

# **BAND NAME**

## **#XXXX**

[INSERT LOGO, PHOTO, ETC.]

# **L2 EMERGENCY PLAN**

## **DRAFT**

**#XXX BAND NAME**

**Address**

**Town/City, British Columbia**

**Postal Code**

**Phone: (xxx) XXX-XXXX**

**Fax: (xxx) XXX-XXXX**

**Toll-free: (xxx) XXX-XXXX**

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# Section 1 – Emergency Contact List

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Updated Date

## **BAND NAME Emergency Contacts (ALL EMERGENCY CONTACTS)**

**Chief** \_\_\_\_\_

**Work** .....

**Cell** .....

**Email**

**Councillor** \_\_\_\_\_

**Home** .....

**Work** .....

**Email**

**Councillor** \_\_\_\_\_

**Home** .....

**Work** .....

**Email**

**Councillor** \_\_\_\_\_

**Home** .....

**Work** .....

**Email**

**Band Manager** \_\_\_\_\_

**Work** .....

**Cell** .....

**Email**



## **Agency Resources**

<b>Provincial Emergency Program (Victoria)</b>	.....	<b>1-800-663-3456</b>
<b>_____Regional Office</b>	.....	_____
<b>Indian Northern Affairs Canada</b>		
<b>Duty Officer</b>	.....	<b>604-209-9709</b>
<b>First First Nations' Emergency Services</b>		
<b>Emergency (24 hour Duty Officer)</b>	.....	<b>1-877-263-3456</b>
<b>Non Emergency</b>	.....	<b>1-888-822-3388</b>
<b>Police Department</b>	.....	_____
<b>Aboriginal Liaison Officer</b>		
<b>Island Region</b>		
<b>Sgt Chris Bear</b>	<b>Work .....</b>	<b>250-380-6120</b>
	<b>Cell .....</b>	<b>250-208-0137</b>
<b>South East Region</b>		
<b>Sgt Patty Cook</b>	<b>Work .....</b>	<b>250-491-5349</b>
	<b>Cell .....</b>	<b>250-718-8557</b>
<b>North Region</b>		
<b>Sgt Sidney Lecky</b>	<b>Work .....</b>	<b>250-561-3170</b>
	<b>Cell .....</b>	<b>250-613-7122</b>
<b>Lower Mainland</b>		
<b>Sgt Dan King</b>	<b>Work .....</b>	<b>604-264-3253</b>
	<b>Cell .....</b>	<b>604-209-4974</b>
<b>Fire Department</b>	.....	_____
<b>Air and Marine Emergencies</b>	.....	<b>1-800-567-5111</b>
<b>BC Ambulance Emergency Response</b>	.....	<b>911</b>
<b>BC Hydro</b>	.....	<b>1-888-769-3766</b>

**Canadian National Railway** ..... **1-800-465-9239**  
**Brent Ballingal, First Nations Liaison Officer (Kamloops)**  
**Phone** ..... **250-828-6399**  
**Fax** ..... **250-828-6444**  
**Canadian Pacific Railway- Emergency Line** ..... **1-800-795-7851**  
**Administration Response** ..... **1-800-766-7912**  
**Critical Incident Stress Management** ..... **1-877-263-3456**  
**Emergency Social Services (Program Office – Victoria).....** **1-800-585-9559**

**Regional manager** \_\_\_\_\_ **ESSD**

**Cell** ..... \_\_\_\_\_

**Email**

**Environmental Health Officer**

\_\_\_\_\_ ..... \_\_\_\_\_

**Fisheries (Federal - Kamloops)** ..... **250-851-4950**

**Fisheries and Fish Habitat Violations** ..... **1-800-465-4336**

**Ministry of Forest and Range** ..... **1 800 663-7867**

**Forest Fire reporting *Only*** ..... **1-800-663-5555**

**Ministry of Environment, Lands & Parks** .....

**Environmental Violations, Dangerous Wildlife & Human Conflicts**

..... **1-800-663-9453**

**Ministry of Highways and Transport** ..... **1 800 663-7867**

**Noah's Wish (Disaster Animal Help)**

**Quesnel – Assistant Coordinator**

**Debbie Knabke** ..... **1 -250-249-5665**

[drkent@xplornet.com](mailto:drkent@xplornet.com)

**Kamloops – Assistant Coordinator**

**Dave Dahl** ..... **1-250-374-7069**

[dfdahl@telus.net](mailto:dfdahl@telus.net)

**Fort St.James – Assistant Coordinator**

**Angela McLaren**

..... **1-250-996-3804**

[fsjhumanesociety@yahoo.ca](mailto:fsjhumanesociety@yahoo.ca)

**Poison Control Centre**

..... **1-800-567-8911**

**Regional Dam Safety Office - Kamloops**

..... **250-377-7046**

**Spill Reporting (Victoria)**

..... **1-800-663-3456**

\_\_\_\_\_ **Regional District**

..... \_\_\_\_\_

**Emergency Planner(s)**

**Tran mountain Pipeline**

..... **1-888-876-6711**

## **Website Resource List**

### **Provincial Emergency Program**

[www.pep.bc.ca](http://www.pep.bc.ca)

### **Tsunami Preparedness**

[www.pep.bc.ca/hazard\\_preparedness/tsunami\\_preparedness.html](http://www.pep.bc.ca/hazard_preparedness/tsunami_preparedness.html)

### **Latest BC Wildfire News**

[www.bcforestfireinfo.gov.bc.ca](http://www.bcforestfireinfo.gov.bc.ca)

### **Ocean Tides, Currents and Water Levels**

<http://www.lau.chs-shc.gc.ca/cgi-bin/tide-shc.cgi?queryType=showRegion&language=english&region=1>

## **Section 2 – Community Context**

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Updated Date

### **2.1 General Location**

### **2.2 Information**

### **2.3 Demographics**

### **2.4 General Community Information**

Health Authority	
ESS Capacity	
Fire Department	
Agreement with neighboring community <ul style="list-style-type: none"><li>• ESS</li><li>• Emergency Management</li><li>• Fire (MTSA)</li></ul>	

### **2.5 Connectivity Profile**

## **Section 3 - Emergency Plan Overview**

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Updated Date

### **3.1 Emergency Operations Centre Locations**

The Primary EOC is located at:

Building Name  
Address  
Phone Number

The Alternate EOC is located at:

Building Name  
Address  
Phone Number

### **3.2 Authority to Activate the Emergency Plan**

The following individuals have the authority to activate the Emergency Plan:

- Community Emergency Program Coordinator or designate;
- Band Administrator or designate;
- Chief or council member designate;
- Provincial Emergency Management Program designate; or,
- Emergency Services (i.e. Incident Commander: Fire Chief, RCMP, BCAS) or designate.

### **3.3 Operational responsibility for implementation of the EP**

The EOC is responsible for the implementation of the Emergency Plan and for the coordination and direction of overall operations in respect of preparation for, response to, and recovery from the emergency or disaster.

The EOC Director is responsible for the control of all operations within the EOC identified in this Emergency Plan.

### **3.4 De-activation of the Emergency Plan**

The EOC Director will terminate the EOC activity for the current event and implement the de-activation plan.

### **3.5 Levels of EOC Activation**

There are three levels of EOC activation, described below.

#### **Level 1 EOC Activation**

Level 1 action reflects events that are normally managed by community resources on a regular basis. However, there is potential for the event to escalate and requires monitoring only. There is little or no need for site support activities and the event will be closed in a relatively short time. This level may require the activation of an ICP.

#### **Level 2 EOC Activation**

Level 2 events are emergencies that are of a larger scale or longer duration and may involve limited evacuations, additional or unique resources or similar extraordinary support activities. If the event cannot be managed appropriately from the site, this level requires the activation of an EOC, and notification to PEP.

#### **Level 3 EOC Activation**

Level 3 events are of large magnitude and/or long duration or may have multiple sites that involve multi-agencies and multi-government response.

### **3.6 Federal Jurisdiction**

XXXXX Community has not ratified a treaty with the Federal and Provincial governments. The community is located on Federal Reserve lands and is currently governed by Federal Acts, specifically the *Indian Act*. The Federal and Provincial governments have entered into a Memorandum of Understanding (MOU) for the Provincial Emergency Program (PEP) to provide emergency management services.

In to facilitate the same level of services for First Nations communities PEP, Indian & Northern Affairs Canada (INAC) and First Nations Emergency Services (FNESS) utilize the British Columbia Emergency Response Management System (BCERMS) model to standardize delivery of emergency management and response efforts.

### **3.7 Provincial and Local Jurisdictions**

The *Emergency Program Act* requires that all Provincial ministries and agencies utilize the British Columbia Emergency Response Management System (BCERMS). First Nations, who have not ratified treaties with the Federal and Provincial government are governed by federal statute, are not legally required to follow the BCERMS model but are strongly encouraged to incorporate this model into their emergency plans. The majority of municipalities and First Nations utilize BCERMS to ensure consistent emergency management principles and coordinated response efforts.

The XXXXX has agreed to follow the principles of BCERMS.

### **3.8 British Columbia Emergency Response System Response Goals**

When responding to an emergency or disaster, the following goals will be used to determine the appropriate course(s) of action (in priority order):

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

## **Section 4 – Emergency Management Organization**

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Updated Date

The **XXXX** Emergency Management Program Organization consists of four main administrative components which are discussed below.

### **4.1 Chief & Council**

Chief and Council ultimately carry responsibility for preparation, mitigation, response and recovery efforts. These responsibilities, as outlined in Band Council Resolution are delegated to staff and the Emergency Management Committee for action

### **4.2 Band Administrator [or Executive Director or other title]**

The **Band Administrator or Executive Director** is responsible for overseeing the activities of the Emergency Program Coordinator (EPC) and for reporting directly to Chief and Council. The **Band Administrator** serves as the EOC Director during EOC activations and serves as a member on the Emergency Management Committee.

### **4.3 Emergency Program Coordinator**

The Emergency Program Coordinator is responsible for overseeing and coordinating the Emergency Management Program and the development, review and revision of this Emergency Preparedness Plan.

The Emergency Program Coordinator serves as the liaison between Chief and Council, **Band Administrator or Executive Director** and the Emergency Management Committee.

It is the responsibility of the Emergency Program Coordinator to ensure that adequate attention is given to all aspects of the Emergency Management Program.

The duties of the Emergency Program Coordinator include, but are not limited to, the following:

- Prepare an annual budget, based on input from the Emergency Management Committee;
- Manage contracts on behalf of the Emergency Management Program, such as specialists to provide training, exercises or planning;
- Coordinate annual assessment of local risks, evaluation of mitigation projects, preparing evacuation plans, and other responsibilities (see below);
- Coordinate implementation of strategies selected by the Emergency Management Committee, ex., hold public awareness sessions, organize training, and establishing EOC facilities:
- Provide a single point of contact for the overall Emergency Management Program. This position is also responsible for giving presentations on the program to community members and other groups who may request such a presentation:
- Update Emergency Plan and associated documents:
- Coordinate the purchase and tracking of all equipment, materials and supplies on behalf of the program;
- Coordinate training programs and exercises;
- Liaise with regional and provincial government authorities, businesses, and industry in the area on concerns of mutual interest;
- Produce appropriate agenda, arrange and chair meetings of the Emergency Management Committee;
- Implement, monitor and evaluate a training and exercise program;
- Initiate, maintain and support volunteer programs;
- Report on the effectiveness of the emergency management program to Chief and Council; and,
- Research, apply for and acquire alternative funding (JEPP, public/private partnerships, etc.);

#### 4.4 Emergency Management Committee

The XXXXX Emergency Management Program will be supported by an Emergency Management Committee. The Emergency Management Committee is responsible for the following:

- Implementing strategies as outlined in the goals and objectives of the program;
- Reviewing policies and procedures contained within the Emergency Plan;
- Identifying and participating in training and exercises;
- Providing input to implementation strategy development and evaluation;
- Conducting an annual Hazard, Risk and Vulnerability Analysis;
- Identifying and participating in the planning and evaluation of local mitigation projects such as flood protection works, wildfire fuel reduction, and local development controls;
- Developing response policies and procedures, such as evacuations, communication plans, EOC facility plans, etc.
- Evaluating the progress of the program on an annual basis and consider recommendations for improvement;
- Assisting with the development of budgets; and,
- Meeting on a regular basis.

The Emergency Management Committee is comprised of the following individuals:

- Emergency Program Coordinator(s) (chair);
- Chief and/or Council Representative;
- RCMP or designate;
- Fire Chief or designate;
- Administrator or Executive Director;
- All Department Heads/Supervisors (list departments) or designate;
- Emergency Social Services Director;
- BC Ambulance Representative;
- Health (hospital representative); and,
- Others as appropriate.

## **Section 5 - Emergency Response & Recovery Structure**

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Updated Date

This section covers the three emergency response structures within British Columbia; Incident Command (Emergency Site), Emergency Operations Centre (EOC) and Provincial Emergency Program (PEP).

### **5.1 BCERMS Response Levels**

There are four (4) levels of response within the BCERMS model, discussed below.

#### **Site Response Level**

At the site level resources are applied to solve the problems presented by an emergency incident using the Incident Command System (ICS). Response on-site is directed by a single command, or unified command, from a single Incident Command Post (ICP). Ninety to ninety-five percent (90-95%) of incidents, such as a routine traffic accident or a house fire, will fall into this category and will involve only a site level response.

#### **Site Support - Emergency Operations Centre (EOC)**

In larger incidents responders at the site may require additional coordination, support and policy direction. In circumstances where existing site response cannot adequately respond to the emergency an Emergency Operations Center (EOC) may be activated. The EOC provides policy direction to the site (through the Incident Commander), coordinates resource requests from the site and manages all off-site activities.

#### **Provincial Regional Emergency Operations Centre (PREOC)**

The Provincial Regional Emergency Operation Center (PREOC) level coordinates, facilitates and manages information, policy direction and provincial resources to support local authorities and provincial agencies responding to an emergency. This level does not communicate directly with the Incident Commander at the site but provides a basis for provincial regional and interagency coordination and communicates with the site support level (EOC).

Effort will be made to coordinate with the Provincial Emergency Program (PEP) PREOC to ensure coordinated response efforts:

**Delete the PREOCs that do not apply**

**South West PREOC**

14275 – 96<sup>th</sup> Avenue  
Surrey, BC  
V3V 7Z2

TEL: 604-586-4390

FAX: 604-586-4334

Regional Managers

- Ian Cunnings
- Mike Andrews
- Bob Stubbings

Regional ESS and Recovery Coordinator (RESSRC)

- Clare Fletcher

**Central PREOC**

1255-D Dalhousie Drive  
Kamloops, BC  
V2C 5Z5

TEL: 250-371-5240

FAX: 250-371-5246

Regional Manager

- Peter Pendergast

Regional ESS and Recovery Coordinator (RESSRC)

- Sue Saunders

**South East PREOC**

403 Vernon Street  
Nelson, BC  
V1L 4E6

TEL: 250-354-5904

FAX: 250-354-6561

Regional Manager

- Alan Bond

Regional ESS and Recovery Coordinator (RESSRC)

- Sue Saunders

**North East PREOC**

3235 Woodward Drive  
Prince George, BC  
V2N 1S4

TEL: 250-612-4172

FAX: 250-612-4171

Regional Manager

- R.J. (Bob) Kelly
- Regional ESS and Recovery Coordinator (RESSRC)
- Michael Higgins

**North West PREOC**

Suite 1B-3215 Eby Street  
Terrace, BC  
V8G 2X8

TEL: 250-615-4800

FAX: 250-615-4817

Regional Manager

- Maurie Hurst
- Regional ESS and Recovery Coordinator (RESSRC)
- Michael Higgins

**Vancouver Island PREOC**

Block A-Suite 200  
2261 Keating Cross Road  
Saanichton, BC  
V8M 2A5

TEL: 250-952-5848

FAX: 250-952-4304

Senior Regional Manager

- Jim Price

**Regional District****Local Municipality**

The PREOC can also be reached through the Provincial Emergency  
Coordination Centre (PECC) at **1-800-663-3456** (emergency only).

## **Provincial Emergency Coordination Centre (PECC)**

The Provincial Emergency Coordination Center (PECC) coordinates provincial resources and prioritizes and establishes provincial government objectives in response to requirements at the other levels. This level also serves as the coordination and communications link with the federal disaster support system. The Provincial Central Coordination level is activated when the key ministry (ies) or the Director of the Provincial Emergency Program considers it necessary to coordinate and direct overall provincial response to an emergency or disaster.

The PECC provides inter-region policy direction and coordination for emergencies in the province. The EOC will utilize the PECC 24/7 emergency center for reporting/coordinating emergency response efforts.

***PECC: 1-800-663-3456 (emergency)***

PEP Headquarters: (250) 962-4913 (routine calls/inquiries)

Recovery Office: (250) 952-5505 (routine calls/inquiries)

## 5.2 Site - Incident Command Post

### Incident Command Structure

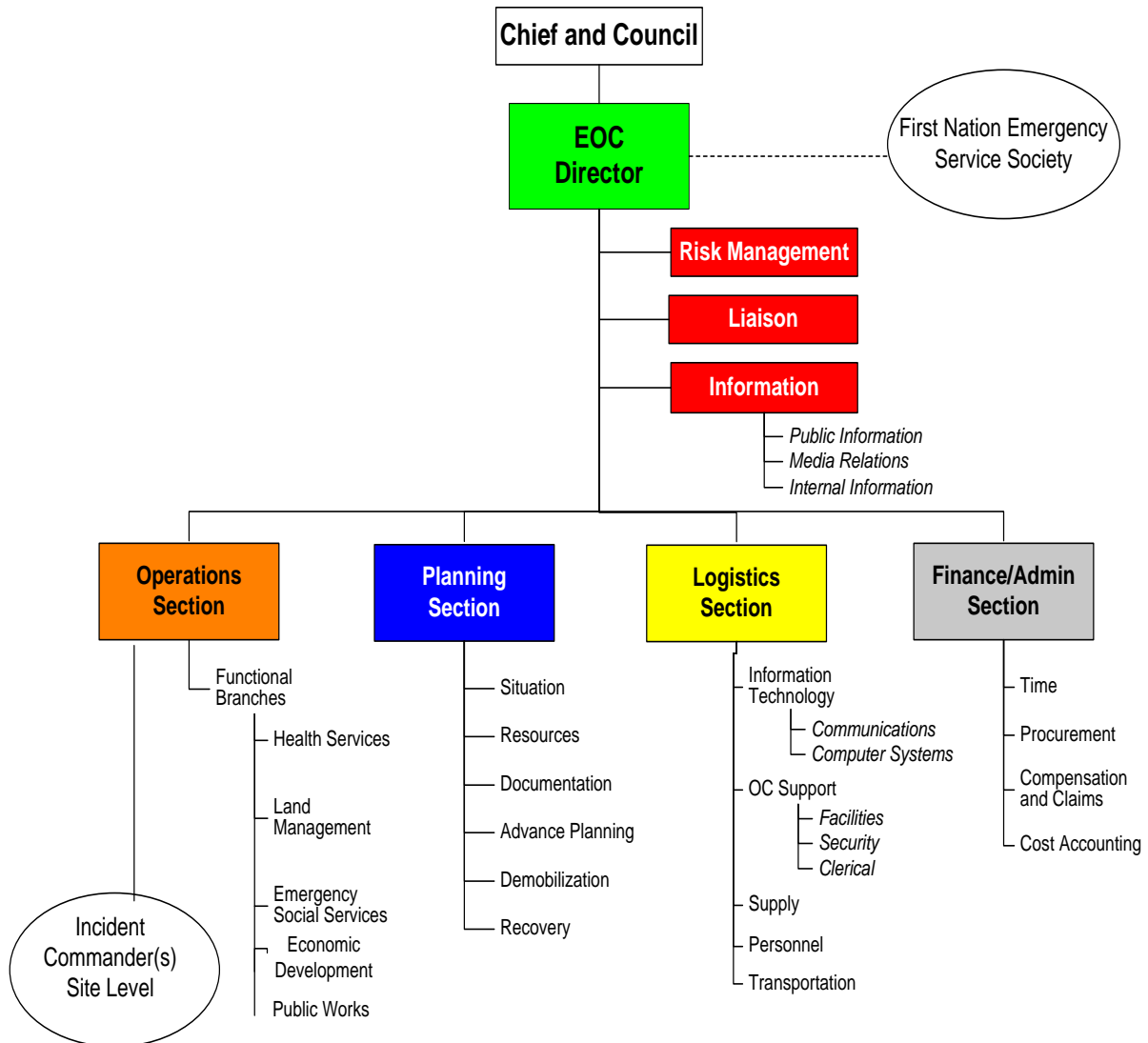
Function	Role in ICP
Incident Commander	Responsible for <b>overall</b> emergency policy and coordination through the joint efforts of government agencies and private organizations.
Operations	<b>"The Doers"</b> Responsible for coordinating all jurisdictional operations in support of the emergency response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

Insert ICP structures/designates based on current emergency services capacity or structure.

### 5.3 EOC Organizational Structure

The following diagram displays the organizational structure of the EOC. The Policy Group is comprised of Chief & Council and senior EOC staff. The Policy Group works closely with the EOC staff to develop policy as required.

#### Emergency Operations Centre (EOC) Organization Chart



## 5.4 EOC Staff

Position	Name	Emergency No.	Work No.	Home No.	Cell No.
<b>Command/ Management</b>					
Primary Contact					
Backup Contact					
<b>Operations</b>					
Primary Contact					
Backup Contact					
<b>Planning</b>					
Primary Contact					
Backup Contact					
<b>Logistics</b>					
Primary Contact					
Backup Contact					
<b>Finance / Administration</b>					
Primary Contact					
Backup Contact					

## 5.5 Basic EOC Roles & Responsibilities

### Management (EOC Director)

- Notify PEP when EOC is activated via 1-800-663-3456, PEP will automatically notify INAC.
- Determine if you have the capacity or human resources required to manage the incident, if not request and a FNESS Emergency Response Team.
- Identify and request additional resources via PEP as soon as possible, if critical members of your emergency team are unavailable request a FNESS Emergency Response Team to support your emergency operations.
- Conduct an assessment of what has happened, what resources are available, any impacts to the communication system, power, water and other critical infrastructure.

## **Operations**

- ❑ Support EOC Director in defining working area, establishing control perimeter and assist police securing the scene if requested.

## **Planning**

- ❑ Assess Impacts.
- ❑ Create priority based plans ensuring BCERMS Response Goals are addressed.
- ❑ Prepare to support long-term recovery

## **Logistics**

- ❑ Communications
- ❑ Transportation
- ❑ Food for EOC
- ❑ Prepare to support long-term recovery

## **Finance / Administration**

- ❑ Track and keep accurate records of expenditures
- ❑ Submit records to PEP for reimbursement

## 5.6 Emergency Operations Centre (EOC) Supplies

	YES NO	On - Site How Many	Off - Site How Many
<b><u>Communications</u></b>			
Telephones			
Satellite Phone			
Fax Lines			
Cell Phones			
Ham Radio			
2 way Radios - VHS/FRS			
<b><u>Human Comforts</u></b>			
First Aid Kit			
Water Dispenser			
Coffee Pot			
Blankets			
Pillows			
<b><u>Furniture</u></b>			
Chairs			
4x8 Folding Tables			
Fridge			
Stove			
microwave			
Lamps			
<b><u>Supplies</u></b>			
General Office Supplies (pens, pencils etc)			
White Boards			
Flip Chart Pads			
Felt tip pens			
White Board Pens/Erasers			
Masking tape			
Duct Tape			
Scotch tape			
Staff Phone Directory			
Phone book			
Flashlights			
Batteries			
Tools (hammer, screwdriver etc)			

<b><u>Equipment</u></b>			
Photo copier			
Printer			
Fax Machine			
UPS units (Uninterrupted Power Supply)			
Electrical Power Bar			
Extension Cords			
TV			
Radio AM/FM			
Battery - TV			
Battery - Radio AM/FM			
E-mail set up for data line or telephone modem connection			
PC Power Cord			
Computer Stations			
Laptop Computers			
Printer cable			
Generator			
Maps			
Projector and screen			
internet			

## Section 6 – HRVA, Evacuation & Action Plans

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Updated Date

### 6.1 Hazard, Risk and Vulnerability Assessment

Hazard/Risk/Vulnerability Assessment (HRVA)				
NATURALLY OCCURRING HAZARDS				
Geological Hazards				
		PROBABILITY		
		Likely	Unlikely	Never
1	Earthquake			
2	Tsunami			
3	Volcano			
4	Landslide, Mudslide, subsidence			
5	Glacier, Iceberg			
6	Erosion, Accretion, Desertification			

Meteorological Hazards				
		PROBABILITY		
		Likely	Unlikely	Never
7	Flood, Flash flood, seiche, tidal surge			
8	Drought			
9	Fire (eg: forest, range, urban, wild land and urban interface)			
10	Snow, ice, hail, sleet, avalanche, blizzard			
11	Windstorm, tropical cyclone, hurricane, tornado, water spout, dust/sand storm			
12	Heat wave, cold spell			
13	Lightning strikes			
14	Famine			
15	Geomagnetic Storms			
16	Fog			

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<b>Biological Hazards</b>				
		<b>PROBABILITY</b>		
		<b>Likely</b>	<b>Unlikely</b>	<b>Never</b>
17	Disease that impacts humans or animals (eg: plague, smallpox, anthrax, West Nile virus, foot and mouth disease, severe acute respiratory syndrome (SARS), influenza pandemic, bovine and mouth disease, bovine spongiform encephalopathy (BSE))			
18	Animal or insect infestation or damage			

<b>HUMAN-CAUSED EVENTS</b>				
<b>Unintentional Events</b>				
		<b>PROBABILITY</b>		
		<b>Likely</b>	<b>Unlikely</b>	<b>Never</b>
19	Hazardous material spill or release (eg: explosive, flammable liquid, flammable gas, flammable solid, oxidizer, poison, radiological, corrosive)			
20	Explosion/Fire			
21	Transportation accident (marine, MVA, plane crash, train derailment)			
22	Building/Structure collapse			
23	Energy/power/utility failure			
24	Fuel/resource shortage			
25	Air/Water pollution, contamination			
26	Water control structure/dam/levee failure			
27	Financial issues, economic depression, inflation, financial collapse			
28	Communications system interruptions			
29	Misinformation			

<b>Intentional Events</b>				
		<b>PROBABILITY</b>		
		<b>Likely</b>	<b>Unlikely</b>	<b>Never</b>
30	Terrorism (eg: explosive, chemical, biological, radiological, nuclear, cyber)			
31	Sabotage			
32	Civil disturbance, public unrest, mass hysteria, riot			
33	Enemy attach, war			
34	Insurrection			
35	Strike or labour dispute			
36	Disinformation			
37	Criminal activity (eg: vandalism, arson, theft, fraud, embezzlement data theft)			
38	Electromagnetic Pulse			
39	Physical or information security breach			
40	Workplace Violence			

<b>TECHNOLOGY-CAUSED EVENTS</b>				
		<b>PROBABILITY</b>		
		<b>Likely</b>	<b>Unlikely</b>	<b>Never</b>
41	Computers, hardware, software, or application a (internal/external) malfunction or breakdown			
42	Ancillary support equipment			
43	Telecommunications			
44	Energy/power/utility failure			

<b>HIGHEST PROBABILITY (Top 8)</b>				

## 6.2 Historical Hazard Response Matrix

The following hazard matrix is to be completed once a Hazard Assessment has been completed to identify the hazards most likely to occur. As not all hazards will be identified, this does not negate the fact that others may occur, in which case follow the generic checklist below as a guide.

