EMERGENCY MANAGEMENT PLAN

NISGA'A LISIMS GOVERNMENT

A Strategic Guide for Site Support to Major Emergencies and Disasters
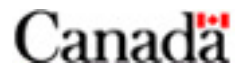
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Glossary

For a complete glossary of terms refer to BCERMS Site Support Level (EOC) Operational Guidelines – **http://www.pep.bc.ca/bcerms/bcerms.html**

BCERMS (British Columbia Emergency Response Management System): BCERMS is a comprehensive management system based upon the Incident Command System (ICS) that ensures a coordinated and organized response and recovery to all emergency incidents and disasters. It provides the framework for a standardized emergency response in British Columbia.

Command Staff During a large incident, those who cover the Director's responsibility of Information, Safety and Liaison Officer.

DOC (Department Operations Centre): A pre-designated facility established by a department to support the department's response to an emergency (e.g. Emergency Social Services DOC).

ECC (Emergency Coordination Centre): A pre-designated facility that receives and disseminates information from multiple sources regarding emergency situations. It also serves as the "incident message centre" for the Provincial Emergency Coordination Centre.

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

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

ESS (Emergency Social Services): ESS provides short-term (generally 72 hours) emergency services help to preserve the emotional and physical well-being of evacuees and response workers in emergency situations. The ESS program resides within the Provincial Emergency Program.

General Staff Those who perform the four major activities of Operations, Logistics, Planning and Finance/Administration

ICS (Incident Command System): 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.

Incident Action Plan The incident action plan contains objectives reflecting the overall incident strategy and specific tactical actions and supporting information for the next operational period.

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

Liaison Officer A function within the BCERMS-bases command staff responsible for coordinating with representatives from cooperating and assisting agencies.

Local Authority A local authority means (a) for a municipality, the municipal council, (b) for an electoral are in a regional district, the board of the regional district, or (c) for a national park, the park superintendent or the park superintendent's delegate if an agreement has been entered into by the government of Canada under section 4(2)(e) in which it is agreed that the park superintendent is a local authority for the purposes if this Act.

Operational Period The operational period is the length 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.

Out of Service Resources that are not ready for available or assigned status. Reasons can include mechanical, rest, staffing, environmental and financial.

PECC (Provincial Emergency Coordination Centre): A facility established and operated at the provincial central coordination level to help coordinate emergency response efforts at the provincial level, provides support to regional emergency centres, and interfaces with the CCG for policy decisions.

PEP (Provincial Emergency Program), Ministry of Public Safety and the Solicitor General: PEP is responsible for coordinating emergency management, helping people to prepare for, respond to and recovery from emergencies and disasters.

PREOC (Provincial Regional Emergency Operations Centre): PREOC supports the site support level 1002 emergency operations centre by managing the assignment of multiple ministry and agency support to individual site support locations or multiple site support level locations; acquires and deploys resources at the request of the site support level; provides emergency response services where incidents cross local authority boundaries, or where local authorities are not organized to fulfill their role; and coordinates with ministry regional centers when they are established.

Single Resource Includes personnel and their required equipment.

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

Site Support: Site support is activated when the site level response requires off-site support, an Emergency Operations Centre (EOC) or Department Operations Centre (DOC) may be activated.

SITREP (Situation Report): A report used by emergency operations centers during emergency activation to provide timely, up-to-date, accurate status information on a specific emergency situation.

Strike Team Combination of a designated number of same kind and type of resource with common communications and a leader. The number of resources to be used in the team will be based on what is needed to perform the function. Span of control guidelines should apply. Strike teams can be pre-determined or assembled at an incident from available single resources.

Task Force Combination of single resources within span of control guidelines. They are assembled for a particular tactical need, with common communications and a leader called a t3ask force or sector leader. They can be pre-determined or assembled at an incident from available single resources

TEAMS (Temporary Emergency Assignment Management System): A pool of employees from across governments who have training and experience in managing emergency operations and communications during disasters.

President's Message

The preparation and maintenance of an Emergency Planning and Response manual is a legislative requirement under the Nisga'a Emergency Program Act.

The development of this manual and the implementation of the provisions contained herein will provide a comprehensive emergency management program which will effectively address natural and human caused hazards that the Nisga'a Lisims Government may be exposed to and will require coordination efforts on behalf of the Nation.

Having reviewed this manual I am confident that it will effectively provide for the continuity of Government and the preservation of life and property through a coordinated response by elected officials, NLG staff, Village staff, volunteer services and outside agencies in the event of an emergency or disaster.

I realize that a significant amount of work has gone into the development of this manual and on behalf of the Nisga'a Lisims Government; I would like to commend the NLG and Village's Emergency Executive Committees for their excellent efforts in this regard.

Sincerely,

_____

Sim'oogit K̲'aw'een
H. Mitchell Stevens,
President

Overview of Emergency Plan

Introduction

The purpose of this emergency response plan is to save lives, reduce suffering, protect property, mitigate damage to the environment, and control the economic consequences of emergencies and disasters that may affect NLG operations. This plan provides the operational guidelines for coordinating response to incidents arising from hazards and risks faced by the citizens, employees and clients of the NLG.

The plan outlines the NLG authority and responsibilities to act in emergencies, and communicates the policies and procedures to be followed. The plan also takes into account the coordination with outside agencies, both government and private, that may assist the NLG during an emergency.

The plan reflects a snapshot of the dynamic planning process and will always be subject to change. This plan is not a final goal for the NLG; it simply reflects a record of policies, procedures and key information currently under development or already in place.

The conventions used in this plan are "shall" and "will". When "shall" is used, it is a required procedure. When "will" is used, it is describing likely events beyond our control, primarily used for other agencies' response to a given event.

The assumptions on which the planning process was undertaken include the following:

1. Emergency procedures will be documented and emergency response personnel (both staff and volunteer) will receive basic training to provide assistance in response for specific incidents.

2. The Incident Command System (ICS) and B.C. Emergency Response Management System (BCERMS) will be functioning and the Incident Commander will have authority to coordinate on scene response activities during an emergency/disaster situation in conjunction with the NLG's or Village Emergency Operations Centre.

3. Services, such as the Village Fire Departments / B.C. Forest Service , B.C. Ambulance Service and RCMP, will be available to provide first responder emergency assistance. It is also assumed that these agencies will coordinate in conjunction with NLG officials, the overall specific operation within their respective jurisdictions.

Background

The "Nisga'a Emergency Program Act" and the British Columbia "Emergency Program Act Local Authority Emergency Management Regulation" B.C. Reg. 380/95 O.C. 1075/95, are the primary authorities enabling the NLG to develop this emergency plan.

This plan will fulfill the Nisga'a Lisims Government requirement to prepare an emergency plan respecting preparation for response to emergencies and disasters. The NLG has an established coordinator and Emergency Executive Committee.

Highlights of the Plan

The following people have the authority to implement this *Emergency Response Plan*, in whole or in part in accordance with the Plan activation procedure:

- Any member of the NLG Emergency Management Committee.

- Director of the Provincial Emergency Program after a Provincial Declaration of State of Emergency

- The President or Executive of the NLG Government if a Local State of Emergency has been declared.

The President and/or Executive of the NLG are the authorities that may make a declaration of a state of local state of emergency for the Villages and NLG lands.

The NLG Emergency Operations Centre (EOC) group, with supporting agencies, has the responsibility for coordinating the Nation-wide response in an emergency. Designated NLG staff or their alternates may be called together in the event of an emergency or threat of an emergency and meet at the Emergency Operations Centre, to make decisions or to be on standby, without having to declare that a local state of emergency exists. The EOC Director is ultimately in charge of coordinating response to the emergency and may request assistance from the Provincial Regional Emergency Operations Centre (PREOC) and/or neighbouring villages or municipalities.

Aside from establishing the functions of the NLG Emergency Operations Centre, this management plan establishes priorities for training and periodic reviews and revisions. As well, sub-plans such as the Communication and Pandemic Plans contained in the Appendix are to be used in conjunction with this Emergency Management Plan when required. This plan manages the NLG Emergency Management Organization.

Forward

Emergency preparedness to protect the health and safety of all Nation members, general public, property, environment and our employees is integral to the NLG management philosophy and operating systems. This Emergency Management Plan is a planning document meant to provide the framework and guidance for the NLG Emergency Operations personnel during a single or multi-agency response to an emergency.

The Emergency Management Plan forms the core of all emergency response documentation for the NLG. For emergencies requiring additional detail or those handled at the site, sub-plans such as the Departmental, Communication, Wild Fire and Pandemic Plans are in place and can be located in the Appendix or available for reference as required. The Emergency Management Plan can be used as a reference when integrating internal/departmental specific plans into strategic NLG-wide operational plans. This plan does not replace the responsibility a department has in developing and testing its own specific emergency response plans.

This plan has been prepared in order to provide key officials, outside agencies, and NLG departments and Villages with guidelines for site support level coordination for the operation of the emergency operations centre (EOC). This Emergency Management Plan complies with the NLG Emergency Program Act and British Columbia Emergency Response Management System (BCERMS) to ensure coordinated and organized response to emergencies in the form of a standardized response structure.

For this plan to be effective, it is important that all users of this Emergency Management Plan will interpret it reasonably and responsibly and in the best interest of safety. All parties involved must also be made aware of its provisions.

The key to preparedness and response action is based primarily on continuing training and exercising of all aspects of this plan. Every official, outside agency, and department that will participate in the NLG EOC must be prepared to carry out their assigned functions and responsibilities in an emergency.

Document Control

Emergency Response Plan Distribution List

Manual No.	Date Assigned	Assigned To: Department / Individual / Village	Full Copy / Partial Copy / Electronic Copy
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Revisions

All requests for additions, deletions and/or amendments to this plan shall be addressed to the NLG Emergency Program Coordinator.

All requests for revisions should be made using the '*Emergency Management Plan Revision Request Form*', which can be found on the following page.

Every revision to this plan must be supplied with reasons and authorized by the appropriate supervisory staff member. Revisions will be presented to the EMC for final approval and all revisions will be recorded in the Record of Changes.

Record of Changes

CHANGE #	DATE OF CHANGE	ENTERED BY	DATE ENTERED

Emergency Management Plan Revision Request Form

TO:	EMERGENCY PROGRAM COORDINATOR NISGA'A LISIMS GOVERNMENT	
FROM:	REQUEST SUBMITTED BY:	SUPERVISOR:
DATE:		

SUBJECT:	
SECTION:	PAGE NO:

PLEASE REVISE THE EMERGENCY MANAGEMENT PLAN AS FOLLOWS:
REASON FOR REVISION
`

TO BE COMPLETED BY THE NLG	
DATE RECEIVED EPC:	
DATE REVIEWED EMC:	
APPROVAL EMC:	
PLAN REVISED	
DISTRIBUTED:	

Reviews

All reviews of the Emergency Management Plan will be recorded in the Record of Reviews.

Record of Reviews

REVIEWED BY	DATE

Part 1 Overview

1.1   Introduction

This "all hazards" Plan is intended for use by members of the NLG 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 considerations by hazard type are presented in **Section 4**. The Plan is also intended to provide guidance during the recovery phase.

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

This Plan is meant to be used in conjunction with the plans in **Figure 1** as well as specific *Nisga'a Lisims Village Government Emergency Plans*.

1.2   Purpose and Scope

The purpose of this Emergency Management Plan is to save lives, reduce suffering, protect property, mitigate damage to the environment, and control the economic consequences of emergencies and disasters that may affect the NLG operational area.

This Emergency Management Plan guides the operations, organization, responsibilities, and coordination of the NLG Emergency Operations Centre in response to a specific or Nation wide incident or threat of an incident. This plan does not address emergencies that are normally handled at the site by the appropriate first responding agencies. (e.g. motor vehicle incident, structure fire, medical emergency, water contamination etc.) The plan addresses such incidents that may cause damage of sufficient severity and magnitude to warrant execution of all or part of this plan as well as any of the sub-plans contained in the Appendix or referenced.

The NLG believes that the key to preparedness and response action is based primarily on continuous training and exercising of all aspects of this plan (See **Appendix C** for a suggested training schedule to ensure preparedness). This document reflects a record of policies, procedures and key information already established or currently under development. Therefore, this plan reflects the dynamic planning process and is subject to change and is not the final goal for the NLG Emergency Program.

This plan has been prepared using the following Acts/standards/documents as guidelines:

- Nisga'a Emergency Program Act
- The B.C. Emergency Program Act RSBC 1996 c. 111
- The British Columbia Emergency Response Management System (BCERMS).
- The guidelines and checklists included reflect suggested procedures established by BCERMS. These guidelines represent best practices for local authorities, first nations, private sector and the federal government operating in BC.

This plan is intended for use by members of the NLG Emergency Operations Committee and operational personnel in the event of a NLG operational or support to a Village emergency. This all-hazards plan utilizes the same management system regardless of the type of emergency.

1.3   Emergency Response Organization

The Nisga'a Nation and each Village Emergency Program utilize the BCERMS Site and Site Support Standard as its organizational structure. An Incident Commander (responder at the site of the incident) must always be present to oversee site activities, and the EOC (if required) is activated, according to **section 2.3**, to oversee and coordinate all off-site activities. If a Village EOC is activated, to support the Village the NLG EOC and the Provincial Regional Emergency Operations Centre (PREOC) will be established to provide support and coordination. If the NLG activates the EOC to coordinate activities outside Village boundaries, a Village may activate their EOC to support the NLG. When the PREOC is established, the Provincial Emergency Coordination Centre (PECC) in Victoria is also established. (**Figure 6** illustrates this structure)

1.4   NLG Emergency Program Management Committee

The NLG Emergency Program Management Committee is the core management group charged with the responsibility for advising the Executive and providing guidance and support to Village Governments on policy direction and ensuring that issues and aspects of emergency management are sufficiently addressed. In preparation and planning for emergencies the committee advises on the development and delivery of emergency services; implements and improves strategies and procedures for emergency services and site support; coordinates stakeholder's actions and decisions; and forms the EOC staff laid out in **Figure 5,** in the event of an emergency.

The Chief Executive Officer (CEO) or designate chairs the Emergency Management Committee. The committee is comprised of members appointed by the executive and includes the CEO, Emergency Coordinator, applicable Fire Chief and may include representatives of community stakeholder groups such as the Health Authority, School District, Salvation Army, Fire, RCMP, Ambulance, Village representatives, and others that provide support to the NLG.

1.5   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 NLG/Village vehicle or facility. 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 Village facility such as a fire hall, recreation centre, youth center or other similar structure. Incident objectives, strategies and tactics are formulated and directed from the ICP.

1.6   Linkage to Other Plans

The NLG Emergency Management Plan forms the center of emergency response documentation. For emergencies requiring further detail beyond the scope of this management plan, sub-plans and external agency plans are in place. In this way the Emergency Management Plan has been written to work in conjunction with the contingency plans of other responding organizations. **Figure 1** illustrates the various plans, both internal and external, that influence the NLG.

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Figure 1 - NLG Internal and External Plan Organization

```
                        NLG Emergency
                        Management Plan

Federal      Provincial      NLG Inernal      Regional          External
Plans        Plans           & Village        District          Plans
                             Plans            Plans

RCMP         RCMP            RCMP             Flood Prep &      Nisga'a
                                              Response          Valley Health
DND          MoFR            Water Works      Plan              Authority

DFO          PEP             Flood            KSRD              Emergency
                             Response         Emergency         Social
PSC          BCAS                             Management        Services

INAC         MoE             Fire                               Superior
                             Department                         Propane
             MoT
                             Evacuation                         BCHydro

                             Wildfire                           Telus
                             Protection
                                                                School
                             Pandemic                           District
                             Plan
                                                                Terrace
                             Communication
                             Plan                               Internet
                                                                Service
                                                                providers
```

1.7   EOC Location(s) and Addresses

Upon activation and notification of the NLG EOC, all requested persons will report to the designated EOC location where the first person to arrive will assume the role of the initial Director. Should the primary and secondary locations be unusable, the alternate location will be used. The decision to relocate the EOC will be based on the nature of the relocation and will be made by the EOC Director.

Figure 2 **PRIMARY LOCATION:** **NLG Administration Building** 2000 Lisims Drive New Aiyansh	
Figure 3 **SECONDARY LOCATION:**	
Figure 4 **ALTERNATE LOCATION:**	

1.8   Site Support - Emergency Operations Centre

In larger complex incidents, responders at the site of the emergency may require policy direction, coordination and resource support. The NLG primary Emergency Operations Centre (EOC) is located at the NLG Administration Building. The secondary and alternate EOC's are located ……...

Throughout the Nass Valley, in the event of a regional incident, such as a flooding of the Nass River in multiple communities, each Village may operate an EOC to support local responses. The NLG will have an EOC operating to support each Village and liaison with the PREOC and other agencies, see **Figure 1**. The following are the locations of Village EOCs:

- **Gitwinksihlkw** – Council Chamber, Gitwinksihlkw Administration Building, 3004 Ts'oohl Ts'ap Avenue, Gitwinksihlkw;
- **New Aiyansh** – Council Chamber, New Aiyansh Village Government Administration Building, 5200 Skateen Avenue, New Aiyansh;

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- **Laxgalt'sap** – Council Chamber, Laxgalts'ap Village Government Administration Building, 416 North Road, Greenville; and
- **Gingolx** - Council Chamber, Gingolx Village Government Administration Building, 604 Front Street, Kincolith.

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 following are authorized to activate the EOC:

- Any member of the NLG Emergency Management Committee.
- PEP Director after a Provincial Declaration of a State of Emergency declared for the area.
- NLG President or Executive if a Local State of Emergency has been declared.

Table 1 below summarizes the roles of the five functions that comprise the EOC Group.

Table 1 Roles in EOC Functions

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

Figure 5 Fully Expanded NLG EOC Organization Chart
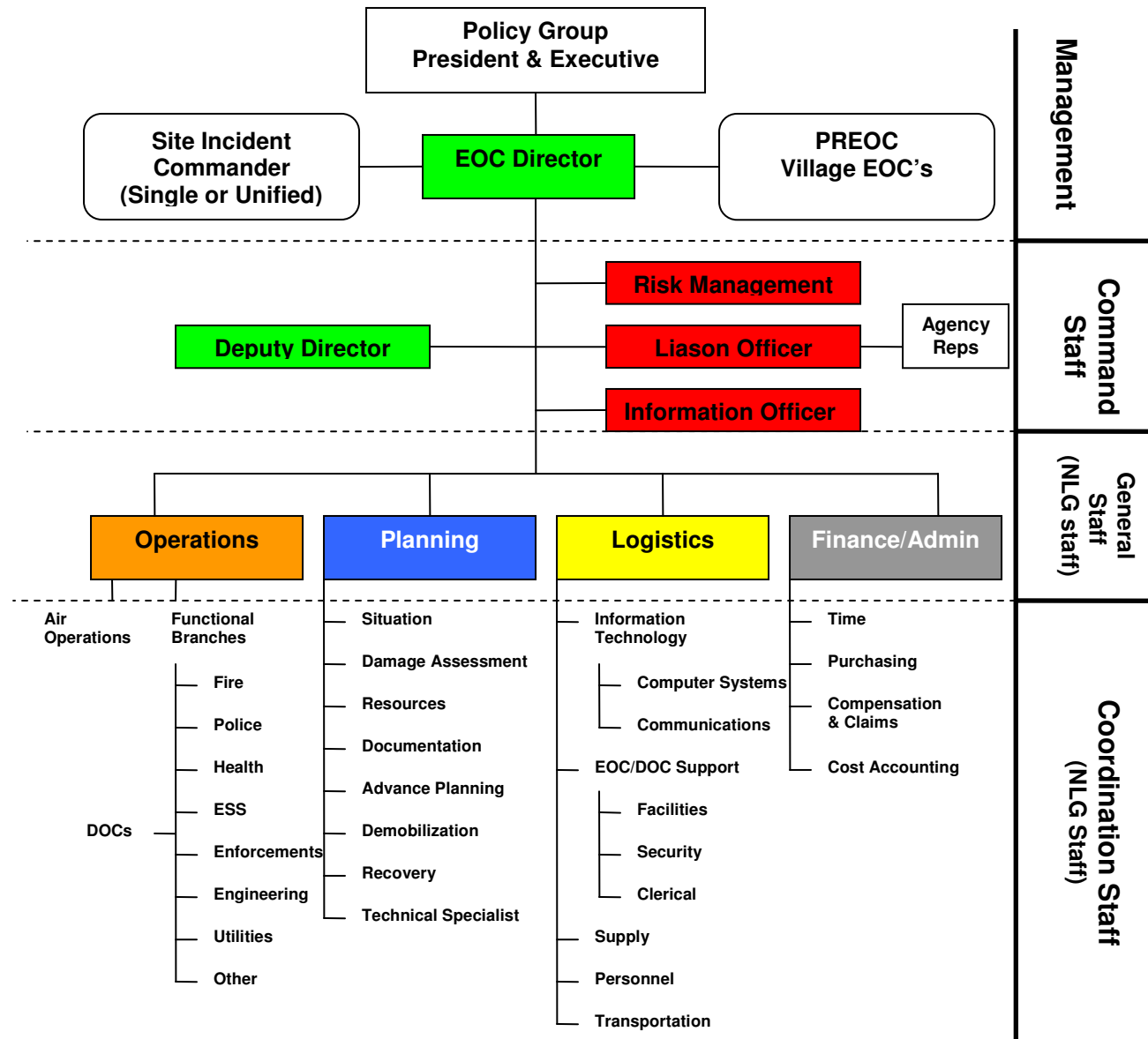
EOC Structure

The EOC structure for a fully developed response organization is shown in **Figure 5**. It is important to remember that not every function will be filled or addressed in every emergency. The situation at hand will dictate the functions required. As a minimum, an active EOC requires only the EOC Director. Other functions will be staffed as needed.

The NLG Emergency Program Coordinator will ensure the EOC is ready for use on a short notice by establishing a regular schedule of maintenance, testing, replenishing supplies and updating information such as contact lists and the appendices found in this plan. This should be done at least once per year or when a significant change in the operational organization occurs.

