



BELLA BELLA / DENNY ISLAND EMERGENCY RESPONSE MANUAL

Central Coast Regional District & Heiltsuk Nation

This manual provides step by step guidance for the CCRD's and Heiltsuk Nation's initial response to emergency situations affecting the Bella Bella & Denny Island communities. The manual is nested within the broader Central Coast Regional District Emergency Management Plan.

*Prepared by Frontier Resource Management Ltd
January 31, 2018*

What do you do when calamity strikes?

- 1. How to Report Incidents and Initiate Response? - See Section 1**
- 2. Should Emergency Operations Centre (EOC) be activated? – See Section 2.2 – 2.4**
- 3. Who do I call? – See Section 1 items 3 & 5**
- 4. Should a State of Emergency be Declared? – See Section 3.2**
- 5. How do you notify people at risk? – See Section 7.2**
- 6. How do you initiate evacuations? - See Section 4**
- 7. What help is available and how to access it? – See Section 2.6.1, 5 and 6.2 – 6.3**
- 8. How do you deal with the media? – See Section 7.4**
- 9. How is emergency response organized? See Section 5**
- 10. How to access equipment and machinery? See Section 8.1**

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1. STEPS FOR INCIDENT REPORTING AND RESPONSE INITIATION

An impending emergency or event may come to the attention of the CCRD and Heiltsuk Nation from a variety of sources, including the general public, EMBC, line Ministries or emergency responders like RCMP or Coast Guard. Once aware of a potential emergency, the following steps are to be taken:

- 1. Determine whether it is a community emergency?**
Local Emergency Coordinator, or designate, to determine whether emergency can be handled by first responders or line Ministries or whether a coordinated multi-agency response is required. For example, a vehicle accident will usually be handled by RCMP and ambulance services and do not constitute a community emergency. If a broader coordinated response is required or parts or all of the community is threatened, then activate emergency plan.
If the information regarding incident is unclear, dispatch a qualified person to confirm whether incident/situation requires response.

- 2. Activate Emergency Management Plan.**
Once it is determined that the situation is, or has potential to become a community emergency, activate the Emergency Response Plan. Determine need to activate Emergency Operations Centre (EOC) and inform CCRD Board, CAO, EEC members and/or Emergency Coordinator as well as

Heiltsuk Nation Chief Councillor and Emergency Coordinator who are authorized to activate an EOC.

3. Call Emergency Coordination Centre and acquire a task number. Report emergency to appropriate response agencies:

Emergency Notification Options

EMBC	1-800-663-3456
CCRD – Bella Coola	(250) 799-5291
Bella Bella RCMP	(250) 957-2388 (250) 957-2389
Provincial Ambulance Service	1-800-461-9911
Coast Guard – Denny Island	(250) 957-2706 or (250) 957-2713
Forest Fire Reporting Only	1-800-663-5555
Air or Marine Emergency	1-800-567-5111
Power Outages and Hydro Emergencies	1-888-769-3766
Bella Bella General Hospital	(250) 957-2314

4. Notify CCRD Emergency Executive Committee (EEC) and initiate call out to local responders. See Appendix 1 – Emergency Team Call Out. The Deputy Emergency Coordinator for Bella Bella or Denny Island is responsible to initiate call-out or direct assistance. The EOC Director may assign this task as well. EEC Secretary to notify all EEC members.

Also refer to CCRD EMP Section 5.4.2.2 , Annex A – EOC Activation and hazard specific call out lists in Hazard Annex (ie Tsunami Annex).

5. The calls must be placed quickly to ensure timely response. Email or faxed copy should follow as soon as possible to confirm the call out.

1.1. Inter-Agency Call-out Protocol

Any responding agency perceiving a need for site support for any emergency should notify the CCRD and Heiltsuk Nation. They may request the activation of the Emergency Operations Centre (EOC) through their most senior agency representative available who would contact the Emergency Coordinator (EC) to activate the Emergency Operations Centre (EOC).

1.2. Emergency Response Priority

Emergency response entails the following measures to be taken in order of priority:

- a) Provide for the safety and health of all responders;

- b) Save lives;
- c) Reduce suffering;
- d) Protect public health;
- e) Protect government infrastructure;
- f) Protect property;
- g) Protect the environment; and
- h) Reduce economic and social losses.

2. EMERGENCY OPERATIONS CENTRE (EOC)

The EOC supports and coordinates the overall emergency response activities within CCRD jurisdiction.

2.1. Authority to Activate

The EOC can be activated by a member of the CCRD Emergency Executive Committee, the CCRD Board, Chair, Emergency Coordinator or Denny Island Deputy Emergency Coordinator. Heiltsuk Chief and Council and Heiltsuk Emergency Coordinator can also activate EOC on reserve and CCRD will support Heiltsuk activation of EOC for emergencies in Heiltsuk territory.

Once an EOC has been activated, the NE PREOC should be notified of activation, location of EOC, contact information and who the Director or Incident Commander is. If not already done, ECC should also be contacted to acquire emergency task number.

2.2. Criteria to Activate

An EOC may be activated any time the need for a coordinated response is deemed appropriate to deal with an emergency situation. Potential causes to initiate an EOC are:

- Significant risk to life or property is anticipated
- Risk to critical infrastructure is anticipated
- Large scale emergencies occur
- Multiple incidents occur
- Multiple agencies require coordination to respond to any event
- Uncertain conditions warrant a coordinated watch group.

