



**To:** Community Safety Committee  
**From:** Phyllis L. Carlyle  
General Manager, Law & Community Safety  
**Re:** **Emergency Social Services Plan**

**Date:** January 19, 2011  
**File:** 09-5125-03-07/Vol 01

**Staff Recommendation**

1. That the Emergency Social Services Plan dated January 19, 2011, be approved as the plan outlining the provision of food, clothing, shelter, transportation and personal and medical services to victims of emergencies or disasters, as required under the BC Emergency Program Act.
2. The Emergency Social Services Plan be reviewed every three years.

Phyllis L. Carlyle  
General Manager, Law & Community Safety  
(604-276-4104)

Att. 1

<b>FOR ORIGINATING DEPARTMENT USE ONLY</b>		
<b>CONCURRENCE OF GENERAL MANAGER</b> 		
<b>REVIEWED BY TAG</b>	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
<b>REVIEWED BY CAO</b>	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>

## Staff Report

### Origin

The British Columbia Emergency Program Act requires a local authority to “*prepare or cause to be prepared local Emergency Management Plans respecting preparation for, response to and recovery from emergencies and disasters*”. The Emergency Social Services Plan addresses the City’s obligations under the Act and sets out the framework for the Emergency Social Services response to emergencies and disasters in the City.

The purpose of this report is to introduce a new Emergency Social Services Plan for the City of Richmond. This supports the Council term goal:

Ensure Richmond remains a safe and desirable community to live, work and play in through an interdisciplinary approach to community safety and a term strategy.

### Analysis

The Emergency Social Services Plan outlines the City’s Emergency Social Services responsibilities under the Act and establishes how the City will meet those obligations (Attachment 1).

This Emergency Social Services Plan has been developed as a result of the following recent Emergency Social Services exercises and large scale responses:

May 12, 2007	Reception Centre full scale field exercise
October 19, 2007	Saba Road plane crash
May 10, 2008	Reception Centre full scale field exercise
November 12 – 14, 2008	Exercise Bronze, tabletop exercise
February 9 – 12, 2009	Exercise Silver, a functional Emergency Operations Centre (EOC) exercise
April 26, 2009	Reception Centre full scale field exercise
November 2-6, 2009	Exercise Gold full scale field exercise
January 9, 2010	Group Lodging full scale field exercise
August 7, 2010	Westminster Highway apartment fire
October 26, 2010	Reception Centre full scale field exercise

Following each exercise and emergency response, a debrief was held; the exercise or incident reviewed and evaluated and changes were made to Emergency Social Services procedures and

programs for continuous improvement. The above listed exercises and responses also confirmed that a plan was required in order to successfully respond to Emergency Social Services incidents.

### **Plan Overview**

The plan:

- Provides an overview of the Emergency Management British Columbia Emergency Social Services program.
- Outlines the roles and responsibilities of City staff, volunteers and support agencies during an Emergency Social Services response.
- Identifies individuals, organizations, and facilities that can assist in an emergency response so that training and education can occur prior to an emergency.
- Details the provision of primary services such as food, clothing and lodging; and secondary services such as transportation, translation services and pet care.

### **Financial Impact**

None

### **Conclusion**

The Emergency Social Services Plan presented with this report details the specifics of the Emergency Social Services program and establishes a comprehensive and coordinated response to emergencies and disasters.



Deborah Procter  
Manager, Emergency Programs  
(604-244-1211)

DP:dp

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## 1.0 Plan Authority

### Provincial Legislation

#### BC Emergency Program Act

Pursuant to the B.C. Emergency Program Act, 1996, “a local authority is at all times responsible for the direction and control of the local authority's emergency response.” Furthermore, “a local authority must:

- Prepare or cause to be prepared local Emergency Management Plans respecting preparation for, response to and recovery from emergencies and disasters.
- Establish and maintain an emergency management organization to develop and implement Emergency Management Plans and other preparedness, response and recovery measures for emergencies and disasters...”

#### Local Authority Emergency Management Regulation

The Local Authority Emergency Management Regulation, 1995 specifies the local authority’s Emergency Management Plan must reflect the potential emergencies and disasters that could affect the jurisdiction. According to the regulation, “a local authority must:

- Provide policy guidance and direction to the emergency management organization and procedures by which that guidance and direction is to be provided.
- “Coordinate the provision of food, clothing, shelter, transportation and medical services to victims of emergencies and disasters, whether that provision is made from within or outside of the local authority”
- Require a periodic review and updating of the Emergency Management Plan.

Additional provincial legislation relevant to emergency management include:

- Emergency Program Management Regulation, 1994
- Compensation and Disaster Financial Assistance Regulation, 1995

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## 2.0 Purpose of the Plan

### 2.1 Overview

In most emergencies, traditional public services such as the police, the fire department, ambulance and the hospital provide the necessary assistance. In some instances, the City may activate its Emergency Social Services Plan to support the physical and emotional well-being of those affected by the emergency. Such instances might include evacuations due to flooding, gas leaks, house or apartment fires, terrorist acts, other hazardous situations, extreme weather conditions and earthquakes. Assistance may include temporary food, clothing, lodging and personal services for the people involved in the emergency.

The Emergency Social Services Plan outlines guidelines, roles, responsibilities, and procedures that may be followed in the event of an emergency impacting Richmond. Specifically, the Plan details:

- The different levels of emergencies (from moderate to major) and the procedures to follow at all levels, including activating and deactivating the Plan.
- Volunteers, employee and other agencies' roles in an Emergency Social Services response.
- The potential use of City and other facilities for Emergency Social Services facilities.
- Primary services such as emergency food, clothing and lodging that may be provided in an emergency.
- Specialized services such as transportation, language interpretation, pet care, child care and other services that may also be provided.
- Procedures for drawing on resources from assisting agencies should the demands of the emergency exceed the capacity of the City.
- Identifies individuals, organizations, and facilities that may assist in an emergency response so that training and education can occur prior to an emergency.