The EOC will contain information display materials, telecommunications and any additional supporting equipment, materials and supplies required to ensure efficient operations and effective emergency management on a 24-hour per day basis. In addition, power generation capabilities and other such

special facilities to allow continuous operations apart from normal public utilities and services should be installed.

Each member of the Emergency Operations (EOC) Group must identify a person who is prepared and able to temporarily act in the place of that member and by written notice to the executive or the applicable Nisga'a Village Government, as the case may be, designate that person as an alternate member of that EOC group.[1]

If a member of an EOC group is not able to perform their duties when the implementation of the applicable Emergency Plan is ordered, the person designated by that member, under section 15.1 of the Nisga'a Emergency Program Act, as an alternate member of that EOC Group must perform the duties of that member until that member is able to do so.[2]

Management Staff

The EOC Director may appoint persons to fill the EOC staff positions of Risk Management Officer, Information Officer and Liaison Officer.

General Staff

The Chiefs for Operations, Planning, Logistics and Finance/Administration constitute the EOC General Staff. The EOC Director and General Staff function as the EOC management team. The General Staff are responsible for:

- Overseeing the internal functioning of their section

- Interacting with each other, the EOC Director and other entities within the EOC to ensure the effective functioning of the EOC organization.

Titles

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

- EOC Director

- Section Chief

- Branch Coordinator

- Unit Coordinator

Policy Direction

The President and Executive shall be contacted and assembled to provide policy direction to the EOC Director.

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

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[1] Nisga'a Emergency Program Act Section 15.1

[2] Nisga'a Emergency Program Act Section 15.2

1.9   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. In a circumstance where the incident spans an area located within both NLG and Regional District lands, the PREOC will communicate with the two governments to manage and coordinate a response. The PREOC will also manage and coordinate a response to incidents in areas where local authorities are not organized to fulfill their role. When involved in the coordination of an incident, PREOCs do not communicate directly with Incident Commanders at the site, they communicate with the Site Support Level (NLG EOC) to help coordinate agency operations. There is a dedicated PREOC located in Terrace.

1.10   Contacts and Resources

All contact numbers and resource lists are contained in **Appendix B**. It is the responsibility of the NLG Emergency Coordinator to ensure these lists are updated annually.

Figure 6 NLG Emergency Response Management System levels

Figure 7 Level of BCERMS Response Depends on the Scale of Emergency

Scale of Emergency	Activation	Responders

Site Incident or Threat of an Incident
- Controlled by first response agencies.
- No evacuation other than involved structures or immediate outdoor area.
- Confined to small area (eg, a house fire) & poses limited threat to life/property.

No EOC Activation
First Responders can control the situation

Local Response Agencies

Local Authority (NLG) Requests Task Number from PEP

NLG-Wide Incident or Threat
- Involves a greater hazard or larger area that poses a potential threat to life, limb property or the environment (ie. Structure fires at multiple locations).
- May require evacuation of surrounding area.
- Warrants gathering of NLG or Village government to make key decisions.
- May require Mutual Aid and/or help from NLG.
- Coordination of Resources.

NLG EOC Activated
- NLG implements EMP, required sub-plans & activates EOC to appropriate level (I,II,III).
- Consecutive activation of VILLAGE EOC, PREOC & PECC to appropriate levels

- Local Response Agencies
- NLG/Village EOC Staff
- External Agencies required

Regional Incident or Threat
- Beyond response capability of NLG/Village.
- Crosses boundaries/impacts large part of the NLG and Village lands.
- Requires extraordinary actions or expenditure of money.

PREOC Activated
PREOC coordinates provincial/regional response & provides a liaison to the NLG and/or Village & agencies.

- Local Response Agencies
- NLG/Village EOC Staff
- Provincial Agencies
- External Agencies as required

Provincial Incident or Threat
- Beyond response capacity of PREOC.
- Minister implements the Provincial Emergency Plan.

PECC (Victoria) Activated
Responsible for coordinating provincial & federal support.

- Local Response Agencies
- NLG/Village EOC Staff
- Provincial Agencies
- Federal Agencies
- External Agencies as required

Part 2 Emergency Response Guidelines

2.1   Plan Activation and Termination

Who Can Activate the NLG Emergency Plan?

The following people have the authority to implement this *Emergency Response Plan*, in whole or in part in accordance with the Plan activation procedure:

- Any member of the NLG Emergency Management Committee.

- Director of the Provincial Emergency Program after a Provincial Declaration of State of Emergency

- The President or Executive of the NLG Government if a Local State of Emergency has been declared.

Village Emergency Plan Activation Procedure (Nisga'a Emergency Program Act)

Before ordering the implementation of the Village Emergency Management Pan, the Village Chief Administrator must:

- first contact the Lisims Emergency Coordinator and an authorized representative of the Provincial Emergency Program (PEP) 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 Provincial Emergency Program or by any other provincial or federal government department or agency[3].

If a Village Emergency Plan is implemented in the absence of confirmation that financial support will be provided, the Nisga'a Nation and Provincial/Federal Government will not be responsible for any costs or financial obligations incurred as a result of that implementation[4] (**Appendix I**). The Village will be responsible for costs incurred if they have not received approval from the Nisga'a or the provincial or federal government.

Responsibilities for Implementation of Emergency Plans

If the implementation of the NLG Emergency Management Plan is ordered,
- the NLG EOC group is responsible for the implementation of that Emergency Plan and for the coordination and direction of overall operations in respect of preparation for, response to, and recovery from the emergency or disaster, and

- the Chief Executive Officer is responsible for the control of all operations within the EOC identified in that Emergency Plan[5].

If the implementation of the Village Emergency Management Plan is ordered,

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[3] Nisga'a Emergency Program Act Section 13.2
[4] Nisga'a Emergency Program Act Section 13.3
[5] Nisga'a Emergency Program Act Section 16.1 a&b

- the Village EOC group is responsible for implementation of the Emergency Plan as well as any required sub-plans. They are also responsible for the coordination and direction of overall operations in respect of preparation for, response to and recovery from the emergency or disaster
- the Chief Executive Officer (EOC Director) is responsible for the control of all operations within the EOC identified in the Emergency Management Plan and required sub-plans[6].

Termination

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

The Director must consider the requirements of termination virtually from the outset. As individual functions are no longer required at the EOC, their individual (now dormant) responsibilities are passed "upwards" to their immediate supervisor, and so on.

The Demobilization Unit Leader supervises and administers this process. A detailed checklist is provided in **Section 3**.

Declaration Not Required

A declaration of state of local emergency (NLG) or provincial emergency is not required to:

- Implement this plan or sub-plans

- Activate the EOC

- Access emergency funds from the Provincial Emergency Program (PEP).

- Obtain a PEP Task Number

2.2 Plan and EOC Notification Procedures

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

Figure 8 provides an overview of the plan notification process for all emergencies. This diagram outlines the process and decisions that may be required during the activation of this Emergency Management Plan, sub-plans and EOC.

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[6] Nisga'a Emergency Program Act Section 16.2 a&b

Figure 8 Plan Activation/Advisory Notification Process

Incident or threat

Assess scale of event
- **Village**
- **Nass Valley**
- **Regional/Provincial**

What is the scale of the event

Persons/Designates Authorized to Activate NLG EMP
- **EOC Emergency Management Committee**
- **President or Executive**
- **PEP Director**

Activate EMP & required sub-plans if additional site support is needed

Site Incident

Do not activate EMP, sub-plans or EOC unless additional site support is required

NLG Regional Provincial

PEP must be contacted for approval of financial support

Activate the EMP, required sub-plans & EOC

Notify NLG EOC Group

Appendix B

Notify NLG Policy Group

Appendix B

Notify appropriate external agencies

Appendix B

Call Out

Information about an incident must be clear, concise, accurate and communicated in a timely manner. The minimum amount of information that should be communicated to the EOC Emergency Management Committee includes:

- Type of Incident
- Date and Time of Incident
- Name of Caller and Caller's Phone Number
- Possible Injuries
- Location of Incident
- Actions Taken So Far
- Evacuation if required
- Assistance if required

When requested by any of the people authorized to activate this Plan, the Chief Executive Officer will contact the members of the EOC Group using the format below.

Standard Call-Out Message:

"This is _____ of the Nisga'a Lisims Government.

We have a major emergency situation as follows: (brief description). The _____ (person, as appropriate) has ordered the activation of the EOC group to deal with the emergency. You are requested to immediately attend the EOC located at _____."

2.3   Three Levels of EOC Activation

This Plan recognizes three levels of potential activation. The term "event" is used to describe an occurrence based on one of the identified hazards in BC. An "incident" defines one or more occurrences that happen as the direct result of an event. For example, an earthquake is the event. Any resulting fires, explosions etc. are incidents within the event.

Table 2 EOC Activation Levels

1	**LEVEL 1 - ASSESS THE SITUATION & MONITORING** • Managed by local resources, little or no need for site support activities • Occur on a regular basis. • Potential for event scale to escalate, monitoring required • Event will be closed in a relatively short time. • Small in size, confined to one site. • Involve two or more agencies. • Eg. flood, severe storm, interface fire. • Minimum staffing: EOC Director, Information Officer, Liaison Officer and an Operations Section Chief. • PEP must be notified.
2	**LEVEL 2 - LIMITED ACTIVATION OF THE EOC** • Limited evacuations. • Based on situational needs. • Moderate in size spanning two or more sites. • Beyond the response capabilities of first responders. • Can warrant limited activation of the EOC since some resources/support is required. • Part-time monitoring and aid from external and NLG/ provincial agencies. • Minimum staffing: EOC Director, Information Officer, Liaison Officer, Risk Management Officer and Section Chiefs as required. • PEP/PREOC limited activation
3	**LEVEL 3 - FULL ACTIVATION OF THE EOC** • Large magnitude, may have multiple sites • Long duration. • Involve multi-agencies and governments. • Extensive evacuation required. • Requires notification of the EOC Group and activation of 24/7 EOC. • All EOC functions and positions should be filled and used as required. • PREOC activation

2.4   Spending Authority

Upon activation of this Emergency Management Plan and Emergency Operations Centre the EOC Director is provided specific spending authorities relating to emergency response.

In accordance with section 17 of the Nisga'a Emergency Program Act "If an Emergency Plan is implemented or a declaration of a state of local emergency is made, the executive may, subject to the provisions of the *Nisga'a Financial Administration Act*, authorize the expenditure of funds to meet the needs of the situation".

In the case of Village expenditures all expenditures must be pre-approved according to section 13(2) of the Nisga'a Emergency Program Act. Any expenditure that is not pre-approved through the NLG or PEP must be discussed and supported by the Village Policy Group. The Policy Group consists of the Chief Councilor, two Council members and the CEO or designates. Most expenses incurred by the

Village are recoverable from the Provincial Emergency Program (PEP). However, if the Village does not receive confirmation of financial support, the Village is responsible for incurred costs.

All efforts must be made by the EOC Director to comply with all normal spending policies, unless the emergency situation justifies otherwise (immediate life safety) and is well documented.

2.5 Procedure to Acquire Staffing Support

Provincial Emergency Program TEAMS

Throughout the Province, there is a core staff of about 60 people – including those in permanent Emergency Operations Centers in Surrey, Kamloops, Nelson, Prince George and Terrace. Furthermore, there is over 120 trained government staff available for deployment to help at Local EOCs.

The EOC Director is responsible for requesting assistance from PEP if assistance is required at the NLG EOC. If a Village requires assistance the NLG EOC will request assistance to PEP on behalf of the Village.

Hiring Private Contractors

The NLG may consider hiring private contractors to fulfill EOC positions during an emergency (**Appendix I**). It is important to note that the NLG will be able to claim the costs involved under PEP financial assistance. However, PEP stipulates that pre-approval is required to call on or access these resources, in the time of an emergency. The process of pre-approval or acquiring a 'task number' from PEP is the responsibility of the EOC Director.

2.6 Cost Recovery

In general, a local authority (NLG) will be able to claim most of the costs involved with emergency response, including:

- Site costs
- Emergency Operation Centre costs
- Emergency Social Services costs

There are exceptions, however, and it is important that each local authority understand the rules of eligibility that apply to the nature of response expenditures. For reference, refer to the PEP Financial Assistance for Emergency Response and Recovery Costs - Guide for Local Authorities and First Nations contained in **Appendix I** for a complete manual to PEP policies and procedures. It is essential that all PEP requirements are considered before the EOC incurs response expenses and this is the responsibility of the EOC Director working with the Finance Section Chief.

Eligibility pertains to response costs for efforts needed to preserve public safety related to a specific event. This means that other non-event objectives, such as promoting tourism to protect the local economy, are not eligible. However, eligibility under 'Recovery costs' are acceptable as these costs are shared with the local authority.

Response activities may include a wide range of actions, depending on the type of event and need for protective action. Eligible costs for response actions at the site of an emergency may include:

- Purchasing sandbags and sand, and renting bag-filling machines during a flood
- Hiring tree experts to remove dangerous trees following a wildfire or wind storm
- Hiring contract security crews to patrol evacuated neighborhoods
- Purchasing food and fuel for Emergency Social Services volunteers
- Renting private property as a staging area for heavy equipment
- Immediate and temporary repairs to potable water lines following an earthquake

In addition to site-related costs, response costs could also include site-support actions that take place at the Emergency Operations Centre (EOC) or other facility, including these examples:

- Renting rooms and furniture for EOC facilities
- Purchasing paper, folders, labels, and other office supplies for the EOC
- Renting computers, printers, fax machines and other office equipment for the EOC
- Service charges for connecting telephones and data lines
- Purchasing food and water for EOC personnel
- Contract charges for paid EOC personnel
- Overtime costs for local authority staff supporting emergency response
- Travel and accommodation charges for EOC personnel
- Contracted janitorial and security services for the EOC and other response facilities

The above section is reproduced from the PEP Financial Assistance Guide for Local Authorities and First Nations, 2005 rev. 2007.

2.7   Response Goals

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

Provide for the safety and health of all responders

Save lives

Reduce suffering

Protect public health

Protect government infrastructure

Protect property

Protect the environment

Reduce economic and social losses

All Action Plans will take these goals into consideration.

2.8   Role of the Emergency Operations Centre Management Team

Role of the EOC Management Team

It is the role of the EOC Management Team to ensure that site support activities are coordinated and that departments and agencies have sufficient resources and direction to accomplish their missions.

EOC Organization

The EOC management team is comprised of the EOC Director, Management Staff and the General Staff.

The team must also ensure that response agencies such as Fire, RCMP and Ambulance are cooperating and that an early exchange of information is occurring prior to a major mobilization of resources.

EOC Security

During a major emergency, it is important to provide a secure workplace for the staff of the EOC. There is a natural tendency for many people to congregate and learn the latest information on the event. This can be very disruptive to the people operating in the EOC.

It is the responsibility of the Facilities Unit Coordinator to arrange for security services to all aspects of the EOC.

Employees, contractors, or volunteers may provide these services. A sign in / sign out system and identification tags will be initiated for any long-term operation. The Check-in Form is located in **Appendix F**.

2.9   Staffing Requirements for the EOC

Staffing requirements for the EOC will depend on the complexity and severity of the incident. Staffing plans should include at least two-three complete shifts of personnel for an initial period of time, after which, reduced-strength options can be considered for implementation on a section-by-section basis.

Initial staffing of the NLG EOC will consider the need to fill the five major functions of Management, EOC Director, Operations, Planning, Logistics, and Finance & Administration with Section Chiefs. **Appendix O** contains EOC section pull out kits for each of the five major functions that will be of use during an incident.

The majority of incidents as well as the EOC activation will resemble the organization depicted in **Figure 9**. The initial level of staffing for the NLG EOC, once again depending on the complexity and severity of the incident or emergency, will dictate the amount of staffing. There is a likelihood that in some instances where a staff member can perform multiple functions within the EOC that staff member could fill those functions should any of them not be needed in their fullest capacity. In the event of escalation or significant changes of the situation, these positions should be adjusted or separated accordingly.

However, in all incidents regardless of the size or complexity, an EOC Director is the only position that is mandatory. The contact information for designate and alternate personnel can be found in **Appendix B**.

Figure 9 NLG Initial EOC Organization
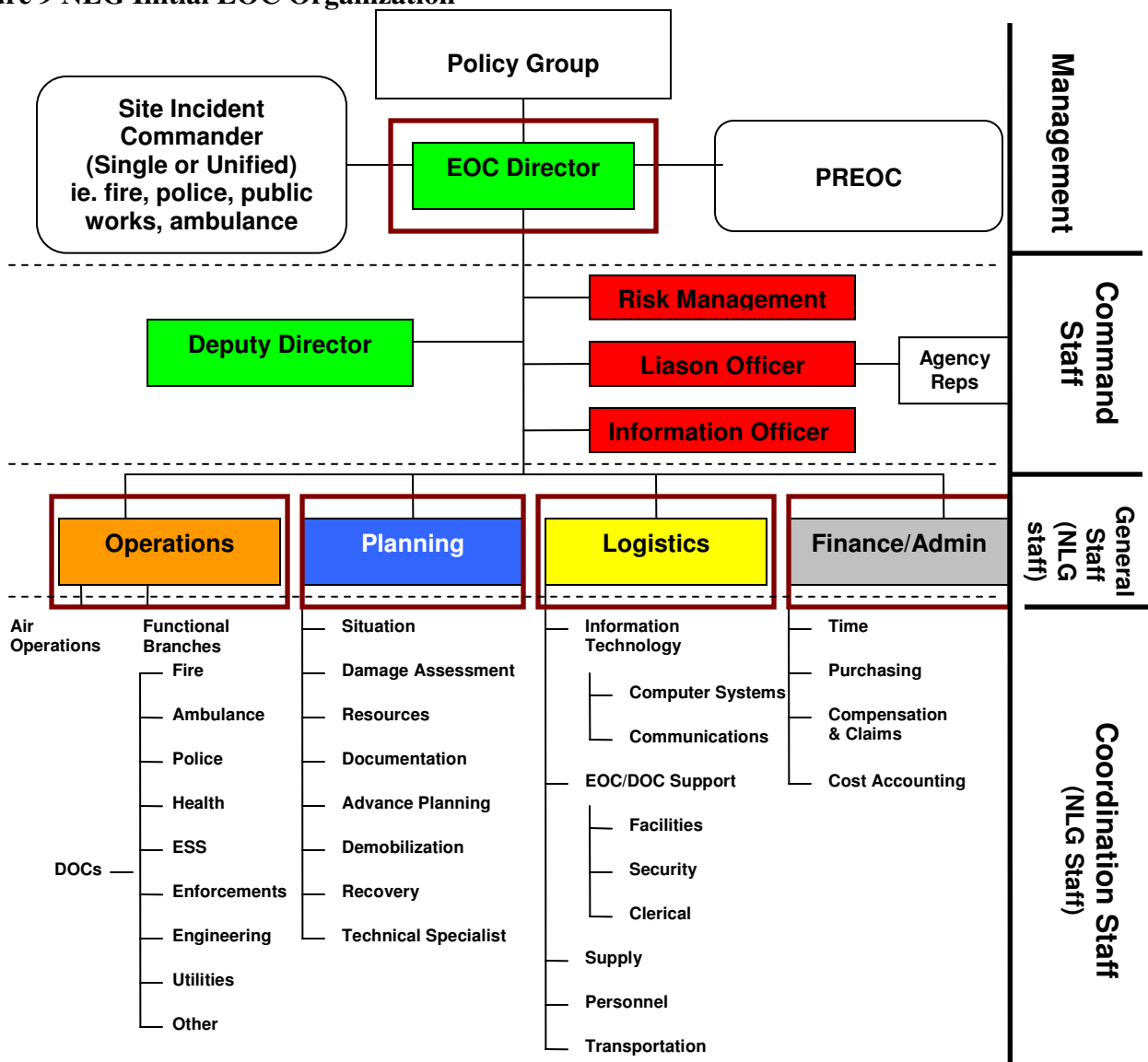
2.10 Government Agencies and Other Representatives in the EOC

Representatives from government agencies and other organizations can expect to be represented in the Operations Section of the EOC. These representatives provide guidance and participate as liaisons for their representative agency or Departmental Operations Centers (DOC). For example, the Emergency Social Services activity will be located at a designated reception centre, and a liaison can be appointed to sit in the NLG EOC, if feasible. Departmental Operation Centers are expected to follow the chain of command and receive overall instructions from the EOC Director or designate.

Some key agencies and organizations that may be representatives in the NLG EOC include:

- Ministry of Public Safety and Solicitor General (PEP)
- NLG Departmental representatives
- British Columbia Ambulance Service (BCAS)

- Royal Canadian Mounted Police (RCMP)
- Emergency Social Services (ESS)
- Nisga'a Valley Health Authority
- Ministry of Environment
- Ministry of Forests and Range
- Salvation Army
- School Board
- Village Representatives

2.11 EOC Positions and Functions

EOC positions and functions are described in terms of the Initial EOC Organization (**Figure 9**). These positions have been divided into 5 key positions:

1.   EOC Director

2.   Operations Section Chief

3.   Planning Section Chief

4.   Logistics Section Chief

5.   Finance & Administration Section Chief

Please note that each position and associated functions are described in terms of general guidelines for operations. The tasks described are generic in scope but can be adapted to different types and scales of incidents.

EOC Director

Responsibilities:

➢ Liaison with CEO who will be in contact with the NLG Policy Group

➢ Overall coordination and management of the EOC.

➢ Assessing the situation and determining the appropriate level of activation (**Table 2**).

➢ Assessing the appropriate level of staffing in partnership with the general staff.

➢ Set priorities for response efforts in the affected area(s).

➢ Keep in constant communication with the sections and respective section chiefs.

➢ Employ proper risk management procedures.

➢ Liaison between the various agencies and branches of the EOC.

This EOC Director's role works closely with the role and responsibilities of the Information Officer. The relationship between the EOC Director and the Information Officer is illustrated in the following diagram. The Director is in frequent communication with the Information officer in order to effectively deliver appropriate public and internal information actions and best methods of dissemination. The Information Officer is the point of contact for all media and other members of internal and external agencies.

