



BCMF Emergency Plan

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Introduction

The BC Metis Federation (BCMF) is a not-for-profit association that advocates politically on behalf of its members and all Metis people in the Province of BC. This generally covers legality of rights and recognition, preservation of culture and history, and enhanced economic opportunity. These activities are out of scope for this emergency plan.

This document identifies the general context of how emergency management is practiced within BC, some challenges related to emergency management as identified by BCMF leadership and community representatives, and potential solutions.

This project has identified the following areas to address:

- improved information sharing with BCMF leadership and its membership
- improved situational awareness and information sharing through enhanced involvement with a number of lead and supporting agencies during response and recovery
- improved information sharing with BCMF members

These areas align with the following goals in the BC Metis Federation 2021-22 Action Plan:

- *Capacity Building* – Collaborate effectively with a range of partners
- *Capacity Building* – Clear, timely, and effective communication with members, partners, governments, and public
- *Member and Community Support* – Increase access to existing programs, services, and information
- *Member and Community Support* – Address gaps in programs, services and information
- *Member and Community Support* – Create opportunities for members to access information and provide input

Recommended Approach

1. Establish a Single Point of Contact (SPOC) model for BCMF for emergency events; this position would be the external representative to other agencies and would have a primary responsibility for gathering situational awareness about emergency events and sharing it back to BCMF staff, Board and members as appropriate
 - » it would require a roster model and some methods of soliciting eligibility to be a SPOC, and a commitment from those participating
 - » consider incentives to participate including 1-week rotations, and some form of stipend or standby pay
 - » it would require a description of duties and expectations, and some tools to enable the role; primarily this could be a few checklists and access to conference call and/or virtual meeting hosting technologies

In some cases, the SPOC may act as a decision maker on behalf of the President and Board of Directors. This decision making would be limited to sharing information with external agencies specific to BCMF interest in an incident, and subject to previous approval from the President.

This would require some annual funding commitment to the stipends or standby pay. The amount of annual stipend and number of SPOC's in the rotation would have to be determined by the Board.

2. Where external agencies support it, get the BCMF SPOC on their incident notification and information sharing lists, and/or able to participate in incident update calls, online meetings or in person at Emergency Operations Centres (EOC); provisos would be
 - » government and some large utility organizations generally only invite in agencies that are providing direct support to the incident or event
 - » some government and large utility organizations may put BCMF on an incident notification contact list; would need to confirm their willingness to allow this
3. Provide freely available sources of situational awareness to members on the BCMF website and regularly promote their use through existing communications channels to encourage them to gather their own information and enable less dependence on BCMF leadership for information sharing; this could include
 - » Wildfire, pipeline, and emergency incidents online maps
 - » Water levels and snowpack tools
 - » Weather tools and forecasts
 - » Webcams
 - » Social media sites

A sample list of such sites is included in Appendix 3.

Ideally, this content would be posted to the BCMF website, but it could be hosted externally as a subscription service as well. For the BCMF website option, it would involve some staff time devoted to setting up the content initially, and most content will be fairly static and not require any maintenance once it is on the site. Social media posts and messaging would be per existing BCMF practices. Any additional costs would be related to the choice in initial set up and service delivery.

4. Develop an Emergency Support Team that focuses on facilitating additional support to Metis people in BC during an emergency event. Outside existing programs offered by the Province and groups like the Canadian Red Cross, this support could be:

- » Emergency funding for basic survival requirements
- » Counselling services
- » Specialized transportation or medical devices
- » Funding for replacement of critical equipment of self-employed business owners outside insurance coverages

This would need to be a new project that focused on recruiting champions from within the Metis community and developing a program with its business practices. Some funding would be required, and a RFP process may serve to better inform the viability of this.

5. Training that can be delivered within the parameters of this project include content videos on:

- » Introduction to Emergency Management in BC
- » Introduction to the Incident Command System

Both can be developed within the funding of this project and made available for posting on the BCMF website. There will be some requirement for IT support as it relates to putting the content on the BCMF website. An alternate subscription-based solution for hosting the training content may be a consideration and would require additional funding for long term hosting.

Emergency Management Practices in BC

Emergency management related legislation in British Columbia is enabled under the Emergency Program Act of British Columbia (EPA). It comprises the main act and the following regulations:

- **Emergency Program Management Regulation** – establishes the roles and responsibilities for provincial government ministries, crown corporations and agencies, and local governments
- **Compensation and Disaster Financial Assistance Regulation** – establishes financial aid that can be made available to local governments, commercial entities, agricultural entities, not-for-profit entities, and private citizens
- **Local Authority Emergency Management Regulation** – specifies the responsibilities and requirements of local governments

The EPA is overseen for the Province by Emergency Management BC (EMBC) and applies to:

- BC Government Ministries, Crown Corporations, and Agencies
- Local Governments as defined by the Local Government Act
- Treaty First Nations as defined by the federal Indian Act

It does not apply to:

- Non-Treaty First Nations as defined by the federal Indian Act
- Not-for-profit organizations
- Business and industrial for-profit organizations
- Private citizens

Several other Provincial Acts overseen by various Ministries identify requirements and support specific to their legal mandates related to emergency management. In most cases, these other Acts identify compliance and enforcement regimes and responsibilities of those in contravention. Examples would include hazardous materials spill, causing wildfires, or breach of mining tailings ponds. In some cases, they also specify legal responsibilities of a service provider such as a purveyor of public water systems.

All federal Acts apply to areas of federal jurisdiction and provincial Acts to provincial jurisdiction.