The Emergency Social Services Plan was prepared in accordance with the legislative requirements outlined in the Emergency Program Act and the Local Authority Emergency Management Regulation for the Province of British Columbia.

This Plan is based on the BC Emergency Response Management System (BCERMS) standards and has adopted the response objectives, structure and functions prescribed.



## 2.2 Key Assumptions

This Plan is based on the following assumptions:

- That staff and volunteers have already taken efforts to be personally prepared. In the event of a major emergency, staff and volunteers at home should ensure the safety and security of their loved ones before reporting to work. Staff at work would be expected to participate in the emergency response.
- That during a major disaster, municipal resources may be overwhelmed, and that the general public should be prepared to survive on their own for a minimum of 72 hours to 7 days following an event. Richmond businesses and citizens must have personal emergency plans in place and undertake preparedness measures such as securing hot water tanks and storing food and water. A number of information resources are available to help with these preparations.
- That when provincial emergency funding is available, the Emergency Social Services Plan may be activated to assist with the procurement of primary services including emergency food, clothing and lodging, specialized services including emergency transportation, recovery information, and personal services such as family reunification, child care assistance, emotional support, and health care assistance.
- That Emergency Social Services does not provide for rebuilding allowances; long-term care items, such as housing, clothing, food; intervention in landlord/tenant disputes; direct financial assistance and; item replacements such as vehicles, machinery and livestock.
- That all facilities coordinated or managed through the Health Authority have emergency plans. The Health Authority will shelter their patients within their care facilities.
- That the Richmond School District has emergency plans in place to take care of their student populations during emergencies and disasters.
- That specialized facilities, such as child care and residential shelters, are responsible for their own emergency plans.
- This Plan is a living document. It will be reviewed and updated regularly lessons learned from past incidents and exercises.

### 3.0 What Services May be Provided by Emergency Social Services?

Emergency Social Services, when provided, are for a short-term basis to preserve the emotional and physical well being of those affected by an emergency, including response workers. These services may include emergency food, clothing, lodging, transportation and other assistance. The range of services that may be provided is detailed in this Plan.

If individuals are not able to provide for themselves, they are urged to look for assistance on a neighbourhood level or from friends and family.

When Emergency Social Services are called for, in many cases, services can be made available within a matter of hours. It should be recognized that, in the event of a large disaster response, response time will take longer.

#### Emergency Social Services are provided to:

- Persons in need following an emergency or disaster in Richmond.
- Persons evacuated to Richmond from other disaster areas.
- Other communities when mutual aid is required.

#### The purposes of these services are to:

- Help people affected by an emergency/disaster to meet basic survival needs.
- Help people remain independent and self-sustaining.
- Help people re-establish themselves as quickly as possible after the emergency/disaster.
- Reunite separated family or friends.

**Upon approval of Emergency Management BC funding, the following Emergency Social Services may be provided:**

#### Primary Services:

Primary services are those vital services that address the physical needs of the affected individuals.

**Registrations** – Registers those who have been evacuated by completing a registration file on each family that contains contact information for each member of the family affected by the emergency. Registration forms also aid in reuniting separated family members.

**Referrals** – After provincial funding is secured, evacuees are interviewed to determine their needs. Referrals for access to services such as food, clothing and lodging may be provided.

### **Emergency Food**

Upon approval of provincial funding, arrangements may be made with commercial suppliers (restaurants, catering firms, hotels, etc.) to provide meals or snacks as needed.

### **Emergency Clothing**

Upon approval of provincial funding, referrals to commercial suppliers may be made for clothing for evacuees. This clothing provision, as outlined by Emergency Management BC policy, is available to assist individuals to preserve modesty and is not intended to be a wardrobe replacement.

### **Emergency Lodging**

Upon approval of provincial funding, referrals to commercial suppliers (hotels, motels, religious institutions, etc) may be provided to evacuees for accommodations.

### **Specialized Services**

Specialized services are all other services that may be required by those impacted by the emergency. Upon approval of funding from Emergency Management BC the following services may be provided:

#### **Transportation**

Evacuees are asked to drive their own vehicles or carpool with family or friends to the nearest Emergency Social Services facility. If unable to do so, alternate arrangements may be made. If payment is approved by Emergency Management BC, hotel shuttles, school buses, Coast Mountain Bus Company or other suppliers may be contacted to assist with this service.

### **Child Care Assistance**

If child care assistance is required to support parents with their children at a Reception Centre, a child care area may be established.

If children enter a Reception Centre without their parent or guardian, the Reception Centre Manager will contact the Ministry of Children and Family Development.

### **Translation and Multicultural Services**

Emergency Program volunteers may be asked to assist with those who do not understand English. These volunteers may speak several languages, including Cantonese, Mandarin, French, and Spanish. If no volunteer is available to assist, a request for volunteers to interpret may be made at the scene or the Emergency Social Services facility or to City staff. If this is insufficient, translators from the supplier list such as SUCCESS, Mosaic Translation Services, Tzu Chi Canada and the Richmond Multicultural Concerns Society may be contacted to supply this service.

### **Pet Care Assistance**

Pet care areas may be established outside a Reception Centre or Group Lodging facility. City staff, volunteers and suppliers, such as veterinarians, kennels, pet food stores and the City's contracted animal shelter operator may be contacted to assist with the care of pets and assistance animals.

