



City of Richmond

Report to Committee

To: Community Safety Committee
From: Deborah Procter
Manager, Emergency Programs
Re: Emergency Information Plan

to Community Safety - Apr. 11, 2007
Date: March 22, 2007
File: 09-5125-03-05/Vol 01

Staff Recommendation

- 1. That the Emergency Information Plan, as required under the British Columbia Emergency Program Act, be approved.

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Deborah Procter
Manager, Emergency Programs
(1211)

Att. 1

FOR ORIGINATING DEPARTMENT USE ONLY
ROUTED TO: CONCURRENCE
Corporate Services..... Y [checked] N [ ]
CONCURRENCE OF GENERAL MANAGER [Signature]
REVIEWED BY TAG YES [checked] NO [ ]
REVIEWED BY CAO YES [checked] NO [ ]

## Staff Report

### Origin

The British Columbia Emergency Program Act and Local Authority Emergency Management Regulation states that *"a local authority must, as part of the local Emergency Management Plan prepared by it under section 6 (2) of the Act", ... "establish procedures by which those persons who may be harmed or who may suffer loss are notified of an emergency or impending disaster"*.

The purpose of this report is to present the Emergency Information Plan as the component of the Emergency Management Plan that addresses these legislative requirements for Council's consideration. The Plan was developed as the method for providing emergency information to those impacted by the disaster, internal communications to staff and key stakeholders and media relations.

### Analysis

Responses to emergencies of all sizes, from apartment fires to the City's response to September 11<sup>th</sup>, 2001, have demonstrated that one of the greatest demands is the need for information. Concerned residents inundated City Hall phone lines during September 11<sup>th</sup>. In response to large scale fires public meetings have been held and websites used to provide evacuees with the most current information on the state of their residence and updates on response and restoration efforts. To address the legislative requirements under the Act and to meet the need for information during such emergencies, the Plan:

- Creates a framework to address media relations, coordination and monitoring, internal communications and the provision of public information;
- Represents one of Council's key roles during an emergency as potential spokesperson(s);
- Establishes an Emergency Information Team to coordinate messaging and delivery, including their roles and responsibilities;
- Establishes an emergency call centre to handle increased call volume, and media centre to coordinate media requests and convergence;
- Establishes guidelines for the verification, approval and dissemination of information; and
- Provides templates for communications and reference materials.

Using the draft Plan, a tabletop and functional exercises were conducted to validate the plan and test the call centre operations. Lessons learned from these exercises were incorporated into the plan, including the dedication of additional staff resources required to support the Senior Information Officer at the Emergency Operations Centre and the Emergency Call Centre Coordinator.

## Next Steps

To implement the plan, the next steps include:

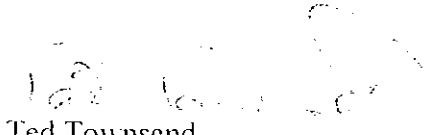
- **Training** - Orientation and media training sessions will be held to provide staff and potential spokesperson(s) with an understanding of the emergency information functions as established by the plan and skills for working with the media.
- **Emergency Call Centre Operational Guide** – The completion of the Emergency Call Centre Operational Guide to provide staff with activation procedures, equipment instructions and step-by-step procedures and tools for operating the call centre.
- **Exercises** – Additional drills, tabletop and functional exercises will be held to familiarize staff with their roles, provide them with hands-on experience and to test the Emergency Call Centre Operational Guide and equipment.

## Financial Impact

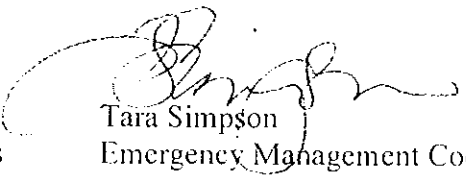
Joint Emergency Preparedness Program funding was received in the amounts of \$13,673.28 and \$38,039.59. The funding was used to engage a consultant to assist in the development of the Plan and to purchase communications equipment to establish the emergency call centre. The communications equipment was purchased to increase the capacity for receiving a high volume of calls during an emergency and equip the call centre with specialized call centre telephones and headsets.

## Conclusion

The Emergency Information Plan represents a comprehensive and coordinated approach to managing the dissemination of information during emergencies and disasters and addresses Council's legislative requirements under the BC Emergency Program Act.



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Tara Simpson  
Emergency Management Coordinator  
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TT:ts

# EMERGENCY information plan

RICHMOND  
*Better in Every Way*



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## Acknowledgements

Richmond City Council acknowledges the City's Emergency Planning Committee for its work in preparing this plan, and the following members of the work group tasked with this project:

Angela Deer	<i>Information Technology Security Analyst</i>
Chris Davies	<i>User Operations Support Assistant</i>
Fiona Dercole	<i>Acting Emergency Management Coordinator</i>
Kim Decker	<i>Communications Officer</i>
Kimberley Carron	<i>Telephone Services Coordinator</i>
Suzanne Bycraft	<i>Former Manager, Emergency &amp; Environmental Programs</i>
Tara Simpson	<i>Emergency Management Coordinator</i>
Ted Townsend	<i>Manager, Communications and Corporate Programs</i>

The City of Richmond also acknowledges the Government of Canada, through the Joint Emergency Preparedness Program (JEPP), for providing financial support in the development of this plan and equipment for the Emergency Information Call Centre.

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## 1.0 Plan Approval & Authority

### 1.1. Plan Approval

1. As per the provisions of the Emergency Program Act, the City of Richmond, Emergency Information Plan dated \_\_\_\_\_, 2007 is approved as the method for providing emergency information to impacted individuals during an emergency or impending disaster.
2. The use of City facilities, the assignment of City staff responsibilities, and the training requirements as outlined in the Emergency Information Plan are approved.
3. The General Manager, Corporate Services is directed to manage and maintain the plan as outlined in Section 7.

Certified a true and correct copy of Resolution # \_\_\_\_\_, adopted by Council on \_\_\_\_\_.

\_\_\_\_\_  
City Clerk

\_\_\_\_\_  
Date

## 1.2. Plan Authority

### 1.2.1 Legislative Requirements

The Emergency Information Plan has been prepared pursuant to the requirements of the Emergency Program Act (RSBC 1996) of British Columbia and the associated Local Authority Emergency Management Regulation (BC Reg. 380/95). The regulation stipulates that:

*"A local authority must, as part of the local emergency plan prepared by it under section 6 (2) of the Act, ...establish procedures by which those persons who may be harmed or who may suffer loss are notified of an emergency or impending disaster."*

This legislation also outlines that the local authority must:

- Prepare local emergency plans respecting preparation for, response to and recovery from the potential emergencies and disasters that could affect our jurisdiction.
- Establish and maintain an emergency management organization.
- Provide policy guidance and direction to the emergency management organization and procedures by which that guidance and direction is to be provided.
- Establish and maintain all emergency response staff to whom responsibilities are assigned in the plan, including a training and exercise program
- Coordinate the provision of food, clothing, shelter, transportation and medical services to victims of emergencies and disasters.
- Identify the procedures by which emergency resources can be obtained.
- Recommend to service providers the priorities for restoration of essential services not provided by the City.
- Require a periodic review and updating of the emergency plans.

Local Legislation and Agreements

Richmond City Council has approved the bylaws and agreements relevant to corporate and departmental emergency management as outlined in the following table:

Document Number	Name	Date approved by council
Bylaw 7898	Emergency Management Organization Establishment	March 14, 2005
Bylaw 6797	Emergency Communications Services – <i>authorizes membership in EComm</i>	October 27, 1997
REDMS 135090	Public Works Mutual Aid Agreement	February 14, 2000
Bylaw 6553	Agreements - Mutual Aid Fire Fighting Services	November 14, 1995
	Municipal Police Unit Agreement	April 28, 1992
Bylaw 7435	Pollution Prevention & Cleanup Regulation Bylaw	February 10, 2003

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## 2.0 Introduction

### 2.1. Purpose & Scope

The Emergency Information Plan is designed to enhance emergency response and recovery efforts by outlining a strategy to provide prompt, coordinated and accurate information to all internal and external stakeholders during an emergency or disaster. This plan is intended to be used by a core group of City of Richmond leaders, managers and staff, whose efforts must be coordinated on short notice, and conceivably under intense pressure.

Using the Emergency Information Plan as a guide, the City will assume lead responsibility for all communications for incidents which occur within the City of Richmond and for which the City has direct jurisdictional authority. Where an emergency or disaster occurs within the geographic limits of Richmond but is not within of the City's authority, the City will assume a supportive role, e.g. crash at airport.

The Emergency Information Plan is based on the British Columbia Emergency Response Management System (BCERMS) standards and has adopted the response objectives, structure and functions prescribed. Specifically, the plan:

1. Provides a framework to address:
  - Public notification and information
  - Media relations and coordination
  - Internal communications
  - Media monitoring
2. Establishes an Emergency Information Team to coordinate messaging and delivery.
3. Assigns roles and responsibilities for the Emergency Information Team, key departments and response agencies.
4. Establishes guidelines for verification, approval and dissemination of information.
5. Introduces the concept of a Joint Information Centre to facilitate effective and coordinated messaging where multiple agencies, including the City, are involved.
6. Provides templates for communications and reference materials.

## 2.2. Assumptions

The Emergency Information Plan is based on the following assumptions:

1. The City of Richmond Hall will be functional and able to support the Emergency Call Centre and Media Centre.
2. Traditional communication mechanisms will be sufficiently operable to support the delivery of public information.
3. The Information Technology department and/or the Logistics Section of the Emergency Operations Centre will provide technical communications support.
4. External agencies identified in this plan will have the capacity to deliver public information pertaining to their areas of responsibility.
5. Staff or their appointed alternates with identified roles and responsibilities within this plan will be available to carry out their duties as described.
6. Staff is familiar with their roles and responsibilities, and participate in training and exercises.

## 2.3. Hazard, Risk & Vulnerability Analysis

### 2.3.1 Hazard Identification

The City's Emergency Planning Committee has identified key threats that could impact our community. This list of hazards guides our emergency management efforts including public education programs, information provided on our website and pre-scripting key messages to the community for each of the hazards.

- Air Crash
- CBRNE (Chemical, Biological, Radiological, Nuclear and Explosives)
- Critical Infrastructure Failure
- Dangerous Goods Spills
- Earthquake
- Flooding
- Medical Emergency (Pandemic, Epidemic)
- Severe Weather

### 2.3.2 Demographics

The dynamic composition of Richmond’s community poses some unique challenges for the dissemination of information to the public in an emergency.

Tables 1 and 2 provide a snapshot of the languages spoken in Richmond both at home and as a mother tongue. Table 3 takes a closer look and provides a snapshot of languages spoken at home within each of the City’s planning areas, shown as a percentage. The information was obtained through a variety of sources, which include: BC Stats, Greater Vancouver Regional District (GVRD), Statistics Canada and information collected by the City of Richmond of Richmond.

With many Richmond residents speaking various languages, the Emergency Operations Centre and Emergency Information Team need to be prepared to respond to this challenge. To address this issue, Section 4.4 of this plan provides a listing of resources for translation services.

Table 1

Mother Tongue	1996	2001
English	75,385	72,510
Cantonese		25,925
Chinese		21,710
Mandarin		9450
Chinese Total	43,355	57,250
Tagalog	3045	4530
Punjabi	4890	4510
German	2555	2015
Japanese	1855	1890
Spanish	975	1660
Russian	670	1375
Hindi	940	1195
Other	14,455	16,600
Total	148,125	163,370

*Mother tongue is defined as the first language learned by the individual and still understood at the time of the Census (if two languages were spoken equally then this figure was captured also).*

Table 2

Home Languages	1996	2001
English	92,365	79,235
Cantonese		16,600
Chinese		9790
Mandarin		5385
Chinese Total	38,405	31,785
Punjabi	3425	1605
Tagalog	1540	540
Japanese	930	630
Russian	515	565
Other	10,975	49,040
Total	148,155	163,400

*Home Language represents the language spoken most often at home. Seventy-three percent of residents speak only one language at home and 26% of the population speaks more than one language at home.*



Table 3 Languages Spoken by Planning Area

Planning Area	Home Language					
	English	Cantonese	Chinese, n.o.s.	Mandarin	Persian (Farsi)	Other
Blundell	42.02%	12.49%	6.52%	5.34%	0.40%	33.23%
Bridgeport	38.88%	11.68%	6.87%	5.36%	2.49%	34.72%
Broadmoor	47.55%	8.40%	7.47%	4.35%	0.62%	31.61%
City Centre	40.75%	12.95%	8.07%	5.06%	0.78%	32.39%
East Cambie	35.40%	14.34%	6.61%	5.36%	1.04%	37.25%
East Richmond	59.17%	3.67%	3.40%	2.90%	2.31%	28.55%
Gilmore	81.94%	1.09%	1.07%	0.00%	0.00%	15.9%
Hamilton	47.41%	12.30%	5.43%	1.33%	0.97%	32.56%
Sea Island	86.39%	0.00%	0.00%	0.00%	0.00%	13.61%
Seafair	58.49%	8.13%	5.63%	2.16%	0.44%	25.15%
Shellmont	57.18%	4.54%	4.13%	2.38%	1.79%	29.98%
Steveston	67.61%	5.93%	2.80%	0.85%	0.74%	22.07%
Thompson	44.71%	10.50%	6.48%	3.43%	0.97%	33.91%
West Cambie	22.90%	22.43%	7.45%	5.29%	1.44%	40.49%

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### 3.0 Communications Strategy

#### 3.1. Emergency Information Commitment

We care about our citizens, our community, our economic landscape and our environment. Our communications will be conducted in a manner that is:

- SMART (specific, measurable, actionable, relevant, timely)
- Transparent
- Compassionate and Understanding
- Coordinated and Integrated

While communicating before, during, and after emergencies or disasters, we will remain honest and accessible to all stakeholders -- always sensitive to their needs. In order to advance the overall goals of the City of Richmond, the following values or principles of good communications should guide our decision-making:

**Truthful** – Information will be accurate. If information cannot be provided, reasons for non-disclosure will be given.

**Relevant** – Information will be relevant to the intended audience and key stakeholders. To reach this goal, information will be presented in the right context and in such a way as to make the purpose clearly understood. Focusing on the intended audience, the medium will fit the message and the message will be inclusive.

**Engaging** – What’s in it for the audience? Why is your message important? To engage the audience and capture their attention, information will be informative, insightful and memorable.

**Effective or Easy to understand** – To be effective, the information will be easy to understand. The message will contain an adequate amount of information that is presented in a concise, well-constructed format.

### 3.2. Media Relations Policy

Ensure all staff understands the media policy prior to an emergency.

Depending on the emergency and level of response required, the Incident Commander(s), EOC Director and Senior Information Officer, will appoint a senior, credible person available to act as the official spokesperson for the community. The official spokesperson (or designate) will be the only person to speak on the community's overall emergency response and recovery efforts. Political, strategic operational decisions and policy issues will be communicated to the media through the official spokesperson.

The Incident Commander, in conjunction with the Senior Information Officer, will assign key operational personnel to provide technical support to the spokesperson and speak about matters within their area of expertise. At no time will these people speak to the media on political, strategic operational decisions or policy issues unless authorized by the Incident Commander/EOC Director or Senior Information Officer.

In their official emergency response, City of Richmond employees with an emergency response or recovery role, with the approval of the Incident Commander, Senior Information Officer or EOC Director, may agree to be interviewed by the media provided they only speak about matters within their area of responsibility. At no time should these people speak to the media on political, strategic operational decisions, policy issues or issues that fall outside of their specific duties with regard to the emergency (i.e., if an employee is sandbagging, they can talk to the media about how they sandbag). Response personnel are to:

- Seek advice in advance from the Senior Information Officer if desired or feasible
- Refer questions that fall outside of their personal experience, expertise or job responsibilities to their supervisor, subject matter experts, or the Senior Information Officer
- Inform the Senior Information Officer of the interview and questions that fall outside of their area of expertise
- Ensure interviews are on the record and for attribution by name/title unless otherwise authorized
- Inform the Senior Information Officer of the results of the interview and any speculative questions

City of Richmond employees who don't have a role in emergency response or recovery efforts should not speak to the media about the emergency unless they have received clearance through the Senior Information Officer.

### 3.3. Audiences

At all times open lines of communication will be established with internal and external audiences. The type and severity of the emergency will determine which stakeholder audiences are involved.

Not an exhaustive list, key stakeholders from both internal and external audiences are listed below. Specific information needs and modes of dissemination for each stakeholder are outlined in the Stakeholder Information Needs table on the following page.

#### Internal Audiences

- Emergency management personnel
- First Responders
- Mayor and Council
- Employees and contractors
- City of Richmond Volunteers

#### External Audiences

- People directly impacted by the emergency
- Family members of employees
- Neighbouring communities
- Emergency response and recovery stakeholders (i.e., industry, Canadian Red Cross, regional health care authority, school board(s), airport authority, Office of Critical Infrastructure Protection and Emergency Preparedness, Provincial Emergency Program, other provincial/federal agencies)
- Special interest groups
- General public
- Media

#### General Information Needs

At the onset of an emergency the following information will need to be communicated to all audiences:

- An incident has occurred
- Nature, location and time of incident
- Status of public safety
- Actions to be taken
- Actions being taken to manage the emergency
- How and when further information will be available
- Where to go for further information

Emergency Information Plan

Specific Information Needs

Specific Information Needs		Emergency Information Plan		
Audience	Objective	Information Needs	Methods of Dissemination	
EOC Director, Mayor and Council	To ensure high-level understanding of events and consistency in messaging	<ul style="list-style-type: none"> <li>Potential issues</li> <li>Potential media and public interest</li> <li>Media and public activities</li> <li>Communications strategies and key messages</li> </ul>	<ul style="list-style-type: none"> <li>Telephone</li> <li>Cell phones</li> <li>Television</li> <li>Radio</li> <li>Satellite phones</li> <li>UHF/VHF radio</li> <li>Email</li> <li>Fax</li> <li>Face-to-Face</li> </ul>	<ul style="list-style-type: none"> <li>Status reports, news releases, roles and responsibilities</li> </ul>
Stakeholder Information Officers (i.e., police, industry, government, or spokespersons)	To ensure consistency in communications across stakeholder agencies.	<ul style="list-style-type: none"> <li>City of Richmond's role/responsibility in the emergency</li> <li>Potential issues that may impact their organization/clients</li> <li>Potential media and public interest</li> <li>City of Richmond's key messages communications strategies</li> <li>Potential joint communications strategies</li> <li>Immediate or potential support/action required</li> </ul>	<ul style="list-style-type: none"> <li>Email</li> <li>Fax</li> <li>Website</li> <li>EOC</li> </ul>	<ul style="list-style-type: none"> <li>Government information centres, conference calls, group e-mails.</li> </ul>
Staff	To ensure staff know what to do and where to go during an emergency.	<ul style="list-style-type: none"> <li>Impact on staff</li> <li>Actions staff must take</li> <li>Support required</li> <li>Impact on operations</li> <li>Employee Information Line</li> </ul>	<ul style="list-style-type: none"> <li>Intranet</li> <li>Telephone</li> <li>Media Reports – print, radio &amp; television</li> <li>Face-to-face</li> </ul>	<ul style="list-style-type: none"> <li>Staff information sessions.</li> <li>Intranet information.</li> </ul>
Family members of staff	Assurance that staff members are accounted for and cared for. Family needs being met while	<ul style="list-style-type: none"> <li>Impact on their family member</li> <li>Actions they should take</li> <li>Reassurances on issues with regard to safety and well being of staff members and others who have been</li> </ul>	<ul style="list-style-type: none"> <li>Website updates</li> <li>Employee family information line</li> </ul>	<ul style="list-style-type: none"> <li>Status updates on events, employee lounge with phones and computers</li> </ul>