Emergency management in BC is basically made up of:

- Local Governments and responder agencies such as fire and police departments of jurisdiction
- Provincial government responder agencies such as BC Emergency Health Services (BC Ambulance)
- Industrial organizations and large critical infrastructure and utilities owners who have legal response requirements such as pipelines, railways or pipelines
- Provincial government support as coordinated by EMBC
- Supporting and assisting agencies
- First Nations communities & tribal organizations
- Not-for-profits such as the Canadian Red Cross
- Faith based organizations such as Samaritan's Purse or the Mennonite Disaster Service
- Federal contracted services such as RCMP or Environment Canada Weather
- Federal supporting agencies such as Public Safety Canada or Department of National Defense

- Service clubs & local business
- Private citizens

The framework for coordinating the myriad of lead agencies and supporting and assisting players is the BC Emergency Management System (BCEMS), which is enabled under the EPA and based on the use of the Incident Command System (ICS) to support these eight response and recovery goals:

1. Safety and wellness of first responders
2. Save lives
3. Reduce public suffering
4. Protect public health
5. Protect government infrastructure
6. Protect property
7. Protect the environment
8. Reduce social and economic loss

These goals are also used to set provincial priorities during times of elevated activity and/or limited resource availability. Conflicts can occur when these priorities do not align with the priorities and interests of other organizations and private citizens.

ICS works for site level response and recovery activities as well as for EOC's that are established for support to field activities. ICS allows for a single agency command (responsibility) of the response but can also allow for a multi-agency Unified Command. Because the various agencies have integrated ICS to suit their internal business practices, Unified Command can be practiced a bit different within the organizations and how they manage their priorities. For example, BCWS will have a maximum of 3 agencies in any Unified Command whereas the Canadian Coast Guard has interpreted it to include many of the agencies that have a direct interest in an event.

Under ICS, most organizations will have some acceptance of community or organization liaisons and/or agency representatives in their Incident Command Posts at site, and/or in their EOC's. Not all organizations, however, will extend that opportunity to those communities that haven't been impacted and/or don't have a direct role in supporting or assisting the response and recovery.

As a not-for-profit registered in BC, the BCMF has no legislated requirement to have an emergency plan. Prudence, however, would dictate that it has some measure of planning in place that addresses business continuity of BCMF operations and provides for some level of support to its members during an emergency event as part of the Indigenous population in BC.

Information Sharing Challenges & Solutions

The challenges are rooted in the divergent business practices of the many entities that can be involved in any emergency incident, large or small. They are all generally united in the interest of public safety around some common practices related to organizing their response and recovery activities using the Incident Command System. However, differing priorities and organizational values have dictated internal business practices that don't always support ideal conditions for information sharing for situational awareness.

Indeed, information sharing and poor communications between agencies has long been a top challenge identified in countless incident and event after action reviews. Examples could be:

- provincial government requirements to preserve timber supply for revenue generation versus the traditional and natural use of fire to manage natural forest fuels and ecosystem health
- immediate restoration of pipeline operations for revenue and profit generation versus long term impacts on natural resources and traditional use areas
- legislated federal versus provincial jurisdiction
- interest groups versus industry groups
- non-emergency management politics between metropolitan local governments and responder agencies

Information sharing has been identified as a primary challenge related to broader emergency management and the BCMF. This includes general situational awareness related to threats, and specific information related to different incidents or catastrophic events. Areas of consideration for improved information sharing practices include the BCMF and

- lead responder agencies, including government and industry
- provincial government coordinating agencies such as EMBC
- federal coordinating agencies such as Canada Energy Regulator
- supporting and assisting agencies such as the Red Cross
- local governments and First Nations
- its membership
- other Metis organizations

The BCMF has existing daily business practices related to communications internally to its staff, Board of Directors, and with membership. This includes voice, email, virtual meetings, in-person meetings when able, newsletters, blog posts, and social media posts. These practices can serve information sharing related to emergency management.

This project has identified the following areas to address:

- improved situational awareness through enhanced involvement with a number of lead and supporting agencies during response and recovery
- improved information sharing between BCMF leadership and its membership

CHALLENGE: IMPROVED SITUATIONAL AWARENESS

The following organizations have public safety related information that may be of (in)direct interest to the BCMF during an emergency event:

- provincial government BC Wildfire Service (BCWS)
- provincial Ministry of Environment Spill Response (MOE)
- provincial EMBC
- provincial Police and Fire departments of jurisdiction
- federal Canadian Coast Guard (CCG)
- federal Department of Fisheries and Oceans (DFO)
- federally legislated oil and gas pipelines
- federally legislated CN, CP and BNSF Railways

Each of these will have their internal business practices related to response and recovery, and confidentiality of information sharing. Accordingly, it is not realistic for the BCMF to expect access to any information that these organizations determine to be confidential or proprietary. With few exceptions, it is likely that most of these agencies would only be willing to share the same level of information that they would release through public media platforms. Also, most incidents are small and routine so BCMF would have to identify some threshold where sufficient interest is present to warrant active involvement in information gathering and sharing.

Some of these organizations may accept BCMF as a stakeholder organization and others may not. This is a brief summary of potential opportunity.

BC Wildfire Service

BC Wildfire Service is the provincial agency responsible for wildfire response on all provincial crown forest and by agreement to federal Indian Reserve lands. They have quick response capacity and will share information only with other responder agencies and local governments, including First Nations. They tend not to engage with other supporting or assisting agencies, or interest groups and leave those interactions up to the affected local government(s). There is no opportunity under their current business practices for BCMF to participate as an Agency Representative or Community Liaison in any BCWS operations. BCWS does have (pro) active social media presence on Facebook and Twitter. They also have a public website that displays real-time locations and basic information on active wildfires.

