



British Columbia
Emergency Response
Management System
(BCERMS)

**PREOC OPERATIONAL GUIDELINES
(INTERIM)**

The Province of British Columbia has developed and adopted BCERMS as a comprehensive management system that ensures a coordinated and organized response to all emergencies.

February, 2001

Canadian Cataloguing in Publication Data

British Columbia. Provincial Emergency Program.

British Columbia emergency response management system : overview (interim) : (based on Operations and Management Standard 1000)

ISBN 0-7726-4363-6

1. Emergency management - British Columbia - Planning. 2. Disaster relief - British Columbia.
I. Title.

HV551.5.C32B76 2000 363.34'7'09711 C00-960305-0

© 2001

Provincial Emergency Program

British Columbia Ministry of Public Safety and Solicitor General

Parliament Buildings, Victoria, B.C. V8V 1X4

Acknowledgements

The Province of British Columbia emergency management structure has developed and adopted BCERMS (British Columbia Emergency Management System) as a comprehensive management system that ensures a coordinated and organized response to emergencies.

These *Operational Guidelines* are a component in the series of BCERMS publications and material and should be applied in accordance with the BCERMS Overview manual.

These *Operational Guidelines* outline the concept of operations and the activities necessary to operate an Emergency Operations Centre (EOC) at the provincial regional level.

This manual is a living document and may be amended in accordance with new or changing operational needs.

**Mervin W. C. Harrower, Director
Provincial Emergency Program**

Table of Contents

1.0	Introduction	1
1.0	Introduction	1-1
1.1	Purpose and Scope	1-1
1.2	Objectives	1-2
1.3	Limitation	1-2
1.4	Regional Adaptation	1-2
1.5	Alternate Site	1-3
1.6	Operational Area	1-3
1.7	Emergency Operations in Unorganized Areas	1-3
1.8	Provincial Emergency Management Structure	1-4
1.9	Site and Site Support Levels	1-5
1.10	Provincial Regional Coordination Level (PREOC)	1-5
1.11	Provincial Central Coordination Level (PECC)	1-5
1.12	Central Coordination Group (CCG)	1-6
1.13	Minister and/or Ad Hoc Committee of Cabinet	1-6
1.14	Key Ministry Coordination	1-6
1.15	Ministry or Agency Emergency Operations	1-10
1.16	Emergency Social Services (ESS)	1-10
1.17	Ethnic and Cultural Considerations	1-10
1.18	First Nations People	1-11
1.19	Temporary Emergency Assignment Management System (TEAMS)	1-11
1.20	PREOC Management Organization	1-13
2.0	Concept of Operations	2-1
	Part 1–Operations	2-1
2.0	Introduction	2-1
2.1	Exercises	2-1
2.2	Staffing	2-2
2.3	Delegation of Responsibility	2-4
2.4	Span of Control	2-5
2.5	Readiness Status	2-5
2.6	Activation Procedures	2-6

2.7	Activation Levels	2-8
2.8	De-mobilization	2-10
2.9	Management by Objectives	2-10
2.10	Information Management	2-13
2.11	Information Display	2-15
2.12	Damage Assessment	2-17
2.13	Briefings and Conferences	2-18
2.14	Forms and Templates	2-22
2.15	Resource Management	2-25
2.16	Risk Management	2-28
2.17	Emergency Public Information	2-29
2.18	Logistics Function	2-33
2.19	Finance and Administration Function	2-34
2.20	Telecommunication and Computer Systems	2-36
2.21	Declaration of Emergency	2-37
2.22	Evacuation	2-38
2.23	Recovery and Reconstruction	2-39
	Part 2–Administrative Procedures	2-40
2.24	Office Management	2-40
2.25	Facilities	2-41
2.26	Personnel Support	2-43
2.27	Occupational Health and Safety	2-44
Annex A	Declaration of Emergency	2-46
	Local State of Emergency	2-46
	Use of Emergency Powers	2-48
Annex B	Evacuation	2-50
	Introduction	2-50
	Evacuation Stages	2-50
	Security	2-51
	Evacuation Routes	2-51
	Support Requirements	2-52

Annex C	Procedures for Situation Reports and Emergency Incident Reports	2-53
	Situation Reports	2-53
	Incident Reports	2-53
	Submission Timing	2-53
	General Characteristics of SITREPs	2-53
	Report Distribution	2-54
	Local Government Reporting	2-54
	Communications	2-55
Annex D	Information Technology Unit (Communications and Computer Systems)	56
	Introduction	56
	PREOC Contact Directory	57
	Amateur Radio Resources	57
	Generic E-mail Addresses	57
	Telephone Numbers	57
	Event-Specific Contact Numbers	58
	Terminology	58
	Communications Centre	59
	Communications Forms	59
	Communications Overview	62
	Operational Instructions	62
	Wireless Cellular and Satellite Phones	62
	Toll-Free Public Information Phone Service (Call Centre)	63
	Satellite	63
3.0	Position Checklists and Aids	3-1
3.0	Introduction	3-1
3.1	General Checklist—for all positions	3-3
3.2	PREOC Director	3-4
3.3	PREOC Deputy Director	3-9
3.4	Liaison Officer	3-13
3.5	Risk Management Officer	3-17
3.6	Information Officer	3-21
3.7	Operations Section Chief	3-27
3.8	Operational Area Coordinator	3-32

3.9	Air Operations Branch Coordinator	3-35
3.10	Special Operations Branch Coordinator	3-38
3.11	Fire Branch Coordinator	3-41
3.12	Police Branch Coordinator	3-45
3.13	Health Branch Coordinator	3-49
3.14	Ambulance Branch Coordinator	3-53
3.15	Environmental Branch Coordinator	3-57
3.16	Emergency Social Services Branch Coordinator	3-60
3.17	Emergency Social Services Regional Representative	3-65
3.18	Engineering Branch Coordinator	3-66
3.19	Utilities Branch Coordinator	3-69
3.20	Planning Section Chief	3-72
3.21	Situation Unit Coordinator	3-77
3.22	Resource Unit Coordinator	3-81
3.23	Demobilization Unit Coordinator	3-84
3.24	Advance Planning Unit Coordinator	3-86
3.25	Recovery Unit Coordinator	3-90
3.26	Documentation Unit Coordinator	3-93
3.27	Technical Specialist Unit Coordinator	3-96
3.28	Logistics Section Chief	3-99
3.29	Information Technology Branch Coordinator	3-104
3.30	Transportation Unit Coordinator	3-108
3.31	Personnel Unit Coordinator	3-111
3.32	Supply Unit Coordinator	3-115
3.33	Support Branch Coordinator	3-118
3.34	Finance/Administration Section Chief	3-122
3.35	Time Unit Coordinator	3-126
3.36	Purchasing Unit Coordinator	3-129
3.37	Compensation & Claims Unit Coordinator	3-132
3.38	Cost Accounting Unit Coordinator	3-135
3.39	Disaster Financial Assistance Unit Coordinator	3-138

4.0	Forms and Templates	4-1
	Introduction	4-1
EOC Form		
Form 501	EOC Situation Report	4-2
PREOC Forms		
Form 601	PREOC Situation Report (Alternative)	4-8
Form 607	Transportation Plan	4-12
Form 611	PREOC Check In/Check Out List	4-13
Form 612	PEP Task Registration Form	4-14
Form 614	Position Log	4-15
Form 615	Personnel Assignments and Resource Planning Worksheet	4-16
Form 616	Resource Status	4-17
Form 618	ESS Situation Report	4-18
Form 620	Evacuation Plan Message (Sample)	4-20
Form 621	Local Emergency Program Evacuation Procedures (Sample)	4-21
Form 622	Spokesperson Media Statement (Sample)	4-22
Form 623	Media Tracking Report (Sample)	4-23
Form 624	Media Briefing/Conference Attendance Record (Sample)	4-24
Form 625	After the Disaster (Sample Release)	4-25
Form 650	Major Incident Report	4-26
Form 700	Sample Declaration of a State of Local Emergency	4-27
Form 701	PREOC Management Team Briefing Agenda	4-28
Form 701A	PREOC Briefing Format	4-30
Form 702	PREOC Action Plan	4-31
Form 703	PREOC Shift Schedule	4-32
Form 704	PREOC Preparedness Advisory (Sample)	4-33
Form 707	Position Decision/Approval Log	4-37
Form 708	PREOC Staff Food & Lodging Plan	4-38
Form 709	Communications Log	4-39
Form 710	Contact Log	4-40
Form 712	Request for Radiogram via Amateur Radio	4-41
Form 714	Request for Resources or Assistance	4-42
Form 715	Damage Assessment	4-43

Form 716	PREOC Internal message Form	4-44
Form 723	Facility/Equipment Inventory	4-45
Form 730	PREOC Expenditure Authorization Form	4-46
Form 732	PREOC Daily Expenditures	4-47
Form 734	PREOC Expenditures–Event Totals (Rollup)	4-48
Form 735	PREOC Post Operational Report Feedback Form (Event Name)	4-49
Form 736	Post Operational Review Form	4-51
PECC Form		
Form 801	CCG to a PREOC Directive (Sample)	4-52
5.0	Glossary	5-1
A	5-1
B	5-3
C	5-3
D	5-6
E	5-8
F	5-8
G	5-9
H	5-10
I	5-10
J	5-12
K	5-13
L	5-13
M	5-13
N	5-15
O	5-15
P	5-16
R	5-17
S	5-19
T	5-22
U	5-23

Chapter 1 Introduction

1.0 Introduction

The Province of British Columbia provincial emergency management structure has developed and adopted BCERMS (British Columbia Emergency Response Management System) as a comprehensive management system that ensures a coordinated and organized response and recovery to all emergency incidents. (See Figure 1-1.)

These PREOC *Operational Guidelines* must be applied in concert with the following publications:

- B.C. Strategy for Response,
- BCERMS Overview,
- BCERMS PECC Operational Guidelines,
- BCERMS EOC Operational Guidelines,
- Hazard-specific emergency response plans (i.e., B.C. Earthquake Response Plan),
- Other ministry emergency response plans (i.e., Ministry of Forests fire protection plans, Ministry of Agriculture Emergency Response Plan), and
- Other provincial plans (i.e., B.C. Emergency Public Information Plan).

A Provincial Regional Emergency Operations Centre (PREOC) is the organizational structure responsible for managing the provincial response at the regional level. (See Figure 1-4.)

These *Operational Guidelines* outline the concept of operations and the activities necessary to operate an Emergency Operations Centre (EOC) at the provincial regional level.

1.1 Purpose and Scope

These *Operational Guidelines* document the concept of operations and activities that will be applied at the provincial regional level in order to manage the emergency response and recovery activities of the province.

1.2 Objectives

The BCERMS supports a prescribed set of response objectives, set out in priority as follows:

- provide for the safety and health of all responders,
- save lives,
- reduce suffering,
- protect public health,
- protect government infrastructure,
- protect property,
- protect the environment, and
- reduce economic and social losses.

All Action Plans will take these objectives into consideration.

1.3 Limitation

This document does not address emergencies that are normally handled at the scene by the appropriate first responding agencies or at the site support level (EOC).

The *Operational Guidelines* specific to EOC operations will apply when the province (PEP or a ministry) is required to directly manage the site and/or site support activities in an unorganized area of the province.

1.4 Regional Adaptation

In order to maintain a standard of operations province-wide, these guidelines must be adhered to as closely as reasonably possible. It may, however, be necessary to adjust the guidelines to meet some geographical or hazard-specific requirements within a specific region.

The following process will apply to regional-specific changes to the basic *Operational Guidelines*:

The Director of PEP or his/her delegate must approve all changes or adjustments; where appropriate, consultation with other ministries will occur. Changes or adjustments will be documented on blue paper and inserted into the regional copy of the PREOC *Operational Guidelines* manual.

1.5 Alternate Site

Each PREOC facility will prepare an alternate site plan.

Designation: The Kamloops PREOC will automatically activate and function as the PECC in the event the PECC or South West Region PREOC cannot activate after a major disaster. In addition, Kamloops will function as the major staging area for national and international support.

1.6 Operational Area

In exceptional circumstances, a PREOC may be assigned responsibility for an operational area that does not conform to the PEP regional boundaries.

The CCG will designate which PREOC has responsibility for an operational area that transgresses one or more regional boundaries.

1.7 Emergency Operations in Unorganized Areas

B.C. has a land area of 950,000 square kilometres, which is an area roughly equal to the combined area of California, Oregon, Washington, and Idaho or 2 ½ times the area of Japan.

Municipal jurisdictions account for only 2.2 per cent of the total land area. The *Emergency Program Act* requires municipal authorities and all ministries and Crown agencies to have an emergency plan. Regional Districts may or may not accept responsibility for preparing emergency plans specific to their regional district. Therefore, large, sparsely populated areas of the province are not covered by emergency management services.

PEP has the responsibility for providing an emergency management service in these areas. For example, Nicomen Island in the Fraser River has no Local Authority and, in the case of flooding, the province would be expected to provide a direct emergency response.

A site or site support EOC, operated by PEP or another ministry on behalf of PEP, will report directly to the PREOC; e.g., the Ministry of Transportation and Highways (MOTH) District EOC during a flood response.

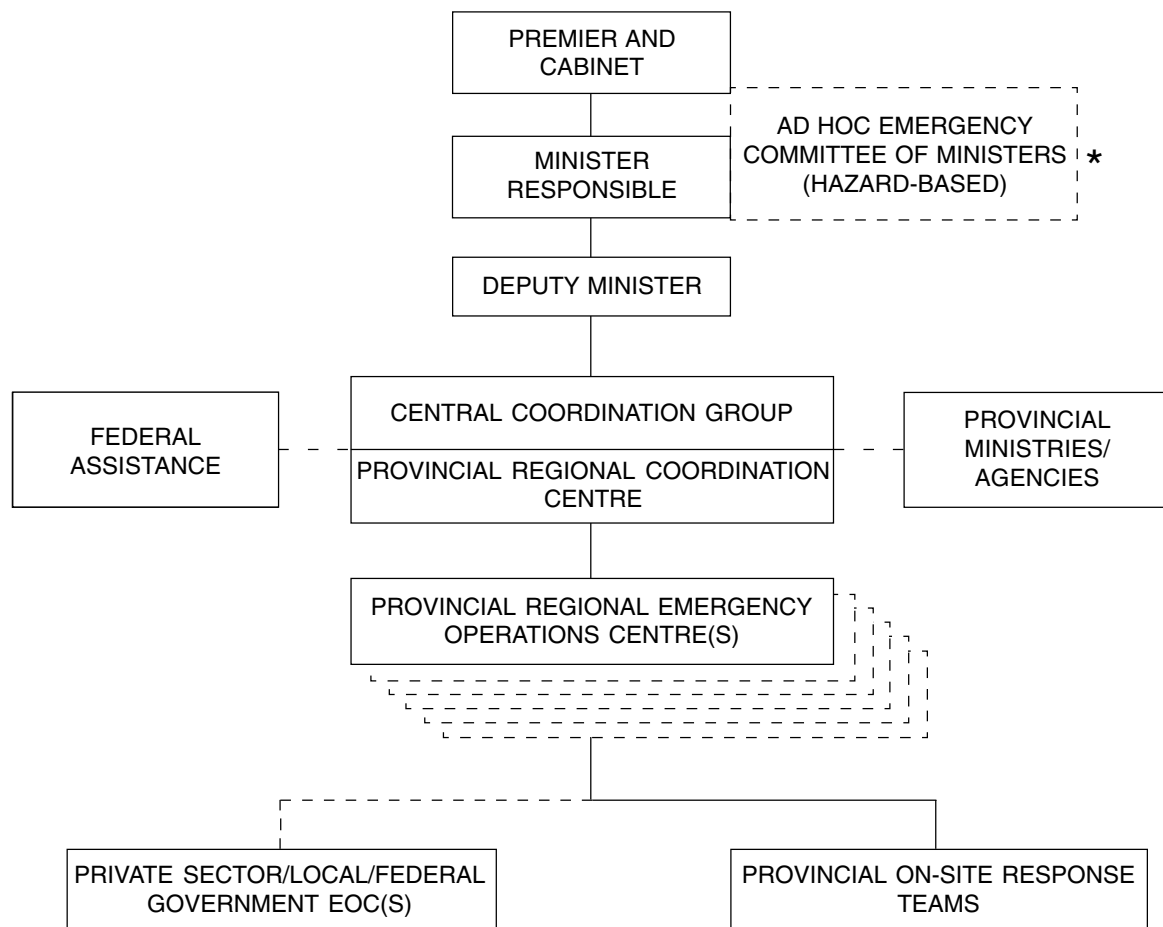
Ad Hoc Community Response Groups:

On occasion, ad hoc community groups will be formed in communities with no formal emergency response organization. These groups would report through a provincial site or site support EOC. The ad hoc group would not report directly to the PREOC.

1.8 Provincial Emergency Management Structure

The provincial emergency management structure, refer to Figure 1-1, is the organizational structure which will be employed to manage all emergency operations which require provincial support or direction.

Figure 1-1 Provincial Emergency Management Structure



* Ad hoc committee that may be formed in the event of a severe emergency or catastrophic event.

1.9 Site and Site Support Levels

The Local Authority has primary responsibility for the management of an emergency response.

1.10 Provincial Regional Coordination Level (PREOC)

The following are the responsibilities of a Provincial Regional Emergency Operations Centre (PREOC):

- Manages the assignment of regional multiple-ministry and agency support for a Local Authority or other provincial ministry or agency.
- Where the need for a declaration of emergency extends beyond the boundaries of a Local Authority or involves multiple jurisdictions, the PREOC processes a request for a declaration of a provincial state of emergency, specific to a geographical area.
- Where an event impacts multiple jurisdictions, the PREOC prioritizes the deployment of resources in accordance with risk to life and safety.
- Where no Local Authority exists, the PREOC directly manages the response.
- The PREOC reports directly to the PECC central coordination level and takes policy direction from the PECC.
- The PREOC requests resources from the PECC whenever resources are not available within the region. These resources may include, but are not limited to, military or international support.

1.11 Provincial Central Coordination Level (PECC)

These are the responsibilities of the Provincial Emergency Coordination Centre (PECC):

- Manages the overall provincial government response, particularly in the event of simultaneous multi-region disasters, such as earthquakes, floods or interface fires.
- Supports PREOC(s) operations by managing the assignment of provincial support to the regional levels.
- Ensures adequate province-wide mobilization and allocation of provincial assets.

- Implements the B.C. Emergency Public Information Plan.
- Manages the acquisition of federal disaster support structure from National Defence and Emergency Preparedness Canada.

1.12 Central Coordination Group (CCG)

Policy direction is provided by the CCG for both the PECC and PREOC levels.

The PECC functions as the executive arm of the CCG and the Director of the PECC will communicate policy direction from the CCG to the PREOC.

The Director of a PREOC may receive verbal direction from the Director of the PECC; however, every directive will be **documented** and provided to the provincial regional level in the prescribed format. Refer to Chapter 4, PECC form 801.

The minutes of all CCG meetings, which clearly identify decisions and follow-up actions, will also be distributed to the provincial regional level in a timely manner. The CCG may hold conference calls with the PREOC Director and staff as the need arises.

1.13 Minister and/or Ad Hoc Committee of Cabinet

In the event of a major disaster, the Minister/Attorney General may establish an ad hoc committee of cabinet to provide government direction to the CCG.

1.14 Key Ministry Coordination

The *Emergency Program Act* regulations assign key ministry responsibilities for a specified hazard. Two examples are: Ministry of Forests (MOF) - assigned key ministry responsibility for wild land fires; and the Ministry of Environment, Lands and Parks (MELP)-assigned key ministry responsibility for dangerous goods spills.

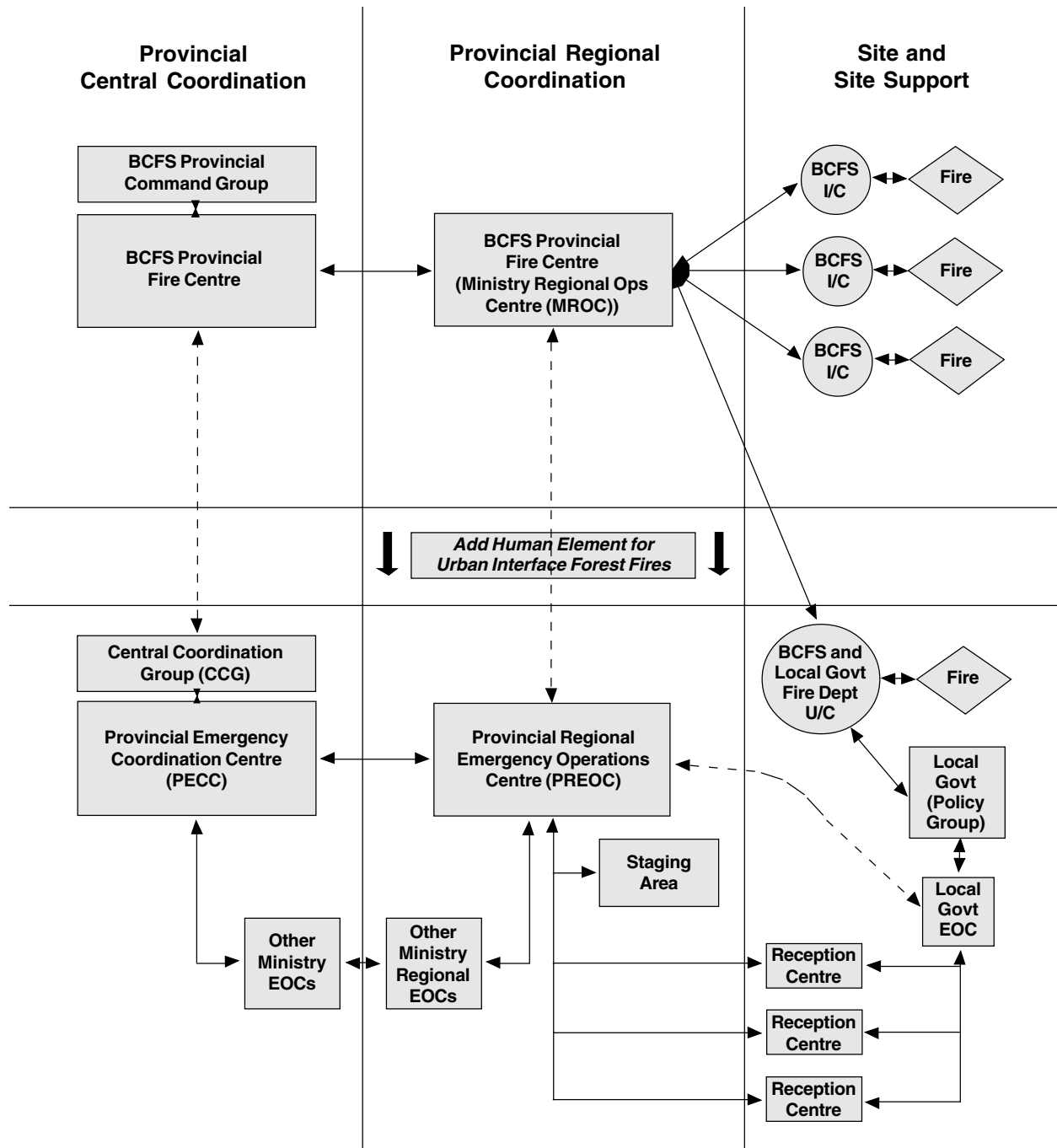
MOF maintains its own emergency management structure, which is similar to the provincial emergency management structure. The provincial structure would only be activated in support of MOF when there is an imminent or actual urban interface fire. (See Figure 1-2.)

The provincial emergency management structure would only be activated in support of MELP following a dangerous goods spill when humanitarian assistance is needed, or the Local Authority requires provincial support. (See Figure 1-3.) Local support would include, but not be limited to, the provision of disaster financial assistance.

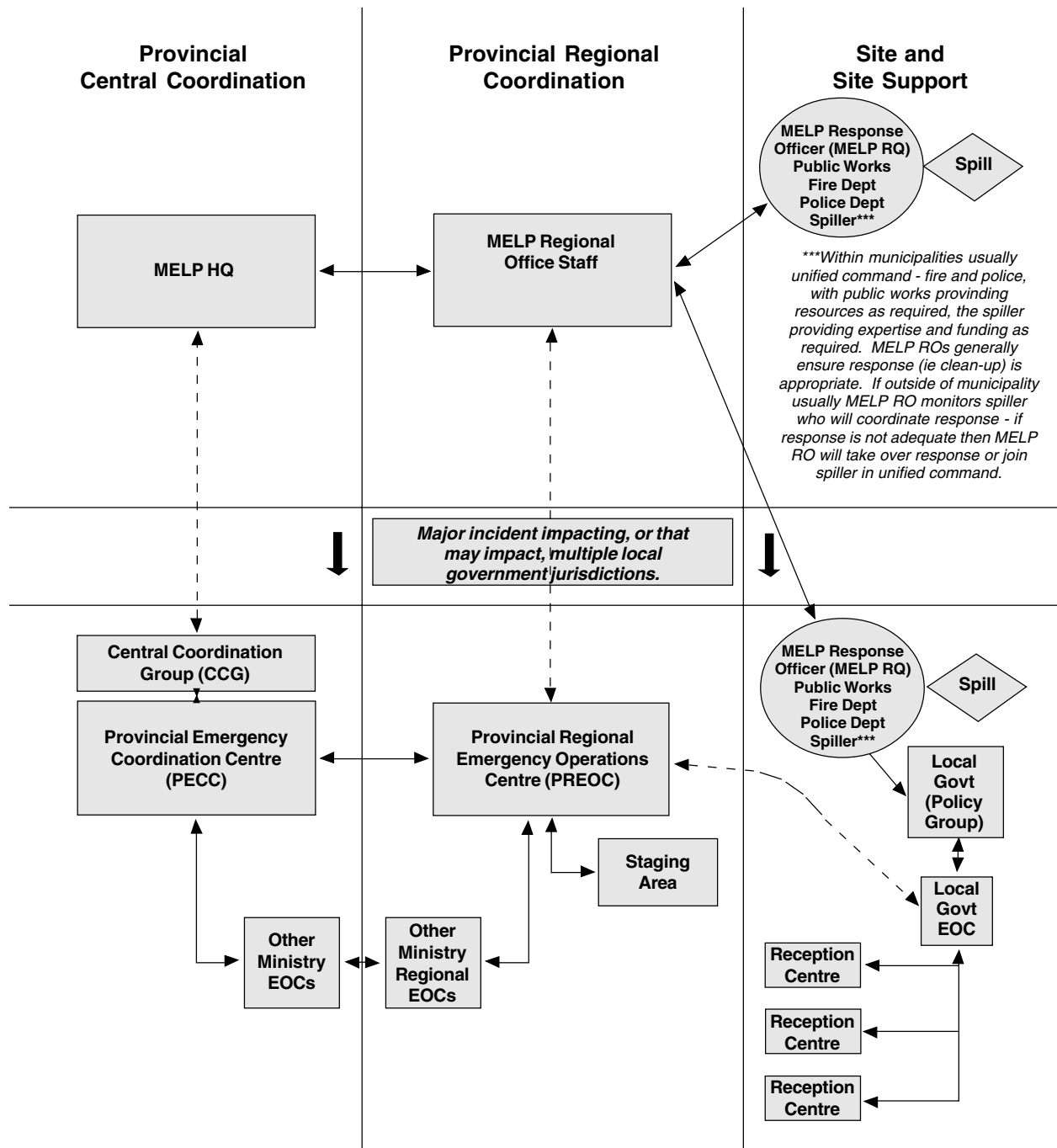
Key ministries may utilize a PREOC or the PECC facility to manage a response specific to their ministry. MELP may use both the PECC and a regional PREOC to manage a dangerous goods response that does not require the activation of the provincial emergency management structure. (See Figure 1-1.)

Key ministries also may draw upon TEAM members to staff ministry EOCs. In the unlikely event, that the provincial emergency management structure is activated, PEP would assist the ministry in re-locating their emergency operations. In principle, the two operations centres would not be co-located. As well, PEP will make PECC and PREOC facilities available for use by other ministries, for training and conducting ministry-specific exercises.

**Figure 1-2 Urban Interface Wildfire
Provincial Emergency Response Structure**



**Figure 1-3 Hazardous Materials
Provincial Emergency Response Structure**



1.15 Ministry or Agency Emergency Operations

Ministries and agencies such as MOF and BC Hydro have their own agency-specific emergency management structure. These structures include site, site support, and regional and central emergency operations centres.

While these emergency operations are primarily concerned with providing direction and support specific to their organization, under the BCERMS concept, they would interface with the provincial emergency management structure at every level.

The provincial emergency management structure would be activated in support of the key ministry when the event impacts the province as a whole, attracts significant media attention, is political or has political implications, or is beyond the capability of the ministry or organization to manage.

1.16 Emergency Social Services (ESS)

ESS operations are an integral component of emergency response and as such, the regional ESS EOC will be co-located with the PREOC.

Where space allows, the ESS EOC will be located within the regional PREOC facility. Where space is not available, the regional ESS EOC should be in a building located as close as possible to the PREOC.

An ESS representative will attend and participate fully in the PREOC operations.

1.17 Ethnic and Cultural Considerations

PREOC operations will make every effort to identify and respond to the multi-cultural composition of a specific region, such as multi-language requirements of the Lower Mainland.

When numbers warrant, public information will be provided in multiple languages.

The PREOC Director may engage representatives of multi-cultural communities as community representatives at the PREOC.

1.18 First Nations People

In accordance with an agreement between Indian and Northern Affairs Canada and the province, First Nations people residing on a reserve are entitled to the same level of emergency services as other British Columbia citizens.

Where an event impacts on First Nations people, the PREOC Director will ensure that:

- the Ministry of Aboriginal Affairs or Indian and Northern Affairs Canada regional staff are notified and invited to send a ministry or department representative to work within the PREOC,
- a First Nations liaison representative is appointed at the first opportunity,
- First Nations people are invited to participate in the planning process, in particular the recovery process, and
- Information is provided to First Nations people in a timely manner.

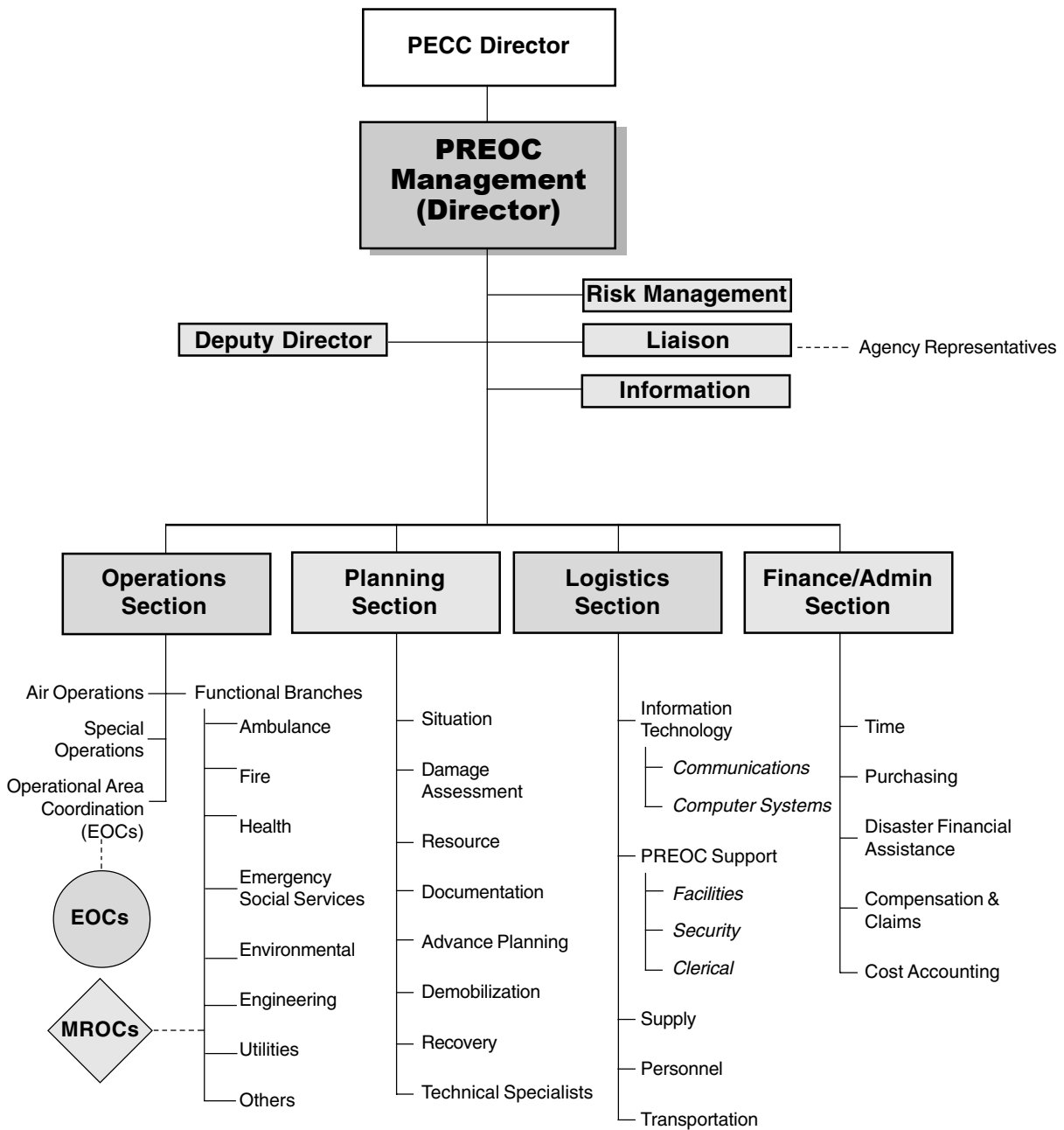
1.19 Temporary Emergency Assignment Management System (TEAMS)

TEAMS is a resource pool of provincial employees who are trained and experienced in the management of emergency operations. This resource pool provides an immediate activation capability for all emergency operations centre activities.

PEP Regional Managers must be cognizant of the fact that the TEAMS resources may not be sufficient to fully staff the regional PREOC. There may be a need for other volunteers willing to work within a PREOC.

Delegation: PEP Regional Managers have responsibility for the establishment and maintenance of regional TEAMS resources.

Figure 1-4 Provincial Regional PREOC Chart



1.20 PREOC Management Organization

Figure 1-5 Roles in PREOC Functions

Function	Role
Management	Responsible for overall emergency policy and coordination, public information and media relations, agency liaison, and proper risk management procedures through the joint efforts of provincial government agencies and private organizations.
Operations	Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the jurisdiction's Action Plan.
Planning	Responsible for collecting, evaluating, and disseminating information; developing the jurisdiction's Action Plan, and situational status in coordination with other functions; maintaining all PREOC documentation.
Logistics	Responsible for providing facilities, services, personnel, equipment and materials.
Finance/Administration	Responsible for financial activities and other administrative aspects.

Span of Control:

When span of control is exceeded in any of the five functions, PREOC elements should be activated. These include Branches, Groups and Units.

Titles:

The supervisor of each element in the PREOC has the following title:

PREOC Director
 Section Chief
 Branch Coordinator
 Group Coordinator
 Unit Coordinator.

General Staff:

The Operations, Planning, Logistics, and Finance/ Administration Section Chiefs constitute the PREOC General Staff. The General Staff are responsible for:

- overseeing the internal functioning of their section, and
- interacting with each other, the PREOC Director, and other entities within the PREOC to ensure the effective functioning of the PREOC organization.

Management Staff:

The PREOC Director may appoint persons to fill the PREOC Management Staff positions of Information Officer, Liaison Officer and Risk Management Officer.

Management Team:

The PREOC Director, General Staff and Management Staff function as the PREOC Management Team.

Policy Direction:

The PREOC provides information and resource needs and seeks clarification of provincial policy with the Provincial Emergency Coordination Centre (PECC).

The CCG provides policy direction to the PECC Director who, in turn, provides policy direction to the PREOC Director.

PREOC Structure:

The PREOC structure for a fully developed response organization is shown in Figure 1-4. It is important to remember that not every PREOC function and/or element will be filled in every emergency or disaster.

The situation at hand will dictate the functions and elements to be activated. As a minimum, an active PREOC requires only a PREOC Director. Other functions are staffed as needed.

Chapter 2 Concept of Operations

Part 1–Operations

2.0 Introduction

The concept of operations at the provincial regional level will reflect the need to adjust operational activities for **sudden unexpected** emergencies such as an industrial accident, dangerous goods spill, earthquake, etc., versus an **anticipated or slowly developing** emergency such as freshet flooding.

Application of these concepts may vary to some degree from region to region depending upon hazard, populations, and geography. A PREOC serving a large population area will, of necessity, have significantly more resources to manage.

2.1 Exercises

The PEP Regional Manager will arrange for the design, conduct and evaluation of one tabletop and one full activation PREOC hazard-specific exercise annually.

In principle, the PREOC will encourage and participate in every emergency exercise planned and conducted within a region. The level of participation will be dependent upon the nature and extent of the exercise.

PREOC TEAMS staff will simulate the support that would be expected from the PREOC level. A simulation will include the processing of a local declaration of a state of emergency and the preparation of situation reports and the testing of communications capabilities.

In every case, the PECC will be activated to practice processing both local and provincial declarations of a state of emergency and situation reports.

2.2 Staffing

Staffing Plan:

The PREOC Regional Manager is responsible for the development and maintenance of a PREOC staffing plan.

The staffing plan will take into account the various activation levels and the need to plan for the staffing on multiple shifts.

The PREOC Regional Manager will provide the ECC with a copy of the PREOC staffing plan.

Each regional PREOC staffing plan will be reviewed quarterly.

Staffing Requirements:

The PREOC must be able to function on a 24/7 basis from activation until de-activation. The PREOC Director will determine appropriate staffing for each activation level based upon an assessment of the current and projected situation.

Based on the previously described PREOC activation levels, plans should include at least two or three complete shift rosters of personnel for an initial period.

In principle, staff should not work a shift that extends beyond 8 to 12 hours.

Staffing Levels:

Level 1 - Pre-response/monitoring status, 0800 - 1630 hours daily with appropriate staffing.

Level 2 - Operational response, full 24/7 operation.

Level 3 - Major emergency, full 24/7 operation, for an extended period.

Reduced Staffing Options:

Duty Officer(s): A reduced staff of one or two persons handles all incidents affecting a section. This system might require several days' experience or preliminary training, but it is particularly useful during periods of reduced activity.

Reduced Staffing: The branch staff work longer shifts, or with fewer people than would usually be attempted, to provide relief to others. This is appropriate to allow short breaks for meals, etc. Reduced staffing can also be used to permit other staff activities to occur, such as a VIP briefing or a field visit.

Partial Stand-down: A branch or section within a branch may be left unstaffed temporarily to suit reduced activity levels. This approach may be possible during night hours when supporting functional organizations cannot operate and as response operations cease.

Convergence:

Convergence is where a large percentage of the staff, upon hearing of an emergency, simply converges on the PREOC. The Director must be aware of this possibility and must take immediate action to insure adequate staff will be rested and available for the next shift. This may require the Director to send some staff home.

Other Staffing Considerations:

Staff Rest: Time must be allowed for rest, meals, etc. The matter cannot be left to sort itself out; it must be planned and organized.

Briefings/Conferences: Activities at the PREOC that require all staff members to attend, other than during their shift, should be infrequent. They interrupt necessary rest time and can preclude such necessary events as site visits and media interviews.

Labour Relations: Rules and regulations regarding safety and overtime, etc. are not necessarily suspended because of the emergency.

Orientation and Training:

All personnel assigned to the PREOC must be provided a facility orientation that should include:

- an overview of the operation,
- current operating procedures,
- pertinent occupational health and safety considerations, and
- staff routine and amenities.

Transfer of Responsibilities (Shift Changes):

When a staff member transfers responsibilities to another, a simple but formal transfer briefing will be required. Shifts, therefore, should be no longer than 8 to 12 hours and should overlap by 15 minutes or so to prevent a staff position from being inadequately relieved.

A transfer briefing should summarize the activities of the past shift, identify "open" incidents or activities and, if time permits, be accompanied by a short written summary of the same information for later use during the operation or at a post-operation debriefing.

A shift change must be organized and offset to avoid having all PREOC staff change at the same time.

2.3 Delegation of Responsibility

ISSUE	Responsibility assigned to
Provincial Readiness Status	PEP HQ Chief of Operations
PREOC Readiness Status	PEP Regional Manager
PREOC De-mobilization	Central Coordination Group
PREOC Call-out Plan	PEP Regional Manager
PREOC Staffing Plan	PEP Regional Manager
PREOC Equipment	PEP Regional Manager
PREOC TEAMS	PEP Regional Manager
Post-Operation Debriefing	PEP Regional Manager

Regional Adaptation of OPS Guidelines	PEP Regional Manager
Mobile EOC Readiness	PEP HQ Chief of Operations
Post Operational Debriefing and	PEP Regional Manager
Resource Data base	PEP Regional Manager
PREOC Alternate Site	PEP Regional Manager
Telecommunication Contact List	PEP Regional Manager
Computer Systems Contact List	PEP Regional Manager
PREOC Exercises	PEP Regional Manager

2.4 Span of Control

Maintaining a reasonable span of control is the responsibility of every supervisor at all operational levels. The management structures maintain an effective supervisory span of control at each level of the organization.

An effective span of control is determined by the ability of each supervisor to monitor the activities of assigned staff and to communicate effectively with them. At no time should span of control exceed seven (7) staff for each supervisor. The optimum span of control range is five (5) staff per supervisor.

See Operational Area Coordination in Chapter 3 for an example of reducing span of control.

2.5 Readiness Status

The maintenance of the readiness status incorporates preparation and testing for a multitude of operational activities. The following are some of the critical operational activities:

- regular verification of contact communications links (phone numbers, facsimile numbers, and satellite phone numbers),
- a monthly check of all communications equipment (satellite phones, amateur radio links, e-mail, etc.),

- a regular check of all computer equipment and systems,
- the preparation and regular verification of hazard-specific information distribution lists, (fax, e-mail, phone),
- the preparation and regular verification of call-out procedures for TEAMS members,
- the preparation of staffing and shift schedule plans in advance, and
- the conduct of regular training and practice exercises.

Delegation: *The PEP HQ Chief of Operations is accountable for the overall readiness status of the provincial emergency response structure. The Chief of Operations will report quarterly to the Director of PEP on the readiness status of the province and each region.*

Delegation: *PEP Regional Managers are delegated responsibility for the maintenance of regional PREOC readiness status. Regional Managers are required to report quarterly on the readiness status of their respective regions and to report immediately any significant change. Regional Managers will be provided a financial spending authority immediately that the requirement to activate is authorized.*

2.6 Activation Procedures

Planned Event:

A PREOC will be activated whenever either a Local Authority or other ministry activates any other site support Emergency Operations Centre within the region.

The activation may be limited to one or more persons available to process information and/or process a declaration of a local emergency or a request for a declaration of a provincial state of emergency.

The PECC will be activated whenever a PREOC is activated.

The following have the authority to activate a PREOC:

- a PEP Regional Manager,
- a senior official from any KEY ministry,
- the Director of PEP or any member of the PEP management team,
- the co-chair of the CCG, or
- the Director of the PEC.

A decision with respect to the level of activation and staffing levels remains with the PEP Regional Manager, in consultation with the Director of the PECC. The activation level and staff resources will be adjusted in accordance with operational requirements.

No-Notice Event:

It is expected that the PEP ECC in Victoria will receive initial reports of major emergencies or disasters.

The ECC, in turn will contact the PEP Duty Manager and appropriate PEP Regional Manager who, after receiving the report, will consider whether the PREOC Management Team should be notified and which other agencies should be contacted.

Call-out for No-Notice Event:

The PEP Regional Manager is responsible for the development and maintenance of a PREOC call-out plan. The ECC will be provided with a copy of each regional plan and the call-out plan will be verified on a regular basis.

In a sudden unexpected emergency where it is self evident that the PREOC will be activated, the ECC Duty Officer has the authority to activate a PREOC call-out plan.

Where immediate activation is not an urgent requirement, the prior authority of one of the following will be obtained:

- a PEP Regional Manager,
- a senior official from any KEY ministry,
- the Director of PEP or any member of the PEP management team,

- the co-chair of the CCG, or
- the Director of the PECC.

Call-out of the PREOC Management Team will be coordinated through the ECC as outlined below.

The ECC staff will activate the call-out plan and will:

- provide details of the emergency,
- provide available death, injury or damage assessment information, particularly with respect to transportation routes,
- request immediate communications from the PREOC to confirm its activation, and
- confirm that the PREOC has been activated.

2.7 Activation Levels

These guidelines recognize three levels of potential activation. The term "event" is used to describe an occurrence based on the jurisdiction's pre-identified hazards. An "incident" describes one or more occurrences that happen as the direct result of an event.

Examples include:

- An earthquake is an event: any resulting fires or explosions are incidents within the earthquake event.
- A flood is an event: any resulting bridge or dike failure is an incident within the flood event.

The magnitude, scope, and stage of the event determine the level of PREOC activation. Only those PREOC functions and positions that are required to meet current response objectives need to be activated. Non-activated functions and positions will be the responsibility of the next highest level in the PREOC organization. Each PREOC function must have a person in charge.

The PREOC organizational structure should be flexible enough to expand and contract as needed. PREOC staff may be required to take on more than one position (role), as determined by the nature of the emergency event, availability of resources and/or as assigned by a supervisor.

LEVEL	EVENT REQUESTED	SUPPORT INTEREST	MEDIA	DECLARATIONS	PREOC ACTIVATION DETAILS
<p>1 - Minimum</p>	<p>Single event, e.g.: dangerous goods spill.</p> <p>Quickly over and requires only after-event response and recovery activity</p>	<p>Community, ministry, or agency EOC is activated; limited activation of the PREOC.</p>	<p>Could be high or low, resulting in deployment of information assistance from provincial govt.</p>	<p>Usually happens too rapidly to allow provincial declaration although local declaration may be used.</p>	<p>PREOC Director, Info. Chief and assistant, Operations, Planning, Logistics Chiefs as required, and one admin assistant.</p>
<p>2 - Mid-Level</p>	<p>Major or multiple events.</p> <p>Two or more community, ministry, or agency EOCs are activated.</p>	<p>Two or more community, ministry, or agency EOCs are activated.</p> <p>A request for provincial support is likely.</p> <p>The provincial emergency management structure is activated, including the CCG.</p>	<p>The event attracts a high degree of public and/or political attention.</p> <p>There is a loss of life or significant property damage requiring provincial disaster assistance.</p>	<p>Provincial state of emergency may be declared.</p>	<p>Each functional element of the emergency management structure to be staffed. The PREOC Director will adjust the staffing levels as required. This may involve one or more PREOCs and the PECC.</p>
<p>3 - Full</p>	<p>A major disaster has occurred that impacts a number of regions and multiple jurisdictions.</p>	<p>The provincial emergency management structure is fully activated, including the CCG and an ad hoc committee of Cabinet.</p>	<p>Large amount of media coverage requiring intensive Information planning and staffing.</p>	<p>A provincial state of emergency has been declared; national and international support has been requested.</p>	<p>All functional elements to be fully staffed.</p>

2.8 De-mobilization

The PREOC Director of an activated PREOC has the authority to adjust the level of activation and resources committed either upwards or downwards in accordance with operational needs.

A PREOC activated in accordance with the provincial emergency management structure must obtain the approval of the CCG prior to de-activation. A proposal for de-mobilization will be submitted in writing to the Director of the PECC, who will present the proposal, along with a recommendation for the consideration of the CCG. The CCG will respond in the form of a written directive.

Prior to the submission of a proposal to fully de-activate a PREOC, the PREOC Director will consult with all site support level community or ministry EOC Commanders or Directors.

A de-mobilization advisory will be distributed to all community, ministry, and agency regional representatives.

The PREOC Director must consider the requirements of de-mobilization from the outset. As individual functions are no longer required at the PREOC, their individual responsibilities are passed "upwards" to their immediate supervisor, and so on.

The Demobilization Unit Coordinator supervises and administers the termination process, staying behind, if necessary, after the PREOC is closed.

2.9 Management by Objectives

Introduction:

Management by objectives means that the PREOC, along with the other operational levels, establishes objectives to be achieved for a given timeframe, known as an "operational period". These objectives always relate to the response goals stated in Chapter 1. An objective is an aim or end of an action to be performed. It is commonly stated as "what" must be done.

Each objective may have one or more options or strategies for achieving the objective. Strategies are commonly stated as "how" actions should be performed. The PREOC concentrates on the "what", establishing priorities that the objectives may be based on.

Operational Periods:

An operational period is the length of time set by PREOC management to achieve a given set of objectives. The operational period may vary in length and will be determined largely by the dynamics of the emergency event. The initial period is about one to five hours, but commonly, an operational period is between 8 to 12 hours. It should not exceed 24 hours. Operational plans should be numbered (year/month/day - OP#).

Management Direction:

Management direction must follow the lines of authority established for the response organization. These lines are represented in the function and organization charts for each operational level. Among the different levels, command decisions and priorities are communicated between the Incident Commander and Directors of each level.

Every direction provided to a lower level within the emergency management structure must be **documented and logged**. Refer to Section 2.15, Resource Management.

Decision Making:

All decisions made in the PREOC require accurate and timely information as well as input and consultation from relevant staff members and agencies.

The PREOC Director is ultimately responsible for making key decisions on behalf of the PREOC. He/she does this in consultation with the PREOC Management Team and policy direction from Director of the PECC.

PREOC Director Decisions:

Issues that require a decision or approval from the PREOC Director include:

- establishing PREOC priorities and objectives,

- PREOC Action Plans,
- extraordinary resources requests,
- press releases and advisories,
- media briefings and interviews,
- public information bulletins,
- situation reports,
- evacuation orders,
- request for a Declaration of Provincial State of Emergency, and
- requests for mutual aid, provincial and/or federal assistance.

