CITY OF CHILLIWACK
Emergency Response and Recovery Plan

Any responding agency perceiving a need for site support for any emergency, or any member of the Chilliwack Emergency Program, may request the activation of the Emergency Operation Centre (EOC) by contacting E-Comm Fire Dispatch at 604-215-4842 and request that the Chilliwack Fire Department Duty Chief be paged to activate the EOC. The Duty Chief will then call the Emergency Program Coordinator (EPC) who will activate the Emergency Response and Recovery Plan and EOC.

This All Hazard Emergency Response and Recovery Plan is a ‘living’ document and as such there will be a need for revision and updating on a continuing basis. This document is intended to be the basis from which to build an effective and coordinated response and recovery.

For information regarding the Emergency Plan, please contact:

Chilliwack Emergency Program
Chilliwack Fire Department

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1. Overview

1.1 Introduction

This "all hazards" Plan is intended for use by all members of the City of Chilliwack Emergency Program in the event of a major emergency. An "all hazards" plan utilizes the same management system regardless of the type of emergency. Specific action plans by hazard type are presented in Section 3.

The guidelines and checklists included reflect the requirements of the British Columbia Emergency Management System (BCEMS). These guidelines represent a recommended best practise for local authorities, private sector and the federal government operating in BC.

1.2 Purpose and Scope

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

1.3 Emergency Response Organization

The City of Chilliwack Emergency Program utilizes the BCEMS Site and Site Support Standard as its organizational structure. (See organizational chart on page 5.) An Incident Commander must always be present to oversee site activities, and the Emergency Operations Centre (if required) is activated to oversee and coordinate all off-site activities. If the emergency is very large or wide spread, a Provincial Regional Emergency Operations Centre (PREOC) may be established to provide support and coordination. If a PREOC is established, then the Provincial Emergency Coordination Centre (PECC) in Victoria is also established.

1.4 Site - Incident Command Post

The Incident Command Post (ICP) is the location from which the Incident Commander directs the response to the emergency. The ICP may be a police car, ambulance, fire apparatus, or City vehicle. It is the location to which all responders initially report for incident briefings and assignments. In larger, more complex and extended duration incidents, consideration should be made to relocate the ICP to larger quarters. This could include a fire hall, recreation centre or other similar structure.

1.5 Site Support - Emergency Operations Centre (may not be required)

In larger complex incidents, responders at the site of the emergency may require policy direction, coordination, and resource support. The Chilliwack Emergency Program primary Emergency Operations Centre (EOC) is located at 5725 Tyson Road, with a secondary site located at 45950 Cheam Avenue.

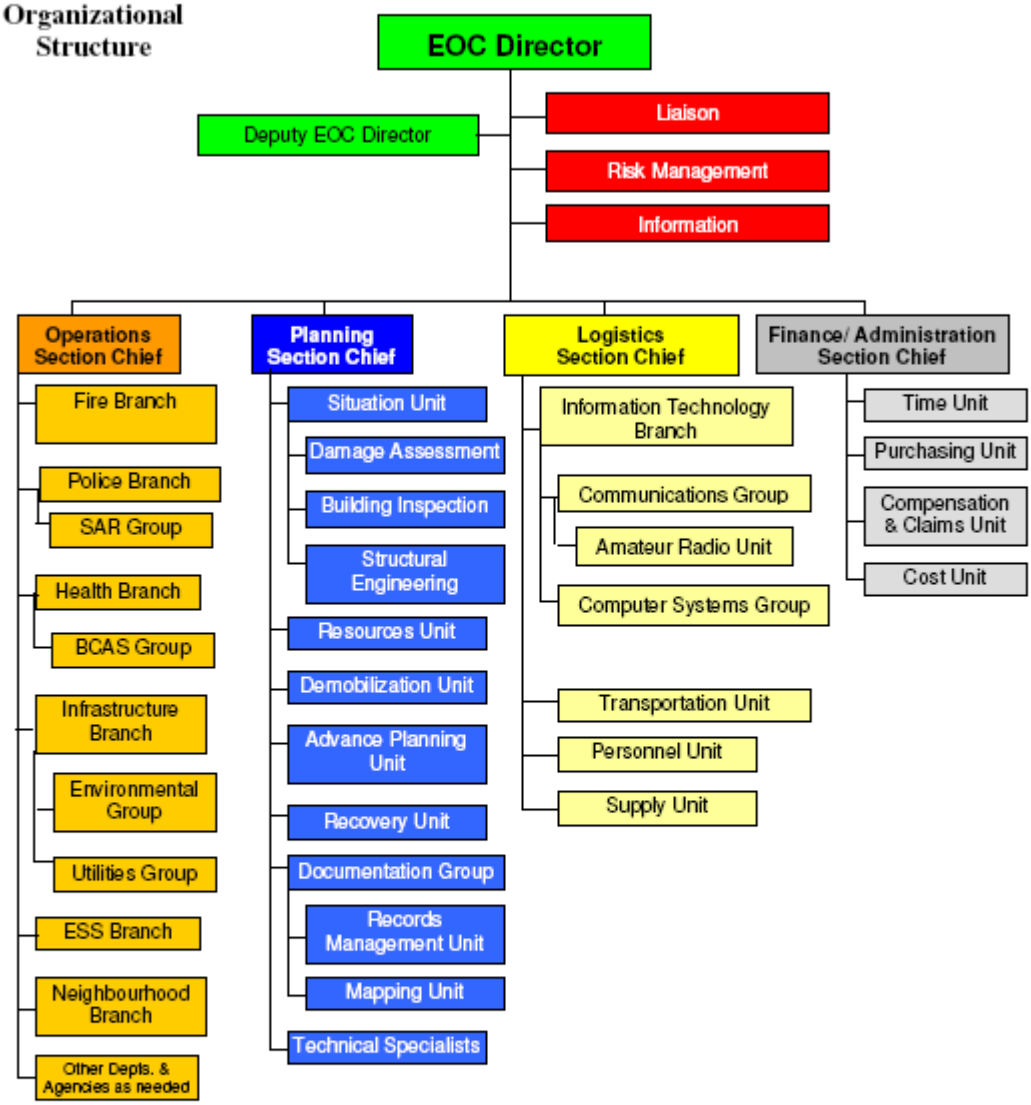
The EOC Director provides policy direction to the Incident Commander, who is at or near the site of the emergency. The EOC also coordinates resource requests from the site and manages all offsite activities. The EOC may be activated at the request of the Incident Commander or any other member of the EOC Management Team.

1.6 Provincial Regional Emergency Operations Centre

The Provincial Regional Emergency Operations Centre (PREOC) coordinates, facilitates and manages information, policy direction, and provincial resources to support local authorities and provincial agencies responding to an emergency.

The operation of one or more PREOCs is initiated in order to support the response by local government or agencies. PREOCs do not normally communicate directly with Incident Commanders at the site, but usually communicate with the Site Support Level, (City of Chilliwack EOC) to help coordinate agency operations.

EOC Organizational Structure



1.7 EOC Functional Checklists

SECTION 1.7.1 GENERIC EOC CHECKLIST - FOR ALL POSITIONS

The Generic Checklist is to be used by all Emergency Operation Centre (EOC) Staff functions. Only Activation Phase and Demobilization Phase items are included as more specific Operational Phase items are listed in individual checklists found in function carts.

Activation Phase:

	Time	Init.
Check in with the Logistics Section (Personnel Unit) upon arrival at the EOC. Obtain any identification card and vest, if available.		
Complete EOC Check-In List (EOC 511) and/or EMCR Task Registration Form (EOC 512).		
If you are a representative from an outside (non-jurisdictional) agency, register with the Liaison Officer.		
Report to EOC Director, Section Chief, or other assigned supervisor, to obtain current situation status and specific job responsibilities expected of you.		
Set up your workstation and review your position checklist, forms and flowcharts.		
Determine your resource needs, such as a computer, phone, fax, stationery, plan copies, and other reference documents and obtain from the Logistics Section (EOC Support Unit).		
Reinforce the use of proper procedures for media contacts. This is particularly critical in situations where statistical information is requested by the media. Be prepared to speak when requested by the Information Officer or EOC Director.		
Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.		
Ensure staffing is available for your Section, Branch or Unit for 24-hour operations, if required.		
Ensure alternates are identified for your position to allow for 24-hour extended operations, if required.		
Participate in any facility/safety orientations as required.		
Establish and maintain an Emergency Operation Centre (EOC) Position Log (EOC 414) that chronologically describes the actions you take during your shift.		
Follow the Activation Phase tasks listed on your function-specific checklist.		
Date:	Time:	
Print Name:	Signature:	

Operational Phase:

	Time	Init.
Document all decisions/approvals on Position Log (EOC 414).		
Ensure that all required forms or reports are completed prior to demobilization.		
Date:	Time:	
Print Name:	Signature:	

Demobilization Phase:

	Time	Init.
Deactivate your assigned position and close out logs when authorized by the EOC Director or designate.		
Complete all required logs, forms, reports, and other documentation. All forms and paperwork should be submitted through your supervisor to the Planning Section (Documentation Group), as appropriate, prior to your departure from EOC.		
If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.		
Clean up your work area before you leave. Return any materials or communications equipment or specifically issued for your use.		
Forward any input towards the EOC "After Action" report to your Section Chief, assigned supervisor or the EOC Director.		
Leave a forwarding phone number where you can be reached.		
Follow EOC checkout procedures. Return to Logistics Section (Personnel Unit) to sign out.		
Be prepared to provide input to the after-action report.		
Upon request, participate in formal post-operational debriefs.		
Access critical incident stress debriefings, as needed.		
Date:	Time:	
Print Name:	Signature:	

1.8 Contacts and Resources

All contact numbers and resource lists are found at Appendix C. It is the responsibility of the City of Chilliwack Emergency Program Coordinator to ensure these lists are updated annually.

2. Emergency Response Guidelines

2.1 Plan Activation and Termination

Who Can Activate the Plan

The following people have the delegated authority to implement the City of Chilliwack *Emergency Response and Recovery Plan*, in whole or in part, in accordance with the Plan activation procedure:

Any member of the EOC Management Team

Any Incident Commander

Director of the Emergency Management BC after a provincial declaration of state of emergency

It should be noted that activation of the Plan does not necessarily require the activation of an EOC. *Conversely*, the activation of an EOC does not require the activation of the Plan.

Plan Activation Procedure

Before ordering the implementation of the Emergency Plan, the applicable EOC Management Team Member must;

First contact the Emergency Program Coordinator or designate to ascertain whether the situation is an emergency or a disaster, and;

Confirm whether financial support for dealing with the emergency or disaster will be provided by the Ministry of Emergency Management and Climate Readiness or by any other provincial or federal government department or agency.

Termination

Once activated, The Incident Commander or Emergency Operations Centre Director will terminate the EOC activity for the current event, when appropriate, and notify all participants.

Declaration Not Required

A declaration of state of local emergency or provincial emergency is **not** required to:

Implement the plan

Activate the EOC

Access emergency funds from Emergency Management British Columbia (EMCR)

Obtain an EMCR Task Number

2.2 Notification Procedures

Initial Reports

It is expected that one of the first response emergency services will receive the initial report of major emergencies or disasters.

The Incident Commander or Emergency Program Coordinator in turn should determine whether or not the EOC Management Team should be notified, declaration required and which other agencies should be notified.

When requested by any of the people authorized to activate this Plan, the Emergency Program Coordinator will contact the members of the EOC management team using the following format.

"This is_____representing the Chilliwack Emergency Program.

We have a major emergency situation as follows: (brief description). The _____(delegated authority as appropriate) has ordered the activation of the EOC team to deal with the emergency. You are requested to immediately attend the EOC located at 5725 Tyson Road."

2.3 Response Goals

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

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

2.4 Personnel Accountability

Check In

EOC Logistics shall verify the presence and functional assignment of all personnel involved in the emergency. This will ensure that proper safeguards are in place to account for all personnel.

The location and function of all resources (human and physical) deployed shall be accounted for at all times.

The Incident Commander shall ensure that the site has specific procedures to identify and track personnel entering and leaving hazardous areas, such as confined spaces or areas where special protective equipment is required.

The EOC as well as all responding Agencies at the site must establish operational guidelines to evacuate personnel from an area where an imminent hazard exists and to account for their safety. These guidelines will also include a method for notifying all personnel in the affected area.

Situation Reports
SITREPs

Situation reporting is a function most commonly managed through the Planning Section. All personnel must forward incident situation information to the Planning Section. The Planning section supports operational decisions and summarizes situation information for delivery to higher levels in the BCEMS structure. In all cases, the EOC Director reviews and approves situation information before transmittal.

SITREP Forms are contained in Appendix F.

2.5 Telecommunications

EOC Communications

Among all BCEMS levels, there must be a dedicated effort to ensure that telecommunications systems, planning and informational flow are being accomplished in an effective manner.

Plain English for all telecommunications will be used to reduce the confusion that can be created when codes are used.

Normal site communications typically involve two-way radio, cell phones or satellite telephones. For the EOC, telecommunications methods should consider the following priorities:

- E-mail
- Fax
- Telephone (land line, VOIP, Satellite)
- Two-Way Radio (VHF, amateur, commercial)

2.6 Personnel and Facility Identification

Common Identification

The following identifying colours for specific functions must be used by all agencies that work within the EOC, if established.

Director and Deputy Director	● Green
Command Staff	▶ Red
Operations	● Orange
Planning	● Blue
Logistics	● Yellow
Finance / Administration	● Grey

The EOC and the appropriate areas within are marked with compliant signage.

2.7 Documentation

Importance

It is extremely important to accurately document actions taken during emergencies. The following items must be documented:

- Policy decisions
- EOC decisions / direction
- Resource requests
- Personal logs
- Functional position logs

The appropriate forms to be completed are contained in Appendix F.

Functional Position Logs

The following applies to all Logs:

- Must be hand-written and contain sufficient information to provide the gist of *important* telephone calls, messages, and actions taken.
- Written messages received are to be filed separately and referred to by a message number in the log.
- Log entries will be numbered in sequence.
- Log sheets are to be photocopied in duplicate. One copy remains at the originator's desk, and the other is passed to Planning staff for filing.

Only the important matters need be recorded.

After Action Reports

The Incident Commander or EOC Director is responsible for preparing after-action evaluation reports on all aspects of emergencies under his/her control.

2.8 Emergency Personnel Respite and Rehabilitation

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

At the EOC, these provisions should include the ability to quickly access medical attention, food and fluid replenishment and an area of quiet and rest.

All supervisory personnel shall maintain an awareness of the physical and mental condition of personnel operating within their span of control and shall ensure that adequate measures are taken to provide for their safety and health. Supervisory staff will ensure that fatigued or stressed personnel are put on out-of-service status until it is safe to return to their position. In addition, supervisors will ensure Critical Incident Stress Debriefing (CISD) services are available to staff in the EOC as needed.

If large numbers of field responders are deployed in traumatic situations for extended periods of time, a Respite Centre should be established.

Risk to Personnel

All supervisory positions at the site and in the EOC shall evaluate the risk to personnel under their supervision with respect to the potential results of their actions in each situation.

In situations where the risk to personnel is excessive, activities shall be limited to defensive and protective operations.

2.9 Declaring State of Local and/or Provincial Emergency

Declaration Not Needed For…

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

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

Declaration Needed For…

A Local Authority may declare a state of local emergency for the following:

- Enforcement of a mandatory evacuation not possible under other legislation (i.e. Fire Safety Act, Health Act, Natural Gas, etc.)
- Access to private property
- Control of goods and services
- Borrowing money for response expenses

Powers Available Under A Declaration

The *BC Emergency and Disaster Management Act* details the powers available to a local authority after a declaration has been made. In summary, they are the power to:

1. Acquire or use any land or personal property
2. Authorize or require any person to render assistance
3. Control or prohibit travel within the City of Chilliwack lands
4. Provide for the restoration of essential facilities and distribution of essential supplies
5. Cause the evacuation of persons and livestock
6. Authorize entry into a building or on any land without warrant
7. Cause the demolition or removal of trees, structures or crops
8. Construct any works deemed necessary
9. Fix prices or ration food, clothing, fuel, equipment, medical supplies or other essential supplies

Appendix A contains the legislation which must be referred to when declaring a *State of Local Emergency*

Steps in Declaring State of Local Emergency

Once it is apparent to the EOC Management Team that, in their best judgment, emergency conditions warrant a declaration, they must advise the Mayor or designate that they wish to issue a declaration, as well as the nature, extent, probability of loss, resources at risk, and geographic area.

Consultation should occur between the Mayor and the Ministry of Emergency Management and Climate Readiness (EMCR) prior to the declaration. The Director of EMCR is also committed to consultation prior to issuance of a Provincial Declaration, whenever possible. The Director of EMCR is responsible for briefing the Solicitor General.

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

1. A coordinated public information communications plan should be available for immediate implementation, following the declaration.
2. A State of Local Emergency automatically exists for fourteen (14) days unless cancelled earlier. An extension of a State of Local Emergency beyond fourteen days must have the approval of the Solicitor General.
3. Once it is apparent to the head of the response organization that extraordinary powers are no longer required and that the Local State of Emergency may be cancelled, they should advise the Mayor as soon as possible. If the Declaration is cancelled by resolution or order, the Solicitor General must be promptly notified.