Solutions – BC Wildfire Service

- monitor the BCWS online Real Time Incidents Map
- monitor their Twitter and Facebook sites

MOE Spill Response

MOE Spill Response is the provincial agency responsible for overseeing the compliance and enforcement related to hazardous materials releases and spill. They do not respond for containment or clean up. Rather, they will attend site to enforce legislation and represent the provincial government in public safety and

natural environmental management. Where there is a significant event, they may send a team to site. The legislation they oversee basically makes the “spiller” responsible for site containment, clean up, and rehabilitation. The “spiller” is also responsible for immediate notification of all appropriate government organizations and the general public. There is no opportunity under their current business practices for BCMF to participate as an Agency Representative or Community Liaison in any MOE Spill Response operations. They maintain a social media presence on Twitter and Facebook. They also have a public website that displays a five-year history of significant spill events, but the amount of information is limited.

Solutions – MOE Spill Response

- monitor the EMBC online Emergency Incidents Map
- monitor their Twitter and Facebook sites

Emergency Management BC

Emergency Management BC is the provincial agency responsible for coordinating the support and assistance to local governments and First Nations communities from the Provincial Government. They have no site level response mandate or capability although they will attend activated local government or First Nation community EOC’s as an Agency Liaison as required. While they engage with a vast network of organizations, they only provide direct support in response to local governments and First Nations as recognized through the EPA. One thing that EMBC does is host a multi-stakeholder conference or coordination call by telephone, usually within the first hour of a significant event, and the main focus of this on information sharing for situational awareness. Where there is an incident impacting or affecting some of its members, the BCMF would be directed by EMBC to the respective local government(s) for information and support. There is no opportunity under their current business practices for BCMF to participate as an Agency Representative or Community Liaison in any EMBC operations and it is not likely that BCMF would be able to participate in the coordination calls as they are usually of a confidential nature. EMBC does have an active social media presence on Facebook and Twitter. They also have a public website that displays real-time locations and basic information on some active incidents, but not all.

Solutions – Emergency Management BC

- monitor their online Emergency Incidents Map
- monitor their Twitter and Facebook sites

Police and Fire Departments

Their public roles are fairly obvious, and each has their own internal practices. Generally, it won’t be realistic or necessary for BCMF to establish a formal relationship with each for the purposes of information sharing and situational awareness. There is no opportunity under their current business practices for BCMF to participate regularly as an Agency Representative or Community Liaison in any police or fire response operations. Police and fire agencies will manage their information needs specific to the incident or event. All will have social media presence on Twitter, and many on Facebook.

Solutions – Police and Fire Departments

- monitor their Twitter and Facebook sites

Oil and Gas Pipelines

Oil and Gas Pipelines are legally required under federal and provincial legislation to respond to any spills, and then remediate the impacted sites. They are also required to immediately notify a number of organizations and all will have some internal protocol and list based on their legal obligations and corporate priorities. Most use contracted responder services. All in BC use some form of the Incident Command System to organize their response and site support activities. There may be opportunities for BCMF to get on the respective pipeline owner notification list, although expect to be a much lower priority than agencies that have a direct play in public safety and regulatory compliance. All companies will have a social media presence.

Solutions – Oil and Gas Pipelines

- contact the individual companies to inquire about their community incident notification process and to be placed on their notification list
- contact the individual companies to inquire about participation at site incident command and EOC level activities as a community liaison
- provide the pipelines with a single point of contact for BCMF
- monitor their Twitter and Facebook sites

Canadian Coast Guard

The Canadian Coast Guard will respond to major spill events on coastal waters, or any incident that may impact them. In the Lower Mainland area, the CCG jurisdiction extends up the Fraser River to the Port Mann bridge and anything further upstream falls under provincial jurisdiction. CCG will deploy response and clean up resources, but federal legislation also compels the “spiller” to respond as well. CCG, as well as the “spillers” also rely heavily on contracted services. In the Lower Mainland area, the primary contractor is the Western Canada Marine Response Corporation (WCMRC). While it is not likely that the CCG would engage BCMF in part of their Unified Command, it is possible that they would support involvement as a Community Liaison. CCG does recognize the BCMF as a stakeholder and is supporting methods for community outreach for information sharing. It may be possible for BCMF to get on the community incident notification list. The CCG does have a social media presence on Twitter and Facebook.

Solutions – Canadian Coast Guard

- contact the CCG to inquire about their community incident notification process and to be placed on their notification list
- provide CCG with a single point of contact for BCMF
- monitor their Twitter and Facebook sites

Department of Fisheries and Oceans

The Department of Fisheries and Oceans provides compliance and enforcement over their respective federal legislation, and subject matter expertise related to fisheries and response activities in fish bearing waters. Their involvement includes all water bodies under federal jurisdiction, and they interpret that to include provincial water bodies where there is an upstream influence on salmon populations. The DFO does not identify as a response agency but will attend site and EOC level during larger significant events or those of

high profile where there is a federal fishery impact. The DFO does not have a notification protocol specific to emergency incidents as legislation makes it the responsibility of “spillers” to contact agencies and provide public information. Generally, it won’t be realistic or necessary for BCMF to establish a formal relationship with DFO for the purposes of information sharing and situational awareness. DFO does have a social media presence on Twitter and Facebook.

Solutions – Department of Fisheries and Oceans

- monitor their Twitter and Facebook sites

Railways

Railways are legally required under federal and provincial legislation to respond to any spills, and then remediate the impacted sites. They are also required to notify a number of organizations and all will have some internal protocol and list made on their legal obligations and corporate priorities. Most will use contracted responder services. All in BC use some form of the Incident Command System to organize their response and site support activities. There is no opportunity under their current business practices for BCMF to participate as an Agency Representative or Community Liaison in any of the railway company operations. Historically, the railways haven’t been forthcoming in sharing information for situational awareness directly with provincial government agencies, local governments, or First Nation communities. Instead, they have relied on their Public Information Spokespersons to disseminate information through various media platforms. That said, there may be opportunities for BCMF to get on the respective community incident notification lists, although if it is possible expect to be a much lower priority than agencies that have a direct play in public safety and regulatory compliance. All companies will have a social media presence.