2.3. When EOC Must Be Activated

An EOC must be activated any time a *Declaration of State of Local Emergency* is issued. An EOC must also be activated if directed by any of the following:

- EMBC (Following declaration of provincial emergency)
- CCRD (Following declaration of local emergency)
- The Regional District Chair, or alternate
- Heiltsuk Chief and Council
- The Emergency Executive Committee (EEC)
- The Emergency Coordinators for each community (EC)

2.4. When EOC May Be Activated

An EOC may be activated, at the discretion of those authorized to activate the EOC, if requested by an authorized representative of any agency having involvement in emergency situations. These may include the following:

- Fire Department Chiefs
- Bella Coola General Hospital
- Utility Agencies
- Harbour Master
- Aircraft Operations Managers
- Hazardous Material Handlers
- School District Officials
- Others.

2.5. Steps to Activate EOC

Upon instruction from an authorized representative, the EEC Secretary (or available designate) shall initiate a call-out procedure to the individuals and/or agencies contained in the main Emergency Team EOC Call-out List. Notification shall be made by phone and also by email or fax (where this is available) using the EOC Activation form found in the EOC Annex.

The following information should be provided when calling out EOC personnel:

- Brief description of event
- Identity of who authorized EOC activation
- Where and to whom to report
- Applicable transportation information (road closures, etc)
- Reminder to bring any necessary supplies and reference material
- Inquiry as to estimated time of arrival at EOC

2.5.1. EOC Staffing

The current CCRD positions/staff skilled to fill the EOC positions are:

- **CAO – Courtney Kirk, Emergency Coordinator – Bella Coola**
- **Russell ‘Rusty’ Snow – Denny Island**
- **Admin Assistant – Wendy Kingsley, ESS – Bella Coola**
- **Ec Dev – Bridget Horel, Communications – Bella Coola**
- **Operations Manager – Ken McIlwain**

Current Heiltsuk Nation positions/staff available to fill EOC positions are:

- **Chief Councillor – Marilyn Slett**
- **Tribal Council Executive Director – Carmen Lawson**
- **Heiltsuk Councillor and CCRD Director – Travis Hall**
- **Emergency Coordinator - Pamela Willson**
- **Fire Chief – Sonny Hunt**

Outside agencies skilled to fill EOC positions are:

- **RCMP**
- **Fire Chiefs**
- **Coast Guard**
- **Department of Fisheries and Oceans**
- **BC Hydro Manager**
- **Heiltsuk Coastal Guardian Watchmen**

2.6. EOC Role and Structure

The EOC liaises with Regional Operations Centres (REOC), Provincial Regional Operations Centre (PREOC) and Provincial Central Coordination.

Through the emergency operation centre, the CCRD and Heiltsuk Nation:

- **Assesses the situation**
- **Provides support to the first responders, including resources**
- **Provides public information, including media briefings**
- **Coordinates the provision of food, clothing, shelter and transportation**
- **Liaises with volunteer groups**
- **Provides situation reports to the PREOC**
- **Tracks finances**
- **Coordinates recovery of essential services**
- **Coordinates community recovery efforts.**

See CCRD EMP Section 5.4.2 and Annex A – EOC Plan for further information on setting up the EOC.

2.6.1. EOC Structure

The EOC structure is based on the Incident Command System (ICS) organizational structure which is flexible and modular. It can expand and

contract based on need. As incident complexity increases, the organization expands. For smaller operations or when resources are not available, a single person may take on multiple roles in the organization.

Establishing Command

The command element is established right from the start. The first trained responder or most qualified person who arrives at the scene takes on the role of Incident Commander. The identity of the Incident Commander is communicated to all response agencies. The command structure may be Single Command, where one person oversees the response, or Unified Command, where two or more individuals share authority over an emergency.

The Incident Commander manages all tactical resources and oversees operations. He, or she, remains in command until the incident is stabilized and response efforts terminated or when relieved and transfer of command is accomplished. When command is transferred, a briefing is conducted to transfer all the information required for continuing safe and effective operations.