The Risk Management and Liaison officer's roles and responsibilities fall with the EOC Director unless specific individuals have been appointed to those positions. For complete roles and responsibilities for EOC Command Staff (Information, Risk management, and Liaison Officers) see **Section 3.**

The EOC Director will appoint an administrative assistant to adopt the role of scribe with such duties as recording minutes in meetings and conversations The EOC Director may delegate additional tasks as required to the person assigned to the role of scribe.

Figure 10 EOC Director (Green) & Information Officer (Red) - (Next Page)

ACTIVATION

EOC Activated

Figure 6 → **Determine EOC level (I,II,III)**

Figure 5 → **Determine EOC positions needed**

Mobilize personnel

Appendix C → **Determine need for external agency reps**

Obtain required telecom equipment

Schedule initial EOC action Planning Meeting with section chiefs

O P E R A T I O N A L

Establish Operational Periods

Establish initial response priorities & objectives

Review & authorize Action Plan (created by Planning Section) for implementation

Communicate Action Plan to EOC staff

Ensure response objectives/priorities are current & appropriate

Communicate & enforce press release policy — Appendix B

Establish Communication Centre

Prepare media briefing for elected officials — Appendix B

Monitor media, maintain websites, establish toll free phone line (NLG)

Develop follow-up news releases & rumor control — Appendix B

No | **Can EOC functions demobilize** | Yes

Change in operational Period/shift change

Brief your relief at shift change

Pass on log book

DEMOBILIZATION

Authorized demobilization of functions no longer needed

Ensure required forms/reports are complete prior to demobilization

Proclaim termination of emergency response contact PEP

Proceed with Recovery Phase →

Legend

Document	
Decision	
Action	
EOC Director	
Info Officer	

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Operations Section Chief

Responsibilities**:**

➢ Assist in ensuring all functions, including coordination of response for all operational functions are carried out.

➢ Participate in development of the Action Plan and ensure the operational objectives and assignments established in the Action Plan are carried out.

➢ Conduct operations briefings for the EOC Director as required

➢ Ensure Planning Section is provided with Branch Status

➢ Ensure major Incident Reports are completed.

Figure 11 Operations Section Chief (Next Page)

EOC Activated

Ensure proper set up of Operations Section, obtain situation briefing

Establish communication with other EOCs & PREOCs

Ensure appropriate personnel, equipment & supplies are in place for 24hr period

Activate appropriate branches where needed, use float staff

Meet with section personnel & determine priority objectives

Appendix C

Figure 5

Provide Planning Section Chief with Operation Section objectives

PEP EOC Action Plan Forms

Confirm each objective as defined in the Action Plan is being undertaken

Ensure coordination of all resource needs through Logistics

Enable all intelligence & information to be transparent to the Planning Section

Coordinate all fiscal & administrative requirements through Finance/Admin

Keep EOC Director up to date on all important matters & incidents

Conduct periodic briefings to establish consensus

When authorized by the EOC Director to demobilize, enter demobilization phase

Change in operational Period/shift change

Brief your relief at shift change

Pass on log book

Deactivate assigned positions & assign functions to EOC Director

Deactivate organizational elements of the operation

Ensure required forms/reports are complete prior to demobilization

Proclaim termination of emergency response contact PEP

Legend

Document

Action

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Planning Section Chief

Responsibilities:

➤ Collection, analysis and presentation of situation information, and the preparation of situation reports.

➤ Facilitate meetings for development of the EOC Action Plan as well as preparation and distribution of the plan.

➤ Provision of technical support services to the various EOC sections and branches.

➤ Document and maintain files on all EOC activities.

➤ Aid in tracking assigned resources.

➤ Developing alternatives for tactical operations.

➤ Aid in preparation of Incident Action Plans for operational periods.

➤ Establish appropriate level of organization for Planning Section.

➤ Exercise overall responsibility for branch coordination.

➤ Communicate between Planning Section Chief and EOC Director, keep EOC Director informed of any significant issues.

➤ Manage completion of Branch Status Reports and ensure they are utilized for Situation Status Reports and the EOC Action Plan.

Figure 12 Planning Section Chief (Next Page)

ACTIVATION	OPERATIONAL	DEMOBILIZATION

ACTIVATION

EOC Activated

Collect Incident reports from incident commander on site then analyze & display situation info

Establish communication with other EOCs & PREOCs

Appendix C

Ensure appropriate personnel, equipment & supplies are in place for 24hr period

Identify objectives to be accompanied in initial operational period (24hrs

Keep EOC Director informed of all significant events

OPERATIONAL

Facilitate EOC Director's Action Planning Meeting (every 2hrs before the end of each operational period)

PEP EOC Action Plan Forms

Develop Action Plan for next operational period & distribute

Keep objectives up to date & posted in preparation for next Action Meeting

Situation Report Form #502

Prepare periodic situation reports (min 1/operational period. Avg 2/24hr period at 8am & 6pm)

Provide technical services to all EOC sections where required (eg. GIS expertise)

Ensure files are maintained on all EOC activities & reproduction & archives are established

Work closely with the Information Officers to communicate status reports

When authorized by the EOC Director to demobilize, enter demobilization phase

Change in operational Period/shift change

Brief your relief at shift change

Pass on log book

DEMOBILIZATION

Deactivate assigned positions & assign functions to EOC Director

Deactivate organizational elements of the operation

Ensure required forms/reports are complete prior to demobilization

Provide a contact number before leaving the EOC

Legend

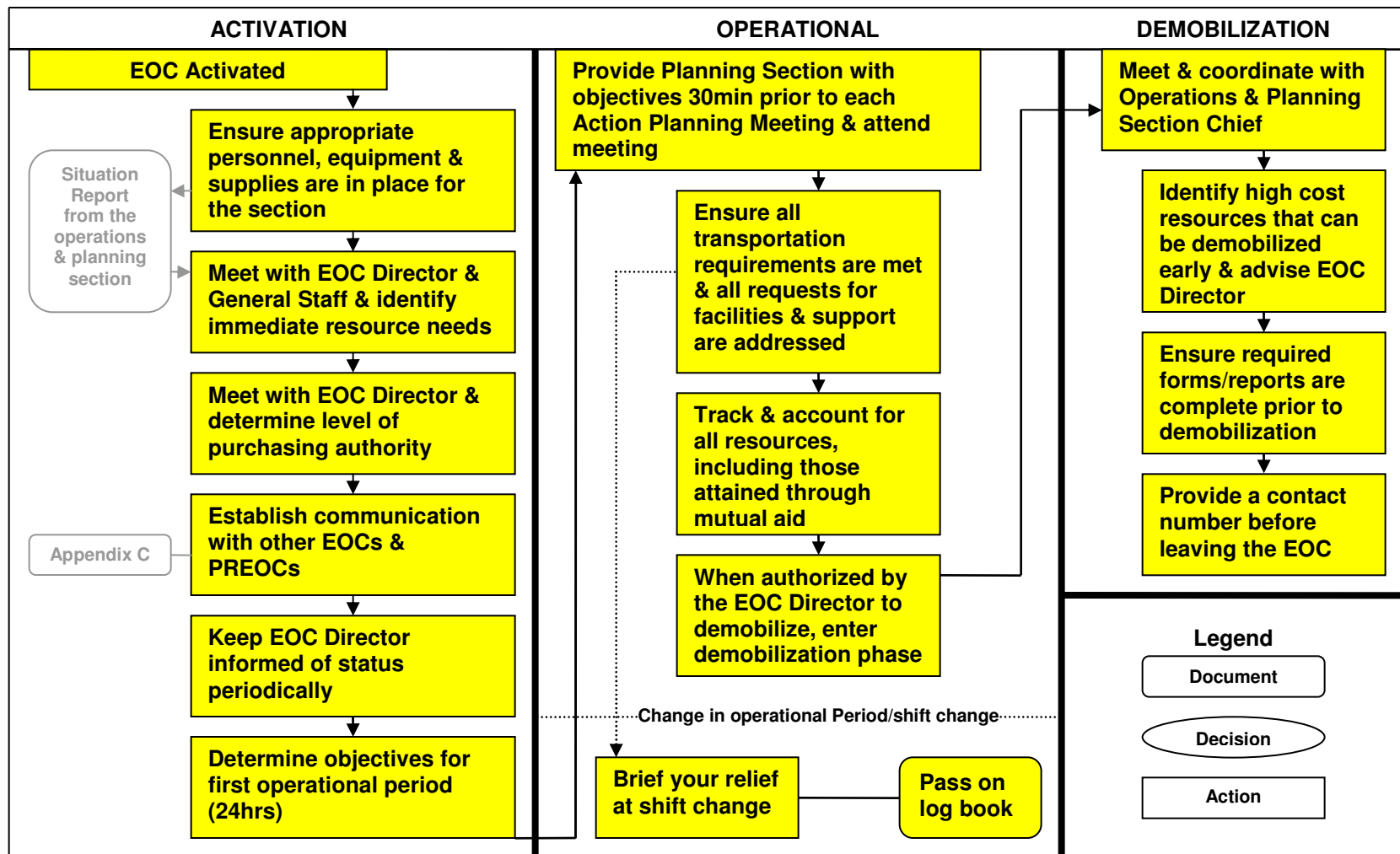| Document |
|---|

Action

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Logistics Section Chief

Responsibilities:

➢ Provide services and support for the EOC and incident (with the exception of Aircraft).

➢ Address service and support requests promptly in order to effectively support the incident and the EOC.

➢ Participate in developing and implementing the Incident Action Plan.

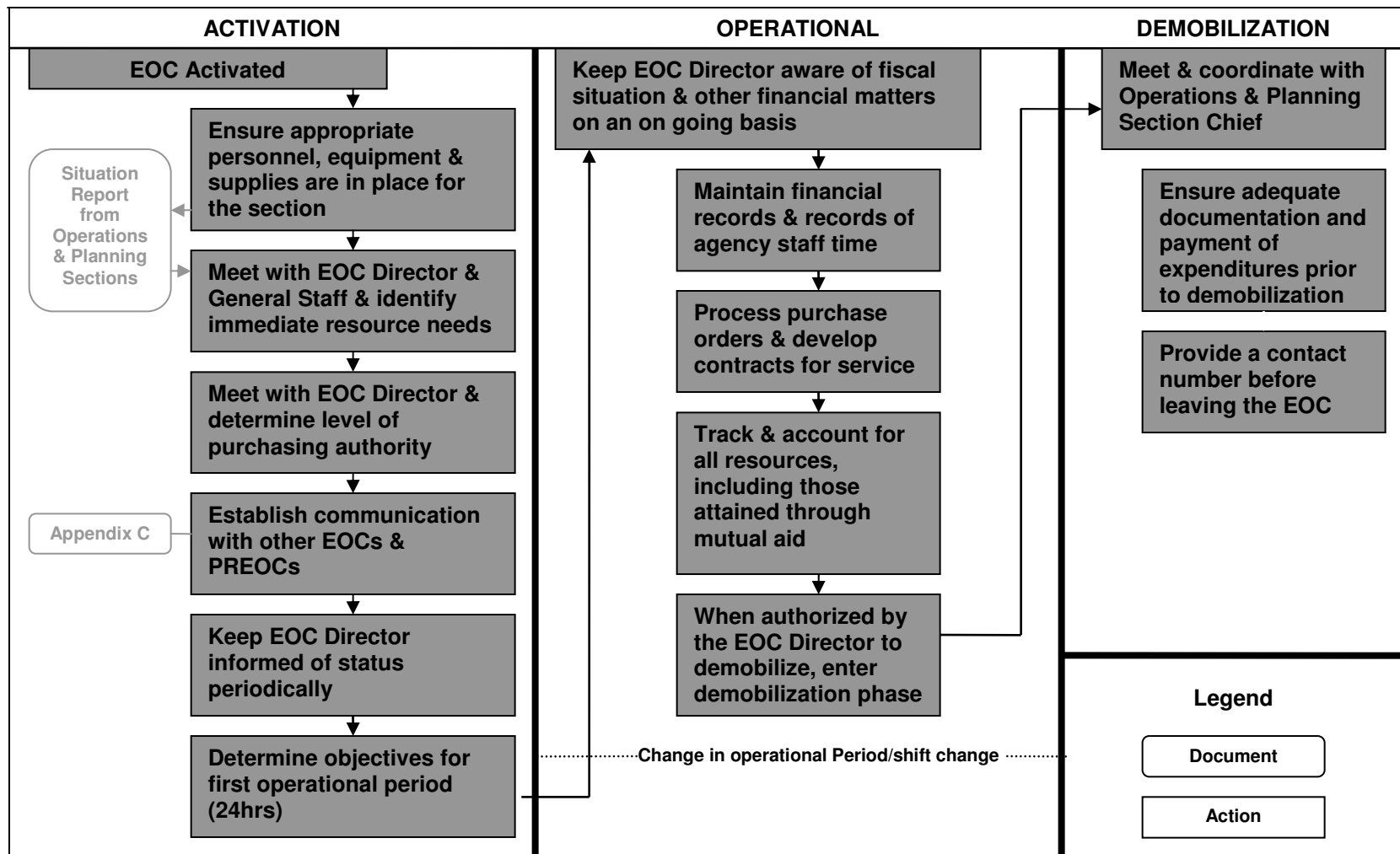**Figure 13 Logistics Section Chief (Next Page)**

ACTIVATION	OPERATIONAL	DEMOBILIZATION

ACTIVATION

EOC Activated

↓

Ensure appropriate personnel, equipment & supplies are in place for the section

Situation Report from the operations & planning section ←

↓

Meet with EOC Director & General Staff & identify immediate resource needs

↓

Meet with EOC Director & determine level of purchasing authority

↓

Establish communication with other EOCs & PREOCs

Appendix C

↓

Keep EOC Director informed of status periodically

↓

Determine objectives for first operational period (24hrs)

OPERATIONAL

Provide Planning Section with objectives 30min prior to each Action Planning Meeting & attend meeting

↓

Ensure all transportation requirements are met & all requests for facilities & support are addressed

↓

Track & account for all resources, including those attained through mutual aid

↓

When authorized by the EOC Director to demobilize, enter demobilization phase

········Change in operational Period/shift change········

Brief your relief at shift change — **Pass on log book**

DEMOBILIZATION

Meet & coordinate with Operations & Planning Section Chief

↓

Identify high cost resources that can be demobilized early & advise EOC Director

↓

Ensure required forms/reports are complete prior to demobilization

↓

Provide a contact number before leaving the EOC

Legend

Document

Decision

Action

Finance Section Chief

Responsibilities**:**

➢ Monitor and manage incident related costs & finances.

➢ Monitor scheduling of staff and resources, resource procurement, and compensation.

➢ Activate units within the section as necessary.

➢ Interrelated with the Logistics section as many of the activities that occur within the logistics section amongst other sections are very much interdependent.

Figure 14 Finance Administration Section Chief (Next Page)

ACTIVATION	OPERATIONAL	DEMOBILIZATION

ACTIVATION

EOC Activated

↓

Ensure appropriate personnel, equipment & supplies are in place for the section

Situation Report from Operations & Planning Sections

↓

Meet with EOC Director & General Staff & identify immediate resource needs

↓

Meet with EOC Director & determine level of purchasing authority

↓

Appendix C

Establish communication with other EOCs & PREOCs

↓

Keep EOC Director informed of status periodically

↓

Determine objectives for first operational period (24hrs)

OPERATIONAL

Keep EOC Director aware of fiscal situation & other financial matters on an on going basis

↓

Maintain financial records & records of agency staff time

↓

Process purchase orders & develop contracts for service

↓

Track & account for all resources, including those attained through mutual aid

↓

When authorized by the EOC Director to demobilize, enter demobilization phase

··········Change in operational Period/shift change··········

DEMOBILIZATION

Meet & coordinate with Operations & Planning Section Chief

Ensure adequate documentation and payment of expenditures prior to demobilization

Provide a contact number before leaving the EOC

Legend

Document

Action

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2.12 Management by Objectives

The management by objectives feature of ICS means that each BCERMS level establishes objectives to be achieved for a given time frame, known as an "operational period." These objectives always relate to the response goals stated earlier. An objective is an aim or end of an action to be performed. It is commonly stated as "what" must be done. Each objective may have one or more strategies and performance or tactical actions needed to achieve the objective. Strategies are commonly stated as "how" actions should be performed. The EOC does not concentrate on tactics which are accomplished at the site. It does, however, concentrate on establishing priorities that objectives may be based on.

2.13   Operational Periods

An operational period is the length of time set by Command at the site level, and by Management at the EOC, to achieve a given set of objectives. The operational period may vary in length and will be determined largely by the dynamics of the emergency situation. An operational period should not exceed 24 hours at the EOC level.

2.14   Action Planning

There are two general types of action plans in BCERMS:

- At the site level (ICP), verbal or written Incident Action Plans contain **objectives**, **strategies** and **tactics** for one operational period.

- At the site support level (EOC), action plans address the **policies** and **priorities** that support the Incident Commander at the site.

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

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

Action Planning Process

Sound timely planning is the foundation of effective incident and emergency management. The planning process is an established method of strategic planning that includes all steps taken by the EOC Director and his/her staff to produce an Action Plan.

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

Planning goals and five primary steps can guide the systematic process of the EOC Director and of the various members responsible for developing the written plan.

Planning Goals

Clear planning goals are essential in guiding the decision process of individuals as well as the collective planning activities of incident/emergency management teams. The planning process should provide:

1. Current information that accurately describes the situation

2. Predictions of the course of events in incident/disaster dynamics and mitigation actions.

3. Alternate strategies for all vital incident objectives

4. An accurate, realistic Action Plan for the next Operational Period.

Planning Steps

 Steps include:

1. Understand the Situation

2. Establish Priorities, Objectives and Strategies

3. Develop the Plan

4. Prepare the Plan

5. Evaluate the Plan

Planning Meeting

The Planning Section Chief has the primary responsibility to conduct the planning meeting. The following steps will assist in conducting the meeting.

Step 1

Provide a Situation Report and conduct the meeting: Planning Section Chief.

Step 2

State the emergency priorities, policies and objectives: EOC Director.

Step 3

State primary and alternative strategies to meet objectives: Operations Section Chief with contributions from the Planning Section and Logistics Section.

Step 4

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

Step 5

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

Step 6

Finalize, approve and implement the Action Plan: Planning Section Chief finalizes the plan, the EOC Director approves it and the General Staff implement the plan.

The time allotted for the meeting will vary depending on the emergency, however it should be kept as short as possible. All participants must come prepared for the meeting and able to commit their section

or agency to the plan requirements. Radios and telephones should be silenced for the duration of the meeting. A useful tool is the EOC Operational Planning Worksheet found in **Appendix F.**

Plan Components

The EOC Action Plan may consist of some or all of the following:

- EOC Priorities and Objectives
- Organization Chart
- Assignment Lists
- Communications Plan
- Air or Special Operations Summary
- Traffic Plan
- Risk Management Plan
- Map

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

Plan Implementation

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

Plan Evaluation

The planning process will include a way to provide for ongoing evaluation of the plan's effectiveness. Three steps to accomplish evaluations are as follows:

Prior to the EOC Director approving the plan for release, the General Staff will review the plan's contents to ensure it accurately reflects the current situation. This is done because some time may have elapsed between plan development and release.

1. During the Operational Period, the EOC Director and the Planning and Operations Section Chiefs will regularly assess work progress against the priorities, objectives and strategies called for in the plan. If deficiencies are detected, they must be immediately modified/rectified.
2. The Operations Section Chief may make expedient changes to the plan if required to protect or save lives.

2.15   Personnel Accountability

Check In

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

Accountability is accomplished by several means, including hierarchy of command or management, check-in lists, position logs or any other status-keeping system (**Appendix F**). Each agency is required to adopt and routinely use a system for personnel accountability.

All supervisors shall maintain a constant awareness of the position, function and location of all personnel assigned to operate under their supervision. This awareness will serve as the basic means of accountability that is required for operational safety.

The location and function of all resources (human and physical) deployed shall also be accounted for at all times. All personnel who arrive at the EOC must check-in at designated locations, receive their assignments, and recorded in the accountability system. Check-in will be recorded on the EOC Check-in Form, found in Appendix F.

The EOC 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.

2.16   Resource Management

Resource Management

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

- Single Resource
- Task Force
- Strike Teams

Resource Status

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

- Available
- Assigned
- Out of Service

Resources will be tracked using a resource tracking system such as T-cards to ensure personnel and resource accountability. It is the responsibility of the Planning Resource Unit to track resources.

2.17   Information Flow / Directions

Types of Information

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

- Command and Managerial Direction

- Situation Reporting

- Resource Requests

- General Information

- Public Information

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- Media Relations

Public Information and Media Relations are dealt with in **Section 2.28**.

Managerial Direction

Managerial directions must follow the lines of authority established for the response organization. These lines are represented in the function and organization charts for Incident Command, EOC, Department Operations Centre, PREOC and PECC **(Figure 5)**.

Between the Site and Site Support levels, command decisions and priorities are communicated between the Incident Commander and EOC Director.

Between the EOC and the PREOC, management decisions and priorities are communicated between the EOC Director and the PREOC Director.

Situation Reports (SITREPs)

Situation reporting is a function most commonly managed through the Planning Section. All personnel must forward incident situation information to the Situation Unit in the Planning Section. Collecting situation data may involve a number of sources, including the Operations Section, Logistics Section, and the Information Officer. Situation information is also received from lower levels. Following analysis, the Planning function supports operational decisions and summarizes situation information for delivery to the Information Officer and higher levels in the BCERMS structure. In all respects, the EOC Director reviews and approves (in writing) situation information before transmittal.

The EOC should compile, within a reasonable time from receipt of the periodic Incident Commander situation reports, an amalgamated EOC SITREP for the PREOC.

Verbal or message SITREPs from Section Chiefs to the EOC Director must be submitted at stated intervals during the day. The EOC Director will take steps to brief all the staff on the collective situation. A short conference may be most appropriate. SITREP Forms are contained in **Appendix F.**

Incident Reports

Any new developments during an event (i.e., loss of life, mass evacuation) must be communicated as an **immediate** Incident Report without waiting for routine SITREP times.

These may be received from Incident Commanders or through a communications centre, particularly if it is an incident for which reporting cannot wait until the next periodic SITREP. The EOC Director may, in turn, instruct that an EOC-level Incident Report be drafted for the PREOC.

