the area. ❑ <u>Acquire Resources</u> – Coordinate with the Logistics Section to acquire additional resources as required. <p>3. Coordinate Environmental Resources</p> <ul style="list-style-type: none"> ❑ <u>Coordinate Resources</u> – Assist and/or coordinate local response to hazardous spills, waste disposal, working with regional and provincial environment officials and the private sector. ❑ <u>Coordinate Haz Mat Response</u> – Coordinate hazardous materials response and support in cooperation with Fire Branch Coordinator, for situations involving hazardous materials. ❑ <u>Collaborate with Others</u> – Liaise with Min. Water, Land and Air Protection and regional Health Authority to assist and consult with exposure to hazardous materials and impacts on water and air resources. <p>4. Manage the Environmental Branch</p> <ul style="list-style-type: none"> ❑ <u>Work with PREOC</u> – Coordinate mutual aid resources with Environmental Branch Coordinator(s) in other EOCs, as required. Liaise with the Provincial Regional Emergency Operations Centre (PREOC) for coordination of regional resources, as required. ❑ <u>Set Objectives for Each Operational Period</u> – Prepare objectives for the Environmental Branch for the coming operational period. Provide Environmental Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting. ❑ <u>Report on Status</u> – Forward Environmental Branch status reports to the EOC Resource Unit in the Planning Section. ❑ <u>Support Financial Objectives</u> – Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).
Before Leaving:	<ul style="list-style-type: none"> ❑ Forward any input towards the EOC After Action Report to the Operations Section Chief. ❑ Follow the Generic "Before Leaving" Checklist.

Environmental Branch Coordinator

Function Aids:

Aids

Forms

- Request for Resources or Assistance (EOC Form 514)
- Position Log (EOC Form 414)

Engineering Branch Coordinator

Responsibilities:	<p>The EOC Engineering Branch Coordinator manages resource requests in support of Incident Commanders at one or more sites. The Engineering Branch does not direct assessment or repair activities at the site, but may coordinate the regional allocation of resources to meet EOC priorities.</p> <ol style="list-style-type: none"> 1. Assess Situation and Identify Needs – Gather information on damage and threats to public facilities, infrastructure systems, and public works. Assess the extent of damage and recommend repairs. 2. Acquire Engineering Resources – Identify the availability of resources for engineering operations in the area, and ensure that required resources are identified and mobilized. 3. Coordinate Engineering Resources and Projects – Coordinate engineering operations at the sites, including removing debris, maintaining emergency access routes, advising on safety of structures, and coordinating repair projects according to priorities set by EOC. 4. Manage the Engineering Branch – Oversee the development of branch objectives, status reports, and daily time sheets and expenditures.
Reports To:	EOC Operations Section Chief or EOC Director
Getting Started:	<ul style="list-style-type: none"> <input type="checkbox"/> Follow the Generic "Getting Started" Checklist. <input type="checkbox"/> Based on the situation, activate the necessary groups within the Engineering Branch: <input type="checkbox"/> Damage/Safety Assessment Group <input type="checkbox"/> Roads and Bridges Group <input type="checkbox"/> Public Works Group
Main Checklist:	<ol style="list-style-type: none"> 1. Assess Situation and Identify Needs <ul style="list-style-type: none"> <input type="checkbox"/> <u>Communicate with Site</u> – Establish and maintain communication with the site(s) and determine status and need for engineering support.

Engineering Branch Coordinator

- ❑ Collect Information – Gather information on damage and threats to public facilities. Forward information to the EOC Situation Unit.
- ❑ Assess Damage – Survey all infrastructure systems and public works, such as local roads, bridges, water supply systems, sewer systems, and public buildings within the area.
- ❑ Identify Needs – Assess the extent of damage and recommend courses of action for repair. Support damage and safety assessments carried out by the Situation Unit in the EOC Planning Section for both public and private facilities.

2. Acquire Engineering Resources

- ❑ Assess Resources – Determine the status and availability of resources for engineering operations in the area.
- ❑ Mobilize Resources – Ensure that all available resources are identified and mobilized as required.
- ❑ Acquire Resources – Coordinate with the Logistics Section to acquire additional resources as required. Allocate resources to Incident Commanders based on EOC priorities among several sites, in consultation with the EOC Director.

3. Coordinate Engineering Resources and Projects

- ❑ Supply Fire Suppression Water – Coordinate water supply for fire suppression with Fire Branch Coordinator.
- ❑ Maintain Road Access – Maintain emergency traffic routes.
- ❑ Assess Buildings – Advise on structural safety of buildings and structures.
- ❑ Remove Debris – Coordinate debris removal services as required.
- ❑ Repair Public Works – Coordinate repair projects to maintain public buildings and infrastructure, according to priorities set by the EOC. Assist and/or coordinate engineering projects to prevent further damage or repair damage.

4. Manage the Engineering Branch

- ❑ Work with PREOC – Coordinate mutual aid resources with Engineering Branch Coordinator(s) in other EOCs, as required. Liaise with the Provincial Regional Emergency Operations Centre (PREOC) for coordination of regional resources, as required.
- ❑ Set Objectives for Each Operational Period – Prepare objectives for the Engineering Branch for the coming operational period. Provide Engineering Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting.
- ❑ Report on Status – Forward Engineering Branch status reports to the EOC Resource Unit in the Planning Section.

Engineering Branch Coordinator

	<ul style="list-style-type: none">❑ <u>Support Financial Objectives</u> – Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <p><u>Forms</u></p> <ul style="list-style-type: none">▪ Position Log (Form EOC 414)

Utilities Branch Coordinator

Responsibilities:	<p>The EOC Utilities Branch Coordinator synchronizes support for the repair of various utilities, including both public and private organizations. The Utilities Branch does not direct repair of utilities at the site, but may coordinate the regional allocation of resources to meet EOC priorities.</p> <ol style="list-style-type: none"> 1. Report on the Situation – Gather information on damage and threats to utilities, and report on the extent of damage and time required for repairs. 2. Acquire Utility Resources – Identify the availability of resources for utilities in the area, and ensure that required resources are identified and mobilized. 3. Coordinate Utility Repair – Coordinate support for utility repair and restoration, including travel restrictions to enhance public safety during repairs. Distribute available resources according to priorities set by EOC. 4. Manage the Utilities Branch – Oversee the development of branch objectives, status reports, and daily time sheets and expenditures.
Reports To:	EOC Operations Section Chief or EOC Director
Getting Started:	Follow the Generic "Getting Started" Checklist.
Before Leaving:	<ul style="list-style-type: none"> <input type="checkbox"/> Determine demobilization status of the Utilities Branch and utility operations in the area, and advise the EOC Operations Section Chief. <input type="checkbox"/> Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <p><u>Forms</u></p> <ul style="list-style-type: none"> ▪ Position Log (Form EOC 414)

Utilities Branch Coordinator	

Planning Section Chief	
Responsibilities:	<p>The Planning Section Chief provides overall collection, evaluation and dissemination of all information concerning the incident, and oversees efforts to understand the current situation, predict further events and damages, and to prepare EOC action plans. Unless delegated to Planning Section staff, the Section Chief is responsible for the following:</p> <p>1. Assess the Situation – Gather information about the emergency. Collect, analyze, and display situation information. Prepare periodic</p>

Planning Section Chief	
	<p>Situation Reports.</p> <ol style="list-style-type: none"> 2. Prepare EOC Action Plans – Chair EOC action planning meetings in each operational period. Prepare and distribute EOC Action Plans. 3. Track Resources – Track resources assigned to the EOC and to the Incident Commanders through the EOC and mutual aid. 4. Keep Records – Document and maintain paper and electronic files on all EOC activities. 5. Plan for EOC Demobilization – Set out a schedule for demobilization and assist Section Chiefs in debriefing EOC personnel as they leave. 6. Anticipate Future Events – Conduct advance planning activities to forecast possible events and requirements beyond the current operational period. Report recommendations to the EOC Management Team. 7. Plan for Recovery – Initiate recovery efforts at the earliest time, and develop plans for short-term and long-term recovery appropriate to the needs. 8. Coordinate Technical Specialists – Provide technical support services to EOC sections and branches as required. 9. Manage the Planning Section – Establish the appropriate Planning Section Units and continuously monitor organizational effectiveness. 10. Prepare After Action Report – Coordinate the assembly of "EOC lessons learned" from contributions from EOC staff and from outside agency representatives.
Reports To:	EOC Director
Getting Started:	<ul style="list-style-type: none"> <input type="checkbox"/> Follow the Generic "Getting Started" Checklist. <input type="checkbox"/> Based on the situation, activate units within the Planning section as needed and designate Coordinators for each unit: <ul style="list-style-type: none"> ▪ Situation Unit ▪ Damage Assessment Unit ▪ Resources Unit

Planning Section Chief

- Documentation Unit
- Advanced Planning Unit
- Demobilization Unit
- Recovery Planning Unit
- Technical Specialists Unit

Main Checklist:

Refer to checklists in the following sections for more details on each function.

1. Assess the Situation

- ❑ Collect Information – Collect, analyze, and display situation information. Meet with Operations Section Chief; obtain and review any major incident reports. Consider providing a Planning Liaison to the Operations Section.
- ❑ Prepare EOC Situation Report – Produce an EOC Situation Report for approval by the EOC Director with each operational period. Distribute EOC Situation Report to EOC Sections, PREOC or PECC prior to the end of each operational period.
- ❑ Display Information – Ensure that all status boards and other displays are kept current and that posted information is neat and legible. Ensure that the Information Officer has immediate and unlimited access to all status reports and displays.
- ❑ Communicate with PREOC – Liaise with the PREOC Planning Section, if activated, and coordinate Situation Report requirements with them.

2. Prepare EOC Action Plans

- ❑ Advise Section Chiefs – Ensure EOC Section Chiefs provide their objectives prior to each Action Planning meeting.
- ❑ Prepare Action Plan – Prepare an EOC Action Plan for each operational period, based on objectives developed by each EOC Section.
- ❑ Prepare for Action Planning Meeting – In preparation for the Action Planning meeting, ensure that all EOC priorities and objectives are posted or distributed, and that the meeting room is set up with appropriate equipment and materials (easels, markers, Sit Reports, etc.)
- ❑ Chair Action Planning Meetings – Chair the EOC Action Planning meetings approximately two hours before the end of each operational period.
- ❑ Document Meetings – Following the meeting, send approved Action Plan (see form EOC 502) to the Documentation Unit for distribution prior to the next operational period.

3. Track Resources

- ❑ Track Site Resources – Track the type and status of resources assigned through the EOC to Incident Commanders.
- ❑ Track EOC Resources – Track the type and status of resources assigned to the EOC.

Planning Section Chief

4. Keep Records

- ❑ Document EOC Records – Document and maintain files on all EOC activities.
- ❑ Archive Files – Maintain files on all EOC activities and provide reproduction and archiving services for the EOC, as required.

5. Plan for EOC Demobilization

- ❑ Plan to Staff EOC – Prepare a staffing plan for the EOC that addresses the anticipated activation levels for the coming operational periods, working with the EOC Director.
- ❑ Prepare Demobilization Plan – Prepare a plan for EOC demobilization.

6. Anticipate Future Events

- ❑ Consider Future Events – Highlight forecasted events or conditions likely to occur beyond the forthcoming operational period; particularly those situations which may influence the overall priorities of the EOC.
- ❑ Prepare Plans – Develop plans and report, as required.

7. Plan for Recovery

- ❑ Assess Needs – Assess the need for immediate and long-term reconstruction, restoration, and recovery of public infrastructure and services.
- ❑ Control Donations – Issue public messages to control unsolicited donations of unwanted goods.
- ❑ Develop Recovery Plan – Prepare a community recovery plan.

8. Coordinate Technical Specialists

- ❑ Manage Technical Specialists – Provide and manage technical services, such as environmental advisors and other technical specialists to all EOC sections, as required.

