



North Shore Emergency Management Office

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



ESS Guideline

west vancouver

the **city** of north vancouver



Forward

This guideline, produced by North Shore Emergency Management Office, is a practical guide to planning, organizing, training and delivering Emergency Social Services on the North Shore.

Acknowledgements

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THANK YOU!

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Registered Document Issue List

The following individuals/agencies have received a hard copy of this Emergency Social Services Guideline and will be provided with updated copies when available. Other organizations may also receive copies upon request.

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PLAN AT A GLANCE


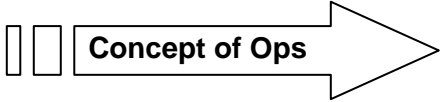
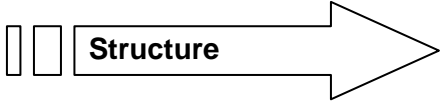






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1. Introduction

1.1. Purpose and Scope

This Emergency Social Services (ESS) Guideline supplements the City of North Vancouver, District of North Vancouver and District of West Vancouver emergency plans and outlines the provisions for providing Emergency Social Services to evacuees following emergencies and disasters. Its aim is to ensure that staff and volunteers are prepared to provide effective primary, specialized and health services essential for the immediate well-being of the community (usually for 72 hours) to allow evacuees the time to begin their recovery process.

This guideline provides the information, guiding principles, policies and procedures that are applicable to all ESS personnel. Supplemental information can be found in the North Shore's ESS Group Lodging Plan, ESS Field Guide and Reception Centre Operational Guidelines (currently under development).

1.2. Definition of Emergency Social Services

Emergency Social Services (ESS) is a community-based emergency response program which provides those basic services required to ensure the immediate well-being of people affected by an emergency or major disaster.

The goal of ESS is to help people who have been displaced from their homes to begin re-establishing themselves as quickly as possible after a disaster.

Whether displaced due to a single-family house fire or a calamity involving mass evacuations, ESS is an essential component of public safety network in BC. Emergency Social Services includes such services as food, clothing, lodging, information, reuniting families, emotional support and other specialized services as required, generally for up to 72 hours.

The ESS Program operates within the overall emergency management framework established by the Provincial Emergency Program (PEP), Ministry of Public Safety and Solicitor General. The Provincial Emergency Program provides overall leadership and coordination of ESS across BC.

On the North Shore, ESS is one component of the North Shore Emergency Management Office. The ESS organization for the three North Shore municipalities is based on volunteers. ESS volunteers are screened and trained prior to emergencies and although they are registered with the province, they are NSEMO volunteers.

1.3. Background

The North Shore is unique in the sense that although there are 3 separate municipalities, City of North Vancouver, District of North Vancouver and District of West Vancouver, many emergency management services are delivered jointly through the North Shore Emergency Management Office (NSEMO). For the purpose of this document, when the term "North Shore" is used, it is referring to these three municipalities.

NSEMO has provided emergency management services for the North Shore since 1978. Serving the North Shore community through one office provides efficiencies and effectiveness for emergency management programs, an increased volunteer pool and coordinated planning, response and recovery strategies. Municipal bylaws enable NSEMO to complete activities that meet municipal legislative requirements for emergency management.

NSEMO supports both municipal and regional North Shore response capabilities by coordinating effective and efficient preparedness, planning, response and recovery activities, and by bringing together resources from the three municipalities, response agencies, volunteers and other organizations on the North Shore.

1.3.1. NSEMO Vision

The vision for the North Shore Emergency Management Office is **A Disaster Resilient North Shore**. One of the ways we actualize this vision is through the development and maintenance of plans to identify roles and responsibilities during emergencies and disasters and testing those plans through exercises. This ESS Guideline and other relevant documentation support the NSEMO vision.

1.4. Authority

The requirement to provide Emergency Social Services is provided through the British Columbia Emergency Program Act (1996) and the regulations established under the Act which specify the responsibilities of Local Authorities in British Columbia for overall emergency preparedness, response and recovery.

It is specifically stated within section (3)(f) of the Local Authority Emergency Management Regulation (1995) that Local Authorities have a legal responsibility to provide services to evacuees:

"A local authority must, as part of the local emergency plan prepared by it under section 6(2) of the Act,

Coordinate the provision of food, clothing, shelter, transportation and medical services to victims of emergencies and disasters, whether that provision is made from within or outside of the local authority,”

The North Shore municipalities have further defined their emergency management obligations in municipal bylaws:

City of North Vancouver:

- Emergency Plan Bylaw, No. 7418
- North Shore Disaster Bylaw, No. 7809
- NSEMO Agreement Bylaw, No. 7417

District of North Vancouver:

- Emergency Plan Bylaw, No. 7304
- North Shore Disaster Bylaw, No. 7619
- NSEMO Agreement Bylaw, No. 7303

District of West Vancouver:

- Emergency Plan Bylaw, No. 4309
- North Shore Disaster Bylaw No. 4485
- NSEMO Agreement Bylaw, No. 4311

1.5. Guideline Activation and Deactivation

The ESS Guideline can be activated:

- once a PEP task number has been obtained;
- at anytime that an emergency or disaster produces evacuees;
- partially or completely – the magnitude of the emergency will dictate what actions are required;
- with or without the activation of a municipal Emergency Operations Centre;
- with or without a declaration of a state of local emergency; and
- with or without formally stating that the guideline has been activated.

Termination of the ESS Guideline activation:

- occurs by consultation of the NSEMO ESSD, municipal ESS Directors and any other officials as required; and,
- typically occurs at the end of the response and recovery phase.

2. Concept of Operations

2.1. BC Emergency Response Management System (BCERMS)

The Incident Command System (ICS) is recognized as an effective system for managing emergencies and is used at emergency sites on the North Shore. The BC Emergency Response Management System (BCERMS) is an adaptation of ICS and is used in the Emergency Operations Centre, ESS Group Lodging and Reception Centre facilities. BCERMS is a comprehensive management system that helps to ensure a coordinated and organized response and recovery to emergency incidents and is considered to be a best management practice for all municipalities. BCERMS has also been adopted by the province for ESS.

