



# City of Richmond

## Report to Committee

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**To:** Community Safety Committee **Date:** April 26, 2018  
**From:** Cecilia Achiam, MCIP, BCSLA **File:** 09-5126-01/2018-Vol  
General Manager, Community Safety 01  
**Re:** **Emergency Programs Quarterly Activity Report – First Quarter 2018**

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### Staff Recommendation

That the staff report titled “Emergency Programs Quarterly Activity Report – First Quarter 2018”, dated April 26, 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 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 first quarter of 2018 staff delivered seven RRCP workshops to Thompson, West Richmond and Steveston. In addition staff delivered the following Emergency Skills Program course:

- Food Safe Level 1

The next RRCP workshops are scheduled for:

- May 19, 2018 from 1:00 pm to 5:00 pm at Cambie Community Centre
- May 26, 2018 from 1:00 pm to 5:00 pm at Cambie Community Centre

### *Measuring Resilience Program*

Resilience is not a one-time act, but rather an ongoing practice this is difficult to measure. Aspects of resilience are identified as leading indicators of resilience to which the Measuring Resilience Program is a strategy for ongoing measurement for incorporation into the public education program.

Throughout the first quarter of 2018 staff collect data through the Measuring Resilience program. While much of this data is still being analyzed, preliminary results have indicated:

- Only 45 per cent of residents have indicated they have 72 hours of emergency supplies at home. This data has also indicated that a significant number of residents are unsure what emergency supplies are required, where to get them and what a reasonable cost would be.
- 48 per cent of residents indicated that they had some evacuation plan in place for their home and office.
- 57 per cent of residents indicated that they understood how to get help from the city, building, utility and emergency services during an emergency.

As a result of this data collection, the RRCP workshop content has been updated to include more information on emergency supplies and how to get help during an emergency. Also, Emergency Programs is working with emergency supply providers to reduce the barrier (perceived and real) for residents to acquire the necessary emergency supplies.

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.

At the conclusion of the first quarter of 2018 the program design is nearing completion and is expected to launch in the second quarter of 2018. Results from this research may be used to update the workshop series to increase its effectiveness.

### *RichmondBCAlerts*

Emergency Programs staff and volunteers continue to promote registration for the City's Emergency Notification System, RichmondBCAlerts, at public events. To date there are 702 new residents signed up to receive notifications, which is up from 101 residents signed up in the fourth quarter 2017. This significant increase can be attributed to increased education and promotion of the notification system.

### *Public Events*

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

- Chinese Christian Mission Safe & Secure Living Fair – May 5, 2018
- Public Works Open House – May 12, 2018
- Library Community Table – May 7 to 11, 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 – Environmental Programs staff are reviewing this plan with support from Emergency Programs staff. The completion of this plan is anticipated in the second quarter of 2018.
- 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.
- Emergency Social Services 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

The City of Richmond was awarded two grants for the Union of BC Municipalities (UBCM) administered Community Emergency Preparedness Fund provided by the Province of BC. These grants will support Richmond's response capacity in the area of Emergency Operations Centres (\$25,000) and Emergency Social Services supplies and training (\$25,000) for a total of \$50,000.

### *Volunteer Recruitment*

Members of the public are invited to attend Volunteer Information sessions and ask questions about becoming an emergency preparedness leader in the community. Information is provided to potential volunteers on how they are able to leverage their skills to assist during an emergency. The volunteer information session was held on March 27, 2018.

The next information session is scheduled for Thursday, May 17, 2018, from 7:00 pm until 8:00 pm in City Hall's meeting room M.2.004. 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.

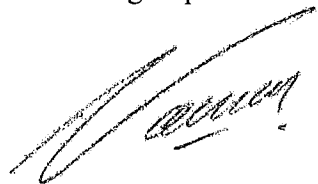
In total 11 residents were provided with over 12 hours of support. The services provided on behalf of the province included temporary accommodations, meals, clothing, and basic incidentals, while the evacuees worked to identify and secure alternate accommodations or while they waited for their residences 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