



Electoral Area A

Emergency Response Plan

November 14, 2023

To activate this Plan contact

Regional Duty Officer

604.451.6610

emergency@metrovancouver.org

Latest Changes and Updates

Latest Update	Date Updated	Update signed off by (name & position)
November 14, 2023	November 14, 2023	Brant Arnold-Smith <i>SEM Program Manager</i>

*Notice an update or change that is required? Please email recommendations to the Manager, Security & Emergency Planning at Metro Vancouver.

Record of Previous Amendments

Description	Date Effective	Completed
Plan approved by Board of Directors	June 2007	RT
Updated	Nov 28 2007	RT
Updated	Aug 12 2008	RT
Updated	Feb 6 2009	RT
Removed personal phone numbers from Contacts	June 1 2011	RT
Updated	Feb 27 2012	RT
Extensive update including GVRD to MV, updating Pre-Plans, maps and adding community profiles, abbreviations	Apr 10 2012	RT
Clarification of subordinate Plan responsibilities	25 Apr 2013	RT
Reformatted to EM Standard	11 Mar 2015	RT
Updated to new logo and inserted additional information on review and restoration priorities.	July 2016	RT
Updated information throughout, added reference to MVRD Bylaw 1238, 2016	Sep 2017	RT
Updated information throughout	Oct 2018	MP
Added Disaster Debris Management to section 5	Feb 2019	RT
Amended corporate responsibility structure	May 2019	RT
Amended p.13 with correct address	Nov 2021	WB
Amended Appendices including new Processes	Oct 2023	BAS

Electoral Area A - Community Profile

Governance

[Metro Vancouver](#) has 23 members: 21 municipalities, one treaty First Nation and one electoral area. The Electoral Area A is the unincorporated area of the regional district.

Geography

Electoral Area A occupies approximately 818 km² of land in the Metro Vancouver regional district. The area varies from urban, suburban and seasonal use, to rural and remote, mostly located in the northern part of the area. Communities and inhabited areas apart of Electoral Area A are shown below.

Population

The total population of Electoral A was 18,610 persons in the 2021 census (a 15.4% increase from 2016).

61% of the region speak primarily English at home, while 38% use a non-official language as their primary language (Mandarin, Korean, Cantonese and Spanish being the top 4 in the region).

Services

Services provided by Metro Vancouver for most regions unless specified include Land Use Planning, Building Permits and Inspections, Emergency Planning and Response Services, Liquor License Review, and General administration.

Metro Vancouver does not provide local recreational or community services / facilities or structural fire protection services to the Electoral Area.

Infrastructure and services, such as drinking water, septic, garbage collection and snow clearing may be organized and contracted directly by individual communities or strata.

Other partners providing services in Electoral Area A region include:

- Policing: RCMP
- *Transit*: Translink
- *Metro Vancouver Transit Police*
- *Schooling*: Local School Districts
- *Health*: Health Authorities
- *Fire Services*: Vancouver Fire and Rescue Services (except UBC/UEL)
- *Roads*: Ministry of Transportation and Infrastructure - MOTI (except UBC/UEL)





University of British Columbia Area (UBC)

UBC is the largest university in British Columbia. Its campus consists of academic/institutional facilities, student housing, residential housing, as well as retail shops and recreational amenities.

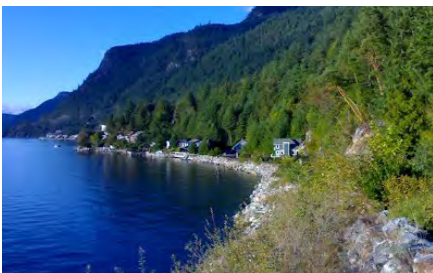
- Total population of area was 12,856 (2016 census)
- This area may approach 100,000 people during the day when in session – the population is larger than most BC cities.
- The UBC Academic areas and UBC Neighborhood Housing areas together form the UBC campus.
- UBC is responsible for building permits and inspections, and general admin services. Land Use Planning is a shared responsibility between UBC and the Province.
- Does not have the authority to declare a State of Local Emergency under the Emergency Program Act/Regulations.



University Endowment Lands (UEL)

The University Endowment Lands (UEL) includes residential point grey area, most of Pacific Spirit Regional Park and some land owned by Musqueam First Nation. They are separate from the UBC Area.

- Total population of area was 3,193 (2021 census)
- Land use planning, building permits and inspections and general admin services are provided by the Province.
- UEL is responsible for own water and waste water systems- have emergency procedures for water infrastructure
- Does not have the authority to declare a State of Local Emergency under the Emergency Program Act or Regulations



Howe Sound

The Howe Sound communities are located along the ocean between the District of West Vancouver and Village of Lions Bay. The communities in this area include:

- Ocean point, Strachan Point and Montizambert
- 111 households total (2016 census) – 13 to 18 permanent households in each community
- No structural fire protection service in communities
- Communities operate private water systems



Bowyer Island

Bowyer Island is approximately 125 hectares. Bowyer Island is located in Howe Sound, east of Bowen and Gambier Islands and west of Lions.

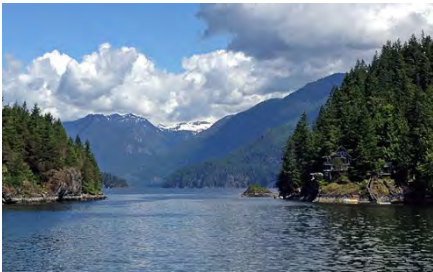
- Serves mostly private residential and recreational activities
- 66 cabins (approximately) are located on the island
- Seasonal summer population, with few permanent residents
- No services or roads are found on the island
- Land use planning done by Island Trusts



Passage Island

Passage Island is located

- 60 lots are located on the island
- 50% of lots are occupied with cabins/houses (approximately).
- Small number of permanent residents – most cabins seasonally used
- Land use planning done by Island Trusts



Indian Arm

This area includes the areas of Helga Bay, Johnson Bay, Buntzen Bay and Granite Falls.

- 120-130 water-access only cabins/houses located on both sides of Indian Arm within the Electoral Area.
- Wigwam Inn is located at the end of Indian Arm. It is operated by the Royal Vancouver Yacht Club.
- Other yacht clubs operate outstations in this area, mainly docks with limited shore facilities.



Boulder Island

This is a small island located in Burrard Inlet / Indian Arm, between Belcarra and Deep Cove.

- There are 2 water-access residents
- Metro Vancouver provides services to this region



Carraholly Point

The area is located at the southern point of Belcarra Regional Park and is not part of the park or the City of Port Moody.

- 4 residential lots – all with water access
- Land access is via a very rough dry weather road under a BC Hydro right-of-way.



West Side of Pitt Lake

The area on the west side of Pitt Lake along with Widgeon Creek and Widgeon Marsh Reserve Regional Park is within the Electoral Area.

- 80 water-access only cabins and properties in this area
- The east side of Pitt Lake is within Fraser Valley Regional District Electoral Area F.



Barnston Island

Located in the Fraser River between Surrey and Pitt Meadows, Barnston Island is approximately 587 hectares in size and is protected by dike.

