

# SUPPLEMENTARY PLAN INFORMATION

## Supplementary Plan Information

### Table of Contents

Supplementary Plan Information .....	17
Table of Contents .....	18
Emergency Notification List .....	20
Emergency Public Information Plan .....	21
Public Information Officer .....	21
Site Media Spokesperson .....	22
Organizational Responsibilities .....	23
Emergency Operations Group Responsibilities .....	23
Chief Administrative Officer .....	25
Delegated Senior Police Officer .....	25
Fire Chief .....	26
Senior Public Works Officer .....	26
Emergency Medical Health Representative .....	27
Emergency Coordinator .....	28
Emergency Social Services Director .....	28
Support and Advisory Staff .....	29
Other Agencies .....	32
Relevant Plan Information .....	35
Map(s) .....	37
Instructions To Area Supervisors .....	38
Flood Response Organization And Personnel .....	40
History Of Water Levels On The _____ River .....	41
Provincial Snowpack And Flow Reports .....	42
Dike Patrol Log .....	43
Flood Protection Information For The _____ Area(s) .....	44
Checklists Of ICS Functions .....	45
Flood Response Plan Resources .....	63
Local Authority Equipment .....	64
Local Contractors And Equipment .....	65
Local Authority Stores And Services .....	66
Materials Available From Local Sources .....	67
Locally Available Rental Equipment .....	68
Local Authority Radios And Cellular Telephone Listing .....	69
First Aid Certification For Local Authority Employees .....	70
Flood Response Personnel Driving Information .....	71
Joint Occupational Health And Safety Committee Members .....	72

Flood Response Plan Procedures ..... 73  
Local Authority Utility Operations Procedures ..... 74  
BC Gas Procedure ..... 75  
BC Hydro Procedure ..... 76  
Dam Safety Procedures ..... 77  
Dike Safety Procedures ..... 78

## Emergency Notification List

Mayor: Joe Bloggs  
(O) 123-4567  
(R) 123-8910

Alternate: Sally Smith  
(O) 123-2748  
(R) 123-8731  
Car 345-2286

Chief Administrative Officer:  
Jane Brown 567-8910

Alternate:  
Tom Jones 998-7654

The list continues, listing all members of the Municipal Emergency Operations Group (Flood Response) and their alternates. All telephone numbers should be included - home, work, fax, cottage, car, pager, etc.)

1. The notification may be activated by the Chief Administrative Officer, the Emergency Coordinator (Flood Response), the Fire Chief, the Delegated Senior Police Officer or the Senior Public Works Officer.
2. Upon activation, the notification process will be carried out at once by the police dispatcher, who will note the detail of the message to be passed (e.g. description of the emergency, instructions to remain on stand-by or assemble at the Emergency Operations Centre (EOC), etc.). This dispatcher will ensure this information is passed to and understood by each person called.
3. Persons on the notification list will be called in order, starting with the Mayor.
4. If the primary person cannot be reached at any of the listed numbers, telephone the alternate.
5. If neither can be reached, go on to the next appointment on the list.
6. Once the end of the list has been reached, try again to reach those who were not available on the first attempt.
7. Note the exact time each person was reached.

## Emergency Public Information Plan

Upon implementation of the flood response plan, it will be very important to coordinate the release of accurate information to the news media, issue authoritative instructions to the public, and respond to or redirect individual requests for, or reports on, information concerning any aspect of the emergency.

In order to fulfill these functions during an emergency, the following positions will be established:

- (a) a Public Information Officer, and
- (b) an On-Scene Media Spokesperson.

The media information centre will be located in the Dogwood Recreation Centre, 12 Church Street. In the event that this centre cannot be used, the secondary location will be the Oddfellows Hall, 11 Tower Road. (These locations are next door to the primary and alternate Emergency Operations Centre (EOC) locations. Both locations have been equipped with extra telephone jacks for emergency use.)

Depending on the nature of the emergency, it may be necessary to establish a media information area adjacent to the emergency site. This area, if established will be staffed by a site media spokesperson appointed by the Emergency Coordinator.