Emergency Information Plan

Audience	Objective	Information Needs	Methods of Dissemination	Tools/Samples
People directly impacted	<ul style="list-style-type: none"> <li>staff member is working.</li> <li>Assurance that City is properly addressing the situation and public feel that they are receiving up-to-date information on issues and services</li> </ul>	<ul style="list-style-type: none"> <li>impacted</li> <li>How they can get help</li> <li>How they can help themselves</li> <li>Safety precautions to take</li> </ul>	<ul style="list-style-type: none"> <li>Website</li> <li>Call Centre</li> <li>Emergency Notification</li> <li>Telephone calls, email?</li> <li>Door-to-door</li> <li>TV, radio media reports</li> </ul>	<ul style="list-style-type: none"> <li>Response updates, evacuation notices, disaster response routes, Reception Centres, advisories, safety tips, shelter-in-place, disaster financial assistance, critical incident stress</li> </ul>
Family of people directly impacted	<ul style="list-style-type: none"> <li>To make people aware of ways to connect with family members</li> </ul>	<ul style="list-style-type: none"> <li>Status of family member</li> <li>How family members can be contacted</li> <li>Actions they should take</li> <li>Reassurances on issues with regard to the safety and well being</li> </ul>	<ul style="list-style-type: none"> <li>Website</li> <li>Call Centre</li> <li>Reception Centres</li> <li>TV, radio media reports</li> <li>Notification System</li> </ul>	<ul style="list-style-type: none"> <li>Location and purpose of Reception Centres</li> </ul>
Media	<ul style="list-style-type: none"> <li>Timely, forthcoming messages. Media gathered at Media Centre allows for efficient consistent messaging.</li> </ul>	<ul style="list-style-type: none"> <li>Access to appropriate spokespersons</li> <li>Safety precautions/actions the public needs to take</li> <li>How their information, interviews and picture needs will be met</li> <li>Location of Media Centre</li> </ul>	<ul style="list-style-type: none"> <li>Media Centre</li> <li>Face-to-face</li> <li>Website</li> <li>Fax</li> <li>Email</li> </ul>	<ul style="list-style-type: none"> <li>News releases</li> <li>Press conferences</li> </ul>
General Public	<ul style="list-style-type: none"> <li>Assurance that City of Richmond is properly addressing the situation and public feel that they are receiving up-to-date information on issues and services</li> </ul>	<ul style="list-style-type: none"> <li>Safety precautions to take</li> <li>How they can volunteer to help</li> <li>If donations are being accepted where and specifically what type of donations are needed</li> </ul>	<ul style="list-style-type: none"> <li>Website</li> <li>Call Centre</li> <li>Emergency Notification System (EBD)</li> <li>Telephone calls, email</li> <li>Door-to-door</li> <li>TV, radio media reports</li> </ul>	<ul style="list-style-type: none"> <li>Stay away from the area impacted. Stay off the phone and disaster response routes - keep roads and phone lines available for emergency use. Stay tuned to local media for further</li> </ul>

Emergency Information Plan

Audience	Objective	Information Needs	Methods of Dissemination	Tools/Samples
PEP	General update, early identification of concerns regarding response approach	<ul style="list-style-type: none"> <li>Required status reports</li> <li>Copies of all news releases</li> </ul>	<ul style="list-style-type: none"> <li>Telephone</li> <li>Fax</li> <li>Email</li> <li>Satellite phone</li> <li>PEP radio</li> </ul>	information. EOC status updates
Businesses in Richmond	Business has the tools required to recover as quickly as possible.	<ul style="list-style-type: none"> <li>Recovery issues, i.e., how to locate engineers for building safety issues</li> <li>How to get rapid issuances of permits for recovery</li> <li>Care of employees</li> </ul>	<ul style="list-style-type: none"> <li>Website (Business Recovery Guide)</li> <li>Resource links on website</li> </ul>	How to apply for Disaster Financial Assistance, Critical Incident Stress Information
Ecomm/ 911 Dispatchers	Accurate information is being conveyed to callers	<ul style="list-style-type: none"> <li>Current information on events for consistent and accurate messaging to callers</li> </ul>	<ul style="list-style-type: none"> <li>Fax</li> <li>Email</li> <li>Telephone</li> <li>Satellite phone</li> </ul>	Status reports
City of Richmond Dispatch, Call Centre Staff	Accurate information is being conveyed to callers	<ul style="list-style-type: none"> <li>Current information on events for consistent and accurate messaging to callers</li> </ul>	<ul style="list-style-type: none"> <li>Fax</li> <li>Email</li> <li>Telephone</li> <li>Satellite phone</li> </ul>	Status reports, website



### 3.4. Key Messages

Messages that are conveyed to the public in an emergency must be simple and brief, addressing:

- What happened
- What are we doing about it
- What changes will we make to make sure that it never happens again

#### Initial Hours

Messages in the initial hours should reinforce actions with regard to priorities in emergency management, and the BC Emergency Response Management System (BCERMS) Goals:

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

#### General Messaging

General messages should include:

- City of Richmond's objectives and priorities
- Facts about what went well (think responders)
- Benefits (think public)
- Facts that refute negatives
- Facts that support the story

#### Key Messages

Early in the emergency, as people are struggling to gather information, there may be little solid information to provide to the public about what happened and why. However, it is critical that communications DO NOT STOP at this time of uncertainty. There will be intense pressure from the media and other stakeholders to provide comment during this period, and if information is not forthcoming, reporters and others will fill the void with rumour and speculation that could be more damaging than the actual incident, and difficult to correct.

Early messages may not provide specific details, but can still provide the media with comment, some direction and focus on one or more of the BCERMS/City communication goals – setting the stage for areas of future information. Examples are:

**Empathy**

A message of empathy for the impact the emergency has on people or the environment. (This does not mean the community is taking responsibility for the incident – only showing compassion toward those who have been impacted.)

**Priorities**

“The community's first priority is saving lives and public safety”(if appropriate include other relevant priorities such as minimizing damage to the environment”.)

“We are working with partner response agencies to manage the emergency and minimize its impact on people, (environment) and our community”

**What we are doing**

What is being done to manage the situation?

“Richmond has an emergency response system in place and our full response team has been called into service”

(as the emergency progresses, you can start adding details of what is being done to protect the public safety and interest)

**When we will get back to you**

If the emergency is likely to continue over a long period of time, commit to regular media updates, and then honour that commitment

“New information will be released to media when it becomes available”

“Updates will also be posted on our website at [www.xxxxxx](http://www.xxxxxx), and information lines have been established as follows:

**Public (xxx) xxx-xxxx**

**Media (xxx) xxx-xxxx**

As required, develop and incorporate additional messages that:

- Support what is being done to manage the emergency
- Support what was done in advance of the emergency to reduce its occurrence and impact
- Reassure the public and help reduce their emotional reaction to the emergency
- Deliver public safety information
- Help emergency response personnel perform their job responsibilities.

### 3.5. Media Relations Guidelines

When dealing with the media in an official capacity:

**Avoid**

- Responding to media inquiries that fall outside your personal experience or expertise, unless otherwise approved
- Undermining the safety of response personnel or the success of response and recovery operations
- Speculating about events, incidents, issues or future policy decisions.
- Offering personal opinions
- Discussing advice given to superiors.

**Always**

- Seek advice and support from the Senior Information Officer when desired or when in doubt about how to respond
- Agree to be interviewed only if you personally want to do it – follow the framework of the media relations' policy to determine if you are authorized
- Respect the principal of security, the judicial process and laws governing the disclosure of information.

#### Communications Support

The Senior Information Officer and designates will support media relations activities as follows:

- Develop strategies for managing issues that have or may arise
- Manage, coordinate and prioritize requests for media interviews (i.e.: local media could be the best first story tellers)
- Deliver key messages and provide updates to the media
- Set up media interviews and news briefings with spokesperson/area experts
- Work with response agencies that have a need to release information to the media about the emergency -- research their position, what they are saying and how joint communication efforts can be managed
- Brief and prepare personnel for media interviews/briefings
- Prepare and distribute key messages and communication pieces. (i.e.: fact sheets, news releases)

### Preparing for a Media Interview

When possible and appropriate, the Senior Information Officer and designates will prepare community personnel for media interviews and briefings as follows:

- Situation update
- Needs of reporter(s) – story angle, type of reporter, reporter's attitude, questions likely to be asked, other organizations or people the reporter will be interviewing
- Public attitudes (general public, stakeholder organizations, special interest groups)
- Potentially tough questions or issues that might come up
- Key messages
- Issues to avoid
- Interview or briefing logistics (time, location, format and time limit)

## 4.0 Concept of Operations

### 4.1 Activation

Members of the Emergency Operations Centre Management Group, as established in the Emergency Management Bylaw No. 7898, also have the authority to activate this plan at any time.

- Chief Administrative Officer
- General Manager, Business & Financial Services;
- General Manager, Corporate Services;
- General Manager, Engineering & Public Works;
- General Manager, Law & Community Safety;
- General Manager, Parks, Recreation & Cultural Services;
- General Manager, Planning & Development;
- Director, City Clerks Office;
- City Solicitor;
- Fire Chief;
- Police Chief;
- Medical Health Officer;
- Senior Manager, Corporate Communications;
- Manager, Emergency Programs
- Coordinator, Emergency Management;
- Coordinator, Emergency Social Services/Volunteer Management;

When the EOC or key functions of this plan, such as the Emergency Call Centre, have been activated, a news release informing the media, public and staff of the activation should be disseminated immediately. For a sample news release see Appendix 1 - Templates.

#### EOC not Activated:

The Incident Commander will notify and keep the Senior Information Officer apprised of the situation, as needed. When notified, the Senior Information Officer can serve as the communications link between site operations and senior management.

#### EOC Activated:

Site information needs will be provided by the Site Information Officer to the Senior Information Officer who manages emergency communication needs for public, staff and media. Situation updates will be communicated between the Incident Commander and the EOC Director or Operations Section Chief.

Emergency Information Plan

Levels of Response

		Levels of Response		
Activation Level	Type of Incident	Level 1	Level 2	Level 3
Criteria		<p>Minor</p> <ul style="list-style-type: none"> <li>• Small event such as minor flooding</li> <li>• Single site</li> <li>• No threat to public safety</li> <li>• Little or no media interest</li> <li>• Minimal need for information amongst staff and public</li> </ul>	<p>Moderate</p> <ul style="list-style-type: none"> <li>• Medium sized event such as propane leak, sink hole</li> <li>• Two or more sites</li> <li>• Several agencies involved</li> <li>• Limited evacuation</li> <li>• Increasing public and media interest</li> </ul>	<p>Major</p> <ul style="list-style-type: none"> <li>• Multiple incident sites</li> <li>• Regional disaster such as an earthquake, pandemic</li> <li>• Multiple injuries or fatalities</li> <li>• Multiple agencies involved</li> <li>• Large public and media response</li> </ul>
Response Measures		<ul style="list-style-type: none"> <li>• Responding department can manage</li> <li>• Senior Information Officer works directly with responding department to address communication requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Optional activation of key functions:</li> <li>• Emergency Information Team</li> <li>• Media Centre</li> <li>• Emergency Call Centre</li> <li>• Media monitoring</li> <li>• All communications are coordinated by the Senior Information Officer</li> </ul>	<ul style="list-style-type: none"> <li>• All key functions activated:</li> <li>• Emergency Information Team</li> <li>• Media centre</li> <li>• Emergency Call Centre</li> <li>• Media monitoring</li> <li>• All communications are coordinated by the Senior Information Officer and approved by the EOC Director</li> </ul>
EOC Activation		No EOC activation	Optional EOC activation	EOC activation

## 4.2. Levels of Response

The Emergency Information Plan has three response levels. At the onset of the emergency, the Incident Commander, Senior Information Officer and/or EOC Director, will conduct a situation assessment and based on the scale of the emergency, and anticipated level of public concern and media interest, will determine to which of the three response levels this plan is to be activated.

### Level 1 – Minor Incident

A minor incident is a small event that is limited to one site, a limited threat to public safety or the reputation of the community, elected officials, administration or emergency response personnel, and limited need for dissemination of information to staff and public.

If the incident is minor, the plan is activated to Level 1 and emergency communications are handled on-site by the Site Information Officer as appointed by the Incident Commander. The Incident Commander is responsible for all aspects of emergency communication in a Level 1 incident and may consult with the Senior Manager, Corporate Communications as required.

### Level 2 – Moderate Incident

A moderate incident may involve multiple sites and/or various agencies; demonstrating a greater level of public interest, need for public information, and internal and interagency coordination.

In a Level 2 activation, the Senior Manager, Corporate Communications assumes the role of Senior Information Officer, as per the BCERMS response model, and is responsible for all aspects of emergency communication. The Senior Information Officer activates the Emergency Information Team for support as required. This team consists of:

- Information Coordinator
- Emergency Call Centre Coordinator
- Media Centre Coordinator
- Site Information Officers
- Designated Spokespersons

Activation of the Emergency Operations Centre is optional and is situation dependent. The Senior Information Officer, in conjunction with the EOC Director, will determine resources required to proactively and effectively manage communication. When the EOC is activated the EOC Director must approve all communications.

### Level 3 – Major Incident

A major incident poses a significant threat to life. The level of public interest and demand for information is anticipated to be extremely high. All levels of political involvement are high and the City's performance or reputation may be in question.

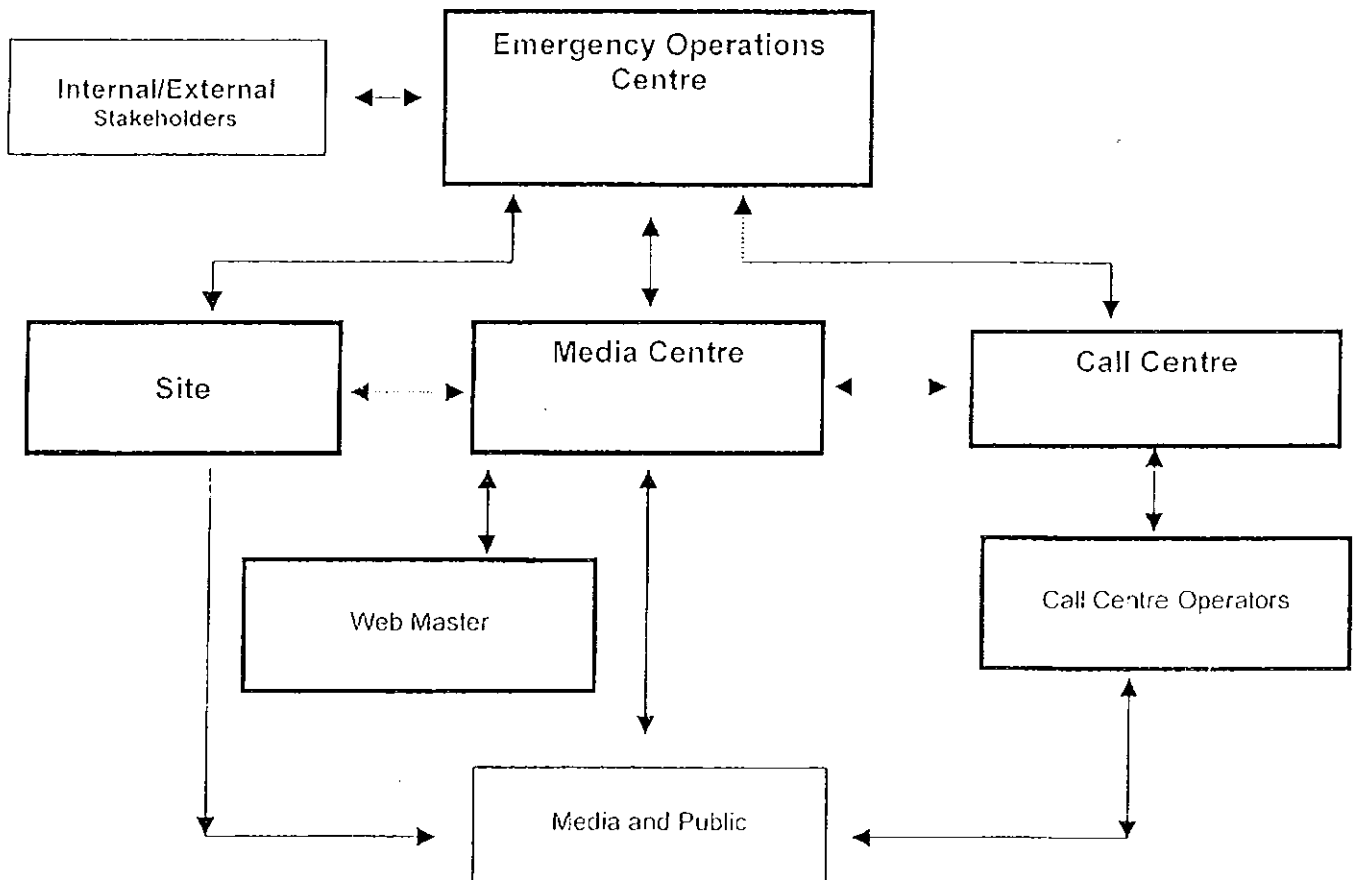
A Level 3 response is considered a full activation of the Plan, where all functions are activated:

- Emergency Operations Centre
- Media Centre
- Media Monitoring
- Spokesperson(s)
- Emergency Call Centre
- Site Information Officers

In a Level 3 activation, the Senior Information Officer coordinates all public information activities for review and approval by the EOC Director. The Liaison Officer at the EOC also supports the Senior Information Officer by liaising with local emergency agencies, and provincial and federal governments.



### 4.3. Emergency Information System



**Site**

The Incident Commander is responsible for the designation of a Site Information Officer. The role of the Site Information Officer(s) is to provide strategic communications support to the Incident Commander and first responders; coordinate all internal and external communications, provide media briefings & tours at the site; and when activated, liaise with and coordinate key messages with the EOC, through the Senior Information Officer.

**Emergency Operations Centre**

It is imperative that information being provided during an emergency is coordinated to avoid conflicting messages and to ensure that the public is provided clear instructions, and accurate and timely information. The Emergency Operations Centre supports the incident site(s) and serves as the central coordination point for all public information, media relations, and internal and external and inter-jurisdictional communications.

**Emergency Call Centre**

The Emergency Call Centre is located at City Hall in the 6<sup>th</sup> floor computer training room. The Emergency Call Centre is established to handle the increased call volume from the public and staff during an emergency or disaster.

Set up and managed by the Manager, Customer Service, the Emergency Call Centre will be staffed by employees currently dealing with the public on the frontlines, and Emergency Social Services volunteers. Emergency Call Centre procedures are being developed to provide call centre staff with guidelines for activating the centre, handling public inquiries and tracking requests for information.

**Media Centre**

The Media Centre is located at City Hall on the 2<sup>nd</sup> floor of the Public Meeting Space in Room M 2.004. To respond to the convergence of media, a media centre should be established as a central gathering place to provide media with a functional working space and to allow the City to provide the media and public with consistent, clear and timely communication.

It is set up and managed by the Manager, Business Liaison, in consultation with the Senior Manager, Corporate Communications/Senior Information Officer. The media centre takes media pressure off the EOC where strategic decisions are being made. Spokespersons will be briefed before speaking with media at the Media Centre. Other staff is requested to refer any media requests to the Media Centre. The next step is to develop Media Centre Procedures to provide staff checklists, forms and templates to assist in the operations of the centre.

### Joint Information Centre

During very large-scale events with a high demand for information and where multiple agencies are involved, a Joint Information Centre (JIC) may be established, either virtually or physically. The JIC will serve as a clearinghouse for all emergency information to ensure consistency and clarity in messaging.

Information Officers from various organizations involved in the emergency can share and exchange critical emergency information, participate to create standardized emergency messaging, discuss concerns regarding discrepancies or gaps in emergency information, and participate in centralized media briefings, as required or appropriate.

The actual method of operating a JIC - physical or virtual - will be determined in each emergency situation based on the available resources, such as physical location, overall 'sponsor' or administrator for the function, and the needs, practicality and accessibility to participants. The advantage of a JIC is that it ensures participants have the most current and accurate information about the overall event and any specific incidents, from the multiple perspectives of the various participants. For this reason, the primary objective of a JIC is the coordination of information, following a cooperative model, rather than the 'command and control' of information; ultimate authority to release or manage information ultimately comes back to the individual responsibilities of the various participating agencies.

#### 4.4. Methods of Communication

Traditional modes of communications and media relations will be used to disseminate information, including: news releases, public service announcements, backgrounders, and FAQ sheets. Templates and samples of news releases and other materials are provided in the appendices.

The following tools and services will also be used to support media relations activities and the operations of the Emergency Information System. Contact information for these resources are provided in Appendix I: Emergency Communications Directory.

##### Emergency Notification System

The City is implementing an emergency public notification system. This web and GIS based system will support the quick dissemination of information to segments of the community and notification of internal staff and volunteers, by broadcasting brief messages via the telephone, cell phone, pagers and email. Primary users of the system include first response agencies and partners - Emergency Management Office, RCMP and Crime Watch, Richmond Health Services, Richmond Fire Rescue, and Public Works.

The capacity of the system is determined by the number of calls being made as well as the length of the message. Possible scenarios for usage include localized chemical spills, missing children alerts, crime watch notifications and boil water advisories.

##### Corporate Intranet and Website(s)

The City's corporate intranet will be used for internal communications to provide regular updates to staff. Internal communications is a priority. Keeping staff apprised of the situation can provide peace of mind, instil confidence and address questions from the public.

The website is an essential tool for providing information to the public and the media. A regularly updated website can minimize the call volume for the emergency call centre and reduce the demand on the Emergency Information Team by providing key background information and directions, an archived or chronological listing of news releases and photo resources for the media. Pre-scripted messages are being developed and will be stored "behind the scenes" for quick upload during an emergency.

