



To: Community Safety Committee

Date: January 20, 2021

From: Jim Wishlove
Deputy Chief

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Re: Emergency Programs Quarterly Activity Update – Fourth Quarter 2020

The purpose of this memorandum is to provide Council with an update on Emergency Programs planning and response activities during the fourth quarter of 2020.

Community Information

Due to the potential exposure of COVID-19, organized face-to-face public education activities were temporarily suspended. Emergency Programs staff transitioned to creating and providing virtual, online education sessions in collaboration with S.U.C.C.E.S.S. In the fourth quarter of 2020, approximately 67 attendees participated in online learning presentations. The online sessions provided newly arriving Richmond community members with emergency programs information available in both English and Chinese.

Emergency Programs staff continued to reach out to the community to register additional residents into the Emergency Notification System (ENS). During the fourth quarter of 2020, an additional 55 registrations were added to the system, totalling over 6,717 Richmond residents registered for RichmondBC Alert Notifications.

Emergency Planning

Emergency Programs staff continued to plan and support City business processes to ensure service continuity in the event of an emergency event. Staff connected with leadership teams across the City to maintain these supportive planning roles.

Emergency Support Services (ESS) Response and Transition

Emergency Support Services callout and response continued to provide emergency accommodation and support to residents displaced from a structure fire occurring in their home.

In the fourth quarter of 2020, Emergency Programs staff supported the following two events:

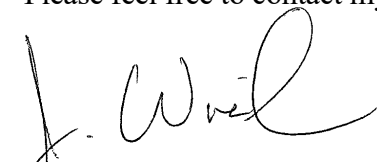
- Single House Fire: October 1, 2020 – one adult and two children accommodated
- Apartment Fire: November 10, 2020 – nine adults (four apartment units displaced)

Emergency Programs staff continued to work with the Canadian Red Cross (Red Cross) society to prepare for the transition to the Red Cross ESS service in February of 2021. The transition of volunteers from the Richmond ESS program to the Red Cross system was complete in the fourth quarter of 2020. The Red Cross will be focussing on incorporating the Richmond volunteers into their new system with training, support and education.

Emergency Operations Centre (EOC) Support

In the fourth quarter of 2020 the City's EOC remained activated and in alignment with the ongoing Provincial State of Emergency. Staff have continued to update the EOC with information from the Provincial Emergency Management directives and coordinate any recoverable costs related to COVID-19 impacts.

Please feel free to contact myself, should you require any further information.



Jim Wishlove
Deputy Fire Chief
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JW:jw

pc: SMT