The PREOC Director must carefully assess, evaluate, and prioritize each issue requiring a decision/approval. Once the decision is made, it must be documented on the decision/approval log, assigned to applicable functions/positions for implementation and communicated to all appropriate PREOC staff and other operational levels. Briefings are commonly used to facilitate the decision-making process.

Action Plans:

PREOC Action Plans address the policies and priorities that support provincial/regional response activities and are an essential and required element in achieving objectives.

Preparing PREOC Action Plans is the responsibility of the Planning Section.

Planning Process:

There are five primary steps, in sequential order, to ensure a comprehensive Action Planning process:

1. understand the current situation,
2. establish priorities and objectives,
3. develop an Action Plan for the next operational period that supports priorities and objectives,
4. evaluate the Action Plan and obtain approval, and
5. anticipate/predict what will happen following implementation of the Action Plan.

Plan Components:

The PREOC Action Plan may consist of the following:

- PREOC policies and priorities,
- objectives,
- task assignment lists,
- attached references (e.g., communications plan, evacuation plan, organization chart, map, etc.), and
- a distribution list.

Plan Approval:

The PREOC Director is responsible for approving the Action Plan for each operational period. This is done in consultation with the PREOC Management Team to ensure accuracy of the current situation and timelines for actions to be taken.

Plan Implementation and Evaluation:

Once approved, the PREOC Management Team will assume responsibility for implementing their respective portions of the Action Plan. This includes monitoring and evaluating progress of the plan. The PREOC Director and Planning and Operations Section Chiefs should regularly assess work progress against the priorities, objectives and assignments contained in the Action Plan, making modifications where needed.

2.10 Information Management

Introduction:

The sections that follow under information and resource management are specifically designed to provide an overview of the Operations and Planning Sections and their responsibilities. Detailed duties are described in Chapter 3.

To function efficiently, the PREOC must receive timely and accurate information from the site support level and other ministry or agency operations centres. In the early stages of an emergency, EOC(s) are overwhelmed with demands and the transmittal of information to the next level may be delayed.

Without access to timely damage assessment information, a PREOC cannot efficiently deploy resources in order to save lives.

The Premier and/or other senior government officials alerted by media reports immediately seek information on the seriousness of an event. In order to maintain the confidence of senior government in the provincial emergency management structure, the Director of PEP requires a verbal report at the first opportunity.

The first staff to arrive at the PREOC following a sudden unexpected emergency should confirm the communications links with the site support or local EOC(s) and with the PECC. The first status reports may be made verbally, until the PREOC Situation Unit can become operational.

It is not acceptable to wait for initial reports to be provided from any other levels. PREOC staff needs to be **proactive** in seeking critical information. Media monitoring should start immediately, particularly with respect to damage assessment. Pro-active calls can be made to first responders such as ambulance or police dispatch centres or company operations centres, such as BC Hydro, BC Gas or rail companies.

PREOC Operations Centre Representative:

Although not shown as a separate function in Chapter 3, the PREOC Director may assign a PREOC representative to attend and work directly from a site support EOC, ministry, or agency central or regional operations centre at the first opportunity, e.g., a Ministry of Forests Fire Protection Area Command Centre.

The PREOC representative will be responsible for gathering and transmitting information to the PREOC in a timely manner. The representative will not assume any other function within the operations centre. She/he will normally update the relevant Operational Area Coordinator if these have been assigned - if not updates will be to designated Operations staff.

For example: representatives would be assigned to a local government EOC, a central or regional fire control centre or a military command post to facilitate the timely sharing of information. In a major disaster, such as flooding in the lower Fraser River Basin, 20 or more PREOC Operations Centre Representatives might be required.

The PREOC Director may choose to contract with community emergency coordinators from outside the impact area or experienced private contractors.

Delegation: The PEP Regional Manager is responsible for the development and maintenance of a contact list of persons who could be called upon to perform this function.

2.11 Information Display

Types of Information:

Information coming into and out of the PREOC must be managed carefully. There are four types of information transactions common to emergencies:

1. management direction,
2. reports, situation reporting, incident reports, press releases,
3. resource requests, and
4. general information.

In order to facilitate the sharing of information, the PREOC is equipped with whiteboards, chalkboards, flip charts, and possibly electronic easels. In addition, some PREOC facilities may have the ability to display critical issues on a screen using a digital projector.

The Plans Section Chief is responsible for assigning a staff member to maintain these displays. A staff member should be assigned full-time responsibility to maintain display information, as the updating of the displays is a continuous process.

Static Information Displayed:

Some information remains relevant throughout an entire event. While the display may have new information, the basic information is static. Static information display boards should be prepared in advance as part of the readiness status process.

- **Communications Link:** Immediately following activation, communications link information for the EOC(s) and PECC must be displayed. This information display will include the name of key contacts, e-mail addresses and phone numbers. As new names and contact numbers are obtained, they must be added to the communications link display.
- **PREOC Organizational Chart:** An organizational chart that displays the name of the current PREOC Director and Chief for each function needs to be prominently displayed.
- **Task Number, Event-specific Information:** Every staff member needs to be able to view event-specific information such as the task number, event name and expenditure authorization information.
- **Critical issues/trends Information:** The sharing of trends and critical priorities with all of the staff working within a PREOC is critical to the efficient operation of any PREOC. Every staff member in the PREOC must be able to see what critical life-saving issues are the current highest priorities. Generally, the top five critical issues will be displayed and the display will be continuously up-dated.
- **Critical Resources:** The PREOC Director may designate certain resource categories as critical. This information needs to be visible to every staff member.
- **Other Information:** Maps and status boards, operational area boundaries, etc. Also include priority directives from the PREOC Director, weather (current and for next operational period), completed reports (SITREPs, etc.), both incoming and outgoing.

2.12 Damage Assessment

In a sudden or unexpected emergency the ability to rapidly assess the level of death, injury or damage is critical to the efficient initial deployment of critical life-saving resources. Rapid damage assessment of transportation routes, along with an assessment of repair time and/or the availability of alternate routes, is particularly critical.

The ECC staff is charged with activation of the PECC, immediately following a sudden emergency. The staff assigned to the PECC will immediately commence the assessment of damage on behalf of the regional PREOCs.

The first staff to arrive at the PREOC will immediately receive a current damage assessment report from the PECC and will immediately begin to gather damage assessment information, with specific attention to areas where deaths or injuries have occurred and to transportation infrastructure.

In the first few hours, the timely sharing of damage assessment information between site support EOC(s), PREOC(s) and the PECC is critical. Therefore, verbal reports are acceptable in the initial activation phase when workload pressures may be overwhelming.

Each PREOC will obtain and maintain critical lifeline infrastructure maps.

Each PREOC will develop and exercise a rapid damage assessment capability.

Potential sources of information:

- the Ministry of Transportation and Highways is charged with providing a rapid damage assessment of highway transportation routes,
- media reports may be the most immediate source of information,
- field observation teams may also be assigned at any or all support levels, and
- joint plans for rapid damage assessment, in partnership with Canadian Forces, should be developed, where applicable.

2.13 Briefings and Conferences

General Briefings:

Briefings provide PREOC staff, external agencies, and the media with vital information they need to function effectively and efficiently. Information shared at a briefing can help clarify and validate situations so that appropriate decisions can be made.

Briefings may be as simple of making an announcement over a PA system or from the front of the room.

PREOC briefings can be held to:

- orient personnel to the PREOC facility and equipment,
- review policies and operational guidelines,
- establish priorities and objectives,
- keep staff informed as to the current situation, and
- approve Action Plans and SITREPs.

Management Team Briefings:

PREOC Management Team briefings will be facilitated by the Planning Section Chief and/or PREOC Director at pre-determined times. The Planning Chief should prepare a briefing agenda approved by the PREOC Director, which outlines the briefing format and objectives for the meeting. The agenda is distributed to Management Team members in advance of the meeting.

In the initial stages of PREOC activation, PREOC Management Team briefings should be held every two hours, or as required, to support response operations. The frequency of briefings may reduce as time goes on and extended operations continue.

PREOC Management Team members should come prepared to the briefings by preparing in advance information on:

- current situation (relevant to their function/role),
- unmet needs,
- future activities, and
- public information considerations.

Minutes from the briefings should be documented, approved by the PREOC Director, and distributed to the PREOC Management Team. Section Chiefs are then responsible for briefing their staff on the outcome of the PREOC Management Team meetings.

Information Exchange:

General information may be exchanged among members of a response organization at any given level. The lateral flow of information between functions is encouraged. In addition, a representative of a function at one level may wish to exchange information with a similar function one level above or below them. Verifying general information is an important step before taking action.

Standard three-part memorandum forms are to be used for all internal communications. These communications must be clearly marked with an originator's message number, originating date and time, and identify the originator's name and functional position. The same information is required when replying to an internal memorandum.

VIP/Elected or Senior Officials:

It is critically important to maintain the confidence of elected and senior government officials from all levels. These officials are accountable to the citizens and must be fully briefed in a timely manner in order that they may respond to public and media inquiries.

The co-chairs of the CCG will brief provincial elected and senior government officials. The PREOC Director or the Deputy Director should brief regional level officials regularly.

Tours of the PREOC are to be arranged by the Information Section and may be conducted by the Liaison Officer.

Caution: Elected or senior officials will not normally be allowed to remain within the PREOC during operations.

Media Briefings:

The B.C. Emergency Public Information Plan guides the provision of emergency public information, which includes information for event media briefings. This provides a process for:

- maintaining public confidence in the government response and recovery activities,
- communicating public warnings and alerts (e.g. restrict your phone use to emergencies only), and
- communicating a need for specific resources (e.g. call for volunteers, heavy equipment operators, etc.).

Caution: A failure to provide the media with timely, current meaningful information will create a vacuum, which may result in the distribution/publication of incorrect or misleading information.

The Information Section Chief arranges media briefings. The PREOC Director, in consultation with the Information Section Chief and the PECC Information Section Chief, will designate a regional media spokesperson. The spokesperson may be the PREOC Director or Deputy Director or a technical spokesperson such as a health or police branch coordinator.

Meetings/Conferences:

Meetings are an aid to the decision-making process. When staff from diverse backgrounds and different organizations work together to accomplish a single purpose, there will be a need to share ideas and to produce coordinated solutions.

Planning: Planning conferences are used to share information and expertise in the development strategic objectives and work Action Plans.

The conference should be chaired by the PREOC Director or Deputy Director and be attended by all principle (senior) staff. An agenda should be prepared and decisions and follow-up actions documented.

Normally a planning conference is held during a period of reduced activity.

Impromptu: The impromptu conference can be likened to a football huddle. The Director (or a Section Chief) calls it when appropriate, when there is an opportunity to get the attention of all of the staff present.

Obviously, only the staff on shift will be able to attend, and the impromptu conference will be brief. The usual formalities of conferences will not be applied, but any decisions reached should be logged.

Post-Operational Debriefing:

The Operations Section Chief is responsible for the conduct of post-operational debriefing meetings, collating the feedback forms and compiling a post-operational report.

The PREOC Director must approve the report prior to transmittal to the Director of the PECC and distribution to all staff and agency representatives.

A post-operation debriefing will be held within two weeks of the de-mobilization of the PREOC and immediately following any PREOC exercise.

A post-operational review feedback form will be made available to all staff who worked in the PREOC.

Staff will be directed to document concerns and issues during the actual conduct of the operation or exercise. In addition, staff should be asked to submit their documented concerns or issues before they leave the centre for the last time.

A debriefing must be held as soon as possible after de-mobilization. A delay in excess of two weeks will reduce the effectiveness of the debriefing.

While all staff should be encouraged to participate, it is acceptable to have the Chief of each specific function correlate concerns originating from section or unit staff.

Implementation and Tracking of Recommendations:

Lessons learned will be documented in the form of recommendations.

Multiple recommendations on the same basic issue will be organized in categories and prioritized.

A work Action Plan, which includes the assignment of responsibility for follow-up action, should be prepared for each recommendation.

Recommendations must be directed to the appropriate level of authority, e.g. a change to the *Operational Guidelines* would be directed to the Director of PEP.

There must be a formal process for the assessment, acceptance, or rejection of every recommendation.

Delegation: The PEP Regional Manager is responsible for the tracking and implementation of recommendations, which originate from operations within his/her region. A copy of the debriefing document and work Action Plans will be forwarded to the PEP HQ Chief of Operations.

2.14 Forms and Templates

Forms (including Reports):

The PREOC will receive a variety of reports and/or forms from both higher and lower levels. The PREOC is then responsible for correlating the information from these reports and submitting their own reports (using the forms in Chapter 4), in a timely manner and on a regular basis to the PECC.

The PREOC should also widely distribute its reports throughout the emergency management system and to local communities as deemed appropriate. There may be occasions when, due to the sensitivity of the information, CONFIDENTIAL reports with restricted distribution will be required.

Preparedness Advisory:

In a developing emergency such as an extreme threat of urban interface fires or flooding, local communities are often anxious and concerned.

The PREOC will keep local communities within a region informed of regional emergency preparedness activities, regardless of whether or not the community is directly impacted by a specific event.

Refer to Chapter 4, Forms and Templates, PREOC Form 704, PREOC Preparedness Advisory.

Situation Report (SITREP):

The Planning Section, Situation Unit, is responsible for the gathering and correlation of the information necessary to prepare a situation report.

The critical need to obtain and share situation report information in a timely manner cannot be stressed too strongly. Situation report information, which will contain initial damage and injury assessment information, is critical to the determination of activation levels and deployment of resources.

In a sudden unexpected emergency, **initial** SITREPs will be made **verbally** to the next level within the provincial emergency management structure.

The first PREOC staff to arrive following a sudden unexpected emergency will act pro-actively to seek out situation information from other levels.

CAUTION: Often a situation report is delayed while PREOC staff waits for additional information or clarification of facts. The prime consideration is prompt submission; should new information be received, a follow-up SITREP can be submitted.

Correlation of Information:

All personnel must forward incident situation information to the Situation Unit in the Planning Section. Collecting situation data may involve a number of sources, including the Operations Section, Logistics Section, and the Information Section at a given level. Situation information is also received from lower and higher levels.

A PREOC should receive regular situation reports from any activated EOC(s) and/or jurisdictions within their region as well as from activated provincial MROC(s) and the PECC. PREOC EOC Representatives (who report through PREOC Operations), can play a critical role in insuring the timely sharing of information.

Following the collection and analysis of important information, the Planning function supports operational decisions and summarizes situation information for the PREOC Director's approval.

Following approval, the SITREP is distributed internally and externally in accordance with the pre-prepared distribution lists.

Scheduled Submission:

In a developing event that extends over a period, such as a flood, the Director of the PECC and PREOC will agree upon a schedule for PREOC submissions. Normally the schedule includes an overnight daily submission in order that the PECC can compile and distribute a PECC daily SITREP to government in the morning. When circumstances warrant, twice daily or more frequent reports may be required.

Section Chiefs are responsible for providing the PREOC Director with periodic verbal or written updates to the SITREP. The PREOC Director should then take steps to brief all PREOC staff on the collective situation. A short conference may be most appropriate.

Incident Reports:

Incident Reports are a notification of information on an emergency situation or serious incident (e.g., loss of numerous lives, mass evacuation) that should be communicated immediately without waiting for routine SITREP times.

These may be received from EOC(s), DOC(s), or MROC(s), particularly if it is an incident, the reporting of which cannot wait until the next scheduled SITREP. The PREOC Director may, in turn, instruct that a PREOC Incident Report be drafted for the PECC.

Example: *During a flood event, a debris flow destroys a bridge on the main evacuation route. This information must be immediately communicated to ensure that contingency plans can be implemented to establish alternate routes from the operational area.*

Refer to Chapter 4, for SITREP and Incident Report templates. Also refer to Annex C for instructions on completion.

After Action Report:

The PREOC Director is responsible for ensuring that an After Action evaluation report is prepared on all aspects of the emergency response organization under her/his control. In addition, the PREOC Director is responsible for ensuring that all document records are complete and available in the event of a public inquiry.

Resource Requests:

Refer to Resource Management Section that follows.

2.15 Resource Management

At all operational levels, there will be some functional activity related to managing resources. This will vary from level to level in terms of directing, coordinating, or inventorying resources. Resources managed by the PREOC will usually be in a transit mode to an affected area, or at a marshalling area awaiting disbursement to a staging area closer to the scene of the incident(s). Resources assigned to an emergency event at any level may come as materiel or as personnel resources (individuals or teams).

Resource Request Process:

A Local Authority or agency has the primary responsibility of utilizing local resources to their full capacity before requesting provincial resources.

When a specific resource is not available or a category of resources is beyond the capability of the site or site support levels, a request for resources will be forwarded to the PREOC, e.g. a request for additional sandbags and/or a sandbag machine.

Resource requests require coordination amongst a variety of sections and agency representatives. Multiple resource requests, which may be received by a wide variety of means, must be tracked to ensure no critical request is lost.

Requests must be vetted, prioritized, assigned, tracked and the action taken signed off by the PREOC Director or Deputy Director before being closed.

Resource Priority Levels:

All resource requests should be assigned one of the following priority levels:

- **Emergency** - having life and death urgency.
- **Priority** - important to support operations in a specific time period.
- **Routine** - supports regular operations.

Critical Resource Designation:

When a specific resource is in demand by multiple agencies and/or jurisdictions and there is a limited supply, a PREOC may designate the resource as a "critical resource".

When any resource is designated as a critical resource for a specific region, the PREOC Director must ensure that all other BCERM levels are advised of the designation.

The Director of the PECC may choose to apply the critical designation province-wide.

When a resource has been designated as critical, Logistic Section staff should be assigned to manage the allocation of this specific resource full-time.

Resource Status:

The Logistics Section should assign one of the following status conditions to those resources in high demand:

- available,
- assigned, and
- out-of-service.

Delegation:

The Operations Chief is responsible for the information and resource tracking process. The Operations Section will produce regular reports organized by issue and priority and distribute the reports within the PREOC.

Logging and Tracking of Resource Requests:

The PREOC will establish a manual or automated process for logging and tracking all resource requests.

The Operations Chief will assign responsibility for the management of the PREOC logging and tracking process. Regular reports organized by priority should be produced and distributed.

The PREOC Director must ensure that all decisions, direction, and expenditure authorizations provided to other Emergency Operations Centres are documented and provided to the data entry unit.

The tracking process must have two distinct functions:

1. **Decision tracking** - Track and document all decisions, such as direction given and expenditures authorized.

A copy of the expenditure authorization logging document must accompany all expenditure invoices submitted for payment following the event.

2. **Resource Request and Action Tracking** - Log, track, assign, prioritize and document action taken and deployment of resources.

Requests must be vetted, prioritized, assigned, tracked and signed off by PREOC Management when closed.

The PREOC Management Team must be able to determine the status of all resource requests, the sections assigned responsibility for action, and the details of any action taken or planned.

Critical resource requests and their status should be displayed on a board or screen so that all PREOC staff is fully aware of critical issues.

This information is critical during the briefing and shift change process.

2.16 Risk Management

Good risk management practices will be applied to all of the activities of the PREOC.

The position of Risk Management Officer provides expertise with respect to the application of risk management principals. The PREOC shall incorporate the principles of risk management in the development of all PREOC Action Plans.

The Risk Management Officer informs the PREOC Director of all significant risk issues and provides information as and when appropriate.

Risk Management Tasks:

The PREOC risk management shall include the following:

- identification and analysis of loss exposures for the following categories: personnel, property and liability,
- promotion of risk management using the following techniques: exposure avoidance, loss prevention, loss reduction, segregation of exposures, through separation or duplication, contractual risk transfer, and risk financing, and
- monitoring of the occupational health and safety program within PREOC facility.

Safety Officer:

The PREOC not only may have direct responsibility for site operations (unincorporated areas) but also has a duty to assist municipal EOCs, that report to the PREOC, with safety issues and would therefore require the services of a Safety Officer. This position will function in the Risk Management Section.

2.17 Emergency Public Information

Introduction:

These operational guidelines must be applied in concert with the following publications:

- BCERMS Overview, Chapter 4, Section 4.6,
- BCERMS PECC Operational Guidelines,
- BCERMS EOC Operational Guidelines,
- BC Emergency Public Information Plan,
- PREOC Chapter 1, Introduction Section, and
- PREOC Chapter 3, Checklists.

Information Section Organization:

The Emergency Public Information functions at the provincial regional level (PREOC) are complex and multi-faceted, requiring numerous Information Officers. The Information staff will function as a Section with designated units or branches as required. For example: potential individual units might include media monitoring/media relations, writing, tour planning, and a public information toll-free call centre.

Reporting Relationships:

The Information Officer function is part of the PREOC management staff and reports to the PREOC Director. Regardless of this direct reporting relationship, the PREOC Information staff work very closely with the PECC Information Section and the BC Communications Central Coordination Group (CCG) representative. This functional reporting relationship will develop overall provincial public information strategies.

The Information Section Chief is responsible for ensuring that the PREOC Director is fully informed with respect to these strategies.

While the Information Section staff have no **oversight** authority with respect to community or agency information activities, every effort to coordinate the provincial activities with communities or other agencies must be made. In an event such as the Pine River oil spill, where a private company played a major role, the Director of the PREOC will insist that the company assign a Information Officer to work directly from the PREOC in order to ensure coordination.

Management Staff Responsibilities:

- keep the PREOC Director and management staff fully informed of provincial public information strategies,
- attend all PREOC command staff briefings, PECC Information Section briefings, and CCG briefings, as required,
- hold regular briefings with PREOC Information Section staff, including toll-free operators,
- develop an event-specific plan to coordinate the PREOC public information activities and ensure it is compatible with the overall provincial public information strategies, and
- ensure the PREOC Director approves all public materials before release and, if more than routine information, work with the PECC Information Section Chief.

Information Section Staffing:

The number of resources committed to the Information Officer function at each level is directly dependent upon the nature and extent of the disaster.

In smaller emergencies, several activity areas may be assigned to one person. For example: media relations and issue management may be combined, or writing and Web site management.

Regardless of the activation level, every activated PREOC will have a minimum of two Information Officers, with one being designated as the Information Section Chief responsible for all PREOC Information Section activities and materials.

This Information Section Chief will report directly to the PREOC Director and will participate in all PREOC briefing and planning sessions.

Immediately after activation and on an ongoing basis, the Information Section Chief will consult with the Director of the PREOC and the PECC Information Section Chief to confirm an adequate level of staffing.

Administrative Support:

Regardless of the level of activation, both the PREOC, as a whole, and the Information Section, specifically, must have administrative support assigned at the first opportunity. Lessons learned have repeatedly identified the need for administrative support, as failure to assign this support resulted in an unacceptable level of delay in the processing of information.

Duty Functions:

Refer to *BCERMS Overview*, Chapter 4, Support Levels, and Section 4.6 Information Officer.

Refer to *PREOC Operational Guidelines*, Chapter 3, Position Checklists and Aids, Section 3.6 Information Officer.

Logistics Support:

The Information staff will work directly within the PREOC structure. Location of the Information Section staff in another building or location is not acceptable.

The Logistics Section is responsible for the provision of adequate space, equipment, telephones, and other equipment and supplies as required.

Particular note will be paid to the function-specific communications requirements of the Information Section.

The Logistics Section is also responsible for the location and equipping of a media centre/press room.

Media Centre/Press Room:

In principle, the media will only be allowed a guided tour of the PREOC where they can take photos. On no occasion will the media be allowed to remain within the PREOC unescorted nor will a press conference or media briefing be held within the PREOC area.

The Logistics Section Chief will, in consultation with the Information Section Chief, locate a room which can be designated the media centre or press room. The media centre should be in a separate building located close to the PREOC. Press conferences and media briefings will be held in this room and the media will be allowed to work out of this room. When telephones or fax machines are required, the Logistics Section is responsible for providing this equipment.

Toll-Free Public Information Phone Service (Call Centre):

In order to maintain the confidence of the public in the ability of their government to respond to an emergency event, it is necessary to provide public information in a timely and accurate manner.

In principle, the PREOC will not directly accept public calls. The PREOC telephone operator must have somewhere to refer public inquires.

Another important aspect of providing timely public information is the activation of the pre-established province-wide toll-free number (1-800-311-7044). This number is the only PREOC operator-answered public information line number that should be used and promoted in an emergency. The one number (1-800-311-7044) serves all activated PREOC(s), and electronically routes the appropriate call to the applicable PREOC by reading the caller's telephone number prefix if the PREOC has activated the toll-free line.

Staffing of operators at the PREOC level is the responsibility of the PREOC Information Section. An Information Officer should regularly brief the operators so that they can answer the majority of public enquiries without interrupting other PREOC staff. Call centre operators should always receive copies of all public information materials before they are released to the media and the public so those operators have current information available at all times.

When planning to activate the toll-free call centre, work with the Logistics Section to ensure that space, phone lines, furniture and equipment is available. The toll-free call centre should not be part of the main PREOC area, but it should be located nearby so that information sharing is easy.

To activate the pre-established province-wide toll-free number (1-800-311-7044) for a PREOC, contact the PEP Information Officer. Only PREOC(s) have province-wide operator answered phone lines.

In non-emergency times (when no PREOC is activated), the pre-established province-wide toll-free number is electronically routed to the ECC.

If a toll-free number cannot be established at a PREOC, collect calls should be accepted.

Region-specific information should also be provided to the PECC Information Section to be included in updates to the pre-recorded toll-free messaging phone line which is coordinated at the PECC level.

Multi-lingual Services:

Should any translation services be required for the PREOC toll-free call centre, PEP has a contract with MOSAIC Interpreting Services to provide service on an as-needed basis for individual calls. Multicultural translators are available 24 hours a day at: 604-254-8617. Most languages can be accommodated within 15 minutes.

2.18 Logistics Function

General:

To incorporate Logistics support within the province-wide emergency management structure, the province will:

- establish protocols and procedures with the Purchasing Commission for resource procurement within regions and from provincial, national or international sources,
- identify additional delivery system, storage, accounting and critical equipment and supply control and allocation needs, and

- incorporate the tasking protocols for air support operations (through existing MOF contractual arrangements), within the logistics element at both CCG/PECC and PREOC levels.

The Purchasing Commission will ensure that a representative is assigned on call to designated PREOC(s) on request (24/7 if necessary) to action resource requirements that are beyond government holdings. (PREOC Directors should note the limited regional representation of the commission and that its personnel support to PREOC(s) will be prioritized.)

Critical Resources:

The initial assignment, movement of, and authority to reposition or distribute critical resources between regions are controlled by the CCG/PECC. Critical resources may include provincial government assigned or designated flood-fighting response teams, aviation resources, sandbags and sandbag-filling machines.

Emergency Accommodation for Evacuees:

The primary supporting ministries are MSDES/ESS Branch, the Ministry for Children and Families and the British Columbia Housing Management Commission (BCHMC). Municipal requirements and anticipated needs for emergency social services are communicated from the Local Authority to the PREOC(s), supported, where necessary, by other agencies as arranged by PREOCs. All co-ordination with BCHMC is conducted by or through MSDES/ESS personnel

2.19 Finance and Administration Function

Expenditure Control:

A PEP task number will be assigned to regions, via PEP Regional Managers, for PREOC set-up. Task numbers for flood-related emergency responses will be issued as and when required.

The following will be observed with respect to expenditure management:

- All expenditures must be pre-authorized by the PEP Director/PECC Director or PEP Regional Manager/PREOC Director. The CCG may, as required, designate such other persons as deemed necessary.
- PEP Regional Managers will be provided an appropriate spending authority to maintain PREOCs at the required level of operational readiness. Upon activation, spending authority will be reviewed and adjusted accordingly to meet immediate requirements.
- Upon activation, PREOC Directors will be provided a spending authority.
- During certain operations such as 3rd phase flooding, PREOC Directors or designated principal PREOC staff may authorize expenditures for response or support activity for up to \$100,000 per flood response site or jurisdiction to protect life, private property or local or provincial government infrastructure. Any single expenditure exceeding \$100,000 must be pre-authorized by the Director PEP or the CCG Co-chair.
- Ministries/agencies must ensure that all expenditures that will result in journal voucher action are authorized using an expenditure authorization form (PREOC Form 730) completed and signed by the PECC/PREOC Director. The agency initiating the expenditure is provided a copy of the authorization form, a copy is retained by the PECC/PREOC and a copy forwarded to PEP Headquarters in Victoria.
- An ESS Referral Form completed and signed by a designated spending authority must accompany all ESS expenditures.

Invoices/expenditures will NOT be processed unless accompanied by duly completed and authorized supporting documentation.

Inventory Control:

An equipment inventory will be maintained to record all non-consumable material purchased under a PEP task number. On demobilization, a copy of the inventory indicating current disposition will be forwarded to PEP Headquarters as part of the PREOC post-operation report.

2.20 Telecommunication and Computer Systems

The following is the telecommunication hierarchy:

- e-mail, the PECC and each PREOC will be provided with a generic e-mail address,
- facsimile machine,
- telephone (line, cellular and satellite, including links),
- satellite phones,
- amateur radio, and
- courier.

Roles and Responsibilities:

The Supervisor of Information and Communication Technology and the Telecommunications and Systems Officer, are responsible for the provision of telecommunications and systems support for all PREOCs.

PREOC Contact Directory Delegation:

The PEP Regional Manager is responsible for the development and maintenance of a PREOC regional-specific *Contact Directory*, which identifies regional telecommunications and computer systems resources that might be called upon in response to an emergency.

Emergency Radio Communication (Amateur Radio):

The PEP Regional Manager is responsible for the recruiting, management and support of volunteer amateur radio operators services at the regional level.

Computer Systems (CS):

- providing ready access to computer resources and services,

- providing internet and e-mail access,
- providing data link connections with the next higher and lower operational levels,
- maintaining hardware and software standards for PREOC computer(s),
- problem solving,
- supporting EM2000 operations, and
- providing expertise and advise with respect to new technology.

Refer to Annex D, Telecommunications and Computer Systems.

2.21 Declaration of Emergency

Declaration of a State of Local Emergency:

A Local Authority, as defined by the *Emergency Program Act* has the authority to declare a state of local emergency, in order to exercise the extraordinary powers that are designated within the Act.

When a PREOC is activated, it will process the local emergency declaration in accordance with the details stipulated in Annex A, Declaration of Emergency.

Declaration of a State of Provincial Emergency:

The PREOC is responsible for processing a request for a declaration of a state of provincial emergency. The request will be directed to the PECC Director and should include both a description of the area and extraordinary powers which are required under the declared state of emergency.

When a provincial state of emergency has been declared for a geographic area located within the regional jurisdiction of the PREOC, the PREOC is responsible for assigning the authority to apply the extraordinary powers to those persons and organizations that require the extraordinary powers.

The PREOC Director is accountable for the application of these extraordinary powers.

Refer to Annex A, Declaration of Emergency.

2.22 Evacuation

The PREOC will co-ordinate the provision of provincial support when a Local Authority recommends a voluntary evacuation or orders an evacuation in accordance with a local declaration of emergency or other legislation. Evacuations that impact significant numbers of people generally involve a request for provincial Personnel Disaster Assistance (PDA) and/or Disaster Financial Assistance.

The PREOC would also be required to coordinate evacuations that transgress local community boundaries or involve provincial institutions such as hospitals: long-term care facilities, schools, or correctional institutions. In addition, the PREOC has primary responsibility for managing the evacuation of citizens from unorganized areas of the province where there is no Local Authority that has assumed responsibility.

The province will apply the following principles:

- a voluntary advisory to evacuate is preferable to an ordered evacuation, and
- in practice, the province will not remove citizens by force.

An ordered evacuation must be preceded by a declared state of local emergency or a declared state of provincial emergency. Other authorities may also order evacuations under specific conditions:

- The Ministry of Health has considerable statutory authority under the *Health Act* for evacuation and/or restricting movement in respect to health issues such as epidemics.
- The *Forests Practices Code of BC Act* enables the removal of persons who may interfere with fighting forest fires.
- The *Waste Management Act* provides the authority to evacuate persons if a dangerous goods spill poses a health hazard.
- In a fire hazard or risk of explosion situation, the *Fire Services Act* provides the authority for the Fire Commissioner to evacuate a building or area.

Refer to Annex B, Evacuation.

2.23 Recovery and Reconstruction

PREOC(s) must be prepared to make the transition to recovery and reconstruction operations on direction of the CCG.

Short-term relief:

- provision of interim housing,
- repair and restoration of lifeline utilities,
- emergency repair of vital transportation systems,
- building safety inspections,
- provision of critical incident stress counselling for response staff and community,
- debris removal and clean-up,
- restoration of social and health services,
- restoration of normal community and provincial services,
- coordination of local, provincial and federal damage assessments,
- re-occupancy of structures,
- economic recovery, including sites for business resumption,
- building demolition, and
- formation of recovery task force.

Long-term Recovery:

- debris management,
- hazard mitigation,
- reconstruction of permanent housing,
- reconstruction of commercial facilities,
- reconstruction of transportation systems, and
- implementation of long-term economic recovery.

Part 2–Administrative Procedures

2.24 Office Management

Administrative Support:

The need to plan for the immediate availability of administrative support cannot be stressed too strongly. Failure to have immediate or adequate administrative support will cause unacceptable delay and place significant additional stress on the other staff.

Documentation:

All PREOC activities require some form of documentation and record keeping. There should be prepared forms for each PREOC function responsibility. Which forms require completion are dependent on the agencies involved and the scope and impact of the emergency event.

It is extremely important to accurately document actions taken during emergencies.

There must be a documented record of all policy, public information, and media releases. PREOC decisions and direction resource requests must also be logged and tracked to ensure the response provided is recorded. Refer to the Resource Management, Section 2.15.

All positions are required to keep a personal and functional position log during events. This will assist in tracking and monitoring the effectiveness of the PREOC Action Plans and any provincial response taken.

Forms Management:

Sample forms for each PREOC function/position are contained in Section 4, Forms and Templates, of these guidelines.

General considerations when completing PREOC forms and paperwork should include:

- print or type all entries,
- enter dates by year/month/day format,
- use 24-hour clock time,

- enter name, position, date and time on all forms, and
- fill in all blanks; use N/A (not applicable) as appropriate.

Copies of all-important documents (including individual position logs) should be forwarded to Planning/Documentation Unit for safekeeping.

Use of Plain Language:

Use of acronyms, abbreviations, and jargon should be avoided, particularly in written, external correspondence. Even internal to the PREOC, the diverse backgrounds of the staff warrants careful consideration of anything other than simple English.

2.25 Facilities

Site Selection - Alternate Location:

Regional plans need to take into account potential need for an alternate PREOC site.

Security:

PREOC security will be activated at the first opportunity. All staff will be required to sign in and out on the prescribed form. Refer to Chapter 4, Forms and Templates, PREOC Form 611. The sign-in and sign-out form will be utilized to calculate and document overtime hours.

Unauthorized persons will not be allowed into or to remain in the PREOC without being escorted.

Under no circumstances will media persons be allowed to enter an emergency operations centre unescorted or remain within a centre. Media will only be allowed to visit the centre, take pictures, and view operations while escorted.

Every person in the PREOC must be identified by means of a colour-coded vest. No exceptions will be allowed except visitors on escorted tours.

The local police dispatch centre should be alerted to the activation of the PREOC, in order to ensure an immediate 911 response in the event of a security breach.

Personnel and Facility Identification:

In conjunction with the application of common terminology within the emergency management structure, it is **essential** to have a common identification system for facilities and personnel filling positions. The following identifying colours for specific functions must be used by all agencies that work within a PREOC:

Green	--	Director and Deputy Director
Red	--	Management
Orange	--	Operations
Blue	--	Planning
Yellow	--	Logistics
Grey	--	Finance/Administration

Identification vests will be worn at all times. These identifiers do not preclude any personnel from wearing their agency's insignia or uniform.

Signs identifying the location of each PREOC function, branch and unit should be posted for visual ease. PREOC facilities (exterior) should also be marked with appropriate signage.

Essential Equipment and Plans:

Maps	Copies of maps and relevant reference materials will be stored in the PREOC facility for quick access.
Emergency Plans	Copies of community and regional ministry and agency plans will be maintained within the PREOC.
Resource Availability Plan	A planning document, which identifies critical resources within the region and the contact numbers, will be maintained in the PREOC.

Emergency Survival:

The PREOC will maintain appropriate rescue equipment and an emergency supply of essential food, water and basic survival supplies for three days (72 hours).

2.26 Personnel Support

Routines:

A bulletin board should be identified and used to post all notices of interest to the PREOC staff. Shift routines should be prepared as far in advance as possible and posted prominently.

Personnel Status Boards:

A board with the names of all staff and liaison representatives, the ministry or agency they represent, and their phone numbers should be prominently displayed. A location board is required, indicating the whereabouts of all staff when absent from the PREOC, whether on or off duty.

Meals:

In accordance with the provisions of the collective agreement, employees are entitled to a meal break during their shift. Therefore, managers should make every effort to ensure all staff has an opportunity to rest and eat meals away from their workstation.

Accommodation:

Staff brought in from other regions will require accommodation. The Regional Manager will maintain a planning document which arranges for temporary emergency accommodation for PREOC staff. The Logistics Section will implement this planning document.

The PREOC will maintain a supply of toilet articles, e.g., soap, towels, toothbrushes, and paste for emergency issue.

Overtime/Call-Out:

In the event that a portion or all of the PREOC is activated to coordinate the provincial response to an emergency, provincial government employees may be required to work regular hours during non-regular shifts (e.g., an evening, night or weekend instead of a regular weekday shift). Depending on operational requirements, personnel may be required to work some overtime as well.

If an emergency requires provincial employees to be placed on standby or to be called in on short notice they will be compensated in accordance with the provisions of the collective agreement.

Overtime and/or call-out may be authorized by the PREOC Director and will be charged to the task number.

2.27 Occupational Health and Safety

General:

PREOCs will maintain an occupational health and safety program in accordance with Workers' Compensation Board regulations.

Infrastructure:

PREOC facility, equipment, and workplaces must be maintained in such a condition that staff will not be endangered.

Fire Safety:

All staff must be given adequate instruction in the fire prevention and emergency evacuation procedures applicable to their workplace.

Emergency Procedures:

Emergency means of escape must be provided from any work area in which the malfunctioning of equipment or a work process could create an immediate danger to workers and the regular means of exit could become dangerous or unusable.

Emergency exit routes must be designed and marked to provide quick and unimpeded exit. At least once each year, emergency drills must be held to ensure awareness and effectiveness of emergency exit routes and procedures, and a record of the drills must be kept.

Written emergency procedures, including rescue and evacuation, are required for:

- work at high angles,
- work in confined spaces or where there is a risk of entrapment,

- work with hazardous substances,
- underground work,
- work on or over water, and
- workplaces where there are persons who require physical assistance to be moved.

First Aid:

Workplace-Provide occupational first aid coverage to include one Level 1 first aid attendant, with a Level 1 first aid kit, per shift per 11 to 50 personnel.

Vehicles-All vehicles used to transport personnel must be provided with the following:

Seating Capacity (including driver)	Certification of Attendant	Type/size of Kit
1 worker	N/A	Personal Kit
2 to 6 personnel	N/A	Basic Kit
7 or more personnel	Level 1 with transportation endorsement	Level 1

Patient Transportation:

Post written procedures for transporting injured workers, including workers requiring stretcher transport, including:

- who and how to call for transportation, and
- prearranged routes in and out of the workplace and to the hospital or other place of medical treatment.

Ensure that the attendant and all other persons authorized to call for transport are informed of the procedures.

Safety Officer:

In high-risk situations, a Safety Officer may be appointed to coordinate the PREOC occupational health and safety program.

Annex A

Declaration of Emergency

Local State of Emergency

In all emergencies, regardless of the threat, the local government has the primary responsibility for response. The British Columbia government acts in support of local government when the need for response exceeds the capabilities of the local government.

Not all communities are "a Local Authority" as defined the *Emergency Program Act*. A "Local Authority" is defined as:

- For a municipality, it is the Municipal Council.
- For an electoral area in a Regional District, the local authority is the Board of the Regional District if the Regional District has been granted the powers of a municipality under section 800 (2)(a) of the *Municipal Act*.

A Local Authority NEED NOT declare a local emergency for the following:

- to implement part or all of an emergency response plan,
- to gain liability protection under the *Emergency Program Act*, or
- to qualify for disaster financial assistance under the *Emergency Program Act*.

To order a mandatory evacuation, a Local Authority (a municipality and some Regional Districts) must declare a "state of local emergency", as enabled under Section 12 of the *Emergency Program Act*.

Removing people from their homes and livelihoods must not be taken lightly. People will already be under duress during an emergency; however, public safety must be put first.

Declaring a state of local emergency brings with it nine other powers as listed in Figure 1. The Local Authority must monitor the implementation of these powers very closely for any possible misuse.

Section 12 of the *Emergency Program Act* allows the Local Authority (Mayor and Council or Chair of the Regional District) to declare a state of local emergency if extraordinary powers are required to deal with the effects of an emergency or disaster. Here are some steps to consider:

1. The Local Authority must be satisfied that an emergency exists or is imminent.
2. Declarations can be made in two ways:
 - Council or Board of Directors of a Regional District that has powers granted under the Act, or
 - by order, if made by the head of the Local Authority, e.g., Mayor or Regional District Chair.
3. The Declaration may be made by bylaw or resolution if made by a Local Authority, e.g., Municipal State of Local Emergency form (see attached pro forma) must identify the nature of the emergency and the area where it exists or is imminent.

The Mayor or Chair, immediately after making a Declaration of a State of Local Emergency, must forward a copy of the Declaration to the Attorney General, and **publish** the contents of the Declaration to the population of the affected area.

4. A State of Local Emergency automatically exists for seven (7) days unless cancelled earlier.
5. An extension of a State of Local Emergency beyond seven days must have the approval of the Attorney General. Steps 2 and 3 (above) must be followed for each 7-day extension request.
6. A declaration of a State of Local Emergency is cancelled when:
 - it expires after 7 days or any 7-day extension,
 - the Attorney General cancels it,
 - it is superseded by a Provincial State of Emergency, or
 - it is cancelled by bylaw, resolution, or order.

7. Once it is apparent to the head of the response organization that extraordinary powers are no longer required and that the State of Local Emergency may be cancelled, they should advise the Mayor or Chair as soon as possible. If the Declaration is cancelled by resolution or order, the Attorney General, through PEP, must be promptly notified.
8. The Mayor or Chair must cause the details of the termination to be **published** by a means of communication most likely to make the contents of the termination known to the population of the affected area.

Use of Emergency Powers

A Local Authority may authorize selected persons and agencies the ability to use the extraordinary powers assumed by Local Authority under a declared State of Local Emergency. Such authorized use of extraordinary power together with such terms, conditions or limitations as the Local Authority may impose, should be defined following a Declaration of a State of Local Emergency. Such authorization and limitations are not part of the Declaration itself.

Figure 1. Nine Emergency Powers Granted to Local Authorities by the Emergency Program Act

1. Acquire or use any land or personal property considered necessary to prevent, respond to or alleviate the effects of an emergency or disaster.
2. Authorize or require any person to render assistance of a type that the person is qualified to provide or that otherwise is or may be required to prevent, respond to or alleviate the effects of an emergency or disaster.
3. Control or prohibit travel to or from any area of the Local Authority's jurisdiction.
4. Provide for the restoration of essential facilities and the distribution of essential supplies and provide, maintain and coordinate emergency medical, welfare and other essential services in any part of the Local Authority's jurisdiction.
5. Cause the evacuation of persons and the removal of livestock, animals, and personal property from any area of the Local Authority's jurisdiction that is or may be affected by an emergency or a disaster and arrange for the adequate care and protection of those persons, livestock, animals, and personal property.
6. Authorize the entry into any building or on any land, without warrant, by any person in the course of implementing an emergency plan or program or if otherwise considered by the minister to be necessary to prevent, respond to or alleviate the effects of an emergency or disaster.
7. Cause the demolition or removal of any trees, structures or crops if the demolition or removal is considered by the minister to be necessary or appropriate in order to prevent, respond to or alleviate the effects of an emergency or disaster.
8. Construct works considered by the Local Authority to be necessary or appropriate to prevent, respond to or alleviate the effects of an emergency or disaster.
9. Procure, fix prices for or ration food, clothing, fuel, equipment, medical supplies or other essential supplies and the use of any property, services, resources or equipment within any part of the Local Authority's jurisdiction for the duration of the state of emergency.

Annex B

Evacuation

Introduction

Evacuations, which impact significant numbers of people, generally involve a request for provincial support, particularly as Disaster Financial Assistance will be required. The PREOC would also be required to coordinate evacuations that transgress local community boundaries, or involve provincial institutions such as hospitals, long term care facilities, schools or correctional institutions. In addition, the PREOC has primary responsibility for managing the evacuation of citizens from unorganized areas of the province, where there is no Local Authority, which has assumed responsibility.

The PREOC staff should have access to the local community planning documents and must be able to provide clear direction with respect to authority and process for ordering and managing an evacuation.

Removing people from their homes and livelihoods must not be taken lightly. People will already be under duress during an emergency; however, public safety must be first. It is a delicate balancing act.

In all emergencies, regardless of the threat, the community or jurisdiction has primary responsibility.

When it is determined that an evacuation is required, the warning must be timely and accurate. While the main concern is the preservation of life, those displaced from their homes or businesses may be experiencing inconvenience, anxiety and fear.

Evacuation Stages

Regardless of who orders an evacuation, these *Operational Guidelines* follow the provincial standard of a three-staged evacuation process:

Stage 1 Evacuation Alert—allow for the population at risk to

begin an orderly preparation to voluntarily leave the affected area, within a possible specified timeframe, however, the reality of the situation may require immediate action with very short notice. In some instances an evacuation order is immediate and no evacuation alert is given. A consistent format and process should be used to alert the population at risk of the potential need for an evacuation. The alert should highlight the nature of the danger and explains that people should be prepared to evacuate the area.

Stage 2 Evacuation Order—population at risk is ordered to evacuate the area specified in a formal written order. It is an order and as such does not allow for any discretionary action on the part of the population at risk—*they must leave the area immediately*. A statement must be included in all bulletins, pamphlets, warnings and orders that makes it very clear to all that, while the evacuation order is in effect, the area in question will have controlled access and a pass may be required to regain access to the area.

Stage 3 All Clear—population at risk is allowed to return to the area previously evacuated, having been advised that the danger has passed. There is the possibility that the danger may re-manifest itself and the evacuation alert or evacuation order might need to be reissued.

Security

As an area is being evacuated, access controls must be established. Security may be achieved by establishing staffed Access Control Points and barricades at key locations around the perimeter. A record of all vehicles and personnel that enter a closed area should be maintained.

Assess by returning citizens to geographic areas that have suffered significant property damage or where there is a risk to life or safety due to an infrastructure failure may have to be controlled, e.g. a pass system.

Evacuation Routes

Evacuation routes should be established to move and protect people from the potential hazards that may confront the community. Evacuation routes should be separate from disaster routes intended for use by emergency responders.

Support Requirements

Provision must be made for:

- evacuation of special need (such as children in school/ day care, handicapped, high risk (battered women), institutionalized (hospital) and incarcerated (prisoners) and transient (such as tourists and seasonal workers) populations,
- evacuation and care of livestock and companion pets,
- congregate care (group lodging), including feeding, clothing and basic medical care, and
- sanitary facilities.

Annex C

Procedures for Situation Reports and Emergency Incident Reports

Situation Reports

The PREOC/ministry/agency Situation Report (SITREP) (Chapter 4, form 601), provides general information to the Provincial Emergency Coordination Centre (PECC) which is the central information and analysis centre and emergency coordination centre for the provincial government. The PECC has reporting responsibilities to the Central Coordination Group (CCG) and the Government of B.C. and will collate information to be reported as a PECC SITREP.

Incident Reports

Should this occurrence escalate into a serious emergency beyond the capability of local government, the PREOC would submit separate emergency Incident Reports, an example of which is also included in Chapter 4, Forms and Templates, Form 650.

Submission Timing

As per instructions given at the beginning of the operation. Generally, SITREPs should be submitted at least once per day. Incident Reports are to be submitted as required and immediately.

General Characteristics of SITREPs

- Information should be concise and easily understood (e.g., simple language, no acronyms, abbreviations, or jargon).
- Information should be unclassified, consult with Director of PECC prior to submission of sensitive or confidential information by separate report.
- Information should be verified prior to reporting, however this should not delay the **initial heads up reporting of a developing potentially serious occurrence.**

- SITREPs are to include **new** incidents that have occurred since the last report and the **status** of ongoing incidents. If the status is unchanged by the incident is ongoing, only report unchanged or new information. (As much as possible, limit the repetition of previously reported information.)
- Only significant events and incidents need to be reported. The following five overriding tenets should be considered:
 - Does the incident involve or potentially involve loss of life, injury, or significant property damage?
 - Will there be a request for provincial emergency support?
 - Is the provision of essential community services in jeopardy, e.g., utility services?
 - Is there a potential for a significant impact on the public services or the local or provincial economy?
 - Will the incident attract significant media attention or require public information action by the province?

Report Distribution

PREOC/ministry/agency reports will normally all come in through the ECC to Operations Section, which will then ensure distribution. Default lists will include Section Chiefs, Director, PECC Logistics Officer (who will ensure that ministries/agencies in attendance receive reports) and CCG if so desired by that group.

Each PREOC will also be provided with a copy of the master provincial SITREPs and may distribute this report at his or her own discretion, including to supported Local Authority EOCs.

Local Government Reporting

The PEP Regional Manager will share the SITREP format adopted by the province. In addition, the EOC SITREP should be made available to Local Authorities. Many of these jurisdictions may have had personnel trained by the Justice Institute in EOC Level 1 and 2 courses that will

assist greatly in establishing contact and rapport with the PREOC.

Regardless, each PEP Regional Manager is expected to request the co-operation of Local Authorities, particularly those that activated their EOCs during hazard response.

Regardless of whether or not the local EOC formally agrees to report the PREOC, staff is expected to seek out status information for inclusion in the PREOC SITREPs.

Communications

The hierarchy of communications is as follows:

E-mail, MSAT, facsimile, phone, amateur radio, other ministry or agency radio communications systems, e.g.: RCMP, Forestry, Highways, Ambulance, BC Hydro, etc.