An emergency website, [www.richmondemergency.ca](http://www.richmondemergency.ca) has been secured in the event the corporate server on which the current website - [www.richmond.ca](http://www.richmond.ca) - resides is not functional during an emergency. The emergency site resides on an external server based in Europe. The site has also been designed in advance with a simple structure, for ease of updating and adding information, and pre-scripted messages.

### Translation Services

To ensure that crucial information reaches all segments of the community, information may need to be provided in different languages. Language and translation services including bilingual volunteers to support our Emergency Call Centre, and assistance with translation of public information materials may be provided by:

- Emergency Social Services Volunteers
- City of Richmond Staff
- ESS Partners & Community Agencies – SUCCESS Multicultural Services, Multicultural Concerns Society, Mosaic
- Chinese Informedia
- The Society of Translators and Interpreters of BC – for referrals to certified translators and interpreters

### News Conferences and Media Briefings

Regular news conferences or briefings held with community leaders and/or experts related to the event will provide the media with much needed copy and footage.

News conferences are generally considered more formal in nature with advanced notice and media kits being prepared. Media briefings and opportunities are usually less formal in nature and may be held in a meeting room or out in the field. Regardless of the format, always remember to coordinate the time of the conference/briefing with the deadlines of the media outlets attending.

Depending upon the location, additional equipment may be required to set-up for a news conference. This could include staging, sound systems, lights, backdrops and podiums.

### Media Pool Coverage and Site Tours

Preventing the media from obtaining coverage of an event can create significant problems. Media pool coverage is one strategy to meet the media's needs when there is limited space or security considerations. A camera crew and reporter(s) is assigned to cover a story or event on behalf of all media and will share video footage and other materials with them.

Where possible, site tours can be coordinated by the site information officers in coordination with the site safety officer and the Incident Commander.

### Media Monitoring

Media monitoring is essential during a disaster to gain an understanding of perceptions and ensure that the information being released is accurate and consistent.

While the emergency call centre will provide some degree of media monitoring, the following resources can also be used to provide media monitoring services:

- **Chinese InforMedia** is a local public relations company specialized in the Canadian Chinese community and media, based in Vancouver. Chinese InforMedia assists the City to comprehensively understand and communicate with the Canadian Chinese community, and provides expertise in Chinese media relations and translation and interpretation services.

The City receives twice monthly summary digest reports on coverage of Richmond issues within the three regional Chinese-language dailies. Full translation and/or more timely reports are also available through this service, which is provided by Chinese InforMedia Services. The Emergency Operations Centre can access this service as necessary through the Senior Information Officer or designates and/or by contacting the service directly.

- **FPinfomart.ca** is Canada's largest provider of media monitoring, financial and corporate data, including more than 1,100 news and blog sources from coast to coast and internationally. The City's annual paid subscription provides one-stop shopping for timely, reliable, in-depth Canadian news and business information - full-text news from newspapers, magazines, broadcast media, the internet and blogs, and access to archives.

The City receives daily ongoing monitoring of most English-language print, television and online media through FP Infomart. This service provides the ability to receive daily reports tracking stories on pre-selected subjects or to search for current and archived stories on emerging issues with the ability to produce reports on specific issues, incidents and topics. The Emergency Operations Centre can access this service as necessary through the Senior Information Officer or designates and/or through the designated Community Safety Department service user(s) (to be determined).

## 5.0 Roles and Responsibilities

### 5.1. Emergency Information Team

The following section provides detailed roles and responsibilities for key staff that form the emergency public information team as well as partner agencies with a role in disseminating public information during an emergency. This information is provided in the following formats:

- Emergency Management and Emergency Information Management charts illustrating the structure of key personnel during an emergency or disaster.
- Table summarizing Staff Roles & Responsibilities.
- Detailed descriptions of Roles & Responsibilities key personnel and agencies.

As outlined in the British Columbia Emergency Management System (BCERMS) guidelines, during major emergencies, regular City titles are not used. For consistency and ease of identification by and with other government and non-government agencies, BCERMS titles, as described in this section, are utilized. For Richmond-specific, customized roles, staff with particular skills and experience have been chosen, and therefore names rather than job titles are used for some positions.

### 5.1.1 EOC Organization Chart

For security purposes,  
this page (5-2) plus the following seven  
pages (up to and including page 5-8)  
are intentionally left blank.  
The document resumes on page 6-1.



## 6.0 External Agencies

### Federal Government

Unless federal departments or areas under federal jurisdiction are impacted by the event, the federal government will generally not be releasing specific information pertaining to the event.

When federal resources are activated, much like the provincial government, they will assess their impact and communication with the next level lower of government to provide assistance as requested.

The emergency public communications role of the Federal Government may include:

- The release of information about impacted federal departments/ services and public safety messaging for areas under federal jurisdiction;
- The release of information about the federal government's support to the province and disaster funding assistance.

The federal government would be involved in an emergency in the following circumstances:

- The provincial government requests federal support or resources;
- The federal government is implementing the national support plan;
- A federal department is the lead agency and may require resources from other federal departments;
- Federal assets have been or may be impacted by the emergency in which business recovery/continuity efforts need to be implemented.

Public Safety and Emergency Preparedness Canada (PSEPC) coordinates and supports with federal departments, international and other levels of government, first responders, community groups, and the private sector.

If the federal government is the lead during an emergency, a federal department/agency is designated as the organization within whose jurisdiction the emergency falls (i.e. CFIA - Canadian Food Inspection Agency and Avian Flu). In this role, the department/agency leads communications efforts related to the emergency.

National headquarters (Ottawa) coordinates and initiates decision-making across various federal departments through the Government Operations Centre (GOC), which operates 24/7. Public Affairs headquarters delivers communications during an emergency and also deploys surge capacity to the local level. At the regional level, PSEPC provides site support fostering cooperation and information flow between federal departments and with the Province.

A Federal /Provincial Memorandum of Understanding is in place which allows the Province to request federal emergency communications assistance in support of the Province for forest fires (an all hazard approach is currently in development).

### Provincial Government & Provincial Emergency Program

- Within the Province of British Columbia, government communication is handled through the Public Affairs Bureau (PAB), which ensures that information about programs and services is accessible to British Columbians. The Bureau also has the responsibility for leading and coordinating communications with internal and external stakeholders.
- Public Affairs Bureau Temporary Emergency Assignment Management System (T.E.A.M.S) members usually staff the Provincial Emergency Coordination Centre (PECC) or Provincial Regional Emergency Operations Centre (PREOC) information functions, but in smaller, short-lived or quickly escalating incidents, program staff or contractors may staff these functions. Responsibilities and reporting structure are consistent regardless of the person in the position.
- When the provincial emergency management structure is activated, Information Officers within the PECC or PREOC report to the Director within the applicable coordination/operations centre. If a provincial T.E.A.M.S. Information Officer were providing support at a local authority EOC--they would report to the EOC Director. Likewise, if they were at the site they would report to the Incident Commander.
- When the PREOC is activated to a higher level, deployed provincial T.E.A.M.S. Information Officers (IO's) will work in a coordinated manner with spokespeople and information officers in other involved agencies and levels of government to support their counterparts at the local authority level.
- The *British Columbia Crisis Communications Strategy for Major Provincial Emergencies* is used to guide the activities of provincial Information Officers. The strategy is an all-hazards approach, which outlines procedures and best practices in activating public information units within the BCERMS structure.
- Depending on their place within the structure, provincial information officers will ensure appropriate information is provided to the public and media, which may include:
  - Upon request, supporting local authority in gaining information to provide timely, accurate public safety information, which could include such things as weather forecasts, stream conditions, provincial highway and road status
  - Informing the public, media, local governments and stakeholders as to what measures the Province has in place to assist communities including:
    - Roles and responsibilities of Emergency Social Services

- The status of any activated public information services including the Central Registration and Inquiry Bureau (CRIB) which provides family reunification services
- Information about emergency management structure and operational protocols in emergency situations
- Provide media, public and stakeholders with regular updates/overview on regional or provincial situation through appropriate spokesperson(s) and arrange media, news conference and VIP tours as directed

**Local Response Agencies**

The Emergency Management Office works closely with local response agencies, such as Richmond Fire Rescue, RCMP, BC Ambulance Service, Richmond Health Services and the Medical Health Officer, Richmond School Board, Vancouver International Airport and the Canadian Coast Guard.

During an emergency, these agencies will:

- Provide information updates to the City’s EOC, pertaining to their response efforts, resources and strategies.
- Provide information to the public pertaining to their area of expertise and within their jurisdiction
- Work with the City’s Senior Information Officer to coordinate communications strategies and participate in a Joint Information Centre, where appropriate

**Liaising with Other Departments and Agencies**

The following table provides a general outline as to the types of incidents for which specific City departments, as well as external agencies, may be required to support the Emergency Information Team. The EOC Director and the Senior Information Officer will designate the Technical Spokesperson(s) for the City.

Emergency Information Plan

City Department or Agency	Area of expertise	Potential technical experts and Information Officers										
		Air Crash	Earthquake	Flooding	CBRNE	Dangerous Goods Spill	CI Failure	Medical	Severe Weather			
Emergency Management Office	Emergency response organization and emergency preparedness safety tips, Emergency Social Services response, directing public to emergency facilities, volunteering needs, public assistance and donations	X	X	X	X	X	X	X				
Engineering & Public Works	Impact of hazard on City infrastructure, e.g. dykes, pump stations, roads, sewer & water systems, critical facilities, protection measures, Strategies in place and departmental response capabilities and actions, safety tips.	X	X	X	X	X	X					X
RCMP	Departmental operations and response actions, investigation reports, crime statistics, evacuation orders and safety precautions	X	X		X							
Richmond Fire Rescue	Fire suppression and rescue response operations, the impact of fire damage on the economy, City infrastructure and the community, departmental capabilities, strategies and operations, and fire safety tips.	X	X	X	X	X						X

		Emergency Information Plan								
City Department or Agency	Area of expertise	Potential technical experts and Information Officers	Air Crash	Earthquake	Flooding	CBRNE	Dangerous Goods Spill	CI Failure	Medical Pandemic	Severe Weather
Urban Development	Impact to traffic system, road closures and changes, evacuation procedures, safety tips for drivers	Director of Transportation, Manager Transportation Planning, Ministry of Transportation	X	X	X			X		X
Provincial Emergency Program	Provide information to the public regarding provincial response to a regional emergency and backgrounders and general instructions pertaining to specific hazards Liaise with and provide information to all pertinent ministries and government departments, through the PREOC, if activated.	PEP Regional Manager, PEP Information Officers, RECC Spokesperson	X	X	X	X	X	X	X	X
BC Ambulance Service	Emergency medical response, number and types of casualties, destination of casualties and hospital availability	BCAS Information Officer	X	X	X	X	X	X	X	X
Richmond Health Services (Vancouver Coastal Health Authority)	Health emergencies, situation updates, boil water advisories, special instructions for disposing of solid waste, finding emergency sources of drinking.	Richmond Health Information Officer, Medical Health Officer		X	X	X	X	X	X	
Vancouver Airport Authority	Status of airport operations, situation report for air crash		X						X	X

External Agencies: Roles & Responsibilities

2136261 / March 28, 2007

Emergency Information Plan

City Department or Agency	Area of expertise	Potential technical experts and Information Officers	Air Crash	Earthquake	Flooding	CBRNE	Dangerous Goods Spill	CI Failure	Medical Pandemic	Severe Weather
Richmond School Board	Status of the schools and student population, instructions for parents.	Superintendent, Executive Secretary to the Superintendent		X	X	X		X	X	X
EComm	Emergency 911 communications system	Director, Corporate Communications, Company President	X	X	X	X	X	X	X	X
Utility Companies (Terasen, Telus, Shaw, BC Hydro, etc)	Status of utilities including repairs being done, expected time of recovery, impacted areas.	Utilities Information Officers	X	X	X	X		X		X

## 7.0 Plan Maintenance

The General Manager, Corporate Services is responsible for the following:

### General Maintenance

- Review the Emergency Information Plan every six months to update, as a minimum, the Communications Directory, facility and resource information.
- Review the Emergency Information Plan following the activation of any part of the plan to incorporate recommendations.
- Working with the Emergency Management Office to coordinate and facilitate training and exercises for staff identified in this plan.
- Maintain equipment to be used in the response.

### Additions and Modifications

- Modify the appendices as necessary.
- Establish supporting documents or annexes, such as notification procedures or an operations manual, as necessary.

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## 8.0 Training & Exercises

As required under the Emergency Program Act, municipalities are mandated to regularly exercise their emergency plans and procedures. The Emergency Management Office coordinates, as part of its mandate, an annual training and exercise schedule.

The Emergency Management Office and the Corporate Communications Division will work together to provide the following training for the Emergency Information Team. This training will be supported by various exercises, including drills to test call centre equipment and activation procedures; tabletop exercises to maintain staff familiarity with their roles and responsibilities; and full-scale or functional exercises to provide hands-on experience.

Table 6 – Emergency Information Plan Training Matrix

★ Mandatory ✧ Recommended

Course	Primary & Technical Spokespersons	Senior Information Officer	Site Information Officers	Coordinators	Call Centre Staff	Media Centre Staff	Administrative/Support Staff	Area Coordinators
<b>COR Emergency Management Orientation</b> To address the Emergency Management System in BC and specific City of Richmond emergency management initiatives including the Emergency Management Plan and staff roles, Emergency Operations Centre, Emergency Social Services, etc.	★	★	★	★	★	★	★	
<b>Incident Command System Orientation (100)</b> Principles and organization of ICS, basic terminology and an overview of common responsibilities	★	★	★	★			★	
<b>Introduction to Emergency Management</b> Basic concepts of emergency management including: BCERMS, Provincial Emergency Program & Emergency Social Services	★	★	★	★	✧	✧	✧	
<b>Emergency Operations Centre (EOC) Level 1</b> Introduction of EOC functions, operations, information flow, applying BCERMS to the EOC environment	★	★	★	★			★	

Emergency Information Plan

Course	Primary & Technical Spokespersons	Senior Information Officer	Site Information Officers	Coordinators	Call Centre Staff	Media Centre Staff	Administrative/ Support Staff	Area Coordinators
<p><b>EOC Level 2 Operations</b></p> <p>Enables participants to perform their roles and responsibilities in the EOC</p>	*	*	*	*			*	
<p><b>Emergency Information Plan Orientation &amp; Basic Media Training</b></p> <p>An overview of the City's Emergency Information Plan, including risk assessment, roles and responsibilities, and concept of operations. Also provides an overview of how to work with the media, and develop news releases and other communication tools.</p>				*	*	*		
<p><b>Media Training (morning session)</b></p> <p>Provides skills for handling media inquiries for staff who play a role in coordinating media requests</p>	*	*	*	*				
<p><b>Advanced Media Training (full day session)</b></p> <p>Intended for spokespersons that will be interviewed by the media.</p>	*	*	*					
<p><b>Emergency Call Centre Orientation</b></p> <p>Call center activation, operational procedures as well as tips for handling public inquiries in an emergency.</p>		*	*	*	*	*	*	

## 9.0 Glossary

### 9.1. Emergency Management Terms

<p><b>BCERMS – British Columbia Emergency Response Management System</b></p>	<p>The British Columbia Emergency Response Management System is a comprehensive management structure scheme that ensures a coordinated and organized provincial response and recovery to any and all emergency incidents. The broad spectrum of components of BCERMS includes operations and control management, qualifications, technology, training and publications.</p>
<p><b>EOC – Emergency Operations Centre</b></p>	<p>A pre-designated facility established by a local authority, jurisdiction or agency to coordinate the site response and support in an emergency.</p>
<p><b>ESS – Emergency Social Services</b></p>	<p>Emergency Social Services are those 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.</p>
<p><b>ICS – Incident Command System</b></p>	<p>A standardized at-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. BC's emergency management structure is based on this system.</p>
<p><b>JEPP – Joint Emergency Preparedness Program</b></p>	<p>A federal cost-sharing program with the province and local authorities that encourages the provinces and territories to undertake emergency preparedness projects that support national priorities.</p>
<p><b>PEP – Provincial Emergency Program</b></p>	<p>The Provincial Emergency Program is part of the Ministry of Public Safety and Solicitor General and is mandated to coordinate the province's integrated emergency responses and assistance to communities in an emergency.</p>
<p><b>PREOC – Provincial Regional Emergency Operations Centre</b></p>	<p>An Emergency Operations Centre established and operated at the regional level by provincial agencies to coordinate provincial emergency response efforts.</p>

## 9.2. Media Terms

Backgrounder	A 1-2 page document produced by the media relations specialist that gives background information on an item/event to show more detail and further encourage coverage. Could be written in point-form/factual manner or in a descriptive/narrative way.
Banner	A print media term for a headline for a story of unusual importance, stretching the entire width of the page.
Bio	One page synopsis or biography detailing the history, development and philosophy of a person or group. Used by media as reference material.
Byline	Name of writer/reporter, usually printed at beginning of story.
Collateral Materials	Brochures, pamphlets or other resource tools that can be used to attract positive response.
Copy	Written material that is read over the air.
Cutline	The caption to a picture or other graphic element of a story. People always identified from left to right
Dateline	A line at the beginning of a printed news story or news release giving the place and date of the story's origin.
Editorial	An expression of opinion by print editorial staff/columnists OR all coverage obtained by all forms of media on a subject matter.
Fact Sheet	A one page sheet that covers the five "w's" and how of an event and/or provides a detailed overview that provides readily available information at a glance.
Feature	A longer, more probing article or story (as opposed to an "objective" news item or account). Magazines and newspapers may have a features department or desk.
Feed	To send a program or signal. For instance, feeding a program from one station via satellite to other stations.
Footage	A selection or sections of film already shot.
Hook	The focus that a media story takes. The publicist and media may not always have the same hook for each story.
Lead	First paragraph or sentence of a news story that is used to capture attention.

Emergency Information Plan

Media	Reporters, personalities and production crews whose goal is to entertain, inform and educate the target markets. Four types, television, print/press, radio and internet.
Media Advisory	An organization's announcement to media that may not be necessary to editorial content, but that contains elements significant to the story (i.e., announcement of a news release or press conference).
Media Box	Also known as Mult, Mult Box or Multiplexer. The media box is an audio device which allows for the provision of multiple dedicated audio feeds for the use of media attending news briefings/conferences. The media box must be connected to the sound system being used for the briefing/conference. The media box is stored at City Hall and can be accessed through Customer Service staff responsible for City Hall bookings.
Media Kit	An information package the organization creates that includes relevant materials that the media will need to develop a story.
Media Release	See News Release, which is the preferred term.
Mobile Unit	TV equipment used outside the studio.
Mult, Mult Box or Multiplexer	A device, connected to the main microphone at a news event, which individual broadcast journalists or crews can patch into, eliminating the need for a forest of mikes at the podium. Each mult unit usually handles 12-24 separate lines.
News Desk	See Assignment Desk.
News Conference	A planned gathering of media representing all mediums, with announcements made by the client. Media kits are usually handed out.
News Release	A 1-2 page news update, written by a media relation's specialist, which contains information about an event.
Pitch	Presenting your information to the media in a way that encourages editorial coverage by making it relevant, topical and newsworthy.
Pool	A camera crew and reporter(s) assigned to cover a story or event on behalf of all media and to share materials with them. Often used when tight space and security are considerations or when it is unlikely that any "news" will be made.
Press Conference	See News Conference.
Press Release	See News Release, which is the preferred term.

Emergency Information Plan

Remote	A broadcast coming from outside the studio.
Satellite Tour	A feed from one point of origination to various downlink sites.
Scrum	An impromptu gathering of media around a spokesperson, where questions are asked by media and answers provided by the spokesperson.
Sound Bite	A "quotable quote" spoken by a person, which appears in media coverage. Strong sound bites are about 10 seconds in length.
Spin	Lying, deception, distortion or twisting of facts to create a message with an appearance of truth.
Stand Up	A commentary or report by a TV correspondent seen on camera, usually at the scene of the action. Used to open, close, or bridge the elements of a report.
VNR – Video News Release	The television equivalent of a news release.
Wire Service	A news bureau that reporters file stories with, which are distributed via wire copy to media throughout a specified region (i.e., BN, AP, CP, Reuters...)

