



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** July 27, 2017
From: Cecilia Achiam **File:** 09-5126-01/2017-Vol
General Manager, Community Safety 01
Re: **Emergency Programs Activity Report – June and July 2017**

Staff Recommendation

That the staff report titled, “Emergency Programs Activity Report – June and July 2017,” dated July 27, 2017 from the General Manager, Community Safety, be received for information.

Cecilia Achiam
General Manager, Community Safety
(604-276-4122)

REPORT CONCURRENCE	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: CS
APPROVED BY CAO 	

Staff Report

Origin

This report provides Council with an update on Emergency Programs (EP) activities. EP is reporting on its activities in support of its mandate to maximize the protection of life, public infrastructure, private property and the environment in the event of a major emergency or disaster. This activity report for EP provides information on each of the following areas:

1. Community Involvement/Public Education
2. Emergency Management Plans
3. The City of Richmond Staff and Volunteer Education
4. RichmondBCAlert/Emergency Notification System (ENS)
5. Emergency Social Services Response

This report supports Council's 2014-2018 Term Goal #1 A Safe Community:

Maintain emphasis on community safety to ensure Richmond continues to be a safe community.

1.1. Policy and service models that reflect Richmond-specific needs.

1.3. Improved perception of Richmond as a safe community.

Analysis

Community Involvement/Public Education

Emergency Programs staff regularly engage with the Richmond community to provide consistent relevant information, promote preparedness and ensure regular communication of safety initiatives for residents to be better prepared in the event of an emergency. During the months of June and July 2017, staff and volunteers participated and facilitated in:

- An Emergency Preparedness Information Booth at City of Richmond Doors Open events on June 3 and 4, located at Fire Hall No. 2 to provide attendees with preparedness brochures and facilitate a RichmondBCAlert registration initiative.
- Emergency Programs Volunteers participated with a regionally provided course from the JIBC, on June 24, to gain necessary skills through training and development and to network among volunteers from neighbouring municipalities.
- Emergency Programs Communications Volunteers (REPARS) participated in annual Amateur Radio Field Day, on June 24, at Sea Island Community Park showcasing the City's communication capabilities when electricity is not readily available.
- Insurance Bureau of Canada sponsored the QuakeZone trailer, on June 25, 2017, at a local community event at Sea Island. The trailer can simulate the effects of a magnitude 8.2 earthquake

- Emergency Programs partnered with Richmond Fire-Rescue and the RCMP's Block Watch to provide a presentation on community safety to 60 participants at the South Arm Community Centre.
- Twenty-eight City volunteers conducted the first test run of the Sea Island Community's neighbourhood preparedness program before its official launch in October, 2017.

Emergency Management Plans

As identified in a previous memo titled "Emergency Programs Status Update", dated February 26, 2017, to Community Safety Committee, EP is working on three plans this year:

- Evacuation Plan – a first draft has been completed of the plan and EP is seeking input from stakeholders before final publication. This initiative is on track for completion by the end of 2017.
- Information Plan – in partnership with Corporate Communications, EP is coordinating a joint review to ensure integration with the City's overarching Emergency Management Plan. This plan review is expected to be completed by the end of 2017.
- Dangerous Goods and Spill Response Plan – EP is working in conjunction with Environmental Programs. This plan review is due for completion by the end of 2017.

The City of Richmond Staff and Volunteer Education

Volunteer Recruitment

Emergency Programs conducted a Volunteer Information session at City Hall on June 19, 2017. A number of current City of Richmond community volunteers and members of public attended to explore the opportunity to give back to the community through Emergency Social Services.

The application portal is active in the City of Richmond website and Emergency Programs encourages questions or interest in volunteering¹. And future dates have been scheduled to continue the recruitment initiative.

Emergency Operations Centre Open House

Emergency Programs staff held the first annual EOC Open House on June 28, 2017. This initiative served a dual purpose of training operational staff while providing members of the community and staff an opportunity to view this important function of the City's Emergency Programs Department.

Feedback from attending staff and support response partners provided insight to continued integration for a coordinated emergency response from the EOC.

¹ <http://www.richmond.ca/safety/prepare/involve/volunteer.htm>

RichmondBCAlert/Emergency Notification System (ENS)

RichmondBCAlert is an emergency notification system that sends relevant and timely information in the event of an emergency. When an emergency occurs, voice or text messages are sent to all registered contacts in the impacted area. Evacuation notices, emergency instructions, direction to emergency reception centres or shelters and information on family reunification are among the messages that would be sent out during an emergency situation.

During 2017 an upgrade to import registered phone book entries will be completed with new and updated personal and business telephone numbers to the new 30,000+ data base.

Staff promoted the ENS program to the citizens of Richmond at all Community Involvement/Public Education events, City of Richmond Staff and Volunteer Education events as well as through messages posted to the City's social media profiles. Thus far for 2017, there are 437 newly registered contacts; 324 owners and 113 tenants.

Emergency Social Services Response

Emergency Social Services responded to three requests for assistance for evacuees affected by the BC Wildfires. Emergency Programs staff connected evacuees with local suppliers who provided them with the required services.

Financial Impact

None.

Conclusion

Emergency Programs staff and volunteers continue to engage with the Richmond community to deliver personal preparedness information and awareness while continuing to promote the RichmondBCAlert System for enrollment.



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NK:nk