Resource Requests

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

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

identified in the original request, with confirmation among the affected Logistics and Operation functions.

General Information

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

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

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

2.18   Information Tracking

Resource Information

The EOC must have a manual or automated process for recording and tracking directions and decisions originating from the Policy Group and Management Team.

Resource requests frequently require coordination amongst a variety of sections and agency representatives. Multiple requests will be received at the EOC by a wide variety of means and, without tracking; there is a danger that a critical request could be lost.

Requests must be prioritized, assigned, tracked and signed off by the EOC Director when closed. Requests should be assigned one of the following priority levels:

High   →   Life-line infrastructure and life safety equipment

Medium →   NLG/Village property conservation equipment

Low   →   All other equipment

The EOC management team must be able to determine the current status of all requests, the sections assigned responsibility for action and the details of any action taken or planned. This information is critical during the briefing and hand-over process.

The tracking documents constitute a component of the documentation of the emergency operation and are critical as a risk management tool. Resource Request forms is contained in **Appendix F**.

2.19   Telecommunications

EOC Communications

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

Standard protocols and terminology will be used at all levels of the organization. Plain English for all telecommunications will be used to reduce the confusion that can be created when radio codes are used. Standard terminology shall be established and used to transmit information, including strategic

modes of operation, situation reports, logistics, tactical operations and emergency notifications of imminent safety concerns.

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

- E-mail
- Fax
- Telephone (land line)
- Radio Telephone (VHF, CB, satellite)
- Two-Way Radio (amateur, commercial)
- Video-Conferencing

Communications Centre

An EOC Communications Centre should be established by the Communications Unit to provide all modes of telecommunications services. This Centre, while established and operated by the Communications Unit in Logistics, is often physically located near and receives operational direction from the Operations Section Chief.

Communications Forms

The EOC communications systems should provide reserve capacity for unusually complex situations where effective communications could become critical. An integrated communications plan should be developed as part of each Action Plan.

EOC message forms should be used for all radio communications. These forms must be clearly filled out by the originator and then subsequently by the radio operator. At times it may be necessary to use the same form and procedure for telephone messages where the originator cannot personally use the telephone.

In drafting messages to be transmitted by an operator, be CLEAR and CONCISE. Once the message form leaves the originator's desk, consider it transmitted "as is"; the operator will not be in a position to understand what you are trying to say, and will simply read it to the destination addressee.

Priority Messages

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

Communications Plan

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

The EOCs critical telecommunication requirements are (at a minimum) to:

- Communicate with each activated Incident Command Post;
- Communicate with each activated EOC (Village or outside agency);
- Communicate with a PREOC if established

Federal agencies attending the EOC provide their own telecommunications link if they need it.

Operational Instructions

The *BC Emergency Communications Plan* will normally need to be amplified locally by the development of a *Communications Operational Instruction (COI)*. This document will contain information specific to the emergency operation and the communications resources available to the specific EOC. The COIs are issued by the EOC Information Technology Branch Coordinator. The information, which might be incorporated in the COI, includes:

- network diagram(s);
- frequency assignment (permanent and temporary frequencies);
- telephone directory, and;
- control arrangements.

Telephone

The telephone, both terrestrial and wireless, can become a hindrance to an effective EOC if certain restrictions are not imposed from the outset.

Therefore, all incoming operational calls will be routed through an exchange established by the Communications Unit. The use of wireless satellite phones must be monitored to avoid loss of critical emergency information. A person from the Communications Unit may be assigned to monitor wireless users and ensure that critical information is relayed.

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

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

Satellite

The NLG EOC has satellite communications capability. The intent of the satellite link is to provide disaster-resistant communications between levels of BCERMS.

NOTE: Satellite communications are not fail-safe and terrestrial phone lines should be relied upon if an earth station to earth station link is not made.

2.20   Personnel and Facility Identification

Common Identification

It is essential to have a common identification system for facilities and personnel filling positions. The following identifying colors for specific functions must be used by all agencies that work within the EOC and comply with BCERMS.

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

The EOC and the appropriate areas within should be marked with appropriate signage. The NLG uses vests to identify Section Chiefs and specific Management Staff functions. These identifiers do not preclude any personnel from wearing their agency's insignia or uniform.

2.21 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

This will assist in tracking and monitoring the effectiveness of the response and action plans. Documentation is also important for tracking expenditures for cost accounting. The appropriate forms to be completed are contained in **Appendix F**.

Functional Position Logs

The following applies to all Logs:

- 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 the clerical staff for consolidation in the master log maintained by the Documentation Unit.

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

After Action Reports

The EOC Director is responsible for preparing after-action evaluation reports on all aspects of emergencies under his/her control. In addition, the Director ensures that the document record is complete and available in the event of a public inquiry.

Time / Date

Time recording will utilize the 24-hour clock and be stated as local time. All dates and times will be written as YYYY/MM/DD. All measurements will use the System International (metric) format, except where law or convention dictates that some responders, such as mariners and aviators, use other systems.

2.22   Emergency Personnel Respite and Rehabilitation

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

At an 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 for both local and external responders. The responsibility for establishing these centres belongs to Emergency Social Services (ESS) at the direction of the EOC Director.

2.23   Risk Management

Risk management is the process of planning and implementing decisions that will minimize the adverse effects of accidental and business losses on an organization.

The EOC has incorporated the principles of risk management in the development of all Action Plans to:

• Include a policy statement supporting risk management

• Specify risk management procedures

The EOC Director shall ensure that good risk management practices are applied in all incidents throughout the response organization, and that every function contributes to the management of risks. The Director may activate the function of Risk Management Officer to assist in this function.

The Risk Management Officer shall provide personnel with basic knowledge of risk management and the objectives to be achieved. The Risk Management Officer informs the EOC Director of all significant risk issues and provides factual information as and when appropriate.

Risk Management Strategies

The EOC shall apply risk management based upon the following strategies:

1. Assess damage and loss. Identify and analyze loss exposures in the categories of:

   - Personnel

   - Property

   - Liability

2. Examine feasible alternative risk management techniques in the following general categories:

   - Exposure avoidance

   - Loss prevention

   - Loss reduction

   - Segregation of exposures:

     o Separation
     o Duplication
   - Contractual risk transfer

   - Risk financing

3. Select the apparent best techniques

4. Implement the chosen techniques

5. Monitor and adjust as necessary

6. Provide for the overall safety and health of personnel.

7. Advise on action to reduce loss and suffering.

8. Advise members of the response organization.

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.

NOTE: All workers subject to Part 3 of Worksafe BC Regulations have the right to refuse work due to an unsafe environment.

2.24   EOC Administration

Staffing

The EOC Director will determine appropriate staffing for each activation level based upon an assessment of the current and projected situation. While the immediate solution may be to establish several complete shifts for the duration of operations, there are seldom the resources or facilities to sustain this approach. General and Management Staff positions in the organization should be filled by designated qualified individuals. Initially, all positions may be staffed by the available individual *most qualified* in the function to be performed.

First In

The first individual to enter the EOC upon activation is automatically deemed to be the EOC Director and must be prepared to establish management. If the individual is not qualified to fill this position, they must prepare to transfer management to the first qualified person to arrive.

Transfer of Responsibilities

When a staff member transfers their responsibilities to another, a simple but formal transfer briefing will be required. Shifts, therefore, should overlap by 15 minutes or so to prevent a staff position from being inadequately relieved.

A transfer briefing should:

- summarize shift activities of the previous shift
- identify "open" incidents or activities, and;
- provide a written summary if possible.

Reduced Staffing

Based on the previously described Activation Levels, all positions required will be staffed to allow 24-hour operation, after which reduced-strength options can be considered for implementation on a section by section basis, such as:

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

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

- **Partial Stand-down**- a branch or section within a branch may be left unstaffed temporarily to suit reduced activity levels. This approach may be possible during night hours when supported (or supporting) functional organizations cannot operate, and as response operations cease.

Other Considerations

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

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

First Aid

First Aid services that meet Worksafe regulations must be provided for all EOC staff.

An ambulance should be called in all cases while first aid is being administered if there is any doubt about the seriousness of the case.

Theft / Vandalism

All incidents of theft or vandalism must be reported immediately to the Risk Management Officer.

EOC Evacuation

In the event that the EOC must be evacuated, the evacuation will be ordered by the sounding of the fire bell system or other such suitable system.

A designated monitor will assist personnel who have medical/physical disabilities and require assistance in evacuating the building.

All personnel are responsible for ensuring sensitive materials are properly secured before evacuating the building. However, in life-threatening situations, safety shall take precedence over other priorities.

Meals/Overtime

In the event that a portion or all of the EOC is activated, employees may be required to work regular hours during non-regular shifts (i.e. evening, night or weekend instead of regular weekday shift). Depending on operational requirements, personnel may be required to work some overtime as well.

If an emergency requires employees to be called in on short notice, they will be compensated in accordance with the provisions of the appropriate collective agreement and NLG policy.

In accordance with the provisions of the appropriate collective agreement or Labour Code, employees are usually entitled to a meal break during their shift. Managers will make every effort to ensure staff have an opportunity to rest and eat meals away from their workstation.
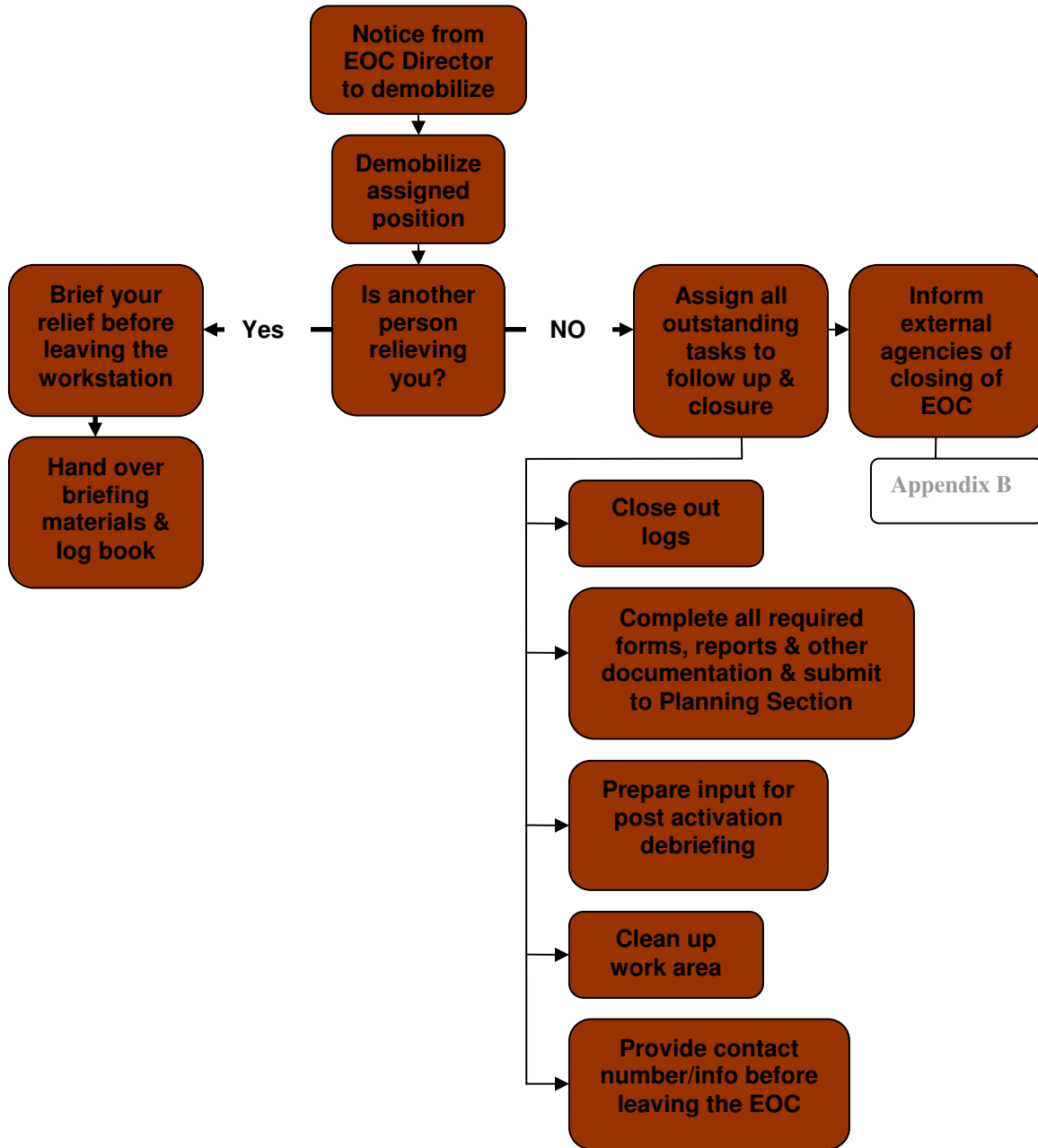
2.25　　　Demobilization

The EOC may demobilize in phases or in its entirety as the situation dictates. Only the EOC Director has the authority to demobilize the Emergency Operations Centre.

All outstanding tasks are to be assigned for follow-up and closure, and all outside agencies are informed in a timely manner stating the date and time of the closing of the EOC and outstanding items that are of interest or pertinent to them (Use the external contact sheet for contact information). **Figure 15** documents the process for demobilizing EOC positions.

Figure 15 Demobilization Process

```
                        ┌─────────────────┐
                        │  Notice from    │
                        │  EOC Director   │
                        │  to demobilize  │
                        └────────┬────────┘
                                 │
                        ┌────────▼────────┐
                        │   Demobilize    │
                        │   assigned      │
                        │   position      │
                        └────────┬────────┘
                                 │
  ┌────────────┐        ┌────────▼────────┐        ┌─────────────┐        ┌─────────────┐
  │ Brief your │        │   Is another    │        │ Assign all  │        │   Inform    │
  │relief before│◄─Yes──│    person       │──NO──► │ outstanding │──────► │  external   │
  │ leaving the│        │   relieving     │        │ tasks to    │        │ agencies of │
  │ workstation│        │    you?         │        │ follow up & │        │ closing of  │
  └─────┬──────┘        └─────────────────┘        │  closure    │        │    EOC      │
        │                                          └──────┬──────┘        └─────────────┘
  ┌─────▼──────┐                                          │              ┌─────────────┐
  │ Hand over  │                                          │              │ Appendix B  │
  │  briefing  │                                          │              └─────────────┘
  │ materials &│
  │  log book  │
  └────────────┘
```

- Close out logs
- Complete all required forms, reports & other documentation & submit to Planning Section
- Prepare input for post activation debriefing
- Clean up work area
- Provide contact number/info before leaving the EOC

2.26   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 Program Act
- To qualify for disaster financial assistance under the BC Emergency Program Act.

Declaration Needed For…

A Local Authority (NLG Government) may declare a state of local emergency for the following:

- Enforcement of a mandatory evacuation
- Access to private property
- Control of goods and services
- Borrowing money for response expenses

Powers Available Under a Declaration

The BC Emergency Program Act (Part 3, Section 13) details the powers available to the NLG after a declaration has been made. In summary, they are the power to:

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

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

Steps in Declaring State of Local Emergency

Section 12 of the Emergency Program Act (**Appendix G**) allows local authority (NLG), or head of a local authority (NLG President or Executive) to declare a State of Local Emergency if extraordinary powers are required to deal with the effects of an emergency or disaster.

Once it is apparent to the EOC Management Team or Village Chief Councillor that, in their best judgment, emergency conditions warrant a declaration, they must advise the NLG President or executive. The briefing to the President should include a recommendation that they issue a declaration, as well as the nature, extent, probability of loss, resources at risk, and geographic area.

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

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

Steps to consider (see Nisga'a Emergency Program Act Sec 2.19-31):

1. The President or executive must be satisfied that an emergency exists or is imminent.

2. Declarations can be made in two ways:

      a. By resolution, if made by the executive.

      b. By order, if made by the President.

3. Before issuing a Declaration by order, the President must use best efforts to obtain the consent of the other members of the executive to the Declaration.

4. As soon as it is practical after issuing a Declaration order, the President must convene a meeting of the executive to assist in directing response to the emergency.

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

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

7. Once it is apparent to the head of the response organization that extraordinary powers are no longer required and that the Local State of Emergency may be cancelled, they should advise the executive or President as soon as possible. If the Declaration is cancelled by resolution or order, the Solicitor General (PEP) must be promptly notified.

8. The President or executive must cause the details of the termination to be published by a means of communication most likely to make the contents of the termination known to the population of the affected area.

Steps in Declaring State of Provincial Emergency

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

Steps to consider:

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

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

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

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

2.27   Media and Public Relations

Introduction

The degree to which the NLG effectively manages the communication of information during an emergency has a significant impact on the relationship between the NLG and its residents. This section is not a Communications Plan for the NLG. It establishes basic procedures that will be of assistance during an emergency.

For the NLG, if a Communications Plan exists, it shall take precedence over the information provided in this section. At that point all communications activities shall follow the procedures established in the Communications Plan. Such plans should be activated in conjunction with the activation of this Emergency Management Plan.

Purpose

These guidelines enable the EOC, security personnel and others involved in emergency communications to:

- Physically control the information activities at the Emergency Operations Centre.
- Anticipate media behavior and manage information dissemination and rumor control.
- Conduct notifications and maintain proper protocols.
- Administratively and logistically support the public communication effort.

Communications Guidelines

Communication procedures are designed to address personnel within the Emergency Operations Centre as well as the media. News media can be the NLG's best allies during an emergency. When the NLG is a reliable source of information, it is perceived as socially responsible. The guidelines established below are generic in nature but serve as good operating procedures when the Emergency Management Plan is activated.

EOC Communication Response Strategy

There are nine steps to emergency communication response to media and ultimately the public. The Information Officer is responsible for the overall EOC communication response strategy to media inquiries. The following process may be used by the EOC Information Officer as a response strategy for media inquiries **(Figure 16)**.

Figure 16 Ten Steps to Emergency Communications Response

Legend

Action

Document

Incident or threat

1. Verify situation (continuous process)

2. Notify EOC Director → Activate Communications Plan Appendix

3. Conduct Assessment → Fact sheet

4. Organize assignments (eg assign a designated spokesperson)

5. Prepare public statements & obtain approval from EOC Director → Appendix A

6. Release info to media, public, partners through arranged channels → Appendix B

7. Obtain feedback & conduct incident evaluation

8. Conduct public education

9. Monitor events

10. Upon request of the EOC Director, demobilize

Information Releases

The NLG can release an initial statement to address media and the public that the NLG is dealing with the emergency. This message can be posted on the NLG website, pre-identified media sources and office answering machine; in addition it should be given to all call centre attendants **(Appendix A).**

A follow-up message may be necessary if more time is required before an official public statement can be made by the NLG spokesperson.

Joint Information Centre

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

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

Part 3 Position Checklists

This section provides checklists for all functional positions required to staff the EOC in a major emergency. It is important to note that not all positions are required for all emergencies. Only those positions that are needed to effectively handle the emergency should be staffed. These checklists are to be used in conjunction with the hazard-specific checklists provided in Section 4.

Checklists have been proven to be an effective tool during emergencies. They help guide staff that may not be familiar or practiced in their function, and provide useful reminders of items that should be done during an emergency. It is important that the entire checklist be read through once first, before initiating action items.

As emergencies and exercises are reviewed, the applicability of the checklists should also be reviewed and revised as needed. The responsibility for this review lies with the EOC Director.

3.1   Generic Checklist - For All Positions

Activation Phase:

❑   Check in with the Personnel Unit (in Logistics) upon arrival at the EOC. Obtain an identification card and vest, if available.

❑   If you are a volunteer, register with the Liaison Officer.

❑   Report to EOC Director, Section Chief, or other assigned supervisor.

❑   Set up your workstation and review your position responsibilities.

❑   Establish and maintain a position log that chronologically describes the actions you take during your shift.

❑   Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Demobilization Phase:

❑   Deactivate your assigned position and close out logs when authorized by the EOC Director or designate.

❑   Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section (Documentation Unit), as appropriate, prior to your departure.

❑   Be prepared to provide input to the after-action report.

❑   If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.

❑   Clean up your work area and provide a contact number before you leave.

Figure 17 – Site Support EOC Chart

	Management
Policy Group	
Site Incident Commander (Single or Unified) — **EOC Director** — **PREOC**	

Command Staff

- **Deputy Director**
- **Risk Management**
- **Liason Officer** — Agency Reps
- **Information Officer**

General Staff (NLG staff)

Operations	Planning	Logistics	Finance/Admin

Coordination Staff (NLG Staff)

Air Operations | Functional Branches
- Fire
- Ambulance
- Police
- Health
- ESS
- Enforcements
- Engineering
- Utilities
- Other

DOCs

Planning:
- Situation
- Damage Assessment
- Resources
- Documentation
- Advance Planning
- Demobilization
- Recovery
- Technical Specialist

Logistics:
- Information Technology
  - Computer Systems
  - Communications
- EOC/DOC Support
  - Facilities
  - Security
  - Clerical
- Supply
- Personnel
- Transportation

Finance/Admin:
- Time
- Purchasing
- Compensation & Claims
- Cost Accounting

3.2   Elected Officials/Policy Group

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. The President and Executive of the NLG are responsible for providing emergency policy direction to the EOC Director and staff. The EOC Director is responsible for interpreting this policy and, in turn, providing response priorities to Incident Commanders, who establish objectives and strategies at the site of the incident.

2. The NLG President and Executive are the only ones permitted by law to declare a state of local emergency. The steps and the officials involved in this process are contained in Section 2 of this plan. It is recommended that the EOC Director and NLG/Village Emergency Program Coordinators, as well as the Director of the Provincial Emergency Program, be consulted and their advice sought prior to any declaration being proclaimed.

3. Accurate public information is extremely important during major emergencies. Elected officials should work closely with the EOC Director and the Information Officer to ensure that one coordinated message be delivered to the public at risk and the media.

Activation Phase:

❑   Monitor ongoing operations.

❑   Respond to the EOC and meet with EOC Director and Information Officer.