## 10.0 Distribution

### 10.1. Distribution List

Copy No.	
1-9	Mayor & Council
10	Chief Administrative Officer
11	General Manager, Corporate Services
12	General Manager, Engineering & Public Works
13	General Manager, Law & Community Safety
14	Senior Manager, Corporate Communications (Master)
15	Manager, 2010 Operations & Programs
16	Manager, Business Liaison
17	Manager, Community Relations & Protocol
18	Manager, Community Safety Policy & Programs
19	Manager, Customer Service
20	Manager, Emergency Programs
21	Manager, Finance & Administration Olympic Business Office
22	Manager, Parks Operations
23	Manager, Public Works Administration
24	Manager, Sponsorships & Partnerships
25	Communications Officer
26	Marketing Specialist
27	Analyst, Business Systems
28	Analyst, IT Security
29	Coordinator, City Hall
30	Coordinator, Emergency Management
31	Coordinator, Telecommunications
32	Coordinator, Website
33	Developer, Web
34	Supervisor, Customer Service
35	Supervisor, Registration Call Centre
36	Executive Assistant to the General Manager, Engineering & Public Works
37	User Operations Support Assistant
38	Public Works, Administrative Assistant II
39-41	Corporate Assistants

10.2. Revision History

Date	Pages	Description



## Appendix 1: Emergency Contacts

For security purposes,  
this page (AP1-1) plus the following five  
pages (up to and including page AP1-6)  
are intentionally left blank.  
The document resumes on page AP2-1.

## Appendix 2: Media List

### Master List

Company	Address	City	Postal Code	Telephone	Fax	E-mail Address	Web	Language	Media Type
Asian Pacific Post, The	Box 2953 345 West Georgia St	Vancouver	V6B 3K4	604 671 1564	604 674 0285	editor@apppublicists.com	www.asianpostpost.com	English	Print
BC Almanac	1700 Hamilton St, P.O. Box 4600	Vancouver	V6B 4A2	604 663 6119	604 662 6678	ingress_duval@cbc.ca	www.cbc.ca/occlibrary/oc	English	Print
BC Business Magazine	14780 Lougheed Highway 4th Fl	Burnaby	V3C 5A7	604 295 7211	604 299 5183	swm@canadawide.com	www.bcbusinessmagazine.com	English	Print
Bill Good Show	1700 W Georgia St, Suite 2000	Vancouver	V7Y 1K9	604 331 7111	604 331 7155	good@bcnw.com	www.bcnw.com	English	Print
Breakfast Television (Vancouver)	100 Brockton Telus, 190 W 7th Ave	Vancouver	V6Y 3T9	604 476 3444	604 870 3100	brockton@telus.net	www.breakfasttv.com	English	Print
Broadcast News (Vancouver)	1640 Howe St, Suite 250	Vancouver	V6Z 1L2	604 687 2684	604 687 5040	brocast@bcnews.ca	www.bcnw.org	English	Print
Burnaby Now	3470 Brighton Ave, Suite 201 A	Burnaby	V5A 3H4	604 444 3491	Not Provided	burnaby@burnabynews.com	www.burnabynews.com	English	Print
Business in Vancouver	1001 135 West End St	Vancouver	V6E 2P4	604 698 2198	604 693 1963	news@biw.com	www.biw.com	English	Print
Canada Now (British Columbia)	P.O. Box 4600 275 Columbia St	Vancouver	V6B 2R5	604 662 6601	604 662 6601	canadainfo@cbc.ca	www.cbc.ca/canadainfo	English	Print
Canadian Press (Vancouver) The	1940 Howe St, Suite 250	Vancouver	V6Z 2L2	604 687 1662	604 687 1040	wan@cpn.bc.ca	www.cp.ca	English	Print
CBC Radio 3	1700 Hamilton St, P.O. Box 4600	Vancouver	V6B 4A2	604 662 6000	604 662 6194	radio3@cbc.ca	www.cbradio3.com	English	Print
CBU AM (CBC Radio One)	1700 Hamilton St, P.O. Box 4600	Vancouver	V6B 4A2	604 662 6000	604 662 6913	radio1@cbc.ca	www.cbc.ca/cbu	English	Print
CBUF (Burrard)	1700 RUE. Hamilton C.P. 4600	Vancouver	V6B 4A2	604 662 6111	604 662 6101	radio@radio.cbc.ca	www.cbc.ca/cbuf	English	Print
CEUF (TV)	1700 RUE. Hamilton C.P. 4600	Vancouver	V6B 4A2	604 662 6135	604 662 6161	radio1@radio.cbc.ca	www.cbc.ca/ceuf	English	Print
CBUT (V (CBC))	1700 Hamilton St, P.O. Box 4600	Vancouver	V6B 4A2	604 662 6000	604 662 6675	radio1@radio.cbc.ca	www.cbc.ca/cbut	English	Print
CFMT (M 194 S The Box)	170 Public Rly, P.O. Box of Nations	Vancouver	V6B 5T1	604 699 2328	604 684 4912	info@cfmt.com	www.fmtv.com	English	Print
CFMT (M Rock 101)	1700 W Georgia St, Suite 2000	Vancouver	V7Y 1K9	604 331 7508	604 331 7172	no@rock101.com	www.rock101.com	English	Print
CFMX (M The Fox)	1700 W Georgia St, Suite 2000	Vancouver	V7Y 1K9	604 664 6221	604 331 7172	producers@fox.com	www.fox.com	English	Print
CHRO (M CO-op Radio)	360 Columbia St, Suite 110	Vancouver	V6A 4J1	604 684 8491	Not Fax	pro@chro.bc.ca	www.chro.com	English	Print
CHUN (AM)	1500 W 2nd Ave, Suite 300	Vancouver	V6Y 7C3	604 871 9000	604 871 7001	info@chun.com	www.chun.com	English	Print
CHAN TV (Subal BC)	7850 Endeavour Way	Burnaby	V5A 1V7	604 432 5494	604 432 5455	channel@chanbc.com	www.chanbc.com	English	Print
CHKC (FM)	7040 41st Hazelbridge Way	Burnaby	V3J 4J7	604 295 1734	604 295 1703	radio@chanbc.com	www.chanbc.com	English	Print
CHMB (AM)	1700 West 7th Ave, Suite 160	Vancouver	V6J 1C5	604 265 7033	604 265 2070	news@chmb.com	www.chmb.com	English	Print
CHNM-TV (Channel M)	308 E. Dundas St	Vancouver	V6A 2K3	604 678 3872	604 678 3850	info@channelm.ca	www.channelm.ca	English	Print
CHOM (M 103.5, OMF M)	170 W 2nd Ave, Suite 200	Vancouver	V6Y 1U5	604 871 6000	604 871 2640	info@chom.com	www.chom.com	English	Print
CISB (AM (Oldies Radio))	170 W 2nd Ave, Suite 200	Vancouver	V6Y 1U5	604 871 6000	604 871 2640	info@chom.com	www.chom.com	English	Print
CFRB (FM)	170 W 2nd Ave, Suite 200	Vancouver	V6Y 1U5	604 871 6000	604 871 2640	info@chom.com	www.chom.com	English	Print
CFTV (Vancouver (C-KUT))	1500 W 2nd Ave	Vancouver	V6Y 1U5	604 871 6000	604 871 2640	info@chom.com	www.chom.com	English	Print
CMTV (TV)	170 W 2nd Ave, Suite 200	Vancouver	V6Y 1U5	604 871 6000	604 871 2640	info@chom.com	www.chom.com	English	Print

Company	Address	City	Postal Code	Telephone	Fax	E-mail Address	Web	Language	Media Type
CJUR-FM (50.7 JR FM)	1401 W 5th AVE SUITE 100	Vancouver	V6H 1C9	604-731-7177	604-731-0251	jay@cjur.com	www.cjur.com	English	Broadcast
CJVB AM (4.30 AM Radio)	9060-4151 Hazelbridge Way	Richmond	V6X 4J7	604-275-1234	604-295-1203	news@cjvb.com	www.cjvb.com	Multi-lingual	Broadcast
CKRD AM (600 AM)	1401 W 5th AVE SUITE 300	Vancouver	V6H 1C9	604-731-7177	604-731-0430	Not Provided	www.600am.com	English	Broadcast
CKCL-FM (CLEAR FM)	2440 Ash St	Vancouver	V5Z 4J6	604-571-5357	Not Provided	Not Provided	www.105.5clear.com	English	Broadcast
CKLJ-FM (JACK FM)	2300 Ash St	Vancouver	V5Z 4J6	604-872-2557	604-877-6489	Not Provided	www.jackfm.com	English	Broadcast
CKNW AM	300 W 2nd Ave SUITE 2000	Vancouver	V7Y 1K5	604-271-7111	604-331-2767	news@cknw.com	www.cknw.com	English	Broadcast
CKST-AM (Urban 1080)	320 W 2nd Ave SUITE 300	Vancouver	V5Y 1C8	604-871-5000	604-871-2501	news@ckst.com	www.1080.10.com	English	Broadcast
CKWX AM (News 1130)	2440 Ash St	Vancouver	V5Z 4J6	604-871-5000	604-871-2501	news@ckwx.com	www.news1130.com	English	Broadcast
CKZZ-FM (295.3 FM)	29-11131 Hazelbridge Way	Richmond	V7A 4S5	604-241-0053	604-272-0917	info@295.com	www.295.com	English	Broadcast
Continuity Digest (Vancouver)	1755 Robson St SUITE 216	Vancouver	V6G 3E7	604-987-2313	604-875-0335	digest@continuity.com	www.continuity.com	English/French	Print
CTV Vancouver News Bureau	1750 Burrard St SUITE 300	Vancouver	V5Z 1K5	604-608-2865	604-608-5894	digest@ctv.com	www.ctv.com	English	Broadcast
Delta Opusnet	5485-48th AVE	Delta	V4K 1X2	604-946-4451	604-940-5520	delta@opusnet.com	www.opusnet.com	English	Broadcast
Early Edition 1	1700 Hamilton St PO Box 4600	Vancouver	V5B 4A2	604-682-9000	604-682-9100	early@opusnet.com	www.early.com	English	Broadcast
El Mundo y Tu Mundo (radio)	2701 McGill St	Vancouver	V5K 1H4	604-254-1014	604-254-4450	el_mundo@opusnet.com	www.2701mcgill.com	Spanish	Broadcast
Epoch Times (Vancouver Edition)	6344 Kingsway Unit 1	Burnaby	V5K 1C9	604-771-3365	604-439-8173	epoch@epochtimes.com	www.epochtimes.com	English	Print
Farquhar Television (British Columbia)	3200-4151 Hazelbridge Way	Richmond	V6X 4J7	604-295-1234	604-295-1300	info@farquhar.com	www.farquhar.com	English	Broadcast
Fast News (Drum)	4203-560 W 22nd AVE	Vancouver	V5Z 2A1	604-689-5482	604-689-5535	fast@fastnews.com	www.fastnews.com	English	Print
Georgia Straight	1101 West Broadway	Vancouver	V6Z 1K5	604-681-0368	604-686-7935	info@georgiast.com	www.georgiast.com	English	Print
Globe and Mail Vancouver Bureau	150 Broughton St SUITE 300	Vancouver	V6C 1K5	604-681-5000	604-681-5085	news@vancouver.globeandmail.com	www.globeandmail.com	English	Print
Grande and Mail The	1444 Front St W	Surrey	V3V 3E7	604-594-5408	604-594-5417	grande@grande.com	www.grande.com	English	Print
Radio Canadian Times	134-11 87th Ave SUITE 103	Toronto	M5V 2S2	416-585-5000	416-581-5085	news@radio-can.com	www.radio-can.com	English	Print
Radio Canadian Voice	10732 90th AVE SUITE 200	Surrey	V3W 2T7	604-594-5408	604-594-5417	news@radio-can.com	www.radio-can.com	English	Print
Radio-Canada	2951 East 2nd Ave Suite 200	Vancouver	V5T 1B3	604-684-6107	604-684-6125	radio@radio-can.com	www.radio-can.com	English	Print
Link (East and Sun) The	3406 East Pender St	Vancouver	V5K 2E6	604-295-6107	604-295-1707	link@link.com	www.link.com	English	Print
Metro Vancouver	1365 J 78th AVE SUITE 101	Surrey	V3W 6A3	604-591-5160	604-591-5111	info@metro.com	www.metro.com	English	Print
Ming Pao Daily News (PR)	3266 Parkwood Pl	Vancouver	V6G 2K5	604-602-1067	604-602-1067	info@mingpao.com	www.mingpao.com	English	Print
ProQuest Inc	1150 Homer St SUITE 250	Richmond	V6V 2N1	604-271-8958	604-271-8953	proquest@proquest.com	www.proquest.com	English	Print
Reed (New Westminster) The	300 Greenville St Suite 1	Vancouver	V6C 2N3	604-605-2600	604-605-2720	reed@reedy.com	www.reedy.com	English	Print
Reed's (Vancouver) TV Broadcast	1420 Broughton Ave SUITE 201 A	Richmond	V6X 4S7	604-575-5305	604-484-3800	reedy@reedy.com	www.reedy.com	English	Print
Reed's (Vancouver) TV Broadcast	1575 Howe St SUITE 200	Vancouver	V6C 2T6	604-684-7314	604-682-0451	reedy@reedy.com	www.reedy.com	English	Print
Richmond News	5721 No 3 Rd	Richmond	V6X 2C9	604-270-9031	604-270-9446	richmond@richmondnews.com	www.richmondnews.com	English	Print
Richmond News	1400 367th No 3 Rd	Richmond	V6X 2C7	604-271-3100	604-208-5742	richmond@richmondnews.com	www.richmondnews.com	English	Print
S-U-C-F-S (English) News	65 West Pender St	Vancouver	V6B 1K6	604-466-7269	604-408-7255	info@ucf.com	www.ucf.com	English	Print
Shaw (Vancouver) The	330 W 2nd Ave SUITE 300	Vancouver	V5Y 1C8	604-871-4430	604-871-2901	shaw@shaw.com	www.shaw.com	English	Broadcast
Shaw Television (Vancouver)	881 Clowdell Ave	Vancouver	V5K 4S1	604-415-1656	604-415-1656	shaw@shaw.com	www.shaw.com	English	Broadcast
Sing Lee Daily (Vancouver)	2368 East St	Vancouver	V5K 3E7	604-271-1111	604-271-1111	info@singlee.com	www.singlee.com	English	Print

Company	Address	City	Postm Code	Telephone	Fax	E-mail Address	Web	Language	Media Type
South Delta Labour	71363 58th ST	Delta	V4L 2P7	604-948-3640	604-943-8519	director@southdeltalabour.com	www.southdeltalabour.com	English	Print
IF-Journal Columbia-Britannique	700 PUS Hamilton C P 4500	Vancouver	V6B 4A2	604-562-6712	604-567-8752	ifjournal_innkout@radio-canada.ca	www.radio-canada.ca/region/columbia-britannique	French	Print
Vancouver 24 Hours	1070 SE Marine DR	Vancouver	V5X 2V4	604-322-2340	604-322-2075	hw@v24hrs.ca	www.vancouver24hrs.ca	English	Print
Vancouver Courier The	1175 W 53rd AVE	Vancouver	V6J 1R2	604-736-1411	604-738-2164	bank@vancouver.com	www.vancouver.com	English	Print
Vancouver Korean Press	4501 North RD, SUITE 101A	Burnaby	V3N 4R7	604-977-1178	604-277-1178	info@vancouver.com	www.vancouver.com	English	Print
Vancouver Magazine	2905 Granville SUITE 580	Vancouver	V6M 3V2	604-577-7732	604-277-2835	mail@vancouvermagazine.com	www.vancouvermagazine.com	English	Print
Vancouver Shippo	3735 Rydalow ST	Vancouver	V5M 3L7	604-431-5848	604-431-6863	info@vshippo.com	www.vshippo.com	Japanese	Print
Vancouver Sun, The	300 Granville ST SUITE 1	Vancouver	V5C 3M3	604-605-7000	604-606-2333	sunnews@vancouverjournal.bc.ca	www.vancouverjournal.bc.ca	English	Print
World Journal	7285 Clark DR	Vancouver	V5N 3G8	604-876-7338	604-876-8151	id@worldjournal.bc.ca	www.chinese-world.com	Chinese	Print
Youthink	1175 W 5th AVE 2nd Fl	Vancouver	V6J 1A6	604-733-6367	604-732-8350	submit@youthink.ca	www.youthink.ca	English	Print

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## Appendix 3: Templates

The following section provides standard templates that can be customized to meet the needs of the emergency at hand.

<b>Internal Information</b>	
Internal Information -- EOC Activation	Pg. AP3-2
<b>Media Statements</b>	
Media Statement – Initial Statement	Pg. AP3-3
Media Statement – Level III Crisis	Pg. AP3-4
<b>News Releases</b>	
News Release – Level III Crisis	Pg. AP3-5
News Release -- After the Disaster	Pg. AP3-7
News Release – Richmond Emergency Program Evacuation Procedures	Pg. AP3-9
News Release – Public Can Help Prevent Flooding	Pg. AP3-10

Date/Time:

Internal Information: EOC Activation

The City of Richmond's Emergency Operations Centre has been activated due to (description of event). The EOC serves as the central coordination point for all activities and requests related to the (type of incident) event. The EOC is staffed with key city and agency personnel to make strategic decisions and support the needs of the incident, as well as track all financial records related to the incident.

To ensure a coordinated, effective response, please forward any requests and information related to the event to (position) at (telephone number and email address).

The EOC is operational (times and dates, may be 24/7). Requests outside of these times may be forwarded to (name, telephone number and email).

The next internal bulletin will be disseminated at (date, time).

Thank you for your assistance and cooperation in this matter.

City of Richmond Emergency Management Team

For Immediate Release

Media Statement: Initial Statement

Event: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

My name is: \_\_\_\_\_ My position is: \_\_\_\_\_

This is the information I can give you so far:

At \_\_\_\_\_ on \_\_\_\_\_, a \_\_\_\_\_  
(Time, am, pm) (Date) (Fire, flood, explosion, chemical spill, etc.)  
 occurred at \_\_\_\_\_  
(Actual site location)

in \_\_\_\_\_  
(Local authority jurisdiction)

Information on number injured and fatalities is (not) known at this time.

Staff has activated and are directing emergency response procedures to protect the public, responders and the environment. The \_\_\_\_\_  
(Facility or location)  
 has been \_\_\_\_\_  
(Shut down, cordoned off, evacuated)

The cause of the \_\_\_\_\_ is under investigation and no  
(Fire, explosion, chemical spill)  
 estimate of damage is available at this time. As information becomes available, news releases will be issued.

Any further inquiries should be directed to \_\_\_\_\_  
(Name)  
 \_\_\_\_\_ at \_\_\_\_\_  
(Title) (Location)

Contact:

Phone (604)	Cell: (604)	Pager: (604)	Phone: (604)	Cell: (604)	Pager: (604)
Email: <a href="mailto:q@richmond.ca">q@richmond.ca</a>			Email: <a href="mailto:q@richmond.ca">q@richmond.ca</a>		



For Immediate Release

**Media Statement: Level III Crisis**

Date of Release:  
 Time of Release:  
 News Release Number:

Re: (name of incident)

EVENT: Media Briefing

WHEN: (date and time)

WHERE: Media Centre  
 (location)

WHY: To update the media on the latest developments in the (name of incident).

WHO: Spokesperson(s) Available:  
 • (list spokespersons)

PARKING: Media parking is available (name parking location). Access to the Media Centre will only be granted through (name location) entrance. Once you have parked proceed to the (name of building) located (give directions) of the parking lot.

*Please note:*

- *To receive accreditation and the latest information please sign in when arriving at the Media Centre.*
- *All media will be required to show identification when arriving on site.*
- *Staff in the Media Centre will be available to set up interviews and facilitate information requests.*

For more information please call the Media Centre at (xxx) xxx-xxxx or visit our community's web site @ [www.xxxxxx.xx](http://www.xxxxxx.xx)

**Contact:**

Phone: (604)	Cell: (604)	Pager: (604)	Phone: (604)	Cell: (604)	Pager: (604)
Email: @richmond.ca			Email: @richmond.ca		

Below is an example of content that may be used in drafting a news release. A standing template with format guides for News Releases can be found in the Corporate Word macros (click on the Corporate header and scroll down to Forms)

**For Immediate Release**

**News Release:        Level III Crisis**

News Release No. 1

Date:

Time:

(Community), (Province) -- At (time) today, the (name of community) Emergency Response Team responded to a (what happened) at (where did it happen -- the 'why' isn't always possible at the onset of a crisis). Only (who has been impacted) may have been affected by this incident -- everyone else in the community remains completely safe (only if this is the case).

Trained emergency response crews are currently responding to the situation and dealing with the priorities of the incident. An evaluation of the situation is underway and specific details will be released as they are confirmed for release. The (name of community) first concern is for public safety and the safety of our first our emergency response personnel. We are working with other response agencies to manage the situation and minimize the impact it has on our community as a whole.

The (name of community) will release new information to all interested parties as soon as it becomes available. Ongoing public information about the situation will be posted on our web site at [www.xxxx.xx](http://www.xxxx.xx) and information lines have been established as follows:

Public    (xxx)-xxx-xxxx

Media    (xxx) xxx-xxxx

"An incident like today's affects every member of our community and beyond," said (name and title of spokesperson). "On behalf of the (name of community), I want to express the sincere concern (use whatever word fits the situation) we're all feeling for what has happened in our community today. We are taking this incident very seriously. The (name of community) has an effective emergency response system in place, and well-trained personnel who will continue to work closely with external agencies to minimize the impact of this incident. Please be assured that we are doing everything possible to manage this crisis, and all its implications."