9. Manage the Planning Section

- ❑ Set Up Section – Ensure that the Planning Section area is set up properly and that appropriate personnel, equipment, and supplies are in place, including telecommunications, maps and status boards.
- ❑ Ensure Appropriate Personnel – Request additional personnel for the section from the Logistics Section as necessary to maintain 24-hour

Planning Section Chief	
	<p>staffing capabilities, as necessary.</p> <ul style="list-style-type: none"> ❑ <u>Ensure Documentation</u> – Ensure that all section personnel maintain their individual position logs and other paperwork as required. ❑ <u>Participate in Action Planning Meetings</u> – Collect objectives from each activated Planning Branch prior to each Action Planning meeting. Lead Action Planning Meetings, using EOC Briefing Format (Form EOC 401A). ❑ <u>Support Financial Objectives</u> – Coordinate daily time sheets and emergency expenditures with the Finance/Administration Section. <p>10. Prepare After Action Report</p> <ul style="list-style-type: none"> ❑ <u>Develop After Action Report</u> – In consultation with Section Units and EOC Management Team, prepare the EOC After Action Report.
Before Leaving:	<ul style="list-style-type: none"> ❑ Ensure Demobilization Plan for the EOC is complete, approved by the EOC Director and distributed to all EOC sections. ❑ Deactivate units when no longer required. ❑ Ensure that all paperwork is complete and logs are closed and sent to the Documentation Unit. ❑ Ensure that any open actions are assigned to appropriate agency and/or EOC staff as appropriate. ❑ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <ul style="list-style-type: none"> ▪ Action Planning ▪ Damage Assessment ▪ EOC Documentation ▪ EOC Situation Status Board ▪ Mapping ▪ Recovery Planning ▪ Resource Status Board <p><u>Forms</u></p> <ul style="list-style-type: none"> ▪ EOC Mgmt Team Briefing Agenda (EOC Form 401) ▪ Briefing Format (EOC Form 401A) ▪ Position Log (EOC Form 414) ▪ Damage Assessment (EOC Form 415) ▪ After the Disaster (EOC Form 425) ▪ EOC Situation Report (EOC Form 501) ▪ EOC Action Plan (EOC Form 502) ▪ Request for Resources or Assistance (EOC Form 514) ▪ Personnel, Resource Planning Worksheet (EOC Form 515) ▪ Resources Status (by Type) (EOC Form 516) ▪ Resource Status (by Location) (EOC Form 517) ▪ EOC Major Incident Record (EOC Form 550)

Situation Unit Coordinator

Responsibilities:	<p>The Situation Unit Coordinator collects and organizes information on the incident status, damage, and response. Responsible for the evaluation, analysis, and display of information for use by EOC personnel.</p> <ol style="list-style-type: none"> 1. <u>Collect Information</u> – Collect situation reports from site(s) and all active functions of the EOC. 2. <u>Assess Damage</u> – Oversee the collection of damage information. Prepare Damage Assessment reports for distribution to EOC and PREOC. 3. <u>Organize Information</u> – Create organizational schemes for collected data to facilitate storage and retrieval of information. Arrange for secure storage of collected information. 4. <u>Analyze Information</u> – Oversee the analysis of all incidents or disaster related information. 5. <u>Distribute / Display Information</u> – Prepare maps, status boards, and status reports to report current information.
Reports To:	EOC Planning Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. Collect Information <ul style="list-style-type: none"> <input type="checkbox"/> <u>Liaise with Site</u> – Request that the Situation Unit Leader at the site Incident Command Post provides regular situation reports using (Form ICP 209). If required, place field observers in key locations (e.g., Incident Command Post) to facilitate the flow of information to the EOC Situation Unit. <input type="checkbox"/> <u>Collect EOC Information</u> – Collect status information from each active EOC Section and Management Staff Officer on a regular basis. 2. Assess Damage <ul style="list-style-type: none"> <input type="checkbox"/> <u>Collect Damage Information</u> – Oversee the collection of damage information. Some information may be confidential until victims have been notified. Obtain photographic and video documentation of damage.

Planning Section Chief

	<p>Determine the need for field damage observers.</p> <ul style="list-style-type: none">❑ <u>Identify Victims</u> – Identify victims and evaluate the nature and extent of damage caused by the event. Identify the type of primary and secondary losses from the event.❑ <u>Document Damage</u> – Prepare a Damage Assessment (Form EOC 415). Ensure copies go to Risk Management Officer, Recovery Unit, and Documentation Unit.❑ <u>Assist Recovery Effort</u> – Cooperate with the Recovery Organization in assessing damage. <p>3. Organize Information</p> <ul style="list-style-type: none">❑ <u>Organize Collected Information</u> – Create organizational schemes for collected data to facilitate storage and retrieval of information.❑ <u>Archive Information</u> – Arrange for secure storage of collected information. <p>4. Analyze Information</p> <ul style="list-style-type: none">❑ <u>Evaluate Information</u> – Determine or estimate the following: Geographic extent, fatalities, injuries, households damaged, businesses damaged, transportation damage, infrastructure damage, and other interpretations of collected information. <p>5. Distribute / Display Information</p> <ul style="list-style-type: none">❑ <u>Display Information</u> – Prepare maps, status boards, and other displays contain current and accurate information. Ensure that adequate EOC members are assigned to maintain all information displays.❑ <u>Distribute Situation Reports</u> – Ensure that situation status reports are disseminated to EOC staff and to the PREOC. Coordinate with the Documentation Unit for Plan distribution and reproduction as required. Oversee the preparation and distribution of the EOC Situation Report (Form EOC 501).❑ <u>Support Information Release</u> – Meet with the Information Officer to coordinate access to current information.
Before Leaving:	Follow the Generic Before Leaving Checklist.
Function Aids:	<p><u>Aids</u></p> <ul style="list-style-type: none">▪ EOC Situation Status Board▪ Damage Assessment

Planning Section Chief

Forms

- Position Log (Form EOC 414)
- Damage Assessment (Form EOC 415)
- EOC Situation Report (EOC 501)

Resource Unit Coordinator	
Responsibilities:	<p>The Resource Unit Coordinator works with the Incident Command Post in preparing resource status information, charting the current status and location of resources, and maintaining displays of resource information.</p> <ol style="list-style-type: none"> 1. Collect Resource Information – Collect resource information from active functions of the EOC. 2. Organize Resource Information – Create organizational schemes for collected resource information to facilitate sharing of status details. 3. Distribute / Display Resource Information – Prepare status boards and resource status reports to share up-to-date information.
Reports To:	EOC Planning Section Chief
Getting Started:	<p>Follow the Generic "Getting Started" Checklist.</p> <p>Set up a Resource Tracking Board (see sample).</p>
Main Checklist:	<ol style="list-style-type: none"> 1. Collect Resource Information <ul style="list-style-type: none"> ❑ <u>Identify Critical Resources</u> – Obtain list of known critical resources from Planning Section Chief or EOC Director. Obtain copies of critical resource requests from the Logistics Section. ❑ <u>Liaise with Operations Section</u> – Coordinate with Operations Section to collect and centralize resource status information. Note: The Resource Unit only tracks resources; it does not obtain or supply them. 2. Organize Resource Information <ul style="list-style-type: none"> ❑ <u>Identify Resources</u> – Use EOC Form 516 to identify resource kind and type, and whether they are Available, Assigned, or Out-of-Service. ❑ <u>Monitor Resource Requests</u> – As resource requests are received in Logistics, post the request on a status board and track the progress of the request until filled. ❑ <u>Track Resources</u> – Track the progress of resource requests until filled. Coordinate closely with the Operation Section Branches and Logistics Section units, particularly Supply, Personnel, and Transportation.

Resource Unit Coordinator

	<p>3. Distribute / Display Resource Information</p> <ul style="list-style-type: none">❑ <u>Create Status Board</u> – Develop and maintain resource status boards and/or other tracking display systems. See Resource Status Board sample.❑ <u>Keep Requestors Informed</u> – Assist EOC Operations and Logistics in notifying parties of the status of their resource requests, especially where there may be delays. It is not necessary to track mutual aid resources unless they are ordered through the Logistics Section.
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <ul style="list-style-type: none">▪ Resource Status Board (Sample) <p><u>Forms</u></p> <ul style="list-style-type: none">▪ Position Log (Form EOC 414)

Documentation Unit Coordinator

Responsibilities:	<p>The Documentation Unit Coordinator maintains accurate and complete incident files, and stores both paper and electronic files for legal, analytical, and archival purposes.</p> <ol style="list-style-type: none"> 1. Collect EOC Documents – Collect records from each active EOC function daily. 2. Take Meeting Minutes – Record proceedings of all EOC briefings and meetings. 3. Copy and Distribute Reports and Plans – Reproduce and distribute approved EOC reports and plans. 4. Organize and Secure Documents
Reports To:	EOC Planning Section Chief
Getting Started:	<p>Follow the Generic "Getting Started" Checklist.</p> <p>Set up and maintain document reproduction services for the EOC.</p> <p>Obtain at least one camera, preferably one digital and one video camera.</p>
Main Checklist:	<ol style="list-style-type: none"> 1. Collect EOC Documents <ul style="list-style-type: none"> <input type="checkbox"/> <u>Identify Materials to Collect</u> – Meet with the EOC Director to confirm what EOC materials should be maintained as official records. See suggestions, attached. <input type="checkbox"/> <u>Collect Documents</u> – Collect records from each active EOC function daily. Collect, organize and file all completed event or disaster related documents. <input type="checkbox"/> <u>Collect Position Logs</u> – Refer to EOC Organization Chart to ensure that you receive position logs from each activated function. Remind EOC members to mark appropriate documents with the date and time. 2. Take Meeting Minutes <ul style="list-style-type: none"> <input type="checkbox"/> <u>Record Minutes</u> – Take minutes at all EOC briefings and meetings. <input type="checkbox"/> <u>Photograph Important Information</u> – Photograph whiteboards (time and

Documentation Unit Coordinator

	<p>date), and other important information generated at the EOC.</p> <p>3. Copy and Distribute Plans and Reports</p> <ul style="list-style-type: none"> ❑ <u>Distribute EOC Reports and Plans</u> – Reproduce and distribute approved Situation Reports and EOC Action Plans. Keep extra copies of reports and Plans available for special distribution, as required. ❑ <u>Photocopy and Produce Documents</u> – Provide document production services to EOC staff. <p>4. Organize and Secure Documents</p> <ul style="list-style-type: none"> ❑ <u>Store Documents</u> – Arrange for dedicated filing cabinets, preferably ones that can be locked and are fire resistant. Prepare file folders to reflect contents. ❑ <u>Secure Documents</u> – Ensure security of EOC records, working with Risk Management Officer.
Before Leaving:	<ul style="list-style-type: none"> ▪ Follow the Generic "Before Leaving" Checklist. ▪ Arrange to return photocopying equipment. ▪ Process all photographs and ensure they are properly labelled.
Function Aids:	<p><u>Aids</u></p> <p>EOC Documentation</p> <p><u>Forms</u></p> <p>Position Log (Form EOC 414)</p>

Advanced Planning Unit Coordinator

Responsibilities:	<p>The Advanced Planning Unit Coordinator assesses available information to determine potential future impacts of the event or disaster, particularly issues that might influence overall EOC priorities and objectives.</p> <ol style="list-style-type: none"> 1. Review Available Information – Review the current reports, plans, and meet with the EOC members to determine the future direction and outcomes of the event or disaster. 2. Identify Approaching EOC Issues – Identify potential response and recovery related issues likely to occur within the next 36 to 72 hours. 3. Recommend EOC Objectives – Prepare an Advanced Plan to recommend EOC objectives in response to approaching issues.
Reports To:	EOC Planning Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. Review Available Information <ul style="list-style-type: none"> <input type="checkbox"/> <u>Review Information</u> – Review available situation reports, status reports, action plans, and other significant documents. <input type="checkbox"/> <u>Liaise with EOC Managers</u> – Meet individually with the EOC Management Team and determine best estimates of the future direction and outcomes of the event or disaster. 2. Identify Approaching EOC Issues <ul style="list-style-type: none"> <input type="checkbox"/> <u>Identify Potential Future Implications</u> – Determine potential future impacts of the event or disaster, particularly issues that might modify the overall EOC priorities. <input type="checkbox"/> <u>Identify Issues</u> – Identify potential response and recovery related issues likely to occur beyond the next operational period, generally within 36 to 72 hours.