3.0 Hazard-Specific Roles and Procedures

This section provides Hazard-Specific checklists that are designed to help guide staff that may not be familiar or practiced in their function, and provide useful reminders of items that should be done during an emergency. It is important that the entire checklist be read through once first, before initiating action items.

It is important to note that not all functional positions are required for all emergencies. Only those positions that are needed to effectively handle the emergency should be staffed.

All of the action checklists are colour coded. For a fully staffed EOC one needs only to act on those items that are coded for that particular function. If the EOC is operating under reduced staffing then what ever staff is available will need to action a variety of functional items.

- Command
- Staff
- Operations
- Logistics
- Planning
- Finance / Admin

SECTION 3.1: AIRCRAFT INCIDENT

Lead Agency: RCMP

Possible Major Effects:

1. Casualties or deaths
2. Trapped, stranded and / or missing people
3. Evacuation of people and / or animals
4. Explosions and / or fire hazard
5. Hazardous materials spills
6. Disruption and / or damage to infrastructure
7. Disruption of travel

● Command ● Operations ● Planning
► Staff ● Logistics ● Finance / Admin

Potential Actions	Agencies/Persons Responsible	Possible Resources
• Assure that caller and anyone near the scene is in a secure location	• Dispatch	•
• Call RCMP, Fire Department, BCEHS, Emergency Program Coordinator (EPC)	• Dispatch	• 911 • EPC via Duty Chief Page through Dispatch 604-215-4842
● Incident Commander (IC) to restrict area to responders only	● IC, RCMP	● Fire line tape ● Road barricades ● Cones
► Activate Emergency Operation Centre (EOC)	► EPC	► EOC activation call out sheet

SECTION 3.1: AIRCRAFT INCIDENT Cont'd

- Command
- Staff
- Operations
- Logistics
- Planning
- Finance / Admin

Potential Actions	Agencies/Persons Responsible	Possible Resources
• Prepare situation report and specify type and size of aircraft, registration numbers	• EPC or EOC Planning	• Appendix F
▶ Contact EMCR. Report situation and obtain task number	• EPC, EOC Director	▶ EMCR 1-800-663-3456
• Deal with life threatening situations, assess number of dead, trapped or missing, conduct search and rescue operations	• IC, RCMP, Fire, BCEHS • EOC Operations	▶ SAR via Dispatch 604-215-4842 • Emergency Lighting • Radios
• Establish emergency landing zone	• IC, Fire, RCMP, BCEHS	• Barricades, cones, fire line tape, emergency lighting
• Notify hospital of number and type of casualties	• EOC Operations, IC	• CGH 604-795-4141 Emergency 604-702-4711
• Arrange temporary morgue and removal of deceased	• RCMP/Coroner	• Coroner 604-775-1051 After Hours 1-855-207-0637
• Consider evacuation or shelter in place for affected residents	• EOC Director, Mayor	• See Appendix F for declaration
• Evacuate affected area as required	• IC, RCMP	▶ SAR via Dispatch 604-215-4842 ▶ ESS 604-703-4069
▶ Contact Transportation Safety Board of Canada (TSBC)	▶ EOC Liaison	▶ TSBC 604-666-5826
• Inspect damaged buildings and infrastructure	• EOC Operations, Public Works, Engineering Dept.	• See Appendix F for damage assessment forms
• Coordinate recovery and restoration process	• EOC	▶ Public Works 604-793-2810 ▶ Engineering Dept. 604-793-2907

SECTION 3.2: ATMOSPHERIC HAZARDS (Severe Weather)

Lead Agency: PUBLIC WORKS

Possible Major Effects

1. Public health issues and concerns
2. Shelter-In-Place of people and animals
3. Drinking water and food shortages
4. Disruption and / or damage to infrastructure (roads, bridges, utilities, water, sewer and drainage systems)
5. Disruption of Travel (road, rail and air)
6. Disruption of Essential Services (Police, Fire, Health)
7. Disruption of Communications
8. Disruption and economic effect on government, business and / or public

- ● Command
- ► Staff
- ● Operations
- ● Logistics
- ● Planning
- ● Finance / Admin

Potential Actions	Agencies/Persons Responsible	Possible Resources
► Activate EOC ► Notify EMCR	● EOC Director or Emergency Program Coordinator	► Emergency EOC call out ► Dispatch 604-215-4842 ► EMCR 1-800-663-3456
● Establish emergency communications	● EOC Logistics	► CARC 604-798-9108
► Establish public information system in coordination with lead agency ► Consider activating a call centre with Q&A self help tips	► EOC Public Information Officer	► Star FM 604-795-5711 ► Chilliwack Progress 604-702-5550 ► Shaw TV 604-792-8182
● Consider declaring a state of local emergency	● Mayor and EOC Director	● See Appendix F for declaration

SECTION 3.2: ATMOSPHERIC HAZARDS (Severe Weather) Cont'd

- Command
- Staff
- Operations
- Logistics
- Planning
- Finance / Admin

Potential Actions	Agencies/Persons Responsible	Possible Resources
• Asses situation and develop situation report to send to EMCR ▶ Consider contacting Regional Transportation Management Centre (RTMC) (MOT) if required	• EOC Operations and all responding agencies/personnel ▶ EOC Liaison	• See Appendix F for Sitrep form ▶ EMCR Fax 604-586-4334 ▶ RTMC (MOT) 1-866-707-7862
• Begin debris/snow removal • Prepare equipment contracts for snow/debris removal	• EOC Operations (Public Works) • EOC Finance	• Heavy equipment contractors
• Coordinate routes for emergency vehicles	• EOC Planning and Operations (RCMP)	• Barricades, signage
• Consider activating ESS emergency shelters (displaced persons, travellers)	• EOC Operations	▶ ESS team 604-703-4069 • Food suppliers • Back up generators and emergency lighting ▶ Salvation Army 604-792-0001
• Call out SAR to search for missing, stranded or trapped people	• EOC Operations (RCMP)	• SAR via Dispatch 604-215-4842
▶ Notify hospital of any casualties including number and type	▶ EOC Liaison	▶ CGH 604-795-4141 Emergency 604-702-4711
• Coordinate restoration of essential services	• EOC Planning and Operations (Public Works)	•
• Request disaster financial assistance	• EOC Finance	▶ EMCR 1-800-663-3456

SECTION 3.3: EARTHQUAKE

Lead Agency: UNIFIED COMMAND – Fire/RCMP/SAR/BCEHS/Public Works

Possible Major Effects:

1. Casualties
2. Deaths
3. Trapped, stranded and / or missing people
4. Mass hospitalization and outpatient care
5. Overburdening of health care facilities and workers
6. Convergence
7. Panic
8. Both Shelter-In-Place and / or evacuation or relocation of people and animals
9. Drinking water and food shortages
10. Explosions and / or fire hazards
11. Shortage of water for fire fighting capabilities
12. Dangerous goods / hazardous materials spills, escaping gases and decontamination issues
13. Landslides and mudslides
14. Disruption and / or damage to infrastructure (roads, bridges, utilities, water, sewer and drainage systems)
15. Contamination of soil, water and / or waterways affecting fish and animals
16. Disruption of Travel (road, air and / or rail)
17. Disruption of Essential Services (Police, Fire, Health)
18. Disruption of Communications
19. Damaged / collapsed structures (dwellings, fuel storage tanks, industrial)
20. Extensive damage to public and private property
21. Jurisdictional issues
22. Disruption and economic effect on government, business and / or public

SECTION 3.3: EARTHQUAKE Cont'd

- Command
- Staff
- Operations
- Logistics
- Planning
- Finance / Admin

Potential Actions	Agencies/Persons Responsible	Possible Resources
▶ Assess viability of EOC and activate at Level 3 ▶ Notify EMCR and obtain task number	● EOC Operations / Emergency Program Coordinator ● EOC Director / Emergency Program Coordinator	● See Appendix F for ATC 20 handbook ▶ EMCR 1-800-663-3456
● Establish emergency communications system ● Establish public information centre	● EOC Logistics	▶ CARC 604-798-9108 ▶ Star FM 604-795-5711 ▶ Shaw Cable 604-792-8182
● Establish cost accounting unit and anticipate claims compensation	● EOC Finance	● See Appendix F for all accounting forms
● Coordinate search and rescue for trapped or injured persons ● Plan for 24/7 operations	● EOC Operations (Fire and SAR) ● EOC Planning and Logistics	● SAR via Dispatch 604-215-4842 ● Emergency lighting, heavy equipment, chain saws, hand tools, generators, flash light, radios, spare batteries
● Conduct rapid damage assessment starting with critical infrastructure ● Assess reception and evacuation centres	● EOC Planning and Operations	● Engineering call out, Fire, SAR and RCMP
▶ Update EMCR and consider request assistance from military	▶ EOC Liaison	▶ EMCR SW 604-586-4390 ▶ See Appendix F for Sitrep form
● Establish ESS reception and evacuation centres	● EOC Operations (ESS)	● Busses (SD#33) 604-792-1255 Cell 604-819-8134
● Establish alternate water and sanitation systems if required	● EOC Operations (Public Works)	● Tank cars for potable water, piping for water and sewage repairs

SECTION 3.3: EARTHQUAKE Cont'd

- Command
- Staff
- Operations
- Logistics
- Planning
- Finance / Admin

Potential Actions	Agencies/Persons Responsible	Possible Resources
• Coordinate emergency public health facilities • Coordinate temporary morgue	• EOC Operations (Health Emergency Management BC) and EOC Liaison • RCMP/Coroner	▶ Health Emergency Management BC 1-855-675-2436 • Coroner 604-775-1051 After Hours 1-888-207-0637
▶ Conduct Public Information Town Hall Meeting	▶ EOC Public Information Officer	• Star FM 604-795-5711 • Viable public venues
• Coordinate restoration of critical infrastructure and begin advance planning for recovery	• EOC Planning	
• Coordinate requests for and allocation of food, water and relief supplies	• EOC Logistics	• See Appendix C for contact lists
• Coordinate donations and apply for DFA as required.	• EOC Finance	• See Appendix F for form number

SECTION 3.4: FIRE – WILDLAND / INTERFACE

Lead Agency: Unified – Fire / Forestry

Possible Major effects:

1. Trapped, stranded and / or missing people
2. Public health issues and concerns
3. Shelter-In-Place of people and animals
4. Evacuation and / or relocation of people and animals
5. Explosions and / or fire hazards
6. Shortage of water for fire fighting capabilities
7. Disruption and / or damage to infrastructure (roads, bridges, utilities, water, sewer and drainage systems)
8. Disruption of Travel (road, air and / or rail)
9. Extensive damage to public and private property
10. Disruption and economic effect on government, business and / or public

● Command ● Operations ● Planning
► Staff ● Logistics ● Finance / Admin

Potential Actions	Agencies/Persons Responsible	Possible Resources
● Restrict access in to the area	● Incident Commander (IC)	● Fire line tape, barricades, road signs
● Assess situation and prepare a report to Coastal Fire Centre (CFC)	● IC	► Coastal Fire Centre 250-951-4222
► Activate EOC and contact EMCR, obtain task number	► Emergency Program Coordinator and EOC Director	► EMCR 1-800-663-3456
● Establish emergency communications and public information system	● EOC Logistics and Public Information Officer	► CARC 604-798-9108
● Consider declaring a state of local emergency	● Mayor and EOC Director	● See Appendix F for declaration

SECTION 3.4: FIRE – WILDLAND / INTERFACE Cont'd

- Command
- Staff
- Operations
- Logistics
- Planning
- Finance / Admin

Potential Actions	Agencies/Persons Responsible	Possible Resources
• Assess viability of reception centres and group lodging facilities	• EOC Planning (Public Works)	• Rapid damage Assessment forms found in Appendix F
• Contact MOE and MOF regarding anticipated weather trends and fire fighting activities to plan for next operational period	• EOC Planning	▶ MOE via EMCR SW 604-586-4390 ▶ MOF 604-702-5700
• Update EMCR	• EOC Planning	• Sitrep form found in Appendix F
• Coordinate evacuation of people and animals in the area	• EOC Operations (RCMP)	▶ Evacuation order found in Appendix E
▶ Activate ESS	▶ Emergency program Coordinator	▶ ESS 604-703-4069
▶ Activate SAR if required	▶ Emergency Program Coordinator	▶ SAR via Dispatch 604-215-4842
• Ensure proper distribution of casualties and notify hospital of number and type	• EOC Operations (BCEHS)	• CGH 604-795-4141 Emergency 604-702-4711
• Supervise assessment of critical infrastructure	• EOC Planning (Public Works)	• Rapid Damage Assessment forms found in Appendix F
• Plan for long term housing of evacuees	• EOC Planning and Logistics	• Contact list for food and water suppliers found in Appendix C • List of group lodging and special care facilities found in Appendix C
• Documentation to include compiling all position logs, completing after action reports, tracking all expenses including staff time and applying for DFA if required	• EOC Planning and Finance	•

SECTION 3.5: FLOOD

Lead Agency: Engineering

Minor Flooding is defined as a flooding incident that involves a single or small number of single-family dwellings in a small geographic area. These events can normally be handled by City of Chilliwack engineering crews and are normally confined to a single jurisdiction.

Major Flooding will extend over a large geographic region and normally requires a coordinated response from multiple agencies and or jurisdictions.

Possible Flooding Effects:

1. Casualties
2. Deaths
3. Trapped, stranded and / or missing people
4. Public health issues and concerns
5. Evacuation and / or relocation of people and animals
6. Drinking water and food shortages
7. Dangerous goods / hazardous materials spills
8. Decontamination issues
9. Landslides, mudslides
10. Disruption and / or damage to infrastructure (roads, bridges, utilities, water, sewer and drainage systems)
11. Disruption of Travel (road, air, rail and / or water)
12. Disruption of Essential Services (Police, Fire, Health)
13. Disruption of Communications
14. Extensive damage to public and private property
15. Jurisdictional issues
16. Disruption and economic effect on government, business and / or public

SECTION 3.5: FLOOD Cont'd

● Command
▶ Staff
● Operations
● Logistics
● Planning
● Finance / Admin

Potential Actions	Agencies/Persons Responsible	Possible Resources
• Acquire details from caller to determine extent of flooding	• Municipal switch board or 911	
• Assure that public is out of flood zone and dispatch properly equipped responders	• Public Works • Fire Department • Search and Rescue	● Vehicles ● Life jackets ● Ropes ● Barricades
• Contact Emergency Program Coordinator (EPC)	• Municipal switch board or 911	• Page FD Duty Chief or call EP Coordinator cell 604-316-4967
● Activate Emergency Operation Centre (EOC)	● EP Coordinator/Liaison Officer ● EOC Director	▶ Emergency call out procedure
● Assess situation	● EOC Operations/Engineering/Public Works	▶ Contact IC for Sitrep
● Contact EMCR, report situation and obtain task number ● Contact DFO, MOT if required ● Inform Policy Group of situation	▶ Liaison Officer	▶ EMCR 1-800-663-3456 ▶ DFO 604-607-4186 ▶ MOT 604-795-8211
● Establish emergency communications	● EOC Logistics	● CARC 604-798-9108
● Issue an evacuation alert and consider declaring a state of local emergency ● Alert hospital and other "at risk or special care" groups of situation ● Arrange for security of impacted area	● EOC Director and Mayor ● RCMP/Fire/SAR	● PREOC Fax 604-586-4334 ▶ Evacuation Notices/route maps ● Road barriers/evac route signs ▶ Busses (SD#33) 604-792-1255 604-819-8134
● Deal with life threatening situations	● SAR/Fire/RCMP	● Mobile command post

SECTION 3.5: FLOOD Cont'd

- Command
- Staff
- Operations
- Logistics
- Planning
- Finance / Admin

Potential Actions	Agencies/Persons Responsible	Possible Resources
• Conduct search and rescue operations • Administer first aid as required • Assess numbers of dead, trapped or missing		• Boats/lifejackets/ropes • Generators/lights • Radios/flashlights/
• Activate ESS and inform Health • Assess reception/evacuation centres • Arrange for temporary morgue and removal of deceased	• EOC Operations • RCMP/Coroner	• Health Emergency Management BC 1-855-675-2436 • BCEHS through Dispatch 604-215-4842 • Ice rinks/refrigeration units • Coroner 604-775-1051 After hours 1-855-207-0637
• Determine resources required • Update EMCR	• EOC Operations/Engineering/Public Works • EOC Planning	• PREOC Fax 604-586-4334 • See Appendix F for Sitrep form
• Assess water, sewer, utilities • RDA of infrastructure, public buildings, private residences	• EOC Operations/Public Works/Engineering	• See Appendix F for RDA Forms
• Coordinate emergency transportation	• EOC Liaison/amateur radio	• Busses (SD#33) 604-792-1255 Cell 604-819-8134 • Boats DFO 604-607-4186 • Rail EMCR 1-800-663-3456
• Coordinate restoration of utilities, essential services and recovery process	• EOC Recovery Operations	• Telus/Fortis BC/BC Hydro • CGH 604-795-4141 Emergency 604-702-4711

SECTION 3.5: FLOOD Cont'd

- Command
- Staff
- Operations
- Logistics
- Planning
- Finance / Admin

Potential Actions	Agencies/Persons Responsible	Possible Resources
• Request Provincial DFA	• EOC Finance	• EMCR 1-800-663-3456

SECTION 3.6: DANGEROUS GOODS / HAZARDOUS MATERIALS

Lead Agency: FIRE

SPILLER RESPONSIBLE FOR SPILL: The responsibility to contain and clean up a Dangerous Goods and Hazardous Materials spill rests with the spiller. If, however, the spiller is unknown, or the spiller refuses or is incapable of taking action, the City of Chilliwack will arrange for the work to be done with the costs to be recovered from the spiller. First Responders will intervene in any situation where there is a threat to life, property or the environment.

