



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** August 23, 2018
From: Cecilia Achiam **File:** 09-5126-01/2018-Vol
General Manager, Community Safety 01
Re: **Emergency Programs Quarterly Activity Report – Second Quarter 2018**

Staff Recommendation

That the staff report titled “Emergency Programs Quarterly Activity Report – Second Quarter 2018”, dated August 23, 2018, 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: CA
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 maximise 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 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)

RRCP is a program 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. Building on the skills learned in the RRCP workshop, Emergency Programs offers elective courses to provide additional skills in emergency preparedness. These skills can be employed in everyday life and improve the overall perception of safety and preparedness in the community.

In the second quarter of 2018 staff delivered five RRCP workshops to the Hamilton, South Arm, and Cambie communities. In addition staff delivered one Rapid Damage Assessment Level 1 course as part of the Emergency Skills Program.

In addition, Emergency Programs partnered with Community Services to promote the newly launched Resilient Streets program in the pilot communities of East and West Cambie. The program coordinator was invited to present at RRCP workshops and was able to successfully recruit participants from the workshop. Upon the successful city-wide launch of the Resilient Streets program, ongoing mutual support is expected.

A significant focus of the RRCP workshop is community connections, as such Emergency Programs has promoted 63 BlockWatch and 49 RichmondBCAlert sign-ups.

Emergency Programs entered into a partnership with School District 38 (SD38) and the Richmond District Parents Association (RDPA) to promote the RRCP program throughout Richmond schools at the start of the school year.

SD38 and RDPA agreed to host half of future workshops within SD38 schools. This partnership is designed to help further promote the RRCP workshops among students, teachers, and, most notably parents.

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

Community: Sea Island

Facility: Sea Island Elementary

- Dates & time: (Wednesday) Oct 3 & 10, from 6-8:15 pm

Facility: Sea Island Community Centre

- Dates & time: (Thursday) Nov 1 & 8, from 6-8:15 pm

Community: Thompson

Facility: Thompson Community Centre

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

Facility: J.N. Burnett Secondary

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

Measuring Resilience Program

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

Throughout the second quarter of 2018 staff collected 244 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 – Program Analysis

On November 15, 2017 at the Community Safety Committee, Council passed a motion “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 Emergency Programs’ workshop series. This analysis will seek to better understand the effectiveness of presenting emergency preparedness information and seeks to improve resident’s response to emergency resilience.

The design of this program was completed in the second quarter of 2018 and is ready for launch in the second year of the RRCP workshop series which will take place from October 2018 – June 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. This significant increase can be attributed to increased education and promotion of the notification system.

Table 1: RichmondBCAlerts Signups

	Q1 - 2018	Q2 - 2018	Q1 - 2017	Q2 - 2017
Owner	431	87	135	153
Tenant	269	48	56	49
Total	700	135	191	202

Public Events

Emergency Programs staff and volunteers continue to promote the City’s RichmondBCAlert notification system and RRCP workshop series while providing preparedness information at the following public events:

- Chinese Christian Mission Safe & Secure Living Fair – May 5, 2018
- Library Community Table – May 7 to 9, 2018
- Public Works Open House – May 12, 2018
- General Currie School Carnival – June 15, 2018

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 currently reviewing:

- Dangerous Goods Spill & Response Plan, Evacuation Plan and the Information Plan are forwarded to the Emergency Planning Committee for review, a report to Community Safety Committee will follow for endorsement and implementation.

- Emergency Management Plan – Staff are beginning the review of this plan and will be scheduling meetings with the plan’s stakeholders. This initiative is planned for completion by the end of 2018.

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. No volunteer information session was held this quarter. An orientation session for newly recruited volunteers was held on the evening of June 18, 2018.

The next information session is scheduled for October 1, 2018, 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 residential fires.

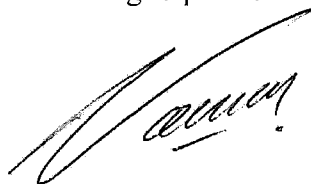
In total 13 residents were provided with services provided on behalf of the province included temporary accommodations, meals, clothing, and basic incidentals, while the evacuees worked to identify and secure alternate accommodations or while they waited for their residences to be cleared from harmful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

Financial Impact

None.

Conclusion

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



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NK:nk