❑   Establish Policy Group adjacent to, but not in, EOC.

❑   Request additional representation from the Executive.

❑   Receive briefing from EOC Group and determine if special policies are required.

❑   Based on situation briefing, provide priorities to EOC Director.

❑   Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑   Monitor ongoing operations.

❑ At request of, and coordinated with the EOC Director and Information Officer, provide updates to media and public from elected officials perspective.

❑ Declare a state of local emergency if required.

❑ Provide policy direction to the EOC Director.

❑ Liaise with other elected officials if required.

❑ Provide recovery priorities to EOC Director.

❑ Establish and maintain contacts with elected officials from adjacent Villages and the NLG as appropriate.

Demobilization Phase:

❑ Continue liaison with EOC Director and Information Officer

❑ Ensure recovery policies are established if required.

❑ Follow the Generic Demobilization Checklist (3.1).

❑ Leave a forwarding phone number where you can be reached.

3.3   EOC Director

Date:_____

Time:_____

Initial:_____

Responsibilities:

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

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

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

4. In consultation with the Information Officer, direct that appropriate emergency public information actions be implemented using the best methods of dissemination. Approve the issuance of press releases. (**Appendix A**)

5. Liaise with elected officials.

6. In the event of a wide spread emergency, a unified management approach may be taken. In these rare circumstances, one or more senior agency representatives from the four local governments in the Nisga'a Nation should respond to the NLG EOC to provide liaison and coordination.

7. Ensure risk management is being practiced by all EOC participants.

Activation Phase:

❏   Leave a forwarding phone number where you can be reached.

❏   Determine appropriate level of activation based on situation as known. (**Table 2**)

❏   Mobilize appropriate personnel for the initial activation of the EOC.

❏   Mobilize Liaison Officer for all EOC activations.

❑ Respond immediately to EOC location and determine operational status.

❑ Obtain briefing from whatever sources are available.

❑ Determine which sections are needed, assign Section Chiefs as appropriate and ensure they are staffing their sections as required.

> ➢ Operations Section Chief   ➢ Logistics Section Chief
> ➢ Planning Section Chief   ➢ Finance/Administration Section Chief

❑ Determine which additional Management Staff positions are required and ensure they are filled as soon as possible.

> ➢ Information Officer
> ➢ Risk Management Officer
> ➢ Liaison Officer

❑ Schedule the initial EOC Action Planning meeting.

❑ Confer with the 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.

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Monitor general staff activities to ensure that all appropriate duties and responsibilities are being carried out.

❑ Ensure that Operational Periods are established and that response priorities and objectives are decided and communicated to all involved parties.

❑ In conjunction with the Information Officer, conduct news conferences and review media releases for final approval, following the established procedure for information releases and media briefings.

❑ Ensure that the Liaison Officer is providing for and maintaining effective interagency coordination.

❑ Based on current status reports, establish initial priorities for the EOC.

❑ In coordination with EOC Staff, prepare response priorities and management function objectives for the initial EOC Action Planning Meeting.

❑ Convene the initial EOC Action Planning meeting. Ensure that all Section Chiefs, EOC Staff, and other key agency representatives (ie. Telus, Terasen gas, etc.) 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 General Staff to ensure response goals and objectives are current and appropriate.

❑ Establish and maintain contacts with other Villages, NLG and other organizational levels as appropriate. (eg. Village of Gitwinksilhkw EOC Director ↔ NLG EOC Director)

❑ Conduct daily briefings for elected officials or their representatives.

❑ In conjunction with the EOC Director, prepare to brief the President and/or Executive on possibility for declaration of a local state of emergency.

❑ Ensure local elected Village officials are informed of State of Provincial Emergency if declared by the Solicitor General, and coordinate local government (NLG) declarations (if any) with other emergency response agencies, as appropriate.

❑ Assign in writing, delegated emergency powers allowed under declaration if any are given.

❑ Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

Demobilization Phase:

❑ Authorize demobilization of sections, branches and units when they are no longer required.

❑ Ensure that any open actions not yet completed will be handled after demobilization.

❑ Ensure that all required forms or reports are completed prior to demobilization.

❑ Be prepared to provide input to the after action report.

❑ Proclaim termination of the emergency response and proceed with recovery operations.

❑ Follow the Generic Demobilization Phase checklist (3.1).

3.4   Liaison Officer

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Function as a point of contact for, and interaction with, representatives from other agencies arriving at the EOC. This also includes liaising with any Provincial Regional Emergency Operation Centres and organizations not represented in the EOC.

2. Seek out agency representatives for the EOC as required.

3. Assist and serve as an advisor to the EOC Director and General Staff as needed, providing information and guidance related to the internal functions of the EOC.

4. Assist the EOC Director in ensuring proper procedures are in place for directing agency representatives and conducting VIP/visitor tours of the EOC.

5. Liaise with provincial, federal and other EOCs and organizations as directed.

Activation Phase:

❑   Report to EOC.

❑   Ensure that an EOC staff check-in Procedure is established immediately.

❑   Assist the EOC Director in determining appropriate staffing for the EOC.

❑   Ensure that an EOC organization and staffing chart is posted and completed.

❑   Provide assistance and information regarding section staffing to all General Staff.

❑   Ensure that agency representative's telephone and/or radio communications are established and functioning.

❑   Obtain personal telecommunications equipment.

❑   Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑   Assist the EOC Director and the General Staff in developing overall priorities as well priorities for the Action Plan.

❑ Provide information to the Planning Section in the development, continuous updating, and execution of the EOC Action Plan.

❑ Provide general advice and guidance to agencies as required.

❑ Ensure that all notifications are made to agencies not represented in the EOC.

❑ Ensure that communications with appropriate emergency response agencies is established and maintained.

❑ Assist the EOC Director in preparing for and conducting briefings with Management Staff, elected officials, the media, and the general public.

❑ 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.

❑ Assist the Information Officer with coordination of all EOC visits.

❑ Provide assistance with shift change activity as required.

Demobilization Phase:

❑ Notify external agencies, local authorities, and other appropriate organizations of the planned demobilization, as appropriate.

❑ Assist with the deactivation the EOC at the designated time, as appropriate.

❑ Assist the EOC Director with recovery operations.

❑ Follow the Generic Demobilization Phase checklist (3.1).

3.5 Risk Management Officer

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. *Risk Management* – Ensure that good risk management practices are applied throughout the response organization, and that every function contributes to the management of risk. Protect the interests of all EOC participants, agencies, and organizations by ensuring due diligence in information collection, decision-making, and implementation. Monitor situation for risk exposures and ascertain probabilities and potential consequences of future events.

2. *Safety* – The Risk Management Officer provides advice on safety issues. The Risk Management Officer has the authority to halt or modify any and all unsafe operations within or outside the scope of the EOC Action Plan, notifying the EOC Director of actions taken.

3. *Management Support* – The Risk Management Officer provides support for the EOC Director in the management of the centre. The support consists of, but is not limited to, ensuring key functions are accomplished. Assess alternative courses of action in working with the other EOC functions and highlight relative risks to core objectives.

Activation Phase:

❑ Follow the Generic Activation Phase checklist.

❑ Tour the entire facility area and determine the scope of ongoing operations.

Operational Phase:

Risk Management

❑ Establish and maintain position log and other necessary files.

❑ Assess damage and loss, working with the Situation Unit.

❑ Identify and document risk and liability issues; keep Planning Section Chief advised at all times.

❑ Gather and organize evidence that may assist all EOC organizations in legal defence and that may be more difficult to obtain later.

❑ Conduct interviews and take statements to address major concerns.

❑ Identify potential claimants and the scope of their needs and concerns.

❑ Advise members of the response organization regarding options for risk control, during operational meetings and upon request.

❑ Advise on action to reduce loss and suffering and, where appropriate, proactively support response and recovery objectives.

❑ Ensure Documentation Unit is secure and operating effectively. Advise Documentation Unit on the types of information to collect, flow of information, and confidentiality.

❑ Organize and prepare records for final audit.

Safety

❑ Work with the EOC Support Branch Coordinator to become familiar with any hazardous conditions of the facility, especially following a seismic event.

❑ Coordinate with EOC Support Branch to obtain assistance for any special safety requirements.

❑ Provide guidance to EOC staff regarding actions to protect themselves from the emergency event, such as smoke from a wildfire or aftershocks from an earthquake.

❑ Coordinate with Finance / Administration on any EOC personnel injury claims or records preparation as necessary for proper case evaluation and closure.

Management Support

❑ Perform supporting duties as assigned by the Director or Deputy.

❑ Evaluate conditions and advise the EOC Director of any conditions and actions that might result in liability—e.g. oversights, improper response actions, etc.

❑ Assist the EOC Director and Planning Section Chief with preparation of the After-Action Report.

❑ Advise members of the response organization.

Demobilization Phase:

❑ Follow the generic Demobilization Checklist.
❑ Assist the Director in de-activation activities including:
  ▪ Collection of all relevant papers and electronic records
  ▪ Collection of all material necessary for post-operation reporting procedures

3.6   Information Officer

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Serve as the coordination point for all media releases for the EOC.

2. Ensure that the public within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.

3. Coordinate media releases with officials representing other affected emergency response agencies by requesting they fill the position(s) of Assistant Information Officer.

4. Develop the format for press conferences, in conjunction with the EOC Director.

5. Maintain a positive relationship with the media representatives.

6. Supervise the Assistant Information Officer(s).

Activation Phase:

❑ Determine staffing requirements and make required personnel assignments for the Information Section, as necessary.

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Obtain policy guidance from the EOC Director with regard to media releases.

❑ 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.

❑ Coordinate with the Situation Unit 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.

❑ Establish a Media Information Centre, as required, providing necessary space, materials, telephones, and electrical power.

❑ Maintain up-to-date status boards and other references at the media information centre. Provide adequate staff to answer questions from members of the media.

❑ Interact with area EOCs 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.

❑ At the request of the EOC Director, prepare media briefings for elected officials and provide other assistance as necessary to facilitate their participation in media briefings and press conferences.

❑ Ensure that a rumour control function is established to correct false or erroneous information.

❑ Ensure that adequate staff is available at incident sites to coordinate and conduct tours of the disaster areas when safe.

❑ Provide appropriate staffing and telephones to efficiently handle incoming media and public calls.

❑ Prepare, update, and distribute to the public a Disaster Assistance Information Directory, which contains locations to obtain food, shelter, supplies, health services, etc.

❑ Ensure that announcements, emergency information and materials are translated and prepared for special populations (non-English speaking, hearing impaired etc.).

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

❑ Ensure that file copies are maintained of all information released.

❑ Provide copies of all media releases to the EOC Director.

❑ Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.

❑ Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.

Demobilization Phase:

❑ Follow the Generic Demobilization Phase checklist (3.1).

3.7   Operations Section Chief

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Ensure that the Operations Coordination 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 with any activated EOCs in the operational area.

5. Ensure that the Planning Section is provided with Branch Status Reports and Major Incident Reports.

6. Conduct periodic Operations briefings for the EOC Director as required or requested.

7. Supervise the Operations Section.

Activation Phase:

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

❏ Meet with Planning Section Chief and obtain a preliminary situation briefing.

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

➢ Fire	➢ Engineering
➢ Health	➢ ESS
➢ Environmental	➢ Utilities
➢ Police	➢ Air Operations

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

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

❑ Determine estimated times of arrival of section staff from the Personnel Unit in Logistics.

❑ Confer with the 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.

❑ Establish radio or telephone communications with EOCs, or the PREOC operating in the area, and coordinate accordingly.

❑ Determine activation status of other EOCs and establish communication links with their Operations Sections if necessary.

❑ Based on the situation known or forecasted, determine likely future needs of the Operations Section.

❑ Identify key issues currently affecting the Operations Section, meet with Section personnel and determine appropriate section objectives for the first operational period.

❑ Review responsibilities of branches in section; develop an Operations Plan detailing strategies for carrying out Operations objectives.

❑ Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.

❑ Obtain personal telecommunications equipment.

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

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

❑ Ensure that situation and resources information is provided to the appropriate units in the Planning Section on a regular basis or as the situation requires, including Branch Status Reports and Major Incident Reports.

❑ Ensure that all media contacts are referred to the Information Officer.

❑ Conduct periodic briefings and work to reach consensus among staff on objectives for forth-coming operational periods.

❑ Attend and participate in EOC Director's Action Planning meetings.

❑ Provide the Planning Section Chief with the Operations Section's objectives prior to each Action Planning meeting.

❑ Work closely with each Branch Coordinator to ensure that the Operations Section objectives, as defined in the current Action Plan, are being addressed.

❑ Ensure that the branches coordinate all resource needs through the Logistics Section.

- Ensure that intelligence information from Branch Coordinators is made available to the Planning Section (Situation Unit) in a timely manner.

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

- Brief the EOC Director on all major incidents.

- Complete a Major Incident Report for all major incidents and forward a copy to the Planning Section.

- Brief Branch Coordinators periodically on any updated information you may have received.

- Share status information with other sections as appropriate.

Demobilization Phase:

- Deactivate branches when no longer required. Ensure that all paperwork is complete and logs are closed.

- Authorize deactivation of organizational elements within the section when they are no longer required. Ensure that any open actions are handled by section or transferred to other EOC elements as appropriate.

- Deactivate the Section and close out logs when authorized by the EOC Director.

- Ensure that any open actions are assigned to the appropriate agency or element for follow-on support.

- Ensure that any required forms or reports are completed prior to your release and departure.

- Be prepared to provide input to the After-Action Report.

- Follow the Generic Demobilization Phase Checklist (3.1).

3.8   Air Operations Branch Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

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

Activation Phase:

❑ Determine current level of provincial regional air operations in the operational area.

❑ Determine activation status of PREOC aviation resources and establish communication links with their Air Operations if necessary.

❑ Identify key issues currently affecting air operations; prepare initial report for Operations Section Chief.

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Establish and maintain individual position log.

❑ Obtain briefing from Operations Section Chief.

❑ Liaise with BCAS Unit.

❑ Receive resource requests and pass on to OSC.

❑ Organize preliminary air operations.

❑ Initiate request for NOTAM if required.

❑ Schedule flights of non- emergency aircraft into the operational area if approved.

❑ Evaluate requests for non-tactical use of emergency aircraft assigned to the EOC.

❑ Ensure proper safety and risk management measures are being taken in regards to aircraft.

❑ Pass critical status information to Situation Unit and Resource Unit.

❑ Provide reports on air operations issues to OSC.

Demobilization Phase:

❑ Determine demobilization status of any aviation resources in operational area and advise OSC and Situation Unit.

❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.9   Fire Branch Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Coordinate or arrange for urban and interface fire suppression, hazardous materials support operations.

2. Acquire mutual aid resources, as necessary.

3. Coordinate the mobilization and transportation of all resources through the Logistics Section.

4. Complete and maintain branch status reports for major incidents requiring or potentially requiring provincial and federal response support and maintain status of unassigned fire and hazmat resources in the area in conjunction with the Resources Unit.

5. Implement the objectives of the EOC Action Plan assigned to the Fire Branch.

6. Overall supervision of the Fire Branch.

Activation Phase:

❑   Based on the situation, activate the necessary Units within the Fire Branch:

   ➢ Structural Fire Suppression Unit
   ➢ Wildland Fire Suppression Unit

❑   If local authority mutual aid system is activated, coordinate use of area fire suppression resources with the respective EOCs.

❑   Prepare and submit a preliminary branch status report and major incident reports as appropriate to the Operations Section Chief.

❑   Prepare objectives for the Fire Branch; provide them to the Operations Section Chief prior to the first Action Planning meeting.

❑   Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Ensure that Branch and Unit position logs and other files are maintained.

❑ Ensure that all interface fire operations are being managed utilizing Unified Command with the appropriate agencies.

❑ Confirm and resolve through the EOC Director, any response boundary issues that may restrict mutual aid.

❑ Liaise with Provincial Fire Commissioner as required.

❑ Liaise with Operational Area Coordinator(s) at the PREOC if established.

❑ Maintain current status on Fire suppression missions being conducted in the area.

❑ Provide the Operations Section Chief and the Planning Section with an overall summary of Fire Branch operations periodically or as requested during the operational period.

❑ Refer all contacts with the media to the Information Officer but be prepared to speak on technical matters when requested.

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

❑ Prepare objectives for the Fire Branch for the subsequent operational period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.

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

Demobilization Phase:

❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.10 Police Branch Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

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

Activation Phase:

❑ Based on the situation, activate the necessary Units within the Police Branch:

- ➢ Police Operations Unit
- ➢ Search and Rescue Unit
- ➢ Coroner Unit
- ➢ Evacuation Unit

❑ Contact the PREOC Police Branch Coordinator, if established, for the coordination of mutual aid resources requested.

❑ Provide an initial situation report to the Operations Section Chief.

❑ Based on the initial EOC priorities, prepare objectives for the Police Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Ensure that Branch and Unit position logs and other appropriate files are maintained.

❑ Maintain current status on Police and SAR missions being conducted in the area.

❑ Provide the Operations Section Chief and the Planning Section with an overall summary of Police Branch operations periodically or as requested during the operational period.

❑ On a regular basis, complete and maintain the Police Branch Status Report.

❑ Refer all contacts with the media to the Information Officer but be prepared to speak when requested by the Information Officer on technical matters.

❑ Determine need for Police mutual aid.

❑ Determine need for Search and Rescue mutual aid.

❑ Determine need for Coroner's mutual aid.

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

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

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

Demobilization Phase:

❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.11 Health Branch Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Ensure coordination of hospitals, health units, continuing care, mental health and environmental health occurs.

2. Coordinate with BC Ambulance Service Branch Coordinator (PREOC) to ensure casualties are evenly distributed to receiving facilities.

3. Coordinate the provision of public health measures including epidemic control and immunization programs.

4. Ensure potable water supplies are inspected and monitored.

5. Ensure food quality is regulated and inspected.

6. Coordinate support and supervision services for physically challenged or medically disabled persons.

7. Coordinate the use of emergency hospital and advanced treatment centres supplied by Health Canada.

8. Ensure that all available ambulance and auxiliary ambulance resources are identified and mobilized as required.

9. Coordinate emergency medical needs at Reception Centres with ESS Branch Director.

10. Determine the status of medical facilities within the affected area.

11. Coordinate the transportation of injured victims to appropriate medical facilities as required.

Activation Phase:

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Establish and maintain position logs and other necessary files.

❑ Determine the status and availability of medical facilities in the area.

- ❑ Establish communications with Environmental Health Officers, Medical Health Officers and Public Health Nurses.

- ❑ Prioritize health issues.

- ❑ Establish BC Ambulance Service Branch and Nisga'a Valley Health Authority Branch.

- ❑ Liaise with ESS Branch Coordinator to assist with sheltering of displaced home care clients if needed.

- ❑ Request Logistics Section assistance to move and establish advanced treatment centre and/or 200 bed emergency hospital if needed. Remember: These units are not small and take time to establish.

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

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

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

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

- ❑ Determine the status and availability of mutual aid resources in the operational area, specifically industrial first aiders, St. John Ambulance and private/industrial ambulances.

- ❑ Establish radio or telephone communication with the Health Centres and other medical facilities to determine their capability to treat disaster victims.

- ❑ Establish radio or telephone communication with BCAS Regional Dispatch Centre.

- ❑ Determine status and availability of specialized treatment facilities such as burn centres.

- ❑ Coordinate with the Search and Rescue Unit Leader to ensure adequate resources available at rescue sites to triage, treat and transport extricated victims.

- ❑ Coordinate with the Logistics Section to acquire suitable non-ambulance transportation such as buses for injured victims as required or requested.

- ❑ Establish and maintain communication with the EOC and determine status and availability of ambulance resources.

- ❑ Coordinate with the Logistics Section to obtain necessary supplies and equipment to support disaster medical operations in the field.

- ❑ Inform the Fire Branch Coordinator of all significant events.

- ❑ Reinforce the use of proper Procedures for media contacts. This is particularly critical in emergency medical situations where statistical information is requested by the media.

- ❑ Liaise with Operational Area Coordinator.

Demobilization Phase:

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

3.12 Environmental Branch Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

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

Activation Phase:

❑ Report to EOC as directed.

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Establish and maintain position logs and other necessary files.

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

❑ Determine the status and availability of waste storage and disposal facilities in the area.

❑ Liaise with Environmental Health Officers as needed.

❑ Prioritize environmental issues.

❑ Liaise with Engineering and Utilities Branch Coordinators to assist with dam safety issues as required.

❑ Liaise with Fire Branch Coordinator to provide Hazmat support as required.

Demobilization Phase:

❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.13 Emergency Social Services Branch Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

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

2. Supervise the ESS Branch.

Activation Phase:

❑ Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

❑ Establish and maintain an ESS position log and other necessary files.

❑ Provide the Operations Section Chief and the Planning Section with an overall summary of ESS operations periodically during the operations period or as requested.

❑ Coordinate activities with other volunteer agencies as required.

❑ Prepare objectives for the ESS Branch for the subsequent operations period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.

❑ Refer all contacts with the media to the Information Officer.

❑ Be prepared to open a Respite Centre for emergency responders in the field.

Demobilization Phase:

❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.14 Engineering Branch Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Survey all local facilities, assessing the damage to such facilities, and coordinating the repair of damage.

2. Survey all other infrastructure systems, such as local roads and bridges within the NLG.

3. Assist other sections, branches, and units as needed.

4. Supervise the Engineering Branch.

5. Liaise with Provincial/private engineering representatives.

Activation Phase:

❑ Based on the situation, activate the necessary units within the Engineering Branch:

  ➢ Roads and Bridges Unit   ➢ Damage/Safety Assessment Unit

❑ Provide an initial situation report to the Operations Section Chief.

❑ Based on the initial EOC priorities, prepare objectives for the Engineering Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Ensure that branch and unit position logs and other necessary files are maintained.

❑ Maintain current status on all engineering activities being conducted in the NLG.

❑ Ensure that damage and safety assessments are being carried out for both public and private facilities.

❑ Determine and document the status of transportation routes into and within affected areas.

❑ Coordinate debris removal services as required.

❑ Liaise with Ministry of Transportation regarding provincial highways within the NLG/Villages.