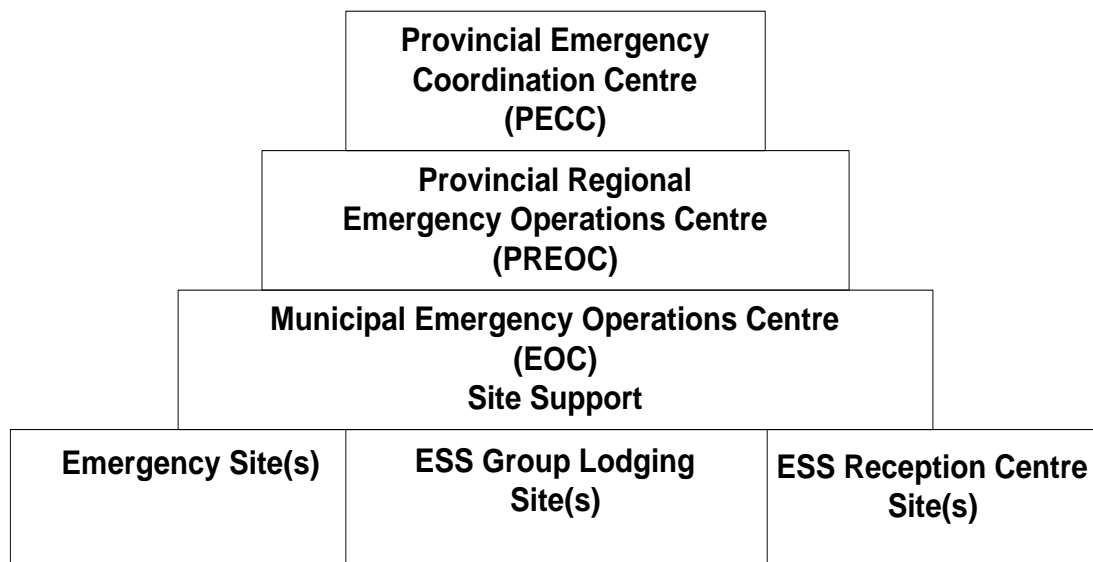


Figure 2-1: Diagram representing the levels of response in BCERMS and how they apply to ESS.

The goals for BCERMS are:

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

These goals are utilized by all levels of response to establish priorities for response and recovery actions.

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BCERMS has a number of components which standardize the process. One key concept is that the response organization is based on the **five essential functions** of ICS: Command/Management, Operations, Planning, Logistics, and Finance. Because it is a **modular organization**, the structure can contract and expand as required to meet the needs of the various ESS responses; only the Sections/Units that are *required* to meet current objectives are activated. The functions of any non-activated element will be the responsibility of the next highest element in the organization. Each activated Section/Unit must have a person in charge. However, one supervisor may take charge of more than one functional Section/Unit.

In addition, in BCERMS, incidents are managed using **common objectives** (what has to be accomplished) that are developed into specific **action plans** (i.e., a list of activities and how/ who / etc. will implement it).

BCERMS outlines an orderly **line of authority** within the ranks of the ESS organization, with lower levels subordinate and connected to higher levels. Each person reports to and receives direction from one supervisor only. In addition, each supervisor only has 1-7 subordinates. Maintaining a reasonable **span of control** is the responsibility of every ESS supervisor and command/management ensures that there is an effective supervisory span of control at each level of the organization.

Where possible, the ESS organization uses the same **BCERMS terms** as those used at other operational sites (i.e. Group Lodging, Reception Centre, EOC, incident site).

Colour coded identification is another key component of BCERMS. The following chart outlines the colour scheme that ESS has adopted for Reception Centres and Group Lodging Facilities:

Group Lodging Manager or Reception Centre Manager – Green vest

Information, Safety, Liaison – Red vest

Operations Section – Orange vest

Planning Section – Blue vest

Logistics Section – Yellow vest

Finance/Admin Section – Grey vest

The colours mirror those found within the Emergency Operations Centre. *Please note* that any ESS personnel located within the municipal EOC would only wear an orange vest as the ESS Branch is located within the Operations section.

2.1.1. Documentation Management

Documentation is required for all response and recovery activities. This includes position logs, registration and referral forms, resource information and other documentation as required.

2.2. ESS Activation Levels

There are three levels of ESS response as outlined in the following table:

Response	Event/Situation	Minimum Staffing / Support
Level 1	<ul style="list-style-type: none"> • A house fire or other small ESS event • Involves no more than 10 evacuees • Generally one or two dwellings • No Reception Centre activated • No EOC activated • Services provided at the site 	<ul style="list-style-type: none"> <input type="checkbox"/> Minimum of two Level One responders <input type="checkbox"/> Level One Supervisor available for support and consultation <input type="checkbox"/> NSEMO ESSD, Director and Emergency Management Team available for support <input type="checkbox"/> PEP Emergency Coordination Centre available for inquiries
Level 2	<ul style="list-style-type: none"> • An event requiring Reception Centre activation with resources coordinated within the centre or through the North Shore Emergency Management Office. • Involves more than 10 evacuees • Multiple dwellings (e.g. apartment block, neighbourhood) • One Reception Centre. • EOC may be activated • Some external resources/ support required. • PREOC may be activated 	<ul style="list-style-type: none"> <input type="checkbox"/> NSEMO ESSD, Municipal ESSD <input type="checkbox"/> NSEMO Director and Emergency Management Team available for support <input type="checkbox"/> ESS Level 1 Team <input type="checkbox"/> Reception Centre Manager <input type="checkbox"/> Registration personnel (depending on event) <input type="checkbox"/> Referrals personnel (depending on event) <input type="checkbox"/> Documentation personnel (depending on event) <input type="checkbox"/> Other Reception Centre functions, as required <input type="checkbox"/> EOC ESS Branch Coordinator (the municipal ESSDs) provide support if EOC activated. <input type="checkbox"/> Provincial Emergency Program
Level 3	<ul style="list-style-type: none"> • Major event, multiple reception centres and/or group lodgings sites, regional disaster, and/or multiple agencies involved. • Large number of people impacted • Multiple dwellings or neighbourhoods • One or more ESS facilities activated • External resource support/coordination required. • EOC activated • PREOC activated. 	<ul style="list-style-type: none"> <input type="checkbox"/> NSEMO ESSD, Municipal ESSD <input type="checkbox"/> NSEMO Director and Emergency Management Team available for support <input type="checkbox"/> Reception Centre/ Group Lodging Manager(s) <input type="checkbox"/> ESS Section Chiefs <input type="checkbox"/> All functions may be activated <input type="checkbox"/> Provincial Emergency Program <input type="checkbox"/> EOC ESS Branch Coordinator (the municipal ESSDs) provide support if EOC activated <input type="checkbox"/> ESS Volunteers as required <input type="checkbox"/> External agencies as required

In addition, there may be some situations where the ESS team is 'alerted' to potential emergencies (i.e., severe weather). This will provide the ESS team members with situational awareness and put them on standby. When the emergency is over, the ESS response is deactivated.