Advanced Planning Unit Coordinator

	<p>3. Recommend EOC Objectives</p> <ul style="list-style-type: none">❑ <u>Brief EOC Members</u> – Provide periodic briefings to the EOC Director, Management Staff, and General Staff on approaching issues.❑ <u>Distribute Advanced Plan</u> – Submit an Advanced Plan to the Planning Section Chief for review and approval prior to implementation via briefings with the EOC Director and Management Team.❑ <u>Advise on Recovery Transition</u> – In conjunction with Recovery Unit Coordinator, recommend a transition strategy to the EOC Director when EOC activity shifts from response to recovery.
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <p><u>Forms</u></p> <ul style="list-style-type: none">▪ Position Log (Form EOC 414)

Demobilization Unit Coordinator

Responsibilities:	<p>The Demobilization Unit Coordinator looks ahead to demobilization of the EOC personnel, facility, and equipment resources to ensure that movement is orderly, safe, and cost-effective.</p> <ol style="list-style-type: none"> 1. Monitor the Need for EOC Resources – Monitor the current situation, and consult with EOC members regarding the need for EOC resources. 2. Prepare Demobilization Plan – In consultation with the EOC Director and others, prepare a plan to demobilize EOC resources. 3. Facilitate Demobilization Plan – Assist EOC members in completing all requirements before leaving the EOC.
Reports To:	EOC Planning Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. Monitor the Need for EOC Resources <ul style="list-style-type: none"> ❑ <u>Assess Opportunity to Demobilize</u> – Identify opportunities to demobilize EOC resources. Monitor the current situation, including EOC Action Plans, Situation Reports, and resource assignment lists. ❑ <u>Liaise with EOC Managers</u> – Consult with Section Chiefs, Branch Coordinators, Liaison Officer and EOC Director regarding the need for EOC resources. 2. Prepare Demobilization Plan <ul style="list-style-type: none"> ❑ <u>Prepare Demobilization Plan</u> – Prepare a draft Demobilization Plan at least once during each operational period for as long as EOC functions are formally staffed. Finalize the Demobilization Plan for approval by the EOC Director. ❑ <u>Discuss Demobilization</u> – Circulate the draft Demobilization Plan to the Planning Section Chief, EOC Director, and EOC Management Team for review. Meet individually with the General Staff to discuss the draft Demobilization Plan.

Demobilization Unit Coordinator

	<p>3. Facilitate Demobilization</p> <ul style="list-style-type: none">❑ <u>Implement Demobilization</u> – Initiate the Demobilization Plan for the EOC as approved by the EOC Director.❑ <u>Ensure Demobilized Staff Submit Information</u> – Advise all Section Chiefs to ensure that demobilized staff complete and forward to Documentation Unit all reports, time sheets, and exit surveys prior to leaving the EOC. Advise individual EOC members on required actions prior to leaving the EOC. Refer all to the "Before Leaving" Checklist.
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <p><u>Forms</u></p> <ul style="list-style-type: none">▪ Position Log (Form EOC 414)

Recovery Unit Coordinator

Responsibilities:	<p>The Recovery Unit Coordinator develops a Recovery Plan, identifying the need for recovery, the recovery objectives, the appropriate initial structure, the players, the location of initial recovery facilities, and early recovery messages.</p> <ol style="list-style-type: none"> 1. Assess Situation – Assess the need for immediate and long-term reconstruction, restoration, and recovery of public infrastructure and services, mental and public health, and the socio-economic fabric. 2. Control Donations – Issue public messages to control unsolicited donations of unwanted goods. 3. Prepare Recovery Plan – Prepare a written plan advising on priorities for recovery of public infrastructure, and continuity of public services. 4. Prepare Community Recovery Plan – Prepare a written community recovery plan for the incident, including recommendations for organization and functions.
Reports To:	EOC Planning Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. Assess Situation <ul style="list-style-type: none"> ❑ <u>Determine Immediate Recovery Needs</u> – Assess the need for immediate reconstruction efforts, such as utility restoration and debris removal. ❑ <u>Determine Long-Term Recovery Needs</u> – Assess the need for long-term recovery actions required to restore and recover public and private infrastructure, property, mental and public health, and the socio-economic fabric. 2. Control Donations <ul style="list-style-type: none"> ❑ <u>Issue Public Messages</u> – Initiate public messages to request donations in the form of cash until specific needs can be identified. Work with the Information Officer to ensure this message is released as soon as

Recovery Unit Coordinator	
	<p>possible.</p> <p>3. Prepare NRRM Recovery Plan</p> <ul style="list-style-type: none"> ❑ <u>Develop Facilities Repair Plan</u> – Prepare a written plan advising on the actions required by priority for recovery of roads, potable water systems, sewers systems, hospitals, and other infrastructure to pre-emergency conditions. ❑ <u>Develop Business Continuity Plan</u> – Prepare a written plan advising on the activation of the Business Continuity Plan for the continuation of public services by the NRRM. <p>4. Prepare Community Recovery Plan</p> <ul style="list-style-type: none"> ❑ <u>Access Victim Information</u> – Assist ESS Reception Centres in collecting evacuee information and sharing data with the Recovery Organization. ❑ <u>Develop Community Recovery Plan</u> – Formulate a community recovery plan for the incident, including recommendations for: <ul style="list-style-type: none"> • Recommended Functions • Priority of Efforts • Support Requirements • Coordination Requirements • Reporting Requirements
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <ul style="list-style-type: none"> ▪ Recovery Planning <p><u>Forms</u></p> <ul style="list-style-type: none"> ▪ Position Log (Form EOC 414)
Technical Specialist Unit Coordinator	
Responsibilities:	The Technical Specialist Unit Coordinator establishes the work specifications for and assigns technical specialists to the EOC based on requests from management or general staff.

Recovery Unit Coordinator	
	<ol style="list-style-type: none"> 1. Identify Specialists – Locate specialists in subjects that may be needed during response and recovery to the emergency event. 2. Manage Technical Specialists – Assign specialists within the EOC organization and monitor their organizational effectiveness.
Reports To:	EOC Planning Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist
Main Checklist:	<ol style="list-style-type: none"> 1. Identify Specialists <ul style="list-style-type: none"> <input type="checkbox"/> <u>Inventory Technical Specialists</u> – Maintain inventory of technical specialists, such as meteorologists, fire behaviour specialist, geologists, or engineering experts for multiple incident sites. <input type="checkbox"/> <u>Confirm Availability</u> – Ensure that qualified specialists are available in the areas required by the particular event or disaster. Coordinate with the Logistics Section to ensure that technical staff are located. 2. Manage Technical Specialists <ul style="list-style-type: none"> <input type="checkbox"/> <u>Orient Technical Specialists</u> – Ensure each technical specialist is given an orientation to the EOC and receives instructions on completing a Position Log (EOC Form 414). <input type="checkbox"/> <u>Collect Contact Information</u> – Obtain contact information (e.g., business card) from each specialist, if possible. <input type="checkbox"/> <u>Assign Technical Specialists</u> – Assign technical staff to assist the EOC sections in coordinating specialized areas of response or recovery.
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <p><u>Forms</u></p> <ul style="list-style-type: none"> ▪ Position Log (Form EOC 414)

Logistics Section Chief	
Responsibilities:	<p>The Logistics Section Chief coordinates the provision of personnel, facilities, services, equipment, and material in support of the site Incident Command Post and the EOC. Unless delegated to Logistics Section staff, the Section Chief is responsible for the following:</p> <ol style="list-style-type: none"> 1. Provide Telecommunication and Information Technology Services – Support use of telecommunication and information technology in EOC. 2. Support EOC Operations – Provide and maintain EOC facilities, including all utilities, food, water, and office supplies. 3. Supply Equipment and Material Resources to Sites – Coordinate all requests for resources from initiation to delivery to support Incident Commanders. Track and account for all resources. 4. Coordinate Personnel – Acquire and assign personnel with the appropriate qualifications to support site requests. Develop systems to manage convergent volunteers. 5. Arrange Transportation – Coordinate transportation requests in support of response operations. 6. Manage the Logistics Section – Establish the appropriate Logistics Section Units and continuously monitor organizational effectiveness.
Reports To:	EOC Director
Main Checklist:	<ol style="list-style-type: none"> 1. Provide Telecommunication and Information Technology Services <ul style="list-style-type: none"> <input type="checkbox"/> <u>Activate EOC Communications</u> – Support use of information technology in EOC. Establish and maintain EOC telephone, fax, and radio communications. Establish communications with the Logistics Section at the PREOC, if activated. <input type="checkbox"/> <u>Support Media Centre Communications</u> – Establish telecommunications at media centre, working with the Information Officer. <input type="checkbox"/> <u>Support Reception Centre Communications</u> – Establish communications at Reception Centres, working with the ESS Branch Director.

Logistics Section Chief

2. Support EOC Operations

- ❑ Supply EOC Materials – Provide and maintain EOC facilities, including all utilities, food, water, and office supplies.
- ❑ Supply EOC Security – Arrange for and manage EOC security for all areas, working with the Risk Management Officer.
- ❑ Provide Clerical Services – Coordinate secretarial and clerical services for use in the EOC.

3. Supply Equipment and Material Resources to Sites

- ❑ Determine Spending Authority – Meet with the Finance/Administration Section Chief and determine level of purchasing authority for the Logistics Section. Coordinate closely with the Purchasing Unit in the Finance/Admin Section in following all required procedures.
- ❑ Receive Resource Requests – Coordinate all requests for resources from initiation to delivery to support Incident Commanders. Validate resource requests from Incident Commanders prior to acting on a request.
- ❑ Fill Resource Requests – Locate or acquire equipment, supplies, and facilities. Work with Operations Section Chief to establish priorities for resource allocation. Ensure critical resources are allocated according to EOC Action Plan policy, priorities and direction.
- ❑ Track Resources – Ensure that all resources are tracked and accounted for in cooperation with the Planning Section Resource Unit.

4. Coordinate Personnel

- ❑ Receive Personnel Requests – Coordinate requests for EOC personnel, and assign available personnel appropriate with their training and qualifications.
- ❑ Fill Personnel Requests – Acquire and assign personnel with the appropriate qualifications. Support site requests for personnel, accounting for priorities among all sites.
- ❑ Coordinate Volunteers – Liaise with community volunteer organizations to acquire personnel to fill both site and EOC requests. Develop systems to manage convergent volunteers.

5. Arrange Transportation

- ❑ Fill Transportation Requests – Coordinate transportation requests in support of response operations.