❑ Provide the Operations Section Chief and the Planning Section with an overall summary of Public Works Branch activities periodically during the operational period or as requested.

❑ Ensure that all Status Reports, as well as the Initial Damage Assessment are completed and forwarded to the Situation Unit.

❑ Refer all contacts with the media to the Information Officer.

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

❑ Prepare objectives for the Public Works Branch for the subsequent operations period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.

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

Demobilization Phase:

❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.15 Utilities Branch Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

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

Activation Phase:

❑ Provide an initial situation report to the Operations Section Chief.

❑ Based on the initial EOC priorities, prepare objectives for the Utilities Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Establish and maintain communications with utility providers in the affected area.

❑ Determine the extent of damage to utility systems in the affected area.

❑ Coordinate with the Liaison Officer to ensure that agency representatives from affected utilities are available to attend the EOC.

❑ Ensure that support to utility providers is available as necessary to facilitate restoration of damaged systems.

❑ Keep the Health Branch Coordinator informed of any regional threats regarding water contamination issues.

❑ Keep the Public Works Branch Coordinator informed of the restoration status.

❑ Complete and maintain the Utilities Status Reports.

❑ Refer all contacts with the media to the Information Officer.

Demobilization Phase:

❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.16 Electrical Branch Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Survey all electrical and communication utilities (hydro, cable and TV) and provide restoration priorities to providers.

2. Assist other sections, branches, and units as needed.

3. Liaise with other utility representatives not present in EOC.

Activation Phase:

❑ Provide an initial situation report to the Operations Section Chief.

❑ Based on the initial EOC priorities, prepare objectives for the Utilities Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Establish and maintain communications with the utility providers in the affected area.

❑ Determine the extent of damage to utility systems in the affected area.

❑ Coordinate with the Liaison Officer to ensure that agency representatives from affected utilities are available to attend the EOC.

❑ Ensure that support to utility providers is available as necessary to facilitate restoration of damaged systems.

❑ Keep the Public Works Branch Coordinator informed of the restoration status.

❑ Complete and maintain the Utilities Status Reports.

❑ Refer all contacts with the media to the Information Officer.

Demobilization Phase:

❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.17 Planning Section Chief

Date:_____

Time:_____

Initial:_____

Responsibilities:

Ensure that the following responsibilities of the Planning Section are addressed as required:

1. Collect, analyze, and display situation information.

2. Prepare periodic Situation Reports.

3. Prepare and distribute EOC Action Plan and facilitate Action Planning meeting.

4. Conduct Advance Planning activities and report.

5. Provide technical support services to the various EOC sections and branches, and document and maintain files on all EOC activities.

6. Establish the appropriate level of organization for the Planning Section.

7. Exercise overall responsibility for the coordination of branch/unit activities within the section.

8. Keep the EOC Director informed of significant issues affecting the Planning Section.

9. In coordination with the other Section Chiefs, ensure that Branch Status Reports are completed and utilized as a basis for Situation Status Reports, and the EOC Action Plan.

10. Supervise the Planning Section.

Activation Phase:

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

❑ Based on the situation, activate units within section as needed and designate Unit Leaders for each element:

> ➢ Situation Unit   ➢ Documentation Unit
> ➢ Resources Unit   ➢ Advance Planning Unit
> ➢ Demobilization Unit   ➢ Recovery Unit
> ➢ Technical Specialists Unit ➢ Damage Assessment Unit

❑ Request additional personnel for the section as necessary to maintain a 24-hour operation.

❑ Establish contact with the PREOC when activated, and coordinate Situation Status Reports with their Planning Section.

❑ Meet with Operations Section Chief; obtain and review any major incident reports.

❑ Review responsibilities of units in section; develop Plans for carrying out all responsibilities.

❑ Make a list of key issues to be addressed by Planning; in consultation with section staff, identify objectives to be accomplished during the initial Operational Period.

❑ Keep the EOC Director informed of significant events.

❑ Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Ensure that Planning position logs and other necessary files are maintained.

❑ Ensure that the Situation Unit is maintaining current information for the situation status report.

❑ Ensure that major incident reports and branch status reports are completed by the Operations Section and are accessible by the Planning Section.

❑ Ensure that a situation status report is produced and distributed to EOC Sections and the PREOC at least once, prior to the end of the operational period.

❑ Ensure that all status boards and other displays are kept current and that posted information is neat and legible.

❑ Ensure that the Information Officer has immediate and unlimited access to all status reports and displays.

❑ Conduct periodic briefings with section staff and work to reach consensus among staff on section objectives for forthcoming operational periods.

❑ Facilitate the EOC Director's Action Planning meetings approximately two hours before the end of each operational period.

❑ Ensure that objectives for each section are completed, collected and posted in preparation for the next Action Planning meeting.

❑ Ensure that the EOC Action Plan is completed and distributed prior to the start of the next operational period.

❑ Work closely with each branch/unit within the Planning Section to ensure the section objectives, as defined in the current EOC Action Plan are being addressed.

❑ Ensure that the Advance Planning unit develops and distributes a report, which highlights forecasted events or conditions likely to occur beyond the forthcoming operational period; particularly those situations, which may influence the overall priorities of the EOC.

❑ Ensure that the Documentation Unit 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 involved in Action Planning process.

Demobilization Phase:

❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.18 Situation Unit Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Oversee the collection, organization, and analysis of disaster situation information, including damage assessments.

2. Ensure that information collected from all sources is validated prior to posting on status boards.

3. Ensure that situation status reports are developed for dissemination to EOC staff and also to the PREOC.

4. Ensure that an EOC Action Plan is developed for each operational period, based on objectives developed by each EOC Section.

5. Ensure that all maps, status boards and other displays contain current and accurate information.

6. Supervise the Situation Unit.

Activation Phase:

❑ Ensure there is adequate staff, including Field Observers (if needed) available to collect and analyze incoming information and facilitate the Action Planning Process.

❑ Prepare Situation Unit objectives for the initial Action Planning meeting.

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Ensure position logs and other necessary files are maintained.

❑ Oversee the collection and analysis of all incident or disaster related information.

❑ Oversee the preparation and distribution of the Situation Status Report. Coordinate with the Documentation Unit for Plan distribution and reproduction as required.

❑ Ensure that each EOC Section provides the Situation Unit with Status Reports on a regular basis.

❑ Meet with the Information Officer to determine the best method for ensuring access to current information.

❑   Prepare a situation summary for the EOC Action Planning meeting.

❑   Ensure each section provides their objectives at least 30 minutes prior to each Action Planning meeting.

❑   Convene and facilitate the Action Planning meeting following the meeting Process guidelines.

❑   In preparation for the Action Planning meeting, ensure that all EOC priorities are posted on chart paper, and that the meeting room is set up with appropriate equipment and materials (easels, markers, sit stat reports, etc.).

❑   Following the meeting, ensure that the Documentation Unit publishes and distributes the Action Plan prior to the beginning of the next operational period.

❑   Ensure that adequate staff members are assigned to maintain all maps, status boards and other displays.

Demobilization Phase:

❑   Follow the Generic Demobilization Phase Checklist (3.1).

3.19 Damage Assessment Unit Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Oversee the collection of damage information.
2. Identify and evaluate the nature and extent of damage caused by the event.
3. Provide damage information to EOC members and others requesting damage information.
4. Prepare a regular damage assessment report for the PREOC if one is established.
5. Supervise the Damage Assessment Unit.

Activation Phase:

❑ Collect maps of the appropriate scale for the affected area and other property assessment information.

❑ Prepare Damage Assessment Unit objectives for the initial Action Planning meeting.

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Ensure position logs and other necessary files are maintained.

❑ Oversee the collection and analysis of all damage related information.

❑ Determine the geographic extent of damaged area.

❑ Ensure that each EOC Section provides the Unit with Status Reports on a regular basis.

❑ Meet with Information Officer to determine best method for ensuring access to information.

❑ Prepare a damage summary for the EOC Action Planning meeting.

❑ Determine the need for field damage observers.

❑ Obtain photographic and video documentation of damage. Ensure copies for Risk Management and Documentation.

❑   Identify the type of primary and secondary losses from the event. A widespread loss of electrical power, for example, may also result in the loss of access to potable water and firefighting water where residents rely on electrically powered pumps.

❑   Determine or estimate and display on maps the following: Geographic extent, fatalities, injuries, households damaged, businesses damaged, transportation infrastructure damage.

❑   Provide lists of above to Planning Section Chief and Situation Unit. NOTE: Keep identities of all people who suffered losses confidential.

Demobilization Phase:

❑   Ensure all materials that identify persons who suffered a loss are placed in sealed envelopes marked "confidential" and delivered to Documentation Unit.

❑   Liaise with Recovery Unit, Compensation and Claims Unit and Risk Management Officer.

❑   Follow the Generic Demobilization Phase Checklist (3.1).

3.20 Resource Unit Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Coordinate with other units in Logistics Section to centralize resource status information. Note: This position tracks resources, not obtain or supply them.

2. Develop and maintain resource status boards.

3. Supervise the Resource Unit.

Activation Phase:

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Establish and maintain a position log and other necessary files.

❑ Coordinate with Logistics units particularly Supply, Personnel, and Transportation.

❑ As resource requests are received in the Logistics Section, post the request on a status board and track the progress of the request until filled.

❑ Status boards should track requests by providing, at a minimum, the following information: date and time of the request, items requested, priority designation, time request was processed and estimated time of arrival or delivery.

❑ Work closely with logistics units and assist in notifying requesting parties of the status of their resource request. This is particularly critical in situations where there will be delays in filling the request.

❑ An additional status board may be developed to track resource use by the requesting party. Information categories might include the following: actual arrival time of the resource, location of use, and an estimate of how long the resource will be needed.

❑ Keep in mind that it is generally not necessary to track mutual aid resources unless they are ordered through the Logistics Section.

Demobilization Phase:

❑ Follow the Generic Demobilization Phase checklist (3.1).

3.21 Demobilization Unit Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Develop a Demobilization Plan for the EOC based on a review of all pertinent Planning Section documents and status reports.

2. Supervise personnel assigned to the Demobilization Unit.

Activation Phase:

❑　Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑　Monitor the current situation report to include recent updates.

❑　Meet individually with the General Staff and administer the section worksheet for the Demobilization Plan.

❑　Meet with the EOC Director and administer the EOC Director's worksheet for the Demobilization Plan.

❑　Utilizing the worksheets, develop a draft Demobilization Plan and circulate to the EOC Director and General Staff for review.

❑　Finalize the Demobilization Plan for approval by the EOC Director.

❑　Demobilization Planning must occur at least once during the operational period for as long as EOC Sections are formally staffed.

❑　Advise all Section Chiefs to ensure that demobilized staff complete all reports, time sheets and exit surveys in coordination with the personnel unit prior to leaving the EOC.

3.22 Advance Planning Unit Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Develop Advance Plan consisting of potential response and recovery related issues likely to occur beyond the next operational period, generally within 36 to 72 hours.

2. Review all available status reports, Action Plans, and other significant documents. Determine potential future impacts of the event or disaster; particularly issues that might modify the overall EOC priorities.

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

4. Supervise the Advance Planning Unit.

Activation Phase:

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Maintain a position log.

❑ Monitor the current situation report to include recent updates.

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

❑ Develop an Advance Plan identifying future policy related issues, social and economic impacts, significant response or recovery resource needs, and any other key issues likely to affect EOC operations within a 36 to 72 hour time frame.

❑ Submit the Advance Plan to the Planning Chief for review and approval prior to conducting briefings for the General Staff and EOC Director.

❑ Review Action Planning objectives submitted by each section for the forthcoming operational period. In conjunction with General Staff, recommend a transition strategy to EOC Director when EOC activity shifts to recovery operations.

Demobilization Phase:

❑ Follow the Generic Demobilization Phase checklist (3.1).

3.23 Recovery Unit Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Assess the requirements for assistance to community and individual recovery from a major emergency or disaster.

2. Identify immediate steps that can be taken to initiate and speed recovery within the area.

3. Anticipate actions required over the long term to restore local services and to return the area to pre-emergency conditions.

4. Initiate the NLG Business Continuation Plan to ensure mission critical operations continue to function.

5. Supervise the Recovery Unit and <u>all</u> recovery operations unless otherwise directed by EOC Director.

Activation Phase:

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Establish and maintain position log and other necessary files.

❑ Act as the liaison for the EOC and other disaster assistance agencies to coordinate the recovery process.

❑ Prepare Recovery Plan, including actions required, by priority, for recovery of roads, potable water, sewers systems, hospitals, and methods for recovery.

❑ Assist the Liaison Officer and Planning Section with preparation of the After-Action Report.

❑ Coordinate with the Compensation & Claims Unit.

Demobilization Phase:

❑ Follow the Generic Demobilization Phase checklist (3.1).

3.24 Documentation Unit Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Collect, organize and file all completed event or disaster related forms, to include: all EOC position logs, situation status reports, EOC Action Plans and any other related information, just prior to the end of each operational period.

2. Provide document reproduction services to EOC staff.

3. Distribute the EOC situation status reports, EOC Action Plan, and other documents, as required.

4. Maintain a permanent archive of all situation reports and Action Plans associated with the event or disaster.

5. Assist the Liaison Officer in the preparation and distribution of the After-Action Report.

6. Supervise the Documentation Unit.

Activation Phase:

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Maintain a position log.

❑ Meet with the Planning Section Chief to determine what EOC materials should be maintained as official records.

❑ Meet with the Recovery Unit Leader to determine what EOC materials and documents are necessary to provide accurate records and documentation for recovery purposes.

❑ Initiate and maintain a roster of all activated EOC positions to ensure that position logs are accounted for and submitted to the Documentation Unit at the end of each shift.

❑ Reproduce and distribute the Situation Status Reports and Action Plans. Ensure distribution includes the PREOC.

❑   Keep extra copies of reports and Plans available for special distribution as required.

❑   Set up and maintain document reproduction services for the EOC.

Demobilization Phase:

❑   Follow the Generic Demobilization Phase checklist (3.1).

3.25 Technical Specialists Unit Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Provide technical observations and recommendations to the EOC in specialized areas, as required.

2. Ensure that qualified specialists are available in the areas required by the particular event or disaster.

3. Supervise the Technical Specialists Unit.

Activation Phase:

❑　　　Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑　　　Maintain a position log and other necessary files.

❑　　　Coordinate with the Logistics Section to ensure that technical staff are located and mobilized.

❑　　　Assign technical staff to assist other EOC Sections in coordinating specialized areas of response or recovery.

❑　　　Assign technical staff to assist the Logistics Section with interpreting specialized resource capability and requests.

❑　　　Maintain inventory of technical specialists.

❑　　　On request, prepare to provide centralized technical specialties such as meteorological, fire behaviour or engineering expertise for multiple incident sites.

Demobilization Phase:

❑　　　Follow the Generic Demobilization Phase checklist (3.1).

3.26 Logistics Section Chief

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Ensure the Logistics function is carried out in support of the EOC. This function includes providing communication services, resource locating; acquiring equipment, supplies, personnel, facilities, and transportation services; as well as arranging for food, lodging, and other support services as required both for the EOC and field requirements.

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

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

4. Coordinate closely with the Operations Section Chief to establish priorities for resource allocation within the Operational Area.

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

6. Supervise the Logistics Section.

Activation Phase:

❑ Ensure the Logistics Section is set up properly and that appropriate personnel, equipment and supplies are in place, including maps, status boards, vendor references, and other resource directories.

❑ Based on the situation, activate branches/units within section as needed and designate Branch and Unit Leaders for each element:

➢ Information Technology Branch	➢ EOC Support Branch
➢ Communications Unit, Computer Systems Unit	➢ Facilities Unit, Security Unit, Clerical Unit
	➢ Supply Unit
➢ Transportation Unit	➢ Personnel Unit

❑ Mobilize sufficient section staffing for 24-hour operations.

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

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

❑ Meet with the EOC Director and General Staff and identify immediate resource needs.

❑ Meet with the Finance/Administration Section Chief and determine level of purchasing authority for the Logistics Section.

❑ Assist Unit Leaders in developing objectives for the section as well as plans to accomplish their objectives within the first operational period or in accordance with the Action Plan.

❑ Provide periodic Section Status Reports to the EOC Director.

❑ Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Ensure that Logistic Section position logs and other necessary files are maintained.

❑ Meet regularly with section staff and work to reach consensus on section objectives for forthcoming operational periods.

❑ Provide the Planning Section Chief with the Logistics Section objectives at least 30 minutes prior to each Action Planning meeting.

❑ Attend and participate in EOC Action Planning meetings.

❑ Ensure that the Supply Unit coordinates closely with the Purchasing Unit in the Finance/Administration Section, and that all required documents and procedures are completed and followed.

❑ Ensure that transportation requirements, in support of response operations, are met.

❑ Ensure that all requests for facilities and facility support are addressed.

❑ Ensure that all resources are tracked and accounted for in cooperation with the Resources Unit, as well as resources ordered through Mutual Aid.

❑ Provide section staff with information updates as required.

Demobilization Phase:

❑ Identify high cost resources that could be demobilized early and advise other section chiefs.

❑ Ensure coordination with Operations before commencing demobilization.

❑ Follow the Generic Demobilization Phase checklist (3.1).

3.27 Information Technology Branch Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Ensure radio, telephone, and computer resources and services are provided to EOC staff as required.

2. Oversee the installation of communications resources within the EOC. Ensure that a communications link is established with Incident Commander(s), PREOC and any other established EOCs or DOCs.

3. Determine specific computer requirements for all EOC positions.

4. Ensure that the EOC Communications Centre is established to include sufficient frequencies to facilitate operations, and that adequate communications operators are available for 24-hour coverage.

5. Develop and distribute a Communications Plan that identifies all systems in use and lists specific frequencies allotted for the event or disaster.

6. Supervise the Communications Branch.

Activation Phase:

❑ Based on the situation, activate the necessary units within the Information Technology Branch:

- Communications Unit
- Computer Systems Unit

❑ Prepare objectives for the Information Technology Branch; provide them to the Logistics Section Chief prior to the initial Action Planning meeting.

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Ensure that Information Technology Branch position logs and other necessary files are maintained.

❑ Keep all sections informed of the status of communications systems, particularly those that are being restored.

❑ Coordinate with all EOC sections/branches/units regarding the use of all communication systems.

❑ Ensure that the EOC Communications Centre is activated to receive and direct all event or disaster related communications to appropriate destinations within the EOC.

❑ Ensure that adequate communications operators are mobilized to accommodate each discipline on a 24-hour basis or as required.

❑ Continually monitor the operational effectiveness of EOC communications systems. Provide additional equipment as required.

❑ Ensure that technical personnel are available for communications equipment maintenance and repair.

❑ Mobilize and coordinate amateur radio resources to augment primary communications systems as required.

❑ Keep the Logistics Section Chief informed of the status of communications systems.

❑ Prepare objectives for the Communications Unit; provide them to the Logistics Section Chief prior to the next Action Planning meeting.

❑ Refer all contacts with the media to the Information Officer.

Demobilization Phase:

❑ Follow the Generic Demobilization Phase checklist (3.1).

3.28 Transportation Unit Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. In coordination with the Engineering Branch Coordinator and the Situation Unit, develop a Transportation Plan to support field operations.

2. Arrange for the acquisition or use of required transportation resources.

3. Supervise the Transportation Unit.

Activation Phase:

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Establish and maintain a position log and other necessary files.

❑ Routinely coordinate with the Situation Unit to determine the status of transportation routes in and around the Area.

❑ Routinely coordinate with the Engineering Branch Coordinator to determine progress of route recovery operations.

❑ Develop a Transportation Plan that identifies routes of ingress and egress; thus facilitating the movement of response personnel, the affected population, and shipment of resources and materiel.

❑ Establish contact with local transportation agencies and schools to establish availability of equipment and transportation resources for use in evacuations and other operations as needed.

❑ Keep the Logistics Section Chief informed of significant issues affecting the Transportation Unit.

Demobilization Phase:

❑ Follow the Generic Demobilization Phase checklist (3.1).

3.29 Personnel Unit Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Provide personnel resources as requested in support of the EOC and Field Operations.
2. Identify, recruit and register volunteers as required.
3. Develop an EOC organization chart.
4. Supervise the Personnel Unit.

Activation Phase:

❑　Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑　Establish and maintain personal log and other necessary files.

❑　In conjunction with the Documentation Unit, develop a large poster size EOC organization chart depicting each activated position. Upon check in, indicate the name of the person occupying each position on the chart. The chart should be posted in a conspicuous place, accessible to all EOC personnel.

❑　Coordinate with the Liaison Officer and Risk Management Officer to ensure that all EOC staff, including volunteers, receives a current situation and safety briefing upon check-in.

❑　Establish communications with volunteer agencies and other organizations that can provide personnel resources.

❑　Process all incoming requests for personnel support. Identify the number of personnel, special qualifications or training, where they are needed and the person or unit they should report to upon arrival. Determine the estimated time of arrival of responding personnel, and advise the requesting parties accordingly.

❑　Maintain a status board or other reference to keep track of incoming personnel resources.

❑   Coordinate with the Liaison Officer and Risk Management Officer to ensure access, badging or identification, and proper direction for responding personnel upon arrival at the EOC.

❑   Assist the Fire Branch and Police Branch with ordering of mutual aid resources as required.

❑   To minimize redundancy, coordinate all requests for personnel resources from the field level through the EOC Operations Section prior to acting on the request.

❑   In coordination with the Risk Management Officer, determine the need for crisis counselling for emergency workers; acquire mental health specialists as needed.

❑   Arrange for childcare services for EOC personnel as required.

❑   Establish registration locations with sufficient staff to register volunteers, and issue them disaster service worker identification cards.

❑   Keep the Logistics Section Chief informed of significant issues affecting the Personnel Unit.

Demobilization Phase:

❑   Follow the Generic Demobilization Phase checklist (3.1).

3.30 Supply Unit Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Oversee the allocation of supplies and materiel not normally provided through mutual aid or normal agency channels.
2. Coordinate actions with the Finance/Administration Section.
3. Coordinate delivery of supplies and materiel as required.
4. Supervise the Supply Unit.

Activation Phase:

❑　　　　Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑　　　　Establish and maintain a position log and other necessary files.