- 175 residents on the island (2016 census).
 - 61 hectares of First Nation reserve under the governance of the Katzie First Nation.
 - Regional parklands are at east and west ends of the island
 - Refer to the Barnston Island Flood Plan for further details
-

** Not all Electoral Area A were updated in the 2021 census. Where information was available, this has been applied. Where Stats Canada were unable to produce updates statistics, these have remained as 2016, the latest census information for that community.*

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1.0 Purpose & Overview

1.1 Purpose of the Plan

Metro Vancouver has the legislated mandate to protect the safety and wellbeing of all Electoral Area A residents through preparation and planning for various types of emergencies.

The purpose of this plan is to:

- Provide guiding direction for the response and coordination in the event of a disaster;
- Establish the incident response system and stakeholder partnerships for clear communication;
- Outline roles and responsibilities in the event of an emergency.

This plan is a subset to Metro Vancouver's Emergency Management Standard, which outlines Metro Vancouver's overall emergency management program. This plan is an all-hazards response documentation specifically to support events occurring in Metro Vancouver's - Electoral Area A region. At the digression of Metro Vancouver, Hazard specific plans may also be established for reoccurring or high-risk events in the area. For the latest hazard specific plans created for Electoral Area A, please refer to Appendix B: Hazard Specific Plans.

1.2 Emergency Response Priorities

Metro Vancouver's Emergency Response Priorities are to:

1. Provide for the safety and health of all responders.
2. Save lives.
3. Reduce suffering.
4. Protect public health.
5. Protect infrastructure.
6. Protect property.
7. Protect the environment.
8. Reduce economic and social losses.

These priorities are issued to support in decision making through the response. These priorities adhere to those established by the Government of British Columbia as outlined in [British Columbia Emergency Management System 2016 \(BCEMS\)](#).

1.3 Authority and Legislation

This Plan is issued under Metro Vancouver's Bylaw No. 1238, 2016 and has been approved by the [Metro Vancouver Regional District](#).

This plan fulfills the requirements of the:

- ✓ [Provincial Emergency Program Act](#) (current as of May 2023);
- ✓ [Local Government Act](#); and
- ✓ [Provincial Regulations](#).

This Plan is meant to be used in conjunction with appropriate Metro Vancouver departmental, local area (e.g. UBC), and external agency plans. Where there may be disparities with Provincial and Federal plans, the provincial and federal plans will take precedence.

Emergency management guiding principles and standards have also been used in the design of this plan. These standards include: the [British Columbia Emergency Management System 2016 \(BCEMS\)](#), the [Sendai Framework for Disaster Risk Reduction](#), [CSA Z-1600](#), [ISO 22301](#), and [Metro Vancouver's Health and Safety Standard](#).

1.4 Document Storage

All documentation associated with this Plan shall be stored electronically in Orbit whenever possible. For specific locations consult the [Corporate Emergency Management Standard # 15](#).

1.5 Continual Maintenance and Document Review

This plan shall be updated on an annual basis and updates shall be adopted into Metro Vancouver Security & Emergency Management continual maintenance cycle and training plans. This is in accordance with the Corporate Emergency Management Standard.

Following activation of the plan, a debrief will be held to capture any lessons learned and changes required to the plan. Changes will be adopted into the plan on an annual basis, or when it is critical to do so before.

All requests for additions, deletions or amendments to this Plan should be addressed to:

Program Manager, Security & Emergency Management
Metro Vancouver Regional District
4515 Central Boulevard
Burnaby, BC V5H 0C6
604.451.6111
Email: emergency@metrovancover.org

Any changes and updates made to the plan shall be noted on the cover page showing the date and on the Record of Amendments page(s) with a summary of the amendments made.

1.6 Document Distribution

Copies of this plan will be distributed on an as needed basis and notifications should go out to plan holders following the annual update, or when there are significant changes to the plan.

Where appropriate, a public version of the Plan will be made available for communities within the Electoral Area A for the purposes of emergency response preparedness, planning and training.

To view who has received this plan, please visit the Distribution List at the start of this Plan or send your request to the Security & Emergency Management team (emergency@metrovancover.org).

Distribution List

Internal

Plan Holder	Format	No. of Printed Copies
All MV Staff	ORBIT	0
MV EOC	ORBIT /Print	1
MV Incident Command Vehicle(s)	ORBIT	0
MV Pacific Spirit Regional Park	ORBIT	1
MV Regional Duty Officer	ORBIT	0

External

Agency	Format	Printed Copies
BC Ambulance Service (EM Planning)	EMAIL	0
City of Surrey Emergency Program	EMAIL	0
CN Rail Police	EMAIL	0
Barnston Island Diking District	EMAIL	1
Katzie First Nation	EMAIL	1
North Shore EMO	EMAIL	0
EMBC Southwest Regional Office	EMAIL	1
RCMP Bowen Island RCMP	EMAIL	0
RCMP University Detachment	EMAIL	0
RCMP Squamish	EMAIL	0
RCMP Coquitlam (Rural Section)	EMAIL	0
UBC Risk Management	EMAIL	1
Vancouver EMO	EMAIL	0
Vancouver Fire & Rescue Services	EMAIL	0
Village of Lions Bay Fire Chief	EMAIL	0
West Vancouver Fire Chief	EMAIL	0
University Endowment Lands Administration	EMAIL	0
University Neighborhoods Association	EMAIL	1

A redacted public version of this Plan is to be posted to the www.metrovancouver.org webpage.

2.0 Electoral Area A – Preparedness & Mitigation

2.1. Community Profile

There are 9 districts and unincorporated communities found within the boundaries of Electoral Area A of the Metro Vancouver region. A community profile of the area has been placed at the beginning of this plan for easy of reference. For reference to each area, populations and services, please [click here](#).

2.2 Hazards, Vulnerabilities and Risks

Metro Vancouver conducted a Hazard, Risks and Vulnerabilities Assessment (HRVA) specific to Electoral Area A in 2005. A regional level HRVA for Local Authorities was conducted in 2013 by the Integrated Partnership for Regional Emergency Management (IPREM). Both documents are adopted within this Plan and are found at [Orbit 8387100](#).

Key hazards and risk in Electoral Area A include:

1. Flooding
2. Wildfires
3. Landslides

Documents are also published on the www.metrovancouver.org website.

The most recent Hazard Identification and Risk Assessment for Electoral Area A is currently in process for 2024.

2.3 Mitigation and Preparedness

Metro Vancouver is committed to ensuring its team and communities are prepared for an emergency. To prepare and mitigate the effects of an emergency, Metro Vancouver:

- ✓ Regularly reviews/updates the Hazards, Vulnerabilities and Risk Analysis (HRVA) for the region
- ✓ Monitors and provides information in a timely manner on hazards expected in the area
- ✓ Works with partners and stakeholders to review and practice response procedures regularly
- ✓ Develops Building Bylaws and Regulations that address risks identified in high hazard areas
- ✓ Enters into Memorandums of Understanding with community or stakeholders and partners
- ✓ Keep Metro Vancouver Emergency Management Program regularly reviewed and updated; and
- ✓ Continually work to minimize and mitigate risk and evolve this Plan as circumstances change.