Possible major Effects:

1. Casualties
2. Deaths
3. Public health issues and concerns
4. Shelter-In-Place of people and animals
5. Evacuation and / or relocation of people and animals
6. Explosions and / or fire hazards
7. Dangerous goods / hazardous materials spills, escaping gases
8. Decontamination issues
9. Contamination of soil, water and / or waterways affecting fish and animals
10. Disruption of travel (road, air and / or rail)
11. Disruption and economic effect on government, business and / or public

● Command
▶ Staff
● Operations
● Logistics
● Planning
● Finance / Admin

Potential Actions	Agencies/Persons Responsible	Possible Resources
● Assure responders are uphill and upwind	● Dispatch and Incident commander (IC)	•
• Notify Fire Department, BCEHS, Chilliwack General Hospital & RCMP	• Dispatch	• Emergency Program Coordinator via Duty Chief Page ▶ CGH 604-795-4141 Emergency 604-702-4711
● Restrict access to impacted area as indicated in Canutec Guide	● IC, Hazmat Technician, Hazmat Response Team and RCMP	● Canutec Guide 1-613-996-6666 • RCMP via Dispatch 604-215-4842 ▶ MOE 1-800-663-3456 ▶ MOT 604-795-8211 ● Barricades, fire line tape
▶ Consider activating EOC and contact EMCR ● Define areas of risk and commence evacuation planning	▶ Emergency Program Coordinator ● EOC Planning	▶ EOC call out numbers ▶ EMCR 1-800-663-3456
● Identify and contact spiller	● EOC Planning	● Shipping manifest or product labelling
● Set up emergency Decon and alert Hospital	● Fire Department IC	● DECON equipment cache ▶ CGH 604-795-4141 Emergency 604-702-4711
● Consider declaring a state of local authority	● Mayor and EOC Director	● See Appendix F for declaration ▶ EMCR 1-800-663-3456

SECTION 3.6: DANGEROUS GOODS / HAZARDOUS MATERIALS Cont'd

- Command
- Staff
- Operations
- Logistics
- Planning
- Finance / Admin

Potential Actions	Agencies/Persons Responsible	Possible Resources
• Establish public inquiry system ▶ Notify adjacent communities as required	• EOC Director and PIO	• Set up media room at (see exclusion zone) ▶ Star FM 604-795-5711 ▶ Chilliwack Progress 604-702-5550
▶ Update EMCR	▶ EOC Liaison and Planning	▶ EMCR SW 604-586-4390 ▶ See Appendix F for Sitrep
• Coordinate traffic control, evacuation routes • Assess reception centres in relation to impacted area	• IC and RCMP, Transportation Unit	• Evacuation signage ▶ SD #33 Transportation Coordinator 604-792-1255 Cell 604-819-8134 ▶ ESS Duty Cell 604-703-4069
• Assess water supply	• EOC Operations (Public Works)	
• Dispose of recovered material and restore spill site	• Spiller	▶ Hazmasters 1-877-747-7117 ▶ Hazco 1-800-667-0444
• Request DFA	• EOC Finance	▶ EMCR SW 604-586-4390 • See Appendix F for DFA Application form

SECTION 3.7: PANDEMIC EVENT

Lead Agency: Health

An influenza pandemic may occur when a new virulent influenza virus emerges that can easily infect humans, and against which people have little or no immunity. It would have far more serious health effects than the typical influenza seen each season since people would have little or no natural resistance to the new virus.

If an influenza pandemic occurs, it may hit individual communities at different times. It could affect a community for a period of several weeks, subside and then reappear again several months later. There could be a few waves of pandemic influenza in B.C. before the pandemic is finished.

Priorities

In the face of an influenza pandemic, the municipality, in consultation with the local health authority, will activate the necessary contingency plans and set priorities for:

- ☐ Continuing local government.
- ☐ Maintaining public safety services (e.g. fire and police).
- ☐ Maintaining essential public works and municipal services such as water treatment/delivery, waste management, garbage disposal and utilities.
- ☐ Providing local information and advice to the public via regular announcements, when appropriate (i.e., for information not being coordinated and provided provincially by BCCDC/MOHS or by the health authority).
- ☐ Closing public buildings where it is deemed to be in the best interests of public safety and to minimize the spread of infection.
- ☐ Cooperating with the local health authority to establish alternative care facilities and triage centres as requested by the health authority to facilitate public immunization and healthcare provision in non-traditional settings.
- ☐ Initiating a committee of local business persons with the task of activating their mutual aid pacts to assist one another in maintaining a level of service to the community, particularly those services involving access to pharmaceuticals, retail food purchases, gasoline and other commerce deemed necessary.

Possible Major Effects:

1. Infected and / or seriously ill people
2. Deaths
3. Panic
4. Mass outpatient care
5. Mass hospitalization
6. Overburdening of health care facilities and workers
7. Public health issues and concerns
8. Shelter-In-Place of people and animals
9. Disruption of Travel (road, air and / or rail)
10. Disruption of Essential Services (Police, Fire, Health)
11. Jurisdictional issues
12. Disruption and economic effect on government, business and / or public

● Command ● Operations ● Planning
▶ Staff ● Logistics ● Finance / Admin

Potential Actions	Agencies/Persons Responsible	Possible Resources
▶ Declaration of pandemic	▶ Ministry of Health	•
▶ Activate EOC and notify EMCR	▶ Emergency Program Coordinator	▶ EOC call out list ▶ EMCR 1-800-663-3456
▶ Establish public information system in coordination with Health Authority ▶ Provide disease forecasts and bulletins	▶ EOC Public Information Officer • Health Authority Liaison	▶ Star FM 604-795-5711 ▶ Chilliwack Progress 604-702-5550 ▶ Shaw TV 604-792-8182
● Plan for operating with reduced emergency and City staff	● EOC Planning	● Call out staff lists
● Consider issuing quarantine and / or evacuation orders	● EOC Director, Mayor ● EOC Operations (RCMP)	● See Appendix F for declaration ● Evacuation / quarantine signage

SECTION 3.7: PANDEMIC EVENT Cont'd

- Command
- Staff
- Operations
- Logistics
- Planning
- Finance / Admin

Potential Actions	Agencies/Persons Responsible	Possible Resources
Enforce quarantine and / or evacuation orders		(Public Works)
Monitor and provide expertise in handling, evacuation, care and disposal of animals	EOC Planning, Ministry of Agriculture and Lands Offices(MALO)	MALO 1-888-221-7141
Activate Emergency Social Services	EOC Liaison	ESS 604-703-4069
Update EMCR	EOC Planning	See Appendix F for Sitrep form EMCR SW 604-586-4390
Arrange for collection and distribution of water and food	EOC Operations (ESS and Public Works)	See Appendix C for water and food suppliers list
Conduct mass immunization clinics	Health Authority and EOC Operations	Predetermined emergency clinic sites
Plan for and arrange temporary morgue and removal of deceased	EOC Planning, Logistics and Operations (RCMP)	See Appendix C for arena and curling rink staff lists Coroner 604-775-1051 After hours 1-855-207-0637
Provide special assistance to elderly, infirm and home patients	EOC Operations (ESS) Health Authority	•

SECTION 3.8: LONG-TERM POWER INTERRUPTION

Lead Agency: Local Authority

Possible Major Effects:

1. Public health issues and concerns
2. Shelter-In-Place of people and animals
3. Evacuation and / or relocation of people and animals
4. Drinking water and food shortages
5. Disruption and / or damage to infrastructure (roads, bridges, utilities, water, sewer and drainage systems)
6. Disruption of Travel (road, air and rail)
7. Disruption of Essential Services (Police, Fire, Health)
8. Disruption of Communications
9. Loss of security
10. Disruption and economic effect on government, business and / or public

● Command ● Operations ● Planning
► Staff ● Logistics ● Finance / Admin

Potential Actions	Agencies/Persons Responsible	Possible Resources
► Activate EOC	► Emergency Program Coordinator	• EOC call out list
● Assess situation	● All emergency responders • BC Hydro	● BC Hydro 1-888-769-3766 ● See Appendix F for Sitrep form
► Contact EMCR, obtain task number and consider declaring a state of local emergency	● EOC Director, Mayor	► EMCR 1-800-663-3456 ● See Appendix F for declaration
● Assess viability of emergency shelters ► Activate ESS	● EOC Operations (Public Works) ► Emergency Program Coordinator	► ESS 604-703-4069 ● Emergency generators and lighting ● Mobile kitchen as required Emergency food and water

SECTION 3.8: LONG-TERM POWER INTERRUPTION Cont'd

● Command
▶ Staff
● Operations
● Logistics
● Planning
● Finance / Admin

Potential Actions	Agencies/Persons Responsible	Possible Resources
● Establish emergency communications system ▶ Establish public information system	● EOC Logistics and Public Information Officer	▶ CARC 604-798-9108 ▶ STAR FM 604-795-5711
▶ Contact hospital, care homes and special needs population	▶ EOC Liaison and Logistics	● See Appendix C for contact lists
● Obtain weather update and forecast extent of problem	● EOC Planning and Liaison	▶ MOE 1-800-663-3456 ▶ EMCR SW 604-586-4390
● Determine resources required and request assistance via EMCR if needed	● EOC Planning and Operations	● See Appendix C for contact lists ● Alternate suppliers ● Emergency refrigeration units ● Porta-potties to shelters
● Coordinate emergency transportation	● EOC Logistics	▶ Busses (SD#33) 604-792-1255 Cell 604-819-8134
● Control allocation of alternate power ● Assess alternate water and sewage systems	● EOC Operations (Public Works)	● See Appendix C for contact lists
● Restore essential utilities	● EOC Operations (Public Works) • BC Hydro	● See Appendix C for contact lists
▶ Coordinate recovery process	▶ EOC all functions	•
● Apply for Provincial DFA	● EOC Finance	▶ EMCR SW 604-586-4390

SECTION 3.9: TRANSPORTATION DISASTER - RAIL INCIDENT

Lead Agency: FIRE

Possible Major Effects:

1. Casualties
2. Deaths
3. Trapped, stranded and / or missing people
4. Public health issues and concerns
5. Convergence
6. Shelter-In-Place of people and animals
7. Evacuation and / or relocation of people and animals
8. Explosions and / or fire hazards
9. Dangerous goods / hazardous materials spills and escaping gases
10. Decontamination issues
11. Disruption of Travel (road, air and rail)
12. Disruption and economic effect on government, business and / or public

● Command ● Operations ● Planning
▶ Staff ● Logistics ● Finance / Admin

Potential Actions	Agencies/Persons Responsible	Possible Resources
● Assure that no one approaches the train, secure the scene	● Incident Commander (IC) and RCMP	● Fire line tape
● Consult with the train conductor or crew for documentation to identify product	● IC	•
● Contact CN Emergency	● IC or Dispatch	▶ CN 1-800-465-9239
▶ Activate the City EOC and notify EMCR of incident, obtain task number	▶ Emergency Program Coordinator or Duty Chief	▶ EOC emergency call out ▶ EMCR 1-800-663-3456

SECTION 3.9: TRANSPORTATION DISASTER - RAIL INCIDENT Cont'd

● Command ● Operations ● Planning
▶ Staff ● Logistics ● Finance / Admin

Potential Actions	Agencies/Persons Responsible	Possible Resources
● Assess the danger of fire or explosion and eliminate potential ignition sources	● IC	● Public Works ▶ Spiller
● Divert traffic and establish emergency response routes, establish crowd control	● EOC Operations (RCMP)	● Public Works 604-793-2810 ▶ Star FM 604-795-5711 ▶ MOT 604-795-8211
● Establish emergency communication	● EOC Logistics	▶ CARC 604-798-9108 Spiller as identified in documentation
● Consider declaring a state of local emergency	● EOC Director and Mayor	▶ See Appendix F for declaration forms
● Establish reception centre	● EOC Operations (ESS)	▶ ESS 604-703-4069 ● Public Works for assessment
● Evacuate area or shelter in place	● EOC Operations (RCMP – Fire)	▶ Star FM 604-795-5711 ▶ Shaw TV 604-792-8182
▶ Update Emergency Management BC	▶ EOC Liaison	● See Appendix F for Sitrep form
▶ Notify adjacent local authorities if required	▶ EOC Liaison	● See Appendix C for contact list
● Determine resources required and request assistance via Emergency Management BC	● EOC Operations, Planning and Liaison	▶ EMCR SW 604-586-4390
● Request Provincial Disaster Financial Assistance (DFA)	● EOC Finance	▶ EMCR SW 604-586-4390

SECTION 3.10: WATER SUPPLY DISRUPTION

Lead Agency: ENGINEERING

Definition: For the purpose of this action sheet a water supply disruption will deal with a contaminated water sources by either a Hazardous material release or an intentional intrusion.

Possible Major Effects:

1. Casualties
2. Deaths
3. Public health issues and concerns
4. Dangerous goods / hazardous materials spills, escaping gases
5. Decontamination issues
6. Contamination of water and / or waterways affecting fish and animals
7. Disruption and economic effect on government, business and / or public

- Command
- Staff
- Operations
- Logistics
- Planning
- Finance / Admin

Potential Actions	Agencies/Persons Responsible	Possible Resources
► Activate EOC	► Emergency Program Coordinator	► EOC call out list
► Contact EMCR and obtain task number	► Emergency Program Coordinator	► EMCR 1-80
● Conduct water sampling and analyze contaminates	● EOC Operations (Engineering)	● List of ground water monitoring wells found in Waterworks Emergency Response Plan ► CANUTEC Collect 61 1-888-(Ce
● Consider shutting down well pumps or distribution system	● EOC Operations (Engineering)	•
► Contact Fraser Health, Ministry of Health and Ministry of Environment as required	► EOC Liaison	► Health Emergency Management BC 1-855-675-2436 ► MOE via EMCR 1-80

- Command
- Staff
- Operations
- Logistics
- Planning
- Finance / Admin

Potential Actions	Agencies/Persons Responsible	Possible Resources
▶ Establish public information system	▶ EOC Public Information Officer	▶ Star FM 60 ▶ Shaw TV 60
● Respond to terrorist threat	● EOC Operations (RCMP)	▶ Health Emergency Management BC 1-855-675-2436 ▶ CANUTEC Collect 61 1-888- C
● Coordinate alternate drinking water supplies	● EOC Logistics	● See Appendix C for contact lists
● Update EMCR and consider declaring a state of local emergency	▶ EOC Planning and Liaison	▶ EMCR SW 60 ● Sitrep form found in Appendix F
▶ Public water treatment procedures or boil water advisories	▶ EOC Public Information Officer	▶ Health Emergency Management BC 1-855-675-2436 ▶ See Appendix S for Sample Boil Water Notice
● Coordinate recovery of waterworks operations	● EOC Operations (Engineering)	● Water Works Response Plan

C.3.11 Construction / Repair Material

Sub-Area	Kind	Source	Type	Qty	Contact Name 1	Contact Number 1	Alternate Contact Number 1	Contact Name 2	Contact Number 2	Alternate Contact Number 2

C.3.12 ESS Resources

Sub-Area	Kind	Source	Type	Qty	Contact Name 1	Contact Number 1	Alternate Contact Number 1	Contact Name 2	Contact Number 2	

C.3.13 HazMat Equipment

Sub-Area	Kind	Source	Type	Qty	Contact Name 1	Contact Number 1	Alternate Contact Number 1	Contact Name 2	Contact Number 2	Alternate Contact Number 2

C.3.14 Human Resources

Name	Contact #	Source	Driver's Licence	Qty	First Aid Level	Operator For		Other		

C.3.15 Rescue Equipment

Sub-Area	Kind	Source	Type	Qty	Contact Name 1	Contact Number 1	Alternate Contact Number 1	Contact Name 2	Contact Number 2	Alternate Contact Number 2

C.3.16 Safety Equipment and Supplies

Sub-Area	Kind	Source	Type	Qty	Contact Name 1	Contact Number 1	Alternate Contact Number 1	Contact Name 2	Contact Number 2	Alternate Contact Number 2

C.3.17 Specialized Facilities

Sub-Area	Kind	Source	Type	Qty	Contact Name 1	Contact Number 1	Alternate Contact Number 1	Contact Name 2	Contact Number 2	Alternate Contact Number 2

C.3.18 Specialized Resources

Sub-Area	Kind	Source	Type	Qty	Contact Name 1	Contact Number 1	Alternate Contact Number 1	Contact Name 2	Contact Number 2	Alternate Contact Number 2

C.3.19 Transportation Resources

Sub-Area	Kind	Source	Type	Qty	Contact Name 1	Contact Number 1	Alternate Contact Number 1	Contact Name 2	Contact Number 2	Alternate Contact Number 2

D. Definitions and Terms

BCEMS Is a comprehensive framework that helps ensure a coordinated and organized approach to emergencies and disasters. It provides a structure for a standardized approach to developing, coordinating, and implementing emergency management programs across the province.

Critical Incident Stress Debriefing (CISD) A mental health process designed to assist emergency services workers who have been subjected to extremely traumatic events.

