

Disaster Response Plan 2016



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1 INTRODUCTION

1.1 Coquitlam Emergency Management

Emergencies and disasters – either natural or manmade – can happen in any jurisdiction at any time. Sometimes prior warning is provided, but many times this is not the case. The result can cause disruptions in normal operations and channels of communication, and may stretch available resources for response and recovery.

The City of Coquitlam is committed to providing leadership and guidelines to meet the challenges associated with emergency management. This includes preparation and planning to safeguard the health, safety and welfare of its citizens, and to provide an effective response and recovery as much as possible. The City achieves this through a comprehensive emergency management framework that is based on a continual improvement model. The British Columbia Emergency Management System (BCEMS) principles developed by the Emergency Management BC are incorporated into the City's emergency response activities.

There are several components to the emergency management framework:

- Coquitlam Emergency Program Bylaw No. 4092, 2010;
- Coquitlam Disaster Response Plan and supporting plans;
- Identification of roles and responsibilities;
- Emergency Operations Centre and Departmental Emergency Operations Centres;
- Training and exercise program;
- Public Education through the H.E.R.O.S. program; and
- Liaison with internal departments and external agencies.

1.2 Background

The City of Coquitlam is located within the Greater Vancouver Regional District. It is surrounded by, rivers, the Coquitlam watershed, provincial parks and other municipalities. Within its boundaries, there are bridges, highways, railroads, hydro transmission lines, gas pipelines, dams, water reservoirs, rivers, streams, industry, decommissioned landfills, and as of 2015 over 141,000 residents. The City is vulnerable to naturally occurring hazards that can take place without the influence of people as well as those that are human-caused events.

The following are some of the hazards that could occur in Coquitlam:

- Earthquakes
- Flooding
- Landslide/mudslide
- Severe weather (e.g., torrential rain, snowstorms, windstorms, etc.)
- Dam failure
- Human disease & pandemic
- Animal diseases
- Structural fire
- Interface wildfire
- Hazardous materials incidents

1.3 Purpose of Plan

The Coquitlam Disaster Response Plan (Plan) has been prepared to provide overall guiding principles to City staff in planning for, responding to and recovering from a potential or actual emergency or disaster. This helps to limit the impact on people, property and the environment and allows for the continuation of local government. The broad scope of the document allows a flexible response to any emergency situation while at the same time provides some specific information such as how to activate the Emergency Operations Centre and how to declare a local state of emergency. The Plan will also be used as a tool to communicate how Coquitlam will respond before, during and after a disaster and will be provided to external organizations that are required to understand the City's actions and the methodologies during these events.

The Coquitlam Disaster Response Plan is supported by detailed plans that further define the roles and responsibilities of City departments as well as the City's response to specific threats.

1.4 Plan Limitations

The Coquitlam Disaster Response Plan does not address detailed or specific response procedures normally handled by the appropriate responding department(s), emergency site management or comprehensive departmental emergency plan contents.

1.5 Assumptions

The following assumptions are made within the Plan:

- All response efforts are made to protect life safety, property and the environment;
- Departmental emergency plans and hazard specific plans will be developed as required and are integral and supplemental to this Plan;
- During emergencies, normal City operations may cease or be altered in an effort to minimize negative consequences from the event;
- This Plan provides structures and guidelines which, depending on the emergency or disaster, may need to be modified to ensure the most effective and efficient response possible; and
- This Plan is considered a dynamic 'living' document.

2 AUTHORITY

The Authority for the Coquitlam Disaster Response Plan is derived from the Provincial Act and Regulations and Municipal Bylaw.

2.1 Applicable Legislation

The following is a list of several pieces of legislation that are relevant to the City of Coquitlam. This is not exhaustive and there may be other applicable legislation not listed. See Appendix C for a summary for each item mentioned.

- BC Emergency Program Act, 1996;
- Emergency Program Management Regulation, 1994;
- Compensation and Disaster Financial Assistance Regulation, 1995;
- Local Authority Emergency Management Regulation, 1995.

2.2 Emergency Program Bylaw

The City of Coquitlam *Emergency Program Bylaw No. 4092, 2010* (refer to Appendix A) provides the authority for the City to establish an emergency program, develop plans, and when required declare a State of Local Emergency.

