



North Shore Emergency Management Office

City of North Vancouver District of North Vancouver District of West Vancouver



2012 Annual Report

NSEMO's mission... to serve and support the North Shore community and municipalities in preparing for, responding to, and recovering from emergencies and disasters.

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In 2012, NSEMO focused on a number of items including simplification of Emergency Operations Centre (EOC) systems and providing an operationally ready facility available at any time for the three municipalities. Staff EOC training was provided that identified roles and responsibilities during emergencies. Plans and operational guidelines were created with input from departments and response agencies.

Supporting our important public safety volunteers with training, exercises, and during responses continued to be a vital activity. We are incredibly fortunate to have close to 150 dedicated volunteers who will come out to help our community and citizens in a time of need.

In August, we welcomed Mike Andrews as our new Emergency Planning Officer. Mike was one of the original NSEMO volunteers and most recently worked for Emergency Management BC; he brings significant response, planning, training and exercise experience. His initial focus has been on refining our planning process.

Outreach to our community occurred through personal preparedness training, an updated website (www.nsemo.org) and social media. NSEMO continued to facilitate working relationships with response agencies and stakeholders through meetings, training and workshops.

Dorit Mason
Director



Community Education



Community all-hazard preparedness and outreach is a critical part of emergency planning. The more citizens are prepared to take care of themselves, family, neighbours and pets during an emergency event, the greater the ability of disaster responders to target critical community resources to help those who have special needs or are more severely impacted by the disaster. This will increase our resiliency and ability to recover as a community.

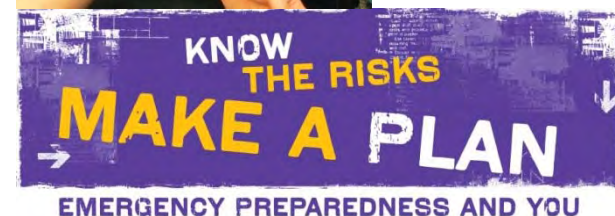
In 2012, NSEMO continued to increase awareness and encourage individuals to take action and **RESOLVE TO BE READY!** The emergency preparedness workshops offered by NSEMO provided an opportunity for residents to learn how to get ready to respond to emergencies, put together an emergency kit, and create a family plan. We also continued to add preparedness resources to our website www.nsemo.org to provide another source of information to citizens who may not have the time to attend a course.

NSEMO recognizes that it takes all aspects of a community (government, volunteers, community-based organizations, the private sector, the public, and also including survivors themselves) to effectively prepare for, protect against, respond to, recover from, and mitigate against disasters. It is essential that we work together to enable our communities to develop collective and mutually supporting local capabilities to withstand the potential initial impacts of these events, respond quickly, and recover in a way that sustains or improves the community's overall well-being.

NSEMO's Vision: A Disaster Resilient North Shore.

2012 Community Education Highlights:

- 546 North Shore residents trained during delivery of 28 emergency preparedness workshops
- Worked with Block Watch to promote emergency preparedness



Communications

It is crucial to understand that “one size does NOT fit all” when it comes to preparedness and emergency messaging. Likewise, how the message can be effectively communicated can vary depending on your target population.

Communicating to our citizens, media and evacuees during an emergency is a critical responsibility of municipalities and NSEMO worked with the three municipal communications managers to develop a North Shore Crisis Communications guideline. The NSEMO website www.nsemo.org and social media will be important tools to provide information to our community during emergencies.

