

ESS / RED CROSS CALLOUT DRILL CONDUCTED ON MAY 6, 2008

REPORT

Background:

Port Coquitlam, the North Shore and the Red Cross collaborated on the development of a callout drill (involving participants listed below) which took place during Emergency Preparedness Week.

There was wonder of; if a local government had a localized disaster and were required to staff a Reception Centre for 3 days what type of Mutual Aid assistance would they receive. It was determined that by conducting a callout drill of this nature, we could test/update other areas as listed in the objectives below.

Objectives:

- ♦ To test the response in a mutual aid ESS callout in the Metro Vancouver area
- ♦ To activate the individual callout systems of local authorities
- ♦ To provide an opportunity for local authorities to update their ESS callout procedures
- ♦ To establish statistical information for participating local authorities
- ♦ To update the ESSD regional contact list
- ♦ To test the Telus Red Cross Call Centre technology

Drill Participants:

The following local authorities participated in the callout drill:

- ♦ Abbotsford
- ♦ Coquitlam
- ♦ Delta
- ♦ Langley City/Township
- ♦ Maple Ridge/Pitt Meadows
- ♦ Mission
- ♦ North Shore
- ♦ Port Coquitlam
- ♦ Port Moody
- ♦ Richmond
- ♦ Squamish
- ♦ Surrey
- ♦ Vancouver

Scripts:

ESSDs were asked to callout their teams as soon as they received the message below from Port Coquitlam sometime between 9 and 10 am on May 6th. It is important to note that the ESS Team Members were not aware of what "day" the drill was going to be conducted, they only knew it would be sometime during Emergency Preparedness Week.

THE FOLLOWING WAS PORT COQUITLAM'S SCRIPT TO EACH PARTICIPATING ESSD:

This is an ESS Callout Drill from the City of Port Coquitlam. I repeat this is only a Drill. Please proceed with your callout (script below) as soon as possible.

The City of Port Coquitlam is experiencing a localized disaster and due to exhaustion of our ESS Team we are requesting a mutual aid callout to staff our Reception Centres for an estimated period of 3 days.

Please exercise this Callout Drill now.

THE FOLLOWING WAS THE SCRIPT TO EACH PARTICIPATING ESS TEAM:

This is an ESS Callout Drill, I repeat only a Virtual Drill. Listen to the following message:

The City of Port Coquitlam is requesting a mutual aid callout for staffing of a reception centre for 3 days.

*Whether you are available or not, please call the Red Cross Call Centre at 1-888-350-6070, beginning at 3:00 p.m. today and respond to a series of questions. It is important to note that if you receive this message **after** 6:45 p.m today please do not call the Call Centre number, you can participate after 6:45 p.m. by completing an online survey at www.portcoquitlam.ca/ess which will be on the site for the following day.*

Port Coquitlam created an online survey which was the backup for those volunteers unable to respond between 3:00 pm and 6:45 pm, or those who were unable to get through to the Red Cross Call Centre. The total number of on-line responses was 89. The online survey questions were exactly the same as the questions being asked through the Call Centre. These responses have been added into the statistical data referred to in this report.

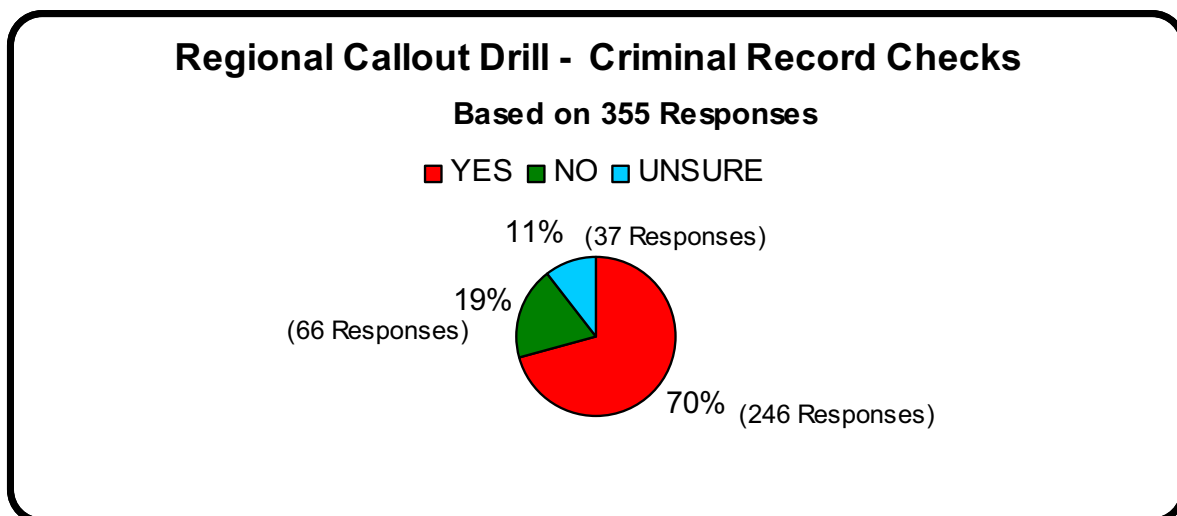
Callout Questions:

The questions that ESS team members were asked to answer either through the Red Cross Call Centre or via the on-line survey were as follows:

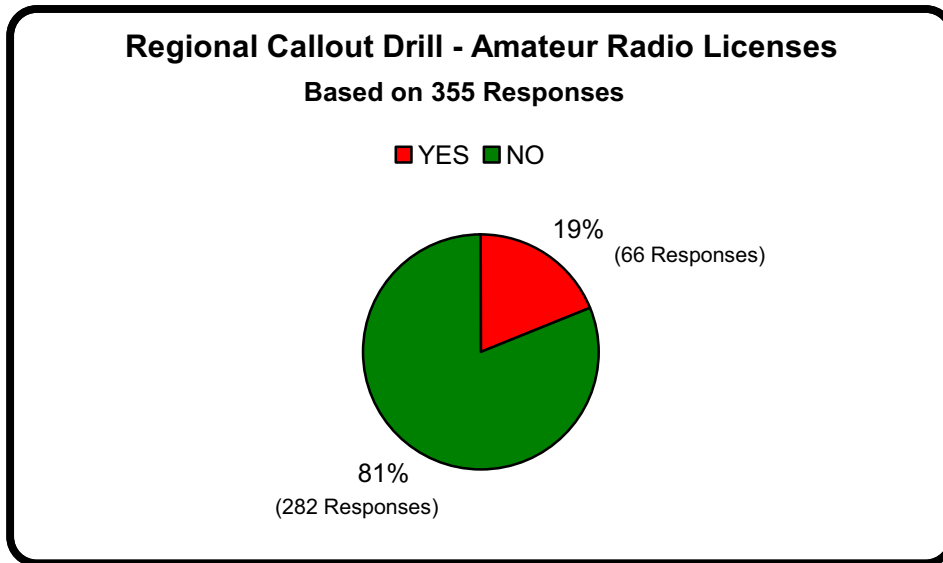
- Name?
- What ESS Community Team are you from?
- Are you a Volunteer or Staff Member?
- Do you have a Criminal Record Check?
- Do you have an Amateur Radio License?
- Do you have ESS Training and if so what training do you have?
 - Introduction to ESS?
 - Reception Centre Operations?
 - Registration and Referrals?
 - Inquiry, Search and Reply?
 - Documentation Unit?
 - Leadership?
- Port Coquitlam has exhausted their ESS Team and are required to staff a Reception Centre for 3 days. Can you please give your availability to May 6th, 7th and 8th.