2.3 State of Local Emergency

Major emergencies and disasters may require the municipality to obtain extraordinary powers for an effective response. The *Emergency Program Act, 1996* Section 12 gives municipalities the authority to declare a 'state of local emergency'. A declaration can be made by bylaw or resolution of the Local Authority or an order of the Mayor (or designated Acting Mayor). As people's civil liberties are impacted by a declaration, the special powers and authorities must be specifically defined and used sparingly. Refer to Annex A for instructions on making a declaration. The most frequently cited reason to declare a State of Local Emergency is to facilitate a mandatory evacuation of people and livestock or the need to access private property when public safety is threatened.

A state of local emergency is cancelled by bylaw, resolution or order, or will expire after 7 days (it is possible to obtain an extension). In addition, the Solicitor General has the authority to cancel it at any time or it can be superseded by a provincial state of emergency. A provincial state of emergency may be implemented by the Province during instances where the threat is or has the potential to impact a wide area and or require special resources to respond to the event.

A declaration of a local state of emergency is NOT required to activate this Plan or the City Emergency Operations Centre, to gain liability protection under the *Emergency Program Act*, or to qualify for Disaster Financial Assistance under the Act.

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3 PLAN ACTIVATION AND DEACTIVATION

The Disaster Response Plan can be activated:

- At any time that an emergency or disaster is anticipated or realized;
- Partially or completely – the magnitude of the emergency will dictate what actions are required;
- With or without the activation of the City EOC;
- With or without a declaration of a state of local emergency; and
- With or without formally stating that the plan has been activated.

Individuals who have the authority to activate the Plan include the following:

Emergency Management Committee	Authority to Activate Plan and EOC
City Manager	Yes
Deputy City Manager	Yes
Fire Chief	Yes
Superintendent of the Coquitlam RCMP	Yes
General Manager, Engineering and Public Works	Yes
General Manager, Planning & Development	Yes
General Manager, Parks, Recreation & Culture	Yes
Manager, Emergency Management Office (EMO)	Yes
Emergency Social Services Director (ESSD)	Yes

If none of these individuals are available, the Plan may be activated by the City employee with the highest ranking authority. In addition, the Director of the Provincial Emergency Program has the authority to require the City to activate the Plan during a state of Provincial emergency.

Activation of the Plan can be terminated by specific members of the Emergency Management Committee or by the EOC Director, if the EOC is activated. Termination typically occurs at the end of the response and recovery phase.

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4 EMERGENCY PROGRAM STRUCTURE

4.1 Manager Emergency Management Office

This position is responsible for the management and coordination of emergency preparedness, response and recovery activities. The Manager Emergency Management Office receives policy direction and support from the Emergency Management Committee. Key responsibilities of this position include:

- Provide day to day administration of the Municipal Emergency Program;
- Develop and maintain emergency plans;
- Develop and conduct emergency exercises;
- Coordinate training for staff and volunteers;
- Establish and maintain an emergency operations centre;
- Maintain a public awareness program;
- Liaise with other governments, agencies and support organizations concerning emergency management issues;
- Serve as a member of the Emergency Management Committee and the EOC Management Team; and
- Report on program activities, requiring Council direction, to the Strategic Priorities, Administration & Protective Services Standing Committee.

4.2 Emergency Management Committee

The Emergency Management Committee is responsible for providing a general direction/framework regarding the City's mitigation, preparedness, response and recovery activities and facilitating departmental planning and coordination before an emergency/disaster occurs. The Emergency Management Committee is co-chaired by the Deputy City Manager and the Manager Emergency Management Office and is supported by working sub-committees, as required.

The Emergency Management Committee consists of the following representatives:

- Members of the Senior Executive Team;
- Manager Emergency Program; and
- Emergency Social Services Director or designate.

4.3 Working Sub-Committees

Working Sub-Committees are established, as required, to address the program areas listed below. Representation on these working sub-committees may include staff from civic departments and other appropriate agencies, as well as volunteers involved in emergency response and recovery:

Hazards & Planning

Ensures that a hazard, risk and vulnerability analysis has been completed for the City of Coquitlam and ensures emergency plans are developed to meet hazard requirements.

Emergency Operations Centre & Response Operations

Addresses the facility and equipment requirements for a Primary and Secondary EOC, as well as response procedures and protocols.

Communications

Addresses primary and secondary communication capabilities, communication equipment and personnel for the purpose of supporting response and recovery efforts.

Training & Exercises

Ensures that staff and volunteers receive appropriate training for their emergency roles and responsibilities and develops exercises to test plans and procedures.

Mitigation & Recovery

Prioritizes and coordinates mitigation projects on behalf of the City and plans for the City's recovery following an emergency event.