Potential Hazard	Historical Evidence	Affected Areas	Initial Steps/Priorities	Evacuation(s) (which areas)	Emergency Contact
Structural Fire	<b>When?</b>	<b>Which Reserves?</b>	<b>What Action Taken?</b>	<b>Where?</b>	<b>Who was contacted?</b>
Severe Weather			<b>Re-locate to</b> <b>Other family members</b> <b>Neighbours</b> <b>Community Shelter</b> <b>Other community's Hotel / Motel</b>	<b>Impacted Area(s)</b>	
Windstorms			<b>Re-locate to</b> <b>Other family members</b> <b>Neighbours</b> <b>Hotel / Motel</b> <b>Community Shelter</b>		
Extended Power Outages			<b>Use portable generators</b> <b>Re-locate to</b> <b>Other family members</b> <b>Neighbours</b> <b>Community Shelter</b> <b>Hotel / Motel</b>		

Interface & Wildfire			<b>Re-locate to Other family members Neighbours Community Shelter Hotel / Motel</b>		<b>B.C. Forest Service 1 800 663-5555</b>
Pandemic					<b>Vancouver Island Health Authority</b>
Earthquake					<b>Provincial Emergency Program 1 800 663-3456</b>
Tsunami					<b>Provincial Emergency Program 1 800 663-3456</b>
Multiple Casualty Road Accident					
Hazardous Materials Spill					
Air Crash		<b>Reserve</b>	<b>Contact P.E.P &amp; JRCC Isolate the area Post warnings</b>	<b>Impact area</b>	

Marine Accident					
Landslide			<b>Issue Warnings</b>		

### 6.3 Evacuations

**Task #**

**Incident #**

<p><b>Evacuation Route</b> is as follows:</p> <p><b>ALL</b> residents who have evacuated must register at the Emergency Social Service Reception Center at <u>ENTER ADDRESS HERE</u></p> <p>Other routes available will be utilized only under extreme circumstances.</p>	<p>IR#</p> <p>Fill in affected IR's here</p>
---	--

**\*\* THE ORDER TO EVACUATE WILL BE INITIATED BY POLICE SIRENS\*\***

1. In the event that the **Band Name** Community is issued an Evacuation Order the RCMP will be notified by the District of \_\_\_\_\_ EOC Operations Section and the RCMP will deliver the Evacuation Order in an efficient manner to the residences of the **Band Name** Community.
2. RCMP will set up checkpoints to inhibit travel into the evacuated area located at: ENTER LOCATION HERE
3. Perimeter Control Posts will be established by RCMP, which will also be coordinated by the Ministries MOFR/MOTH.
4. In the event of an Emergency, the **BAND NAME** Emergency Operations Centre will be relocated to ENTER ADDRES HERE.

Other Information:

- Regular Inter-Agency Meetings with EOC Director in District of \_\_\_\_\_ will be held at ENTER ADDRESS HERE.
- Evacuation Procedure Notices prepared and distributed to volunteers, re: Evacuation Alert and/or Evacuation Order (when needed).
- Short term lodging will be made available in ENTER BUILDING NAME HERE upon registration with the Emergency Social Services Reception Centre.

Updated Date

**Emergency Contact Numbers**

**Band Name** Emergency Planning Committee

<b>Name</b>	<b>Position</b>	<b>Home #</b>	<b>Cell#</b>

**Tribal Police**

**RCMP Liaison Officer #**

**PREOC: (Provincial Regional Emergency Operations Centre)  
Work#**

**Regional Managers  
Regional ESS and Recovery Coordinator**

**Band Name** Chief & Councilors  
**Office**

**Fax**

-----  
**Signed by Chief** \_\_\_\_\_ **Date** \_\_\_\_\_

-----  
**Council Member(s)** \_\_\_\_\_ **Date** \_\_\_\_\_

**EVENT NAME**

**Emergency Evacuation Plan**

**Emergency Contact List**

<b>Name</b>	<b>Position</b>	<b>Emergency #</b>	<b>Cell#</b>

**24 Hour Emergency Lines**

**Provincial Emergency Program: 1-800-663-3456**

**Indian Northern Affairs Canada  
24 Hour Duty Officer 1-604-209-9709**

**First Nations Emergency Services: 1-877-263-3456**

**RCMP**

**Tribal Police**

**Noah's Wish:  
Donna Wackerbauer 1-250-809-9589**

**Ministry Of Forest and Range**

**Provincial Regional Emergency Operations Centre:**

## Evacuation Plan

An evacuation is the action by which one or more persons leave the place they are occupying to avoid a real or potential threat. The process to enact an evacuation (partial, total, and selective) of any First Nation community is performed by a Band Council Resolution. The Band Council will normally be working with the federal and provincial governments and advised of the specific threat or situation. The decision for a planned evacuation is made in stages, when time permits, with notice given initially as an evacuation *alert* and if required by an evacuation order. When the event is over and it is safe to return home, there will be an evacuation rescind.

### Volunteer Evacuation Procedures

Volunteer evacuation occurs when a community member(s) make a choice to evacuate before the Band Governance, INAC or PEP issues an evacuation order. Volunteer evacuations are **not normally eligible** for Emergency Social Service (ESS) resources such as food, clothing and lodging. If an order is issued, volunteer evacuees are only eligible within the time frame that the alert was issued, not from the original time the volunteer evacuation occurred and **must report to designated ESS facilities** - either one established on band property, or to a "host community".

If the person(s) wish to evacuate because they require specialized medical or other forms of special care, ESS support may be available before an evacuation order is issued. The EOC must contact PEP and request ESS support for at risk community members before ESS support is provided. PEP will automatically convey the request to INAC.

If a FNESS Emergency Response Team member has responded to your incident, identify at-risk community members who may require pre-evacuation due to medical or specialized care requirements.

## **Evacuation Stages**

### **1. Evacuation Alert**

A consistent format and process will be 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 on short notice. The evacuation alert may allow for 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.

When it has been decided that an evacuation may be pending, it is very important to ensure all of those who may be evacuated receive this information as soon as possible. As the stress associated with evacuating one home would be high, providing as much warning as possible and giving a list of suggested items to take with them will assist in alleviating stress.

### **2. Evacuation Order**

If the **Band Name** Indian Band population at risk is ordered to evacuate, the affected area(s) will be identified by means of a Band Council Resolution. The RCMP is the formal agency that enforces evacuation orders on Federal Reserve lands. Normally community members will comply, however any information should clearly indicate that emergency response personnel will not return for residence that refuse to comply with an evacuation order. A statement should be included in all bulletins, pamphlets, warning and orders that makes it very clear to all **Band Name** Band members, that, while the evacuation order is in effect, the area in question may have controlled access and that a pass may be required to regain access to the area.

### **3. Evacuation Rescind**

When the emergency which necessitated the evacuation is under control and the emergency area is declared safe, a rescind of the Evacuation Order should be implemented.

## **General Community Location**

### **Access & Egress**

## Evacuation Procedures Instructions

In the event RCMP or other Agencies cannot get to \_\_\_\_\_ quickly, follow the steps below:

For \_\_\_\_\_ homes on \_\_\_\_\_ reserve

- ✓ Go door to door quickly.
- ✓ Advise occupants of evacuation order and give them a copy of the evacuation order along with the instructions. A Personal Information Form will need to be filled out.
- ✓ Remind occupants of their designated reception center.

### **ENTER NAME AND ADDRESS HERE**

- ✓ If the occupants are not home leave the evacuation order along with the instructions in a visible location.
- ✓ If the occupants refuse to evacuate do not force them. Leave the evacuation order along with the instructions with them.
- ✓ If the occupants refuse to leave determine if there are children in the dwelling (under 19yrs). If so, advise the EOC of this as police will visit the dwelling to speak to the occupants.
- ✓ Evacuees can bring their family pets; however, they **cannot** bring them into the reception center, only Seeing Eye dogs & special service dogs permitted. With their pets they must also bring a leash or kennel to secure or house their pets. Animals will be kept in a secure location outside of the reception center. Owners must also bring food for their pets.
- ✓ Remind evacuees of evacuation route: **ENTER ROUTE HERE**

**Please ensure that you complete your entire checklist form and do not leave any blank fields (u/k for "unknown" and n/a for "not applicable").**

## Family Evacuation Plan

### **WHAT YOU SHOULD DO WHEN AN EVACUATION ALERT IS IN EFFECT**

#### **You should be prepared for the evacuation order by:**

- Locating all family members or co-workers and designate a safe meeting place in the event that an evacuation order is called.
- Gathering essential items such as medications, eyeglasses, valuable papers (i.e. insurance), immediate care needs for dependants and, if you choose, keepsakes (photographs, etc.)  
You may wish to follow the Evacuee Documentation List provided. Have these items readily available for a quick departure.
- Consider moving any disabled persons and/or children to a safe area.
- Moving pets and livestock to a safe area. Follow Livestock Evacuation Plan.
- Arranging to transport your household members or co-workers in the event of an evacuation order.
- Arranging accommodation for your family if possible. In the event of an evacuation, emergency accommodation will be provided if required.
- Monitoring news outlets for information on location of Reception Centres and status of evacuation orders.

#### **IF YOU HAVE TO EVACUATE:**

- Take an emergency survival kit with you.
- Make sure you take prescription medicine and identification for the entire family.
- Listen to the radio and follow instructions from local emergency officials.
- If you are instructed to do so, shut off water, gas and electricity.
- Make arrangements for your pets. Local emergency officials will advise you.
- Wear clothes and shoes appropriate for the conditions.
- Lock your home.
- Follow the routes specified by emergency officials. Don't take shortcuts. A shortcut could take you to a blocked or dangerous area.
- A staging area has been established **at**
- If you have time, leave a note telling others when you left and where you went. If you have a mailbox, you can leave the note there.
- If you have time turn off all outside water sprinklers so water is conserved for firefighting efforts.
- If you are evacuated, register with the local ESS emergency reception centre at the **ENTER ADDRESS HERE** so you can be contacted or reunited with your family and loved ones.

## Evacuee Document List

**If time permits** provide the following suggested Key Documents which residents should consider taking with them.

- ❑ Driver's Licence
- ❑ Insurance Policies
- ❑ Insurance Agent's name/contact information
- ❑ Credit Card number's
- ❑ Mortgage Papers
- ❑ Name/phone number of children's school
- ❑ Birth Certificates
- ❑ Name/address of Doctor
- ❑ Medical Card
- ❑ Treaty Card/Identification
- ❑ Name/number of out of town/province contact
- ❑ Passport
- ❑ Bank account numbers
- ❑ Photo's or video of personal property
- ❑ Will
- ❑ Title to vehicles (cars, boats, RV's etc)
- ❑ Medication lists (suggest they write down what they take and how often)
- ❑ Professional licences and Credentials
- ❑ Medical Information

# Band Council Resolution

## Declaration of a Local State of Emergency

WHEREAS there is **EVENT NAME** in close proximity to the **Band Name**;

AND WHEREAS there is imminent threat to life or property;

AND WHEREAS this **EVENT NAME** requires 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;

NOW THEREFORE:

IT IS HEREBY ORDERED THAT the **Band Name** employees, servants and agents are empowered by a duly signed Band Council Resolution pursuant to the Indian Act (R.S. 1985) to do all acts and implement all procedures that are considered necessary to prevent or to alleviate the effects of the emergency, including:

- 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 in the declaration within the local authority's jurisdiction.
- 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 any part of the local authority's jurisdiction.
- Cause the evacuation of persons and the removal of livestock, animals and personal property from any area designated in the declaration within the local authority's jurisdiction that is or may be affected by an emergency or 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 if otherwise considered by the local authority 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 local authority 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 local authority to be necessary or appropriate to prevent, respond to or alleviate the effects of an emergency or disaster.

ORDERED on this date, \_\_\_\_\_ by:

\_\_\_\_\_  
*Chief of **Band Name***

\_\_\_\_\_  
*Council Member(s) of **Band Name***

At \_\_\_\_\_ to remain in force for seven days until \_\_\_\_\_ at \_\_\_\_\_  
(Time) (Date) (Time)

Unless cancelled by order of the **Band Name**.

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## Joint Declaration of Local State of Emergency

WHEREAS there is a **EVENT NAME** in close proximity to the Regional District/Local Authority of XXXX and XXXXX Indian Band. ;

AND WHEREAS there is imminent threat to life or property;

AND WHEREAS this wildfire emergency requires 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;

NOW THEREFORE:

IT IS HEREBY ORDERED pursuant to Section 12 (1) of the Emergency Program Act (RS, 1996, Local Authority and impacts the First Nation. due to the threat of **EVENT NAME** and its potential risk to life and property;

IT IS FURTHER ORDERED THAT the Local Authority its employees, servants and agents are empowered pursuant to Section 13 (1) of the Emergency Program Act to do all acts and implement all procedures that are considered necessary to prevent or to alleviate the effects of the emergency, including:

IT IS FURTHER ORDERED THAT the First Nation its employees, servants and agents are empowered by a duly signed Band Council Resolution pursuant to the Indian Act (R.S. 1985) to do all acts and implement all procedures that are considered necessary to prevent or to alleviate the effects of the emergency, including:

- 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 in the declaration within the local authority's jurisdiction.
- 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 any part of the local authority's jurisdiction.

- Cause the evacuation of persons and the removal of livestock, animals and personal property from any area designated in the declaration within the local authority's jurisdiction that is or may be affected by an emergency or 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 if otherwise considered by the local authority 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 local authority 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 local authority to be necessary or appropriate to prevent, respond to or alleviate the effects of an emergency or disaster.

ORDERED on this date, \_\_\_\_\_ by:

Chief , **FN Band**; and  
 Chairman/Mayor; **Regional District/Local Authority of XXXXX**

This agreed to by the FN Band with the attached Band Council Resolution,

at [time] to remain in force for seven days until [date] at [time] unless cancelled jointly by order of the Regional District/Local Authority of XXXX and XXXXX Indian Band or the Solicitor General.

\_\_\_\_\_  
 Chairman/Mayor

\_\_\_\_\_  
 Chief, XXXXX

## Band Name

**DATE** at \_\_\_\_\_ to remain in force for seven days until \_\_\_\_\_ at \_\_\_\_\_  
(Time) (Date) (Time)

Unless cancelled by order of the **Band Name**.

## Evacuation Alert

Due to the risk of **EVENT NAME** the **Band Name** are urging residents and visitors within the area described as \_\_\_\_\_ to be prepared to evacuate if ordered to do so by emergency officials.

### WHAT YOU SHOULD DO WHEN AN EVACUATION ALERT IS IN EFFECT

You should be prepared for the evacuation order by:

- Locating all family members or co-workers and designate a safe meeting place in the event that an evacuation order is called.
- Gathering essential items such as medications, eyeglasses, valuable papers (i.e. insurance), immediate care needs for dependants and, if you choose, keepsakes (photographs, etc.). Have these items readily available for a quick departure.
- Consider moving any disabled persons and/or children to a safe area.
- Moving pets and livestock to a safe area.
- Arranging to transport your household members or co-workers in the event of an evacuation order.
- Arranging accommodation for your family if possible. In the event of an evacuation, emergency accommodation will be provided if required.
- Monitoring news outlets for information on location of Reception Centres and status of evacuation orders.

### IF YOU HAVE TO EVACUATE

- Take an emergency survival kit with you.
- Make sure you take prescription medicine and identification for the entire family.
- Listen to the radio and follow instructions from local emergency officials.
- If you are instructed to do so, shut off water, gas and electricity.
- Make arrangements for your pets. Local emergency officials will advise you.
- Wear clothes and shoes appropriate for the conditions.
- Lock your home.
- Follow the routes specified by emergency officials. Don't take shortcuts. A shortcut could take you to a blocked or dangerous area.
- If you have time, leave a note telling others when you left and where you went. If you have a mailbox, you can leave the note there.
- If you have time turn off all outside water sprinklers so water is conserved for firefighting efforts.
- If you are evacuated, register with the local ESS emergency reception centre at the \_\_\_\_\_ so you can be contacted or reunited with your family and loved ones.

EVERY ATTEMPT WILL BE MADE TO PROVIDE AS MUCH ADVANCED NOTICE AS POSSIBLE SHOULD EVACUATION BE REQUIRED. CHANGING WEATHER CONDITIONS HOWEVER MAY RESULT IN LITTLE OR NO NOTICE. BE PREPARED.

\_\_\_\_\_**CHIEF,**

\_\_\_\_\_**Administrator/Council**

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# Joint Evacuation Alert

Due to the risk of \_\_\_\_\_ the \_\_\_\_\_ and the \_\_\_\_\_  
*hazard Local Authority First Nations community*

are urging residents and visitors within the area described as \_\_\_\_\_  
*Name of area*

to be prepared to evacuate if ordered to do so by emergency officials.

## WHAT YOU SHOULD DO WHEN AN EVACUATION ALERT IS IN EFFECT

You should be prepared for the evacuation order by:

- Locating all family members or co-workers and designate a safe meeting place in the event that an evacuation order is called.
- Gathering essential items such as medications, eyeglasses, valuable papers (i.e. insurance), immediate care needs for dependants and, if you choose, keepsakes (photographs, etc.). Have these items readily available for a quick departure.
- Consider moving any disabled persons and/or children to a safe area.
- Moving pets and livestock to a safe area.
- Arranging to transport household members or co-workers in the event of an evacuation order.
- Arranging accommodation for your family if possible. In the event of an evacuation, emergency accommodation will be provided if required.
- Monitoring media for information on location of Reception Centres and status of evacuation orders.

## IF YOU HAVE TO EVACUATE

- Take an emergency survival kit with you.
- Make sure you take prescription medicine and identification for the entire family.
- Listen to the radio and follow instructions from local emergency officials.
- If you are instructed to do so, shut off water, gas and electricity. Lock your home.
- Make arrangements for your pets. Local emergency officials will advise you.
- Wear clothes and shoes appropriate for the conditions.
- Follow the routes specified by emergency officials. Don't take shortcuts. A shortcut could take you to a blocked or dangerous area.
- If you have time, leave a note telling others when you left and where you went. If you have a mailbox, you can leave the note there.
- If you are evacuated, register with the local ESS emergency reception centre at \_\_\_\_\_ in \_\_\_\_\_ in so you can be  
*Facility name and address local authority*  
contacted or reunited with your family and loved ones.

EVERY ATTEMPT WILL BE MADE TO PROVIDE AS MUCH ADVANCED NOTICE AS POSSIBLE SHOULD EVACUATION BE REQUIRED.

Mayor \_\_\_\_\_

\_\_\_\_\_  
*Local Authority*

Chief \_\_\_\_\_

\_\_\_\_\_  
*First Nations Community*

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## Evacuation Order

**Date:**

The **Band Name** have been advised of imminent danger of **EVENT NAME** to life and property of residents and visitors in areas outlined on the attached map and within the - **Indian Reserve No** \_\_\_\_\_ described as follows:

All persons within the defined area are to evacuate via **ENTER ROUTE HERE**. Please follow all road directions from authorities.

Based on this information, an order *pursuant to the Authority of the Council under Sections 81 and 88 of the Indian Act* to evacuate these areas has been authorized in the interest of life and safety.

Members of the Royal Canadian Mounted Police and other agencies will be expediting evacuation of these areas on behalf of the **Band Name**

Evacuees are asked to register with Emergency Social Services at the **ENTER NAME HERE** located at **ENTER ADDRESS HERE**.

The **District of** \_\_\_\_\_ Emergency Operations Centre is open and is providing support to the Emergency Social Services centres and other emergency responders. The **District of** \_\_\_\_\_ public information line is in operation for information related to the **EVENT NAME**. **Phone:**

\_\_\_\_\_.

**YOU MUST LEAVE THIS AREA IMMEDIATELY**

\_\_\_\_\_  
Chief, **Band Name**

\_\_\_\_\_  
Date

At \_\_\_\_\_ to remain in force for seven days until \_\_\_\_\_ at \_\_\_\_\_  
(Time) (Date) (Time)

Unless cancelled by order of the **Band Name**.

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# Joint Evacuation Order

\_\_\_\_\_  
*Date: month, day, year*  
\_\_:\_\_ hours (local time).

The \_\_\_\_\_ and the \_\_\_\_\_ have been advised of  
*Local Authority First Nations Community*  
imminent danger of **EVENT NAME** to life and property of residents and visitors in areas outlined on  
the attached map and within the \_\_\_\_\_ Reserve No. \_\_\_\_\_ and the  
*First Nations Community*  
\_\_\_\_\_ described as follows:  
*Local Authority*

South boundary:  
East Boundary:  
North boundary:  
West Boundary:

All persons within the defined area are to evacuate via *provide official evacuation route to a destination.*  
Please follow all road directions from authorities.

Based on this information, an order *pursuant to the Authority of the Council under Sections 81 and 88 of the Indian Act and pursuant to Section 13(1) of the Emergency Program Act* to evacuate these areas has been authorized in the interest of life and safety.

Members of the \_\_\_\_\_ and other agencies will be expediting the evacuation of  
*Police Department with jurisdiction*  
these areas on behalf of \_\_\_\_\_ and the \_\_\_\_\_.  
*Local Authority First Nations Community*

Evacuees are asked to register with Emergency Social Services at the \_\_\_\_\_  
*Reception Centre*  
located at \_\_\_\_\_.  
*Address*

The \_\_\_\_\_ Emergency Operations Centre is open and is providing support to the  
*Local Authority*  
Emergency Social Services centres and other emergency responders. The \_\_\_\_\_ public  
*Local Authority*  
information line is in operation for information related to the \_\_\_\_\_.  
*event*

Phone number: \_\_\_\_\_

YOU MUST LEAVE THIS AREA IMMEDIATELY.

Mayor  
\_\_\_\_\_  
*Local Authority*

Chief  
\_\_\_\_\_  
*First Nations Community*

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

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## Evacuation Rescind

Date: \_\_\_\_\_

The \_\_\_\_\_ has been advised that the imminent risk of danger to life and property in your area has diminished at this time.

The Evacuation Order, pursuant to (*Cite Authority*) is therefore rescinded.

An Evacuation Alert / Order may need to be reinstated, therefore the process would re-commence.

Signature \_\_\_\_\_

**Band Name**

Date \_\_\_\_\_

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# Joint Evacuation Rescind

Date: \_\_\_\_\_  
\_\_\_\_:\_\_\_\_ hours (local time).

The Evacuation Order, pursuant to ***the Authority of the Council under Sections 81 and 88 of the Indian Act*** and ***pursuant to Section 13(1) of the Emergency Program Act*** issued \_\_\_\_\_ to the areas:  
*Date and time*

**Designated areas/reserves**

is RESCINDED.

An Evacuation Order may be reissued; however if that is deemed necessary the process will re-commence.

For information, contact:

Mayor  
\_\_\_\_\_

Chief  
\_\_\_\_\_

**Local Authority**  
\_\_\_\_\_

**First Nations Community**  
\_\_\_\_\_

Date  
\_\_\_\_\_

\_\_\_\_\_ Date

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## Evacuee Information

**Address:** \_\_\_\_\_

**Names:**

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_
- 4) \_\_\_\_\_
- 5) \_\_\_\_\_
- 6) \_\_\_\_\_

**Medical assistance required:**    yes    no  
     

Brief Description: \_\_\_\_\_  
\_\_\_\_\_

**Evacuate on own:**    yes    no  
     

**Need transportation to Emergency Social Services**

**Reception center:**    yes    no  
     

**Animals:**                    yes    no    total number  
          \_\_\_\_\_

Description: \_\_\_\_\_

**Ribbon color left at property:**

**Blue-** visited, no one home, re-visit   

**Pink-** notice given, occupants comply   

**Yellow-** occupants have evacuated   

**Orange-** occupants are not complying

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## **6.3 Community Maps**

## 6.5 Aircraft Crash (on or off airport)

- ❑ Call the Fire Department: \_\_\_\_\_
- ❑ Determine who will lead the Operations Section – usually Police Services.
- ❑ Assess your own safety and the safety of the area around you.
- ❑ Offer first aid away from the site to anyone who may need it.
- ❑ Secure the scene for investigators – keep out everyone but those authorized.
- ❑ Establish routes for emergency vehicles.
- ❑ Set up traffic and crowd control.
- ❑ Contact the Provincial Emergency Program (800 663 3456) to call the Provincial Regional Emergency Coordination Centre.
- ❑ Consider contacting the Coroner’s Service (through the RCMP).
- ❑ Arrange for meeting rooms and other on-reserve facilities for family and friends of those who were on board the aircraft – if needed.
- ❑ Stay UP-WIND in case of fire or chemical release.
- ❑ Offer “Critical Incident Management De-briefing” to those who may need it.

## 6.6 Dangerous Goods Spills (on land or on water)

- Call the Fire Department: \_\_\_\_\_
- Tell them "there is a spill with possible dangerous goods".
  
- Determine who will lead the Operations Section – usually Fire Services.
- Assess your own safety and the safety of the area around you.
- Contact the Land and Resource Manager
- Find out what is it that spilled (name of the Dangerous Good)
- Offer first aid away from the site to anyone who may need it.
- Consider wind direction to determine likely path of hazardous fumes.
- Stay UP-WIND in case of chemical release or fire.
- Establish routes for emergency vehicles.
- Create routes and 'where to go' for evacuees.
- Set up "Registration and Enquiry" to track whereabouts of anyone who evacuates their home or the community.
- If necessary: Evacuate a minimum of 1000 metres – 1 Kilometer.
- Consider contacting the Coroner's Service (through the RCMP).
- Contact the Provincial Emergency Program (1 800 663 3456) to call the appropriate provincial or federal response agency.
- Offer "Critical Incident Management De-briefing" to those who may need it.