2.4 Partners and Stakeholders

Metro Vancouver works with a number of partners and stakeholders to support Electoral Area A. These partners may include, but are not limited to:

- ✓ RCMP, BCEMS and local Fire Services
- ✓ First Nations communities
- ✓ Vancouver Fraser Port Authority
- ✓ Neighboring Communities
- ✓ Regional Committees
- ✓ Village of Lions Bay
- ✓ BC Wildfire Service
- ✓ Federal Partners
- ✓ CN Rail
- ✓ Ministry of Transportation & Infrastructure
- ✓ City of West Vancouver
- ✓ BC Conservation Service
- ✓ North Shore Emergency Management
- ✓ City of Coquitlam
- ✓ District of North Vancouver
- ✓ City of Vancouver
- ✓ Ministry of Emergency Management and Climate Readiness (EMCR)

Metro Vancouver is an active member of the *Joint Municipal Disaster Debris Management Plan* and *Regional Emergency Management Committee (REPC)*, intergovernmental partnerships between the Province of British Columbia and Metro Vancouver (21 municipalities, 1 Treaty First Nation, and 1 Electoral Area) aimed at building preparedness and coordinated response within the region.

3.0 Activating this Plan

3.1 Declaring an Emergency

An emergency may be declared and this plan may be activated if, but not limited to:

- ✓ The event taking place falls within the incident levels
- ✓ More than day-to-day resources are required
- ✓ Incoming information indicates an event or emergency is on the horizon
- ✓ Support and guidance for the incident site to respond to an event is required; and/or
- ✓ The region has determined there is an emergency event and has asked Metro Vancouver to support coordination of their area

Use the initial incident checklist and the incident levels chart as a guide to activating the Plan.

Persons who may activate this plan include:

- Chair of the Board of Directors
- the Chief Administrative Officer (CAO) or designate
- the Deputy Chief Administrative Officer (CAO) or designate
- Manager, Security & Emergency Management or designate
- Regional Duty Officer On Call

External Agencies requesting activation or response should contact the:

Regional Duty Officer
604.451.6610 emergency@metrovancover.org

3.2 Incident Response Levels

Metro Vancouver has established [Activation Levels](#) to support in identifying the level, the severity and the resourcing needs related to an event. Metro Vancouver classifies Incidents using a 3-level approach.

These levels are not to be confused with the Level 1, 2, or 3 of the EOC Activation, but they may support in determining whether an EOC activation needs to be higher or lower based on the scale and severity of the event. The incident level may be assigned by the highest authority and responsibility for the event (i.e. the incident commander on site or the EOC Director when the EOC may be activation).

Note: *The incident level may change throughout the response as the situation changes. The level is determined by the best judgement of the responsible party and is typically assigned when one or more conditions are met at the higher level.*

Activation Level	Description	EOC Required?
Incident (I)	An event where personnel responding to an incident with possibility of a drain on resources that may compromise public safety.	Typically Managed onsite
Emergency (E)	An incident beyond the capacity of normal response that may disrupt normal conditions and impact general public or environment. A centralized management of the event will be required.	EOC Level 1 Activation
Disaster (D)	Impacts to multiple municipalities or geographical areas with significant loss of capacity, services and/or impact on the ability to	EOC Level 3 Activation

	respond. Integrated response with partners and recovery program will likely be required.	
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3.3 Incident Notification Protocols

Alertable will be the system used to notify stakeholders and partners when the Plan has been activated and the Incident Level has been established.

The Metro Vancouver triggers for notification may include, but are not limited to:

- When there is a threat, or perceived threat to life safety or public wellbeing
- When there is a reputational risk to Metro Vancouver or a severe risk to public wellbeing
- When the scale goes beyond internal department resources, or other partners agencies are involved
- When the situation involves extensive damage to infrastructure
- When there is an environmental threat (i.e. a fuel leak, burn, etc.)
- When regular electronic notification processes may not be working

The Emergency Contact list can be found in [Appendix C: Contact List – Emergency Notifications](#).

To ensure critical personnel receive this message, the following guidelines are recommended:

- Review of message templates and training on Alertable occurs at minimum, every 4 months;
- The Emergency Contact List includes after hours numbers to reach personnel;
- Key personnel that may be needed in the EOC are notified and trained in advance; and
- Contact lists are updated at minimum, every 4 months.

Initial Incident Notifications shall contain at the least the below information:

- A brief description of what is happening
- An estimate of when it occurred
- Contact information of the reporting individual
- Anticipated impacts, and likely duration
- The location of the incident

NOTE: To support decision making and inform senior and elected officials, a list of event types is included in the [Significant Incident Communication Policy \(Orbit 4193109\)](#).

The Manager, Security and Emergency Management is responsible for ensuring call-out and notification procedures are established and followed.

3.4 Declaring a Local State of Emergency

A Local Authority is defined as *“for a municipality, the municipal council”* or *“for an electoral area in a regional district, the board of the regional district.”*

The Emergency Program Act (RSBC 1996) authorizes a Local Authority to declare a State of Local Emergency when special powers are required to effectively manage the emergency.

The Head of the Local Authority (Mayor or Chair) may, at any time that they are satisfied that an emergency exists or is imminent, declare a state of local emergency relating to all or any part of the jurisdictional area.

The Head of the Local Authority may delegate any of the special powers conferred under the declaration to any person(s) involved in the operation of a local emergency plan or program, i.e., the Incident Commander or EOC Director.

For messaging templates, refer to [Appendix E: Declaration & Orders – Sample Messaging](#).

For full details on declaring a state of local emergency visit [Declaring a State of Local Emergency in BC \(2020\)](#) in the BC Emergency Management System Guidelines.

4.0 Incident Management System & Response Structure

The Incident Management System (IMS) provides a framework to respond to any non-routine event impacting Metro Vancouver and Electoral Area A.

Within this structure, Metro Vancouver will use a command-and-control structure called the **Incident Command Structure (ICS)** to respond to events. This structure is a North-American response system, recommended and followed by the Province of British Columbia in BCEMS and is used by other partners, stakeholders and most other jurisdictions within the region. As such, it allows a more standardized approach and to response and easier communication with other stakeholders filling similar IMS roles. This system and framework is used broadly across all Metro Vancouver plans.