2.3. Emergency Operations Centre (EOC)

If required by the emergency, the Emergency Operations Centre (EOC) will be activated to provide support to ESS and other response agencies operating in the field. An EOC does not need to be activated for an ESS response to occur. From an ESS perspective, EOC activation will occur when ESS resources are or have the potential to be overwhelmed.

2.3.1. ESS in the EOC

Emergency Social Services branch within the EOC has direct contact with ESS personnel at the site (i.e., reception centres, group lodging facilities, incident site) and reports to the Operations Section Chief.

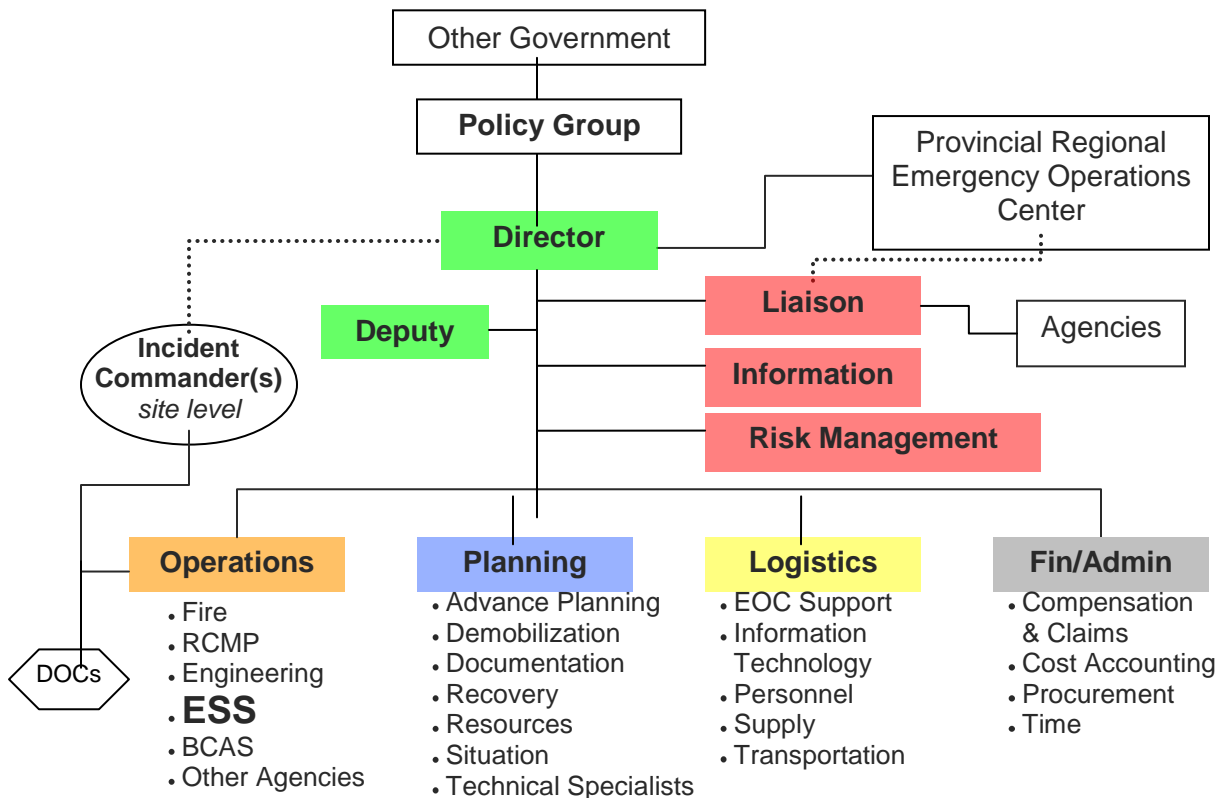


Figure 2-2: Emergency Operations Centre organizational structure and position interfaces

2.3.2. EOC Activation Levels

The following table outlines the EOC activation levels, general activities and staffing. ESS may have representation at all levels depending on the type and size of the emergency and its impacts on the community.

Activation	Event	<input type="checkbox"/> Minimum Staffing
Alert <i>Primarily for information purposes</i>	<ul style="list-style-type: none"> • Small event that has the potential to escalate. • The Municipal Emergency Plans and Departmental Emergency Plan(s) may be activated and implemented. • Responding Departments are able to manage the event. 	For information only: <ul style="list-style-type: none"> <input type="checkbox"/> EOC Director (may inform Policy Group) <input type="checkbox"/> Liaison Officer <input type="checkbox"/> Information Officer <input type="checkbox"/> Section Chiefs as appropriate <input type="checkbox"/> NSEMO ESS Director and/or municipal ESSD as appropriate
Level 1 <i>Initial Activation</i>	<ul style="list-style-type: none"> • Small event, one site, and/or two or more agencies involved. • For example, potential threat of flood, severe storm, or interface fire. • PEP is informed. 	For information and/or action: <ul style="list-style-type: none"> <input type="checkbox"/> EOC Director (may inform Policy Group) <input type="checkbox"/> Liaison Officer <input type="checkbox"/> Information Officer <input type="checkbox"/> Operations Section Chief <input type="checkbox"/> External agencies as required <input type="checkbox"/> NSEMO ESS Director and/or municipal ESSD as appropriate
Level 2 <i>Partial Activation</i>	<ul style="list-style-type: none"> • Moderate event, two or more sites, and/or several agencies involved. • Limited evacuations. • Some external resources/ support required. • May be a major scheduled event. • PEP is informed (will have limited PREOC activation). 	For information and/or action: <ul style="list-style-type: none"> <input type="checkbox"/> EOC Director (may inform Policy Group) <input type="checkbox"/> Liaison Officer <input type="checkbox"/> Information Officer <input type="checkbox"/> Safety Officer <input type="checkbox"/> Section Chiefs as required <input type="checkbox"/> Other EOC staff as required <input type="checkbox"/> External agencies as required <input type="checkbox"/> NSEMO ESS Director and/or municipal ESSD as appropriate
Level 3 <i>Full Activation</i>	<ul style="list-style-type: none"> • Major event, multiple sites, regional disaster, and/or multiple agencies involved. • Extensive evacuations. • External resources/ support required. • PEP – PREOC will be activated. 	For information and/or action: <ul style="list-style-type: none"> <input type="checkbox"/> All EOC functions & positions as required <input type="checkbox"/> Policy Group <input type="checkbox"/> External agencies as required <input type="checkbox"/> Volunteers as required <input type="checkbox"/> NSEMO ESS Director and/or municipal ESSD as appropriate
Deactivation	<ul style="list-style-type: none"> • The EOC may stand down, in phases or in its entirety as an event dictates. • PEP is informed. 	Deactivate EOC and terminate services based on requirements. <i>Note:</i> Standing down the EOC does not prevent recovery activities from continuing outside the EOC environment.