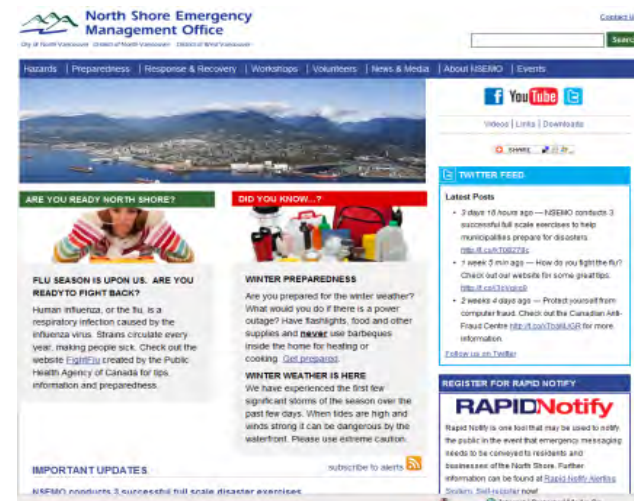
Social media is becoming an important means of communication. *“People still need to hear, believe and confirm information — that is hard-wired. Social media facilitates and speeds that process up,” Miletic said. “Social media changes the world, but it doesn’t change how people are wired.”*

Work was also conducted on improving the NSEMO radio repeater network by installing equipment funded in part through the federal Joint Emergency Preparedness Program.



2012 Communication Highlights:

- Release of the newly designed NSEMO website www.nsemo.org which includes significant preparedness information, RSS feeds, and links to our twitter site (NorthShoreEMO). Our Facebook page is NorthShoreEMO
- Completion of the North Shore Crisis Communications Guideline, including an implementation workshop for municipal staff



Emergency Operations Centre



The North Shore Emergency Operations Centre (EOC) is a turnkey facility which can be activated at the request of the Municipalities and can be set up in a relatively short period of time. Municipal staff arrive and bring their skills and knowledge to focus on response activities, as set up has been done by NSEMO staff and volunteers.

NSEMO staff and Emergency Management Team volunteers, regularly test the activation and set-up of the EOC to ensure its constant readiness and effectiveness. Two such set-ups were done in 2012. The October set-up also included an EOC orientation for West Vancouver Council members which was well received.

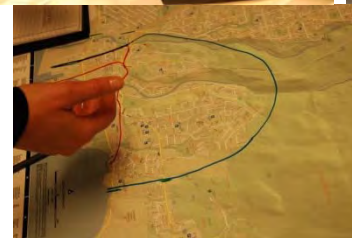
The operational capabilities of the EOC and response activities are frequently tested by municipal staff through regular exercises and training activities.

The Emergency Operations Centre is supported by a four station call centre which will be activated as an information line for the public during emergencies. The facility also has EOC emails, the hardware to support multiple phone lines, and connectivity to the municipal networks. In addition, there is an uninterruptible power (UPS) supply, and the building's emergency generator.

Offsite resources include an Emergency Radio Communications vehicle, the North Shore Rescue command vehicle and radio equipment, Emergency Social Services Reception centres and Group Lodging facilities. The North Shore has over 100 cots loaned to us by BC Housing.

2012 EOC Highlights:

- Improvements to processes in the EOC including form simplification and refinement of the documentation process making it increasingly more intuitive for staff
- Updates to EOC infrastructure including "smart" TVs, digital clocks and new projectors and screens funded in part through the federal Joint Emergency Preparedness Program



Training/Exercises



Emergency Management Training

466 municipal staff and volunteers participated in:

- Introduction to the Emergency Operations Centre (EOC)
- Introduction to the Incident Command System (ICS)
- Emergency Operations Centre Basics
- Function specific EOC training – Finance, Planning, Logistics and Operations
- Crisis Communications Workshop
- Rapid Damage Assessment for municipal building inspectors

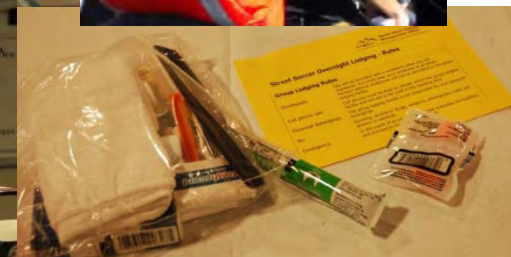
Volunteer Training and Drills

145 public safety lifeline volunteers participated in:

- Emergency Support Services (ESS) Site Management course
- ESS Reception Centre course and refresher sessions
- ESS Registration & Referrals course. Refresher sessions
- ESS Group Lodging course, refresher sessions and drills
- Disaster Psychosocial Workshop
- Disaster First Aid
- ESS Resource Acquisition course
- Foodsafe course
- Emotional & Spiritual Care course
- Basic Amateur Radio course (for certification)
- Leadership Team meetings
- EOC set up drills
- Translink SeaBus evacuation lifeboat drill

2012 Exercise Highlights:

- The Great British Columbia Earthquake ShakeOut drill - NSEMO staff, municipal staff and the public participated
- Three Emergency Operations Centre (EOC) exercises created by the Justice Institute of BC Simulation Training and Exercise Collaboratory (SIMTEC) - NSEMO staff and volunteers, and municipal staff took part in these exercise which provided them with simulated EOC experience
- ESS Group Lodging 'Exercise' for a real event – a street soccer tournament – where the facility was used to accommodate the athletes overnight. A great opportunity to test our processes and work with group lodging residents
- Planning for 3 full scale EOC and site exercises to be held in January 2013 funded in part through the Joint Emergency Preparedness Program
- Emergency Communications Field Day exercise – an annual North America wide event where amateur radio operators practice using portable power options such as generators



Public Safety Lifeline Volunteers



NSEMO directly supports 6 trained public safety lifeline volunteer teams which provide an extensive range of services to the 3 North Shore municipalities and the community. The 6 volunteer teams are Emergency Radio Communications (ERC), Emergency Social Services (ESS), Emergency Education Instructors (EEI), North Shore Rescue (NSR), Emergency Management Team (EMT), and General Service Unit (GSU). Volunteers are on call 24 hours a day, 365 days per year to assist the North Shore municipalities and community as required, and make adjustments in their personal lives to be available for emergency response.

In addition to training for, and responding to emergencies, volunteers also take part in public events to promote NSEMO activities.

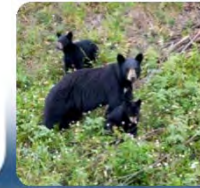
The benefit to the North Shore community of this volunteer network is immeasurable. Our volunteers provide an extensive range of services to the North Shore and their in-kind contribution to the North Shore is estimated annually at \$300,000 (calculated at \$20/hr).

Volunteer recruitment is ongoing throughout the year. Potential NSEMO volunteers follow a step-by-step process which includes personal preparedness training, creating a personal grab and go bag, and a criminal record check prior to an in-depth interview before being accepted onto one of NSEMO's teams.



NSEMO volunteer, Rick Smith, responding as an ESS volunteer with the Red Cross to the Johnson's Landing landslide in southeast B.C.

Response



Key NSEMO staff and volunteers are on call 24 hours per day, 7 days per week to provide support services to first responders (fire, police) and other municipal departments (engineering, communications, etc.). We are activated by a pager system, then provide the requested services; we are considered 'secondary' responders. In 2012, the following responses occurred:

- 7 Emergency Management Team (EMT) callouts
- 8 Emergency Support Services (ESS) callouts
 - Including our first response in support of Squamish Nation
- 93 North Shore Rescue (NSR) callouts
- RapidNotify emergency notification system callout used during an RCMP response to a missing person
- Response to the October 28th Alaska tsunami warning using social media – no threat to the North Shore

Response Goals

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

NSEMO is fortunate to support public safety volunteers who will respond to our citizens and community in a time of need by supporting evacuees from fires or rescuing people from the wilderness. Our volunteers make themselves available day and night to help.



Resources



RapidNotify is the North Shore's emergency phone based notification system. The system is designed to notify as many people as quickly as possible, and is one more tool available to responders to provide important emergency information to our citizens. It utilizes white pages data and in 2011, a self registration "Sign-Up" was added, enabling residents to register up to 3 telephone numbers and to receive alerts via email and text messaging. This self registration is especially important now that so many people are exclusively using cellphones and no longer have landlines, have unlisted phone numbers, or list their phone numbers without addresses.