4.1. Response Structure

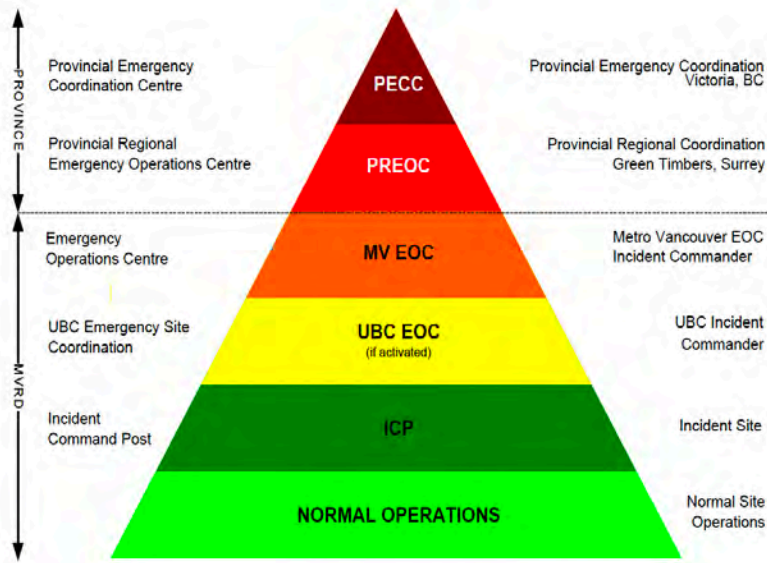
Due to the complexities in Electoral Area A and Metro Vancouver region overall, the following structure has been displayed to provide a general overview of the information flow and coordination between the incident site, the MV Emergency Operations Centre and the Provincial Emergency Coordination Centre.

A **Policy Group** has also been assigned by Metro Vancouver to support with:

- This information flow
- Political and high-level stakeholder engagement, and
- To mitigate reputation risk and long term impacts to the Metro Vancouver region

For all non-UBC area events, the Incident Command Post will report directly into the Metro Vancouver EOC who will keep the Policy group informed.

For incidents occurring around the UBC will activate its established Emergency Management Plan specific for their campus/region. If this Plan is activated, UBC may establish their own EOC to manage emergencies onsite. If this is the case, the UBC EOC will report directly into the Metro Vancouver EOC.



4.2 Incident Site

An incident Commander will be designated for each emergency event. They are responsible for the overall management of the incident at the site.

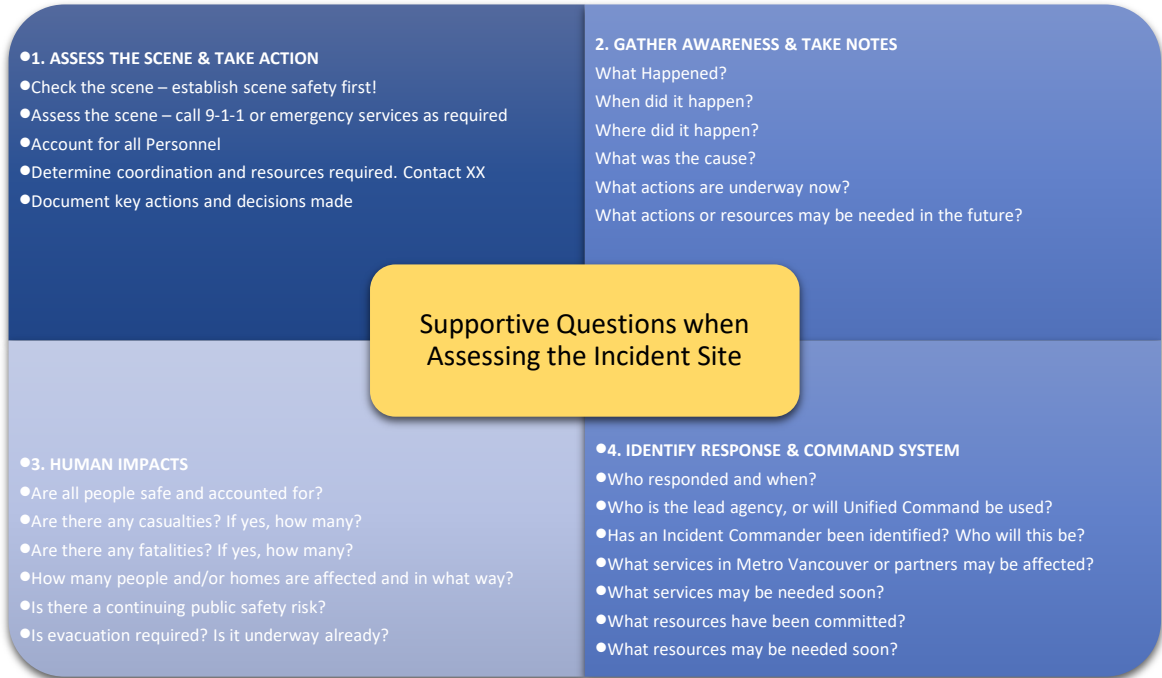
- ▶ If a Metro Vancouver Staff is first on scene, they assume incident command and initially manage the response.
- ▶ If multiple Metro Vancouver Staff are on scene, the responsibility falls to the most senior individual or the person most familiar and in charge of the operation/area.
- ▶ If the incident escalates, additional support or coordination may be required at Department and Corporate Levels.

Depending on the Incident Site, the On-Scene Incident Commander will determine the appropriate and desirable Command Structure. When multiple stakeholders on-site, the **Unified Command** approach may be used.

4.2.1 Assessing the Incident Site

The **initial actions checklist** should be used upon receiving notification of an emergency event. This information will guide in Metro Vancouver’s regional Duty Officer’s decision making and identifying next steps.

For a checklist and Incident Site Reporting Form, visit [Appendix D: Initial Incident Assessment & Critical Information Requirements](#).



Once the Scene is assessed, take the next steps to notify and share the information:

- COMPLETE THE INITIAL INCIDENT FORM EOC 550** ([Appendix D](#)) [Orbit 4581691](#)
- DISTRIBUTE THE FORM AS NECESSARY**
- Notify Senior Management and Manager, Security & Emergency Management
- Notify Media Relations (as required)
- Recommend Activation of EOC/DOC (as required)
- Determine if there may be a need for State of Emergency Declaration or evacuation.
- Begin an Incident Action Plan if one has not yet been started
- Identify other information or agencies that may be required

4.3 Emergency Operations Centre

The Emergency Operations Centre (EOC) is a centralized location of emergency response and recovery support operations during an incident. While tactical on-scene operations are conducted from the Incident Command Post, the EOC supports the coordination of the operations, resources, stakeholders and partners adjacent to the incident operations.

Metro Vancouver uses a 3-tiered incident level system to determine the level in which the Emergency Operations Centre will open and run. These levels are demonstrated below.

Note: The Incident Levels Chart can also support decision making as to activation level. Generally, the higher the Incident Level, the higher the Activation Level may be.

Activation Level	Description	Potential Event Examples
Level 1 (GREEN)	EOC is operational, may be staffed at a minimal level or could be operating “virtually” to provide support to the Response.	Wildfire, Wind Storm, Flooding, moderate Utility Failure, Landslide, etc.

Level 2 (YELLOW)	EOC is manned and operational to provide central coordination and support to the Response.	Major Utility Failure, Localized Flooding, etc.
Level 3 (RED)	EOC operational 24/7, Specialized Task Groups may be established. Area Commands may be established.	Earthquake, Widespread Flooding, Urban Interface Fire, etc.

4.3.1 EOC Locations & Equipment

Metro Vancouver has established the following locations for the Emergency Operations Centre.