Annex D

Information Technology Unit (Communications and Computer Systems)

Introduction

The PEP Headquarters staff positions for the Supervisor of Information and Communication Technology and the Telecommunications and Systems Officer are responsible for the provision of telecommunications and systems support for all PREOCs.

Every effort will be made to identify region telecommunications and systems support staff, who can provide PREOC support under the direction of the Supervisor of Information and Communication Technology.

Communications Team:

- co-ordinates the installation of telecommunications resources within the PREOC,
- ensures that communications links are established with the next higher and lower BCERMS levels,
- arranges for sufficient radio frequencies and both wireless and wire-line telephones,
- develops and distributes a Communications Plan that identifies all systems in use and managed by or planned for the PREOC and lists specific frequencies allotted for the emergency or disaster, and
- manages communications plans, net instructions and frequencies for amateur radio communications.

Computer Systems Team:

- ensures that PREOC staff have ready access to computer resources and services,
- facilitates the installation of Internet and e-mail access accounts within the PREOC,

- ensures that data links are established with the next higher and lower BCERMS levels, and
- determines required computer technology based on the business requirements for all centre positions.

PREOC Contact Directory

The PEP Regional Manager is responsible for the development and maintenance of a PREOC region-specific **Contact Directory**. The Contact Directory will include a listing of regional resources which might be called upon in response to an emergency.

The Contact Directory will be regularly verified and a log recording the verification retained.

Amateur Radio Resources

The PEP Regional Manager is responsible for the recruitment, management and support of volunteer amateur radio operators able to provide radio communications support in the PREOC during activation.

Generic E-mail Addresses

The Supervisor of Information and Communication Technology is responsible for the readiness status and maintenance of the generic e-mail addresses assigned to each function within the PREOC.

The PEP Regional Manager, working in partnership with the ECC staff, will test the functionality of the generic e-mail addresses monthly. A documented record of verification will be maintained.

Telephone Numbers

The Supervisor of Information and Communication Technology is responsible for the readiness status and maintenance of data lines and telephone numbers assigned on a permanent basis to each PREOC.

A capacity for 100 to 200 telephone trunk pairs and a dedicated data communications circuit will be the standard for each PREOC.

Permanent PREOC telephone numbers will be designated as confidential and will not be released to the general public or media.

Event-Specific Contact Numbers

The establishment of a communications link with the next higher and lower BCERMS levels is critical for the activation of any PREOC.

The determination and posting of event-specific contact numbers for local community or agency EOCs is a primary duty of the first staff to arrive at the PREOC in response to a sudden unexpected emergency.

The communications links should include:

- voice contact via telephone, cellular and satellite phone, if available,
- e-mail contact,
- FAX contact,
- commercial radio contact, and
- amateur radio contact.

The communications links must be posted within the PREOC and available to all arriving PREOC staff at the very first opportunity.

Terminology

Among all BCERMS levels, there must be a dedicated effort to ensure that telecommunications systems, planning and information flow are being accomplished in an effective manner.

Standard protocols and terminology will be used at all levels. Plain English for all telecommunications will be used to reduce the confusion that can be created when radio codes are used. Standard terminology shall be established and used to transmit information, including strategic operations, situation reports, logistics, tactical operations, and emergency notifications of imminent safety concerns.

For the PREOC, telecommunications methods should consider the following priorities:

- telephone (land line),
- e-mail,
- fax,
- two-way radio (amateur, commercial),
- radio-telephone (cellular, satellite), and
- video-conferencing.

The PREOC communications systems should provide reserve capacity for unusually complex situations where effective communications could become critical. An integrated Communications Plan should be developed as part of each PREOC Action Plan.

Communications Centre

A PREOC Communications Centre should be established by the Communications Unit to provide all modes of telecommunications services. This Centre, while established and operated by the Communication Unit in Logistics, is often physically located near Operations and receives operational direction from the Operations Section Chief.

Communications Forms

Radio Messages:

PREOC message forms should be used for all radio communications. These forms must be clearly filled out by the originator in the areas provided, and then subsequently by the radio operator.

In drafting messages to be transmitted by an operator, be **clear** and **concise**. Once the message form leaves the originator's desk, consider it transmitted "as is". The operator will not be in a position to understand what you are trying to say, and will simply read what you printed to the destination addressee.

Radio Message Forms:

Radio message forms will comply with the Amateur Radio Emergency Service (ARES) National Traffic System (NTS) format. Other formats for message forms will only be used by individual agencies transmitting or receiving message traffic via agency internal radio systems. In all other cases, the NTS format will be used.

Internal PREOC Messages:

As mentioned previously, a standard three-part memorandum form should be used for all internal written communications. These communications must be clearly marked with an originator's message number, originating date and time, and identify the originator's name and functional position. Essentially, the memorandum is handled the same as a radio message, except that the memorandum itself should be handed to the destination addressee.

In replying to an internal memorandum (on the same form, as designed), the same information is required.

Message Numbering:

Message numbers provide an identification and reference for both radio and internal messages, consisting of three-letter originator's code followed by three sequential digits starting with 001. The numbers continue until 999 is reached, and then the sequence is re-started at 001. If an originator should exceed 999 messages in a single day, numbers should continue into four digits (1000, 1001, etc.) rather than restart at 001.

Prefix codes for all PREOC staff positions are recommended, such as:

Management:

<u>Originator</u>	<u>Prefix</u>
Director	DIR
Liaison Officer	LIA
Information Officer	PIO
Risk Management Officer	RSK

Operations Section:

<u>Originator</u>	<u>Prefix</u>
Operations Staff	OPS
Air Operations Section	AIR
Special Operations Branch	SOB

Planning Section:

<u>Originator</u>	<u>Prefix</u>
Planning Staff	PLN

Logistics Section:

<u>Originator</u>	<u>Prefix</u>
Logistics Staff	LOG

Finance and Administration Section:

<u>Originator</u>	<u>Prefix</u>
Finance & Admin Staff	FIN

Branches and Units within each Section may also consider establishing a three-digit originator's prefix to help with quick identification and recordkeeping.

Message Precedence:

An extensive amount of radio communications and messages will be handled in the PREOC. In order to quickly identify the significance of a particular message, it is important for the originator to apply a level of precedence appropriate for the circumstances. Similar to resource and information requests, the following system of precedence levels should be applied:

Emergency — Any message having life and death urgency.

Priority — Important message/request with a specific time limit.

Routine — Regular message traffic.

Communications Overview

The PREOC's critical telecommunication requirements are (at a minimum) to:

- communicate with each activated EOC, DOC, MROC and PECC, and
- communicate with the regional offices of the involved agencies.

Telecommunications requirements unique to specific agencies will remain the responsibility of the individual agency in question.

Operational Instructions

The Emergency Communications Plan will normally need to be amplified by the development of a Communications Operational Instruction (COI). This document will contain information specific to the emergency operation and the communications resources available to the specific PREOC. The various components are utilized as required, and may need to be updated periodically. COIs are issued by the PREOC Information and Technology Branch Coordinator.

Information which might be incorporated in a COI includes:

- net diagram(s),
- frequency assignment (permanent and temporary frequencies),
- contact directories (including telephone, e-mail, cellular, etc.),
- control arrangements, and
- technical support and problem escalation procedures.

Wireless Cellular and Satellite Phones

The telephone, both terrestrial and wireless can become a hindrance to an effective PREOC if certain restrictions are not imposed from the outset. Where at all possible, all incoming operational calls should be routed through an **exchange** established by the Communications Unit. The use of wireless cellular and satellite phones must be monitored

to avoid loss of critical emergency information and to avoid “freelancing”.

To ensure the effective management of cellular, satellite and radio circuits or frequencies, wireless communication will only be used when wire-line services are not readily available.

Toll-Free Public Information Phone Service (Call Centre)

Another important aspect of providing timely public information is the activation of the pre-established province-wide toll-free number. The one number (1-800-311-7044) serves all activated PREOCs, and electronically routes the appropriate call to the applicable PREOC by reading the caller’s telephone number prefix.

The toll-free call centre should not be part of the main PREOC area, but it should be located nearby so that information sharing is easy.

To activate the pre-established province-wide toll-free number (1-800-311-7044) for a PREOC, contact the PECC Information Unit.

Staffing of the toll-free operators is the responsibility of the PREOC Information Unit. Only PREOCs have province-wide operator answered lines, the PECC does not.

In non-emergency times (when no PREOCs are activated), the pre-established province-wide toll-free number is electronically routed to the ECC.

Satellite

The PREOC satellite communication capability is based on the PEP Regional Managers who have been assigned a Mobile Satellite Telephone (MSAT). The MSAT provides the capability to rapidly transfer a wide variety of information between the PREOC, PECC and activated DOCs, EOCs and MROCs. MSAT provides voice as well as data links. The primary intent of the satellite link is to provide disaster-resistant communications between PREOCs and the PECC.

Regional and ECC satellite communications will be tested monthly and a documented record of this testing will be maintained.

Chapter 3 Position Checklists and Aids

3.0 Introduction

This section provides checklists and flowcharts for all PREOC functions and individual positions required to staff the PREOC in a major emergency. **It is important to note that not all positions are required for all emergencies and in some cases; one person may carry out the responsibilities of more than one position.** Only those positions that are needed to effectively handle the emergency should be staffed.

Checklists have been proven an effective tool during emergencies. They help guide staff who may not be familiar or practiced in their role, and provide useful reminders of items that should be done during an emergency. It is important that the entire checklist be read through once before initiating action items.

As emergencies and exercises are reviewed, the applicability of the checklists will be reviewed and revised as needed. The responsibility for this review lies with the PREOC Director and Provincial Emergency Program.

3.1 General Checklist—for all positions

Activation Phase:

- Check in with the Personnel Unit (in Logistics) upon arrival at the PREOC. Obtain an identification card and vest, if available.
- Complete PREOC Check-In List (PREOC 611) and PEP Task Registration Form (PREOC 612).
- If you are a volunteer or have no pre-assigned PREOC role, register with the Liaison Officer.
- Report to PREOC Director, Section Chief, or other assigned supervisor.
- Set up your workstation and review your position checklist, forms and flowcharts.
- Establish and maintain a position log (PREOC 614) that chronologically describes the actions you take during your shift.
- Determine your resource needs, such as a computer, phone, fax, stationary, plan copies, and other reference documents.
- Participate in any facility/safety orientations as required.
- Participate in any PREOC current situation briefings.

Demobilization Phase:

- Deactivate your assigned position and close out logs when authorized by the PREOC Director or designate.
- Complete all required forms, reports, and other documentation. All forms and paperwork should be submitted through your supervisor to the Planning Section (Documentation Unit), as appropriate, prior to your departure.
- If any open actions are not completed, ensure a designate is thoroughly briefed before you leave the PREOC.

- Clean up your work area before you leave. Return any communications equipment or other materials specifically issued for your use.
- Leave a forwarding phone number where you can be reached.
- Follow PREOC checkout procedures. Return to the Personnel Unit in Logistics to sign out.
- Be prepared to provide input to the After Action Report. Upon request participate in any formal post-operational debriefs.
- Access critical incident stress debriefings, as needed.

3.2 PREOC Director

Responsibilities:

- At the direction of the PECC Director, the PREOC Director has overall management responsibility for the coordination between emergency response and supporting agencies in the PREOC. In conjunction with General Staff and Management Team, set priorities for provincial response efforts in the affected area.
- Provide support to Local Authorities and provincial agencies and ensure that all actions are accomplished within the priorities established.
- Establish the appropriate staffing level for the PREOC and continuously monitor organizational effectiveness to ensure that appropriate modifications occur as required.
- Ensure that inter-agency coordination is accomplished effectively within the PREOC.
- Direct, in consultation with the PECC Director and PREOC Information Officer, appropriate emergency public information actions using the best methods of dissemination. Approve the issuance of press releases, and other public information materials as required.
- Liaise with Elected Officials and PECC Director.
- Ensure risk management principles and procedures are applied for all activities.

Activation Phase:

- Obtain briefing from whatever sources are available.
- Determine appropriate level of activation based on situation as known, or at the direction of the PECC. Call out appropriate personnel for the initial activation of the PREOC.
- Call out Liaison Officer for all PREOC activations.
- Respond immediately to PREOC location and determine operational status.

- Determine which PREOC functions are needed, assign Section Chiefs as appropriate and ensure they are staffing their functions as required:
 - Operations Security Chief
 - Logistics Section Chief
 - Planning Sector Chief
 - Finance/Administration Section Chief.
- Determine which additional Management Team positions are required and ensure they are filled as soon as possible:
 - Information Officer
 - Risk Management Officer
 - Liaison Officer.
- Ensure a PREOC organization and staffing chart is posted and that arriving staff is assigned appropriate roles.
- Establish initial priorities for the PREOC based on current status reports and direction from the PECC.
- Schedule the initial PREOC Action Planning meeting and have the Planning Section Chief prepare the agenda.
- Consult with the Liaison Officer and General Staff to determine what representation is needed at the PREOC from other emergency response agencies.
- Assign the Liaison Officer to coordinate outside agency response to the PREOC, and to assist as necessary.
- Obtain personal telecommunications equipment if required.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

- Maintain a position log and any other relevant forms.
- Monitor General Staff activities to ensure that all appropriate actions are being taken.
- Establish operational periods and management timelines.
- Set and communicate priorities and objectives.

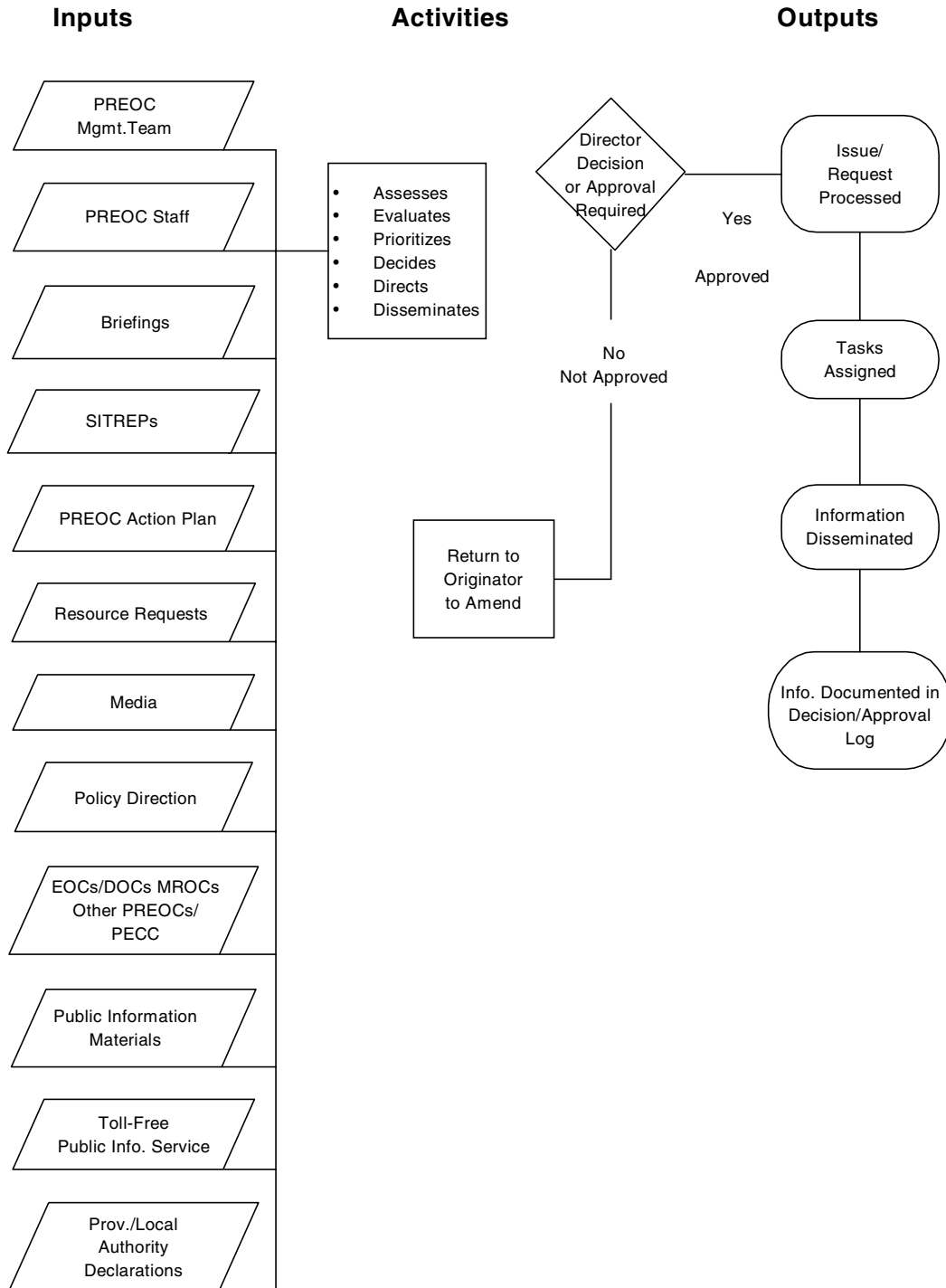
- In conjunction with the Information Officer, conduct news conferences and review media releases, information bulletins and advisories, etc. for final approval, following the established procedure for information releases and media briefings.
- Ensure that the Liaison Officer is providing for and maintaining effective interagency coordination.
- Consult with the Planning Section Chief to prepare priorities and objectives for the PREOC Action Planning meetings.
- Approve PREOC Management Team Briefing Agendas (PREOC form 701).
- Convene the initial PREOC Action Planning meeting. Ensure that all Section Chiefs, Management Team, and other key agency representatives are in attendance. Ensure that appropriate planning procedures are followed. Have the Planning Section Chief chair the meeting and coordinate facilitation of all future action planning meetings.
- Approve and authorize implementation of all Action Plans (PREOC form 702).
- Conduct periodic briefings with the PREOC Management Team to ensure response priorities and objectives are current and appropriate.
- Establish and maintain contacts with other PREOCs, jurisdictions, and other BCERMS organizational levels, as appropriate.
- Document all decisions and approvals on decision/ approval log form (PREOC form 707).
- Approve resource requests not included in the Action Plan, as required.
- Conduct periodic briefings for Elected Officials, their representatives, and/or provincial dignitaries and staff.
- Consult with Local Authorities and provide guidance on procedures for declaring a “State of Local Emergency,” and coordinate local government declarations (if any) with the PECC and other emergency response agencies, as required.

- In conjunction with the Liaison Officer, prepare to brief Elected Officials on the possibility for declaration of a provincial “State of Emergency.”
- Ensure Local Authorities are informed of “State of Emergency” once declared by the Attorney General.
- Assign in writing, delegated powers, if any, under the declaration.
- Assign special projects to the PREOC Deputy Director, as needed.
- Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

Demobilization Phase:

- Authorize demobilization of Sections, Branches and Units when they are no longer required.
- Ensure that any open actions not yet completed will be handled after demobilization.
- Ensure that all required forms or reports are completed prior to demobilization and forward to Planning’s Documentation Unit.
- Ensure that a PREOC After Action Report is prepared in consultation with the Planning Section and the PREOC Management Team.
- Proclaim termination of the emergency response and proceed with recovery operations.
- Demobilize the PREOC when the emergency event no longer requires the PREOC activated. Ensure all other facilities and support agencies are notified of demobilization.
- Follow the Generic Demobilization Phase Checklist (3.1).

PREOC Director



3.3 PREOC Deputy Director

Responsibilities:

- Assume the role of PREOC Director in his/her absence. See PREOC Director Checklist (3.2) for responsibilities.
- Undertake special assignments at the request of the Director.
- Ensure the efficient and effective flow of information within the PREOC.
- Ensure resource requests are prioritized and tracked.
- Support PREOC management by communicating policy direction and action priorities to all staff.
- Monitor the health and welfare of PREOC staff. Mediate and resolve any personnel conflicts.
- Facilitate briefings and debriefings at shift changes.
- Coordinate internal functions of PREOC for effective operational capability.

Activation Phase:

- Respond as requested, to PREOC location and assist PREOC Director in determining operational status.
- Obtain briefing from whatever sources are available.
- Supervise the set-up of the PREOC for the most effective and efficient operations.
- Ensure PREOC Management Team's working area is set-up properly and that appropriate personnel, equipment and supplies are in place.
- Obtain personal telecommunications equipment if required.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

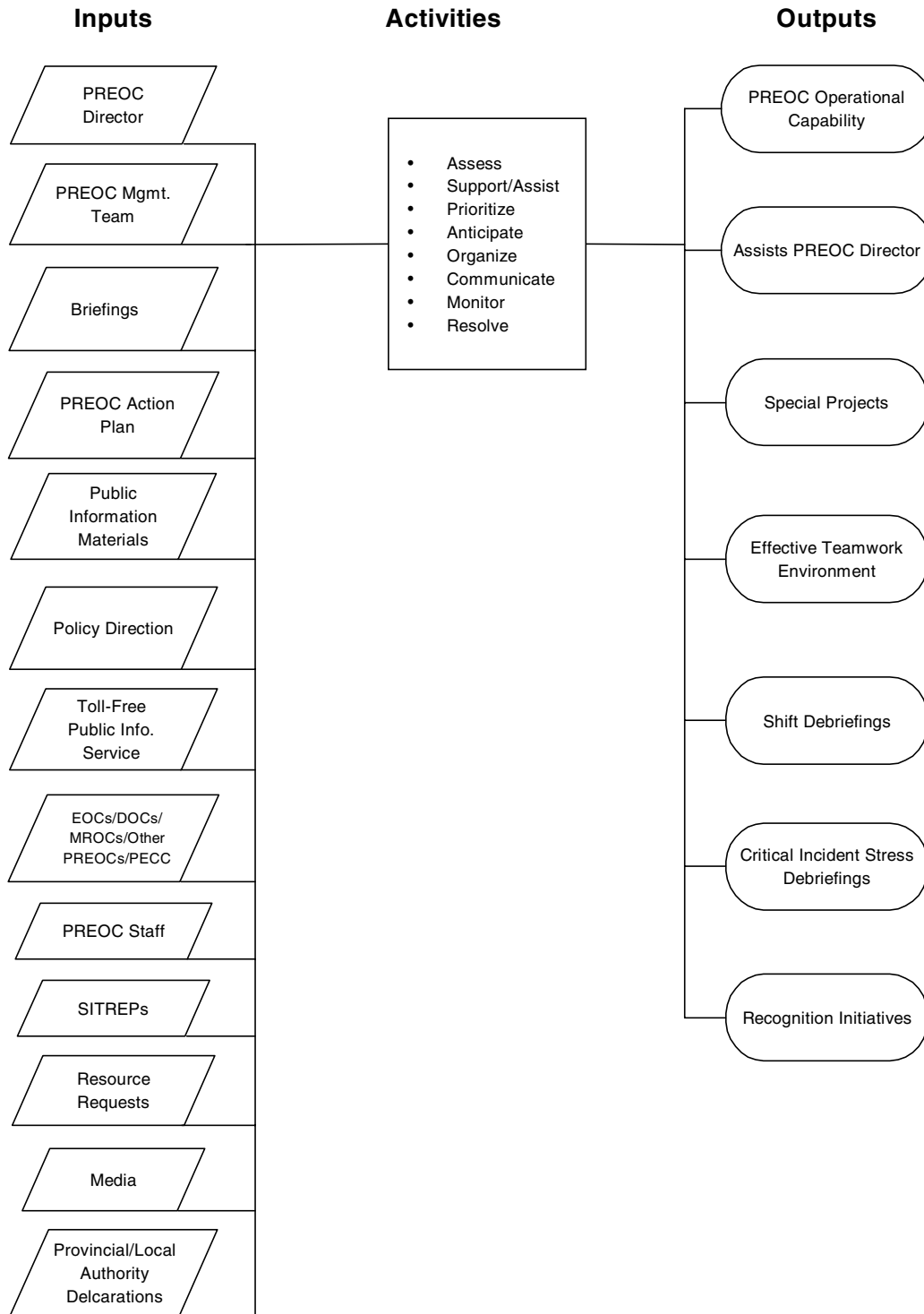
- Maintain a position log and any other relevant forms.
- Support management staff activities to ensure that all appropriate actions are being taken.
- Assist PREOC Director in determining and communicating priorities, objectives and decisions to all PREOC staff.
- Assist with preparations for PREOC action planning meeting.
- Ensure PREOC Management Team follows PREOC briefing format.
- Ensure PREOC Management Team has sufficient administrative support.
- Coordinate additional staffing needs with Logistics Personnel Unit Coordinator.
- Ensure all positions use Position Log (PREOC form 614) and Position Decision/Approval Log (PREOC form 707).
- Participate in PREOC action planning and management meetings.
- Report significant events and any issues of concern to PREOC Director and advise of your activities.
- Undertake special projects and assignments as directed by the PREOC Director.
- Check with the General Staff on the health and welfare of all PREOC staff. Authorize and coordinate additional support needs as required.
- Mediate and resolve any personnel conflicts.
- Consult with PREOC Director on appointing additional staff to ensure 24-hour shift scheduling for both Director and Deputy positions.
- Arrange for, and facilitate operational briefings and debriefs and critical incident stress debriefs for PREOC staff, as required.

- Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

Demobilization Phase:

- Assist PREOC Director with demobilization procedures.
- Ensure that any operations not yet completed are handled and assigned after demobilization.
- Complete all required forms and reports prior to demobilization and forward to Planning's Documentation Unit.
- Assist with the preparation of the PREOC After Action Report.
- Organize and facilitate staff debriefings and critical incident stress debriefs.
- Organize and coordinate staff recognition initiatives (e.g.: thank you letters) for time and expertise staff contributed towards PREOC operations.
- Follow the Generic Demobilization Phase Checklist (3.1).

Deputy Director



3.4 Liaison Officer

Responsibilities:

- The Liaison Officer functions as a point of contact for, and interaction with, representatives from other agencies arriving at the PREOC.
- Liaises with any provincial Ministry Regional Operation Centres, and provincial/federal organizations not represented in the PREOC.
- Coordinate agency representatives for the PREOC as required to ensure adequate PREOC structure, and fill all necessary roles and responsibilities enabling the PREOC to function effectively and efficiently.
- Assist and serve as an advisor to the PREOC Director and Management Team as needed, providing information and guidance related to the external functions of the PREOC.
- Assist the PREOC Director in ensuring proper procedures are in place for directing agency representatives, communicating with elected officials (from the area involved), and conducting VIP/visitor tours of the PREOC facility.
- Liaise with elected officials, other PREOCs, MROCs, and organizations, as directed by PREOC Director, and for communicating PREOC guidelines, directives, Action Plans and situation information.

Activation Phase:

- Report to PREOC.
- Ensure that a PREOC staff check-in procedure is established immediately (PREOC form 611).
- Ensure registration procedures are established for PREOC volunteers.
- Assist the PREOC Director in determining appropriate staffing for the PREOC.

- Ensure that a PREOC organization and staffing chart is posted and updated.
- Provide assistance and information to General Staff regarding staffing PREOC functions.
- Ensure that telephone and/or radio communications are established and functioning.
- Obtain personal telecommunications equipment.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

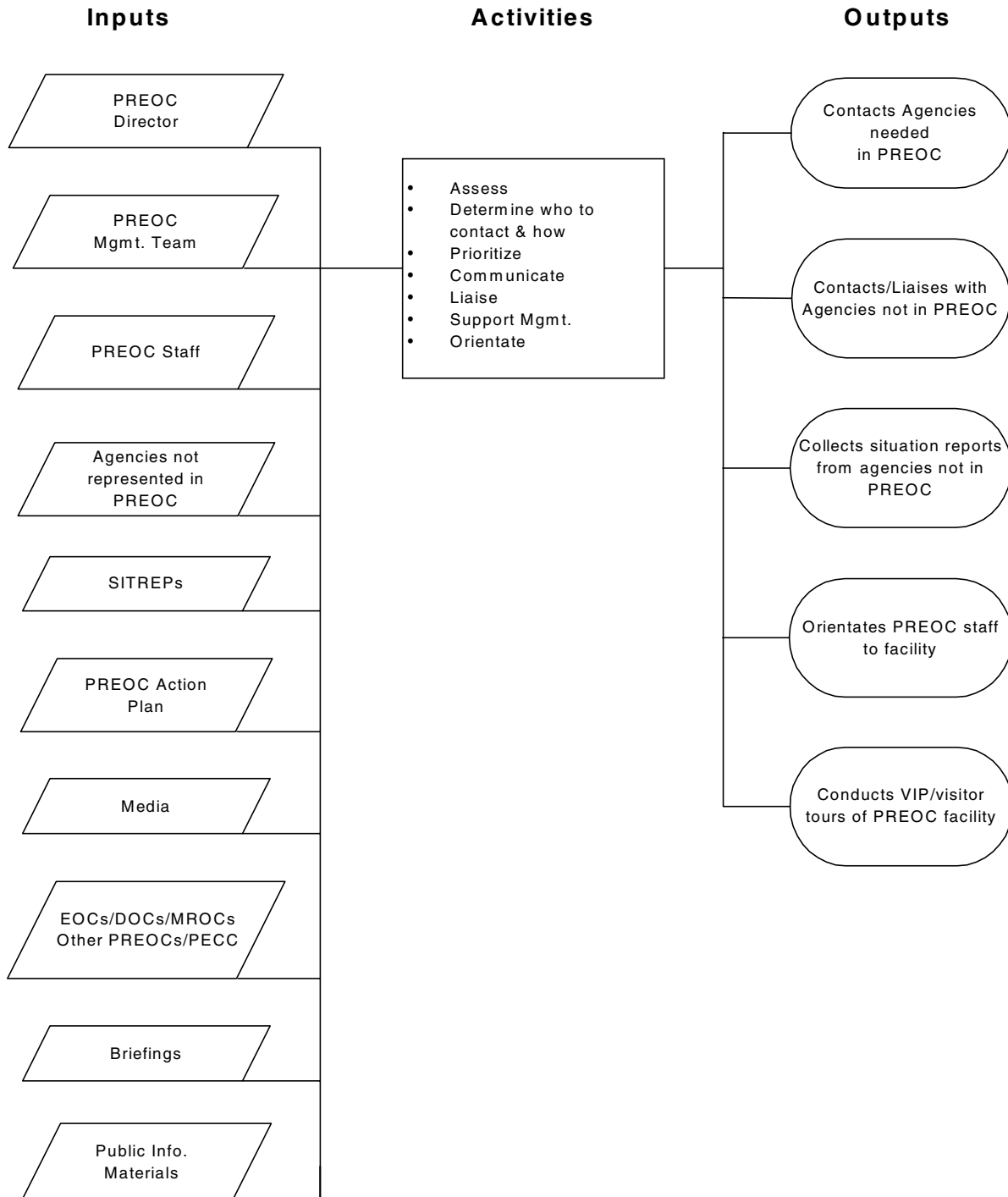
- Collect and provide external, non-represented agencies' information to the Planning Section.
- Provide PREOC information to non-represented external agencies.
- Provide general advice and guidance to supporting agencies and PREOC staff, as required.
- Ensure that communications with appropriate external, non-represented agencies is maintained.
- Prepare external non-represented agency information for briefings with the PREOC Management Team.
- Assist the PREOC Director in preparing for and conducting briefings with PREOC Management Team, Elected Officials, the media and the general public.
- Ensure that operational priorities and objectives identified in the PREOC Action Plan are communicated to external non-represented agencies.
- Facilitate completion of situation reports with external non-represented agencies and forward to the Planning Section.
- Advise the PREOC Director of any critical information and resource/support requests contained within the situation reports.
- Forward approved PREOC Situation Reports to non-represented agencies, as required.

- In consultation with the Information Officer, conduct tours of PREOC facility as required.
- In consultation with Operational Area Coordinator(s) advise the PREOC Director on establishing an Inter-Agency Coordination Group, comprised of representatives and executives from supporting agencies and EOCs not represented in the PREOC.
- Provide assistance with shift change activity as required.

Demobilization Phase:

- Notify external non-represented agencies in PREOC of the planned demobilization, as appropriate.
- Assist with the demobilization of the PREOC at the designated time, as appropriate.
- Assist the PREOC Director with recovery operations and assist with preparation of the PREOC After Action Report.
- Follow the Generic Demobilization Phase Checklist (3.1).

Liaison Officer



3.5 Risk Management Officer

Responsibilities:

- Ensures that good risk management practices are applied throughout the response organization, and that every function contributes to the management of risk.
- Protects the interests of all PREOC participants, agencies, and organizations by ensuring due diligence in information collection, decision-making, and implementation.
- Provide technical advice to counterparts at EOC.
- Monitors situations for risk exposures and ascertains probabilities and potential consequences of future events.
- Provides advice on safety issues and has the authority to halt or modify any and all unsafe operations within or outside the scope of the PREOC Action Plan, notifying the PREOC Director of actions taken. (It should be noted while the risk management officer has responsibility for safety, it is recommended that a safety specialist be appointed who is familiar with all aspects of safety and relevant legislation.)
- Ensures that appropriate security measures have been established to allow for only authorized access to the PREOC facility and documentation.

Activation Phase:

- Perform a risk identification and analysis for the PREOC site, its related EOC and their operation.
- Tour the entire facility area and determine the scope of ongoing and future operations.
- Monitor set-up procedures for the PREOC and related EOC ensuring that proper safety regulations are adhered to.

- Ensure that security check points have been established at all PREOC entrances to allow only authorized personnel access to the PREOC, including staff sign-in and identification procedures.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

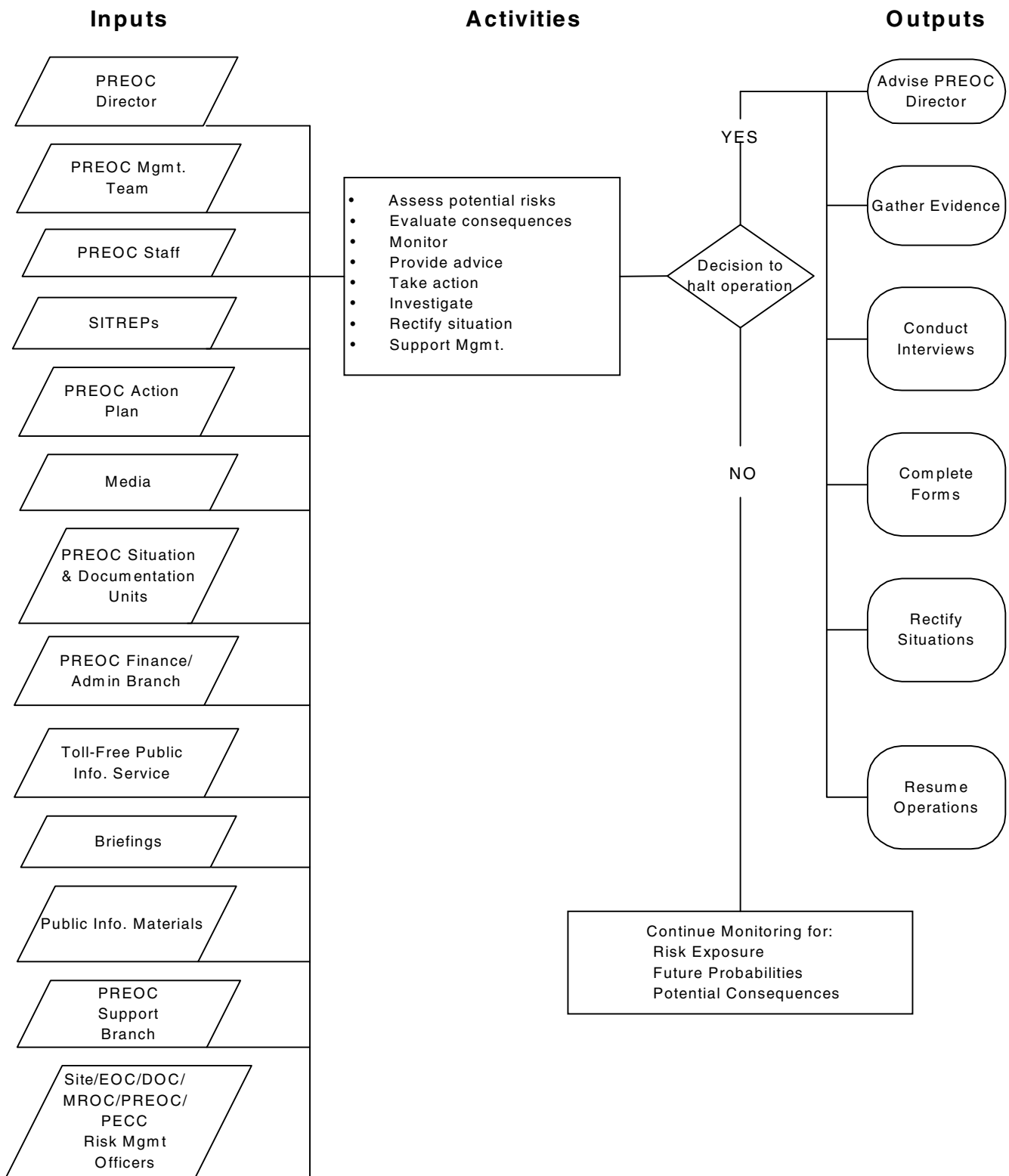
- Establish and maintain position log and other necessary files.
- Assess damage and loss, working with Plannings' Situation Unit and the Compensation and Claims function in Finance/Administration.
- Identify and document risk and liability issues; keep Planning Section Chief advised at all times.
- Gather and organize evidence that may assist all PREOC organizations in legal defence that may be more difficult to obtain later.
- Conduct interviews and take statements to investigate major risk management issues.
- Advise PREOC members on safety and risk management issues.
- Assist the PREOC Director in reviewing press releases, public alerts, warnings and public information materials from a risk management perspective.
- Evaluate situations and advise the PREOC Director of any conditions and actions that might result in liability, e.g., oversights, improper response actions.
- Identify potential claimants and the scope of their needs and concerns.
- Advise members of response organizations regarding options for risk control, during operational meetings and upon request.
- Advise on actions to reduce loss and suffering and, where appropriate, proactively support response and recovery objectives.

- Ensure Documentation Unit is secure and operating effectively. Advise Documentation Unit on the types of information to collect, flow of information, and confidentiality concerns.
- Organize and prepare records for final audit.
- Work with the PREOC Support Branch Coordinator to become familiar with any hazardous conditions of the facility, especially following a seismic event. Conduct regular inspections of the facility.
- Coordinate with PREOC Support Branch to obtain assistance for any special safety requirements.
- Provide guidance to PREOC staff regarding actions to protect themselves from the emergency event, such as smoke from a wildfire or aftershocks from an earthquake.
- Coordinate with Finance/Administration on any PREOC personnel injury claims or records preparation as necessary for proper case evaluation and closure.
- Monitor security checkpoints and PREOC faculty access.
- Address any security issues with the PREOC Director and PREOC Support Branch Coordinator recommending improvements where necessary.

Demobilization Phase:

- Assist the PREOC Director in de-mobilization activities including:
 - collection of all relevant papers and electronic records, and
 - collection of all material necessary for post-operation reporting procedures.
- Contribute risk management issues towards the After Action Report.
- Follow the Generic Demobilization Phase Checklist (3.1).

Risk Management Officer



3.6 Information Officer

Responsibilities:

- Serve as the coordination point for all public information, media relations and some internal information sources for the PREOC.
- Establish the PREOC Information Section (as necessary) and coordinate and supervise all staff assigned as Assistant Information Officers and their activities.
- Work closely with the PECC Information Section and the CCG B.C. Communications representative to develop overall provincial public information strategies and develop an event-specific PREOC public information plan.
- Ensure that the public and the media, within the affected area, receive complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs, and other vital information.
- Ensure that a Toll-Free Public Information Service (Call Centre) is established as necessary and publicized for the public to access helpful information and advice.
- Develop and distribute public information materials as necessary.
- Provide media relations by coordinating all information to the media from the PREOC, responding to all media calls, developing the format for press conferences and briefings in conjunction with the PREOC Director, maintaining a positive relationship with media representatives, and monitoring all broadcasts and written articles for accuracy.
- In consultation with the PREOC Director and Liaison Officer, coordinate VIP and visitor tours of the PREOC facility.
- Maintain a Web site established for PREOC information, as appropriate.

- Liaise between the various Information Offices established: PECC, other PREOCs, DOCs, MROCs, EOCs and other agencies.

Activation Phase:

- Determine staffing requirements and make required personnel assignments for the PREOC Information Section, in consultation with the PECC Chief Information Officer and BC Communications. If Section is bigger than a few staff, consider appointing a deputy.
- Assess skill areas required such as: writing, issues management, media relations, or event planning, liaison.
- Establish contact with the PECC Information Unit and EOC, MROC, DOC Information Units.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

- Refer to the BC Emergency Public Information Plan and the Public Information Officer All-Hazard Kit for operational guidelines, sample forms, templates, and other information materials (also see PREOC forms 620 to 625).
- Establish an Information Section, as required, working with the Logistics Section to provide necessary space, materials, telephones, and electrical power.
- Work with the PECC Information Chief and the B.C. Communications Central Coordination Group (CCG) representative to develop overall provincial public information strategies.
- Implement and maintain the region-specific overall information release program for the PREOC.
- Establish a Toll-Free Public Information Service (Call Centre) to handle public inquiries and to provide emergency support information. Consult with Logistics Information Technology Branch Coordinator for communication equipment needs and set-up. Consult with the PEP Information Officer about activating the toll-free line.

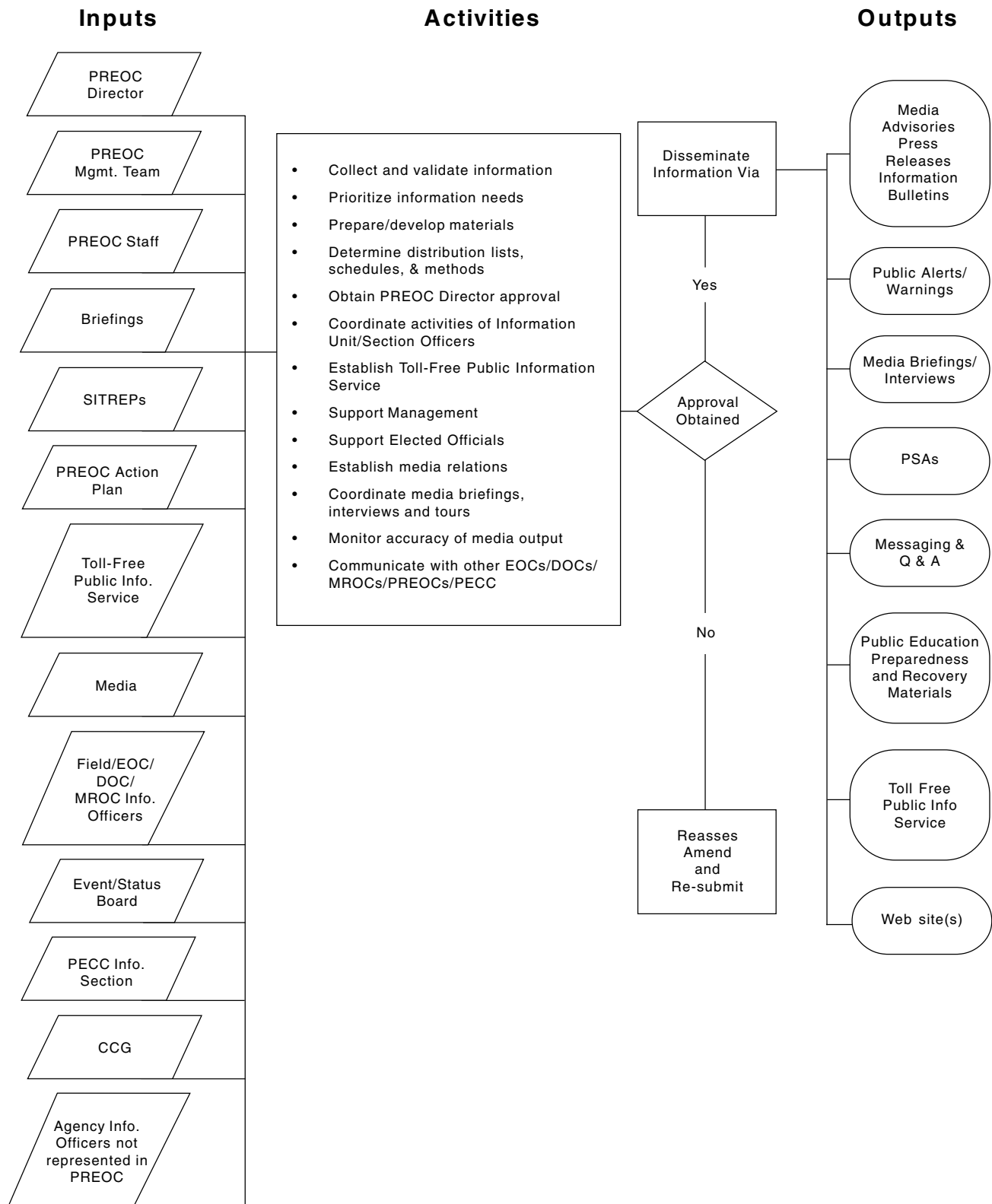
- Provide region-specific information for the pre-recorded toll-free messaging line as necessary.
- Establish distribution lists for recipients of all public information releases. Include all areas of the PREOC, PECC Information Section, other PREOC Information Officers, EOCs, DOCs, MROCs, Local Authorities (Mayor), local MLA, and MP constituency offices, First Nation groups, emergency social service groups, the Toll-Free Public Information Service (Call Centre), media, etc.
- Dedicate a phone line for media calls, provide the number to the media, ensure there are adequate staff to respond to the media, and keep records of all media calls.
- Establish a media centre/press room, separate, but close to the PREOC, for briefings and news conferences and for media to work from.
- Coordinate media briefings and press conferences and work with the PREOC Director to designate media spokespeople.
- Prepare all materials for briefings and press conferences, including briefing material for Elected Officials. Provide other assistance as necessary to facilitate their participation in media briefings and press conferences.
- Develop and publish a media briefing schedule, to include location, format, and preparation and distribution of handout materials.
- Monitor all media sources and identify issues, using information to develop follow-up news releases and rumour control materials.
- Keep the PREOC Director advised of all unusual requests for information and of all major critical or unfavourable media comments. Recommend procedures or measures to improve media relations.
- Obtain policy guidance and approval from the PREOC Director with regard to all information to be released to the media and public.

- In coordination with other PREOC sections and as approved by the PREOC Director, issue timely and consistent advisories, information bulletins and instructions for life safety, health and assistance for the public.
- Ensure that announcements, emergency information and materials are translated and prepared for special populations (non-English speaking, hearing impaired, etc.) as necessary.
- Coordinate with the Situation Unit and identify a method for obtaining and verifying significant information as it develops.
- Interact and liaise with Information Officers in area EOCs, MROCs, DOCs and emergency response agencies as well as the PECC and obtain information relative to public information operations.
- Develop message statements and Q &As for PREOC staff, the operators of the Toll-Free Public Information Service and Elected Officials.
- Ensure that adequate staff is available at incident sites to coordinate and conduct tours of the disaster areas when safe, and coordinate any PREOC tours or Elected Official tours.
- In addition to identifying help sources contained within press releases, PSAs and bulletins, maintain a Disaster Assistance Information Directory, with numbers and locations to obtain food, shelter, supplies, or health services.
- Attend PREOC briefings and participate in PECC Information Section briefings and CCG briefings as necessary.
- Ensure that file copies are maintained of all information released.
- Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.

Demobilization Phase:

- Prepare final news releases and advise media representatives of points-of-contact for follow-up information.
- Demobilize Information Section.
- Complete all logs and documentation and forward to the Documentation Unit.
- Communicate information towards the PREOC After Action Report.
- Ensure any open actions are assigned to appropriate staff or other PREOC sections for follow-up.
- Follow the Generic Demobilization Phase (Checklist (3.1)).

Information Officer



3.7 Operations Section Chief

Responsibilities:

- Ensure that the Operations coordination function is carried out including coordination of response for all operational functions assigned to the PREOC.
- Ensure that operational objectives and assignments identified in the PREOC Action Plan are carried out effectively.
- Establish the appropriate level of Branch and Unit organizations within the Operations Section, continuously monitoring the effectiveness and modifying accordingly.
- Coordinate any activated DOCs or MROCs in the operational area.
- Maintain a communications link between field personnel, DOCs, MROCs and EOCs for the purpose of coordinating the overall response, resource requests and event status information.
- Ensure that the Planning Section is provided with Branch Status Reports and Major Incident Reports.
- Conduct periodic Operations briefings for the PREOC Director as required or requested.
- Supervise the Operations Section.

Activation Phase:

- Follow the Generic Activation Phase Checklist (3.1).
- Ensure that the Operations Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including telecommunications, maps and status boards.
- Meet with the PREOC Director and/or Planning Section Chief and obtain a preliminary situation briefing.

- Based on the situation, activate appropriate branches based on functions or geographical assignments within the section. Designate Branch Coordinators as necessary:
 - Fire
 - Ambulance
 - Police
 - Health
 - Environmental
 - Operational Area Coordinator
 - Engineering
 - ESS
 - Utilities
 - Air Operations
 - Special Operation
 - Others as needed
- Establish radio or cell-phone communications with EOCs, DOCs or MROC operating in the region, and coordinate accordingly.
- Request additional personnel for the section from Personnel Unit, as necessary to maintain 24-hour operation.
- Confer with the PREOC Director to ensure that the Planning and Logistics Sections are staffed at levels necessary to provide adequate information and support for operations.
- Coordinate with the Liaison Officer regarding the need for Agency Representatives in the Operations Section.
- Obtain a current communications status briefing from the Information Technology Branch Coordinator in Logistics. Ensure that there is adequate equipment and frequencies available for the Section.
- Determine activation status of other PREOCs and establish communication links with their Operations Sections if necessary.
- Based on the situation known or forecasted, determine likely future needs of the Operations Section.
- Identify key issues currently affecting the Operations Section; meet with Section personnel and determine appropriate Section objectives for the first operational period.