STATISTICAL SUMMARY

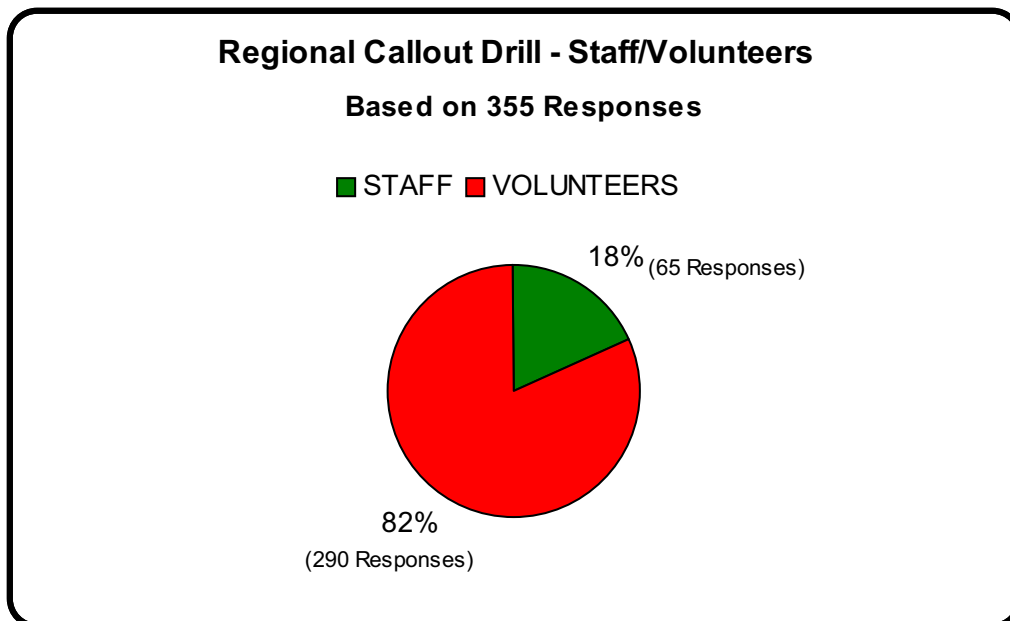
The statistics provided are based on 355 responses. We have provided each participating local authority with their individual statistical information under separate cover.



This chart shows that a high percentage of ESS team members have completed a criminal record check.

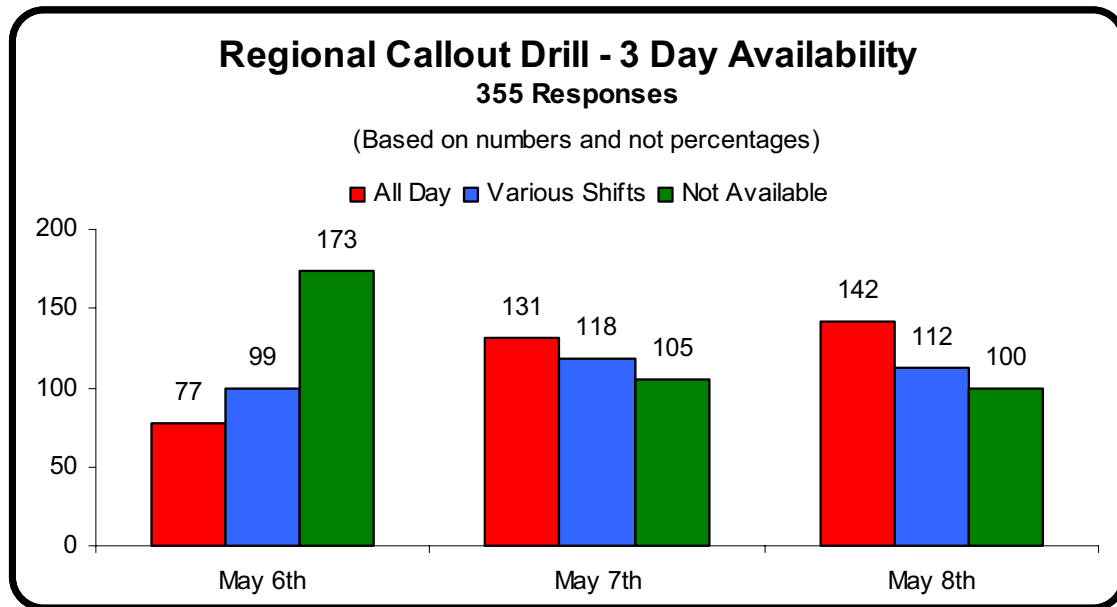


This chart shows that although the number of ESS team members with their radio licences is relatively small, there would have been an adequate number of volunteers available with these skills to respond to this event.