Command The act of directing and/or controlling resources by virtue of explicit legal, agency, or delegated authority. May also refer to the Incident Commander.

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

Emergency Program Coordinator The individual within each political subdivision that has coordination responsibility for jurisdictional emergency management.

Emergency Operations Centre (EOC) A pre-designated facility established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency.

Event An occurrence based on one of the 53 identified hazards in BC.

Finance/Administration Section The Section responsible for all event costs and financial considerations. Includes the Time Unit, Procurement Unit, Compensation/Claims Unit, and Cost Unit.

Function In ICS, function refers to the five major activities in the ICS, i.e., Command, Operations, Planning, Logistics, and Finance/Administration. The term function is also used when describing the activity involved (e.g., the planning function).

Incident An occurrence, caused either by human action or natural phenomena that requires action by emergency service personnel to prevent or minimize loss of life or damage to property and/or natural resources.

Incident Commander (IC) The individual responsible for the management of all incident operations at the incident site.

Incident Command Post (ICP) The location from where the Incident Commander works.

Incident Command System (ICS) A standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries.

Logistics Section The Section responsible for providing facilities, services, and materials for the incident.

Management The act of directing and/or controlling resources at the Site Support level by virtue of explicit legal, agency, or delegated authority.

Management Staff Advisory positions to the EOC Director. The Risk Management Officer, Information Officer and Liaison Officer comprise the Management Staff.

Management By Objectives In ICS, this is a top-down management activity which involves a three-step process to achieve the incident goal. The steps are: establishing the incident objectives, selection of appropriate strategies to achieve the objectives, and the tactical direction associated with the selected strategy. Tactical direction includes selection of tactics, selection of resources, resource assignments, and performance monitoring.

Marshalling Area An area used for collecting and holding resources in reserve or prior to being deployed to incident Staging Areas.

Objectives Statements of "What" must be accomplished within a given Operational Period.

Operational Period The period of time scheduled for execution of a given set of objectives as specified in the EOC Action Plan. Operational Periods can be of various lengths, although usually not over 24 hours.

Operations Section Responsible for the coordination of all operational agencies represented at the EOC. Includes the Air Operations, Fire, Police, Engineering, Utilities, Emergency Social Services, Environment and Health Branches.

Planning Section Responsible for the collection, evaluation, and dissemination of tactical information related to the incident, and for the preparation and documentation of Incident Action Plans. The Planning Section also maintains information on the current and forecasted situation and on the status of resources assigned to the incident. Includes the Situation, Resource, Documentation, and Demobilization Units, as well as Technical Specialists.

PECC Provincial Emergency Coordination Centre. An Emergency Operations Centre established and operated at the provincial central coordination level to direct and coordinate the provincial government's overall emergency or disaster response and recovery efforts. Located at the Emergency Management BC headquarters in Victoria.

PREOC Provincial Regional Emergency Operations Centre. An Emergency Operations Centre established and operated at the regional level by provincial agencies to coordinate provincial emergency response efforts.

Respite Centre An area established by Emergency Support Services to provide rest, comfort and nourishment for emergency services workers engaged in long term incidents.

Site The physical location of an incident where emergency responders are working under the direction of an Incident Commander or Unified Command.

Site Support When the site level response requires off-site support, an Emergency Operations Centre (EOC).

Staging Area A location at the site where resources are held prior to being given a tactical assignment.

Strategies Methods, or "how" Objectives are met.

TEAMS Temporary Emergency Assignment Management System. The method used by the provincial government to staff Provincial Regional Emergency Operations Centres.

E. Evacuation Plans and Maps

Removing people from their homes and livelihoods must not be taken lightly. People will already be under duress during an emergency; however, public safety must be first. It is a delicate balancing act.

Stages in Evacuation

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

Wildfire and Wildland / Urban Interface Evacuation

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

Flooding

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

A local authority AFTER declaring a state of local emergency, or

The Province AFTER declaring a state of Provincial Emergency

Local Authority Evacuation Orders

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

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

Provincial Evacuation Orders

Several agencies and jurisdictions have the legal authority to close areas and order evacuations. The Hazard Specific Checklists detail which agency has authority for specific incidents. The appropriate legislation is found in Appendix A.

Evacuation Stages

Regardless of who orders an evacuation, this Plan follows the provincial standard of a three-staged evacuation process.

Stage 1: Evacuation Alert

A consistent format and process will be used to alert the population at risk of potential need for evacuation. The alert highlights the nature of the danger and that people should be prepared to evacuate the area. This Evacuation Alert may allow for the population at risk to begin an orderly preparation to voluntarily leave the affected area, within a specified time frame. However, the reality of the situation may require immediate action with very short notice.

Stage 2: Evacuation Order

The population at risk is ordered to evacuate the area specified in a formal written order. This is an order and as such does not allow for any discretionary decision on the part of the population at risk. They must leave the area immediately.

A statement must be included in all bulletins, pamphlets, warnings and orders that makes it very clear to all that, while the evacuation order is in effect, the area in question will have controlled access and that a pass may be required to regain access to the area.

Stage 3: All Clear

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

RECEPTION CENTRES AND GROUP LODGING

F. Forms

EOC 401 - EOC Management Team Briefing Agenda
EOC 401A - Section / Function Status Report
EOC 407 - Position Decision / Approval Log
EOC 410 - Contact Log
EOC 414 - Position Log
EOC 415 - Damage Assessment
EOC 417 - ESS Reception Centre / Group Lodging Situation Report
EOC 418 - ESS Local 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 (Media Release)
EOC 501 - EOC Situation18 Report
EOC 502 - EOC Action Plan
EOC 503 - EOC Shift Schedule
EOC 507 - Transportation Plan
EOC 508 - EOC Staff Food and Lodging
EOC 509 - Communications Log
EOC 511 - EOC Check-In / Check-Out
EOC 512 - EMCR 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 Facility / Equipment Inventory
EOC 530 - EOC Expenditure Authorization Form
EOC 532 - EOC Daily Expenditures
EOC 534 - EOC Expenditure - Event Totals
EOC 550 - EOC Major Incident Report
Emergency Declaration Guidelines and Emergency Powers
Declaration of State of Local Emergency – Order
Delegation of Powers Matrix

G. Government Agencies

Provincial Government

Emergency Management BC

Emergency Management BC provides support to municipalities and provincial government agencies before, during and after major emergencies. EMCR maintains a regional office in Terrace along with a dedicated PREOC.

Ministry of Environment

The Ministry provides support to municipalities during hazardous materials incidents as well as flooding and other environmental emergencies.

Ministry of Human Resources

The Ministry supports Emergency Social Services volunteers throughout the province and provides Ministry staff on request.

Ministry of Forests

The Ministry of Forests Protection Branch is responsible for wildland firefighting. They do not fight structure fires. The Ministry is a major resource in the prevention and mitigation of interface fires.

Office of the Fire Commissioner

The Office of the Fire Commissioner provides on site advice to fire departments including the authority to cause evacuations if there is an imminent risk of fire or explosion.

Ministry of Transportation

The Ministry is the lead flood fighting agent of the province and has the statutory authority to close provincial roads and highways.

Federal Government

Support from federal agencies such as the military during disasters must be requested through the Emergency Management BC.

P. Position Function Checklists

EMERGENCY OPERATION CENTRE DIRECTOR

Responsible Individual: Local Authority CAO

Report to: Policy Group

Responsibilities:

Exercise overall management responsibility for the coordination between emergency response and supporting agencies in the Emergency Operation Centre (EOC). In conjunction with Incident Commander(s), EOC General Staff and Management Staff, set priorities for response efforts in the affected area.

Provide support to local authorities and provincial agencies and ensure that all actions are accomplished within the priorities established.

Establish the appropriate staffing level for the EOC and continuously monitor organizational effectiveness to ensure that appropriate modifications occur as required.

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

Control, in consultation with the Information Officer, appropriate emergency public information actions using the best methods of dissemination. Approve the issuance of press releases, and other public information materials as required.

Liaise with Policy Group and / or Elected Officials.

Authorize extraordinary and / or critical resource requests or conflicts.

Ensure risk management principles and procedures are applied for all EOC activities.

Activation Phase:

	Time	Init.
Respond immediately to EOC location and determine operational status.		
Follow the Activation Phase of the Generic EOC checklist (1.7.1).		
Obtain briefing from whatever sources are available.		
Obtain EMCR task number if required.		
Determine appropriate level of activation based on situation as known.		
Mobilize appropriate personnel for the initial activation of the EOC.		
Determine which sections are needed, assign and/or contact Section Chiefs as appropriate and ensure they are staffing their sections as required.		
Operations Section Chief		
Planning Section Chief		
Logistics Section Chief		
Finance/Administration Section Chief		
Determine which Management Staff positions are required and ensure they are filled as soon as possible.		
Information Officer		
Risk Management Officer		
Liaison Officer		
Ensure EOC organization and staffing chart is posted and arriving team members are assigned appropriate roles.		
Establish initial priorities for the EOC based on current status and information from Incident Commander(s).		
Schedule the initial EOC Action Planning Meeting and have Planning Chief prepare the agenda.		
Consult with Liaison Officer and General Staff to determine what representation is needed at the EOC from other emergency response agencies.		
Assign the Liaison Officer to coordinate outside agency response to the EOC, and to assist as necessary.		
Obtain personal telecommunications equipment if required.		

Date:	Time:
Print Name:	Signature:

Operational Phase:

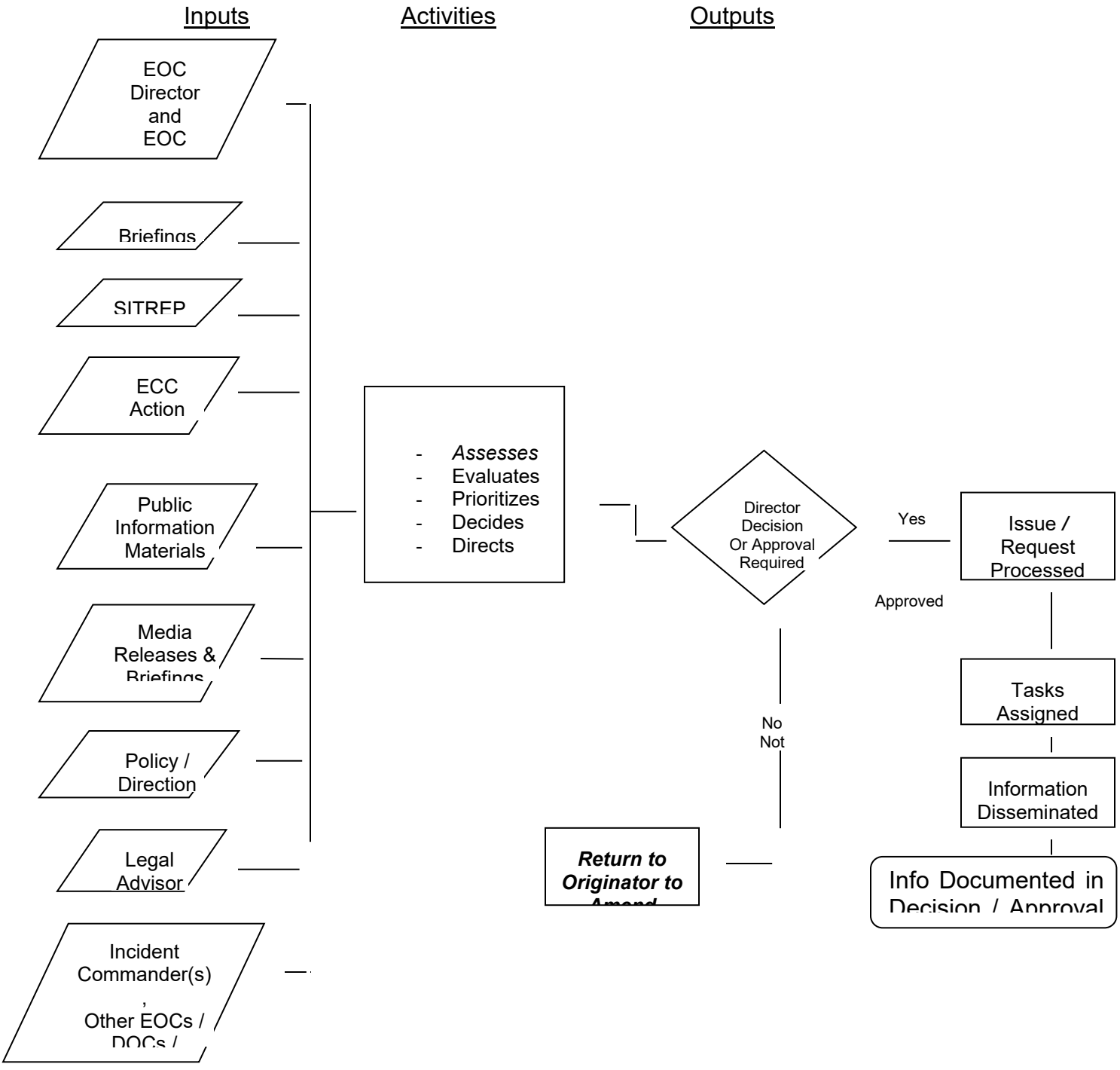
	Time	Init.
Monitor EOC general staff activities to ensure that all appropriate actions are being taken.		
Must ensure that Operational Periods are established and that initial EOC response priorities and objectives are decided and communicated to all involved parties.		
In conjunction with the Information Officer, conduct news conferences and review media releases for final approval, following the established procedure for information releases and media briefings.		
Ensure that the Liaison Officer is providing for and maintaining effective interagency coordination.		
In coordination with Management Staff, identify priorities and management function objectives for the initial EOC Action Planning Meeting.		
Convene the initial EOC Action Planning Meeting. Ensure that all Section Chiefs, Management Staff, and other key agency representatives are in attendance. Ensure that appropriate planning procedures are followed. Ensure the Planning Section facilitates the meeting appropriately.		
Once the Action Plan is completed by the Planning Section, review, approve and authorize its implementation.		
Conduct periodic briefings with the EOC Management Team to ensure response priorities and objectives are current and appropriate. (EOC Form 401)		
Establish and maintain contacts with adjacent jurisdictions / agencies and other BCEMS levels as appropriate.		
Conduct periodic briefings for Policy Group, elected officials or their representatives.		
In conjunction with the Liaison Officer, prepare to brief elected officials on possibility for declaration of state of local emergency.		
Approve resource requests not included in Action Plan, as required.		
Ensure Policy Group and / or elected officials are informed of State of Provincial Emergency if declared by the Attorney General and coordinate local authority Proclamations (if any) with other emergency response agencies, as appropriate.		
Assign in writing, delegated powers allowed under declaration if any are given.		
Assign special projects to Deputy Director, as needed.		

Date:	Time:
Print Name:	Signature:

Demobilization Phase:

	Time	Init.
Authorize demobilization of sections, branches and units when they are no longer required.		
Ensure that any open actions not yet completed will be handled after demobilization.		
Ensure that an EOC After Action Report is prepared in consultation with the Planning Section and EOC Management Team.		
Terminate emergency response and proceed with recovery operations as proclaimed by Policy Group.		
Deactivate EOC when emergency event no longer requires the EOC activated. Ensure all other facilities are notified of deactivation.		
Follow the Demobilization Phase of the Generic EOC Checklist (1.7.1).		
Date:	Time:	
Print Name:	Signature:	

EOC DIRECTOR



EMERGENCY COORDINATION CENTRE DEPUTY DIRECTOR

Responsible Individual: Deputy CAO

Report to: EOC Director

Responsibilities:

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

Activation Phase:

	Time	Init.
Follow the Activation Phase of the Generic EOC Checklist (1.7.1).		
Respond as requested, to EOC location and assist EOC Director in determining operational status.		
Obtain briefing from whatever sources are available.		
Supervise the set-up of the EOC for the most effective and efficient operations.		
Ensure EOC Management staff's working area is set-up properly and that appropriate personnel, equipment and supplies are in place.		
Obtain personal telecommunications equipment if required.		

Date:	Time:
Print Name:	Signature:

Operational Phase:

	Time	Init.
Support management staff activities to ensure that all-appropriate actions are being taken.		
Assist EOC Director in determining and communicating priorities, objectives and decisions to all EOC staff.		
Assist with preparations for EOC Action Planning meeting.		
Ensure EOC management team follows EOC Briefing Format (EOC 401A).		
Ensure EOC management staff has sufficient administrative support.		
Coordinate additional staffing needs with Logistics Personnel Unit Coordinator.		
Ensure all positions use a Position Log (EOC 414).		
Participate in EOC Action Planning and Management Team meetings.		
Report significant events and any issues of concern to EOC Director and advise of your activities on a regular basis.		
Undertake special projects and assignments as directed by the EOC Director.		
Check with the General Staff on the health and welfare of all EOC staff. Authorize and coordinate additional support needs as required.		
Mediate and resolve any personnel conflicts.		
Consult with EOC Director on appointing additional staff to ensure 24-hour shift scheduling for both Director and Deputy positions.		
Working with the Logistics Section (Personnel Unit) and the Operations Section (Health Unit) organize and facilitate operational debriefs and critical incident stress debriefs for EOC staff, as required.		

