



The Corporation of the City of North Vancouver

MUNICIPAL EMERGENCY PLAN

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Mayor's Introduction

The preparation and maintenance of an Emergency Plan is a legislative requirement under the Provincial Emergency Program Act RSBC 1996, Section 6(2).

The development of this plan and the implementation of the provisions contained herein will provide a comprehensive program of emergency management to effectively address natural and human-caused hazards that the City of North Vancouver may be exposed to.

Having reviewed this plan, I am confident that it will effectively provide for the continuity of good governance and the preservation of life and property through a coordinated response by elected officials, City departments, volunteer services, and outside agencies, in the event of emergency or disaster.

In recognition of the significant amount of work that has gone into the development of this plan and, on behalf of City Council, I would like to commend City of North Vancouver staff and the North Shore Emergency Management Office in this regard.



D.R. Mussatto
Mayor, City of North Vancouver

October 22nd, 2007

Date

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FOREWORD

This Emergency Plan is intended to serve as a guide for Council and staff in order to prepare for, and respond to, major emergencies and disasters affecting the City of North Vancouver. This Emergency Plan constitutes the plan referenced in The Corporation of the City of North Vancouver Municipal Bylaw No. 7418 (2002), North Shore Disaster Bylaw No. 7809 (2006), and Section 6(2) of the Provincial Emergency Program Act.

AMENDMENTS

Emergency Plan edition: October 2007. Endorsed by City of North Vancouver Council at the October 22nd, 2007 regular meeting of Council as part of Emergency Plan Bylaw No. 7418, 2002.

No.	Date	Page(s)	Amended By:	Date

Amendments to The Corporation of the City of North Vancouver Emergency Plan can be made by the North Shore Emergency Management Office, as referenced in The Corporation of the City of North Vancouver Emergency Plan Bylaw No. 7418, Section 8. Any changes should be forwarded to the NSEMO for inclusion in subsequent revised releases of the Plan, in consultation with the agencies or departments as appropriate.

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1 Section

Section 1 – Overview, Purpose/Scope, and Authority and Powers

This section provides an overview of the need for an Emergency Plan, how the Emergency Plan should be used, and the authorities or legislation which are in place to support emergency response activities, both within the municipality and in the Province of British Columbia.

1.1 Overview

- The Emergency Plan Document
- How to Use The Plan
- Plan Updates

1.2 Purpose and Scope of Plan

1.3 Authority and Powers

- Authority to Plan
- Authority to Act
- Related Legislation:
 - Provincial Emergency Program Act, RSBC 1996, c. 111
 - The Corporation of the City of North Vancouver Emergency Plan Bylaw, 2002, No. 7418
 - The Corporation of the City of North Vancouver North Shore Emergency Management Office Agreement Bylaw, 2002, No. 7417
 - North Shore Disaster Bylaw, 2006, No. 7809.

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1.1 OVERVIEW

Emergencies – both natural and man-made – are unpredictable as to time, location, nature and severity. Every municipality is susceptible to emergencies or disasters, and every municipality has a responsibility for mitigation and preparedness measures where possible. However, when an emergency or disaster occurs, the City must be able to respond effectively, efficiently and economically, while also offering leadership, assistance and information to its residents.

In preparation for a major emergency or disaster, this Emergency Plan provides guidelines to City staff responding to such an incident. These guidelines are intended to be working documents that form an integral part of the ongoing planning, training, exercising and testing process in the City's comprehensive emergency management program.

1.1.1 THE EMERGENCY PLAN DOCUMENT

An "EMERGENCY PLAN" means a plan formulated pursuant to the Provincial Emergency Program Act (RSBC 1996, Chapter 111), governing the provision of necessary services during an emergency, and the procedures under which employees of the City, and other persons or agencies will respond to an emergency.

The Corporation of the City of North Vancouver Emergency Plan (hereafter referred to as the "City of North Vancouver Emergency Plan," "the Emergency Plan," or "the Plan" is divided into the following sections:

Section 1 – Overview, Purpose/Scope, and Authority and Powers

This section provides an overview of the need for an Emergency Plan, how the Emergency Plan should be used, and the authorities or legislation which are in place to support emergency response activities, both within the municipality and in the Province of British Columbia.

Section 2 – Emergency Plan Activation, and Declaration of a State of Local Emergency

This section provides an overview of how and when the Emergency Plan would be activated, who to contact, and how to contact the primary responders. The procedure for declaring a state of local emergency, should one be required, is also included.

Section 3 – Municipal Emergency Organization and 'Department' Responsibilities

This section outlines the overall emergency management structure of the municipality in the context of its day-to-day operations, as well as provides an overview of the individual department responsibilities. This section does not include comprehensive descriptions of departmental roles and responsibilities; those are covered by the Department Emergency Plans (i.e., separate documents).

Section 4 - Emergency Operations Centre (EOC) Structure and Concept of Response Operations

This section provides an overview of the organization of the municipality's Emergency Operations Centre (EOC). Included here is the organization chart for the EOC, steps to activate the EOC, EOC Activation Levels, and generalized staff or agency assignments to the EOC. This section does not include

comprehensive descriptions of roles , responsibilities and procedures. See the “Emergency Operations Centre (EOC) Response Guide” and “EOC Operational Guidelines” for specific details. (i.e., separate documents)

Section 5 – Hazards, Risk and Vulnerabilities, and Specific Response Actions to Emergencies

This section provides an executive summary of the analysis of hazards, risk and vulnerabilities to emergency situations on the North Shore, and provides specific response actions to be considered for these emergencies. Note that specialized response plans may also have been developed by other agencies (e.g., North Shore Health Region Pandemic Influenza Emergency Plan) or by municipal departments (e.g., Operations Department Snow Removal Plan).

Section 6 – Recovery and Business Resumption

This section provides an overview of the continuity of actions the municipality should be considering when responding to an emergency, such that a state of normalcy may be resumed as soon as possible.

1.1.2 HOW TO USE THE PLAN

The Emergency Plan should be used in a comprehensive program of planning, training, exercising and testing, and as a reference guide during an emergency or disaster. The Emergency Plan is to be used in conjunction with City Departmental Emergency Plans, Business Recovery plans, hazard-specific strategies and EOC Operational Guidelines, as well as with other related North Shore Disaster Plans, other agency plans, and/or regional emergency response plans.

City of North Vancouver staff responsible for managing emergency response situations should be familiar with the contents of the Emergency Plan, as well as with departmental responsibilities and related documents.

1.1.3 PLAN UPDATES

The Emergency Plan is updated regularly to reflect new procedures and information. When a section is revised, the sequentially numbered revision shows the issue date, and includes a new table of contents. The Emergency Plan is also maintained in an electronic format.

Updates to the Emergency Plan may be made by the North Shore Emergency Management Office, as authorized by The Corporation of the City of North Vancouver Bylaw No. 7418, or by the Director of Corporate Services, a responsibility delegated by the City of North Vancouver Director’s team in coordination with NSEMO, to maintain a current Emergency Plan.

1.2 PURPOSE AND SCOPE

1.2.1 PURPOSE

The purpose of the Emergency Plan is to describe a coordinated response to a major emergency or disaster, so as to ensure the preservation of life and the protection of property. The overall objectives of the Emergency Plan are to prevent loss of life or injuries, assist victims, restore services, provide accurate

information to the public, minimize damage, and provide a return to normal, day-to-day life as soon as possible.

The Emergency Plan is the methodology through which the municipality will mobilize its resources in the event of an emergency, thereby restoring the municipality to a state of normalcy. It is designed to ensure that all agencies which may become involved in an emergency are fully aware of their respective roles and responsibilities.

The Emergency Plan in itself cannot guarantee an efficient, effective response to an emergency. It must be utilized as a tool to assist responders in their emergency response activities. The Plan must be flexible enough to adapt to a broad spectrum of emergencies and *must* be supported with:

- Adequate personnel, equipment and expertise from the response agencies and municipal departments.
- Familiarity with contents of the Plan by participating agencies and municipal departments.
- Awareness of resources available from neighbouring municipalities and the private sector, supplemented by prearranged agreements.
- Testing and revision of the Plan on a regular basis.
- Review of the Plan following any incidents where it is implemented.

This plan meets the legal requirements set out under Section 6(2) of the Provincial Emergency Program Act and The Corporation of the City of North Vancouver Emergency Plan Bylaw No. 7418.

1.2.2 SCOPE

This document guides the management, organization, authorities, responsibilities and coordination necessary to provide for effective response and recovery from major emergencies or disasters at the Site Support level. This document does not address emergencies that are normally handled at the scene by the appropriate first responding agencies, within normal means of operations. This document addresses incidents or events that may be of sufficient severity and magnitude to warrant activation of an emergency or disaster response, such as the activation of the Emergency Operations Centre (EOC) or Declaration of a State of Local Emergency.

This Emergency Plan encompasses all emergency actions necessary to preserve life and property within – but not limited to - the boundaries of the City of North Vancouver.

An emergency may result from an existing danger or it may be a threat of an impending situation affecting property or the health, safety and welfare of the community. Its nature and magnitude requires a coordinated response by a number of agencies, both governmental and private, under the direction of the Municipal EOC, and is distinct from routine operations carried out by an agency or agencies, e.g., fire-fighting, or police activities.

The Emergency Plan has been designed as a generic “all hazards” document that is applicable to all types of emergencies or disaster situations, including those referenced in section 5: Hazard, Risk and Vulnerability Assessment.

1.3 AUTHORITY AND POWERS

Provincial and municipal legislation provide the City of North Vancouver with the power to:

- Prepare emergency plans
- Establish and maintain an emergency management organization
- Implement the City’s Emergency Plan
- Declare a State of Local Emergency
- Exercise extraordinary powers in time of emergency or disaster
- Extend the Declaration of the State of Local Emergency
- Cancel the Declaration of the State of Local Emergency

1.3.1 AUTHORITY TO PLAN

1.3.1.1 Provincial:

Section 6(2) of the Provincial Emergency Program Act RSBC 1996, Chapter 111 requires local authorities to “prepare or cause to be prepared local emergency plans respecting preparation for, response to and recovery from emergencies and disasters.”

The Provincial Emergency Program Act also requires local authorities to “establish and maintain an emergency management organization to develop and implement emergency plans and other preparedness, response, and recovery measures.”

See excerpt below, or refer to the full Emergency Program Act.

PROVINCIAL EMERGENCY PROGRAM ACT (RSBC 1996, CHAPTER 111), SECTION 6 (IN PART 2):**Local authority emergency organization**

6 (1) Subject to sections 8 (2), 13 (2) and 14 (3), a local authority is at all times responsible for the direction and control of the local authority's emergency response.

(2) A local authority must prepare or cause to be prepared local emergency plans respecting preparation for, response to and recovery from emergencies and disasters.

(3) A local authority for a municipality or an electoral area must, for the municipality or electoral area for which it has responsibility, establish and maintain an emergency management organization to develop and implement emergency plans and other preparedness, response and recovery measures for emergencies and disasters and may

(a) appoint committees the local authority considers necessary or desirable to advise and assist the local authority, and

(b) appoint a coordinator for the emergency management organization.

(4) A local authority may, in writing, delegate any of its powers and duties under this Act to the committee, emergency management organization or coordinator referred to in subsection (3), except the power to make a declaration of a state of local emergency.

1.3.1.2 Local:

The Corporation of the City of North Vancouver Bylaw, 2002, No. 7417, the "North Shore Emergency Management Office Agreement Bylaw No 7417," establishes the North Shore Emergency Management Office to carry out emergency planning and coordinate training and response activities. Section 4.02 of the bylaw requires the preparation, review and maintenance of emergency and disaster plans for each North Shore municipality.

The Corporation of the City of North Vancouver Bylaw , 2002, No. 7418, the "Emergency Plan Bylaw," authorizes the municipality to establish an Emergency Plan (Section 8), and also establishes the North Shore Emergency Planning and Operations Group to "oversee and participate in all ongoing programs of disaster training and exercises on a North Shore region-wide basis" (Section 3.1(b)).

The Corporation of the City of North Vancouver Bylaw, 2006, No. 7809, the "North Shore Disaster Bylaw," see "Related Legislation" (below).

1.3.2 AUTHORITY TO ACT

The Emergency Plan may be implemented if an emergency exists or appears imminent or a disaster has occurred or threatens. The Emergency Plan is implemented for the City of North Vancouver's jurisdictional area only (i.e., within City boundaries). A State of Local Emergency (see Section 2 of this document) is not necessary to put the Emergency Plan into effect. The City may also implement its Emergency Plan to meet requests from other local authorities.

The City of North Vancouver is at all times responsible for the direction and control of the City's emergency response within its boundaries except:

- When the City's emergency plans conflict with sub-regional (i.e., North Shore) emergency plans, as outlined in the North Shore Disaster Bylaw, 2006, No. 7809.
- When the City's emergency plans conflict with provincial emergency plans; or,
- When the Attorney General orders the City of North Vancouver to stop using any or all of its powers in a state of local emergency; or,
- When a Provincial State of Emergency is declared for the same area covered by a City of North Vancouver State of Local Emergency.

1.3.2.1 Provincial:

Section 8 (under Part 3) of the Provincial Emergency Program Act RSBC 1996, Chapter 111 provides the municipality with the power to implement a local emergency plan if an emergency exists or appears imminent. See excerpt below:

PROVINCIAL EMERGENCY PROGRAM ACT (RSBC 1996, CHAPTER 111), SECTION 8 (IN PART 3):

Implementation of local emergency plans

8 (1) A local authority or a person designated in the local authority's local emergency plan may, whether or not a state of local emergency has been declared under section 12 (1), cause the plan to be implemented if, in the opinion of the local authority or the designated person, an emergency exists or appears imminent or a disaster has occurred or threatens in

- (a) the jurisdictional area for which the local authority has responsibility, or
- (b) any other municipality or electoral area if the local authority having responsibility for that other jurisdictional area has requested assistance.

(2) If a Provincial emergency plan has been implemented under section 7, a local emergency plan may be implemented or its implementation may be continued under subsection (1) of this section if and to the extent that the local emergency plan is not in conflict with the Provincial emergency plan.

1.3.2.2 Local:

The Corporation of the City of North Vancouver Bylaw, 2002, No. 7418, the "Emergency Plan Bylaw," authorizes the "Council or the Mayor or the Director of Emergency Operations [or lawful deputy or designate] to, whether or not a State of Local Emergency has been declared, cause the Emergency or Disaster Plan to be implemented" (Section 4.1).

In accordance with Sections 3.1(c/d) and 3.2(c/d) of The Corporation of the City of North Vancouver Bylaw, 2002, No. 7418, the City Manager, or a person designated by the City Manager, will be the Emergency Operations Centre Director ("EOC Director") for the duration of a major emergency or a disaster, and all recovery efforts and measures.

It is the duty of the EOC Director to direct, control and coordinate all activities and resources - with advice from the Emergency Operation groups and through the activation of the EOC - necessary to respond to,

and recover from, a major emergency or a disaster, including determining if outside assistance is required pursuant to existing Mutual Aid Agreements or other sources of aid.

1.3.3 RELATED LEGISLATION

The North Shore Disaster Bylaw, 2006, No. 7809, establishes a scheme for response to disasters, defined on the North Shore as “any present calamity, occurrence, sudden of violent disturbance, or the imminent threat thereof, which extends beyond the boundaries of the municipality, requiring prompt coordination of action or special regulation of persons or property to protect the health, safety of welfare of people or to limit damage to property of the environment.” In other words, the Disaster Bylaw addresses situations moving beyond the municipal boundaries of the City of North Vancouver (e.g., overlapping with the District of North Vancouver), whereas the Emergency Bylaw addresses situations within the City of North Vancouver.

Additional legislation relevant to the management of emergencies may be found in other City departments (i.e., Fire Bylaw) or other agencies.

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2 Section

Section 2 – Emergency Plan Activation, and Declaration of a State of Local Emergency

This section provides an overview of how and when the Emergency Plan would be activated, who to contact, and how to contact the primary responders. The procedure for declaring a state of local emergency, should one be required, is also included.