## 6.7 Earthquake

- ❑ Determine who will lead the Operations Section – usually Public Works / Maintenance.
- ❑ DO NOT CALL the POLICE – everyone else will be doing that.
- ❑ Assess your own safety and the safety of the area around you.
- ❑ IF YOU NEED ASSISTANCE – Contact the Provincial Emergency Program at 1 800 663 3456; OTHERWISE, you will have to look after matters in the community yourselves.
  - Wait for the dial tone – phone lines will be plugged up; you may have to wait for 30 or more seconds for the dial tone. BUT WAIT – do not keep clicking the phone button.
- ❑ Conduct an inspection of all buildings and homes.
- ❑ Arrange for initial Search and Rescue activities in case anyone is trapped.
- ❑ Record any and all damage. IF IT DOESN'T LOOK SAFE – STAY OUT!
- ❑ Take pictures of all damaged areas.
- ❑ Offer first aid away from the site to anyone who may need it.
- ❑ Consider contacting the Coroner's Service (through the RCMP).
- ❑ Arrange for areas where families and friends can congregate.
- ❑ Create routes and 'where to go' for evacuees.
- ❑ Set up "Registration and Enquiry" to track whereabouts of anyone who evacuates their home or the community.
- ❑ Offer "Critical Incident Management De-briefing" to those who may need it.

## 6.8 Explosion

- ❑ Call the Fire Department: \_\_\_\_\_
- ❑ Determine who will lead the Operations Section – usually Fire Services / Police.
- ❑ Assess your own safety and the safety of the area around you.
- ❑ Offer first aid away from the site to anyone who may need it.

### IF A BUILDING IS INVOLVED:

- ❑ Consider whether there may have been people inside.
- ❑ Arrange some initial Search and Rescue IF the structure appears safe.
- ❑ Secure the scene for investigators – keep out everyone but those authorized.
- ❑ Establish routes for emergency vehicles.
- ❑ Set up traffic and crowd control.
- ❑ Contact the Provincial Emergency Program to call the Fire Commissioner's Office.
- ❑ Arrange for meeting rooms and other on-reserve facilities – if needed.
- ❑ Stay UP-WIND in case of fire or chemical release.
- ❑ Create routes and 'where to go' for evacuees.
- ❑ Consider contacting the Coroner's Service (through the RCMP).
- ❑ Set up "Registration and Enquiry" to track whereabouts of anyone who evacuates their home or the community.
- ❑ Offer "Critical Incident Management De-briefing" to those who may need it.

## 6.9 Fires – Urban and Wildfire

- ❑ Call the Fire Department: \_\_\_\_\_
- ❑ Determine who will lead the Operations Section – usually Fire Services / Ministry of Forests.
- ❑ Assess your own safety and the safety of the area around you.
- ❑ Offer first aid away from the site to anyone who may need it.
- ❑ Consider wind direction and go in the opposite direction.
- ❑ Determine need for possible evacuation of community members.
- ❑ Establish routes for emergency vehicles.
- ❑ Create routes and 'where to go' for evacuees.
- ❑ Consider contacting the Coroner's Service (through the RCMP).
- ❑ Set up "Registration and Enquiry" to track whereabouts of anyone who evacuates their home or the community.
- ❑ Stay UP-WIND and out of 'harm's way' – especially smoke and ash hazards.
- ❑ Offer "Critical Incident Management De-briefing" to those who may need it.

## 6.10 Floods

- ❑ Call the Fire Department: \_\_\_\_\_
- ❑ Determine who will lead the Operations Section – usually Public Works / Maintenance.
- ❑ Assess your own safety and the safety of the area around you.
- ❑ Determine what local residents have been impacted and what help they may need.
- ❑ If necessary, gather transportation to help in the effort.
- ❑ Advise everyone in boats or near waterways to wear a personal flotation device (life jacket).
- ❑ Consider livestock safety issues.
- ❑ Create routes and 'where to go' for evacuees.
- ❑ Consider contacting the Coroner's Service (through the RCMP).
- ❑ Set up "Registration and Enquiry" to track whereabouts of anyone who evacuates their home or the community.
- ❑ Offer "Critical Incident Management De-briefing" to those who may need it.

## 6.11 Landslides and/or Debris Flows or Rockslides

- ❑ Call the Fire Department: \_\_\_\_\_
- ❑ Determine who will lead the Operations Section – usually Public Works / Maintenance.
- ❑ Assess your own safety and the safety of the area around you.
- ❑ Conduct a preliminary assessment of the area to determine if any buildings or structures were affected.
- ❑ Watch Out for additional slides – post “lookouts” and keep people away.
- ❑ Contact the Provincial Emergency Program (1 800 663 3456) to call
  - The appropriate provincial ministry,
  - Nearby communities,
  - The Band Engineering Firm; and,
  - Owners of affected “utilities”.
- ❑ IF IT SAFE: Arrange for initial Search and Rescue activities in case anyone is trapped.
- ❑ Offer first aid away from the site to anyone who may need it.
- ❑ Secure the scene for investigators – keep out everyone but those authorized.
- ❑ Establish routes for emergency vehicles.
- ❑ Set up traffic and crowd control.
- ❑ Contact nearby residences and businesses and advise them of what has happened.
- ❑ Consider contacting the Coroner’s Service (through the RCMP).
- ❑ Offer “Critical Incident Management De-briefing” to those who may need it.

## 6.12 Lost Person(s)

- ❑ Call the Fire Department: 604 894 6151 or the Tribal Police: 604-894-5757
- ❑ Determine who will lead the Operations Section – usually Police and SAR.
- ❑ Call the Provincial Emergency Program (1 800 663 3456) to call the Pemberton Search and Rescue Team. 604 894 6412
- ❑ Assess your own safety and the safety of the area around you.
- ❑ Register everyone who wants to volunteer to help in the search.
- ❑ Organize an initial search of the community.
- ❑ Make sure “searchers” go in “pairs” – no one searches alone.
- ❑ Protect the privacy of the family involved.
- ❑ Cordon off the area(s) to provide privacy and protection from the gathering of friends and family members.
- ❑ Establish a MEDIA AREA to
  - Validate the legitimacy of those identifying themselves as media.
  - Brief the band spokesperson on what to say.
  - Schedule briefings and news releases.
- ❑ Provide the family member(s) with expert help in dealing with the gathering of family, friends, the media and the situation itself.
- ❑ Consider contacting the Coroner’s Service (through the RCMP).
- ❑ Offer “Critical Incident Management De-briefing” to those who may need it.

### **6.13 Marine Accidents (including Swift Water Accidents)**

- ❑ Call the Fire Department: \_\_\_\_\_
- ❑ Determine who will lead the Operations Section – usually Police and SAR.
- ❑ Call the Provincial Emergency Program – (1 800 663 3456)
- ❑ Assess your own safety and the safety of the area around you.
- ❑ Gather boats to help in the rescue effort.
  - Make sure all operators of the boats have a Canada Boat Operator's Certificate.
- ❑ Make sure everyone in the boats has a life jacket.
- ❑ Arrange for meeting rooms and other on-reserve facilities – if needed.
- ❑ Assemble survival and / or wool blankets for survivors (if asked).
- ❑ Establish routes for emergency vehicles.
- ❑ Set up traffic and crowd control.
- ❑ Consider contacting the Coroner's Service (through the RCMP).
- ❑ Offer "Critical Incident Management De-briefing" to those who may need it.

## 6.14 Severe Storms

- ❑ Find out when the storm is likely to arrive in the community and how long the storm may last.
- ❑ Determine who will lead the Operations Section – usually Public Works / Maintenance.
- ❑ Assess your own safety and the safety of the area around you.
- ❑ If during business hours: Advise the Office Staff and decide a course of action.
  - Wait for a period of time (and use discretion) before deciding to send people home.
  - Check on the well being of the Elders and those who are known to be ill.
  - Consider setting up an Emergency Operations Centre to deal with the jobs that need to be done.
- ❑ Arrange for meeting rooms and other on-reserve facilities – if needed.
- ❑ Contact the Provincial Emergency Program if the storm lasts for MORE THAN 72 hours – tell them what you need. (If you are okay and don't need anything – do not call PEP).
- ❑ Consider contacting the Coroner's Service (through the RCMP).
- ❑ Offer "Critical Incident Management De-briefing" to those who may need it.

## 6.15 Power Outages

- ❑ Call the Fire Department: \_\_\_\_\_
- ❑ Call 1 888 POWER ON ( 1 888 769 3766 )
- ❑ Determine who will lead the Operations Section – usually Public Works / Maintenance.
- ❑ Assess your own safety and the safety of the area around you.
- ❑ Find out what happened and how long the outage may last.
- ❑ Advise the Office Staff and decide a course of action.
  - Wait for a period of time (and use discretion) before deciding to send people home.
  - Check on the well being of the Elders and those who are known to be ill.
  - Consider setting up an Emergency Operations Centre to deal with the jobs that need to be done.
- ❑ Arrange for meeting rooms and other on-reserve facilities – if needed.
- ❑ Contact the Provincial Emergency Program (1 800 663 3456) if the outage lasts for MORE THAN 24 hours – tell them what you need. (If you are okay and don't need anything – do not call PEP).
- ❑ Offer "Critical Incident Management De-briefing" to those who may need it.

## 6.16 Train Derailments

- ❑ Call the Fire Department: \_\_\_\_\_
- ❑ Determine who will lead the Operations Section – usually Police Services.
- ❑ Assess your own safety and the safety of the area around you.
- ❑ Call CN Rail: 1 800 465 9239
- ❑ Call PEP - 1 800 663 3456
- ❑ Find out what happened and what you can do.
- ❑ Stay UP-WIND as the derailment could involve Hazardous Materials
- ❑ Create routes and 'where to go' for evacuees.
- ❑ Consider contacting the Coroner's Service (through the RCMP).
- ❑ Set up "Registration and Enquiry" to track whereabouts of anyone who evacuates their home or the community.
- ❑ Offer "Critical Incident Management De-briefing" to those who may need it.

## 6.17 Trauma

- Call the Fire Department: \_\_\_\_\_
  - If on scene find out what happened.
  - If you can find out if you can assist in any way.
- Determine who will lead the Operations Section – usually Police Services.
- Assess your own safety and the safety of the area around you.
- Call the Health Centre: 604 894 6656 and inform them of what has happened.
  - Call Trauma Specialist(s) as required
  - Consider setting up an Emergency Operations Centre to deal with the jobs that need to be done.
- Consider contacting the Coroner's Service (through the RCMP).
- Call the Next-of-Kin – if necessary and asked to call – and inform them of what has happened.
- Offer "Critical Incident Management De-briefing" to those who may need it.

## 6.18 Pandemic / Epidemic

- ❑ Determine who will lead the Operations Section – usually Health Services.
- ❑ Establish and Maintain Liaison with the Provincial Emergency Program.
  - 1-800-663-3456
- ❑ Contact the Health Authority and follow their directions.
- ❑ Activate your own Pandemic Influenza Plan.
- ❑ Ensure the following is considered and accomplished at the scene:
  - Ensure your responders have assessed their own safety and wear Personal Protective Equipment.
  - Any offer of aid should be accomplished in a designated area.
  - Determine what local residents have been impacted and what help they may need.
- ❑ Arrange for meeting rooms and other community facilities – if needed.
- ❑ Consider contacting the Coroner’s Service (through the RCMP).
- ❑ Arrange for “Critical Incident Management De-briefing” to those who may need it.

## **Section 7 – Emergency Social Services (ESS)**

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Updated [Date](#)

### **7.1 Emergency Social Services (ESS) Overview**

ESS is a community-based provincial emergency response program required to preserve the well-being of people affected by an emergency or disaster ranging from single house fire or calamities involving mass evacuations.

The goal of ESS is to help people begin to re-establish themselves as quickly as possible after a disaster. ESS plays an important role in emergency management in British Columbia by:

- Helping people meet their basic survival needs during a disaster; and,
- Reuniting families separated by disaster;

### **7.2 Emergency Social Services (ESS) Assistance**

ESS provides short-term temporary services for individuals and families affected by disasters so they can begin to plan their next steps following a disaster.

Services may be provided on site for small scale events, or at a Reception Centre facility for larger responses, and may include:

- Food
- Emotional Support
- Lodging Volunteer Services
- Clothing Child Care

ESS is typically available for **72 hours**. During these first 72 hours, evacuees should immediately plan their next steps by contacting their insurance agents, families and friends, or accessing other possible resources. The Provincial Emergency Program's ESS Office may extend ESS under exceptional circumstances only.

## **7.3 Emergency Social Services (ESS) Response Levels**

### **Level 1 Response**

- A house fire or very small ESS event (previously known as Personal Disaster Assistance – PDA)

### **Level 2 Response**

- A single Reception Centre (RC) activation
- No Emergency Operations Centre (EOC) or Department Operations Centre (DOC) activated
- Resources coordinated within the reception centre

### **Level 3 Response**

- A single RC activated
- An EOC activated
- Some resources may be coordinated at EOC
- The Provincial Regional Emergency Operations Centre (PREOC) may be activated

### **Level 4 Response**

- Multiple Reception Centres and/or Group Lodging facilities activated
- EOC activated
- PREOC activated
- Some resources may be coordinated at the EOC and/or PREOC

## **7.4 Emergency Social Services (ESS) Community Capacity**

No community capacity: call PEP and request ESS support – 1-800-663-3456

**OR**

Agreement with neighboring community

**Name of Community**

**Contact Name**

**Phone Number**

**OR**

### **Level of Capacity**

Describe the level of capacity of the community – i.e. can provide level 1, 2, 3 or 4 support.

### **ESS Contact Person**

**Name**

**Phone Number**

### **ESS Facilities**

- **Reception Centres**
  - Location & Phone Numbers
  - Location & Phone Numbers
  
- **Group Lodgings Facilities**
  - Location & Phone Numbers
  - Location & Phone Numbers

## **Section 8 - Recovery Roles and Procedures**

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### **8.1 Procedure Checklists for Recovery Stage**

Recovery operations in the EOC utilize the same functional positions as in response, but may involve different tasks. This section summarizes the core functions in recovery to assist the effort. Note that the functions may be decentralized due to the duration of the recovery process. In order to understand the scope of the recovery process, a generally accepted rule is for every one day of the event the recovery period will require forty days (if the event lasts 4 days; recovery period will take 160 days).

### **8.2 EOC Director Responsibilities**

The EOC Director is responsible for leading the overall recovery effort. During prolonged recovery efforts, consideration should be given to identifying a position responsible for the oversight of recovery to perform the required submission and liaison with PEP and INAC.

Typical recovery duties include:

- ❑ Inform and brief Chief and Council
- ❑ Provide leadership for decisions
- ❑ You can request advice and/or guidance from INAC if required.
- ❑ Issue public information releases
- ❑ Ensure safety of recovery activities

### **8.3 Operations Responsibilities**

The Operations Section is responsible for restoring community services and utilities to normal pre-emergency/disaster day-to-day operations.

Typical recovery duties include:

- ❑ Provide building and public safety inspections
- ❑ Remove debris
- ❑ Restore medical facilities and services
- ❑ Restore government facility functions
- ❑ Demolish buildings
- ❑ Restore utilities
- ❑ Provide emergency housing

## **8.4 Planning Responsibilities**

The Planning Section documents and provides direction for recovery activities. Planning involves consideration of long-term hazard mitigation as part of the recovery process.

Typical recovery duties include:

- ❑ Provide documentation of response and recovery for disaster assistance
- ❑ Provide after-action reports consistent with BCERMS requirements
- ❑ Provide direction in land use and zoning issues
- ❑ Issue building permits (e.g. a decentralized function with link to recovery).
- ❑ Develop alternative building regulations and code enforcement
- ❑ Review and revise the Community Plan, as needed
- ❑ Provide an Action Plan for recovery operations
- ❑ Prepare redevelopment plans
- ❑ Prepare recovery situation reports
- ❑ Document recovery operations
- ❑ Recommend mitigation plans

## **8.5 Logistics Responsibilities**

The Logistics Section is responsible for obtaining resources necessary to carry out recovery operations. This includes coordination of volunteers and staging areas for heavy equipment.

Typical recovery duties include:

- ❑ Allocate office space
- ❑ Provide recovery supplies and equipment
- ❑ Provide vehicles and personnel

## **8.6 Finance/Administration Responsibilities**

Finance/Administration handles the community's recovery financial transactions, including the recovery of funds associated with assisting other agencies.

Typical recovery duties include:

- ❑ Facilitate application process for Emergency Response Funding and Disaster Financial Assistance
- ❑ Manage public finances
- ❑ Prepare and maintain the recovery budget
- ❑ Develop and maintain contracts
- ❑ Process accounting and claims
- ❑ Manage insurance settlements
- ❑ Ensure correct PEP task number and authorization by contacting the Emergency Coordination Centre at PEP in Victoria (1-800-663-3456).
- ❑ Complete appropriate PEP claims and task forms.
- ❑ Submit forms to PEP Regional Manager within 60 days of authorized emergency response task.

## **Appendix A – Acronyms and Definitions**

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### **British Columbia Ambulance Service (BCAS):**

- ❖ History; Created in 1974, the BC Ambulance Service (BCAS) is legislated to provide emergency medical services in BC under the Medical Services Act.

### **British Columbia Emergency Response Management System (BCERMS):**

- ❖ The BCERMS identifies the standardized approach to emergency response management to be utilized and practiced by provincial government agencies, ministries, and crown corporations. The BCERMS is based on the Incident Command System (ICS).

### **Emergency Operations Centre (EOC):**

- ❖ An Emergency Operations Centre (EOC) is activated to oversee and coordinate activities in the event of a major emergency.

### **Emergency Social Services (ESS):**

- ❖ Emergency Social Services are those Municipal services that are provided short term (generally 72 hours) to preserve the emotional and physical well being of evacuees and response workers in emergency situations.
- ❖ Responsibilities:
  - To plan for the short-term basic needs of all individuals in the event of an emergency or disaster

### **Incident Commander (IC):**

- ❖ This individual is responsible for the management and coordination of all operations at the Incident Command Post during an emergency/disaster.
- ❖ This role is delegated to the most senior staff member on site, and will remain in that position until relieved by a more qualified person.

### **Incident Command System (ICS):**

- ❖ A standardized 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. The ICS is based on the following principles.

## **Incident Command**

- ✓ Sets objectives and priorities
- ✓ Has overall responsibility at the site

## **Operations**

- ✓ Directs resources
- ✓ Carries out the response activities described in the plan
- ✓ Directs operations and ensures safety of staff

## **Planning**

- ✓ Collects and evaluates information
- ✓ Develops incident action plans
- ✓ Maintains resource status (personnel, equipment)
- ✓ Maintains incident documentation

## **Logistics**

- ✓ Provides support to meet the incident needs
- ✓ Provides resources
- ✓ Provides other services to support the incident

## **Finance/Administration**

- ✓ Monitors costs related to the incident
- ✓ Provides accounting, procurement, time recording and cost analysis

## **Neighbourhood Emergency Management Program (NEPP):**

- ❖ A NEPP is made up of individuals and neighbors working in partnership towards emergency preparedness. The program involves both, personal preparedness as an individual or family, and planning/training as a neighborhood to respond safely and effectively during a disaster.

## **Provincial Emergency Coordination Centre (PECC):**

- ❖ If a PREOC is established, then the Provincial Emergency Coordination Centre (PECC) in Victoria is also established. The PECC provides inter-region policy direction and coordination for emergencies involving more than one PREOC. It acts as an overall provincial coordination centre in the event of simultaneous multi-region disasters, such as earthquakes, floods or interface fires.

### **Provincial Emergency Management Program (PEP):**

- ❖ PEP assumes the following responsibilities in the event of a major emergency or disaster.
  - ◆ Coordinates all requests for provincial or federal emergency assistance.
  - ◆ Makes appropriate requests to Provincial Ministries, if the requesting parties resources are not adequate for an effective response to the disaster.
  - ◆ Recommends to the Provincial Government that a Provincial State of Emergency be declared.
  - ◆ Maintains a Provincial Public Information program during all phases of a disaster.
- ❖ Responsibilities:
  - ◆ Arrange for Worker's Compensation coverage to registered emergency workers.
  - ◆ Provides and maintains a Provincial Public Information Program during all phases of a disaster.

**Contact Information 1-800-663-3456**

### **Provincial Regional Emergency Operations Centre (PREOC):**

- ❖ An Emergency Operations Centre established and operated at the regional level by provincial agencies to coordinate provincial emergency response efforts.





## **Appendix C – EOC Position Descriptions & Checklists**

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- Generic EOC Checklist – For All Functions
- Policy Group
- EOC Director
- Deputy EOC Director
- Risk Management Officer
- Liaison Officer
- Information Officer
- Operations Section Chief
- Fire Branch Coordinator
- Police Branch Coordinator
- Ambulance Branch Coordinator
- Health Branch Coordinator
- Emergency Social Services Branch Coordinator
- Environmental Branch Coordinator
- Engineering Branch Coordinator
- Utilities Branch Coordinator
- Planning Section Chief
- Situation Unit Coordinator
- Resource Unit Coordinator
- Documentation Unit Coordinator
- Advanced Planning Unit Coordinator
- Demobilization Unit Coordinator
- Recovery Unit Coordinator
- Technical Specialists Unit Coordinator
- Logistics Section Chief
- Information Technology Branch Coordinator
- EOC Support Branch Coordinator
- Supply Branch Coordinator
- Personnel Branch Coordinator
- Transportation Branch Coordinator
- Finance / Administration Section Chief
- Time Unit Coordinator
- Procurement Unit Coordinator
- Compensation and Claims Unit Coordinator
- Cost Accounting Unit Coordinator

The following checklist pertains to all EOC functions required in a major emergency.

**Generic EOC Checklist – For All Functions**

<p>Getting Started:</p>	<ul style="list-style-type: none"> <li>❑ Check in with the EOC Director or Logistics Section Chief upon arrival at the EOC. Obtain an identification card and vest, if available.</li> <li>❑ If you represent an outside (non-jurisdictional) agency, register with the Liaison Officer.</li> <li>❑ Complete the PEP Task Registration Form (EOC 512). Use the EOC Check-In, Check-Out Form (EOC 511) each time you enter or leave the EOC.</li> <li>❑ Report to EOC Director, Section Chief, or other assigned supervisor, to obtain current situation status and specific job responsibilities.</li> <li>❑ Set up your workstation and review your position checklist, forms and function aids.</li> <li>❑ Establish and maintain a Position Log (EOC 414) that chronologically describes the actions you take during your shift. Use one Position Log even if you are serving more than one function.</li> <li>❑ Note on your Position Log all ideas you can suggest for improving the contribution of your function and of the EOC overall. These will be considered in the After Action Report.</li> <li>❑ Determine your resource needs, such as a portable radio, computer, phone, stationery, forms, and other reference documents.</li> <li>❑ Participate in any facility/safety orientations, as required.</li> </ul>
<p>Before Leaving:</p>	<ul style="list-style-type: none"> <li>❑ If another person is relieving you, brief them thoroughly before you leave your workstation.</li> <li>❑ Clean up your work area before you leave. Return any communications equipment or other materials to the Logistics Section.</li> <li>❑ Complete all other required forms, reports, and documentation and submit them to the Planning Section prior to your departure.</li> <li>❑ Complete your Position Log, and leave a phone number where you can be reached.</li> <li>❑ Sign the EOC Check-Out procedures. Return to Personnel Unit (in Logistics) to sign out.</li> <li>❑ Be prepared to participate in the EOC After Action Report and formal post-operational debriefs.</li> <li>❑ Make use of EOC stress counseling and debriefings, as needed.</li> </ul>

<b>Policy Group</b>	
Responsibilities:	<p>The Policy Group supports the emergency response effort by providing interpretation of existing policies, new policies to address emerging situations, and providing continuity of governance throughout the response and recovery effort. Members of the Policy Group may include the Chair and Board Members, and/or Senior Executives.</p> <ol style="list-style-type: none"> <li><b>1. Consider Policies</b> – Advise on existing policies and examine the requirement for new or temporary policies to support response and recovery.</li> <li><b>2. Set Expenditure Limits</b> – Determine appropriate expenditure limits for response and recovery.</li> <li><b>3. Request Outside Support/Resources</b> – Upon the advice of the EOC Director, request extra-ordinary resources and/or outside assistance.</li> <li><b>4. Authorize "State of Local Emergency"</b> – If and when required, declare or terminate a "State of Local Emergency."</li> <li><b>5. Assist Public Information</b> – Upon request, act as a spokesperson for the jurisdiction and participate in media briefings.</li> <li><b>6. Acknowledge Contributions</b> – Ensure steps are taken to acknowledge the contributions of response and recovery staff and volunteers.</li> </ol>
Getting Started:	<ul style="list-style-type: none"> <li>❑ Convene as the EOC Policy Group at the site and times recommended by the EOC Director.</li> <li>❑ Obtain current situation status and a briefing on priority actions taken and outstanding, from the EOC Director.</li> </ul>

## Generic EOC Checklist – For All Functions

Main Checklist:	<p><b>Consider Policies</b></p> <ul style="list-style-type: none"> <li>❑ Keep apprised as to the status of the emergency event by reviewing EOC Situation Reports.</li> <li>❑ Examine the need for new or temporary policies, as required to support response and recovery operations.</li> <li>❑ Consult with EOC Director and/or Legal Advisors regarding any potential legal issues and recommended courses of action.</li> </ul> <p><b>Set Expenditure Limits</b></p> <ul style="list-style-type: none"> <li>❑ Consult with EOC Director to determine appropriate expenditure limits.</li> </ul> <p><b>Request Outside Support/Resources</b></p> <ul style="list-style-type: none"> <li>❑ Consult with EOC Director to determine the need for extraordinary resources and/or outside assistance.</li> <li>❑ Request Provincial and Federal support, as required.</li> </ul> <p><b>Authorize “State of Local Emergency”</b></p> <ul style="list-style-type: none"> <li>❑ Consult with EOC Director to determine need for a declaration or termination of a “State of Local Emergency.”</li> </ul> <p><b>Assist Public Information</b></p> <ul style="list-style-type: none"> <li>❑ Act as a spokesperson for the jurisdiction, upon request.</li> <li>❑ Upon request, prepare for and participate in any media briefings.</li> </ul> <p><b>Acknowledge Contributions</b></p> <ul style="list-style-type: none"> <li>❑ Ensure steps are taken to acknowledge response and recovery personnel for their efforts.</li> </ul>
Before Leaving:	<ul style="list-style-type: none"> <li>❑ Establish the requirements for debriefing response and recovery personnel, and set a due date for the After Action Report.</li> </ul>
Function Aids:	<p><b><u>Aids</u></b></p> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"> <li>▪ Decision / Approval Log (Form EOC 407)</li> </ul>

## EOC Director

Responsibilities:	<p>The EOC Director provides overall coordination of site support activities to ensure an effective, coordinated and cooperative response. The EOC Director role may be filled by two or more representatives of agencies with jurisdiction.</p> <ol style="list-style-type: none"><li><b>1. Assess the Situation</b> – Gather information about the emergency. Assess the magnitude and severity of the situation to determine the appropriate type and level of EOC coordination.</li><li><b>2. Support Site(s)</b> – Provide support to Incident Commanders and agencies, and ensure that all actions are coordinated within the established priorities. Approve resource requests, including municipal and other first responders, municipal staff and volunteers.</li><li><b>3. Develop / Approve Action Plans</b> – Prepare EOC action plans with other EOC members based on an assessment of the situation and available resources. Set priorities and response objectives for affected areas.</li><li><b>4. Inform Others</b> – In consultation with the Information Officer, assist emergency information actions using the best methods of dissemination. Approve press releases and other public information materials. Keep the Policy Group and PREOC informed.</li><li><b>5. Manage the EOC Group</b> – Establish the appropriate EOC staffing level and continuously monitor organizational effectiveness. Direct the overall incident coordination with other agencies with jurisdiction under Unified Command, where appropriate.</li></ol>
Reports To:	Policy Group

## EOC Director

### Getting Started:

- ❑ Obtain a briefing from Incident Commander(s) or other person(s) reporting emergency, if available.
- ❑ Mobilize appropriate personnel for the initial activation of the EOC. Refer to Section 5 of **Band Name** Emergency Response and Recovery Plan.
- ❑ Select a name for the incident, such as "Jan 6 Snow" or "Downtown Explosion." Keep it short but descriptive.
- ❑ Determine location of the EOC, considering hazards. Communicate EOC location to others.
- ❑ Obtain the PEP Task Number for the incident, if available, from the Emergency Coordination Centre at PEP or from the PEOC, if activated. Ensure the PEP Task Number is prominently displayed in the EOC.
- ❑ Greet and orient arriving EOC members until Logistics Section can be established to assume this function.
- ❑ The EOC Director must be accessible. Select a workstation for yourself and stay there as much as possible so people can find you.

