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**To:** Richmond City Council  
**From:** Councillor Linda Barnes  
Chair, Community Safety Committee  
**Date:** March 20<sup>th</sup>, 2002  
**File:** 5125-03-02  
**Re:** **EMERGENCY SOCIAL SERVICES PLAN DRAFT**

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The Community Safety Committee, at its meeting held on March 12<sup>th</sup>, 2002, considered the attached report, and recommends as follows:

**Committee Recommendation**

- (1) That Resolution No. CW96/1-15, (adopted January 8<sup>th</sup>, 1996), which adopted the Emergency Services Plan dated December 11, 1995, be rescinded.*
- (2) That the draft Emergency Social Services Plan (dated March 1, 2002) be referred to the public for review.*
- (3) That staff employ the draft Emergency Social Services Plan (dated March 1, 2002) to address the needs of individuals in emergency situations until such time as the final plan is approved.*
- (4) That funding for the aforementioned project be from previously approved sources, and not additional funding to the 2002 budget.*

Councillor Linda Barnes, Chair  
Community Safety Committee  
Attach.

VARIANCE

Please note that Committee added Part (4).

## **Staff Report**

### **Origin**

The British Columbia Emergency Program Act (the “Act”) requires that City Council prepare an emergency plan which identifies preparedness, response and recovery measures for all emergencies. To meet this requirement, Richmond City Council endorsed a number of initiatives in April, 2000. These initiatives are shown in the Emergency Program Overview diagram, Attachment 1.

The purpose of this report is to present a specific component of the City’s overall Emergency Plan – that being the City’s plan for how the basic needs of individuals in the community will be met in emergency situations. These needs include the temporary provision of emergency food, clothing, shelter, transportation and medical services to victims, and are referred to as “Emergency Social Services” (ESS). The ESS Plan is presented in the binder which accompanies this report.

### **Analysis**

#### **Process**

Under Bylaw 7234, Council has assigned responsibility for emergency planning to the Emergency Planning Committee. This committee includes broad representation from City departments and agencies in Richmond. In order to prepare the Emergency Social Services component of the plan, the Emergency Planning Committee followed a detailed work program as outlined in Attachment 1 of the ESS Plan.

#### **Plan Overview**

The Emergency Social Services Plan must be effective for small, moderate and major events. Examples range from individuals who are displaced due to a house or apartment building fire (small to moderate), stranded passengers resulting from the terrorist activities of September 11<sup>th</sup> (moderate), or a large-scale earthquake or other disaster (major event).

The general approach to providing Emergency Social Services to affected persons is to:

- assess their needs,
- provide for their most immediate needs (food, shelter, clothing, etc.), and
- coordinate with resource or support agencies to help affected individuals address their longer term needs.

The table on the following page shows how these three key activities would generally be carried out.

Event	Needs Assessment	Provision of Immediate Service Needs	Address Longer Term Needs	How Costs are Managed
Minor	<ul style="list-style-type: none"> <li>Emergency Program staff and/or volunteers meet with affected persons at the scene.</li> </ul>	<ul style="list-style-type: none"> <li>Arrangements are made to provide temporary (3 days) accommodation, clothing, food and other needs through suppliers (hotels, etc.).</li> <li>May also include counselling services through RCMP Victim Services, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Residents are referred to the Ministry of Human Resources for further needs assessment and services.</li> </ul>	<ul style="list-style-type: none"> <li>Residents' accommodation, clothing, food, etc. is paid directly by the Province.</li> <li>City pays any required staff overtime.</li> </ul>
Moderate	<ul style="list-style-type: none"> <li>A Reception Centre is established in a hotel conference room, community centre, school or church – whichever is most convenient for meeting the needs of affected persons.</li> <li>A coordination centre (headquarters) may also be set up to support the needs of the reception centre. The Emergency Operations Centre, for example, could be used for this purpose.</li> <li>Emergency Program staff and volunteers manage the incident with support from the staff of the facility where the Reception Centre is established.</li> </ul>	<ul style="list-style-type: none"> <li>Residents are transported to the reception centre where they receive nourishment and any immediate services (ranging from diapers to counselling, to the use of phones, etc.)</li> <li>Temporary arrangements are made for accommodation – may include hotels, or shelter facilities where the City has agreements, i.e. WCB, churches, etc. Arrangements are also made through local suppliers for food, etc.</li> </ul>	same as above	same as above
Major	<ul style="list-style-type: none"> <li>An ESS coordination centre (headquarters) would be established at Thompson Community Centre.</li> <li>The community centres would be opened as reception centres. Residents would be instructed to go directly to the reception centres for assistance. Parks and Recreation staff would manage the reception function with support from volunteers.</li> <li>The Emergency Operations Centre (at the Works Yard) would be opened to support the needs of the coordination centre - headquarters.</li> </ul>	<ul style="list-style-type: none"> <li>Various facilities would be established as needed for shelter, first aid, provision of food/clothing, volunteer coordination, etc. – all depending on needs.</li> <li>Various support agencies would be called in to provide support and assistance.</li> <li>The volunteer HAM radio operators would provide a communication link to these facilities</li> </ul>	<ul style="list-style-type: none"> <li>City of Richmond staff would work with the Ministry of Human Resources and supporting agencies to provide as much assistance as possible.</li> <li>Persons may also be eligible for disaster assistance funding from the province.</li> </ul>	<ul style="list-style-type: none"> <li>The City would pay all costs and seek reimbursement for eligible costs through the province.</li> </ul>

Attachment 2 provides a one-page overview of the plan as summarized in the table.