2.1 Emergency Plan Activation

- When to Activate the Emergency Plan
- Who Can Activate the Emergency Plan
- Duties of the EOC Director Upon Activation of the Plan
- Actions of Emergency Response Agencies
- Sequence of Events When the Plan is Activated
- Alert vs. Activation
- Procedures for Staff Callout
- Making the Call to Staff

2.2 Declaration of a State of Local Emergency

- Authority for Declarations
- Procedure to Make a Declaration
- Use of Emergency Powers
- Extraordinary Powers Available
- Local vs. Provincial State of Emergency
- Fill-in-the-blanks Declaration Form and Fax Contacts
- Termination of the Emergency
- Disaster Financial Assistance
- Excerpts from Provincial Emergency Program Act (1996) relevant to this Section

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2.1 EMERGENCY PLAN ACTIVATION

The Emergency Plan gives legal authority to the Mayor (Head of Council) and Council for any measures that are deemed necessary in an emergency situation in the municipality, including:

- Authorizing employees of the municipality to take action under the Emergency Plan where an emergency exists prior to a formal Declaration of a State of Local Emergency;
- Designating one or more members of Council who may exercise the powers and perform the duties of the Head of Council in an emergency situation, as described in the Emergency Program Act.

The Mayor (or designate) may declare that an emergency exists in the municipality or in any part thereof; and may take such action considered necessary to implement the Emergency Plan of the municipality.

The declaration of a Provincial emergency and activation of the Provincial plan would supersede this plan.

2.1.1 WHEN TO ACTIVATE THE EMERGENCY PLAN

The Emergency Plan shall be activated when the emergency has exceeded, or has the potential to exceed, the normal emergency response capabilities of the municipality, and/or if the municipality requires substantial assistance coordinating response resources; and/or if multiple jurisdictions are involved requiring coordination.

Why activate the Emergency Plan? Activation of the Emergency Plan initiates emergency response activities for “site support” personnel – in addition to potential enhanced activities for first responders at the site – such that municipal departments and agencies can support emergency responders at the site from a coordinated position at the Emergency Operations Centre.

2.1.2 WHO CAN ACTIVATE THE EMERGENCY PLAN

Any of the following persons may activate the Plan:

- Mayor
- Acting Mayor or Council
- EOC Director

According to The Corporation of the City of North Vancouver Bylaw, 2002, No. 7418, Section 3.2(c), the **EOC Director** is – in order of availability - the:

- City Manager
- Fire Chief
- City Engineer
- Superintendent North Vancouver RCMP

The Emergency Plan shall come into effect upon the declaration of the Mayor, Council, or the EOC Director and shall remain in effect until a subsequent declaration is made by the EOC Director that the emergency is no longer in effect.

2.1.3 DUTIES OF THE EOC DIRECTOR UPON ACTIVATION OF THE PLAN

Upon declaration that the Emergency Plan is in effect, the EOC Director shall:

- (a) Ensure partial or full activation of the EOC;
- (b) Ensure Incident Command has been established at each site;
- (c) Coordinate, in conjunction with the EOC group, the response of the municipality to the emergency;
- (d) Consult with the Mayor and Council during the emergency;
- (e) Determine if outside assistance is required and if so, requesting same pursuant to existing Mutual Aid Agreements and advise the Mayor if the resources of the municipality and/or available under existing Mutual Aid agreements are insufficient; and,
- (f) Liaise and cooperate with the EOC of any neighbouring municipalities sharing Mutual Aid Agreements with the municipality on all matters pertaining to planning and operations during the emergency.

If the magnitude of the emergency or disaster requires actions beyond normal procedures, then the EOC Director may recommend that a State of Local Emergency be declared (see Section 2.1) to access extraordinary powers.

The Emergency Operations Centre (EOC) must be activated upon activation of the Emergency Plan and/or Declaration of a State of Local Emergency. See Section 4 for details on EOC Activation.

2.1.4 ACTIONS OF EMERGENCY RESPONSE AGENCIES

Upon notification of implementation of the Emergency Plan, emergency response agencies involved or potentially involved will perform duties and responsibilities as defined in this Plan and internal procedures (e.g., Department Emergency Plans).

Once a request/recommendation has been made to implement the Emergency Plan, the first response agencies can immediately implement actions under the Plan's authority.

Senior agency officials may be required to attend an Incident Command Post. Upon arrival at the site, a transfer of command may take place as required.

Each involved agency must be represented in the Emergency Operations Centre; the representative must have the necessary authority to make operational decisions and allocate agency resources.

2.1.5 SEQUENCE OF EVENTS WHEN THE PLAN IS ACTIVATED

The first responders to an emergency will almost always be local agencies - usually, police, fire or ambulance services. Upon recognition that an emergency or disaster situation exists, or has the

potential to exist, the responding agency(ies) should request “Activation of the Emergency Plan” through their agency’s chain of command. This will initiate the following sequence of events (as per the EOC Operational Guidelines):

1. Notification of the required staff for municipal emergency operations (see relevant staff emergency contact lists):
 - Place on alert/standby; or,
 - Request persons to report to the Emergency Operations Centre (EOC)
2. Activation/set up of the Emergency Operations Centre through the North Shore Emergency Management Office (604-983-7440)
3. Notification of the Provincial Emergency Program Emergency Coordination Centre¹ (PEP ECC, 1-800-663-3456) of the incident and request a PEP task number
4. Mutual Aid requests from neighbouring communities through standing agreements for additional personnel and resources

And, if necessary or applicable:

5. Notify Hospitals to activate their emergency/disaster plans (“Code Orange”)
6. Notify other agencies to activate their emergency/disaster plans (e.g., Port Authority, GVRD, Regional Ambulance Dispatch)
7. Declare a State of Local Emergency only if required for extraordinary powers (e.g., to initiate evacuation of a neighbourhood)

2.1.6 ALERT vs. ACTIVATION

The term “**alert**” should be used for event awareness information only. It is a prompt or notification that emergency conditions are anticipated and may require the Emergency Plan to be activated. Personnel may be placed on “standby” notice. The EOC and applicable Department Emergency Plans may be partially activated.

“ACTIVATE THE EMERGENCY PLAN” ≡ “INITIATE EMERGENCY RESPONSE ACTIVITIES”

The term “**activation**” refers to the actual deployment of personnel and resources to implement emergency response operations as outlined in the Emergency Plan and EOC Operational Guidelines.

2.1.7 PROCEDURES FOR STAFF CALL-OUT

It is anticipated that the 911 Dispatch Centre for Police, Fire or Ambulance will receive the initial reports of a major emergency or disaster; however, the report may come through the municipal Works Department, or other sources, and/or may be a sudden onset emergency with no warning. First response agencies will be responsible to notify their personnel. However, the call-out of municipal staff should be as follows:

¹ PEP ECC operates on a 24-hour basis and is responsible for coordinating the response of provincial agencies (e.g., PEP can contact the Ministry of the Environment on behalf of the municipality in the event of a hazardous materials spill). PEP is also the one-stop-shop source for all federal and international material and human resources, and will keep Public Safety Canada (PSC) informed of the situation.

2.1.8 MAKING THE CALL TO STAFF

- 1) Collect and confirm the following information:
 - i) Nature of the emergency
 - ii) Level of EOC Activation required: Level 1(minor) to Level 3(full-scale)
 - iii) Number and type of staff required
 - *Is this an alert or activation?*
 - *Are staff reporting to work, or on standby?*
 - iv) Materials staff may be required to bring with them to EOC (e.g., laptops, maps, software programs)
 - v) Security or safety considerations

- 2) Draw up a preliminary list of staff to contact. Determine if any of these can be broken down into sub-groups, to initiate a call-tree. (i.e., suggest to staff that you first contact, that they contact additional staff. Be specific.)

- 3) When staff are called, provide them with the following information:
 - i) Brief description of nature of the emergency (if available)
 - ii) Who authorized the EOC activation (if applicable)
 - iii) Whether they are being alerted (i.e., placed on standby) or activated.
 - iv) What time they should report to EOC (or other location)
 - v) Whom to report to
 - vi) Address/location of the EOC (or other required location)
 - vii) Applicable transportation information (i.e., known road closures and/or use of specified routes to take)
 - viii) Anticipated number of hours they will be at work
 - ix) Required items to bring (e.g., identification, job-related resources/reference material, personal preparedness items)
 - x) Suggested items to bring if available or appropriate (e.g., Blackberry/PDA's, contact lists, resource lists, laptop)
 - xi) Contact telephone number at the EOC, should something arise that prevents them from reporting to the EOC.

- 4) Provide the EOC with the names of staff who have been called out. The EOC can then prepare to receive and sign-in the arriving staff.

2.2 DECLARATION OF A STATE OF LOCAL EMERGENCY

A Declaration of a State of Local Emergency is NOT necessary to put the Emergency Plan into effect. A State of Local Emergency (SOLE) should only be declared to obtain special and extraordinary powers.

A local authority NEED NOT Declare a State of Local Emergency for the following:

- To implement part or all of an emergency response plan;
- To gain liability protection under the Provincial Emergency Program Act; or,
- To qualify for Disaster Financial Assistance under the Provincial Emergency Program Act.

To order a mandatory evacuation, for example, a local authority must Declare a State of Local Emergency. Removing people from their homes and livelihoods must not be taken lightly. People will already be under duress during an emergency; however, public safety must be put first. Declaring a State of Local Emergency provides access to up to nine extraordinary powers as listed below. It is the municipality's responsibility to monitor the implementation of these powers very closely for any possible misuse.

2.2.1 AUTHORITY FOR STATE OF LOCAL EMERGENCY DECLARATIONS

Sections 12 and 13 (Part 3, Division 3) of the Provincial Emergency Program Act (1996) provide the municipality with the authority to Declare a State of Local Emergency (SOLE) to obtain special powers; Sections 14 and 15 detail the procedure for the Cancellation and Termination of a State of Local Emergency. [Refer to relevant excerpts from the Provincial Emergency Program Act at the end of this section for details.]

Section 4 of The Corporation of the City of North Vancouver Bylaw, 2002, No. 7418 Emergency Plan Bylaw, provides the municipality with the authority to Declare a State of Local Emergency.

2.2.2 PROCEDURE TO MAKE A DECLARATION

The following steps must be completed to make a Declaration:

1. Mayor and/or Council must be satisfied that an emergency exists or is imminent in the municipality.
2. The Council by bylaw or resolution, or the Mayor by order when time is of the essence, may Declare a State of Local Emergency to effectively deal with an emergency or disaster in any part of the municipality. Before making a Declaration, the Mayor must use best efforts to obtain the consent of the other members of Council to the Declaration.
3. Declaration of a State of Local Emergency must identify the nature of the emergency and the part of the municipality in which it exists or is imminent. (MAP must be attached)

4. As soon as practicable after making a Declaration, the Mayor must convene a meeting of Council to assist in directing the City's response to the emergency.
5. Mayor or Council must, immediately upon making a Declaration of a State of Local Emergency:
 - o Forward a copy of the Declaration to the Minister responsible for the Provincial Emergency Program (i.e., to the Solicitor General's Office, via PEP); and,
 - o Cause the details of the Declaration to be published by a means of communication most likely to make the contents of the Declaration known to the majority of the population of the affected area.
6. A State of Local Emergency automatically exists for seven (7) days unless cancelled sooner. An extension of a State of Local Emergency beyond 7 days must have the Solicitor General's approval. Steps 2, 3 and 5 above must be followed for each seven day extension.
7. A Declaration of a State of Local Emergency is cancelled when:
 - o It expires after 7 days or any 7-day extension;
 - o The Solicitor General cancels it;
 - o It is superseded by a Provincial State of Emergency; or,
 - o It is cancelled by bylaw, resolution or order.

If cancelled by bylaw, resolution or order, the Solicitor General, through PEP, must be promptly notified.

8. Mayor or Council must cause the details to the termination to be published by a means of communications most likely to make the contents of the termination known to the population of the affected area.

2.2.3 USE OF EMERGENCY POWERS

The Council or Mayor of the municipality may authorize the EOC Director [or lawful deputy or designate], selected persons, and/or agencies to exercise the extraordinary powers assumed by the Mayor or Council under the Declaration of a State of Local Emergency. Such authorized use or extraordinary power, together with such terms, conditions or limitations as the municipality may impose, should be defined following a Declaration of a State of Local Emergency. Such authorization and limitations are not part of the Declaration itself.

Note that the Mayor or Council cannot delegate to the EOC Director (or anyone else) the power to pass delegations on to others, or to change who has been delegated to access the extraordinary powers by the Mayor or Council. The Mayor or Council is the only one who can delegate the extraordinary powers.

The following table, excerpted from the Emergency Program Act, Section 10, may be used to identify persons authorized to exercise extraordinary powers:

Delegated Powers	CITY MANAGER	Fire Chief	RCMP Supt.	City Engineer	Specify:
Acquire or use any land or personal property considered necessary to prevent, respond to, or alleviate the effects of an emergency or disaster.					
Authorize or require any person to render assistance of a type that the person is qualified to provide or that otherwise is or may be required to prevent, respond to, or alleviate the effects of an emergency or disaster.					
Control or prohibit travel to or from any area (designated within the declaration).					
Provide for the restoration of essential facilities and the distribution of essential supplies and provide, maintain and coordinate emergency medical, welfare and other essential services in the area (designated within the declaration).					
Cause the evacuation of persons and the removal of livestock, animals and personal property from any area (designated within the declaration) that is or may be affected by an emergency of a disaster and make arrangements for the adequate care and protection of those persons, livestock, animals and personal property.					
Authorize the entry into any building or on any land, without warrant, by any person in the course of implementing an emergency plan or program or it otherwise considered by the (mayor/minister) to be necessary to prevent, respond to, or alleviate the effects of an emergency or disaster.					
Cause the demolition or removal of any trees, structures or crops if the demolition or removal is considered by the (mayor/minister) to be necessary or appropriate in order to prevent, respond to or alleviate the effects of an emergency or disaster.					
Construct works considered by the (mayor/minister) to be necessary or appropriate to prevent, respond to, or alleviate the effects of an emergency or disaster.					
Procure, fix prices for or ration food, clothing, fuel, equipment, medical supplies or other essential supplies and the use of any property, services, resources or equipment within any part of the area (designated within the declaration) for the duration of the state of emergency.					

NOTE: Agencies shown in the matrix are for example only. Other individuals/agencies may be included at the discretion of the Mayor or Council.

2.2.4 EXTRAORDINARY POWERS AVAILABLE THROUGH A SOLE

As part of making a Declaration of a State of Local Emergency (SOLE) in respect of all or any part of the municipality, the Council and Mayor must identify any or all of the following nine extraordinary powers considered necessary to prevent, respond to or alleviate the effects of an emergency or disaster, and the duration for which these powers are required:

- i) acquire or use any real or personal property considered necessary to prevent, respond to or alleviate the effects of an Emergency or Disaster;
- ii) authorize or require any person to render assistance of a type that the person is qualified to provide or that otherwise is or may be required to prevent, respond to or alleviate the effects of an Emergency or Disaster;
- iii) control or prohibit travel to or from any part of the municipality;
- iv) provide for the restoration of essential facilities and the distribution of essential supplies and provide, maintain and coordinate emergency medical, welfare and other essential services in the municipality;
- v) cause the evacuation of persons and the removal of livestock, animals and personal property from any part of the municipality that is or may be affected by an Emergency or Disaster and make arrangements for the adequate care and protection of those persons, livestock, animals and personal property;
- vi) authorize the entry into any building or on any land, without warrant, by any person in the course of implementing an Emergency Plan or program or if otherwise considered to be necessary to prevent, respond to or alleviate the effects of an Emergency or Disaster;
- vii) cause the demolition or removal of any trees, structures or crops if the demolition or removal is considered to be necessary or appropriate in order to prevent, respond to or alleviate the effects of an Emergency or Disaster;
- viii) construct works considered to be necessary or appropriate to prevent, respond to or alleviate the effects of an Emergency or Disaster; and/or,
- ix) procure, fix prices for or ration food, clothing, fuel, equipment, medical supplies or other essential supplies and the use of any property, services, resources or equipment within any part of the municipality for the duration of the State of Local Emergency.

2.2.5 LOCAL STATE OF EMERGENCY vs. PROVINCIAL STATE OF EMERGENCY

A Declaration of a State of Local Emergency only provides the authority to override local bylaws, but not provincial or federal legislation.

In an emergency where provincial regulation must be overridden in order to save lives, the provincial government would have to declare a provincial state of emergency and delegate the authority to the local government. A declaration of provincial or local state of emergency does not have the authority to override federal acts or regulations. For example, a provincial or local state of emergency cannot override federal Department of Fisheries and Oceans regulations regarding interference with fish habitat.