### **Family Reunification**

Individuals who arrive at the Reception Centre may register their whereabouts or make inquiries of others that may be missing. Reception Centre volunteers and staff will make attempts to provide reunification services.

When appropriate, a call centre or Central Registration Information Bureau (CRIB) may be established to permit individuals to register or make inquiries over the telephone.

### **Health Services**

Health services may be available to provide first aid, emotional support and special needs assistance to evacuees.

### **Emotional Support**

When emotional support is required, the RCMP's Victim Assistance Unit may be called upon to assist. If the demand for this service is too great, other suppliers from the supplier list such as the Salvation Army, Richmond Health Services, CHIMO and Interlock may be contacted to assist with this service.

### **Special Needs Assistance**

When individuals with special needs require assistance, volunteers at the Reception Centres will do their best to address these needs. Richmond Health Services and/or the Ministry of Children and Family Development may be contacted to attend the centre and assist the individuals.

### **First Aid**

Emergency Social Services may have first aid assistance available at a Reception Centre. If required, St. John Ambulance may be contacted to provide first aid and Richmond Health Services may be contacted to provide specific support from their various areas: mental health, public health, community nursing, etc. Anyone with serious injuries will be directed to Richmond Hospital. Medical needs such as prescriptions or eyeglasses may be addressed at the Reception Centre with referrals to the appropriate suppliers.

### **Other Services**

The need may arise for a service not listed above. In such cases, the Reception Centre Manager should contact the Coordinator, Emergency Social Services to evaluate the need for any other services and determine if they may be available in the community.

## 4.0 What Facilities May be Operated by Emergency Social Services?

Facilities may be activated, as needed, to coordinate and deliver the various Emergency Social Services to individuals. These facilities may include Reception Centres, Group Lodging facilities, worker care locations, mass feeding locations, and a recovery information centre. These facilities may be staffed by a combination of City staff, volunteers and assisting agency members, as appropriate.

### 4.1 Reception Centres

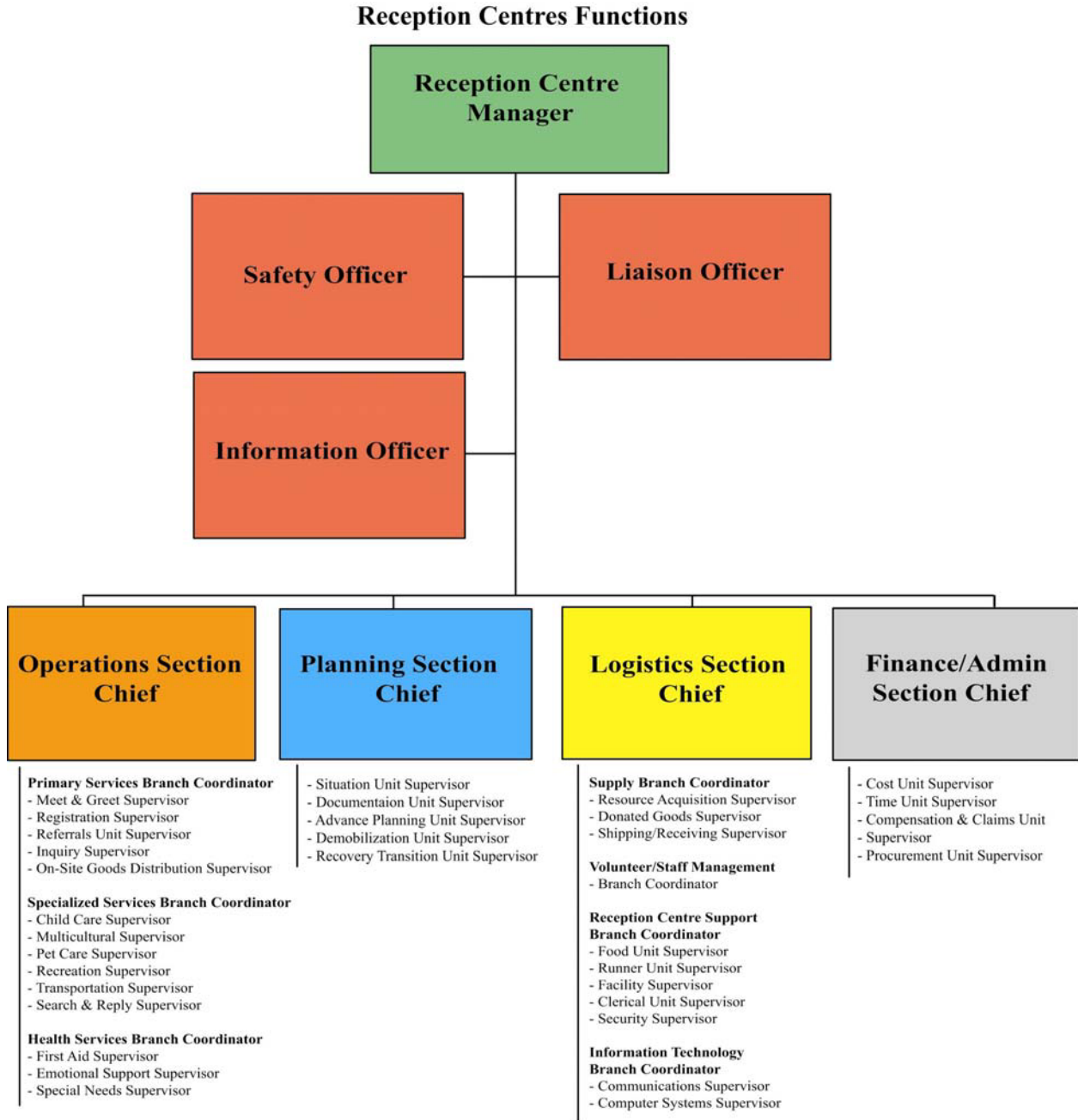
The Reception Centre is the primary location for delivery of Emergency Social Services to those affected by a disaster. A Reception Centre is any safe gathering place, such as a bus, lobby of a hotel, garage, community centre or religious institution, where individuals may obtain information and receive assistance. Typically, individuals will receive referrals in a Reception Centre to obtain services, such as meals and lodging, from commercial suppliers.