Solutions - Railways

- contact the Railways to inquire about their community incident notification process and ask to be placed on their notification list
- provide the railway companies with a single point of contact for BCMF
- monitor their Twitter and Facebook sites

CHALLENGE: IMPROVED COMMUNICATIONS WITH BCMF MEMBERS

It is important to be really clear on what information to gather and share with the membership, and how. Too much detailed information at a high frequency tends to be treated by most as spam and they generally will not look at it in a timely manner, if at all. Not enough or not the right quality, and they will be demanding more, or they will tend to dismiss the source. Multiple channels usually work best for reaching a broader audience as people tend to have preferred platforms and tools for consuming content.

What works exceptionally well in the broader emergency management world between agencies is the notion of a single point of contact (SPOC). Agencies particularly like it because for the most part it eliminates the need to manage information for multiple contacts within the same organization and those with overlapping jurisdictions. Instead, they only have to track one contact number.

The basic premise behind a SPOC is that this is the initial conduit for information sharing with an organization. The SPOC is the trusted agent for that organization and is responsible for maintaining the most current situational awareness and sharing it as appropriate to the event(s). Currently, the BCMF does not have

a formal SPOC model for emergency event related information sharing for situational awareness, both with its members and other stakeholder organizations. In a smaller organization like the BCMF, in the absence of a dedicated paid position, what works best is if the SPOC responsibilities are shared across a group on a pre-determined roster that the participants are committed to. Incentives such as short-term commitments (ie 1 week), and/or stipends or standby pay typically help motivate some to participate.

This plan is based on the notion that BCMF Leadership gets enhanced levels of information for situation awareness from some or all of the agencies previously mentioned, and that there is a timely and effective manner of sharing it with members. There are two considerations for this:

1. make information freely available to the members for them to consume at their leisure; there are a number of websites and social media feeds that provide near real time information about emergency events in BC, and the members would receive it at the same time as BCMF Leadership; with sufficient awareness, this would enable the members to seek information out themselves and rely less on BCMF Leadership
2. for critical information, someone from BCMF distribute to the broader membership through multiple channels; this works best if some sort of SPOC model can be formalized

Typically, in the BCMF when information is gathered for daily business it is through more traditional means such as phone calls, meetings, emails, and occasionally a survey. When it is shared with its membership, the same tools are used along with newsletters, blog posts and webinars. There is a formal board of directors who also acts as community representatives and share information with their own informal networks at a more local level.

Solutions

- establish a SPOC program and duty roster. This could be Board Directors and/or staff members who are committed to their slot on the roster. Enhance the SPOC position by the use of:
 - » a dedicated email address such as emergencyinfo@bcmetis.com
 - » a dedicated contact phone number that can be call forwarded to the SPOC on duty
 - » concise “how to” checklists for participation
 - » creating a short terms of reference that outlines the roles, responsibilities, and methods of the SPOC
 - » provision of a small stipend or standby pay for participation
- use the Community Reps to be the information gatherers from their local networks; they are well suited to have their fingers on the pulse of the membership and can gather up their collective concerns to bring back to Leadership during an emergency event
- continue regular communications with membership and include public safety messaging, information on BCMF support programs, and reference to the sites where all the real time emergency incident information can be found
- host a member’s conference call and/or webinar when significant events happen; record these and make them available to the members

There are some example checklists in Appendix 2.

Emergency Support Team

The Province, through EMBC, oversees a network of community-level volunteers that make up the Emergency Support Services (ESS) program. Their primary focus is providing short-term assistance to anyone who has been impacted by an emergency event or large-scale disaster, typically for lodging, food, clothes, and sometimes specialized medical services only. It is worth noting that it is likely that within the EMBC ESS organization provincially, there are probably a few Metis people who are already trained and could provide some insights into development of a program like this.

A BCMF “ESS” model that focuses on providing assistance to Metis people in BC in addition to any support available from other organizations such as the Province, local governments, and humanitarian support agencies like the Red Cross, or other faith-based and social interest groups may be of interest to the membership. It may be possible for BCMF to source funding for supporting its members who have been adversely impacted or displaced by an emergency incident or event. There would have to be some parameters set around types of eligible support, amounts, duration and financial management. Generally, this team could provide or facilitate support around such activities as:

- Emergency funding for basic survival requirements while displaced from homes
- Counselling services for trauma related to the event; this could also be expanded beyond emergency events
- Short -term specialized transportation or medical devices for those who require due to the event
- Funding for replacement of critical equipment of self-employed business owners outside insurance coverages

This team could be managed as a purely volunteer service and could be a collecting point for knowledge about all types of emergency or disaster support available, both from BCMF and external agencies. It could be activated through a call to a dedicated BCMF emergency hotline number. The program could be promoted regularly by the BCMF in its regular communications to members, and this type of ESS-based program may also serve to reinforce a universal message from the BCMF of “people first” and encourage volunteer participation and/or possibly interest in membership.

Training

General training for employment and economic opportunity is out of scope for this emergency plan project. Specific to this emergency plan, the recommended training is:

- ***Introduction to Emergency Management in BC*** – this would give Board and community members an idea of how emergency response and recovery are currently conducted in BC and where BCMF and private citizens fit in
- ***Introduction to Incident Command System (ICS)*** – this is the organizational model that most local governments, provincial/federal government agencies, and responder agencies use to integrate and coordinate their emergency response and recovery practices

The best model is likely to pre-record some content and make it available on the BCMF website. These two can be delivered within the existing funding for the emergency program project. Any additional training for things like an Emergency Services Team would need to be funded separately.