If a Provincial State of Emergency has been declared that includes all or part of the geographic area of the local authority, then it is not necessary for the local authority to Declare a State of Local Emergency (unless it is outside of the geographic area identified by the Provincial State of Emergency). IF a local authority recognizes the need to obtain one or more of the extraordinary powers attainable through a State of Emergency, they can apply to the Province to have the powers delegated from the Province to the municipality. The geographic area for which the powers are required, and the time period (i.e., 7 days) is still required for this application.

2.2.6 TO SUBMIT A DECLARATION:

The local authority must forward (by facsimile), to the Director of PEP:

- (a) a signed copy of the Declaration;
- (b) a map designating the geographic boundaries;
- (c) a copy of any publication notice; and,
- (d) a copy of any Delegation Order which designates persons or agencies who can apply the extraordinary powers on behalf of the local authority.

Director
Provincial Emergency Program
Phone: 250-952-4918 Fax: 250-952-4888

24/7 Emergency Contact - Phone: 1-800-663-3456
24/7 Fax: 250-952-4872

USE THE FORM ON THE FOLLOWING PAGE TO DECLARE A STATE OF LOCAL EMERGENCY

Declaration of State of Local Emergency

Whereas People Property the Environment or Local Economy are at risk from

_____ in the Jurisdiction of the City of North Vancouver circumscribed in the paragraphs following;

and Whereas the threat posed by _____ continues to require early warning for, and preparation by those potentially or actually affected, or protection of infrastructure, property, possessions or the environment, as well as prompt coordination of response and recovery actions, or special regulation of access, activities, persons, property or the environment, to protect the health, safety or welfare of people, or to limit damage of property or the environment within the designated areas of The Corporation of the City of North Vancouver circumscribed in the paragraphs following;

I (we) HEREBY DECLARE, pursuant to Section 12(1) of Division 3 of the Emergency Program Act of British Columbia, RS Chapter III (1996) and Section 4 of The Corporation of the City of North Vancouver Emergency Plan Bylaw 7418 that a STATE OF LOCAL EMERGENCY NOW EXISTS and is so ORDERED, authorized and approved.

BE IT KNOWN THAT the geographic area affected and to which this DECLARATION applies is known as _____ all in the City of North Vancouver and this area is bounded by:

_____ AND BE IT ALSO KNOWN THAT The City of North Vancouver hereby advises the Attorney General of the Province of British Columbia, and the population within the aforementioned circumscribed area, that a STATE OF LOCAL EMERGENCY exists and that the City of North Vancouver may exercise some or all of the powers delegated to it in Section 13 of the Emergency Program Act.

AND BE IT ALSO KNOWN THAT this DECLARATION and STATE OF LOCAL EMERGENCY will remain in force from _____ to _____.

Mayor of the City of North Vancouver
(BY ORDER)

Date and Time

or

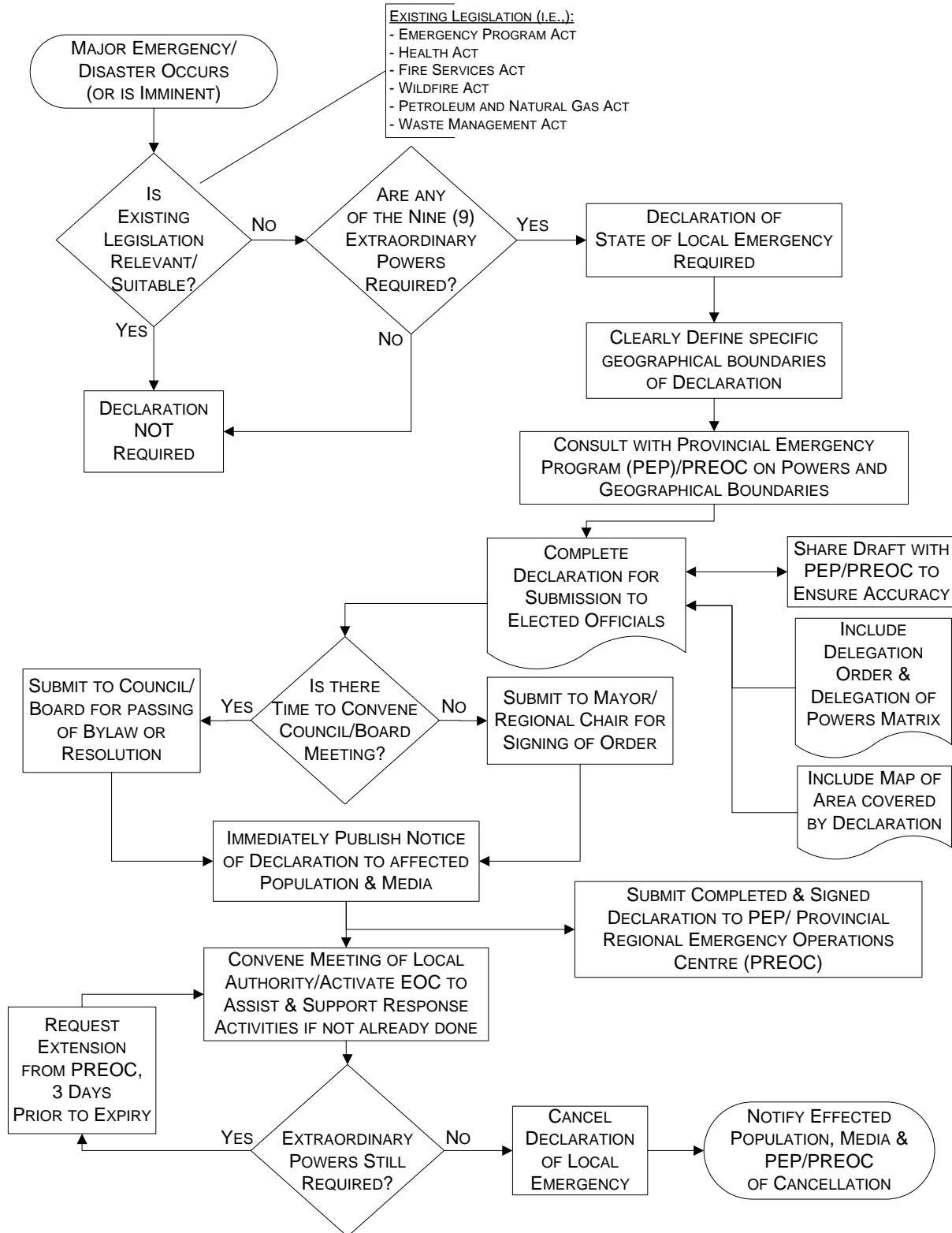
Acting Mayor of the City of North Vancouver

Order Number

Members of Council of the City of North Vancouver
(BY RESOLUTION)

Local Authority

EMERGENCY DECLARATION PROCESS - Emergency Program Act



2.2.7 TERMINATION OF THE EMERGENCY

Per Section 14(1) of the Emergency Program Act (Part 3, Div. 3), the Mayor, or designate, or Council will officially declare the termination of the emergency and will notify the following in addition to the Solicitor General:

- District of North Vancouver Council
- District of West Vancouver Council;
- Neighbouring municipal officials and agencies as required; and
- Public

2.2.8 DISASTER FINANCIAL ASSISTANCE

Under the Province's *Emergency Program Act* and the *Compensation and Disaster Financial Assistance Regulation*, local authorities can receive financial assistance for eligible emergency response costs incurred during a disastrous event, and assistance for some post-disaster recovery costs expended to repair or restore public works and facilities that are essential to their operation. A local authority, as defined by the *Emergency Program Act*, is the municipal council of a municipality.

It is essential to begin tracking all costs immediately at the outset of the emergency, and to notify the Provincial Emergency Program of the municipality's intent to file a claim for compensation.

See Section 6 for more details.

Provincial Emergency Program Act (RSBC 1996, Chapter 111), Sections 12, 13, 14 and 15 (under Part 3, Division 3):

Declaration of state of local emergency

12 (1) A local authority or, if a local authority consists of more than one person, the head of the local authority, may, at any time that the local authority or the head of the local authority, as the case may be, is satisfied that an emergency exists or is imminent in the jurisdictional area for which the local authority has responsibility, declare a state of local emergency relating to all or any part of the jurisdictional area.

(2) A declaration of a state of local emergency under subsection (1) must identify the nature of the emergency and the part of the jurisdictional area in which it exists or is imminent, and the declaration must be made

(a) by bylaw or resolution if made by a local authority, or

(b) by order, if made by the head of a local authority.

(3) The head of a local authority must, before making a declaration under subsection (1), use best efforts to obtain the consent of the other members of the local authority to the declaration and must, as soon as practicable after making a declaration under subsection (1), convene a meeting of the local authority to assist in directing the response to the emergency.

(4) Immediately after making a declaration of a state of local emergency, the local authority or the head of the local authority, as the case may be, must

(a) forward a copy of the declaration to the minister, and

(b) cause the details of the declaration to be published by a means of communication that the local authority or the head of the local authority, as the case may be, considers most likely to make the contents of the declaration known to the population of the affected area.

(5) Subject to section 14 (3), a declaration of a state of local emergency expires 7 days from the date it is made unless it is earlier cancelled by the minister, the Lieutenant Governor in Council, the local authority or the head of the local authority.

(6) Despite subsection (5), the local authority may, with the approval of the minister or the Lieutenant Governor in Council, extend the duration of a declaration of a state of local emergency for periods of not more than 7 days each.

(7) Subsections (2) and (4) apply to each extension under subsection (6) of the duration of a declaration of a state of local emergency.

Powers of local authority in declared state of local emergency

13 (1) After a declaration of a state of local emergency is made under section 12 (1) in respect of all or any part of the jurisdictional area for which a local authority has responsibility and for the duration of the state of local emergency, the local authority may do all acts and implement all procedures that it considers necessary to prevent, respond to or alleviate the effects of an emergency or a disaster, including any or all of the following:

- (a) implement its local emergency plan or any local emergency measures;
 - (b) subject to this section, exercise, in relation to the part of the jurisdictional area affected by the declaration, any power available to the minister under section 10 (1) (d) to (l);
 - (c) subject to this section, authorize, in writing, any persons involved in the operation of a local emergency plan or program to exercise, in relation to any part of the jurisdictional area affected by a declaration, any power available to the minister under section 10 (1) (d) to (l).
- (2) If a state of local emergency has been declared under section 12 (1), the minister may order a local authority to refrain or desist, either generally or in respect of any matter, from exercising any one or more of the powers referred to in subsection (1) (b) or (c).
- (3) Immediately after making an order under subsection (2), the minister must cause the details of the order to be communicated to the local authority affected by the order and to any other persons the minister considers appropriate.
- (4) Immediately after the details of an order are communicated to a local authority under subsection (3), the local authority referred to in the order must comply with the order and must direct every person under its direction or control to refrain or desist from doing any act that the local authority is ordered to refrain or desist from doing.
- (5) For the purposes of subsections (3) and (4), the details of an order are communicated to a local authority when those details are communicated to any one of the members of the local authority.
- (6) The local authority of a municipality or electoral area may, during or within 60 days after declaring a state of local emergency, by bylaw ratified by the Minister of Municipal Affairs and Housing, but without obtaining the assent of the electors, borrow any money necessary to pay expenses caused by the emergency.

Cancellation of declaration of state of local emergency

- 14** (1) The minister or the Lieutenant Governor in Council may cancel a declaration of a state of local emergency at any time the minister or the Lieutenant Governor in Council considers appropriate in the circumstances.
- (2) The local authority or the head of the local authority must, when of the opinion that an emergency no longer exists in the part of the jurisdictional area in relation to which a declaration of a state of local emergency was made,
- (a) cancel the declaration of a state of local emergency in relation to that part
 - (i) by bylaw or resolution, if the cancellation is effected by the local authority, or
 - (ii) by order, if the cancellation is effected by the head of the local authority, and
 - (b) promptly notify the minister of the cancellation of the declaration of a state of local emergency.
- (3) A declaration of a state of local emergency made in respect of a part of a jurisdictional area ceases have of any force or effect on the making of a declaration of a state of emergency by the minister or the Lieutenant Governor in Council relating to that part of the jurisdictional area.

Notification of termination of declaration of state of local emergency

15 (1) Immediately after the termination of a declaration of state of local emergency, the local authority having responsibility for the area in respect of which the declaration was made must cause the details of the termination to be published by a means of a communication that the local authority considers most likely to make the contents of the termination or the fact of the termination known to the majority of the population of the affected area.

(2) For the purposes of subsection (1), a declaration of a state of local emergency is terminated when

- (a) it expires under section 12 (5) or (6),
- (b) it is cancelled by the minister or the Lieutenant Governor in Council under section 14 (1),
- (c) it is cancelled by bylaw, resolution or order under section 14 (2), or
- (d) it ceases to have any force or effect under section 14 (3) as a result of the making of a declaration of a state of emergency under section 9 (1).

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3 Section

Section 3 – Municipal Emergency Organization and Department Responsibilities

This section outlines the overall emergency management structure of the municipality in the context of its day-to-day operations, as well as provides an overview of the individual 'department' (i.e., division or section) responsibilities. This section does not include comprehensive descriptions of departmental roles and responsibilities; those are covered by the Department Emergency Plans (i.e., separate documents).

3.1 Municipal Emergency Organization

- Municipal Emergency Operations Group
- Emergency Operations Centre (EOC) Location
- Incident Command at the Site
- Communication Links
- Support for Emergency Personnel
- Information Officer
- Operational Periods

3.2 'Department' Responsibilities

- Mayor and Council
- City Manager's Office
- City Clerk's Department
- Communications Manager
- Community Development
- Corporate Services
- Engineering, Parks & Environment
- Finance Department
- Fire and Rescue Services
- Human Resources
- North Shore Emergency Management Office (NSEMO)
- North Vancouver City Library
- North Vancouver Recreation Commission (NVRC)
- RCMP – North Vancouver Detachment

- Additional Agencies

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3.1 MUNICIPAL EMERGENCY ORGANIZATION

All operations conducted by municipal departments and agencies in response to an emergency will be performed within existing internal reporting structures. However, overall coordination will be under the direction of the Incident Commander (i.e., at the site of the emergency) and the EOC Director (i.e., at the Emergency Operations Centre) for site support.

3.1.1 MUNICIPAL EMERGENCY OPERATIONS GROUP

As defined in The Corporation of the City of North Vancouver Bylaw No. 7418 (2002), the Municipal Emergency Operations Group is defined as *"...all municipal departments, and those voluntary organizations within the City of North Vancouver which are prepared to provide assistance in an Emergency or Disaster."*

Section 3.2 (a) of the Bylaw establishes the Municipal Emergency Operations Group as consisting of the following or their lawful deputies or designates:

- Emergency Operations Centre Director (City Manager or alternate)
- Fire Chief
- Superintendent RCMP
- Director, North Shore Emergency Management Office
- City Engineer
- Information Officer (Manager, Communications)
- Regional Superintendent and/or Unit Chief(s), BC Ambulance Service, North Shore
- Medical Health Officer, Vancouver Coastal Health Authority (North Shore)
- Director, Emergency Social Services
- Superintendent, School District #44 (North Vancouver)

Additional representatives may be added as required.

The Municipal Emergency Operations Group is responsible to:

- Direct and coordinate all municipal departments and volunteer organizations in managing an emergency or disaster;
- Provide administrative and/or logistic support to any volunteer organization involved;
- Take such action as is necessary to minimize the effect of an emergency or disaster on the municipality and its inhabitants and their property.

3.1.2 EMERGENCY OPERATIONS CENTRE LOCATION

An Emergency Operations Centre will be established at the North Shore Emergency Management Office, 147 East 14th Street, North Vancouver (2nd Floor). An alternate location may be established at the City Works Yard or City of North Vancouver Fire Hall #1. The Municipal Emergency Operations Group will operate out of the Emergency Operations Centre.

3.1.3 INCIDENT COMMAND AT THE SITE

Emergency response operations *at the site* of the emergency will be performed within the existing internal reporting structures of the departments and agencies responding, and according to the Incident Command System. When appropriate, a Unified Command structure may be utilized.

For most incidents, the Incident Commander will be the ranking on-scene member of the lead responding agency (e.g., Fire, Police or Ambulance).

An Incident Command Post (ICP) will be established at each incident scene by the Incident Commander, based at an emergency response vehicle or temporary facility proximal to the site. Inter-agency communication will be channeled through this ICP and a direct link (radio or telephone) will be established with the Emergency Operations Centre.

The ranking on-scene official for each agency responding to the incident will act as that agency's representative at the Incident Command Post. It is the responsibility of each agency representative to conduct the response in consultation and coordination with the Incident Commander, and to ensure their agency's response operations are managed according to a coordinated structure (i.e., Incident Command).