The (name of community) is currently setting up a Media Centre where briefings will be held. The logistics around this centre (include the media's access to centre and parking) will be issued within the next (time line). We ask for your understanding during this time. We are doing everything we can to ensure information is released as soon as it becomes available. Right now we request your help to ask the public to:

- Avoid the (name location) so emergency responders can effectively perform their duties
- Stay tuned to the media or call the above information number(s) for further information
- NOT call 911 unless it's a life threatening emergency
- Remain calm
- Stay by the phone to receive a call if they think one of their family members has been impacted.

For more information go to our web site at [www.xxxxxxx.xx](http://www.xxxxxxx.xx) or contact the Public Call Centre at: (xxx) xxx-xxxx

**Contact:**

Phone: (604)	Cell: (604)	Pager: (604)	Phone: (604)	Cell: (604)	Pager: (604)
Email: @richmond.ca			Email: @richmond.ca		

**For Immediate Release**

**News Release: After the Disaster**

Having just experienced the shock and pain of a disaster, you will be very busy for the next few days or weeks. Caring for your immediate needs, perhaps finding a new place to stay, planning for clean up and repairs, and filing claim forms may occupy the majority of your time. As the immediate shock wears off, you will start to rebuild and put your life back together. There are some normal reactions we may all experience as a result of a disaster. Generally, these feelings don't last long, but it is common to feel let down and resentful many months after the event. Some feeling or responses may not appear until weeks or even months after the disaster.

**Some common responses are:**

- Irritability/Anger
- Fatigue
- Loss of appetite
- Inability to sleep
- Nightmares
- Fear of Storms
- Sadness
- Headaches or nausea
- Hyperactivity
- Lack of concentration
- Increase in alcohol or drug consumption

Many victims of disaster will have at least one of these responses. Acknowledging your feelings and stress is the first step in feeling better. Other helpful things to do include:

- Talk about your disaster experiences. Sharing your feelings rather than holding them in will help you feel better about what happened.
- Take time off from cares, worries and home repairs. Take time for recreation, relaxation or a favourite hobby. Getting away from home for a day or a few hours with close friends can help.
- Pay attention to your health, to good diet and adequate sleep. Relaxation exercises may help if you have difficulty sleeping.
- Prepare for possible future emergencies to lessen feelings of helplessness and bring peace of mind.
- Rebuild personal relationships in addition to repairing other aspects of your life. Couples should make time to be alone together, both to talk and to have fun.

Emergency Information Plan

- If stress, anxiety, depression, or physical problems continue, you may wish to contact the post-disaster services provided by the local mental health contact.
- Please take this sheet with you today and reread it periodically over the next few weeks and months. Being aware of your feelings and sharing them with others is an important part of recovery.

Contact:

Phone: (604)	Cell: (604)	Pager (604)	Phone (604)	Cell: (604)	Pager (604)
Email: @richmond.ca			Email: @richmond.ca		

For Immediate Release

Event: \_\_\_\_\_

Date & Time: \_\_\_\_\_

**URGENT**

News Release: Richmond Emergency Program Evacuation Procedures

The Richmond Emergency Program or Emergency Operations Centre is urging residents affected by the recent (*disaster--whatever it is*) to be prepared to evacuate if ordered to do so by emergency officials in your area.

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 of Richmond.
- Make arrangements for pets. Local emergency officials will advise you.
- Wear clothes and shoes appropriate to conditions.
- Lock up 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 are evacuated, register with the local ESS Emergency Reception Centre (as advised by emergency officials) so you can be contacted or reunited with your family and loved ones.

Contact:

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Cell: (604)  
Email: @richmond.ca

Pager: (604)

Phone: (604)  
Cell: (604)  
Email: @richmond.ca

Pager: (604)

For Immediate Release

News Release: Public can help prevent flooding

News Release No. 1

Date:

Time:

The (cause of potential flooding and effect) in the City of Richmond. The public can help prevent more serious flooding by taking a few minutes to ensure that all drains and catch basins are kept clear.

Debris such as leaves and fallen branches, along with accumulated snow and ice, can block storm sewer drains causing water to pool and overflow. City crews (how staff are responding) to ensuring drains and catch basins are clear, however the public can assist by monitoring drainage around their property and clearing any minor blockages. Please use extreme caution while clearing drains and catch basins as most are located on the edges of streets and active roadways.

Severely blocked drains or other flooding concerns should be reported directly to the Public Works 24-hour Dispatch line at 604-270-8721.

Contact:

Phone: (604)	Cell: (604)	Pager: (604)	Phone: (604)	Cell: (604)	Pager: (604)
Email: <a href="mailto:richmond.ca">richmond.ca</a>			Email: <a href="mailto:richmond.ca">richmond.ca</a>		

## Appendix 4: Sample Communications

The following section provides sample news releases and media advisories relating to an emergency and the City's response, proactive messages to promote preparedness or inform the community of the City's emergency management initiatives.

<b>Mitigation and Preparedness</b>	
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High fire hazard impacts urban areas too	Pg. AP4-3
Public can help prevent flooding	Pg. AP4-4
Richmond takes steps to combat West Nile	Pg. AP4-5
Richmond closes additional trails due to fire risk	Pg. AP4-6
City offers tips on staying safe during an earthquake	Pg. AP4-7
Now appearing: Disaster Response Routes	Pg. AP4-9
<b>Response</b>	
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Mitigation and Preparedness



City of Richmond  
6911 No. 3 Road  
Richmond, B.C. V6Y 2C1

News Release

April 11, 2005

For Immediate Release

City receives provincial funding for tsunami preparedness

The City of Richmond has been awarded \$10,000 by the provincial government for tsunami preparedness, to enhance the City's state of tsunami readiness.

The devastating tsunami that struck South East Asia in December 2004 demonstrated the impacts that tsunamis can have on coastal communities. To help foster more comprehensive emergency planning around a tsunami threat, the Province of BC has awarded the City with a \$10,000 grant to identify risks, develop response plans and assess communication and notification systems. Some of the work will include coring and trenching around Richmond to identify any tsunami deposits that might be present. The coring samples will be analyzed to determine if they contain coarse sediment deposited by a tsunami. Past geological events are the best method available to predict potential future incidents, and this research will be beneficial in assessing the tsunami risk in Richmond. Related studies to date have shown no evidence of tsunamis ever impacting Richmond. This study will specifically target tsunamis and provide greater clarity on the threat.

"Although Richmond is an island community, we are not at significant risk of a tsunami," says Mayor Malcolm Brodie. "However, we need to conduct more research to proactively plan if an emergency were to arise. Researching and assessing the tsunami threat for our jurisdiction is critical in emergency preparedness planning."

Richmond is relatively low risk of a tsunami as Vancouver Island lies as a breakwater between the open ocean and Richmond, providing a natural protective barrier. If a tsunami did occur on the open ocean, it is likely Vancouver Island would absorb the major impact of a tsunami. The tsunami waves would dissipate to one metre or less as they moved through the Juan de Fuca Strait and Gulf Islands. In the event of an underwater earthquake occurring just off Richmond's shores, our tidal flats are expected to absorb much of the water impacts.

The City has an active Emergency Preparedness Program and is continually evaluating ways to enhance its state of emergency readiness, in its commitment to be a disaster-resilient area. The City also has a program to regularly inspect and upgrade our dykes to ensure maximum structural integrity. To learn about tsunami and emergency preparedness, visit the City online at: <http://www.richmond.ca/safety/prepare/city/hazards/tsunamis.htm>.

- 30 -

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City of Richmond  
6911 No. 3 Road  
Richmond, B.C. V6Y 2C1

News Release

August 13, 2004

For Immediate Release

High fire hazard impacts urban areas too

Richmond residents are being urged to take precautions against the rising fire hazard caused by the continuing hot, dry weather. The ready availability of combustibles in urban residential areas means BC's forests aren't the only areas threatened by the high fire hazard.

Richmond Fire Rescue, in conjunction with the BC Ministry of Forests' Fire Prevention Division, conducted a fire hazard assessment throughout Richmond on August 13, 2004. The assessment confirmed a significant high hazard interface in areas including Richmond's neighbourhoods, parks and trails.

Old growth trees, hedges and the ground fuels beneath provide a huge supply of combustible material. These fuels are often found in close proximity to houses, fences and other combustible building materials. Taken in combination with the current dry weather, these conditions are generally assessed as a high fire hazard potential.

In addition, Richmond Fire Rescue has responded to a number of potentially dangerous hedge and grass fires in recent days. Under the current conditions, these types of fires can spread quickly and engulf homes and other property.

With long range weather trends pointing to hotter, dryer summers, the threat of fire will continue to grow in the future. That's why Richmond Fire-Rescue Department urges residents to download and read a copy of the Fire Smart Program from the website: <http://www.for.gov.bc.ca/protect/>. The booklet will provide a check list and information to help residents work towards protecting their homes and making their neighbourhoods safer.

Residents may also pick up a copy of the booklet at Richmond's No. 1 Fire Hall located at 6960 Gilbert Road, Monday to Friday 8 a.m. - 5 p.m.

- 30 -

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City of Richmond  
 6911 No. 3 Road  
 Richmond, B.C. V6Y 2C1

News Release

January 7, 2004

For Immediate Release

Public can help prevent flooding

The melting of accumulated snowfall is leading to significant pooling of water along roadways in the City of Richmond. The public can help prevent more serious flooding by taking a few minutes to ensure that all drains and catch basins are kept clear.

Debris such as leaves and fallen branches, along with accumulated snow and ice, can block storm sewer drains causing water to pool and overflow. City crews have shifted their focus from snow removal to ensuring drains and catch basins are clear, however the public can assist by monitoring drainage around their property and clearing any minor blockages. Please use extreme caution while clearing drains and catch basins as most are located on the edges of streets and active roadways.

Severely blocked drains or other flooding concerns should be reported directly to the Public Works 24-hour Dispatch line at 604-270-8721.

- 30 -

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City of Richmond  
6911 No. 3 Road  
Richmond, B.C. V6Y 2C1

News Release

April 23, 2003

For Immediate Release

**Richmond Takes Steps to Combat West Nile**

Richmond City Council has approved an early action program designed to prevent the spread of West Nile virus in Richmond.

Experts from the B.C. Centre for Disease Control have predicted that West Nile will reach southern B.C. this Spring/Summer via migratory bird pathways. As a result, Richmond City Council is the first Lower Mainland community to initiate a proactive program to combat the spread of this disease.

The City has contracted with our local health authority to implement an extensive monitoring and treatment program. This entails monitoring ditches and other City properties in Richmond that are common breeding sites for mosquitoes. Where mosquito larvae are present, a targeted program to eliminate the larvae before they hatch into mosquitoes will be undertaken.

Mosquitoes are the carriers by which the virus is transmitted to humans. A biologically safe pesticide approved for use in Canada, *Bacillus thuringensis israelensis* (Bti) which targets the larvae of the mosquito will be used. This program is especially designed to eliminate the problem before it starts and avoids the need for a broad-scale spraying program.

There are many things residents and business owners can and should do to help eliminate mosquito breeding areas on their properties such as ensuring any containers which can hold water are emptied; change water in bird baths regularly; clean and chlorinate outdoor pools; ensure eaves drain properly; and check flat roofs for standing water. Further, information is available at Richmond Health Services offices at 604-233-3147

Richmond's West Nile control program will commence immediately.

- 30 -

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City of Richmond  
 6911 No. 3 Road  
 Richmond, B.C. V6Y 2C1

News Release

September 3, 2003

For Immediate Release

**Richmond closes additional trails due to fire risk**

Effective immediately, the City of Richmond Parks Department, in conjunction with Richmond Fire Rescue, has instituted two new trail closures due to continuing high fire risk.

The two new trail areas closed to public access, until further notice, are:

- Horseshoe Slough Trail, running adjacent to Shell Road and its right-of-way from Steveston Highway to River Road, near the Scout Campground
- No. 7 Road Trail, which runs beyond Triangle Road along the South Dyke

The Fraser Port Authority has reported both beach fires and an abandoned car being set on fire in the Number 7 Road area. Given the sensitive nature of the area it has been assessed as a high fire risk. The gates in this area will be closed to control access. The Horseshoe Slough Trail has a combination of soils consisting of peat and other composting material, which also poses a significant fire hazard.

"We appreciate the great public support we've received in respecting these closures in order to protect our environment," says Dave Semple, Director of Parks Operation. "We are monitoring the situation daily and will re-open the parks and trails as soon as it is safe to do so."

The following park and trail areas also remain closed until further notice: Richmond Nature Park East and Nature Park West (the closure applies to the forested and trail areas of Richmond Nature Park, which is bounded by Westminster Highway, Shell Road, Jacombs Road and the East-West Connector, however, the Nature Park Nature House remains open); Agassiz Park, located at 10711 Agassiz Court, west of Shell between Williams and Francis roads; the North East Bog Forest, located along River Road in the Hamilton area of East Richmond; and the Shell Road Trail, from Francis Road to Alderbridge Way.

All open outdoor fires are also prohibited throughout the region as a result of the continuing high fire risk. This includes a continuing ban on any fires in Garry Point Park or other City parkland.

For more information call the Parks Department at 604-276-1208.

- 30 -

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City of Richmond  
6911 No. 3 Road  
Richmond, B.C. V6Y 2C1

News Release

February 28, 2001

For Immediate Release

City offers tips on staying safe during an earthquake

There were no significant reports of damage from the earthquake tremors felt in the City of Richmond late Wednesday morning.

A water connection leak was reported on Mahood Drive, but it was not due to the earthquake.

Many City departments, particularly the Richmond RCMP and Richmond Fire-Rescue, were flooded with calls from worried members of the public.

"The most important advice is to stay calm," says Suzanne Bycraft, the City's Emergency Management Office manager. "You have a huge amount of influence on what happens to you in an earthquake. The worst thing you can do is panic."

Here are the most important tips for surviving an earthquake:

- Drop, cover and hold: If you are inside a building stand in a doorway or crouch under a desk or table, away from windows, glass dividers and filing cabinets. Do not attempt to evacuate the building until after the earthquake has subsided.
- Remain stationary for the duration of the earthquake and for 60 seconds afterwards. This will reduce the risk of being struck by falling debris. Hold on to the legs of the table, it will move.
- If you are unable to get under a table, choose an inner wall, hallway or a corner which is structurally sound. Pillows, blankets and chairs can also offer some protection.
- If you are outside, stand away from buildings, trees, telephone and electric lines.
- After the earthquake, check for safety by examining utility connections and looking for building damage such as cracks around chimneys and foundations. Turn off appropriate utilities and promptly evacuate the building if structural damage is evident.
- Don't immediately use the telephone except for emergency use. Do not call 911 unless you need to report an emergency situation. Make sure your phone is on the hook.
- Turn on radio and listen for instructions from public safety agencies.

There are many things you can do to prepare for an earthquake. The City will be offering a series of emergency preparedness workshops at local community centres, beginning April 10. The workshops will include courses on personal emergency preparedness, emergency first aid, rapid damage assessment, utilities and fire suppression.

Emergency Information Plan

In addition, an Emergency Preparedness Day will be marked on April 28, 2001 with a daylong event at Richmond City Hall, 6911 No. 3 Road. Interactive displays and demonstrations will show people how to prepare your home and your family for a major emergency.

The City's Emergency Program department also has a wealth of information on earthquake preparedness. For more information on emergency preparedness or for details on the workshops and Emergency Preparedness Day call 233-3333 or visit our website at [www.city.richmond.bc.ca](http://www.city.richmond.bc.ca)

- 30 -

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City of Richmond  
6911 No. 3 Road  
Richmond, B.C. V6Y 2C1

Media Advisory

December 5, 2003

For Immediate Release

Now appearing: Disaster Response Routes

The City of Richmond is currently installing disaster response route signs on Richmond municipal roads. A total of 23 signs will mark the routes which will be used by emergency responders to quickly move people to safety and supplies to residents in need.

When activated, public service announcements on the radio will provide information regarding the activation of specific routes. Public cooperation will be key in keeping these routes clear and accessible to first responders in a major emergency.

Media are invited to a special photo opportunity on Monday, December 8, 2003 at the median on the north side of Westminster Highway on No. 2 Road. Mayor Malcolm Brodie will unveil the first Disaster Response Route sign to mark Richmond's network.

What: City of Richmond Disaster Response Routes  
When: 11:00 a.m., Monday, December 8, 2003  
Where: No. 2 Road just north of Westminster Highway  
Parking: available at Custom Paper, Unit 120 5900 No. 2 Road  
(entrance way – just north of Westminster Highway off No. 2 Road)

- 30 -

Contact:  
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1101900



Response



City of Richmond  
6911 No. 3 Road  
Richmond, B.C. V6Y 2C1

News Release

January 17, 2005

For Immediate Release

City crews responding to heavy rainfall

Heavy rainfall in the Lower Mainland area has kept City of Richmond crews busy responding to localized flooding concerns.

The heavy rainfall, combined with high tidal conditions and increased runoff from snowmelt, has caused localized flooding conditions in Richmond. Flooding is expected to ease later this evening when rainfall is projected to ease and tidal conditions subside. Heavy rain is expected to resume Wednesday and continue through to Thursday.

The City's Public Works Department staff have added extra crews to help monitor the City's pumping stations and respond to public concerns.

To help alleviate instances of flooding, residents can check the storm sewer drain in front of their property to ensure it is clear of leaves, twigs or other debris. This will allow the rain water to more readily drain into the storm sewer system and avoid instances of water ponding. Residents who are experiencing localized flooding can visit the City's Works Yard at 5599 Lynas Lane to obtain sandbags. City staff will remain working after hours until conditions improve to make sand bags available. Residents should also take care when driving and proceed slowly through areas where water has ponded on the road.

Additional City crews will be working after hours to respond to public concerns and ensure the storm sewer pumping stations are operating effectively.

Residents who have concerns may contact the City's Works Yard at 604-270-8721. Calls will be answered as quickly as possible and in order of receipt.

- 30 -

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1398880



**City of Richmond**  
 6911 No. 3 Road  
 Richmond, B.C. V6Y 2C1

**News Release**

September 9, 2002

For Immediate Release

**Richmond working to resolve cloudy water problems**

The City of Richmond is conducting a major flushing program to combat increased incidents of turbidity throughout the southern part of the municipality.

High levels of dirty or cloudy water, including a significant amount of small particles, have been experienced since Saturday in areas south of Blundell Road and between No. 5 Road and Seventh Avenue.

The turbidity problem includes particles that are described as "tea leaf scale" which are dark brown flakes that have the appearance of coffee grounds, or rust particles and sand. The City has conducted a major flushing program throughout the weekend in the areas reporting problems. The flushing is expected to continue for a number of days until turbidity levels return to normal.

This is NOT a boil water advisory. Repeated chemical and biological tests have shown no outside contamination in the water and it remains safe to drink. However, during high levels of turbidity, some water users, such as the very young or the elderly, may want to consider boiling their drinking water as a precaution. In addition, the Chief Medical Health Officer has a standing regional health advisory that persons with immunosuppressed medical condition should consider boiling their water or drink bottled water on a routine basis.

The high level of turbidity is believed to be a result of maintenance work performed Friday night by the Greater Vancouver Regional District on its Little Mountain Reservoir. The maintenance work caused a reversal of water flows, stirring up normally dormant sediment in the GVRD's Shell Road water main, which is one of the four principle water supply lines servicing Richmond. The reservoir maintenance work was completed on Sunday and water flows have now returned to normal, which should help alleviate the problem. Various parts of South Richmond have experienced similar water turbidity problems throughout the spring and summer of 2002, which is also believed related to changes in regional water supply flows.

Residents who want to report water quality issues should call the city's Public works Dispatch at (604) 279-8721.

- 30 -

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City of Richmond  
6911 No. 3 Road  
Richmond, B.C. V6Y 2C1

News Release

March 3, 2005

For Immediate Release

Propane leak forced evacuation on Mitchell Island

The driver of a motor vehicle punctured a propane fuel filler hose while backing his vehicle against a protective post, pinching and severing the hose at a Richmond business. The ensuing leak caused an evacuation of workers in approximately fifty facilities this morning.

At approximately 8:00 a.m., the driver of a light commercial vehicle refilling a propane truck accidentally ran into a bollard, creating a tear in the hose connected to the 5,600-litre propane tank located at 1071 Millearch Street. Richmond Fire-Rescue staff, the R.C.M.P and the BC Ambulance Service were dispatched after the 911 call, and an integrated emergency response plan was enacted. Fire-Rescue staff evacuated the immediate area, disconnected the fuel source to the tank, isolated the leak and ventilated the area from propane vapours. The R.C.M.P secured vehicle and pedestrian access to the site, and the BC Ambulance Service was well prepared to provide medical assistance if required. The LPG Emergency Response Corp. and the British Columbia Safety Authority provided emergency support for propane safety as did Superior Propane, the owners of the propane tank. The Salvation Army was also near the scene providing water and snacks to evacuated workers.