- Review responsibilities of Branches in the Section; develop a plan/process detailing strategies for carrying out Operations objectives.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Obtain personal telecommunications equipment.

Operational Phase:

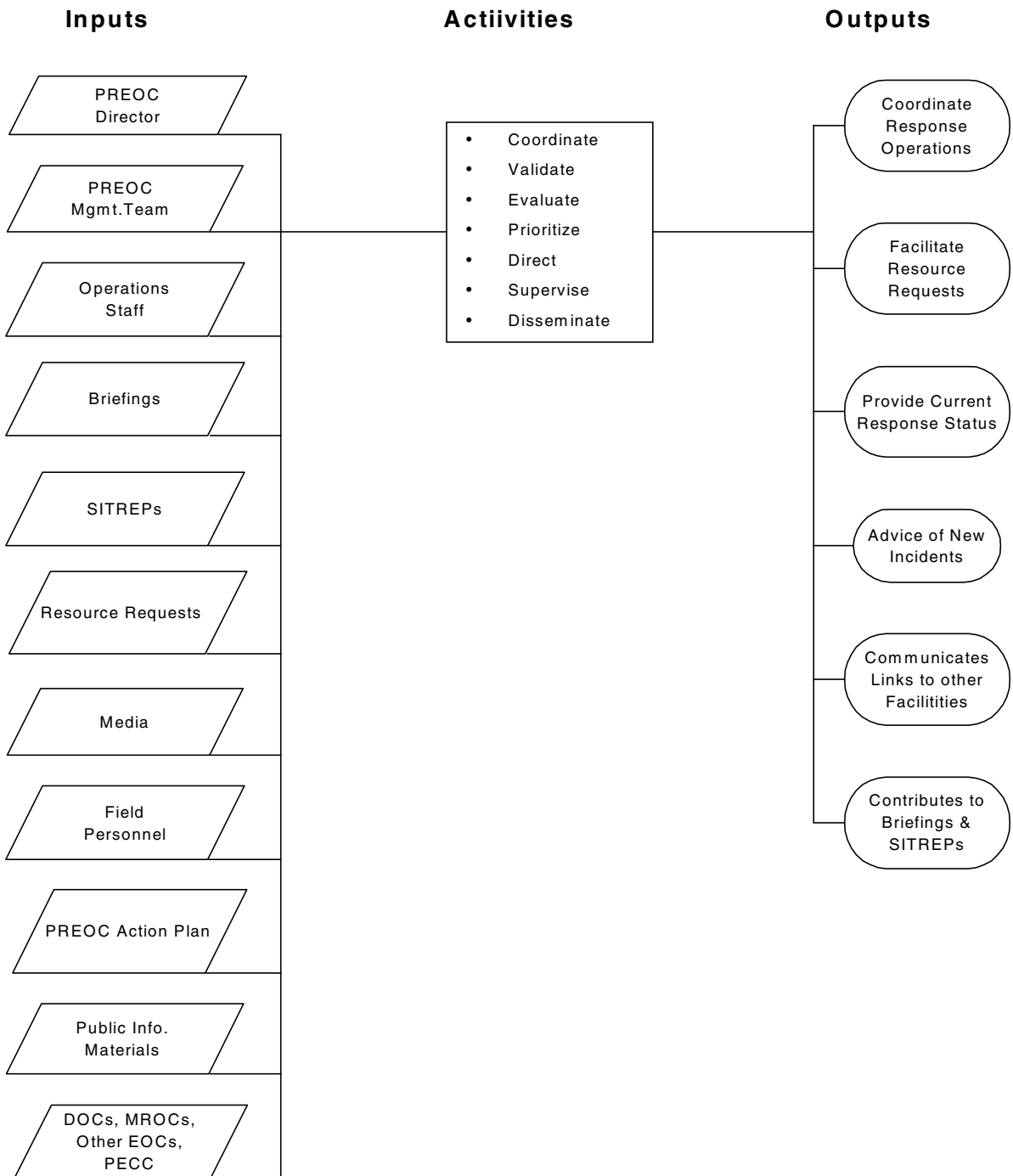
- Ensure that all Section personnel are maintaining their individual position logs and other paperwork as required.
- Ensure that situation and resources information is provided to the appropriate Units in the Planning Section on a regular basis or as the situation requires, including Branch Status Reports and Major Incident Reports (utilize EM2000 Information Management System if available).
- If emergency is wide spread, and there are two or more EOC/DOC/MROCs established that require support and coordination, establish Operational Area Coordinator(s) as required.
- Conduct periodic briefings and work to reach consensus among staff on objectives for forth-coming operational periods.
- Attend and participate in the PREOC Director's Action Planning meetings.
- Work closely with each Branch Coordinator to ensure that the Operations Section objectives, as defined in the current Action Plan, are being addressed.
- Log and track resource requests and forward extraordinary and/or critical resource requests to the PREOC Director for approval.
- Ensure that the Branches coordinate all resource needs through the Logistics Section.
- Ensure that intelligence information from Branch Coordinators is made available to the Planning Section (Situation Unit) in a timely manner.
- Ensure that all media contacts/requests for information are referred to the PREOC Information Officer.

- Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of emergency expenditures and daily time sheets).
- Ensure expenditure authorization form is completed for every contract purchase, hire, lease or rental.
- Brief the PREOC Director on all major incidents.
- Complete a Major Incident Report for all major incidents; forward a copy to the Planning Section.
- Brief Branch Coordinators periodically on any updated information you may have received.
- Share status information with other Sections as appropriate.

Demobilization Phase:

- Deactivate Branches and organizational elements when no longer required. Ensure that all paperwork is complete and logs are closed and sent to the Documentation Unit.
- Ensure that any open actions are handled by the Section or transferred to other PREOC functions, as appropriate.
- Demobilize the Section and close out logs when authorized by the PREOC Director.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Complete all logs and documentation and forward to the Documentation Unit.
- Be prepared to provide input to the After Action Report.
- Follow the Generic Demobilization Phase Checklist (3.1).

Operations Section Chief



3.8 Operational Area Coordinator

Responsibilities:

- When two or more Local Authority EOCs require support from the PREOC, one or more Operational Area Coordinators act as the receiving point for information, support, and resource requests. They also provide PREOC information to the EOCs and communities affected by the emergency or disaster event.
- Ensure that operational priorities and objectives identified in the PREOC Action Plan are communicated to EOCs.
- Ensure that the Operations Section Chief is informed immediately of significant events occurring in the area.
- Coordinate information from the Operations Centre Representatives that are assigned to EOCs.
- Coordinate with the Liaison Officer for the need to deploy provincial government representatives into the operational area, as required, particularly to agencies.

Activation Phase:

- Determine activation status of Local Authority EOCs and establish communication links with their Operations Sections if necessary.
- Identify key issues currently affecting the operational area; prepare an initial report for Operations Section Chief.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

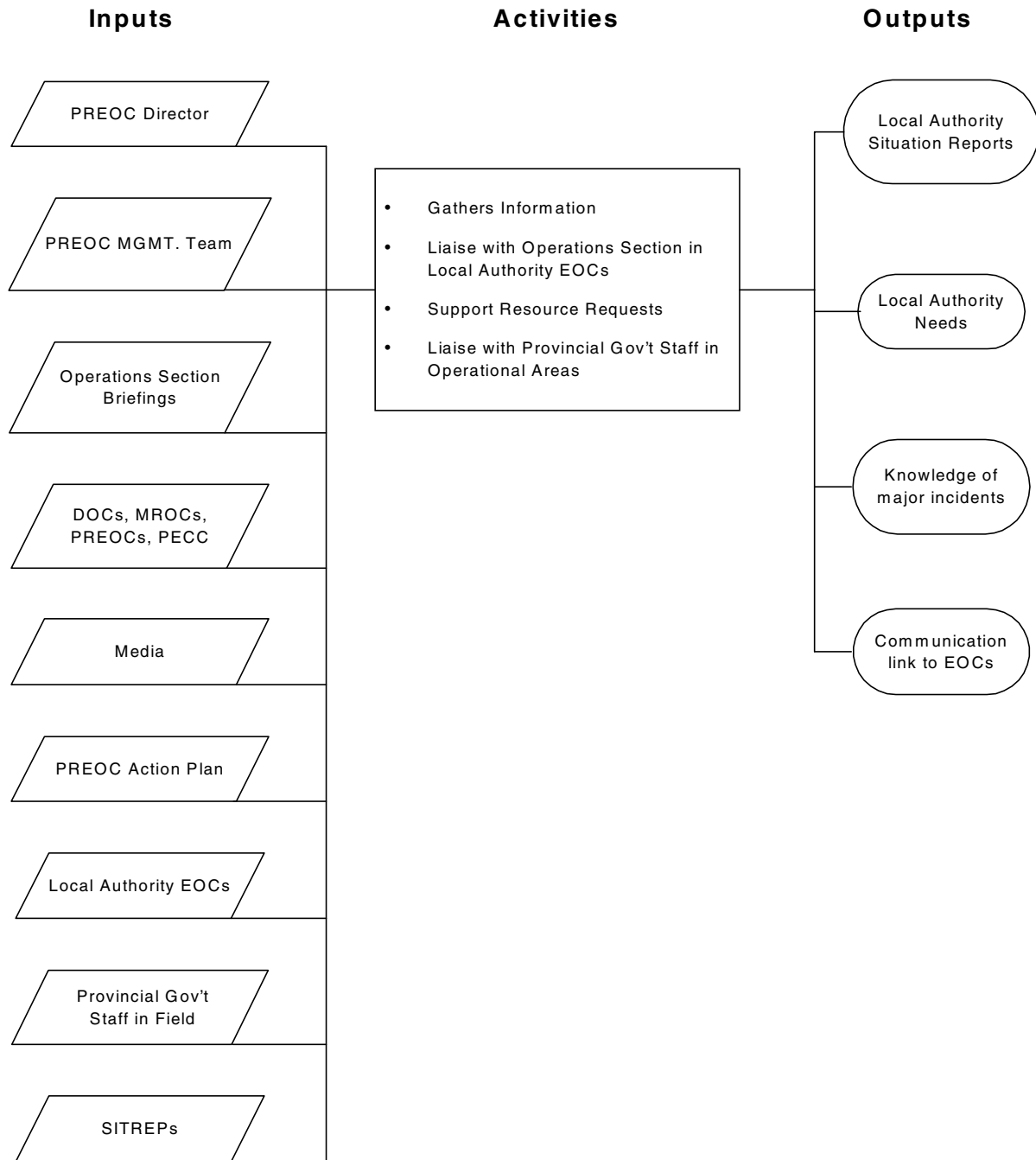
- Establish and maintain individual position log, and other relevant paperwork.
- Maintain close contact with assigned EOCs.
- Receive resource requests and forward requests to the Operations Section Chief.

- Facilitate completion of Situation Reports with communities affected by the emergency or disaster and forward to the Planning Section (PREOC 601).
- Advise the Operations Section Chief of any critical information and resource/support requests contained within the Situation Reports.
- Provide PREOC information, such as, provincial operations, coordination, and planning and resource information to EOCs, in consultation with the Liaison Officer.

Demobilization Phase:

- Determine demobilization status of any EOC/DOC/MROCs in the operational area and advise the Operations Section Chief and Situation Unit.
- Advise Local Authority EOCs of when the PREOC is to be demobilized.
- Assist with demobilization procedures.
- Complete all paperwork and forward to the Documentation Unit.
- Contribute information towards the After Action Report via the Operations Section Chief.
- Follow the Generic Demobilization Phase Checklist (3.1).

Operational Area Coordinator



3.9 Air Operations Branch Coordinator

Responsibilities:

- Organize aviation resources at the regional level to support field operations.
- As appropriate, initiate requests for Notice to Airmen (NOTAM).
- Establish procedures for emergency reassignment of aircraft if required.
- Coordinate with any Local Authority Air Operations in the operational area.
- Liaise with Air Operations at the PECC.

Activation Phase:

- Determine the current level of provincial regional air operations in the operational area.
- Determine activation status of Local Authority aviation resources and establish communication links with their Air Operations if necessary.
- Identify key issues currently affecting air operations; prepare initial report for the Operations Section Chief.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

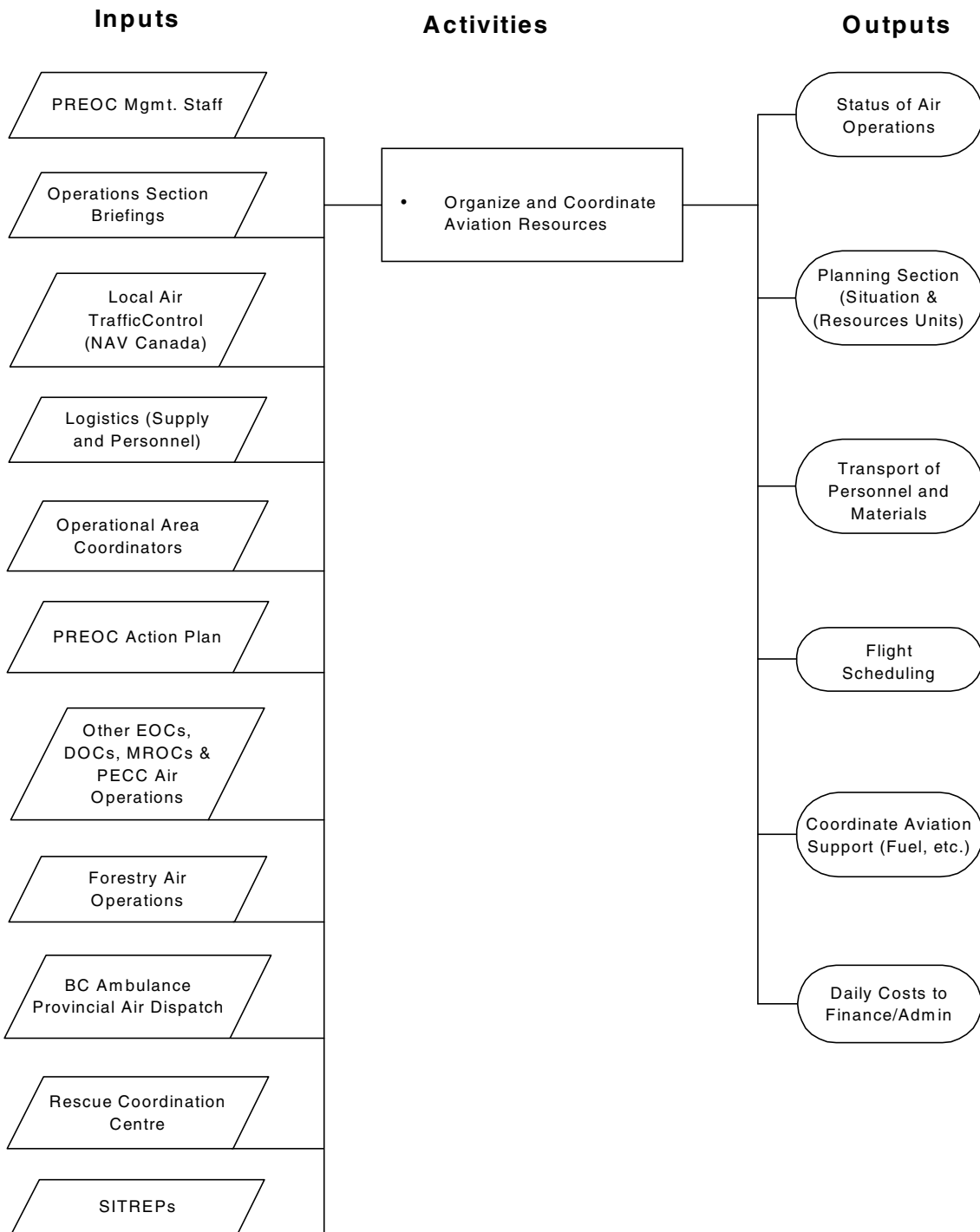
- Establish and maintain individual position log and other relevant paperwork.
- Obtain briefing from Operations Section Chief.
- Liaise with the Ambulance Branch Coordinator and MOF Dispatch.
- Liaise with Operational Area Coordinators for Local Authority Air Operations.
- Receive resource requests and forward to the Operations Section Chief.
- Liaise with Logistics to coordinate air transport of personnel, material and evacuees.

- Organize preliminary air operations.
- Initiate request for NOTAM if required.
- Schedule flights of non-emergency aircraft into the operational area if approved.
- Evaluate requests for non-tactical use of emergency aircraft assigned to the PREOC.
- Ensure proper safety and risk management measures are being taken in regards to aircraft. Forward critical status information to the Situation and Resource Units.
- Provide reports on air operations issues to the Operations Section Chief.
- Forward daily air operations costs to the Finance/Administration Section.

Demobilization Phase:

- Determine demobilization status of any aviation resources in the operational area and advise the Operations Section Chief and the Situation Unit.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure that all air expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Contribute information towards the After Action Report via the Operations Section Chief.
- Follow the Generic Demobilization Phase Checklist (3.1).

Air Operations Branch Coordinator



3.10 Special Operations Branch Coordinator

Responsibilities:

- Organize specialized resources at the regional level to support field operations.
- As appropriate, initiate requests for Notice to Mariners.
- Establish procedures for emergency reassignment of specialized resources such as Heavy Urban Search and Rescue (HUSAR) if required.
- Coordinate with any Local Authority Special Operations in the operational area.
- Liaise with Special Operations at the PECC.

Activation Phase:

- Determine current level of provincial regional special operations in the operational area.
- Determine activation status of Local Authority specialized resources and establish communication links with their Special Operations Coordinator if necessary.
- Identify key issues currently affecting Special Operations; prepare initial report for Operations Section Chief.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

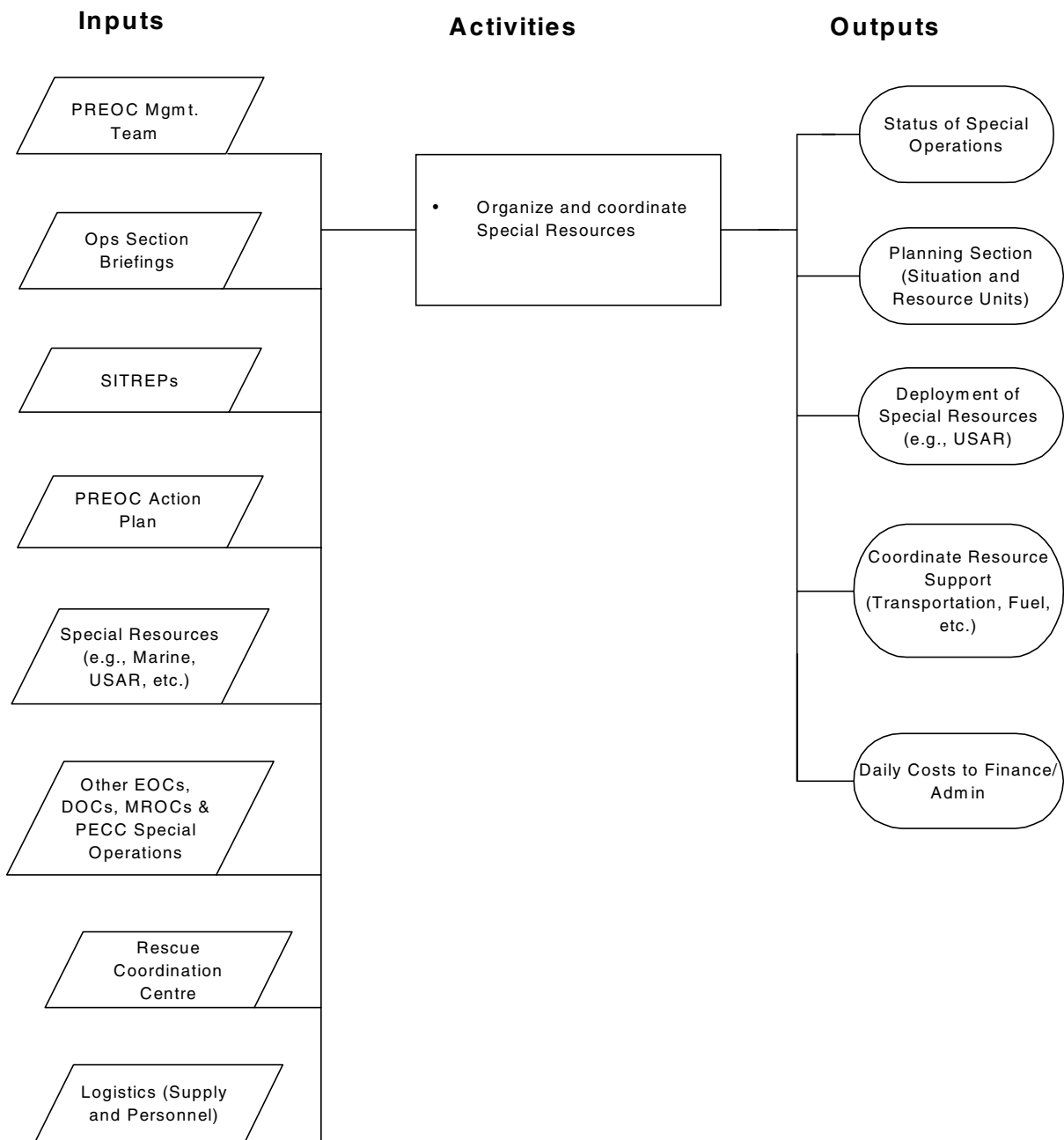
- Establish and maintain individual position log and other relevant paperwork.
- Obtain briefing from the Operations Section Chief.
- Evaluate requests for tactical and non-tactical use of specialized resources assigned to the PREOC.
- Receive resource and operational requests and forward to the Operations Section Chief.
- Organize preliminary special operations.
- Initiate request for Notice to Mariners if required.
- Ensure proper safety and risk management measures are being taken in regards to special operations.

- Pass critical status information to the Situation and Resource Units.
- Provide reports on special operations issues to the Operations Section Chief.

Demobilization Phase:

- Determine demobilization status of any specialized resources in the operational area and advise the Operations Section Chief and the Situation Unit.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Contribute information towards the PREOC After Action Report via the Operations Section Chief.
- Follow the Generic Demobilization Phase Checklist (3.1).

Special Operations Branch Coordinator



3.11 Fire Branch Coordinator

Responsibilities:

- Coordinate or arrange for urban and wild land fire suppression, hazardous materials (hazard/mat) support operations.
- Acquire mutual aid resources, as necessary.
- Coordinate the mobilization and transportation of all resources through the Logistics Section.
- Complete and maintain Branch status reports for major incidents requiring or potentially requiring provincial and federal response support, and maintain status of unassigned fire and hazard/mat resources in the area in conjunction with the Resources Unit.
- Implement the objectives of the PREOC Action Plan assigned to the Fire Branch.
- Overall supervision of the Fire Branch.

Activation Phase:

- Based on the situation, activate the necessary Units within the Fire Branch:
 - Structural Fire Suppression
 - Wild land Fire Suppression Unit
 - Hazardous Material Unit.
- If Local Authority mutual aid system is activated, coordinate use of area fire suppression resources with the respective EOCs. Coordinate with the Operational Area Coordinator.
- Prepare and submit a preliminary Branch status report and major incident reports as appropriate to the Operations Section Chief.
- Prepare objectives for the Fire Branch; provide them to the Operations Section Chief prior to the Action Planning meetings.
- Follow the Generic Activation Phase Checklist (3.1).

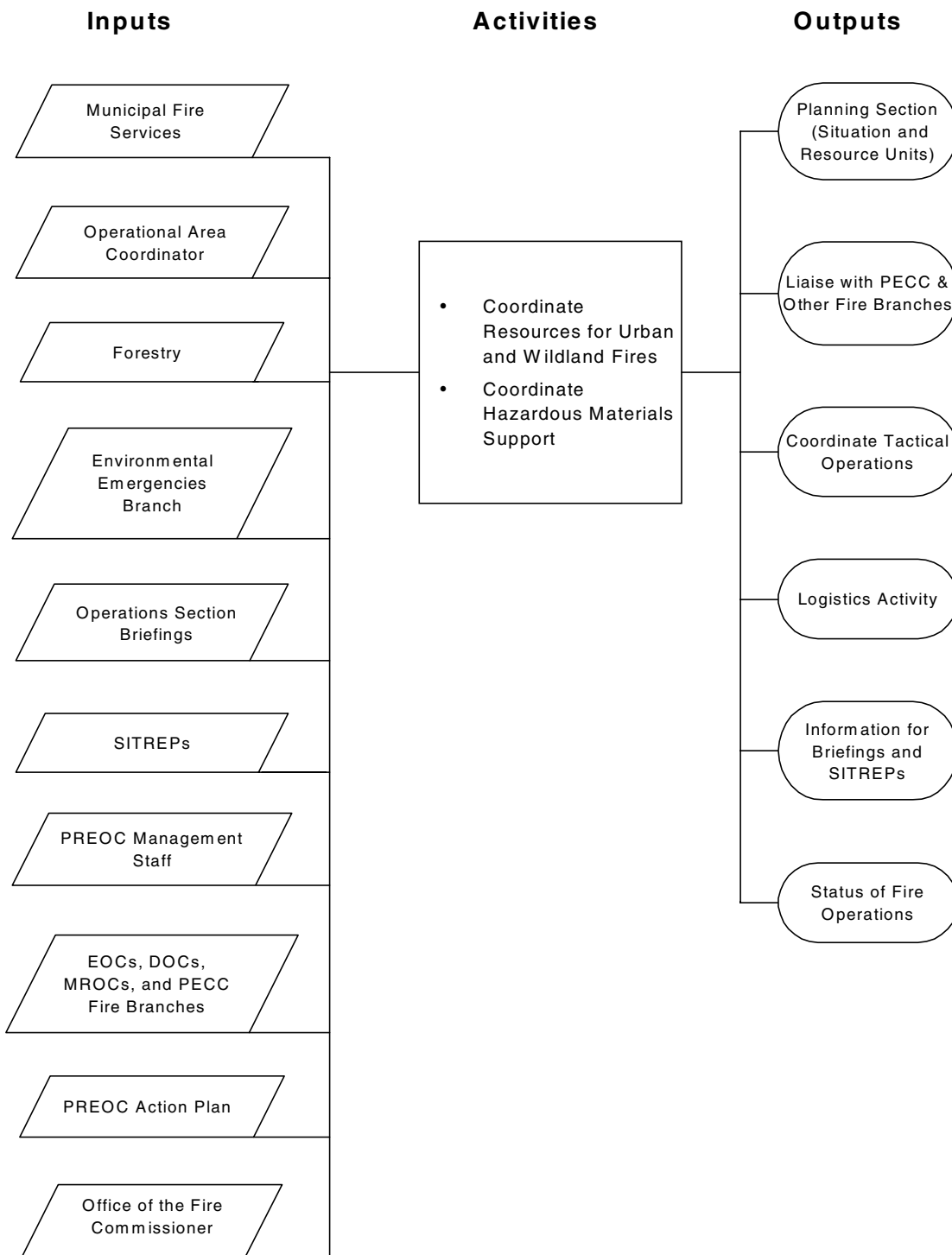
Operational Phase:

- Ensure that Branch and Unit position logs and other files are maintained.
- Ensure that all interface fire operations are being managed utilizing, when required, Unified Command with the appropriate agencies.
- Confirm and resolve through the PREOC Director, any response boundary issues that may restrict mutual aid.
- Liaise with Provincial Fire Commissioner as required.
- Liaise with Operational Area Coordinator(s) if established.
- Maintain current status on fire suppression missions being conducted in the area.
- Provide the Operations Section Chief and the Planning Section with an overall summary of Fire Branch operations periodically or as requested during the operational period.
- Refer all contacts with the media to the Information Officer but be prepared to speak on technical matters when requested.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).
- Prepare objectives for the Fire Branch for the subsequent operational period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.
- Implement these objectives in the PREOC Action Plan assigned to Fire Branch.
- Provide a briefing at shift change of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.

Demobilization Phase:

- Determine demobilization status of Branch Units and fire operations in the area and advise the Operations Section Chief.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate staff or other PREOC Sections follow-up.
- Ensure all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Contribute information towards the After Action Report via the Operations Section Chief.
- Follow the Generic Demobilization Phase Checklist (3.1).

Fire Branch Coordinator



3.12 Police Branch Coordinator

Responsibilities:

- Coordinate movement and evacuation operations with Local Authorities.
- In cooperation with the Information Officer alert and notify the public of the impending or existing emergency, public safety orders, requests and information within the region as required.
- Coordinate law enforcement and traffic control operations, including evacuation, during the major emergency.
- Coordinate all ground and inland waters search and rescue (SAR) operations and resources in region.
- Coordinate Police mutual aid requests.
- Supervise the Police Branch.

Activation Phase:

- Obtain a briefing from the Operations Section Chief.
- Based on the situation, activate the necessary Units within the Police Branch:
 - Police Operations Unit
 - Search and Rescue Unit
 - Coroner Unit
 - Evacuation Unit.
- Coordinate mutual aid resources with EOC Police Branch Coordinator(s), and/or local Police Services.
- Provide an initial situation report to the Operations Section Chief.
- Based on the initial PREOC priorities, prepare objectives for the Police Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.
- Follow the Generic Activation Phase Checklist (3.1).

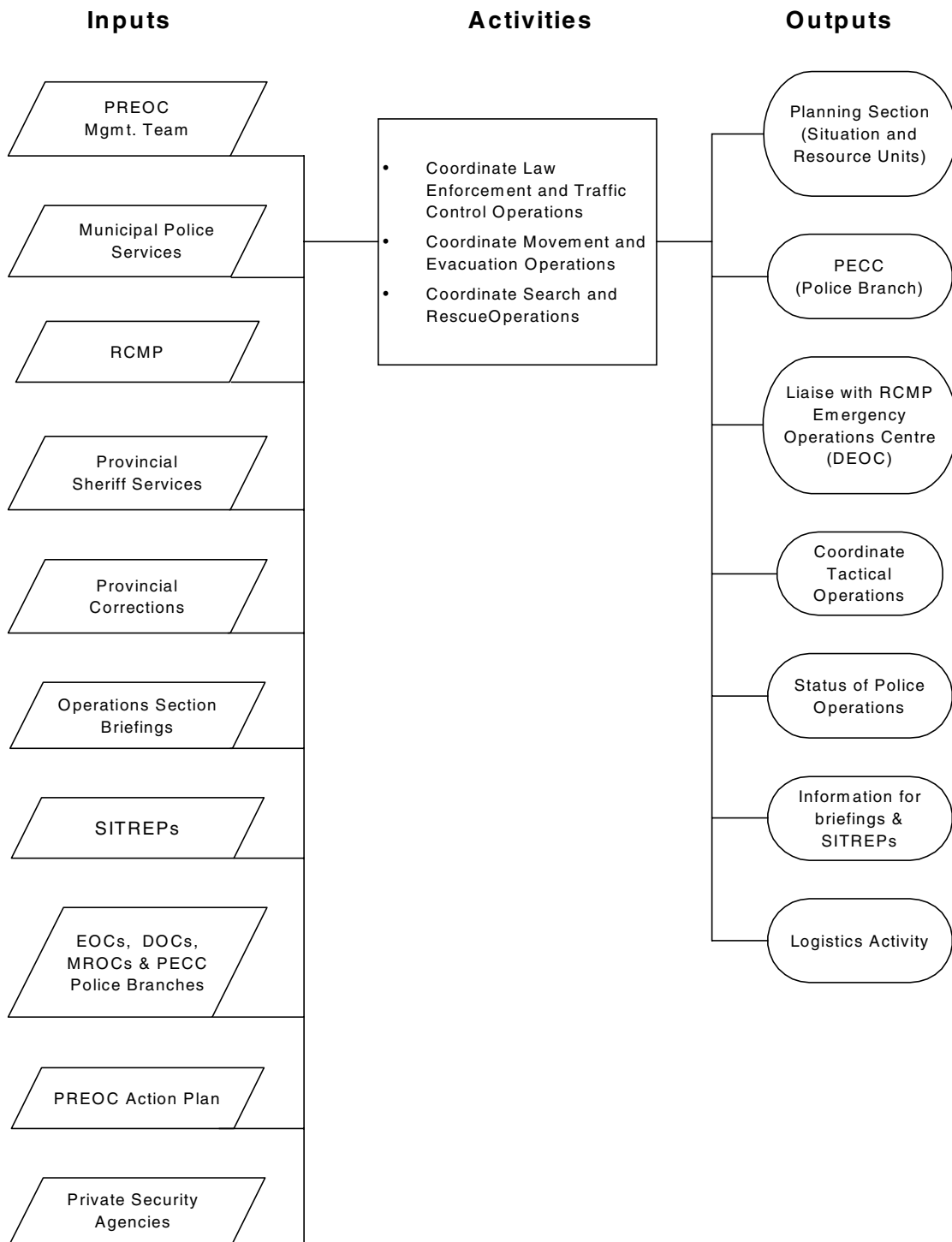
Operational Phase:

- Ensure that Branch and Unit position logs and other appropriate files are maintained.
- Maintain current status on Police and SAR missions and activities being conducted in the region.
- Provide the Operations Section Chief and the Planning Section with an overall summary of Police Branch operations periodically or as requested during the operational period.
- On a regular basis, complete and maintain the Police Branch Status Report.
- Refer all contacts with the media to the Information Officer but be prepared to speak on technical matters when requested by the Information Officer.
- Determine and coordinate need for Police mutual aid.
- Determine and coordinate need for Search and Rescue mutual aid.
- Determine and coordinate need for Coroner's services.
- Ensure all resource requests are coordinated through the Logistics Section.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).
- Prepare objectives for the Police Branch for the subsequent operations period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.
- Provide a briefing at shift change, of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.
- Implement those objectives in the PREOC Action Plan assigned to the Police Branch.

Demobilization Phase:

- Determine demobilization status of Branch Units and Police operations in the area, and advise the Operations Section Chief.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate staff or other PREOC sections for follow up.
- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Contribute information towards the PREOC After Action Report via the Operations Section Chief.
- Follow the Generic Demobilization Phase Checklist (3.1).

Police Branch Coordinator



3.13 Health Branch Coordinator

Responsibilities:

- Coordination of hospitals, health units, continuing care, mental health and environmental health within the region.
- Assist the Ambulance Branch Coordinator in ensuring that casualties are evenly distributed to receiving facilities.
- Coordinate with the Medical Health Officer, provision of public health measures including epidemic control and immunization programs.
- Ensure potable water supplies are inspected and monitored.
- Ensure that food quality is regulated and inspected.
- Ensure that sewage systems are operating at acceptable levels.
- Coordinate and support health services for physically challenged or medically disabled persons.
- Coordinate, with the Ambulance Branch, the activation of emergency hospital and advanced treatment centres supplied by Health Canada (owned by Health Canada and managed by the Ministry of Health).
- Assist the Ambulance Branch in the mobilization of available ambulance and auxiliary ambulance resources as required.
- Coordinate health care needs at Reception Centres with the ESS Branch Coordinator.
- Determine the status of medical and care facilities within the affected area and availability of facilities outside area.
- Assist with the coordination of pharmaceuticals as required.
- Assist with the coordination of other health care resources as required.

- Liaise with Health Branches activated in EOCs, DOCs, MROCs and the PECC.

Activation Phase:

- Report to the PREOC facility, as advised.
- Obtain a briefing from the Operations Section Chief.
- Assess and anticipate health services required to support the event.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

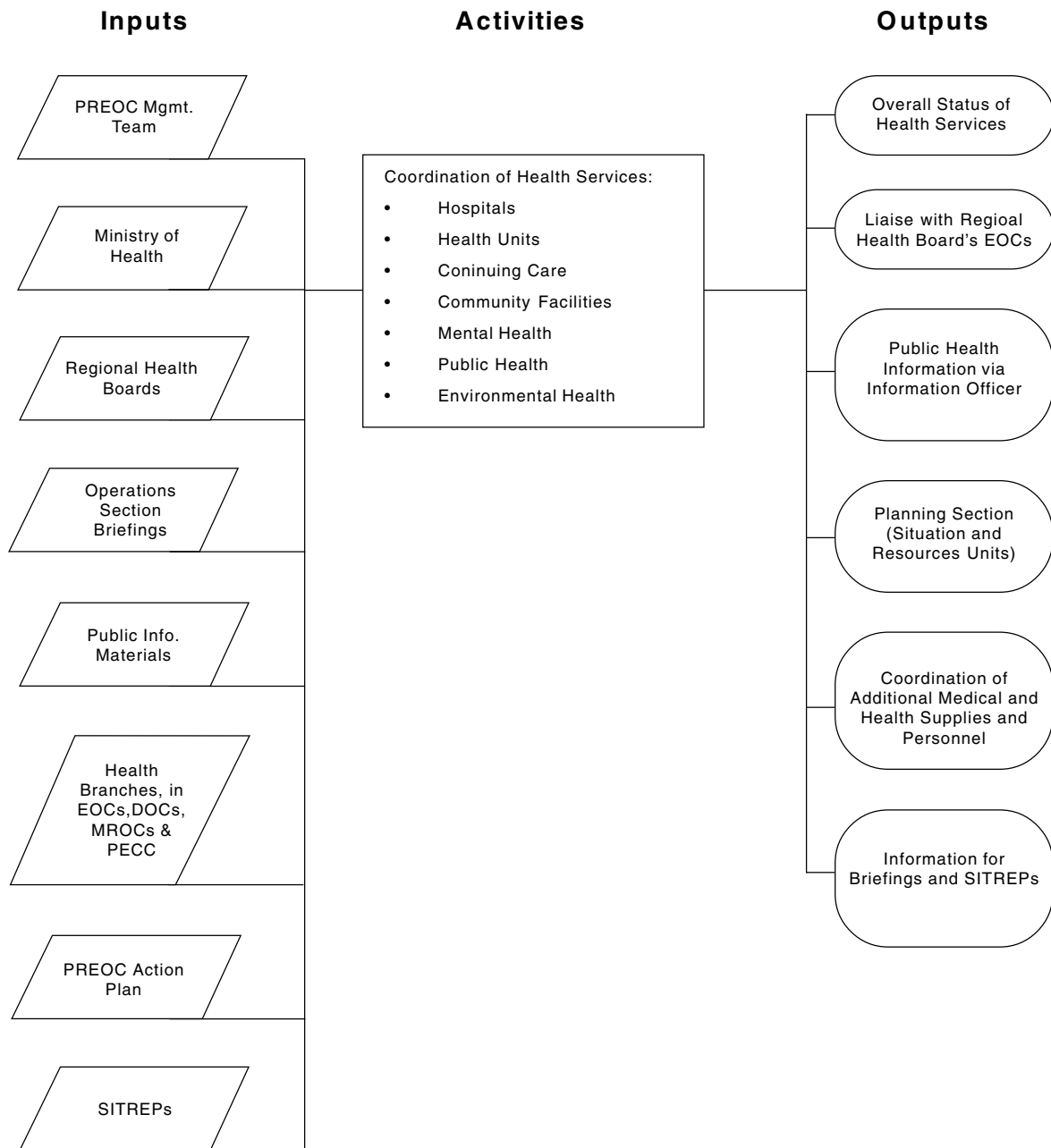
- Establish and maintain position logs and other necessary files.
- Determine the status and availability of medical facilities in the area affected and outside areas, including special treatment facilities for trauma, paediatrics, burn, and psychiatric patients.
- Establish communications with appropriate health services.
- Determine capacity of various health services.
- Determine the priority of health issues.
- Prepare initial briefing for the Operations Section Chief.
- Establish a Regional Health Authorities Unit.
- Prepare, in coordination with the Ambulance Branch, health services objectives for the PREOC Action Plan for each operational period and submit to the Operations Section Chief prior to next Action Planning meeting.
- Liaise with the ESS Branch Coordinator to assist with sheltering of displaced home care clients, if needed.
- With Logistics Section assistance, establish an advanced treatment centre and/or 200-bed emergency hospital **if needed**. Remember, these units are not small and take time to establish.
- If local facilities are, or soon will be overwhelmed, contact other unaffected areas to receive patients.

- If mass feeding areas are established, ensure food quality and other public health issues are addressed.
- Establish radio or telephone communication with area hospitals and other medical facilities to determine their capability to treat casualties.
- Determine, in coordination with the Ambulance Branch, the status and availability of mutual aid resources in the operational area; specifically industrial first-aiders, St. John Ambulance, and private/industrial ambulances.
- Coordinate with the Logistics Section to obtain necessary supplies and equipment to support disaster medical operations in the field.
- Inform the appropriate Operations Section Chief and Branch Coordinators of all significant events.
- Consult with the Information Officer on proper procedures for media contacts. This is particularly critical in emergency medical situations where statistical information is requested by the media.
- Consider and plan critical incident stress debriefings for responders and victims.
- Ensure proper documentation of plans, actions and decisions.

Demobilization Phase:

- Determine demobilization status of Health Services in the area, and advise the Operations Section Chief.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate staff or other PREOC sections for follow up.
- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Contribute information towards the PREOC After Action Report via the Operations Section Chief.
- Follow the Generic Demobilization Phase Checklist (3.1).

Health Branch Coordinator



3.14 Ambulance Branch Coordinator

Responsibilities:

- Coordination of all patient transportation within the region.
- Ensure that casualties are evenly distributed to receiving facilities.
- Coordinate, with the Medical Health Officer, the provision of public health measures.
- Assist in the mobilization of other available ambulance and auxiliary ambulance resources as required
- Coordinate health care needs at reception centres with the ESS Branch Coordinator.
- Determine the status of patient transportation capabilities within the affected area and availability of facilities outside area.
- Assist with the coordination of other health care resources as required.
- Liase with Health Branches activated in EOCs, MROCs and the PECC.

Activation Phase:

- Report to the PREOC facility, as advised.
- Obtain a briefing from the Operations Section Chief.
- Assess and anticipate health services required to support the event.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

- Establish and maintain position logs and other necessary files.
- Determine the status and availability of medical facilities in the area affected and outside areas, including special treatment facilities for trauma, paediatrics, burn, and psychiatric patients.
- Establish communications with appropriate health services.

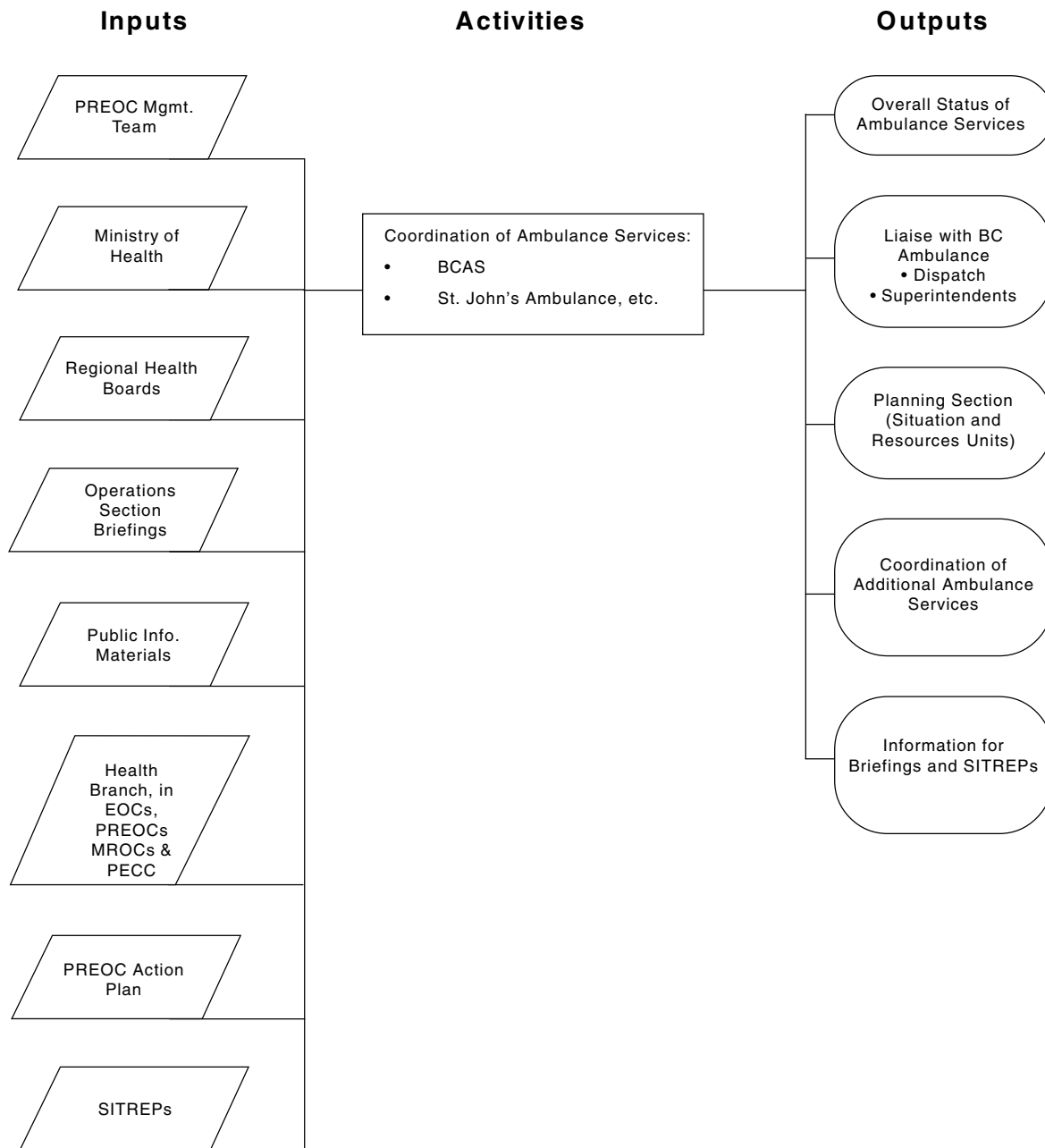
- Liaise early on with the Health Branch Coordinator.
- Determine, with the Health Branch, the capacity of various health services.
- Determine, with the Health Branch, the priority of health issues.
- Prepare initial briefing for the Operations Section Chief.
- Prepare Ambulance Branch objectives for the PREOC Action Plan for each operational period and submit to the Operations Section Chief prior to next Action Planning meeting.
- Establish radio or telephone communication with area hospitals and other medical facilities to determine, in coordination with the Health Branch, their capability to treat casualties.
- Determine the scope of ambulance resources and medical transport needs.
- Establish radio or telephone communication with the BC Ambulance Regional Dispatch Centre.
- Determine, in coordination with the Health Branch, the status and availability of mutual aid resources in the operational area; specifically industrial first-aiders, St. John Ambulance, and private/industrial ambulances.
- Coordinate with the Logistics Section, Transportation Unit, to acquire suitable non-ambulance transportation such as buses for injured victims as required or requested.
- Coordinate with the BCAS Air Dispatch and the Air Operations Branch for air transportation needs.
- Coordinate with the Logistics Section to obtain necessary supplies and equipment to support disaster medical operations in the field.
- Inform the appropriate Operations Section Chief and Branch Coordinators of all significant events.
- Consult with the Information Officer on proper procedures for media contacts. This is particularly critical in emergency medical situations where statistical information is requested by the media.

- Consider and plan critical incident stress debriefings for responders and victims.
- Ensure proper documentation of plans, actions and decisions.

Demobilization Phase:

- Determine demobilization status of Health Services in the area, and advise the Operations Section Chief.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate staff or other PREOC sections for follow up.
- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Contribute information towards the PREOC After Action Report via the Operations Section Chief.
- Follow the Generic Demobilization Phase Checklist (3.1).

Ambulance Branch Coordinator



3.15 Environmental Branch Coordinator

Responsibilities:

- Assist responsible parties and coordinate provincial regional response to hazardous spills and waste disposal.
- Coordinate provincial regional response to dam failures.
- Liaise with regional federal environment officials and the private sector.

Activation Phase:

- Report to the PREOC facility as directed.
- Obtain a briefing from the Operations Section Chief.
- Assess and anticipate environmental concerns and recommended responses in support of the emergency situation.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

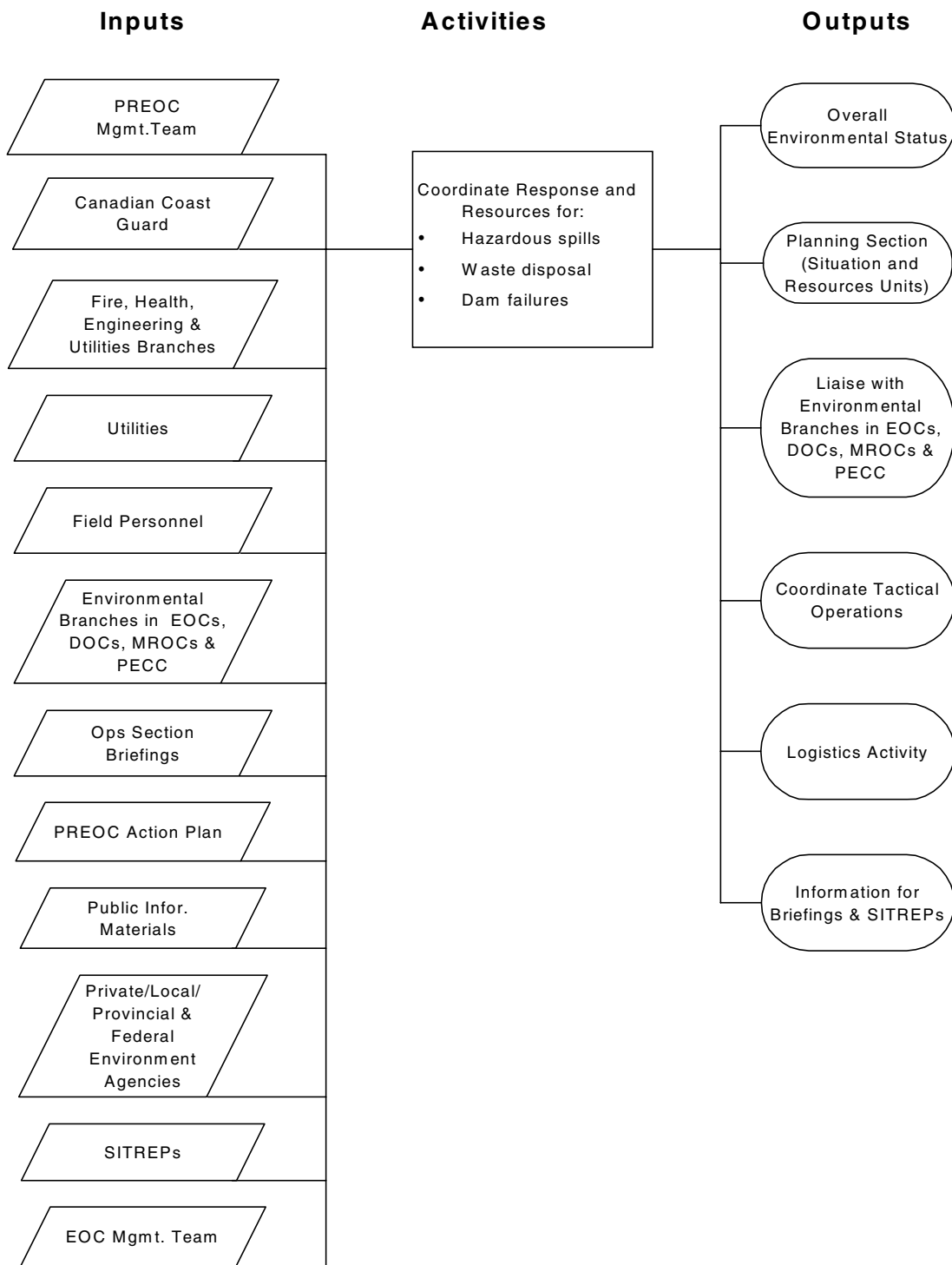
- Establish and maintain position logs and other necessary files.
- Determine the scope of environmental assistance required in consultation with the Operations Section Chief and other Branch Coordinators.
- Determine the status and availability of waste storage and disposal facilities in the area.
- Liaise with the Health Branch to assist with exposure to hazardous materials and impacts on water and air resources.
- Develop intelligence of environmental issues, damage and threats. Forward to the Situation Unit.
- Prioritize and coordinate environmental response issues.
- Liaise with the Engineering and Utilities Branch Coordinators to assist with dam safety issues as required.