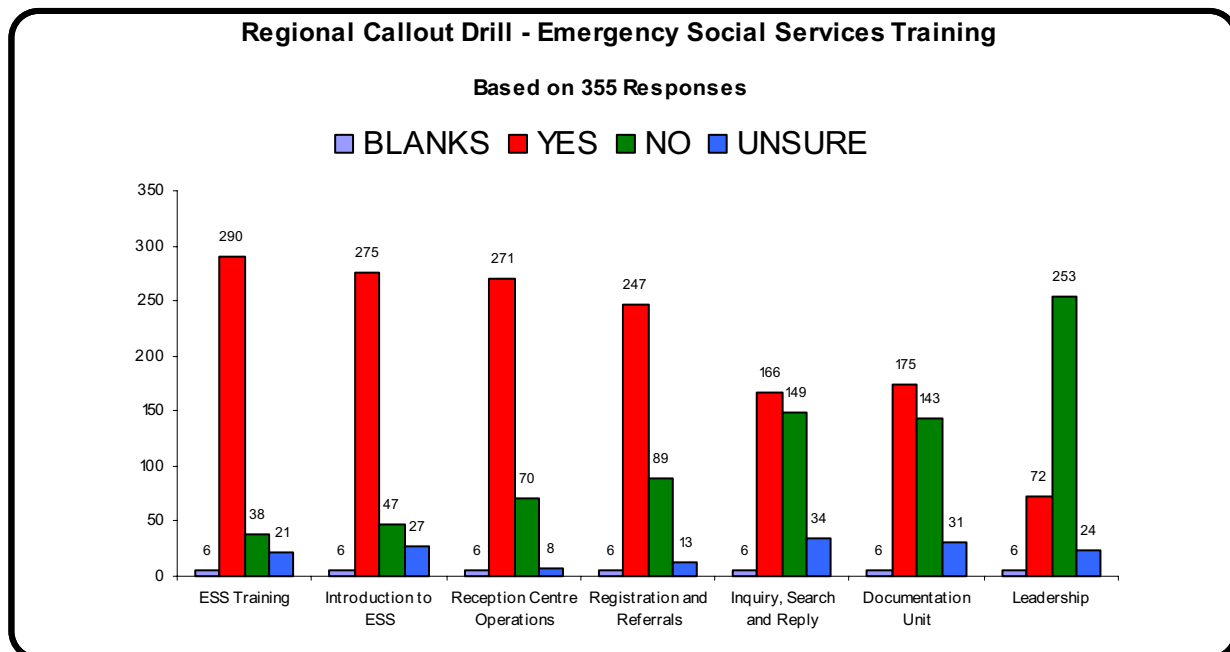


This chart shows that the majority of our teams consist of volunteer members.

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This chart shows that a Reception Centre could have been staffed all 3 days, by a Mutual Aid Callout if there was a localized disaster. For information purposes the above noted dates were on a Wednesday, Thursday and Friday.



This chart shows that Frontline Operations training is strongly supported by local authorities and their ESS teams.

CONCLUSION:

As with any drill there were successes and lessons learned:

Successes
All objectives were met (as listed on Page 1 of this report).
Working together with the Red Cross
Creating and using an on-line survey as a backup
Identification of training gaps
Identification of a large number of volunteers with CRCs
Lessons Learned
Do next drill in "Real Time". There was some confusion over doing the callout in the morning and the actual ESS team response in the afternoon.
Schedule additional volunteer Agents scheduled to work in the Red Cross Call Centre for next drill. The volume of calls received was much greater than anticipated.
Schedule this drill on an annual basis.

IT WAS THE INTENTION THAT THIS DRILL BE LOW STRESS, AND IN TURN PROVIDE OUR COMMUNITIES WITH THE ASSURANCE THAT, WHEN IN NEED OF MUTUAL AID, WE WILL BE THERE FOR EACH OTHER.

WE FEEL THAT THIS HAS BEEN ACCOMPLISHED AND THANK YOU FOR YOUR PARTICIPATION

PLEASE KEEP IN MIND THAT THESE STATISTICS ARE ONLY VALID FOR THIS PARTICULAR DRILL. RESULTS FOR A SIMILAR DRILL ON ANOTHER DAY COULD VARY.

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June 12, 2008