At approximately noon, business owners were led in phases back to their respective businesses after a thorough investigation by Fire-Rescue staff, who observed zero propane emissions readings both in and outside of every building in the surrounding area.

"We are fortunate this accident did not result in misfortune, and we are very pleased with our co-ordinated approach to ensure the safety of the public," says Fire Chief Jim Hancock. "I commend all the agencies involved for their fine work responding to this incident. The City of Richmond integrated command vehicle was used for unified command co-ordination."

Approximately 1800 litres, or 40 per cent, of the tanks propane capacity leaked as a result of the tear in the hose. Fire-Rescue crews worked diligently to ensure all vapours were dispersed in an efficient and timely manner so businesses were able to resume their work later this afternoon.

Residents and businesses owners are encouraged to learn more about propane safety, use and maintenance by visiting the BC Safety Authority's web site at [www.safetyauthority.ca](http://www.safetyauthority.ca).

- 30 -

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**City of Richmond**  
 6911 No. 3 Road  
 Richmond, B.C. V6Y 2C1

**News Release**

September 11, 2001

For Immediate Release

### Emergency reception centre established

The City of Richmond has established Thompson Community Centre at 5151 Granville Avenue as an emergency reception centre for passengers stranded as a result of the suspension of flights at Vancouver International Airport.

Arrangements are now being made to transfer passengers arriving from Vancouver International Airport. Other people requiring emergency accommodation should make their way to the centre, where individuals needs will be assessed and arrangements made to address their needs for shelter, food, communications and other needs.

Only those requiring assistance should visit the centre. The City requests that others please stay away from the centre in order to allow the emergency operation to operate as effectively as possible.

The City has been inundated with calls from local residents offering to billet displaced passengers. A list of possible billets has been established to be used in a contingency basis. However, no further assistance is required at this time. The City thanks public members for their support and concern and requests that no further calls offering for assistance. This will help the City better answer specific requests for assistance.

For more information on how to access emergency assistance, call 604-276-4000.

- 30 -

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**City of Richmond**  
6911 No. 3 Road  
Richmond, B.C. V6Y 2C1

**News Release**

October 29, 2003

For Immediate Release

**Disaster response routes approved**

Richmond City Council has approved disaster response routes for Richmond as part of its ongoing commitment to community safety. These disaster response routes, when activated, will be used by emergency responders to quickly move people to safety and supplies to residents in need.

The disaster response routes in Richmond will run along Alderbridge Way from the Highway 91 interchange to Garden City Road, south on Garden City Road to Granville Avenue, west along Granville Avenue to No. 2 Road, along No. 2 Road from the airport to Steveston Highway, west on Steveston Highway to No. 1 Road, and south on No. 1 Road to Moncton Street.

The routes will be marked with disaster response route signs which will be installed by the middle of December on existing lamp standards.

If the routes need to be activated, public service announcements on the radio will provide information regarding the activation of specific routes. Emergency responders will control access to these routes to enable life saving equipment, ambulances, police, fire fighters, supply convoys and evacuees to get to where they need to go. Residents can do their part to help keep the routes clear by finding another way to get to where they want to go and moving parked cars. Once the life safety needs of the community have been addressed, the routes will be open for public use.

The disaster response route network in the lower mainland is now complete. The cooperation between local governments and provincial and federal agencies to establish this network will enable residents and communities throughout the region to get assistance and supplies quickly.

For more information and a map on the Disaster Response Route network in the lower mainland, go to: [http://www.th.gov.bc.ca/popular-topics/driver\\_info/route-info/disroute/1742\\_5.htm](http://www.th.gov.bc.ca/popular-topics/driver_info/route-info/disroute/1742_5.htm).

- 30 -

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1085675

Recovery



City of Richmond  
6911 No. 3 Road  
Richmond, B.C. V6Y 2C1

News Release

February 3, 2005

For Immediate Release

**Richmond commercial building closed for repairs**

A no occupancy order has been issued to the owner of 6280 No. 3 Road after a sinkhole on January 21 caused the building to be unsafe. The State of Local Emergency to ensure public safety on the premise has expired, with no need to extend the declaration.

Five businesses in the building remain closed after a sinkhole appeared in the rear parking lot next to the commercial building. Under the Emergency Program Act, the City issued a declaration of a State of Local Emergency effective January 21 to 28, which grants the Fire Chief and Police Chief legal authority to evacuate and control access to the premise. The City's Building Approvals staff has since issued a no occupancy order until repairs to the building and perimeter are completed and approved.

"It is our commitment to assist these business owners in re-opening as early as possible, while ensuring our standards for public safety are met," says John Irving, Manager of Building Approvals. "The building and parking lot are repairable, and we are working with the property owner to minimize the length of the closure. Opportunities exist to re-open businesses in phases beginning early next week."

Various utility inspections such as electrical, gas, hydro and sanitary sewer service have been conducted, with full service of all utilities provided to the building by each respective agency.

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City of Richmond  
6911 No. 3 Road  
Richmond, B.C. V6Y 2C1

News Release

September 12, 2001

For Immediate Release

Acting Mayor offers thanks to volunteers, community

The huge effort by the Richmond community to provide emergency services for stranded airline passengers Tuesday, has been saluted by Acting Mayor Lyn Greenhill.

"We had a fantastic outpouring of support from the community," said Greenhill. "The work done by our volunteers and the support from other members of our community was a great boost to our efforts to provide emergency aid."

About 40 volunteers, most pre-trained through the City's emergency program, were on hand at the City's Emergency Reception Centre at the Thompson Community Centre Tuesday. About 150 airline passengers bussed to the centre from Vancouver International Airport were registered, provided with food, communications and other services and sent on to emergency accommodation at a variety of local facilities and homes.

"It was a real test for our emergency preparedness and with the help of our community we were able to meet that challenge," said Greenhill. "It was gratifying that, by working together, our community could help cope in some way with the impact of this terrible tragedy."

The City's emergency volunteers were augmented by a variety of other volunteers and support from a number of other agencies from throughout the community. Dozens of people also showed up throughout the evening at the Thompson Community Centre to offer help, although their assistance was not immediately required.

Thousands of residents from around the Lower Mainland phoned the City's call centre to offer to host stranded passengers in their home. While some passengers were billeted through local churches, most passengers were accommodated through other measures.

"We'd like to thank those people who phoned to offer assistance, even though we may not have taken them up on the offer," said Greenhill. "We also ask for people's understanding that we weren't able to call back everyone who offered assistance as our focus was on helping those in need."

- 30 -

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**City of Richmond**  
 6911 No. 3 Road  
 Richmond, B.C. V6Y 2C1

**News Release**

September 14, 2001

For Immediate Release

**City continues emergency relief operations**

The City of Richmond deactivated its Emergency Operations Centre Friday, however it is continuing to provide support services for Vancouver International Airport and passengers stranded as a result of cancelled or postponed flights.

On Tuesday and Wednesday, the City arranged for emergency accommodations for about 200 stranded passengers in three temporary shelters in Richmond. While most of those passengers were able to depart Thursday, a handful of passengers are expected to remain in one of the temporary shelters through Sunday. City staff remain on stand-by should any additional passengers require emergency assistance.

In addition, the City continues to provide support to the Vancouver International Airport Authority and RCMP in providing relief and crowd marshalling for the large numbers of passengers now packing the airport.

The City is also extending its thanks to the many individual volunteers, community groups and businesses who assisted in this week's relief efforts.

"The support the community has given us this week has been outstanding," said Suzanne Bycraft, the City's Emergency Social Services Director. "We had a lot of people in need and we were able to meet those needs thanks to the support and work of our emergency volunteer corps and everyone else in the community who came forward to help."

Bycraft also thanked the many other people who were prepared to offer assistance, noting that such community response is essential to any successful emergency response effort.

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**City of Richmond**  
6911 No. 3 Road  
Richmond, B.C. V6Y 2C1

**News Release**

August 25, 2003

For Immediate Release

**Richmond fire fighters, emergency volunteers  
help those affected by BC wildfires**

The images of over 800 wildfires burning in the interior of BC and approximately 30,000 residents being forced to evacuate their homes remind of the importance of Emergency Social Services. Emergency Social Services provides essential services, such as food, clothing and lodging, for people affected by floods, earthquakes and fires.

The City of Richmond's Emergency Program volunteers are helping to assist those affected by the wildfires. Several Richmond volunteers, with Family Reunification training, have been working countless hours at the Red Cross's Central Registration and Inquiry Bureau. Volunteers handle calls from friends and families anxiously trying to locate loved ones that have been evacuated, evacuees registering their location and calls from residents needing special assistance.

To make a difference when disaster strikes, residents should sign up as an emergency volunteer today. The City will provide specialized Emergency Social Services training to ensure that volunteers will be prepared to help when an emergency affects the community. For more information about volunteer opportunities, contact the Emergency Program Office at 604-233-3333 or email [emergencyprograms@city.richmond.bc.ca](mailto:emergencyprograms@city.richmond.bc.ca).

Meanwhile, Richmond Fire Rescue is also contributing to the effort to combat the wildfires. In response to a request for assistance from the Provincial Fire Commissioner, a Richmond Fire Rescue engine company has been dispatched to Kelowna. The engine company includes a pumper truck and four fire fighters.

The company arrived in Kelowna Friday and crews have been working 12-hour shifts along the fire lines in that city's southern suburbs. The company will continue to provide assistance as required with crews being replaced every four days.

If you would like to assist victims of the BC wildfires, financial donations can be made to the Red Cross toll-free at 1-800-418-1111, the Salvation Army at 1-888-321-5433 and BC SPCA at 1-800-665-1868 or online at [www.sPCA.bc.ca](http://www.sPCA.bc.ca). When calling any of these agencies, please identify that your donation is for the BC Fire Victims.

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City of Richmond  
6911 No. 3 Road  
Richmond, B.C. V6Y 2C1

News Release

December 22, 2001  
RCMP File # 01-48120

For Immediate Release

**Richmond apartment fire claims two lives**

Two people were killed in an apartment fire at 8660 Granville Avenue in Richmond early this morning.

The victims are a teenaged male and female identified as Joval Galarosa, 15, and her brother Phillip Galarosa, 14.

Cause of the fire is unknown at this time, but the incident is being treated as suspicious until more is known. Richmond RCMP's Serious Crime Unit and Richmond Fire Rescue inspectors are conducting a joint investigation.

Richmond Fire-Rescue was first called to the Clipper Cove complex at 4:42 a.m. through a 911 call. The two-alarm blaze apparently originated in a second floor suite. The victims were not occupants of the suite where the fire originated.

The City of Richmond's Emergency Services department has arranged for temporary accommodation and other basic services for about 70 of the apartment residents at a local hotel. It is estimated that about 110 residents of the 55-unit building have been left temporary homeless as a result of the blaze.

Fire and building officials are currently assessing the building to determine when residents may be able to permanently return to their homes. Residents are being allowed to return to their suites under escort to pick up essential items.

Residents of the building requiring emergency assistance or seeking more information can leave a message with the City's Emergency Management Office department at 604-233-3333. Emergency Management Office staff or volunteers will contact the residents as new information becomes available.

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## Appendix 5: Key Messages

Focusing on the key hazards that could impact Richmond, the following section provides key messages which can be incorporated into news release, public tip sheets before, during and after an emergency or disaster. These messages have been customized using the Red Cross - Talking About Disaster: Guide for Standard Messages, Washington, DC, 2006.

Chemical Emergency	Pg. AP5-2
Emergency Supplies Kit	Pg. AP5-6
Earthquake	Pg. AP5-13
Evacuation	Pg. AP5-17
Fire	Pg. AP5-19
Flood and Flash Flood	Pg. AP5-21
Heat and Heat Wave	Pg. AP5-29
Volcanic Ash Fallout	Pg. AP5-33

### Additional Resources

For additional key messages, please refer to the emergency section of the City’s website at [www.richmond.ca/emergency](http://www.richmond.ca/emergency).

## Chemical Emergency

### What to Do if You Are at the Scene of a Chemical Accident

- Call 9-1-1 or the local fire department to report the nature and location of the accident as soon as possible. Alerting local authorities to a major chemical emergency immediately may help reduce potential injury or damage.
- Move away from the accident scene and help others away. Minimizing the time you are exposed reduces your risk of injury from breathing toxic chemicals. Some chemicals may ignite or explode.
- Stay away from the spilled substance and avoid touching it. If you are not sure of a substance or its effects, wait for authorities on the scene to advise you of proper medical care or attention to minimize injury.
- Try to avoid inhaling gases, fumes, or smoke. If possible, cover your mouth with a cloth while leaving the area. Many chemicals can damage breathing passages.
- Stay away from accident victims until the hazardous material has been identified. Once a substance has been identified and authorities indicate it is safe to go near victims, you can move victims to fresh air and call for emergency medical care. Remove contaminated clothing and shoes and place them in a plastic bag. Cleanse victims who have come in contact with chemicals by immediately pouring cold water over the skin or eyes with running water for at least 15 minutes, unless authorities instruct you not to use water on the particular chemical involved. Minimizing your exposure will decrease potential injury.
- Try to stay upstream, uphill, and upwind of the accident. Chemicals may be carried by water, gravity, or wind. Minimize your exposure.

### How to Shelter-in-Place

One of the basic instructions you may be given in a chemical emergency is to shelter-in-place. This is a precaution aimed to keep you and your family safe while remaining in your home. If you are told to shelter-in-place, go inside, close all windows and vents and turn off all fans, heating or cooling systems. Take family members and pets to a safe room, seal windows and doors, and listen to local radio – CBC 690 AM (or television) stations for instructions.

- While gathering your family, you can provide a minimal amount of breathing protection by covering your mouth and nose with a damp cloth. Many chemicals can cause damage to breathing passages.
- Immediately after the shelter-in-place announcement is issued, fill up bathtubs or large containers for an additional water supply, and turn off the intake valve to the house. Water supplies may become contaminated. Preserve the water you have available.
- If gas or vapours could have entered the building, take shallow breaths through a cloth or a towel. Many chemicals can cause damage to breathing passages.
- Avoid eating or drinking any food or water that may be contaminated. Injury may occur from eating or drinking toxic chemicals.
- Seal house so contaminants cannot enter:
  - Close and lock all windows and doors in your home.
  - Turn off all fans, heating and air conditioning systems.
  - Close the fireplace damper.
  - Seal gaps and cracks under doorways and windows with wet towels and duct tape.
  - Seal gaps around window and air conditioning units; bathroom and kitchen exhaust fans, and stove and dryer vents with duct tape and plastic sheeting, wax paper, or aluminium wrap.
  - Close off nonessential rooms such as storage areas, laundry rooms, and extra bedrooms.
  - Turn off ventilation systems.
- Go to an above-ground room (not the basement) with the fewest windows and doors. Some chemicals are heavier than air, and may seep into basements, even if the windows are closed.
- Take your Emergency supplies kit with you. These items may make you more comfortable while you are waiting for further instructions.
- Stay in the room and listen to your radio or television until you are told all is safe, or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community. Following the advice of local authorities is your safest choice.
- If you are told there is danger of explosion, close the window shades, blinds, or curtains. To avoid injury, stay away from the windows. If windows break due to the explosion, the shades will help prevent glass from shattering into your home.

### Evacuation During a Chemical Emergency

If you are told to evacuate immediately, take your Emergency supplies kit. Pack only the bare essentials, such as medications, and leave your home quickly. Follow the route authorities recommend. Don't take shortcuts on the way to the shelter, they may be blocked or expose you to dangerous chemicals.

- **It is important to stay calm, listen carefully, and follow all instructions.** Authorities will decide if evacuation is necessary, based primarily on the type and amount of chemical released and how long it is expected to affect an area. Other considerations are the length of time it should take to evacuate the area, weather conditions, and the time of day. Authorities will advise you of the safest steps to take for your particular situation.
- **If an evacuation order is issued, listen to your radio to make sure the evacuation order applies to you, and to understand if you are to evacuate immediately or if you have time to pack some essentials.** Stay tuned to a radio or television for information on evacuation routes, temporary shelters, and procedures. Following the advice of local authorities is your safest choice.
- **Avoid using the telephone.** Use your phone only in life-threatening emergencies to call 9-1-1. Telephone lines are frequently overwhelmed in disaster situations. They need to be clear for emergency calls to get through.
- **If you are told to evacuate, do so immediately.** Local officials may call for evacuation in specific areas at greatest risk in your community. Following the advice of local authorities is your safest protection.
- **Take your Emergency supplies kit.** These items may make you more comfortable while you are away from home.
- **Only if you have time, seal your house so contaminants cannot enter:**
  - Shut off all vents.
  - Close fireplace dampers.
  - You don't need to turn off your refrigerator or freezer, but you should turn off all other appliances and lights as you leave.
  - Close and lock your windows and doors.
- **Move quickly and calmly.** Leaving the area as quickly as possible will reduce your chance of exposure to hazardous materials. Staying calm and rational will help you move safely and avoid delays or accidents caused by irrational behaviour.
- **Do not assume that a shelter will have everything you need.** While shelters provide a safe place to stay and food, specialty items for infants and individuals on

restricted diets may not be available. In most major chemical emergencies, shelters will provide only emergency items such as meals, cots, and blankets.

- If you need a ride, ask a neighbour. If no neighbour is available to help you, listen to local radio or television stations for further instructions.
- Check on neighbours to make sure they have been notified, and offer help to those with disabilities or other special needs. Elderly people and people with disabilities may require additional assistance, and people who care for them or who have large families may need assistance in emergency situations.
- Take only one vehicle to the evacuation site. Traffic may be very heavy and parking at a shelter may be limited. Reduce further congestion and keep your family together by eliminating additional vehicles.
- Close your car windows and air vents, and turn off the heater or air conditioner. Many chemicals can cause damage to breathing passages.
- For your safety, follow the exact route you are told to take. Shortcuts may put you in the path of danger.

#### What to Do After a Major Chemical Emergency

- Return home only when authorities say it is safe. Local officials on the scene are the best source of information for your particular situation.
- Follow local instructions concerning the safety of food and water. Contaminated food or water can cause illness.
- Clean up and dispose of residue carefully. Follow instructions from emergency officials concerning cleanup methods. Local officials will best know proper procedures for your particular situation.



## Emergency Supplies Kit

### Prepare Your Kit: Tips for Your Emergency supplies kit

- Keep a smaller Emergency supplies kit in the trunk of each car. If you become stranded or are not able to return home, having some items will help you to be more comfortable until help arrives.
- Keep items in airtight plastic bags. This will help protect them from damage or spoiling.
- Replace stored food and water every six months. Replacing your food and water supplies will help ensure their freshness.
- Rethink your kit and family needs at least once a year. Replace batteries, update clothes, etc.
- Ask your physician or pharmacist about storing prescription medications. It may be difficult to obtain prescription medications during a disaster because stores may be closed or supplies may be limited.
- Use an easy-to-carry container for the supplies you would most likely need for an evacuation. Label it clearly. Possible containers include:
  - A large, covered trash container.
  - A camping backpack.
  - A duffel bag.
  - A cargo container that will fit on the roof of your vehicle.
- Remember to consider the needs of very young and older family members, such as infants and elderly or disabled persons.
  - For baby: formula, diapers, bottles, powdered milk, medications.
  - For adults: heart and high blood pressure medication, insulin, prescription drugs, denture needs, contact lenses and supplies, extra eyeglasses, and hearing aid batteries.

### Emergency supplies kit Basics

The following items might be needed at home or for an evacuation. Keeping them in an easy-to-carry backpack or duffel bag near your door would be best in case you need to evacuate quickly, such as in a tsunami, flash flood, or major chemical emergency. Store your kit in a convenient place known to all family members. Kit basics are:

- A portable, battery-powered radio or television and extra batteries.
- Flashlight and extra batteries.
- First aid kit and first aid manual.
- Supply of prescription medications.
- Credit card and cash.
- Personal identification.
- An extra set of car keys.
- Matches in a waterproof container.
- Signal flare.
- Map of the area and phone numbers of places you could go.
- Special needs, for example, diapers or formula, prescription medicines and copies of prescriptions, hearing aid batteries, spare wheelchair battery, spare eyeglasses, or other physical needs.

If you have additional space, consider adding some of the items from your Evacuation Supplies Kit.