Throughout the City there are pre-positioned Reception Centre supplies that may be accessed in the event of an emergency. Locations of these kits are: Sea Island Community Centre, Thompson Community Centre, Steveston Community Centre, West Richmond Community Centre, South Arm Community Centre, Library Cultural Centre, Cambie Community Centre, Hamilton Community Centre, and in the Emergency Programs Van (1037).

Prior to any Reception Centre opening, City staff will undertake an evaluation of the building to ensure it can be safely occupied and used as intended. Other considerations are: facility capacity level, nature of disaster, weather conditions, and transportation routes.

Evacuees will be directed to the closest Reception Centre in operation, which may be a community centre, a secondary school gymnasium, a hotel conference room or a religious institution. It is important to note that Reception Centre services will not be provided to evacuees until the staff and volunteer team have had sufficient time to set up the Reception Centre as this will ensure readiness and eliminate confusion.

**Reception Centre Organizational Chart**

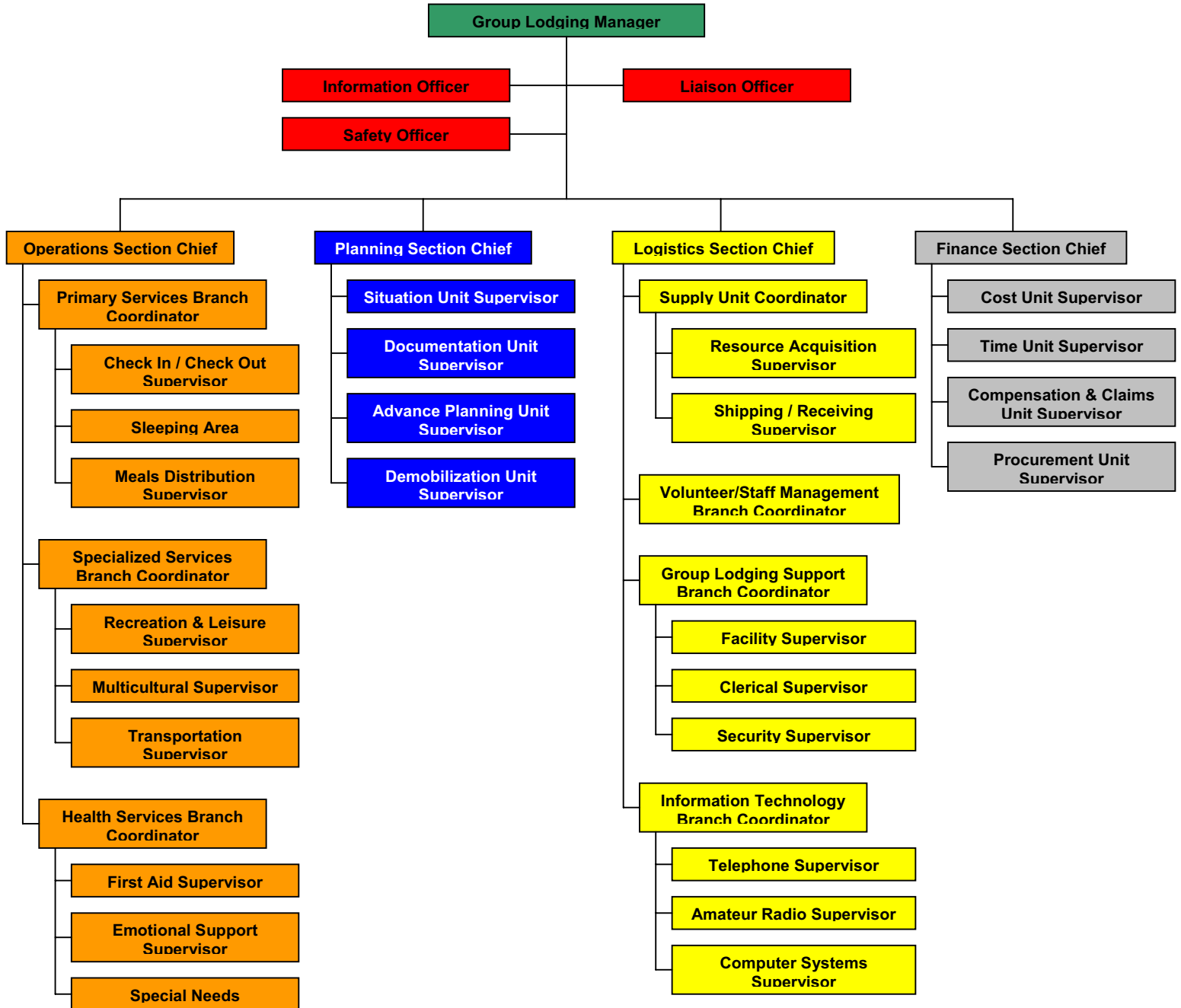


## 4.2 Group Lodging Facilities

In a large incident, when commercial resources are not sufficient, a mass care facility or facilities may be required. This facility may supply some or all of the following: lodging, meals, and washing facilities. Facilities that may be used for this purpose include community centres, hotel meeting rooms, secondary schools, religious institution, sports complexes, and other available facilities, if appropriate. A Group Lodging site selection should include the following criteria: easy accessibility, large parking area, washrooms, showers, and kitchen facilities.