### Main Checklist:

#### **1. Assess the Situation**

- ❑ Gather Information – Collect information relevant to the emergency situation at hand from a range of sources, in coordination with the Planning Section, if activated.
- ❑ Assess Situation – Continuously assess the magnitude and severity of current situation and potential for future threat, considering:
  - ❑ Risks to life, health, environment, and local economy in the region
  - ❑ Availability of first responders and other human resources
  - ❑ Assistance available by external agencies
- ❑ Assess Needs – Perform a rapid needs assessment based on information at hand.
- ❑ Select EOC Activation – Determine the initial EOC level of activation and operational period. Mobilize appropriate personnel for the initial activation of the EOC. Refer to "EOC Activation Guide."
- ❑ Mobilize EOC Personnel – Mobilize appropriate personnel for the initial activation of the EOC. Consider the joint activation of EOCs among member municipalities.

## EOC Director

### 2. Support Sites

- ❑ Establish Communications – Establish communications for regular contact with Incident Commanders.
- ❑ Support Incident Commanders – Liaise with Incident Commander(s) to determine the demands of the emergency. Provide support to Incident Commanders and agencies, and ensure that all actions are coordinated within the established priorities.
- ❑ Approve Resource Requests – Approve requests for additional resources, including **Band Name** and other first responders, **Band Name** staff, and local volunteers. Ensure resources are being tracked in the Planning Section.
- ❑ Release Resources – Coordinate with Incident Commander(s) to release resources from the site, when appropriate.
- ❑ Anticipate Site Needs – Consult Planning Section Chief on incident status and resources assigned and anticipate site requirements.

### 3. Develop / Approve Action Plans

- ❑ Develop Support Strategies – Consult EOC Management Staff and Section Chiefs regarding appropriate actions. Set priorities and response objectives for affected areas. Consider support for the following strategies:
  - ❑ Secure hazard zones
  - ❑ Search and rescue trapped personnel
  - ❑ Provide first aid and triage
  - ❑ Abate hazards
  - ❑ Notifying public and others of emergency
  - ❑ Evacuation
- ❑ Hold Action Planning Meeting – Call at least one Action Planning Meeting in each operational period, and whenever the situation or EOC staff changes significantly. This meeting should not be longer than 30 minutes. Attendance should include all Management Staff, Section Chiefs and other key agency representatives.

## EOC Director

- Prepare EOC Action Plans – Prepare an initial Action Plan using the attached EOC Action Plan form. Once additional Action Plans are completed by the Planning Section, review, approve and authorize implementation. Assign in writing any delegated powers allowed under a declaration of State of Local Emergency, if any are given.
- Monitor Needs – Monitor operations to anticipate problems with meeting objectives. Re-assign initial EOC personnel to new actions, as appropriate.

#### 4. Inform Others

- Inform EOC Staff – Hold regular briefings of all **Band Name** EOC participants to keep them informed on status. This briefing should not be longer than 30 minutes, and may include a summary by the Incident Commander or representative.
- Inform Policy Group at the Band Name – Keep the Policy Group informed on the incident status, priorities, and objectives. Alert them to any policy issues that may arise in the future.
- Inform PREOC. Establish and maintain contact with adjacent jurisdictions and the PREOC, if one has been established. Keep the PREOC Director informed.
- Inform the Public – Keep the EOC Information Officer up to date on new information, as appropriate. Review and approve media releases and other public information materials.

## EOC Director

	<p><b>5. Manage the EOC Group</b></p> <ul style="list-style-type: none"><li>❑ <u>Select EOC Functions</u> – Determine which EOC functions are needed, matching the needs of the incident.</li><li>❑ <u>Staff the EOC</u> – Appoint EOC members to appropriate functions and post a chart for arriving EOC members. Identify replacements for EOC members for extended operations and ensure there are enough personnel to rotate staff. NOTE: The EOC Director and Section Heads must perform all required functions that are not staffed.</li><li>❑ <u>Set Operational Periods</u> – Designate the operational periods according to the situation and display in a prominent location.</li><li>❑ <u>Ensure EOC Health</u> – Monitor EOC personnel to ensure they attend to their personal needs for food, water, sleep and take regular breaks. Implement a “buddy system” for EOC personnel.</li><li>❑ <u>Monitor Effectiveness</u> – Monitor general staff activities to ensure that all appropriate actions are being taken. Continuously monitor the EOC organizational effectiveness.</li><li>❑ <u>Assume Control of EOC</u> – Direct the overall incident coordination with other agencies with jurisdiction under Unified Command, where appropriate.</li></ul>
Before Leaving:	<ul style="list-style-type: none"><li>❑ Follow Generic Activation Checklist.</li><li>❑ Deactivate the EOC.</li><li>❑ Prepare the EOC After Action Report.</li></ul>
Function Aids:	<p><b><u>Aids</u></b></p> <ul style="list-style-type: none"><li>▪ See Figure 5.1 – EOC Activation by Level</li><li>▪ See Figure 5.2 – EOC Staff Options</li><li>▪ See Figure 5.3 – EOC Contact List</li><li>▪ Opening the EOC</li><li>▪ Keeping Leaders Informed</li><li>▪ First Hour Guide</li></ul> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"><li>▪ Decision / Approval Log (EOC Form 407)</li><li>▪ Position Log (EOC Form 414)</li><li>▪ EOC Action Plan (EOC Form 502)</li><li>▪ EOC Check-in, Check-out Form (EOC Form 511)</li><li>▪ PEP Registration (EOC Form 512)</li><li>▪ EOC Incident Record (EOC Form 550)</li></ul>

## Deputy EOC Director

Responsibilities:	<p>A Deputy EOC Director may be assigned to assist in managing the EOC group and responsibilities.</p> <ol style="list-style-type: none"><li><b>1. Assist Information Flow</b> – Ensure the efficient and effective flow of information within the EOC.</li><li><b>2. Support the EOC Organization</b> – Assist the EOC Director in organizing and supporting the EOC staff, appropriate to the needs of the emergency or disaster.</li><li><b>3. Assist EOC Director</b> – Support the EOC Director in all aspects of managing the EOC responsibilities, upon request. Assume the role of the EOC Director, if required.</li><li><b>4. Assist with EOC Action Planning</b> – Assist the Planning Section Chief in preparing for the EOC action planning meetings.</li><li><b>5. Debrief EOC Personnel</b> – Interview all EOC members as they leave to collect recommendations for improvements. Arrange for stress counseling, as required.</li></ol>
Reports To:	EOC Director
Getting Started:	<p>Follow Generic Activation Checklist. Assist EOC Director in determining initial EOC activation level and staffing.</p>
Main Checklist:	<ol style="list-style-type: none"><li><b>1. Assist Information Flow</b><ul style="list-style-type: none"><li>□ <u>Assist EOC Functions</u> – Help all activated EOC functions obtain the information required.</li><li>□ <u>Help Planning Section</u> – Assist Planning Section Chief and Information Officer in gathering critical information about the emergency situation.</li><li>□ <u>Liaise with PREOC</u> – Liaise with PREOC to ensure the ongoing exchange of information.</li></ul></li></ol>

## Deputy EOC Director

### **2. Support the EOC Organization**

- Assist with EOC Setup – Supervise the set-up of the EOC facilities for the most effective and efficient operations. Ensure that appropriate equipment and supplies are in place.
- Assist with EOC Shift Planning – Facilitate shift change and operational decisions with the EOC Director. Coordinate additional EOC staffing needs with Logistics Section, Personnel Unit Coordinator.
- Support Administrative Needs – Ensure EOC management staff has sufficient administrative support, including assigning a recorder assigned to the EOC Director from the Documentation Unit.
- Assess EOC Staff Health – Monitor the health and welfare of EOC staff. Mediate and resolve any personnel conflicts.

### **3. Assist EOC Director**

- Communicate Objectives – Assist EOC Director in communicating priorities, objectives and decisions to all EOC staff and agency representatives.
- Perform Special Assignments – Undertake special assignments at the request of the EOC Director.
- Identify Issues – Report significant events and any issues of concern to the EOC Director, and advise of your activities on a regular basis.
- Fill Role of EOC Director – Assume the role of the EOC Director in his/her absence.

### **4. Assist with EOC Action Planning**

- Help with Planning Meetings – Assist EOC Planning Section Chief with preparations for EOC Action Planning meetings.
- Meet with Others in EOC – Participate in EOC Action Planning and Management Team meetings.

### **5. Debrief EOC Personnel**

- Hold Exit Interviews – Conduct exit interviews with all key EOC members, recording their observations and recommendations for improving EOC operations.
- Provide Stress Counseling – Arrange for and facilitate critical incident stress debriefs for EOC staff, as required.

## Deputy EOC Director

Before Leaving:	<ul style="list-style-type: none"><li>❑ Assist with the deactivation of the EOC at the designated time, as appropriate.</li><li>❑ Assist with the preparation of the EOC After Action Report.</li><li>❑ Organize and coordinate staff recognition initiatives (i.e.: thank you letters) for EOC staff.</li><li>❑ Follow the Generic "Before Leaving" Checklist.</li></ul>
Function Aids:	<p><b><u>Aids</u></b></p> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"><li>▪ Decision / Approval Log (Form EOC 407)</li><li>▪ Position Log (Form EOC 414)</li><li>▪ EOC Action Plan (Form EOC 502)</li><li>▪ EOC Incident Record (Form EOC 550)</li></ul>

## Risk Management Officer

Responsibilities:	<p>The Risk Management Officer assesses the high level risks of the response effort and takes steps to protect organizations from unexpected losses. The RMO monitors and assess hazardous or unsafe situations and ensures EOC safety.</p> <ol style="list-style-type: none"><li><b>1. Manage Risks</b> – Ensure that good risk management practices are applied throughout the <b>Band Name</b> response and recovery organization and that every function contributes to the management of risk. Monitor situations for risk exposures and ascertain probabilities and potential consequences of future events.</li><li><b>2. Ensure EOC Safety</b> – Provide advice on safety issues. A Technical Specialist familiar with all aspects of safety and relevant legislation should be appointed to assist.</li><li><b>3. Ensure EOC Security</b> – Ensure that appropriate security measures have been established to allow only authorized access to the <b>Band Name</b> EOC facility and documents.</li></ol>
Reports To:	EOC Director
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"><li><b>1. Manage Risks</b><ul style="list-style-type: none"><li>□ <u>Evaluate Damage and Potential Losses</u> – Collect damage and financial loss information, working with the Planning Section Chief.</li><li>□ <u>Evaluate Liability Exposure</u> – Evaluate situations and advise the EOC Director of any conditions and actions that might result in liability exposure for the <b>Band Name</b> program, such as improper response or evacuation procedures.</li><li>□ <u>Advise Response Organizations</u> – Advise members of response organizations regarding options for risk control, during operational meetings and upon request.</li><li>□ <u>Promote Loss Prevention</u> – Advise on actions to reduce loss and suffering and, where appropriate, proactively support response and recovery objectives.</li><li>□ <u>Identify Claimants</u> – Identify potential claimants against the <b>Band Name</b> and the scope of their needs and concerns.</li></ul></li></ol>

## Risk Management Officer

- Collect Evidence – Gather and organize evidence that may assist all EOC organizations in managing legal claims, including documentation that may be more difficult to obtain later.
- Interview Witnesses – Conduct interviews and take statements that address major risk management issues.
- Assist Public Information – Assist the EOC Director in reviewing press releases, public alerts and warnings, and public information materials.
- Organize Records – Organize and prepare records for final audit.

### **2. Ensure EOC Safety**

- Identify EOC Hazards – Review any hazardous conditions of the facility with the EOC Logistics Section Chief, especially following a seismic event.
- Assist in Acquiring Safety Equipment – Assist EOC Logistics Section Chief in obtaining any special safety equipment or procedures for the EOC.
- Advise EOC Personnel – Provide guidance to EOC staff regarding actions to protect themselves from the emergency event, such as smoke from a wildfire or aftershocks from an earthquake.
- Support Personnel Injury Claim Investigation – Work with the EOC Finance / Administration Section Chief on any EOC personnel injury claims or records.
- Advise on EOC Setup – Monitor set-up procedures for the EOC, ensuring that personnel adhere to proper safety regulations.

## Risk Management Officer

	<p><b>3. Ensure EOC Security</b></p> <ul style="list-style-type: none"><li>❑ <u>Monitor EOC Security</u> – Establish security checkpoints and EOC facility access, in cooperation with the EOC Logistics Section Chief, and arrange for staff sign-in and identification procedures.</li><li>❑ <u>Improve Security, Where Needed</u> – Address any security issues with the EOC Director, recommending improvements where necessary.</li><li>❑ <u>Secure Documentation</u> – Advise Planning Section on the types of information to collect, the organization of collected information, confidentiality, document security measures taken.</li></ul>
Before Leaving:	<ul style="list-style-type: none"><li>❑ Assist the EOC Director in de-activation activities including:</li><li>❑ Collection of all relevant documents and electronic records</li><li>❑ Collection of all material necessary for After Action Report</li><li>❑ Security of EOC records</li><li>❑ Follow the generic Demobilization Checklist.</li></ul>
Function Aids:	<p><b><u>Aids</u></b> Documenting Issues</p> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"><li>▪ Position Log (Form EOC 414)</li></ul>

## Liaison Officer

Responsibilities:	<p>The Liaison Officer is the EOC point of contact for assisting and cooperating agency representatives, and responds to requests or concerns from stakeholder groups.</p> <ol style="list-style-type: none"> <li><b>1. Assist Agency Representatives</b> – The Liaison Officer functions as the principal point of contact for representatives from other agencies arriving at the EOC.</li> <li><b>2. Keep External Agencies Informed</b> – Liaise with organizations not represented in the EOC. All media contacts will be handled by the Information Officer.</li> <li><b>3. Advise EOC Director on EOC Staffing</b> – Advise EOC Director in ensuring adequate EOC structure and staffing. Assist the EOC Director in ensuring proper procedures are in place for directing agency representatives, communicating with elected officials.</li> <li><b>4. Advise on EOC Action Plans</b> – Assist and serve as an advisor to the EOC Director and Planning Section Chief, providing information and guidance related to the external functions of the EOC.</li> <li><b>5. Lead VIP Tours</b> – Conduct VIP/visitor tours of the EOC facility.</li> </ol>
Reports To:	EOC Director
Getting Started:	<p>Follow the Generic "Getting Started" Checklist. Ensure that an EOC check-in procedure is established immediately for use by all Agency Representatives (Form EOC 511).</p>
Main Checklist:	<ol style="list-style-type: none"> <li><b>1. Assist Agency Representatives</b> <ul style="list-style-type: none"> <li>❑ <u>Greet Agency Representatives</u> – Identify yourself as the principal point of contact for representatives from other agencies arriving at the <b>Band Name</b> EOC.</li> <li>❑ <u>Advise on EOC Functions</u> – Working with the EOC Director, assist agency representatives in filling all necessary roles and responsibilities within the EOC. Ensure proper procedures are in place for directing agency representatives.</li> <li>❑ <u>Assist with Access to EOC Equipment and Supplies</u> – Ensure that agency representatives have access to functioning telephone, radio communications, and other EOC equipment.</li> </ul> </li> </ol>

## Liaison Officer

### 2. Keep External Agencies Informed

- ❑ Establish Communications – Ensure that communications with appropriate external non-represented agencies (such as: Provincial Agencies, utility companies, volunteer organizations, private sector, etc.) are established and recorded (Form EOC 410).
- ❑ Work With External Agencies – Liaise with local authorities, other EOCs, Provincial and Federal organizations, and other organizations not represented in the EOC. Communicate the EOC Action Plans and Situation Information, and request situation reports from external non-represented agencies and forward to the Planning Section Chief.
- ❑ Advise the EOC Director – Let the EOC Director know of any critical information and requests that come to light in working with external agencies.

### 3. Advise EOC Director on EOC Staffing

- ❑ Advise on EOC Organization – Work with the EOC Director to ensure the EOC organizational structure meets the requirements of the situation.
- ❑ Advise on EOC Staff – Assist the EOC Director in determining appropriate staffing for the EOC. Help identify potential EOC staff members. Provide assistance with shift change activity as required.
- ❑ Orient New EOC Staff Members – Upon request, advise all new EOC members on their roles and responsibilities. Provide an overview of BCERMS and the EOC operations to all untrained personnel.

## Liaison Officer

	<p><b>4. Advise on EOC Action Plans</b></p> <ul style="list-style-type: none"><li>□ <u>Assist with Action Plans</u> – Provide information on external and non-represented agencies to the Planning Section to assist in the development, continuous updating and implementation of EOC Action Plans.</li><li>□ <u>Advise on External Agencies</u> – Assist and serve as an advisor to the EOC Director and Planning Section Chief, providing information and guidance related to the external functions of the EOC.</li><li>□ <u>Help Set Priorities</u> – With your knowledge of the EOC and external agencies, assist the EOC Director and EOC Group in developing overall EOC priorities. Advise on the capabilities and willingness of external agencies to undertake cooperative actions.</li></ul> <p><b>5. Lead VIP Tours</b></p> <ul style="list-style-type: none"><li>□ <u>Lead VIP Tours</u> – Conduct VIP and visitor tours of the affected areas in the region and the EOC facility, and explain the functions within.</li><li>□ <u>Participate in Media Tours</u> – Working with the EOC Information Officer, conduct media tours of EOC facility as requested.</li></ul>
Before Leaving:	<ul style="list-style-type: none"><li>□ Notify external non-represented agencies in the EOC of the planned demobilization, as appropriate.</li><li>□ Assist with the deactivation of the EOC at the designated time, as appropriate.</li><li>□ Follow the Generic "Before Leaving" Checklist.</li></ul>
Function Aids:	<p><b><u>Aids</u></b> See EOC Contacts in Annex F</p> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"><li>▪ Contact Log (Form EOC 410)</li><li>▪ Position Log (Form EOC 414)</li><li>▪ EOC Check-in / Check-out List (Form EOC 511)</li></ul>

## Information Officer

Responsibilities:	<p>Provides overall coordination of information for all public information, media relations and internal information sources for the EOC, in support of the site Incident Commander and site Information Officer. Coordinates and supervises all staff assigned as Assistant Information Officers and their activities.</p> <ol style="list-style-type: none"><li><b>1. Gather Information</b> – Collect and verify relevant information on the emergency from a range of sources, both internal and external to the EOC. Coordinate all information collection with the EOC Planning Section Chief and EOC Risk Management Officer.</li><li><b>2. Keep the Public Informed</b> – Implement and maintain an overall public information release program, providing hazard, safety, and general impact information.</li><li><b>3. Facilitate News Media Relations</b> – Accommodate the news media requirements for accurate information and access to damaged areas, within the bounds of EOC policies.</li><li><b>4. Provide Internal Information</b> – Keep members of the EOC, all Incident Command Posts, and other agencies informed on the status of the emergency and the EOC objectives.</li><li><b>5. Manage the EOC Information Function</b> – Create and maintain an organization to serve the information interests of the public.</li></ol>
Reports To:	EOC Director
Getting Started:	<ul style="list-style-type: none"><li>❑ Follow the Generic "Getting Started" Checklist.</li><li>❑ Determine staffing requirements and make required personnel assignments for the Information Section.</li><li>❑ Assess information skill areas required in the EOC such as message writing, issues management, media briefings, and event planning.</li><li>❑ Inform every EOC member that all media contacts should be referred to the Information Officer, and provide your contact information.</li></ul>

## Information Officer

Main Checklist:

### 1. Gather Information

- ❑ Identify Information Needs – Anticipate the type of information to collect and disseminate, appropriate to the threat at hand and considering:
  - ❑ Status of threat
  - ❑ **Band Name** community elements affected
  - ❑ Resources available and assigned
  - ❑ Prognosis for short-term and long term
  - ❑ Public advisories
- ❑ Identify Information Sources – Identify a range of information sources, both internal and external to the EOC. Coordinate with the Planning Section and identify methods for obtaining and verifying significant information as it develops.
- ❑ Collect Information – Collect and verify relevant information on the emergency. Maintain a Disaster Assistance Information Directory, with numbers and locations to obtain food, shelter, supplies, health services, etc.
- ❑ Collaborate with Others – Coordinate all information collection with the EOC Planning Section Chief and EOC Risk Management Officer. Work with Information Officers at Incident Command Post(s), at other EOCs in the region, and the PREOC to ensure consistent information.

### 2. Keep the Public Informed

- ❑ Prepare Messages – Develop messages to ensure the **Band Name** public receives complete, accurate, and consistent information. Check with the EOC Risk Management Officer for any potential liability or safety concerns. Ensure that announcements, emergency information and materials are prepared for special populations (non-English speaking, hearing impaired, etc.), if required. All information releases must be approved by the EOC Director and copies must be retained.

## Information Officer

- ❑ Establish Call Centre – Develop a public information telephone service or call centre to provide information and advice concerning the emergency in the region. Work with the EOC Logistics Section Chief, who will arrange for telephone equipment and services. Ensure that call takers are mobilized to accommodate the needs. Provide call takers with timely and accurate message sheets so they offer only confirmed and approved information.
- ❑ Set up Community Information Boards – Maintain up-to-date status boards and other references at one or more public information centres, including Reception Centres.
- ❑ Make Radio and TV Announcements – As approved by the EOC Director, issue timely and consistent advisories and instructions for life safety, health, and assistance for the public through the electronic news media.
- ❑ Establish a Website – Establish an Emergency Information Website to facilitate public information. Consult with Logistics Section and the **Band Name** for protocols.
- ❑ Coordinate Public Information – Establish distribution lists for recipients of public information releases. Include Site Information Officers, PREOC Information Section, other EOC Information Officers, elected officials, Emergency Social Service Groups, and the Call Centre.

### 3. Facilitate News Media Relations

- ❑ Develop Media Briefings – At the request of the EOC Director, prepare media briefings for elected officials and/or Policy Group members and provide other assistance as necessary to facilitate their participation in media briefings and press conferences. Promptly provide copies of all media releases to the EOC Director.
- ❑ Receive Media Calls – Arrange through logistics appropriate staffing and telephones to efficiently handle incoming media calls.
- ❑ Facilitate Site Visits – Ensure that adequate staff members are available at incident sites to coordinate and conduct media tours of the disaster areas when safe.

## Information Officer

- ❑ Establish Media Centre – Establish a Media Information Centre near the EOC, as required, providing necessary space, materials, telephones and electrical power. Develop the format for press briefings working with the EOC Director. Develop and publish a media briefing schedule, to include location, format, and preparation and distribution of handout materials.
- ❑ Monitor the News – Monitor news media broadcasts and written articles for accuracy. Develop follow-up news releases for rumour control; consult with the Risk Management Officer on appropriate wording and actions to take in correcting erroneous information. Keep the EOC Director advised of all major critical or unfavourable media comments.
- ❑ Coordinate With Others – Coordinate media releases with officials representing other affected emergency response agencies, such as the Ministry of Forests. Arrange for appropriate EOC or agency staff to answer technical questions from members of the media.

#### **4. Provide Internal Information**

- ❑ Keep Responders Informed – Develop information sheets to keep members of the EOC, all Incident Command Posts, and other agencies informed on the status of the emergency and the EOC objectives.
- ❑ Facilitate EOC Tours – In consultation with EOC Director and Liaison Officer, coordinate VIP and visitor tours of the EOC facility.
- ❑ Coordinate with Others – Liaise with the Information Officers at site(s), other EOCs and the PREOC and other external agencies. Work with the Liaison Officer to keep external agencies informed on the EOC status and operations.