Date:	Time:
Print Name:	Signature:

Demobilization Phase:

	Time	Init.
Assist EOC Director with demobilization procedures.		
Ensure that any operations not yet completed are handled and assigned after demobilization.		
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 facilitate staff debriefings and critical incident stress debriefs.		
Organize and coordinate staff recognition initiatives (i.e. thank you letters) for time and expertise staff contributed towards EOC operations.		
Follow the Demobilization Phase of the Generic EOC Checklist (1.7.1).		

Date:	Time:
Print Name:	Signature:

LIAISON OFFICER

Responsible Individual: Emergency Program Coordinator

Report to: Emergency Operation Centre Director

Responsibilities:

1. The Liaison Officer functions as a point of contact for, and interaction with, representatives from other agencies arriving at the EOC.

2. Liaise with any agency / organization operational centres, MROC's (Ministry Regional Operation Centres), and organizations not represented in the EOC.

3. Coordinate agency representatives for the EOC as required to ensure adequate EOC structure, and fill all necessary roles and responsibilities enabling the EOC to function effectively and efficiently.

4. Assist and serve as an advisor to the EOC Director and Management Team as needed, providing information and guidance related to the external functions of the EOC.

5. Assist the EOC Director in ensuring proper procedures are in place for directing agency representatives, communicating with elected officials, and conducting VIP/visitor tours of the EOC facility.

6. Liaise with local authorities, other Emergency Operations Centres, Provincial and Federal organizations, communicating Emergency Operations Centre (EOC) guidelines, directives, Action Plans and Situation Information.

Activation Phase:

	Time	Init.
Follow the Activation Phase of the Generic EOC Checklist (1.7.1).		
Report to EOC and obtain situation status and response priorities from EOC Director or Deputy.		
Ensure that an EOC staff check-in procedure is established immediately (EOC 511 and / or EOC 512).		
Ensure registration procedures are established for outside agencies working within the EOC.		
Assist the EOC Director in determining appropriate staffing for the EOC.		
Ensure that an EOC organization and staffing chart is posted and updated.		
Provide assistance and information to General Staff regarding staffing EOC sections.		
Ensure that agency representative telephone and/or radio communications are established and functioning.		
Obtain personal telecommunications equipment.		

Date:	Time:
Print Name:	Signature:

Operational Phase:

	Time	Init.
Assist the EOC Director and Management Team in developing overall EOC priorities as well as priorities for the initial Action Plan.		
Provide external and non-represented agencies information to the Planning Section to assist in the development, continuous updating and implementation of EOC Action Plans.		
Provide general advice and guidance to agencies and EOC staff as required.		
Ensure that all notifications are made to agencies not represented in the EOC.		
Ensure that communications with appropriate external non-represented agencies (such as: Utilities, Transportation, Volunteer Organizations, Private Sector, etc.) is established and maintained (EOC 410).		
Assist EOC Director in preparing for and conducting briefings with EOC Management Team members, Elected Officials, the media, and the general public.		
Prepare external non-represented agency information for briefings with the EOC Management Team.		
Ensure that operational priorities and objectives identified in EOC Action Plans (EOC 502) are communicated to external non-represented agencies.		
Facilitate completion of situation reports with external non-represented agencies and forward to the Planning Section.		
Advise the EOC Director of critical information and requests contained within agency situation reports.		
Forward approved EOC Situation Reports (EOC 501) to non-represented agencies as requested.		
Assist the EOC Director in establishing and maintaining an Interagency Coordination Group comprised of outside agency representatives and executives not assigned to specific sections within the EOC.		
In consultation with the Information Officer, conduct tours of EOC facility as requested.		
Provide assistance with shift change activity as required.		

Date:	Time:
Print Name:	Signature:

Demobilization Phase:

	Time	Init.
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.		
Assist the EOC Director with recovery operations and preparation of the After Action Report.		
Follow the Demobilization Phase of the Generic EOC Checklist (1.7.1).		
Date:	Time:	
Print Name:	Signature:	

INFORMATION OFFICER

Responsible Individual Director of Communications and Legislative Services

Report to: Emergency Operation Centre Director

GENERAL DUTIES

It is primarily a strategic role, and is located at the EOC, but the Information Officer should be prepared to fill in as needed. It may be a very hands-on role, depending on the incident.

Before an incident: as a member of the EOC Management Group, ensure state of readiness for Information Team (staff are trained, equipment is ready).

Responsibilities:

1. Serve as the coordination point for all public information, media relations and internal information sources for the EOC.
2. Coordinate and supervise all staff assigned.

Public Information:

1. Ensure that the public within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.
2. Ensure that a Public Information Service (hot line or call centre) is established for the public to access helpful information and advice. Provide the call takers with timely and accurate messaging sheets so that they offer only confirmed and approved information.
3. Direct Call Centre Coordinator.

Media Relations:

1. Serve as the coordination point for all media releases for the EOC.
2. Designate spokesperson(s) for the incident in consultation with the EOC Management Section.
3. Undertake initial media assessment.
4. Coordinate media releases with officials representing other affected emergency response agencies.
5. Develop the format for press conferences and briefings in conjunction with the EOC Director.
6. Oversee news conferences and Media Briefings.
7. Maintain a positive relationship with the media representatives, monitoring all broadcasts and written articles for accuracy.

Internal Information:

1. In consultation with EOC Director and Liaison Officer, coordinate VIP and visitor tours of the EOC facility.
2. Implement Information Team's overall goal of gathering and disseminating public information.
3. Liaise with EOC Management, Operations, Planning, Logistics and Finance & Administration sections.
4. Assess impact of incident and specific Information Team response needs.
5. Obtain necessary staff complement and assigning staff/shift changes.
6. Ensure communications component of the Incident Action Plan is complete.
7. Develop helpful messaging sheets and/or FAQ sheets (frequently asked questions and answers) to ensure consistent and accurate information sharing amongst EOC staff.
8. Arrange Information Team staff briefings/updates.
9. Maintain a web site established for EOC information, as appropriate.
10. Liaise with the Information Officers at site(s) other EOCs, ECCs, DOCs, MROCs, PREOCs, PECC and other external agencies.
11. Provide communication advice to senior personnel/spokespersons (e.g. Mayor, Chair, Police etc.).
12. After an Incident: ensure staff is de-briefed and documented of the incident is complete (e.g. copies of news releases, tapes of news conferences / interviews, clippings, etc.).

Activation Phase:

	Time	Init.
Follow the Activation Phase of the Generic EOC checklist (1.7.1).		
Report to the EOC upon notification of a disaster		
Assess the communications status of the EOC (phones, fax, cellular, web). If phones are not working, use satellite telephone, cell phone, handheld radio or arrange to utilize an amateur radio operator located in Communications Room area of EOC.		
Determine staffing requirements and make required personnel assignments for an Information Section. Confer with all Sections to determine if adequate Information Team staff has been called and that appropriate shifts have been established. If sufficient scheduling has not already been completed, initiate a fan-out alert for Information Team members. Prepare and maintain a written schedule of assigned shifts.		
Assign an Information Officer (IO) to the field, as necessary.		
Assess information skill areas required in the EOC such as: writing, issues management, media relations, event planning, etc.		
Date:	Time:	
Print Name:	Signature:	

Operational Phase:

	Time	Init.
Obtain a briefing from the EOC Management / Operations / Planning / Logistics / Finance & Admin Sections to develop a clear, verified understanding of the facts to date.		
Obtain policy guidance and approval from the EOC Director with regard to all information to be released to the media and public.		
Refer to the Emergency Information Plan and Public Information Officer operational guidelines, sample forms, templates and other information materials, as appropriate *(see EOC 420 to 425)*.		
Begin drafting a communications action and ensure it is incorporated into the overall Incident Action Plan. When there is time, make sure you consider communications activity for the recovery phase of the incident.		
Keep the EOC Director advised of all unusual requests for information and of all major critical or unfavourable media comments. Recommend procedures or measures to improve media relations.		
Make radio or cellular phone contact with the Incident Command Post and any field Information Officer (IO). Get as much pertinent information as is available from the Incident Commander or the on-scene Information Officer. Determine if an emergency broadcast message is necessary.		
Confirm with EOC Management Section if there is a need for (and the exact contents of) an emergency broadcast message. Use content collected from the Incident Command Post and others.		
Ensure field Information Officers (IO's) get copies of any emergency broadcast. Ensure electronic copy is on the Region District and Municipalities web site. File hard copy as well.		
Consider ways to transmit the message, including Police and Fire Dispatch, fax to local media, especially Star FM, web site.		
Coordinate with the Planning Section and identify method for obtaining and verifying significant information as it develops.		
Establish distribution lists for recipients of all public information releases.		
Develop and publish a media-briefing schedule, to include location, format, and preparation and distribution of handout materials.		
Consider organizing a news conference as soon as possible (preferably a joint news conference with the various responding agencies).		
Implement and maintain an overall information release program.		
Assess communications status of local media. Call around to find out which media are still operational.		
Establish a Media Information Centre, as required, providing necessary space, materials, telephones, and electrical power.		
Maintain up-to-date status boards and other references at the media information centre. Provide adequate staff to answer questions from members of the media. Consider developing a fact sheet on the incident.		

	Time	Init.
Establish a toll free public information hotline and/or call centre to handle public inquiries and provide emergency support information. Consult with Logistics for communication equipment needs and set-up.		
Establish Information Officer talk group through communications.		
Interact with other EOC's as well as the PREOC and obtain information relative to public information operations.		
In coordination with other EOC sections and as approved by the EOC Director, issue timely and consistent advisories and instructions for life safety, health, and assistance for the public. Liaise with Risk Mgmt. Officer to check for any potential liability or safety concerns.		
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 media briefings and press conferences.		
Ensure that adequate staff is available at incident sites to coordinate and conduct tours of the disaster areas when safe.		
Arrange through logistics appropriate staffing and telephones to efficiently handle incoming media and public calls.		
In addition to identifying help sources contained within press releases, PSA's and bulletins, maintain a Disaster Assistance Information Directory, with numbers and locations to obtain food, shelter, supplies, health services, etc.		
Develop message statements for EOC Staff and the call takers of the toll free hotline.		
Ensure that announcements, emergency information and materials are translated and prepared based on community demographics.		
Monitor all media, using information to develop follow-up news releases and rumour control, consult with Risk Management Officer on appropriate wording and actions to take on correcting false or erroneous information.		
Ensure that file copies are maintained of all information released.		
Promptly provide copies of all media releases to the EOC Director.		
Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.		

Date:	Time:
Print Name:	Signature:

Demobilization Phase:

	Time	Init.
Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.		
Arrange post-incident de-briefing for all Information Team staff.		
Assist EOC Director with demobilization procedures and contribute items of interest to the EOC After Action Report.		
Before leaving the EOC, see the EOC Director to determine your next shift. Always arrive 30 minutes prior to your shift to receive a full update of the situation.		
Follow the Demobilization Phase of the Generic EOC Checklist (1.7.1).		
Date:	Time:	
Print Name:	Signature:	

OPERATIONS SECTION CHIEF

Responsible Individual: TBD (based on incident)

Report to: EOC Director

Responsibilities:

1. Ensure that the Operations function is carried out including coordination of response for all operational functions assigned to the EOC.
2. Ensure that operational objectives and assignments identified in the EOC Action Plan are carried out effectively.
3. Establish the appropriate level of Branch and Unit organizations within the Operations Section, continuously monitoring the effectiveness and modifying accordingly.
4. Coordinate any activated agency / organization operations centres in the operational area.
5. Maintain a communications link between Incident Commanders (sites), agency / organization operations centres and the EOC for the purpose of coordinating the overall response, resource requests and event status information.
6. Ensure that the Planning Section is provided with Status Reports and Major Incident Reports.
7. Conduct periodic Operations briefings for the EOC Director and Management team as required or requested.
8. Supervise the Operations Section.

Activation Phase:

	Time	Init.
Follow the Activation Phase of the Generic EOC Checklist (1.7.1).		
Ensure that the Operations Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including telecommunications, maps and status boards.		
Obtain a preliminary situation briefing from EOC Director, Planning Chief or other EOC Management Staff as appropriate.		
Establish radio or cell-phone communications with agency / organization operations centres, other EOC'S, or PREOC operating in the region and coordinate accordingly.		
Based on the situation, activate appropriate branches based on functions or geographical assignments within the section. Designate Branch Coordinators as necessary:		
Fire		
Police		
Health		
Infrastructure		
ESS		
Neighbourhoods		
Special Operations		
Others as needed		
Request additional personnel for the section from the Logistics Section (Personnel Unit) as necessary to maintain 24-hour staffing capabilities, as necessary.		
Confer with the EOC Director to ensure that the Planning and Logistics Sections are staffed at levels necessary to provide adequate information and support for operations.		
Coordinate with the Liaison Officer regarding the need for Agency Representatives in the Operations Section.		
Obtain current communications status briefing from Logistics Section. Ensure that adequate equipment and frequencies are available for the section.		
Based on the situation known or forecasted, determine likely future needs of the Operations Section.		
Identify key issues currently affecting the Operations Section; meet with Section personnel and determine appropriate section objectives for the first operational period.		
Review responsibilities of branches operating the section; develop a plan / process detailing strategies for carrying out Operations objectives.		

Date:	Time:
Print Name:	Signature:

Operational Phase:

	Time	Init.
Ensure that all section personnel are maintaining their individual position logs and other paperwork as required.		
Conduct periodic briefings and work to reach consensus among Operations staff on objectives for each operational period.		
Ensure that all media contacts are referred to the Information Officer.		
Prepare for and participate in EOC Director's Action Planning meetings and other relevant EOC Management Team meetings (See EOC 401A for Briefing Format).		
Provide the Planning Section with the Operations Section's objectives prior to each Action Planning meeting.		
Work closely with each Branch Coordinator to ensure that the Operations Section objectives, as defined in the current Action Plan, are being addressed.		
Ensure that situation and resources information is provided to the appropriate units in the Planning Section on a regular basis or as the situation requires, including Branch Status Reports and new incoming incident reports.		
Ensure the Operations Section coordinates all resource needs through the Logistics Section.		
Authorize resource requests and forward extraordinary and / or Critical Resource requests to the EOC Director for approval (See EOC 414).		
Ensure that fiscal and administrative requirements are coordinated through the Finance / Administration Section (e.g.: notification of emergency expenditures and daily time sheets).		
Brief the EOC Director and other Management Team members on all major incidents.		
Share status information with other sections as appropriate.		

Date:	Time:
Print Name:	Signature:

Demobilization Phase:

	Time	Init.
Deactivate branches and any organizational elements, when no longer required. Ensure that all paperwork is complete and logs are closed and sent to Documentation Group.		
Ensure that any open actions are assigned to appropriate agency and / or EOC staff as appropriate.		
Deactivate the Section and close out logs when authorized by the EOC Director.		
Ensure that any required forms or reports are completed prior to your release and departure.		
Be prepared to provide input to the EOC After-Action Report.		
Follow the Demobilization Phase of the Generic EOC Checklist (1.7.1).		
Date:	Time:	
Signature:	Position:	

PLANNING SECTION CHIEF

Responsible Individual**:** As assigned

Report to**:** EOC Director

Responsibilities:

1. Ensure that the following responsibilities of the Planning Section are addressed as required:
   - Collect, analyze, and display situation information;
   - Prepare periodic Situation Reports;
   - Prepare and distribute EOC Action Plan and facilitate Action Planning process;
   - Track Resources;
   - Conduct advance planning activities and report;
   - Document and maintain files on all EOC activities;
   - Provide technical support services to the various EOC sections and branches.
2. Establish the appropriate level of organization for the Planning Section.
3. Exercise overall responsibility for the coordination of Branch and Unit activities within the Planning Section.
4. Keep the EOC Director informed of significant issues affecting the Planning Section.
5. In coordination with the other Section Chiefs, ensures that Status Reports are completed and utilized as a basis for EOC Situation Reports and Action Plans.
6. Supervise the Planning Section.

Activation Phase:

	Time	Init.
Follow the Generic EOC Checklist - Activation Phase (1.7.1).		
Report to the (EOC) and obtain a briefing from the EOC Director.		
Ensure Planning Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.		
Based on the situation, activate units within the Planning section as needed and designate Leaders for each unit:		
Situation Unit		
Documentation Group		
Resources Unit		
Advance Planning Unit		
Demobilization Unit		
Recovery Unit		
Technical Specialists Unit		
Request additional personnel for the section from Logistics as necessary to maintain a 24hour operation.		
Establish contact with the PREOC Planning Section when activated, and coordinate Situation Report requirements with them.		
Meet with Operations Section, obtain and review any major incident reports.		
Review responsibilities of units in Planning section; develop plans for carrying out all responsibilities.		
Make a list of key issues to be addressed by Planning; in consultation with section staff, identify objectives to be accomplished during the initial Operational Period.		
Keep the (EOC) Director and (EOC) Management Team informed of significant events.		
Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.		

