



To: Community Safety Committee **Date:** October 19, 2018
From: Cecilia Achiam, MCIP, BCSLA **File:** 09-5126-01/2018-Vol
General Manager, Community Safety 01
Re: **Emergency Programs Quarterly Activity Report – Third Quarter 2018**

Staff Recommendation

That the staff report titled “Emergency Programs Quarterly Activity Report – Third Quarter 2018”, dated October 19, 2018, from the General Manager, Community Safety, be received for information.

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

REPORT CONCURRENCE	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: CJ
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 report provides an update on the following Community Safety Committee referral from the meeting held on November 15, 2017:

That staff liaise with professor Kyle Matsuba, Kwantlen Polytechnic University, to examine the nature of study on earthquake preparedness and offer any assistance.

This activity report for EP provides information on each of the following areas:

1. Community Resilience
2. Emergency Management Plans
3. City of Richmond Resilience
4. Emergency Social Services (ESS) 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.

1.2. Program and service enhancements that improve community safety services in the City.

1.3. Improved perception of Richmond as a safe community.

This report supports Council's 2014-2018 Term Goal #9 A Well-Informed Citizenry:

Continue to develop and provide programs and services that ensure the Richmond community is well-informed and engaged on City business and decision making.

9.2. Effective engagement strategies and tools.

Analysis

Community Resilience

Richmond Resilient Communities Program (RRCP)

The RRCP workshop is designed to provide residents with the tools and knowledge to prepare themselves, their families and their communities to be resilient during an emergency of any size. The 'Beyond the Workshop' phase is where participants can attend courses to gain additional

knowledge/skills in emergency preparedness. These skills can be used in everyday life to improve the overall perception of safety and preparedness in the community.

In the third quarter of 2018, no RRCP workshops were delivered. The primary focus of quarter three was to conduct a comprehensive review of the pilot year. Updates to the program will be completed in fourth quarter of 2018, and any changes to the RRCP workshops will be implemented in the first quarter of 2019. Staff coordinated the delivery of a Level 1 of the Rapid Damage Assessment course as part of the Beyond the Workshop phase.

Current planning efforts with the School District 38 (SD38) and the Richmond District Parents Association (RDPA) have focused on the potential of hosting a series of 2019 RRCP workshops in schools, which will be promoted by websites, newsletters and other methods of communication throughout the Richmond Schools.

Community Safety Committee members are invited to attend the following workshops:

Facility: Thompson Community Centre

- Dates & time: (Wednesday) Oct 17 & 24, from 6:00 - 8:15 pm

Facility: J.N. Burnett Secondary

- Dates & time: (Thursday) Nov 15 & 22, from 6:00 - 8:15 pm

Measuring Resilience Program

Resilience is not a one-time act, but rather an ongoing practice; therefore, this is difficult to measure. Aspects of preparedness are used to measure the successful delivery of the workshop.

Throughout the third quarter of 2018 staff collected 154 responses through the Measuring Resilience program. Staff will continue to analyse data to ensure the RRCP workshop provides relevant and useful information to Richmond's residents.

Kwantlen Polytechnic University Partnership

On November 15, 2017, at the Community Safety Committee, the following referral was made:

That staff liaise with professor Kyle Matsuba, Kwantlen Polytechnic University, to examine the nature of study on earthquake preparedness and offer any assistance.

Staff have reached out to Dr Matsuba and have begun collaborating on research around the Emergency Programs' workshop series. This analysis will seek to more fully understand the effectiveness of presenting emergency preparedness information and improve the resident's response to emergency resilience.

It is anticipated that the program will need to be revised pending the results of the RRCP Pilot Year review. The design phase is intended to be completed by the fourth quarter of 2018, and the program will be ready to launch in the first quarter of 2019. Results from this research may be used to update the workshop series to increase its effectiveness as well as any other programs that impact community emergency resilience.

RichmondBCAlerts

Emergency Programs staff and volunteers continue to promote registration for the City’s Emergency Notification System, RichmondBCAlerts, at public events. The significant increase in registration can be attributed to increased education and promotion of the notification system.

Table 1: RichmondBCAlerts Signups

	Q1 - 2017	Q2 - 2017	Q3 - 2017	Q4 - 2017	Q1 - 2018	Q2 - 2018	Q3 - 2018
Owner	135	153	54	60	431	87	134
Tenant	56	49	13	38	269	48	40
Total	191	202	67	98	700	135	174

Public Events

Recently, the Emergency Programs staff and volunteers have promoted the City’s RichmondBCAlert notification system and the RRCP workshop series at the following public events:

- Acadia Community Table – July 17th
- Brighthouse Library Community Table – August 15th
- Brighthouse Fire Hall 1 Open House – September 15th

Emergency Management Plans

Emergency Programs staff regularly review emergency plans with their operational stakeholders to ensure the plans are relevant in the event of an emergency disaster staff are reviewing or have reviewed:

- The Dangerous Goods Spill & Response Plan, Evacuation Plan and the Information Plan: An orientation will take place prior to the November 21, 2018 EOC exercise to inform response staff of significant updates.
- Emergency Management Plan: Staff have deferred this plan review in anticipation of a Hazard Risk & Vulnerability Analysis to commence 2019. It is anticipated that this plan review will follow and will be completed by the end of 2019.

City of Richmond Resilience

Volunteer Recruitment

Members of the public are invited to attend Volunteer Information sessions and ask questions about becoming an emergency preparedness leader in their community. Information is provided to potential volunteers on how they are able to leverage their skills to assist during an emergency.

There were no information sessions held in the third quarter of 2018.

The next information session is scheduled for February 11, 2019, from 7:00 pm until 8:00 pm in City Hall's meeting room, M.1.003. Members of Council are welcome to attend this session.

Emergency Social Services Response

Emergency Programs responded to four opportunities to provide support to residents affected by and displaced from their homes due to residential fires.

In total, 13 residents were provided with services on behalf of the province which included temporary accommodations, meals, clothing, and basic incidentals, while the evacuees worked to identify and secure alternate accommodations or while they waited for their residences to be cleared of harmful smoke.

Financial Impact

None.

Conclusion

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



Norman Kotze
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