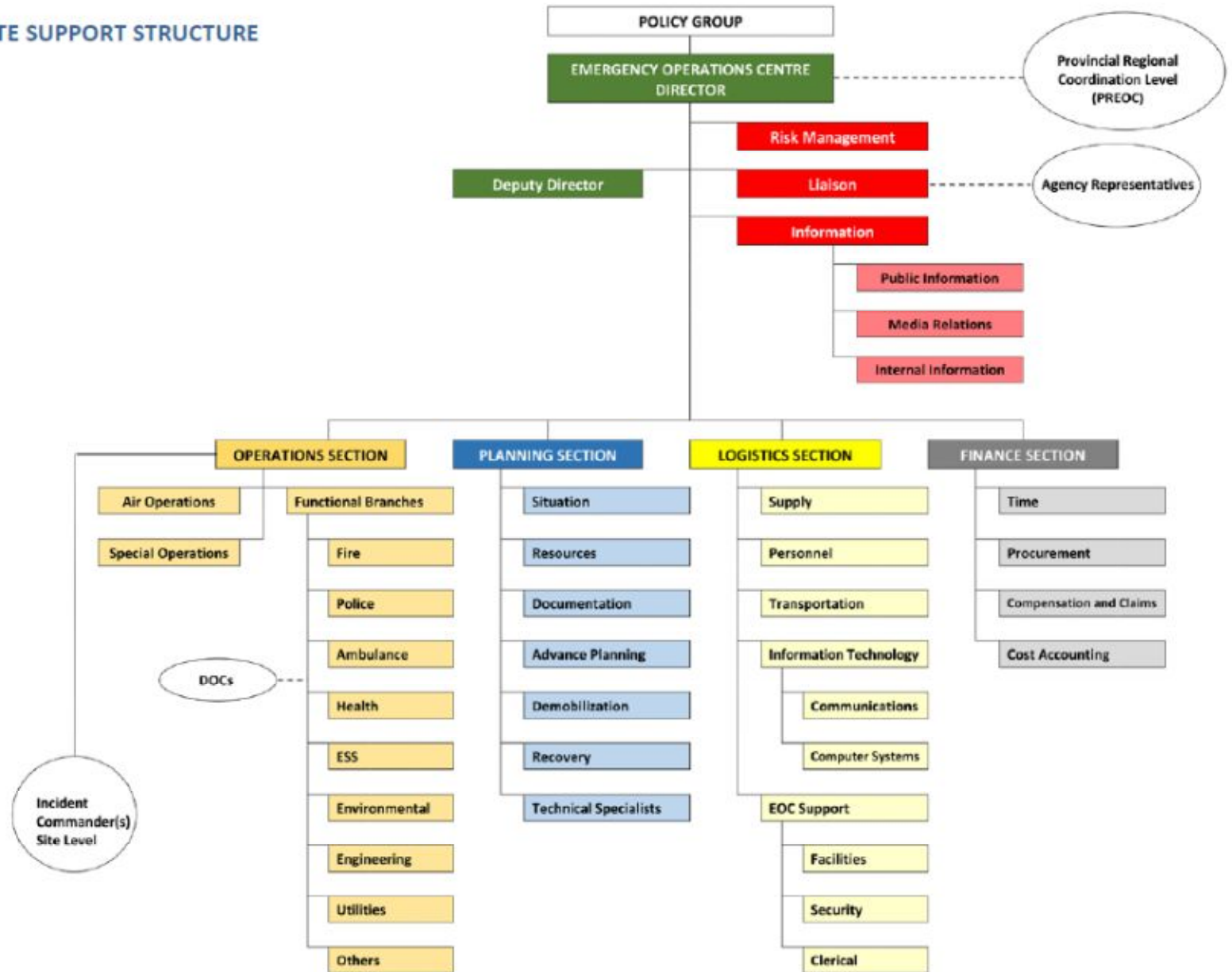
The diagram on page 11 is a sample organization chart for an EOC.

2.7. **Duties and responsibilities of EOC positions:**

Colour coded to match organizational chart.

Position	Responsibilities
EOC Director	<ul style="list-style-type: none"> • Exercise overall management responsibility for activation, coordination, and demobilization of site support activities in the EOC • Set EOC priorities in consultation with EOC Management Team and monitor continuously to ensure appropriate actions are taken and modified as necessary • Ensure sufficient support, policy advice and resources are made available in order to accomplish priorities • Ensure appropriate staffing levels for the EOC are established and maintained to support organizational effectiveness • Direct appropriate emergency public information action in consultation with the Information Officer; ensure appropriate risk management measures, including worker care strategies, are instituted; and ensure communications are established with appropriate assisting and cooperating agencies. • Maintain communication link with Policy Group and or Executive Group.

SAMPLE SITE SUPPORT STRUCTURE



Staff Function	Site Level Duties & Responsibilities	Site Support Level Duties & Responsibilities
Information	<ul style="list-style-type: none"> • Ensures information is complete, accurate & consistent • Ensures the organization has capacity to receive and address public/stakeholder inquiries • Provides information to public/stakeholders; manages public/stakeholders relations • Provides information to media and manages media inquiries and requests 	<ul style="list-style-type: none"> • Ensure that internal information is complete, accurate and consistent • Serve as the coordination point for all public/stakeholder information, media relations, and internal information sources • Ensures information provided to the public within affected area is complete, accurate and consistent
Safety/Risk Management	<p>Safety</p> <ul style="list-style-type: none"> • Develop and recommend measures for ensuring personnel safety • Assess and/or anticipate hazardous and unsafe situations • Exercise emergency authority to stop and prevent unsafe acts • Develop worker care programs 	<p>Risk Management</p> <ul style="list-style-type: none"> • Ensure implementation of safety measures and worker care practices • Ensures risk management practices are applied throughout the EOC • Monitor situations for risk exposures and ascertain probability and consequence of future events • Exercise authority to halt or modify unsafe operations within our outside the scope of EOC
Liaison	<ul style="list-style-type: none"> • Assist in establishing and coordinating inter-agency contacts • Maintain a point of contact for agency representatives from cooperating agencies • Monitor incident operations to identify current or potential inter-agency problems 	<ul style="list-style-type: none"> • Maintain point of contact for and interact with agency representatives • Liaise with other EOC's and agencies not represented in the EOC • Provide information and guidance related to external agencies and organizations • Liaise and share information with local authorities, other EOC's and provincial & Federal organizations

Management Function	Duties and Responsibilities
Operations	<ul style="list-style-type: none"> • Ensure the safety of operational personnel • Establish organizational structure with the operations function • Actively contribute to the development of operational objectives and strategies • Identify, direct and coordinate tactical operations (site level); support, coordinate and assist with tactical operations (site support level) • Request (or release) resources as appropriate
Planning	<ul style="list-style-type: none"> • Collect, evaluate and display information about the incident • Foster development of common situational awareness • Develop action plans as directed • Conduct long-range planning and develop plans for incident demobilization • Prepare situation reports • Ensure organization of documentation and data storage
Logistics	<ul style="list-style-type: none"> • Obtain, maintain and track acquired personnel, facilities, equipment and supplies • Coordinate closely with operations function to obtain necessary resources and establish priorities for allocation • Ensure critical resources are allocated according to approved plans • Provide communications resources and support • Provide resources, including food, lodging, transport service etc
Finance	<ul style="list-style-type: none"> • Track, analyze and report on financial projections and actual costs • Negotiate and monitor contracts and vendor agreements • Provide and maintain documentation related to reimbursement from third parties. • Continuously monitor the effectiveness of the function and modify as required

2.8. EOC Activation Levels

The level of EOC activation is determined by the magnitude, scope and stage of the event. EOC staff may be required to take on multiple roles as determined by the availability of human resources.