### Group Lodging Organizational Chart



### 4.3 Worker Care Centres

The emotional and physical well being of Emergency Social Services workers is an important part of the Emergency Social Services response. Volunteers and staff working with victims are often surrounded by and exposed to stressful conditions while they support evacuees. These workers may become secondary victims if proper measures are not taken to reduce physical and emotional stress. Emergency Social Services may need to establish a separate area for volunteers and staff to get services such as meals, emotional support, rest, and information, all of which would enable them to cope with the situation and continue their response efforts.

### 4.4 Mass Feeding Locations

In some emergencies, it may be more feasible to provide meals to evacuees in one centralized location. This may be necessary when commercial food suppliers are limited, if evacuees are being accommodated in one centralized location, or if transportation is problematic. Mass feeding sites may be established in a school, community centre, religious institution, hotel or other facilities already equipped with food preparation equipment.

### 4.5 Recovery Information Centre

Recovery information services will typically be organized a day or two after the event and be located in a Reception Centre for the convenience of the evacuees. The Liaison Officer or the Coordinator, Emergency Social Services ensures that representatives of appropriate agencies are contacted and asked to assemble at one location to provide recovery information and assistance to those affected by the emergency. Agencies that may be contacted to attend include Fire Rescue, RCMP, BC Housing, ICBC, Emergency Management BC, Ministry of Children and Families, Ministry of Housing and Social Development, Insurance Bureau of Canada, and various community service and social welfare agencies.

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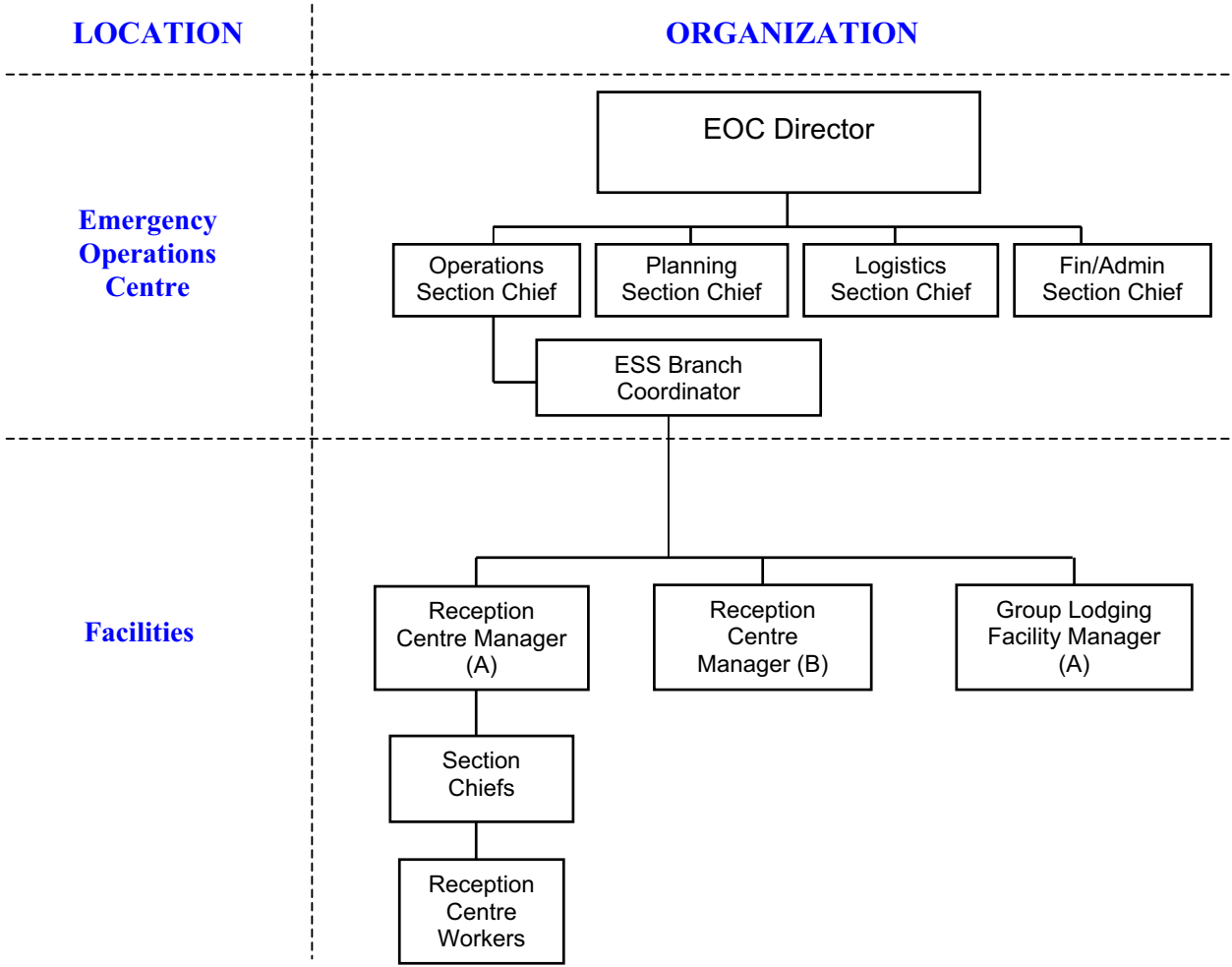
## 5.0 Municipal Emergency Social Services Structure