The draft ESS plan has been structured based on the 14 planning areas. This provides for an effective response, whereby each of these planning areas has a designated community centre to be used as a reception centre. People who live in or are in these areas at the time of the disaster would go to the designated community centre for immediate assistance. The reception/ community centres also provide a vital role in collecting information about the whereabouts of family members to assist in re-uniting families.

**Current ESS Plan**

The City's existing ESS Plan was adopted in 1995. This plan is dated, does not conform to the City's current emergency management organization structure, nor does it conform to new provincial standards of response under the B.C. Emergency Response Management System (BCERMS). This makes the current plan impractical for application, and staff are seeking Council approval to rescind the plan and apply the draft ESS Plan in the intervening period (until such time as a new plan is approved).

**Next Steps**

Provided that Council endorses the draft plan, the following additional steps will be undertaken as part of this process:

- Staff will consult with affected stakeholders and members of the public on the plan. Specifically, staff will:
  - Consult directly with those agencies named in the plan,
  - Post the plan on the City's website and invite public comment,
  - Present the plan to the Council/School Board Liaison Committee,
  - Seek comments from those individuals who expressed an interest in reviewing the plan during the initial public consultation process,
  - Consult with special needs groups, such as the Disability Resource Centre, CHIMO and the Canadian Mental Health Association, who also expressed an interest in reviewing the plan during the initial consultation process.

This process will commence in April, and is expected to be completed by the end of July.

- Necessary modifications will be made and the plan submitted to Council for final approval in approximately September, 2002.

**ESS Implementation Plan**

Once the final plan is approved, it will be implemented as follows:

- The plan will be distributed to those individuals and agencies who are affected by it.
- Those individuals with identified responsibilities under the plan will be trained in their roles. This process must be on-going for the plan to be effective.
- Reception centre kits, which contain signage, stationery, safety equipment and first aid supplies, will be placed at each of the designated reception centres.
- The plan will be tested by conducting regular, on-going ESS exercises.
- The plan will be reviewed after each activation to apply lessons learned and at least every 3 years.
- A previous report to Council identified the need for an ESS coordinator. Provision has been made in the 2002 budget for this position. The implementation of this plan is dependent upon this position.

### **Financial Impact**

Consultant assistance was used to assist in developing some components of the plan. This cost was approximately \$35,000, and was funded from the 2000 and 2001 consulting budget.

The public review process will be undertaken by staff and no additional costs are expected.

As part of the implementation process, the acquisition of specific supplies for each of the designated reception centres will be required. The total cost is estimated at \$9,000. Richmond was successful in obtaining a 50-50 cost sharing grant through the Joint Emergency Preparedness Program (JEPP) (federal), or approximately \$4,500.

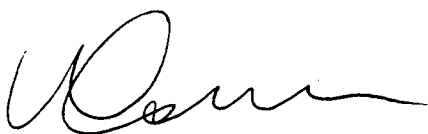
Approved funding is available to support implementation providing the provisions in the 2002 budget remain unchanged.

### **Conclusion**

The draft ESS Plan presented with this report meets one of the City's key emergency planning obligations under the Emergency Program Act.

As this is a plan that is specifically designed to address the needs of individuals affected by an emergency, and one which involves the support of key agencies, it is appropriate to undertake a public review process before adopting a final plan.

Provided Council supports the draft plan, staff will employ it to address emergencies which happen between now and when a final plan is approved.



Wendy Mah  
Project Lead, Emergency Program

## City of Richmond Emergency Program Overview

### Emergency Plan

**Completion 2003**

provides overall guidance for City's preparation for, response to and recovery from major emergencies. The scope of the emergency plan includes:

- Response Priorities
- Disaster Debris Management
- Emergency Operations Centre
- Evacuation Procedures
- Business Recovery
- Resources
- Roles & Responsibilities
- Communications
- Emergency Declaration
- Training & Exercise

### Supporting Plans

The supporting plans provide detailed policy and procedures for specific response and recovery components identified in the emergency plan

#### Emergency Information Plan

ensures that in the event of an emergency prompt, effective and coordinated public information is provided.

**Completion 2002**

#### Emergency Social Services Plan

provides for the physical & emotional well-being of people in Richmond during an emergency.

**Completion 2002**

#### Departmental Plans

assists City departments to carrying out their emergency response roles and recovery of normal operations.

**Not Started**

#### Business Continuity

identifies the risk assessment, recovery strategy, business continuity and implementation procedures for ensuring that key city services are maintained after an emergency.

**Not Started**

#### Threat/Issue Specific Plans

Flood Management  
**Not Started**  
Air Disaster  
**Not Started**  
Spill Response  
**Completion 2002**

Diagram 1: Emergency Social Services Plan on a Page