EOC Activation Level	Event/Situation	Minimum Staffing Requirements
One-A	Precautionary (PREOC liaison)	EOC Director or alternate (scheduled hours)
One-B	Small event/One site Two or more agencies involved. Preparation for potential threat of: Tsunami Severe storm Interface fire	EOC Director Liaison Officer Secretary Operations Section Chief
Two	Moderate Event Two or more sites Several agencies involved Major scheduled event (e.g. conference or sporting event) Limited evacuations Some resources/support required	EOC Director Information Officer Liaison Officer Secretary Risk Mgmt Officer Section Chiefs (as required)
Three	Major event/Multiple sites Regional disaster Multiple agencies involved Extensive evacuations Resources/support required	All EOC positions (as required) PREOC may be activated

2.9. EOC Location Options

Depending on the size, location, nature and expected duration of an emergency event, several EOC location options are identified. While it is not essential that the EOC be located at the nearest possible location, these are shown for reference purposes.

Level 1 Activation

Location	EOC Site	Event suitability
Bella Bella	Band Administration Office RCMP station	Vehicle Accident Marine Accident Minor Fuel Spill Structure Fire Prep for potential storm, tsunami
Denny Island	Tourism & Rec Center	Vehicle Accident Hazardous Spill Structural Fire

Level 2 or 3 Activation

Valley Location	EOC Site	Event suitability
Bella Bella	Band Administration Office	All events
	RCMP station	All events
	Heiltsuk Integrated Resource Management Office?	
	School?	
Denny Island	Community Rec Center	All events but not Coast Guard station for tsunami
	School	
	Coast Guard Station	

Region Wide Events

It may be desirable to locate the EOC in the Bella Bella community during events that impact the entire region. The availability of air travel, the RCMP detachment, the hospital and other resources make this the most suitable location to address larger emergencies.

2.10. EOC Communication and Information Management

Once an EOC has been activated, the NE PREOC should be notified of activation, location of EOC, contact information and who the Director or Incident Commander is.

See CCRD Coola EMP Section 5.4.2.6 and Communication Plan in Annex C.

AVAILABLE COMMUNICATION LINKS

Bella Bella and Denny Island have the following communication services and available methods to communicate on the islands and the outside world:

- Telephone land lines on islands, links to outside via microwave
- Cell phone coverage – on Bella Bella, Denny Island
- Internet – local provider plus individual satellite explornet connections
- Local Bella Bella cable TV station?
- VHF radios: many individuals have radios, Marine 6 is main channel
- RCMP, DFO, Coast Guard and & MFLNRO have radio repeater capability to reach outside world.
- Satellite phones: various organizations and individuals
- HAM radio operator: Doug Sharkey (Denny Island)

COMMUNICATION PROTOCOLS

Both internal and external information needs to be controlled and managed. Methods for internal communication between responders, site and EOC needs to be established at the onset. External communication to public and media needs to be handled carefully with one point of contact. This could be EOC Director, Incident Commander or designated communications officer. See also Section 6.

3. DECLARING STATE OF LOCAL EMERGENCY

Declaring a 'State of Emergency' enables the CCRD and Heiltsuk Nation to exercise the emergency powers listed in the *Emergency Program Act*. These emergency powers are used to order evacuation, prohibit travel and enter private property when an emergency threatens lives, property or the environment within the CCRD and Heiltsuk Nation jurisdictions.

Declaring a State of Emergency infringes on civil rights and should only be considered when no other options are available to protect the community.

3.1. Authority to Declare State of Emergency

A Declaration of State of Local Emergency can only be made either by a CCRD or Heiltsuk Nation bylaw or resolution or by an order made by the board Chair or Chief and Council.

An order is the most common form of declaring a state of local emergency as often there is not adequate time to prepare a bylaw or resolution for the board to consider.

3.2. Steps to Declare State of Emergency

- 1) The Local Authority must be satisfied that an emergency exists or is imminent. Also, the heads of the local emergency response organization (EEC) need to determine that, in their best judgement, emergency conditions warrant the need for extraordinary powers in order to deal with the emergency.
- 2) Declarations can be made in two ways:
 - by bylaw or resolution if made by the CCRD Board or Heiltsuk Council,
 - by order, if made by the Chair of the CCRD or Heiltsuk Chief Councillor

- 3) Before issuing a Declaration by order, the District Chair or Heiltsuk Chief Councillor must use their best efforts to obtain the consent of the other members of the Board or Council for the Declaration.
- 4) As soon as practical after issuing a Declaration order, the District Chair or Chief Councillor must convene a meeting of the Board and/or Council to assist in directing response to the emergency.
- 5) The Declaration of State of Local Emergency form must
 - identify the nature of the emergency
 - identify the area where it exists or is imminent.
Ensure the area identified is large enough to allow for expansion of the emergency event to minimize need for additional emergency declarations.
 - Date of declaration
 - Signature of CCRD Chair or Heiltsuk Chief Councillor
- 6) Provision of a map of the affected area is recommended but not mandatory
- 7) Immediately after making a Declaration of State of Local Emergency, the CCRD or Heiltsuk Nation must forward a signed copy of the Declaration to the Minister. This can be done by sending it to EMBC North East Regional Office or an activated PReOC. Other information to include with notice to Minister:
 - Document that indicates the local delegation of powers (sample provided in Appendix A – Forms)
- 8) Publish the contents of the Declaration by a means of communication that the CCRD and Heiltsuk Nation considers most likely to make the Declaration known to the population of the affected area. Inclusion of a map is recommended. See Annex C – Communication Plan.
- 9) A State of Local Emergency automatically exists for seven (7) days unless cancelled earlier. An extension of a State of Local Emergency beyond seven days must have the approval of the Minister of Public Health and Safety. Steps 2, 3, and 5 above must be followed for each 7-day extension.