- Coordinate hazard/mat response and support in cooperation with Fire Branch Coordinators for situations involving hazardous materials.
- Liaise with the Canadian Coast Guard on any environmental impact to oceans and water properties.
- Liaise with other Environmental Branches in EOCs, DOCs, MROCs and the PECC.

Demobilization Phase:

- Determine demobilization status of environmental services in the area, and advise the Operations Section Chief.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate staff or other PREOC sections for follow up.
- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Contribute information towards the PREOC After Action Report via the Operations Section Chief.
- Follow the Generic Demobilization Phase Checklist (3.1).

Environmental Branch Coordinator



3.16 Emergency Social Services Branch Coordinator

Note: A MSDES Regional ESS Coordinator will staff this position.

Responsibilities:

- Over-all management of the ESS Branch with decision-making authority only for the ESS activity of the PREOC.
- Develop an overview of the ESS situation in the region.
- Provide routine situation reports to the Operations Section Coordinator, Situation Unit, and MSDES headquarters in Victoria.
- Through the MSDES regional office, request MSDES staff to assist at ESS reception centres where there is a requirement for ministry staff to perform financial services or where there are not enough volunteers.
- Share information and facilitates mutual aid of regional ESS resources among affected communities.
- Request provincial ESS resources from MSDES headquarters in Victoria when regional ESS resources are exhausted.
- Confer with the Operations Section Chief and the PREOC Director to ensure that actions are appropriate and that expenditures for ESS are authorized.
- Coordinate ESS support with other agencies and functions in the PREOC, e.g., logistics, public information.

Activation Phase:

- Establish and maintain position logs and files.
- Respond to the PREOC at the request of the PEP Regional Manager, REO or ESS Program office.
- Ensure alternates are identified for your position as ESS Branch Coordinator to allow 24-hour extended operations.
- Request briefing from the Operations Section Chief or the PREOC Director.

- Establish communications by phone with the MSDES Regional Office.
- Establish communications by phone with the ESS Program Office in Victoria at: 1-800-585-9559 or 250-387-6440 or with PEP, 1-888-344-5888
- Ensure communications have been established with ESS Directors at EOCs in affected communities via the ESS Regional Representative and/or Operational Area Coordinator.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

- Establish reporting times for ESS Situation Reports from Municipal EOCs to PREOC.
- Work with the ESS Regional Representative to provide assistance and guidance to activated ESS teams, as required.
- In consultation with the Liaison Officer and ESS Regional Representative, ensure contact is made with unaffected communities to assess ESS resource availability.
- Maintain ESS resource status board, keeping track of number and type of ESS resources deployed and still available in the region and share this information with affected and unaffected communities.
- Facilitate and prioritize requests from affected communities for ESS resources.
- Facilitate mutual aid deployment of ESS personnel and material resources between communities (communities maintain control of their resources and may refuse a request for assistance if it conflicts with local priorities).
- Arrange for acquisition of provincial resources from outside the affected region when regional ESS resources are insufficient to meet needs.

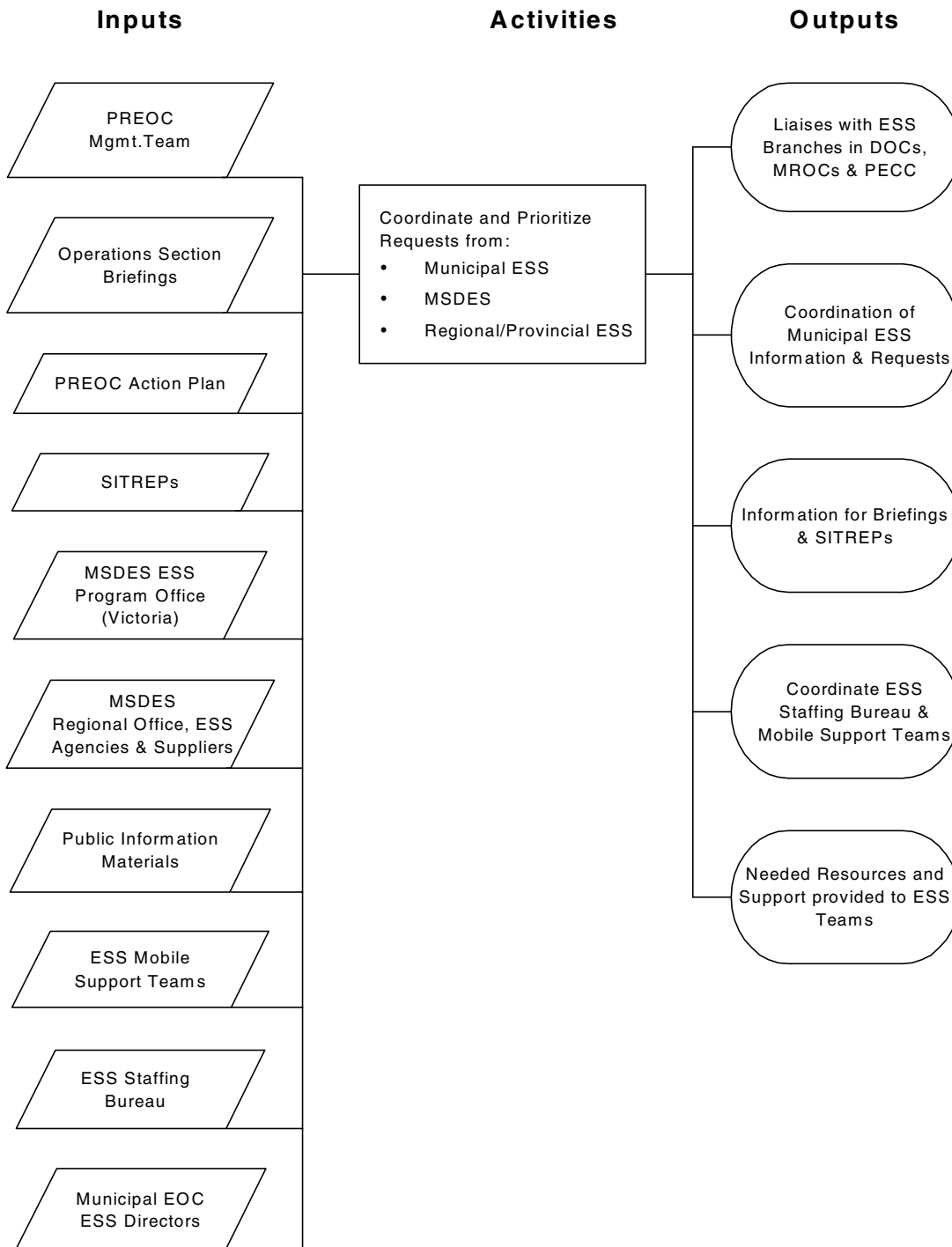
- When an ESS Staffing Bureau is established, maintain communications with the Bureau and provide direction to the Bureau on the allocation of ESS response personnel to affected communities.
- When an ESS Mobile Support Team is deployed to the area, maintain communications with the Team Director to ensure appropriate placement and adequate support needs are met.
- Prepare and send Regional ESS Situation Reports to the Operations Section Chief, Situation Unit, MSDES EOC in Victoria, and the Regional MSDES office according to established routines.
- Attend scheduled meetings in the PREOC and assist with planning in the PREOC as requested.
- Actively share ESS information with other functions and agencies in the PREOC.
- Refer all contacts with the media to the Information Officer and ensure critical ESS information is included in media releases.
- Maintain adequate records of financial expenditures.
- Ensure emergency expenses for ESS are pre-authorized by the PREOC Director.
- Provide a briefing at shift change, of all ongoing activities, Branch objectives for the next operational period, and any other pertinent information.

Demobilization Phase:

- Determine demobilization status of the ESS Branch services.
- Complete personal logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate staff or other PREOC sections for follow up.

- Coordinate the transition of ESS services to MSDES Regional Offices to ensure follow-up and/or continued services are provided to disaster victims.
- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Contribute information towards the PREOC After Action Report via the Operations Section Chief.
- Follow the Generic Demobilization Phase Checklist (3.1).

ESS Branch Coordinator



3.17 Emergency Social Services Regional Representative

Note: ESS Volunteers in each region have been recruited by the ESS Branch (Victoria) to assist the PREOC in providing support to activated ESS teams.

The ESS Regional Representative has previous experience assisting in emergencies, extensive training in ESS and good knowledge of the ESS capacity of communities in the affected region. As part of a team, the ESS Regional Representative will assist in developing an overview of the ESS situation and will provide advice and make recommendations to the ESS Branch Co-coordinator.

Responsibilities:

- Establish and maintain position logs and files.
- Work in partnership with the ESS Branch Coordinator to develop an overview of the ESS situation in the affected region.
- In cooperation with Operational Area Coordinator(s), contact ESS Directors in affected communities and collect/create ESS Situation Reports for each community.
- Provide advice and make recommendation to the ESS Branch Coordinator regarding ESS response issues.
- Share information on ESS within the PREOC.

3.18 Engineering Branch Coordinator

Responsibilities:

- Survey all provincial facilities, assessing the damage to such facilities, and coordinating the repair of damage.
- Survey all other infrastructure systems, such as provincial roads and bridges within the area.
- Assist other Sections, Branches, and Units as needed.
- Supervise the Engineering Branch.
- Liaise with Local Authority engineering representatives.

Activation Phase:

- Obtain a situation briefing from the Operations Section Chief.
- Based on the situation, activate the necessary units within the Engineering Branch:
 - Roads and Bridges Unit
 - Damage/Safety Assessment Unit.
- Provide an initial Situation Report to the Operations Section Chief.
- Based on the initial PREOC priorities, prepare objectives for the Engineering Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

- Ensure that Branch and Unit position logs and other necessary files are maintained.
- Maintain current status on all engineering activities being conducted in the area.
- Ensure that damage and safety assessments are being carried out for both public and private facilities.
- Determine and document the status of transportation routes into and within affected areas.
- Coordinate debris removal services as required.

- Provide the Operations Section Chief and the Planning Section with an overall summary of the Engineering Branch activities periodically during the operational period or as requested.
- Ensure that all Unit Status Reports, as well as the Initial Damage Assessment are completed and forwarded to the Situation Unit.
- Refer all contacts with the media to the Information Officer. Be prepared to act as a spokesperson and offer technical information to the media, as requested.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).
- Prepare objectives for the Engineering Branch for subsequent operational periods; provide them to the Operations Section Chief prior to the next Action Planning meeting.
- Implement PREOC Action Plan engineering assignments.
- Provide a briefing at shift change, of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.

Demobilization Phase:

- Determine demobilization status of Branch Units and engineering operations in the area, and advise the Operations Section Chief.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate staff or forwarded to other PREOC sections for follow up.
- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Contribute information towards the PREOC After Action Report via the Operations Section Chief.
- Follow the Generic Demobilization Phase Checklist (3.1).

Engineering Branch Coordinator



3.19 Utilities Branch Coordinator

Responsibilities:

- Survey all utility systems, and provide restoration priorities to providers.
- Assist other Sections, Branches, and Units as needed.
- Liaise with other utility representatives not present in the PREOC.

Activation Phase:

- Provide an initial Utilities status report to the Operations Section Chief.
- Based on the initial PREOC priorities, prepare objectives for the Utilities Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

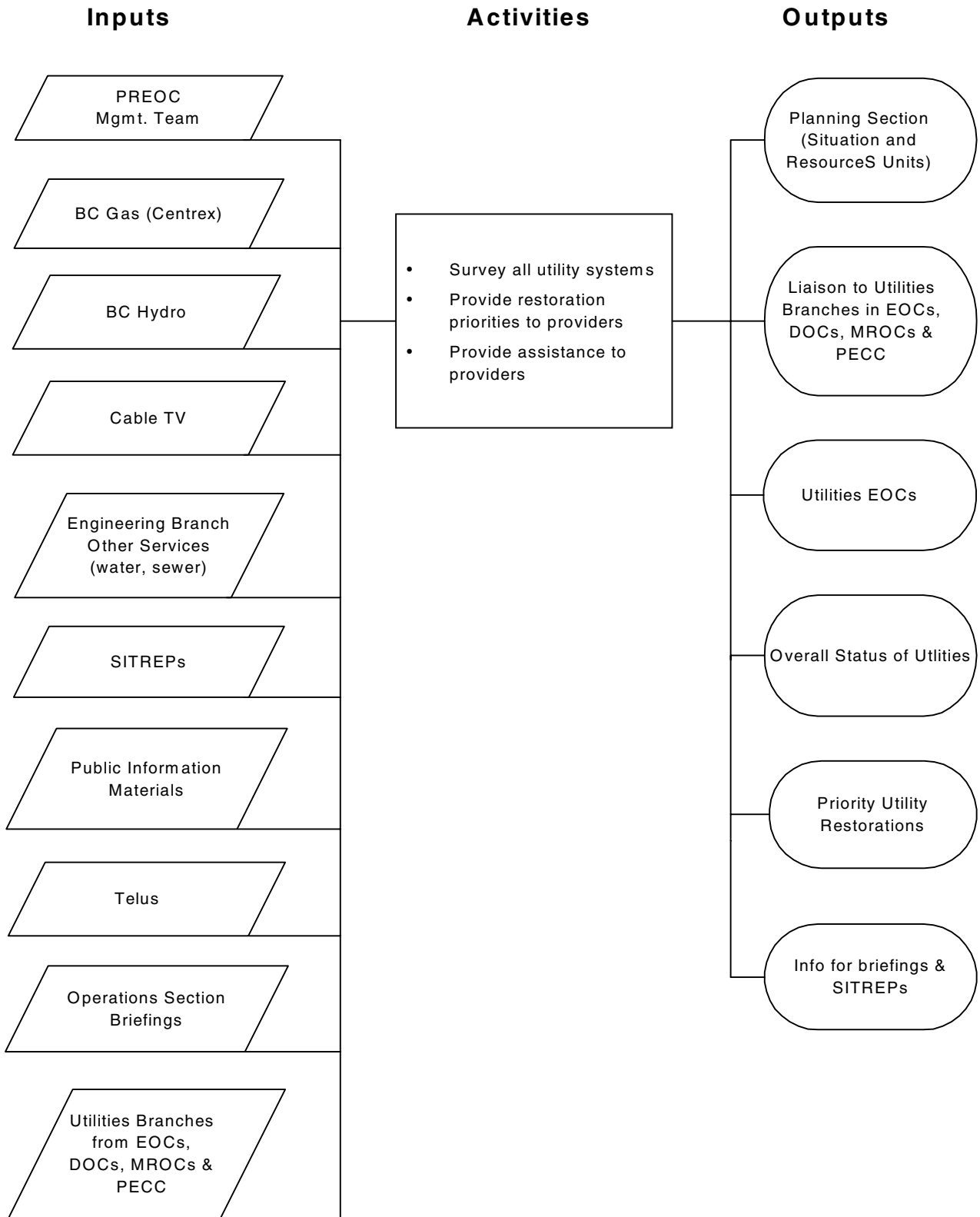
- Establish and maintain communications with the utility providers in the affected area.
- Determine the extent of damage to utility systems in the affected area.
- Coordinate with the Liaison Officer to ensure that agency representatives from affected utilities are available to attend the PREOC.
- Ensure that support to utility providers is available as necessary to facilitate restoration of damaged systems.
- Keep the Health Branch Coordinator informed of any regional threats regarding water contamination issues.
- Keep the Engineering Branch Coordinator informed of the restoration status.
- Complete and maintain Utilities Status Reports and forward to the Operations Section Chief, Branch Coordinators and Situation Unit.

- Refer all contacts with the media to the Information Officer. Be prepared to speak on technical issues as requested.
- Provide a briefing at shift change, of all the ongoing activities, Branch objectives for the operational period, and any other pertinent information.

Demobilization Phase:

- Determine demobilization status of the Utilities Branch and utility operations in the area, and advise the Operations Section Chief.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate staff or forwarded to other PREOC sections for follow up.
- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Contribute information towards the PREOC After Action Report via the Operations Section Chief.
- Follow the Generic Demobilization Phase Checklist (3.1).

Utilities Branch Coordinator



3.20 Planning Section Chief

Responsibilities:

- Ensure that the following responsibilities of the Planning Section are addressed as required:
 - collect, analyze, and display situation information,
 - prepare periodic Situation Reports,
 - prepare and distribute the PREOC Action Plan and facilitate the Action Planning process,
 - conduct Advance Planning activities and reports,
 - document and maintain files on all PREOC activities, and
 - provide technical support services to the various PREOC Sections and Branches.
- Establish the appropriate level of organization for the Planning Section.
- Exercise overall responsibility for the coordination of Branch/Unit activities within the Section.
- Keep the PREOC Director informed of significant issues affecting the Planning Section.
- In coordination with the other Section Chiefs, ensure that Status Reports are completed and utilized as a basis for PREOC Situation Reports, and PREOC Action Plans.

Activation Phase:

- Ensure that the Planning Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Based on the situation, activate Units within the Section as needed and designate Leaders for each Unit:
 - Situation Unit
 - Resources Unit
 - Demobilization Unit
 - Technical Specialists Unit.
 - Documentation Unit
 - Advance Planning Unit
 - Recovery Unit

- Request additional personnel for the Section as necessary to maintain a 24-hour operation.
- Establish contact with the PECC Planning Section when activated, and coordinate Situation Report requirements with them.
- Interface constantly with the Operations Section Chief; obtain and review any major incident reports.
- Review responsibilities of Units in the Section; develop plans for carrying out all responsibilities.
- Prepare a list of key issues to be addressed by Planning; in consultation with Section staff, identify objectives to be accomplished during the initial operational period.
- Keep the PREOC Director informed of significant events.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

- Ensure that Planning position logs and other necessary files are maintained.
- Ensure that the Situation Unit is maintaining current information for the Situation Report.
- Ensure that major incident reports and Branch status reports are completed by the Operations Section and are accessible by the Planning Section. It is recommended to provide a Planning Liaison to the Operations Section.
- Ensure that a Situation Report is produced and distributed to PREOC Sections and the PECC at least once, prior to the end of the operational period (others may be produced as directed by the PREOC Director).
- Assist Operations in ensuring that all status boards and other displays are kept current and that posted information is neat and legible.
- Ensure that the Information Officer has immediate and unlimited access to all status reports and displays.
- Conduct periodic briefings with Section staff and work to reach consensus among staff on Section objectives for forthcoming operational periods.

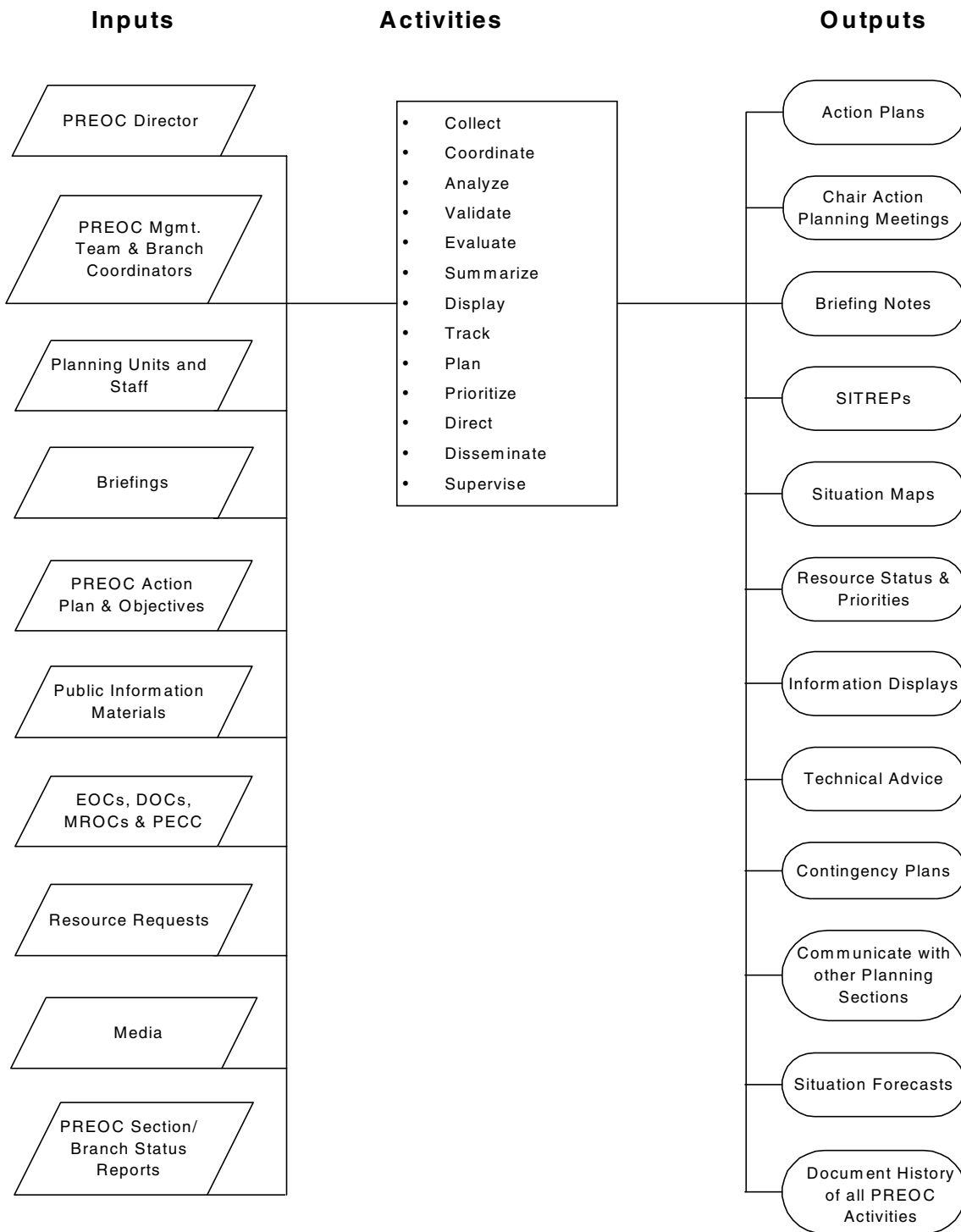
- Chair Action Planning meetings approximately two hours before the end of each operational period.
- Ensure that objectives for each Section are completed, collected and posted in preparation for the next Action Planning meeting.
- Ensure that the PREOC Action Plan is completed, approved by the PREOC Director and distributed prior to the start of the next operational period.
- Work closely with each Branch/Unit within the Planning Section to ensure the Section objectives, as defined in the current PREOC Action Plan are being addressed.
- Ensure that the Advance Planning Unit develops and distributes a report that highlights forecasted events or conditions likely to occur beyond the forthcoming operational period; particularly those situations which may influence the overall priorities of the PREOC.
- Ensure that the Documentation Unit maintains files on all PREOC activities and provides reproduction and archiving services for the PREOC, as required.
- Provide technical services, such as environmental advisors and other technical specialists to all PREOC Sections as required.
- Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section.
- Ensure the Risk Management Officer is involved in the Action Planning process.

Demobilization Phase:

- Ensure the Demobilization Plan for the PREOC is complete, approved by the PREOC Director and distributed to all PREOC Sections.
- Oversee preparation of the PREOC After Action Report, by the Recovery Unit.
- Determine demobilization status of all Planning Units and advise the PREOC Director.
- Complete all logs and documentation and forward to the Documentation Unit.

- Ensure any open actions are assigned to appropriate Planning staff or other PREOC Sections for follow up.
- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Review PREOC After Action Report prior to submitting to the PREOC Director and the Management Team for approval.
- Follow the Generic Demobilization Phase Checklist (3.1).

Planning Section Chief



3.21 Situation Unit Coordinator

Responsibilities:

- Oversee the collection, organization, and analysis of disaster situation information, including damage assessments.
- Ensure that information collected from all sources is validated (see information validation figure 3.20-1).
- Ensure that Situation Reports are developed for dissemination to PREOC staff and to the PECC.
- Ensure that a PREOC Action Plan is developed for each operational period.
- Ensure that an ongoing link is established with the Operations Section for the purpose of collecting accurate situation information in a timely manner.
- Ensure that all maps, status boards and other displays contain current and accurate information.
- Supervise the Situation Assessment Unit.

Activation Phase:

- Obtain a briefing from the Planning Section Chief.
- Ensure there is adequate staff, including Field Observers (if needed) available to collect and analyze information and facilitate the Action Planning Process.
- Prepare Situation Unit objectives for the initial Action Planning meeting.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

- Ensure position logs and other necessary files are maintained.
- In consultation with the Planning Chief, appoint a Liaison to the Operations Section to collect situation and status information on a regular basis.
- Oversee the collection and analysis of all incident or disaster related information.

- Oversee the preparation of the PREOC Situation Report (PREOC form 601).
- Coordinate with the Documentation Unit for the distribution and reproduction of plans and documents as required.
- Meet with the Information Officer to coordinate access to current information.
- Prepare a situation summary for the PREOC Action Planning meeting.
- Ensure each Section and Branch provides his or her objectives and status updates at least 30 minutes prior to each Action Planning meeting.
- Convene and assist the Planning Section Chief in facilitating the Action Planning meeting.
- In preparation for the Action Planning meeting, ensure that all PREOC priorities and objectives are posted or distributed, and that the meeting room is set up with appropriate equipment and materials (easels, markers, or SITREPs).
- Following the meeting, send the approved Action Plan (PREOC form 702) to the Documentation Unit to distribute prior to the next operational period.
- Ensure that adequate staff members are assigned to Operations if necessary to maintain all maps, status boards and other displays.

Demobilization Phase:

- Determine demobilization status of the Situation Unit and advise the Planning Section Chief.
- Complete all logs and forms and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate Planning staff or other PREOC sections for follow up.
- Contribute information towards the PREOC After Action Report.
- Follow the Generic Demobilization Phase Checklist (3.1).

Situation Unit Information Validation

Checking the Information...

Confirming the Information...

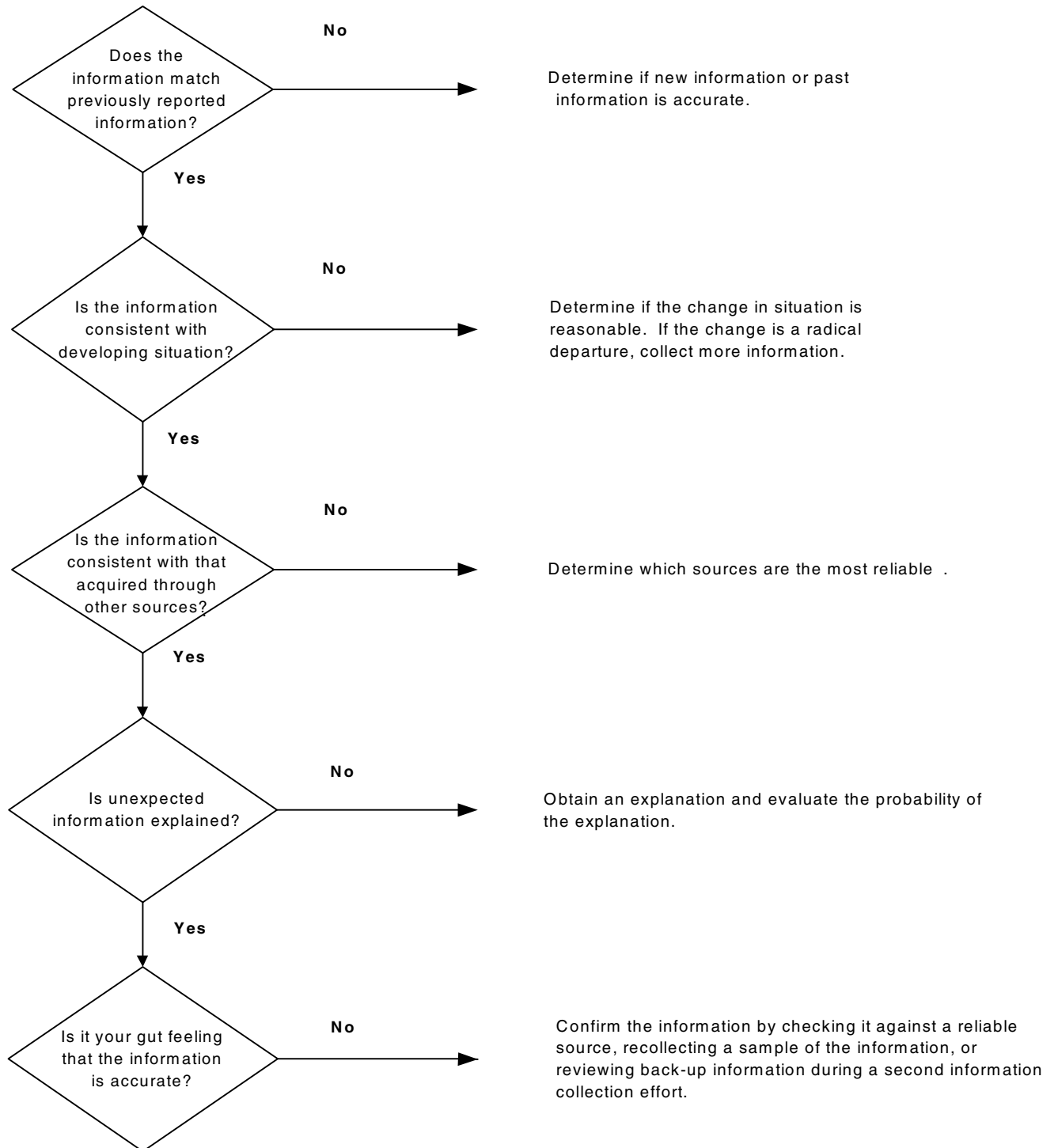


Figure 3.20-1

Situation Unit Coordinator Information Collection Analysis & Distribution

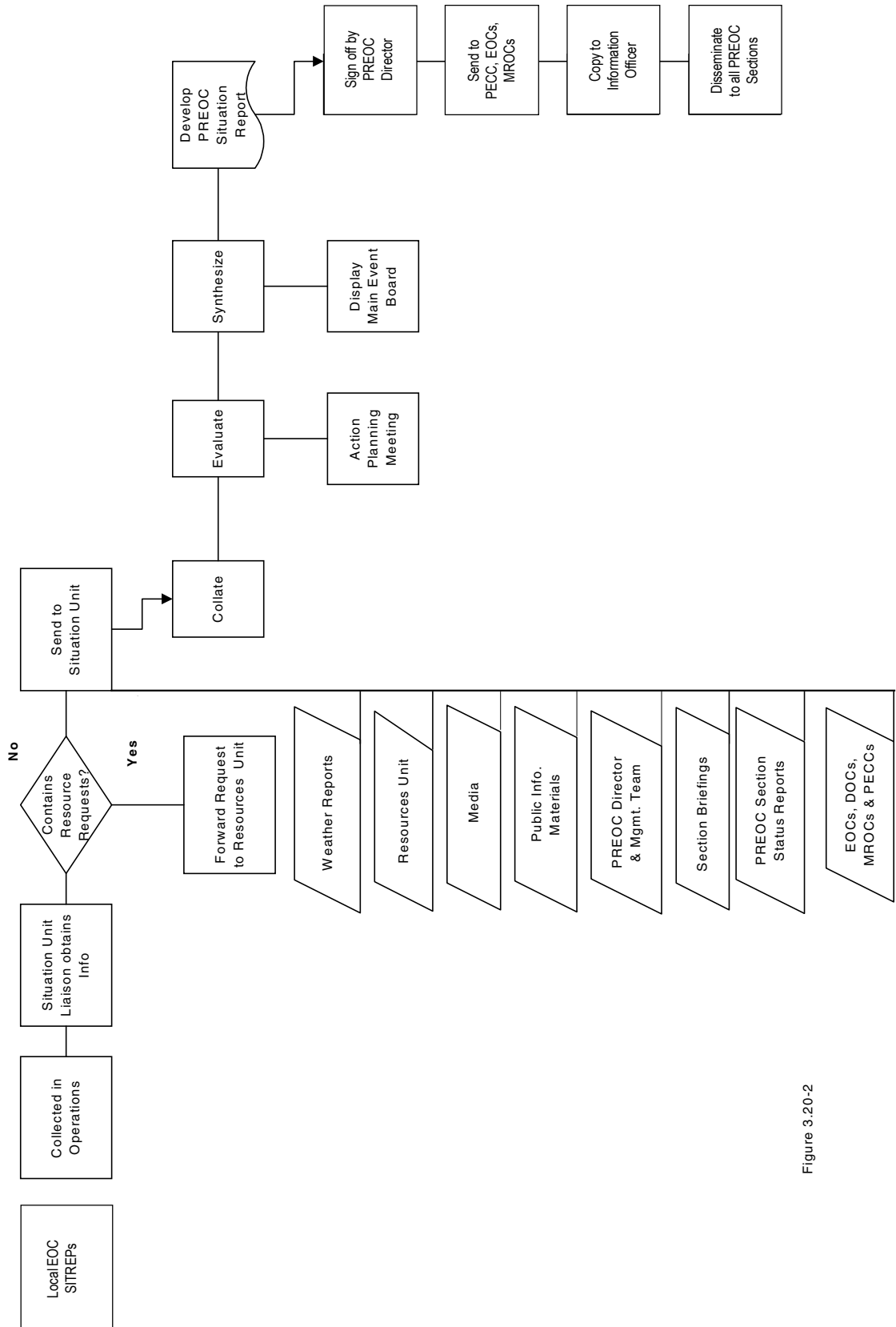


Figure 3.20-2

3.22 Resource Unit Coordinator

Responsibilities:

- Coordinate with the Branches and Units in the Operations and Logistics Sections to capture and centralize resource status information.

Note: This position tracks resources, it does not obtain or supply them.

- Develop and maintain resource status boards or other tracking or display systems. These will be maintained by Operations, with input from the Resource Unit.
- Supervise the Resource Unit.

Activation Phase:

- Obtain a briefing from the Planning Section Chief.
- Ensure there is adequate staff to fill the Resource Unit responsibilities.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

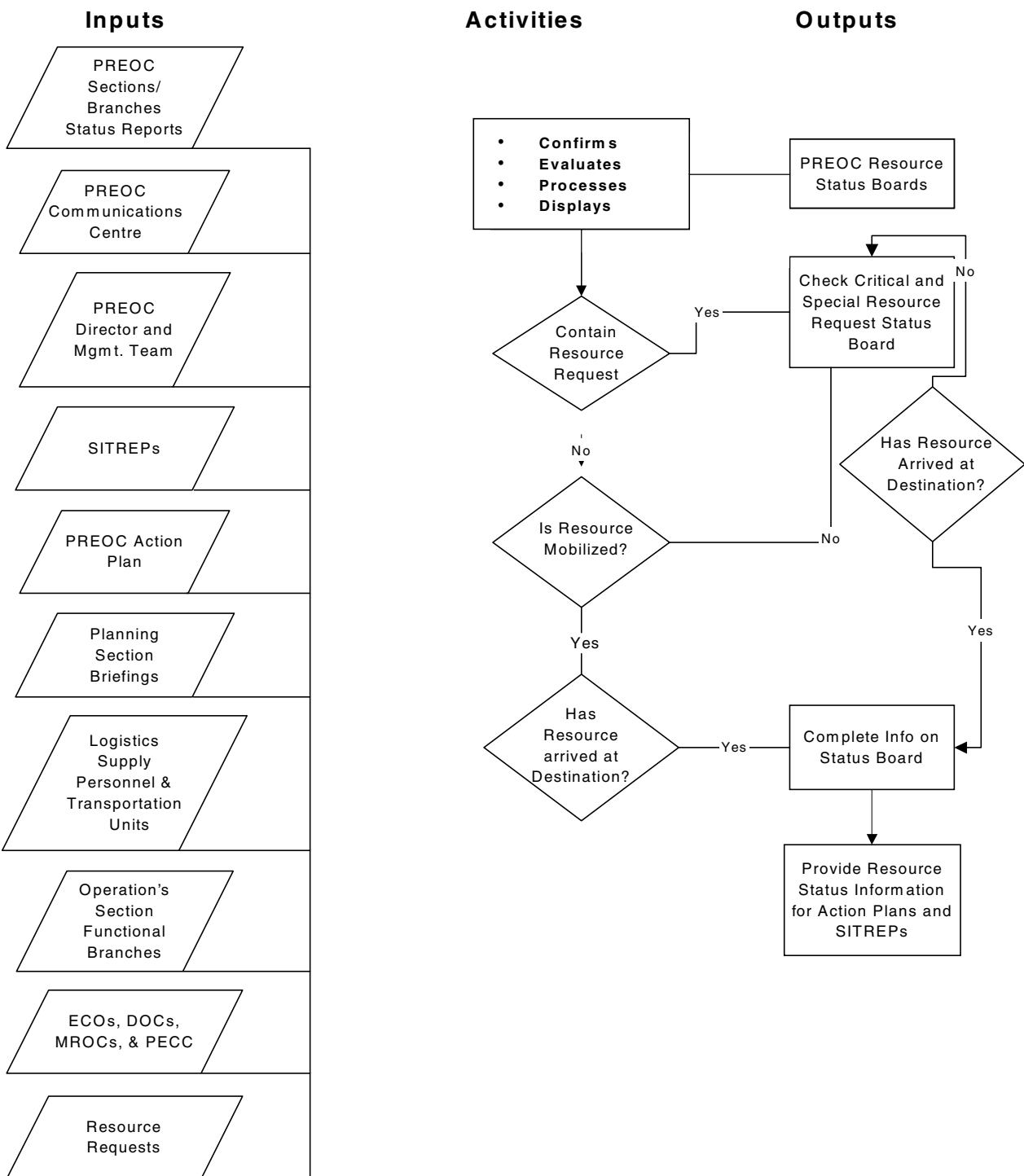
- Establish and maintain a position log and other necessary files.
- Coordinate closely with Branches and Units in the Operations and Logistics Sections particularly Supply, Personnel, and Transportation.
- Obtain from the Planning Section Chief or the PREOC Director a list of known critical resources.
- Obtain copies of critical resource requests from the Logistics Section, post the request on a status board and track the progress of the request until filled.
- Status boards should track requests by providing at a minimum, the following information: date and time of the request, items requested, priority designation (precedence level), time the request was processed and estimated time of arrival or delivery to the requesting party.

- Work closely with Operations and Logistics and assist in notifying requesting parties of the status of their resource request. This is particularly critical in situations where there will be delays in filling the request.
- Additional status boards may be developed to track resources used either by the requesting party or by type of resource. Information categories might include the following: actual arrival time of the resource, location of use, and an estimate of how long the resource will be needed.
- Keep in mind that it is generally not necessary to track functional Branch/Agency resources and/or mutual aid resources unless they are ordered through the Logistics Section.

Demobilization Phase:

- Keep the Demobilization Unit informed of committed resources.
- Determine demobilization status of the Resource Unit and advise the Planning Section Chief.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate Planning staff or other PREOC sections for follow up on.
- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Contribute information towards the PREOC After Action Report.
- Follow the Generic Demobilization Phase Checklist (3.1).

Resource Unit Coordinator



3.23 Demobilization Unit Coordinator

Responsibilities:

- Develop a Demobilization Plan for the PREOC based on a review of all-pertinent Planning Section documents, situation, and completion of EOC priorities and objectives.
- Supervise personnel assigned to the Demobilization Unit.

Activation Phase:

- Obtain a briefing from the Planning Section Chief.
- Ensure there are adequate staff to fill the Demobilization Unit responsibilities.
- Follow the Generic Activation Phase Checklist (3.1).

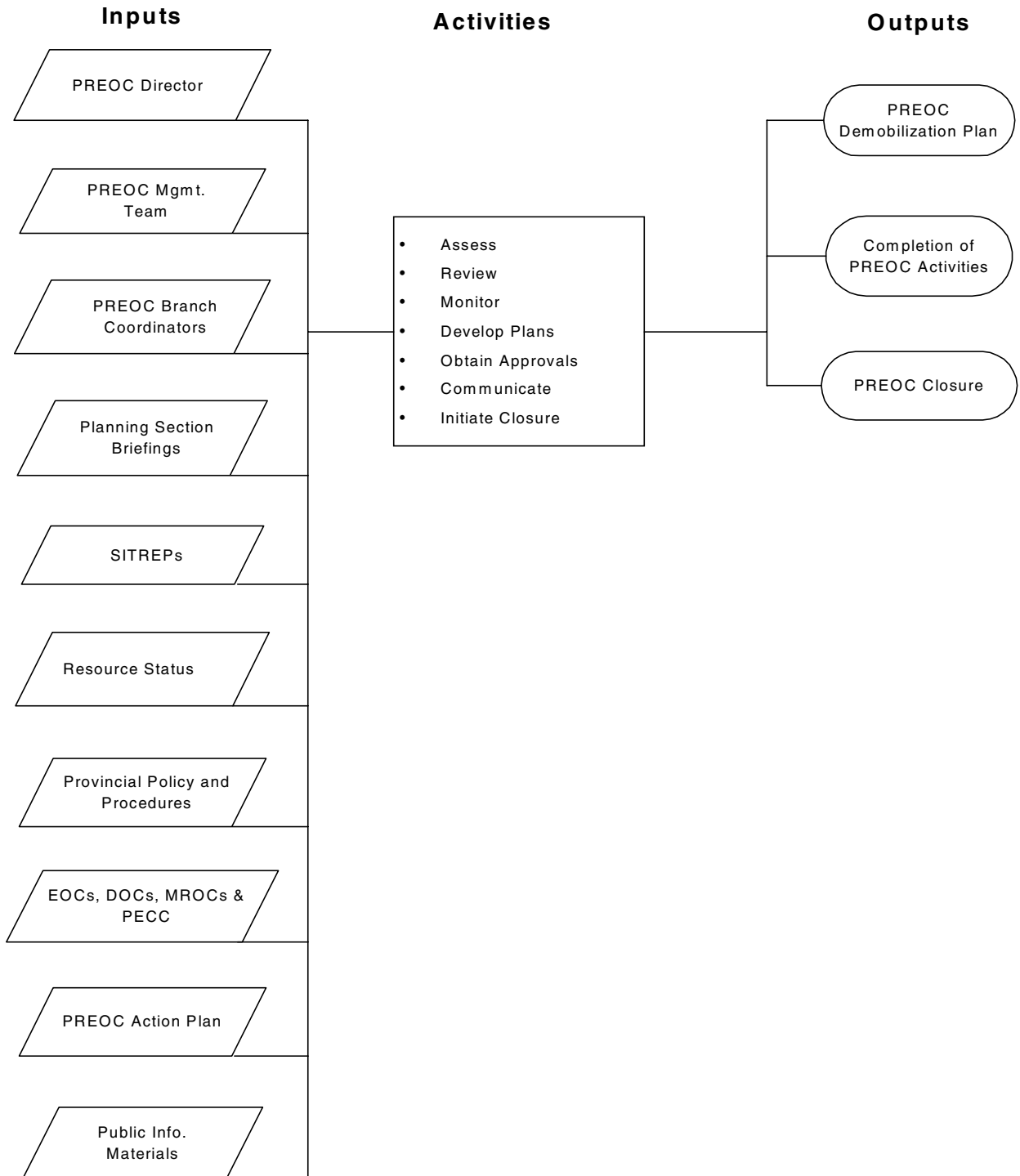
Operational Phase:

- Monitor the current PREOC Action Plan, Situation Reports, and resource assignment lists.
- Consult with Functional Branch Coordinators, the Liaison Officer and the PREOC Director for demobilization policies and procedures.
- Draft the Demobilization Plan and circulate to the PREOC Director and Management Team for review.
- Finalize the Demobilization Plan for approval by the PREOC Director.
- Demobilization Planning must occur at least once during the operational period for as long as PREOC Sections are formally staffed.
- Advise all Section Chiefs of the necessity for all demobilized staff to complete and forward all reports, time sheets, and exit surveys to the Documentation Unit prior to leaving the PREOC.

Demobilization Phase:

- Initiate the Demobilization Plan for the PREOC as approved by the PREOC Director.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure all equipment and materials are returned to their proper places.
- Contribute information towards the PREOC After Action Report.
- Follow the Generic Demobilization Phase Checklist (3.1).

Demobilization Unit Coordinator



3.24 Advance Planning Unit Coordinator

Responsibilities:

- Develop an Advance Plan consisting of potential response and recovery related issues likely to occur beyond the next operational period, generally within 36 to 72 hours.
- Review all available Situation Reports, Action Plans, and other significant documents. Determine potential future impacts of the event or disaster; particularly issues that might modify the overall PREOC priorities.
- Provide periodic briefings for the PREOC Director and Management Team addressing Advance Planning issues.
- Supervise the Advance Planning Unit.

Activation Phase:

- Obtain a briefing from the Planning Section Chief.
- Ensure adequate staffing levels for the Unit.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

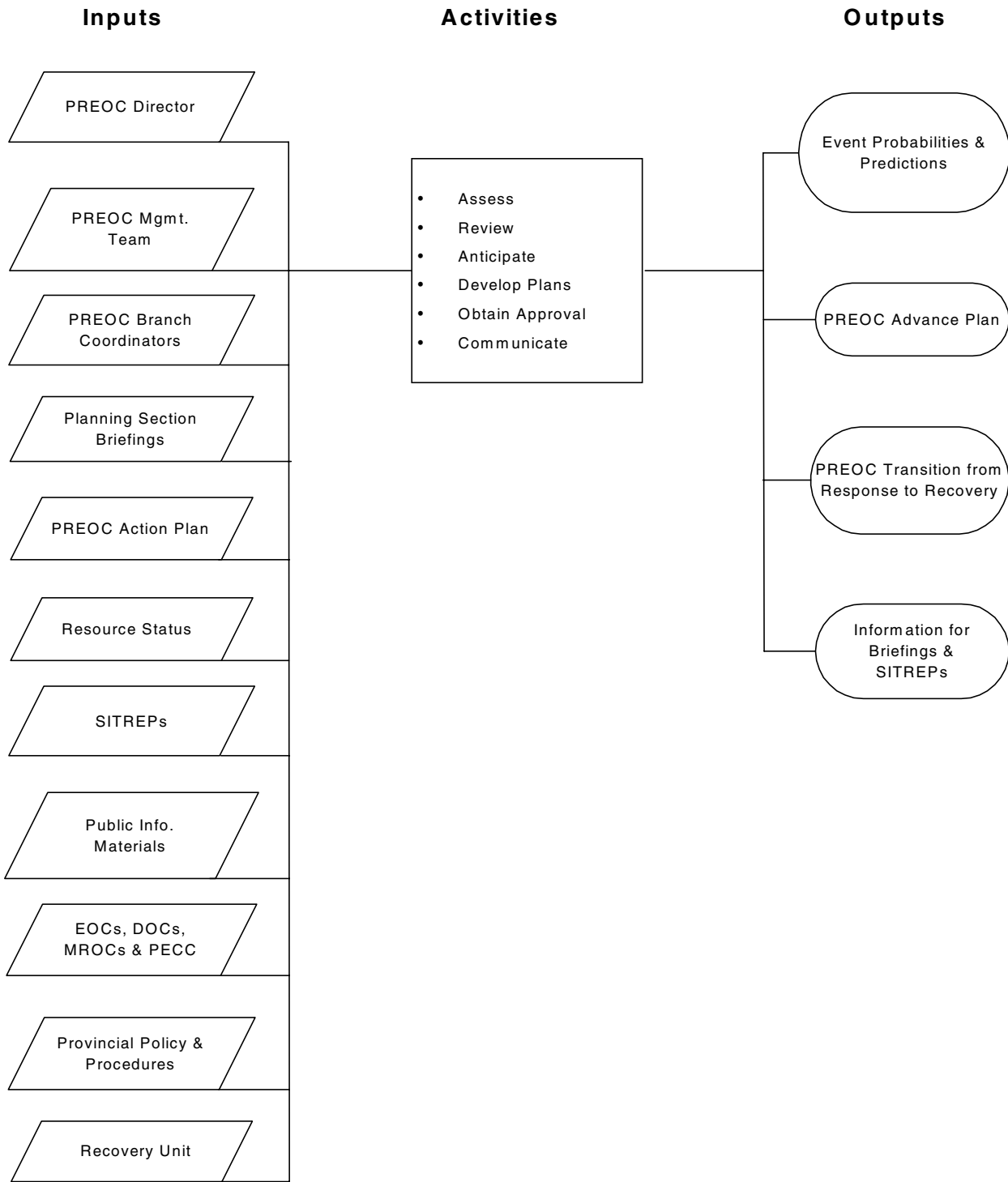
- Maintain a position log, and other relevant documentation.
- Monitor the current situation report to include recent updates.
- Meet individually with the Management Team and determine best estimates of the future direction and outcomes of the event or disaster.
- Develop an Advance Plan identifying future policy related issues, social and economic impacts, significant response or recovery resource needs, and any other key issues likely to affect PREOC operations within a 36 to 72 hour time frame.
- Submit the Advance Plan to the Planning Chief for review and approval prior to implementation via briefings with the Management Team and the PREOC Director.