### 5.1 Coordinator, Emergency Social Services

In British Columbia, local authorities are responsible for planning and operating emergency responses within their jurisdictional areas, including the provision of Emergency Social Services. In Richmond, the Coordinator, Emergency Social Services is responsible for the planning, development, implementation and management of an Emergency Social Services program to enable the community to respond quickly and effectively in providing services to evacuees and responders affected by an emergency/disaster. The Coordinator, Emergency Social Services is responsible for tasks such as:

- Overseeing the Richmond Emergency Social Services program
- Volunteer recruitment
- Educating and training volunteers and City staff for specific Emergency Social Services roles
- Ensuring all Emergency Social Services documents are current, exercised and evaluated annually.
- Emergency Social Services Plan
- Emergency Social Services Level One and Two Procedures Manual
- Group Lodging Field Guide
- Emergency Social Services Volunteer Handbook
- Ensuring all personnel involved in the provision of an Emergency Social Services response receive operational and emotional debriefings as soon as possible after operations have ended.
- Submitting Registration and Referrals paperwork and financial reimbursement claims to Emergency Management BC.

When the Emergency Social Services Plan and the Emergency Operations Centre are activated, the Coordinator, Emergency Social Services, or alternate, will assume the role of Emergency Social Services Branch Coordinator in the Emergency Operations Centre and will manage the Emergency Social Services response in consultation with the Operations Section Chief. The Emergency Social Services Branch Coordinator will oversee the running of the Emergency Social Services facilities, which will be managed on site by either an Emergency Social Services volunteer or City staff.



## 5.2 Organizing & Assigning Responsibilities

Divisions and departments may support Emergency Social Services in responding to the emergency or disaster as directed by the Emergency Operations Centre Director. The Community Services Department may provide support to the Emergency Social Services Branch and assist in the development of the recovery plan. The Recreation division may support Emergency Social Services by assisting in the operation of established Emergency Social Services facilities, providing trained Site Information Officers, and supporting the Emergency Social Services Branch Coordinator in the Emergency Operations Centre.

If City facilities are required during a response, the Coordinator, Emergency Social Services, in consultation with the appropriate City department Manager or Director, will contact designated individuals to request they activate, manage or staff the Emergency Social Services facilities.

## 5.3 Financial Responsibilities

When an emergency occurs requiring Emergency Social Services, City staff request provincial assistance in the form of funding. Once approved by the Province, a task number is issued by Emergency Management BC. A schedule of payment guidelines determines the amount of financial support to evacuees with respect to food, clothing, lodging, and incidentals. All other expenditures must be pre-approved by the province.

If the province does not provide financial support for Emergency Social Services in an emergency response, the evacuees must find other means of support until they are able to recover from the emergency.

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## 6.0 Scope of the Emergency Social Services Plan

### 6.1 Levels of Activation

When an emergency forces people from their homes, the Emergency Social Services Plan may be activated. The level of assistance required in an emergency will depend on the magnitude of the emergency. A house fire will require a smaller response than a full-scale evacuation due to flooding. This Plan outlines the following levels of activation:

#### 6.1.1 No Activation

The Emergency Social Services Plan will not be activated in situations where affected individuals can address their own personal needs by relying on their family, friends or insurance provider. In such cases the deployment of police, fire, ambulance, public works, or other municipal staff may be sufficient to deal with the incident. Normal departmental procedures will be followed.

#### 6.1.2 Level One

Incidents in this category are relatively small in scope, usually affecting less than 12 people. Due to the small size of a Level One event, the Coordinator, Emergency Social Services and 1 or 2 volunteers may fulfill all functions required and a Reception Centre and Emergency Operations Centre will not be activated.

#### 6.1.3 Level Two

Incidents in this category are larger in scope and may include an apartment building fire, a small area evacuation or flooding and affects up to 200 people. Usually a single Reception Centre may be activated but not all functions within the Reception Centre may be required. Group Lodging may be activated to provide accommodations if sufficient commercial accommodations are not available. The Emergency Operations Centre may or may not be activated to support the incident.

#### 6.1.4 Level Three

Incidents within this category have a significant impact on a large portion of the community. Examples of a major emergency or disaster may include large scale flooding, regional events,



such as earthquakes or severe weather conditions. More than one Reception Centre may be need to be activated and Group Lodging facility(ies) may be activated to provide accommodations. Often the Emergency Operations Centre is activated to support the response to the emergency.

Such large scale events are likely to exceed the capacity of the City to respond to the Emergency Social Services needs of its residents. Even a Level Two incident may require greater assistance than the City is able to provide. When an emergency exceeds a community's capacity to respond, Emergency Management BC should be notified. This alerts them to the scale of the emergency and that their assistance may potentially be required.

Should the required assistance to residents exceed the capacity of the City, the Coordinator, Emergency Social Services, with the approval of the Emergency Operations Centre Director, may seek to utilize other resources in the following order:

#### **6.1.4.1 Mutual Aid from Neighbouring Communities**

The Coordinator, Emergency Social Services may contact neighbouring communities to request mutual aid assistance.

#### **6.1.4.2 Emergency Management BC Mobile Support Teams**

The South West Region of the Province has a Mobile Support Team composed of highly experienced and well-trained Emergency Social Services volunteers. Mobile Support Team members can travel on short notice (usually within 8-24 hours) to any community that requires additional personnel to assist in a response. All requests for assistance from the Mobile Support Team must be submitted to Emergency Management BC.