Depending on how BCMF wants to offer the content, there are some “value add” tools available that would allow for such functionality as transcription downloads and keyword search of the videos on their internal website. These tools also have additional attraction in that they could also be used to record internal meetings and develop a broader information sharing approach for BCMF.

Funding Considerations

There are some activities that would require additional funding to initiate and maintain as an ongoing service. Some cost items for consideration are identified for consideration.

SINGLE POINT OF CONTACT (SPOC)

Cost items could include:

- Develop SPOC business practices to include:
 - » Basic job description or terms of expectation
 - » Decision making authority & process
 - » Information sharing with Board and/or membership
 - » Participation on external agency conference calls, and possibly site level operations
 - » Participation in a roster; likely Board members, staff and recognized community representatives
- Monthly stipend for roster members
- Dedicated phone number

DEVELOP ONLINE SOURCE OF SITUATIONAL AWARENESS

Cost items could include:

- Website development & ongoing maintenance and hosting

DEVELOP EMERGENCY SUPPORT PROGRAM

Cost items could include:

- Consultant costs for program plan, design & implementation; includes scoping of actual program framework, objectives and costs to train & equip program volunteers
- Initial funding for financial support to impacted community members; consider trust fund model with philanthropist donations

Other Considerations

There may be some activities that could be conducted that may help increase interest in BCMF membership by positioning it as an advocate for public safety.

Organized List of Capacity Within Membership – consistent with promoting economic opportunity for its members, an organized and current list of such things as goods, services and equipment that would be commercially available to support response and recovery within the Province would be of value to local governments and response and recovery support organizations. Often during emergency events, services and equipment can be a challenge to find on short notice.

Public Education – there is a substantial amount of information on the internet today related to public safety, but that is distributed and fragmented over a number of websites. There may be some value in putting some of that in one location on the BCMF website as a means of enabling (non) members to visit the site more often. Examples of this could include:

- Personal emergency preparedness
- How to pre-plan for evacuating your home
- Firesafe for homeowners to protect from wildfire threats
- Real time wildfire incidents map from BCWS
- Real time emergency incidents map from EMBC
- Spill response incidents map from Canada Energy Regulator
- Links to emergency response plans from large critical infrastructure owners such as railways and pipelines
- Environment Canada weather warning map
- BC Snow level index map

Appendix 1: Roles & Responsibilities for Key Agencies

GOVERNMENTS

AGENCY	CONTACT NUMBERS	ROLES & RESPONSIBILITIES
RCMP	Emergencies: 911	<ul style="list-style-type: none"> • Has a legal mandate for public safety, which includes leading tactical and strategic evacuations as well as maintaining security on the evacuated properties • Will require information, direction and support from the Community EOC related to evacuation routes, and reception centres • ANTICIPATE THEY WILL NOT BE ABLE TO PROVIDE ENOUGH RESOURCES FOR 24/7 SECURITY IN EVACUATED AREAS
BCEHS BC Emergency Health Service (Formerly BC Ambulance Service)	Emergencies: 911	<ul style="list-style-type: none"> • Responsible for medical aid to injured people • Have a mandate to evacuate any facilities that are owned by the Provincial Health Authorities and used to provide medical care • During initial response stages, they may provide dedicated support to the responder agencies
BC Wildfire Service Part of FLNRORD	1-800-663-5555 or cellular *5555	<ul style="list-style-type: none"> • Responsible for wildfire suppression on crown lands, and on Indian Reserve (IR) by agreement with ISC • WILL NOT PUT OUT STRUCTURE OR VEHICLE FIRES • Will provide sprinkler protection units and personnel for protection work around structures and critical infrastructure
EMBC Emergency Management BC	1-800-663-3456	<ul style="list-style-type: none"> • Provides an EMBC Task Number for tracking purposes; this is necessary for any cost reimbursements from the Province but only available to Local Governments and First Nations communities as recognized in the Indian Act • Can provide financial support, secure additional resources, and coordinate the support from a wide variety of external agencies • Upon request from the community EOC, they will host a multi-stakeholder coordination call starting in the first hour after the event has initiated and then scheduled as required • Can also provide expertise and support for community recovery planning

Health Authorities	Publicly Listed Numbers	<ul style="list-style-type: none"> • Helps equip communities to respond to emergency events and supports response efforts • Can provide support and essential services through existing programs for wellness and health emergency management • May provide subject matter expertise and/or environmental health staff to support re-entry planning and rapid damage assessment
FLNRORD Ministry of Forests, Lands, Natural Resource Operations and Rural Development	For emergencies, call EMBC and they will locate appropriate contact 1-800-663-3456	<ul style="list-style-type: none"> • Can provide subject matter expertise and forecasting services for inland flood activities to local governments and communities • Can provide technical subject matter expertise to natural resource management and reforestation • May provide some expertise for support to rural economic development recovery
MECCS Ministry of Environment & Climate Change Strategy	1-800-663-3456 (report a spill)	<ul style="list-style-type: none"> • Can provide expertise and coordinate resources for hazardous materials spill response • May provide subject matter experts for advance planning support for hazardous materials management and natural resource management in EOC on a temporary basis
MIRR Ministry of Indigenous Relations and Reconciliation	For emergencies, call EMBC and they will locate appropriate contact 1-800-663-3456	<ul style="list-style-type: none"> • Can provide community liaison services if requested • Can provide support to consultation activities related to longer term recovery • May provide program support & expertise to economic recovery activities; may or may not have funding sources
MOTI Ministry of Transportation and Infrastructure	24/7 Emergency Contact 1-866-707-7862	<ul style="list-style-type: none"> • Responsible for traffic control in and out of evacuated areas; can provide flagging contractors • DOES NOT PROVIDE SECURITY CHECKPOINT SERVICES • Have the authority to stop and redirect traffic • Often able to provide some assistance to traffic management planning, particularly in early response stages
MTAC Ministry of Tourism, Arts & Culture	1-800-663-7867	<ul style="list-style-type: none"> • Can provide community liaison services if requested • Can provide support to consultation activities related to longer term recovery • May provide program support & expertise to economic recovery activities
Local Governments	Publicly Listed Numbers	<ul style="list-style-type: none"> • Provide ESS support for evacuation in the form of personnel, reception centre and/or evacuee temporary shelter