Primary Location:

- 2910 MV SEM-EOC; 4515 Central Blvd, Burnaby, BC V5H 4J5
- All EOC phones, vests and **equipment** located in Room 2910
 - Radios and other equipment located in File Room (2445)

Secondary Location:

- 2809 Conference Centre MV Expanded EOC; 4515 Central Blvd, Burnaby, BC V5H 4J5

A **virtual online EOC** may also be chosen depending on the event. Refer to [Intranet - EOC Resources \(gvrd.bc.ca\)](https://intranet.gvrd.bc.ca) for login and notification details to activate the Virtual EOC.

An **Incident Command Trailer** is also owned by Metro Vancouver and may be established closer to the incident site to house on-site incident command or in short-term, host EOC coordination meetings.

Note: Starlink internet should be used for best connection when using the Incident Command Trailer.

Alternate locations may be used as required. For a list of resources in EOC Location, view the Roles and Responsibilities Playbook.

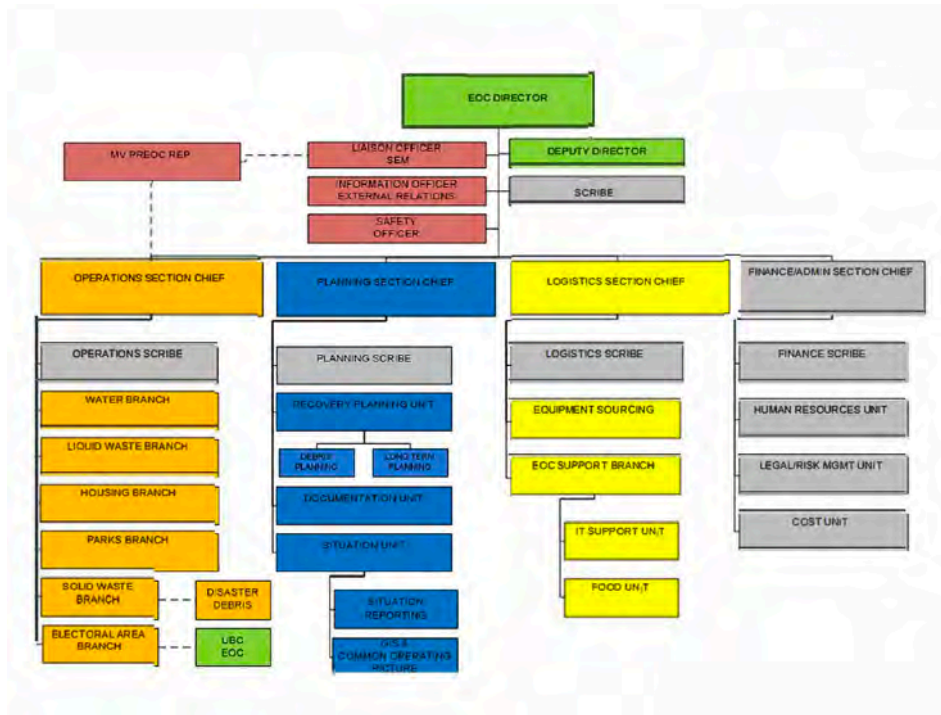
4.3.2 EOC Structure

Metro Vancouver has determined the following structure of the Emergency Operations Centre.

Key decisions taken by Metro Vancouver relevant to this structure include:

- ❑ The Manager, Security & Emergency Management will be EOC Director for most events in the EOC Structure. The CAO will be the designated backup for this position.
- ❑ In some incidents, the Manager, Security and Emergency Management may allocated a more senior and technical person to lead in the EOC Director position (i.e. Cyber)
- ❑ Training and exercising is ongoing to continue to build out competencies for the EOC structure.

[Appendix L: Area Specific Response Considerations](#) outlines response consideration by geographical area. To fit the unique response challenges of Electoral Area A, the below organizational structure is recommended for the EOC.



4.3.3 Task Number

A task number is issued by the Provincial Emergency Management Office for cost recovery of emergency expenses by a municipality or region. The task number ensures proper notification of the emergency, tracking and financial authorization. At the time this plan was written, there was 100% cost recovery for response and 80% cost recovery for recovery.

**To be issued a task number at the start of a response call:
EMBC Emergency Operations Centre (1-800-663-3456).**

4.4 Roles and Responsibilities

4.4.1 Required departments in a response

Responding to emergency events in Metro Vancouver is the responsibility of all departments. While the Security and Emergency Management department may be the lead for an event, specialization may be required and pulled upon from other areas.

For a list of departments which may be called upon to support, view [Appendix C: Contact List - Emergency Notifications](#).

4.4.2 Roles and Responsibilities Playbook

A roles and responsibility playbook has been established to provide guidance to each role within the EOC on their day-to-day responsibilities during an event. Roles and responsibilities may alter depending on the event. The listed roles and responsibilities are intended to

To access the book, visit the [Metro Vancouver Emergency Management Playbook](#).

4.4.3 Policy Group responsibilities

The **policy group** will be established to support the EOC with wider, longer term impacts.

Roles and responsibilities of the policy group will be to:

- ❑ Approve and adopt the Electoral Area A Emergency Plan
- ❑ Declare a "State of Local Emergency" by resolution when required

Those positions which make up the policy group include:

- ✓ MV Board of Director Chair or designate
- ✓ MV Chief Administrative Officer (CAO) or designate
- ✓ MV Deputy Chief Administrative Officer (DCAO) or designate
- ✓ Manager, Security & Emergency Management (as advisor only) or designate

4.5 Responsibility of UBC during a Response

During an emergency that originates in, or affects, the UBC campus (including the UBC Neighbourhood Housing areas), the responsibility of UBC is to establish an Incident Command Post and/or Emergency Operations Centre to manage their response. Whenever a significant incident occurs that will, or may, require the establishment of Incident Command, the MVRD Regional Duty Officer shall be informed by the most direct means.

Contact 604-451-6610.

In a large incident, or one that also affects the UEL or Pacific Spirit Regional Park, Incident Command may be established by MVRD under a Unified Command structure. The Incident Commander may be provided by UBC, UEL, MVRD or a response agency (i.e. RCMP or Vancouver Fire and Rescue Services), depending on the incident.

UBC, the University Neighbourhoods Association (UNA), and UEL Administration do not have the authority to declare a State of Local Emergency under the Emergency Program Act or Regulations; any declaration must be made by the Chair of the MVRD Board. Delegation of some of the special powers available under

a Declaration may be made by the Chair, on the recommendation of the MVRD CAO, RDO or EOC Director, to the UBC Area Commander as required.

For emergencies affecting the UBC campus refer to the UBC Emergency Response Plan. A link to the Plan can be found in [Appendix B: Hazard Specific Plans - Electoral Area A](#).