- Review Action Planning objectives submitted by each Section for the forthcoming operational period. In conjunction with the Management Team, recommend a transition strategy to the PREOC Director when PREOC activity shifts predominately to recovery operations.
- Assist the Recovery Unit Coordinator in developing initial relief plans.

Demobilization Phase:

- Determine demobilization status of the Advance Planning Unit and advise PREOC the Planning Section Chief.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate Planning staff or other PREOC sections for follow up.
- Contribute information towards the PREOC After Action Report.
- Follow the Generic Demobilization Phase Checklist (3.1).

Advance Planning Unit Coordinator



3.25 Recovery Unit Coordinator

Responsibilities:

- Assess the requirements for provincial assistance to regional, community and individual recovery from a major emergency or disaster.
- Identify immediate steps that can be taken to initiate and speed recovery within the region.
- Anticipate actions required over the long term to restore provincial regional services and to return the region to pre-emergency conditions.
- Supervise the Recovery Unit and **all** recovery operations unless otherwise directed by the Planning Section Chief and/or the PREOC Director.

Activation Phase:

- Obtain a briefing from the Planning Section Chief.
- Ensure adequate staffing levels for the Unit.
- Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

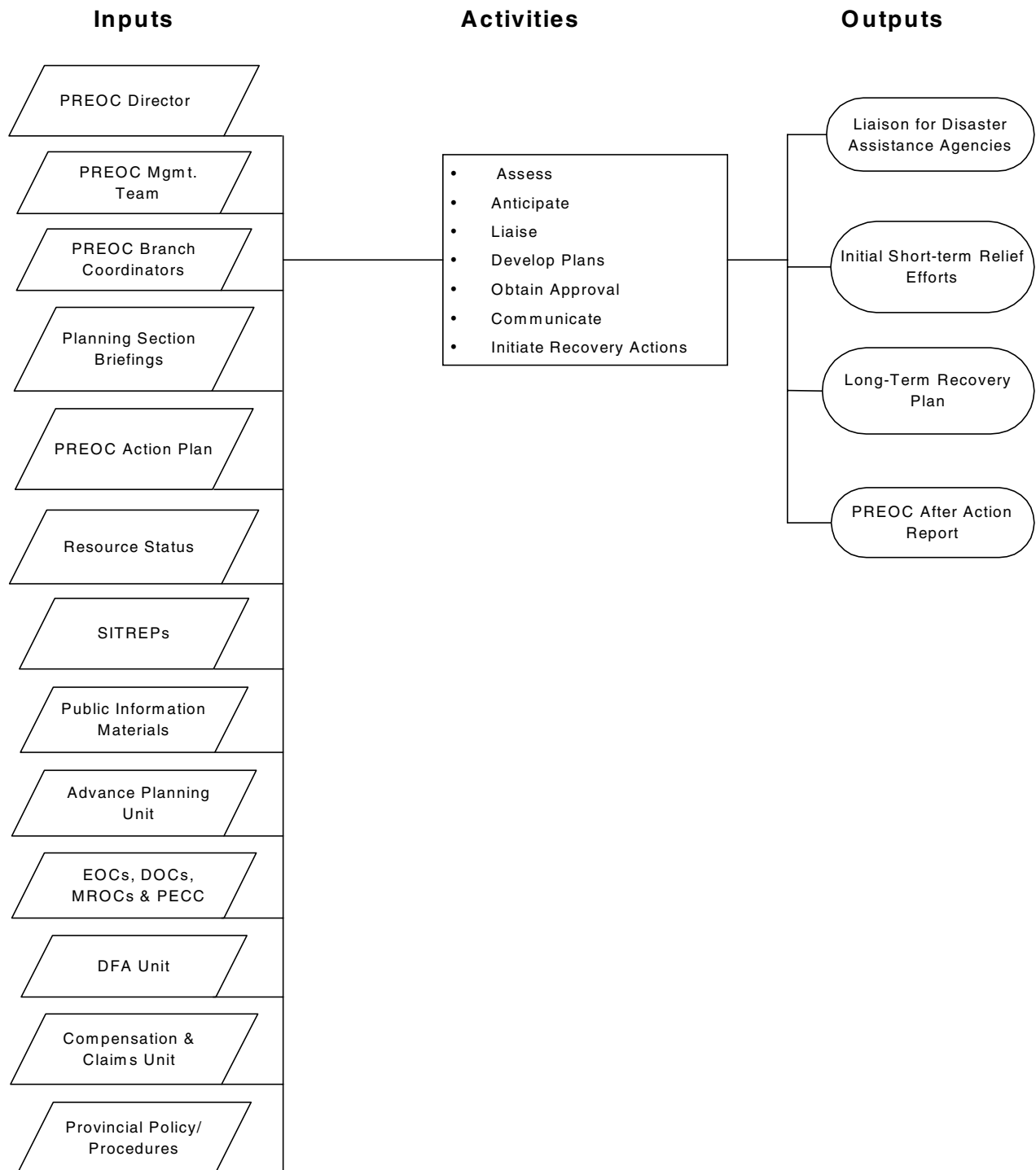
- Establish and maintain position log and other necessary files.
- Act as the Liaison for the PREOC and other disaster assistance agencies; to coordinate the recovery process.
- Ensure that short-term relief efforts such as: interim housing, counselling, utility restoration, debris removal, building safety inspections, etc. have been planned for and initiated.
- Prepare a Recovery Plan, including actions required, by priority, for the recovery of public and private infrastructure, public and private property, mental and public health and the social fabric.
- Obtain the PREOC Director's approval of relief and recovery plans and forward to the Documentation Unit for distribution to the Management Team.

- Coordinate plans with the DFA (Disaster Financial Assistance) and Compensation & Claims Units.
- Assist the DFA Unit with plans for a “One-Stop Shopping” Recovery Centre.
- In consultation with the other Planning Section Units, Liaison Officer, PREOC Director and Management Team, prepare the PREOC After Action Report.
- Submit the After Action Report to the PREOC Director and Management Team for review and approval.

Demobilization Phase:

- Determine demobilization status of the Recovery Unit and advise the PREOC Planning Section Chief.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate Planning staff or other PREOC sections for follow up.
- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Follow the Generic Demobilization Phase Checklist (3.1).

Recovery Unit Coordinator



3.26 Documentation Unit Coordinator

Responsibilities:

- Collect, organize and file all completed event or disaster related forms, to include: all PREOC position logs, Situation Reports, PREOC Action Plans and any other related information, just prior to the end of each operational period.
- Provide document reproduction services to PREOC staff.
- Distribute the PREOC Situation Reports, PREOC Action Plan, and other documents, as required.
- Maintain a permanent archive of all Situation Reports and Action Plans associated with the event or disaster.
- Assist the Recovery Unit in the preparation and distribution of the PREOC After Action Report.
- Supervise the Documentation Unit.

Activation Phase:

- Obtain a briefing from Planning Section Chief.
- Ensure adequate staffing levels for the Unit.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

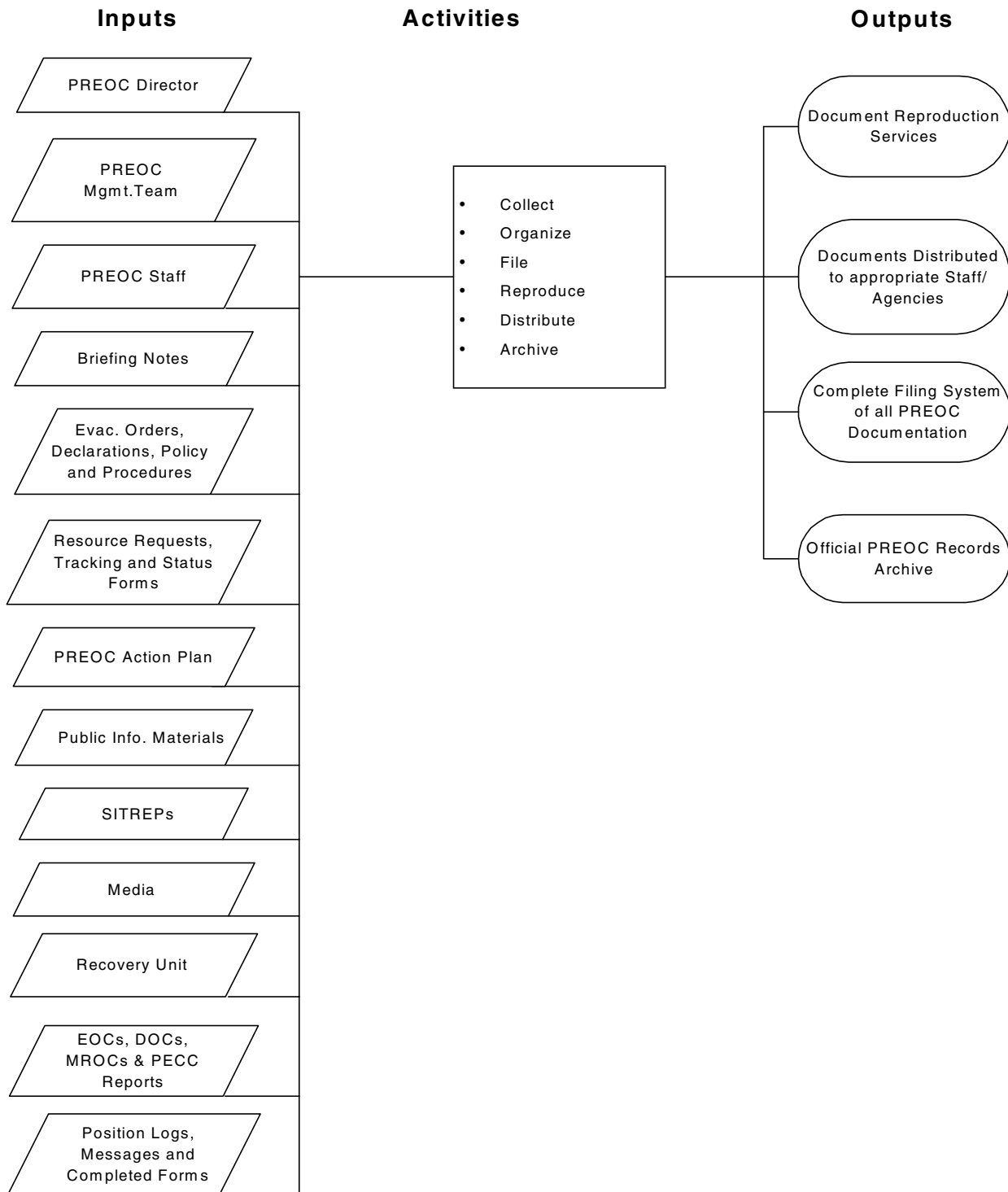
- Maintain a position log and other relevant documentation.
- Meet with the Planning Section Chief and Risk Management Officer to determine what PREOC materials should be maintained as official records.
- Initiate and maintain a roster and organization chart of all activated PREOC positions to ensure that position logs are accounted for and submitted to the Documentation Unit.
- Meet with the Recovery Unit Leader to determine what PREOC materials and documents are necessary to provide accurate records and documentation for recovery purposes.

- Reproduce and distribute approved Situation Reports and Action Plans. Ensure distribution includes the PECC.
- Keep extra copies of reports and plans available for special distribution as required.
- Set up and maintain document reproduction services for the PREOC.
- Assist the Recovery Unit in preparing the PREOC After Action Report.

Demobilization Phase:

- Determine demobilization status of the Documentation Unit and advise the Planning Section Chief.
- Complete all logs and documentation.
- Ensure any open actions are assigned to appropriate Planning staff or other PREOC sections for follow up.
- Assist with distribution of the PREOC After Action Report.
- Follow the Generic Demobilization Phase Checklist (3.1).

Documentation Unit Coordinator



3.27 Technical Specialist Unit Coordinator

Responsibilities:

- Provide technical observations and recommendations to the PREOC in specialized areas, as required.
- Ensure that qualified specialists are available in the areas required by the particular event or disaster.
- Supervise the Technical Specialists Unit.

Activation Phase:

- Obtain briefing from the Planning Section Chief.
- Ensure adequate staffing levels for the Unit.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

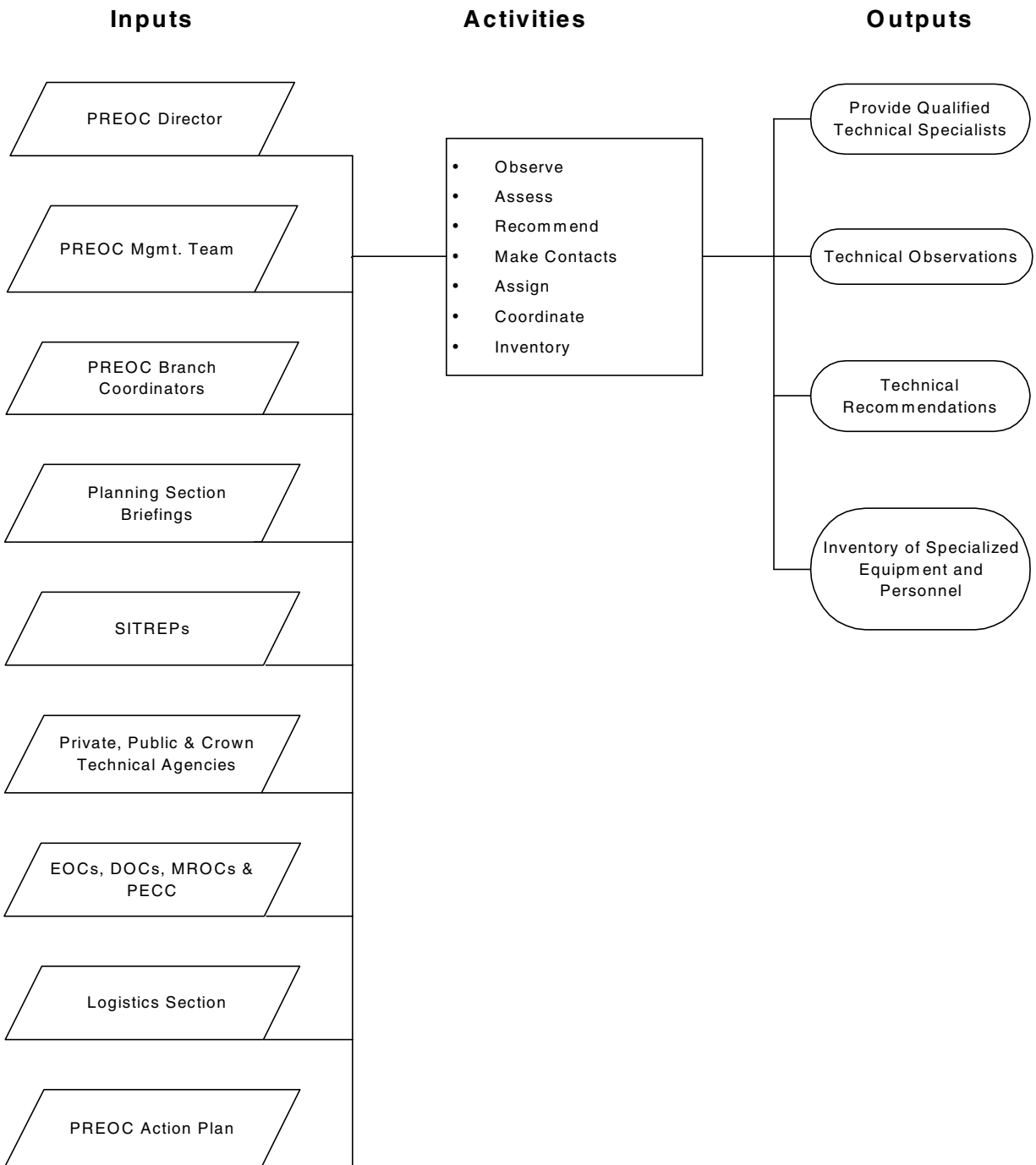
- Maintain a position log and other necessary files.
- Coordinate with the Logistics Section to ensure that technical staff are located and mobilized.
- Assign technical staff to assist other PREOC Sections in coordinating specialized areas of response or recovery.
- Assign technical staff to assist the Logistics Section with interpreting specialized resource capability and requests.
- Maintain inventory of technical specialists.
- On request, prepare to provide centralized technical specialities such as meteorological, fire behaviour or engineering expertise for multiple incident sites.

Demobilization Phase:

- Determine demobilization status of the Technical Specialists Unit and advise the Planning Section Chief.
- Complete all logs and documentation and forward to Documentation Unit.
- Ensure any open actions are assigned to appropriate Technical staff or other PREOC sections for follow up.

- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Follow the Generic Demobilization Phase Checklist (3.1).

Technical Specialist Unit Coordinator



3.28 Logistics Section Chief

Responsibilities:

- Ensure the Logistics function is carried out in support of the PREOC. This function includes providing telecommunication services and information technology, locating or acquiring equipment, supplies, personnel, facilities, and transportation as well as arranging for food, lodging, and other support services as required both for the PREOC and field requirements.
- Establish the appropriate level of Branch and/or Unit staffing within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying as required.
- Ensure Section objectives as stated in the PREOC Action Plan are accomplished within the operational period or within the estimated time frame.
- Coordinate closely with the Planning and Operations Section Chiefs to establish priorities for resource allocation within the operational region.
- Keep the PREOC Director informed of all significant issues relating to the Logistics Section.
- Ensure critical resources are allocated according to the PREOC Action Plan policy, priorities and direction.
- Supervise the Logistics Section.

Activation Phase:

- Ensure the Logistics Section is set up properly and that appropriate personnel, equipment and supplies are in place, including maps, status boards, vendor references, and other resource directories.
- Based on the situation, activate Branches/Units within the Section as needed and designate Branch and Unit Leaders for each element:
 - Information Technology Branch (Communications Unit, Computer Systems Unit)
 - Transportation Unit

- PREOC Support Branch (Facilities Unit, Security Unit, Clerical Unit)
 - Supply Unit
 - Personnel Unit.
- Mobilize sufficient Section staffing for 24-hour operations.
 - Establish communications with the Logistics Section at the PECC.
 - Advise Units within the Section to coordinate with appropriate Branches in the Planning and Operations Sections to prioritize and validate resource requests from EOC/DOC/MROCs. This should be done prior to acting on a request.
 - Meet with the PREOC Director and Management Team and identify immediate resource needs.
 - Meet with the Finance/Administration Section Chief and determine the level of purchasing authority for the Logistics Section.
 - Assist Unit Leaders in developing objectives for the Section as well as plans to accomplish their objectives within the first operational period, or in accordance with the Action Plan.
 - Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.
 - Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

- Ensure that Logistic Section position logs and other necessary files are maintained.
- Meet regularly with Section staff and work to reach consensus on Section objectives for forthcoming operational periods.
- Provide the Planning Section Chief with the Logistics Section objectives at least 30 minutes prior to each Action Planning meeting.
- Attend and participate in PREOC Action Planning meetings.

- Provide periodic Section Status Reports to the PREOC Director and Situation Unit.
- Ensure that the Supply Unit coordinates closely with the Purchasing Unit in the Finance/Administration Section, and that all required documents and procedures are completed and followed.
- Ensure Supply and Personnel coordinate relevant activities with appropriate Functional Branch Coordinators.
- Ensure that transportation requirements, in support of response operations, are met.
- Ensure that all requests for facilities and facility support are addressed.
- Ensure that all resources are tracked and accounted for in cooperation with the Resources Unit, as well as resources ordered through mutual aid.
- Provide Section Staff with information updates via Section briefings as required.
- Provide your relief with a briefing at shift change, of all ongoing activities, Branch objectives for the next operational period, and any other pertinent information.

Demobilization Phase:

- Identify high cost resources that could be demobilized early and advise other Section Chiefs.
- Ensure coordination with Operations before commencing demobilization.
- Determine demobilization status of the Logistics Section and advise the PREOC Director.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate Logistics staff or other PREOC sections for follow up.
- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.

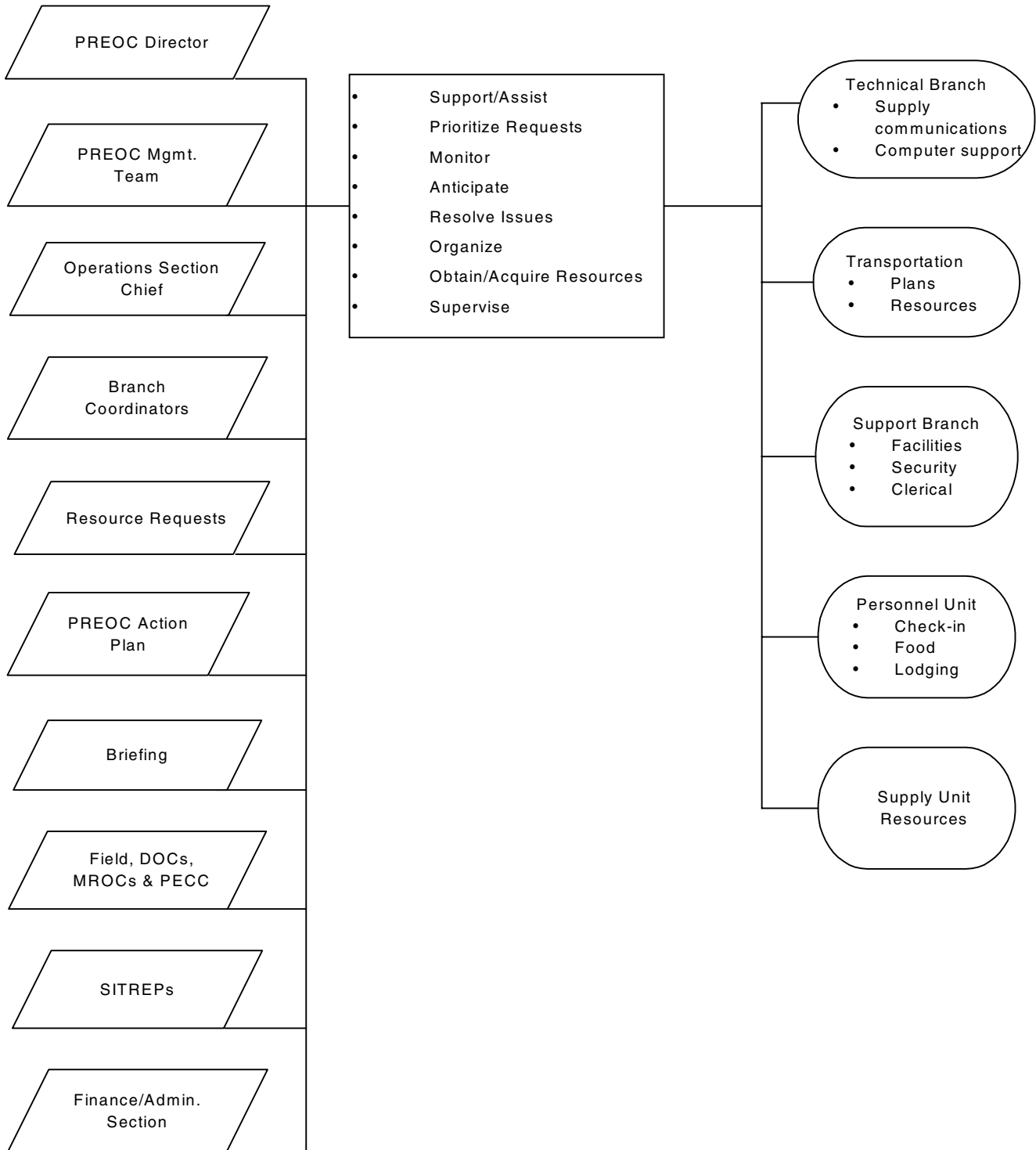
- Contribute information towards the PREOC After Action Report.
- Follow the Generic Demobilization Phase Checklist (3.1).

Logistics Section Chief

Inputs

Activities

Outputs



3.29 Information Technology Branch Coordinator

Responsibilities:

- Ensure radio, telephone, and computer resources and services are provided to PREOC staff as required.
- Oversee the installation of communications resources within the PREOC. Ensure that a communications link is established with the PECC and any activated EOC/DOC/MROCs.
- Determine specific computer requirements for all PREOC positions.
- Implement EM2000 (if available), for internal information management to include message and e-mail systems.
- Ensure that the PREOC Communications Centre (which responds to direction from Operations) is established to include sufficient frequencies to facilitate operations, and that adequate communications operators are available for 24-hour coverage.
- Develop and distribute a Communications Plan that identifies all systems in use and lists specific frequencies allotted for the event or disaster.
- Supervise the Communications Branch.

Activation Phase:

- Obtain a briefing from the Logistics Section Chief.
- Based on the situation, activate the necessary Units within the Information Technology Branch:
 - Communications Unit
 - Computer Systems Unit.
- Prepare objectives for the Information Technology Branch; provide them to the Logistics Section Chief as directed.
- Follow the Generic Activation Phase Checklist (3.1).

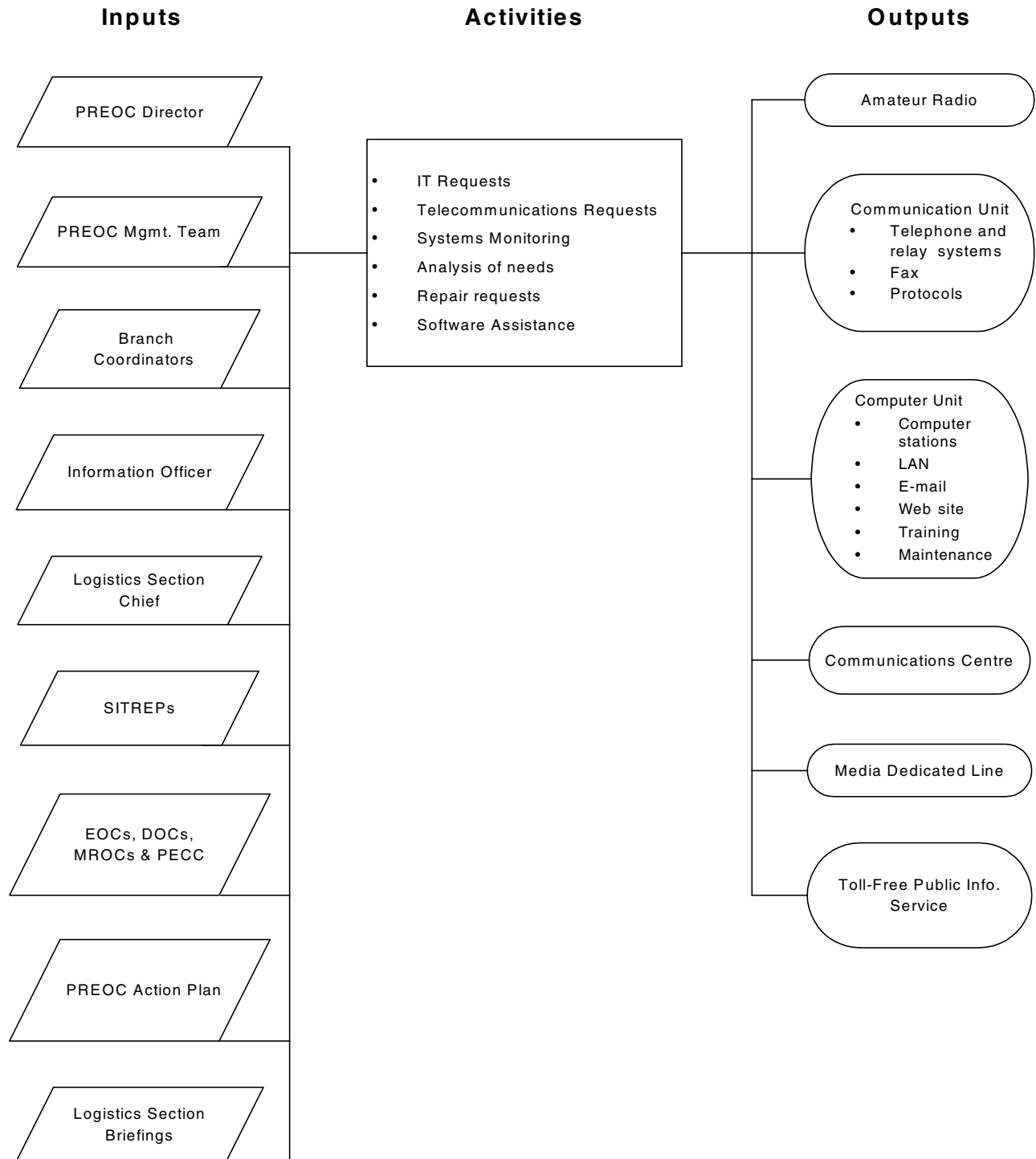
Operational Phase:

- Ensure that Information Technology Branch position logs and other necessary files are maintained.
- Keep all sections informed of the status of communications systems, particularly those that are being restored.
- Coordinate with all PREOC Sections/Branches/Units regarding the use of all communication systems.
- Ensure that the PREOC Communications Centre is activated to receive and direct all event or disaster related communications to appropriate destinations within the PREOC.
- Provide necessary telecommunications when Information Officer establishes a dedicated media line.
- Provide necessary telecommunications when Information Officer establishes a Toll-Free Public Information Service (Call Centre).
- Ensure that adequate communications operators are mobilized to accommodate each discipline on a 24-hour basis or as required.
- Ensure that EM2000 Communications links, (if available), are established with the PECC.
- Continually monitor the operational effectiveness of PREOC communications systems. Provide additional equipment as required.
- Ensure that technical personnel are available for communications equipment maintenance and repair.
- Mobilize and coordinate amateur radio resources to augment primary communications systems as required (PREOC form 709).
- Keep the Logistics Section Chief informed of the status of communications systems.
- Prepare objectives for the Communications Unit; provide them to the Logistics Section Chief as directed.
- Refer all contacts with the media to the Information Officer.

Demobilization Phase:

- Determine demobilization status of the Information Technology Branch and advise the Logistics Section Chief.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate Logistics staff or other PREOC sections for follow up.
- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Contribute information towards the PREOC after Action Report.
- Follow the Generic Demobilization Phase Checklist (3.1).

Information Technology Branch Coordinator



3.30 Transportation Unit Coordinator

Responsibilities:

- In coordination with the Engineering Branch Coordinator, and the Situation Unit, develop a Transportation Plan to support the PREOC Action Plan.
- Arrange for the acquisition or use of required transportation resources.
- Coordinate air transportation needs with the Air Operations Branch.
- Supervise the Transportation Unit.

Activation Phase:

- Obtain a briefing from the Logistics Section Chief.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

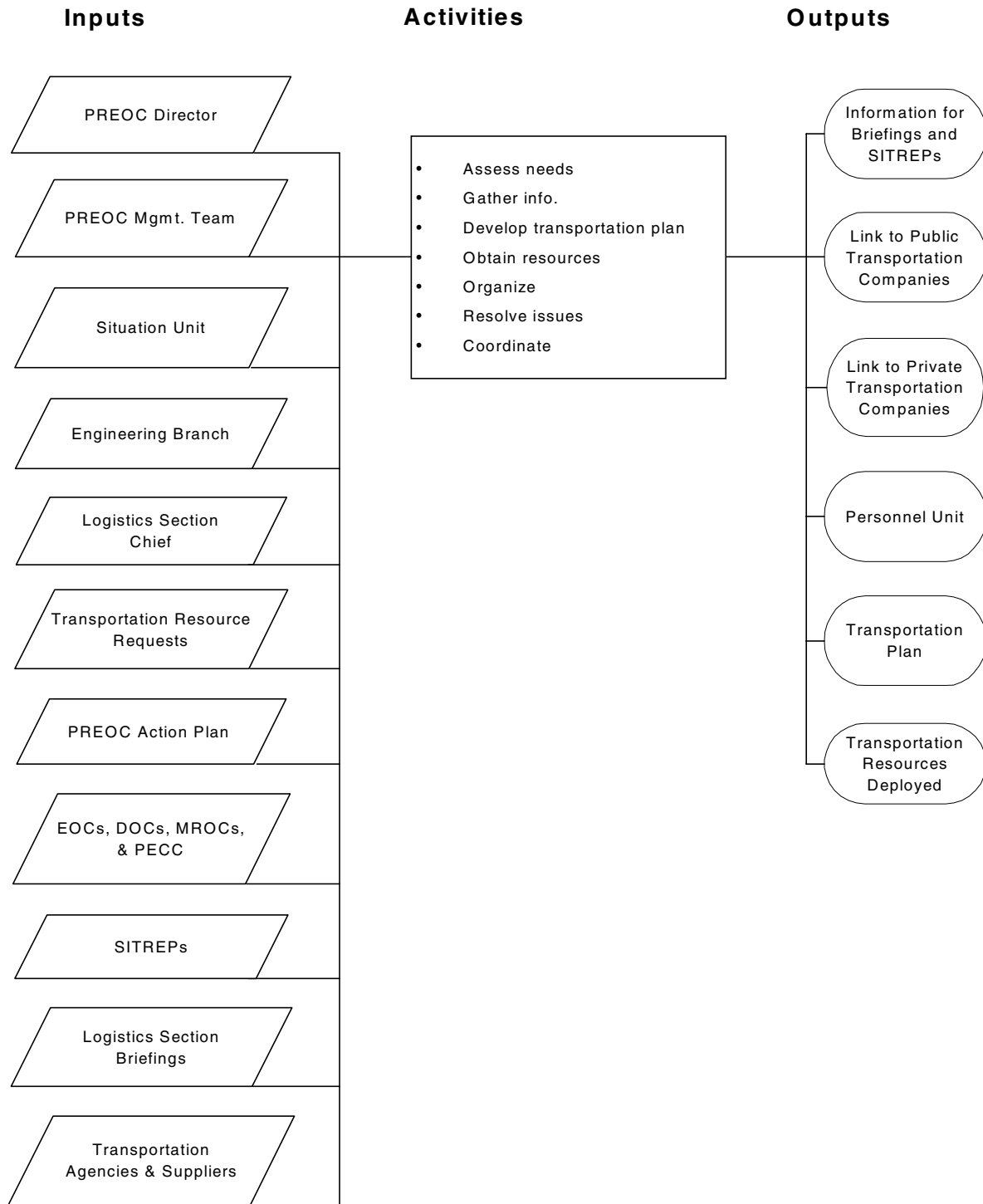
- Establish and maintain a position log and other necessary files.
- Routinely coordinate with the Situation Unit to determine the status of transportation routes in and around the region.
- Routinely coordinate with the Engineering Branch Coordinator to determine the progress of route recovery operations.
- Develop a Transportation Plan that identifies routes of ingress and egress; thus facilitating the movement of response personnel, the affected population, and the shipment of resources and materials (PREOC form 607).
- Establish contact with local transportation agencies and schools to establish availability of equipment and transportation resources for use in evacuations and other operations as needed.
- Coordinate transportation activities and needs with the Supply and Personnel Units, Branch Coordinators, Information and Liaison Officers.

- Keep the Logistics Section Chief informed of significant issues affecting the Transportation Unit.

Demobilization Phase:

- Coordinate the return of all transportation resources, no longer required.
- Determine demobilization status of the Transportation Unit and advise the Logistics Section Chief.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate Logistics Staff or other PREOC sections for follow up.
- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Contribute information towards the PREOC After Action Report.
- Follow the Generic Demobilization Phase Checklist (3.1).

Transportation Unit Coordinator



3.31 Personnel Unit Coordinator

Responsibilities:

- Provide personnel resources as requested in support of the PREOC and Field Operations.
- Identify, recruit and register staff and volunteers as required.
- Develop a PREOC organization chart.
- Supervise the Personnel Unit.

Activation Phase:

- Obtain briefing from the Logistics Section Chief.
- Ensure adequate staffing levels for the Unit.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

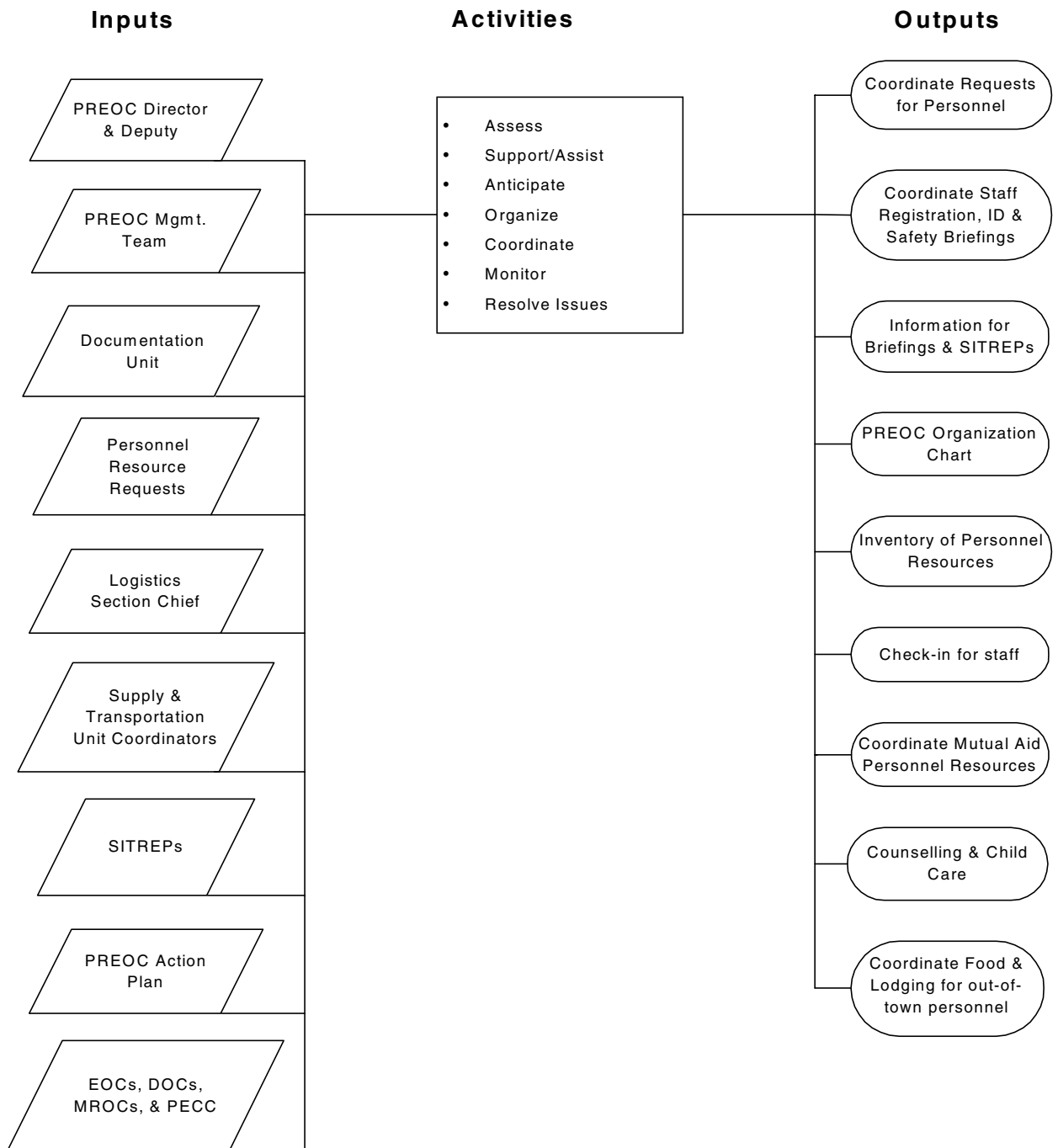
- Establish and maintain a position log and other necessary files.
- Check in all incoming PREOC personnel (PREOC form 611).
- In conjunction with the Documentation Unit, develop a large poster-size PREOC organization chart depicting each activated position. Upon check in, indicate the name of the person occupying each position on the chart. The chart should be posted in a conspicuous place, accessible to all PREOC personnel.
- Coordinate with the Deputy PREOC Director and Risk Management Officer to ensure that all PREOC staff, including volunteers, receive a current situation and safety briefing upon check-in.
- Establish communications with volunteer agencies and other organizations that can provide personnel resources.

- Process all incoming requests for personnel. Identify the number of personnel, special qualifications or training, where they are needed and the person or Unit they should report to upon arrival. Determine the estimated time of arrival of responding personnel, and advise the requesting parties accordingly.
- Maintain a status board or other reference to keep track of incoming personnel resources.
- Develop a shift schedule (PREOC form 703).
- Coordinate with the PREOC Deputy Director and Risk Management Officer to ensure access, badging or identification, and proper direction for responding personnel upon arrival at the PREOC.
- Assist the Operations Section with the ordering of mutual aid resources as required.
- Coordinate all requests for personnel resources from EOCs, DOCs, MROCs and Functional Branches through the PREOC Operations Section prior to acting on request.
- In coordination with the PREOC Deputy Director, determine the need for crisis counselling and critical incident stress debriefings (CISD) for emergency workers; acquire mental health specialists as needed.
- Arrange for childcare services for PREOC personnel as required.
- Establish registration locations with sufficient staff to register volunteers, and issue disaster service worker identification cards to the volunteers.
- Ensure that accommodation is arranged for out-of-town personnel, coordinate plans with the Supply Unit.
- Coordinate ground transportation requirements with the Transportation Unit.
- Keep the Logistics Section Chief informed of significant issues affecting the Personnel Unit.

Demobilization Phase:

- Determine demobilization status of the Personnel Unit and advise the Logistics Section Chief.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate Logistics staff or other PREOC sections for follow up.
- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Contribute information towards the PREOC After Action Report.
- Follow the Generic Demobilization Phase Checklist (3.1).

Personnel Unit Coordinator



3.32 Supply Unit Coordinator

Responsibilities:

- Oversee the acquisition and allocation of supplies and materials not normally provided through mutual aid or regular agency channels.
- Coordinate actions with the Finance/Administration Section.
- Coordinate delivery of supplies and materials as required.
- Allocate critical resources as required and directed.
- Supervise the Supply Unit.

Activation Phase:

- Obtain a briefing from the Logistics Section Chief.
- Ensure adequate staffing levels for the Unit.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

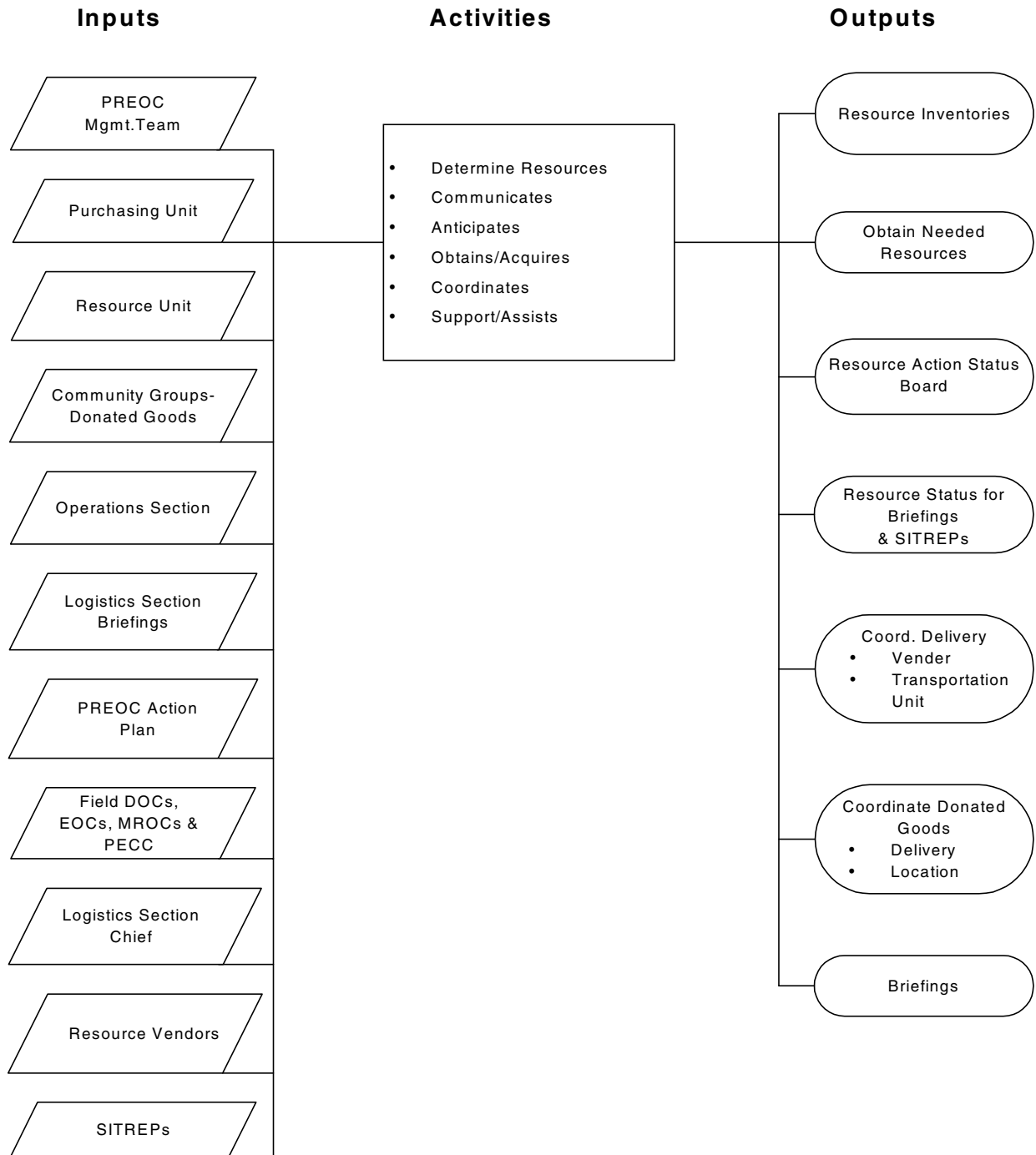
- Establish and maintain a position log and other necessary files.
- Determine if requested types and quantities of supplies and materials are available in the region.
- Determine spending limits with the Purchasing Unit in Finance/Administration. Obtain a list of pre-designated emergency purchase orders as required.
- Whenever possible, meet personally with the requesting party to clarify types and amount of supplies and materials, and also verify that the request has not been previously filled through another source.
- Generate an expenditure authorization form for PREOC Director signature.
- In conjunction with the Resource Unit and Operations Section, maintain a status board or other reference depicting supply actions in progress and their current status (PREOC form 616).

- Determine if the item can be provided without cost from another jurisdiction or through the PECC.
- Determine unit costs of supplies and materials, from suppliers and vendors and if they will accept purchase orders as payment, prior to completing the order.
- Orders exceeding the purchase order limit must be approved by the Finance/ Administration Section before the order can be completed.
- If vendor contracts are required for specific resources or services, refer the request to the Finance/Administration Section for development of necessary agreements.
- Determine if the vendor or provider will deliver the ordered items. If delivery services are not available, coordinate pick up and delivery through the Transportation Unit.
- Coordinate donated goods and services from community groups and private organizations. Consult with the ESS Branch Coordinator for procedures for collecting, inventorying, and distributing usable donations.
- Keep the Logistics Section Chief informed of significant issues affecting the Supply Unit.

Demobilization Phase:

- Determine demobilization status of the Supply Unit and advise the Logistics Section Chief.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate Logistics staff or other PREOC sections for follow up.
- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Contribute information towards the PREOC After Action Report.
- Follow the Generic Demobilization Phase Checklist (3.1).

Supply Unit Coordinator



3.33 Support Branch Coordinator

Responsibilities:

- Ensure that facilities are provided for the response effort, including securing access to the facilities and providing staff, furniture, supplies, and materials necessary to configure the facilities in a manner adequate to accomplish the mission.
- Ensure food and refreshment is provided to the PREOC staff.
- Ensure security measures are taken to secure all facilities from access by un-authorized people.
- Ensure acquired buildings, building floors, and or workspaces are returned to their original state when no longer needed.
- Supervise the Support Branch.

Activation Phase:

- Obtain a briefing from the Logistics Section Chief.
- Ensure adequate staffing levels for the Unit.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

- Establish and maintain a position log and other necessary files.
- Activate Facilities, Security, and Clerical Units as required.
- Work closely with the PREOC Deputy Director, IT Branch Coordinator and other Sections in determining facilities and furnishings required for effective operation of the PREOC.
- Coordinate with Branches and Units in the Operations Section to determine if assistance with facility acquisition and support is needed at the field level.