NOT-FOR-PROFIT

AGENCY	CONTACT NUMBERS	ROLES & RESPONSIBILITIES
Canadian Red Cross	Emergency Contact Line 1-888-800-6493	<ul style="list-style-type: none"> • Can provide services related to family reunification and reception centre management • Ability to fund activities related to emergency shelter, food and clothing after EMBC Emergency Support Services (ESS) program support is unavailable • Can raise and distribute funds targeted at the specific event and develop programs for distribution of funds to local community members, businesses, and governance
Canadian Disaster Animal Response TEAM (CDART)	Contact local government to engage	<ul style="list-style-type: none"> • Works with local EOC's to support domestic pet sheltering and rescue
Mennonite Disaster Service	1-866-261-1274	<ul style="list-style-type: none"> • Can mobilize and support large numbers of volunteers for clean-up, repair and rebuilding homes
Salvation Army	Contact EMBC and ask for contact info: 1-800-663-3456	<ul style="list-style-type: none"> • Can provide volunteer services related to food & hydration, spiritual care, donations management, disaster social services, and long-term recovery • Have some capacity around emergency financial
Samaritan's Purse	1-800-663-6500	<ul style="list-style-type: none"> • Can mobilize and support large numbers of volunteers for disaster debris clean up in homes and neighborhoods
St. John Ambulance	BC/Yukon Council 604-321-2652	<ul style="list-style-type: none"> • Can provide first aid services for reception centres and muster points • May have some capacity around transportation of medically inform but BCHES should be consulted prior to engaging St. John Ambulance for medical transport
Spirit's Mission	250-938-2211	<ul style="list-style-type: none"> • Animal welfare, re-homing

Appendix 2:

Suggested SPOC Duties & How-To Checklists

These checklists identify some general activities that could be related to specific business processes within the Emergency Management scope. They can be modified as required to meet BCMF business practices.

CHECKLIST: SPOC DUTIES

The Single Point of Contact (SPOC) is the BCMF representative to external agencies during emergency events and in some cases, may act as a decision maker on behalf of the President and/or Board. The SPOC receives information from other agencies, and shares information as appropriate internal to BCMF. Generally, this relates to situational awareness information about specific events for information purposes only. In some circumstances, concerns voiced by BCMF membership, where approved by the BCMF President and/or Board, may be shared with external agencies through the SPOC.

Key activities for the SPOC can be:

- Participate on a roster to being available 24/7 to receive calls from external agencies where BCMF is on an emergency event notification list
- Monitor SPOC dedicated email
- Collect available situation awareness from online sources, through participation in conference calls or virtual meetings, and/or in person at the incident or event emergency operations centre (EOC)
- Share situational awareness with President and/or Board as appropriate for direction on sharing with broader membership
- Prepare content and post to information sharing channels as appropriate
- Brief incoming rostered SPOC on status of any active or closed events

CHECKLIST: INFORMATION GATHERING FOR SITUATIONAL AWARENESS CHECKLIST

- Check duty officer email and phone number regularly
- Receive notification that there is an event
- Gather basic information
 - » What happened?
 - » Where did it happen?
 - » When did it happen?
 - » What are the impacts?
 - » Who is the lead agency, spiller or legal jurisdiction?
 - » What are the response activities by the lead agency, spiller, or legal jurisdiction?
- Confirm with notifying agency whether BCMF presence is required on regular situation briefing calls or briefings in person at the EOC
 - » If presence not required, then ask if there is an opportunity to participate on calls or in briefings at the EOC

- » Confirm times, phone numbers, or virtual EOC weblinks for briefing calls
- » Confirm times, location and duration of in-person EOC briefings
- Confirm with notifying agency where best most current public information about the incident will be available
 - » Identify website(s) and social media platforms
- Contact BCMF President to confirm whether presence on calls or at in-person EOC briefings is required
 - » Attend as directed
 - » Confirm who is responsible for gathering information and how they are going to share it
- Post the public information sites on BCMF website and social media
 - » If event is specific to a community, advise BCMF Community Representative and have he or she forward the information out through normal communications channels such as email
- Summarize information from briefing call or EOC meeting and review with BCMF President
 - » Confirm if call with BCMF Board of Directors is required to review most current situational awareness; if required, then confirm dates, times & dial in number and notify Board members
 - » Review with Board and identify what information is to be provided to membership and how
- Establish schedule of information updates, audience, and platforms for information sharing
- Continue to gather information and distribute, and host calls with the Board as necessary until event subsides