4.6 Additional Area Specific Response Plans

4.6.1 Evacuation Plans

Specific area evacuations plans are included in the [Appendix L: Area Specific Information and Pre-Plans](#). These plans have been developed in coordination with community stakeholders and partners in the region. Keys aspects to consider when looking at the evacuation plans:

- ❑ Lead agency of the evacuation will be the RCMP and Metro Vancouver
- ❑ Emergency Social Services will support the evacuation and lead agencies.
- ❑ Many residential regions of Electoral Area A are described as “waterfront” – engage the Canadian Coast Guard, RCMSAR, and the Vancouver Fraser Port Authority as required.
- ❑ Dry Land evacuation locations/door knocking should be completed in partnership with RCMP
- ❑ Consider communication and messaging to provide RCMP and residents when door knocking

4.6.2 Damage Assessments

Damage assessments are undertaken to determine the extent of any damages resulting from the incident. This is best accomplished, depending on circumstances, by qualified personnel inspecting the area affected in person and communicating the results to the EOC.

Metro Vancouver has a large number of staff trained in Rapid Building Damage Assessment to the ATC 20 standard and certified Professional Engineers who can be deployed to affected areas as needed.

4.6.3 Disaster Debris Management

A large-scale disaster such as an earthquake will generate many thousands of tonnes of debris that can best be considered “contaminated” as it will consist of a mix of wood, metal, concrete, asbestos and organics. Metro Vancouver, in cooperation with IPREM, has developed the [Joint Municipal Regional Disaster Debris Management Operational Plan](#) (JMRDDMP) to assist in the coordination of debris management. The JMRDDMP is adopted as the framework for DDM in Electoral Area A.

4.6.4 Hazard Specific Plans

Due to the complex environment of Electoral Area A, Hazard Specific Plans may be developed to address the response to specific hazards in the region. These plans are a subset of the Electoral Area A Emergency Management Plan (this plan).

To view a list of complete Hazard Specific Plans, visit [Appendix B: Hazard Specific Plans - Electoral Area A](#).

4.7 EOC Activities and Reporting

Depending on the situation, activities in the EOC may vary. The following activities are recommended as initial steps based on the response.

4.7.1 Briefings

Following the notification of an EOC activation, a briefing should be held. The purpose of the briefing is to provide an update and overview to others joining or involved in the response. The briefing should provide a high level of situational awareness, while being detailed on decisions and objectives required.

Briefings should:

- ✓ Be held on a regular basis, at least once per operational period;
- ✓ Be short and concise – they should not be more than 30 minutes;
- ✓ Provide an overview of the situation, resources, successes and upcoming areas of risk;
- ✓ Provide a roundtable update of all key positions and partners involved – one update for each position should be provided by the position lead or the stakeholder representative;
- ✓ Identify the time of the next briefing and review key objectives; and
- ✓ Be documented and filed appropriately – should include key activities, decisions and actions.

4.7.2 Incident Action Plan (IAP)

The Incident Action Plan sets and communicates the response objectives and actions taken for the incident. All levels of the response should have their own Incident Action Plan and where possible, levels shall collaborate (i.e. the Incident Site should align and collaborate with EOC IAP).

The Incident Action Plan should:

- ✓ Implement strategic objectives provided by the Policy Group
- ✓ Be based on the [Emergency Response Priorities](#)
- ✓ Include tactical objectives for the operational period (12 hour periods)
- ✓ Addresses resource needs and areas of coordination between teams, internal or external.
- ✓ Highlight any potential risks or challenges
- ✓ Assign the responsible group to complete the objective

Incident Action Plans should be reviewed and updated as the situation changes.

4.7.3 Situation Reports

The situation report provides an overview of the event at a specific point in time.

The policy group, in coordination with the EOC Director, will set the timing and frequency of the situation report based on the event. This could be daily, every two days, or every operational period depending on the event. A situational report should be prepared at least once in the first operational period.

The Situation Report should:

- ✓ Provide an overview of the event and describe the status of an incident;
- ✓ Outline anticipated impacts, key activities, and decisions;
- ✓ Provide an overview of resources and resource needs;

- ✓ Outline agencies involved, and where possible key points of activities from those agencies; and
- ✓ Outline upcoming priorities for response and recovery.

A copy of the situation report used by Metro Vancouver can be found in [Appendix I: EOC / ICP Forms](#).

4.7.4 Transfer of Command / Handover

Transfer of Command is the process of handing over tasks and responsibilities to the next person. It is typically completed at the end of a shift, when leaving the operational period, or as a more senior person or qualified person is assigned to the role.

The Transfer of Command is essential in any position as it enables information to flow and the continuity of the response. Where possible, transfer of command shall be done in-person and key decisions/events related to the position should be written down for handover.

The briefing shall include:

- The situation status
- Incident objectives and priorities
- Resource assignments and resources ordered
- Updated Incident Action Plan – with focus on goals for next operational period
- Overview of the Incident structure
- Stakeholders involved, contact list and key relationships to the position
- Latest situation report (where possible); and
- Time and date of the transfer of command.

Transfer of Command shall be documented and filed appropriately.

5.0 Communications

Clear and effective communications are vital to a coordinated emergency response; all interested parties must know what is happening and is expected to happen. To enable this, Metro Vancouver has implemented the following systems and processes to support all levels of emergency management communications:

5.1 Emergency Notification

Metro Vancouver’s Security and Emergency Management team uses software tools that allow for fast notification of incidents using voice messaging, email and text messaging to senior management and residents of Electoral Area A.

Notification Systems:

Metro Vancouver uses two notification systems:

- **Connect Rocket:** Metro Vancouver uses Connect Rocket to send notifications to external response partners and internal staff.
- **Alertable:** Metro Vancouver issues emergency notifications to the public through Alertable, which provides subscribed users with information via text, phone, email, and/or social media, as part of the corporate response to emergency management.
(<https://orbit.gvrd.bc.ca/orbit/llisapi.dll/app/nodes/48760555>)

Additionally, the University of British Columbia operates an emergency notification system (UBC ALERT) that sends messages to cell phones. The messages are coordinated with messages on UBC’s main website (ubc.ca) and Twitter (@ubcnews). Residents of the UBC Neighbourhood Housing areas who are UNA members, or who have a UNA Access Card, are automatically registered for UBC Alert.

Alert Levels:

- **Advisory Alert:** Issued when there’s a developing incident that has the potential to affect a significant number of people. May advise the public to stay out of a specific area, or take other actions to remain safe.
- **Critical Alert:** Issued when an emergency is happening, imminent, or rapidly escalating and may impact life, safety, property, or Metro Vancouver’s critical infrastructure.

5.2 Web Information

Metro Vancouver provides general information via www.metrovancouver.org. Alerts may be displayed prominently on the front page at the request of the EOC Director or CAO to provide messaging to the public and staff specific to an emergency.

5.3 Social Media

Metro Vancouver operates social media that provides general information under normal conditions and will provide emergency information as required.

twitter.com/metrovanemerg	Emergency Information Only
twitter.com/metrovancouver	General and Emergency Information
www.facebook.com/metrovancouver	General and Emergency Information
www.instagram.com/metrovancouverbc	General and Emergency Information

5.4 Extranet

Metro Vancouver maintains a number of Extranet (SharePoint) sites for various distinct groups. These sites are secured from public access and are very useful to emergency management by enabling the sharing of information, contacts and situational awareness with external and internal agencies and groups. One important function of the Extranet is to allow external contacts to keep their own contact information up to date. Emergency related Extranets include Regional Emergency Management, Drinking Water, and Disaster Debris Management.