See CCRD EMP Annex B – Declaring State of Local Emergency for further information.

A sample 'Declaration of State of Emergency Order' form is contained in Appendix 2 and is also available on the EMBC website,

3.3. Limitations, Extension and Cancellation

- A State of Local Emergency is only valid for 7 days. After that, if the emergency still exists, it needs to be extended but this can only be done by requesting extension from the Minister.
- During the State of Emergency, the powers of the CCRD and Heiltsuk Nation remains within their respective jurisdictional limits (ie within CCRD boundary or Heiltsuk reserves, it does not extend over other government agencies responsibility like MOTI jurisdiction over highways).
- Once the emergency is over, the Emergency Declaration must be cancelled.

4. EVACUATION

Evacuations are handled in three stages: Alert, Order, Rescind.

4.1. Stage 1 – Evacuation Alert

The purpose of an Evacuation Alert is to inform the population at risk of potential or impending danger. It encourages the population at risk to begin preparation for evacuation and voluntary leave of affected areas.

A ‘State of Local Emergency Declaration’ is not necessary to issue an Evacuation Alert.

In some cases, there may be no time to issue an Alert and an Evacuation Order may be issued immediately. In these cases, evacuation will be done on an *ad hoc* basis as directed by the Incident Commander at the scene with support from EOC.

A sample “Evacuation Alert” is provided on Appendix 3.

4.2. Stage 2 – Evacuation Order

Prior to issuing an Evacuation Order, a State of Local Emergency must be declared. See Sec 3 above and Annex B – Declaring a State of Local Emergency.

- The population at risk is ordered to evacuate the area specified in a formal written order.

- All persons in the affected area are to be told that, in the interest of their own safety and considering the risk, they are now **ORDERED** to leave the area.
- The **ORDER** must be consistent and clear with no room for interpretive discretion on the part of the population at risk. They must leave the area immediately.
- The RCMP will enforce the Evacuation Order. Although people can not be forced from their homes, the RCMP may apprehend minors whose guardians refuse to obey the order. They may arrest individuals that obstruct the evacuation process or hinder the efforts of responders in performing their duties.
- The EOC is responsible to plan evacuation routes if pre-designated routes and plans do not apply.
- 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 that a pass may be required to regain access to the area.
- Persons who remain in an area in violation of an Evacuation Order should be advised that they can not expect assistance if their lives are subsequently threatened by the hazard.

An Evacuation Order template is contained in Appendix 3.

Once the emergency has passed, the Evacuation Order needs to be formally rescinded.

Refer to Bella Bella / Denny Island ERM – Annex E – Evacuations for more detailed information.

4.3. **General Evacuation Strategy**

- 1) Where possible, the preferred option is for people to evacuate to safe locations in vicinity of their community. On Bella Bella, this may be to higher ground, Bella Bella basketball hall, school or other public places as decided by EOC Director. On Denny Island this could be the Tourism and Rec Centre, school, Shearwater restaurant or other public places as decided by EOC Director.
- 2) If there are no safe places accessible on the island, then evacuation by boat to the neighbouring island community may be necessary. Shearwater marine taxi boat service and private water craft would be necessary to move the affected populations. This would be a temporary option as there are not enough facilities to shelter these populations in either community, so arrangements would need to be made for secondary evacuation to Port Hardy and/or Bella Coola.
- 3) If both communities are under serious threat with no safe zones, then full evacuation to Port Hardy and/or Bella Coola is the next option. This would involve dedicated assistance from BC Ferries, Coast Guard and airlines like Pacific Coastal.

4.3.1. Safe Areas

The following are potential Safe Area options:

Bella Bella

- Basketball arena and hall
- school and sports fields
- Airport
- Ferry terminal
- Marina

Denny Island

- Tourism and Recreation Center
- Shearwater restaurant and lodge
- School
- Coast Guard station
- Airfield
- Marina

Note that shoreline locations are not safe during tsunami or severe weather threat.

5. BRITISH COLUMBIA EMERGENCY MANAGEMENT SYSTEM (BCEMS)

The British Columbia Emergency Management System (BCEMS) is a comprehensive framework that helps ensure a coordinated and organized approach to emergencies and disasters. It provides a structure for a standardized approach to developing, coordinating, and implementing emergency management programs across the province.

BCEMS utilizes the Incident Command System (ICS) which has been widely adopted by first responders and emergency management programs throughout North America.

5.1. Provincial Response System

Response activities are delivered through the BCEMS comprehensive response management system which is based on the principles of the Incident Command System (ICS) that ensures a coordinated and organized response to emergencies and disasters. This framework comprises four levels which are activated as necessary:

1. Site
2. Site Support – Emergency Operations Centre (EOC)
3. Provincial Regional Coordination - PREOC
4. Provincial Central Coordination

5.2. Site Operations

Site Operations is where the emergency is occurring and where response is being implemented on the ground. Site response manages the tactical response to the emergency/disaster and functions directly under the ICS structure. Command is determined by the type of event. This plan is not intended to give details on site operations as they will vary for each emergency situation.

