



CRD EMERGENCY PROGRAM

Key Findings Report Recommendation Prioritization

Year-End Emergency Program Workplan Update

Stephanie Masun, Manager of Emergency Program Services

Workplan Priority Actions – Implemented/Completed, December 2023

In November 2023, Bill 31, the provincial *Emergency and Disaster Management Act (EDMA)* received royal assent.

In this light, the CRD Emergency Program Service has implemented/completed the planned activities for 2023 as associated with the now repealed *Emergency Program Act*, setting the region up for successful transition to the coming legislative/regulatory changes as intended.

The following items planned for 2023 have been implemented/completed:

✓ **EOC Staffing/Resourcing & Health and Wellness**

- Continuing to invite staff from other governments in the region 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.
- Implementing more frequent rotations of CRD staff within the EOC to protect staff workloads and CRD business continuity (consider fewer back-to-back days in the EOC, or morning and afternoon shifts).
- Training two or three CRD staff to act in each command and section chief position, for redundancy.
- Developing and maintaining a list of trusted individuals who can be tasked with rapid deployment into the CRD EOC.
- Ensuring operations and planning clerk positions are staffed during EOC activations, at a minimum, to keep up to date on documentation tasks.
- Engaging 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.
- Ensuring incoming EOC staff, particularly those unfamiliar with CRD operations, are briefed on section-specific procedures (for example, how to issue evacuation alerts) as ‘just-in-time’ training.
- Ensuring that new contractors/staff 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, developing 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. * As included in 2023 Business Plan and Budget

✓ **Training and Exercise**

- Continuing 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

- Continuing to develop the re-entry process, including developing procedures for managing risks like hazard trees to keep returning residents safe.
- Completing 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.
- Developing 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).

Enhance Public Education & Preparedness through Communication Planning

- Continue updating the CRD website content to reflect current CRD emergency preparedness and public education materials on local authority roles and responsibilities, emergency notification system use and sign up, incident reporting, ESS, preparing for an emergency, disaster recovery programs, etc.

✓ **Emergency Planning**

- Adopt a formal CRD emergency planning process (an overarching plan for plan development).
* Included in 2023 Business Plan and Budget
- Finalize the Emergency Notification System review * Included in the 2022 Business Plan

✓ **Governance**

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

2024 Priority Actions, Budget & Business Planning (*suspended, under review*)

The following priority action items are suspended until provincial regulations provide guidance on expected timelines and process, outcomes, and resourcing according to the new EDMA.

It is understood that the modernized act includes opportunities for Multi-Jurisdictional Emergency Management Organizations (MJEMO) and co-development of plans with Indigenous Governing Bodies and/or other governments which will address the following regionalization concepts in due course:

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 distinct, but 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.

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 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.

Previous Year's Achievements, as reported in 2022

✓ **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.

✓ **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.