### Public Information Officer

The Public Information Officer reports to the Chief Administrative Officer and is responsible for:

- (a) Upon arrival at the Emergency Operations Centre (EOC), reporting to the Chief Administrative Officer to be briefed on the emergency situation.
- (b) Establishing a communication link with the site media spokesperson, and any other media coordinators (i.e. provincial, federal, private industry, etc.) involved in the incident, and ensuring that all information released to the media and public is consistent and accurate.
- (c) Ensuring that the media centre is set up and staffed.

- (d) Liaison with the Municipal Emergency Operations Group to obtain up-to-date information for media releases, coordinate individual interviews and organize press conferences.
- (e) Ensuring that the following are advised of the telephone number of the media centre:
  - Media
  - Municipal Emergency Operations Group
  - Switchboard (Municipal and Emergency Services)
  - Site Media Spokesperson
  - Police Public Relations Officer Neighbouring Municipalities
  - Any other appropriate persons, agencies or businesses
- (f) Ensuring that the media releases are approved by the Chief Administrative Officer (in consultation with the Mayor) prior to dissemination, and distributing hard copies of the media release to the Public Information Centre, the Municipal Emergency Operations Group, and other key persons handling inquiries from the media.
- (g) Monitoring news coverage, and correcting any erroneous information.
- (h) Maintaining copies of media releases and newspaper articles pertaining to the emergency.

### **Site Media Spokesperson**

The site media spokesperson will be appointed by the Emergency Coordinator and is responsible for:

- (a) Establishing and coordinating a media information centre in a safe, appropriate location, at or near the site, for the media to assemble.
- (b) Establishing a communication link and regular liaison with the Public Information Officer at the Emergency Operations Centre (EOC).
- (c) Redirecting all inquiries regarding decisions made by the Municipal Emergency Operations Group and the emergency as a whole, to the Public Information Officer.

- (d) Advising the following persons and agencies of the location and telephone number(s) (as available) of the Site Media Information Centre:
- Emergency Coordinator
  - Police Public Relations Officer
  - Emergency services personnel at scene (where possible)
  - Public Information Officer(s)
  - Media
- (e) Ensuring that media arriving at the site are directed to the site information centre.
- (f) Where necessary and appropriate, coordinating media photograph sessions at the scene.
- (g) Coordinating on-scene interviews between the emergency services personnel and the media.

## Organizational Responsibilities

This organizational structure follows that detailed in the *Local Authority Planning Guide (1996 Revision)*. Other hazard response organization types which the Local Authority or Diking Authority may wish to use are described in PART 1 - FLOOD PLANNING - Appendix C.

## Emergency Operations Group Responsibilities

The actions or decisions which the members of the Municipal Emergency Operations Group are likely to be responsible for are:

- (a) Calling out and mobilizing their emergency service, agency and equipment.
- (b) Coordinating and directing their service and ensuring that any action necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law.
- (c) Determining if the location and composition of the Municipal Emergency Operations Group are appropriate.

- (d) Advising the Mayor as to whether a major emergency exists, and/or whether it is necessary to declare a State of Local Emergency under the *BC Emergency Program Act (1996)* for all, or part of the town.
- (e) Ensuring that an Emergency Coordinator (EC) is appointed.
- (f) Discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, gas, closing down a shopping plaza/mall.
- (g) Arranging for services and equipment from local agencies not under municipal control, i.e., private contractors, volunteer agencies, service clubs.
- (h) Notifying, requesting assistance from the Provincial Emergency Program and any public or private agencies not under municipal control, as considered necessary.
- (i) Determining if additional volunteers are required and if appeals for volunteers are warranted.
- (j) Determining if additional transport is required for evacuation or transport of persons and/or supplies.
- (k) Ensuring that pertinent information regarding the emergency is promptly forwarded to the Public Information Officer, for dissemination to the media and public on a regular basis.
- (l) Determining the need to establish advisory group(s) and/or sub-committees.
- (m) Authorizing expenditure of money required to deal with the emergency.
- (n) Notifying the service, agency or group under their direction, of the termination of the emergency.
- (o) Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the Chief Administrative Officer within one week of the termination of the emergency, as required.
- (p) Participating in the debriefing following the emergency.