Specific Hazard Response Plans in the Bella Bella / Denny Island ERM Annex provides guidance on Site Operations related to specific emergencies (ie Tsunami).

Primary Role	Specific Tasks
<ul style="list-style-type: none"> • Uses resources at hand to respond to emergency and solve problems • Responders may be from various levels of government, stakeholders or support organizations • Direction comes from a single command or unified command. • Command is provided from a single on-site incident command post 	<ul style="list-style-type: none"> • Manages tactical response to the emergency/disaster • Takes responsibility for the safety and health of all those who are operating at the site • Evaluates risk on an ongoing basis • Determines the resources required to deal with the emergency

5.3. Emergency Operations Centre (EOC)

See Section 2 above.

5.4. Regional Emergency Operations Centre (REOC)

CCRD and Heiltsuk resources are minimal but they may combine resources in a REOC. A REOC normally has the same function as an EOC, but allows for collaborative decision making, coordinated resource requests, and prioritization of scarce resources between local authorities during regional emergencies/disasters. A REOC can also coordinate common public messaging.

5.5. Provincial Regional Coordination

The Provincial Regional Coordination Level is the response level that provides and coordinates provincial support for local authorities and First Nations within designated regional boundaries. Support and coordination at this level are provided by the Provincial Regional Emergency Operations Centres (PREOCs.)

5.6. Provincial Central Coordination

5.6.1. Emergency Coordination Centre (ECC)

EMBC houses the Emergency Coordination Centre (ECC), a 24-hour centre that records, notifies and monitors emergency incidents across the province 365 days per year. If an emergency incident occurs with potential to escalate or has required the activation of the local emergency operation centre(s), the ECC will contact designated EMBC regional and headquarters staff. EMBC staff will activate the PREOC and/or PECC if deemed necessary.

Local Authorities should contact the ECC in the event of an emergency to request a task number, a control number assigned by EMBC for tracking an approved response.

5.6.2. Provincial Emergency Coordination Centre (PECC)

EMBC's Provincial Emergency Coordination Centre (PECC) implements provincial government objectives and leads the overall provincial response. It also serves as the coordination and communication link with the other response levels and the federal disaster support system. The PECC is located in Victoria.

6. ROLES AND RESPONSIBILITIES

6.1. Central Coast Regional District Support

The CCRD consists of a five member Board of Directors, a Chief Administrative Officer, Chief Financial Officer, Economic Development Officer, Operations Manager and an Administrative Assistant. Emergency management support is provided through the following means:

6.1.1. Emergency Executive Committee

The EEC consists of:

- Sam Schooner, CCRD Director
- Courtney Kirk, CAO, Emergency Coordinator
- Roger Harris, Nuxalk Representative
- Heiltsuk Representative
- Russell (Rusty) Snow, Deputy EPC, Denny Island
- Ed Backman, Deputy EPC, Ocean Falls
- Wendy Kingsley, CCRD Admin Assistant, Recording Secretary

The duties of the EEC are:

- List hazards and relative risks that communities in the CCRD jurisdiction is exposed to
- Prepare plans for response and recovery from emergencies, these are to include:
 - Periodic review
 - Program of emergency response exercises
 - Training program
 - Procedures for physical and financial emergency resources are obtained
 - Procedures for implementing emergency plans
 - Warning procedures to those that may be harmed or suffer loss
 - Procedures to coordinate provision of food, clothing, shelter, transportation and medical services to victims
 - Procedures to establish priorities for restoring essential services provided by the regional district, or recommend priorities to other service providers.

6.1.2. Sub-regional Inter-Agency Emergency Management Council

The Bella Bella / Denny Island / Ocean Falls IAEMC is a new initiative to enhance preparation and emergency planning for the communities. This council works under the overarching CCRD EEC at the sub-regional level, focusing on the issues facing the outer coast communities. The IAEMC will act as an advisory council to build stronger knowledge and emergency management capacity in the Regional District and First Nation territories. This committee would consist of CCRD and Heiltsuk Nation staff, representation from a wide variety of government agencies present in the outer coast, local emergency responders, medical and health providers, utility service providers, volunteer organizations and essential commercial service providers (fuel & groceries).

The envisioned role and responsibilities of the Committee are:

- To pool local emergency resources and agencies
- Establishes communication links between organizations and agencies
- Assist in inventorying available resources, promote acquisition/access to additional resources
- Identify issues and evolving hazards
- Participate in training and table top emergency exercises
- To help fill EOC roles and positions when activated

6.1.3. Emergency Coordinator

- The duties of the EC are to facilitate emergency preparedness, response and recovery measures.
- Currently this role is fulfilled by CAO, Courtney Kirk.
- The EC is supported by two Deputy EC's:
 - Denny Island – Russell Snow
 - Ocean Falls – Ed Backman

6.1.4. Emergency Social Services

- ESS provides disaster relief to those affected by emergency situations.
- In most cases it operates under the EOC.
- ESS depends on community volunteers to plan and provide for the essential needs of individuals, families and response workers.
- Assists with provision of food, lodging, clothing, emotional support, financial aid, information about the crisis and finding loved ones.
- Provide special services like first aid, child minding, pet care and transportation.
- ESS Director for the CCRD is Administrative Assistant, Wendy Kingsley
- ESS providers in Bella Bella and Denny Island need to be identified and appointed.
- ESS is supported by a group of volunteers which also need to be identified in each of the communities
- ESS staff will set up Reception Centers where evacuated/displaced people can find support.