The North Shore municipalities are three of only a few in the Lower Mainland with such a system. Canexus covered the annual costs for the program since its inception, making this a very cost-effective tool for the North Shore. NSEMO regularly works with the supplier to improve the functionality.

In 2012, NSEMO tested this system three times and it was utilized by the RCMP in a search for a missing person.

PLEASE READ
If you do not fill out this form correctly, your registration is VOID. You must complete all fields marked with a red *
North & West Vancouver residents & businesses only
City field must be entered as North Vancouver or West Vancouver
Full postal code is required without spaces. eg. V7L2N4
An email notification will be sent to your email to verify your registration. You must verify or your registration will be void.
Further information can be found at [Rapid Notify Alerting System](#)

Rapid Notify Sign-Up

Rapid Notify Optin List 1
Please register with us to receive important emergency alert messages. If you are already registered, please [click here](#) to update your information or to request that your verification email is resent.

Email *

Create Password * (at least 6 characters)

Confirm Password *

Name

Street Address * (No PO Boxes. Suite number not required.)

City *

Select a State/Province *

The federal **Joint Emergency Preparedness Program** (JEPP) has been funding emergency preparedness projects throughout Canada for many years and the North Shore Emergency Management Office has been very successful in getting a share of this grant money. In 2012 we received \$60,580 from JEPP to fund the creation of a communications interoperability plan (completed in 2013), 3 exercises (completed in 2013), Emergency Operations Centre training, and upgrades to our Emergency Operations Centre facility. Since 2007, we have received \$268,112 from the federal government through this program.

The Joint Emergency Preparedness Program has been discontinued by the federal government, therefore, there will no longer be any funding available through this program. NSEMO would like to thank Public Safety Canada and acknowledge that the funding we have received through the JEPP program has increased emergency preparedness on the North Shore. The cessation of this grant program will leave a funding gap in the future.

Special Projects & Stakeholder Engagement



Special Projects

NSEMO was involved in or facilitated the following projects:

- Completed and signed a Memorandum of Understanding with North Shore Rescue
- Provided an information booth at the North Vancouver City Hall open house
- Worked with District of North Vancouver on the Maplewood area development
- Investigated evacuation routes for the Harbourside area in City of North Vancouver
- Worked with BC Ferries to investigate evacuation plan needs for Horseshoe Bay terminal
- Worked with other communities to standardize EOC training across the Lower Mainland
- Created a new template for municipal departmental Continuity of Operations Guidelines
- Initial development of a Downed Power Line protocol for the North Shore
- Reviewed and commented on the draft Metro Vancouver Cleveland Dam emergency response plan
- Participated in official community plan meetings with City of North Vancouver
- Supported District of West Vancouver in community open house presentations on the proposed Public Safety Building
- Developed quick reference guides for EOC some positions

Stakeholder Engagement

- Facilitated meetings for North Shore Information Officer Committee, Interface Wildfire Committee, North Shore Hazmat Working Group, North Shore Responder Working group
- Engaged City of Vancouver Emergency Management department to identify work projects that we could collaborate on – held 2 “hands across the water” meetings
- Participated in the following committees and working groups: Integrated Partnership for Regional Emergency Management (Steering Committee; Regional Concept of Operations committee (the NSEMO Director and North Vancouver City Manager both participated); Hazard, Risk and Vulnerability Committee), Maplewood Community Advisory Panel (community residents and industry partners), Regional Emergency Planning Committee and TransCAER
- Engaged non-governmental organizations (i.e., Salvation Army, Red Cross, Tzu Chi Buddhist Relief, Canadian Baptist Global Relief, etc) to be available for evacuees during a time of need
- Continued engagement of the regional Group Lodging volunteers – a consortium of Richmond, Vancouver and North Shore Emergency Support Services volunteers.