Date:	Time:
Print Name:	Signature:

Operational Phase:

	Time	Init.
Ensure that Planning position logs and other necessary files are maintained.		
Ensure that the Situation Unit is maintaining current information for the (EOC) Situation Report.		
Ensure that major incident reports and status reports are completed by the Operations Section and are accessible by Planning Section. **It is recommended to provide a Planning liaison to the Operations Section.**		
Ensure that an EOC Situation Report is produced, approved and distributed to Sections, EMCR or PREOC at least once, prior to the end of the operational period. Others may be produced as directed by EOC Director.		
Ensure that all status boards and other displays are kept current and that posted information is neat and legible.		
Ensure that the Information Officer has immediate and unlimited access to all status reports and displays.		
Conduct periodic briefings with section staff and work to reach consensus among staff on section objectives for forthcoming operational periods.		
Chair the EOC Action Planning meetings approximately two hours before the end of each operational period.		
Ensure that objectives for each section are completed, collected and posted in preparation for the next Action Planning meeting.		
Ensure that the EOC Action Plan is completed, approved by EOC Director and distributed prior to the start of the next operational period.		
Work closely with Units within the Planning Section to ensure the objectives, as defined in the current EOC Action Plan are being addressed.		
Ensure that the Advance Planning Unit develops and distributes a report that highlights forecasted events or conditions likely to occur beyond the forthcoming operational period; particularly those situations which may influence the overall priorities of the EOC.		
Ensure that the Documentation Group maintains files on all EOC activities and provides reproduction and archiving services for the EOC, as required.		
Provide technical services, such as environmental advisors and other technical specialists to all EOC sections as required.		
Ensure that fiscal and administrative requirements are coordinated through the Finance / Administration Section.		
Ensure Risk Management Officer is involved in Action Planning process.		
Date:	Time:	
Print Name:	Signature:	

Demobilization Phase:

	Time	Init.
Ensure Demobilization Plan for the EOC is complete, approved by the (EOC) Director and distributed to all EOC sections.		
Oversee preparation of the EOC After-Action Report, by the Recovery Unit.		
Determine demobilization status of all Planning Units and advise the EOC Director.		
Complete all logs and documentation and forward to Documentation Group.		
Ensure any open actions are assigned to appropriate Planning staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance / Administration Section.		
Review EOC After-Action Report prior to submitting to EOC Director and Management Team for approval.		
Follow the Generic Demobilization Phase Checklist (1.7.1).		
Date:	Time:	
Print Name:	Signature:	

LOGISTICS SECTION CHIEF

Responsible Individual: Parks, Recreation and Culture Director or as assigned

Report to: EOC Director

Responsibilities:

1. Ensure the Logistics function is carried out in support of the EOC. This function includes providing telecommunication services and information technology, locating or acquiring equipment, supplies, personnel, facilities, and transportation as well as arranging for food, lodging, and other support services as required both for the EOC and responder/site requirements.

2. Establish the appropriate level of staffing within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying as required.

3. Ensure section objectives as stated in the EOC Action Plan are accomplished within the operational period or within the estimated time frame.

4. Coordinate closely with the Operations Section to establish priorities for resource allocation within the operational area.

5. Keep the EOC Director informed of all significant issues relating to the Logistics Section.

6. Ensure critical resources are allocated according to EOC Action Plan policy, priorities and direction.

7. Coordinate with ESS Coordinator on the provision of food and lodging for EOC and Site Personnel.

8. Supervise the Logistics Section.

Activation Phase:

	Time	Init.
Follow the Generic Activation Phase Checklist (1.7.1).		
Ensure the Logistics Section is set up properly and that appropriate personnel, equipment and supplies are in place, including maps, status boards, vendor references, and other resource directories.		
Based on the situation, activate branches/units within the section as needed and designate Branch and Unit Coordinators for each element:		
Information Technology Branch (Communications Team, Computer Systems Team)		
EOC Support Unit (Facilities Team, Security Team, Clerical Team)		
Supply Unit		
Transportation Unit		
Personnel Unit		
Mobilize sufficient section staffing for 24-hour operations.		
Establish communications with the Logistics Section at the PREOC if activated.		
Advise Units within the section to coordinate with appropriate Branches in the Operations Section to prioritize and validate resource requests from Incident Commanders and other agency/organization operations centres. This should be done prior to acting on a request.		
Meet with the EOC Director and Management Team to identify immediate resource needs.		
Meet with the Finance/Administration Section and determine level of purchasing authority for the Logistics Section.		
Assist Unit Coordinators in developing objectives for the Logistics Section as well as plans to accomplish their objectives within the first operational period, or in accordance with the EOC Action Plan.		

Date:	Time:
Signature:	Position:

Operational Phase:

	Time	Init.
Ensure that Logistic Section position logs and other necessary files are maintained.		
Meet regularly with section staff and work to reach consensus on Logistics Section objectives for forthcoming operational periods.		
Provide the Planning Section with the Logistics Section objectives at least 30 minutes prior to each Action Planning meeting.		
Attend and participate in EOC Action Planning meetings.		
Provide periodic Section Status Reports to the EOC Director and Planning Section.		
Ensure that the Logistics Section coordinates closely with the Finance/Administration Section, and that all required documents and procedures are completed and followed.		
Ensure Logistics Section coordinate relevant activities with appropriate Functional Branch Coordinators in the various EOC Sections.		
Ensure that transportation requirements, in support of response operations, are met.		
Ensure that all requests for facilities and facility support are addressed.		
Ensure that all resources are tracked and accounted for in cooperation with the Planning Section, as well as resources ordered through Mutual Aid.		
Provide Section Staff with information updates via section briefings, as required.		

Date:	Time:
Signature:	Position:

Demobilization Phase:

	Time	Init.
Identify high cost resources that could be demobilized early and advise other Sections.		
Ensure coordination with Operations before commencing demobilization.		
Determine demobilization status of the Logistics Section and advise the EOC Director.		
Complete all logs and documentation and forward to Planning Section.		
Ensure any open actions are assigned to appropriate Logistics staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance/Administrative Section.		
Provide input towards the EOC After-Action Report.		
Follow the Generic Demobilization Phase Checklist (1.7.1).		
Date:	Time:	
Signature:	Position:	

FINANCE / ADMINISTRATION SECTION CHIEF

Responsible individual: Finance Director or as assigned

Report to: EOC Director

Responsibilities:

1. Ensure that all financial records are maintained throughout the event or disaster.

2. Ensure that all on-duty time is recorded and collected for all personnel.

3. Ensure there is a continuum of the payroll process for all employees responding to the event or disaster.

4. In consultation with EOC Director determine spending limits, if any, for Logistics, Operations, and Management Staff.

5. Ensure that workers' compensation claims, resulting from the response are processed within a reasonable time, given the nature of the situation.

6. Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation.

7. Activate units within the Finance/Administration Section as required; monitor section activities continuously and modify the organization as needed.

8. Ensure that all recovery documentation and Disaster Financial Assistance paperwork is accurately maintained and submitted to EMCR.

9. Supervise the Finance / Administration Section.

Activation Phase:

	Time	Init.
Follow the Generic Activation Phase Checklist (1.7.1).		
Ensure that the Finance / Administration Section is set up properly and that appropriate personnel, equipment, and supplies are in place.		
Based on the situation, activate Units within Section, as needed, and designate Unit Coordinators for each element:		
Time Unit		
Purchasing Unit		
Compensation & Claims Unit		
Cost Unit		
Ensure that sufficient staff is available for a 24-hour schedule, or as required.		
Consult with EOC Director for spending limits.		
Meet with the Logistics and Operations Section and review financial and administrative requirements and procedures; determine the level of purchasing authority to be delegated to each.		
Meet with all Unit Coordinators and ensure that responsibilities and procedures are clearly understood.		
In conjunction with Unit Coordinators, determine the initial Finance/Administration Action Planning objectives for the first operational period.		
Notify the EOC Director when the Finance / Administration Section is operational.		

Date:	Time:
Signature:	Position:

Operational Phase:

	Time	Init.
Ensure that Finance / Administration position logs and other necessary files are maintained. Note: Should use the same financial, cost accounting and time sheet forms used in non-emergency times.		
Ensure that displays associated with the Finance/Administrative Section are current, and that information is posted in a legible and concise manner.		
Participate in all Action Planning meetings.		
Provide cost estimates to Action Planning Process.		
Brief all Unit Coordinators and ensure they are aware of the EOC priorities particularly those affecting the Finance / Administration Section, as defined in the Action Plan.		
Keep the EOC Director and Management Team aware of the current fiscal situation and other related matters, on an on-going basis.		
Ensure that the Finance / Administration Section (Cost Unit) maintains all financial records throughout the event or disaster.		
Ensure that the Finance / Administration Section (Time Unit) tracks and records all agency staff time.		
In coordination with the Logistics and Operations Sections, ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner.		
Ensure that the Compensation & Claims Unit processes all workers' compensation claims, resulting from the disaster, in a reasonable timeframe, given the nature of the situation.		
Ensure that the Time Unit Processes all timesheets and travel expense claims promptly.		
Ensure that all cost documentation and Disaster Financial Assistance is accurately maintained by the Cost Unit during the response, and submitted on the appropriate forms to EMCR.		

Date:	Time:
Signature:	Position:

Demobilization Phase:

	Time	Init.
Determine demobilization status of the Finance / Administration Section and advise the EOC Director.		
Ensure that all expenditures and financial claims have been processed and documented.		
Complete all logs and documentation and forward to Documentation Group.		
Ensure any open actions are assigned to appropriate Finance / Administration staff or other EOC sections to follow-up on.		
Provide input towards the EOC After-Action Report.		
Follow the Generic Demobilization Phase checklist (1.7.1).		
Date:	Time:	
Signature:	Position:	

R. Recovery Plan

CHILLIWACK RECOVERY PLAN ANNEX – COMMUNITY DISASTER RECOVERY GUIDE

INTRODUCTION

Disaster recovery can be defined as follows:

City of Chilliwack Recovery – While the City of Chilliwack is responding to an emergency, it faces the all-important challenge of internal recovery, including two aspects that must occur at the same time: 1) Restoration of damaged infrastructure, and 2) Continuation of public services, also known as "business continuity." Like response, the City of Chilliwack recovery begins immediately after the event and may involve reconstruction of such critical infrastructure as municipal services, roads, public buildings, and dikes.

Community Recovery – The final element of Comprehensive Emergency Management considers recovery among community members, including individuals and families, business owners, farm owners, non-profit organizations, and community groups. In recovery, a community and its inhabitants consciously and collectively act to limit losses and reduce suffering. This includes attention to the psycho-social viability and economic health of the community and its inhabitants.

Public expectations of the leaders of the City of Chilliwack have been shown to include but are not limited to:

1. Leaders should put public safety first.
2. Leaders should prepare for worst-case scenarios and be informed by lessons learned from other crisis in other jurisdictions.
3. Leaders should heed warnings about future crises.
4. During a crisis, leaders take charge and provide clear direction to crisis-management operations.
5. Leaders should be compassionate toward victims of crises. This empathy should play out in both word and deed.
6. Leaders strive to learn lessons after a crisis.

PURPOSE

The purpose of this *Community Disaster Recovery Plan* is to set out the concepts of recovery management, overall policies, and functional guidelines adopted by the City of Chilliwack for consideration during the recovery period. The intent is to make the recovery process transparent, and to clarify the framework for contributing service agencies and for planning teams that may follow.

AUTHORITIES

Although community recovery requires the cooperation of several government agencies and non-government organizations, only the City of Chilliwack has the legislated responsibility for community-wide recovery under the *BC Emergency and Disaster Management Act* and *Financial Assistance Standards for Emergency Response and Short-term Recovery*.

The Municipal Council is specifically identified as the entity under the Act with authority and responsibility for setting and implementing recovery policies and priorities. A delegate representing the City of Chilliwack will be authorized as the Recovery Director to lead the management and coordination of all recovery activities within our jurisdiction.

SCOPE

The recovery activities assumed under this Plan address any major emergency or disaster resulting in impacts within the jurisdictional boundaries of the City of Chilliwack begins at the moment of impact, and continues until a formal, coordinated effort ceases to be required.

As part of the recovery strategy, it is recommended that various targets / milestones for the recovery are established and agreed. The community should be involved in establishing these targets. These targets provide a means of measuring progress with the recovery process, and may assist in deciding when specific recovery activities can be scaled down. Some of the targets or milestones that may be considered are:

- Demands on public services returned to normal levels (including health)
- Utilities are again fully functional
- Transport infrastructure is running normally
- Local businesses are trading normally
- Tourism in the area has been re-established

PRINCIPLES

In approving this Community Disaster Recovery Plan annex, the City of Chilliwack considered the following principles:

Do No Harm – All aid has the potential for both positive and negative impact. The goal of coordinated and managed recovery is to maximize the benefits and minimize the negative consequences. A coordinated strategy helps reduce possible conflicts between various assistance strategies.

Provide Leadership – Losses cannot be managed by simply allowing things to unfold. The City of Chilliwack must step forward to coordinate the many recovery participants in an effective and visible way. Doing so will help forestall the freelancing, duplication of effort, and gaps in recovery services that may otherwise occur.

Foster Collaboration – Recovery organizations can collaborate by working together to achieve specific goals and to undertake specific projects for mutual benefit. The City of Chilliwack Recovery Organization should include a structure that encourages collaborative thinking and decision making, one that does not unduly restrict or constrain organizations. By sharing common goals in recovery and promoting respect for each other's mission and diversity, the many organizations contributing to recovery can be more effective and build a stronger sense of community.

Empower Individuals – Successful recovery means empowering those impacted by a disaster in a way that preserves their dignity, embraces their right of choice, and demonstrates respect for their experience. Recovery task force members serve as advocates for those impacted by a disaster and provide assistance to them in accessing aid.

Act Quickly, Plan for the Long Term – Some recovery needs are urgent. We believe a small amount of help delivered in a timely manner is far more beneficial than delayed services. In addition to quick, targeted action, a recovery task force should engage the community in creative problem solving over the long term.

Plan for Transition to Normal Services – It is vitally important that recovery personnel plan for a transition to existing community services. The recovery task force will prepare a transition plan in writing for consultation among those impacted and other community members.

Capture Lessons Learned – The recovery period offers a tremendously important opportunity to learn what works and what does not within our community. The recovery task force will capture these lessons by collecting documents, interviewing recovery personnel and clients, and recording the progress of recovery from the first day of activity.

RECOVERY OBJECTIVES

This Community Recovery Plan annex has been prepared with the following objectives in mind:

To Reduce Human Suffering – We believe a well-coordinated recovery effort reduces human suffering and directly helps citizens return to normalcy as quickly as possible.

To Protect Community Culture – The entire character of our community can be influenced by how well we manage the recovery process. Success in recovery means protection of residents, jobs, and community features, as well as a heightened awareness of community identity.

To Reduce Economic Losses – In combination with individual assistance, recovery also addresses protection of critical businesses and non-government organizations. Recovery can encourage growth in every sector of our local economy.

To Enhance a Sustainable Community – This Recovery Plan annex reflects our commitment to ensuring a sustainable and resilient community. This means we support the principle that every person, business, and/or institution should be able to withstand future disasters, with enhanced community health overall.

Concept of Recovery Operations - Our community recovery program focuses on the social and economic recovery of the people, property, businesses, and industry of the City of Chilliwack, including but not limited to psycho-social support and financial aid.

THE RECOVERY ORGANIZATION

To activate the Recovery Plan, the EOC Director determines the need for recovery coordination based on the advice of the EOC Recovery Unit Leader, part of the planning function. The overall framework for recovery anticipates a collaborative approach under the leadership and direction of a single Recovery Director, appointed by the City of Chilliwack. Subsequently, the Recovery Director establishes a Recovery Task Force, including a number of appropriate partner service organizations.

Key components in the Recovery Organization adopted by the local authority include the following:

Policy Group – The Policy Group for the recovery effort is the same as those representatives identified as the Policy Group for the response effort. The Policy Group consists of: Mayor, 2 Councillors, Chief Administrative Officer, and the Emergency Program Coordinator. The Policy Group does not directly manage recovery activities, but may consider and develop overall policies that guide the program.

Recovery Director – A Recovery Director assumes overall responsibility for coordinating the collective services offered to those impacted by a disaster on behalf of the City of Chilliwack. The Recovery Director sets priorities, develops strategies, and assigns tasks to partner organizations. The Recovery Director is given the widest possible scope to use his or her initiative with minimal jurisdictional restrictions.

The Recovery Director may call upon the Emergency Operations Centre (EOC), if activated, at any time to provide support but the Recovery Organization remains separate from the EOC.

Recovery Task Force – The Recovery Task Force serves as the guidance group for community recovery, based on policy direction from the Policy Group and Recovery Director. This group represents selected representatives from the City of Chilliwack, partner service providers, disaster survivors, and other individuals. The Recovery Task Force operates under the authority of the Recovery Director.

The Recovery Task Force is responsible for guiding the decisions required to support efficient and effective recovery. The size and composition of the Recovery Task Force may vary according to the requirements of the particular circumstances. The Recovery Task Force complements and does not conflict with the actions of the Emergency Operations Centre.

Needs Committee – Coordinated recovery services depend on collaboration among available service providers of many descriptions. The City of Chilliwack will take the lead role in coordinating the direct delivery of services to community members affected by a disaster. The Recovery Director may create and authorize a "Needs Committee" to facilitate the matching of clients and resources in an efficient manner, when required.

Depending on the type of damage and losses, members of a Needs Committee may include our partners in recovery.