#### **6.1.4.3 Provincial and Federal Agencies**

Additional support is available to communities responding to emergencies. Agencies such as BC Housing and the Canadian Disaster Animal Response Team can bring valuable resources to assist in the response. Other provincial or federal agencies or departments may also be of assistance to respond to the emergency. The Coordinator, Emergency Social Services, with the approval of the Manager, Emergency Programs, will contact Emergency Management BC to make such requests of other agencies, or if the Emergency Operations Centre has been activated, the request will be made through the Operations Section Chief and Emergency Operations Centre processes.

## 6.2 Activation and Deactivation of the Plan

### 6.2.1 Procedures for Activating the Plan

In the event of an emergency that compromises the emotional and physical well-being of individuals in Richmond, the following authorized persons may activate the Plan:

**People authorized to activate this Plan include:**

- Mayor
- The Chief Administrative Officer
- Deputy Chief Administrative Officer
- Incident Commander (fire/police)
- General Manager, Law and Community Safety
- Emergency Operations Centre Director
- Manager, Emergency Programs
- Coordinator, Emergency Programs
- Coordinator, Emergency Social Services

**Activation:**

1. Call the City's Public Works 24 hour Line at 604-270-8721.
2. Provide the following information:
  - Name
  - Department & position
  - Contact number
  - Brief description of situation
  - Brief description of assistance required
3. The Dispatcher will then contact the Coordinator, Emergency Social Services or alternate, to relay this information.
4. The Coordinator, Emergency Social Services may activate the Plan to provide the necessary assistance to the individuals.

### 6.2.2 Procedures for Deactivating the Plan

The Emergency Social Services Plan will be deactivated when the immediate physical and emotional concerns of the people affected by an emergency have been sufficiently addressed. The Emergency Social Services Plan deactivation must be authorized by the Coordinator, Emergency Social Services under the direction of the Emergency Operations Centre Director, when the Emergency Operations Centre is activated. The Coordinator, Emergency Social Services will notify the necessary personnel, ensure all Emergency Social Services facilities are restored to their original condition and will collect and finalize the appropriate documentation.

## 7.0 Partner Organizations

### 7.1 Assisting Agencies

During an Emergency Social Services response, other agencies and community organizations may be called upon to assist following an emergency or disaster. Some may assist by providing support to their existing clients, others may make general contributions where they are able. Listed below are some of these agencies and a summary of their responsibilities or abilities during a response.

#### **Richmond School District**

Is responsible for the care of the student population, including during emergencies. Provides emergency services to the student population and transportation and facilities as needed. Has emergency plans in place to manage their response to emergencies.

#### **Richmond Health Services**

Assists with any health concerns that may arise including mental health, public health and community nursing. Has emergency plans in place to manage the response to emergencies. Will shelter their patients within their care facilities

#### **Ministry of Children & Family Development**

Assists with the emergency needs of unattended children and disabled individuals.

#### **Ministry of Housing and Social Development**

Assists existing clients with emergency financial needs.

#### **Amateur Radio Members**

May provide amateur radio communications and/or backup communications at emergency facilities, if required.

#### **Volunteer Richmond Information Services**

Assists with the volunteer program and the coordination of walk-in volunteers.

**Contracted Animal Shelter Operator**

May assist with the provision of care, feeding, safety and control of animals during an emergency, if required.

**7.2 Provincial Emergency Social Services Support**

In the event a major disaster impacts the infrastructure of an area and local resources become overwhelmed, provincial Emergency Social Services support could be mobilized to assist. The Coordinator, Emergency Social Services, under the direction of the Emergency Operations Centre Director, if activated, contacts Emergency Management BC to request the assistance of specific member agencies. The following is a list of the provincial Emergency Social Services support agencies:

**British Columbia Housing**

*Assistance:* Lodging, cots and blankets

- Assist with establishing Group Lodging facility supplies.
- Assist with connecting evacuees with new housing options.

**Buddhist Compassion Relief Tzu Chi Foundation Canada**

*Assistance:* Mass feeding, donated goods, translations

- Assist with collecting and distributing donations for evacuees.
- Provide support to communities in addressing mass feeding needs.
- Provide translation services in the languages of available volunteers.

**Canadian Disaster Child Care**

*Assistance:* Child care

- Trains volunteers to manage child care areas in Emergency Social Services facilities.

**Canadian Red Cross**

*Assistance:* Family reunification (Search and Reply)

- Trains volunteers to operate the Search and Reply function in an Emergency Social Services Reception Centre.

- May provide evacuees with resources and supplies such as blankets and personal care kits.
- Can assist in setting up a family reunification unit during an emergency, by activating a Central Registration & Inquiry Bureau (CRIB) in Vancouver to assist with telephone inquiries or activating backup registries across Canada, as required.

### **Justice Institute of BC**

#### *Assistance: Training*

- Provides Emergency Social Services instructors to coordinate and deliver on-site training during a response, as required.

### **St. John Ambulance**

#### *Assistance: First aid services*

- Provides first aid services or identifies qualified first aid volunteers willing to assist.

### **The Salvation Army**

#### *Assistance: Personal services*

- Assist with emotional support services, as required.
- Assist with provision of counselling and critical incident stress debriefing, when requested.
- Provides donated clothing and furniture to evacuees, as needed.
- Deploys the Emergency Response Vehicle to assist with the provision of food and refreshments at response locations.
- Assist with the “Meet and Greet” function at an Emergency Social Services facility

Local offices of these organizations may also provide support to the City for smaller localized events, such as apartment fires, localized flooding, and evacuation due to hazardous conditions.