❑　　　　Determine if requested types and quantities of supplies and materiel are available in inventory.

❑　　　　Determine spending limits with the Purchasing Unit in Finance/Administration. Obtain a list of pre-designated emergency purchase orders as required.

❑　　　　Whenever possible, meet personally with the requesting party to clarify types and amount of supplies and materiel and also verify that the request has not been previously filled through another source.

❑　　　　In conjunction with the Resource Unit, maintain a status board or other reference depicting supply actions in progress and their current status.

❑　　　　Determine if the item can be provided without cost from another jurisdiction or through the PREOC.

❑　　　　Determine unit costs of supplies and materiel, from suppliers and vendors and if they will accept purchase orders as payment, prior to completing the order.

❑　　　　Orders exceeding the purchase order limit must be approved by the Finance/ Administration Section before the order can be completed.

❑ If vendor contracts are required for specific resources or services, refer the request to the Finance/Administration Section for development of necessary agreements.

❑ Determine if the vendor or provider will deliver the ordered items. If delivery services are not available, coordinate pick up and delivery through the Transportation Unit.

❑ Coordinate donated goods and services from community groups and private organizations. Set up procedures for collecting, inventorying, and distributing usable donations.

❑ Keep the Logistics Section Chief informed of significant issues affecting the Supply Unit.

Demobilization Phase:

❑ Follow the Generic Demobilization Phase checklist (3.1).

3.31 EOC Support Branch Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Ensure that adequate essential facilities are provided for the response effort, including securing access to the facilities and providing staff, furniture, supplies, and materials necessary to configure the facilities in a manner adequate to accomplish the mission.

2. Ensure adequate and nutritious food and refreshment is provided to EOC staff.

3. Ensure adequate security measures are taken to secure all facilities from access by un-authorized people.

4. Ensure acquired buildings, building floors, and or workspaces are returned to their original state when no longer needed.

5. Supervise the Support Branch.

Activation Phase:

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Establish and maintain a position log and other necessary files.

❑ Activate Facilities Unit, Security Unit, and Clerical Unit if required.

❑ Work closely with the Liaison Officer and other sections in determining facilities and furnishings required for effective operation of the EOC.

❑ Coordinate with branches and units in the Operations Section to determine if assistance with facility acquisition and support is needed at the field level.

❑ Arrange for continuous maintenance of acquired facilities, to include ensuring that utilities and restrooms are operating properly.

❑ If facilities are acquired away from the EOC, coordinate with assigned personnel and designate a Facility Manager.

- ❑ Develop and maintain a status board or other reference, which depicts the location of each facility; a general description of furnishings, supplies and equipment at the site; hours of operation, and the name and phone number of the Facility Manager.
- ❑ Ensure all structures are safe for occupancy and that they comply with appropriate legislation.
- ❑ Arrange for and supervise food-catering services for EOC staff.
- ❑ Arrange for and supervise security staff for EOC facilities.
- ❑ Arrange for and supervise clerical staff for the EOC.
- ❑ As facilities are vacated, coordinate with the facility manager to return the location to its original state. This includes removing and returning furnishings and equipment, arranging for janitorial services, and locking or otherwise securing the facility.
- ❑ Keep the Logistics Section Chief informed of significant issues affecting the Support Branch

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase checklist (3.1).

3.32 Finance/Administration Section Chief

Date:_____

Time:_____

Initial:_____

Responsibilities:

Ensure that the PEP Financial Assistance for Emergency Response and Recovery Costs - Guide for Local Authorities and First Nations (September 2005 – Revised August 2007) is referenced. The manual is available from the PEP website under the tab - policies and procedures (www.pep.bc.ca). It is essential that all PEP requirements are considered before the EOC incurs response expenses and this is the responsibility of the EOC Director working with the Finance Section Chief.

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

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

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

4. Determine purchase order limits, if any, for Logistics.

5. Ensure that any Worksafe BC claims resulting from the response are processed within a reasonable time, given the nature of the situation.

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

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

8. Ensure that all recovery documentation is accurately maintained during the response and submitted on the appropriate forms to PEP.

9. Supervise the Finance/Administration Section.

Activation Phase:

❑ Ensure that the Finance/Administration Section is set up properly and that appropriate personnel, equipment, and supplies are in place.

❑ Based on the situation, activate units within section as needed and designate Unit Coordinators for each element:

▪ Time Unit

- Purchasing Unit
- Compensation & Claims Unit
- Cost Unit

❑ Ensure that sufficient staff is available for a 24-hour schedule, or as required.

❑ Meet with the Logistics Section Chief and review financial and administrative support requirements and Procedures; determine the level of purchasing authority to be delegated to Logistics Section.

❑ Meet with all Unit Leaders and ensure that responsibilities are clearly understood.

❑ In conjunction with Unit Leaders, determine the initial Action Planning objectives for the first operational period.

❑ Notify the EOC Director when the Finance/Administration Section is operational.

❑ Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Ensure that Finance/Administration position logs and other necessary files are maintained.

❑ Ensure that displays associated with the Finance/Administrative Section are current, and that information is posted in a legible and concise manner.

❑ Participate in all Action Planning meetings.

❑ Brief all Unit Leaders and ensure they are aware of the EOC priorities as defined in the Action Plan.

❑ Keep the EOC Director, General Staff, and elected officials aware of the current fiscal situation and other related matters, on an on-going basis.

❑ Ensure that the Cost Unit maintains all financial records throughout the event or disaster.

❑ Ensure that the Time Unit tracks and records all agency staff time.

❑ In coordination with the Logistics Section, ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner.

❑ Ensure that the Compensation & Claims Unit Processes all workers' compensation claims, resulting from the disaster, in a reasonable time frame, given the nature of the situation.

❑ Ensure that the Time Unit Processes all timesheets and travel expense claims promptly.

❑ Ensure that all cost documentation is accurately maintained by the Cost Unit during the response, and submitted on the appropriate forms to PEP.

Demobilization Phase:

❑ Follow the Generic Demobilization Phase checklist (3.1).

3.33 Time Unit Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Track, record and report all on-duty time for personnel working during the event or disaster.

2. Ensure that personnel time records, travel expense claims and other related forms are prepared and submitted to budget and payroll office.

3. Supervise the Time Recording Unit.

Activation Phase:

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Establish and maintain position logs and other necessary files.

❑ Initiate, gather or update time reports from all personnel, including volunteers assigned to each shift; ensure that time records are accurate and prepared according to policy.

❑ Obtain complete personnel rosters from the Personnel Unit. Rosters must include all EOC Personnel as well as personnel assigned to the field level.

❑ Provide instructions for all supervisors to ensure that time sheets and travel expense claims are completed properly and signed by each employee prior to submitting them.

❑ Establish a file for each employee or volunteer within the first operational period to maintain a fiscal record for as long as the employee is assigned to the response.

❑ Keep the Finance/Administration Section Chief informed of significant issues affecting the Time-Recording Unit.

Demobilization Phase:

❑ Follow the Generic Demobilization Phase checklist (3.1).

3.34 Purchasing Unit Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Coordinate vendor contracts not previously addressed by existing approved vendor lists.

2. Supervise the Purchasing Unit. Coordinate with Supply Unit on all matters involving the need to exceed established purchase order limits.

Activation Phase:

❑   Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑   Establish and maintain position logs and other necessary files.

❑   Review emergency purchasing procedures.

❑   Prepare and sign contracts as needed; obtain concurrence from the Finance/Administration Section Chief.

❑   Ensure that all contracts identify the scope of work and specific site locations.

❑   Negotiate rental rates not already established, or purchase price with vendors as required.

❑   Identify and report vendors as necessary, regarding unethical business practices, such as inflating prices or rental rates for their merchandise or equipment during disasters.

❑   Finalize all agreements and contracts, as required.

❑   Verify costs data in the pre-established vendor contracts and/or agreements.

❑   In coordination with the Logistics Section, ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner.

❑   Keep the Finance/Administration Section Chief informed of all significant issues involving the Purchasing Unit.

Demobilization Phase:

❑   Follow the Generic Demobilization Phase checklist (3.1).

3.35 Compensation and Claims Unit Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Oversee the investigation of injuries and property/equipment damage claims arising out of the emergency.

2. Complete all forms required by Worksafe BC.

3. Maintain a file of injuries and illnesses associated with the event or disaster, which includes results of investigations.

4. Supervise the Compensation and Claims Unit.

Activation Phase:

❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑ Establish and maintain a position log and other necessary files.

❑ Maintain a chronological log of injuries and illnesses, and property damage reported during the event or disaster.

❑ Ensure all injury and damage claims are investigate as soon as possible.

❑ Prepare appropriate forms for all verifiable injury claims and forward them to Worksafe BC within the required time frame consistent with Program policies and procedures.

❑ Coordinate with the Risk Management Officer regarding the mitigation of hazards.

❑ Keep the Finance/Administration Chief informed of significant issues affecting the Compensation and Claims Unit.

❑ Forward all equipment or property damage claims to the Recovery Unit.

Demobilization Phase:

❑ Follow the Generic Demobilization Phase checklist (3.1).

3.36 Cost Accounting Unit Coordinator

Date:_____

Time:_____

Initial:_____

Responsibilities:

1. Collect and maintain documentation of all disaster costs for reimbursement through PEP.

2. Coordinate all fiscal recovery with agencies offering emergency assistance.

3. Prepare and maintain a cumulative cost report for the event or disaster.

4. Supervise the Cost Accounting Unit and all financial assistance operations.

Activation Phase:

❑   Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

❑   Establish and maintain a position log and other necessary files.

❑   Compute costs for use of equipment owned, rented, donated or obtained through aid.

❑   Obtain information from the Resource Unit regarding equipment use times.

❑   Ensure that PEP has provided a task number for the incident.

❑   Ensure that each section is documenting cost recovery information from the onset of the event or disaster; collect required cost recovery documentation daily at the end of each shift.

❑   Meet with the Documentation Unit Leader and review EOC position logs, journals, all status reports and Action Plans to determine additional cost recovery items that may have been overlooked.

❑   Prepare all required provincial documentation necessary to recovery all allowable emergency response funds and disaster financial assistance, according to the PEP Financial Assistance Guide for BC Local Authorities and First Nations.

❑   Contact and assist Incident Commanders, and obtain their cumulative cost totals for the event or disaster, on a daily basis.

❑ Prepare and maintain a cost report for the Finance/Administration Chief, EOC Director, and local authorities. The report should provide cumulative analyses, summaries and total emergency related expenditures for the local authority.

❑ Organize and prepare records for final audit.

❑ Assist the Liaison Officer and Planning Section with preparation of the After-Action Report.

Demobilization Phase:

❑ Follow the Generic Demobilization Phase checklist (3.1).

Part 4 Hazard Specific Roles and Procedures

4.1　Introduction

The following section describes the NLG response objectives for the priority hazards identified in its Hazard Risk and Vulnerability Assessment (HRVA). Most emergencies can be handled at the site and do not require the activation of the EOC. In these situations, departments have individual plans that guide their response effort. The response objectives listed support the functions of the EOC, but does not:

- Provide step-by-step instructions on operations or evacuation and social services activities, but directs the user to appropriate documents for this information where it is available; and does not
- Provide organizational functions for fire fighting, medical and health services, and emergency social services; and does not
- Provide detailed information on incident management support, but directs the user to the appropriate documents for this information where it is available.

The response objectives are established to guide the duties and responsibilities of the EOC during an emergency or threat of an incident that warrants the activation of the EOC. The objectives established for the EOC are in consideration of the following BCERMS response goals:

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

The response goals are intended to serve as a checklist for those in the proposed initial positions to meet primary responsibilities for each priority hazard. For additional checklists detailing each step for every possible position, please refer to Section 3.0. These hazard-specific objectives should be used in conjunction with (and in addition to) appropriate position checklists.

Please note that the response objectives established in this Emergency Management Plan have been written to work in conjunction with the departmental plans and contingency plans of other responding organizations. Should the response objectives suggested in this emergency management plan conflict with those of the departmental plans and contingency plans, the latter shall prevail.

4.2 Aircraft Crashes

Policies

- In the Province of BC, primary responsibility for aircraft crashes rests with the RCMP and the Transportation Safety Board (TSB). The RCMP will provide security and assist the Coroner. The TSB conducts the investigation.

- An EOC is not commonly activated for an aircraft crash. However, in the event of a catastrophic incident, the EOC may be activated to provide support as needed and requested.

Hazard Specific Checklists

EOC Director

- ❑ Notify PEP when EOC is activated.

- ❑ Consider RCMP or alternate as Operations Section Chief.

- ❑ Establish contact with air carrier and request representative to attend either the EOC or the site Incident Command Post.

- ❑ Ensure Transportation Safety Board and Joint Rescue Coordination Centre - Victoria contacted.

- ❑ Staff Liaison Officer, Information Officer, and Risk Management Officer positions.

- ❑ Establish news release system (Information Officer).

- ❑ Establish family inquiry system to liaise with Operations and ESS (Information Officer).

Operations

- ❑ Establish a Registration and Inquiry Centre (ESS / Red Cross).

- ❑ Support Incident Commander in defining working area, establishing control perimeter and securing the scene for subsequent investigation (Police Branch).

- ❑ Coordinate routes for emergency vehicles (Police Branch & Planning Section).

- ❑ Coordinate traffic and crowd control (Police Branch).

- ❑ Notify hospitals of casualties, including number and type (Health Branch).

- ❑ Establish temporary morgue (Police Branch, Coroner Unit).

- ❑ Coordinate elimination of hazards from damaged utilities (Public Works / Utilities).

- ❑ Supervise ESS accommodation and feeding of EOC and response personnel (ESS Branch).

Planning

❏ Consider possible major effects (Advance Planning Unit):

- Injuries and fatalities
- Fire
- Explosion
- Damage to property
- Involvement of dangerous goods, e.g., fuels
- Special cargo problems
- Sudden hospital requirements
- Disruption of traffic and communications
- Disruption of utilities
- Convergence of media, photographers, politicians
- Convergence of friends and family members and need for grieving
- International considerations
- Terrorism considerations

Logistics

❏ Prepare to support long-term recovery and investigation operations.

❏ Identify potential temporary morgue and warehouse facilities (Facilities Unit).

❏ Consider equipment needs and sources (Supply Unit):

➢ Fire fighting and rescue   Fire / Public Works / SAR
   equipment
➢ Ambulances   BCAS
➢ Communication Equipment   NLG / Village / RCMP / Fire
➢ Auxiliary lighting   Public Works / Fire
➢ Barricades   Public Works
➢ Mobile public address system   RCMP / Fire
➢ Chemical (Hazmat) response   PEP
   team

4.3 Atmospheric Hazards (Extreme Winds, Severe Storms)

Policies

- Whenever and wherever possible, the EOC will continue to warn citizens of impending severe weather, working with meteorological services and news media.

- First priority is snow/debris removal for emergency services and transportation of essential staff.

- RCMP should consider waiving enforcement of on-road use of snowmobiles, quads and ATV's for emergency response.

Hazard Specific Checklists

EOC Director

- ❑ Notify PEP when EOC is activated.

- ❑ Ensure snow/debris removal activities are coordinated throughout the area (Operations, Public Works, Planning, and Logistics).

- ❑ Advise public of status and what self-help measures they can take (Information Officer).

- ❑ Establish news release system (Information Officer).

- ❑ Establish public inquiry system (Information Officer).

- ❑ Staff Liaison Officer, Information Officer and Risk Management Officer positions.

Operations

- ❑ Coordinate working area and establish control perimeter (Police Branch).

- ❑ Coordinate routes for emergency vehicles (Police Branch & Planning Section).

- ❑ Establish temporary morgue, if required (Police Branch, Coroner Unit).

- ❑ Coordinate the protection of property (Police Branch).

- ❑ Assist emergency agencies with special transport problems (Transportation Unit).

- ❑ Coordinate the elimination of hazards from damaged utilities (Public Works, Utilities Branch).

- ❑ Coordinate provision of auxiliary power (Utilities Branch).

- ❑ Coordinate clearing and disposal of debris (Public Works Branch).

- ❑ Coordinate SAR and checks for stranded motorists (Police Branch).

- ❑ Coordinate search for trapped persons (Police Branch).

- ❑ Notify hospitals of casualties, including type and number (BCAS Branch).

- ❑ Coordinate transport of food, fuel, pharmaceutical supplies, medical personnel and others to points of need (ESS Branch and Logistics Section).

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

❑ Supervise ESS accommodation and feeding of EOC and response personnel (ESS Branch)

Planning

❑ Provide Operations Section with updated meteorological data (Situation Unit or Meteorological Technical Specialist if available).

❑ Provide Operations Section with updated transportation route information (Situation Unit).

❑ Track and relay road condition reports and closures (Situation Unit).

❑ Consider possible major effects (Advance Planning Unit):

      o Injuries and fatalities
      o Disruption of community
      o Disruption of utilities
      o Closure of traffic routes
      o Damage to property, e.g., roof collapse from weight of snow, ice
      o Disruption of communications

Logistics

❑ Contact all snow/debris clearing apparatus available (Supply Unit).

❑ Contact all over-snow and ATV vehicle owners (Supply Unit).

❑ Contact food suppliers and determine on-hand supplies (Supply Unit).

❑ Consider equipment needs and sources (Supply Unit):

➢ Rescue equipment	Police / PEP / Fire
➢ Fire equipment	Fire
➢ Ambulances	BCAS
➢ Road clearing equipment	Public Works
➢ Auxiliary generators	Fire / NLG / Utilities
➢ Barricades	Public Works
➢ Mobile public address system	RCMP / Fire

Finance/Administration

❑ Prepare equipment contracts for snow/debris removal (Purchasing Unit).

4.4   Earthquake

Policies

• In the event of a major earthquake, the EOC should consider an automatic Level 3 response.

• Should the operational area of this EOC not be affected, it is our policy to provide support and assistance to other areas affected as needed and requested. This may include providing resources/materiel or receiving evacuees.

Hazard Specific Checklists

EOC Director

❑ Notify PEP when EOC is activated.

❑ Select Fire Chief or alternate as Operations Chief.

❑ Ensure all agency representatives are contacted and requested to attend the EOC.

❑ Establish adequate communications and news release systems (Information Officer).

❑ Establish public inquiry system (Information Officer).

❑ Request outside assistance, (including military) from PREOC as required.

❑ Staff Liaison Officer, Information Officer and Risk Management Officer positions.

Operations

❑ Coordinate search for trapped or injured persons (Police Branch).

❑ Coordinate rescue of trapped or injured persons (Fire Branch).

❑ Staff ESS positions for possible reception centres (ESS Branch).

❑ Coordinate the evacuation of personnel, (Police Branch).

❑ Coordinate traffic control (Police Branch).

❑ Coordinate temporary morgue (Police Branch, Coroner Unit).

❑ Coordinate the protection of property and relocate resources where necessary (Police Branch).

❑ Coordinate salvage operations of essential items (Fire Branch).

❑ Coordinate the elimination of hazards from roadways or damaged utilities (Public Works Branch).

❑ Coordinate emergency public health facilities (Health Branch).

❑ Supervise ESS accommodation and feeding of clients (ESS Branch)

❑ Supervise ESS accommodation and feeding of EOC and response personnel (ESS Branch).

Planning

❑ Obtain and disseminate current seismic data (Situation Unit).

❑ Deploy field observers to gather damage intelligence as soon as possible (Damage Assessment Unit).

❑ Consider possible major effects (Advance Planning Unit):

- o Injuries and fatalities
- o Trapped persons
- o Damage to property
- o Damage to roads, bridges, utilities, buildings
- o Fire hazards and explosions
- o Escape of dangerous gases, e.g., propane
- o Flooding from broken water mains
- o Hypothermia if event occurs in winter
- o Landslides
- o Panic
- o Contamination of normal water supplies
- o Dangers to public health
- o Adjacent communities may be affected as well, slowing assistance
- o Losses to local economy

Logistics

❑ Anticipate long term feeding / accommodation support of field workers.

❑ Consider equipment needs and sources (Supply Unit):

➢ Transportation	Road / Air / Water
➢ Rescue equipment of all kinds	All agencies
➢ Public service maintenance vehicles	Public Works / Utilities
➢ Communication Equipment	NLG / Village / PEP / RCMP / Fire
➢ Heavy equipment (bulldozers, etc.)	Public Works / Industry
➢ Auxiliary lighting	Fire / Public Works / Utilities
➢ Auxiliary power facilities	Fire / Public Works / Utilities
➢ Medical and health supplies	Health
➢ Food and lodging	Emergency Social Services
➢ Piping for water, sewer repairs	Public Works / Industry
➢ Tanks cars for potable water supplies	Industry
➢ Mobile public address system	RCMP / Fire
➢ Barricades	Public Works

4.5 Flooding

Policies

- Ministry of Environment (MOE), Ministry of Transportation and Highways (MOTH) and PEP are the key provincial agencies.

- Private property owners are responsible for the development of their own preparedness plans and protective works on their property.

- The EOC will keep the public informed by releasing all confirmed flood warning information through local media sources.

- A state of local or provincial emergency <u>must</u> be declared to cause an evacuation due to flooding.

- The NLG/Village is responsible for flood response in their jurisdictional areas.

Hazard Specific Checklists

EOC Director

- ❑ Notify PEP of EOC activation.
- ❑ Select Director of Engineering (Public Works) as Operations Chief.
- ❑ Ensure representatives from NLG Fisheries are contacted and requested to attend the EOC if needed.
- ❑ Establish adequate communications and news release systems (Information Officer).
- ❑ Establish public inquiry system (Information Officer, ESS and Red Cross).
- ❑ Establish proper jurisdiction.
- ❑ Staff Liaison Officer, Information Officer, and Risk Management Officer positions.

Operations

- ❑ Staff ESS positions for possible reception centres (ESS Branch).
- ❑ Coordinate the evacuation of personnel (Police Branch).
- ❑ Coordinate traffic control (Police Branch).
- ❑ Coordinate the establishment of dikes as required (Public Works Branch).
- ❑ Identify the priority areas for sand bag deployment (Public Works Branch).
- ❑ Coordinate the elimination of hazards from damaged utilities (Utilities Branch and Public Works).
- ❑ Establish emergency public health facilities (Health Branch).
- ❑ Provide emergency medical care to civilians and responders. (BCAS Branch)
- ❑ Supervise ESS accommodation and feeding for clients (ESS Branch).