**Chief Administrative Officer**

- (a) Activating the emergency notification system through the Local Authority Police Force.
- (b) Advising the Mayor on policies and procedures, as appropriate.
- (c) Approving, in conjunction with the Mayor, major announcements and media releases prepared by the Public Information officer, in consultation with the Municipal Emergency Operations Group.
- (d) Ensuring that a communications link is established between the Municipal Emergency Operations Group and the Emergency Coordinator (EC).
- (e) Calling out additional municipal staff to provide assistance as required.

**Delegated Senior Police Officer**

- (a) Activating the emergency notification system, and ensuring all members of the Municipal Emergency Operations Group are notified.
- (b) Notification of necessary emergency and municipal services, as required.
- (c) The establishment of a site command post with communications to the EOC.
- (d) Establishing an ongoing communications link with the senior police official at the scene of the emergency.
- (e) The establishment of an inner perimeter within the emergency area.
- (f) Establishment of an outer perimeter in the vicinity of the emergency to facilitate movement of emergency vehicles and restrict access to essential emergency personnel.
- (g) The provision of traffic control to facilitate the movement of emergency vehicles.
- (h) Alerting persons endangered by the emergency and coordinating evacuation procedures.
- (i) Liaison with the Emergency Social Services Director regarding the establishment and operation of evacuation and reception centres.
- (j) The protection of life and property and the provision of law and order.

- (k) The provision of police service in evacuee centres, morgues, and other facilities, as required.
- (l) Notifying the coroner of fatalities.
- (m) Liaison with other municipal, provincial and federal police agencies, as required.
- (n) Providing an Emergency Coordinator if required.

### **Fire Chief**

- (a) Activating the emergency notification system through the Local Authority Police Force.
- (b) Providing the Municipal Emergency Operations Group with information and advice on fire fighting and rescue matters.
- (c) Establishing an ongoing communications link with the senior fire official at the scene of the emergency.
- (d) Initiating mutual aid arrangements for the provision of additional fire fighting manpower and equipment, if needed.
- (e) Determining if additional or special equipment is needed and recommending possible sources of supply, e.g. breathing apparatus, protective clothing, etc.
- (f) Providing assistance to other municipal departments and agencies and being prepared to take charge of or contribute to non-fire fighting operations if necessary, e.g., rescue, first aid, casualty collection, evacuation, etc.
- (g) Providing an Emergency Coordinator if required.

### **Senior Public Works Officer**

- (a) Activating the emergency notification system through the Local Authority Police Force.
- (b) Providing the Municipal Emergency Operations Group with information and advice on engineering matters.
- (c) Liaison with the senior public works officer from the neighbouring municipality(s) to ensure a coordinated response.

- (d) The provision of engineering assistance.
- (e) The construction, maintenance and repair of municipal roads.
- (f) The maintenance of sanitary sewage and water systems.
- (g) The provision of equipment for emergency pumping operations.
- (h) Liaison with the fire chief concerning emergency water supplies for fire fighting purposes.
- (i) The provision of emergency potable water, supplies and sanitation facilities to the requirements of the Medical Health Officer.
- (j) Discontinuing any public works service or utility to any consumer, as required, and restoring these services when appropriate.
- (k) Liaison with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions,
- (l) Providing public works vehicles and equipment as required by any other emergency services.
- (m) Maintaining liaison with flood control, conservation and environmental agencies and being prepared to take preventative action.
- (n) Providing an Emergency Coordinator if required.

### **Emergency Medical Health Representative**

(The selection of the Emergency Medical Health Representative will vary between communities. Normally only one health representative is a member of the Municipal Emergency Operations Group and it can be the Medical Health Officer, a hospital administrator, or someone from the ambulance service.)