COLLABORATIVE AGENCIES IN RECOVERY

Collaborative service agencies may include all levels of government as well as local, regional, and national voluntary service organizations in support of community recovery. Our recovery partners include, but may not be limited to the following:

- Public Safety Canada
- BC Housing
- BC Ministry of Children and Family Development
- BC Ministry of Health
- Buddhist Compassion Relief Tzu Chi Foundation Canada
- Canadian Disaster Child Care
- Canadian Mental Health Association
- Canadian Red Cross
- Food Banks
- Health Authority
- Mennonite Disaster Services

- Ministry of Emergency Management and Climate Readiness:
  - SAR
  - Emergency Support Services
  - Recovery/Disaster Financial Assistance program
  - Integrated Disaster Council
  - Salvation Army
- Samaritans Purse
- St. John Ambulance
- Victim Services – RCMP and Community Police
- Disaster Psychosocial Services

Each service organization has an interest and possesses expertise in a specific area of recovery, and may target their services at different phases of the recovery process. It is the Recovery Director's role to coordinate these services for the benefit of all.

To be effective, each service organization must have a clear understanding of their role, and how they should interact and coordinate with others. This Disaster Recovery Plan annex outlines the functions and organization in which each partner may participate.

RECOVERY FUNCTIONS

Recovery operations in the City of Chilliwack may require a number of functions, depending on the severity of the damage and extent of impact. In a fully developed community Recovery Organization, we anticipate the following functions:

- Policy Group
- Recovery Director
- Recovery Task Force
- Risk Management Officer
- Liaison Officer
- Information Officer
- Client Advisory Branch
- Needs Committee
- Operations Section
  - Transition Branch
  - Service Branch
  - Goods and Funds Branch
- Planning Section

- Logistics Section
- Finance/Administration Section

It is important to note that not every recovery function or position will be filled in every disaster, or throughout the complete recovery period. The situation at hand will dictate the functions and elements to be activated. As a minimum, an active Recovery Organization requires only a Recovery Director.

Note that all staff for these functions need not work directly for the City of Chilliwack. In consultation with our partner agencies we have identified opportunities for functions to be filled by service agency staff or, in some cases, community volunteers although all agencies will work under the coordination of the Recovery Director.

DECISION MAKING

The Recovery Director represents the City of Chilliwack in decisions related to the Recovery Organization and how it operates. While endeavouring to build consensus in a collaborative approach, the Recovery Director nevertheless holds the responsibility and authority to make decisions that commit the City of Chilliwack to actions and expenditures that support the recovery action plan. The Recovery Director will also keep the Policy Group informed throughout the recovery period, and seek guidance on major policy issues and priorities.

RECOVERY FACILITIES

The primary and alternate sites identified for these functions include the following:

Recovery Office and Resilience Centre – Members of the Recovery Organization need facilities where they can gather to confer on the overall organization. Such facilities will be housed at a location that is out of but near to the impacted area(s). The Resilience Centre will serve as a clearinghouse of community recovery information, and as a drop-in centre where clients can ask questions and pick up information materials in person. For very long term recovery operations the Recovery Office may be situated in a separate location from the Resilience Centre.

Public Meetings – Contact with the general public and potential clients will be conducted utilizing a series of public meetings, to be held at various locations out of but near to the most impacted area(s).

Media Centre –While the EOC is active, recovery briefings will be held concurrently with response issues. Once the EOC is deactivated recovery briefings will be under the direction of the Recovery Director in a facility to be determined based on the effects of the incident on recovery operations.

PRIORITIZE COMMUNITY RECOVERY PROJECTS

When considering the prioritization of actions and investments undertaken by the Recovery Organization it is important to first ask the following:

Questions	Actions
• What are the main community concerns? • What are the needs of the community? • What community initiatives are already underway?	• Assess the overall impact on the community • Establish and assist with the formation of Community Recovery Groups as required • Supporting the establishment of public appeals, anniversaries, and memorials • Promotion of community self-sustainability (using local capacity and expertise) • Promotion of community confidence • Involvement of Area Committees (where these are in place) • Recommend a criteria for provision of services to those in need

The priorities listed below are not specific to actual pieces of infrastructure, resource allocation decisions, or policy development. Rather they are intended to help guide decisions in the wake of a disaster. These priorities are not intended to be exclusive; they are intended to provide a relative framework for the design and implementation of recovery programs and actions as well as for the allocation of limited resources.

1. Address life-safety concerns.
2. Provide for public safety/security, basic health, and essential social needs.
3. Protect property and maintain basic economic stability.
4. Respect basic liberties, legal protections, and privacy safeguards.
5. Maintain basic standards of fairness, and balance individual rights and community interests.
6. Support general well-being and address psychosocial impacts.
7. Protect and restore natural and cultural resources.

PUBLIC INFORMATION STRATEGIES

Consider incorporating existing public information team as they often have robust communication strategies in place and great connections with various media outlets. Various distribution methods may include:

- Local radio
- City website and social media presence
- Call Centre as well as City Hall reception, Fire Department reception, and Public Works reception (PIO needs to constantly supply operators with FAQ answers)
- Town Hall meetings
- Utilizing electronic public/private sign boards
- Sandwich signs
- Flyers posted at schools, churches, grocery stores, and community centres
- Regional partners need to be consulted before a press release is issued (this speaks to continuity and avoids public confusion)

TRANSITION TO COMMUNITY SERVICES

Regardless of the length of time the local authority decides to coordinate recovery efforts there the Recovery Organization will need to determine how ongoing recovery needs can be transitioned to existing community services. The community services provider's within the jurisdiction of the local authority that were active before the disaster will often be active during and after the event.

It is important to engage these organizations in order to prepare for a transition of services for the disaster survivors. Their services need to be understood as well as their ability to continue to deliver these services. Survivors that have been assisted, by the Recovery Organization in their personal recovery activities, need to be aware of a possible change in the access of services and permission to share their case details with local service organizations needs to be obtained.

POSITION CHECKLIST:
Recovery Director

Reports to: Policy Group

Read entire position checklist before taking any action!

Responsibilities:

1. Establish the appropriate staffing level for the City of Chilliwack Recovery Organization and continuously monitor organizational effectiveness, making adjustments as required.

2. Exercise overall management responsibility for the coordination of the Recovery Organization and any other agencies participating in recovery.

3. Oversee setting priorities for recovery efforts and ensure that all recovery actions are accomplished within the priorities established.

4. Ensure that information sharing is accomplished effectively among the Policy Group, Recover Centre Staff, City of Chilliwack departments, other partners in recovery, and the public.

5. Ensure coordination with other local governments, the Province of British Columbia, and the Federal Government.

Activation Phase:

- ☐ Receive briefing(s) from the response-phase Incident Commander(s) and Emergency Operations Centre (EOC) Director, and any other relevant personnel.
- ☐ Determine which positions are required and ensure they are filled.
- ☐ Ensure that the Recovery Centre is properly set up and ready for operations.
- ☐ Ensure that the Recovery Centre Organization and staffing chart is completed.
- ☐ Ensure that communications with other recovery entities are established.
- ☐ Schedule the initial Recovery Action Planning meeting.

Operational Phase:

- ☐ Monitor General Staff activities to ensure that all appropriate actions are being taken.
- ☐ Attend periodic briefings with the General Staff to ensure objectives are current.
- ☐ With the PIO, conduct news conferences and review media releases for final approval.
- ☐ Ensure that the Liaison Officer is maintaining effective interagency coordination.
- ☐ Work with the Risk Management Officer to identify legal issues, address any issues requiring legal opinion or action, and/or propose solutions to any problems requiring legislative action.
- ☐ Prepare management objectives for the Recovery Action Planning meetings.
- ☐ Review and approve the Recovery Action Plan, once completed.
- ☐ Coordinate recovery efforts with mitigation and sustainability goals and objectives identified in local and regional plans.
- ☐ Conduct regular briefings for the CAO and/or his/her designee.

Demobilization Phase:

- ☐ Deactivate sections, branches, and units when they are no longer required.
- ☐ Ensure that any open actions not yet completed will be handled after deactivation.
- ☐ Ensure that all required forms or reports are completed prior to deactivation.
- ☐ Prepare to provide input to the After Action Report.

POSITION CHECKLIST:
Command Staff
Liaison Officer

Reports to: Recovery Director

Read entire position checklist before taking any action!

Responsibilities:

1. Oversee all liaison activities. These include the coordination of agency representatives assigned to the Recovery Organization as well as handling requests from other agencies for sending liaison personnel to other locations.
2. Liaise with any organizations or departments participating in recovery but not directly represented in the Recovery Facility.
3. Function as a central location for incoming agency representatives and provide workspace and arrange for support as necessary.
4. Assist and serve as an advisor to the Recovery Director and Section Chiefs as needed, providing information, assisting in coordination efforts, and ensuring the proper flow of information.
5. Assist the Recovery Director in ensuring proper procedures are in place for directing agency representatives and communicating with elected officials.
6. Liaise with local authorities, provincial, and federal organizations, communicating Recovery Organization guidelines, directives, Recovery Action Plans (RAP), and situational information.
7. Conduct necessary recovery-related government relations and lobbying work on behalf of the City of Chilliwack and the Recovery Organization.

Activation Phase:

- ☐ Obtain situation status and recovery priorities from the Recovery Director.
- ☐ Ensure registration and credentialing procedures are established for outside agencies working within the Recovery Organization.
- ☐ Assist the Recovery Director in determining appropriate staffing for the Recovery facilities.
- ☐ Ensure that a Recovery Organization staffing chart is posted and updated.
- ☐ Provide assistance and information to General Staff regarding staffing Recovery Organization sections.
- ☐ Ensure that agency representatives' communications are established and functioning.

Operational Phase:

- ☐ Assist the Recovery Director and Section Chiefs in developing overall recovery priorities as well as priorities for the initial Recovery Action Plan.
- ☐ Establish and maintain a position log and other necessary files.
- ☐ Ensure agency representatives understand their assigned roles, work location, Recovery Organization, and floor plan.
- ☐ Provide external and non-represented agencies' information to the Planning Section to assist in the development, continuous updating, and implementation of Recovery Action Plans.
- ☐ Ensure that all notifications are made to agencies not represented in the Recovery Organization.
- ☐ Ensure that communications with any and all appropriate external or non-represented organizations, companies, and/or agencies are established and maintained.
- ☐ Assist the Recovery Director in preparing for and conducting briefings with Section Chiefs, Policy Group, the media, and the general public.
- ☐ Ensure that an updated list of outside agency representatives (with contact phone number) is provided to all Section Chiefs as needed.
- ☐ Ensure that operational priorities and objectives identified in Recovery Action Plans are communicated to external non-represented agencies.
- ☐ Forward approved Situation Reports to non-represented agencies as requested.

Demobilization Phase:

- ☐ Notify external non-represented agencies in the Recovery Organization of the planned demobilization.
- ☐ Assist with the deactivation of the Recovery Organization at the designated time, as appropriate.
- ☐ Ensure all functions have been transitioned to their pre-disaster department(s), agency(ies), or activity(ies).
- ☐ Prepare to provide input to the After Action Report.

POSITION CHECKLIST:
Command Staff
Public Information Officer

Reports to: Recovery Coordinator

Read entire position checklist before taking any action!

Responsibilities:

1. Serve as the coordination point for all public information, media relations, and internal information sources for the Recovery Organization.
2. Coordinate media releases with officials representing other affected jurisdictions.
3. Ensure that the public within the affected area receives complete, accurate, and consistent information about recovery priorities and efforts.
4. Establish and maintain a hotline or call centre for the public to access helpful information and advice. Such a hotline would also be an avenue for collecting public responses on issues, as needed.
5. Maintain a positive relationship with the media representatives, monitoring all broadcasts and written articles for accuracy.
6. Maintain a web site established for recovery information, as appropriate.
7. Advise Recovery Director on consistent messaging and communication of priorities related to recovery.

Activation Phase:

- ☐ Determine staffing and communications equipment requirements and make required personnel assignments.
- ☐ Consult with the Recovery Director to determine whether branch level PIO(s) are appropriate, and if so, appoint them.

Operational Phase:

- ☐ Obtain policy guidance and approval from the Recovery Director with regard to all information to be released to the media and public.
- ☐ Establish and maintain a position log and other necessary files.
- ☐ Keep the Recovery Director advised of all unusual requests for information and of all major critical or unfavorable media comments.
- ☐ Recommend strategies or other measures to improve media relations.
- ☐ Coordinate with the Planning Section and identify methods for obtaining and verifying significant information as it develops.
- ☐ Develop and publish a media briefing schedule, to include location, format, and preparation and distribution of handout materials.
- ☐ Implement and maintain an overall information release program.
- ☐ Receive reports from branch level PIO(s), if activated.
- ☐ Establish a public information call centre to handle public inquiries and provide recovery support information. Consult with Logistics Section for communication equipment needs and set-up.
- ☐ Develop message statements for Recovery Organization staff, call takers of the hotline and the various reception staff throughout the City departments.
- ☐ Develop and continuously update key talking points for Recovery Organization staff and others as appropriate.
- ☐ Establish distribution lists for recipients of all public information releases.
- ☐ Ensure that adequate staff is available at incident sites to coordinate and conduct tours of the disaster areas when safe.
- ☐ Establish content for Public Service Announcements (PSA) and bulletins and maintain a Recovery Assistance Information Directory with numbers and locations to recovery information.
- ☐ Ensure that announcements, recovery information, and materials are translated and prepared for special-needs populations (limited or non-English speaking, visually impaired, hearing impaired, etc.).
- ☐ Monitor all media including social media, using information to develop follow-up news releases and rumor control.
- ☐ At the request of the Recovery Director, prepare media briefings for Policy Group to facilitate their participation in the media briefings and press conferences.

Demobilization Phase:

- ☐ Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.
- ☐ Assist with demobilization procedures.
- ☐ Ensure all functions have been transitioned to their pre-disaster department(s), agency(ies), or activity(ies).
- ☐ Prepare to provide input to the After Action Report.
- ☐ Interact with other agency PIOs and obtain information relative to recovery operations.

POSITION CHECKLIST:
Command Staff
Safety Officer

Reports to: Recovery Director

Read entire position checklist before taking any action!

Responsibilities:

1. Ensure that good safety practices are applied throughout the organization and that every function contributes to safety.
2. Protect the interests of all Recovery Organization participants, agencies, and relief organizations by ensuring due diligence in information collection, decision making, and implementation for risk exposures and ascertaining probabilities and consequences of future events.
3. Provide advice on safety issues. The Safety Officer has the authority to halt or modify any and all unsafe operations within or outside the scope of the Recovery Action Plan, notifying the Recovery Director of actions taken.
4. Coordinate with the Logistics Section to ensure that appropriate security measures have been established to allow for only authorized access to the Recovery Facility, and that documentation is maintained.
5. Ensure a safety plan is established for each operational period.

Activation Phase:

- ☐ Perform a risk identification and analysis of the Recovery Facility and operations.
- ☐ Tour the entire facility area and determine the scope of ongoing and future operations.
- ☐ Monitor set-up procedures for the Recovery Facility ensuring adherence to proper safety regulations.
- ☐ Oversee that security checkpoints have been established at all entrances which allow only authorized personnel access to the Recovery Facility. This is to include staff sign-in and identification procedures.

Operational Phase:

- ☐ Establish and maintain position log and other necessary files.
- ☐ Assess damage and loss of any incident, working with the Planning Section and Finance/Administration Section if necessary.
- ☐ Work with the Logistics Section, if appropriate, to become familiar with any hazardous conditions in the recovery facilities.
- ☐ Coordinate with Logistics Section to monitor security checkpoints and Recovery Facility access and address any security issues.

Demobilization Phase:

- ☐ Assist the Recovery Director in deactivation activities including:
  - collection of all relevant papers and electronic records to the Planning Section
  - collection of all material necessary for post-operation reporting procedures
- ☐ Assist with the deactivation of the Recovery Organization at designated time, as appropriate.
- ☐ Ensure all functions have been transitioned to their pre-disaster department(s), agency(ies), or activity(ies).
- ☐ Prepare to provide input to the After Action Report.

POSITION CHECKLIST:
Operations Section
Operations Section Chief

Reports to: Recovery Director

Read entire position checklist before taking any action!

Responsibilities:

1. Supervise the Operations Section and ensure that the Operations Section activities are carried out, including the coordination of all recovery functions.
2. Ensure that recovery objectives and assignments identified in the Recovery Action Plan are carried out effectively.
3. Establish the appropriate level of branch, group, division, etc. organizations within the Operations Section, continuously monitoring their effectiveness.
4. Ensure the objectives of the Recovery Organization are carried out.
5. Maintain communications with Command Staff.
6. Ensure that the Planning Section is provided with status reports and other requested information.
7. Conduct periodic Operations Section briefings for Command Staff and other Section Chiefs.

Activation Phase:

- ☐ Ensure that the Operations Section is set up properly and that personnel, equipment, and supplies are in place, including communications, maps, and status boards.
- ☐ Obtain a preliminary situation briefing from Command Staff, Planning Chief, or other Recovery Organization staff as appropriate.
- ☐ Based on the situation, activate the appropriate branches, units, groups or divisions based on recovery functions as needed.
- ☐ Take necessary steps – in coordination with the Logistics Section – to staff, equip, and communicate with assessment teams, community relief teams or any responders tasked in the recovery effort.
- ☐ Confer with Command Staff to ensure that the Planning, Logistics, and Finance/Administration Sections are staffed at levels necessary to provide adequate information and support for recovery operations.
- ☐ Work with the Recovery Director and other appropriate recovery support functions to develop a community process to prioritize recovery needs.
- ☐ Based on the situation, determine likely future needs of the Operations Section.
- ☐ Identify key issues affecting the Operations Section; meet with section personnel, and determine appropriate objectives for the initial Recovery Action Planning meeting.