6. Manage the Logistics Section

- ❑ Set Up Section – Ensure that the Logistics Section area is set up properly and that appropriate personnel, equipment, and supplies are in place,

Logistics Section Chief	
	<p>including telecommunications, maps and status boards.</p> <ul style="list-style-type: none"> ❑ <u>Ensure Appropriate Personnel</u> – Request additional personnel for the section as necessary to maintain 24-hour staffing capabilities. ❑ <u>Ensure Documentation</u> – Ensure that all section personnel maintain their individual position logs and other paperwork as required. ❑ <u>Participate in Action Planning Meetings</u> – Collect objectives from Logistics Branches prior to Action Planning meetings. Participate in Action Planning Meetings, using EOC Form 401A). ❑ <u>Support Financial Objectives</u> – Coordinate daily time sheets and emergency expenditures with the Finance/Administration Section.
Before Leaving:	<ul style="list-style-type: none"> ❑ Ensure that all paperwork is complete and logs are closed and sent to the Documentation Unit. ❑ Ensure that any open actions are assigned to appropriate agency and/or EOC staff as appropriate. ❑ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <ul style="list-style-type: none"> ▪ BCERMS Overview ▪ EOC Communications ▪ EOC Food Plan ▪ EOC Inventory ▪ Resource Requests ▪ Walk-In Volunteers ▪ Welcome to the EOC <p><u>Forms</u></p> <ul style="list-style-type: none"> ▪ EOC Shift Schedule (EOC Form 503) ▪ Transportation Plan (EOC Form 507) ▪ EOC Staff Food Plan (EOC Form 508A) ▪ EOC Staff Lodging Plan (EOC Form 508B) ▪ Communications Log (EOC Form 509) ▪ Check-in, Check-out (EOC Form 511) ▪ PEP Registration (EOC Form 512) ▪ Facility/Equipment Inventory for EOC (EOC Form 523) ▪ Request for Resources or Assistance (EOC Form 514) ▪ Position Log (EOC Form 414)

Information Technology Branch Coordinator

Responsibilities:	<p>The Information Technology Branch Coordinator ensures the EOC has access to radio, telephone, and other communication means, as well as computer resources and services, as required.</p> <ol style="list-style-type: none"> 1. Establish and Maintain EOC Telephone and Fax Communications – Provide telephone and fax services to EOC staff. Establish a toll-free Public Information Line or Call Centre, if required. 2. Establish and Maintain EOC Radio Communications – Mobilize and coordinate amateur radio resources to augment primary communication systems as required. 3. Establish Telecommunications at Media Centre – Provide necessary telecommunications when Information Officer establishes a Media Information Centre. 4. Establish Communications at Reception Centres – Establish telephone and radio communications at Reception Centres, and assign volunteer radio operators to external locations as required. 5. Support Use of Information Technology in EOC – Establish computer, printer, Internet access, and email addresses for key EOC functions.
Reports To:	EOC Logistics Section Chief
Main Checklist:	<ol style="list-style-type: none"> 1. Establish and Maintain EOC Telephone and Fax Communications <ul style="list-style-type: none"> <input type="checkbox"/> <u>Supply EOC Telephone and Fax Connections</u> – Ensure telephone and fax resources and services are provided to EOC staff, as required. <input type="checkbox"/> <u>Support Call Centre</u> – Provide necessary telephone equipment and service if and when Information Officer establishes a toll-free Public Information Line or Call Centre. <input type="checkbox"/> <u>Post Communications Status Board</u> – Create and maintain a telephone and radio communications status board, and assign telephone numbers to EOC functions.

Information Technology Branch Coordinator

2. Establish and Maintain EOC Radio Communications

- ❑ Set up EOC Radio Communications – Mobilize and coordinate amateur radio resources to augment primary communication systems as required.
- ❑ Link with Sites and PREOC – Ensure that a radio communications link is established with Incident Commander(s) and the Provincial Regional Emergency Operations Centre (PREOC), if established.
- ❑ Provide Communications Personnel – Ensure that adequate communications operators are available for 24-hour coverage. Develop a shift schedule. Ensure that technical personnel are available for radio communication equipment maintenance and repair.
- ❑ Document EOC Communications System – Develop and distribute a Communications Plan that identifies all systems in use and lists specific frequencies allotted for the event.

3. Establish Telecommunications at Media Centre

- ❑ Support Media Communications – Provide necessary telecommunications when Information Officer establishes a Media Information Centre.

4. Establish Communications at Reception Centres

- ❑ Support Reception Centre Communications – Assist ESS Branch Director with telephone and radio communications at Reception Centres.
- ❑ Assign External Radio Personnel – Assign volunteer radio operators to external locations as required.

5. Support Use of Information Technology in EOC

- ❑ Assess EOC Computer Needs – Determine computer requirements for all activated EOC functions.
- ❑ Establish EOC Computer Capabilities – Establish computer, printer, Internet access, and email systems for the following functions, as directed by Logistics Section Chief:
 - EOC Director
 - Information Officer
 - Planning Section Chief
 - Finance/Admin Section Chief
 - Others, as directed.
- ❑ Train EOC Users – Inform all EOC Sections/Branches/Units regarding the use of information technology.
- ❑ Troubleshoot EOC Systems – Ensure that computer technical personnel are available for equipment and application program maintenance and repair.
- ❑ Track Expenses – Inform the EOC Support Branch Coordinator of any purchases or acquisitions of computer equipment.
- ❑ Maintain Status Board – Create and maintain an Information Technology

Information Technology Branch Coordinator	
	status board.
Before Leaving:	<ul style="list-style-type: none"> ❑ Ensure that all expenditures and financial claims have been coordinated through the Finance / Admin Section. ❑ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <ul style="list-style-type: none"> ▪ EOC Communications <p><u>Forms</u></p> <ul style="list-style-type: none"> ▪ Position Log (Form EOC 414)

EOC Support Branch Coordinator	
Responsibilities:	<p>The EOC Support Branch Coordinator ensures that EOC facilities are provided for the response effort, including securing access to the facilities and providing staff, furniture, supplies, and materials necessary to configure the facilities in a manner adequate to accomplish the mission.</p> <ol style="list-style-type: none"> 1. Manage EOC Facilities – Secure access to and manage all EOC facilities. Coordinate utilities, including provision of electricity, heat, water, and waste removal. 2. Manage EOC Equipment and Supplies – Acquire and distribute office supplies, equipment, and refreshment required by EOC personnel. 3. Manage EOC Security – Ensure adequate measures are taken to secure all EOC facilities from access by un-authorized persons. 4. Provide EOC Clerical Support – Arrange for and supervise clerical staff for the EOC.
Reports To:	EOC Logistics Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. Manage EOC Facilities <ul style="list-style-type: none"> <input type="checkbox"/> <u>Identify EOC Facility Needs</u> – Determine facilities and furnishings required for effective operation of the EOC, working with the EOC Director. <input type="checkbox"/> <u>Access Non-Owned Facilities</u> – Secure legal access and use of non-owned facilities through contract, working with the Procurement Unit and the Risk Management Officer. <input type="checkbox"/> <u>Manage EOC Utilities and Maintenance</u> – Coordinate EOC utilities, including provision of electricity, heat, water, and waste removal. Arrange for continuous maintenance of acquired EOC facilities. <input type="checkbox"/> <u>Clean and Repair EOC Facilities Prior to Return</u> – Ensure all buildings, floors, and workspaces are returned to their original state when no longer needed.

EOC Support Branch Coordinator

	<p>2. Manage EOC Supplies</p> <ul style="list-style-type: none">❑ <u>Furnish EOC</u> – Provide furniture, supplies, and materials necessary to configure the EOC facilities in a manner adequate to accomplish the mission.❑ <u>Arrange EOC Refreshments</u> – Ensure adequate and nutritious food and refreshment is provided to EOC staff. Arrange for and supervise food-catering services for EOC staff.❑ <u>Maintain EOC Inventory</u> – Maintain an inventory list of items used by the EOC in response and recovery.❑ <u>Maintain EOC Facilities Status Board</u> – Develop and maintain a status board or other reference that depicts the location of each facility; a general description of furnishings, supplies and equipment at the site; hours of operation, and the name and phone number of the Facility Manager. <p>3. EOC Security</p> <ul style="list-style-type: none">❑ <u>Support EOC Safety</u> – Ensure all structures are safe for occupancy and that they comply with appropriate regulations and bylaws.❑ <u>Support EOC Security</u> – Secure access to EOC facilities. Ensure adequate measures are taken to secure all EOC facilities from access by unauthorized persons. Manage facility keys to limit off-hours access to essential EOC personnel. <p>4. EOC Clerical Support</p> <ul style="list-style-type: none">❑ <u>Manage Clerical Support for EOC</u> – Arrange for and supervise clerical staff for the EOC.
Before Leaving:	<ul style="list-style-type: none">❑ As facilities are vacated during demobilization, coordinate with the facility manager to return the EOC facility to its original state. This includes removing and returning furnishings and equipment, arranging for janitorial services, and locking or otherwise securing the facility.❑ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <ul style="list-style-type: none">▪ EOC Food Plan▪ EOC Inventory <p><u>Forms</u></p> <ul style="list-style-type: none">▪ Position Log (Form EOC 414)

Supply Branch Coordinator

Responsibilities:	<p>The Supply Branch Coordinator oversees the acquisition and allocation of supplies and materials not normally provided through mutual aid or normal agency channels.</p> <ol style="list-style-type: none"> 1. Meet Site Requests for Equipment and Supplies – Identify the number and type of resources required, where they are needed and the person or unit that should receive the supplies. 2. Acquire Resources –Oversee the acquisition and allocation of supplies and materiel not normally provided through mutual aid or normal agency channels. 3. Coordinate the Delivery of Supplies – Coordinate delivery of supplies and materiel as required. 4. Coordinate with Finance/Admin –Ensure that all required purchase documents and procedures are completed and followed, working with the Finance/Admin Section.
Reports To:	EOC Logistics Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. Identify Site Needs for Equipment and Supplies <ul style="list-style-type: none"> <input type="checkbox"/> <u>Receive Resource Requests</u> – Process incoming site requests for equipment and supplies. Identify the number and type of resources required, where they are needed and the person or unit that should receive the supplies. <input type="checkbox"/> <u>Identify Priorities</u> – Coordinate closely with the Operations Section Chief to establish priorities for resource allocation within the operational area. Determine if the item can be provided without cost from another jurisdiction or through the PREOC. 2. Acquire Resources <ul style="list-style-type: none"> <input type="checkbox"/> <u>Locate Resources</u> – Acquire equipment, supplies, and facilities.

Supply Branch Coordinator

	<p>Determine if requested types and quantities of supplies and materials are available in inventory or from the area. Oversee the acquisition and allocation of supplies and materiel not normally provided through mutual aid or normal agency channels.</p> <ul style="list-style-type: none">❑ <u>Estimate Arrival Time</u> – Determine the estimated time of arrival of supplies, and advise the requesting parties accordingly. <p>3. Coordinate the Delivery of Supplies</p> <ul style="list-style-type: none">❑ <u>Arrange to Supply Supplies</u> – Supply material and equipment resources to sites. Coordinate delivery of supplies and materiel as required.❑ <u>Coordinate Delivery</u> – Determine if the vendor or provider will deliver the ordered items. If delivery services are not available, coordinate pick up and delivery through the Transportation Unit.❑ <u>Maintain Status Board</u> – Working with the Resource Unit, maintain a status board or other reference depicting supply actions in progress and their current status (See EOC 515). <p>4. Coordinate with Finance/Admin</p> <ul style="list-style-type: none">❑ <u>Determine Spending Authority</u> – With the Logistics Section Chief, determine level of purchasing authority for the Logistics Section. Coordinate closely with the Purchasing Unit in the Finance/Admin Section in following all required procedures. Seek approval from the Finance/Admin Section Chief for orders exceeding the purchase order limit before completing the order.❑ <u>Facilitate Contracts</u> – If vendor contracts are required for specific resources or services, refer the request to the Finance/Administration Section for development of necessary agreements.❑ <u>Control Costs</u> – Identify high-cost resources that could be demobilized early, and advise other Section Chiefs.
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <p><u>Forms</u></p> <ul style="list-style-type: none">▪ Position Log (Form EOC 414)▪ Request for Resource or Assistance (Form EOC 514)