5.5 Email

To help keep Metro Vancouver Board Directors informed about issues and emergencies, staff can at the direction of the EOC Director or CAO, issue email updates to members of standing committees and/or Board Directors. These communications are coordinated via the CAO's office.

5.6 Media Relations

Media relations is a key tool to inform the public. Metro Vancouver's External Relations, Media & Intergovernmental Relations Specialist will proactively communicate with local newsrooms, editors and reporters to get timely information onto radio, TV, social media and internet news, as appropriate.

6.0 Responder Mental Wellbeing

Emergency workers are passionate beings who often want to help and support others. It does not come without a cost those to their own wellbeing those working in an emergency may face confusions, limited resources, compassion fatigue, miscommunication, continuous ongoing change. Overtime, this can lead to increased frustration, burnout, and vicarious or secondary trauma. It is encouraged for members to establish a resilience routine well-being any emergency starts.

Mental health is the responsibility of everyone in the EOC. While self-care is important, if you see anyone that is acting out of the norm, it is best to ask and check-in on them.

Signs and Symptoms

Signs and symptoms of someone struggling with mental health and burnout, may take many different shapes. Some examples may include, but are not limited to:

Signs of Burnout

- Sadness, depression or apathy
- Easily frustrated
- Blaming of others, irritability
- Disconnection or from others
- Poor self-care / poor hygiene
- Tired, exhausted or overwhelmed
- Feelings of failure, not doing well enough
- Dependency on alcohol, drugs, medications

Signs of Secondary Traumatic Stress

- Excessively worry or fear about something bad
- Easily startled, or “on guard” all the time
- Physical signs of stress (i.e. heart racing)
- Nightmares or recurrent thoughts
- Feelings that other trauma is yours

Things you can do when someone may not quite be themselves

Wellness is everyone’s responsibility in an emergency. If you notice a change in a colleague or friend may not quite be themselves or may be more ‘on edge’ then normal, here are a few steps in which you can take to check-in and support.

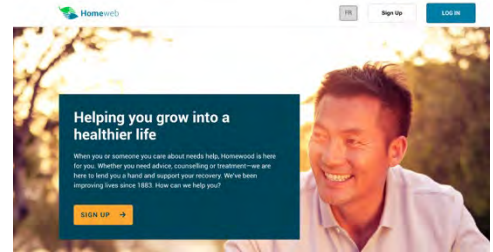
- ❑ Recognize changes in mood, behavior, or performance
- ❑ Ask if the person is okay
- ❑ Gently suggesting they move away from the situation / space may help
- ❑ Have regular check-ins or meetings
- ❑ Share or suggest internal and external resources
- ❑ Be open, honest and authentic
- ❑ Share your own stories of mental health – where comfortable to do so

Workplace Supports:

Metro Vancouver believes in the care and wellbeing of every member supporting in an emergency. As such, a number of resources have been made available to staff to support with mental wellbeing and self-care.

Employee and Family Assistance Program:
1-800-663-1142
www.homewoodhealth.com/individuals/services/efap

Mental Health Resources
<https://homeweb.ca/mental-wellness-at-work>



7.0 Resources

Large scale or regional level incidents may be beyond the internal capacity of Metro Vancouver to resource, in which case the EOC Logistics Section will manage these resource requests in cooperation with other local authorities and/or the Provincial Regional Emergency Operations Centre. To assist in facilitating this regional response, Metro Vancouver has embedded a liaison officer in the Southwest PREOC (MV PREOC Rep).

Essential services and resource shortages will be prioritized by the EOC and Incident Commander using the Response Objectives in Section 5.7.2 above. If resources/services are in such short supply that regional coordination is required to apportion them, the PREOC shall be informed and the IPREM Regional Emergency Advisory Group (REAG) may be activated.

7.1 Personnel

Metro Vancouver has a large staff that can be called upon for any response to Electoral Area A. Personnel resources may be managed at site by the Incident Commander, or by the MV EOC for larger scale incidents or incidents requiring specialized personnel.

General types of personnel available within Metro Vancouver:

- ✓ Emergency Management Specialists
- ✓ Clerical Support
- ✓ Geotechnical Specialists
- ✓ Security Specialists
- ✓ Civil Construction Crews
- ✓ Radio Communication Specialists
- ✓ Engineers (mechanical, civil & structural)
- ✓ Wildland Fire Fighters
- ✓ Environmental Specialists
- ✓ Planners
- ✓ Electricians
- ✓ Computer Technicians

7.2 Equipment

In general, response equipment resources such as heavy equipment, vehicles, barricades, etc. for small to medium sized incidents are managed by the Metro Vancouver Dispatch Office who maintain standing offer agreements with suppliers and other sources of equipment. Refer to the [Internal Dispatch Office Emergency Response Plan \(Orbit 9270443\)](#).

7.3 Mutual Aid Agreements

Metro Vancouver is regularly reviewing and establishing Mutual Aid Agreements with partners and community stakeholders. The following are examples of mutual aid agreements Metro Vancouver has established within the Electoral Area A region:

- ✓ Emergency Support Services (ESS) with all MV area municipalities;
- ✓ Fire Services Agreement for UBC/UEL;
- ✓ [Royal Canadian Marine Search & Rescue](#) (RCMSAR); and
- ✓ [Wildland Fire Suppression](#).

8.0 Recovery

Recovery operations in the EOC utilize the same functional positions as in response, but may involve different tasks. This section summarizes the core functions in recovery to assist the effort. Note that the functions may be decentralized due to the duration of the recovery process.

The transition from response to recovery will vary from response to response. A recovery unit should be established to work alongside the response.

8.1 Establishing A Recovery Program

At the onset of a response, conduct a site or community assessment.

- ✓ Assess the damage and compile the information;
- ✓ Determine the needs; and
- ✓ Set short- and long-term recovery goals.

While some needs may be able to be addressed via the response team on an immediate basis, other activities will be needed long into the future.

For a holistic recovery program, the four categories below should be considered:

- ❑ People and communities
 - i.e. physical and mental wellbeing, community psychosocial, interim housing, etc.
- ❑ Economy
 - i.e. small and medium enterprises, tourism, cultural livelihood, agriculture, etc.
- ❑ Environment
 - i.e. land degradation, biodiversity, natural resources, etc.
- ❑ Infrastructure
 - i.e. public/private physical infrastructure, critical infrastructure, infrastructure planning, etc.

For a clearly communicated plan and timeline, recovery activities can be categorized as follows:

- ✓ Short-term recovery (i.e. days – weeks)
- ✓ Medium-term recovery (i.e. weeks – months)
- ✓ Long-term recovery (i.e. months-years)

Figure 1: Timeline of Recovery Operations



When determining activities and timing, general considerations may also include:

- Rezoning to isolate high hazard areas from re-development
- Construction of physical protective structures (Dykes, Berms, etc)
- Creation of buffer zones or increased setbacks from hazards
- Rebuilding infrastructure to meet future needs, instead of merely replacing what was impacted.