2.3.3. EOC Location

The following table provides the primary locations for the North Shores' three municipality EOCs as well as secondary and tertiary sites. These identified locations do not preclude the use of other locations for an EOC and their use will be dictated by the event.

CNV EOC	Location
Primary EOC	Emergency Operations – Room 273, Gerry Brewer Building 147 E 14th Street (2nd floor) North Vancouver, BC
Alternate EOC #1	City of North Vancouver Works Yard 720 West 2nd Street, North Vancouver, BC
Alternate EOC #2	City of North Vancouver Fire Hall #1 165 E 13th Street, North Vancouver, BC
DNV EOC	Location
Primary EOC	Emergency Operations – Room 273, Gerry Brewer Building 147 E 14th Street (2nd floor) North Vancouver, BC
Alternate EOC #1	District of North Vancouver Operations Centre 1370 Crown Street, North Vancouver, BC
Alternate EOC #2	District of North Vancouver Fire Hall #1 1110 Lynn Valley Road, North Vancouver, BC
DWV EOC	Location
Primary EOC	Emergency Operations – Room 273, Gerry Brewer Building 147 E 14th Street (2nd floor) North Vancouver, BC
Alternate EOC #1	District of West Vancouver Operations Centre 3755 Cypress Bowl Road, West Vancouver, BC
Alternate EOC #2	District of West Vancouver Fire Hall #1 760-16th Street, West Vancouver, BC

3. ESS Structure on the North Shore

3.1. ESS Roles and Responsibilities

3.1.1. NSEMO Director

The NSEMO Director is ultimately responsible for all programs (including ESS) within the North Shore Emergency Management Office. The Director coordinates emergency preparedness, response and recovery activities, handles the program's day-to-day business, reports to the three municipal Chief Administrative Officers and the NSEMO Executive Committee.

3.1.2. NSEMO Emergency Social Services Director (NSEMO ESS)

The NSEMO ESS Director manages the North Shore ESS Program including:

- Volunteer recruitment, training and exercising
- Regular communications with volunteers
- Annual review of ESS volunteer membership
- Development and maintenance of any plans relating to ESS activities
- Chairs the North Shore ESS Director Committee
- Supervises the work of North Shore ESS sub-committees
- Delivery of ESS during a response

The NSEMO ESS Director also participates in regional Emergency Social Services activities, including:

- The regional ESS Directors Committee
- The sub-regional ESS group lodging working group
- Any other regional activities that enhance ESS response on the North Shore

3.1.3. NSEMO ESS Administrative Assistant

Works with the NSEMO ESS Director on the daily management of the North Shore ESS Program. In consultation with the NSEMO ESS Director, provides the following ESS related services:

- Completion of all volunteer recruitment documentation
- ESS volunteer PEP registration and renewals
- Maintenance of ESS volunteer database and ESS contact lists
- Maintenance of ESS supplier agreements and ESS RC supply kits
- ESS volunteer training registration

- Assists with annual volunteer membership review
- Secretarial services for North Shore ESS team meetings
- Completion of PEP task paperwork following an ESS callout

3.1.4. Municipal Emergency Social Services Director (ESSD)

Each municipality has identified two individuals to take on the role of municipal ESSD. ESS is a small component of their 'regular' jobs. The municipal ESSD supports and promotes the ESS Program within their municipality and meet on a regular basis with the NSEMO ESS Director.

During an emergency, the role of the municipal ESSD is to respond to the Emergency Operations Centre (EOC) as the ESS Branch Coordinator in the Operations Section. The ESSD provides direction and support to ESS volunteers at reception centre and group lodging sites. At the conclusion of an emergency response, the ESSD coordinates the transition to recovery and ensures all open action items are assigned appropriately for follow-up. Some key aspects of this role include:

- Providing routine situation reports to the Ops Section Chief, Situation Unit and the PREOC
- Assessing the level of ESS services needed and ensuring callout of required ESS resources
- Setting objectives and priorities for the operational period
- Requesting mutual aid assistance and/or provincial ESS resources as required through mutual aid and/or from the PREOC, if activated
- Conferring with the Ops Section Chief and EOC Director to ensure that ESS response is appropriate and expenditures are authorized as well as share ESS information with all sections in the EOC
- Ensuring 24/7 coverage at the EOC for the duration of the EOC activation
- Ensuring communications is maintained as required with RCs, GLs, PREOC and ESS headquarters (Victoria).

3.1.5. ESS Level 1 Responder

The ESS level 1 responders participate in drills, attend regular meetings and training reviews and respond to ESS Level 1 callouts as available. This team takes on a frontline duty and supervisory role at the Reception Centre.

3.1.6. *ESS Level 1 Associate*

ESS Level 1 Associates are trained to the same level as the ESS Level 1 Responder. This category does not respond to ESS Level 1 callouts but do respond as available to Level 2 callouts.

3.1.7. *ESS Team*

ESS volunteers at all other levels, participate in required ESS core training and respond as available to large scale callouts when ESS is activated.

3.1.8. *Mutual Aid and External Assistance*

If the North Shore volunteer base is overwhelmed, NSEMO will request mutual aid directly with neighbouring municipalities and/or through the PEP Regional Office. Assistance may also be provided by the Mobile Support Team which is deployed through PEP. NSEMO may also choose to approach specific agencies in the community whose members already have the skills and training in the various ESS roles in which additional assistance will be required.