❑ Supervise ESS accommodation and feeding for EOC and response personnel (ESS Branch).

Planning

❑ Obtain and disseminate current meteorological data and flood forecasts by working with MoT, MoE and Atmospheric Environment Services.

❑ Deploy field observers to gather flood intelligence as soon as possible (Damage Assessment Unit).

❑ Consider possible major effects (Advance Planning Unit):

> o Disruption of community
> o Damage to property
> o Contamination of normal water supplies
> o Casualties
> o Evacuation of population
> o Dangers to public health
> o Losses to local economy

Logistics

❑ Contact Villages/PEP/PREOC for additional sandbagging personnel.

❑ Identify and locate additional sandbags / heavy equipment resources in anticipation of field requests (Supply Unit).

❑ Anticipate long term feeding / accommodation support of field workers (ESS Branch).

❑ Consider equipment needs and sources (Supply Unit):

➢ Transportation	Village/NLG/Industry
➢ Communication Equipment	NLG / Village / PEP / RCMP / Fire
➢ Equipment for constructing dikes	Public Works / Industry
➢ Heavy equipment (bulldozers, etc.)	Public Works / Industry
➢ Auxiliary lighting	Fire / Public Works / Utilities
➢ Auxiliary power facilities	Fire / Public Works / Utilities
➢ Medical and health supplies	Health
➢ Food and lodging	Emergency Social Services
➢ Pumps	Public Works
➢ Mobile public address system	RCMP / Fire
➢ Barricades	Public Works

Finance/Administration

❑ Establish Compensation and Claims Unit and Cost Accounting Unit.

4.6 Hazardous Materials

Policies

- Responders should take a defensive role until product and actions are identified.

- Spiller is responsible for clean up and restoration and may be billed for extraordinary expenses incurred by the NLG/Village.

- The community has a right to know both the hazard and risk.

Hazard Specific Checklists

EOC Director

- ❑ Notify PEP that EOC is activated.

- ❑ Select Fire Chief or alternate as Operations Chief.

- ❑ Ensure Safety Officer appointed at scene.

- ❑ Ensure Ministry Environment and other appropriate agencies notified (PEP-ECC).

- ❑ Notify Office of the Fire Commissioner that EOC is activated (PEP-ECC).

- ❑ Establish adequate communications and news release systems (Information Officer).

- ❑ Establish public inquiry system (Information Officer).

- ❑ Request representative from spiller/carrier/owner attend the EOC.

- ❑ Staff Liaison Officer, Information Officer, and Risk Management Officer positions.

Operations

- ❑ Ensure Public Health Officer is notified.

- ❑ Provide support to Incident Commander.

- ❑ Confirm Hot / Warm / Cold zones established and communicated to all agencies.

- ❑ Coordinate traffic control (Police Branch).

- ❑ Coordinate evacuation routes (Police Branch).

- ❑ Activate ESS for possible evacuation.

- ❑ Coordinate evacuation of high-hazard zones, considering responder safety (Police Branch).

- ❑ Notify hospitals of casualties (BCAS Branch).

- ❑ Establish temporary morgue, if needed (Police Branch, Coroner Unit).

- ❑ Supervise ESS accommodation and feeding for clients (ESS Branch).

- ❑ Supervise ESS accommodation and feeding for EOC and response personnel (ESS Branch).

Planning

❑ Ensure appropriate technical specialists contacted and available (Technical Specialists Unit). Eg. MoE, spill contractors, Canutec

❑ Determine nature of substance spilled and possible effects and inform Operations Section Chief, EOC Director, and Incident Commander (Situation Unit).

❑ Define the area of risk.

❑ Commence evacuation planning, if required, and warn adjacent areas.

❑ Establish identification of spiller for cost recovery purposes (Recovery Unit).

❑ Consider possible major effects (Advance Planning Unit):

- o Injuries and fatalities
- o Tendency of people to disperse
- o Damage to property
- o Disruption of traffic
- o Subsequent explosions and fire
- o Need to decontaminate site responders, equipment, and vehicles
- o Contamination of normal water supplies
- o Need to evacuate population
- o Dangers to public health and livestock
- o Disruption of business and industrial activities
- o Convergence of media, photographers, politicians

Logistics

❑ Check on availability of specialized hazardous material supplies and consultants (Supply Unit).

❑ Consider support of long-term field operations (ESS Branch).

❑ Consider equipment needs and sources (Supply Unit):

➢ Ambulances	BCAS
➢ Fire and rescue equipment, e.g. respirators and resuscitators	Fire
➢ Communication Equipment	NLG / Village / PEP / RCMP / Fire
➢ Decontamination equipment	PEP / Industry
➢ Barricades	Public Works
➢ Mobile public address system	RCMP / Fire
➢ Advisory services	Canutec, MOE

Finance/Administration

❑ Ensure cost accounting is taking place for charge back to spiller (Cost Unit).

4.7 Landslides

Policies

- Regardless of where the incident occurs, responder safety will be considered first.

- Many landslides / slips involve multiple agencies and jurisdictions.

Hazard Specific Checklists

EOC Director

- ❑ Ensure representatives from MOTH, MOE, and PEP (as appropriate) are contacted and requested to attend the EOC.

- ❑ Establish adequate communications and news release systems (Information Officer).

- ❑ Establish public inquiry system (Information Officer).

- ❑ Establish proper jurisdiction.

- ❑ Staff Liaison Officer, Information Officer, and Risk Management Officer positions.

Operations

- ❑ Coordinate search and rescue of victims (Fire Branch, Police Branch).

- ❑ Staff ESS positions for possible reception centres (ESS Branch).

- ❑ Coordinate the evacuation of personnel, (Police Branch).

- ❑ Coordinate the evacuation of livestock (Ministry of Agriculture, Fisheries and Foods).

- ❑ Coordinate traffic control (Police Branch).

- ❑ Coordinate the protection of property and relocate resources where necessary (Police Branch).

- ❑ Coordinate removal and disposal of slide material as required (Public Works Branch).

- ❑ Coordinate the elimination of hazards from damaged utilities (Public Works Branch).

Planning

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

- ❑ To consider further slide potential, obtain current meteorological data.

- ❑ Consider possible major effects (Advance Planning Unit):
    - o Casualties
    - o Damage to property
    - o Closure of roads and highways
    - o Damage to utilities and communication systems
    - o Contamination of normal water supplies

- Evacuation of population from danger areas
- Dangers to public health
- Possible convergence of families and friends to help with search
- Disruption of community
- Losses to local economy

Logistics

❑ Identify additional heavy equipment in anticipation of field requests (Supply Unit).

❑ Anticipate long term feeding / accommodation support of field workers.

❑ Consider equipment needs and sources (Supply Unit):

➢ Transportation	Road / Air / Water
➢ Communication Equipment	NLG / Village / PEP / RCMP / Fire
➢ Heavy equipment (bulldozers, etc.)	Public Works / Industry
➢ Auxiliary lighting	Fire / Public Works / Utilities
➢ Auxiliary power facilities	Fire / Public Works / Utilities
➢ Medical and health supplies	Health
➢ Food and lodging	ESS
➢ Barricades	Public Works

Administration

❑ Establish Compensation and Claims Unit and Cost Accounting Unit.

❑ Establish Disaster Financial Assistance Unit.

4.8   Pandemic/Epidemic

An *epidemic* is a situation where a disease affects many people in a given area, resulting in illness and potential death and there is likelihood for a mass casualty situation in the event of an epidemic. A *pandemic* refers to an epidemic that spans a large geographic area and can often become a global situation.

For the purposes of this plan, animal disease is inclusive here - this can be non-infectious, infectious and parasitic disease. These diseases have the potential to pass from animal to animal and from animal to human.

Policies
- Along the lines of BCEMRS response objectives, it is important that the safety and health of all responders is taken care of first and foremost.

- Suggested guidelines for the use of influenza vaccine in times of short supply have been developed to provide guidance during the planning process, but may be changed later after epidemiologic data is available.

- According to the BC Pandemic Influenza Preparedness Plan, the health care sector will be first to receive vaccine when in limited supply, followed by essential service workers and persons at high risk.

- All Health Service Areas now have infection control consultants in place to reduce the rates of all types of infection in all work settings.

- Preventative measures (or attempts at prevention) include public education, involvement in vaccine delivery requirements, and participation in decision-making regarding antiviral distribution to the public.

Hazard Specific Checklists

EOC Director

❑ Notify PEP / PREOC of EOC activation

❑ Select senior health representative as Operations Chief if available

❑ Ensure representatives from the Health Authority are contacted and requested to attend the EOC if needed

❑ Establish adequate communications and news release systems

❑ Establish public inquiry system

❑ Establish proper jurisdiction for incident and determine extent of mutual aid needed

❑ Staff the Information Officer position

❑ Liaise with provincial and municipal government to coordinate and gauge impact of emergency response activities

Operations

❑ Staff ESS positions for possible reception centres

❑ Organize the establishment of immunization sites if available

❑ Obtain vaccine supply if available from the federal or provincial government and distribute to health authorities and first responders

❑ Coordinate the evacuation or quarantine of personnel

❑ Coordinate the evacuation or quarantine of livestock

❑ Identify priority areas for resource deployment

❑ Establish emergency health public facilities

❑ Provide emergency medical care civilians and responders to

❑ Supervise ESS accommodation and feeding for clients

❑ Facilitate ESS accommodation and feeding for EOC and response personnel

Planning

❑ Obtain and disseminate current epidemiological data and pandemic forecasts in cooperation with MoH, NHA and other relevant local staff

❑ Implement technical expertise to gather pandemic intelligence as soon as possible

❑ Determine priority areas of concern and personnel for resource deployment purposes

❑ Consider possible major corollary effects such as:

  o Disruption of community

  o Contamination of normal water supplies

  o Damage to property

  o Casualties

  o Evacuation of population

  o Dangers to public health and livestock

  o Losses to local economy

Logistics

❑ Contact PREOC for additional health personnel

❑ Anticipate long term feeding & accommodation of field works

❑ Consider equipment needs and sources, such as:

o Medical and health supplies   *Health*

o Food and lodging   *Emergency Social Services*

o Storage facilities for equipment furnishings *Province*

o Storage facilities for livestock   *Province*

o Mobile public address system   *RCMP / Fire / BCAS*

Finance/Administration

❑ Establish Compensation and Claims Unit and Cost Accounting Unit

4.9   Power Outages

Policies

- The Electrical Division is responsible for restoration of electrical power.

- The EOC may assist with actions such as coordinating the clearing of fallen trees from routes used by utility line crews.

- The EOC will determine and provide priorities for energy restoration.

- Under no circumstances should non-utility responders handle power lines, as they may still be energized.

Hazard Specific Checklists

EOC Director

❑ Notify PEP that EOC has been activated.

❑ Select Public Works Director as Operations Chief.

❑ Request utility representative attend at the EOC.

❑ Staff Liaison Officer, Information Officer, and Risk Management Officer positions.

Operations

❑ Assist utility crews where possible.

❑ Coordinate the elimination of hazards from damaged utilities (Public Works Branch).

❑ Coordinate provision of auxiliary power (Utilities Branch).

❑ Coordinate transport of food, fuel, pharmaceutical supplies, medical personnel and others to points of need (ESS Branch and Logistics Section).

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

❑ Supervise ESS accommodation and feeding of EOC and response personnel (ESS Branch).

❑ Establish ESS Reception Centres for the aged/infirm.

❑ Staff Engineering Branch Director.

Planning

❑ Identify critical power needs (i.e., health, reception centre, etc.) (Situation Unit).

❑ Identify if alternate suppliers available (Supply Unit).

❑ Provide Operations Section with updated meteorological data (Situation Unit).

❑ Consider possible major effects (Advance Planning Unit):

- o Injuries and fatalities, indirectly due to lack of power
- o Panic, particularly in crowded areas
- o Persons trapped in powered areas
- o Disruption of traffic
- o Disruption of utilities and communications
- o Convergence of media, photographers, politicians

Logistics

❑ Locate power generation equipment (Supply Unit).

❑ Locate fuel for power generation equipment (Supply Unit).

❑ Ensure EOC and public safety facilities have auxiliary power (Supply Unit).

❑ Contact food suppliers and determine on-hand supplies (ESS Branch).

❑ Consider equipment needs and sources (Supply Unit):

➢ Auxiliary generators	Various sources
➢ Auxiliary heaters	Various sources
➢ Auxiliary lighting	Fire / Public Works / Utilities
➢ Mobile public address system	RCMP / Fire / BCAS / Industry
➢ Welfare equipment	Emergency Social Services

Finance/Administration

❑ Establish manual timekeeping / payroll system (Time Unit).

4.10 Social Disturbance

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

Policies

- The RCMP is the responsible agency.
- The EOC will provide support and assistance as needed or requested.

Hazard Specific Checklists

EOC Director

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

Operations

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

Planning

- ❑ Consider possible major effects (Advance Planning Unit):
  - o Injuries and fatalities
  - o Fire
  - o Explosion
  - o Damage to property
  - o Sudden hospital requirements
  - o Disruption of traffic and communications
  - o Convergence of media, photographers, politicians
  - o Convergence of supporters

Logistics

❑ Prepare to support long-term recovery and investigation operations.

❑ Consider equipment needs and sources (Supply Unit):

➢ Wrecker with cutting torches	Police / Garage
➢ Fire fighting and rescue equipment	Fire / Public Works / SAR
➢ Ambulances	BCAS
➢ Communication equipment	NLG / Village / BCAS / RCMP / Fire
➢ Auxiliary lighting	Fire / Public Works / Utilities
➢ Traffic barricades	Public Works
➢ Mobile public address system	RCMP / Fire

4.11 Terrorism (Chemical, Biological, Radioactive, Nuclear-CBRN)

Policies

- While the Nisga'a Nation is not at direct risk, targets close to the U.S. are. Therefore, in the event of a major terrorist attack involving unknown CBRN agents, the EOC should consider an automatic Level 3 response.

Hazard Specific Checklists

EOC Director

- ❑ Notify PEP when EOC is activated.
- ❑ Select Police or alternate as Operations Chief.
- ❑ Staff Liaison Officer, Information Officer, and Risk Management Officer positions.
- ❑ Establish news release system (Information Officer).
- ❑ Establish public inquiry system (Information Officer).

Operations

- ❑ Establish communication link with PREOC as appropriate.
- ❑ Determine need for evacuation through Fire Commissioner or declaration (Fire Branch).
- ❑ Ensure Utilities are advised (Public Works Branch).
- ❑ Monitor potential spread of contaminant.
- ❑ Coordinate the evacuation of personnel, (Police Branch).
- ❑ Coordinate the evacuation of livestock (Ministry of Agriculture, Fisheries and Foods).
- ❑ Coordinate in defining working area and establish control perimeter (Police Branch).
- ❑ Coordinate traffic control and routes for emergency vehicles (Police Branch).
- ❑ Coordinate the protection of property and relocate resources where necessary (Police Branch).
- ❑ Notify hospitals of casualties (BCAS Branch).
- ❑ Establish emergency public health facilities (Health Branch).
- ❑ Establish temporary morgue, if needed (Police Branch, Coroner Unit).
- ❑ Establish ESS (ESS Branch).
- ❑ Staff ESS positions for possible reception centres (ESS Branch).

Planning

❑ Supervise damage assessment.

❑ Ensure risk management activities are being conducted.

❑ Consider possible major effects (Advance Planning Unit):

- o Injuries and fatalities
- o Fire
- o Radioactive fallout
- o Damage to property
- o Collapse of buildings and other structures
- o Sudden hospital requirements
- o Release of toxic smoke, fumes
- o Disruption of traffic and communications
- o Disruption of utilities
- o Convergence of media, photographers, politicians

Logistics

❑ Anticipate requests for additional supplies.

❑ Anticipate long term feeding / accommodation support of field workers.

❑ Consider equipment needs and sources (Supply Unit):

➢ Fire fighting and rescue equipment	Fire / Public Works / SAR
➢ Ambulances	BCAS
➢ Water tankers	Public Works / Industry
➢ Relay pumps	Public Works / Fire
➢ Communication Equipment	NLG / Village / BCAS / RCMP / Fire
➢ Auxiliary lighting	Fire / Public Works / Utilities
➢ Blankets and food	Emergency Social Services
➢ Mobile public address system	RCMP / Fire
➢ Chemical response (Hazmat) team	PEP
➢ Barricades	Public Works

Finance/Administration

❑ Anticipate compensation/claims.

4.12 Wildfires

Policies

- Interface fires will be managed using unified command with Incident Commanders supplied by the Ministry of Forests and Range and the NLG/Village Fire Department. The EOC will provide support and assistance to the fire department and Ministry of Forests and Range as and when requested.

- In the event of a pure wildfire, the EOC will provide support and assistance to the NLG & Ministry of Forests and Range if and when requested.

Hazard Specific Checklists

EOC Director

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

Operations

- ❑ Establish communication link with Village/DOC/MROC/PREOC as appropriate.
- ❑ Determine need for evacuation through Fire Commissioner or declaration through NLG (Fire Branch).
- ❑ Notify Fire Commissioner (Fire Branch).
- ❑ Ensure Utilities are advised (Fire Branch).
- ❑ Monitor potential spread of fire and need for fire breaks (Fire Branch).
- ❑ Coordinate the evacuation of personnel, (Police Branch).
- ❑ Coordinate the evacuation of livestock (Ministry of Agriculture, Fisheries and Foods).
- ❑ Coordinate in defining working area and establish control perimeter (Police Branch).
- ❑ Secure scene for subsequent investigation (Police Branch).
- ❑ Coordinate traffic control and routes for emergency vehicles (Police Branch).
- ❑ Coordinate the protection of property and relocate resources where necessary (Police Branch).
- ❑ Coordinate the elimination of hazards from damaged utilities (Public Works Branch).
- ❑ Notify hospitals of casualties (BCAS Branch).

❑ Establish emergency public health facilities (Health Branch).

❑ Establish temporary morgue, if needed (Police Branch, Coroner Unit).

❑ Establish ESS (ESS Branch).

❑ Clear fire breaks (Fire, Public Works, Outside Agencies)

Planning

❑ Supervise damage assessment.

❑ Ensure risk management activities are being conducted.

❑ Consider possible major effects (Advance Planning Unit):

- o Injuries and fatalities
- o Fire
- o Explosions of propane tanks and other hazards
- o Damage to property
- o Collapse of buildings and other structures
- o Hazardous trees and overhangs
- o Sudden hospital and Air resource requirements
- o Release of toxic smoke, fumes
- o Disruption of traffic and communications
- o Disruption of utilities
- o Convergence of media, photographers, politicians

Logistics

❑ Anticipate requests for additional supplies.

❑ Anticipate requests for food / facilities.

❑ Consider equipment needs and sources (Supply Unit):

➢ Fire fighting and rescue equipment	Fire / Public Works / SAR
➢ Ambulances	BCAS
➢ Water tankers	Public Works / Industry
➢ Relay pumps	Public Works / Fire
➢ Communication Equipment	NLG / Village / BCAS / RCMP / Fire
➢ Auxiliary lighting	Fire / Public Works / Utilities
➢ Blankets and food	Emergency Social Services
➢ Mobile public address system	RCMP / Fire
➢ Barricades	Public Works

Administration

❑ Anticipate compensation/claims.

Part 5 Recovery Roles and Procedures

Recovery operations in the EOC utilize the same functional positions as in response, but may involve different tasks. This section summarizes the core functions in recovery to assist the effort. Note that the functions may be decentralized due to the duration of the recovery process.

5.1   EOC Director

Responsibilities

The EOC Director is responsible for leading the overall recovery effort. If the response actions are substantially completed, the person filling the function of EOC Director may transfer management to a more appropriate agency or department. During prolonged recovery efforts, consideration should be given to staffing this position with a dedicated employee or contractor.

Recovery Phase

❑   Inform and brief elected officials

❑   Provide leadership for policy decisions

❑   Issue public information releases

❑   Ensure safety of recovery activities

❑   Ensure Action Plans are prepared as required.

5.2   Operations Section

Responsibilities

The Operations Section is responsible for restoring community services and utilities to normal pre-emergency/disaster day-to-day operations.

Recovery Phase

❑   Provide building and public safety inspections

❑   Remove debris

❑   Restore medical facilities and services

❑   Restore government facility functions

❑   Demolish buildings

❑   Restore utilities

❑   Provide emergency housing

5.2   Planning Section

Responsibilities

The Planning Section documents and provides management with direction for recovery activities. Planning involves consideration of long-term hazard mitigation as part of the recovery process.

Recovery Phase

❑   Provide documentation of response and recovery for disaster assistance

❑   Provide after-action reports consistent with BCERMS requirements

❑   Provide direction in land use and zoning issues

❑   Issue building permits (e.g. A decentralized function with link to recovery).

❑   Develop alternative building regulations and code enforcement

❑   Review and revise the Official Community Plan, as needed

❑   Provide an Action Plan for recovery operations

❑   Prepare redevelopment plans

❑   Prepare recovery situation reports

❑   Document recovery operations

❑   Recommend mitigation plans

5.3   Logistics Section

Responsibilities

The Logistics Section is responsible for obtaining resources necessary to carry out recovery operations. This includes coordination of volunteers and staging areas for heavy equipment.

Recovery Phase

❑   Allocate office space

❑   Provide recovery supplies and equipment

❑   Provide vehicles and personnel

5.4   Finance/Administration Section

Responsibilities

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

Recovery Phase

❑ Facilitate application process for Emergency Response Funding and Disaster Financial Assistance

❑ Manage public finances

❑ Prepare and maintain the recovery budget

❑ Develop and maintain contracts

❑ Process accounting and claims

❑ Manage insurance settlements

❑ Ensure correct PEP task number and authorization by contacting the Emergency Coordination Centre at PEP in Victoria (1-800-663-3456).

❑ Complete appropriate PEP claims and task forms.

❑ Submit forms to PEP Regional Manager within 60 days of authorized emergency response task.