



City of Richmond

Report to Committee

To: Community Safety Committee

Date: April 15, 2021

From: Jim Wishlove
Deputy Fire Chief

File: 09-5140-01/2021-Vol
01

Re: Emergency Programs Activity Report - First Quarter 2021

Staff Recommendation

That the report titled “Emergency Programs Activity Report – First Quarter 2021”, dated April 15, 2021, from the Deputy Fire Chief be received for information.

Jim Wishlove
Deputy Fire Chief
(604-303-2715)

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER	
SENIOR STAFF REPORT REVIEW	INITIALS:
APPROVED BY CAO	

Staff Report

Origin

This report supports Council's Strategic Plan 2018-2022 Strategy #1 A Safe and Resilient City:

Enhance and protect the safety and well-being of Richmond.

This report supports Council's Strategic Plan 2018-2022 Strategy #8 An Engaged and Informed Community:

Ensure that the citizenry of Richmond is well-informed and engaged about City business and decision-making.

Analysis

Emergency Operations Centre (EOC) Support and Administration

In the first quarter of 2021 Emergency Programs has maintained the administration, reporting and connection with the Provincial EOC in order to maintain the City's EOC profile and expectations during the ongoing provincial declared state of emergency. As the Province is continually extending the declared state of emergency periods, each subsequent continuation creates the ongoing obligation of the City to maintain its EOC structure and communications with the Province. In March 2021, the ongoing City EOC operations passed a milestone of the longest standing EOC in alignment with the longest ongoing declared state of emergency in the Province's history.

Emergency Notification System (ENS) to Communicate with the Public

In March 2021 Emergency Programs conducted a test of the current ENS system and communicated to all members of the community who had registered to receive emergency notifications. This test notification offered subscribers the opportunity to re-subscribe onto an upgraded replacement system planned to become live in May 2021. At the conclusion of the test notification more than 2,300 subscribers from the community responded that they had received the notification and requested to shift to the new system when it comes online in May.

Emergency Support Services (ESS) Evacuee Assistance

Through the collaborative agreement in-place with the Canadian Red Cross Society (Red Cross), Emergency Programs supported the delivery of emergency shelter, food, lodging and services to several Richmond residents who experienced temporary homelessness resulting from an emergency event.

Table 1 below outlines the events whereby Richmond residents were supported through this service agreement:

Table 1: Resident Support During Emergency Evacuation				
Date	Location	Type of Event	Residents Assisted	Types of Assistance Provided
January 20th	Ainsworth Crescent	House Fire	2 Family Members	Clothing, food and incidentals
January 25th	Burton Avenue	House Fire	6 Family Members	Food, 4 Nights Lodging, Clothing and Incidentals
February 17th	11000 Blk. No. 2 Road	House Fire	3 Adults, 4 Cats	Food, 2 Nights Lodging, Pet Shelter, Clothing, and Incidentals
March 16th	Mortfield Place	House Fire	3 Adults, 1 Child	Food and 2 Nights Lodging

Exercising and Evacuee Management Practice

In January 2021, Emergency Programs planned, coordinated and managed a practice exercise to ensure the viability of the Red Cross’ Emergency Support Services process and agreement.

Staff from Emergency Programs, Richmond Fire-Rescue (RFR), E-Comm 9-1-1 and the Red Cross participated in a virtual response and communications exercise proving the ability of the Red Cross and Emergency Programs agreement to deliver ESS services to Richmond residents when needed during emergency evacuations.

The results of the exercise provided critical operations process, management and administrative understanding to all participating organizations and produced positive outcomes for the incidents which occurred in the first quarter of 2021.

Public Education

During the first quarter of 2021, Emergency Programs staff and administration continue to experience impacts on public education delivery resulting from the temporary changes by order of the Provincial Medical Health Officer in response to the pandemic.

The impacts of the pandemic on public outreach and education has resulted in Emergency Programs pivot to developing virtual learning opportunities, and promoting planning and preparedness activities in preparation for ongoing pandemic impacts.

Financial Impact

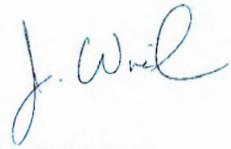
None.

April 15, 2021

- 4 -

Conclusion

Emergency Programs has not experienced any negative impacts to preparedness and support of the community at this time in the prolonged provincial state of emergency due to the pandemic. Staff continue to monitor risk situations as they present in order to identify and create solutions to respond to emerging trends. Emergency Programs staff remain ready to react and adapt to the ever changing pandemic situation.

A handwritten signature in blue ink, appearing to read "J. Wishlove".

Jim Wishlove
Deputy Fire Chief
(604-303-2715)

JW:jw