The Emergency Medical Health Representative is responsible for:

- (a) Acting as a coordinating link for all emergency health services at the Municipal Emergency Operations Group.
- (b) Liaison with the Ministry of Health.

- (c) Liaison with the ambulance service representatives.
- (d) Providing advice on any matters which may adversely affect public health.
- (e) Providing authoritative instructions on health and safety matters to the public through the Public Information Officer.
- (f) Coordinating the response to disease-related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health policies.
- (g) Ensuring coordination of care of bedridden citizens and invalids at home and in evacuee centres during an emergency.
- (h) Ensuring liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources.
- (i) Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency. Notifying the Senior Public Works Officer regarding the need for potable water supplies and sanitation facilities.
- (k) Liaison with the Emergency Social Services Director on areas of mutual concern regarding health services in evacuee centres.

### **Emergency Coordinator**

- (a) Coordinating all operations within the Emergency Operations Centre, including the scheduling of regular meetings.

### **Emergency Social Services Director**

- (a) Ensuring the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and inquiry and personal services.
- (b) Supervising the opening and operation of temporary and/or long term evacuee centres, and ensuring they are adequately staffed.
- (c) Liaison with the Delegated Senior Police Officer with respect to the predesignation of evacuee centres which can be opened on short notice.
- (d) Liaison with the Emergency Medical Health Officer on areas of mutual concern regarding operations in evacuee centres.

- (e) Ensuring that the representatives of School Board(s) is/are notified when facility(s) is/are required as evacuee reception centre(s) and that staff and volunteers utilizing the school facility(s) take direction from the Board representatives with respect to its/ their maintenance, use and operation.
- (f) Liaison with \_\_\_\_\_ Home for the Aged and Acme Nursing Home as required.

### **Support and Advisory Staff**

The following staff may be required to provide support, logistics and advice to the Municipal Emergency Operations Group:

- (a) Deputy or Assistant Administrative Officer
- (b) Property Manager
- (c) Legal Services Officer
- (d) Treasurer
- (e) Purchasing Officer
- (f) Human Resources Officer
- (g) Transportation Officer
- (h) Communications Officer
- (i) Representatives of business and industry

Many Local Authorities and Diking Authorities do not have staff members in these positions on a full-time basis. In that case, provision should be made within the emergency plan to ensure that the functions are assigned to someone - a trained volunteer perhaps. Individual Support Staff Responsibilities could be:

#### **Assistant Administrative Officer**

- (a) Assisting the Senior Administrative Officer, as required.
- (b) Ensuring all important decisions made and actions taken by the Municipal Emergency Operations Group are recorded.
- (c) Upon direction from the Senior Administrative Officer, notifying the required support and advisory staff of the emergency, and the location of the Emergency Operations Centre.

- (d) Initiating the opening, operation and staffing of the switchboard at the municipal offices, as the situation dictates, and ensuring operators are informed of Municipal Emergency Operation members' telephone numbers in the Emergency Operations Centre (EOC).
- (e) Arranging for printing of material, as required.
- (f) Coordinating the provision of clerical staff to assist in the Emergency Operations Centre (EOC), as required.
- (g) Upon direction by the Mayor, arranging a special meeting(s) of council, as required, and advising members of council of the time, date, and location of the meeting.
- (h) Procuring staff to assist, as required.

**Property Manager**

- (a) Opening and maintaining the municipal offices.
- (b) Providing security for the municipal offices, as required.
- (c) Providing identification cards to Municipal Emergency Operations Group members and support staff.
- (d) Coordinating the maintenance and operation of feeding, sleeping and meeting areas at the Emergency Operations Centre (EOC), as required.
- (e) Procuring staff to assist, as required.

**Legal Services Officer**

- (a) The provision of advice to any member of the Municipal Emergency Operations Group on matters of a legal nature as they may apply to the actions of the Local Authority in its response to the emergency, as requested.