Examples of potential recovery considerations can be found in [Appendix F: Additional Community Recovery Indicators and Considerations](#).

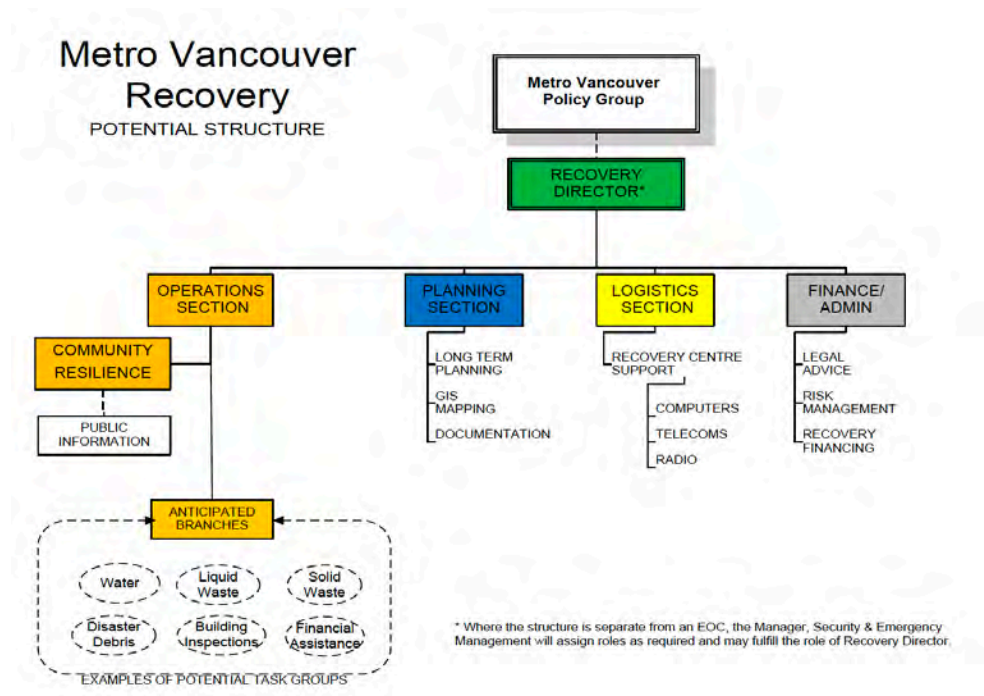
Determine any funding needs. Funding could be accessed via Metro Vancouver, the Province, a Disaster Financial Assistance Program or Indigenous Services Canada.

Determine the structure and organization for the recovery team. This may be different personnel and positions than those who have participated in the response categories.

8.2 Recovery Structure

While the EOC Structure for Recovery may vary depending on the size and scale of the event; the Metro Vancouver Recovery Structure should incorporate ICS where it makes sense to do so. The Manager, Security & Emergency Management will lead the development of the recovery structure should one need to be established.

An example of a potential structure for recovery is as follows:



The Recovery structure established, will follow the structure established by the province and be based in emergency management recovery best practice at the time of the event.

8.3 Roles and Responsibilities in Recovery

The following outlines roles and responsibilities where a recovery structure is established.

If the EOC or Recovery Centre is not active, recovery operations within the Electoral Area A are the responsibility of the Manager, Security & Emergency Management, or designate.

Specific responsibilities of the local Emergency Operations Centre in recovery include:

- Establish communication with regional and provincial partners
- Coordinate the local multi-agency support to the site level
- Acquire and deploy additional resources obtained locally, from other EOCs, or from the provincial regional coordination level
- Coordinate the collection of situational awareness information and disseminate this information internally as well as with external stakeholders
- Prioritize and coordinate critical resources
- Integrate with provincial recovery operations through PREOCs
- Conduct initial post-disaster needs assessment
- Plan for and implement short-term relief efforts such as: interim housing, counselling, utility restoration, debris removal, building safety inspections, etc.
- Request Community Recovery Manager
- Stand up community resilience centre
- Maintain ongoing communications with the public, with specific messages for affected individuals and organizations; and
- Monitor ongoing recovery needs.

Director, Recovery

The Director, Recovery is responsible for leading the overall recovery effort. This role will be assigned by the Manager, Security & Emergency Management, CAO or designate.

Specific tasks may include, but are not limited to:

- Provide overall direction on recovery tasks and programming;
- Ensure safety of recovery activities and well-being of staff and personnel involved
- Establish a Recovery team that will provide regular direction, reporting and updates, as required;
- Approve recovery framework, programming, action plans and budget
- Ensure emergency documents are updated and reviewed, ready for the next event
- Sign off and approve all public information releases, briefings and resources
- Provide information and updates to the policy group/CAO, as required for decision making
- Act as a liaison with the Province's Recovery team and Public Safety, as required
- Support with any community meeting coordination related to recovery activities
- Support with ongoing recovery stakeholder and partner engagement
- Schedule response debriefs and oversee the completion of after action reports, are required
- Support the recovery team in other areas as assigned or required

For more information on Roles and Responsibilities in Recovery, view the [Metro Vancouver Emergency Management Playbook](#).

9.0 Demobilization

9.1 Demobilization

Demobilization is the process of ramping down following a response activation. Depending on the level of the response and the severity, demobilization may last anywhere from a few hours to several weeks. Demobilization is one of the most commonly forgotten areas in response but it is one of the most critical. Demobilization supports to ensure that items are returned, remain in good working order, and well tracked at the region is ready to respond to the next event.

Tasks for demobilization may include, but are not limited to:

- Create a demobilization plan and establish demobilization timeline and project plan
- Collect any loaned equipment and check whether it is working – replace any unrepairable
- Schedule any servicing or maintenance needs on materials before returning to home location
- Ensure all forms are accurately completed and filed (paper and virtual)
- Update any contact lists with new partner or stakeholder information
- Shut down and reset/restock the Emergency Operations Centre (or areas used for operation)
- Complete post-incident reports, files and evaluations
- Follow-up with personnel engaged in response to ensure doing well and self-care plan is in place
- Complete all payment and payout obligations – establish a long-term DFA team if required
- Schedule critical incident debrief (if needed), after action report(s), and debriefs

Demobilization should be planned between the Incident Commander and the Emergency Operations Centre – Logistics and Planning Sections. Update the Manager, Security and Emergency Management with the final demobilization plan.

9.2 Continual Maintenance

This plan shall be integrated into the Metro Vancouver Security & Emergency Management continual maintenance cycle and training plans and be updated in line with the Metro Vancouver continual maintenance schedule.

Following activation of the plan, a debriefing will be held to capture any lessons learned and changes required to the plan. An after action report will be produced for Emergency and Disaster events, and for incidents as required.

Changes will be adopted into the plan on an annual basis, or when it is critical to do so before.

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