An Information Officer (or team) will be assigned to manage all media at the site(s) and to work in coordination with their counterpart(s) at the EOC.

3.1.4 COMMUNICATION LINKS

Communication links should be established by each agency representative on site with their operational counterpart at the Emergency Operations Centre.

When possible, a dedicated radio channel will be assigned for on-scene communications between responders at the incident site, i.e., as a "command net" unobstructed by other radio traffic.

3.1.5 SUPPORT FOR EMERGENCY PERSONNEL

Logistical and administrative support for each emergency site will be established and coordinated through the Emergency Operations Centre.

3.1.6 OPERATIONAL PERIODS

An operational period is the length of time set by EOC Management to achieve a given set of objectives as related to emergency response and recovery. Commonly an operational period is between 8-12 hours, not to exceed 24 hours.

3.2 'DEPARTMENT' RESPONSIBILITIES

Following are brief 1-page descriptions of the City's major 'departments' (i.e., divisions or sections) in the context of their potential emergency operations responsibilities. The "day-to-day" description is a general overview. The "emergency responsibilities" refer to activities a department or division may also *potentially* address.

3.2.1 Mayor and Council

DAY-TO-DAY RESPONSIBILITIES:

Responsible for the overall governance of the municipality, policy setting and strategic directions of the municipality.

EMERGENCY RESPONSIBILITIES:

- Declare State of Local Emergency, define parameters, and notify all parties
- Make formal requests to the Province for Provincial or Federal assistance
- Declare termination of State of Local Emergency and notify all parties
- Speak on behalf of the municipality, as coordinated through Information Officer(s)
- Liaise through the EOC Director for matters relating to the EOC, and through the City Clerk for matters relating to municipal staff
- Arrange for maintenance of a log and ensure all decisions are recorded

POTENTIAL EOC ASSIGNMENT(S):

- Policy Group (work out of City hall and liaise with the City Clerk at the EOC)
- Spokesperson for municipality (Mayor or designate)

3.2.2 City Manager's Office

DAY TO DAY RESPONSIBILITIES:

The City Manager is appointed by and reports to City Council. The City Manager oversees the overall administration of the City, its officers and employees, and ensures the strategic direction for the City's short and long-term corporate objectives are achieved. In addition, the City Manager executes the policy decisions of City Council, leads the senior executive team and ensures all departments adhere to the highest standards of service and accountability. The City Manager directs the work of all City departments as well as specialized functions including the Waterfront Development Project. The City Manager represents the City broadly, through external relationships with other senior levels of government, the Regional District, other municipalities, agencies, community groups and the general public.

EMERGENCY RESPONSIBILITIES:

- Activate the Emergency Operations Centre (EOC), if not already activated
- Assume the role of EOC Director at the EOC, and direct the activities of the Municipal Emergency Operations Group
- Delegate EOC responsibilities, as required
- Provide Information Officers to EOC
- Advise the Mayor and Council (Policy Group) on policies and procedures as appropriate via the Municipal Clerk
- Coordinate preparation of a business recovery plan for the municipality in the event of an emergency, in coordination with the EOC
- Ensure communication links are established between the EOC and Incident Command Post(s)
- Call out additional municipal and/or volunteer staff, as required

POTENTIAL EOC ASSIGNMENT(S):

- EOC Director
- EOC Deputy Director
- EOC Management Staff

3.2.3 City Clerk's Department

DAY TO DAY RESPONSIBILITIES:

The City Clerk's Department is the Secretariat to the City Council and is responsible for all associated duties, such as communication to and from Council; meeting and minute preparation and follow through; web-site administration with respect to Council meetings, procedures and directives; and, managing public process with City Council. The Department prepares, manages, plans, directs, controls, supervises and evaluates City staff in the delivery of Secretarial duties to Council. The Department is also responsible for Records Management for the municipality, and operates the municipal hall switchboard/reception desk.

EMERGENCY RESPONSIBILITIES:

- Liaise with, and assist the Mayor, as required, to carry out emergency duties
- At the direction of the Mayor, arrange a special meeting of Council, as required, and advise members of Council at this time; arrange logistics of alternate locations if Council Chambers not accessible
- At the direction of the Mayor, ensure that all Council members are advised of a declaration and termination of the emergency; ensure the declaration of Emergency is recorded
- Establish agendas, take and record minutes of meetings of Council
- Provide access to City Council meeting records; preserve and archive records
- Respond to requests for information under the Freedom of Information and Protection of Privacy Act; first stop for processing citizens' petitions, complaints and requests to Council
- Establish briefings for Council from the EOC Management Team, as needed
- Upon direction of the City Manager, notify any required support, including printing of materials, coordination of the provision of clerical staff to assist at the EOC, as required
- Ensure municipal staff (including reception) are informed of any relevant EOC phone numbers in the EOC, and have any relevant information for provision to the public
- Assist the Information Officer(s) and coordinate with IO(s) any internal information sessions with municipal staff and Council

POTENTIAL EOC ASSIGNMENT(S):

- EOC Policy Group
- EOC Management Staff

3.2.4 Communications Manager

DAY TO DAY RESPONSIBILITIES:

Utilizing a number of communications vehicles, the Communications Manager facilitates the accurate and timely communication of information to internal and external stakeholders to assist the City in achieving its business objectives. The Communications office, as part of the Corporate Services Department, is organized into Communications and Web Services; it provides approved media releases and organizes formal media briefings for elected officials or senior staff, and ensures the management of media at incident scenes and helps support the dissemination of accurate and timely information as required. Communications also produces a number of articles and documents using the web and printed media to reach the community.

EMERGENCY RESPONSIBILITIES:

- Provide public information pertaining to the emergency situation
- Coordinate media relations, including coordination of media centres
- Coordination of information, between Information Officers, information centres, call centres, media and other outlets
- Identify Information Officers for each emergency site and notify the EOC and all emergency site agencies and the media of the designated Information Officer
- Provide information to Incident Commanders, the EOC, first responders, municipal switchboards and the media of the location of the information centres and the designated phone numbers so that appropriate calls can be re-directed to the information centre
- Manage information centres and provide information to the Call Centre (if activated)
- Arrange for provision of Information Officers to ESS Reception Centres (if required)
- Ensure that information on the City's web site is maintained and current
- Arrange for the necessary communications, work space, materials, phones, designated citizen inquiry telephone lines, staffing, etc. at the Information centres
- Ensure that appropriate support staff are available to assist with operating the Information centres
- Pre-format media releases and instructions to the public where possible to reduce the chance of releasing incorrect information
- Monitor published and broadcast information and take immediate action to correct any misinformation
- Maintain a log of actions taken, decisions made and media calls received

POTENTIAL EOC ASSIGNMENT(S):

- EOC Information Officer (internal, external and public information)

3.2.5 Community Development

DAY TO DAY RESPONSIBILITIES:

The Community Development Department supports and oversees the functions of long-term land-use planning, development planning, and community planning including social and youth issues. It is responsible for the issuance of business licenses, construction permits and compliance with bylaws that affect private property. The City's Official Community Plan, Zoning Bylaw and Construction Bylaw are documents coordinated by this department.

EMERGENCY RESPONSIBILITIES:

- Inspect municipal buildings as required for emergency response and recovery
- Assess community's buildings and structures for damage to determine risks, prioritize emergency response and recovery, and to assist in the re-entry and occupancy of damaged buildings
- Coordinate collation of damage assessment information
- Assist with the recording, collating and display of geographic and statistical information on the status of the emergency in the EOC
- Support Fire Department within the provision of information on building safety and hazards to assist in the location and extrication of persons trapped in collapsed buildings and structures
- Support Engineering, Parks & Environment Department with inspections and damage assessment of public works structures
- Assist with development of community-based recovery plans to address community needs
- Support provision of Emergency Social Services through provision of pre-designated and trained staff as ESS Directors, if available, and in cooperation with other departments

POTENTIAL EOC ASSIGNMENT(S):

- EOC Planning Section – Section Chief and Documentation Unit, Situation/Assessments Unit, Demobilization Unit, and Recovery Unit
- EOC Operations Section – ESS Director, and Assessment teams
- EOC Logistics Section – Facilities Unit

3.2.6 Corporate Services

DAY TO DAY RESPONSIBILITIES:

The Corporate Services Department provides leadership and support services to the organization that are critical to the achievement of the City's business objectives. The department is organized into Bylaw Enforcement Services, Information Technology Services, Communications, Cemetery administration, and Economic and Tourism Development. In addition, Corporate Services manages special projects and filming projects, manages City-owned land, and coordinates corporate emergency planning with the North Shore Emergency Management Office.

EMERGENCY RESPONSIBILITIES:

- Assist in the interpretation of Bylaws regarding enforcement issues
- Liaise with the municipal lawyers
- Procure buildings or land as required for the emergency response and recovery efforts
- Ensure all administrative equipment is available and functioning (telephones, computers, fax machines)
- Arrange to acquire additional communications resources, (i.e. cell phones)
- Provide and activate IT equipment to EOC
- Provide and activate GIS mapping and related support to EOC
- Activate emergency website(s) for EOC
- Activate secondary EOC site phone systems as required
- Acquire or reposition City computers and phones to support EOC operations
- Communicate information and updates on the emergency situation to municipal staff, in coordination with the Communications Manager
- Maintain and update the Municipal Emergency Operations Group Contact List every 6 months
- Maintain and update the City of North Vancouver Emergency Plan in conjunction with the North Shore Emergency Management Office, as required
- Coordinate with the City Engineer any cemetery arrangements

POTENTIAL EOC ASSIGNMENT(S):

- EOC Deputy Director (as required)
- EOC Logistics Section Chief – and other Logistics Section support (IT)
- EOC Planning Section (GIS)

3.2.7 Engineering, Parks and Environment

DAY TO DAY RESPONSIBILITIES:

The Engineering, Parks and Environment Department is responsible for the planning, design, construction, operation, maintenance and administration of the City of North Vancouver's natural and built public environment, including: traffic control systems; potable water distribution systems; sanitary sewage collection systems; storm drainage collection and disposal systems; solid waste collection and recycling; street lighting; streets and streetscapes; parks, plazas and public open spaces; natural areas, community stewardship and the environment; North Vancouver Cemetery; and, Lonsdale Energy Corporation.

EMERGENCY RESPONSIBILITIES:

- Notify department staff using internal notification system (i.e., radios/dispatch) if required
- Assess and repair, maintain or manage (and/or provide emergency restoration of) all municipally operated roadways, bridges, utilities (potable water, drainage and sewerage), and parks or green spaces
- Provide liaison and assistance, where possible, to public utility companies and commercial communications outlets for emergency restoration and/or discontinuance of the utilities
- Provide information regarding utilities connections, usability of structures and locations or status of other relevant infrastructure
- Provide and erect barricades, signs, and other traffic control devices to control traffic and pedestrians (in cooperation with first responders), including addressing traffic signal problems
- Assist Logistics Section with the supply of municipal equipment and vehicles
- Provide flood protection operations, i.e. sandbagging, emergency pumps, and drainage or excavation, including monitoring and reporting back to EOC
- Assess and repair damage from sinkholes, major pavement failures, slides, floods and water course blockages; provide erosion control, snow and ice control
- Provide or arrange for the clearing of debris, temporary road construction and maintenance of emergency traffic routes, and inspection of bridges
- Provide for snow and ice control on roads
- Provide, or arrange for the supply and distribution of water for firefighting
- Provide support to the first responders in containment of spills
- Provide mechanical maintenance and servicing of essential vehicles / equipment
- Assist in handling/abatement of impacts from dangerous goods incidents
- Produce signage as necessary
- Provide advice regarding environmental protection, and liaison with senior government environmental agencies to mitigate or prevent environmental damage during emergencies

POTENTIAL EOC ASSIGNMENT(S):

- EOC Operations Section – Engineering/Public Works, Environment, Utilities, possible Section Chief
- EOC Planning Section – Situation, Advance Planning, Technical Specialist
- EOC Logistics Section – support to Transportation Unit as needed (i.e., fleet Service Centre staff in coordination with Purchasing staff and/or other staff assigned to Logistics)

3.2.8 Finance Department

DAY TO DAY RESPONSIBILITIES:

The Finance Department oversees the financial operations of the City and coordinates ongoing financial planning, and plays a leadership role in serving and supporting a broad client base that includes the public, Mayor & Council, the City Manager, senior management and staff. It provides financial information, advice and direction to Council, City departments and agencies, as well as the general public. It also provides financial reporting and control services to the City as mandated under the Community Charter. It upholds the fiduciary responsibility to manage the City's assets, and provides guidance and financial advice to preserve the overall stability of the City's finances. The Finance Department is responsible for general accounting, taxation, budgeting, payroll administration, facilities management, investments and purchasing. It is organized into three divisions and one section: Treasury, Purchasing and Facilities Management, and the Administration Section. Because it is not a large department, there is integration and sharing of work amongst the divisions.

EMERGENCY RESPONSIBILITIES:

- Coordinate the City Hall facility internal response and recovery efforts
- Liaise, if necessary, with the Chief Financial Officer(s) of neighbouring municipalities
- Ensure that records of expenses are maintained for future claim purposes
- Commence emergency financial activities, including:
 - Emergency payroll
 - Emergency procurement
 - Emergency banking
 - Emergency financial record keeping
 - Emergency claims management
- Oversee process of Disaster Financial Assistance, as part of the response and recovery stages of the emergency/disaster
- Ensure the prompt payment and settlement of all legitimate invoices and claims incurred during the emergency
- Provide post-event financial report to City Manager
- Support provision of Emergency Social Services through provision of pre-designated and trained staff as ESS Directors, if available, and in cooperation with other departments

POTENTIAL EOC ASSIGNMENT(S):

- EOC Finance and Administration Section Chief and other F/A Section support
- EOC Logistics (Purchasing)
- EOC Management – Risk Management Officer (for Insurance Risk)

3.2.9 Fire & Rescue Services

DAY TO DAY RESPONSIBILITIES:

North Vancouver City Fire Department (NVCFD) operates primarily in emergency response mode. A major emergency response fits into the normal operating practices of the NVCFD. Various elements are in place to support the day to day emergency response needs such as: dispatch, apparatus, personnel, mutual aid, back up systems, equipment supply and procedures, which are easily adapted to present an effective response. NVCFD staff are also responsible for providing, on a daily basis, for fire and life safety inspections of buildings and businesses as per the Fire Services Act; Fire Investigation for origin and cause determination as per the Fire Services Act; fire prevention public education programs; and, code and bylaw enforcement activities. NVCFD staff also participate in risk assessments related to hazards and threats (e.g., hazardous materials accidents such as Ammonia or Chlorine leaks, etc) as part of the pre-planning function for anticipated assistance response.

North Vancouver City Fire Department staff provide assistance and/or emergency response to various type of incidents such as: fires; explosions; medical assistance; earthquakes or other natural disasters; escape of dangerous goods; rail or marine incidents; motor vehicle or other accidents; and circumstances necessitating rescue efforts.

EMERGENCY RESPONSIBILITIES:

- Participate in Incident Command and Unified Command at emergency site(s)
- Assist with conducting assessments of damaged areas or structures (i.e., “windshield assessments” and comprehensive inspections)
- Activate Mutual Aid System, when deemed necessary
- Conduct all operations connected with the fighting of fires
- Conduct all operations connected with dangerous goods - access, identify, and secure
- Provide rescue operations and medical aid assistance in coordination with other agencies
- Provide equipment and manpower to assist in water pumping operations
- Assist in municipal-wide survey of an emergency/disaster impact
- Assist other agencies as requested - RCMP, BCAS, etc.

POTENTIAL EOC ASSIGNMENT(S):

- EOC Deputy Director (as required)
- EOC Operations Section
- EOC Planning Section
- EOC various support staff function

3.2.10 Human Resources

DAY TO DAY RESPONSIBILITIES:

The Human Resources Department is responsible for recruitment, benefits administration, job evaluation, salary administration, organizational development, occupational health and safety, labour relations, workplan education, staff training and development, employee recognition, and wellness. In addition, the Human Resources Department fosters harmonious employee and union management relations and provides progressive Human Resources services that are consistent with prevailing Collective Agreements, legislation and policies.