Potential Receptions Center locations:

- Bella Bella – local B&B
 - neighborhood homes
 - School
 - Basketball arena & hall
- Denny Island – Tourism & Recreation Hall
 - Hotel/lodge
 - Neighborhood homes

- School

6.1.4.1. First Nation Emergency Social Services

FNESS provides emergency social services to First Nations on reserve. This service is run by the Federal Government.

6.1.5. Health Emergency Management BC

The RW Large General Hospital in Bella Bella is part of the Vancouver Coastal Health authority and HEMBC provides support for emergency preparedness and response.

The Bella Bella hospital has a comprehensive emergency response plan that is activated on a regular basis when there is potential for disruption of service.

6.1.6. CCRD Resources

The CCRD does not have any resources positioned in the outer coast communities for use during emergency response. Therefore, until resources are made available, local responders will have to rely on available resources from local agencies, businesses and individuals.

See also Appendix 6: Bella Bella – Denny Island Local Resource Inventory

6.2. External Agency Support

The following organizations and agencies are located in the Bella Bella – Denny Island area can be expected to provide assistance when called upon:

Organization	Role	Resources
BC Ambulance	<ul style="list-style-type: none">• Medical aid first responder• Transportation of injured	ambulance, first aid supplies
Bella Bella Hospital	<ul style="list-style-type: none">• Provision of medical aid• Assist with recovery	Full complement of doctors and nurses, medical equipment and supplies, Meeting rooms, pharmacy
Fire Department	<ul style="list-style-type: none">• Structural fire control• Assist with notifications, evacuations	Bella Bella fire department Denny Island fire fighting volunteers

Coast Guard	<ul style="list-style-type: none"> • Emergency operations on the ocean • Shipping accidents • Hazardous material marine spills 	Base on Denny Island
RCMP	<ul style="list-style-type: none"> • Maintain law and order • Enforce orders 	Vehicles, officers, detainment facility, radio communication to outside valley, meeting room
Heiltsuk Nation	<ul style="list-style-type: none"> • Human and equipment support • Notification, communication • Social services 	admin office, meeting rooms, mass shelter at Acwsalcta school & Nuxalk Hall, various equipment, school bus,
DFO	<ul style="list-style-type: none"> • Marine support services 	Various marine craft
Emergency Social Services	<ul style="list-style-type: none"> • Provide for essential needs of individuals, families and responders 	Volunteer members
Interior Roads Services	<ul style="list-style-type: none"> • Monitor highway condition, risk to bridges • Respond to highway blockage or disruption 	Based in Bella Coola, has grader, dump trucks
Bella Bella School Shearwater School	<ul style="list-style-type: none"> • Assist with public notification • Provision of mass sheltering facilities • Assist with mass evacuation 	Phone out list class rooms, kitchens
Shearwater Marine	<ul style="list-style-type: none"> • Taxi boats, crew boats • Barge • Helicopter • Accommodation, restaurant 	On Denny Island
BC Hydro	<ul style="list-style-type: none"> • Utility repairs 	Bucket truck, linemen
Telus	<ul style="list-style-type: none"> • Utility repairs 	Linemen (shift schedule)
Available social services societies?	<ul style="list-style-type: none"> • Provide support to affected individuals, families, responders 	Access to counselling,
Shearwater Helicopter West Coast Helicopters	<ul style="list-style-type: none"> • Aerial assessment, first responder transportation, evacuation 	A-star helicopter in Bella Coola
Lama Pass Fuels Shearwater Marine	<ul style="list-style-type: none"> • Fuel spill response 	Fuel spill equipment at harbour

See master contact list for phone numbers, etc.

6.3. Provincial and Federal Agency Support

The Province will coordinate available resources to provide emergency response assistance that supplements but does not substitute for community resources. EMBC coordinates Provincial support through the ECC or the PREOC, if activated. Provincial agency examples:

- EMBC, Ministry of Public Health and Safety
- Ministry of Transportation and Infrastructure
 - MoTI can authorize the closure of provincial transportation routes, including highways and inland ferries, where the safety of the public is at risk.
- Ministry of Children and Family Development
- BC Housing, Ministry of Natural Gas and Minister Responsible for Housing
 - BC Housing may provide support for rapid damage assessment following an emergency
 - They offer damage assessment courses to groups at a reasonable rate to encourage emergency preparedness and business continuity
- BC Coroner Service, Ministry of Justice
- BC Wildfire Service, Ministry of Forests, Lands, Natural Resource Operations and Rural Development
- Ministry of Health
- Ministry of Environment
- Ministry of Agriculture

Federal Agency examples which may interact with the EOC:

- Department of Fisheries and Oceans
- Parks Canada
- Canadian Coast Guard
- Royal Canadian Mounted Police
- INAC

7. PUBLIC INFORMATION

7.1. General

Informing the public about emergency situations is vital for effective response and recovery that minimizes suffering and damage.

See also CCRD EMP Annex C – Communication Plan.