## Information Officer

	<p><b>5. Manage the EOC Information Function</b></p> <ul style="list-style-type: none"><li>❑ <u>Select Information Personnel</u> – Appoint available Information staff members to appropriate functions and identify replacements for extended operations. Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.</li><li>❑ <u>Monitor Effectiveness</u> – Supervise all staff assigned as Assistant Information Officers and their activities. Monitor the activities of the Information staff to ensure appropriate actions.</li><li>❑ <u>Assume Control of the Information Function</u> – Direct the overall collection and dissemination of information, working with other relevant agencies and jurisdictions as required.</li></ul>
Before Leaving:	<ul style="list-style-type: none"><li>❑ Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.</li><li>❑ Assist EOC Director with demobilization procedures and contribute to the recovery planning effort.</li><li>❑ Follow the Generic "Before Leaving" Checklist.</li></ul>
Function Aids:	<p><b><u>Aids</u></b></p> <ul style="list-style-type: none"><li>▪ Call Centre Guide</li><li>▪ Informing the Public</li><li>▪ News Media Contacts</li></ul> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"><li>▪ Evacuation Message (EOC Form 420)</li><li>▪ Evacuation Instructions (EOC Form 421)</li><li>▪ Spokesperson Media Statement (EOC Form 422)</li><li>▪ Media Tracking Report (EOC Form 423)</li><li>▪ Media Conference Attendance Record (EOC Form 424)</li><li>▪ Position Log (EOC Form 414)</li></ul>

## Operations Section Chief

Responsibilities:	<p>The EOC Operations Section Chief coordinates resource requests, resource allocations, and response operations in support of Incident Commanders at one or more sites.</p> <ol style="list-style-type: none"><li><b>1. Maintain Communications</b> – Establish communication links with Incident Command Posts, Department Operation Centres, and the Provincial Regional EOC, if activated.</li><li><b>2. Participate in EOC Action Planning Meetings</b> – Prepare Section objectives for presentation at EOC action planning meetings, at least once in each operational period.</li><li><b>3. Coordinate Response</b> – Direct the coordination of operations in cooperation with other agencies.</li><li><b>4. Coordinate Resource Requests</b> – Collect and coordinate resource requests from site(s), working with the EOC Logistics Section and the PREOC.</li><li><b>5. Share Operational Information</b> – Collect and distribute operational information to the Planning Section, the EOC Information Officer, and other EOC Sections.</li><li><b>6. Manage the Operations Section</b> – Establish the appropriate Operations Section Branches or Divisions and continuously monitor organizational effectiveness.</li></ol>
Reports To:	EOC Director
Getting Started:	<ul style="list-style-type: none"><li>□ Follow the Generic "Getting Started" Checklist.</li><li>□ Based on the situation, activate appropriate branches and designate Branch Coordinators as necessary:<ul style="list-style-type: none"><li>• Fire</li><li>• Police</li><li>• Ambulance</li><li>• Health</li><li>• Emergency Social Services</li><li>• Environmental</li><li>• Engineering</li><li>• Utilities</li><li>• Others as needed</li></ul></li></ul>

## Operations Section Chief

Main Checklist:

### 1. Maintain Communications

- ❑ Determine Status – Obtain a current communications status briefing from the EOC Logistics Section Chief.
- ❑ Obtain Equipment – Ensure that there is adequate equipment and frequencies available for the Operations Section. Work with the EOC Logistics Section Chief.
- ❑ Establish Communications – Establish and maintain communication links (e.g., radio or telephone contact) with the Operations Section in each Incident Command Post, in each activated Reception Center, and with the PREOC Operations.

### 2. Participate in EOC Action Planning Meetings

- ❑ Determine Issues and Objectives – Identify key issues currently affecting the Operations Section. Meet with Section personnel and determine appropriate section objectives for each operational period.
- ❑ Determine Needs – Based on the known or forecasted situation, determine likely future needs of the Operations Section.
- ❑ Contribute to Action Plans – Prepare for and participate in EOC Action Planning meetings and other relevant EOC Management Team meetings (See form EOC 401A for Briefing Format).
- ❑ Determine Strategies – Detail the strategies required for carrying out the objectives of the Operations Section.

### 3. Coordinate Response

- ❑ Implement Objectives – Work closely with each Branch Coordinator in the Operations Section to ensure implementation of all objectives defined in the current Action Plan.
- ❑ Coordinate Response – Coordinate overall response, resources and event status information.

## Operations Section Chief

### 4. Coordinate Resource Requests

- Coordinate Internal Resource Requests – Ensure that Operations Section branches coordinate all initial resource needs through the Logistics Section.
- Coordinate External Resource Requests – Authorize external resource requests and forward extraordinary and critical resource requests to the EOC Director for approval (see form EOC 514). Ensure the proper codes are noted on the Resource Request Form and on all invoices to support a claim for financial assistance, including the PEP Task Number and Expenditure Authorization Form Number, if applicable.
- Coordinate Mutual Aid Requests, If Required – Forward requests for mutual aid under existing agreements to the EOC Director for consultation with the **Band Name** Policy Group. Requests for assistance should be made by the **Band Name** Chief or Council to the local authority providing resources.
- Track Costs – Alert the Finance / Admin Section Chief of the request to track costs.

### 5. Share Operational Information

- Keep Planning Section Informed – Ensure that situation and resources information is provided to the Planning Section as the situation requires, including Branch Status Reports and new incoming incident reports.
- Keep EOC Director Informed – Brief the EOC Director and other EOC Group members.
- Brief Operations Section – Brief Branch Coordinators and Section Staff periodically on any updated information you may have received.
- Keep PREOC Informed – Share status information with PREOC, as appropriate.

## Operations Section Chief

	<p><b>6. Manage the Operations Section</b></p> <ul style="list-style-type: none"> <li>❑ <u>Set Up Section</u> – Ensure that the Operations Section area is set up properly and that appropriate personnel, equipment, and supplies are in place, including telecommunications, maps and status boards.</li> <li>❑ <u>Ensure Appropriate Personnel</u> – Request additional personnel for the section from the Personnel Unit as necessary to maintain 24-hour staffing capabilities, as necessary. Coordinate with the Liaison Officer regarding the need for Agency Representatives from external organizations in the Operations Section.</li> <li>❑ <u>Ensure Documentation</u> – Ensure that all section personnel maintain their individual position logs and other paperwork as required.</li> <li>❑ <u>Participate in Action Planning Meetings</u> – Collect objectives from each activated Operations Branch prior to each Action Planning meeting. Participate in Action Planning Meetings, using EOC Briefing Format (Form EOC 401A).</li> <li>❑ <u>Support Financial Objectives</u> – Coordinate daily time sheets and emergency expenditures with the Finance/Administration Section.</li> </ul>
<p>Before Leaving:</p>	<ul style="list-style-type: none"> <li>❑ Deactivate branches and any organizational elements when no longer required.</li> <li>❑ Determine demobilization status of all operations and advise the EOC Director.</li> <li>❑ Ensure that all paperwork is complete and logs are closed and sent to the Documentation Unit in the Planning Section.</li> <li>❑ Ensure that any open actions are assigned to appropriate agency and/or EOC staff as appropriate.</li> <li>❑ Follow the Generic "Before Leaving" Checklist.</li> </ul>
<p>Function Aids:</p>	<p><b><u>Aids</u></b></p> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"> <li>▪ EOC Briefing Format (Form EOC 401A)</li> <li>▪ Position Log (Form EOC 414)</li> <li>▪ Request for Resources or Assistance (Form EOC 514)</li> </ul>

## Fire Branch Coordinator

Responsibilities:	<p>The EOC Fire Branch Coordinator manages fire resource requests in support of Incident Commanders at one or more sites. The Fire Branch does not direct suppression or rescue activities at the site, but may coordinate the regional allocation of resources to meet EOC priorities.</p> <ol style="list-style-type: none"><li><b>1. Coordinate resources for major structural fire</b> – Coordinate the acquisition of fire / rescue resources, call utilities and allocate crews to sites according to EOC priorities.</li><li><b>2. Coordinate hazardous materials response</b> – Coordinate contacts for response personnel and equipment if requested by Incident Commander.</li><li><b>3. Coordinate structural protection during wild land/urban interface fire</b> – Coordinate structural fire resources operating in unified command with BC Forest Service.</li><li><b>4. Coordinate light and heavy search and rescue</b> – Coordinate search and rescue operations in collapsed structures, including mutual aid.</li><li><b>5. Manage the Fire Branch</b> – Oversee the development of branch objectives, status reports, and daily time sheets and expenditures.</li></ol>
Reports To:	EOC Operations Section Chief or EOC Director
Getting Started:	<ul style="list-style-type: none"><li>□ Follow the Generic "Getting Started" Checklist.</li><li>□ Based on the situation, activate the necessary groups within the Fire Branch:<ul style="list-style-type: none"><li>• Structural Fire Suppression Group</li><li>• Hazmat Group</li><li>• Wild land Fire Suppression Group</li><li>• Search and Rescue Group</li></ul></li></ul>

## Fire Branch Coordinator

Main Checklist:

### 1. Coordinate Resources for Major Structural Fire

- ❑ Coordinate Fire Resources – Coordinate fire resources acquired outside mutual aid. The EOC Logistics Section will mobilize and arrange to transport these resources. NOTE: Incident Commanders control response activities at the site of an emergency. Incident Commanders are authorized to request and control structural fire resources available through mutual aid.
- ❑ Allocate Resources by Priorities – Allocate resources to Incident Commanders based on EOC priorities among several sites, in consultation with the **Band Name** EOC Director.
- ❑ Work with Other EOCs – Coordinate use of area fire suppression resources with the Fire Branch Coordinators at other EOCs.
- ❑ Ensure Preservation of Evidence – Advise Incident Commanders to preserve evidence where emergency may be caused by criminal activity, such as suspected act of terrorism.

### 2. Coordinate Hazardous Materials Response

- ❑ Contact Shippers – If requested by Incident Commander, contact private company suppliers, who are responsible for emergency response plans and the costs of response under the federal Transportation of Dangerous Goods Act, Section 7.
- ❑ Alert PEP – Notify PEP for "fan-out" alert of incident and resource requirements, including the Environmental Emergency Response Officer from the Ministry of Water, Land and Air Protection.
- ❑ Relay CANUTEC Information – Contact the Canadian Transport Emergency Center (CANUTEC) at Transport Canada and coordinate the exchange of information and instructions to the site, if requested by Incident Commander.
- ❑ Access Expertise – Contact PREOC for permission to access hazardous materials experts and equipment, if requested by Incident Commander.
- ❑ Arrange for Technical Specialists – Contact technical specialists at a Lower Mainland Fire Department, e.g., Surrey, if requested by Incident Commander.

## Fire Branch Coordinator

### **3. Coordinate Structural Protection During Wild land/Urban Interface Fire**

- Coordinate Structural Protection Resources – Arrange for and coordinate resources for structural fire protection. NOTE: Fire Chiefs or designates will join BC Forest Service Incident Commander in unified command, and Fire Department personnel will report to Operations Section Chief at the Incident Command Post.
- Work with Office of the Fire Commissioner – Liaise with Provincial Fire Commissioner, as required, to coordinate fire protection resources from external agencies.

### **4. Coordinate Light and Heavy Search and Rescue**

- Coordinate Urban SAR (search of buildings) – Coordinate light and heavy urban search and rescue efforts in support of site operations. NOTE: All ground and inland waters search and rescue operations are coordinated through the Police Branch.
- Acquire Additional Resources – Contact the PREOC for assistance with Heavy Urban Search and Rescue, if required.

### **5. Manage the Fire Branch**

- Work with Office of the Fire Commissioner – Liaise with Provincial Fire Commissioner for hazards involving fire and explosion, as required.
- Set Objectives for Each Operational Period – Prepare objectives for the Fire Branch for the coming operational period. Provide Fire Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting.
- Report on Status – Forward Fire Branch status reports to the EOC Resource Unit in the Planning Section.
- Support Financial Objectives – Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).

## Fire Branch Coordinator

Before Leaving:	<ul style="list-style-type: none"><li>❑ Forward any input towards the After Action Report to the Operations Section Chief.</li><li>❑ Follow the Generic "Before Leaving" Checklist.</li></ul>
Function Aids:	<p><b><u>Aids</u></b></p> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"><li>▪ Request for Resources or Assistance (EOC Form 514)</li><li>▪ Position Log (EOC Form 414)</li></ul>

## Police Branch Coordinator

Responsibilities:	<p>The Police Branch Coordinator manages RCMP resource requests in support of Incident Commanders at one or more sites. The Police Branch does not direct RCMP activities at the site, but may coordinate the regional allocation of resources to meet EOC priorities.</p> <ol style="list-style-type: none"><li><b>1. Enforce Laws During Emergency</b> – Coordinate law enforcement operations to provide for the security of people and property. Request and coordinate RCMP mutual aid.</li><li><b>2. Secure Affected Area(s)</b> – Control access to affected areas, secure sites for subsequent investigation, and preserve evidence.</li><li><b>3. Control Traffic</b> – Coordinate traffic control, and clear routes for emergency vehicles.</li><li><b>4. Coordinate Ground Search and Rescue</b> – Coordinate ground search and rescue operations within the jurisdiction, including mutual aid. Coordinate services for the deceased with support of Coroner.</li><li><b>5. Implement Evacuation Orders</b> – Inform affected persons of evacuation alerts and orders, organize the transportation of evacuated persons to safety through Logistics Section, and secure evacuated areas.</li><li><b>6. Manage the Police Branch</b> – Oversee the development of branch objectives, status reports, and daily time sheets and expenditures.</li></ol>
Reports To:	EOC Operations Section Chief or EOC Director
Getting Started:	<ul style="list-style-type: none"><li>□ Follow the Generic "Getting Started" Checklist.</li><li>□ Based on the situation, activate the necessary units within the Police Branch:<ul style="list-style-type: none"><li>▪ Evacuation Unit</li><li>▪ RCMP Operations Unit</li><li>▪ Coroner Unit</li><li>▪ Search and Rescue Unit</li></ul></li></ul>

## Police Branch Coordinator

### Main Checklist:

#### 1. Enforce Laws During Emergency

- ❑ Coordinate Site Operations – Coordinate law enforcement operations at one or more sites during a major emergency or disaster.
- ❑ Arrange for Mutual Aid – Determine the need for and arrange for RCMP mutual aid.

#### 2. Secure Affected Area(s)

- ❑ Control Area Access – Establish perimeters and control points around the affected area to control access, if requested by Incident Commander.
- ❑ Support Investigations – Secure site for subsequent investigation.
- ❑ Preserve Evidence – Advise Incident Commanders to preserve evidence where emergency may be caused by criminal activity or negligence.
- ❑ Secure Marine Access to Area – As appropriate, advise PEP to initiate "Notice to Mariners."

#### 3. Control Traffic

- ❑ Control Area Traffic – Working with Incident Commanders, coordinate area-wide traffic control operations during a major emergency.
- ❑ Keep Emergency Vehicle Routes Open – Upon request of Incident Commanders, clear routes for emergency vehicles.

#### 4. Coordinate Ground Search and Rescue

- ❑ Coordinate Ground SAR – Coordinate all ground and inland waters search and rescue operations in the jurisdiction. NOTE: Light and heavy search and rescue (digging through buildings) is coordinated through the Fire Branch.
- ❑ Support Coroner Services – Determine need for Coroner's services, and confirm that the Coroner has been alerted. Ensure Coroner activities are coordinated within the Police Branch of the EOC. Body recovery is a shared responsibility in support of Coroner.
- ❑ Coordinate Services for Deceased – Coordinate services for the deceased and their immediate families, including notification of next-of-kin and information to family members.

## Police Branch Coordinator

### 5. Implement Evacuation Orders

- ❑ Assess Population to Be Evacuated – Prepare map of area to be evacuated, determine number of evacuees, and identify any special considerations.
- ❑ Identify Evacuation Routes – Prepare a map of evacuation routes, including aquatic / aircraft evacuation points. Working with ESS Director, identify destinations for evacuees.
- ❑ Implement Evacuation Alerts and Orders – Coordinate the issuance of evacuation alerts and orders to affected persons, as requested by the EOC Director, including door-to-door visits and commercial radio messages.
- ❑ Coordinate Neighbourhood Evacuation – Deploy personnel to inform residents of alert or evacuation order. Coordinate community groups through the Community Coordinator.
- ❑ Transport Evacuees – Coordinate the transportation of evacuated persons to safety, as required and in cooperation with EOC Logistics Branch.
- ❑ Monitor Evacuation – Sweep evacuated area, if safe to do so. Collect and summarize reports from traffic control points on vehicle numbers leaving evacuated area.
- ❑ Secure Evacuated Areas – Coordinate security patrols of evacuated areas to prevent theft and vandalism, where safe to do so. Establish an access permit system to allow temporary access to evacuated areas, if approved by Incident Commander.

### 6. Manage the Police Branch

- ❑ Work with PREOC – Liaise with the PREOC for coordination of regional resources, as required.
- ❑ Set Objectives for Each Operational Period – Prepare objectives for the Fire Branch for the coming operational period. Provide Police Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting.
- ❑ Report on Status – Forward Police Branch status reports to the EOC Resource Unit in the Planning Section.
- ❑ Support Financial Objectives – Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).

## Police Branch Coordinator

Before Leaving:	<ul style="list-style-type: none"><li>❑ Determine demobilization status of branch units and RCMP operations.</li><li>❑ Follow the Generic "Before Leaving" Checklist.</li></ul>
Function Aids:	<p><b><u>Aids</u></b></p> <ul style="list-style-type: none"><li>▪ Annex E - Evacuation Plans</li></ul> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"><li>▪ Position Log (Form EOC 414)</li><li>▪ Steps in a Legal Evacuation</li><li>▪ Evacuation Alert Bulletin</li><li>▪ Evacuation Order Bulletin</li><li>▪ Shelter-in-Place Bulletin</li><li>▪ All Clear Bulletin</li></ul>

## Ambulance Branch Coordinator

Responsibilities:	<p>The Ambulance Branch Coordinator manages ambulance resource requests in support of Incident Commanders at one or more sites. The Ambulance Branch does not direct activities at the site, but allocates resources to meet EOC priorities. If two or more EOCs are activated, ambulance resources will be coordinated regionally through the PREOC.</p> <ol style="list-style-type: none"><li><b>1. Determine Need for Ambulance Resources</b> – Determine need for ambulance resources among site Safety Officers and other Operations Section Branch Coordinators within the EOC.</li><li><b>2. Coordinate Ambulance Resources</b> – Determine the availability of ambulance resources in the local area and region, and ensure appropriate resources are identified and mobilized.</li><li><b>3. Distribute Casualties to Hospitals</b> – Coordinate the transportation of the injured to evenly distribute casualties among medical facilities.</li><li><b>4. Evacuate Health Care Facilities</b> – Coordinate the transportation of persons evacuated from health care facilities, under the direction of the Incident Commander.</li><li><b>5. Manage the Ambulance Branch</b> – Oversee the development of branch objectives, status reports, and daily time sheets and expenditures.</li></ol>
Reports To:	EOC Operations Section Chief or EOC Director
Getting Started:	Follow the Generic "Getting Started" Checklist.

## Ambulance Branch Coordinator

### Main Checklist:

#### 1. Determine Need for Ambulance Resources

- ❑ Establish Site Communications – Establish and maintain communication with the site(s).
- ❑ Determine Need to Assist Victims – Determine status and need for ambulance resources. Coordinate with Incident Commanders to ensure adequate resources are available at rescue sites to triage, treat, and transport extricated victims.
- ❑ Determine Need to Assist First Responders – Liaise with site Safety Officers and other EOC Operation Branch Coordinators to provide ambulance and first aid for responders.

#### 2. Coordinate Ambulance Resources

- ❑ Identify Available Resources – Determine the availability of BC
- ❑ Regional Resources – Relocate ambulance resources within the Ambulance resources in the operational area and region. Ensure that all available auxiliary ambulance resources are identified and mobilized as required.
- ❑ Obtain Additional Ambulance Resources, As Needed – Call in crews as required by the emergency.
- ❑ Acquire Non-Ambulance Resources – Coordinate with the Logistics Section to acquire non-ambulance transportation, such as local resources for moving the walking wounded, as required or requested.
- ❑ Coordinate region and from elsewhere in province to meet needs.

#### 3. Distribute Casualties to Hospitals

- ❑ Coordinate Victim Transportation – Coordinate the transportation of injured victims to appropriate medical facilities as required to ensure casualties are evenly distributed to receiving facilities. Coordinate destinations with regional Health Authority and PREOC.
- ❑ Keep Hospitals Informed – Keep hospitals informed of the number of cases to expect.

#### 4. Evacuate Health Care Facilities

- ❑ Coordinate Transportation of Medical Evacuees – Coordinate the transportation of evacuated persons requiring medical care from any facility under evacuation alert or order, working with facility administrators.

## Ambulance Branch Coordinator

	<p><b>5. Manage the Ambulance Branch</b></p> <ul style="list-style-type: none"><li>❑ <u>Work with PREOC</u> – Liaise with the PREOC for coordination of regional resources, as required.</li><li>❑ <u>Set Objectives for Each Operational Period</u> – Prepare objectives for the Ambulance Branch for the coming operational period. Provide Ambulance Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting.</li><li>❑ <u>Report on Status</u> – Forward Ambulance Branch status reports to the EOC Resource Unit in the Planning Section.</li><li>❑ <u>Support Financial Objectives</u> – Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).</li></ul>
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><b><u>Aids</u></b></p> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"><li>▪ Position Log (Form EOC 414)</li></ul>

## Health Branch Coordinator

Responsibilities:	<p>The Health Branch Coordinator ensures coordination of hospitals, health units, continuing care, mental health and environmental health within the area.</p> <ol style="list-style-type: none"><li><b>1. Coordinate Preventative Measures in Public Health</b> – The Health Branch Coordinator oversees community efforts to prevent illness from contaminated water or food during the emergency, including inspection of potable water, food delivery, and sewage systems.</li><li><b>2. Assist with Medical Transportation</b> – Assist in identifying and mobilizing available ambulance resources, including air transportation.</li><li><b>3. Coordinate Health Care Facilities and Resources</b> – Coordinate health care delivery, including special needs for pharmaceuticals, physically challenged or medically disabled persons, and care for displaced home care clients. Coordinate health care needs at Reception Centres.</li><li><b>4. Coordinate Additional Health Facilities</b> – Coordinate establishing additional health facilities, such as an advanced treatment centre or 200 bed emergency hospitals.</li><li><b>5. Manage the Health Branch</b> – Oversee the development of branch objectives, status reports, and daily time sheets and expenditures.</li></ol>
Reports To:	EOC Operations Section Chief or EOC Director
Getting Started:	<ul style="list-style-type: none"><li>❑ Follow the Generic "Getting Started" Checklist.</li><li>❑ Establish communications with Health Authority local EOC, and with Health Branches in other EOCs and at the PREOC.</li><li>❑ Determine capability of Health Authority to treat casualties.</li><li>❑ Determine the status and availability of mutual aid resources in the operational area, specifically industrial first-aiders, St. John Ambulance and private / industrial ambulances.</li><li>❑ Assess and anticipate health services required to support the situation.</li></ul>

## Health Branch Coordinator

Main Checklist:

### 1. Coordinate Preventative Measures in Public Health

- ❑ Coordinate Immunization and Epidemic Control – Provide public health measures including epidemic control and immunization programs in consultation with Medical Health Officer.
- ❑ Monitor Potable Water – Ensure that potable water supplies are inspected and monitored.
- ❑ Monitor Food Quality – Ensure that food quality is regulated and inspected.
- ❑ Monitor Sewage Systems – Ensure that sewage systems are operating at acceptable levels.
- ❑ Coordinate Health Inspection of Mass Feeding – If mass feeding areas are established, advise Environmental Health Officers on locations for inspection purposes.
- ❑ Monitor Stress – Consider the need for critical incident stress debriefings for responders and affected persons.

### 2. Assist Ambulance Branch with Medical Transportation

- ❑ Advise Ambulance – Advise on ambulance resources and medical transport needs.
- ❑ Assist Ambulance Resources – Assist in identifying and mobilizing available ambulance and auxiliary ambulance resources as required.
- ❑ Assist Medical Transportation – Assist with the transportation of injured victims and health care personnel to appropriate medical facilities as required or requested.
- ❑ Assist Acquiring Non-Ambulance Transportation – Coordinate with the Logistics Section to acquire suitable non-ambulance transportation, such as buses for injured.
- ❑ Assist Medical Air Transportation – Coordinate air transportation with Air Operations Branch.
- ❑ Assist Distribution of Casualties – Assist the Ambulance Branch Coordinator in ensuring that casualties are evenly distributed to receiving facilities.

## Health Branch Coordinator

### 3. Coordinate Health Care Facilities and Resources

- Assist Acquiring Health Supplies – Coordinate with the Logistics Section and the Health Authority to obtain necessary supplies and equipment to support local health emergency response.
- Assist Acquiring Pharmaceuticals – Assist with the coordination of pharmaceuticals as required or requested.
- Coordinate Support for Disabled – Coordinate and support health services for physically challenged or medically disabled persons.
- Assist Other Health Care – Assist with the coordination of other health care resources as required or requested.
- Assist Sheltering Home-Care Clients – Liaise with ESS Branch Coordinator to assist with sheltering of displaced home care clients if needed.
- Coordinate Health Services at Reception Centres – Coordinate health care needs at Reception Centres with ESS Branch Coordinator and contact the Health Authority if service delivery cannot be maintained.

### 4. Coordinate Additional Health Facilities

- Coordinate Extra-ordinary Health Facilities – Coordinate moving and establishing advanced treatment centre and/or 200 bed emergency hospitals, if needed. The activation and deployment of these units will be determined by the Health Authority and the BC Ambulance Service. (Note: These units are not small and take time to establish.)

## Health Branch Coordinator

	<p><b>5. Manage the Health Branch</b></p> <ul style="list-style-type: none"><li>❑ <u>Work with PReOC</u> – Liaise with the PReOC for coordination of regional resources, as required.</li><li>❑ <u>Set Objectives for Each Operational Period</u> – Prepare objectives for the Health Branch for the coming operational period. Provide Health Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting.</li><li>❑ <u>Report on Status</u> – Forward Health Branch status reports to the EOC Resource Unit in the Planning Section.</li><li>❑ <u>Support Financial Objectives</u> – Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).</li></ul>
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><b><u>Aids</u></b></p> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"><li>▪ Request for Resources or Assistance (EOC Form 514)</li><li>▪ Position Log (Form EOC 414)</li></ul>

## Emergency Social Services Branch Coordinator

Responsibilities:	<p>The ESS Branch Coordinator works with volunteer and private agencies in the region to provide food, clothing, shelter and other essential services as required for evacuees, displaced persons, and disaster victims in the affected area.</p> <ol style="list-style-type: none"><li><b>1. Determine Need for ESS</b> – Determine status of emergency and assess the level of ESS needed with EOC Director.</li><li><b>2. Acquire ESS Resources</b> – Call-out ESS volunteers, and ensure that other appropriate ESS resources are identified and alerted.</li><li><b>3. Coordinate Reception Centres and Other ESS Services</b> – Coordinate the delivery of food, clothing, shelter, health and other essential services for disaster victims in the area.</li><li><b>4. Coordinate Community Health Services</b> – Liaise between the Reception Centres and the Health Authority for the provision of health services.</li><li><b>5. Manage the ESS Branch</b> – Oversee the development of branch objectives, status reports, and daily expenditures. Liaise with the Min. Human Resources (MHR) to coordinate regional resources, as required.</li></ol>
Reports To:	EOC Operations Section Chief or EOC Director
Getting Started:	Follow the Generic "Getting Started" Checklist.

## Emergency Social Services Branch Coordinator

### Main Checklist:

#### 1. Determine Need for ESS

- ❑ Determine ESS Needs – Determine status of emergency and assess the level of ESS needed.
- ❑ Identify PEP Task Number – Note PEP Task Number and relay it to all Reception Centre Managers.