EMERGENCY RESPONSIBILITIES:

- Interpret Collective Agreement and applicable policies
- Administer Health and Safety programs
- Coordinate redeployment of civic employees across departments, as needed
- Lead, facilitate and provide guidance for the coordination of Worker Care mechanisms and procedures, including EFAP, Critical Incident Support for employees, and coordinating staff/family notifications
- Coordinate the provision of additional or temporary staff, as needed, to the EOC or to City departments to maintain business continuity
- Lead and/or facilitate the coordination of convergent volunteers' intake (as needed)
- Fulfill the Risk Management function in the EOC

POTENTIAL EOC ASSIGNMENT(S):

- EOC Risk Management Officer
- EOC Logistics Section – Personnel
- EOC Finance/Admin Section – support for compensation and claims unit

3.2.11 North Shore Emergency Management Office (NSEMO)

DAY TO DAY RESPONSIBILITIES:

NSEMO is a tri-municipal agency responsible for the provision of emergency planning, preparedness, mitigation and response expertise to the City of North Vancouver, District of North Vancouver and District of West Vancouver; NSEMO also coordinates regional emergency plans across the GVRD and administers emergency preparedness resources (e.g., telephone emergency notification services, supplies, etc). NSEMO administers volunteer emergency response teams including: Emergency Social Services, North Shore Search and Rescue, the Emergency Management Team and Emergency Amateur Radio Communications. The NSEMO is also responsible for the provision of emergency preparedness information and workshops to the public.

EMERGENCY RESPONSIBILITIES:

- Responsible to activate the North Shore Emergency Operations Centre including the set-up of necessary equipment, arranging of security to the EOC, and signing in EOC personnel
- Provide advice, expertise and support in emergency management functions to EOC staff
- Perform the role of Liaison Officer in the EOC, thereby communicating with the Provincial Emergency Program (PEP), other municipalities and other stakeholders during the emergency response
- Oversee the response capacities of the volunteer emergency teams:
 - North Shore Rescue
 - Emergency Social Services
 - Emergency Management Team
 - Emergency Communications
- Assist with activation of the emergency Call Centre (at the EOC) if required
- Facilitate activation of the emergency telephone notification system if required

POTENTIAL EOC ASSIGNMENT(S):

- EOC Liaison Officer (Management Section)
- Supports other EOC Sections as required

3.2.12 City of North Vancouver Library

DAY TO DAY RESPONSIBILITIES:

The Library is responsible for the check in and check out of library materials, for access to Internet computers, for promoting literacy and quality of life through education and entertainment. The library is a place in the community that is easily recognized both physically and as a place of comfort and security, a place where one will receive the help they seek.

EMERGENCY RESPONSIBILITIES:

- Implement Library emergency response and recovery plans to protect staff, patrons and facilities
- Potentially provide resources to the municipality in terms of staff, facilities, communications support or other services; these may include:
 - All library staff available for assignments to/by EOC; many staff are trained in first aid
 - Staff may be designated for call centre(s) established by Information Officer(s)
 - Provision of facilities to act as temporary shelter for staff or public, as determined by EOC and/or ESS
 - Provide facilities to coordinate the provision of information to the public (in cooperation with Information Officers and ESS), e.g., through use of facilities as information centres and/or call-centres, internet computers at library locations, staff for call centres, etc.
 - Potential site for receipt of solicited relief supplies
- Implement business recovery plans to facilitate returning library services to normal as soon as possible
- Coordinate the intake and registration of convergent volunteers on behalf of the municipality, and in coordination with other departments and services
- Coordinate with the EOC, ESS, NVRC and Information Officers to convey information to the public and/or to promote special activities for the affected population

POTENTIAL EOC ASSIGNMENT(S):

- Support staff to Information Officer(s)
- Support staff to Logistics Section (Facilities, personnel)
- Support staff to Operations Section (ESS)
- Support staff to Planning Section

3.2.13 North Vancouver Recreation Commission (NVRC)

DAY TO DAY RESPONSIBILITIES:

Recreation is vital to the overall health and well-being of our communities. The North Vancouver Recreation Commission is mandated by the City and City of North Vancouver to provide a wide variety of accessible, inclusive and diverse recreation programs and services that meet the needs of North Vancouver residents.

EMERGENCY RESPONSIBILITIES:

- Arrange for municipal recreation facilities to be opened as Reception Centres for evacuees and/or to support needs of the emergency
- Provide personnel and/or resources in support of the emergency and Reception Centres
- Activate departmental emergency plan and notification plan
- Maintain an inventory of facilities and supplies that may be used for support of Reception Centres
- Coordinate with Emergency Social Services to provide leisure activities at Reception Centers for the affected population
- Arrange for municipal ice arenas to be used as temporary morgues as needed
- Provide regular updates to EOC on Facility status and recreation activities

POTENTIAL EOC ASSIGNMENT(S):

- EOC Planning Section
- EOC Logistics Section
- Other EOC sections as required, as support staff

3.2.14 Royal Canadian Mounted Police (RCMP)

DAY TO DAY RESPONSIBILITIES:

RCMP respond to emergencies on a daily basis in conjunction with other duties. In the event of a major emergency Senior Officers activate specific Policies and Procedures for efficient, effective response and coordinated control. RCMP are also involved in public education and community policing. By nature of the federal government organization and provincial policing structure, the RCMP also has access to a broad range of resources (e.g., air support, emergency response teams, telecommunications, personnel).

EMERGENCY RESPONSIBILITIES:

- Participate in Incident Command and Unified Command at site(s)
- Facilitate evacuations as required
- Responsible for missing persons
- Co-ordinate Police operations from the Emergency Operations Centre
- Seal off (inner and outer perimeters) the emergency or disaster site(s)
- Control traffic to facilitate the movement of emergency vehicles
- Conduct the evacuation of buildings or residential areas and co-ordinate transportation facilities authorized by the EOC
- Ensure the protection of lives, and public and private property
- Provide security and prevent looting of evacuated areas
- Provide assistance to the coroner and coordinate operations in support of the dead
- Provide assistance in search and rescue operations
- Provide or request mutual aid when requested

POTENTIAL EOC ASSIGNMENT(S):

- EOC Deputy Director (as required)
- EOC Operations Section
- EOC Planning Section

3.2.15 Additional Agencies

Many agencies and stakeholders are integral to effective emergency operations in the City of North Vancouver. The City – often through the North Shore Emergency Management Office - actively coordinates emergency preparedness, planning, and response with the following agencies on the North Shore:

- British Columbia Ambulance Service
- Vancouver/Coastal Health Authority
- Lions Gate Hospital
- School Districts 44 and 45
- Utilities – Telus, Terasen Gas, BC Hydro, et al
- TransLink and West Vancouver Bus
- Ministry of Transportation and Highways

In addition members of business and industry, community associations, the Tsleil-Watuth and Squamish first nations, non-profit and non-governmental organizations (e.g., Red Cross, Salvation Army), and other members of the North Shore and neighbouring communities are involved in the City's emergency management program.

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4 Section

Section 4 - Emergency Operations Centre (EOC)

This section provides an overview of the organization of the municipality's "mission control," the Emergency Operations Centre (EOC). Included here is the organization chart for the EOC, steps to activate the EOC, EOC Activation Levels, and generalized staff or agency assignments to the EOC. See the "Emergency Operations Centre (EOC) Response Guide" and "EOC Operational Guidelines" for specific details.

- 4.1 Emergency Operations Centre
 - Location of EOCs
 - Activation of the EOC
 - Process for Activating the EOC
 - North Shore EOC – Physical Setup
 - EOC Activation Levels
 - Termination of EOC Activity
 - EOC Organization (diagram)
 - EOC Sections

- 4.2 Concept of Response Operations
 - BCERMS Response Organization
 - Response Goals
 - Requests for Assistance
 - Provincial and Federal Assistance
 - Unsolicited Donations Management

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4.1 EMERGENCY OPERATIONS CENTRE

The Emergency Operations Centre (EOC) is the City of North Vancouver's facility for coordinating its response to a major emergency or disaster. In any emergency, the EOC is staffed by City personnel representing City departments as well as by trained volunteers (e.g. EMT, SAR, ESS) and external agencies (e.g., VCHA, BCAS, utilities). The EOC supports all response activities in the field. Specifically, it centralizes information about the emergency; coordinates emergency response across City departments and with other agencies; identifies critical needs and establishes emergency response priorities; and provides timely information to the public concerning the emergency or disaster.

4.1.1 LOCATION

The City of North Vancouver Emergency Operations Centre is at the North Shore Emergency Management Office located at:

147 East 14th Street,
North Vancouver, BC (2nd Floor)

Secondary (backup) locations for the City of North Vancouver EOC are the City Works Yard located at:

720 West 2nd Street
North Vancouver, BC

or, the City of North Vancouver Fire Hall #1 located at:

165 East 13th Street
North Vancouver, BC

In the event of a North Shore emergency (i.e., impacting on more than one of the North Shore municipalities), the North Shore Emergency Operations Centre will be located at the North Shore Emergency Management Office at:

147 East 14th Street
North Vancouver, BC (2nd Floor)

This location will serve as the shared EOC, to coordinate activities for the impacted municipalities and the interactions between the municipalities.

4.1.2 ACTIVATION OF THE EOC

The City's Emergency Operations Centre (EOC) may be partially or fully activated by any City staff member following appropriate supervisory channels, City of North Vancouver Fire Chief, North Vancouver RCMP, an Incident Commander within the City's jurisdiction, and/or a member of the North Shore Emergency Management Office and their Emergency Management Team. This activation can be made whether or not the City's Emergency Plan has been activated, and whether or not a State of Local Emergency has been declared. However, once a Declaration of a State of Emergency has been made, the EOC must be activated.

Suggested criteria for activating the EOC include situations in which any of the following apply:

- Significant number of people at risk
- Response coordination is required because of
 - Large or widespread event
 - Multiple emergency sites, and
 - Several responding agencies
- Resource coordination required because of
 - Limited local resources, and
 - Significant need for outside resources
- Uncertain conditions:
 - Possibility of escalation of the event
 - Unknown extent of damage
- Potential threat to people, property or the environment
- Declaration of a State of Local Emergency is made

4.1.3 PROCESS FOR ACTIVATING THE EOC

1. Recognize that an emergency situation exists, meeting the criteria to activate the EOC (above).
2. Notify the appropriate senior management or first responder(s) of the City of North Vancouver to advise of situation and confirm EOC activation.
3. Determine the "level" of EOC activation (see following page).
4. Notify the North Shore Emergency Management Office to set up the EOC (see below).
5. Notify staff to respond to EOC (see Section 2 – Staff Callout)

4.1.4 NORTH SHORE EOC – PHYSICAL SET UP

North Shore Emergency Management Office (NSEMO) is on call 24/7 through the main phone line (604-983-7440). Outside of office hours, any call will page the on-duty emergency manager. Members of NSEMO staff and their Emergency Management Team will assist with the physical set up of the North Shore EOC, and sign in arriving staff. They will also assist with other duties to support the EOC functions, and with activation or set up of other emergency resources.

The City is responsible to set up any alternate EOC locations other than the North Shore EOC at 147 East 14th Street, North Vancouver (Gerry Brewer Building). NSEMO may still be available to assist with EOC functions, pending its role with other North Shore emergency resources.

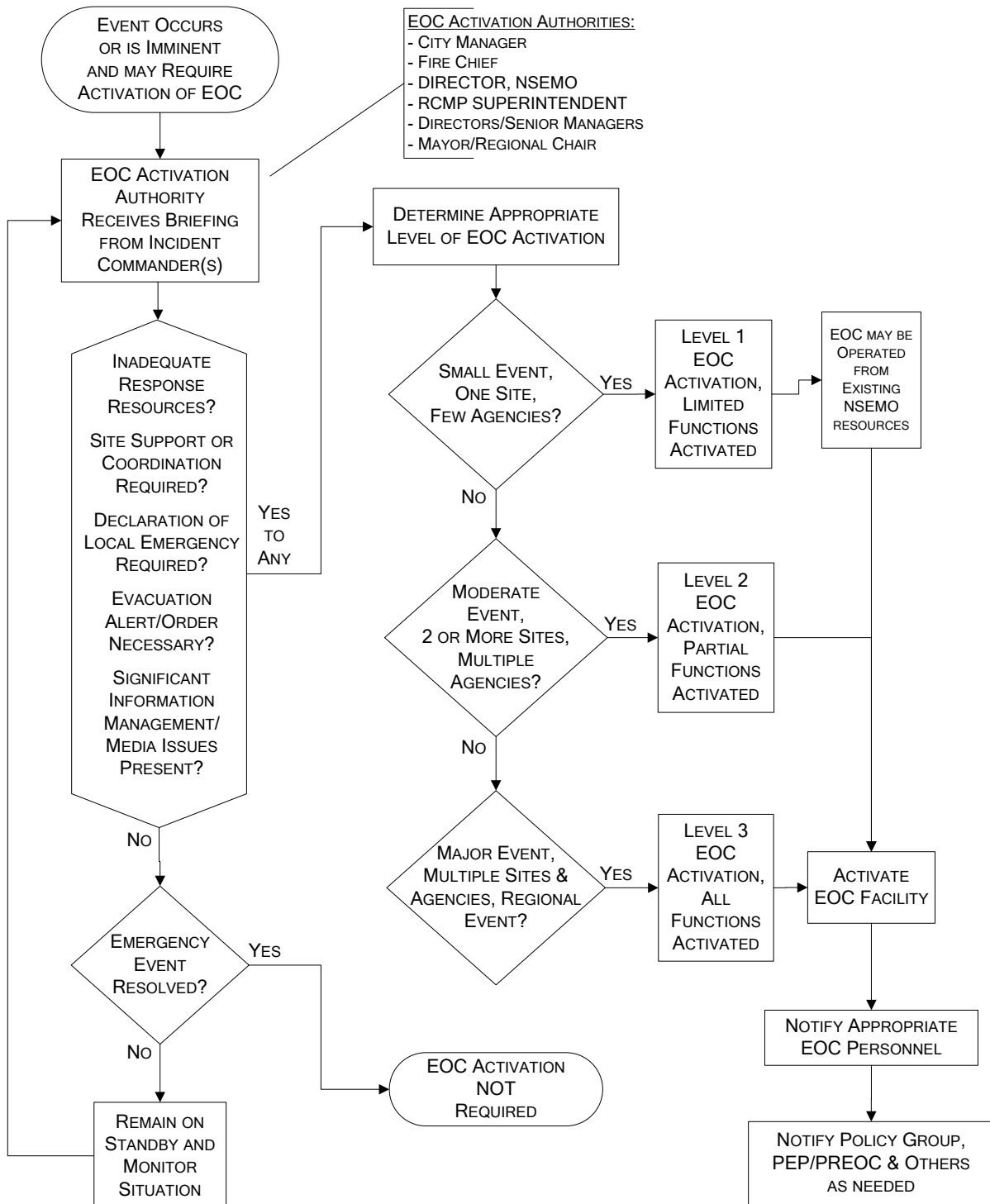
4.1.5 EOC ACTIVATION LEVELS

The level of EOC activation is determined by the magnitude, scope and stage of the event. Only those EOC functions and positions that are required to meet current response objectives need to be activated. Non-activated functions and positions will be the responsibility of the next highest level in the EOC organization; each EOC function must have a person in charge. As such, EOC staff may be required to take on more than one position, as determined by the nature of the emergency event, availability of resources and/or as assigned by a supervisor.

Activation Level	Minimum Staffing Requirements	Response Situation (may be any of the following)
Level 1 - <u>Partial</u> EOC Activation	<ul style="list-style-type: none"> ▪ EOC Director ▪ Information Officer ▪ Liaison Officer ▪ Operations Section Chief <p>* PEP notified</p>	<p>In response to an alert or warning of a potential or imminent emergency situation; and/or a situation which may be easily handled</p> <ul style="list-style-type: none"> ▪ Small event ▪ One site ▪ Two or more agencies involved ▪ Potential threat (e.g., flood, severe storm, interface fire)
Level 2 - <u>Moderate</u> EOC Activation	<ul style="list-style-type: none"> ▪ All of the above, plus: ▪ Risk Management Officer ▪ Section Chiefs (as required) <p>*PEP/PREOC limited activation</p>	<ul style="list-style-type: none"> ▪ Moderate event ▪ Two or more sites ▪ Several agencies involved ▪ Major scheduled event (e.g., conference or sporting event) ▪ Limited evacuations ▪ Some resources/support required
Level 3 - <u>Full</u> EOC Activation	<ul style="list-style-type: none"> ▪ All EOC functions and positions (as required) ▪ Policy group <p>*PREOC activation</p>	<ul style="list-style-type: none"> ▪ Major event ▪ Multiple sites ▪ Regional disaster ▪ Multiple agencies involved ▪ Extensive evacuations ▪ Resources/support required

Note that one person may perform more than one role in the EOC, as available and needed.

