



CRD EMERGENCY PROGRAM

Key Findings Report Recommendation Prioritization

Year-End Emergency Program Workplan Update: December 2022

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Workplan Priority Actions – Implemented/Completed, December 2022

Workplan priorities are based on the Emergency Program Act, associated legislated local government emergency program requirements, and as recommended in the Key Findings Report (2021)¹.

The following items planned for 2022 have been implemented/completed:

✓ **Emergency Program Staffing**

- Hire three additional emergency program staff to support current emergency program staff.

✓ **Emergency Program Design**

- As new staff are onboarded, continually assign work that aligns with the planned division of labour and develop areas of specialty.

✓ **Emergency Planning**

- Consider emphasis on plan writing if/when expanding the staffing capacity of the CRD emergency program.
- Make updating the CRD emergency management plan a priority.
- Look for opportunities to build operational response plans such as evacuation, wildfire, flood, and landslide response plans in 2023 and beyond.

Landslide

- Undertake a landslide investigation and report review.

✓ **Training and Exercising**

- Develop the CRD emergency exercise program. Include timelines, expected participants, exercise types, scenario ideas and how costs may be covered.
- Create training opportunities for new EOC participants so they can be oriented to EOC activities in a controlled and supportive setting.
- Track the progress of EOC participants.
- Continue to document EOC core processes in clear language, using appropriate tools, so that new EOC staff know where to look for documentation, how to undertake specific tasks, and can quickly grasp the concept of how the CRD EOC undertakes certain activities.

¹ Key Findings Report pp. 29-33 outlines the BC Emergency Program Act legal requirements and the Local Authority Emergency Management Regulation.

✓ **Emergency Operations (EOC)**

- Balance the tasks, roles, and responsibilities among EOC sections so that each section provides roughly the same contribution to EOC activities. Or ensure that each section has sufficient resources – so that one section is not undertaking tasks better suited in other sections, because of a greater number of resources.
- Streamline and standardize EOC processes and written procedures where possible so that they are easy for new staff to understand and meet the goal of shortening process times for typical EOC tasks.
- Procedures should be documented so that there is, at a minimum, a transfer of responsibilities in written format.

EOC Staffing

- Develop and maintain a supplier list of resources that may be needed for the EOC or EOC operations.
- Continue the best practice of formal and informed staff transitions, when new staff are rotated into EOC positions.

✓ **Staff Wellness, Health, and Safety**

- Ensure that after action reviews (AARs) are conducted after any EOC deployment, and the lessons learned from these AARs are implemented.
- Ensure EOC participants have access to an employee assistance program (via their own benefits), or have access to a counselor, if needed.

2023 Priority Workplan Actions, Budget & Business Planning

2023 Priority Workplan Actions are aligned with the current Provincial Emergency Program Act, related legislation and regulations. Where appropriate, specific priorities are included in the 2023 Emergency Program Services Business Plan and Budget to ensure that resources are allocated to support achieving these priorities.

Governance

- Undertake a strategic planning process to determine strategic and operational parameters for the emergency program. * Included in 2023 Business Plan and Budget

EOC Staffing/Resourcing & Health and Wellness

- Continue to invite staff from other local and first nations governments into the EOC for cross training and to provide support and expand the use of staff from other agencies, consultants, and contractors to alleviate the pressure on internal CRD staff.
- Consider more frequent rotations of CRD staff within the EOC to protect staff workloads and CRD business continuity (consider less back-to-back days in the EOC, or morning and afternoon shifts).