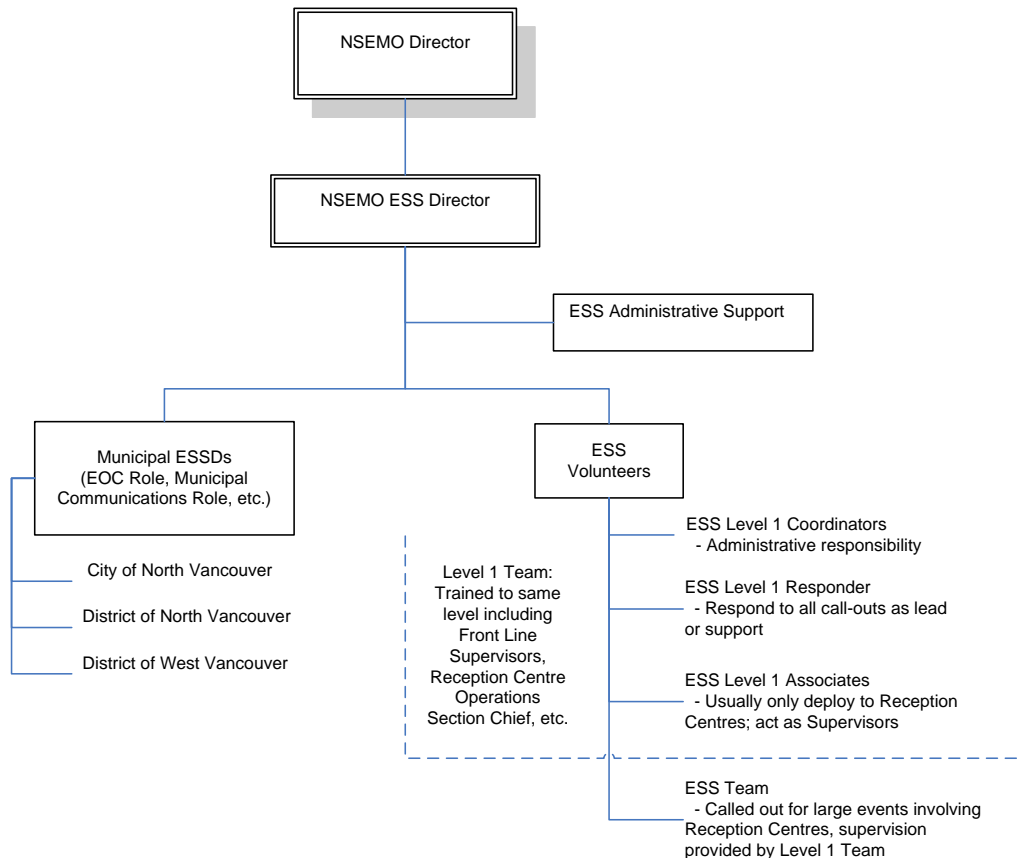
3.1.9. *Convergent Volunteers*

Convergent volunteers are individuals who want to help during an emergency and have not been trained in ESS. These individuals are referred to the EOC Logistics Section, the Reception Centre Logistic Section and/or the Group Lodging Logistics Section. It is not possible to complete criminal records checks nor to conduct in-depth training for these individuals. Therefore, if these individuals have appropriate skills, they are provided with general duties only and are not placed in any situations that involve vulnerable populations, confidential materials, etc.

3.2. ESS Organization Structure

3.2.1. Pre – Emergency Situations

The following diagram provides an overview of the ESS organization during non-emergency situations. This is the planning phase and all ESS volunteers report to the NSEMO ESSD and through this individual to the NSEMO Director.



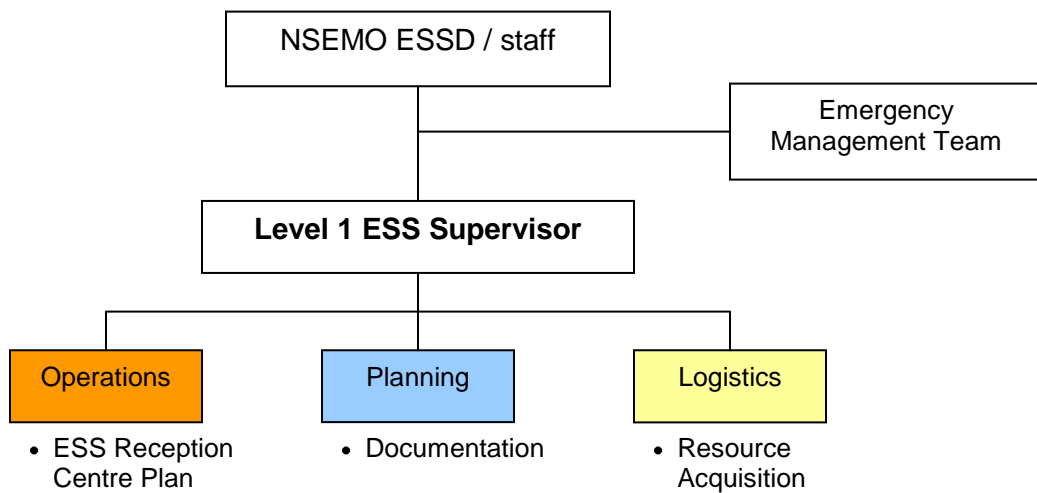
3.2.2. Emergency Situations

During emergencies the regular reporting structure is modified to follow the BCERMS model. There are two structures: 1) Level 1 callout and 2) Level 2 and 3 call out.

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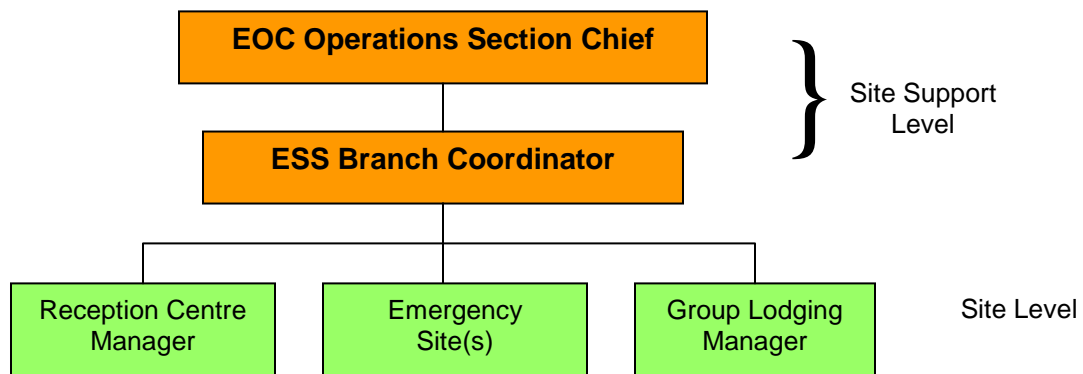
ESS Level 1 Callout

The following diagram provides the organization structure for Level 1 events. For events that involve less than 10 evacuees, ESS reports to the NSEMO ESSD and/or staff. If more than 10 evacuees are involved, and it is still possible to respond to the situation at the site (i.e., using a bus rather than opening up a facility for a reception centre), the Emergency Management Team will attend the site and in addition to other duties, they will provide support to the ESS level 1 team as required.