EOC ACTIVATION FLOW CHART



4.1.6 TERMINATION OF EOC ACTIVITY

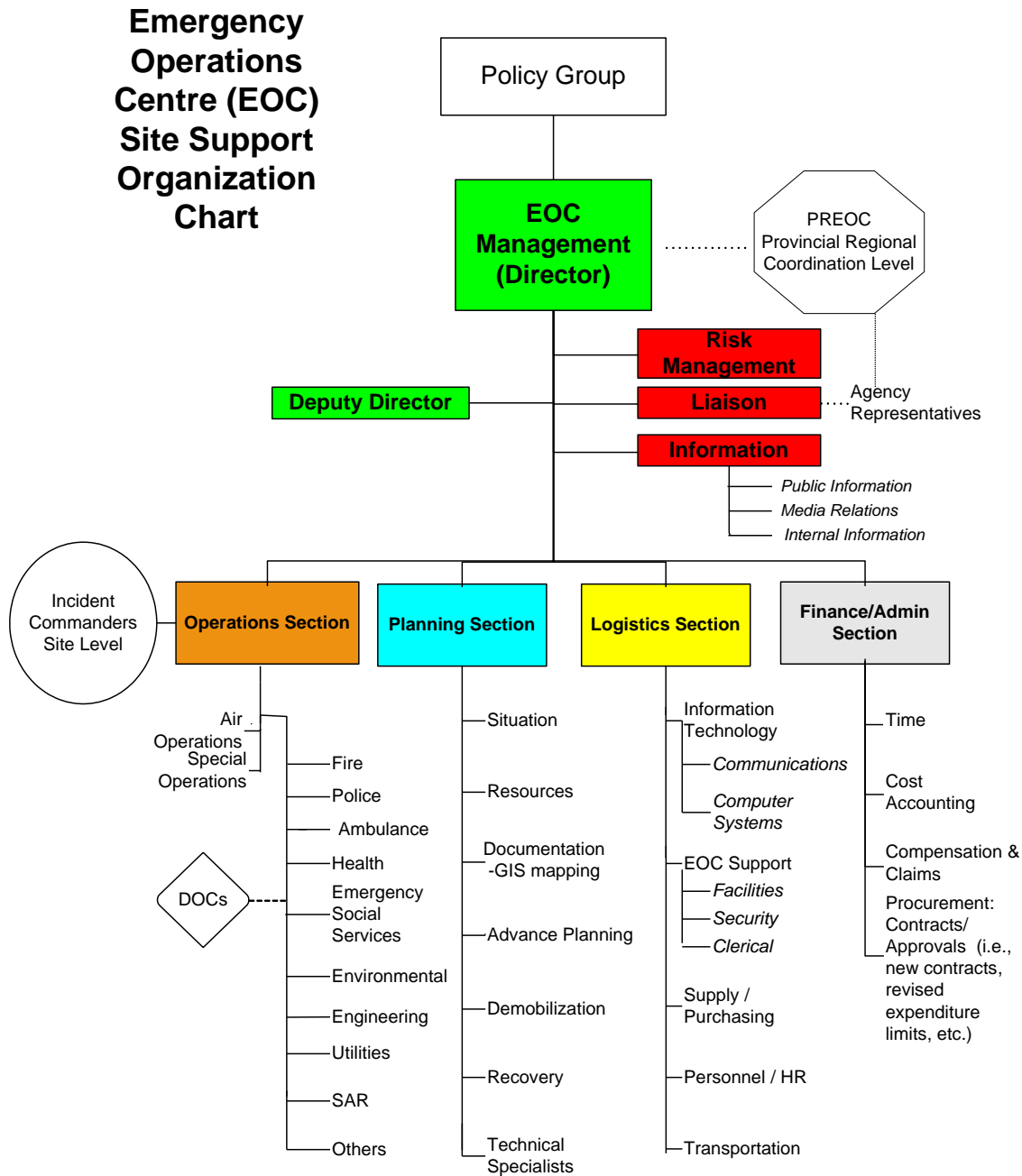
The EOC Director will terminate the EOC activity for the current incident and notify all participants. Suggested criteria for terminating EOC operations include:

- Individual EOC functions are no longer required
- State of Local Emergency is lifted
- Coordination of response activities and/or resources is no longer required
- Event has been contained and emergency personnel have returned to regular duties

Note that it may be desirable to continue EOC operations into the Recovery phase of the incident.

4.1.7 EOC ORGANIZATION

The EOC is comprised of various Sections, which operate under a modified Incident Command System in compliance with provincially established standards. Following is a diagram of the EOC Organization:



4.1.8 EOC SECTIONS

Following are brief descriptions of each of the EOC Sections:

- Policy Group
- Management
- Operations
- Planning
- Logistics
- Finance and Administration (“Finance/Admin”)

Following each Section description is a list of municipal staff who may potentially fulfill roles within the Section. Note that all municipal staff can fulfill a variety of EOC positions, depending on their experience, availability, and the nature of the emergency.

4.1.8.1 Policy Group

The Policy Group is responsible for the overall management of the emergency or disaster. It is the responsibility of the Policy Group to assess the existing disaster situation in the municipality, define the nature of the emergency and establish broad response priorities.

Responsibilities include:

1. Provides overall emergency policy and direction to the EOC Director
2. Sets expenditure limits
3. Formally requests outside support / resources (e.g., Provincial and Federal support)
4. Authorizes declaration and termination of State of Local Emergency
5. Provides direction for emergency public information activities
6. Acts as a spokesperson for the municipality

*Municipal representatives: Mayor and Council
 City Manager
 City Clerk’s Department*

4.1.8.2 Management Section

The Management Section is comprised of an EOC Director, Deputy Director and Officers for Risk Management, Information (IO) and Liaison with other agencies. It is the responsibility of the Management Section to ensure that response priorities are established, and that planning and response activities are coordinated, both within the EOC (i.e., between sections) and between the site(s), the EOC and with other agencies or EOC’s (e.g., PREOC).

Responsibilities include:

1. Exercise overall management responsibility for the coordination between emergency response and supporting agencies in the EOC, including establishing priorities for response efforts in the affected area

2. Provide support to local authorities and provincial agencies and ensure all actions are accomplished within priorities established
3. Establish appropriate staffing level for the EOC, and monitor effectiveness of EOC
4. Ensure interagency coordination is accomplished effectively within the EOC
5. Liaise with Policy Group and/or Elected Officials
6. Ensure risk management principles and procedures are applied for all EOC activities
7. Direct, in consultation with the Information Officer, appropriate emergency public information actions using the best methods of dissemination. Approve the issuance of press releases and other public information materials as required

Municipal staff:

- City Manager or designate (EOC Director)*
- RCMP OIC and/or Fire Chief (Deputy EOC Director)*
- Director of Corporate Services (Deputy EOC Director)*
- Director of Human Resources, or Safety Officer (Risk Management; may also include Finance Insurance Risk Advisor)*
- Communications Manager (IO)*
- Director of NS Emergency Management (Liaison Officer)*
- City Clerk's Department (support to EOC Director and IO)*
- Other municipal Information Officers*

4.1.8.3 Operations Section

The Operations Section provides minute-by-minute support to emergency responders in the field. Representatives from Police, Fire, Engineering, Environmental Protection, Health, Community Services, Parks and Emergency Social Services are in contact with staff in the field to ensure they have the information about the emergency of disaster; that requests for supplies, equipment, or personnel are processed; and that there is coordination with other involved agencies.

Responsibilities include:

1. Ensure the functions under the Operations Section are carried out according to established EOC priorities
2. Coordinate response operations with emergency responders (e.g., police, fire, ambulance, ESS, et al)
3. Maintain communications link between Incident Commanders (sites), DOC's and the EOC for the purpose of coordinating the overall response, resource requests and event status information
4. Acquire mutual aid resources, and coordinate mobilization and transportation of operations resources through the Logistics Section

Municipal staff: Senior staff from the following departments or divisions:

- Fire*
- RCMP*
- Emergency Social Services (Community Development, Finance and/or NSEMO)*
- Engineering / Engineering Operations & Environment*
- Corporate Services – Bylaw Officers*
- Search and Rescue (may also do Air Operations)*

*External representation: Medical Health Officer, VCHA
Ambulance
Utilities
Other agencies (e.g., Rail or Airport Authority)*

4.1.8.4 Logistics Section

The Logistics Section is tasked with locating and acquiring all the necessary personnel, equipment and material items needed by the City to deal with the disaster, both to the site, and in support of the EOC. This may include the provision of communications services, human resources, transportation or other necessary materials.

Responsibilities include:

1. Ensure the functions of the Logistics Section are carried out according to established EOC priorities
2. Ensure the provision of telecommunications services and information technology; locate and acquire equipment, supplies, personnel, facilities, and transportation as well as arrange for food, lodging and other support services, as required, for both the EOC and site requirements
3. Coordinate centralized purchasing/procurement procedures
4. Ensure critical resources are allocated according to EOC action plans and priorities

*Municipal staff: Corporate Services – Information Technology & other corporate resources
Finance – Purchasing & Facilities
Human Resources - personnel
Engineering & Engineering Operations – signs, fleet, equipment
North Vancouver Recreation Commission – facilities & personnel
NV City Library – support personnel & resources*

4.1.8.5 Planning Section

The Planning Section is responsible for gathering, analyzing and evaluating information and forwarding recommendations on appropriate response options to the Policy Section. This section is responsible for preparing action plans and deals primarily with forward planning based on knowledge of the emergency or disaster. Damage assessment, contingency planning and recovery planning are also the responsibility of the Planning Section.

Responsibilities include:

1. Ensure the functions of the Planning Section are carried out according to established EOC priorities
2. Collect, analyze and display situation information, including mapping, situation reports, and action plans
3. Prepare specialized plans, including advance planning, demobilization and recovery planning
4. Provide technical expertise, as required

*Municipal staff: Community Development – Planning, Permits, Inspections
Engineering – Planning & Design (i.e., Transportation, Environment, Parks,
Utilities)
Corporate Services – Information Technology for GIS mapping, additional
corporate resources
Fire and RCMP – Inspections et. al.
North Vancouver Recreation Commission – additional personnel or resources
Technical specialists (internal or external)*

4.1.8.6 Finance and Administration Section

The “Finance/Admin” Section is responsible for financial activities and other administrative activities. This section provides clerical support to the EOC and tracks all expenses associated with the emergency or disaster.

Responsibilities include:

1. Ensure the functions of the Finance/Admin Section are carried out according to established EOC priorities
2. Maintain financial records throughout the event or disaster
3. Ensure on-duty time for all personnel is recorded
4. Determine spending limits; set or approve extraordinary limits
5. Negotiate new contracts, in coordination with Logistics (Purchasing) needs
6. Process Worker’s Compensation Board (WCB) claims resulting from the emergency response, as well as travel and expense claims
7. Maintain and submit recovery documentation and Disaster Financial Assistance paperwork

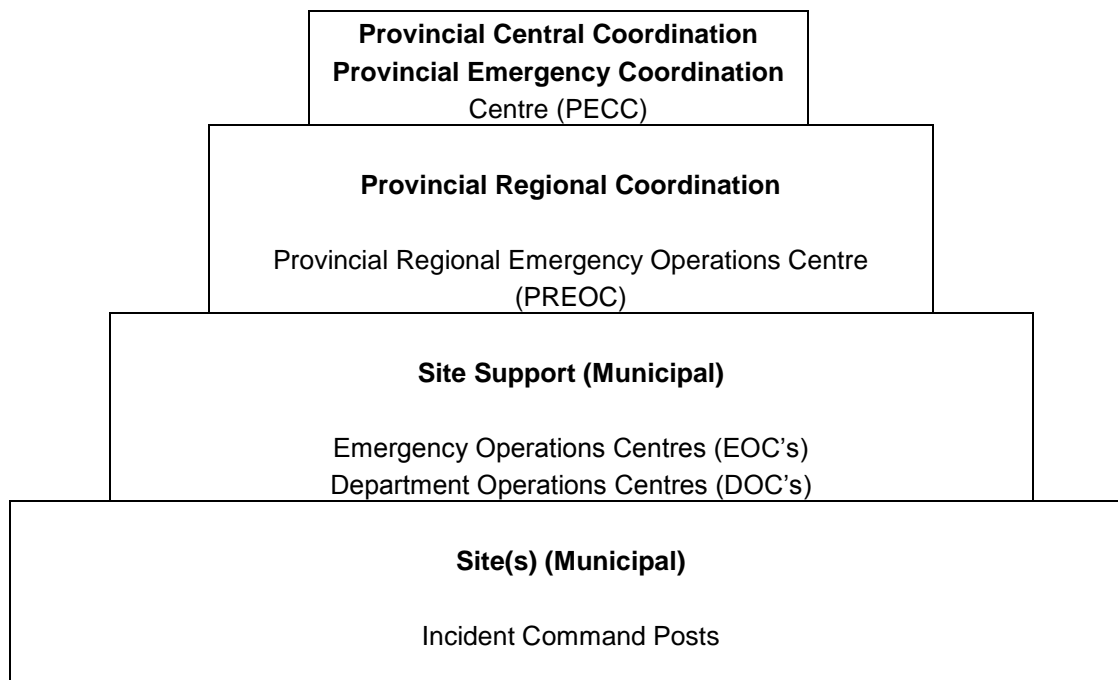
*Municipal staff: Finance – Accounting, Payroll, Insurance Risk et. al.
Human Resources – compensation & claims
Support staff from other departments*

4.2 CONCEPT OF RESPONSE OPERATIONS

4.2.1 BCERMS RESPONSE ORGANIZATION

An Incident Commander should always be in charge of the site response and oversee all site activities. In larger events, involving multiple response agencies, or multiple sites, or where additional agency coordination and policy direction is required, an EOC is activated to coordinate site support and manage all non-site activities. Some jurisdictions may also activate a Departmental Operations Centre (DOC) if unique local support for a particular department/agency is required.

In the event the emergency event requires additional support, beyond what at EOC can provide, or if two or more EOCs are established, or an emergency occurs in an unorganized area of the Province, then the Province of British Columbia (under the direction of the Provincial Emergency Program) will activate a Provincial Regional Emergency Operations Centre (PREOC) within the impacted region (i.e., in Green Timbers, Surrey, for a Lower Mainland event), as well as Provincial Emergency Coordination Centre (PECC) in Victoria, to provide additional policy direction, resource support and coordination. The following diagram illustrates the relationship between the local and provincial structures; note that this is not a hierarchical structure, simply a communication structure.



4.2.2 RESPONSE GOALS

At every level of the emergency management organization, the following goals, in sequential order, must be considered:

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

4.2.3 REQUESTS FOR ASSISTANCE

It may be necessary to request assistance from neighbouring municipalities, the Provincial Government of BC, the Federal Government, and/or the private sector. In this event, requests for assistance will be coordinated through the appropriate section of the Emergency Operations Centre.

4.2.4 PROVINCIAL AND FEDERAL ASSISTANCE

All requests for assistance involving Provincial or Federal departments or agencies must be coordinated through the Provincial Regional Emergency Operations Centre (PREOC). This may include requests for:

- Canadian Armed Forces assistance (reservists or regular forces)
- Ministry of Environment Emergency Response Team assistance (i.e., for environmental spills)
- Coast Guard, Ministry of Fisheries and Oceans assistance (i.e, for marine emergencies)
- Ministry of Forests assistance (i.e., for access to Forestry logistical resources)
- Etc.

In the event that a Provincial State of Emergency is declared, the Municipal Emergency Operations Group will continue to operate in conjunction with the Provincial Regional Emergency Operations Centre (PREOC).

4.2.5 UNSOLICITED DONATIONS MANAGEMENT

The municipality does not accept or manage unsolicited donations of relief goods during an emergency. The municipality may, however, request or solicit specified items as defined by the EOC and in keeping with key response priorities and criteria. Receipt of unsolicited donations can impose an unexpected and unmanageable burden on municipal resources, as the full spectrum of receipt, inspection, inventory, warehousing, distribution, monitoring and reporting of such goods requires a substantial operation. In response to suggestions that unsolicited donations of goods be gathered, the municipality will refer such enquiries to an appropriate non-governmental agency, and will then coordinate as is reasonably possible with such agency to ensure community needs are met.