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## 8.0 Plan Maintenance

### Updates

Every three years, the General Manager, Law and Community Safety shall undertake a comprehensive review of the Plan.

### Additions and Modifications

In addition, the General Manager, Law and Community Safety shall:

- Establish supporting documents or annexes, such as notification procedures or an operations manual, as necessary.
- Review the Plan following any activation or exercise to incorporate recommendations and findings.
- Review information on facilities and resources annually to ensure the information is current.



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## 9.0 Training & Exercises

Training is a vital part of managing and maintaining staff and volunteers capable of carrying out their roles and responsibilities when an emergency occurs.

Exercises include drills to practice a specific aspect of a response, a procedure or technology; tabletop exercises to familiarize staff and volunteers with their roles, evaluate operational procedures and validate plans; functional exercises to evaluate facilities, equipment and roles and responsibilities; and full-scale exercises to provide the most realistic scenario possible for staff and volunteers to practice their response.

The following training matrix outlines the required and optional courses by emergency position.

*Table 1: Emergency Social Services Training Matrix*

<b>Courses</b>	<b>Emergency Social Services Branch Coordinator</b>	<b>Coordinator, Emergency Social Services and Alternate(s)</b>	<b>Emergency Social Services Facility Manager</b>	<b>Emergency Social Services Section Chiefs</b>	<b>Emergency Social Services Functional Staff</b>
Introduction to Emergency Management in BC	★	★	★	★	★
Emergency Operations Centre Level 1	★	★	☆	☆	☆
Emergency Operations Centre Level 2	★	★	☆	☆	☆
Incident Command System 100	★	★	☆	☆	☆
Introduction to Emergency Social Services	★	★	★	★	★
Reception Centre Course	☆	★	★	★	★
Emergency Social Services Registration and Referrals for Food, Clothing & Lodging	☆	★	★	★	★
Emergency Social Services Resource Acquisition	☆	★	☆	☆	☆
Group Lodging	☆	★	★	☆	☆
Managing Walk-In Volunteers	☆	★	☆	☆	☆
Emergency Social Services Leadership	☆	★	★	☆	☆
Emergency Social Services Director	☆	★	☆	☆	☆
Inquiry, Search & Reply	n/a	★	n/a	n/a	n/a

★ = Required

☆ = Recommended

## 10.0 Glossary

Term	Definition
<b>BCERMS</b> – British Columbia Emergency Response Management System	The British Columbia 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.
<b>DFA</b> – Disaster Financial Assistance	A financial assistance program to help disaster victims restore or replace essential items that are not insurable.
<b>EMBC</b> – Emergency Management British Columbia	Emergency Management BC 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.
<b>EOC</b> - Emergency Operations Centre	A pre-designated facility established by a local authority, jurisdiction or agency to coordinate the site response and support in an emergency.
<b>ESS</b> - Emergency Social Services	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.
<b>ESSD</b> – Emergency Social Services Director	An Emergency Social Services Director is a provincial title given to a person appointed by the local authority, responsible for the management and coordination of the local Emergency Social Services program. In Richmond, the Coordinator, Emergency Social Services Volunteer Management fulfills the role of the Emergency Social Services Director.
<b>ICS</b> – Incident Command System	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 Response Management System is based on this.

Term	Definition
<b>MST</b> – Mobile Support Team	Mobile Support Teams are a provincial regional Emergency Social Services resource, which if requested by a local authority, can be deployed to provide on-site training, consultation and support to any community not able to mobilize a sufficient number of trained Emergency Social Services volunteers during a response.
<b>PDA</b> - Personal Disaster Assistance (Level One)	Emergency Social Services Volunteer team that provides for the immediate needs of those affected by an emergency involving less than 12 people.
<b>PECC</b> – Provincial Emergency Coordination Centre	An Emergency Operation Centre established and operated at the provincial central coordination level to direct and coordinate the provincial government's overall emergency or disaster response and recovery efforts. Located at Emergency Management BC headquarters in Victoria.
<b>RC</b> - Reception Centre	A safe gathering place established in a moderate or major emergency where individuals may receive information and assistance with their needs after an emergency.
Worker Care Centre	A gathering place for workers where they may obtain services, such as meals, first aid, replacement clothing, and showers.

## References

The City would like to acknowledge the following resources that were used in developing this Plan:

Emergency Social Services Office, Provincial Emergency Program, Ministry of Public Safety and Solicitor General: *ESS Field Guide*, 2010.

Emergency Social Services Office, Provincial Emergency Program, Ministry of Public Safety and Solicitor General: *Reception Centre Operational Guidelines*. 2009.

Emergency Social Services Office, Provincial Emergency Program, Ministry of Public Safety and Solicitor General: *Group Lodging Operational Guidelines*. 2006.

Provincial Emergency Program, Ministry of Public Safety and Solicitor General: *Financial Assistance for Emergency Response and Recovery Costs: A Guide for BC Local Authorities and First Nations*, 2005.

## 11.0 Distribution List

### Copy No.

1	Chief Administrative Officer
2	Deputy Chief Administrative Officer
3	General Manager, Business and Financial Services
4	General Manager, Community Services
5	General Manager, Engineering and Public Works
6	General Manager, Law and Community Safety
7	General Manager, Parks and Recreation
8	General Manager, Planning and Development
9	General Manager, Project Development and Facility Services
10	Director, Recreation
11	Manager, Community Recreation Services
12	Manager, Emergency Programs
13	Manager, Public Works Administration
14	Coordinator, Emergency Programs
15	Coordinator, Emergency Social Services and Volunteer Management
16-18	City Hall Emergency Operations Centre
19-21	Works Yard Emergency Operations Centre

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