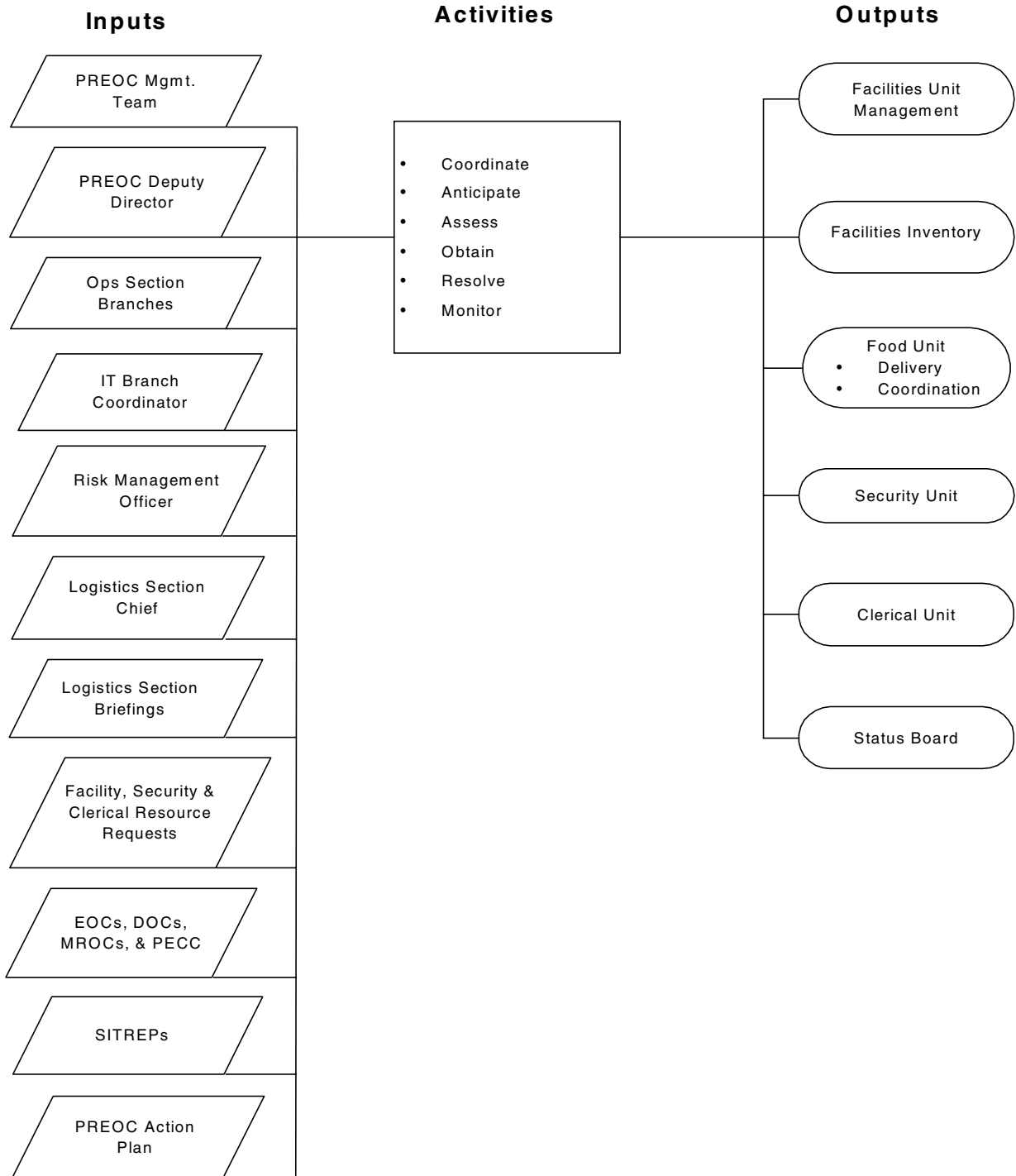
- Arrange for continuous maintenance of acquired facilities, ensuring that utilities and restrooms are operating properly.
- Keep inventory lists (PREOC form 723).
- If facilities are acquired away from the PREOC, coordinate with assigned personnel and designate a Facility Manager.
- Develop and maintain a status board or other reference that depicts the location of each facility; a general description of furnishings, supplies and equipment at the site; hours of operation, and the name and phone number of the Facility Manager.
- Ensure all structures are safe for occupancy and that they comply with appropriate legislation.
- Arrange for and supervise food-catering services for PREOC staff (PREOC form 708). Coordinate activities with the Supply Unit.
- Arrange for and supervise security staff for PREOC facilities. Consult with the Risk Management Officer for special security measures.
- Arrange for and supervise clerical staff for the PREOC.
- Keep the Logistics Section Chief informed of significant issues affecting the Support Branch.
- As facilities are vacated, coordinate with the facility manager and the IT Branch Coordinator to return the location to its original state. This includes removing and returning furnishings and equipment, arranging for janitorial services, and locking or otherwise securing the facility.

Demobilization Phase:

- Determine demobilization status of the Support Branch and advise the Logistics Section Chief.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate Logistics staff or other PREOC sections for follow up.

- Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.
- Contribute information towards the PREOC After Action.
- Follow the Generic Demobilization Phase Checklist (3.1).

Support Branch Coordinator



3.34 Finance/Administration Section Chief**Responsibilities:**

- Ensure that all financial records are maintained throughout the event or disaster.
- Ensure that all on-duty time is recorded and collected for all personnel.
- Ensure there is a continuum of the payroll process for all employees responding to the event or disaster.
- In consultation with PREOC Director, determine spending limits, if any, for Logistics, Operations, and Management Staff.
- Ensure that workers' compensation claims, resulting from the response are processed within a reasonable time, given the nature of the situation.
- Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation.
- Activate Units within the Finance/Administration Section as required; monitor Section activities continuously and modify the organization as needed.
- Ensure that all recovery documentation is accurately maintained during the response and submitted on the appropriate forms to PEP.
- Supervise the Finance/Administration Section.

Activation Phase:

- Obtain a briefing from the PREOC Director.
- Ensure that the Finance/Administration Section is set up properly and that appropriate personnel, equipment, and supplies are in place.
- Based on the situation, activate Units within the Section as needed and designate Unit Coordinators for each element:

- Ensure that sufficient staff is available for a 24-hour schedule, or as required.
 - Time Unit
 - Compensation & Claims Unit
 - Purchasing Unit
 - Cost Unit
 - Disaster Financial Assistance Unit.
- Consult with the PREOC Director for spending limits.
- Meet with the Logistics and Operations Section Chiefs and review financial and administrative requirements and procedures; determine the level of purchasing authority to be delegated to each.
- Meet with all Unit Leaders and ensure that responsibilities and procedures are clearly understood.
- In conjunction with Unit Leaders, determine the initial Finance/Administration Action Planning objectives for the first operational period.
- Notify the PREOC Director when the Finance/Administration Section is operational.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

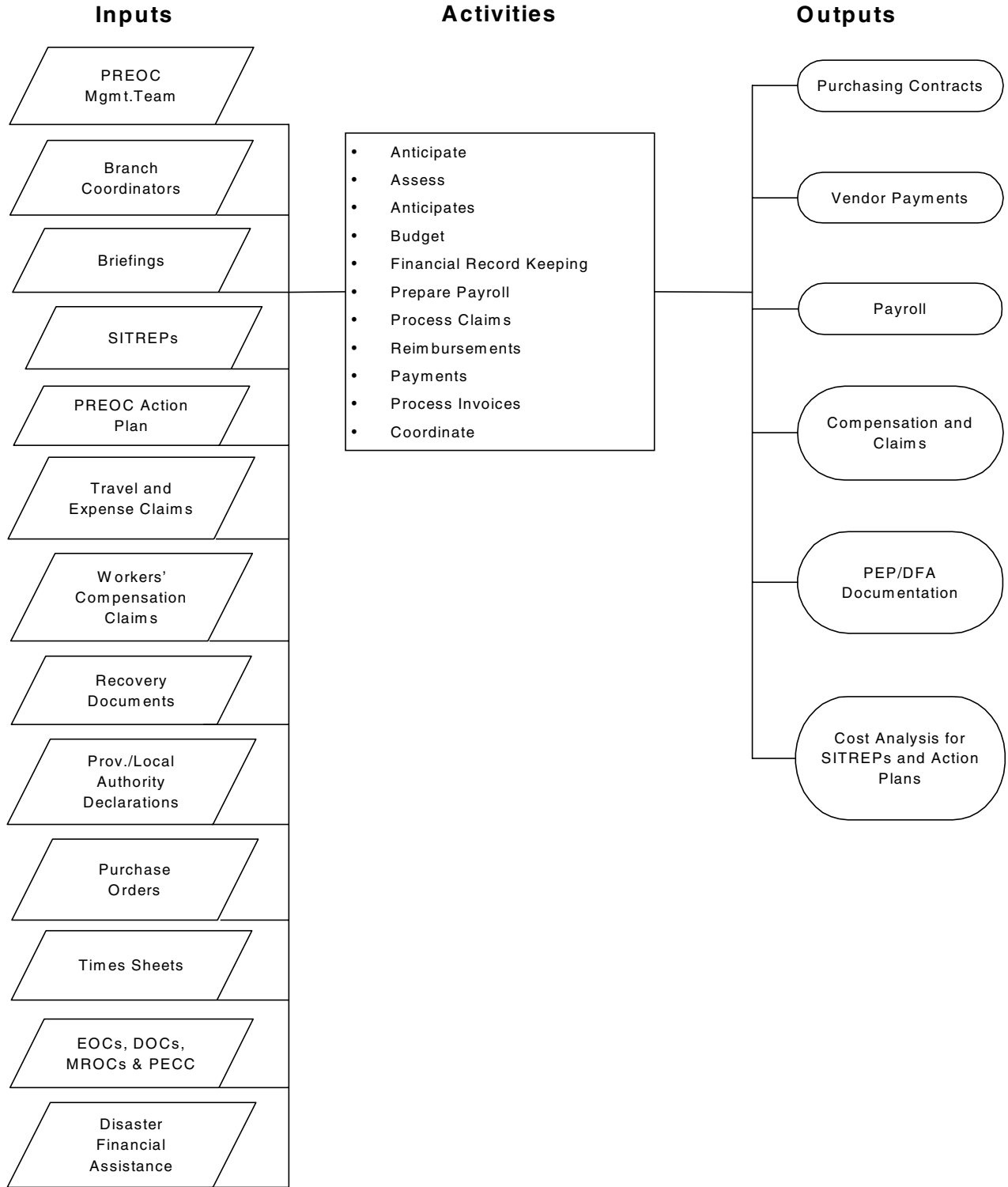
- Ensure that Finance/Administration position logs and other necessary files are maintained. Utilize provincial finance, cost accounting and time sheet forms.
- Ensure that displays associated with the Finance/Administrative Section are current, and that information is posted in a legible and concise manner.
- Participate in all Action Planning meetings.
- Provide cost estimates to the Action Planning Process.
- Brief all Unit Leaders and ensure they are aware of the PREOC priorities as defined in the Action Plan.

- Keep the PREOC Director, Management Team, and Elected Officials aware of the current fiscal situation and other related matters, on an ongoing basis.
- Ensure that the Cost Unit maintains all financial records throughout the event or disaster.
- Ensure that the Time Unit tracks and records all agency staff time.
- In coordination with the Logistics or Operations Sections, ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner.
- Ensure that the Compensation Claims Unit processes all Workers' Compensation Board claims, resulting from the disaster, in a reasonable time frame, given the nature of the situation.
- Ensure that the Time Unit processes all time sheets and travel expense claims promptly.
- Ensure that all cost documentation is accurately maintained by the Cost Unit during the response, and submitted on the appropriate forms to PEP.

Demobilization Phase:

- Determine demobilization status of the Finance/Administration Section and advise the PREOC Director.
- Ensure that all expenditures and financial claims have been processed and documented.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate Finance/Administration staff or other PREOC sections for follow up.
- Contribute information input towards the PREOC After Action Report.
- Follow the Generic Demobilization Phase Checklist (3.1).

Finance/Administration Section Chief



3.35 Time Unit Coordinator**Responsibilities:**

- Track, record, and report all on-duty time for personnel including hired and contracted working during the event or disaster.
- Ensure that hired and contracted personnel time records, travel expense claims and other related forms are prepared and submitted to budget and payroll offices.
- Supervise the Time Unit.

Activation Phase:

- Obtain briefing from the Finance/Administration Section Chief.
- Ensure adequate staffing levels for the Unit.
- Follow the Generic Activation Phase Checklist (3.1).

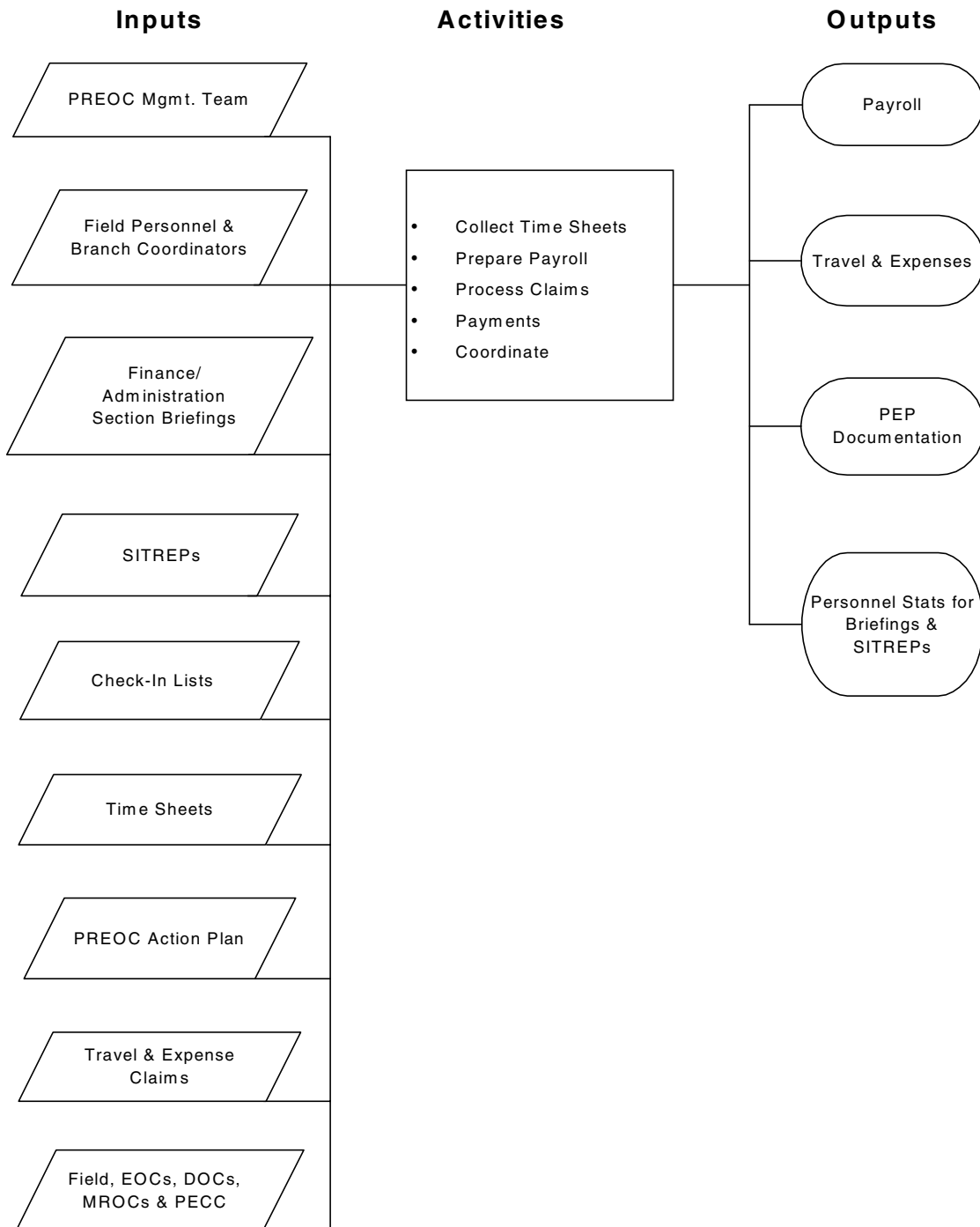
Operational Phase:

- Establish and maintain position logs and other necessary files.
- Initiate, gather, or update time reports from all personnel, including volunteers assigned to each shift; ensure that time records are accurate and prepared according to policy.
- Obtain completed personnel Check-in Lists (PREOC form 611) from the Personnel Unit. Include all PREOC personnel, as well as personnel assigned to the field level.
- Provide instructions for all supervisors to ensure that time reports and travel expense claims are completed properly and signed by each employee prior to submission.
- Establish a file for each employee or volunteer within the first operational period; to maintain a fiscal record for as long as the employee is assigned to the response.
- Keep the Finance/Administration Section Chief informed of significant issues affecting the Time Unit.

Demobilization Phase:

- Determine demobilization status of the Time Unit and advise the Finance/Administration Section Chief.
- Ensure that all expenditures and financial claims have been processed and documented.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate Finance/Administration Section staff or other PREOC sections for follow up.
- Contribute information towards the PREOC After Action Report.
- Follow the Generic Demobilization Phase Checklist (3.1).

Time Unit Coordinator



3.36 Purchasing Unit Coordinator**Responsibilities:**

- Coordinate vendor contracts not previously addressed by existing approved vendor lists.
- Coordinate with the Supply Unit and Operations on all matters involving the purchases, hirings, contracts and leases.
- Supervise the Purchasing Unit.

Activation Phase:

- Obtain briefing from the Finance/Administration Section Chief.
- Ensure adequate staffing levels for the Unit.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

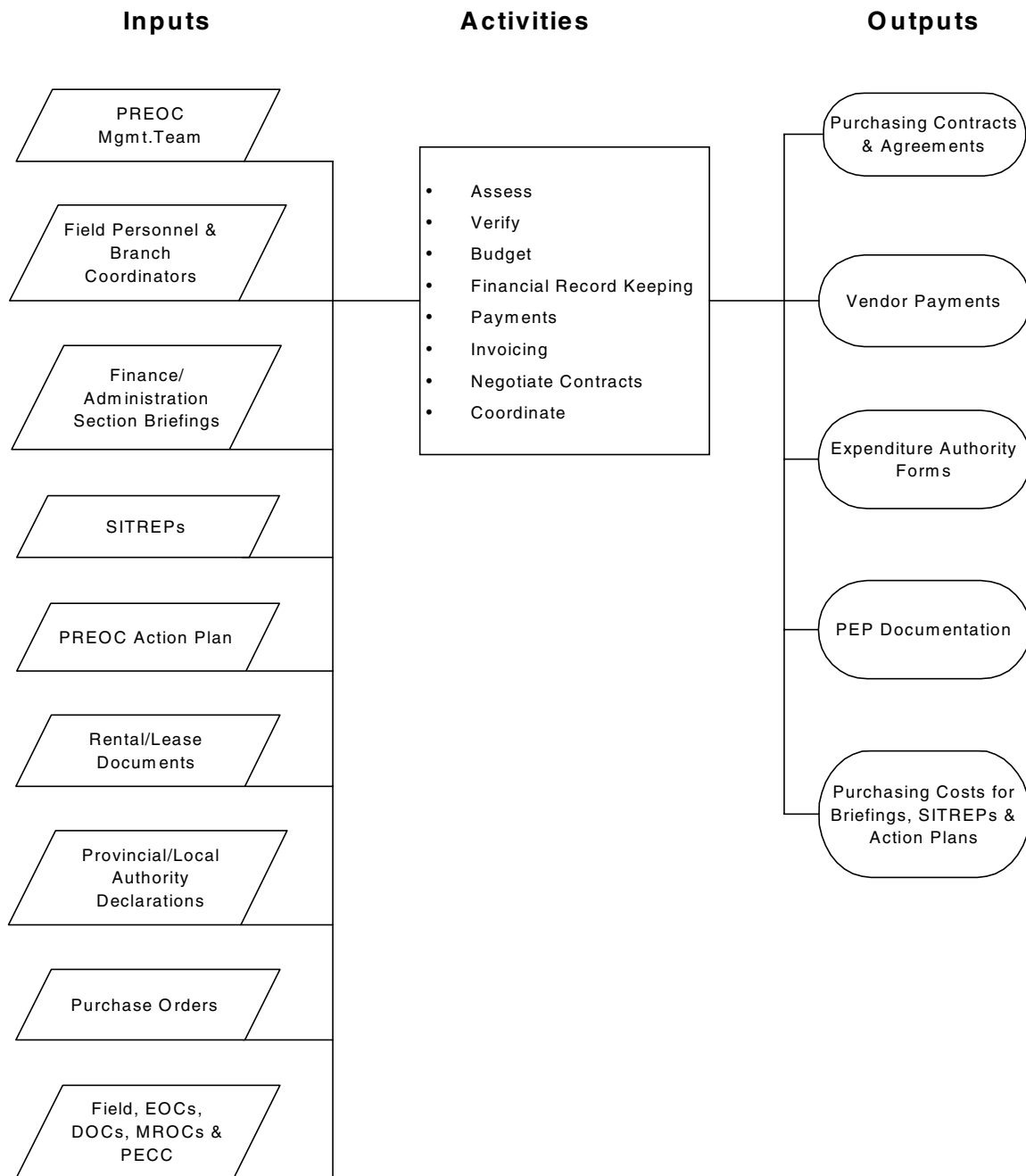
- Establish and maintain position logs and other necessary files.
- Review emergency purchasing procedures.
- Provide sufficient copies of Expenditure Authorization Forms for the PREOC.
- Prepare and sign contracts as needed; obtain concurrence from the Finance/Administration Section Chief.
- Ensure that all PREOC personnel know financial processes.
- Ensure that all contracts identify the scope of work and specific site locations.
- Negotiate rental and lease rates not already established, or a purchase price with vendors, as required.
- Identify and report vendors as necessary, regarding unethical business practices, such as inflating prices or rental rates for their merchandise or equipment during the emergency or disaster situation.

- Finalize all agreements and contracts, as required.
- Verify costs data in the pre-established vendor contracts and/or agreements.
- In coordination with the Logistics and Operations Sections, ensure that the Purchasing Unit processes Expenditure Authorization Forms and purchase orders and develops contracts in a timely manner.
- Keep the Finance/Administration Section Chief informed of all significant issues involving the Purchasing Unit.

Demobilization Phase:

- Determine demobilization status of the Purchasing Unit and advise the Finance/Administration Section Chief.
- Ensure all expenditures and financial claims have been processed and documented.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate staff or other PREOC sections for follow up.
- Contribute information input towards the PREOC After Action Report.
- Follow the Generic Demobilization Phase Checklist (3.1).

Purchasing Unit Coordinator



3.37 Compensation & Claims Unit Coordinator**Responsibilities:**

- Oversee the investigation of injuries and property/equipment damage claims arising out of the emergency.
- Complete all forms required by the *Workers' Compensation Board Act*.
- Maintain a file of injuries and illnesses associated with the event or disaster that includes results of investigations.
- Consult with the Risk Management Officer on all injury claims.
- Supervise the Compensation & Claims Unit.

Activation Phase:

- Obtain briefing from the Finance/Administration Section Chief.
- Ensure adequate staffing levels for the Unit.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

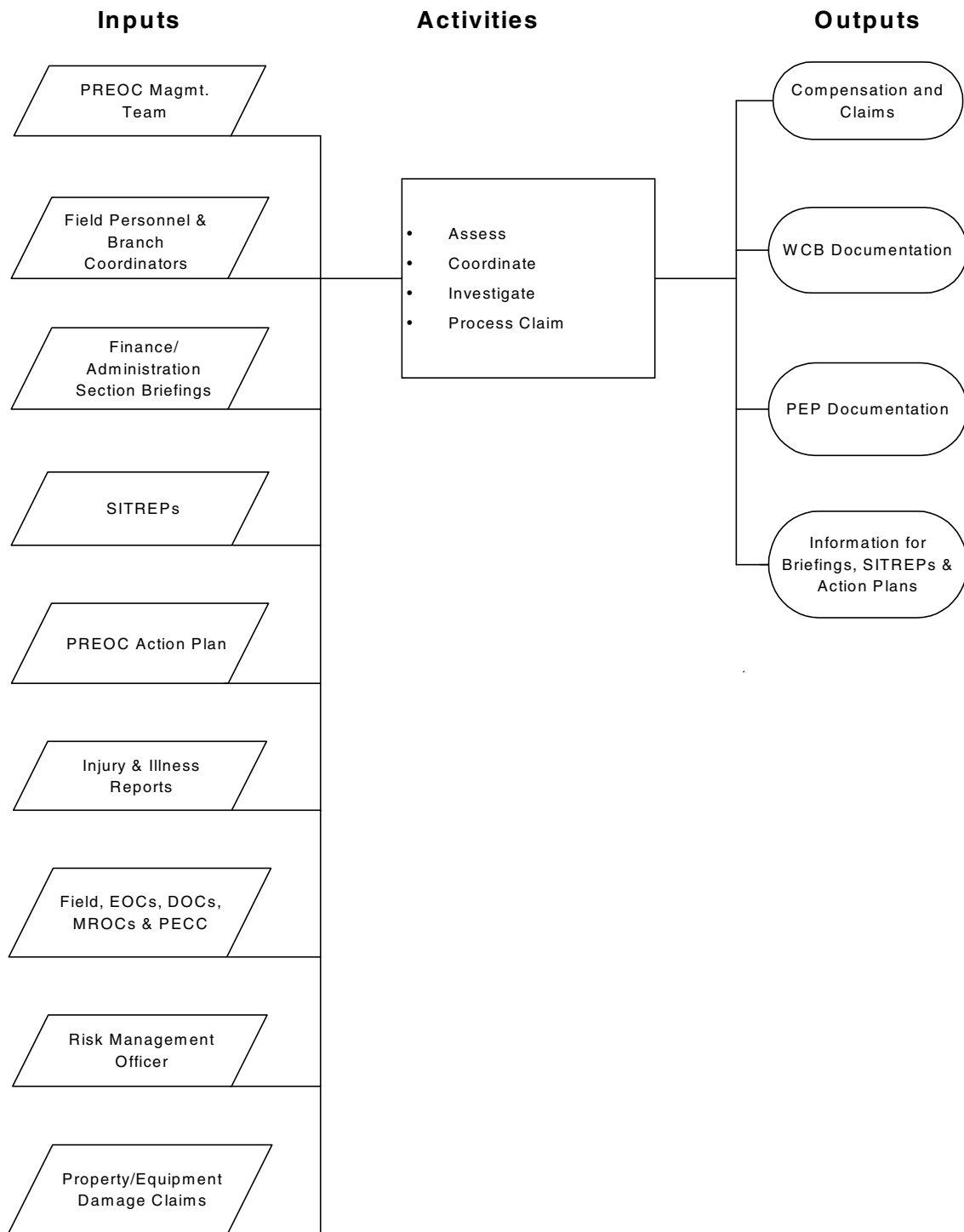
- Establish and maintain a position log and other necessary files.
- Maintain a chronological log of injuries and illnesses, and property damage reported during the event or disaster.
- Ensure all injury and damage claims are investigated as soon as possible.
- Prepare appropriate forms for all verifiable injury claims and forward them to WCB within the required time frame consistent with government or PEP policies and procedures.
- Coordinate with the Risk Management Officer regarding loss control and the mitigation of hazards.

- Forward copies of all equipment or property damage claims to the Disaster Financial Assistance Unit, Recovery Unit and Risk Management Officer.
- Keep the Finance/Administration Section Chief informed of significant issues affecting the Compensation & Claims Unit.

Demobilization Phase:

- Determine demobilization status of the Compensation & Claims Unit and advise the Finance/Administration Section Chief.
- Ensure that all expenditures and financial claims have been processed and documented.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate staff or other PREOC sections for follow up.
- Contribute information towards the PREOC After Action Report.
- Follow the Generic Demobilization Phase Checklist (3.1).

Compensation & Claims Unit Coordinator



3.38 Cost Accounting Unit Coordinator**Responsibilities:**

- Collect and maintain documentation of all disaster information for reimbursement through PEP.
- Gather fiscal recovery information from agencies providing emergency response, support and assistance.
- Prepare and maintain a cumulative cost report for the event or disaster.
- Supervise the Cost Accounting Unit and all financial assistance operations.

Activation Phase:

- Obtain a briefing from the Finance/Administration Section Chief.
- Ensure adequate staffing levels for the Unit.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

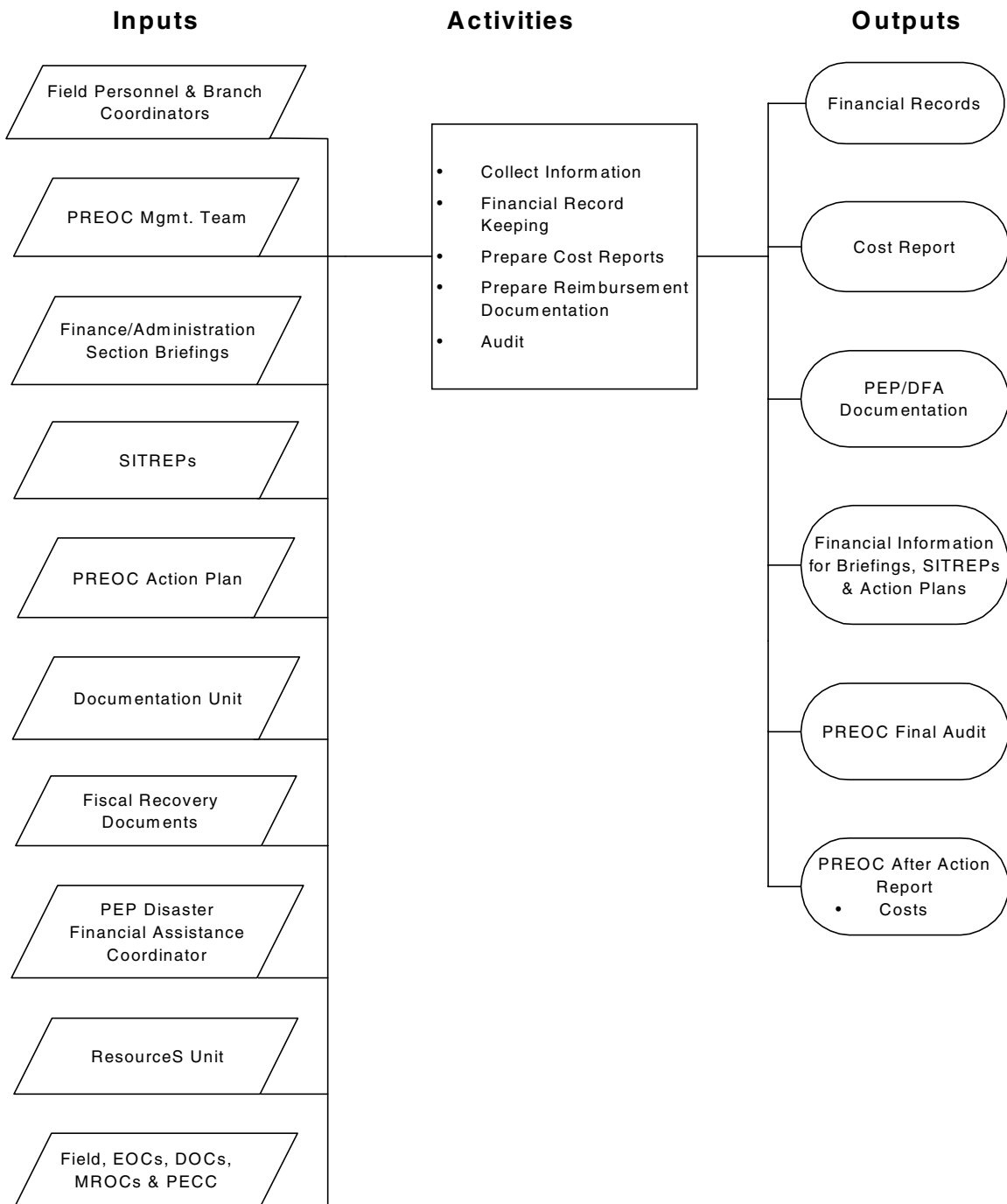
- Establish and maintain a position log and other necessary files.
- Compute costs for use of equipment owned, rented, donated or obtained through mutual aid.
- Obtain information from the Resource Unit regarding equipment use times.
- Ensure that PEP has provided a task number for the incident.
- Ensure all PREOC Sections are provided with relevant task numbers.
- Ensure that each Section is documenting cost recovery information from the onset of the event or disaster; collect required cost recovery documentation daily at the end of each shift.
- Meet with the Documentation Unit Leader and review PREOC position logs, journals, all Situation Reports and Action Plans to determine additional cost recovery items that may have been overlooked.

- Assist the DFA Unit in the preparation of required provincial documentation necessary to recovery all allowable emergency response funds and disaster financial assistance.
- Contact and assist the Liaison Officer, Operational Area Coordinator and Functional Branch Coordinators in obtaining their or their reporting agencies' cumulative cost totals for the event or disaster, on a daily basis.
- Prepare and maintain a cost report for the Finance/Administration Section Chief, PREOC Director and the Situation Unit. The report should provide cumulative analyses, summaries, and total emergency related expenditures for the PREOC operational region.
- In coordination with Documentation Unit, organize and prepare records for PEP.
- Organize and prepare records for a final audit.
- Assist the Planning Section with the preparation of the PREOC After Action Report.
- Keep the Finance/Administration Section Chief informed of all significant issues involving the Cost Accounting Unit.

Demobilization Phase:

- Determine demobilization status of the Cost Accounting Unit and advise the Finance/Administration Section Chief.
- Ensure that all expenditures and financial claims have been processed and documented.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to the appropriate Finance/Administration Section staff or other PREOC sections for follow up.
- Contribute information towards the PREOC After Action Plan.
- Follow the Generic Demobilization Phase Checklist (3.1).

Cost Accounting Unit Coordinator



3.39 Disaster Financial Assistance Unit Coordinator**Responsibilities:**

- Provide Disaster Financial Assistance (DFA) services and advice to all potential applicants in the operational area.
- Coordinate, in conjunction with the Cost Unit, all fiscal recovery with agencies providing emergency response, support and assistance.
- Advise provincial agencies, First Nations, municipalities, property owners, renters and others on funding that may be available to replace or restore damage caused by the emergency and for recovery work.
- Supervise the Disaster Financial Assistance Unit and all financial assistance operations in close cooperation with the DFA Unit in the PECC.
- In consultation with the PREOC Director and the Recovery Unit, plan and establish "One-Stop Shopping" Recovery Centre in the region, as required.

Activation Phase:

- Obtain briefing from the Finance/Administration Section Chief.
- Ensure adequate staffing levels for the Unit.
- Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

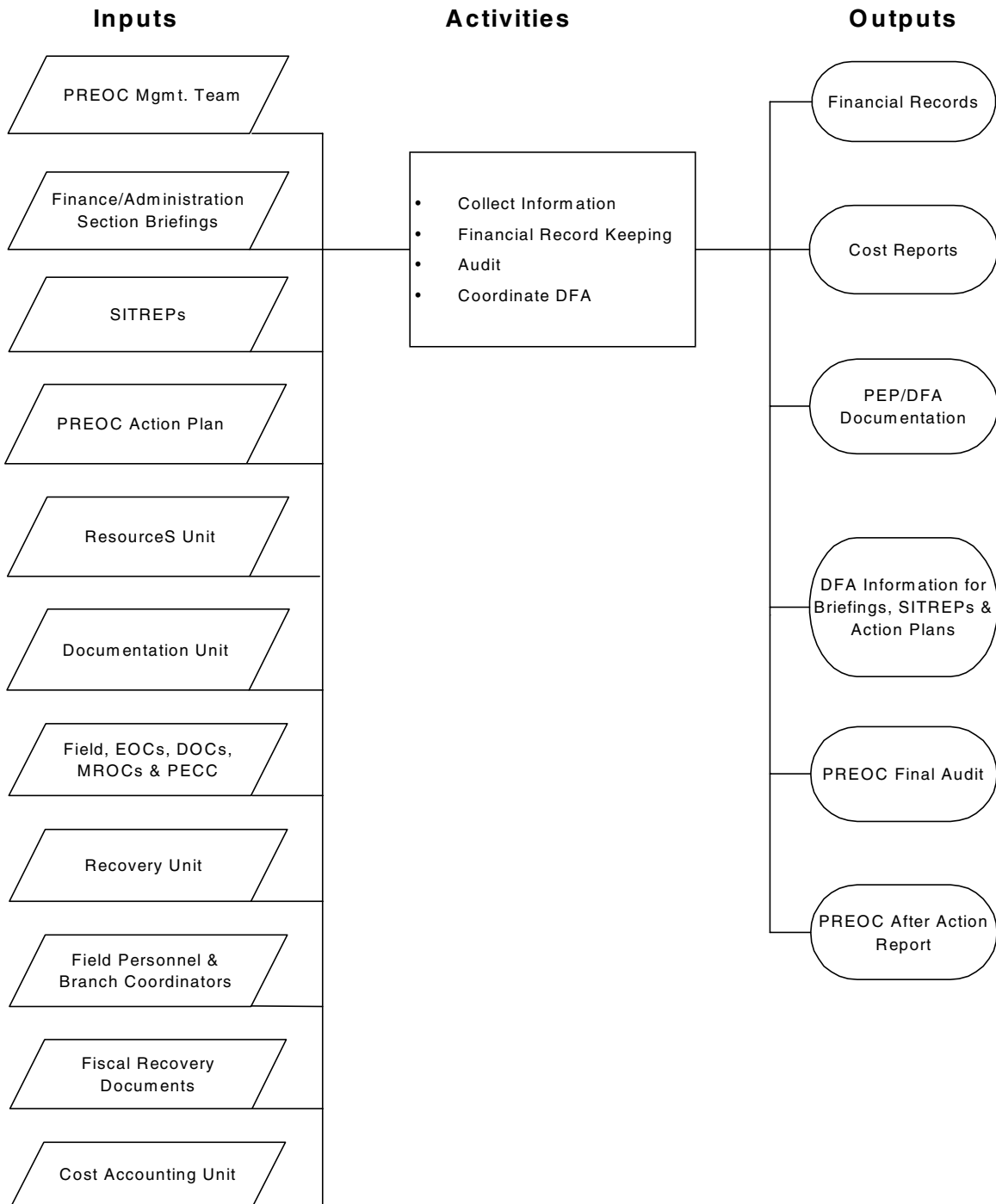
- Initiate the completion of the necessary request for DFA authorization form(s), in conjunction with the PEP Regional Managers.
- Identify geographic areas and boundaries affected for inclusion in DFA authorizations.
- Establish and maintain a position log and other necessary files.
- Ensure that each PREOC Section and agency understands relevant DFA rules and procedures.

- In conjunction with the Situation and Recovery Units, review Situation Reports and damage assessment reports to assess potential DFA requirements.
- In conjunction with the Recovery Unit, develop a DFA plan as part of the overall recovery plan.
- Act as the Liaison with PEP Disaster Financial Assistance adjusters.
- With the assistance of the Cost Unit, prepare all required provincial documentation necessary to recover all allowable emergency response funds and disaster financial assistance.
- Organize and prepare records for final audit.

Demobilization Phase:

- Determine demobilization status of the Disaster Financial Assistance Unit and advise the Finance/Administration Section Chief.
- Ensure that all expenditures and financial claims have been processed and documented.
- Complete all logs and documentation and forward to the Documentation Unit.
- Ensure any open actions are assigned to appropriate Finance/Administration Section staff or other PREOC sections for follow up.
- Contribute information and stats to the PREOC After Action Report.
- Follow the Generic Demobilization Phase Checklist (3.1).

Disaster financial Assistance Unit Coordinator



Chapter 4 Forms and Templates

Introduction

This section has sample forms and templates used in provincial emergency operations centres. Some of the forms are used by all PREOC staff, e.g., PREOC Check-in/Check-out list-Form 611, PREOC Internal Message-Form 716, etc.

Some forms and templates are for use by specific sections within the PREOC, e.g., Media Tracking Report-Form 623 is used by the information Section, Facility/Equipment Inventory-Form 723 is used by the Support Branch Coordinator, etc.

PREOC 501

EOC Situation Report

Community/Local Authority: _____

Date and Time: _____

PEP Task Number: _____

Prepared by: Community/Local Authority
 PREOC Operational Area Coordinator

Approved by: _____
 (Name and Position)

<p>EOC Contact: Name: _____ Agency: _____ _____ Phone #: _____ Fax #: _____ E-mail: _____</p>	<p>Report Type: <input type="checkbox"/> Initial <input type="checkbox"/> Update # _____</p> <p><input type="checkbox"/> Final</p> <p>Situation Forecast: <input type="checkbox"/> Improving <input type="checkbox"/> Unchanged <input type="checkbox"/> Deteriorating</p>
---	---

sHIGHLIGHTS (Situational Overview-Key Points):

CURRENT PRIORITY NEEDS: (Resources/Information/Support):

Resource Request Attached: Yes or No

PREOC 501

PEOPLE IMPACTED (Estimated/Confirmed):

# Evacuated	# Injured	# Homeless*	# Missing	# Dead	# Hospitalized

LIVESTOCK IMPACTED: (Estimated/Confirmed)

Animal Type	# Dead	# Evacuated	# Disposed

* disaster-caused homelessness

GENERAL SITUATION/STATUS:

Transportation	Comments: Routes Closed Partial Blockages Re-opened Times
Municipal Roads	
Provincial Roads	
DRR (Disaster Response Routes)	
Bridges	
Tunnels	
Transit System	
Rail (Fed.)	
Rail (Prov.)	
Critical Transportation Issues:	

PREOC 501

<u>Search and Rescue:</u> • SAR members					
2. <u>Fire:</u> • Structural fire-fighters					
• Structural fire apparatus					
• Wildland fire-fighters					
• Wildland fire apparatus					
• Aircraft					
3. <u>Engineering/Public Works</u> • Staff					
• Vehicles					
• Equipment					
4. <u>BCAS</u> • Paramedics					
• Ambulances					
5. <u>ESS</u> • MSDES Staff					
• Volunteers					
6. <u>Public Information</u> • Information Officers					
• Toll-free Operators					
7. <u>Military</u> • Military crews					
8. <u>Other:</u>					

PREOC 501

CURRENT ESS RECEPTION CENTRE/GROUP LODGING INFORMATION:

Name of RC/GL Activated	Address/ Location	Facility Capacity	Total # Registered	Total # still requiring help	Comments:
Total:					

CURRENT HEALTH INFORMATION:

Hospitals Status Facilities/Location	Operational Status Y/N			# Hospitalized	# Beds Avail.	Comments
	Communication	Power	Water			

Community Health Status	
Public Health	
Mental Health	
Continuing Care	

Request for National Emergency Services Stock Pile (CCU and/or 200 bed hospital):
Yes or No

Details: _____

PREOC 501

WEATHER CONDITIONS:

Temperature	Precip.	Wind: (Speed and Direction)	Air Quality	Tidal Information	Forecast (24 hr)

FUTURE OUTLOOK/PLANNED ACTIONS:

OTHER COMMENTS:



PREOC 601

PREOC Situation Report

PREOC: Street _____ City/ _____
Address: _____ Town: _____

Report Prepared By: _____ Position: _____

Date: _____ Time: _____

Phone #: _____ Fax#: _____ E-mail: _____

Report Type: Initial
 Update # _____
 Final

Situation Forecast: Improving
 Unchanged
 Deteriorating

SITUATION OVERVIEW (update on situation, including information on casualties, medical, evacuation, transportation, food/water, power, etc. - **bullet form preferred**):

PREOC 601

CRITICAL STATISTICS:

Jurisdiction (city, town, RD, etc.)	Fatalities:	Injured:	Missing:	Evacuated:	# of Destroyed/ Damaged Homes:	# of Destroyed/ Damaged Businesses

SIGNIFICANT TRANSPORTATION MODES/ROUTES IMPACT OR POTENTIAL IMPACT (include municipal/provincial roads, disaster response routes, bridges, tunnels, railway, transit info, etc.):

SIGNIFICANT UTILITIES IMPACT OR POTENTIAL IMPACT (include water, sewer, hydro, gas, telephone, cable info, etc.):

PREOC 601

SIGNIFICANT COMMUNICATIONS IMPACT OR POTENTIAL IMPACT (include telephone, cellular, radio, m-sat, e-mail, fax, amateur radio info, etc.):

INCIDENTS:

Jurisdiction (city, town, RD, etc.)	Status (ongoing vs complete)	Details (include improving, unchanged or deteriorating)	Response

PREOC 601

ACTION PLAN/FUTURE ACTIVITIES - (bullet form preferred):

CRITICAL REQUIREMENTS (e.g., medical, evacuation, physical resources, additional personnel, etc. - indicate whether PECC/CGG response or direction is required or if requirements are only regional at this time - **bullet form preferred** - (request for Resources or Assistance Form 714 Attached - Yes or No):

Report Approved By: _____ Position: _____

Signature: _____ Date/Time: _____

Transportation Plan

PREOC 607

PREOC:			PEP Task #:				Date:				For Operational Period #					
TIME	AGENCY REQUESTING	# OF PEOPLE OR EQUIPMENT	PICK-UP POINT	DROP-OFF POINT	EST. TRAVEL TIME	FOOT	PRIVATE VEHICLE	RENTAL VEHICLE	BUS	TAXI	HELICOPTER	FIXED WING	RAIL CAR	BOAT	OTHER	ALLOCATION
																CALL SIGN
																DEPART TIME
																RETURN TIME
																CALL SIGN
																DEPART TIME
																RETURN TIME
																CALL SIGN
																DEPART TIME
																RETURN TIME
																CALL SIGN
																DEPART TIME
																RETURN TIME
																CALL SIGN
																DEPART TIME
																RETURN TIME

PREPARED BY (Logistics): _____

page 1 of 1

PREOC 611

PREOC Check In/Check Out List

PREOC:		PEP Task #:	Operational Period:			
Date:	Check-In Location:					
Print Name (Last/First)	Agency/Gov't Organization	Date/Time of Check-In	Assignment: Function/Position	Date/Time Check-Out	Checked By	

PREPARED BY (Name and Position): _____

PREOC 612

PEP Task Registration Form

PEP TASK #: _____ RCC #: _____ PREOC: _____

Region: _____ Event: _____

Name	Address	Next of Kin and Tel #	Signature

I Certify the People Listed Above Attended this Task

Personnel Unit Coordinator Signature: _____

Date: _____

PREOC 614

Position Log

PREOC:	Function:	Position:
Operational Period:	PEP Task #:	Date:

LOG

Time	To	From	Action	Follow-up	Close

PREOC 615

Resource Planning Worksheet

PREOC:			PEP Task #			Time:			Date:				
Operational Period:				Prepared By:					Approved By:				
Request #	Precedence Level	Critical Resource Status Y/N	Agency/Location Requesting Resource	Type of Resource	# of Resources Requested	# of Resources Available	# of Resources Approved	Time of Deployment	Location Deployed To	Estimated Time of Use	Arrival Time	Completion Time	Comments

Precedence Levels: Emergency = E
 Priority = P
 Routine = R

- Distributed to: PREOC Director Finance/Administration Section
 Operations Section Planning Section (Resource Unit)

PREOC 616

Resource Status

PREOC:			PEP Task #:		
Date:			Operational Period:		
Type of Resource	Critical Resource Status Y/N	Total # of Resource Originally Available	Total # of Resources Deployed or in Use	Total # of Resource Still Available	Availability as of Date/Time

- Distributed to:
- PREOC Director
 - Operations Section
 - Planning Section
 - Logistics Section
 - Finance/Administration Section
 - Other

PREOC 618

ESS Situation Report

FROM: ESS BRANCH COORDINATOR (MSDES) AT _____

PREOC Name

TO: REGIONAL MSDES OFFICE

MSDES HEADQUARTERS EOC (VICTORIA)

Completed by:	Date: _____ (YYYY/MM/DD) (24 hr)	Time: _____
Phone #: ()	Fax #: ()	

Current ESS Status

Community	# of Reception Centres/ Group Lodgings Open	# of Evacuees Registered	# of Evacuees in Group Lodgings	# of Evacuees in Commercial Lodgings	# of Evacuees provided other assistance (e.g.; groceries)	# of ESS Workers Activated

Provincial ESS Resources Deployed:

PREOC 618

Future Outlook/Planned Actions:

Issues:

Comments:

PREOC 620

Evacuation Plan Message (Sample)

This is _____
Rank/Title *Name*
 From the _____ at PREOC _____
Agency/Department *Name/Location*
 A _____
Size/intensity *incident*

has occurred/is occurring *in/at* *location*

Because of the potential danger to life and health _____
the authority
 _____ everyone within _____
has/have *ordered/recommended* *#* *blocks/kilometres/metres*
 of that area to _____
evacuate/shelter-in-place *immediately/as soon as possible*

This message will be repeated. Specific instructions and locations for help will be given
 If you are in the following areas, you _____
must/should *leave the area/get inside a building*
immediately/as soon as possible

The areas involved are as follows:

- _____ *North/South/East/West* _____ *Location: street, highway, or other significant geographical point*
- _____ *North/South/East/West* _____ *Location: street, highway, or other significant geographical point*
- _____ *North/South/East/West* _____ *Location: street, highway, or other significant geographical point*
- _____ *North/South/East/West* _____ *Location: street, highway, or other significant geographical point*

Prepared by: _____

Approved by: _____



PREOC 621



For Immediate Release

PREOC: _____

Date and Time: _____

Local Emergency Program Evacuation Procedures (Sample)

The Provincial Emergency Program or Provincial Regional Emergency Operations Centre is urging residents affected by the recent (disaster - whatever it is) to be prepared to evacuate if ordered to do so by emergency officials in your area.

If you have to evacuate:

- Take an emergency survival kit with you.
- Make sure you take prescription medicine and identification for the entire family.
- Listen to the radio and follow instructions from local emergency officials.
- If you are instructed to do so, shut off water, gas, and electricity.
- Be prepared to make arrangements for pets. Local emergency officials will advise you.
- Wear clothes and shoes appropriate to conditions.
- Lock up your home
- Follow the routes specified by emergency officials. Don't take shortcuts. A shortcut could take you to a blocked or dangerous area.
- If you have time, leave a note telling others when you left and where you went. If you have a mailbox, you can leave the note there.
- If you are evacuated, register with the local ESS emergency reception centre (as advised by emergency officials) so you can be contacted or reunited with your family and loved ones.

Media Contact: _____
(name) at (phone)

PREOC Web site: _____

PREOC 622**Spokesperson Media Statement (Sample)**

PREOC: _____

Date: _____

Time: _____

My name is: _____

My position is: _____

This is the information I can give you so far:

At _____ (time: a.m./p.m.) on _____ (date),
a(n) _____ (fire, flood, explosion, earthquake, chemical spill, etc)
occurred at _____ (location)
in _____ (local authority/ jurisdiction)

Information on the number injured and fatalities is (not) known at this time.