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5 Section

Section 5 – Hazard, Risk and Vulnerabilities, and Specific Response Actions to Emergencies

This section provides an executive summary of the analysis of hazards, risk and vulnerabilities to emergency situations on the North Shore, and provides specific response considerations for these emergencies. Note that specialized response plans may also have been developed by other agencies (e.g., North Shore Health Region Pandemic Influenza Emergency Plan) or by municipal departments (e.g., Operations Department Snow Removal Plan).

- 5.1 Hazard, Risk and Vulnerability to Emergencies
 - Hazard, Risk and Vulnerability Analysis (HRVA)
 - HRVA Executive Summary

- 5.2 Evacuation
 - Evacuation
 - Evacuation Orders
 - Stages of Evacuation
 - Emergency Social Services (ESS) in Evacuations
 - Shelter in Place

Note that additional emergency hazard plans are available and may be referenced depending upon the situation. These include, but are not limited to:

- Related Emergency Response / Hazard Plans (not in this Plan)
- Disaster Debris Response Plan (JELC/North Shore)
- Evacuation Plans (North Shore)
- North Shore Disaster Plan (North Shore)
- Emergency Information Response Plan (North Shore)

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5.1 HAZARD, RISK AND VULNERABILITY

Given the North Shore's environment, development and geographical location, it is vulnerable to numerous hazards, any one of which has the potential to disrupt the City, cause damage, and create casualties. While it is not possible to predict the next occurrence of any of these hazards, their probability to some extent can be postulated by researching and analyzing historical records; and, the risk associated with each hazard can be projected by analyzing the expected and potential impacts that might occur.

5.1.1 HAZARD, RISK AND VULNERABILITY ANALYSIS (HRVA)

A hazard, risk and vulnerability analysis (HRVA) is both a process and a tool used to identify hazards or emergency situations which are a priority for the municipality to make contingency plans for. The process assesses each situation by both its potential impact on the area, the probability of its occurrence, and also the vulnerability of the area to the event. Events with both a high risk of probability (i.e., likelihood) and seriousness of impact (i.e., consequence or vulnerability of the municipality) receive the highest rating. Risk-based choices can then be made to address vulnerabilities, mitigate hazards and prepare for response to and recovery from hazard events.

HRVA is a critical part of every emergency program and is a requirement mandated by the [Local Authority Emergency Management Regulation](#) of the British Columbia [Emergency Program Act](#). Section 2(1) of this regulation requires local authorities to prepare emergency plans that reflect:

The local authority's assessment of the relative risk of occurrence and the potential impact on people and property of the emergencies or disasters that could affect all or any part of the jurisdictional area for which the local authority has responsibility.

A hazard is a source of potential harm or a situation with potential for causing harm, in terms of human injury, damage to health, property, the environment, or economic hardship.

Risk is the chance of injury or loss as defined as a measure of the probability (*likelihood*) and *severity* of an adverse effect to health, property, the environment or other things of value.

Hazard likelihood is categorized based largely on the historical occurrence of similar events: frequent (1 - 3 year occurrence), moderate (3 – 10 year occurrence), occasional (10 – 30 year occurrence), unlikely (30 – 100 year occurrence), rare (100 – 200 year occurrence), and very rare (200+ year occurrence).

Consequence severity is based on seven categories of impacts for each hazard: fatalities, injuries, critical facilities, lifelines, property damage, environmental factors, economic and social factors.

In this plan, risks are rated on a progressive scale - very low, low, high and very high – based on the analysis of event likelihood combined with consequence severity.

Different impacts will have different potential consequences. These impacts can be categorized in geographical terms as follows:

Widespread – will affect most of the municipality

Localized – will affect a few blocks, or a defined region/area

Specific – will affect one or two buildings or locations

Lastly, hazard vulnerabilities are considered in the development of the HRVA in terms of broad groupings: social, physical, economic, environmental and political. Examples include²:

Social – e.g., high density (shopping malls, theatres, stadiums, highrise buildings), confined (penitentiaries or jails), elderly or infirm (hospitals, care centres or retirement complexes), gender and youth (mothers and children, schools and recreation centres), languages and ethnic groups, and persons with disabilities (vision, hearing, mobility, mental, dependency).

Physical – e.g., bridges and critical infrastructure, communications systems (telephone, radio, television, cellular), utilities (gas, electric, water), transmission and distribution lines and towers, hazardous materials sites, transportation (routes, terminals, systems: road, rail, air, water), water reservoirs and hydro dams.

Economic – e.g., employment, economic diversity and survival (e.g., single major employer or industry?), access to critical services, insurance, and social housing or low-rent areas

Environmental – e.g., wildlife, vegetation, water, air and soils, areas of biodiversity and ecological value, parks and forests, and sensitive areas – coastlines, fish habitats, wetlands

Political – e.g., public perception of blame.

5.1.2 HRVA SUMMARY

Following is an executive summary of the North Shore HRVA. The anticipated *capabilities* of the municipality have been incorporated into the category “Resource”; in this category, “normal response” means that one or two departments would likely respond using day-to-day procedures and resources; other incidents may require coordinated efforts from a variety of agencies and/or departments.

For the North Shore – including this municipality – the priority events, based on HRVA, include:

- Severe weather (incl. power failure, wind/rain and snow storms)
- Transport accidents – road, rail, air, marine
- Dangerous goods / Hazardous materials incidents
- Flooding / creek flooding
- Fire – urban/forest interface, major urban fire, industrial fire, explosion
- Earthquake
- Debris flow, landslide, subsidence

² Reference: Hazard Risk and Vulnerability Tool Kit, Provincial Emergency Program (Disaster Resilient Communities Initiative), 2002.

Notwithstanding the variety of these priority events, the Emergency Plan is an “all hazards” emergency plan in that it outlines response actions applicable to most emergency situations.

The table on the following page summarizes specific hazards, their impact and anticipated potential resources.

North Shore Hazards, Impact and Resources

Hazard	Impact	Resource may include:
Avalanche	Localized	SAR, GVRD, Parks, land owners and/or land managers, RCMP, BCAS and Fire
Dam Failure	Widespread	Municipalities, GVRD, BC Hydro, various provincial ministries; possible widespread evacuations and ESS
Dangerous Goods Spill	Localized	Fire, RCMP, BCAS, PEP, Min. Environ., TSB et. al.
Drought	Localized	GVRD, VCHA; special water use regulations
Earthquake: Moderate to severe (M4 - 7+)	Widespread	Large scale coordinated response through EOC; outside resources needed but not likely available for 72+ hours
Epidemic - Animal	Widespread	VCHA, Ministry of Agriculture
Epidemic - Human	Widespread	VCHA; municipalities & community for vaccinations
Explosion or Emissions	Specific	Normal municipal response; Fire, RCMP, BCAS; Terasen Gas and/or other utilities
Fire – Forest / Urban interface	Localized/ Widespread	Fire, WV Parks (forest fire fighting); BC Ministry of Forests, GVRD; possible evacuations and ESS
Fire – Industrial Fire	Specific	Fire, RCMP, BCAS, specialized hazmat teams and related agencies
Fire – Major urban	Specific	Fire; may involve ESS if evacuations necessary
Flooding: localized and creek flooding	Localized	Normal response; may involve Ministry of WLAP; possible evacuations and ESS response
Infrastructure Failure / critical facility failure	Specific	RCMP, Fire, Engineering, SAR, Min. of Trans. and other agencies
Landslide, Debris Flow or Subsidence	Localized	Engineering, RCMP, Fire, BCAS, SAR; location and severity may dictate need for regional or provincial response or resource coordination; possible evacuations and ESS response
Severe Weather: snowstorm, high winds, severe rains, and/or hail storm	Widespread	Normal response (e.g., Engineering); loss of utilities and severe weather may trigger some evacuation and ESS; Municipal Snow Plan; BC Hydro plan for power restoration
Terrorism /Civil Disturbance	Specific	RCMP; Criminal code authority et al.
Transport Accident - Air	Specific	Fire, RCMP, BCAS, Vancouver Airport Authority, coroner and TSB
Transport Accident – Marine	Localized	Vancouver Port Authority, Coast Guard, Department of Fisheries and Oceans, Fire, TSB, SeaBus and other marine agencies/resources
Transport Accident – Rail	Localized	Specialized coordination by Rail with municipal, provincial and federal resources
Transport Accident - Road	Specific	Normal municipal response; RCMP, Fire, BCAS ;may involve provincial or federal coordination if spill response
Tsunami	Widespread	Normal response due to low risk on North Shore; RCMP and NSEMO for notifications

5.2 EVACUATION

5.2.1 EVACUATION PROCEDURES

Depending on the nature of the emergency (e.g., chemical spills, fire, unsafe structures, etc.), the need for evacuation and related evacuation areas may be determined by on-scene personnel. Police and fire officials have the legal authority to order evacuations in some circumstances. This information will be communicated and/or identified to the Municipal Emergency Operations Group and the Police having jurisdiction will implement the evacuation with assistance from other agencies. Emergency Social Services will open and operate evacuee reception centres, and is responsible for managing these centers and associated services provided to evacuees.

5.2.2 EVACUATION ORDERS

There are a number of ways to order an evacuation in BC and these vary from hazard to hazard:

In *wildfire emergencies*, the BC Forest Service may order an evacuation for tactical firefighting reasons; however for large-scale evacuations, the Office of the Fire Commissioner or a Local Authority (after a Declaration of a State of Local Emergency) may order evacuations.

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

- A Local Authority AFTER declaring a State of Local Emergency, or
- The Province AFTER declaring a State of Provincial Emergency

In all emergencies, regardless of the threat, the community or jurisdiction is the first line of defense. The BC government supports community/jurisdiction response in all areas of the Province.

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

Other legal authorities for ordering an evacuation can be found in the:

- Fire Services Act (BC Fire Commissioner & Forest Practices Code) Section 25(1);
- Wildfire Act;
- Petroleum and Natural Gas Act (for sour gas leaks); and,
- Health Act

5.2.3 STAGES OF EVACUATION

When it is determined that an evacuation is required, the warning must be timely and accurate. While the main concern is the preservation of life, those displaced from their homes or businesses may be experiencing inconvenience, anxiety and fear. Removing people from their homes and livelihoods must not be taken lightly. People will already be under duress during an emergency; however, public safety comes first.

The provincial standard for a three-staged evacuation process is as follows:

Stage 1 Evacuation Alert

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

Stage 2 Evacuation Order

The population at risk is *ordered* to evacuate the area specified in a formal written order. This is an order and as such does not allow for any discretionary decision on the part of the population at risk. They must leave the area immediately. A statement must be included in all bulletins, pamphlets, warnings and orders that makes it very clear to all that, while the evacuation order is in effect, the area in question will have controlled access and that a pass may be required to regain access to the area.

Stage 3 All Clear

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

Note that additional evacuation guidelines are available at the North Shore Emergency Management Office in the EOC.

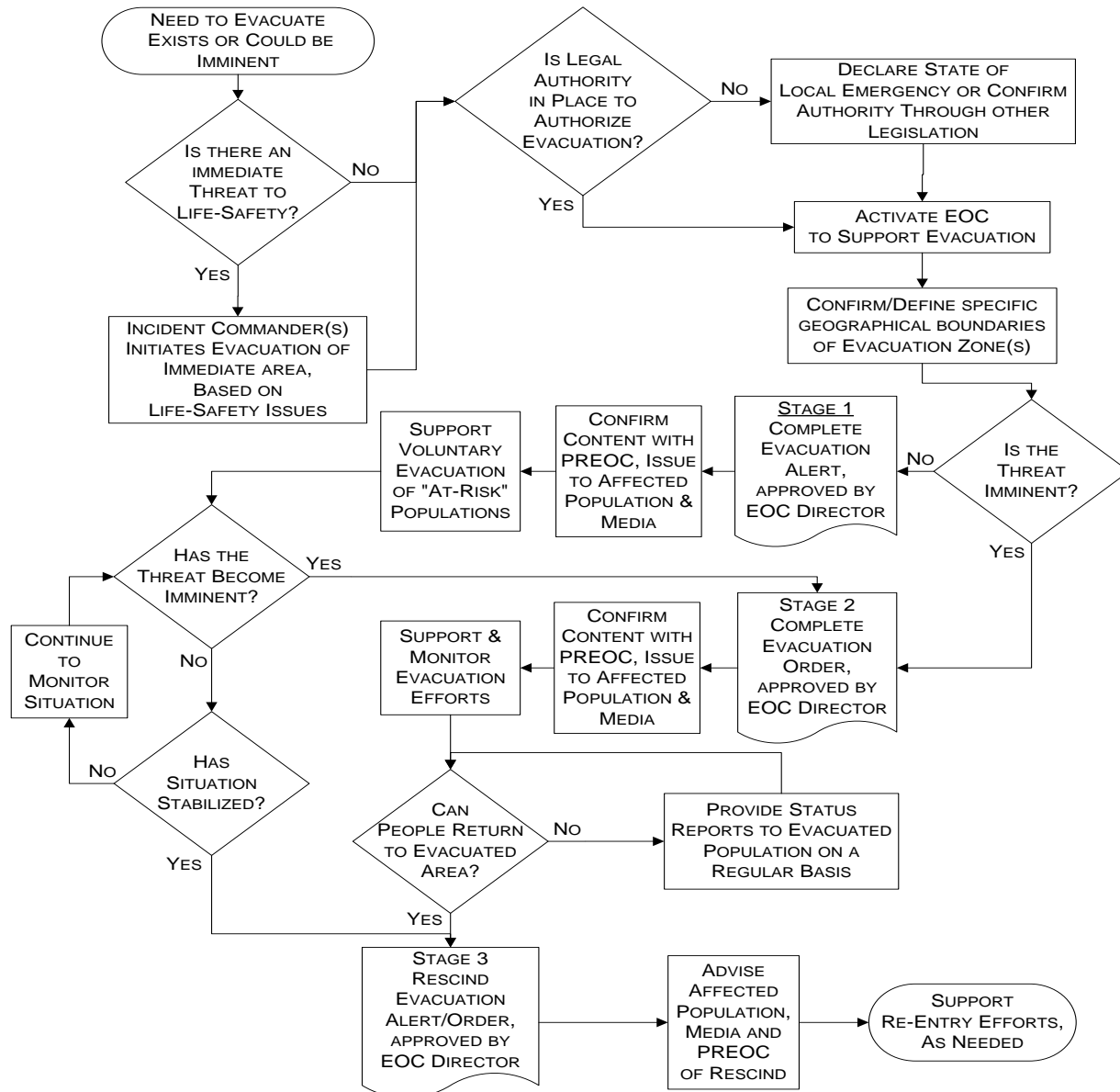
5.2.4 EMERGENCY SOCIAL SERVICES (ESS) IN EVACUATIONS

The North Shore's ESS Team is trained to provide displaced persons with immediate emergency needs when disasters happen. Assistance can be in the form of vouchers for food, accommodation, clothing and personal needs; or, the services can be provided directly (e.g., group lodging, food distribution). The ESS Team operates by activating a "Reception Centre" to receive evacuees and assess their immediate needs. ESS works closely with Police and Fire to determine potential evacuee numbers, demographics, transportation requirements and other needs, and is a critical component of any evacuation response.

5.2.5 SHELTER IN PLACE

In certain circumstances (e.g., hazardous materials spill) it may be preferable to have residents in the affected area take shelter within their homes and places of business, rather than evacuate. This practice is known as "shelter in place", and can be a very effective practice to ensure the public's safety. At the outset of an emergency, the Incident Commander will make the determination as to whether the affected population should evacuate or shelter in place; ensuing emergency notifications will provide relevant specific instructions.

Local Authority
EVACUATION FLOW CHART



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6 Section

Section 6 – Recovery and Business Resumption

This section provides an overview of the continuity of actions the municipality should be considering when responding to an emergency, such that a state of normalcy may be maintained and/or resumed as soon as possible.

6.1 Recovery Operations in the EOC

6.2 Disaster Financial Assistance

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6.1 RECOVERY AND BUSINESS RESUMPTION

Departmental recovery and business resumption focuses on procedures which will enable the City to return to day to day operations as soon as possible following an emergency or disaster.

All City departments have a number of tasks to undertake in the days, weeks and months following an emergency or disaster affecting the City. They include: initiating cleanup and repair measures; resuming basic City services; planning for the restoration of facilities and coordinating all City-wide recovery initiatives.