### Evacuation Supplies Kit

Place in an easy-to-carry container the supplies you would most likely need if you were to be away from home for several days. Label the container clearly. Remember to include:

- Emergency supplies kit basics (listed above).
- Three gallons of water per person.
- Three-day supply of non-perishable food.
- Kitchen accessories: manual can opener; mess kits or paper cups, plates, and plastic/disposable utensils; utility knife; a can of cooking fuel if food must be cooked; household liquid bleach to treat drinking water; sugar, salt, pepper; aluminium foil; plastic resealable bags.
- One complete change of clothing and footwear for each family member, sturdy shoes or work boots, raingear, hat and gloves, thermal underwear, sunglasses.
- Blankets or sleeping bag for each family member.

- Tools and other accessories: paper, pencil; needles and thread; pliers, shut-off wrench, shovels, and other useful tools; tape; medicine dropper; whistle; plastic sheeting; small canister, A-B-C-type fire extinguisher; emergency preparedness manual; tube tent; compass.
- Sanitation and hygiene items: toilet paper, towelettes; soap, hand sanitizer, liquid detergent; feminine supplies; personal items such as shampoo, deodorant, toothpaste, toothbrushes, comb and brush, lip balm; plastic garbage bags (heavy-duty) and ties (for personal sanitation uses); medium-sized plastic bucket with tight lid; disinfectant; household chlorine bleach; small shovel for digging an expedient latrine.
- Entertainment, such as games and books.

**Home Emergency supplies kit**

In addition to your Emergency supplies kit basics and Evacuation Supplies Kit, gathering the following items will help your family endure home confinement, which often happens following disasters and may include the loss of utilities.

- Wrench to turn off household gas and water. Keep it near the shut-off valves.
- A week’s supply of food and water.
- Additional blankets and sleeping bags.

**Water**

Having an ample supply of clean water is a top priority in an emergency.

- Store water in plastic containers, such as soft drink plastic bottles. Seal containers tightly, label them and store in a cool, dark place. Replace water every six months. Avoid using containers that will decompose or break, such as milk cartons or glass bottles.
- Keep at least a three-day supply of water, or a minimum of four litres per person. It is strongly recommended to have more if possible. Store your three-day supply in a handy place. You need to have water packed and ready in case there is no time to fill water bottles when disaster strikes.
- Water needs to be treated only if it is of questionable purity.
  - Boiling is the safest method of treating water. Strain water through a clean cloth to remove bulk impurities. Bring water to a rolling boil for about one full minute, keeping in mind that some water will evaporate. Let the water cool before drinking. Boiled water will taste better if you put oxygen back into it by pouring the water back and forth between two clean containers. This will also improve the taste of stored water.
  - You can use household liquid bleach to kill microorganisms. Use only regular household liquid (not granular) bleach that contains 5.25 percent sodium hypochlorite. Do not use scented bleaches, color-safe bleaches, or bleaches with added cleaners. Add 16 drops of bleach per gallon of water, stir, and let stand for 30 minutes. If the water does not have a slight bleach odour, repeat the dosage and let stand another 15 minutes. If it still does not smell of chlorine, discard it and find another source of water. Other chemicals, such as iodine or water treatment products sold in camping or surplus stores that do not contain 5.25 percent hypochlorite as the only active ingredient, are not recommended and should not be used.
  - Distillation involves boiling water and then collecting the vapour that condenses back to water. The condensed vapour will not include salt or other solid impurities. To distill, fill a pot halfway with water. Tie a cup to the handle on the pot's lid so that the cup will hang right-side up when the lid is upside down (make sure the cup is not touching the water) and boil the water for 20 minutes. The water that drips from the lid into the cup is distilled.
- Melt ice cubes or use water from undamaged hot water tanks, toilet tanks (not the bowl), and water pipes if you need additional water.
- If you need to find water outside of your home, you can use rainwater; streams, rivers, and other moving bodies of water; ponds and lakes; and natural springs.

If you question its purity, be sure to treat the water first. Avoid water with floating material, an odour, or a dark colour. Use saltwater only if you distill it first. Do NOT drink flood water.

**Food**

Even though it is unlikely that an emergency would cut off your food supply for two weeks, you should consider preparing a supply that will last that long. The easiest way to develop a two-week stockpile is to increase the amount of basic foods you normally keep on your shelves. If your water supply is limited, try to avoid foods that are high in fat and protein, and don't stock salty foods, since they will make you thirsty. Familiar foods can lift morale and give a feeling of security in time of stress. Also, canned foods won't require cooking, water, or special preparation. Take into account your family's unique needs and tastes. Try to include foods that they will enjoy and that are also high in calories, protein, carbohydrates, vitamins, and minerals.

- Pack at least a three-day supply of non-perishable food and water, and store it in a handy place. You need to have these items packed and ready in case there is no time to gather food from the kitchen when disaster strikes.
- Select foods that require no refrigeration, preparation, or cooking, and little or no water. Foods that are compact and lightweight are easy to store and carry.
- If you must heat food, pack a can of cooking fuel.
- Try to eat salt-free crackers, whole grain cereals, and canned food with high liquid content. Recommended foods include:
  - Ready-to-eat canned meats, fruits, and vegetables.
  - Canned juice, milk, and soup (if powdered, store extra water).
  - High-energy foods, such as peanut butter, jelly, crackers, granola bars, and trail mix.
  - Comfort foods, such as hard candy, sweetened cereals, candy bars, and cookies.
  - Instant coffee, tea bags.
  - Foods for infants, elderly persons, or persons on special diets, if necessary.

Also consider:

- Compressed food bars. They store well, are lightweight, taste good, and are nutritious.
- Trail mix. Available pre-packaged, or assemble your own.
- Dried foods. They can be nutritious and satisfying, but contain a lot of salt, which promotes thirst.

- Freeze-dried foods. They are tasty and lightweight, but will need water for reconstitution.
- Instant meals. Cups of noodles or cups of soup are a good addition, although they need water for reconstitution.
- Snack-sized canned goods. Good because they generally have pull-top lids or twist-open keys.
- Pre-packaged beverages. Those in foil packets and foil-lined boxes are suitable because they are tightly sealed and will keep for a long time.

Food options to avoid:

- Commercially dehydrated foods. They can require a great deal of water for reconstitution and extra effort in preparation.
- Bottled foods. They are generally too heavy and bulky, and break easily.
- Meal-sized canned foods. They are usually bulky and heavy.
- Whole grains, beans, pasta. Preparation could be complicated under the circumstances of a disaster.
- If your electricity goes off:
  - First, use perishable food and foods from the refrigerator.
  - Then, use the foods from the freezer. To minimize the number of times you open the freezer door, post a list of freezer contents on it. In a well-filled, well-insulated freezer, foods will usually still have ice crystals in their centres (meaning foods are safe to eat) for at least three days.
  - Finally, begin to use non-perishable foods and staples.
- Remember to store non-perishable foods for your pets.

First Aid Kit

- Assemble a first aid kit for your Emergency supplies kit and one for each car.

The basics for your first aid kit include:

- First aid manual.
- Sterile adhesive bandages in assorted sizes.
- Assorted sizes of safety pins.
- Cleansing agent/soap.
- Latex gloves (2 pairs).
- Sunscreen.
- 2-inch sterile gauze pads (4-6).

- 4-inch sterile gauze pads (4-6).
- Triangular bandages (3).
- Non-prescription drugs.
- 2-inch sterile roller bandages (3 rolls).
- 3-inch sterile roller bandages (3 rolls).
- Scissors.
- Tweezers.
- Needle.
- Moistened towelettes.
- Antiseptic.
- Thermometer.
- Tongue depressor blades (2).
- Tube of petroleum jelly or other lubricant.
- Have the following non-prescription drugs in your Emergency supplies kit:
  - Aspirin or non-aspirin pain reliever.
  - Anti-diarrhoea medication.
  - Antacid (for stomach upset).
  - Syrup of ipecac (use to induce vomiting if advised by the poison control centre).
  - Laxative.
  - Activated charcoal (use if advised by the poison control centre).
  - Vitamins.
- Add any necessary prescription and non-prescription drugs.
- Add special needs for infants, elderly persons, or anyone with serious allergies.

**Important Documents**

- Keep the following original documents in a safe deposit box if possible, and copies in a waterproof, fire-resistant portable container:
  - Will, insurance policies, contracts, deeds, stocks and bonds.
  - Passports, social security cards, immunization records.
  - Bank account numbers.
  - Credit card account numbers and companies.
  - Inventory of valuable household goods, important telephone numbers.
  - Family records (birth, marriage, death certificates).

## Earthquake

### What to Do During an Earthquake & Aftershocks

- **Drop, cover, and hold on!** Move only a few steps to a nearby safe place. Most injured persons in earthquakes move more than five feet during the shaking. It is very dangerous to try to leave a building during an earthquake because objects can fall on you. Many fatalities occur when people run outside of buildings, only to be killed by falling debris from collapsing walls and broken glass. In North American buildings, you are safer to stay where you are.
- **If you are in bed, hold on and stay there, protecting your head with a pillow.** You are less likely to be injured staying where you are. Broken glass on the floor has caused injury to those who have rolled to the floor or tried to get to doorways.
- **If you are outdoors, find a clear spot away from buildings, trees, streetlights, and power lines. Drop to the ground and stay there until the shaking stops.** Injuries can occur from falling trees, streetlights and power lines, or building debris.
- **If you are in a vehicle, pull over to a clear location, stop and stay there with your seatbelt fastened until the shaking has stopped.** Trees, power lines, poles, street signs, and other overhead items may fall during earthquakes. Stopping will help reduce your risk, and a hard-topped vehicle will help protect you from flying or falling objects. Once the shaking has stopped, proceed with caution. Avoid bridges or ramps that might have been damaged by the quake.
- **Stay indoors until the shaking stops and you're sure it's safe to exit.** More injuries happen when people move during the shaking of an earthquake. After the shaking has stopped, if you go outside, move quickly away from the building to prevent injury from falling debris.
- **Stay away from windows.** Windows can shatter with such force that you can be injured several feet away.
- **In a high-rise building, expect the fire alarms and sprinklers to go off during a quake.** Earthquakes frequently cause fire alarm and fire sprinkler systems to go off even if there is no fire. Check for and extinguish small fires, and, if exiting, use the stairs.
- **If you are in a coastal area, move to higher ground.** Tsunamis are often created by earthquakes. (See the "Tsunami" section for more information).
- **If you are in a mountainous area or near unstable slopes or cliffs, be alert for falling rocks and other debris that could be loosened by the earthquake.** Landslides commonly happen after earthquakes. (See the "Landslide" section for more information.)



### What to Do After an Earthquake

- **Check yourself for injuries.** Often people tend to others without checking their own injuries. You will be better able to care for others if you are not injured or if you have received first aid for your injuries.
- **Protect yourself from further danger by putting on long pants, a long-sleeved shirt, sturdy shoes, and work gloves.** This will protect you from further injury by broken objects.
- **After you have taken care of yourself, help injured or trapped persons.** If you have it in your area, call 9-1-1, then give first aid when appropriate. Don't try to move seriously injured people unless they are in immediate danger of further injury.
- **Look for and extinguish small fires.** Eliminate fire hazards. Putting out small fires quickly, using available resources, will prevent them from spreading. Fire is the most common hazard following earthquakes. Fires followed the San Francisco earthquake of 1906 for three days, creating more damage than the earthquake.
- **Leave the gas on at the main valve, unless you smell gas or think it's leaking.** It may be weeks or months before professionals can turn gas back on using the correct procedures. Explosions have caused injury and death when homeowners have improperly turned their gas back on by themselves.
- **Clean up spilled medicines, bleaches, gasoline, or other flammable liquids immediately.** Avoid the hazard of a chemical emergency.
- **Open closet and cabinet doors cautiously.** Contents may have shifted during the shaking of an earthquake and could fall, creating further damage or injury.
- **Inspect your home for damage. Get everyone out if your home is unsafe.** Aftershocks following earthquakes can cause further damage to unstable buildings. If your home has experienced damage, get out before aftershocks happen.
- **Help neighbours who may require special assistance.** Elderly people and people with disabilities may require additional assistance. People who care for them or who have large families may need additional assistance in emergency situations.
- **Listen to a portable, battery-operated radio (or television) for updated emergency information and instructions.** If the electricity is out, this may be your main source of information. Local radio and local officials provide the most appropriate advice for your particular situation.
- **Expect aftershocks.** Each time you feel one, drop, cover, and hold on! Aftershocks frequently occur minutes, days, weeks, and even months following an earthquake.

- **Watch out for fallen power lines or broken gas lines, and stay out of damaged areas.** Hazards caused by earthquakes are often difficult to see, and you could be easily injured.
- **Stay out of damaged buildings.** If you are away from home, return only when authorities say it is safe. Damaged buildings may be destroyed by aftershocks following the main quake.
- **Use battery-powered lanterns or flashlights to inspect your home.** Kerosene lanterns, torches, candles, and matches may tip over or ignite flammables inside.
- **Inspect the entire length of chimneys carefully for damage.** Unnoticed damage could lead to fire or injury from falling debris during an aftershock. Cracks in chimneys can be the cause of a fire years later.
- **Take pictures of the damage, both to the house and its contents, for insurance claims.**
- **Avoid smoking inside buildings.** Smoking in confined areas can cause fires.
- **When entering buildings, use extreme caution.** Building damage may have occurred where you least expect it. Carefully watch every step you take.
- **Examine walls, floor, doors, staircases, and windows to make sure that the building is not in danger of collapsing.**
- **Check for gas leaks.** If you smell gas or hear a blowing or hissing noise, open a window and quickly leave the building. Turn off the gas, using the outside main valve if you can, and call the gas company from a neighbour's home. If you turn off the gas for any reason, it must be turned back on by a professional.
- **Look for electrical system damage.** If you see sparks or broken or frayed wires, or if you smell burning insulation, turn off the electricity at the main fuse box or circuit breaker. If you have to step in water to get to the fuse box or circuit breaker, call an electrician first for advice.
- **Check for sewage and water line damage.** If you suspect sewage lines are damaged, avoid using the toilets and call a plumber. If water pipes are damaged, contact the water company and avoid using water from the tap. You can obtain safe water from undamaged water heaters or by melting ice cubes, your hot water tank and for your emergency supply.
- **Watch for loose plaster, drywall, and ceilings that could fall.**
- **Use the telephone only to report life-threatening emergencies.** Telephone lines are frequently overwhelmed in disaster situations. They need to be clear for emergency calls to get through.

- Watch animals closely. Leash dogs and place them in a fenced yard. The behaviour of pets may change dramatically after an earthquake. Normally quiet and friendly cats and dogs may become aggressive or defensive.

## Evacuation

- Evacuate immediately if told to do so. Authorities do not ask people to leave unless they truly feel lives may be in danger. Follow their advice.
- Listen to local radio or television and follow the instructions of local emergency officials. Local officials will provide you with the most appropriate advice for your particular situation.
- Wear protective clothing and sturdy shoes. Disaster areas and debris contain many hazards. The most common injury following disasters is cut feet.
- Lock your home. Others may evacuate after you or before you return. Secure your house as you normally would when leaving for extended periods.
- Use travel routes specified by local authorities. Don't use shortcuts because certain areas may be impassable or dangerous.

If you have only moments before leaving, grab the following items and go:

- First aid kit, including prescription medications, dentures, extra eyeglasses, and hearing aid batteries.
- Emergency supplies kit basics and Evacuation Supplies Kit. (See "Emergency supplies kit" section for detailed information.)
- A change of clothes and a sleeping bag or bedroll and pillow for each household member.
- Car keys and keys to the place you may be going (friend's or relative's home).
- If you're sure you have time and if local officials haven't advised an immediate evacuation, but there's a chance the weather may get worse or flooding may happen, take steps to protect your home and belongings:
  - Bring all pets into the house and confine them to one room, if you can. If necessary, make arrangements for your pets. Pets may try to run if they feel threatened. Keeping them inside and in one room will allow you to find them quickly if you need to leave.
  - Put your Emergency supplies kit basics and Evacuation Supplies Kit in your vehicle, or by the door if you may be leaving on foot. In some disaster situations, such as tsunami, it is better to leave by foot.
  - Notify your family contact where you are going and when you expect to get there. Relatives and friends will be concerned about your safety. Letting someone know your travel plans will help relieve the fear and anxiety of those who care.

- **Bring things indoors.** Lawn furniture, trash cans, children's toys, garden equipment, clotheslines, hanging plants, and any other objects that may be blown around or swept away should be brought indoors.
- **Look for potential hazards.** Look for coconuts, unripened fruit, and other objects in trees around your property that could blow or break off and fly around in strong winds. Cut them off and store them indoors until the storm is over. If you have not already cut away dead or diseased branches or limbs from trees and shrubs, leave them alone. Local rubbish collection services will not have time before the storm to pick anything up.
- **Turn off electricity at the main fuse or breaker, and turn off water at the main valve.** Unless local officials advise otherwise, leave natural gas on because you will need it for heating and cooking when you return home. If you turn gas off, a licensed professional is required to turn it back on, and it may take weeks for a professional to respond.
- **Turn off propane gas service.** Propane tanks often become damaged or dislodged in disasters.
- **If strong winds are expected, cover the outside of all the windows of your home.** Use shutters that are rated to provide significant protection from windblown debris, or pre-fit plywood coverings over all windows.
- **If flooding is expected, consider using sand bags to keep water away from your home.** It takes two people about one hour to fill and place 100 sandbags, giving you a wall one foot high and 20 feet long. Make sure you have enough sand, burlap, or plastic bags, shovels, strong helpers, and time to place them properly.

Fire

What to Do During a Fire

- Get out as quickly and as safely as possible. The less time you are exposed to poisonous gases, the safer you will be.
- If a stove fire starts, slide a lid over the burning pan and turn off the burner. Leave the lid in place until the pan is completely cool. Using a lid to contain and smother the fire is your safest action. Getting the fire extinguisher or baking soda to extinguish the fire delays action. Flour and other cooking products can react explosively to flame and should never be sprinkled over fire. Moving the pan can cause serious injury or spread the fire. Never pour water on grease fires.
- If you try to use a fire extinguisher on a fire and the fire does not immediately die down, drop the extinguisher and get out. Most portable extinguishers empty in 8 to 10 seconds. After some residential fires, people have been found dead with fire extinguishers near them or in their arms.
- If you are escaping through a closed door, feel the door, cracks, and doorknob with the back of your hand before opening the door. If it is cool and there is no smoke at the bottom or top, open the door slowly. If you see smoke or fire beyond the door, close it and use your second way out. If the door is warm, use your second way out. It is a natural tendency to automatically use the door, but fire may be right outside. Feeling the door will warn you of possible danger.
- If you see smoke or fire in your first escape route, use your second way out. The less time you are exposed to poisonous gases or flames, the safer you will be.
- If you must exit through smoke, crawl low under the smoke to your exit. Fires produce many poisonous gases. Some are heavy and will sink low to the floor; others will rise carrying soot towards the ceiling. Crawling with your head at a level of one to two feet above the ground will temporarily provide the best air.
- Close doors behind you as you escape to delay the spread of the fire.
- If smoke, heat, or flames block your exit routes and you cannot get outside safely, stay in the room with the door closed. Open the window for ventilation, and hang a sheet outside the window so firefighters can find you. Wait by the window for help. The first thing firefighters will do when they arrive at a fire is check for trapped persons. Hanging a sheet out lets them know where to find you. If there is a phone in the room, call the fire department and tell them where you are.
- Once you are out, stay out! Firefighters are trained and equipped to enter burning buildings. If someone is still inside, direct them to that person's probable location.

- **Get out first, away from toxic smoke and gases, then call the fire department from a neighbour's home or from an outside phone.** If a portable phone is handy during your escape, you may take it with you, but do not waste precious time looking for one. Use your neighbour's phone, a car phone, or nearby pay phone to call for help.

#### What to Do After a Fire

- **Give first aid where needed.** After calling 9-1-1 or your local emergency number, cool and cover burns, which reduces the chance of further injury or infection. Seriously injured or burned victims should be transported to professional medical help immediately.
- **Stay out of fire-damaged homes until local fire authorities say it is safe to re-enter.** Fire may have caused damage that could injure you or your family. There may be residual smoke or gases that are unsafe to breathe.
- **Look for structural damage.** Fire authorities may allow you to re-enter, but may not have completed a thorough inspection. Look for damage that will need repair.
- **Check that all wiring and utilities are safe.** Fire may cause damage inside walls and to utility lines not normally visible.
- **Discard food that has been exposed to heat, smoke, or soot.** The high temperatures of fire and its by-products can make food unsafe.
- **Contact your insurance agent.** Don't discard damaged goods until an inventory has been taken. Save receipts for money spent relating to fire loss. Your insurance agent may provide immediate help with living expenses until you are able to return home, and offer assistance for repairs.