**Treasurer**

- (a) The provision of information and advice on financial matters as they relate to the emergency.
- (b) Liaison, if necessary, with the Treasurer(s) of neighbouring municipalities.
- (c) Ensuring that records of expenses are maintained for future claim purposes.
- (d) Ensuring the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency.

**Purchasing Officer**

- (a) The provision and securing of equipment and supplies not owned by the Local Authority.
- (b) Liaison with purchasing agents of the neighbouring municipalities, if necessary.
- (c) Maintaining and updating a list of all vendors (including 24-hour contact numbers) who may be required to provide supplies and equipment.

**Human Resources Officer**

- (a) Coordinating and processing requests for human resources.
- (b) Under the direction of the Municipal Emergency Operations Group, coordinating offers of, and appeals for, volunteers.
- (c) Selecting the most appropriate site(s) for the registration of human resources.
- (d) Ensuring records of human resources and administrative detail, that may involve financial liability, are completed.
- (e) When volunteers are involved, ensuring that a Volunteer Registration Form is completed, and a copy of the form is retained for municipal records.
- (f) Ensuring identification cards are issued to volunteers and temporary employees, where practical.
- (g) Arranging for transportation of human resources to and from site(s).
- (h) Obtaining assistance, if necessary, from Employment and Immigration Canada, as well as other from government departments, public and private agencies and volunteer groups.

**Transportation Officer**

- (a) Coordinating the acquisition, distribution and scheduling of various modes of transport (i.e. public transit, school buses, trains, boats, and trucks) for the purpose of transporting persons and/or supplies, as required, by members of the Municipal Emergency Operations Group and the support and advisory staff.
- (b) Procuring staff to assist, as required.
- (c) Ensuring that a record is maintained of drivers and operators involved.

**Communications Officer**

- (a) Activating the emergency notification system of the local amateur radio operators group.
- (b) Initiating the necessary action to ensure the telephone system at the municipal offices function as effectively as possible, as the situation dictates.
- (c) Ensuring that the emergency communications centre is properly equipped and staffed and working to correct any problems which may arise.
- (d) Maintaining an inventory of municipal and private sector communications equipment and facilities within the municipality which could, in an emergency, be used to augment existing communications systems.
- (e) Making arrangements to acquire additional communications resources during an emergency.

**Public Information Officer**

Few Local Authorities and Diking Authorities have a full-time public information officer. Someone must be selected in advance to fill this role in an emergency. This person can be a municipal employee or an elected official. They can be from the police or fire department, but in this case it must be clear that their only emergency responsibility is public information.

The Public Information Officer is responsible for the dissemination of news and information to the media and the public. An example public information plan is shown in the previous section.

**Other Agencies**

In an emergency, many agencies may be required to work with the Municipal Emergency Operations Group. Two such agencies are detailed below. Others might include the Office of the Fire Commissioner, industry, volunteer groups, conservation authorities, and provincial ministries. Detail on the agreed arrangements made in advance with such agencies should be included in this section of the plan.



**School Boards**

- (a) The provision of any school (as appropriate and available) for use as an evacuation or reception centre.
- (b) Upon being contacted by the Emergency Social Services Director or designate, providing a School Board(s) representative(s) to coordinate and provide direction with respect to the maintenance, use and operation of the facilities being utilized as evacuation or reception centres.
- (c) In the event of an emergency during normal school hours, the principal(s) of the affected school(s) (until directed otherwise) is/are responsible for:
  - (i) implementing the school Emergency Plan, or
  - (ii) implementing the school Evacuation Plan, as advised by the Municipal Emergency Operations Group, depending on the nature and scope of the emergency.

**Hospital Administrator**

- (a) Implementing the hospital emergency plan.
- (b) Liaison with the Emergency Medical Health Representative and local ambulance representatives with respect to hospital and medical matters, as required.
- (c) Evaluating requests for the provision of medical site teams/medical triage teams.
- (d) Liaison with the Ministry of Health, as appropriate.