6.1.1 RECOVERY OPERATIONS IN THE EOC

Near the end of emergency response operations, the EOC will make the transition to relief and recovery operations. This may require re-evaluating which EOC functions are required and which agencies and personnel are best suited to staff the functions, as appropriate. The Recovery Unit in the EOC is responsible for overseeing the transition from response to recovery.

Planning recovery operations during the response will speed recovery time and reduce losses. It should therefore be started as early as possible.

Long term recovery efforts, four weeks to several years following an event, will likely include:

- Debris management
- Hazard mitigation
- Reconstruction of permanent housing
- Reconstruction of commercial facilities
- Reconstruction of transportation systems
- Rehabilitation of environment
- Implementation of long-term economic recovery
- Programs to support psycho-social and emotional support for evacuees or those affected by the emergency

6.1.2 DISASTER FINANCIAL ASSISTANCE

Under the *Emergency Program Act* and the *Compensation and Disaster Financial Assistance Regulation*, local authorities can receive financial assistance for eligible emergency response costs incurred during a disastrous event, and assistance for some post-disaster recovery costs expended to repair or restore public works and facilities that are essential to their operation.

The Provincial Emergency Program (PEP) has a mandate which includes minimizing the economic and social impact from emergencies and disasters. To accomplish this, PEP administers the *BC Emergency Program Act* and the *Compensation and Disaster Financial Assistance Regulation* ("C&DFA Regulation"). Under this legislation, PEP is authorized to assist local authorities with eligible costs for response and recovery, providing there is sufficient documentation.

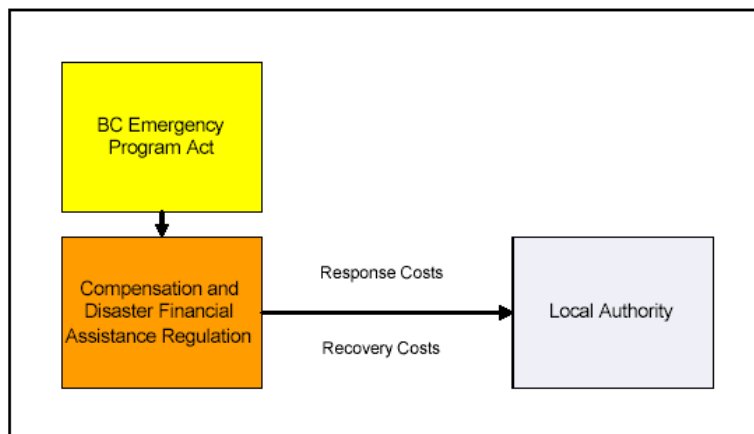


Figure 1. Legislation for Assistance of Response and Recovery Costs

Figure excerpted from “Financial Assistance for Emergency Response and Recovery Costs - A Guide for BC Local Authorities and First Nations” (Provincial Emergency Program, 2005).

“Local Authority Response Costs” – Response means all efforts to save lives, reduce suffering, protect property, and other immediate objectives to reduce threats from emergencies. Response may begin before impact if early information warns of an imminent event, and may continue as long as the event is in progress or the imminent threat exists. Examples of response costs include flood fighting and evacuation activities.

PEP is permitted under the C&DFA Regulation to assist a local authority with 100 percent of eligible response costs. For example, a local authority may receive financial assistance for paid overtime costs of local authority staff while responding to an emergency with the submission of approved time sheets. On the other hand, a local authority will not receive assistance for ineligible costs, such as base salaries or wages for regular staff, or expenditure claims that are not supported by documentation.

“Local Authority Recovery Costs” – Recovery involves efforts to return local authority infrastructure to pre-disaster condition. Local authority recovery applies to the repair or replacement of structures, equipment, and materials that are essential to the local authority’s functions and operations.

Under the C&DFA Regulation, PEP is allowed to assist local authorities with 80 percent of eligible costs required to repair or restore public facilities and replace materials, including costs associated with Community Recovery (see below), on the amount of accepted claim that exceeds \$1,000 per event. To qualify for such payments, the local authority must follow a defined set of steps in planning and documentation.

Local authorities may claim recovery costs incurred to repair and/or restore to pre-disaster condition any public facilities or materials that are essential to local authority functions and operations.

A local authority will not receive assistance for recovery costs that are not eligible under the Regulation. For example PEP will not assist a local authority with stockpiling supplies or with replacing equipment that may have been damaged by incidents other than the event.

“Community Recovery Costs” – The Emergency Program Act also allows financial assistance for local authority efforts to support community recovery. Local authorities may qualify for up to 80 percent of eligible costs, including efforts to coordinate local recovery organizations and service providers.

“Business Interruption Losses” – This category of loss by local authorities does not qualify for financial assistance under BC legislation. This includes local authority costs and interrupted revenues that may not be immediately obvious, including lost income from public facilities and lost tax base. These loss types may arise from other impacts, such as public works and facilities damage, or the commitment of key local authority personnel to the emergency event.

The information provided above on Disaster Financial Assistance was excerpted from **“Financial Assistance for Emergency Response and Recovery Costs: A Guide for BC Local Authorities and First Nations” (PEP, September 2005)**. Copies of this document may be found:

- City of North Vancouver, Finance Department
- North Shore Emergency Management Office, EOC support documentation
- Provincial Emergency Program website (www.pep.bc.ca)

This document is an important reference to guide the municipality in preparing disaster financial assistance claims for the response and recovery phases of the emergency, and should be referred to from the outset of the emergency.

Relevant EOC Section: EOC Finance/Admin Section

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7 Section

Appendices:

- 7.1 Acronyms
- 7.2 Definitions
- 7.3 City of North Vancouver's Emergency Management Program
- 7.4 Related Policies and Documents

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7.1 ACRONYMS

BCAS	BC Ambulance Service
BCERMS	British Columbia Emergency Response Management System
CNV	City of North Vancouver <i>or</i> The Corporation of the City of North Vancouver
DFA	Disaster Financial Assistance
DNV	District of North Vancouver
DOC	Department Operations Centre
DWV	District of West Vancouver
ECC	Emergency Coordination Centre (as in “PEP ECC” or PECC)
EFAP	Employee Family Assistance Program
EMT	Emergency Management Team (a volunteer team of NSEMO)
EOC	Emergency Operations Centre
ESM	Emergency Site Management
ESS	Emergency Social Services (a volunteer team of NSEMO)
GIS	Geographic Information Systems
GVRD	Greater Vancouver Regional District
HRVA	Hazards, Risk and Vulnerability Analysis
I/C	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
JELC	Joint Emergency Liaison Committee
JEPP	Joint Emergency Preparedness Program
JIBC	Justice Institute of British Columbia
NSEMO	North Shore Emergency Management Office
NSEPOG	North Shore Emergency Planning and Operations Group
NSR	North Shore Search & Rescue Team (a volunteer team of NSEMO)
PECC	Provincial Emergency Coordination Centre
PEP	Provincial Emergency Program
PREOC	Provincial Regional Emergency Operations Centre
PSC	Public Safety Canada (formerly OCIEPP or PSEPC)
RCMP	Royal Canadian Mounted Police
SAR	Search and Rescue
SOLE	State of Local Emergency
TSB	Transportation Safety Board
U/C	Unified Command
VCHA	Vancouver/Coastal Health Authority
WLAP	Water, Land and Air Protection (Provincial) Ministry

7.2 DEFINITIONS

“British Columbia Emergency Response Management System” (BCERMS) means the comprehensive management scheme that ensures a coordinated and organized local and provincial response and recovery to any and all emergency incidents. The broad spectrum of BCERMS functions includes: management, operations, planning, logistics, and finance/admin;

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

“Department Operations Centre” (DOC) means the group of senior staff and the facility within a department who coordinate the department’s activities in support of the department’s responsibilities and commitment to the emergency response. DOC’s interact with the EOC and their agency representatives or senior personnel at the scene;

“Director of Emergency Operations” means the person appointed by the Council of the City of North Vancouver to co-ordinate municipal emergency operations within the municipality for an Emergency, or acting as the Director of Emergency Operations for the North Shore Emergency Operations Centre for a Disaster;

“Disaster” means any present calamity, occurrence, sudden or violent disturbance, or the imminent threat thereof, *which extends beyond the boundaries of the municipality*, requiring prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of people or to limit damage to property or the environment; (this definition is specific to use on the North Shore)

“Disaster Plan” means a plan formulated by the North Shore Municipalities, setting out procedures to be followed in the case of a Disaster;

“Emergency” means any present calamity, occurrence, sudden or violent disturbance, or the imminent threat thereof, *and which is confined within the boundaries of one municipality*, and requiring prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of people, or to limit damage to property or the environment; (this definition is specific to use on the North Shore)

“Emergency Operations Centre” (EOC) means the designated, centralized facility or location of the coordinated activities of the Municipal Emergency Operations Group and/or the North Shore Emergency Planning and Operations Group, established to coordinate the overall agency or jurisdictional response and support to the emergency response;

“Emergency Plan” means a plan formulated by a municipality, setting out procedures to be followed in the case of an Emergency;

“Emergency Program Act” means the Emergency Program Act RSBC 1996, Chapter 111, and the Regulations hereunder;

“Incident Commander” means the individual responsible for the management of all incident operations at the incident site;

“Incident Command Post” (ICP) means the location at which the primary command functions are executed at the site;

“Incident Command System” (ICS) means the 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;

“Minister” means the Minister responsible for the Provincial Emergency Program (PEP);

“Municipal Emergency Operations Group” means and is comprised of the Municipal Emergency Operations Group, all municipal departments, and those voluntary organizations within the City of North Vancouver which are prepared to provide assistance in an Emergency or Disaster;

“Mutual Aid Agreement” means the written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing resources;

“North Shore” means the area collectively containing the City of North Vancouver, the District of West Vancouver and the District of North Vancouver.

“North Shore Emergency Management Office” (NSEMO) is the intermunicipal agency of the City of North Vancouver, the District of West Vancouver and the District of North Vancouver responsible for emergency planning and emergency management on the North Shore;

“North Shore Emergency Planning and Operations Group” (NSEPOG) means and is comprised of the Emergency Operations Groups of the three North Shore municipalities and those voluntary organizations within the North Shore which are prepared to provide assistance in an Emergency or Disaster.

“Operational Guidelines” means an agency’s written procedure(s) that establish a commonly accepted course of action and specifies the functional limitations of personnel in performing emergency operations;

“Operational Period” means the period of time scheduled for execution of a given set of operational actions as specified in action plans. Operational periods can be of various lengths, although usually not over 24 hours;

“Primary Municipality” means the municipality most impacted by a Disaster impacting more than one municipal area on the North Shore;

“Provincial Emergency Coordination Centre” (PECC) means the facility and function established by the Province, to manage activities at a provincially centralized level, based out of the headquarters in Victoria, BC;

“Provincial Emergency Program” (PEP) means the Provincial agency responsible for carrying out the powers and duties vested in it by the Emergency Program Act RSBC 1996, Chapter 111, the Regulations and the Minister responsible for the Provincial Emergency Program;

“Secondary Municipality” means the municipality(ies) less affected than the primary municipality by a Disaster impacting more than one municipal area on the North Shore; and

“State of Local Emergency” means an Emergency or Disaster situation where the need for response exceeds the capabilities of the local government and a Declaration of a State of Local Emergency is necessary to access specified extraordinary powers considered necessary to prevent, respond to or alleviate the effects of the Emergency or Disaster.

“Volunteer” means a person registered by the municipality or the Provincial Emergency Program, engaged in volunteer activities for emergency preparedness, response or recovery.

7.3 CITY OF NORTH VANCOUVER'S EMERGENCY MANAGEMENT PROGRAM

The City of North Vancouver participates in an extensive emergency management program through its joint partnership with the District of North Vancouver and the District of West Vancouver in the North Shore Emergency Management Office (NSEMO). NSEMO is a tri-municipal agency, created by bylaw and funded by the three North Shore municipalities, responsible for municipal emergency planning, community emergency preparedness and volunteer emergency response teams.

In practice, emergency management consists of those activities involving preparedness, response, recovery and mitigation, as well as hazard, risk and vulnerability analyses, which lead to an overall state of readiness for emergencies and disasters.

Legislative Requirements

The City has passed two bylaws – the NSEMO bylaw and the Emergency Plan bylaw - authorizing the development of an emergency program and an emergency plan, including establishing reporting structures, provisions for financial support, appointment of an Emergency Coordinator (the NSEMO Director), enabling authorities and defining the relationship to Council, as well as establishing the NSEMO to manage the City's emergency program.

Hazard, Risk and Vulnerability Analysis

The City has completed an HRVA including convening the necessary personnel and resources for expert advice; results of the HRVA and other relevant risk assessments are then incorporated into emergency plans and projects on a priority basis, and are included as background or context for training and exercises.

Preparedness and Mitigation

Where possible, risk reduction strategies are incorporated into regular work plans for City departments. Projects for priority areas often result in a special task force being convened to address the risk, and develop and implement appropriate strategies. An emergency notification telephone alerting system is maintained on contract through the NSEMO, financially supported by CanNexus. The City also maintains some emergency preparedness supplies, including Emergency Social Services supplies for evacuees (through NSEMO) and holding Health Canada resources to support multi-casualty events.

Training and Exercises

The North Shore Emergency Management Office runs an extensive training and workshop program designed to prepare municipal staff, volunteers and the public for response to emergencies. Staff training is centred around standardized courses designed by the Justice Institute of BC and the Provincial Emergency Program, but offered on the North Shore directly to staff in their own EOC, and in cooperation with staff from the neighbouring municipalities, ensuring staff become familiar with local resources and personnel; exercises are held annually to provide experience and develop hands-on skills in specific areas. Volunteer training is similarly offered, using standardized courses offered through the JIBC, or made available by PEP, and offered locally where possible; additional hands-on workshops and exercises are designed to fill in the gaps and provide valuable experience. The North Shore's public and

community emergency preparedness program, known as the “Neighbourhood Program” has won awards and been recognized widely as a progressive outreach model to engage the community in becoming prepared for a variety of emergency circumstances; workshops are tailored to meet the needs of various community groups, are offered on-site where appropriate, and often taught by volunteers from the community.

Planning

The City of North Vancouver has a municipal emergency plan, is engaged in completion of department emergency plans, and participates in regional emergency planning activities such as those promoted by the Joint Emergency Liaison Committee (JELC). In most cases, the NSEMO represents the City in regional emergency planning activities; however various municipal departments may also participate depending on the nature of the activity (e.g., Engineering, Fire, Communications, et al). Recent examples of regional planning initiatives include the plans, exercises and resources produced by JELC Working Groups for Emergency Information Communicators, Provision of Water, Disaster Response Routes, Telecommunications, Disaster Debris, Critical Infrastructure and Hazardous Materials. The City of North Vancouver has also collaborated on the North Shore Disaster Bylaw which lays the foundation for a coordinated regional response to multi-jurisdictional disasters on the North Shore. Through NSEMO, various other stakeholders are engaged in emergency planning in the City of North Vancouver, including the Vancouver Coastal Health Authority and their associated facilities, waterfront industries and the North Vancouver School District. The NSEMO administers a Schools Emergency Planning Coordinator, who engages North Vancouver School District #44 and West Vancouver School District #45 in emergency planning for staff and administrators; this position is financially supported by the two school districts.

Response and Recovery

The City strives to prepare its staff and volunteers for the variety of roles they may need to engage in during an emergency situation. The NSEMO administers several emergency response teams comprised of volunteers, including the North Shore Rescue Team, Emergency Social Services, Emergency Communications and the Emergency Management Team; responsibilities range from the active conduct of search and rescue operations, to providing relief supplies to evacuees, or setting up and activating the North Shore Emergency Operations Centre. Municipal staff members play a key role in the EOC during an emergency response, providing a centralized coordination and support role; municipal staff may also be the ‘front-line’ of emergency response and are trained and prepared for such. The Incident Command System and BC Emergency Response Management System (BCERMS) form the basis for all emergency planning and response. Emergency responses are also debriefed and reviewed following the event to incorporate lessons learned into future recovery and response plans.

7.4 RELATED POLICIES AND DOCUMENTS

Following are some of the City of North Vancouver's Plans, Procedures or Guidelines relevant to sections of this Emergency Plan:

- CNV Disaster Debris Response Plan (JELC)
- CNV Emergency Information Response Plan (JELC)
- Evacuation Guidelines (PEP)
- Emergency Social Services Plan (NSEMO)
- Emergency Social Services Interface Fire Strategy (NSEMO)
- North Shore Disaster Plan (NSEMO)