Personnel Branch Coordinator	
Responsibilities:	<p>The Personnel Branch Coordinator provide personnel resources as requested in support of the EOC and Site Operations. Responsible for Identifying, recruiting, and registering staff and volunteers as required.</p> <ol style="list-style-type: none"> 1. Support Site Requests for Personnel – Coordinate requests for site personnel, accounting for priorities among all sites. Acquire and assign personnel with the appropriate qualifications. 2. Support EOC Personnel Requests – Coordinate requests for EOC personnel, and assign available personnel appropriate with their training and qualifications. Coordinate with EOC Director or Deputy EOC Director. 3. Coordinate Volunteers – Liaise with community volunteer organizations to acquire personnel to fill both site and EOC requests. Develop systems to manage convergent volunteers.
Reports To:	EOC Logistics Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. Support Site Requests for Personnel <ul style="list-style-type: none"> <input type="checkbox"/> <u>Receive Requests for Site Personnel</u> – Process incoming site requests for personnel support. Identify the number of personnel required, special qualifications or training, where they are needed and the person or unit they should report to upon arrival. <input type="checkbox"/> <u>Acquire Site Personnel Resources</u> – Acquire personnel resources in support of site(s) from 1) Within the jurisdiction, 2) Among outside agencies, and 3) Among community volunteers. <input type="checkbox"/> <u>Transport Personnel to Site</u> – Coordinate with Transportation Unit to meet personnel requirements for transportation to the site. Determine the estimated time of arrival of responding personnel, and advise the requesting parties accordingly. <input type="checkbox"/> <u>Maintain Personnel Status Board</u> – Maintain a status board or other reference to keep track of incoming and assigned personnel resources. NOTE: Personnel safety briefings will be provided by the site Incident Commander or Safety Officer. 2. Support EOC Personnel Requests

Personnel Branch Coordinator

	<ul style="list-style-type: none">❑ <u>Receive Requests for EOC Personnel</u> – Coordinate all requests for EOC personnel. Identify the number of personnel required, special qualifications or training, where they are needed and the person or unit they should report to upon arrival.❑ <u>Acquire EOC Personnel</u> – Acquire EOC personnel from 1) Within the jurisdiction, 2) Among outside agencies, and 3) Among community volunteers.❑ <u>Maintain EOC Personnel Status Board</u> – In conjunction with the Documentation Unit, develop a large poster-size EOC organization chart depicting each activated function. Upon check in, indicate the name of the person occupying each function on the chart. Post the chart where it is accessible to all EOC personnel.❑ <u>Receive and Orient EOC Personnel</u> – Check in all incoming EOC personnel (See Form EOC 511 and Form PEP Task Reg. 512). Coordinate with the Deputy EOC Director and Risk Management Officer to ensure EOC incoming personnel have EOC badges, checklists, vests, and safety briefing upon check-in.❑ <u>Manage EOC Shift Schedules</u> – Develop shift schedules.❑ <u>Accommodate EOC Personnel</u> – Arrange accommodation for out-of-town personnel. Coordinate with ESS Branch, Supply Unit, and Procurement Unit.❑ <u>Manage EOC Stress Counseling</u> – In coordination with the Risk Management Officer, determine the need for crisis counseling for both site and EOC emergency workers, including volunteers. Acquire mental health specialists, as needed. <p>3. Coordinate Volunteers</p> <ul style="list-style-type: none">❑ <u>Liaise with Volunteer Agencies</u> – Establish communications with volunteer agencies and other organizations that can provide personnel resources.❑ <u>Register Volunteers</u> – Register convergent volunteers, as required, using Form EOC 511 and Form PEP Task Registration Form 512.
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <ul style="list-style-type: none">▪ BCERMS Overview▪ Walk-In Volunteers▪ Welcome to the EOC <p><u>Forms</u></p> <ul style="list-style-type: none">▪ Position Log (Form EOC 414)

Personnel Branch Coordinator	
	<ul style="list-style-type: none">▪ EOC Check-in / Check-out List (Form EOC 511).▪ PEP Task Registration (Form EOC 512)

Transportation Branch Coordinator	
Responsibilities:	<p>The Transportation Branch Coordinator arranges for the acquisition or use of required transportation resources in support of site activities and the EOC Action Plan.</p> <ol style="list-style-type: none"> 1. Determine Transportation Needs and Limitations – Coordinate transportation needs with other EOC personnel, and determine the status of transportation routes in the region. 2. Acquire Transportation Resources – Consult Resource Contact List in ERRP Appendix to identify potential transportation resources. 3. Coordinate Transportation Services – Coordinate the delivery of transportation resources to sites. 4. Develop a Transportation Plan – Develop a Transportation Plan to support the EOC Action Plan.
Reports To:	EOC Logistics Section Chief
Getting Started:	<p>Follow the Generic "Getting Started" Checklist.</p> <p>Obtain from the EOC Director a copy of the ERRP Resource Contact Appendix.</p>
Main Checklist:	<ol style="list-style-type: none"> 1. Determine Transportation Needs and Limitations <ul style="list-style-type: none"> <input type="checkbox"/> <u>Identify Needs</u> – Coordinate transportation needs with Supply and Personnel Units, Operations Section Branches, Information and Liaison Officers. <input type="checkbox"/> <u>Receive Transportation Requests</u> – Coordinate site requests for transportation services, accounting for priorities among all sites. Coordinate EOC requests for transportation. <input type="checkbox"/> <u>Assess Transportation Routes</u> – Routinely liaise with the Situation Unit to determine the status of transportation routes in and around the area. 2. Acquire Transportation Resources

Transportation Branch Coordinator

	<ul style="list-style-type: none">❑ <u>Identify Resources</u> – Consult Resource Contact List in ERRP Appendix to identify potential transportation resources.❑ <u>Acquire Transportation Resources</u> – Establish contact with local transportation agencies and schools to determine availability of transportation resources. Acquire transportation resources with the appropriate qualifications. <p>3. Coordinate Transportation Services</p> <ul style="list-style-type: none">❑ <u>Deliver Transportation</u> – Coordinate the delivery of transportation resources to sites.❑ <u>Maintain Status Board</u> – Maintain a status board or other reference to keep track of available and assigned transportation resources. <p>4. Develop a Transportation Plan</p> <ul style="list-style-type: none">❑ <u>Prepare Transportation Plan</u> – Develop a Transportation Plan to support the EOC Action Plan, working with other EOC personnel. Consider the elements identified as "Suggested Items for a Transportation Plan."
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <p><u>Forms</u></p> <ul style="list-style-type: none">▪ Position Log (Form EOC 414)

Finance / Administration Section Chief

Responsibilities:	<p>The Finance / Administration Section Chief provides overall administrative and financial services to sites and the EOC, including financial and cost analysis, billing, accounting, filing, and invoice preparation. Unless delegated to Finance / Admin Section staff, the Section Chief is responsible for the following:</p> <ol style="list-style-type: none">1. Record Personnel Time – Collect and process on-duty time for all EOC personnel, including volunteers and agency representatives. Ensure uninterrupted payroll for all employees.2. Coordinate Purchasing – Control acquisitions associated with emergency response or recovery, including purchase orders and contracts.3. Coordinate Compensation and Claims – Process workers' compensation claims within a reasonable time.4. Record Costs – Maintain financial records for response and recovery throughout the event. Keep the EOC Director, Management Team, and Elected Officials aware of the current fiscal situation.5. Manage the Finance / Admin Section – Establish the appropriate Finance / Admin Section Units and continuously monitor organizational effectiveness.
Reports To:	EOC Director
Main Checklist:	<ol style="list-style-type: none">1. Record Personnel Time<ul style="list-style-type: none"><input type="checkbox"/> <u>Record Time Sheets</u> – Collect and record on-duty time for all EOC personnel, including volunteers and NRRM representatives. Note: Use the same time sheet forms used in non-emergency times, if possible.<input type="checkbox"/> <u>Forward Time and Expenses for Processing</u> – Forward timesheets and expense forms to NRRM office for prompt processing for NRRM employees.

Finance / Administration Section Chief

2. Coordinate Purchasing

- ❑ Determine Spending Limits – In consultation with EOC Director determine spending limits, if any, for Logistics, Operations and Management Staff.
- ❑ Lead EOC in Financial Procedures – Meet with the Logistics and Operations Section Chiefs and review financial and administrative requirements and procedures.
- ❑ Prepare EAFs – To confirm assumptions about eligibility for provincial financial assistance, submit Expenditure Authorization Forms (EOC Form 530) to the PREOC on behalf of the EOC Director and with his or her signature.
- ❑ Pay for Acquisitions – Organize and control any acquisitions required in emergency operations. Process purchase orders and develop contracts in a timely manner.

3. Coordinate Compensation and Claims

- ❑ Process WCB Claims – Ensure that workers' compensation claims resulting from the response are processed within a reasonable time.
- ❑ Document Potential Legal Claims – Document any claims or threats of claims from disaster victims.

4. Record Costs

- ❑ Develop Cost Record System – Maintain all financial records throughout the event or disaster.
- ❑ Inform EOC Group on Response Costs – Keep the EOC Director, Management Team, Section Chiefs, and Elected Officials aware of the current fiscal situation and other related matters, on an ongoing basis.
- ❑ Submit Cost Summaries to PREOC – Ensure that all documentation and local government financial assistance paperwork is accurately maintained and submitted to PEP.
- ❑ Maintain Cost Status Board – Ensure that displays associated with the Finance/Administrative Section are current, and that information is posted in a legible and concise manner.

Finance / Administration Section Chief

5. Manage the Finance / Admin Section

- ☐ Set Up Section – Ensure that the Finance / Admin Section area is set up properly and that appropriate personnel, equipment, and supplies are in place, including telecommunications, maps and status boards.
- ☐ Ensure Appropriate Personnel – Request additional personnel for the section as necessary to maintain 24-hour staffing capabilities, as necessary.
- ☐ Ensure Documentation – Ensure that all section personnel maintain their individual position logs and other paperwork as required.
- ☐ Participate in Action Planning Meetings – Collect objectives from each activated Finance / Admin Branch prior to each Action Planning meeting. Participate in Action Planning Meetings, using EOC Briefing Format (Form EOC 401A).
- ☐ Support Financial Objectives – Coordinate daily time sheets and emergency expenditures with other EOC Sections.

Before Leaving:

Follow the Generic Before Leaving Checklist.

Function Aids:

Aids

- Expenditure Authorization
- Daily Expense Reports
- Tracking Response Costs

- **Forms**
- Position Log (EOC Form 414)
- Internal Message (EOC Form 416)
- Expenditure Authorization Form (EOC Form 530)
- EOC Daily Expenditures (EOC Form 532)
- Expenditures - Event Totals (EOC Form 534)
- Payroll Information Form
- Request for Resources or Assistance (EOC Form 514)

Time Unit Coordinator	
Responsibilities:	<p>The Time Unit Coordinator tracks, records, and reports all on-duty time for personnel, including hired and contracted individuals working during the event or disaster.</p> <ol style="list-style-type: none"> 1. Establish Time Unit Procedures – Determine procedures for recording EOC personnel time, and establish a file for each EOC employee, volunteer, and agency representative. 2. Collect Time Reports – Gather and / or update time reports from all EOC personnel, and ensure accuracy of records. 3. Submit Time Records to NRRM Treasurer – Submit personnel time records, travel expense claims and other related forms for employees to the NRRM Treasurer.
Reports To:	EOC Finance / Admin Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<p>1. Establish Time Unit Procedures</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Develop Time-Keeping Method</u> – Determine methods for recording EOC personnel time, working with the Finance / Admin Section Chief. Use your jurisdiction's regular payroll time sheets, where possible. <input type="checkbox"/> <u>Create Employee Records</u> – Establish a file for each employee or volunteer to maintain a fiscal record for as long as the person is assigned to the EOC. Refer to completed personnel Check-in Lists (See EOC 511) from the Personnel Unit for the identity of all EOC personnel. <input type="checkbox"/> <u>Advise Supervisors about Personnel Records</u>– Provide instructions for all supervisors to ensure that time sheets and travel expense claims are completed properly and signed by each employee prior to submitting them.