2012 Highlights

- NSEMO/North Shore Rescue Memorandum of Understanding signed
- Creation of municipal specific emergency planning committees for City of North Vancouver and District of North Vancouver
- Chaired the District of West Vancouver Emergency Planning Team monthly meetings (originally established in 1991)
- Sent out summarized Environment Canada weather briefing information to municipal staff and other stakeholders:
 “-awesome reports.” – Randy, DNV
- Conducted a resource typing exercise with industry partners to identify their emergency resources and equipment



Research and Presentations



Research

NSEMO was fortunate to participate in a number of research projects in 2012, working with UBC, Justice Institute of BC, SFU, the BC Earthquake Research Alliance Committee, and Natural Resources Canada. Involvement in these projects allows NSEMO to take advantage of new information that will help to continually improve our response activities on the North Shore. By bringing a practitioner perspective to research, we are able to influence theories and processes and make them more useful and practical.

Presentations

As a result of the 2011 United Nations Sasakawa award received by the District of North Vancouver for their natural hazards programs and NSEMO's activities, the Conference Board of Canada's National Roundtable on Emergency Management showcased NSEMO in Montreal. In October, the NSEMO director presented to the 2012 Canadian Risk and Hazards Network on NSEMO's public communication methods utilizing website and social media, as well as a joint presentation with the District of North Vancouver on use of HAZUS as an earthquake impact prediction modeling system.

Education

To support education of future leaders and increase their knowledge of local authority responsibilities for emergency management, NSEMO presented to students at BCIT and SFU.

NSEMO also had an opportunity to work with second year UBC civil engineering students on two work study projects: an assessment of our newly designed website www.nsemo.org and suggested improvements, and review the North Shore's RapidNotify emergency phone based notification system and provided suggestions on how to engage the public to self register.

2012 Highlights

- Investigation of Hazus as a tool for predicting earthquake impacts; collaboration with the District of North Vancouver and Natural Resources Canada
- Showcase NSEMO at the Conference Board of Canada, National Roundtable on Emergency Management
- Participation in the Simulation Training and Exercise Collaboratory; assisted in development of EOC exercises examining psychosocial impacts. Resulted in North Shore staff and volunteers having the opportunity to participate in 3 EOC exercises held at the Justice Institute of BC.



UBC Civil Engineering Students

Budget



2012 NSEMO BASE OPERATING BUDGET

Tri-Municipal Support (based on per capita)		
<ul style="list-style-type: none"> • City of North Vancouver (26.6%) • District of North Vancouver (48.6%) • District of West Vancouver (24.8%) 	\$188,972 \$345,265 \$176,184	Total \$710,421
Expenditures		
<ul style="list-style-type: none"> • NSEMO Core Operations (facilities, vehicles, salaries, training, public education) • North Shore Rescue Team • Emergency Radio Communications Team • Emergency Support Services Team 	\$625,401 \$ 72,120 \$ 6,500 \$ 6,400	Total \$710,421

The North Shore Emergency Management Office (NSEMO) is a tri-municipal organization funded on a per capita basis by the three North Shore municipalities.

In addition to grant funding (see sidebar) NSEMO is fortunate to have a strong public safety lifeline volunteer network. These volunteers provide an extensive range of services to the North Shore and their in-kind contribution to the North Shore is estimated annually at \$300,000 (calculated at \$20/hr).

NSEMO and the municipalities have also benefited from Emergency Management BC sponsored EOC training and staff and volunteers participated in these courses in 2012, providing additional cost savings.

In addition to the funding provided by the three North Shore municipalities, NSEMO takes advantage of available grant opportunities, enabling additional projects such as plan development, training, and exercises. Revenue generation varies on an annual basis and is dependent on the availability of funds from granting agencies.