#### 2. Acquire ESS Resources

- ❑ Alert ESS Teams – Initiate call-out to ESS Volunteers and ESS agencies (e.g., Red Cross, Salvation Army) and advise to "stand-by."
- ❑ Activate Reception Centres – Open one or more Reception Centers, Group Lodgings or other alternate services.
- ❑ Transport ESS Resources – Coordinate with the EOC Transportation Unit to arrange suitable transportation for ESS volunteers and supplies, as needed. Refer to the Resource Annex for resource contacts.
- ❑ Coordinate ESS Mutual Aid – Request ESS mutual aid from other communities, if required, in support of emergency social services. Work with Logistics to ensure proper resource request procedures are followed.

#### 3. Coordinate Reception Centres and Other ESS Services

- ❑ Acquire Communications – Work with the EOC Logistics Section Chief to ensure telephone and/or radio communications are established with: 1) Reception Centres, 2) Group Lodging Sites, 3) Other ESS support agencies, 4) Min. Human Resources Regional Office, and 5) PREOC.
- ❑ Coordinate Resource Delivery – Coordinate the delivery of food, clothing, shelter, health services, and other essential services for disaster victims. Coordinate ESS resources with local suppliers and private agencies.
- ❑ Monitor Status of Reception Centres – Determine the status of Reception Centres and any needs for resources. Develop and maintain a status board or other reference that depicts 1) Location of each Reception Centre, 2) Name of the Reception Centre Manager, 3) Phone and fax numbers for the Reception Centre, and 4) Number of persons processed by date and in total.
- ❑ Authorize ESS Expenditures – Ensure emergency expenses and extensions for ESS are pre-authorized by the Min. Human Resources.

## Emergency Social Services Branch Coordinator

- Coordinate Mutual Aid Requests – Facilitate requests for ESS resources from other communities in the region, and/or from the PREOC, if able to do so. Seek approval from EOC Director before committing ESS resources to another community.

### **4. Coordinate Community Health Services**

- Work with Health Authority – Request Health Authority attendance to support public health services. As a back-up, also contact the Medical Health Officer on call.
- Support Health Services at Reception Centres – The ESS Branch Coordinator may be required to work with the Health Branch Coordinator in using Reception Centres as emergency health care facilities.

### **5. Manage the Health Branch**

- Work with MHR and Health Authority in PREOC – Coordinate mutual aid resources with Reception Centre Managers. Liaise with the Min. Human Resources for coordination of regional resources, as required. Work in partnership with the Health Authority for Reception Centre supplies required for services beyond Stage 1 first aid, including establishment of temporary hospitals.
- Set Objectives for Each Operational Period – Prepare objectives for the Health Branch for the coming operational period. Provide Health Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting.
- Report on Status – Forward Health Branch status reports to the EOC Resource Unit in the Planning Section.
- Support Financial Objectives – Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).

## Emergency Social Services Branch Coordinator

Before Leaving:	<ul style="list-style-type: none"><li>❑ Determine demobilization status of ESS services (e.g. closing of reception centres, group lodging, volunteer centre, registration sites, etc.) and the deactivation of the ESS Headquarters and advise the Operations Section Chief.</li><li>❑ Coordinate the transition of ESS services to Min. Human Resources regional office and recovery unit to ensure follow-up and/or continued services are provided to disaster victims.</li><li>❑ Ensure all Registration and Inquiry documentation are secured by the Red Cross, and all referral forms for ESS services are archived by Min. Human Resources or the ESS Headquarters.</li><li>❑ Collect all other completed ESS paperwork from all the ESS service centres, and deliver to the Documentation Unit for appropriate storage.</li><li>❑ Participate in debrief and assemble ESS "lessons learned" and suggestions for improvements.</li><li>❑ Follow the Generic "Before Leaving" Checklist.</li></ul>
Function Aids:	<p><b><u>Aids</u></b></p> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"><li>▪ ESS Reception Centre Group Lodging Situation Report (EOC Form 417)</li><li>▪ ESS Situation Report (EOC Form 418)</li><li>▪ Request for Resources or Assistance (EOC Form 514)</li><li>▪ Position Log (EOC Form 414)</li></ul>

## Environmental Branch Coordinator

<p>Responsibilities:</p>	<p>The Environmental Branch Coordinator assists site activities designed to protect the environment and coordinates local and regional response to hazardous spills, waste disposal issues, and other environmental concerns.</p> <ol style="list-style-type: none"> <li><b>1. Assess Situation and Identify Needs</b> – Gather information on environmental issues, damage and threats. Determine priorities for environmental assistance with the sites and the EOC Operations Section Chief.</li> <li><b>2. Acquire Environmental Resources</b> – Determine the availability of resources for environmental protection in the area, and ensure all resources are identified and mobilized.</li> <li><b>3. Coordinate Environmental Resources</b> – Coordinate local response to hazardous spills, waste disposal, working with regional and provincial environment officials and the private sector.</li> <li><b>4. Manage the Environmental Branch</b> – Oversee the development of branch objectives, status reports, and daily time sheets and expenditures. Liaise with the MHR for coordination of regional resources, as required.</li> </ol>
<p>Reports To:</p>	<p>EOC Operations Section Chief or EOC Director</p>
<p>Getting Started:</p>	<p>Follow the Generic "Getting Started" Checklist.</p>
<p>Main Checklist:</p>	<ol style="list-style-type: none"> <li><b>1. Assess Situation and Identify Needs</b> <ul style="list-style-type: none"> <li>□ <u>Communicate with Site</u> – Establish and maintain communication with the site(s) and determine status and need for environmental protection.</li> <li>□ <u>Collect Information</u> – Gather information on environmental issues, damage and threats. Forward to Situation Unit.</li> <li>□ <u>Identify issues</u> – Assess and anticipate environmental concerns and recommended responses in support of the emergency situation.</li> <li>□ <u>Identify Requirements</u> – Determine the scope and priority of environmental assistance required in consultation with the EOC Operations Section Chief and other Branch Coordinators.</li> </ul> </li> </ol>

## Environmental Branch Coordinator

### 2. Acquire Environmental Resources

- Assess Resources – Determine the status and availability of resources for environmental protection in the operational area.
- Mobilize Resources – Ensure that all available resources are identified and mobilized as required.
- Assess Waste Disposal Options – Determine the status and availability of waste storage and disposal facilities in the area.
- Acquire Resources – Coordinate with the Logistics Section to acquire additional resources as required.

### 3. Coordinate Environmental Resources

- Coordinate Resources – Assist and/or coordinate local response to hazardous spills, waste disposal, working with regional and provincial environment officials and the private sector.
- Coordinate Haz Mat Response – Coordinate hazardous materials response and support in cooperation with Fire Branch Coordinator, for situations involving hazardous materials.
- Collaborate with Others – Liaise with Min. Water, Land and Air Protection and regional Health Authority to assist and consult with exposure to hazardous materials and impacts on water and air resources.

## Environmental Branch Coordinator

	<p><b>4. Manage the Environmental Branch</b></p> <ul style="list-style-type: none"> <li>❑ <u>Work with PREOC</u> – Coordinate mutual aid resources with Environmental Branch Coordinator(s) in other EOCs, as required. Liaise with the Provincial Regional Emergency Operations Centre (PREOC) for coordination of regional resources, as required.</li> <li>❑ <u>Set Objectives for Each Operational Period</u> – Prepare objectives for the Environmental Branch for the coming operational period. Provide Environmental Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting.</li> <li>❑ <u>Report on Status</u> – Forward Environmental Branch status reports to the EOC Resource Unit in the Planning Section.</li> <li>❑ <u>Support Financial Objectives</u> – Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).</li> </ul>
Before Leaving:	<ul style="list-style-type: none"> <li>❑ Forward any input towards the EOC After Action Report to the Operations Section Chief.</li> <li>❑ Follow the Generic "Before Leaving" Checklist.</li> </ul>
Function Aids:	<p><b><u>Aids</u></b></p> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"> <li>▪ Request for Resources or Assistance (EOC Form 514)</li> <li>▪ Position Log (EOC Form 414)</li> </ul>

## Engineering Branch Coordinator

Responsibilities:	<p>The EOC Engineering Branch Coordinator manages resource requests in support of Incident Commanders at one or more sites. The Engineering Branch does not direct assessment or repair activities at the site, but may coordinate the regional allocation of resources to meet EOC priorities.</p> <ol style="list-style-type: none"><li><b>1. Assess Situation and Identify Needs</b> – Gather information on damage and threats to public facilities, infrastructure systems, and public works. Assess the extent of damage and recommend repairs.</li><li><b>2. Acquire Engineering Resources</b> – Identify the availability of resources for engineering operations in the area, and ensure that required resources are identified and mobilized.</li><li><b>3. Coordinate Engineering Resources and Projects</b> – Coordinate engineering operations at the sites, including removing debris, maintaining emergency access routes, advising on safety of structures, and coordinating repair projects according to priorities set by EOC.</li><li><b>4. Manage the Engineering Branch</b> – Oversee the development of branch objectives, status reports, and daily time sheets and expenditures.</li></ol>
Reports To:	EOC Operations Section Chief or EOC Director
Getting Started:	<ul style="list-style-type: none"><li><input type="checkbox"/> Follow the Generic "Getting Started" Checklist.</li><li><input type="checkbox"/> Based on the situation, activate the necessary groups within the Engineering Branch:<ul style="list-style-type: none"><li><input type="checkbox"/> Damage/Safety Assessment Group</li><li><input type="checkbox"/> Roads and Bridges Group</li><li><input type="checkbox"/> Public Works Group</li></ul></li></ul>

## Engineering Branch Coordinator

Main Checklist:

### 1. Assess Situation and Identify Needs

- Communicate with Site – Establish and maintain communication with the site(s) and determine status and need for engineering support.
- Collect Information – Gather information on damage and threats to public facilities. Forward information to the EOC Situation Unit.
- Assess Damage – Survey all infrastructure systems and public works, such as local roads, bridges, water supply systems, sewer systems, and public buildings within the area.
- Identify Needs – Assess the extent of damage and recommend courses of action for repair. Support damage and safety assessments carried out by the Situation Unit in the EOC Planning Section for both public and private facilities.

### 2. Acquire Engineering Resources

- Assess Resources – Determine the status and availability of resources for engineering operations in the area.
- Mobilize Resources – Ensure that all available resources are identified and mobilized as required.
- Acquire Resources – Coordinate with the Logistics Section to acquire additional resources as required. Allocate resources to Incident Commanders based on EOC priorities among several sites, in consultation with the EOC Director.

### 3. Coordinate Engineering Resources and Projects

- Supply Fire Suppression Water – Coordinate water supply for fire suppression with Fire Branch Coordinator.
- Maintain Road Access – Maintain emergency traffic routes.
- Assess Buildings – Advise on structural safety of buildings and structures.
- Remove Debris – Coordinate debris removal services as required.
- Repair Public Works – Coordinate repair projects to maintain public buildings and infrastructure, according to priorities set by the EOC. Assist and/or coordinate engineering projects to prevent further damage or repair damage.

## Engineering Branch Coordinator

	<p><b>4. Manage the Engineering Branch</b></p> <ul style="list-style-type: none"><li>□ <u>Work with PREOC</u> – Coordinate mutual aid resources with Engineering Branch Coordinator(s) in other EOCs, as required. Liaise with the Provincial Regional Emergency Operations Centre (PREOC) for coordination of regional resources, as required.</li><li>□ <u>Set Objectives for Each Operational Period</u> – Prepare objectives for the Engineering Branch for the coming operational period. Provide Engineering Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting.</li><li>□ <u>Report on Status</u> – Forward Engineering Branch status reports to the EOC Resource Unit in the Planning Section.</li><li>□ <u>Support Financial Objectives</u> – Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).</li></ul>
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><b><u>Aids</u></b></p> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"><li>▪ Position Log (Form EOC 414)</li></ul>

## Utilities Branch Coordinator

Responsibilities:	<p>The EOC Utilities Branch Coordinator synchronizes support for the repair of various utilities, including both public and private organizations. The Utilities Branch does not direct repair of utilities at the site, but may coordinate the regional allocation of resources to meet EOC priorities.</p> <ol style="list-style-type: none"> <li><b>1. Report on the Situation</b> – Gather information on damage and threats to utilities, and report on the extent of damage and time required for repairs.</li> <li><b>2. Acquire Utility Resources</b> – Identify the availability of resources for utilities in the area, and ensure that required resources are identified and mobilized.</li> <li><b>3. Coordinate Utility Repair</b> – Coordinate support for utility repair and restoration, including travel restrictions to enhance public safety during repairs. Distribute available resources according to priorities set by EOC.</li> <li><b>4. Manage the Utilities Branch</b> – Oversee the development of branch objectives, status reports, and daily time sheets and expenditures.</li> </ol>
Reports To:	EOC Operations Section Chief or EOC Director
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> <li><b>1. Report on the Situation</b> <ul style="list-style-type: none"> <li>❑ <u>Liaise with Utility Providers</u> – Establish and maintain communications with the utility providers in the affected area. Coordinate with the Liaison Officer to ensure that agency representatives from affected utilities are available to attend the EOC. Liaise with other utility representatives not present in EOC, and survey all utility systems.</li> <li>❑ <u>Collect Information</u> – Gather information on damage and threats to utilities. Determine the extent of damage to utility systems in the affected area.</li> <li>❑ <u>Assess Damage</u> – Report on the extent of damage and time required for repairs.</li> <li>❑ <u>Identify Water Contamination Concerns</u> – Keep the Health Authority informed of any regional threats regarding water contamination issues.</li> </ul> </li> </ol>

## Utilities Branch Coordinator

### 2. Acquire Utility Resources

- Assess Resources – Identify the availability of resources for utilities in the area.
- Mobilize Resources – Ensure that available resources are identified and mobilized.
- Acquire Resources – Ensure that support to utility providers is available as necessary to facilitate restoration of damaged systems.

### 3. Coordinate Utility Repair

- Set Priorities – Survey all utility systems, and provide restoration priorities to providers.
- Allocate Resources – Distribute available resources according to priorities set by EOC.
- Coordinate Resources – Coordinate support for utility repair and restoration, including travel restrictions to enhance public safety during utility repairs.

### 4. Manage the Utilities Branch

- Work with PREOC – Coordinate mutual aid resources with Utilities Branch Coordinator(s) in other EOCs, as required. Liaise with the Provincial Regional Emergency Operations Centre (PREOC) for coordination of regional resources, as required.
- Set Objectives for Each Operational Period – Prepare objectives for the Utilities Branch for the coming operational period. Provide Utilities Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting.
- Report on Status – Forward Utilities Branch status reports to the EOC Resource Unit in the Planning Section.
- Support Financial Objectives – Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).

## Utilities Branch Coordinator

Before Leaving:	<ul style="list-style-type: none"><li>❑ Determine demobilization status of the Utilities Branch and utility operations in the area, and advise the EOC Operations Section Chief.</li><li>❑ Follow the Generic "Before Leaving" Checklist.</li></ul>
Function Aids:	<p><b><u>Aids</u></b></p> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"><li>▪ Position Log (Form EOC 414)</li></ul>

## Planning Section Chief

### Responsibilities:

The Planning Section Chief provides overall collection, evaluation and dissemination of all information concerning the incident, and oversees efforts to understand the current situation, predict further events and damages, and to prepare EOC action plans. Unless delegated to Planning Section staff, the Section Chief is responsible for the following:

- 1. Assess the Situation** – Gather information about the emergency. Collect, analyze, and display situation information. Prepare periodic Situation Reports.
- 2. Prepare EOC Action Plans** – Chair EOC action planning meetings in each operational period. Prepare and distribute EOC Action Plans.
- 3. Track Resources** – Track resources assigned to the EOC and to the Incident Commanders through the EOC and mutual aid.
- 4. Keep Records** – Document and maintain paper and electronic files on all EOC activities.
- 5. Plan for EOC Demobilization** – Set out a schedule for demobilization and assist Section Chiefs in debriefing EOC personnel as they leave.
- 6. Anticipate Future Events** – Conduct advance planning activities to forecast possible events and requirements beyond the current operational period. Report recommendations to the EOC Management Team.
- 7. Plan for Recovery** – Initiate recovery efforts at the earliest time, and develop plans for short-term and long-term recovery appropriate to the needs.
- 8. Coordinate Technical Specialists** – Provide technical support services to EOC sections and branches as required.
- 9. Manage the Planning Section** – Establish the appropriate Planning Section Units and continuously monitor organizational effectiveness.
- 10. Prepare After Action Report** – Coordinate the assembly of "EOC lessons learned" from contributions from EOC staff and from outside agency representatives.

### Reports To:

EOC Director

## Planning Section Chief

### Getting Started:

- Follow the Generic "Getting Started" Checklist.
- Based on the situation, activate units within the Planning section as needed and designate Coordinators for each unit:
  - Situation Unit
  - Damage Assessment Unit
  - Resources Unit
  - Documentation Unit
  - Advanced Planning Unit
  - Demobilization Unit
  - Recovery Planning Unit
  - Technical Specialists Unit

### Main Checklist:

Refer to checklists in the following sections for more details on each function.

#### **1. Assess the Situation**

- Collect Information – Collect, analyze, and display situation information. Meet with Operations Section Chief; obtain and review any major incident reports. Consider providing a Planning Liaison to the Operations Section.
- Prepare EOC Situation Report – Produce an EOC Situation Report for approval by the EOC Director with each operational period. Distribute EOC Situation Report to EOC Sections, PREOC or PECC prior to the end of each operational period.
- Display Information – Ensure that all status boards and other displays are kept current and that posted information is neat and legible. Ensure that the Information Officer has immediate and unlimited access to all status reports and displays.
- Communicate with PREOC – Liaise with the PREOC Planning Section, if activated, and coordinate Situation Report requirements with them.

## Planning Section Chief

### **2. Prepare EOC Action Plans**

- Advise Section Chiefs – Ensure EOC Section Chiefs provide their objectives prior to each Action Planning meeting.
- Prepare Action Plan – Prepare an EOC Action Plan for each operational period, based on objectives developed by each EOC Section.
- Prepare for Action Planning Meeting – In preparation for the Action Planning meeting, ensure that all EOC priorities and objectives are posted or distributed, and that the meeting room is set up with appropriate equipment and materials (easels, markers, Sit Reports, etc.)
- Chair Action Planning Meetings – Chair the EOC Action Planning meetings approximately two hours before the end of each operational period.
- Document Meetings – Following the meeting, send approved Action Plan (see form EOC 502) to the Documentation Unit for distribution prior to the next operational period.

### **3. Track Resources**

- Track Site Resources – Track the type and status of resources assigned through the EOC to Incident Commanders.
- Track EOC Resources – Track the type and status of resources assigned to the EOC.

### **4. Keep Records**

- Document EOC Records – Document and maintain files on all EOC activities.
- Archive Files – Maintain files on all EOC activities and provide reproduction and archiving services for the EOC, as required.

### **5. Plan for EOC Demobilization**

- Plan to Staff EOC – Prepare a staffing plan for the EOC that addresses the anticipated activation levels for the coming operational periods, working with the EOC Director.
- Prepare Demobilization Plan – Prepare a plan for EOC demobilization.

## Planning Section Chief

### **6. Anticipate Future Events**

- Consider Future Events – Highlight forecasted events or conditions likely to occur beyond the forthcoming operational period; particularly those situations which may influence the overall priorities of the EOC.
- Prepare Plans – Develop plans and report, as required.

### **7. Plan for Recovery**

- Assess Needs – Assess the need for immediate and long-term reconstruction, restoration, and recovery of public infrastructure and services.
- Control Donations – Issue public messages to control unsolicited donations of unwanted goods.
- Develop Recovery Plan – Prepare a community recovery plan.

### **8. Coordinate Technical Specialists**

- Manage Technical Specialists – Provide and manage technical services, such as environmental advisors and other technical specialists to all EOC sections, as required.

### **9. Manage the Planning Section**

- Set Up Section – Ensure that the Planning Section area is set up properly and that appropriate personnel, equipment, and supplies are in place, including telecommunications, maps and status boards.
- Ensure Appropriate Personnel – Request additional personnel for the section from the Logistics Section as necessary to maintain 24-hour staffing capabilities, as necessary.
- Ensure Documentation – Ensure that all section personnel maintain their individual position logs and other paperwork as required.
- Participate in Action Planning Meetings – Collect objectives from each activated Planning Branch prior to each Action Planning meeting. Lead Action Planning Meetings, using EOC Briefing Format (Form EOC 401A).
- Support Financial Objectives – Coordinate daily time sheets and emergency expenditures with the Finance/Administration Section.

## Planning Section Chief

	<p><b>10. Prepare After Action Report</b></p> <ul style="list-style-type: none"><li>□ <u>Develop After Action Report</u> – In consultation with Section Units and EOC Management Team, prepare the EOC After Action Report.</li></ul>
Before Leaving:	<ul style="list-style-type: none"><li>□ Ensure Demobilization Plan for the EOC is complete, approved by the EOC Director and distributed to all EOC sections.</li><li>□ Deactivate units when no longer required.</li><li>□ Ensure that all paperwork is complete and logs are closed and sent to the Documentation Unit.</li><li>□ Ensure that any open actions are assigned to appropriate agency and/or EOC staff as appropriate.</li><li>□ Follow the Generic "Before Leaving" Checklist.</li></ul>
Function Aids:	<p><b><u>Aids</u></b></p> <ul style="list-style-type: none"><li>▪ Action Planning</li><li>▪ Damage Assessment</li><li>▪ EOC Documentation</li><li>▪ EOC Situation Status Board</li><li>▪ Mapping</li><li>▪ Recovery Planning</li><li>▪ Resource Status Board</li></ul> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"><li>▪ EOC Mgmt Team Briefing Agenda (EOC Form 401)</li><li>▪ Briefing Format (EOC Form 401A)</li><li>▪ Position Log (EOC Form 414)</li><li>▪ Damage Assessment (EOC Form 415)</li><li>▪ After the Disaster (EOC Form 425)</li><li>▪ EOC Situation Report (EOC Form 501)</li><li>▪ EOC Action Plan (EOC Form 502)</li><li>▪ Request for Resources or Assistance (EOC Form 514)</li><li>▪ Personnel, Resource Planning Worksheet (EOC Form 515)</li><li>▪ Resources Status (by Type) (EOC Form 516)</li><li>▪ Resource Status (by Location) (EOC Form 517)</li><li>▪ EOC Major Incident Record (EOC Form 550)</li></ul>

## Situation Unit Coordinator

Responsibilities:	<p>The Situation Unit Coordinator collects and organizes information on the incident status, damage, and response. Responsible for the evaluation, analysis, and display of information for use by EOC personnel.</p> <ol style="list-style-type: none"><li>1. <u>Collect Information</u> – Collect situation reports from site(s) and all active functions of the EOC.</li><li>2. <u>Assess Damage</u> – Oversee the collection of damage information. Prepare Damage Assessment reports for distribution to EOC and PREOC.</li><li>3. <u>Organize Information</u> – Create organizational schemes for collected data to facilitate storage and retrieval of information. Arrange for secure storage of collected information.</li><li>4. <u>Analyze Information</u> – Oversee the analysis of all incidents or disaster related information.</li><li>5. <u>Distribute / Display Information</u> – Prepare maps, status boards, and status reports to report current information.</li></ol>
Reports To:	EOC Planning Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<p><b>1. Collect Information</b></p> <ul style="list-style-type: none"><li>□ <u>Liaise with Site</u> – Request that the Situation Unit Leader at the site Incident Command Post provides regular situation reports using (Form ICP 209). If required, place field observers in key locations (e.g., Incident Command Post) to facilitate the flow of information to the EOC Situation Unit.</li><li>□ <u>Collect EOC Information</u> – Collect status information from each active EOC Section and Management Staff Officer on a regular basis.</li></ul>

## Situation Unit Coordinator

### 2. Assess Damage

- Collect Damage Information – Oversee the collection of damage information. Some information may be confidential until victims have been notified. Obtain photographic and video documentation of damage. Determine the need for field damage observers.
- Identify Victims – Identify victims and evaluate the nature and extent of damage caused by the event. Identify the type of primary and secondary losses from the event.
- Document Damage – Prepare a Damage Assessment (Form EOC 415). Ensure copies go to Risk Management Officer, Recovery Unit, and Documentation Unit.
- Assist Recovery Effort – Cooperate with the Recovery Organization in assessing damage.

### 3. Organize Information

- Organize Collected Information – Create organizational schemes for collected data to facilitate storage and retrieval of information.
- Archive Information – Arrange for secure storage of collected information.

### 4. Analyze Information

- Evaluate Information – Determine or estimate the following: Geographic extent, fatalities, injuries, households damaged, businesses damaged, transportation damage, infrastructure damage, and other interpretations of collected information.

### 5. Distribute / Display Information

- Display Information – Prepare maps, status boards, and other displays contain current and accurate information. Ensure that adequate EOC members are assigned to maintain all information displays.
- Distribute Situation Reports – Ensure that situation status reports are disseminated to EOC staff and to the PREOC. Coordinate with the Documentation Unit for Plan distribution and reproduction as required. Oversee the preparation and distribution of the EOC Situation Report (Form EOC 501).
- Support Information Release – Meet with the Information Officer to coordinate access to current information.

## Situation Unit Coordinator

Before Leaving:

Follow the Generic Before Leaving Checklist.