## Flood and Flash Flood

### Plan for a Flood

Develop a Family Disaster Plan. Please see the "Family Disaster Plan" section for general family planning information. Develop flood-specific planning. To learn more about your community's flood risk contact the City of Richmond Emergency Management Office at 604.233.3333

If you are at risk from floods:

- Talk to your insurance agent. Homeowners' policies do not cover flooding.
- Use a portable, battery-powered radio (or television) for updated emergency information.
- Develop an evacuation plan. (See the "Evacuation" section.) Everyone in your family should know where to go if they have to leave. Trying to make plans at the last minute can be upsetting and create confusion.
- Discuss floods with your family. Everyone should know what to do in case all family members are not together. Discussing floods ahead of time helps reduce fear and anxiety and lets everyone know how to respond.

### What to Tell Children

If you come upon flood waters, *stop, turn around, and go another way*. Climb to higher ground. If it is moving swiftly, even water six inches deep can knock you off your feet. Many people are swept away wading through flood waters, resulting in injury or death.

Stay away from flooded areas. Even if it seems safe, flood waters may still be rising.

Never try to walk, swim, drive, or play in flood water. You may not be able to see on the surface how fast flood water is moving or see holes and submerged debris.

If you are in a vehicle and become surrounded by water, if you can get out safely, do so immediately and move to higher ground. Vehicles can be swept away in two feet of water.

Watch out for snakes in areas that were flooded. Flood waters flush snakes from their homes.

Stay away from creek and stream banks in flooded and recently flooded areas. The soaked banks often become unstable due to heavy rainfall and can suddenly give way, tossing you into rapidly moving water.



Never play around high water, storm drains, ditches, ravines, or culverts. It is very easy to be swept away by fast moving water.

Throw away all food that has come into contact with flood waters. Contaminated flood water contains bacteria and germs. Eating foods exposed to flood waters can make you very sick.

#### How to Protect Your Property

Keep insurance policies, documents, and other valuables in a safe-deposit box. You may need quick, easy access to these documents. Keep them in a safe place less likely to be damaged during a flood.

Avoid building in a floodplain unless you elevate and reinforce your home. Some communities do not permit building in known floodplains. If there are no restrictions, and you are building in a floodplain, take precautions, making it less likely your home will be damaged during a flood.

Raise your furnace, water heater, and electric panel to higher floors or the attic if they are in areas of your home that may be flooded. Raising this equipment will prevent damage. An undamaged water heater may be your best source of fresh water after a flood.

Install check valves in building sewer traps to prevent flood water from backing up into the drains of your home. As a last resort, when floods threaten, use large corks or stoppers to plug showers, tubs, or basins.

Construct barriers such as levees, berms, and flood walls to stop flood water from entering the building. Permission to construct such barriers may be required by local building codes. Check local building codes and ordinances for safety requirements.

Seal walls in basements with waterproofing compounds to avoid seepage through cracks.

Consult with a construction professional for further information if these and other damage reduction measures can be taken. Check local building codes and ordinances for safety requirements.

Contact your local emergency management office for more information on mitigation options to further reduce potential flood damage. Your local emergency management office may be able to provide additional resources and information on ways to reduce potential damage.

**Assemble an Emergency supplies kit**

Please see the section "Emergency supplies kit" for general supplies kit information. Flood-specific supplies should include the following:

- Emergency supplies kit basics.
- Evacuation Supply Kit.
- If you live in a frequently flooded area, stockpile emergency building materials. These include plywood, plastic sheeting, lumber, nails, hammer and saw, pry bar, sand, shovels, and sandbags.

**What to Do Before Flooding Occurs**

- If it has been raining hard for several hours, or steadily raining for several days, be alert to the possibility of a flood. Floods happen as the ground becomes saturated.
- Use a portable, battery-powered radio (or television) for updated emergency information. Local stations provide the best advice for your particular situation.
- Listen for distant thunder. In some types of terrain, runoff from a faraway thunderstorm could be headed your way.
- If you are stopping your vehicle, camp or park away from streams and washes, particularly during threatening conditions. Flood waters can rise quickly and carry you or your belongings away.
- When in or along stream channels, be aware of distant events, such as dam breaks or thunderstorms that may cause flash floods in the area.

**What to Do During a Flood WATCH**

When a flood or flash flood WATCH is issued:

- Listen continuously to a portable, battery-powered radio (or television) for updated emergency information. Local stations provide you with the best advice for your particular situation.
- Everyone in a WATCH area should be ready to respond and act quickly. Floods and flash floods can happen quickly and without warning. Be ready to act immediately.
- Be alert to signs of flooding, and if you live in a flood-prone area, be ready to evacuate at a moment's notice. Floods can happen quickly and you may need to leave with little or no notice.

- Follow the instructions and advice of local authorities. Local authorities are the most informed about affected areas. They will best be able to tell you areas to avoid.

If your residence is in a flood-prone area:

- Fill bathtubs, sinks, and plastic bottles with clean water. Water may become contaminated or service may be interrupted.
- Bring outdoor belongings, such as patio furniture, indoors. Unsecured items may be swept away and damaged by flood waters.
- Move your furniture and valuables to higher floors of your home. If flood waters affect your home, higher floors are less likely to receive damage.
- If you are instructed by local authorities, turn off all utilities at the main power switch and close the main gas valve. In some areas, local authorities may advise you to turn off utilities to prevent further damage to homes and the community.
- Get your pre-assembled disaster supplies ready. You may need to act quickly. Having your supplies ready will save time.
- Fill your car's gas tank, in case an evacuation notice is issued. If electric power is cut off, gas stations may not be able to operate pumps for several days.
- Be prepared to evacuate. Local officials may ask you to leave if they truly feel your home is at risk from flood waters.

### What to Do During a Flood WARNING

When a flood or flash flood WARNING is issued:

- Listen continuously to a portable, battery-powered radio (or television) for updated emergency information. Local stations provide you with the best advice for your particular situation.
- Be alert to signs of flooding. A WARNING means a flood is imminent or is happening in the area.
- If you live in a flood-prone area or think you are at risk, evacuate immediately. Move quickly to higher ground. Save yourself, not your belongings. The most important thing is your safety.
- Follow the instructions and advice of local authorities. Local authorities are the most informed about affected areas. They will best be able to tell you areas to avoid.
- If advised to evacuate, do so immediately. Move to a safe area before access is cut off by flood water. Evacuation is much simpler and safer before flood waters become too deep for vehicles to drive through.

- Follow recommended evacuation routes. Shortcuts or alternate, non-recommended routes may be blocked or damaged by flood waters.
- Leave early enough to avoid being marooned by flooded roads. Delaying too long may allow all escape routes to become blocked.

**Flood Safety**

- Stay out of areas subject to flooding. Dips, low spots, canyons, washes, etc., can become filled with water.
- If outdoors, climb to high ground and stay there. Move away from dangerous flood waters.
- If you come upon a flowing stream where water is above your ankles, *stop, turn around, and go another way*. Never try to walk, swim, or drive through such swift water. Most flood fatalities are caused by people attempting to drive through water, or people playing in high water. If it is moving swiftly, even water six inches deep can sweep you off your feet.

**What to Do if Your Are Driving During a Flood**

- Avoid already flooded areas, and areas subject to sudden flooding. Do not attempt to cross flowing streams. Most flood fatalities are caused by people attempting to drive through water, or people playing in high water. The depth of water is not always obvious. The roadbed may be washed out under the water, and you could be stranded or trapped. Rapidly rising water may stall the engine, engulf the vehicle and its occupants, and sweep them away. Look out for flooding at highway dips, bridges, and low areas. Two feet of water will carry away most automobiles.
- If you are driving and come upon rapidly rising waters, turn around and find another route. Move to higher ground away from rivers, streams, creeks, and storm drains. If your route is blocked by flood waters or barricades, find another route. Barricades are put up by local officials to protect people from unsafe roads. Driving around them can be a serious risk.
- If your vehicle becomes surrounded by water or the engine stalls, and if you can safely get out, abandon your vehicle immediately and climb to higher ground. Many deaths have resulted from attempts to move stalled vehicles. When a vehicle stalls in the water, the water's momentum is transferred to the car. The lateral force of a foot of water moving at 10 miles per hour is about 500 pounds on the average automobile. The greatest effect is buoyancy - for every foot that water rises up the side of a car, it displaces 1,500 pounds of the car's weight. So, two feet of water moving at 10 miles per hour will float virtually any car. Many persons have been

swept away by flood waters upon leaving their vehicles, which are later found without much damage. Use caution when abandoning your vehicle, and look for an opportunity to move away quickly and safely to higher ground.

### What to Do After a Flood or Flash Flood

- Seek necessary medical care at the nearest hospital or clinic. Contaminated flood waters lead to a greater possibility of infection. Severe injuries will require medical attention.
- Help a neighbour who may require special assistance - infants, elderly people, and people with disabilities. Elderly people and people with disabilities may require additional assistance. People who care for them or who have large families may need additional assistance in emergency situations.
- Avoid disaster areas. Your presence might hamper rescue and other emergency operations, and put you at further risk from the residual effects of floods, such as contaminated waters, crumbled roads, landslides, mudflows, and other hazards.
- Continue to listen to a local radio or television stations and return home only when authorities indicate it is safe to do so. Flood dangers do not end when the water begins to recede; there may be flood-related hazards within your community, which you could hear about from local broadcasts.
- Stay out of any building if flood waters remain around the building. Flood waters often undermine foundations, causing sinking, floors can crack or break and buildings can collapse.
- Avoid entering ANY building (home, business, or other) before local officials have said it is safe to do so. Buildings may have hidden damage that makes them unsafe. Gas leaks or electric or waterline damage can create additional problems.
- Report broken utility lines to the appropriate authorities. Reporting potential hazards will get the utilities turned off as quickly as possible, preventing further hazard and injury. Check with your utility company now about where broken lines should be reported.
- Avoid smoking inside buildings. Smoking in confined areas can cause fires.
- When entering buildings, use extreme caution. Building damage may have occurred where you least expect it. Watch carefully every step you take.
- Wear sturdy shoes. The most common injury following a disaster is cut feet.
- Use battery-powered lanterns or flashlights when examining buildings. Battery-powered lighting is the safest and easiest, preventing fire hazard for the user, occupants, and building.
- Examine walls, floors, doors, staircases, and windows to make sure that the building is not in danger of collapsing.

- **Inspect foundations for cracks or other damage.** Cracks and damage to a foundation can render a building uninhabitable.
- **Look for fire hazards.** There may be broken or leaking gas lines, flooded electrical circuits, or submerged furnaces or electrical appliances. Flammable or explosive materials may travel from upstream. Fire is the most frequent hazard following floods.
- **Check for gas leaks.** If you smell gas or hear a blowing or hissing noise, open a window and quickly leave the building. Turn off the gas at the outside main valve if you can and call the gas company from a neighbour's home. If you turn off the gas for any reason, it must be turned back on by a professional.
- **Look for electrical system damage.** If you see sparks or broken or frayed wires, or if you smell burning insulation, turn off the electricity at the main fuse box or circuit breaker. If you have to step in water to get to the fuse box or circuit breaker, call an electrician first for advice. Electrical equipment should be checked and dried before being returned to service.
- **Check for sewage and waterline damage.** If you suspect sewage lines are damaged, avoid using the toilets and call a plumber. If water pipes are damaged, contact the water company and avoid using water from the tap. You can obtain safe water from undamaged water heaters or by melting ice cubes.
- **Watch out for animals, especially poisonous snakes, that may have come into buildings with the flood waters.** Use a stick to poke through debris. Flood waters flush snakes and many animals out of their homes.
- **Watch for loose plaster, drywall, and ceilings that could fall.**
- **Take pictures of the damage, both of the building and its contents, for insurance claims.**

After returning home:

- **Throw away food that has come in contact with flood waters.** Some canned foods may be salvageable. If the cans are dented or damaged, throw them away. Food contaminated by flood waters can cause severe infections.
- **If water is of questionable purity, boil or add bleach, and distill drinking water before using.** (See information on water treatment under the "Emergency supplies kit" section.) Wells inundated by flood waters should be pumped out and the water tested for purity before drinking. If in doubt, call your local public health authority. Ill health effects often occur when people drink water contaminated with bacteria and germs.

- Pump out flooded basements gradually (about one-third of the water per day) to avoid structural damage. If the water is pumped completely in a short period of time, pressure from water-saturated soil on the outside could cause basement walls to collapse.
- Service damaged septic tanks, cesspools, pits, and leaching systems as soon as possible. Damaged sewage systems are health hazards.



## Heat and Heat Wave

### Plan for Extreme Heat

Develop a Family Disaster Plan. Please see the "Family Disaster Plan" section for general family planning information. Revisit your family disaster plan before summer heat is expected. Extreme heat-specific planning should include the following:

If you are at risk from extreme heat:

- If your home does not have air conditioning, choose other places you go to get relief from the heat during the warmest part of the day. Schools, libraries, theatres and other community facilities often provide air-conditioned refuge on the hottest days. Air conditioning provides the safest escape from extreme heat. During the 1995 Midwest heat wave, most deaths happened to people not in air conditioned locations.
- Plan changes in your daily activities to avoid strenuous work during the warmest part of the day. Ill effects of heat can quickly overcome the healthiest people, if they perform strenuous work during the warmest parts of the day. Symptoms of dehydration are not easily recognized and are often confused with other causes. Dehydration occurs fast and makes you ill very quickly.
- Some family members may be taking medications or have medical conditions that may cause poor blood circulation or reduced ability to tolerate heat. Discuss these concerns with a physician. A physician can advise you about changes to medication or other activities you can do to temporarily relieve the effects of heat.
- Plan to check on family, friends, and neighbours who do not have air conditioning or who spend much of their time alone. Elderly persons who live alone or with a working relative might need assistance on hot days. The majority of deaths during the 1995 Midwest heat wave were persons who were alone.
- Plan to wear lightweight, light-coloured clothing. Light colours will reflect away the sun's rays more than dark colours, which absorb the sun's rays.
- Get training. Take a first aid course to learn how to treat heat emergencies and other emergencies. Everyone should know how to respond, because the effects of heat can happen very quickly.
- Discuss extreme heat wave with your family. Everyone should know what to do in the places where they spend time. Some places may not be air conditioned or safe during a heat wave, so plan alternatives. Discussing extreme heat ahead of time will help reduce fear and anxiety, and lets everyone know how to respond.

**Protect Your Property**

- Install window air conditioners snugly. Insulate spaces around air conditioners for a tighter fit. An air conditioner with a tight fit around the windows or wall openings will make less noise and allow less hot air in from the outside.
- Make sure your home is properly insulated. This will help you to conserve electricity and reduce your home's power demands for air conditioning. Weather-strip doors and windowsills to keep cool air inside, allowing the inside temperature to stay cooler longer.
- During a drought, conserve water by placing a brick, or another large solid object, in your toilet tank to reduce the amount of water used in flushing.
- Consider keeping storm windows installed throughout the year. Storm windows can keep the heat out of a house in the summer the same way they keep the cold out in the winter.
- Check air-conditioning ducts for proper insulation. Insulation around ducts prevents cool air from leaking and keeps it directed through the vents.
- Protect windows. Hang shades, draperies, awnings, or louvers on windows that receive morning or afternoon sun. Outdoor awnings or louvers can reduce the heat entering the house by as much as 80 percent.
- Use attic fans. If you have a fan installed to vent warm air out of your attic, use the fan to help keep your home cool.

**What to Do During Extreme Heat**

- Slow down. Avoid strenuous activity. Reduce, eliminate or reschedule strenuous activities. High-risk individuals should stay in cool places. Get plenty of rest to allow your natural "cooling system" to work. If you must do strenuous activity, do it during the coolest part of the day, which is usually in the morning between 4:00 a.m. and 7:00 a.m. Many heat emergencies are experienced by people exercising or working during the hottest part of the day.
- Avoid too much sunshine. Sunburn slows the skin's ability to cool itself. The sun will also heat the inner core of your body, resulting in dehydration. Use a sunscreen lotion with a high sun protection factor (SPF) rating.
- Postpone outdoor games and activities. Extreme heat can threaten the health of athletes, staff, and spectators of outdoor games and activities.

- **Avoid extreme temperature changes.** A cool shower immediately after coming in from hot temperatures can result in hypothermia, particularly for elderly and very young people.
- **Stay indoors as much as possible.** If air conditioning is not available, stay on the lowest floor, out of the sunshine. Even in the warmest weather, staying indoors, out of sunshine, is safer than long periods of exposure to the sun.
- **Keep heat outside and cool air inside.** Close any registers that may allow heat inside. Install temporary reflectors, such as aluminium foil covered cardboard, in windows and skylights to reflect heat back outside.
- **Conserve electricity not needed to keep you cool.** During periods of extreme heat, people tend to use a lot more power for air conditioning. Conserve electricity not used to keep you cool so power can remain available and reduce the chance of a community wide outage.
- **Vacuum air conditioner filters weekly during periods of high use.** Air conditioner filters can become clogged or filled with dirt, making them less efficient. Keeping them clean will allow your air conditioner to provide more cool air.
- **If your home does not have air conditioning, go to a public building with air conditioning each day for several hours.** Air conditioned locations are the safest places during extreme heat because electric fans do not cool the air. Fans do help sweat evaporate, which gives a cooling effect.

Dress appropriately:

- **Wear loose-fitting, lightweight, light-coloured clothing that will cover as much skin as possible.** Lightweight, light-coloured clothing reflects heat and sunlight and helps maintain normal body temperature. Cover as much skin as possible to avoid sunburn and over-warming effects of sunlight on your body.
- **Protect face and head by wearing a wide-brimmed hat.** A hat will keep direct sunlight off your head and face. Sunlight can burn and warm the inner core of your body.
- **Drink plenty of fluids even if you do not feel thirsty.** Injury and death can occur from dehydration, which can happen quickly and unnoticed. Symptoms of dehydration are often confused with other causes. Persons who have epilepsy or heart, kidney, or liver disease; who are on fluid-restrictive diets; or who have a problem with fluid retention should consult a doctor before increasing liquid intake.
- **Take frequent breaks if you must work outdoors.** Frequent breaks, especially in a cool area or to drink fluids, can help people tolerate heat better.

- Use a buddy system when working in extreme heat. Partners can keep an eye on each other and can assist each other when needed. Sometimes exposure to heat can cloud judgement. Chances are if you work alone, you may not notice this.
- Drink plenty of water regularly and often. Your body needs water to keep cool. Water is the safest liquid to drink during heat emergencies.
- Avoid drinks with alcohol or caffeine in them. They can make you feel good briefly, but make the heat's effects on your body worse. This is especially true about beer, which actually dehydrates the body.
- Eat small meals and eat more often. Large, heavy meals are more difficult to digest and cause your body to increase internal heat to aid digestion, worsening overall conditions. Avoid foods that are high in protein, such as meats and nuts, which increase metabolic heat.
- Avoid using salt tablets unless directed to do so by a physician. Salt causes the body to retain fluids, resulting in swelling. Salt affects areas of your body that help you sweat, which would keep you cool. Persons on salt-restrictive diets should check with a physician before increasing salt intake.
- NEVER leave children or pets alone in closed vehicles. Temperatures inside a closed vehicle can reach over 140 degrees Fahrenheit within minutes. Exposure to such high temperatures can kill in minutes.

## Volcanic Ash Fallout

### How to Protect Yourself During Ash fall

Volcanic ash is actually fine, glassy fragments and particles that can cause severe injury to breathing passages, eyes, and open wounds, and irritation to skin.

- Wear long-sleeved shirts and long pants.
- Use goggles to protect your eyes.
- Wear eyeglasses instead of contact lenses.
- Use a dust mask or hold a damp cloth over your face to help breathing.
- Keep car or truck engines off.

### What to Do After a Volcanic Eruption

- Help a neighbour who may require special assistance - infants, elderly people, and people with disabilities. Elderly people and people with disabilities may require additional assistance. People who care for them or who have large families may need additional assistance in emergency situations.
- If possible, stay away from volcanic ash fall areas. The fine, glassy particles of volcanic ash can increase the health risk to children and people with existing respiratory conditions such as asthma, chronic bronchitis, or emphysema. Stay indoors, wear face masks designed to protect against lung damage from small particles, use eyeglasses instead of contacts, and protective goggles to protect eyes.
- When outside, protect yourself from the fine, glassy particles of volcanic ash.
  - Cover your mouth and nose.
  - Wear goggles to protect your eyes.
  - Wear eyeglasses instead of contact lenses.
  - Keep skin covered to avoid irritation from contact with ash.
- Clear roofs of ash fall. Ash fall is very heavy and can cause buildings to collapse, especially if made wet by rainfall. Exercise great caution when working on a roof.
- Avoid driving in heavy ash fall. Driving will stir up volcanic ash that can clog engines and stall vehicles. Moving parts can be damaged from abrasion, including bearings, brakes, and transmissions.
- If you have a respiratory ailment, avoid contact with any amount of ash. Stay indoors until local health officials advise it is safe to go outside. Volcanic ash can cause great damage to breathing passages and the respiratory system.