In 2012, NSEMO acquired an additional \$80,793 in external funding which included:

- Joint Emergency Preparedness Program (JEPP) grants for
 - North Shore Emergency Operations Centre training
 - Three functional EOC exercises with a site component (to be conducted in 2013)
 - Upgrades to the North Shore EOC
 - Initial development of a North Shore communications interoperability plan
- Funding from Canexus to sponsor the North Shore's emergency telephone notification system (Canexus has been providing this annual funding since the implementation of this system)

2013 Goals



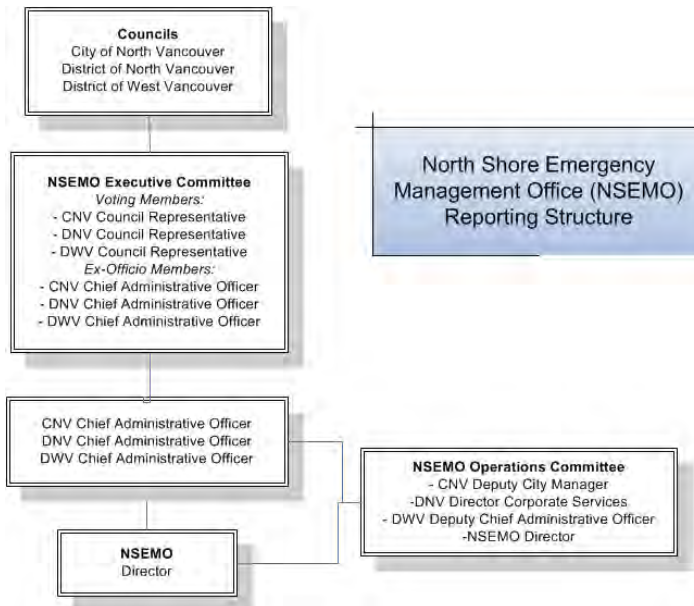
Work plan	Goal Statement	Milestones / Performance Targets
1. Emergency Plans	<ul style="list-style-type: none"> Development and maintenance of relevant emergency plans to help prepare for, respond to and recovery from emergencies and disasters 	<ul style="list-style-type: none"> North Shore Recovery plan (funding dependent) Departmental plan development and review Creation of a 5 year strategy for further department plan completion and development CNV, DWV registered as UN Disaster Resilient Cities
1. Public Education	<ul style="list-style-type: none"> An informed North Shore community knowledgeable of their personal emergency management responsibilities 	<ul style="list-style-type: none"> Website maintenance Delivery of Emergency Preparedness workshops to the public Rapid Notify emergency notification system management
1. Training and Exercises	<ul style="list-style-type: none"> Effectively trained and exercised municipal staff and public safety volunteers to support planning, response and recovery activities on the North Shore 	<ul style="list-style-type: none"> Deliver 5 Emergency Management training courses for staff and volunteers Deliver and support volunteer training Deliver non-scheduled training as required
4. Emergency Response and Recovery	<ul style="list-style-type: none"> Support the municipalities in their emergency response and recovery activities when an emergency or disaster occurs 	<ul style="list-style-type: none"> Ensure an operationally ready Emergency Operations Centre for use by individual or multiple North Shore municipalities Response and recovery activities as required

NSEMO Executive Committee



NSEMO would like to thank its 2012 Executive Committee who supported our initiatives and understand that responsibility for disaster planning lies within the municipalities, the community and its residents.

Councillor Little (chair) District of North Vancouver	Councillor Bookham City of North Vancouver	Councillor Cameron District of West Vancouver
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NSEMO VISION

A Disaster Resilient North Shore

NSEMO MISSION

To serve our municipalities and citizens and support to the North Shore community and NSEMO volunteers in preparing for, responding to, and recovering from emergencies and disasters.

NSEMO GOALS

- An informed North Shore community knowledgeable of their personal emergency management responsibilities
- Development of relevant emergency plans to help prepare for, respond to and recover from emergencies and disasters
- Effectively trained and exercised municipal staff and public safety lifeline volunteers to support planning, response, and recovery activities on the North Shore
- An operationally ready Emergency Operations Centre for use by individual or multiple North Shore municipalities, as required
- Successful engagement of stakeholders to enhance the North Shore's emergency management capabilities