CHECKLIST: PARTICIPATE AS AN AGENCY LIAISON IN OTHER ORGANIZATION EOC'S

- Review *Information Gathering For Situational Awareness Checklist* and confirm details on the event and its impacts
- Confirm with lead agency what their expectations are for your attendance including
 - » Dial in, online meeting or in person at EOC
 - » Times, dates & estimated duration of your attendance
 - » Required information for you to share
 - » Any confidentiality requirements for sharing information to broader BCMF membership
- Confirm with BCMF President that you will be attending via telephone or online meetings, or in person at the EOC; provide
 - » Times, dates & location of your attendance at EOC
 - » Estimated # of days for your involvement
 - » Your schedule for updating Board and membership, and how you will do it
- If travel is required, confirm with President how vehicle, accommodation and/or meal expenses are to be reimbursed
- Attend meetings and report back to BCMF as required

CHECKLIST: HOW TO HOST A CONFERENCE CALL

- Confirm with BCMF President that a call will be required including
 - » Board and/or membership audience
 - » Times, dates & estimated duration of call
 - » Required information for you to share
 - » Any confidentiality requirements for sharing information to broader BCMF membership
 - » Method of call
- Schedule call using conference call service provider (Telus, Bell etc.)
- Send out information to intended audience including
 - » Times, dates & estimated duration of call
 - » Dial in number and password
 - » Agenda topics
 - » Call etiquette
 - *how and when to speak and ask questions*
 - *muting*
 - *respect*
 - *confidentiality requirements*
- Arrange for call to be recorded and/or someone to take notes
- One day prior to each call
 - » Confirm any last-minute additions or changes to your agenda; distribute as necessary
 - » Prepare your key messaging
 - » Arrange & confirm recording and/or note taker
- Dial in to call as facilitator 10 minutes prior
 - » Start call
 - » Acknowledge and thank everyone for attending
 - » Review call etiquette
 - » Review agenda and ask for any additions
 - » Deliver key messaging, known situational awareness
 - » Ask for thoughts or observations from President and/or Board members
 - » Address any new additions and ask for any questions; facilitate open dialogue as appropriate
- End call
 - » Share next call information
 - » Thank everyone for attending
- Summarize any key findings, concerns, issues, and action items
- Distribute summary to President and/or Board as appropriate and confirm content to be shared via social media, blog and/or website
- Share confirmed content through appropriate information sharing channel(s)

CHECKLIST: HOW TO HOST A VIRTUAL MEETING

- Confirm with BCMF President that a meeting will be required including
 - » Board and/or membership audience
 - » Times, dates & estimated duration of meeting
 - » Required information for you to share
 - » Any confidentiality requirements for sharing information to broader BCMF membership
 - » Method of hosting the meeting
- Schedule call using online meeting service provider (Zoom, Goto Meeting, Google Meeting etc.) and set video on/off and audio on/off
- Send out information to intended audience including
 - » Times, dates & estimated duration of call
 - » Attendees to enter meeting 5 minutes prior to start
 - » Meeting link and password
 - » Agenda topics
 - » Call etiquette
 - *how and when to speak and ask questions*
 - *muting*
 - *respect*
 - *confidentiality requirements*
- Arrange for meeting to be recorded and/or someone to take notes
- One day prior to each meeting
 - » Confirm any last-minute additions or changes to your agenda; distribute as necessary
 - » Prepare your key messaging
 - » Arrange & confirm recording and/or note taker
- Enter meeting as facilitator 10 minutes prior
- Start meeting
 - » Acknowledge and thank everyone for attending
 - » Review call etiquette
 - » Review agenda and ask for any additions
 - » Deliver key messaging, known situational awareness
 - » Ask for thoughts or observations from President and/or Board members
 - » Address any new additions and ask for any questions; facilitate open dialogue as appropriate
- End call
 - » Share next call information
 - » Thank everyone for attending
- Summarize any key findings, concerns, issues, and action items
- Distribute summary to President and/or Board as appropriate and confirm content to be shared via social media, blog and/or website
- Share confirmed content through appropriate information sharing channel(s)

CHECKLIST: HOW TO POST ON SOCIAL MEDIA

- Confirm who BCMF administrator is and the procedure for posting information for
 - » Twitter
 - » Facebook
 - » Email distribution list
 - » BCMF Blog and/or website
- Confirm content to be shared with President
- Provide and/or post content appropriate to each information sharing channel

Appendix 3:

List of Situational Awareness Sites

Wildfire

BC WILDFIRE SERVICE

- Information on current status and location of wildfires
- Fire weather and danger
- Interactive fire incident map

www2.gov.bc.ca/gov/content/safety/wildfire-status/wildfire-situation

FIRESMOKE CANADA

- Interactive map showing footprint of smoke plumes from large fires in North America

[Firesmoke.ca/forecasts/current](http://firesmoke.ca/forecasts/current)

MODIS WESTERN US

- Download PDF files or infra-red scans of large fires in BC
- Can also access rest of North America on this site
- Updated 4 times per day

FsApps.nwccg.gov/afm/activefiremaps.php?sensor=modis&op=maps&rCode=wst

Water and Snow Levels

SNOW STATIONS INTERACTIVE MAP

- Map of where the provincial government snow pillow stations are used to collect information about snow pack levels
- Used to calculate flood and drought impacts

Arcgis.com/apps/webappviewer/index.html?id=c15768bf73494f5da04b1aac6793bd2e

BC RIVER FORECAST CENTRE

- Forecast interactive map that allows you to see graphs and data of real time streamflow levels in BC

BCRFC.env.gov.bc.ca/freshet/map_all_wsc.html

BC SNOW BASIN INDEX MAP

- Shows percentage of historical normal snow pack relative to current month
- Used for flood and drought planning

GovernmentOfBC.maps.arcgis.com/apps/webappviewer/index.html?id=b57800e08e46468bab506f9b9f0cbad6

Webcams

DRIVEBC WEBCAMS MAP

- Access near real time webcams for road conditions on BC Highways
- Can make custom lists of webcams