- Consider training two or three CRD staff to act in each command and section chief position, for redundancy.
- Develop and maintain a list of trusted individuals who can be tasked with rapid deployment into the CRD EOC.
- Ensure operations and planning clerk positions are staffed during EOC activations, at a minimum, to keep up to date on documentation tasks.
- Engage dedicated staff to work under the risk management officer in significant responses in order to ensure occupational health & safety policy compliance; psychosocial wellness, WorkSafeBC best practices and to monitor for concerns to be brought to the attention of the EOC director.
- Ensure incoming EOC staff, particularly those unfamiliar with CRD operations, are briefed on section-specific procedures (for example, how to issue evacuation alerts).
- Ensure that new staff being brought in to support the EOC receive a facility briefing upon entry, and a demobilisation plan and exit interview upon the completion of their deployment (these processes were initialized during the 2021 wildfire season).

24-Hour Duty Officer Concept

- In concert with increasing staff levels, develop a system whereby a 24-7 emergency phone number may be redirected, based on a previously developed and approved schedule, between 3-4 CRD emergency program (or other) staff members. * Included in 2023 Business Plan and Budget

Emergency Planning

- Adopt a formal CRD emergency planning process (an overarching plan for plan development).
* Included in 2023 Business Plan and Budget

Training and Exercise

- Provide difficult conversation training to certain staff within the EOC.
- Continue to develop the CRD emergency exercise program. Include timelines, expected participants, exercise types, scenario ideas and how costs may be covered (for example, through grant opportunities).

Emergency Operations

Re-entry, Rapid Damage Assessment and Damage / Hazard Notifications

- Continue to develop the re-entry process, including developing procedures for managing risks like hazard trees to keep returning residents safe.
- Complete the rapid damage assessment planning work that was initiated in summer of 2021. Ensure that there is a way to manage the information that is derived from the RDA process.
- Develop best practices for determining contact information for property owners whose properties may have been affected by flood, fire, landslide, or another hazard.

Temporary Access Permitting

- Continue to document and refine the temporary access pass process that the EOC operations section manages (the CRD process has been noted as a provincial best practice).

2024 Priority Actions, Budget & Business Planning

The following priority action items are scheduled for 2024 business planning and budgeting.

It will be necessary in 2023 to assess the CRD's emergency program's readiness to expand in 2024, the CRD's emergency program strategic direction, and to consider the following recommendations in the context of new requirements under the Emergency Program Act Modernization.

Regionalization

- Undertake a feasibility study to determine if it would be suitable to build a regional emergency program for municipalities and First Nations within the CRD, which would include the sharing of costs and staff, to ease the burden of emergency management on any one agency.

Emergency Support Services

- Consider regionalizing the ESS program. Having one single agreement that maintains three separate but administratively centrally managed teams would be simpler and require less oversight for all local governments. Include First Nations where possible.
- Hire a CRD part-time ESS director / coordinator (or include in overall staff increase of three positions).
- Create a regional ESS plan.
- Develop a recognition program for ESS volunteers.

Emergency Response Planning

- Continue to develop appropriate annexes to the CRD ERRP based on HRVA, lessons learned and emerging roles and responsibilities due to changing Provincial Acts, Legislation and Regulations:
 - Develop a comprehensive landslide management plan, an agriculture response plan and a wildfire response plan with appropriate grant funding and staff time.

Interjurisdictional and inter-service planning and response coordination:

- Develop a comprehensive flood response plan for high-risk areas.
- Negotiate a strategic flood management strategy for the Williams Lake River Valley
- Undertake flood risk assessments and mitigation plan for areas of flood concern.

Emergency Preparedness, Communication & Education

Expand on Community Emergency Liaison Concept

- In concert with increasing staff levels, fully develop the community emergency liaison program.

** Additional demands on this operation/program concept introduced through the CRD Agricultural Land Use Plan (Board Agenda December 2022). Considering program model changes to accommodate new demands and resource limitations.

Enhance Public Education & Preparedness through Communication Planning

- Develop a landslide education plan.
- Update the CRD website content to reflect current CRD emergency response plan and public education materials on local authority roles and responsibilities, emergency notification system use and sign up, reporting an incident, ESS, preparing for an emergency, disaster recovery programs, etc.

** Anticipated Emergency Notification System changes require communication planning.