ESS Level 2 and 3 Callout

For larger scale events (where the EOC has been activated), ESS Volunteers report into the Municipal ESSD who is acting as the ESS Branch Coordinator within the EOC Operations Section. See Section 2.3 for more details on the EOC.



The organizational structure within Reception Centres and Group Lodging facilities follow BCERMS as does the EOC. Refer to the NSEMO Reception Centre guideline and Group Lodging guideline for more information.

3.2.3. Post Emergency Situations

The organizational structure for the post emergency or recovery phase is the same as the pre-emergency phase.

3.3. Reception Centres

The following is a list of 4 facilities designated as the North Shore's primary reception centres.

- Parkgate Centre
- WV Seniors Centre
- Gleneagles Community Centre
- Mickey McDougal Recreation Centre

Supplies are stored at these locations for a quick start up.

From time to time, the NSEMO offices may also be used as a reception centre if it has not been activated as an EOC.

Agreements are in place with additional facilities across the North Shore that could be used if required. The Reception Centre location(s) are not released prior to an event because facilities must be assessed for safety before activation. See Reception Centre Guidelines for more information.

3.4. Group Lodging Facilities

It may be necessary to establish a group lodging site which is a dormitory style accommodation. Prior to the emergency, the North Shore Emergency Management Office (NSEMO) will obtain agreements with facilities deemed suitable for group lodging. The primary locations for group lodging are:

- Mickey McDougal gym
- Parkgate Centre
- Gleneagles Community Centre

The Group Lodging location(s) are not released prior to an event as facilities must be assessed for safety before activation. See Group Lodging Plan for complete details.

4. ESS Response Phase

4.1. ESS Callout

During a call-out, ESS personnel will be contacted by NSEMO staff or an Emergency Management Team member (see section 6.1.4.) and asked to report to an identified location. The task number is obtained by either NSEMO staff or the Emergency Management Team representative. Upon arrival at the site, ESS personnel must sign the PEP Task Registration form which will ensure Worker's Compensation and personal liability coverage.

While working, personnel will be provided with meals and any special equipment or clothing as necessary and available. There is no compensation from ESS for any lost wages if a volunteer has taken time away from work.

See also Section 8 – Responsibilities of ESS Workers.

4.1.1. Identification

ESS personnel should bring their ESS photo ID card. They may also be given identification to wear while on duty (should not be worn off duty).

4.1.2. Grab & Go Pack

Staff and volunteers bring their Grab & Go Pack with personal items such as change of clothes, any needed medication, cell phone (if available), bottled water, food bars, etc.

4.1.3. ESS Personal Attire

- Casual, clean & neat
- Toed shoes
- Avoid bringing jewellery or valuables

4.1.4. Task Numbers

Volunteer Liability protection (WorkSafeBC coverage) is provided through the province via the Provincial Emergency Program. To receive coverage, a task number must be obtained for all emergency responses and training. This will also provide eligibility for reimbursement as applicable. In addition, the Task number serves as a control number for approved responses and training but is not an open-ended funding authority. Volunteers must sign in on a 'Task Sign-In' sheet. WCB coverage only occurs once there is a task number.

4.1.5. Liability and WorkSafe Coverage

Volunteers are covered for liability and Workers' Compensation Board Coverage when they have signed in the task number. See appendix for more information.

4.1.6. Disaster Response Routes

Disaster Response Routes (DRR) are pre-identified transportation routes within Metro Vancouver that are designated for emergency vehicle use during an emergency. They are not to be used by the general public during these events. Personnel using these routes must have proper vehicle or personal identification (i.e. a rescue vehicle, rear view mirror hanger, and/or ID decal.) The new PEP volunteer cards include a DRR symbol which provides access to these routes and should only be used when responding to the event.

4.2. Communication

4.2.1. Crisis Communications

Each municipality has a communications manager who acts as the City Information Officer during emergencies. In addition, many of the response agencies have designated spokespersons. If members of the media request information, ESS staff and volunteers will direct them to the Information Officer or Reception Centre Manager.

ESS personnel provide only information to evacuees that has been confirmed by Management and approved for release. They do not pass on rumours.

4.2.2. Communications Hardware

In a major emergency, phone lines may be down. Emergency personnel at the reception centre may need to rely on pay phones and/or amateur radio operators (primarily the Emergency Radio Communications Team) to provide a link between facilities, external agencies and the EOC. In a level 2 or 3 emergency, clear and frequent communication between the EOC and/or DOC and the reception centre(s) is crucial to an effective emergency response.

5. Post Event Activities

Once the emergency concludes, it is the responsibility of NSEMO to file a task report with the Provincial Emergency Program. Details such as a description of the emergency, the address, actions taken by whom are noted in chronological order, number of evacuees and services provided for each, number of responding volunteers and hours worked, supplies used, etc. are provided in the report. The report is submitted to PEP with sign-in sheets, supplier invoices, claims for reimbursement and copies of all referral forms. NSEMO maintains a file with copies of all of the above as well as the ESS File Form, Change of Information Forms, Inquiry Forms and any other relevant details collected throughout the emergency.

The following day, NSEMO works with the response agencies and other organizations such as insurance agencies, home/apartment owners, community resource agencies, etc. to arrange an information session for evacuees. All first responders, are invited to provide evacuees information regarding the extent of damage to their home(s), community services available to them and are informed as to when/if they can return home.

NSEMO sends letters of thanks to volunteers, community resource agencies, first responder agencies and suppliers who were involved in the response.

5.1. Recovery

Recovery is a long process. Recovery information and contact numbers for insurance agencies is provided to evacuated residents at the RC when they are registered.

There are a number of other activities that ESS and Emergency Management Team volunteers and NSEMO staff may be involved with after the event in order to restore supplies and volunteers back to a state of readiness for the next response.

- Participation in the resident debriefing (if required and conducted)
- Update supply lists, etc.
- Replace supplies in Reception Centre kits or personal packs
- Attend an Operational debrief
- Attend an Emotional debrief

It is the municipality's responsibility to address recovery issues. NSEMO works with the municipality to establish a resiliency centre when required. This centre helps to:

- Restore community life and services to normal levels
- Reduce future vulnerability of the community
- Improve planning for future events

6. Resources

6.1. Internal Organizations

6.1.1. Engineering

Municipal Engineering departments on the North Shore support emergency response. For example, they may schedule extra personnel during peak fire, flood or snowfall events and by being on call to respond on short notice should extra shifts be necessary. They may be the lead agency for response to events such as snow storms. During an event where the EOC is activated, the Engineering department has several EOC trained staff who would respond to the EOC to support activities at the site level.