Time Unit Coordinator	
	<p>2. Collect Time Reports</p> <ul style="list-style-type: none"> ❑ <u>Assemble Time Records</u> – Initiate, gather, or update time reports from all EOC personnel, including volunteers and agency representatives assigned to each shift. ❑ <u>Verify Time Records</u> – Check time records to ensure they are accurate and prepared according to policy. ❑ <u>Track Overtime Costs</u> – Maintain a daily overtime spreadsheet to estimate overtime payments for NRRM staff. Log the information (i.e., casual or full-time employee, pay rate, type of work, regular hours per day, days per week) into a daily overtime master spreadsheet so that overtime is evident. ❑ <u>Collect Overtime Records</u> – Ensure all NRRM staff daily complete a timesheet called the “daily salary spreadsheet.” Submit the completed timesheet for each shift, or staff members may submit individual timesheets at the end of their shifts. For missing timesheet information, consult the EOC’s “Check In/Check Out Sheet” (EOC Form 511) or obtain the staffing schedules from EOC supervisors. <p>3. Submit Time Records to Treasurer</p> <ul style="list-style-type: none"> ❑ <u>Submit Staff Records for Payment</u> – Submit personnel time records, travel expense claims and other related forms for employees to the NRRM Treasurer.
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <p><u>Forms</u></p> <ul style="list-style-type: none"> ▪ Suggested Items for a Transportation Plan ▪ Position Log (Form EOC 414)

Procurement Unit Coordinator	
Responsibilities:	<p>The Procurement Unit Coordinator provides administrative services pertaining to all matters involving purchase, hire, contract, rental and leases of resources through the EOC.</p> <ol style="list-style-type: none"> 1. Establish Procurement Procedures – Determine procurement policies and procedures for your jurisdiction, including the approved processes for contracting. 2. Coordinate Contracts – Oversee the development and maintenance of all contracts initiated through the EOC for purchase, lease, or rent of acquired resources. 3. Submit Procurement Records to Cost Unit – Forward costs and payment schedules to Cost Unit for processing of all EOC contracts.
Reports To:	EOC Finance / Admin Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. Establish Procurement Procedures <ul style="list-style-type: none"> <input type="checkbox"/> <u>Confirm Procurement Authorization</u> – Review emergency procurement procedures and policies of the NRRM, including the identity of EOC personnel authorized to commit the NRRM to a contract. <input type="checkbox"/> <u>Advise EOC Personnel on Procurement Procedures</u> – Ensure that all EOC personnel know the approved processes for procurement, including contracting procedures. <input type="checkbox"/> <u>Obtain Contract Forms</u> – Obtain approved contract forms for use in all EOC procurement.

Procurement Unit Coordinator	
	<p>2. Coordinate Contracts</p> <ul style="list-style-type: none"> ❑ <u>Review Contracts</u> – Review all EOC contracts to ensure they identify the scope of work, specific site locations, and any requirements for insurance. Verify contract costs with pre-established vendor contracts and/or agreements, or consult the Blue Book for accepted provincial rates for equipment. ❑ <u>Negotiate Contracts</u> – Negotiate rental and lease rates not already established, or purchase price with vendors as required. Coordinate with Supply Unit and Operations Section on all matters involving the need to purchase, hire, contract, rent or lease. Obtain concurrence from the Finance/Administration Section Chief. ❑ <u>Report Unethical Business Practices</u> – Report vendors engaged in unethical business practices, such as inflated prices or rental rates for their merchandise or equipment during disasters, to the EOC Director and PREOC, if established. <p>3. Submit Procurement Records to Cost Unit</p> <ul style="list-style-type: none"> ❑ <u>Forward Contracts for Payment</u> – Forward costs and payment schedules to NRRM Treasurer for processing of all EOC contracts.
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <p><u>Forms</u></p> <ul style="list-style-type: none"> ▪ Position Log (Form EOC 414)

Compensation and Claims Unit Coordinator	
Responsibilities:	<p>The Compensation and Claims Unit Coordinator oversees the investigation of injuries and claims arising from damage to property and/or equipment.</p> <p>Responsible for maintaining a file of injuries and illnesses associated with the event or disaster including results of investigations.</p> <ol style="list-style-type: none"> 1. Manage Equipment Loss or Damage Claims – Coordinate investigation and resolution of claims of equipment loss or damage due to response activities. 2. Manage Injury Claims – Prepare appropriate forms for all verifiable injury claims and forward them to WCB within the required timeframe. 3. Manage Private Property Loss or Damage Claims – Record all claims of public property loss or damage, and explore options for loss control and mitigation of hazards. 4. Submit Claim Summaries to Cost Unit – Forward summary of claim estimates to Cost Unit for processing.
Reports To:	EOC Finance / Admin Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. Manage Equipment Loss or Damage Claims <ul style="list-style-type: none"> <input type="checkbox"/> <u>Receive Equipment Claim Information</u> – Receive and record claims of loss or damage to response equipment operating on behalf of the EOC or jurisdiction. Consult with the Risk Management Officer on all claims of equipment loss or damage. <input type="checkbox"/> <u>Gather Information</u> – Investigate equipment damage claims to determine cause and application under the contract, taking photographs where appropriate to document damage. Obtain copies of relevant contracts from the Procurement Unit Leader. <input type="checkbox"/> <u>Track Equipment Damage Claims</u> – Maintain a chronological log of equipment damage claims reported during the event.

Compensation and Claims Unit Coordinator

2. Manage Injury Claims

- ☐ Receive Injury Claims – Receive and record all reports of injuries associated with the response effort. Establish a separate file for each reported incident.
- ☐ Investigate Injury Claims – Where injuries occur to NRRM employees or EOC volunteers, ensure all injury claims are investigated as soon as possible.
- ☐ Prepare WCB Forms – Prepare appropriate forms for all verifiable injury claims and forward them to WCB within the required timeframe.
- ☐ Track Injury Claims – Maintain a chronological log of injuries and illnesses reported during the event.

3. Manage Private Property Loss or Damage Claims

- ☐ Receive Damage Claims – Receive and record all reports of private property loss or damage claims associated with the incident, working with the Damage Assessment prepared by the EOC Situation Unit. Consult with the Risk Management Officer on all claims of public property loss or damage, and explore options for loss control and mitigation of hazards.
- ☐ Investigate Damage Claims – Ensure all private property claims are investigated as soon as possible.
- ☐ Track Damage Claims – Maintain a chronological log of private property damage reported during the event.

4. Submit Claim Summaries to Cost Unit

- ☐ Forward summary of claim estimates to Cost Unit for processing.

Before Leaving:

Follow the Generic "Before Leaving" Checklist.

Function Aids:

Aids

Forms

- Position Log (Form EOC 414)

Cost Accounting Unit Coordinator	
Responsibilities:	<p>The Cost Accounting Unit Coordinator collects all cost data, performs cost effectiveness analyses, develops cost estimates, and makes cost-saving recommendations.</p> <ol style="list-style-type: none"> 1. Acquire Cost Data – Collect cost documentation daily from sites and EOC sections. 2. Create and Maintain Cost Records – Prepare and maintain a cumulative cost report for the event or disaster, accounting for all costs and losses incurred by the local government. 3. Coordinate Financial Assistance for Jurisdiction – Coordinate all financial assistance efforts with agencies offering emergency response support.
Reports To:	EOC Finance / Admin Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. Acquire Cost Data <ul style="list-style-type: none"> <input type="checkbox"/> <u>Advise EOC Sections on Cost Records</u> – Ensure that each EOC Section is documenting response cost information from the onset of the event. Advise staff of Disaster Financial Assistance rules and the importance of documentation. <input type="checkbox"/> <u>Assemble Cost Records</u> – Collect cost documentation daily at the end of each shift. Assist Incident Commander(s) and Branch Coordinators in obtaining cumulative cost totals for the event on a daily basis. <input type="checkbox"/> <u>Summarize Costs</u> – Compute costs for use of equipment owned, rented, donated or obtained through aid, working with the Procurement Unit. Meet with the Documentation Unit Coordinator and review EOC position logs, journals, all status reports and Action Plans to determine additional financial assistance items that may have been overlooked. 2. Create and Maintain Cost Records

Cost Accounting Unit Coordinator	
	<ul style="list-style-type: none"> ❑ <u>Prepare Daily Expense Reports</u> – Prepare and maintain a daily expense report (using EOC Form 532) for the event or disaster, accounting for all costs and losses incurred by the local government. Submit the Daily Expense Report to the PREOC. ❑ <u>Maintain Cumulate Costs</u> – Prepare and maintain a cost report to provide cumulative analyses, summaries, and total emergency related expenditures for the local jurisdiction. ❑ <u>Organize Cost Records</u> – Organize and prepare records for final audit. <p>3. Coordinate Financial Assistance for NRRM</p> <ul style="list-style-type: none"> ❑ <u>Confirm PEP Task Number</u> – Ensure that PEP has provided a task number for the incident. ❑ <u>Identify Sources of Financial Assistance</u> – Coordinate all financial assistance with agencies offering emergency response support. Contact the PEP Recovery Office for assistance and guidance. ❑ <u>Assemble Cost Records</u> – Working with the EOC Documentation Unit, organize and prepare cost records for submission to PEP and other provincial organizations.
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><u>Aids</u></p> <p><u>Forms</u></p> <ul style="list-style-type: none"> ▪ Position Log (Form EOC 414)

Appendix B – EOC Forms

Note: Forms are updated annually and can be found at:

<http://www.pep.gov.bc.ca/Community/EOCforms.html>

- EOC 401 Management Team Briefing Agenda
- EOC 401a Section/Function Status Report
- EOC 407 Position Decision / Approval Log
- EOC 410 Contact Directory
- EOC 414 Position Log
- EOC 415 Damage Assessment
- EOC 416 Message
- EOC 417 ESS Reception Centre and Group Lodging Situation Report
- EOC 418 ESS Situation Report
- EOC 420 Evacuation Plan Message
- EOC 421 Urgent Evacuation Procedures
- EOC 422 Spokesperson Media Statement
- EOC 423 Media Tracking Report
- EOC 424 Media Conference Attendance Record
- EOC 425 After the Disaster (sample release)
- EOC 501 Situation Report
- EOC 502 EOC Action Plan
- EOC 503 Shift Schedule
- EOC 507 Transportation Plan
- EOC 508 EOC Staff Food & Lodgings Plan
- EOC 509 Communications Log
- EOC 511 EOC Check-in/Check-out
- EOC 512 EMBC Task Registration Form
- EOC 514 Request for Resources or Assistance
- EOC 515 Resource Planning Worksheet- Supply Unit
- EOC 516 Resource Status by Type
- EOC 517 Resource Status by Location
- EOC 523 EOC Faculty/ Equipment Inventory
- EOC 530 EOC Expenditure Authorization Form
- EOC 532 EOC Daily Expenditures
- EOC 534 EOC Event Expenditure – Event tools
- EOC 550 Major Incident Report

Appendix C- Vital Services Directory

(Revised 2012-03-03)

Vital Services - NRRM

Policy Group	Name	Work #	Home #	Cell #
Mayor	Bill Streeper	250-774-6700	250-774-7031	250-500-1952
Councillor	Laurie Dolan			250-321-1906
Councillor	Kim Egliniski	250-774-7554	250-774-3960	250-775-0860
Councillor	Doug McKee	250-774-7660	250-774-6802	
Councillor	Todd Osbourne	250-774-6812	250-500-3898	
Councillor	Danny Soles		250-774-1024	250-233-2012
Councillor	Ron Vigeant	250-774-7272	250-774-2516	250-500-2727
Emergency Coordinator	Chief Gord McCleary	250-774-3955		250- 775-1953
Deputy Emergency Coordinator	Deputy Chief James Childs	250-774-3955		250-775-1947
CAO	Randy McLean	250-774-2541	250-774-7879	250-775-1951