Function Aids:

**Aids**

- EOC Situation Status Board
- Damage Assessment

**Forms**

- Position Log (Form EOC 414)
- Damage Assessment (Form EOC 415)
- EOC Situation Report (EOC 501)

## Resource Unit Coordinator

Responsibilities:	<p>The Resource Unit Coordinator works with the Incident Command Post in preparing resource status information, charting the current status and location of resources, and maintaining displays of resource information.</p> <ol style="list-style-type: none"> <li><b>1. Collect Resource Information</b> – Collect resource information from active functions of the EOC.</li> <li><b>2. Organize Resource Information</b> – Create organizational schemes for collected resource information to facilitate sharing of status details.</li> <li><b>3. Distribute / Display Resource Information</b> – Prepare status boards and resource status reports to share up-to-date information.</li> </ol>
Reports To:	EOC Planning Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist. Set up a Resource Tracking Board (see sample).
Main Checklist:	<ol style="list-style-type: none"> <li><b>1. Collect Resource Information</b> <ul style="list-style-type: none"> <li>□ <u>Identify Critical Resources</u> – Obtain list of known critical resources from Planning Section Chief or EOC Director. Obtain copies of critical resource requests from the Logistics Section.</li> <li>□ <u>Liaise with Operations Section</u> – Coordinate with Operations Section to collect and centralize resource status information. Note: The Resource Unit only tracks resources; it does not obtain or supply them.</li> </ul> </li> <li><b>2. Organize Resource Information</b> <ul style="list-style-type: none"> <li>□ <u>Identify Resources</u> – Use EOC Form 516 to identify resource kind and type, and whether they are Available, Assigned, or Out-of-Service.</li> <li>□ <u>Monitor Resource Requests</u> – As resource requests are received in Logistics, post the request on a status board and track the progress of the request until filled.</li> <li>□ <u>Track Resources</u> – Track the progress of resource requests until filled. Coordinate closely with the Operation Section Branches and Logistics Section units, particularly Supply, Personnel, and Transportation.</li> </ul> </li> </ol>

## Resource Unit Coordinator

	<p><b>3. Distribute / Display Resource Information</b></p> <ul style="list-style-type: none"><li>□ <u>Create Status Board</u> – Develop and maintain resource status boards and/or other tracking display systems. See Resource Status Board sample.</li><li>□ <u>Keep Requestors Informed</u> – Assist EOC Operations and Logistics in notifying parties of the status of their resource requests, especially where there may be delays. It is not necessary to track mutual aid resources unless they are ordered through the Logistics Section.</li></ul>
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><b><u>Aids</u></b></p> <ul style="list-style-type: none"><li>▪ Resource Status Board (Sample)</li></ul> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"><li>▪ Position Log (Form EOC 414)</li></ul>

## Documentation Unit Coordinator

Responsibilities:	<p>The Documentation Unit Coordinator maintains accurate and complete incident files, and stores both paper and electronic files for legal, analytical, and archival purposes.</p> <ol style="list-style-type: none"><li><b>1. Collect EOC Documents</b> – Collect records from each active EOC function daily.</li><li><b>2. Take Meeting Minutes</b> – Record proceedings of all EOC briefings and meetings.</li><li><b>3. Copy and Distribute Reports and Plans</b> – Reproduce and distribute approved EOC reports and plans.</li><li><b>4. Organize and Secure Documents</b></li></ol>
Reports To:	EOC Planning Section Chief
Getting Started:	<p>Follow the Generic "Getting Started" Checklist. Set up and maintain document reproduction services for the EOC. Obtain at least one camera, preferably one digital and one video camera.</p>
Main Checklist:	<ol style="list-style-type: none"><li><b>1. Collect EOC Documents</b><ul style="list-style-type: none"><li>□ <u>Identify Materials to Collect</u> – Meet with the EOC Director to confirm what EOC materials should be maintained as official records. See suggestions, attached.</li><li>□ <u>Collect Documents</u> – Collect records from each active EOC function daily. Collect, organize and file all completed event or disaster related documents.</li><li>□ <u>Collect Position Logs</u> – Refer to EOC Organization Chart to ensure that you receive position logs from each activated function. Remind EOC members to mark appropriate documents with the date and time.</li></ul></li><li><b>2. Take Meeting Minutes</b><ul style="list-style-type: none"><li>□ <u>Record Minutes</u> – Take minutes at all EOC briefings and meetings.</li><li>□ <u>Photograph Important Information</u> – Photograph whiteboards (time and date), and other important information generated at the EOC.</li></ul></li></ol>

## Documentation Unit Coordinator

	<p><b>3. Copy and Distribute Plans and Reports</b></p> <ul style="list-style-type: none"><li>□ <u>Distribute EOC Reports and Plans</u> – Reproduce and distribute approved Situation Reports and EOC Action Plans. Keep extra copies of reports and Plans available for special distribution, as required.</li><li>□ <u>Photocopy and Produce Documents</u> – Provide document production services to EOC staff.</li></ul> <p><b>4. Organize and Secure Documents</b></p> <ul style="list-style-type: none"><li>□ <u>Store Documents</u> – Arrange for dedicated filing cabinets, preferably ones that can be locked and are fire resistant. Prepare file folders to reflect contents.</li><li>□ <u>Secure Documents</u> – Ensure security of EOC records, working with Risk Management Officer.</li></ul>
Before Leaving:	<ul style="list-style-type: none"><li>▪ Follow the Generic "Before Leaving" Checklist.</li><li>▪ Arrange to return photocopying equipment.</li><li>▪ Process all photographs and ensure they are properly labelled.</li></ul>
Function Aids:	<p><b><u>Aids</u></b> EOC Documentation</p> <p><b><u>Forms</u></b> Position Log (Form EOC 414)</p>

## Advanced Planning Unit Coordinator

Responsibilities:	<p>The Advanced Planning Unit Coordinator assesses available information to determine potential future impacts of the event or disaster, particularly issues that might influence overall EOC priorities and objectives.</p> <ol style="list-style-type: none"> <li><b>1. Review Available Information</b> – Review the current reports, plans, and meet with the EOC members to determine the future direction and outcomes of the event or disaster.</li> <li><b>2. Identify Approaching EOC Issues</b> – Identify potential response and recovery related issues likely to occur within the next 36 to 72 hours.</li> <li><b>3. Recommend EOC Objectives</b> – Prepare an Advanced Plan to recommend EOC objectives in response to approaching issues.</li> </ol>
Reports To:	EOC Planning Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> <li><b>1. Review Available Information</b> <ul style="list-style-type: none"> <li>□ <u>Review Information</u> – Review available situation reports, status reports, action plans, and other significant documents.</li> <li>□ <u>Liaise with EOC Managers</u> – Meet individually with the EOC Management Team and determine best estimates of the future direction and outcomes of the event or disaster.</li> </ul> </li> <li><b>2. Identify Approaching EOC Issues</b> <ul style="list-style-type: none"> <li>□ <u>Identify Potential Future Implications</u> – Determine potential future impacts of the event or disaster, particularly issues that might modify the overall EOC priorities.</li> <li>□ <u>Identify Issues</u> – Identify potential response and recovery related issues likely to occur beyond the next operational period, generally within 36 to 72 hours.</li> </ul> </li> </ol>

## Advanced Planning Unit Coordinator

	<p><b>3. Recommend EOC Objectives</b></p> <ul style="list-style-type: none"><li>□ <u>Brief EOC Members</u> – Provide periodic briefings to the EOC Director, Management Staff, and General Staff on approaching issues.</li><li>□ <u>Distribute Advanced Plan</u> – Submit an Advanced Plan to the Planning Section Chief for review and approval prior to implementation via briefings with the EOC Director and Management Team.</li><li>□ <u>Advise on Recovery Transition</u> – In conjunction with Recovery Unit Coordinator, recommend a transition strategy to the EOC Director when EOC activity shifts from response to recovery.</li></ul>
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><b><u>Aids</u></b></p> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"><li>▪ Position Log (Form EOC 414)</li></ul>

## Demobilization Unit Coordinator

Responsibilities:	<p>The Demobilization Unit Coordinator looks ahead to demobilization of the EOC personnel, facility, and equipment resources to ensure that movement is orderly, safe, and cost-effective.</p> <ol style="list-style-type: none"> <li><b>1. Monitor the Need for EOC Resources</b> – Monitor the current situation, and consult with EOC members regarding the need for EOC resources.</li> <li><b>2. Prepare Demobilization Plan</b> – In consultation with the EOC Director and others, prepare a plan to demobilize EOC resources.</li> <li><b>3. Facilitate Demobilization Plan</b> – Assist EOC members in completing all requirements before leaving the EOC.</li> </ol>
Reports To:	EOC Planning Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> <li><b>1. Monitor the Need for EOC Resources</b> <ul style="list-style-type: none"> <li>□ <u>Assess Opportunity to Demobilize</u> – Identify opportunities to demobilize EOC resources. Monitor the current situation, including EOC Action Plans, Situation Reports, and resource assignment lists.</li> <li>□ <u>Liaise with EOC Managers</u> – Consult with Section Chiefs, Branch Coordinators, Liaison Officer and EOC Director regarding the need for EOC resources.</li> </ul> </li> <li><b>2. Prepare Demobilization Plan</b> <ul style="list-style-type: none"> <li>□ <u>Prepare Demobilization Plan</u> – Prepare a draft Demobilization Plan at least once during each operational period for as long as EOC functions are formally staffed. Finalize the Demobilization Plan for approval by the EOC Director.</li> <li>□ <u>Discuss Demobilization</u> – Circulate the draft Demobilization Plan to the Planning Section Chief, EOC Director, and EOC Management Team for review. Meet individually with the General Staff to discuss the draft Demobilization Plan.</li> </ul> </li> </ol>

## Demobilization Unit Coordinator

	<p><b>3. Facilitate Demobilization</b></p> <ul style="list-style-type: none"><li>□ <u>Implement Demobilization</u> – Initiate the Demobilization Plan for the EOC as approved by the EOC Director.</li><li>□ <u>Ensure Demobilized Staff Submit Information</u> – Advise all Section Chiefs to ensure that demobilized staff complete and forward to Documentation Unit all reports, time sheets, and exit surveys prior to leaving the EOC. Advise individual EOC members on required actions prior to leaving the EOC. Refer all to the "Before Leaving" Checklist.</li></ul>
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><b><u>Aids</u></b></p> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"><li>▪ Position Log (Form EOC 414)</li></ul>

## Recovery Unit Coordinator

Responsibilities:	<p>The Recovery Unit Coordinator develops a Recovery Plan, identifying the need for recovery, the recovery objectives, the appropriate initial structure, the players, the location of initial recovery facilities, and early recovery messages.</p> <ol style="list-style-type: none"> <li><b>1. Assess Situation</b> – Assess the need for immediate and long-term reconstruction, restoration, and recovery of public infrastructure and services, mental and public health, and the socio-economic fabric.</li> <li><b>2. Control Donations</b> – Issue public messages to control unsolicited donations of unwanted goods.</li> <li><b>3. Prepare Recovery Plan</b> – Prepare a written plan advising on priorities for recovery of public infrastructure, and continuity of public services.</li> <li><b>4. Prepare Community Recovery Plan</b> – Prepare a written community recovery plan for the incident, including recommendations for organization and functions.</li> </ol>
Reports To:	EOC Planning Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> <li><b>1. Assess Situation</b> <ul style="list-style-type: none"> <li>□ <u>Determine Immediate Recovery Needs</u> – Assess the need for immediate reconstruction efforts, such as utility restoration and debris removal.</li> <li>□ <u>Determine Long-Term Recovery Needs</u> – Assess the need for long-term recovery actions required to restore and recover public and private infrastructure, property, mental and public health, and the socio-economic fabric.</li> </ul> </li> <li><b>2. Control Donations</b> <ul style="list-style-type: none"> <li>□ <u>Issue Public Messages</u> – Initiate public messages to request donations in the form of cash until specific needs can be identified. Work with the Information Officer to ensure this message is released as soon as possible.</li> </ul> </li> </ol>

## Recovery Unit Coordinator

	<p><b>3. Prepare <b>Band Name</b> Recovery Plan</b></p> <ul style="list-style-type: none"><li>❑ <u>Develop Facilities Repair Plan</u> – Prepare a written plan advising on the actions required by priority for recovery of roads, potable water systems, sewers systems, hospitals, and other infrastructure to pre-emergency conditions.</li><li>❑ <u>Develop Business Continuity Plan</u> – Prepare a written plan advising on the activation of the Business Continuity Plan for the continuation of public services by the <b>Band Name</b>.</li></ul> <p><b>4. Prepare Community Recovery Plan</b></p> <ul style="list-style-type: none"><li>❑ <u>Access Victim Information</u> – Assist ESS Reception Centres in collecting evacuee information and sharing data with the Recovery Organization.</li><li>❑ <u>Develop Community Recovery Plan</u> – Formulate a community recovery plan for the incident, including recommendations for:<ul style="list-style-type: none"><li>• Recommended Functions</li><li>• Priority of Efforts</li><li>• Support Requirements</li><li>• Coordination Requirements</li><li>• Reporting Requirements</li></ul></li></ul>
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><b><u>Aids</u></b></p> <ul style="list-style-type: none"><li>▪ Recovery Planning</li></ul> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"><li>▪ Position Log (Form EOC 414)</li></ul>

## Technical Specialist Unit Coordinator

Responsibilities:	<p>The Technical Specialist Unit Coordinator establishes the work specifications for and assigns technical specialists to the EOC based on requests from management or general staff.</p> <ol style="list-style-type: none"> <li><b>1. Identify Specialists</b> – Locate specialists in subjects that may be needed during response and recovery to the emergency event.</li> <li><b>2. Manage Technical Specialists</b> – Assign specialists within the EOC organization and monitor their organizational effectiveness.</li> </ol>
Reports To:	EOC Planning Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist
Main Checklist:	<ol style="list-style-type: none"> <li><b>1. Identify Specialists</b> <ul style="list-style-type: none"> <li>□ <u>Inventory Technical Specialists</u> – Maintain inventory of technical specialists, such as meteorologists, fire behaviour specialist, geologists, or engineering experts for multiple incident sites.</li> <li>□ <u>Confirm Availability</u> – Ensure that qualified specialists are available in the areas required by the particular event or disaster. Coordinate with the Logistics Section to ensure that technical staff are located.</li> </ul> </li> <li><b>2. Manage Technical Specialists</b> <ul style="list-style-type: none"> <li>□ <u>Orient Technical Specialists</u> – Ensure each technical specialist is given an orientation to the EOC and receives instructions on completing a Position Log (EOC Form 414).</li> <li>□ <u>Collect Contact Information</u> – Obtain contact information (e.g., business card) from each specialist, if possible.</li> <li>□ <u>Assign Technical Specialists</u> – Assign technical staff to assist the EOC sections in coordinating specialized areas of response or recovery.</li> </ul> </li> </ol>
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><b><u>Aids</u></b></p> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"> <li>▪ Position Log (Form EOC 414)</li> </ul>

## Logistics Section Chief

Responsibilities:

The Logistics Section Chief coordinates the provision of personnel, facilities, services, equipment, and material in support of the site Incident Command Post and the EOC. Unless delegated to Logistics Section staff, the Section Chief is responsible for the following:

- 1. Provide Telecommunication and Information Technology Services** – Support use of telecommunication and information technology in EOC.
- 2. Support EOC Operations** – Provide and maintain EOC facilities, including all utilities, food, water, and office supplies.
- 3. Supply Equipment and Material Resources to Sites** – Coordinate all requests for resources from initiation to delivery to support Incident Commanders. Track and account for all resources.
- 4. Coordinate Personnel** – Acquire and assign personnel with the appropriate qualifications to support site requests. Develop systems to manage convergent volunteers.
- 5. Arrange Transportation** – Coordinate transportation requests in support of response operations.
- 6. Manage the Logistics Section** – Establish the appropriate Logistics Section Units and continuously monitor organizational effectiveness.

Reports To:

EOC Director

## Logistics Section Chief

Main Checklist:

### 1. Provide Telecommunication and Information Technology Services

- Activate EOC Communications – Support use of information technology in EOC. Establish and maintain EOC telephone, fax, and radio communications. Establish communications with the Logistics Section at the PREOC, if activated.
- Support Media Centre Communications – Establish telecommunications at media centre, working with the Information Officer.
- Support Reception Centre Communications – Establish communications at Reception Centres, working with the ESS Branch Director.

### 2. Support EOC Operations

- Supply EOC Materials – Provide and maintain EOC facilities, including all utilities, food, water, and office supplies.
- Supply EOC Security – Arrange for and manage EOC security for all areas, working with the Risk Management Officer.
- Provide Clerical Services – Coordinate secretarial and clerical services for use in the EOC.

### 3. Supply Equipment and Material Resources to Sites

- Determine Spending Authority – Meet with the Finance/Administration Section Chief and determine level of purchasing authority for the Logistics Section. Coordinate closely with the Purchasing Unit in the Finance/Admin Section in following all required procedures.
- Receive Resource Requests – Coordinate all requests for resources from initiation to delivery to support Incident Commanders. Validate resource requests from Incident Commanders prior to acting on a request.
- Fill Resource Requests – Locate or acquire equipment, supplies, and facilities. Work with Operations Section Chief to establish priorities for resource allocation. Ensure critical resources are allocated according to EOC Action Plan policy, priorities and direction.
- Track Resources – Ensure that all resources are tracked and accounted for in cooperation with the Planning Section Resource Unit.

## Logistics Section Chief

### 4. Coordinate Personnel

- ❑ Receive Personnel Requests – Coordinate requests for EOC personnel, and assign available personnel appropriate with their training and qualifications.
- ❑ Fill Personnel Requests – Acquire and assign personnel with the appropriate qualifications. Support site requests for personnel, accounting for priorities among all sites.
- ❑ Coordinate Volunteers – Liaise with community volunteer organizations to acquire personnel to fill both site and EOC requests. Develop systems to manage convergent volunteers.

### 5. Arrange Transportation

- ❑ Fill Transportation Requests – Coordinate transportation requests in support of response operations.

### 6. Manage the Logistics Section

- ❑ Set Up Section – Ensure that the Logistics Section area is set up properly and that appropriate personnel, equipment, and supplies are in place, including telecommunications, maps and status boards.
- ❑ Ensure Appropriate Personnel – Request additional personnel for the section as necessary to maintain 24-hour staffing capabilities.
- ❑ Ensure Documentation – Ensure that all section personnel maintain their individual position logs and other paperwork as required.
- ❑ Participate in Action Planning Meetings – Collect objectives from Logistics Branches prior to Action Planning meetings. Participate in Action Planning Meetings, using EOC Form 401A).
- ❑ Support Financial Objectives – Coordinate daily time sheets and emergency expenditures with the Finance/Administration Section.

## Logistics Section Chief

Before Leaving:

- ❑ Ensure that all paperwork is complete and logs are closed and sent to the Documentation Unit.
- ❑ Ensure that any open actions are assigned to appropriate agency and/or EOC staff as appropriate.
- ❑ Follow the Generic "Before Leaving" Checklist.

Function Aids:

### **Aids**

- BCERMS Overview
- EOC Communications
- EOC Food Plan
- EOC Inventory
- Resource Requests
- Walk-In Volunteers
- Welcome to the EOC

### **Forms**

- EOC Shift Schedule (EOC Form 503)
- Transportation Plan (EOC Form 507)
- EOC Staff Food Plan (EOC Form 508A)
- EOC Staff Lodging Plan (EOC Form 508B)
- Communications Log (EOC Form 509)
- Check-in, Check-out (EOC Form 511)
- PEP Registration (EOC Form 512)
- Facility/Equipment Inventory for EOC (EOC Form 523)
- Request for Resources or Assistance (EOC Form 514)
- Position Log (EOC Form 414)

## Information Technology Branch Coordinator

Responsibilities:	<p>The Information Technology Branch Coordinator ensures the EOC has access to radio, telephone, and other communication means, as well as computer resources and services, as required.</p> <ol style="list-style-type: none"><li><b>1. Establish and Maintain EOC Telephone and Fax Communications</b> – Provide telephone and fax services to EOC staff. Establish a toll-free Public Information Line or Call Centre, if required.</li><li><b>2. Establish and Maintain EOC Radio Communications</b> – Mobilize and coordinate amateur radio resources to augment primary communication systems as required.</li><li><b>3. Establish Telecommunications at Media Centre</b> – Provide necessary telecommunications when Information Officer establishes a Media Information Centre.</li><li><b>4. Establish Communications at Reception Centres</b> – Establish telephone and radio communications at Reception Centres, and assign volunteer radio operators to external locations as required.</li><li><b>5. Support Use of Information Technology in EOC</b> – Establish computer, printer, Internet access, and email addresses for key EOC functions.</li></ol>
Reports To:	EOC Logistics Section Chief
Getting Started:	<ul style="list-style-type: none"><li>❑ Follow the Generic "Getting Started" Checklist.</li><li>❑ Based on the situation, activate the necessary units within the Information Technology Branch:<ul style="list-style-type: none"><li>❑ Communications Unit</li><li>❑ Computer Systems Unit</li></ul></li><li>❑ Prepare objectives for the Information Technology Branch; provide them to the Logistics Section Chief prior to the initial Action Planning meeting.</li><li>❑ Issue Communications Operational Instruction (COI), containing information specific to the emergency operation and the communication resources available to the EOC. Update the various components periodically, as needed.</li></ul>

## Information Technology Branch Coordinator

Main Checklist:

### 1. Establish and Maintain EOC Telephone and Fax Communications

- Supply EOC Telephone and Fax Connections – Ensure telephone and fax resources and services are provided to EOC staff, as required.
- Support Call Centre – Provide necessary telephone equipment and service if and when Information Officer establishes a toll-free Public Information Line or Call Centre.
- Post Communications Status Board – Create and maintain a telephone and radio communications status board, and assign telephone numbers to EOC functions.

### 2. Establish and Maintain EOC Radio Communications

- Set up EOC Radio Communications – Mobilize and coordinate amateur radio resources to augment primary communication systems as required.
- Link with Sites and PREOC – Ensure that a radio communications link is established with Incident Commander(s) and the Provincial Regional Emergency Operations Centre (PREOC), if established.
- Provide Communications Personnel – Ensure that adequate communications operators are available for 24-hour coverage. Develop a shift schedule. Ensure that technical personnel are available for radio communication equipment maintenance and repair.
- Document EOC Communications System – Develop and distribute a Communications Plan that identifies all systems in use and lists specific frequencies allotted for the event.

### 3. Establish Telecommunications at Media Centre

- Support Media Communications – Provide necessary telecommunications when Information Officer establishes a Media Information Centre.

### 4. Establish Communications at Reception Centres

- Support Reception Centre Communications – Assist ESS Branch Director with telephone and radio communications at Reception Centres.
- Assign External Radio Personnel – Assign volunteer radio operators to external locations as required.

## Information Technology Branch Coordinator

	<p><b>5. Support Use of Information Technology in EOC</b></p> <ul style="list-style-type: none"> <li>❑ <u>Assess EOC Computer Needs</u> – Determine computer requirements for all activated EOC functions.</li> <li>❑ <u>Establish EOC Computer Capabilities</u> – Establish computer, printer, Internet access, and email systems for the following functions, as directed by Logistics Section Chief:             <ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Information Officer</li> <li>• Planning Section Chief</li> <li>• Finance/Admin Section Chief</li> <li>• Others, as directed.</li> </ul> </li> <li>❑ <u>Train EOC Users</u> – Inform all EOC Sections/Branches/Units regarding the use of information technology.</li> <li>❑ <u>Troubleshoot EOC Systems</u> – Ensure that computer technical personnel are available for equipment and application program maintenance and repair.</li> <li>❑ <u>Track Expenses</u> – Inform the EOC Support Branch Coordinator of any purchases or acquisitions of computer equipment.</li> <li>❑ <u>Maintain Status Board</u> – Create and maintain an Information Technology status board.</li> </ul>
Before Leaving:	<ul style="list-style-type: none"> <li>❑ Ensure that all expenditures and financial claims have been coordinated through the Finance / Admin Section.</li> <li>❑ Follow the Generic "Before Leaving" Checklist.</li> </ul>
Function Aids:	<p><b><u>Aids</u></b></p> <ul style="list-style-type: none"> <li>▪ EOC Communications</li> </ul> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"> <li>▪ Position Log (Form EOC 414)</li> </ul>

## EOC Support Branch Coordinator

Responsibilities:	<p>The EOC Support Branch Coordinator ensures that EOC facilities are provided for the response effort, including securing access to the facilities and providing staff, furniture, supplies, and materials necessary to configure the facilities in a manner adequate to accomplish the mission.</p> <ol style="list-style-type: none"> <li><b>1. Manage EOC Facilities</b> – Secure access to and manage all EOC facilities. Coordinate utilities, including provision of electricity, heat, water, and waste removal.</li> <li><b>2. Manage EOC Equipment and Supplies</b> – Acquire and distribute office supplies, equipment, and refreshment required by EOC personnel.</li> <li><b>3. Manage EOC Security</b> – Ensure adequate measures are taken to secure all EOC facilities from access by unauthorized persons.</li> <li><b>4. Provide EOC Clerical Support</b> – Arrange for and supervise clerical staff for the EOC.</li> </ol>
Reports To:	EOC Logistics Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> <li><b>1. Manage EOC Facilities</b> <ul style="list-style-type: none"> <li>❑ <u>Identify EOC Facility Needs</u> – Determine facilities and furnishings required for effective operation of the EOC, working with the EOC Director.</li> <li>❑ <u>Access Non-Owned Facilities</u> – Secure legal access and use of non-owned facilities through contract, working with the Procurement Unit and the Risk Management Officer.</li> <li>❑ <u>Manage EOC Utilities and Maintenance</u> – Coordinate EOC utilities, including provision of electricity, heat, water, and waste removal. Arrange for continuous maintenance of acquired EOC facilities.</li> <li>❑ <u>Clean and Repair EOC Facilities Prior to Return</u> – Ensure all buildings, floors, and workspaces are returned to their original state when no longer needed.</li> </ul> </li> </ol>

## EOC Support Branch Coordinator

	<p><b>2. Manage EOC Supplies</b></p> <ul style="list-style-type: none"> <li>❑ <u>Furnish EOC</u> – Provide furniture, supplies, and materials necessary to configure the EOC facilities in a manner adequate to accomplish the mission.</li> <li>❑ <u>Arrange EOC Refreshments</u> – Ensure adequate and nutritious food and refreshment is provided to EOC staff. Arrange for and supervise food-catering services for EOC staff.</li> <li>❑ <u>Maintain EOC Inventory</u> – Maintain an inventory list of items used by the EOC in response and recovery.</li> <li>❑ <u>Maintain EOC Facilities Status Board</u> – Develop and maintain a status board or other reference that depicts the location of each facility; a general description of furnishings, supplies and equipment at the site; hours of operation, and the name and phone number of the Facility Manager.</li> </ul> <p><b>3. EOC Security</b></p> <ul style="list-style-type: none"> <li>❑ <u>Support EOC Safety</u> – Ensure all structures are safe for occupancy and that they comply with appropriate regulations and bylaws.</li> <li>❑ <u>Support EOC Security</u> – Secure access to EOC facilities. Ensure adequate measures are taken to secure all EOC facilities from access by un-authorized persons. Manage facility keys to limit off-hours access to essential EOC personnel.</li> </ul> <p><b>4. EOC Clerical Support</b></p> <ul style="list-style-type: none"> <li>❑ <u>Manage Clerical Support for EOC</u> – Arrange for and supervise clerical staff for the EOC.</li> </ul>
Before Leaving:	<ul style="list-style-type: none"> <li>❑ As facilities are vacated during demobilization, coordinate with the facility manager to return the EOC facility to its original state. This includes removing and returning furnishings and equipment, arranging for janitorial services, and locking or otherwise securing the facility.</li> <li>❑ Follow the Generic "Before Leaving" Checklist.</li> </ul>
Function Aids:	<p><b><u>Aids</u></b></p> <ul style="list-style-type: none"> <li>▪ EOC Food Plan</li> <li>▪ EOC Inventory</li> </ul> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"> <li>▪ Position Log (Form EOC 414)</li> </ul>