6.1.2. Fire Rescue

District of North Vancouver, City of North Vancouver and District of West Vancouver Fire Rescue Services and ESS volunteers support each other during an emergency response. The primary role of ESS responders is to look after the needs of the evacuees so that fire personnel can focus on fighting the fire. The fire department Incident Commander keeps the lead ESS volunteer informed as to the progress of the fire, the extent of the damage and when evacuees can expect to return home as well as ensuring that ESS responders and evacuees do not enter a hot zone. This helps ESS volunteers determine what services are currently needed, to foresee if a reception centre is necessary, to determine how many hotel rooms may be needed, etc.

During an event where the EOC is activated, the Fire department has several EOC trained staff who would respond to the EOC to support activities at the site level.

6.1.3. Police

The West Vancouver Police Department and RCMP provide the policing services to the municipalities. They will provide security and other functions as required and can be requested to provide security directly for ESS volunteers if needed.

6.1.4. Emergency Management Team

The Emergency Management Team (EMT) consists of approximately 15 volunteers and staff. The role of the EMT is to carry a pager and assist NSEMO staff in responding to calls after hours. There is one primary and one alternate member on call at all times and this rotates on a weekly basis. The team supports ESS volunteers by bringing supplies to a reception centre and assisting with set up. For an ESS Level 2 event, an EMT volunteer will attend the site to observe and to look at the big picture. He/she assesses whether an EOC activation is required, if

additional communications are required, or if other municipal staff need to be informed. The EMT may also assist ESS Level 1 with any task when asked to do so by an ESS member.

6.1.5. *Emergency Radio Communications Team*

Emergency Radio Communications (ERC) members are volunteers who are called upon to provide radio communications during an emergency. While cell phones are helpful, they are not reliable, therefore, radio communications may be the best way to communicate.

Emergency Radio Communications volunteers assist ESS volunteers by posting ERC members at all locations where ESS volunteers and/or NSEMO staff have responded to (i.e., EOC, reception centre, emergency site) and ERC members pass messages as required among these sites.

First responders such as police, fire and BCAS each communicate via radio within their respective agencies but many times, it is necessary for one agency to communicate with another so ERC members are able to assist the first responder agencies if needed.

6.2. *External Organizations*

NSEMO makes contact and develops relationships with external agencies that can assist during an emergency response. During an emergency, general ESS volunteers do not call agencies – the ESS Director at the EOC and the Reception Centre Manager, in consultation with Section Chiefs, will initiate the contact as required.

6.2.1. *Requesting Provincial Support*

The province also has established relations at the provincial level with many organizations and for large scale deployments, requests are made by the ESS Branch Coordinator at the EOC and approved by the EOC Director. The ESS Branch Coordinator submits the requirements to the ESS Branch Coordinator at the Provincial Regional Emergency Operations Centre and arrangements are then made by PEP.

6.2.2. *BC Housing*

BC Housing maintains lists of lodging resources available throughout the province. If more people are displaced than can be housed in the local area, BC Housing may refer them elsewhere for shelter. BC Housing is currently exploring forms of temporary lodging that could be moved into a disaster area. It also maintains a

stockpile of cots and blankets throughout the province to equip Group Lodging facilities when required.

BC Housing should be contacted to assist with placing evacuees who are not able to find other long term accommodations.

6.2.3. Canadian Disaster Child Care

Canadian Disaster Child Care (CDCC) is a national organization that responds to the needs of children. These certified disaster childcare specialists arrive at the reception centre equipped with a “Kit of Comfort” and work with children using play to help children work through their feelings and regain control over their environment. CDCC workers have specialized training and complete a criminal record check prior to being mentored into the program.

6.2.4. Canadian Red Cross Society

The Canadian Red Cross trains community volunteers in family reunification functions. When required during a response, the Red Cross may provide family reunification volunteers with disaster experience to assist local volunteers. The Central Registration and Inquiry Bureau (CRIB) can be used if there are multiple registration sites and to respond to large numbers of inquiries from outside the disaster area.

6.2.5. Emergency Social Services Headquarters (Victoria)

The ESS Office is part of PEP and is located in Victoria. It works in cooperation with other provincial ministries and non-government organizations, to ensure a coordinated approach to the delivery of ESS across BC. The ESS Office carries overall responsibility for program standards and practices and for coordinating the roles and responsibilities of all ESS Support Organizations.

6.2.6. Emergency Social Services Association

Emergency Social Services Association (ESSA) is a non-profit association established to support Emergency Social Services volunteers and communities in BC in the development and maintenance of their ESS program. ESSA’s role is to provide assistance to more than 5000 community ESS volunteers around the province through a variety of programs.

6.2.7. Harvest Project

The Harvest Project is a non-profit organization on the North Shore which provides assistance to individuals/families who are experiencing difficult circumstances. They

provide assistance in the form of food and clothing and connect evacuees with other services available within the community.

6.2.8. *The Provincial Emergency Program (PEP)*

The province provides leadership and coordination of ESS on behalf of the province. It also provides assistance to local authorities during an ESS response by arranging mutual aid when community resources are overwhelmed or if additional trained ESS volunteers are required. PEP provides support in the development of ESS plans as well as volunteer support, networking opportunities (conferences, meetings), provincial ESS response capability (Mobile support team, PREOC, PECC), ESS policy framework, training, etc. See also ESS Headquarters (Section 6.2.5.).

Our regional office is located at:

Provincial Emergency Program Regional Office
Green Timbers
14275-96th Avenue
Surrey, B.C.
V3V 7Z2

6.2.9. *St. John Ambulance*

St. John Ambulance maintains a provincial database of people who have taken its first aid courses and who are willing to help in the event of an emergency. St. John Ambulance sends personnel to set up and staff first aid stations when requested.

6.2.10. *The Salvation Army*

The Salvation Army is responsible for training Reception Centre workers to perform meet-and-greet functions and provide emotional support services locally and on request, augmenting the local ESS team on a broader provincial scale in cooperation with PEP.

6.2.11. *Tzu Chi (Buddhist Compassion Relief) Foundation*

The Tzu Chi Foundation is a volunteer organization dedicated to providing long term support to families in need. They provide a variety of support including emergency cash, grocery vouchers, emergency relief materials such as pillows, blankets, boots, flashlights and translation (Mandarin and Cantonese) services.