7.2. Notifying People of Emergency or Impending Disaster

Upon notification of an emergency or impending disaster, the CCRD Emergency Coordinator, or Heiltsuk Emergency Coordinator will initiate the Notification Protocol to inform those that may be in harms way or may suffer loss. This may be done with or without activation of EOC. The Notification Protocol entails the following steps and actions:

1. Determine the potential area affected – this could be a specific location, a neighborhood, a community or outer coast wide.
2. Develop notification message to ensure concise, consistent and relevant information is provided:
 - a. Type of emergency
 - b. Area potentially affected
 - c. Urgency of situation
 - d. What is being done
 - e. What people should do – shelter in place, prepare for evacuation, evacuate, etc
 - f. Where to get further information
 - g. Notifying neighbors
3. On Denny Island, turn on the available emergency siren system if necessary for immediate notification.
4. Instruct supporting staff to initiate call out to affected area using the following means:
 - a. Telephone
 - b. Fax
 - c. Email
 - d. VHF radio – Marine 6 channel (156.300)
 - e. Social media – facebook
 - f. Local Bella Bella TV Station - Standard releases should be broadcast at 11am, 3pm and 7pm and will inform listeners of other broadcast times if applicable. Standard broadcast times will also be publicized on local bulletin boards and social media.
5. Determine if door-to-door call out is necessary – for assistance contact fire department, RCMP, Heiltsuk Guardians.
6. Keep record of confirmed contacts where evacuation may be necessary

7. If contact can not be confirmed using electronic means and situation is urgent, then door-to-door crews may need to be deployed. This will likely be done through EOC.

7.3. Coordinated Information

During emergency response, where many agencies or organizations are involved, it is important that information be distributed in a consistent, coordinated and timely manner. Messaging needs to be consistent as dissemination of information from different sources, with different nuances, can lead to confusion. Setting up a Joint Information Centre may be necessary to coordinate data from multiple sources into a consistent, collective whole.

7.4. Media Plan

Emergencies attract media attention and it is important to engage with the media in an effective manner to serve people being affected by the emergency and to help response and recovery efforts. This includes use of traditional media (newspaper, radio, tv) and new, social media platforms. Effective use of media can help to collect and disseminate information, alerting public of changing conditions and actions they need to take. Monitoring of media is also important to ensure misinformation is not spread.

To engage effectively with the media, incorporate the following guidelines:

- Develop plan for using media fitting the scale of emergency
- Keep information up to date. Be vigilant about accuracy. Correct any errors clearly and promptly.
- Monitor media reports to confirm accurate messaging
- Consider the integrity of the source from which information is received.
- Respond to issues in a timely manner, regardless of size, scope or magnitude.
- Consider social media as one tool in the media toolbox.

8. RESOURCE MANAGEMENT

Resources refer to equipment, supplies, personnel, volunteers and facilities that may be required to support emergency management efforts. In preparation for emergency response, measures need to be taken to enable access to resources in time of need.

8.1. Resource Needs and Availability

A variety of resources are available to a limited degree in Bella Bella / Denny Island, so small scale emergencies can be handled with local capacity. However, for larger scale events, resources will need to be acquired from outside sources.

See Bella Bella / Denny Island ERM Appendix 6 - Resource Inventory.

8.1.1. Resource Acquisition

To acquire resources from the private sector (machinery and equipment), CCRD and Heiltsuk Nation will rely on hiring machinery and resources from local contractors by the hour. Other provincial agencies, like Wildfire BC and Ministry of Transportation and Infrastructure, that are involved in emergency response will hire machinery through their own acquisition protocols.

8.1.2. Resource Deployment

The process for deploying resources is through the following steps:

1. **Resource needs identification:**
Initial assessments of emergencies need to identify what resources are required
2. **Resource request management:**
Requests need to be tracked and channeled through the EOC to track status of delivery, use and completion. Resource Request Form' and 'Expense Authorization Forms' need to be submitted to EOC/PREOC for approval before resources are deployed. See CCRD EMP Annex A: EOC Plan for forms.
3. **Designation and management of critical resources:**
If resources are limited in availability and there are multiple demands for them, they would be considered a 'critical resource'. If there is competition for critical resources, PREOC or PECC may prioritize and coordinate resource allocation according to availability, needs of other emergencies, constraints and other considerations.
4. **Deployment of resources:**
Deployment is based on priority levels:
 - a. Emergency – having life or death priority
 - b. Priority – important to support operations within specific time limit
 - c. Routine - Supports regular operations.
5. **Demobilization:**
When resources are no longer needed, they are demobilized to original location in safe, orderly and efficient manner. Upon return, resources are replenished or if necessary repaired.
6. **Payments and reimbursements:**
All costs are tracked. Time cards and invoices need to safely stored and kept

on file for future reimbursement and compensation purposes. Total cost of the response should be included in the final event report.

8.2. Volunteer Management

Volunteers are a vital component of the emergency management process. To utilize this resource effectively and safely, it is important to identify the roles that volunteers may fulfill versus roles that require duly authorized personnel, professional skills or specialized experience. Ideally, volunteers come registered through a formal, supporting organization whose members are trained/skilled to perform tasks related to the respective organization's ability to provide support. See Section 5 Roles & Responsibilities, for listing of local supporting volunteer organizations. 'Emergent' volunteers (ones that come together as a result of the emergency and want to help) also provide important service, but they will need more direction and should only be deployed to provide assistance to task groups that have clear tasks and close supervision.

APPENDICES

Appendix 1 – BB – DI Emergency Team Call-out List

Appendix 2 – Declaration of State of Local Emergency Resolution

Appendix 3 – Evacuation Alert and Order Form Templates

Appendix 4 - Acronyms/Abbreviations

APPENDIX 5: Links and Resources

APPENDIX 6: Resource Inventory

BB / DI ERP ANNEXES

ANNEX A: Evacuation Plan

ANNEX B: Communication

ANNEX C: Hazard Risk and Vulnerability Analysis

HAZARD SPECIFIC ANNEXES

Tsunami ER Plan

Interface Fire ER Plan

Earthquake ER Plan

Marine Accident / Dangerous Goods Spill ER Plan

Severe Weather ER Plan