



City of Richmond

Report to Committee

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: **Richmond Resilient Communities Programs Update**

Staff Recommendation

That the staff report titled "Richmond Resilient Communities Programs Update", dated April 26, 2018, from the General Manager, Community Safety, be received for information.

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General Manager, Community Safety
(604-276-4122)

REPORT CONCURRENCE	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: CS
APPROVED BY CAO 	

Staff Report

Origin

In Q2 and Q3 of 2017, Emergency Programs undertook a review and update of the Mitigation, and Preparedness & Response aspects of its Emergency Management Program, with a specific focus on the Public Education program. The review resulted in the creation of the Resilient Richmond Communities Program (RRCP).

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.

1.3. 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 in City business and decision making.

9.2. Effective engagement strategies and tools.

Analysis

RRCP is a program designed to improve the overall emergency resilience of the residents and communities of Richmond by leading the participants in family emergency planning. There are three projects that have been created and launched as part of this program: the Workshop Series to build capacity of Richmond Residents; the Emergency Skills Development program and the Measuring Resilience program.

The Workshop Series is a free, interactive workshop for residents of Richmond hosted by the Emergency Programs department. Workshops are customised for the communities in which they are hosted. Registration is open to local residents and businesses located within each community. At the conclusion of every workshop, each participant will have participated in an exercise that simulates community emergency response and will also have created actionable personal and family emergency communications and reunification plans.

The Emergency Skills Development program provides individuals, who have participated in the Workshop Series, with more opportunities for emergency knowledge and specialized skill development. Similarly, the Measuring Resilience Program provides the City with ongoing feedback and measures the participant's readiness for an emergency.

Q1 2018 efforts and results

After a successful fourth quarter pilot of the workshop program, Emergency Programs launched all three programs in January of 2018. Through the first quarter 2018 a total of seven workshops were delivered as outlined in Table 1 below:

Table 1: Workshop Community Impact

Communities Reached	Workshops Hosted	Residents Measurably More Prepared
West Richmond	2	43
City Centre*	2	23
Steveston	3	73

**low community participation was observed due to Chinese New Year.*

Q2-4 2018 plans and expectations

Six additional workshops are scheduled for delivery in Hamilton, South Arm and Cambie community associations through the second quarter of 2018 to complete the first year of the RRCP Workshop Series delivery.

While Emergency Programs will await the conclusion of the first year of delivery to finalise plans for year two, several key observations and lessons will be considered when planning future events. With the availability of the necessary resources, the following changes will be made:

- Weeknight evenings are the preferred scheduled time for workshops. This schedule allows more residents, particularly parents, to attend. As a result, fall workshops will be scheduled on successive weeknights taking place over two nights during the week.
- Workshops in the same community held only one week apart are too close. As a result, each community workshop will be scheduled twice per month over two months. This separation in workshops will allow participants in the first workshop to communicate with family and friends about upcoming sessions. It will also provide enough time to let any community-specific lessons to be applied to the second session.
- There is significant demand for learning more about emergency supplies. As a result, staff are reviewing an emergency-supplies specific skills course and will be piloted in late 2018.
- Promotion in communities before courses makes a significant impact on attendance rates. As a result, additional time and effort will be put towards increasing the amount, variety,

and target areas to promote the workshop. It is also expected that general knowledge of the workshop will improve over time allowing for more significant word-of-mouth promotion, thereby increasing attendance.

- Involvement from local businesses dramatically improves the overall impact of the workshop. Specifically those that will be depended upon by residents in the immediate days and months following an emergency. As a result, local businesses will be invited to each workshop to participate, connect and provide perspective to residents about their available products and services.
- Community connections are an essential part of emergency resilience, so increased involvement from community organisations will be sought to improve relationships created within communities.

Volunteer Participation

Emergency Programs has a large body of trained and dedicated City volunteers. Within that group is a team of presenters who are keen to give back to the community by providing emergency resilience training to the public. Historically these volunteers have delivered the “Get Ready Richmond” personal preparedness program, the precursor to the RRCP. With the development of the new program, staff are training volunteers to develop the presentation skills of the presenters. The goal is to ultimately have the capability for independent volunteer workshop hosting, with support and coordination provided through the Emergency Programs Department.

Multi-lingual delivery

In respect of the significant cultural diversity of the City, Emergency Programs intends to begin creating a Chinese version of the RRCP workshop by the fourth quarter of 2018. Understanding that only directly translating the program will not be sufficient to provide the necessary understanding for Chinese speakers, staff intend to create a mirrored program. In this program, the outcome of the workshops will be the same, but the content of each section within the workshop will be culturally relevant and easily digestible by native Chinese speakers.

Financial Impact

None.

Conclusion

The program has been well received by all who have attended and has met expectations for its effectiveness in improving knowledge and emergency resilience. Community, department, and agency partners have all indicated a willingness to provide support and engagement.

Emergency Programs intends to continue with the planned delivery and expansion of the program, including the addition of complementary program components as proposed or as resources become available.



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NK:nk