NRRM Plan

Date of Origin: 1985

Updated: March 2012

Fort Nelson First Nations	Name	Work #	Home #	Cell #
Chief & Council				
Chief	Sharleen Wildeman		250-500-1383	250-500-1070
Councillor	Kathie Dickie		250-774-7539	250-321-0058
Councillor	Curtis Dickie			250-500-2936
Councillor	Vance Parson		250-774-7887	250-500-4838
Councillor	Theresa Fincaryk		250-774-3213	250-500-2679
Councillor	Roberta Dendys		250-774-7207	250-500-2679
Executive Director	Scott Carle	250-774-7257		250-500-7260
Other First Nations Key Contacts				
Indian Northern Affairs Canada Duty Officer		604-209-9709		
First Nations Emergency Services				
Emergency (24 Hour)		1-877-263-3456		
Non-Emergency		1-888-822-3388		
	Name	Work #	Home #	Cell #
Police Aboriginal Liaison Officer	Sgt. Dean Boland	250-774-2777		250-321-0643
CN Rail First Nations	Brent Ballingal	250-828-6399		

NRRM Plan

Date of Origin: 1985

Updated: March 2012

Liaison Officer (Kamloops)				
Indian Northern Affairs Canada Duty Officer		604-209-9709		
NRRM EOC				
Director				
Information Officer				
Risk Management Officer				
Liaison Officer				
Operations Chief				
Planning Chief				
Logistics Chief				
Finance/Admin. Chief				

NRRM Plan

Date of Origin: 1985

Updated: March 2012

Vital Services- General

AIRPORT	Fort Nelson	250-774-6454
	Jim Ogilvie, Manager	250-774-2058 250-500-2828
	NavCanada	250-774-6925
	Jay Stidolph	250-233-8677
	Weather Office	250-774-6461
AIRCRAFT CHARTER COMPANIES		
	Villers Air Services	250-774-2072
	Central Mountain Air	250-774-6681
	Swanberg Air	1-877-637-8977
	Liard Air Services	250-776-3481
	Rocking Star Adventures	250-321-6922
AUXILIARY LIGHTING	Fort Nelson Fire Dept.	250-774-3955
	CAT Rental Shop	250-774-6812

NRRM Plan

Date of Origin: 1985

Updated: March 2012

	Town of Fort Nelson Public Works	250-774-2838
	Raven Oilfield Rentals	250-774-7806
	Strad Energy Services	1-866-778-2552
	Eveready Industrial Service Corp.	250-233-8811
	Ketek Industries Ltd.	250-774-6618
	Phoenix Oilfield Rentals	250-775-6633
AMBULANCES	BC Ambulance Service	250-774-2344
	Action Safety Services	250-782-8202
	Alpha Safety	250-774-4113
	Canruss Medical Services	250-775-0599
	Central Interior First Aid	250-233-5048
	HSE Integrated	250-774-4891
	Icefields Paramedic Service	250-775-0035
	Survivor Safety Services	250-775-1878
BOATS	Conservation Service	1-877-952-7277 Or 250-774-3547

NRRM Plan

Date of Origin: 1985

Updated: March 2012

	BC Parks	250-774-7190
BUS SERVICE	Greyhound Bus Lines	250-774-6322
	Diversified Transportation	250-774-3767
	School District # 81	250-774-2591
	Fort Hotel	250-774-6971
	Woodlands Inn	250-774-6669
CATERERS / FOOD SUPPLIERS	A & W	250-774-7325
	B.P.O.E.	250-774-6415
	Boston Pizza	250-774-7477
	Backroads Sport & Grill	250-774-2000
	Fort Pizza	250-774-2405
	Mama & Papa's Cafe	250-774-6090
	Northern Lights Deli/Tags	250-774-3311
	P & T Restaurant	250-774-6244

NRRM Plan

Date of Origin: 1985

Updated: March 2012

	Shangri-La Restaurant	250-774-2188
	Subway	250-774-7827
Food Suppliers (Local)	IGA (Food Supplier)	250-774-2791
	Overwaitea (Food Supplier)	250-774-6830
	Short Stop Convenience Store	250-774-3737
Up highway	J & H Wilderness Camp (summer only)	250-776-3453
	Northern Rockies Lodge	250-776-3481
	The Poplars	250-232-5465
	Toad River Lodge	250-232-5401
CLERGY	Alliance Church	250-774-6607
	Anglican Church	250-774-6427
	Catholic Church	250-774-6664
	Pentecostal Church	250-774-2375

NRRM Plan

Date of Origin: 1985

Updated: March 2012

	United Church	250-774-6792
	Jehovah Witness	250-774-4976
COMMUNICATIONS	Forestry	250-774-5511
	Transport Canada	250-774-6454
	Fort Nelson RCMP	250-774-2777
	Fort Nelson Fire Dept.	250-774-3955
	Search & Rescue	250-774-2902
	Fort Nelson Airport (Jim Ogilvie)	250-774-6454 (home) 250-774-2058 (cell) 250-233-1351
	City Answering Service	250-774-3101
CORONER	Kris HAUGAN	(home) 250- 774-7822 (work) 250-233-6803 (fax) 250-233-6809 (pager) 250-233-0774
	Regional Coroners Office Prince George, BC	250- 565-6040 or 1-888-304-4937

NRRM Plan

Date of Origin: 1985

Updated: March 2012

		or 250-561-8686 (pager)
CRANES, BULLDOZERS, ETC.	See Heavy Duty Equipment	
CRASH TRUCKS	See Fire Dept.	
CUSTOMS AUTHORITIES	Whitehorse, YT	(867) 667-3943 or 1-800-CANPASS
DENTISTS	Dr. ASHLEY	250-774-3510
	Airport Way Dental Clinic	250-774-4484
DEPT. OF PUBLIC WORKS	Public Works and Gov't. Services Canada	250-774-6956
	George Smith	(home) 250-774-7055
DOCTORS	Airport Way Medical Clinic	250-774-7838
	Dr. KASSA	(home) 250-774-7598
	Dr. MOSTERT	(home) 250-774-2929
	Dr. NICKSON	250-774-7838
DRUG STORE	Pharmasave	250-774-2323

NRRM Plan

Date of Origin: 1985

Updated: March 2012

	Overwaitea	250-774-6830
EMERGENCY MEASURES	EMBC Fort Nelson Gord McCleary Coordinator	250-774-3955 (Cell) 250- 775-1953
	James Childs, Deputy Coordinator	250-774-3955 (Cell)250-775-1947
	Bob KELLY, Regional Manager, EMBC	250- 612-4172 (pager) 250-565-6130
	EMBC Victoria	1-800-663-3456 or 1-888-344-5888
	Michael EASTWOOD SAR Manager	(work)250- 774-5511 (home)250- 774-2683 (cell) 250-233-2232
	Alison Starr SAR Search Manager	(work)250- 774-2741 (home) 250-774-2877 (cell)250- 775-0877
	Alvina BERGGREN ESS Director/Red Cross	(home) 250-774-3210

NRRM Plan

Date of Origin: 1985

Updated: March 2012

EXPRESS AGENCIES	CF Parcel Express	250-774-6727
	Greyhound Bus Lines	250-774-6322
	Loomis Courier	250-774-3511
	Purolator	250-774-3101
	Northwest Transport	250-774-2161
	Dufour Enterprises Ltd.	250-774-2041
	Rainbow Transport	250-774-2200
FIRE DEPARTMENTS	Fort Nelson Emergency	250-774-2222
	Fort Nelson Fire Hall	250-774-3955
	Chief Gord McCleary	250-774-3955 (Cell)250- 775-1953
FIRST AID PERSONNEL	Fort Nelson General Hospital	250-774-8100
	(See also AMBULANCES)	
FORESTRY	Ministry of Forests	250-774-5511
	Fire Centre - Airport (Summer only)	250-774-7905

NRRM Plan

Date of Origin: 1985

Updated: March 2012

	Fire Centre - Prince George	250-565-6126 or 1-800-663-5555
FUNERAL HOME	No Local Funeral Homes	
HEALTH UNIT	Northern Health i/c Environmental Health Officer	250-774-7092
HEAVY EQUIPMENT (including Mobile Camps)	Finning Tractor & Equipment	250-774-7275
	Buzzy Crane Service	250-774-6519
	Kledo Construction	250-774-2501
	Eh-Cho-Dene Enterprises	250-774-7523
	Streeper & Son's Trucking Ltd.	250-774-7425
HELICOPTERS	Bailey Helicopters	250-774-3555
	Canadian Helicopters	250-774-6171
	Highland Helicopter	250-774-6106
	Qwest	250-774-5302

NRRM Plan

Date of Origin: 1985

Updated: March 2012

HIGHWAY TRANSPORT VANS (Refrigerated)	Northwest Transport	250-774-2161
	Canadian Freightways	250-774-2234
HORSES (Riding/Pack)	See Guides (Appendix 'A')	
HOSPITAL	Fort Nelson General	250-774-8100
HOTELS – In Fort Nelson	Bluebell Motel	250-774-6961
	Fort Nelson Motor Inn	250-774-6971
	Pioneer Motel	250-774-6459
	Provincial Motel	250-774-6901
	Shannon Motel	250-774-6000
	Mini Price Inn	250-774-2136
	Ramada (Almada) Inn	250-774-2844
	Woodlands Inn	250-774-6669
	Super 8	250-233-5025

NRRM Plan

Date of Origin: 1985

Updated: March 2012

	Kacee's Northern Suites	250-233-4800
Uphighway	Double G	250-776-3411
	J & H Wilderness Camp	250-776-3453
	Liard River Lodge	250-776-7341
	Muncho Lake Lodge	250-776-3456
	The Poplars	250-232-5465
	Toad River Lodge	250-232-5401
	Liard Hotsprings Lodge	250-776-7349
IMMUNIZATION CLINIC	Public Health Nurse	250-774-7092
MEDICAL SUPPLIES	See Hospital and Drug Store	
METEOROLOGICAL OFFICE	See Airport	
MILITARY ASSISTANCE	Fort Nelson 4th Canadian Ranger Patrol Group (Dan Campbell)	250-500-2342
MINISTRY of CHILDREN & FAMILY	Office	250-774-6185

NRRM Plan

Date of Origin: 1985

Updated: March 2012

	HelpLine	1-800-663-9122 or 1-800-663-7867 or 310-1234
MOBILE CANTEENS	see CATERERS	
MOBILE HOMES	No dealers	
MORGUES (Building Suitable)	See HOSPITAL Recreation Centre	250-774-2541
MOTELS	See Hotels	
MUNICIPAL DEPARTMENTS	Town of Fort Nelson	250-774-2541
	Public Works Building	250-774-2838
	Fire Hall	250-774-3955
NEWSPAPERS	Fort Nelson News	250-774-2357 or 250-774-6397
	Judith KENYON	250-774-6424
	Northeast News	250-787-7030

NRRM Plan

Date of Origin: 1985

Updated: March 2012

OFFICE SPACE (Emergency)	Town Square	250-774-2541
	Recreation Centre	250-774-2541
	See HOTELS	
POLICE	Fort Nelson RCMP Office	250-774-2777
	Staff Sergeant Tom ROY	250-774-4246
	Sergeant Les Hobenshield	250-321-
POST OFFICE	Fort Nelson Post Office	250-774-6723
PROVINCE OF BC	Government Agent	250-774-6945
	Ministry of Transportation	250-774-6772 (24 HR) 233-2087 or 250-787-3237
	Drug & Alcohol Counsellor	250-774-8105
	Social Services & Housing	250-774-6185
	Forestry	250-774-5511
	Weigh Scales	250-774-7041

NRRM Plan

Date of Origin: 1985

Updated: March 2012

	Weigh Scales, Fort St. John	250-785-3406
	Conservation Officer	250-774-3547 or 1-800-663-9453
	BC Parks	250-774-7190
	Environmental Protection	250-787-3411
PUBLIC WORKS - FEDERAL	See Dept. of Public Works	
PUMPS (Portable)	Forestry	250-774-5511
	Northern Metallic Sales	250-774-6101
	Fire Department	250-774-2222
	CAT Rental Shop	250-774-6812
	Eh-Cho-Dene Enterprises	250-774-7523
	Public Works	250-774-2838