## Supply Branch Coordinator

Responsibilities:	<p>The Supply Branch Coordinator oversees the acquisition and allocation of supplies and materials not normally provided through mutual aid or normal agency channels.</p> <ol style="list-style-type: none"><li><b>1. Meet Site Requests for Equipment and Supplies</b> – Identify the number and type of resources required, where they are needed and the person or unit that should receive the supplies.</li><li><b>2. Acquire Resources</b> –Oversee the acquisition and allocation of supplies and materiel not normally provided through mutual aid or normal agency channels.</li><li><b>3. Coordinate the Delivery of Supplies</b> – Coordinate delivery of supplies and materiel as required.</li><li><b>4. Coordinate with Finance/Admin</b> –Ensure that all required purchase documents and procedures are completed and followed, working with the Finance/Admin Section.</li></ol>
Reports To:	EOC Logistics Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"><li><b>1. Identify Site Needs for Equipment and Supplies</b><ul style="list-style-type: none"><li>□ <u>Receive Resource Requests</u> – Process incoming site requests for equipment and supplies. Identify the number and type of resources required, where they are needed and the person or unit that should receive the supplies.</li><li>□ <u>Identify Priorities</u> – Coordinate closely with the Operations Section Chief to establish priorities for resource allocation within the operational area. Determine if the item can be provided without cost from another jurisdiction or through the PREOC.</li></ul></li><li><b>2. Acquire Resources</b><ul style="list-style-type: none"><li>□ <u>Locate Resources</u> – Acquire equipment, supplies, and facilities. Determine if requested types and quantities of supplies and materials are available in inventory or from the area. Oversee the acquisition and allocation of supplies and materiel not normally provided through mutual aid or normal agency channels.</li><li>□ <u>Estimate Arrival Time</u> – Determine the estimated time of arrival of supplies, and advise the requesting parties accordingly.</li></ul></li></ol>

## Supply Branch Coordinator

	<p><b>3. Coordinate the Delivery of Supplies</b></p> <ul style="list-style-type: none"> <li>□ <u>Arrange to Supply Supplies</u> – Supply material and equipment resources to sites. Coordinate delivery of supplies and materiel as required.</li> <li>□ <u>Coordinate Delivery</u> – Determine if the vendor or provider will deliver the ordered items. If delivery services are not available, coordinate pick up and delivery through the Transportation Unit.</li> <li>□ <u>Maintain Status Board</u> – Working with the Resource Unit, maintain a status board or other reference depicting supply actions in progress and their current status (See EOC 515).</li> </ul> <p><b>4. Coordinate with Finance/Admin</b></p> <ul style="list-style-type: none"> <li>□ <u>Determine Spending Authority</u> – With the Logistics Section Chief, determine level of purchasing authority for the Logistics Section. Coordinate closely with the Purchasing Unit in the Finance/Admin Section in following all required procedures. Seek approval from the Finance/Admin Section Chief for orders exceeding the purchase order limit before completing the order.</li> <li>□ <u>Facilitate Contracts</u> – If vendor contracts are required for specific resources or services, refer the request to the Finance/Administration Section for development of necessary agreements.</li> <li>□ <u>Control Costs</u> – Identify high-cost resources that could be demobilized early, and advise other Section Chiefs.</li> </ul>
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><b><u>Aids</u></b></p> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"> <li>▪ Position Log (Form EOC 414)</li> <li>▪ Request for Resource or Assistance (Form EOC 514)</li> </ul>

## Personnel Branch Coordinator

Responsibilities:	<p>The Personnel Branch Coordinator provide personnel resources as requested in support of the EOC and Site Operations. Responsible for Identifying, recruiting, and registering staff and volunteers as required.</p> <ol style="list-style-type: none"><li><b>1. Support Site Requests for Personnel</b> – Coordinate requests for site personnel, accounting for priorities among all sites. Acquire and assign personnel with the appropriate qualifications.</li><li><b>2. Support EOC Personnel Requests</b> – Coordinate requests for EOC personnel, and assign available personnel appropriate with their training and qualifications. Coordinate with EOC Director or Deputy EOC Director.</li><li><b>3. Coordinate Volunteers</b> – Liaise with community volunteer organizations to acquire personnel to fill both site and EOC requests. Develop systems to manage convergent volunteers.</li></ol>
Reports To:	EOC Logistics Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"><li><b>1. Support Site Requests for Personnel</b><ul style="list-style-type: none"><li>□ <u>Receive Requests for Site Personnel</u> – Process incoming site requests for personnel support. Identify the number of personnel required, special qualifications or training, where they are needed and the person or unit they should report to upon arrival.</li><li>□ <u>Acquire Site Personnel Resources</u> – Acquire personnel resources in support of site(s) from 1) Within the jurisdiction, 2) Among outside agencies, and 3) Among community volunteers.</li><li>□ <u>Transport Personnel to Site</u> – Coordinate with Transportation Unit to meet personnel requirements for transportation to the site. Determine the estimated time of arrival of responding personnel, and advise the requesting parties accordingly.</li><li>□ <u>Maintain Personnel Status Board</u> – Maintain a status board or other reference to keep track of incoming and assigned personnel resources. NOTE: Personnel safety briefings will be provided by the site Incident Commander or Safety Officer.</li></ul></li></ol>

## Personnel Branch Coordinator

### 2. Support EOC Personnel Requests

- Receive Requests for EOC Personnel – Coordinate all requests for EOC personnel. Identify the number of personnel required, special qualifications or training, where they are needed and the person or unit they should report to upon arrival.
- Acquire EOC Personnel – Acquire EOC personnel from 1) Within the jurisdiction, 2) Among outside agencies, and 3) Among community volunteers.
- Maintain EOC Personnel Status Board – In conjunction with the Documentation Unit, develop a large poster-size EOC organization chart depicting each activated function. Upon check in, indicate the name of the person occupying each function on the chart. Post the chart where it is accessible to all EOC personnel.
- Receive and Orient EOC Personnel – Check in all incoming EOC personnel (See Form EOC 511 and Form PEP Task Reg. 512). Coordinate with the Deputy EOC Director and Risk Management Officer to ensure EOC incoming personnel have EOC badges, checklists, vests, and safety briefing upon check-in.
- Manage EOC Shift Schedules – Develop shift schedules.
- Accommodate EOC Personnel – Arrange accommodation for out-of-town personnel. Coordinate with ESS Branch, Supply Unit, and Procurement Unit.
- Manage EOC Stress Counseling – In coordination with the Risk Management Officer, determine the need for crisis counseling for both site and EOC emergency workers, including volunteers. Acquire mental health specialists, as needed.

### 3. Coordinate Volunteers

- Liaise with Volunteer Agencies – Establish communications with volunteer agencies and other organizations that can provide personnel resources.
- Register Volunteers – Register convergent volunteers, as required, using Form EOC 511 and Form PEP Task Registration Form 512.

## Personnel Branch Coordinator

Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><b><u>Aids</u></b></p> <ul style="list-style-type: none"><li>▪ BCERMS Overview</li><li>▪ Walk-In Volunteers</li><li>▪ Welcome to the EOC</li></ul> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"><li>▪ Position Log (Form EOC 414)</li><li>▪ EOC Check-in / Check-out List (Form EOC 511).</li><li>▪ PEP Task Registration (Form EOC 512)</li></ul>

## Transportation Branch Coordinator

Responsibilities:	<p>The Transportation Branch Coordinator arranges for the acquisition or use of required transportation resources in support of site activities and the EOC Action Plan.</p> <ol style="list-style-type: none"> <li><b>1. Determine Transportation Needs and Limitations</b> – Coordinate transportation needs with other EOC personnel, and determine the status of transportation routes in the region.</li> <li><b>2. Acquire Transportation Resources</b> – Consult Resource Contact List in ERRP Appendix to identify potential transportation resources.</li> <li><b>3. Coordinate Transportation Services</b> – Coordinate the delivery of transportation resources to sites.</li> <li><b>4. Develop a Transportation Plan</b> – Develop a Transportation Plan to support the EOC Action Plan.</li> </ol>
Reports To:	EOC Logistics Section Chief
Getting Started:	<p>Follow the Generic "Getting Started" Checklist. Obtain from the EOC Director a copy of the ERRP Resource Contact Appendix.</p>
Main Checklist:	<ol style="list-style-type: none"> <li><b>1. Determine Transportation Needs and Limitations</b> <ul style="list-style-type: none"> <li>❑ <u>Identify Needs</u> – Coordinate transportation needs with Supply and Personnel Units, Operations Section Branches, Information and Liaison Officers.</li> <li>❑ <u>Receive Transportation Requests</u> – Coordinate site requests for transportation services, accounting for priorities among all sites. Coordinate EOC requests for transportation.</li> <li>❑ <u>Assess Transportation Routes</u> – Routinely liaise with the Situation Unit to determine the status of transportation routes in and around the area.</li> </ul> </li> <li><b>2. Acquire Transportation Resources</b> <ul style="list-style-type: none"> <li>❑ <u>Identify Resources</u> – Consult Resource Contact List in ERRP Appendix to identify potential transportation resources.</li> <li>❑ <u>Acquire Transportation Resources</u> – Establish contact with local transportation agencies and schools to determine availability of transportation resources. Acquire transportation resources with the appropriate qualifications.</li> </ul> </li> </ol>

## Transportation Branch Coordinator

	<p><b>3. Coordinate Transportation Services</b></p> <ul style="list-style-type: none"><li>□ <u>Deliver Transportation</u> – Coordinate the delivery of transportation resources to sites.</li><li>□ <u>Maintain Status Board</u> – Maintain a status board or other reference to keep track of available and assigned transportation resources.</li></ul> <p><b>4. Develop a Transportation Plan</b></p> <ul style="list-style-type: none"><li>□ <u>Prepare Transportation Plan</u> – Develop a Transportation Plan to support the EOC Action Plan, working with other EOC personnel. Consider the elements identified as "Suggested Items for a Transportation Plan."</li></ul>
Before Leaving:	Follow the Generic "Before Leaving" Checklist.
Function Aids:	<p><b><u>Aids</u></b></p> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"><li>▪ Position Log (Form EOC 414)</li></ul>

## Finance / Administration Section Chief

Responsibilities:	<p>The Finance / Administration Section Chief provides overall administrative and financial services to sites and the EOC, including financial and cost analysis, billing, accounting, filing, and invoice preparation. Unless delegated to Finance / Admin Section staff, the Section Chief is responsible for the following:</p> <ol style="list-style-type: none"><li><b>1. Record Personnel Time</b> – Collect and process on-duty time for all EOC personnel, including volunteers and agency representatives. Ensure uninterrupted payroll for all employees.</li><li><b>2. Coordinate Purchasing</b> – Control acquisitions associated with emergency response or recovery, including purchase orders and contracts.</li><li><b>3. Coordinate Compensation and Claims</b> – Process workers' compensation claims within a reasonable time.</li><li><b>4. Record Costs</b> – Maintain financial records for response and recovery throughout the event. Keep the EOC Director, Management Team, and Elected Officials aware of the current fiscal situation.</li><li><b>5. Manage the Finance / Admin Section</b> – Establish the appropriate Finance / Admin Section Units and continuously monitor organizational effectiveness.</li></ol>
Reports To:	EOC Director
Main Checklist:	<ol style="list-style-type: none"><li><b>1. Record Personnel Time</b><ul style="list-style-type: none"><li>□ <u>Record Time Sheets</u> – Collect and record on-duty time for all EOC personnel, including volunteers and <b>Band Name</b> representatives. Note: Use the same time sheet forms used in non-emergency times, if possible.</li><li>□ <u>Forward Time and Expenses for Processing</u> – Forward timesheets and expense forms to <b>Band Name</b> office for prompt processing for <b>Band Name</b> employees.</li></ul></li></ol>

## Finance / Administration Section Chief

### 2. Coordinate Purchasing

- Determine Spending Limits – In consultation with EOC Director determine spending limits, if any, for Logistics, Operations and Management Staff.
- Lead EOC in Financial Procedures – Meet with the Logistics and Operations Section Chiefs and review financial and administrative requirements and procedures.
- Prepare EAFs – To confirm assumptions about eligibility for provincial financial assistance, submit Expenditure Authorization Forms (EOC Form 530) to the PREOC on behalf of the EOC Director and with his or her signature.
- Pay for Acquisitions – Organize and control any acquisitions required in emergency operations. Process purchase orders and develop contracts in a timely manner.

### 3. Coordinate Compensation and Claims

- Process WCB Claims – Ensure that workers' compensation claims resulting from the response are processed within a reasonable time.
- Document Potential Legal Claims – Document any claims or threats of claims from disaster victims.

### 4. Record Costs

- Develop Cost Record System – Maintain all financial records throughout the event or disaster.
- Inform EOC Group on Response Costs – Keep the EOC Director, Management Team, Section Chiefs, and Elected Officials aware of the current fiscal situation and other related matters, on an ongoing basis.
- Submit Cost Summaries to PREOC – Ensure that all documentation and local government financial assistance paperwork is accurately maintained and submitted to PEP.
- Maintain Cost Status Board – Ensure that displays associated with the Finance/Administrative Section are current, and that information is posted in a legible and concise manner.

**Finance / Administration Section Chief**

**5. Manage the Finance / Admin Section**

- Set Up Section – Ensure that the Finance / Admin Section area is set up properly and that appropriate personnel, equipment, and supplies are in place, including telecommunications, maps and status boards.
- Ensure Appropriate Personnel – Request additional personnel for the section as necessary to maintain 24-hour staffing capabilities, as necessary.
- Ensure Documentation – Ensure that all section personnel maintain their individual position logs and other paperwork as required.
- Participate in Action Planning Meetings – Collect objectives from each activated Finance / Admin Branch prior to each Action Planning meeting. Participate in Action Planning Meetings, using EOC Briefing Format (Form EOC 401A).
- Support Financial Objectives – Coordinate daily time sheets and emergency expenditures with other EOC Sections.

Before Leaving:

Follow the Generic Before Leaving Checklist.

Function Aids:

**Aids**

- Expenditure Authorization
- Daily Expense Reports
- Tracking Response Costs
  
- **Forms**
- Position Log (EOC Form 414)
- Internal Message (EOC Form 416)
- Expenditure Authorization Form (EOC Form 530)
- EOC Daily Expenditures (EOC Form 532)
- Expenditures - Event Totals (EOC Form 534)
- Payroll Information Form
- Request for Resources or Assistance (EOC Form 514)

<b>Time Unit Coordinator</b>	
Responsibilities:	<p>The Time Unit Coordinator tracks, records, and reports all on-duty time for personnel, including hired and contracted individuals working during the event or disaster.</p> <ol style="list-style-type: none"> <li><b>1. Establish Time Unit Procedures</b> – Determine procedures for recording EOC personnel time, and establish a file for each EOC employee, volunteer, and agency representative.</li> <li><b>2. Collect Time Reports</b> – Gather and / or update time reports from all EOC personnel, and ensure accuracy of records.</li> <li><b>3. Submit Time Records to Band Name Treasurer</b> – Submit personnel time records, travel expense claims and other related forms for employees to the <b>Band Name</b> Treasurer.</li> </ol>
Reports To:	EOC Finance / Admin Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> <li><b>1. Establish Time Unit Procedures</b> <ul style="list-style-type: none"> <li>□ <u>Develop Time-Keeping Method</u> – Determine methods for recording EOC personnel time, working with the Finance / Admin Section Chief. Use your jurisdiction's regular payroll time sheets, where possible.</li> <li>□ <u>Create Employee Records</u> – Establish a file for each employee or volunteer to maintain a fiscal record for as long as the person is assigned to the EOC. Refer to completed personnel Check-in Lists (See EOC 511) from the Personnel Unit for the identity of all EOC personnel.</li> <li>□ <u>Advise Supervisors about Personnel Records</u>– Provide instructions for all supervisors to ensure that time sheets and travel expense claims are completed properly and signed by each employee prior to submitting them.</li> </ul> </li> </ol>

**Time Unit Coordinator**

**2. Collect Time Reports**

- ❑ Assemble Time Records – Initiate, gather, or update time reports from all EOC personnel, including volunteers and agency representatives assigned to each shift.
- ❑ Verify Time Records – Check time records to ensure they are accurate and prepared according to policy.
- ❑ Track Overtime Costs – Maintain a daily overtime spreadsheet to estimate overtime payments for **Band Name** staff. Log the information (i.e., casual or full-time employee, pay rate, type of work, regular hours per day, days per week) into a daily overtime master spreadsheet so that overtime is evident.
- ❑ Collect Overtime Records – Ensure all **Band Name** staff daily complete a timesheet called the “daily salary spreadsheet.” Submit the completed timesheet for each shift, or staff members may submit individual timesheets at the end of their shifts. For missing timesheet information, consult the EOC’s “Check In/Check Out Sheet” (EOC Form 511) or obtain the staffing schedules from EOC supervisors.

**3. Submit Time Records to Treasurer**

- ❑ Submit Staff Records for Payment – Submit personnel time records, travel expense claims and other related forms for employees to the **Band Name** Treasurer.

Before Leaving:

Follow the Generic "Before Leaving" Checklist.

Function Aids:

**Aids**

**Forms**

- Suggested Items for a Transportation Plan
- Position Log (Form EOC 414)

## Procurement Unit Coordinator

Responsibilities:	<p>The Procurement Unit Coordinator provides administrative services pertaining to all matters involving purchase, hire, contract, rental and leases of resources through the EOC.</p> <ol style="list-style-type: none"><li><b>1. Establish Procurement Procedures</b> – Determine procurement policies and procedures for your jurisdiction, including the approved processes for contracting.</li><li><b>2. Coordinate Contracts</b> – Oversee the development and maintenance of all contracts initiated through the EOC for purchase, lease, or rent of acquired resources.</li><li><b>3. Submit Procurement Records to Cost Unit</b> – Forward costs and payment schedules to Cost Unit for processing of all EOC contracts.</li></ol>
Reports To:	EOC Finance / Admin Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"><li><b>1. Establish Procurement Procedures</b><ul style="list-style-type: none"><li>□ <u>Confirm Procurement Authorization</u> – Review emergency procurement procedures and policies of the <b>Band Name</b>, including the identity of EOC personnel authorized to commit the <b>Band Name</b> to a contract.</li><li>□ <u>Advise EOC Personnel on Procurement Procedures</u> – Ensure that all EOC personnel know the approved processes for procurement, including contracting procedures.</li><li>□ <u>Obtain Contact Forms</u> – Obtain approved contract forms for use in all EOC procurement.</li></ul></li></ol>

**Procurement Unit Coordinator**

**2. Coordinate Contracts**

- Review Contracts – Review all EOC contracts to ensure they identify the scope of work, specific site locations, and any requirements for insurance. Verify contract costs with pre-established vendor contracts and/or agreements, or consult the Blue Book for accepted provincial rates for equipment.
- Negotiate Contracts – Negotiate rental and lease rates not already established, or purchase price with vendors as required. Coordinate with Supply Unit and Operations Section on all matters involving the need to purchase, hire, contract, rent or lease. Obtain concurrence from the Finance/Administration Section Chief.
- Report Unethical Business Practices – Report vendors engaged in unethical business practices, such as inflated prices or rental rates for their merchandise or equipment during disasters, to the EOC Director and PREOC, if established.

**3. Submit Procurement Records to Cost Unit**

- Forward Contracts for Payment – Forward costs and payment schedules to **Band Name** Treasurer for processing of all EOC contracts.

Before Leaving:

Follow the Generic "Before Leaving" Checklist.

Function Aids:

**Aids**

**Forms**

- Position Log (Form EOC 414)

## Compensation and Claims Unit Coordinator

Responsibilities:	<p>The Compensation and Claims Unit Coordinator oversees the investigation of injuries and claims arising from damage to property and/or equipment. Responsible for maintaining a file of injuries and illnesses associated with the event or disaster including results of investigations.</p> <ol style="list-style-type: none"><li><b>1. Manage Equipment Loss or Damage Claims</b> – Coordinate investigation and resolution of claims of equipment loss or damage due to response activities.</li><li><b>2. Manage Injury Claims</b> – Prepare appropriate forms for all verifiable injury claims and forward them to WCB within the required timeframe.</li><li><b>3. Manage Private Property Loss or Damage Claims</b> – Record all claims of public property loss or damage, and explore options for loss control and mitigation of hazards.</li><li><b>4. Submit Claim Summaries to Cost Unit</b> – Forward summary of claim estimates to Cost Unit for processing.</li></ol>
Reports To:	EOC Finance / Admin Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"><li><b>1. Manage Equipment Loss or Damage Claims</b><ul style="list-style-type: none"><li>□ <u>Receive Equipment Claim Information</u> – Receive and record claims of loss or damage to response equipment operating on behalf of the EOC or jurisdiction. Consult with the Risk Management Officer on all claims of equipment loss or damage.</li><li>□ <u>Gather Information</u> – Investigate equipment damage claims to determine cause and application under the contract, taking photographs where appropriate to document damage. Obtain copies of relevant contracts from the Procurement Unit Leader.</li><li>□ <u>Track Equipment Damage Claims</u> – Maintain a chronological log of equipment damage claims reported during the event.</li></ul></li></ol>

## Compensation and Claims Unit Coordinator

### 2. Manage Injury Claims

- ❑ Receive Injury Claims – Receive and record all reports of injuries associated with the response effort. Establish a separate file for each reported incident.
- ❑ Investigate Injury Claims – Where injuries occur to **Band Name** employees or EOC volunteers, ensure all injury claims are investigated as soon as possible.
- ❑ Prepare WCB Forms – Prepare appropriate forms for all verifiable injury claims and forward them to WCB within the required timeframe.
- ❑ Track Injury Claims – Maintain a chronological log of injuries and illnesses reported during the event.

### 3. Manage Private Property Loss or Damage Claims

- ❑ Receive Damage Claims – Receive and record all reports of private property loss or damage claims associated with the incident, working with the Damage Assessment prepared by the EOC Situation Unit. Consult with the Risk Management Officer on all claims of public property loss or damage, and explore options for loss control and mitigation of hazards.
- ❑ Investigate Damage Claims – Ensure all private property claims are investigated as soon as possible.
- ❑ Track Damage Claims – Maintain a chronological log of private property damage reported during the event.

### 4. Submit Claim Summaries to Cost Unit

- ❑ Forward summary of claim estimates to Cost Unit for processing.

Before Leaving:

Follow the Generic "Before Leaving" Checklist.

Function Aids:

#### **Aids**

#### **Forms**

- Position Log (Form EOC 414)

## Cost Accounting Unit Coordinator

Responsibilities:	<p>The Cost Accounting Unit Coordinator collects all cost data, performs cost effectiveness analyses, develops cost estimates, and makes cost-saving recommendations.</p> <ol style="list-style-type: none"><li><b>1. Acquire Cost Data</b> – Collect cost documentation daily from sites and EOC sections.</li><li><b>2. Create and Maintain Cost Records</b> – Prepare and maintain a cumulative cost report for the event or disaster, accounting for all costs and losses incurred by the local government.</li><li><b>3. Coordinate Financial Assistance for Jurisdiction</b> – Coordinate all financial assistance efforts with agencies offering emergency response support.</li></ol>
Reports To:	EOC Finance / Admin Section Chief
Getting Started:	Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"><li><b>1. Acquire Cost Data</b><ul style="list-style-type: none"><li>□ <u>Advise EOC Sections on Cost Records</u> – Ensure that each EOC Section is documenting response cost information from the onset of the event. Advise staff of Disaster Financial Assistance rules and the importance of documentation.</li><li>□ <u>Assemble Cost Records</u> – Collect cost documentation daily at the end of each shift. Assist Incident Commander(s) and Branch Coordinators in obtaining cumulative cost totals for the event on a daily basis.</li><li>□ <u>Summarize Costs</u> – Compute costs for use of equipment owned, rented, donated or obtained through aid, working with the Procurement Unit. Meet with the Documentation Unit Coordinator and review EOC position logs, journals, all status reports and Action Plans to determine additional financial assistance items that may have been overlooked.</li></ul></li></ol>

## Cost Accounting Unit Coordinator

### 2. Create and Maintain Cost Records

- ❑ Prepare Daily Expense Reports – Prepare and maintain a daily expense report (using EOC Form 532) for the event or disaster, accounting for all costs and losses incurred by the local government. Submit the Daily Expense Report to the PREOC.
- ❑ Maintain Cumulate Costs – Prepare and maintain a cost report to provide cumulative analyses, summaries, and total emergency related expenditures for the local jurisdiction.
- ❑ Organize Cost Records – Organize and prepare records for final audit.

### 3. Coordinate Financial Assistance for **Band Name**

- ❑ Confirm PEP Task Number – Ensure that PEP has provided a task number for the incident.
- ❑ Identify Sources of Financial Assistance – Coordinate all financial assistance with agencies offering emergency response support. Contact the PEP Recovery Office for assistance and guidance.
- ❑ Assemble Cost Records – Working with the EOC Documentation Unit, organize and prepare cost records for submission to PEP and other provincial organizations.

Before Leaving:

Follow the Generic "Before Leaving" Checklist.

Function Aids:

#### **Aids**

#### **Forms**

- Position Log (Form EOC 414)

## **Appendix D – EOC Forms**

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- EOC 401 Management Team Briefing Agenda
- EOC 401a EOC Briefing Format
- EOC 407 Position Decision / Approval Log
- EOC 410 Contact Directory
- EOC 414 Position Log
- EOC 415 Damage Assessment
- EOC 416 Message
- EOC 417 ESS Reception Centre and Group Lodging Situation Report
- EOC 418 ESS Situation Report
- EOC 420 Evacuation Message
- EOC 421 Evacuation Procedures
- EOC 422 Spokesperson Media Statement
- EOC 423 Media Tracking Report
- EOC 424 Media Conference Attendance Record
- EOC 425 After the Disaster (sample release)
- EOC 501 Situation Report
- EOC 502 EOC Action Plan
- EOC 503 Shift Schedule
- EOC 507 Transportation Plan
- EOC 508 EOC Staff Food & Lodgings Plan
- EOC 509 Communications Log
- EOC 511 EOC Check-in/Check-out
- EOC 512 Task Registration
- EOC 514 Request for Resources or Assistance
- EOC 515 Personnel Assignments and Resource Planning Worksheet
- EOC 516 Resource Status by Type
- EOC 517 Resource Status by Location
- EOC 523 Faculty Equipment Inventory
- EOC 530 Expenditure Authorization Form
- EOC 532 Daily Expenditures
- EOC 534 EOC Event Expenditure Totals
- EOC 550 Incident Report
- Evacuation Alert & Procedures
- Evacuation Order (BCR)
- Evacuation Rescind
- Evacuee Information Sheet



## **Appendix E – Pandemic Plan**

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See next page.