In BC, the Tzu Chi has taken on the task of mass feeding in times of disaster. The organization is responsible for tracking Mobile Feeding Units (MFU) assigned to the province from the National Emergency Stockpile System (NESS). It also supports communities in planning for mass feeding needs in times of emergency or disasters.

6.2.12. Other Organizations

The North Shore Emergency Management Office has agreements in place with a number of other businesses across the North Shore who can provide services during an emergency. NSEMO maintains a Resource/Supplier list which contains a listing of agencies on the North Shore who have agreed to set up an account to provide services during an emergency. This list includes hotels, clothing stores, restaurants, transportation services, grocery stores, pharmacists, etc,

7. Volunteer Management

7.1. Training

A key element of emergency management is keeping volunteers at a high level of readiness. This is accomplished through ongoing training, seminars, drills, tabletop, functional and full scale exercises. Training may be provided in-house, through the Justice Institute of BC, Red Cross, Salvation Army or other qualified organizations. These activities help staff and volunteers maintain a high level of familiarity with all critical roles.

NSEMO has an ESS volunteer base of over 100 volunteers. ESS training is an important factor on the North Shore and most of these volunteers have attended the core ESS training provided by the Justice Institute. These include:

- Intro to ESS
- RC Course
- Registration & Referrals
- Documentation

Many volunteers have also taken related courses through the Salvation Army and Red Cross such as the Inquiry, Search & Reply and Meet & Greet respectively.

In addition, most North Shore ESS volunteers attend annual drills/exercises and an annual review of the core ESS courses. Most North Shore ESS volunteers have committed to attending additional requirements specific to NSEMO such as:

- Damage Mitigation
- Emergency Preparedness Workshops 1 & 2
- Disaster First Aid Level 1 & 2

NSEMO is fortunate to have a strong and committed ESS team.

7.1.1. Specialized Courses

Some roles require specific certification. For example, the Food Unit personnel require Food Safe certification, all First Aid personnel require first aid certification, ESSDs require specific courses to help them in their position (i.e., ESSD course offered by the Justice Institute of BC), and childcare, emotional support and communications workers also have appropriate training.

7.1.2. *Personal Preparedness*

ESS personnel should be personally prepared for an emergency through NSEMO's Personal Preparedness workshops. In the event of an emergency, ESS personnel must first ensure their own (and their family's) safety. It is recommended that staff and volunteers pre-arrange with family members how they will communicate during an emergency response.

7.1.3. *Training Requirements*

See Annex for listing of Training Requirements and listing of training and exercises. This document also includes a volunteer information sheet and an Application Form.

In addition to classroom style training, ESS personnel are involved in drills, exercises, etc. which help to apply classroom training materials.

7.2. *Worker Care*

ESS work can be stressful and exhausting. Individual ESS workers, their supervisors and the Safety Officer all play a role to ensure the health and well-being of the reception centre team.

Workers should take their scheduled nutrition and rest breaks, watch for signs of exhaustion and burn-out (irritability, becoming overly emotional, unable to sleep, physical symptoms) and report these to their supervisor as soon as possible.

Supervisors must take such signs and symptoms of worker distress seriously, and ensure there is ample coverage should an individual require longer or additional breaks.

Through the duration of the emergency, the Safety Officer (or alternate) will monitor conditions and address issues proactively.

7.2.1. *Critical Incident Stress Debriefing*

After an event it is critical that ESS volunteers have an opportunity to explore their personal reactions and emotions to the emergency. This is achieved through a 'Critical Incident Stress Debriefing' with a trained facilitator to help attendees identify and start to address their personal responses. These debriefings are organized by NSEMO.

8. Responsibilities of ESS Workers

Commitment – Workers shall have a commitment to serve their community and the ESS mission to the best of their abilities, assuring the integrity of the program.

Confidentiality – Workers shall respect the confidentiality of information received during an emergency response and not forward to anyone other than authorized emergency workers. If necessary, clarification should be sought from the appropriate authority. Confidential information must not be used for personal gains.

Quality of Service – Workers shall provide service to individuals affected by disasters in a manner that is courteous, caring, and professional, while respecting the dignity of people receiving services.

Behaviour – Workers shall: conduct themselves in a manner that meets acceptable social standards and contribute to an environment of mutual respect and dignity, free from discrimination or harassment; follow operational guidelines and established reporting structures; exercise discretion with comments made in public about an incident, people or the organizations involved.

8.1. Code of Conduct for Volunteers

- Volunteers must sign in and out
- Use of drugs or alcohol is not permitted while on duty
- No smoking permitted in facilities
- All volunteers must be appropriately attired
- All volunteers must be identified (i.e. vests and name tags)
- First volunteers arriving should immediately start set up of the reception centre (see checklist for opening and closing procedures)
- Use of inappropriate language or profanity will not be tolerated
- Workers will keep all areas tidy and free of hazards
- All unaccompanied minors must be brought to the attention of the Reception Centre Manager immediately
- Reception Centre Manager must be informed as early as possible about all incidents in the center
- Public to use only payphones (or designated phones with a volunteer present)
- Those volunteers with a serious allergy, need to take necessary precautions to ensure their own safety and comfort
- Two volunteers must be present in Child Care area at all times
- Children of volunteers must be put in Child Care area

8.2. Rights of ESS Workers

Orientation and Training – Workers shall have access to the appropriate training to ensure efficient and effective performance of duties.

Forum for Input – Workers shall be made aware of and have access to the proper chain of command for handling suggestions and complaints.

Support – Workers shall receive support from the local, regional and provincial levels of the ESS Program.

Safe Conditions – Workers shall have a safe working environment, understanding that there is some inherent risk in responding to disasters.

Supplies and Equipment – Wherever possible, workers shall be equipped to do their job.

9. Annexes

9.1. Job Descriptions

To be developed and inserted

9.2. Training Requirements

10. Appendices

10.1. ESS Resources

Internal

- NSEMO Reception Centre Guideline
- NSEMO Group Lodging Guideline

External

- BC ESS Field Guide
- BC ESS Public Relations Tool Kit
- BC Reception Centre Operational Guidelines
- BC Group Lodging Operational Guidelines
- BC Guide for Maximizing Stress Resilience, BC Disaster Worker Care Committee
- Self Assessment: Prior to Disaster Assignment brochure
- www.ess.bc.ca