DriveBC.ca/mobile/map/map.html?l=webcam

AIRPORT WEBCAMS MAP

- Nav Canada network of webcams at airports across Canada
- Some have multi-direction shots

Metcam.navcanada.ca/hb/index.jsp?lang=e

Weather Sites

WINDY TV

- Graphic real time animation of weather data by user choice
- Includes webcams

Windy.com

PACIFIC CLIMATE IMPACTS CONSORTIUM

- A collection of provincial government and crown corporation weather station networks
- Can look at data from individual sites

Data.pacificclimate.org/portal/pcds/map

ENVIRONMENT CANADA WEATHER RADAR

- Access to images of real time weather radar from stations in BC and Alberta

Weather.gc.ca/radar/index_e.html?id=PAC

UNIVERSITY OF WASHINGTON WEATHER DATA

- Shows real time weather radar coming up through Oregon, Washington State, and southern BC

Atmos.uw.edu/current-weather/northwest-radar

AVALANCHE CANADA

- Daily mountain weather and snow conditions in BC

Avalanche.ca/weather/forecast

Weather Forecasts

ENVIRONMENT CANADA WEATHER 7 DAY FORECAST

- Choose your own station(s) to view the 7 day weather forecast

Weather.gc.ca/city/pages/bc-74_metric_e.html

WEATHER NETWORK 7 DAY FORECAST

- Choose your own station(s) to view the 7 day weather forecast

TheWeatherNetwork.com/ca/weather/british-columbia

WEATHER NETWORK 14 DAY FORECAST

- Choose your own station(s) to view the 14 day weather forecast

TheWeatherNetwork.com/ca/14-day-weather-trend/british-columbia

ENVIRONMENT CANADA SEASONAL FORECASTS

- Long term national and regional forecasts
- Maps and data

Weather.gc.ca/saisons/index_e.html

ENVIRONMENT CANADA BC WEATHER FORECASTS

- Daily weather forecasts for BC Communities

Weather.gc.ca/forecast/canada/index_e.html?id=bc

NAVCANADA WEATHER FOR FLIGHT PLANNING

- Comprehensive collection of tools for aviation including weather, webcams and airport information

FlightPlanning.navcanada.ca/cgi-bin/CreePage.pl?Langue=anglais&NoSession=NS_Inconnu&Page=forecast-observation&TypeDoc=html

Situational Awareness

CANADA ENERGY REGULATOR INCIDENTS MAP

- Interactive map of pipeline incidents in Canada

Neb-gis.maps.arcgis.com/apps/webappviewer/index.html?id=80c368d4b5ab46bc8b6905d025fbbfda

BC WILDFIRE INCIDENTS MAP

- Shows location and current status of wildfires in BC
- Some basic information about size

GovernmentOfBC.maps.arcgis.com/apps/opsdashboard/index.html#/f0ac328d88c74d07aa2ee385abe2a41b

EMERGENCY MAP BC INCIDENTS MAP

- Shows location and current status of some emergency incidents in BC
- Does not show local government incidents unless they are significant

GovernmentOfBC.maps.arcgis.com/apps/webappviewer/index.html?id=950b4eec577a4dc5b298a61adab41c06

BC MINISTRY OF ENVIRONMENT LIST OF SPILL INCIDENTS

- List of significant spills for previous 5 years

www2.gov.bc.ca/gov/content/environment/air-land-water/spills-environmental-emergencies/spill-incidents

Information Bulletins

BC WILDFIRE SERVICE FIRE INFO BULLETINS

- Latest media releases and public information on wildfires of note in BC

BCFireInfo.for.gov.bc.ca/hprScripts/WildfireNews/News.asp

EMERGENCY INFO BC

- Latest media releases and public information on emergency events of note in BC

EmergencyInfoBC.gov.bc.ca

ENVIRONMENT CANADA BC WEATHER WARNINGS MAP

- Interactive BC map of extreme weather warnings

Weather.gc.ca/warnings/index_e.html?prov=bc

ENVIRONMENT CANADA PUBLIC ALERTS

- Interactive Canadian map of extreme weather warnings

Weather.gc.ca/warnings/index_e.html

ENVIRONMENT CANADA AIR QUALITY

- Data on air quality health index for Canadian cities

Weather.gc.ca/mainmenu/airquality_menu_e.html

Social Media & Websites

EMERGENCY INFO BC

EmergencyInfoBC.gov.bc.ca

[Twitter.com/EmergencyInfoBC](https://twitter.com/EmergencyInfoBC)

[Facebook.com/sharer/sharer.php?u=https%3A%2F%2Fwww.emergencyinfobc.gov.bc.ca%2F](https://www.facebook.com/sharer/sharer.php?u=https%3A%2F%2Fwww.emergencyinfobc.gov.bc.ca%2F)

BC WILDFIRE

Www2.gov.bc.ca/gov/content/safety/wildfire-status

[Twitter.com/BCGovFireInfo](https://twitter.com/BCGovFireInfo)

[Facebook.com/BCForestFireInfo](https://www.facebook.com/BCForestFireInfo)

BC MINISTRY OF ENVIRONMENT SPILL RESPONSE

[Twitter.com/SpillsInfoBC](https://twitter.com/SpillsInfoBC)

DRIVEBC

DriveBC.ca

[Twitter.com/DriveBC](https://twitter.com/DriveBC)

[Facebook.com/TranBC](https://www.facebook.com/TranBC)

PREPARED BC

Www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/preparedbc

[Twitter.com/PreparedBC](https://twitter.com/PreparedBC)

[Facebook.com/PreparedBC](https://www.facebook.com/PreparedBC)

FIRESMART CANADA

FireSmartCanada.ca