Emergency response procedures to protect the public, responders, and the
environment are underway. The _____ (facility or location)
has been shut down/cordoned off/evacuated.

The cause of the _____ (fire, explosion, chemical spill) is
under investigation and no estimate of damage is available at this time. As information
becomes available, news releases will be issued.

Any further inquiries should be directed to _____ (name and title)
at _____ (PREOC location) _____
(telephone number).

Prepared by: _____

Approved by: _____

PREOC 623

Media Tracking Report (Sample)

PREOC: _____

Date: _____

Time	Media Source	Reporter's Name	Phone Number	Questions



PREOC 625

After The Disaster (Sample Release)

Having just experienced the shock and pain of a disaster, you will be very busy for the next few days or weeks. Caring for your immediate needs, perhaps finding a new place to stay, planning for clean-up and repairs, and filing claim forms may occupy the majority of your time.

As the immediate shock wears off, you will start to rebuild and put your life back together. We may all experience some reactions to a disaster. Generally, these feelings don't last long, but it is common to feel let down and resentful many months after the event. Some feelings or responses may not appear until weeks or even months after the disaster.

Some common responses are:

- Irritability/Anger
- Fatigue
- Loss of appetite
- Nightmares
- Fear of storms
- Sadness
- Headaches or nausea
- Hyperactivity
- Lack of concentration
- Increase in alcohol or drug consumption

Many victims of disaster will have at least one of these responses. Acknowledging your feelings and stress is the first step in feeling better. Other helpful things to do include:

- Talk about your disaster experiences. Sharing your feelings rather than holding them in will help you feel better about what happened.
- Take time off from cares, worries, and home repairs. Take time for recreation, relaxation, or a favorite hobby. Getting away from home for a day or a few hours with close friends can help.
- Pay attention to your health, to good diet and adequate sleep. Relaxation exercises may help if you have difficulty sleeping.
- Prepare possible future emergencies to lessen feelings of helplessness and bring peace of mind.
- Rebuild personal relationships in addition to repairing other aspects of your life. Couples should make time to be alone together, both to talk and to have fun.
- If stress, anxiety, depression, or physical problems continue, you may wish to contact the post-disaster services provided by the local mental health contact.
- Please take this sheet with you today and reread it periodically over the next few weeks and months. Being aware of your feelings and sharing them with others is an important part of recovery.

PREOC 650

Major Incident Report

PREOC:	Date:
Report Time:	PEP Task #:
Reported By: (Name, Title, Agency):	
Type of Incident:	
Location:	
Description:	
Responsible Jurisdiction/Responding Agencies:	
Injuries/Deaths:	
Damage or Potential Damage:	
Situation Forecast:	
Provincial Support Provided or Anticipated:	
Public Information/Media Requirements:	

Prepared By: _____ Position/Title: _____

Approved By: _____ Position/Title: _____

- Distribution List:**
- Operations Section Chief
 - Planning/Section Chief
 - Logistics/Section Chief
 - Finance/Admin Section Chief
 - PECC/Others
 - PREOC Director:
 - Liaison Officer
 - Risk Management Officer
 - Information Officer

Sample Declaration of a State of Local Emergency

WHEREAS People Property the Environment or Local Economy are at risk from _____ in the portion of the (Name of Local Authority) circumscribed in the paragraphs following:

AND WHEREAS the threat posed by _____ continues to require early warning for and preparation by those potentially or actually effected, or protection of infrastructure, property, possessions or the environment, as well as prompt coordination of response and recovery actions, or special regulations of access, activities, persons, property of the environment, to protect the health, safety or welfare of people, or to limit damage to property or the following environment within the designated areas of (Name of Local Authority) circumscribed in the paragraphs following;

I (we) HEREBY DECLARE, pursuant to Section 12(1) of Division 3 of the Emergency Program Act of British Columbia, RS Chapter III (1996) and Section _____ of the Local Authority Emergency Program Bylaw No. (_____) that a STATE OF LOCAL EMERGENCY NOW EXISTS and is so ORDERED, authorized and approved.

BE IT KNOWN THAT the geographic area affected and to which this DECLARATION applies is known as _____ all in (Name of Local Authority) and this area is bounded by:

AND BE IT ALSO KNOWN THAT (Name of Local Authority) hereby advises the Attorney General of the Province of British Columbia, and the population within the aforementioned circumscribed area, that a STATE OF LOCAL EMERGENCY exists and that (Name of Local Authority) may exercise some or all of the powers delegated to it in Section 13 of the Emergency Program Act.

AND BE IT ALSO KNOWN THAT this DECLARATION and STATE OF LOCAL EMERGENCY will remain in force from _____ to _____

 Mayor of the (Local Authority) Time Date (Yr, Mth, Day)

(By ORDER) of

Order Number: _____

Acting Mayor of (Local Authority)

(By ORDER) of _____

Members of Council of (Local Authority) (by resolution)

PREOC 701

PREOC Management Team Briefing Agenda

PREOC:	Time:	Date:
Operational Period:	PEP Task #:	Chaired by:

#	Agenda Item	Responsible Function/Position	
1	Status Reports (use briefing form at EOC 401A)	All Functions	
2	Resource Status	Planning	
3	Probabilities and Predictions	Planning	
4	Public Information and Media	Information Officer	
5	Priorities and Objectives	EOC Director	
6	Follow-up (Old Business)	EOC Director	
7	Task/Assignments	Responsible Function	Completion Time
a.			
b.			
c.			
d.			
e.			
f.			
g.			
h.			
8	Plan Attachments	Planning	
9	Other Business	All Functions	

PREOC 701

Notes:

Distribution List:

- | | |
|--|--|
| <input type="checkbox"/> EOC Director | <input type="checkbox"/> Operations Section Chief |
| <input type="checkbox"/> EOC Deputy Director | <input type="checkbox"/> Planning Section Chief |
| <input type="checkbox"/> Liaison Officer | <input type="checkbox"/> Logistics Section Chief |
| <input type="checkbox"/> Risk Management Officer | <input type="checkbox"/> Finance/Admin Section Chief |
| <input type="checkbox"/> Information Officer | |

Prepared by (Planning Section Chief):

Approved by (PREOC) Director:

PREOC 701A

PREOC Briefing Format

PREOC:	Time:	Date:
Operational Period:	PEP Task #:	Presenter:

Function:
Current Situation:
Unmet Needs:
Future Activities:
Public Information and Media Issues:

PREOC 702

PREOC Action Plan

PREOC:	Date:	Time:
Operational Period:	PEP Task #:	Prepared By:
Policies and Priorities:		
Objectives:		
Task Assignments:	Responsibility:	Est. Completion Time:
Attachments (Check if Attached):		
Organization Chart	Flood Fighting Plan	Interface Fire Plan
Section Assignment Lists	Transportation Plan	Communications Plan
Public Information	HazMat Plan	Medical Plan
Map	Evacuation Plan	Other:
Distribution List:		
<input type="checkbox"/> EOC Director <input type="checkbox"/> EOC Deputy Director <input type="checkbox"/> Liaison Officer <input type="checkbox"/> Risk Management Officer <input type="checkbox"/> Information Officer	<input type="checkbox"/> Operations Section Chief <input type="checkbox"/> Planning Section Chief <input type="checkbox"/> Logistics Section Chief <input type="checkbox"/> Finance/Admin Section Chief	
Prepared by (Planning Section Chief):	Approved by (PREOC) Director:	

PREOC 704

PREOC Preparedness Advisory Sample



**PROVINCIAL REGIONAL EMERGENCY OPERATIONS CENTRE
(PREOC)**

SOUTH EAST REGION

**2000 Wild Land/Urban Interface Fire
PREPAREDNESS ADVISORY**

Effective: August 18, 2000-12:00 noon PDT
Status: Phase 1 (Preparedness)
Location: 403 Vernon Street, Nelson, BC
Phones: (250) 354-6395
Fax: (250) 354-6561

PREOC 704**General Overview**

This advisory describes the provincial action to increase the readiness level of the provincial emergency response structure in support of the MOF/Forest Protection Branch.

Ministry of Forests' (MOF) South East Fire Centre indicates that there is an increasing risk of wild land/urban interface fires in the southern portions of the region including Boundary, the mid to lower areas of Arrow and Kootenay Lake, Cranbrook and Invermere Forest Zones.

Situation Forecast

MOF crews are continuing this morning to control an interface fire just east of the City of Greenwood. Three residences were at risk yesterday afternoon but the fire burned around them and only one outbuilding was destroyed. City of Greenwood Fire Department responded with MOF crews. This fire is reported to be about 45 ha. in size. An additional interface fire occurred in Kaslo early this morning and was quickly extinguished. There are currently no other interface fires of concern in the region.

Concept of Operations

The provincial response structure is prepared to provide support to the Ministry of Forests (key ministry) in the event of wild land/urban interface fire response activities:

Central Coordination Group (CCG), comprised of representatives of MOF/Forest Protection Branch, Office of the Fire Commissioner (OFC), Provincial Emergency Program (PEP), Emergency Social Services (ESS) and BC Communications is established and prepared to activate as necessary.

The Provincial Emergency Coordination Centre (PECC) is permanently established in Victoria to coordinate provincial-level response and support on behalf of the CCG and prepared to activate as necessary.

The Provincial Regional Emergency Operations Centre (PREOC) is established in Nelson to coordinate provincial support to MOF and local governments in South East (Kootenay) Region and is prepared to activate as necessary.

PREOC Preparedness

The PREOC in Nelson is on a 24-hour readiness status and is located in the PEP South East Region office. Required technology has been installed and provincial government personnel have been identified to staff the PREOC should full activation become necessary.

PREOC 704

In preparation for potential PREOC activation, a Liaison Officer is currently in the Cranbrook zone MOF Area Command Centre to monitor potential urban interface fire risk and liaise with PEP and with local government officials and emergency coordinators. A Liaison Officer has also be appointed for the South East Fire Centre in Castlegar to assist with the coordination of information from all other MOF zones.

In the interim (pre-PREOC activation), the normal reporting structure between local governments and the Provincial Emergency Program remains in effect. As well all communications/public information relating to the fire situation is being handled as an interagency issue through the public information cell of the PREOC.

Provincial Ministry/Agency PREOC Representation

Ministry of Forests/Forest Protection - key ministry coordinates all wild land fire fighting operations.

Ministry of Attorney General/Provincial Emergency Program-coordinates provincial government and agency support.

Office of the Fire Commissioner - carries out Fire Commissioner's evacuation authority, identifies local resources, mutual aid arrangements and conducts response planning for areas without fire protection services.

Ministry of Social Development and Economic Security/Emergency Social Services - arranges registration and temporary accommodation in the event of an evacuation.

Ministry of Agriculture - identifies assistance required in the care, feeding, and transport of livestock.

Ministry of Environment, Lands and Parks - provides air quality monitoring equipment and assessments and advice concerning dangerous goods

RCMP/Nelson City Police - provide public safety and security.

Ministry of Health/Regional Health Authority/BC. Ambulance Service - provides evacuation support to non-ambulatory victims as well as nursing homes and hospitals.

Ministry of Transportation and Highways - authorizes closures of provincial transportation routes and provides traffic control.

Utilities (BC Hydro, West Kootenay Power, Telus, BC Gas, TransCanada Pipeline) - provides advice and information.

PREOC 704

Future Outlook/Planned Action

Upon full activation, the PREOC will:

- Distribute routine Situation Reports to all regional local governments
- Advise the CCG and local authorities of the PREOC telephone, fax numbers, e-mail address and names and role assignment of key personnel
- Provide media relations and public information
- Review and advise preparedness status of local authorities and provide assistance where appropriate

Approved by:

V.L. (Ginny) Garner
Regional Manager
South East Region
Provincial Emergency
Program

Steve Schmidt
Fire Centre Manager
Southeast Fire Centre
Ministry of Forests
Protection Branch

Wayne Price per:
Rick Dumala
B.C. Fire Commissioner
Office of the Fire
Commissioner

PREOC 708

PREOC Staff Food & Lodging Plan

PREOC:						Date:				
Operational Period:			PEP Task #:			Prepared By:				
Food										
#	B/L/D/S	Date	Time	Menu	Supplier	Prepared By	Delivered or Pick-up	Qty		
1										
2										
3										
4										
5										
Comments:										
Lodging										
#	Location	Shift 1			Shift 2			Shift 3		
		From	To	#	From	To	#	From	To	#
1										
2										
3										
4										
5										
6										
Comments:										

Legend: B = Breakfast
 L = Lunch
 D = Dinner
 S = Snack

PREOC 710

Contact Log

PREOC:	Time:	Date:	
Operational Period	PEP Task #	Function/Position	
Agency:		Agency:	
Contact Name:		Contact Name:	
Title:		Title:	
Business Phone:		Business Phone:	
Cell Phone:		Cell Phone:	
Pager:		Pager:	
After Hours Phone:		After Hours Phone:	
Fax:		Fax:	
Email:		Email:	
Location:		Location:	
Agency:		Agency:	
Contact Name:		Contact Name:	
Title:		Title:	
Business Phone:		Business Phone:	
Cell Phone:		Cell Phone:	
Pager:		Pager:	
After Hours Phone:		After Hours Phone:	
Fax:		Fax:	
Email:		Email:	
Location:		Location:	
Agency:		Agency:	
Contact Name:		Contact Name:	
Title:		Title:	
Business Phone:		Business Phone:	
Cell Phone:		Cell Phone:	
Pager:		Pager:	
After Hours Phone:		After Hours Phone:	
Fax:		Fax:	
Email:		Email:	
Location:		Location:	
Signature:		Title:	

PREOC 712



Request for Radiogram via Amateur Radio

Number	Procedure	RX	Station of Origin	Check	Place of Origin	Time UTC Filed	Date UTC
--------	-----------	----	-------------------	-------	-----------------	----------------	----------

TO:

Telephone Number: (____) _____

_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

SIGN _____

REC'D	FROM	DATE	TIME	SENT	TO	DATE	TIME
-------	------	------	------	------	----	------	------

Precedences - Abbreviate by using first letter

(E) = EMERGENCY

Any message having life and death urgency to any person or group of persons, which is transmitted by Amateur Radio in the absence of regular commercial facilities. This includes official messages of welfare agencies during emergencies requesting supplies, materials of instructions vital to relief of stricken populace in emergency areas. When in doubt, do not use it.

(P) = PRIORITY

The classification is for a) important message having specific time limit. b) official messages not covered in the emergency category. c) press dispatches and emergency related traffic not of the utmost urgency. d: notice of death or injury in disaster area, personal or official.

(W) = WELFARE

This classification refers to either an inquiry as to the health and welfare of an individual in the disaster area or an advisory from the disaster area that indicates all is well. Welfare traffic is handled only after all emergency and priority traffic is cleared. The Red Cross equivalent to and incoming Welfare message is DWI (Disaster Welfare Inquiry).

(R) = ROUTINE

Most traffic in normal times will bear this designation. In disaster situations, traffic labeled Routine, should be handled last, or not at all when circuits are busy with higher precedence traffic.

Handling Instructions

HXA (Followed by number) Collect landline delivery authorized by addressee within ____miles. (IF no number, authorization is unlimited.)

HXB (Followed by number) Cancel message if not delivered within ____ hours of filing time; service originating station.

HXC Report date and time of delivery (TOD) to origination station.

HXD Report to originating stations the identity of stations from which received, plus date, time and method of delivery.

HXE Delivering station get reply from addressee, originate message back.

HXF (Following by number.) Hold delivery until ____ (date).

HXG Delivery by mail or landline toll call not required. IF toll or other expenses involved, cancel message and service originating station.

PREOC 714

Request for Resources or Assistance

EVENT: _____ REQUEST #: _____
 DATE: _____ TIME: _____
 PEP TASK #: _____ Requires PREOC Director's Approval

Staff/Agency Requesting: _____
 Contact Person's Name and Position: _____
 Telephone or Contact #: _____

Brief description of problem or task to be accomplished: _____

 Specific Resource Requested: _____
 Number of Resources Required: _____
 Potential Substitute: _____
 Capacity (Size, Voltage, etc.): _____
 Supporting Equipment, Fuel, Water, etc: _____
 Personnel Required to Operate/Support: _____
 Transportation Required: _____
 How Long Resource is Needed: _____
 Where to Deliver or Report: _____
 Report to Whom (Name, Title, Agency): _____

Estimated Cost of Resource Requested: under \$20,000 \$20,000 to \$49,999
 \$50,000 to \$100,000 over \$100,000 not yet known. _____

Resource Request completed by (Name and Position): _____
 Resource Request Approved by PREOC Director: _____
 (Name and Signature)
 Date and Time: _____

Distribution List: Operations Section Finance and Administration Section
 Planning Section EOC Director _____
 Logistics Section Other: _____

PREOC 715

Damage Assessment

	PREOC:	Operational Period:	
		Number or percentage	Details (as necessary)
Public Property	Municipal Facilities Damaged		
	Municipal Facilities Destroyed		
	Public Facilities Damaged		
	Public Facilities Destroyed		
	Provincial Facilities Damaged		
	Provincial Facilities Destroyed		
	Federal Facilities Damaged		
	Federal Facilities Destroyed		
	Roads Damaged		
	Roads Destroyed		
	Bridges Damaged		
	Bridges Destroyed		
	Railroads Damaged		
	Railroads Destroyed		
	Water Supply Damaged		
	Sewers Damaged		
	Total Public Damage		
Private Property	Residential Buildings Damaged		
	Residential Buildings Destroyed		
	Businesses Damaged		
	Businesses Destroyed		
	Agriculture Damaged		
	Agriculture Destroyed		
	Total Private Damage		
Issues and Activities:			
Prepared by:		Date and Time:	

PREOC 723

Facility/Equipment Inventory

PREOC:	Control/ Inventor #	# of Items	Pep Task #:	Operational Period #:		Date Prepared:		Time Prepared:														
				Item Description	Owner	Issued to	Issued	Returned	QTY	Time	Init	Comments										
							Issued															
							Returned															
							Issued															
							Returned															
							Issued															
							Returned															
							Issued															
							Returned															
							Issued															
							Returned															

Prepared By (LOGISTICS):

PREOC 730

PREOC Expenditure Authorization Form

PREOC: _____ PEP Task #: _____

Incident¹: _____

Requesting Authorized Person/Agency: _____

Location: _____

Incident Description²:

Amount Requested: _____

Expenditure Authorized "Not to Exceed": _____

Signature of Designated Authorizing Person³

Position: _____ Date: _____

Legend:

¹ From block of assigned incident numbers allocated to PREOCs on activation.

² Include date/time, location, jurisdiction and nature of response activity or service to be provided.

³ PREOC Director or designated principal PREOC staff.

- Distribution:**
- PREOC Director
 - Finance/Administration Section
 - PECC
 - Originator

PREOC 735

PREOC Post Operational Report Feedback Form (Event Name)

Agency: _____
 Address: _____
 Telephone: _____
 E-mail: _____

Agency representatives are requested to contribute to the After Action Review process by identifying issues important to them as well as recommendations for improvement. An example of the format with one issue noted is included below. Please send all completed forms (with agency contact information in top left-hand corner) to: (PEP Regional Manager's Contact Information)

Issue	Comment	Recommendations	Action

PREOC 735

Action							
Recommendations							
Comment							
Issue							

PREOC 736

Post Operational Review Form

POST Operational Review--(name the Event)

<p>Recommendations: PEP will conduct a general review of the <i>EVENT</i> (or plan related to the <i>EVENT</i>), for approval of the CCG. (Note: recommendations are grouped logically and are addressed here, having been obtained from points provided through the Post Operation Report Feedback Form (735), which all agencies should forward to the party responsible for compiling the report.</p>		
<p>Observations</p>		
<p>Current Status</p>		
<p>Work Action</p>	<p>Current Status</p>	<p>Assigned</p>

PECC 801

CCG to a PREOC Directive (Sample)

Provincial Wild Land - Urban interface Fire
Central Coordination Group (CCG)
PO Box 9201 Stn. Prov Gov't
Victoria BC V8W 9J1
Tel: 1-800-663-3456 (24 hours)
Fax: (250) 952-4872 (24 hours)
(250) 952-4888 (working hours)

File No: 68910-30

August 9, 2000

To: Distribution List

Re: 2000 Provincial Wild Land - Urban Interface Fire Directive No. I

References:

- A. Emergency Program Act, RS Chap. 111
- B. Emergency Program Management Regulation, BC Reg. 477/94
- C. Compensation and Disaster Financial Assistance Regulation, BC Reg. 124/95
- D. Provincial Government Emergency Management: A Strategy for Response (IEPC), August 1992

Situation:

Ministry of Forests/Provincial Fire Control Centre indicates that there is a risk of wild land-urban interface fires in the Central and South East region of the province.

Purpose:

This directive increases the readiness level of the provincial emergency response structure in support of the Ministry of Forests/Forests Protection Branch and local government. The directive authorizes regional-specific expenditures for coordinated government preparedness and response.

The directive will remain in effect until rescinded by the CCG.

PECC 801**Execution:****Central Coordination Group (CCG)**

The CCG core members are represented by:

Co-chair Gary Hartwig	MOF/ Fire Protection Branch
Co-chair Mervin Harrower	PEP
Rick Dumala (or representative)	MAH/OFC
Mike Woodcock (or representative)	MSDES/ESS
Representative TBA	RCMP "E" Division
Logan Stewart (or representative)	MOTH
Teresa Lumsdon (or representative)	BC Communications

CCG Secretariat will be provided by PEP Policy and Plans.

Regional planning and preparedness activity will be dependent upon the level of risk for wild land - urban interface fires.

CCG direction will be restricted to wild land - urban interface fires. The CCG will:

- Monitor the level of risk for wild land - urban interface fires.
- Provide policy direction on wild land - urban interface fire preparation and response¹.
- Direct provincial-level support for communities impacted by wild land-urban interface fires.
- Brief all levels of government.
- Authorize region-specific expenditure levels.
- Approve a public awareness communication plan.

Provincial Emergency Coordination Centre (PECC)

The PECC will be activated in support of any activated PREOC(s) to coordinate provincial-level response and support on behalf of the CCG.

Provincial Regional Emergency Operations Centres (PREOCs)

¹ Including the disposition of mission critical material.

Phase I Preparedness

PEP Central and South East Regions

The PREOC will maintain a 24-hour readiness status effective immediately. On-call staffing requirements require CCG approval.

Specific action required:

- Implement the urban interface fire response planning process.
- Liaise with support and response partner ministries and agencies to review regional urban interface fire plan(s).
- Coordinate regional planning activities with Ministry of Forests, local governments and other agencies.
- Develop a plan for the establishment and staffing of a PREOC and training of personnel.
- Advise the CCG and local authorities of the PREOC address, telephone, fax numbers, e-mail address and names of key appointments not later than Aug 11, 2000.
- Review and advise preparedness status of local authorities and provide assistance where appropriate.

All Other PEP Regions

The preparedness level for other regions will not be increased unless directed by the CCG.

Phase II Response

A PREOC will be activated on authority of the CCG.

Activated PREOC will:

- Coordinate urban interface fire consequence response within the region.
- Support and assist local governments.
- Coordinate evacuation of affected areas with local governments and supporting agencies.
- Provide public information.
- Initiate actions as required mitigating risk to individuals and property.
- Update CCG/PECC as required.

PECC 801**Command and Control**

PECC Director–Deputy Director PEP

PREOC Director–PEP Regional Manager

PREOC Deputy Director and MOF Coordinator–designated MOF appointee

Coordination Instructions:

PREOC Location and Equipment PEP will be responsible for the location and equipping of all PREOCs. All costs incurred for the establishment of a PREOC, except salaries and over-time (which must be pre-approved at PECC level), will be processed through PEP headquarters. This includes systems, telecommunications costs, rental costs, stationery costs, food costs, etc.

PECC/PREOC Staffing PEP will be responsible for staffing the PECC and PREOCs by drawing upon staff from other ministries or agencies.

Activation (Staffing) Levels Phase I-Pre-response/monitoring status, 0800-1630 hrs daily with appropriate staffing.

Phase II

- Level 1-Operational response, full 24/7 operation with minimum key appointments and support staff.
- Level 2-Major emergency, full 24/7 operation.

Finance and Administration

All expenditures must have the prior documented approval of a person with designated spending authority as outlined below.

PREOC Directors for Phase II are designated spending authority of \$10,000 per line item. Formal spending authorization documents to be provided by PEP Headquarters A/ Manager Finance and Administration.

All expenditures that will result in journal voucher action are authorized using an expenditure authorization form² (Annex A) completed and signed by the PECC/PREOC director. The agency initiating the expenditure is provided a copy of the authorization form, a copy is retained by the PECC/PREOC, and a copy passed to PEP headquarters in Victoria.

²A control mechanism to aid in tracking authorized expenditures

PECC 801

Contracting for consultants, specialists or other additional personnel requirements at the PREOC level must have the prior approval of the CCG.

The following PEP task numbers, together with authorized expenditure levels, are effective August 3, 2000. Phase II expenditures may be journal vouchered to PEP.

PEP Task #	PECC/PREOC	Phases I & II	Remarks
511881	PECC Victoria	15,000	PEP Director/Deputy DirectorDuty Manager may increase
511882	PREOC Kamloops	15,000	
511880	PREOC Nelson	15,000	

Telecommunication and Information Systems:

All requirements, including computer, telephone, facsimile and cellular will be coordinated through PEP Headquarters.

Mervin Harrower
Co-Chair

Central Co-ordination Group

Gary Hartwig
Co-Chair

Central Co-ordination Group

Attachment: Annex A - Expenditure Authorization Form

Distribution List

Action

PEP Regional Managers
MOF Fire Centre Managers
BC Communications
Core CCG Members

Information

Adm. Public Safety & Regulatory
IEPC Members
OC BC Domestic Operations Detachment
Director EPC (BC & Yukon)

Chapter 5—Glossary

The BC Emergency Response Management System's Glossary contains definitions of terms used at all levels of the system and will be included with the standards for all BCERMS levels.

The Glossary does not contain terms or definitions related to specific resources for particular application areas. Users should supplement this glossary with agency-specific terms and definitions as appropriate.

The terms in the glossary are defined in italics.

A

Action Plan:

(See Incident Action Plan.)

An *agency* is a division of government with a specific *function*, or a non-governmental organization (e.g., private contractor, or business) that offers a particular kind of assistance. In ICS, agencies are defined as *jurisdictional* (having statutory responsibility for *incident* mitigation) or assisting and/or cooperating (providing *resources* and/or assistance). (See Assisting Agency, Cooperating Agency, and Multi-Agency.)

Agency Executive or Administrator:

Chief executive officer (or designee) of the *agency* or *jurisdiction* that has responsibility for the incident.

Agency Dispatch:

The *agency* or *jurisdictional* facility from which *resources* are allocated to *incidents*.

Agency Representative(s):

An individual assigned to an *incident* from an assisting or *cooperating agency* that has been delegated authority to make decisions on matters affecting that *agency's* participation at the *incident*. *Agency Representatives* report to the *Liaison Officer*.

Air Operations Branch Director:

The person primarily responsible for preparing and implementing the air operations portion of the Incident *Action Plan*. Also responsible for providing logistical support to helicopters operating on the *incident*.

Allocated Resources:

Resources dispatched to an *incident*.

Area Command:

An organization established to: 1) oversee the management of multiple incidents that are each being handled by an *Incident Command System* organization; or 2) to oversee the management of a very large *incident* that has multiple *Incident Management Teams* assigned to it. *Area Command* has the responsibility to set overall strategy and priorities, allocate critical resources based on priorities, ensure that *incidents* are properly managed, and ensure that objectives are met and strategies followed.

Assigned Resources:

Resources checked in and assigned work tasks on an *incident*.

Assignments:

Tasks given to *resources* to perform within a given *operational period*, based upon tactical *objectives* in the Incident *Action Plan*.

Assistant(s):

Title for subordinates of the *Command Staff* positions. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. *Assistants* may also be used to supervise *unit* activities at camps.

Assisting Agency:

An agency directly contributing tactical or service resources to another agency.

Available Resources:

Incident-based resources that are ready for deployment.

B**Base:**

The location at which primary logistics *functions* for an incident are coordinated and administered. There is only one *Base* per *incident*. (*Incident name* or other designator will be added to the term *Base*.) The *Incident Command Post* may be co-located or shared with the *Base*.

Branch:

The organizational level having functional or geographic responsibility for major parts of *incident* operations. The *Branch* level is organizationally between *Section* and *Division/Group* in the *Operations Section*, and between *Section* and *Units* in the *Logistics Section*. *Branches* are identified by the use of Roman Numerals or by functional name (e.g., medical, security).

British Columbia Response Management System (BCERMS):

The *British Columbia Emergency Response Management System* is a comprehensive management scheme that ensures a coordinated and organized provincial response and recovery to all emergency *incidents*. The broad spectrum of components of the *BCERMS* includes: operations and control management, qualifications, technology, training and publications.

C**Cache:**

A pre-determined complement of tools, equipment, and/or supplies stored in a designated location, available for incident use.

Camp(s):

A geographical site, within the general incident area, separate from the Incident Base, equipped and staffed to provide sleeping, food, water, and sanitary services to incident personnel.

Check-in:

The process whereby resources first report to an incident. Check-in locations include: Incident Command Post (Resources Unit), Incident Base, Camps, Staging Areas, Helibases, Helispots, and Division/Group Supervisors (for direct line assignments).

Chain of Command:

A series of management positions in order of authority.

Chief:

The ICS title for individuals responsible for command of functional sections: *Operations, Planning, Logistics, and Finance/Administration*. The term Chief is used at the incident and area command levels.

Clear Text:

The use of plain English in all communications. No, “Ten Codes” or agency-specific codes are used when utilizing *Clear Text*.

Command:

The act of directing and/or controlling *resources* by virtue of explicit legal, *agency*, or delegated authority. May also refer to the Incident Commander.

Command Post:

(See Incident Command Post.)

Command Staff:

The *Command Staff* consists of the *Information Officer, Safety Officer, and Liaison Officer*. They report directly to the *Incident Commander* at the site and to the *Director* at other levels. They may have an assistant or assistants, as needed.

Communication:

The process by which information is exchanged or transmitted.

Communications Unit:

An organizational *unit* in the *Logistics Section* responsible for providing communication services such as radios, and telecommunications at an *incident*. A Communications Unit may also be a facility (e.g., a trailer or mobile van) used to provide the major part of an Incident *Communications Centre*.

Compensation Unit/Claims Unit:

Units within the *Finance/Administration Section* responsible for financial concerns resulting from property damage, injuries, or fatalities at the incident.

Cooperating Agency:

An *agency* supplying assistance other than direct tactical or support *functions* or *resources* to the *incident* control effort (e.g., Emergency Social Services, utility companies, etc.).

Coordination:

The process of systematically analyzing a situation, developing relevant information, and informing appropriate *command* authority of viable alternatives for selection of the most effective combination of *available resources* to meet specific objectives. The *coordination* process (which can be either intra- or inter-agency) does not involve *dispatch* actions. However, personnel responsible for coordination may perform *command* or *dispatch functions* within the limits established by specific *agency* delegations, procedures, legal authority, etc.

Coordination Centre:

Term used to describe any common facility that is used for the *coordination* of *jurisdictional* or other *agency resources* in support of one or more incidents.

Cost Sharing:

Agreements between agencies or jurisdictions to share designated costs related to incidents. Cost sharing agreements are normally written but may also be oral between authorized agency and jurisdictional representatives at the *incident*.

Cost Unit:

Unit within the *Finance/Administration Section* responsible for tracking costs, analyzing cost data, making cost estimates, and recommending cost-saving measures.

Critical Resource:

Material, personnel and finances that are in short supply and are needed by more than one *incident* management *team*, or are needed for high priority assignments.

Crew:

(See *Single Resource*.)

D**Delegation of Authority:**

A statement provided to the *Incident Commander* by the *agency* executive delegating authority and assigning responsibility. The *Delegation of Authority* can include objectives, priorities, expectations, constraints, and other considerations or guidelines as needed. *Agencies* may require written *Delegation of Authority* to be given to *Incident Commanders* prior to their assuming command on larger incidents.

Deputy:

A fully qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In some cases, a *Deputy* could act as relief for a superior and therefore must be fully qualified in the position. *Deputies* can be assigned to the *Incident Commander*, *General Staff*, and *Branch Directors*. *Deputies* can also be utilized at the *site support* level e.g., *EOC*, *DOC*, *MROC*, *PREOC*.

Demobilization Unit:

Unit within the *Planning Section* responsible for assuring controlled, orderly, safe, and efficient demobilization of incident *resources*.

Department Operations Centre (DOC):

A group of senior staff and the facility within a department who coordinate the department's activities in support of the department's responsibilities and commitment to the *emergency response*. *DOCs* interact with the overall *EOC* and their *agency representatives* or senior personnel at the scene (e.g., Fire Department, Public Works Department).

Director(s):

The ICS title for individuals responsible for supervision of a Branch at the Site Level.

Dispatch:

The implementation of a *command* decision to move a *resource* or *resources* from one place to another.

Dispatch Centre:

A facility from which *resources* are assigned to an *incident*.

Division:

Divisions are used to divide an incident into geographical areas of operation. A Division is located within the ICS organization between the Branch and the Task Force/Strike Team. (See Group.) Divisions are identified by alphabetic characters for horizontal applications and, often, by floor numbers when used in buildings.

Documentation Unit:

Unit within the *Planning Section* responsible for collecting, recording, and safeguarding all documents relevant to the *incident*.

E**Emergency:**

A situation as defined by *Emergency Program Act*, *Environment Management Act* and other provincial acts and regulations. (See *Incident*.)

Emergency Medical Assistant (EMA):

A health-care specialist licensed under the *Health Emergency Act* with particular skills, knowledge, and certification in pre-hospital emergency care and transportation.

Emergency Operations Centre (EOC):

A designated facility established by an *agency* or *jurisdiction* to coordinate the overall *agency* or *jurisdictional* response and support to an *emergency response*. (See *Site Support Level*.)

Emergency Program Coordinator:

The individual within a local authority that has *coordination* responsibility for *jurisdictional* emergency management.

Emergency Response Plan:

The plan that each *jurisdiction* has and maintains for responding to *incidents* based on hazard and risk analysis.

Event:

A planned, non-*emergency* activity. *ICS* can be used as the management system for a wide range of events, e.g., parades, concerts, or sporting events.

F**Facilities Unit:**

Unit within the *Support Branch* of the *Logistics Section* that provides facilities for the incident resources. These facilities may include the *Incident Base*, feeding areas, sleeping areas, sanitary facilities, etc.

Field Operations Guide:

A pocket-size manual of instructions on the application of the ICS.

Finance/Administration Section:

The *Section* responsible for all *incident* costs and financial considerations—Includes the *Time Unit*, *Purchasing Unit*, *Compensation/Claims Unit*, and *Cost Unit*.

Food Unit:

Unit within the *Service Branch* of the *Logistics Section* responsible for providing food services for *incident* personnel.

Function:

In *BCERMS*, *function* refers to the five major activities e.g., *Command*, *Operations*, *Planning*, *Logistics*, and *Finance/Administration*. The term *function* is also used when describing the activity involved, e.g., the planning *function*.

G**General Staff:**

The *group* of management personnel, reporting to the *Incident Commander* at the site and *Director* at the other levels. They may each have a *Deputy*, as needed.

Ground Support Unit:

Unit within the *Support Branch* of the *Logistics Section* responsible for the fueling, maintaining, and repairing of vehicles, and the surface transportation of personnel and supplies.

Group:

Groups are established to divide the incident into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. (See *Division*.)

H

Helibase:

The main location for parking, fueling, maintenance, and loading of helicopters operating in support of an *incident*.

Helispot:

Any designated location where a helicopter can safely take off and land. Some *helispots* may be used for loading and unloading of supplies, equipment, personnel, and medical evacuation.

I

Incident(s):

An occurrence either human caused or by natural phenomena, that requires action by response personnel to prevent or minimize loss of life or damage to property and the environment to reduce economic and social losses.

Incident Action Plan:

Contains objectives reflecting the overall incident strategy and specific tactical actions and supporting information for the next operational period. The Plan may be oral or written. When written, the Plan may have a number of forms as attachments (e.g., traffic plan, safety plan, communications plan, map, etc.).

Incident Base:

Location at the *incident* where the primary logistics functions are coordinated and administered. (Incident name will be added to the term *Base*.) The *Incident Command Post* may be co-located or shared with the *Base*. There is only one *Base* per *incident*.

Incident Command Post (ICP):

The location at which the primary *command functions* are executed. The ICP may be co-located or shared with the *incident base* or other *incident* facilities.

Incident Command System (ICS)

A standardized on-scene *emergency* management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple *incidents*, without being hindered by *jurisdictional* boundaries.

Incident Commander:

The individual responsible for the management of all *incident* operations at the *incident* site. The term *Incident Commander*, when used throughout this standard, shall be deemed to include *Unified Command*. *Incident Commander:*

Incident Communications Centre:

The location of the Communications Unit and the Message Centre.

Incident Complex:

Two or more individual *incidents* located in the same general area.

Incident Management Team:

The *Incident Commander* and appropriate *Command* and *General Staff* personnel assigned to an incident.

Incident Name:

When multi-agencies are responding to one *incident* the *jurisdictional agency* will name the *incident* (in *clear text*) using a common geographical or functional reference. All *cooperating* and assisting *agencies* will use the identified *incident name*.

Incident Objectives:

Statements of guidance and direction necessary for the selection of appropriate strategy(s), and the tactical direction of resources. *Incident* objectives are based on realistic expectations of what can be accomplished when all allocated resources have been assigned. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

Incident Support Organization:

Includes any off-incident support provided to an *incident*. Examples would be Emergency Operations Centre, Agency Dispatch Centres, Airports, or Mobilization Centre.

Incident Termination:

The conclusion of response operations at the scene of an *incident*.

Information:

The communication or reception of knowledge or intelligence, obtained from investigation or study, either a visual or auditory format.

Information Management:

The process of collecting, collating, analyzing, and archiving information by either electronic or manual means.

Information Officer:

A member of the *Command Staff* responsible for interfacing with the public and media or with other *agency Information Officers* requiring information directly from the *incident*. The *Information Officer* may have assistants.

Initial Action:

The actions taken by *resources* that are the first to arrive at an *incident*.

Initial Response:

Resources initially committed to an *incident*.

J**Jurisdiction (Jurisdictional):**

The range or sphere of authority. Agencies have *jurisdiction* at an *incident* related to their legal responsibilities and authority for incident mitigation. (See *Multi-jurisdiction*.)

Jurisdictional Agency:

The *agency* having *jurisdiction* and responsibility for a specific geographical area, or a mandated function and includes key ministries as defined in the *Emergency Program Act*.

K**Key Ministry (Ministries):**

The provincial ministry responsible for coordinating the government's response to the occurrence of any of the hazards for which it is responsible by regulation. (See Section 6 and Schedule 1, Emergency Program Management Regulation, B.C. Reg. 477/94 of the *Emergency Program Act*.)

L**Leader:**

The *ICS* title for an individual responsible for a *Task Force*, *Strike Team*, or functional *unit*.

Liaison Officer:

A member of the *Command Staff* responsible for coordinating with representatives from *cooperating* and *assisting agencies*.

Logistics Section:

The *Section* responsible for providing services, and support to the *incident*.

Life-Safety:

Refers to the joint consideration of both the life and physical well being of individuals.

M**Managers:**

Individuals within *ICS* organizational *units* that are assigned specific managerial responsibilities, e.g., Staging Area Manager or Camp Manager.

Management by Objectives:

In *BCERMS*, this top-down management activity involves a three-step process to achieve the goals. The steps are establishing the incident objectives, selecting the appropriate *strategy(s)* to achieve the objectives, and implementing the *strategy*.

Medical Unit:

Unit within the *Service Branch* of the *Logistics Section* responsible for the development of the Medical Emergency Plan, and for providing emergency medical treatment for incident personnel.

Message Centre:

The *Message Centre* is part of the Incident *Communications Centre* and is co-located or shared or placed adjacent to it. It receives, records, and routes information about *resources* reporting to the *incident*, resource status, and administrative and tactical traffic.

Ministry Emergency Operations Centre (MEOC):

The *Ministry Emergency Operations Centre* is the provincial coordination centre for ministry's *resources*.

Ministry Regional Emergency Operations Centre (MROC):

The *Ministry Regional Operations Centre* is the regional *coordination centre* for a particular ministry's resources. The centre would be operated as it is on a regular basis for response.

Mobilization:

The process and procedures used by all *agencies* and organizations activating, assembling, and transporting all *resources* that have been requested to respond to or support an *incident*.

Mobilization Centre:

Off-*incident* locations at which emergency service personnel and equipment are temporarily located pending transfer to the site. This is not a *staging area*.

Multi-Agency Incident:

An *incident* where one or more *agencies* assist a *jurisdictional* agency or agencies. May be *single* or *unified command*.

Multi-jurisdiction Incident:

An *incident* requiring action from multiple *agencies* that have statutory responsibility for *incident* mitigation. In *ICS*, these *incidents* should be managed under unified command.

Mutual Aid Agreement:

Written agreement between *agencies* and/or *jurisdictions* in which they agree to assist one another upon request, by furnishing *resources*.

N**Notice to Airmen (NOTAMS):**

Temporary airspace restrictions for non-emergency aircraft in the incident area. NOTAMS are established by Transport Canada to ensure aircraft safety.

O**Officer:**

The title for the personnel responsible for the *Command Staff* positions of *Safety, Liaison, and Information*.

On-Call:

An employee is considered *on-call* when placed on a call-down list to respond, when available, for a specific task(s). While there is no compensation for employees *on call*, once recalled they will be compensated in accordance with the applicable provisions of the BCGEU Master Agreement.

Operational Area:

The area affected by the immediate and collateral effects of an *emergency/disaster*, including all political jurisdiction (municipalities and regional districts), therein.

Operational Guidelines:

Agencies' written procedure(s) that establishes a commonly accepted course of action and specifies the functional limitations of personnel in performing *emergency* operations.

Operational Period:

The time scheduled for execution of a given set of operational actions as specified in the *action plan*. Operational Periods can be of various lengths, although usually not over 24 hours.

Operations Section:

The Section responsible for all tactical operations at the incident. Includes Branches, Divisions and/or Groups, Task Forces, Strike Teams, Single Resources, and Staging Areas.

Out-of-Service Resources:

Resources allocated an incident but temporarily unable to respond for mechanical, rest, or staffing reasons.

P**Planning Meeting:**

A meeting held as needed throughout the duration of an *incident*, to select specific *strategies* and tactics for incident control operations, and for service and support planning. On larger *incidents*, the *planning meeting* is a major element in the development of the Incident *Action Plan*.

Planning Section:

Responsible for the collection, evaluation, and dissemination of information related to the *incident*, and for the preparation and documentation of *action plans*.

Provincial Central Coordination Level:

A coordination level within the *BC Emergency Response Management System*, which is activated to coordinate all provincial *resources*. This level interacts with the *Provincial Regional Coordination Level*.

Provincial Emergency Coordination Centre (PECC):

Provincial Operations Centre will be established to manage activities at the *Provincial Central Coordination Level*. The five functions provided are *Management, Operations, Planning, Logistics, and Finance/Administration*. The PECC level follows the same basic organizational support levels in the *BCERMS*.

Provincial Regional Coordination Level:

A *coordination level* within the *BC Emergency Response Management System* that is activated to coordinate provincial *resources* on a regional basis. This level interacts with Municipal and *Ministry EOCs*.

Provincial Regional Emergency Operations Centre (PREOC):

A *Provincial Regional Operations Centre* manages activities at the *Provincial Regional Coordination Level* and coordinates the joint efforts of government and non-government agencies.

Public Information:

Information specifically designed and communicated to inform or instruct the public relative to emergency preparedness, response, and recovery.

Purchasing Unit:

Unit within the *Finance/Administration Section* responsible for financial matters involving vendor contracts.

R**Radio Cache:**

A supply of radios stored in a pre-determined location for assignment to *incidents*.

Recorders:

Individuals within *BCERMS* organizational units who are responsible for recording information. *Recorders* may be found in *Planning, Logistics, and Finance/Administration Units*.

Reporting Locations:

Location or facilities where incoming *resources* can check-in at the incident. (See *Check-in*.)

Resource Unit:

Unit within the *Planning Section* responsible for recording the status of *resources* committed to the incident. The *unit* also evaluates *resources* currently committed to the *incident(s)*, the impact that additional responding *resources* will have on the *incident(s)*, and anticipated *resource* needs.

Resources:

Personnel and equipment available, or potentially available, for assignment to *incident(s)*. *Resources* are described by kind and type, e.g., ground, water, or air, and may be used in tactical support or management capacities at an *incident(s)*.

Risk Management:

Risk Management is the process of making and carrying out decisions that will minimize the adverse effects of injuries, accidental losses, and liability upon an organization. Making these decisions requires the five steps in the decision process. The five steps in the decision process are:

1. Identifying exposure to loss
2. Examining alternative techniques for dealing with the exposures
3. Selecting the best techniques
4. Implementing the chosen techniques
5. Monitoring and improving the response

Carrying out these decisions requires the four functions in the management process. The four functions in the management process are:

1. Planning
2. Organizing
3. Leading
4. Controlling

S

Safety Officer:

A member of the *Command Staff* responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for ensuring personnel safety. The *Safety Officer* may have assistants.

Section:

That organization level with responsibility for a major *functional* area of the *incident*, e.g., *Operations*, *Planning*, *Logistics*, and *Finance/Administration*.

Segment:

A geographical area in which a task force/strike team leader or supervisor of a single resource is assigned authority and responsibility for the coordination of resources and implementation of planned tactics. A segment may be a portion of a division or an area inside or outside the perimeter of an *incident*. Segments are identified with Arabic numbers.

Service Branch:

A *Branch* within the *Logistics Section* responsible for service activities; includes the *Communications*, *Medical*, and *Food Units*.

Single Command:

Single Command has one *Incident Commander*.

Single Resource:

An individual, a piece of equipment and its personnel complement, or a crew or *team* of individuals with an identified work Supervisor that can be used on an *incident*.

Site Support Level:

A coordination level within the *BC Emergency Response Management System* that is activated to provide policy direction and *resources* support to an *Incident Commander*. (See *EOC*.)

Situation Unit:

Unit within the *Planning Section* responsible for the collection, organization, and analysis of incident status information, and for analysis of the situation as it progresses.

Span of Control:

To maintain supervisory levels within the *command* structure an effective *span of control* is required. *Span of Control* within the range of 1 to 3 and 1 to 7 individuals reporting to a supervisory level. The range of 1 to 5 is considered being the optimum number of individuals reporting to the next higher supervisory level.

Staging Area:

Staging Areas are locations set up at an *incident* where *resources* can be placed while awaiting a tactical assignment. A *staging area* manager in the *Operations Section* manages *Staging Areas*.

Standby:

An employee is considered on *standby* required to be available for recall for duty under conditions that restrict their normal off-duty activities. An employee designated for *standby* shall be immediately available for duty during the their designated period of *standby* and shall be compensated at straight time on the basis of one hour's pay for each three hours standing by in accordance with BCREU Master Agreement clause 14.5. No payment will be made if the employee cannot be contacted or fails to report for duty when required.

Strategy:

The general plan or direction selected to accomplish incident *objectives*.

Strike Team:

Specified combinations of the same kind and type of *resources*, with common communications and a leader. There should be no more than five of any specified combinations under one leader.

Supervisor(s):

The *ICS* title for individuals responsible for *command* of a *Division* or *Group*.

Supply Unit:

Unit within the *Support Branch* of the *Logistics Section* responsible for ordering equipment and supplies required for *incident(s)*.

Support Branch:

A *Branch* within the *Logistics Section* responsible for providing personnel, equipment, and supplies includes; Supply, Facilities, and Ground Support Units.

Supporting Agency:

The term used in the *BCERMS* to designate assisting and *cooperating agencies*. (See Assisting Agency and Cooperating Agency.)

Supporting Materials:

Refers to the several attachments that may be included with an *action plan*, e.g., communications plan, map, safety plan, traffic plan, and medical plan.

Support Resources:

Non-tactical *resources* under the supervision of the *Logistics, Planning, Finance/Administration Sections*, or the Command Staff. Also includes resources under the supervision of the *Operations Coordination Sections* of the *Site Support Levels*.

T**Tactical Direction**

Directions given by the *Operations Section Chief* that includes the tactics appropriate for the selected *strategy*, the selection and assignment of *resources*, tactics implementation, and performance monitoring for each *operational period*.

Task Force:

A combination of single *resources* assembled for a particular tactical need, with common communications and a leader.

Team:

(See *Single Resource*.)

Technical Specialists:

Personnel with special skills that can be used where required within the ICS organization.

Telecommunication:

The emission, transmission, or reception of information by any wire, cable, radio, optical or other electromagnetic system, or by any similar technical system.

Toll-Free Public Information Service:

A call centre, staffed to respond to public inquiries about the *emergency*.

Time Unit:

Unit within the Finance/Administration Section responsible for recording time for personnel and hired equipment.

Type:

Refers to resource capability. A *Type 1* resource provides a greater overall capability due to power, size, capacity, etc., than would be found in a *Type 2* resource. Resource typing provides the *Incident Management Team* with additional information in selecting the best resource for the task.

U**Unified Area Command:**

A *Unified Area Command* should be established when incidents under an *Area Command* are multi-jurisdictional. (See *Area Command* and *Unified Command*.)

Unified Command:

In *ICS*, *Unified Command* is a *unified team* effort that allows all agencies with jurisdictional responsibility for the *incident*, either geographical or functional, to manage an *incident* by establishing a common set of *incident objectives*, *strategies* and *action plans*. This is accomplished without losing or abdicating agency authority, responsibility, or accountability. The term *incident command*, when used throughout this standard, shall be deemed to include *Unified Command*.

Unit(s):

The organizational element having functional responsibility for a specific *Planning*, *Logistics*, or *Finance/Administration* activity.

Unity of Command:

The concept by which each person within an organization reports to one and only one designated superior.