Operational Phase:

- ☐ Ensure that all section personnel are maintaining their individual position logs and other documentation.
- ☐ Work closely with Operations Section personnel to ensure that the Operations Section objectives, as defined in the current Recovery Action Plan, are being addressed.
- ☐ Prepare for and participate in planning meetings and other relevant meetings as directed or required.
- ☐ Provide the Planning Section Chief with staff and/or information to assist in the development of the Recovery Action Plan.
- ☐ Coordinate with the Liaison Officer as necessary to ensure that communications with various private companies, relief organizations, provincial, and federal agencies and support organizations are established and maintained throughout the recovery period.
- ☐ Coordinate recovery efforts with mitigation and sustainability goals and objectives identified in local and regional plans.
- ☐ Identify and track resolution of gaps and conflicts in recovery assistance programs, as well as recovery programs that support and build community capacity and surge needs for recovery management.
- ☐ Ensure that Operations Section personnel coordinate resource needs through the Logistics Section, unless subject matter expertise within Operations is such that resource needs can be met within the Operations Section, in which case documentation must be provided to the Logistics Section.
- ☐ Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section, unless subject matter expertise within Operations is such that fiscal and administrative requirements can be met within the Operations Section, in which case documentation must be provided to the Finance/Administration Section.
- ☐ Brief the Command and General Staff on all major recovery changes.
- ☐ Ensure that all media contacts are referred to the Public Information Officer.

Demobilization Phase:

- ☐ Identify branches and any organizational elements for deactivation (with Recovery Director approval).
- ☐ Ensure that all paperwork is complete and logs are closed and sent to the Planning Section.
- ☐ Ensure that any open actions are assigned to appropriate agency and/or Recovery Organization staff as appropriate.
- ☐ Deactivate the Section and close out logs when authorized by the Recovery Director.
- ☐ Ensure all functions have been transitioned to their pre-disaster department(s), agency(ies), or activity(ies).
- ☐ Prepare to provide input to the After Action Report.

POSITION CHECKLIST:
Planning Section
Planning Section Chief

Reports to: Recovery Coordinator

Read entire position checklist before taking any action!

Responsibilities:

1. Collect, analyze, and display situation information.
2. Prepare periodic recovery situation reports for dissemination to Recovery Organization staff and external partners.
3. Prepare and distribute Recovery Action Plan and facilitate the planning process.
4. Implement methodology to track all resources utilized by the Recovery Organization.
5 Conduct advanced recovery planning activities.
6. Document and maintain files on all recovery activities.
7. Provide technical support services to the Recovery Organization sections.
8. Establish the appropriate level of organization for the Planning Section.
9. Exercise overall coordination within the Section.
10. Keep Command Staff informed of significant issues affecting the Planning Section.
11. In coordination with the other Section Chiefs, ensure that status reports are completed and utilized as a basis for situation reports and Recover Action Plans.

Activation Phase:

- ☐ Obtain a briefing from Recovery Organization Command Staff.
- ☐ Ensure that the Planning Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including status boards, maps, logs, databases, and other documentation and displays.
- ☐ Meet with Operations Section Chief; obtain and review any major recovery issues.
- ☐ Work with the Recovery Director and other Section Chiefs to determine the appropriate duration of the operational periods.
- ☐ Develop strategy for carrying out all Planning Section responsibilities.
- ☐ Based on the need, activate Planning Section units and designate leaders for each.
- ☐ Keep Command Staff and Section Chiefs informed of significant events.
- ☐ Adopt a proactive attitude, anticipating situations and problems.

Operational Phase:

- ☐ Ensure that Planning position logs and other necessary files are maintained.
- ☐ Ensure utilization of current information for Situation Reports.
- ☐ Work with the Recovery Director and other Section Chiefs to determine if changes to the duration of the operational period are required.
- ☐ Ensure that reporting on major incidents and branch statuses are completed by the Operations Section and are accessible by the Planning Section.
- ☐ Ensure that a Situation Report is produced, approved, and distributed to Recovery Agency Sections at least once, prior to the end of the operational period or as directed by Command Staff.
- ☐ Ensure that all status boards, maps, logs, databases, and other documentation and displays are kept current and that posted information is neat and legible.
- ☐ Ensure that the Public Information Officer has immediate and unlimited access to all status reports and displays.
- ☐ Conduct periodic briefings with section staff and work to reach consensus among staff on section objectives for forthcoming operational periods.
- ☐ Chair the Recovery Agency Planning meetings.
- ☐ Ensure that the status of the objectives for each section are collected and posted in preparation for the next planning meeting.
- ☐ Ensure that the RAP is completed and distributed prior to the start of the next operational period.
- ☐ Work closely with each branch/unit within the Planning Section to ensure the section objectives, as defined in the current RAP, are being addressed.
- ☐ Coordinate recovery efforts with mitigation and sustainability goals and objectives identified in local and regional plans, including Hazard Mitigation Plans, Comprehensive Plans, Capital or Transportation Improvement Plans, etc.
- ☐ Coordinate with the Operations Section and relevant government agencies to determine the timelines according to which resources need to be identified, so that they can be included into the planning documents, funding cycles, and budget or appropriations requests.
- ☐ Coordinate the Recovery Action Plans with the ongoing/interim planning efforts of the Community Recovery Plan RSF Branch in the Operations Section, and ensure that RAP objectives do not pre-empt the Community Recovery Plan.

- [ ] Once the Community Recovery Plan is completed, ensure that it is reviewed, evaluated, and updated on at least an annual basis, or more often as needed, to monitor progress and ensure the strategic framework is appropriate and information is current for the needs of the community.
- [ ] Ensure that filing on all recovery activities and reproduction and archiving services are provided for the Recovery Agency as required.
- [ ] In coordination with the Logistics Section, provide technical services, such as environmental advisors, Geographic Information System (GIS) expertise, and other technical specialists as required.
- [ ] In coordination with the Operations and Logistics Sections, track all requested, mobilized, demobilized, and returned resources utilized by the Recovery Agency.
- [ ] Establish a benchmark or evaluation process to ensure fairness and equity are monitored and documented during recovery decision-making and action planning.
- [ ] Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section.
- [ ] Ensure that the Safety Officer is involved in the Planning process.

Demobilization Phase:

- [ ] Prepare the Demobilization Plan for the Recovery Agency and ensure that it is complete, approved by Command Staff, and distributed to all Recovery Agency sections.
- [ ] Determine demobilization status of all Planning Section Units and advise Command Staff.
- [ ] Complete all logs and documentation and forward to Documentation Unit.
- [ ] Ensure any open actions are assigned to appropriate staff for follow up.
- [ ] Ensure the transfer of any/all outstanding RAP or Community Recovery Plan goals and objectives to the appropriate government agency.
- [ ] Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- [ ] Ensure all functions have been transitioned to their pre-disaster department(s), agency(ies), or activity(ies).
- [ ] Prepare to provide input to the After Action Report.

POSITION CHECKLIST:
Logistics Section Chief

Reports to: Recovery Director

Read entire position checklist before taking any action!

Responsibilities:

1. Coordinate the provision of telecommunication services and information technology necessary for the Recovery Organization.
2. Locate or acquire equipment, supplies, personnel, facilities, and transportation for the Recovery Organization.
3. Arrange for food, lodging, security, and other support services as required for the Recovery Organization.
4. Provide necessary space and support services as required for the Recovery Organization facilities.
5. Establish the appropriate level of staffing within the Logistics Section, continuously monitoring the effectiveness of the Section.
6. Identify and address any training needs of assigned staff, such that all Recovery Organization staff have requisite understanding of disaster recovery, the Incident Command System (ICS), and other relevant principles and skills.
7. Ensure Section objectives as stated in the Recovery Action Plan are accomplished within the estimated time frame.
8. Coordinate closely with the Operations Section to establish priorities for resource allocation.
9. Keep the Recovery Director informed of all significant issues.
10. Ensure critical resources are allocated according to Recovery Action Plan priorities and direction.
11. Supervise the Logistics Section.

Activation Phase:

- [ ] Ensure the Logistics Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps, status boards, vendor references, and other resource directories.
- [ ] Advise personnel within the section to coordinate with the Operations Section to prioritize and validate resource requests.
- [ ] Meet with the Recovery Director and Section Chiefs to identify resource needs, including facility needs related to the Recovery Organization facilities.
- [ ] Meet with the Finance/Administration Section Chief and determine level of purchasing authority for the Logistics Section.
- [ ] Adopt a proactive attitude, anticipating situations and problems.

Operational Phase:

- [ ] Ensure that Logistics Section position logs and other necessary files are maintained.
- [ ] Provide the Planning Section with the Logistics Section objectives prior to each planning meeting.
- [ ] Attend and participate in Recovery Planning meetings.
- [ ] Provide periodic Status Reports to the Recovery Director and Planning Section.
- [ ] Ensure that all requests for facilities and facility support are addressed.
- [ ] Receive and maintain logistics documentation from any contracts procured.
- [ ] Provide section staff with information updates via briefings, as required.

Demobilization Phase:

- ☐ Identify high cost resources that could be demobilized early and advise other Section Chiefs.
- ☐ Ensure coordination with Operations Section before commencing demobilization.
- ☐ Determine demobilization status of the Logistics Section and advise the Recovery Director.
- ☐ Complete all logs and documentation and forward to Planning Section.
- ☐ Ensure any open actions are assigned to appropriate Logistics staff or other sections for follow up.
- ☐ Ensure that all expenditures and financial claims have been coordinated through the Finance/Administrative Section.
- ☐ Ensure all functions have been transitioned to their pre-disaster department(s), agency(ies), or activity(ies).
- ☐ Prepare to provide input to the After Action Report.

POSITION CHECKLIST:
Finance/Administration Section
Finance/Administration Section Chief

Reports to: Recovery Director

Read entire position checklist before taking any action!

Responsibilities:

1. Monitor Section activities continuously and modify the organization as needed.
2. Ensure that all financial records are maintained throughout the time the Recovery Organization is active.
3. Ensure that on-duty time is recorded and collected for all personnel.
4. Ensure there is a continuum of the payroll process for all employees responding to the recovery effort.
5. In consultation with Command Staff, determine spending limits, if any, for Recovery Organization Staff.
6. Ensure that all travel and expense claims are processed within a reasonable time.
7. Activate pre-positioned contracts and vendor agreements.
8. Coordinate vendor contracts not previously addressed by existing agreements.
9. Assess, clarify, and appropriately modify procurement rules, as necessary, to ensure consistency with recovery needs and Emergency Management British Columbia (EMCR) guidelines.
10. Coordinate with EMCR as well as any Individual Assistance and Public Assistance program implemented.
11. Provide technical assistance to City of Chilliwack departments on financial recovery programs.
12. Ensure that all recovery documentation is accurately maintained and submitted to the appropriate agencies as necessary.
13. Prepare extraordinary funding requests for the Recovery Director to submit to governing bodies, as needed.
14. Address/streamline any issues that require Policy Group review/approval, including design-build contracts and other procurement vehicles.

15. Mitigate impacts to interdepartmental and City of Chilliwack finances by:
    - Clarifying policy related to impact of recovery operations (and reimbursements) on departmental budgets
    - Maintaining and filing insurance claims

16 Provide general financial management of recovery, including:
    - Maintaining vendor files and payment of bills
    - Providing technical assistance related to purchasing and procurement

17. Review capabilities and identify gaps related to recovery purchasing, prepositioned contracts, memoranda of understanding, mission-critical contracts, etc.

18. Supervise the Finance/Administration Section.

19. Provide administrative support to the Recovery Director as required.

Activation Phase:

- ☐ Ensure that the Finance/Administration Section is set up properly and that appropriate personnel, equipment, and supplies are in place.
- ☐ Based on the situation ensure that sufficient staff is available for Recovery Organization mission.
- ☐ Consult with Recovery Director for spending limits.
- ☐ Meet with the Logistics, Planning, and Operations Section Chiefs and review financial and administrative requirements and procedures; determine the level of purchasing authority to be delegated to each.
- ☐ Meet with Finance/Administration Section personnel and ensure that responsibilities and procedures are clearly understood.
- ☐ Determine the initial Finance/Administration planning objectives for the next operational period.
- ☐ Notify Command Staff when the Finance/Administration Section is operational.
- ☐ Adopt a proactive attitude, anticipating situations and problems before they occur.

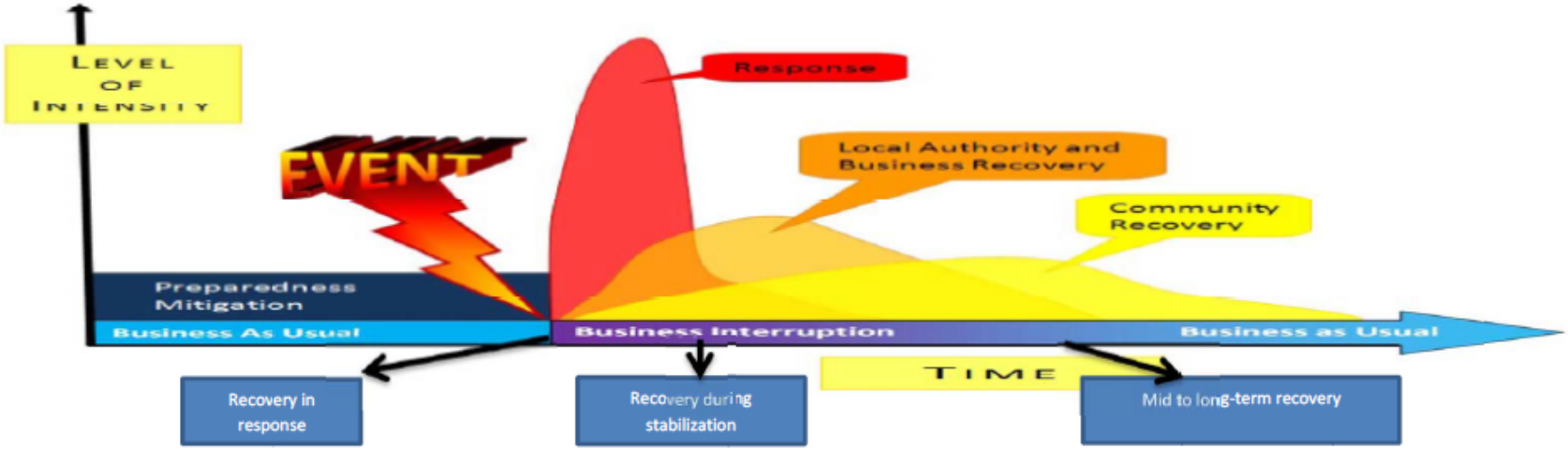
Operational Phase:

- ☐ Ensure that Finance/Administration position logs and other necessary files are maintained.
- ☐ Ensure central recording system and task number is in place for the recovery period.
- ☐ Ensure that displays associated with the Finance/Administrative Section are current, and that information is posted in a legible and concise manner.
- ☐ Participate in all planning meetings.
- ☐ Provide cost estimates to the planning process.
- ☐ Brief Finance/Administration Section personnel and ensure they are aware of the recovery priorities particularly those affecting the Finance/Administration Section, as defined in the Recovery Action Plan.
- ☐ Keep Command Staff and Section Chiefs aware of the current fiscal situation and other related matters on an ongoing basis.
- ☐ Ensure that all financial records, agency and contractor staff time, expense claims, procurement and management documentation, and other relevant documentation are maintained and provided to the Recovery Director.

Demobilization Phase:

- ☐ Determine demobilization status of the Finance/Administration Section and advise Command Staff.
- ☐ Ensure that all expenditures and financial claims have been processed and documented.
- ☐ Complete all logs and documentation and forward to Planning Section.
- ☐ Ensure any open actions are assigned to appropriate Finance/Administration staff or other Recovery Organization sections to follow up on.
- ☐ Ensure all functions have been transitioned to their pre-disaster department(s), agency(ies), or activity(ies).
- ☐ Prepare to provide input to the After Action Report.

JUST IN TIME RECOVERY GUIDE



- Conduct dashboard assessments
- Release public messaging (prescript)
- Provide Emergency Support Services
- Consider effects of response activities on long-term recovery

- City business continuity
- Infrastructure rebuilding (DFA)
- Debris management
- Release public messaging
- Water, sanitation and food
- Group lodging or temporary housing (may become permanent!)
- Consider incorporate city planning (land use, environmental)
- Consider building moratorium
- If external relief assistance is required
  - Call Integrated Disaster Council
  - Establish resilience centre
    - NGO coordination
    - Volunteer coordination
    - Rapid damage assessments
    - Disaster financial assistance

- Affected population case management
- Return of those displaced when possible
- Consider mitigation in all recovery activities
- Consider Official Community Plan – review and revise as required
- Public education campaign regarding; rebuilding, redevelopment, revitalization through public involvement
- Reconnect population with health and social service providers
- Consider emergency funding opportunities (DFA and relief funds)
- Unmet needs – particularly for underserved

Goal – SUSTAINABLE, RESILIENT and SELF SUFFICIENT COMMUNITY

- Appropriate construction
- Consider alternate zoning
- Consider business sector diversity
- Permanent housing
- Smart building through incentive funding
- Consider big, bold changes