NRRM Plan

Date of Origin: 1985

Updated: March 2012

	Airport (Jim Ogilvie)	250-774-6454
RADIO STATIONS	Energy 102.3 The Bear	250-774-2525
	CKNL (Fort St. John)	250-785-6634
	CBC Radio	250-562-6701 (Prince George) or (867) 668-8400 (Whitehorse)
RAILWAY COMPANIES	CN Rail	1-800-449-8547
RENTAL EQUIPMENT	CAT Rental Shop	250-774-6812
	Normandeau Rentals	250-774-7806
SEARCH AND RESCUE COORDINATORS	Fort Nelson RCMP	250-774-2777
	Michael EASTWOOD	(work) 250-774-5511 (home) 250-774-2683 (cell) 250-233-2232
	Alison Starr	(work) 250-774-2741 (home) 250-774-2877

NRRM Plan

Date of Origin: 1985

Updated: March 2012

		(cell)250- 775-0877
SNOWMOBILES	Forestry	250-774-5511
	Conservation Office	250-774-3547
	Northern Metallic	250-774-6101
	Fort Nelson RCMP	250-774-2777
	Fort Nelson Snowmobile Club - James Campbell	250-774-7781
SURVEYORS	McELHANNEY Associates	250-774-2278 or 250-787-0356
TABLE/CHAIR RENTALS	Recreation Centre	250-774-2541
	Elks	250-774-6415
TAXI COMPANIES	JGN Taxi	250-774-4477
TOW TRUCKS	Cooper Barging Shop	250-774-6659 250-774-3359
	Archie's Towing	250-774-3057
TRUCKING COMPANIES	Canadian Freightways	250-774-2234

NRRM Plan

Date of Origin: 1985

Updated: March 2012

	Northwest Transport	250-774-2161
	Dufour Enterprises	250-774-2041
	Rainbow Transport	250-774-2200
UTILITY COMPANIES	Fortis BC	1-877-889-2002
	BC Hydro	1-877-520-1182
	NorthwesTel	811 or 1-800-661-0493
	Town of Fort Nelson	250-774-2541
	Superior Propane	250-774-4446
WELDING SERVICES	Normandeau Rentals	250-774-7806
	Mickie Ross Ltd.	250-774-3285
	Bring it Welding	250-774-7510
	Top Gun Welding	250-774-3985
X-RAY MACHINES	See Hospital	

NRRM Plan

Date of Origin: 1985

Updated: March 2012

GUIDE OUTFITTERS 2012

1. CARY, Darwin
Scoop Lake Outfitters
5615 Deadpine Drive
Kelowna BC V1P 1A3
(250) 491-1885
June 1 – Oct 15 – 250-491-1885
7-52, 7-51

2. DRINKALL, Dale
Folding & Terminus Mountain Outfitters
Box 27 Mile 419 Alaska Hwy
Toad River BC V0C 2X0
(250) 232-5451
7-54, 7-51, 7-41

3. GILLIS, Paul
Bougie Mountain Outfitters
RR#1 Mile 308 Box 30
Fort Nelson BC V0C 1R0
(250) 774-6457
7-48, 7-56

NRRM Plan

Date of Origin: 1985

Updated: March 2012

4. WARREN, Larry
Tuchodi River Outfitters

Box 59

Hudson's Hope BC V0C 1V0

250-263-4526

7-41, 7-50, 7-51, 7-42

5. SCHIPPMANN, Chris
Liard River Adventures

Site 15, Comp 92 RR#1

Fort St. John BC V1J 4M6

(250)630-2704

7-53

6. SIMPSON, Frank
Simpson Stone Steep Ltd.

Box 1901

Clareshom AB T0L 0T0

(403) 625-2150

7-52

7. RAYMOND, Shawn (Note: Will change in March 2012)
Coal River Outfitters

Fort Nelson BC V0C 1R0

(250) 233-8712

7-52, 7-53, 7-51

NRRM Plan

Date of Origin: 1985

Updated: March 2012

8. THOMPSON, Art
 Gundahoo River Outfitters
 Box 39
 Muncho Lake BC V0C 1Z0
 (403) 728-3752 or (Cell)(403) 997-3310
 1-877-476-4878
 7-51

9. TOMPKINS, Barry
 Big Nine Outfitters/High & Wild Wilderness Safaris
 Box 6742
 Fort St John BC V1J 4J2
 (250) 787-8431
 7-49, 7-50

10. OLSEN, Leif
 Stone Mountain Safaris Ltd
 Box 7870 Mile 422 Alaska Hwy

 Toad River BC V0C 2X0
 (250) 232-5469
 7-49, 7-50, 7-51, 7-54

NRRM Plan

Date of Origin: 1985

Updated: March 2012

Equipment & Services

Agency	Communications Equipment	Equipment	Radio Frequency
RCMP	Computer links, fax, telephone		
Fire Department	Radios	Rescue truck	
	Pagers	Ladder	
		Command car	
		Pumper	
ESS		<ul style="list-style-type: none"> • Reception Centre Signage Kit • Reception Centre Kits • Access to Group Lodging Kit • File Kit • Grab and Go Bag • Sandwich Boards/Direction signage • Coffee Cart and Supplies • Incidentals 	
Search & Rescue		<ul style="list-style-type: none"> • Climbing and repelling gear • Ground search equipment • Portable radios 	

NRRM Plan

Date of Origin: 1985

Updated: March 2012

		<ul style="list-style-type: none"> • Causality Collecting Unit – • Advanced Treatment Centre • All personnel are paged out using a phone call out list • 3 Radios • All Radios are kept at S.A.R. Headquarters at 	Radio frequency for Search and Rescue is _____ M.H.Z. truck-to-truck _____ Repeater
Public Works		Water shut off/turn on/repairs	Radios monitored 24 hours per day. Frequency:
		Sewage repairs Road repairs	
		Transportation of people. Access to one (1) van holding 7 persons (if not out of town at the time) Road Barricades Road Closure Traffic Control Excavation/earth moving	

NRRM Plan

Date of Origin: 1985

Updated: March 2012

School District		Buses	
Northern Health		Emergency health care equipment	
Coroner		Body Bags, Portable Morgue	
ESS		Reception Centre equipment	

NRRM Plan

Date of Origin: 1985

Updated: March 2012

Appendix D- Evacuation Operational Guidelines (2009) (attached)

Appendix E- Northern Rockies Regional Municipality ESS Plan (attached)

NRRM Plan

Date of Origin: 1985

Updated: March 2012

Appendix F- Declaring a State of Local Emergency in British Columbia

Declaration of State of Local Emergency ORDER

WHEREAS *[type of hazard]* in *[name of local authority]*;

AND WHEREAS *[explanation of ongoing or imminent threat to life or property]*;

AND WHEREAS this *[type of hazard]* emergency requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of people or to limit damage to property;

NOW THEREFORE:

IT IS HEREBY ORDERED pursuant to Section 12 (1) of the *Emergency Program Act* (RS, 1996, Chap 111) that a state of local emergency exists in *[specific geographic boundaries of designated area]* due to *[short hazard description]* and *[short consequence statement]*;

IT IS FURTHER ORDERED THAT the *[name of local authority]*, its employees, servants and agents are empowered pursuant to Section 13 (1) of the *Emergency Program Act* to do all acts and implement all procedures that are considered necessary to prevent or to alleviate the effects of the emergency.

ORDERED by the *[head of local authority]* this date *[date]* to remain in force for seven days until *[date]* at midnight unless cancelled by *[name of local authority]* or the Minister responsible.

Mayor NRRM

Chief Fort Nelson First Nations

NRRM Plan

Date of Origin: 1985

Updated: March 2012

Extension Request for State of Local Emergency

WHEREAS life and property remain at risk due to (*complete description of the emergency*)

AND WHEREAS the Mayor and Chief have requested to extend the duration of the declaration of a State of Local Emergency due to expire on _____ at midnight;

IT IS HEREBY APPROVED pursuant to Section 12(6) of the *Emergency Program Act (RS, 1996, Chap. 11)* that the Northern Rockies Regional Municipality may extend the duration of a State of Local Emergency for a further seven days to _____ at midnight.

Solicitor General

Date Signed

State of Local Emergency

CANCELLATION ORDER

Date:

WHEREAS the (*describe emergency*) no longer requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of a person or to limit damage to property;

IT IS HEREBY ORDERED pursuant to Section 14 (2) (ii) of the *Emergency Program Act* (RS, 1996, Chap. 111) that a State of Local Emergency no longer exists in the Northern Rockies Regional Municipality and is therefore cancelled effective this date at _____ hours.

Mayor of NRRM

Chief of Fort Nelson First Nation

NRRM Plan

Date of Origin: 1985

Updated: March 2012

Appendix G- Northern Health Pandemic Plan

NRRM Plan

Date of Origin: 1985

Updated: March 2012

Appendix H- Radio Frequencies

ZONE	CHANNEL #	CHANNEL NAME	(RX)	(TX)	DEC	ENC
1 – Fire	1	Fire Emergency	168.6900	172.8600	C-123.0	C-123.0
	2	Fire Repeater	169.5900	173.9700	C-123.0	C-123.0
	3	Fire Simplex	169.5900	169.5900	C-123.0	C-123.0
New Tac.	4	Fire Tactical 1	166.6800	166.6800		
New Tac.	5	Fire Tactical 2	166.0350	166.0350		
	6	BC Ambulance	149.6800	149.6800		
	7	Town/Public Works	155.4000	159.4000		
	8	PEP	149.4950	149.4950		
	9	Fire Commissioner	155.4600	155.4600		
	10	Hospital	172.7700	172.7700		
	11	Fire Simplex Digital	169.5900	173.9700		
	12	Unprogrammed				
	13	Unprogrammed				
	14	Unprogrammed				
	15	Unprogrammed				
	16	Unprogrammed				

ZONE	CHANNEL #	CHANNEL NAME	(RX)	(TX)	DEC	ENC
2 – RCMP	1	RCMP Fort Nelson	139.6500	138.3150		C-100.0
	2	A1 Summit	139.2450	138.5250		C-100.0
	3	B2 Liard/Pink	139.4100	138.6750		C-100.0

NRRM Plan

Date of Origin: 1985

Updated: March 2012

	4	Toad River	139.5900	138.8850		C-100.0
	5	D1 Trutch	139.3200	138.5850		C-100.0
	6	E1 Muncho	139.500	138.7650		C-100.0
	7	M1 Prophet	139.3500	138.2850		C-100.0
	8	N1 Donaldson	139.6500	138.3150		C-100.0
	9	X3 Fort Nelson	141.7200	141.0900		C-107.2

ZONE	CHANNEL #	CHANNEL NAME	(RX)	(TX)	DEC	ENC
3 – ROAD	1	LADD 1	154.1000	154.1000		
	2	LADD 2	158.9400	158.9400		
	3	LADD 3	154.3250	154.3250		
	4	LADD 4	173.3700	173.3700		
	5	Sukunka	151.2650	151.2650		
	6	Tackama RD	152.0300	152.0300		
	7	Tackama YD	153.4100	153.4100		
	8	Polar RD	151.2650	151.2650		
	9	Polar YD	151.8350	151.8350		
	10	Slocan RD	151.3550	151.3550		
	11	Beaton Safety	150.8150	150.8150		
	12	Fontas	151.1150	151.1150		
	13	Chopstick	153.1700	153.1700		
	14	Anadarko	169.6500	169.6500		
	15	Muskwa	151.8950	151.8950		

NRRM Plan

Date of Origin: 1985

Updated: March 2012

Appendix I- Fort Nelson First Nations Emergency Plan Draft

NRRM Plan

Date of Origin: 1985

Updated: March 2012