5 CONCEPT OF OPERATIONS

5.1 British Columbia Emergency Management Systems (BCEMS)

The Coquitlam Disaster Response Plan is based on the British Columbia Emergency Response Management System (BCERMS). However BCERMS has evolved into a four-phase emergency management system – Mitigation, Preparedness, Response and Recovery – rather than focusing exclusively on emergency response. This evolution resulted in the preparation of this BCEMS guide, which describes the broader picture of emergency management in BC and provides a more integrated approach for those who are responsible for emergency management and public safety. Developed under the authority set out in the BC *Emergency Program Act* and the Emergency Program Management Regulation, BCEMS is standard practice for all provincial government ministries and Crown corporations as indicated in the Regulation. It is recommended as best practice for all emergency management stakeholders in BC and applies to emergencies, disasters, and catastrophic events. The City of Coquitlam follows the principles of this guideline in the development of the Disaster Response Plan.

5.2 Incident Command Post (ICP) – Site Operations Level

At the Site Operations Level, an Incident Commander directs the site response (i.e. Fire/Rescue, RCMP etc.) from an Incident Command Post (ICP). If required, the Incident Commander may request the activation of a Departmental Operations Centre (DOC) to provide additional support to departmental field operations. The following table outlines the Lead Department/Agency for specific emergency events. In most cases, a representative from the Lead Department/Agency will fill the roles of Incident Commander and Operations Section Chief in the EOC.

Events	Lead Department/Agency
Earthquake	EPW
Severe Wind Storm	EPW
Critical Infrastructure Failure (e.g. bridges, overpass, reservoirs, pipelines)	EPW
Flooding	EPW
Landslides	EPW
Environmental spills (other than unknown materials or hazardous chemical spills)	EPW
Hazardous Chemical Spills or unknown materials	Fire/Rescue
Interface Fire	Fire/Rescue
Plane Crash/Air Incident	Fire/Rescue
Terrorism	RCMP
Human Disease/Pandemic	City Manager's Office
Technology Failure	ICT or EPW for SCADA

5.3 Departmental Operations Centre (DOC) – Site Operations Level

A DOC may be activated when departmental field resources have the potential of being overwhelmed. The requirement to activate a DOC can be established by the individual department and may result in either an alert level or actual activation of the City Emergency Operations Centre. In addition, if the City EOC is already activated, EOC staff may request activation of a DOC to aid in the response.

Not every instance of DOC activation requires the activation of an EOC. Often if departmental resource requirements are exceeded, mutual aid is requested from other jurisdictions. In an emergency, mutual aid is an agreement among first responders to lend assistance across jurisdictional boundaries. This may occur due to an emergency response that exceeds local resources, such as a multi alarm fire or a disaster. Mutual aid may be ad hoc, requested only when such an emergency occurs or via mutual aid agreements in place.

Each department will determine at what stage of the response or recovery their DOC will be deactivated. The following table summarizes the DOCs that have currently been identified for Coquitlam:

Department	Specific DOC Name	Location
Engineering and Public Works (EPW)	EPW Response Centre (EPWRC) <i>Note: The Utility Control Centre (UCC) is a normal 24/7 operation that becomes part of the EPWRC.</i>	2 nd Floor, Service Centre Austin Works Yard 500 Mariner Way, Coquitlam
Fire/Rescue	Fire Department Operations Centre (FDOC)	Town Centre Fire Hall 1300 Pinetree Way, Coquitlam
RCMP	RCMP Operations Communications Centre (OCC) <i>Note: Coquitlam RCMP Dispatch acts as local RCMP EOC. In larger events, Coquitlam RCMP liaises with the E Division EOC at RCMP Headquarters.</i>	Justice Building 2986 Guildford Way, Coquitlam

5.4 Emergency Operations Centre (EOC) – Site Support Level

The Emergency Operations Centre (EOC) is a centralized facility that brings together the necessary individuals for an effective and efficient response to an emergency or disaster. It can be operated on a 24 hour per day and 7 days per week basis depending on the emergency or disaster. The City EOC provides overall jurisdictional direction and control, coordination, and resource support for the event, supports all emergency site responses and provides leadership and information to the citizens of Coquitlam.

Coquitlam has adopted the principles of the British Columbia Emergency Response Management Systems (BCERMS) for its' EOC operations. The response goals of BCERMS and the EOC in priority order are as follows:

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

These goals are achieved by establishing response and recovery priorities within the City, liaising with external agencies and other levels of government, tracking relevant costs, obtaining extraordinary resources to support the field responses, pre-planning for potential emergency situations, making recommendations to Mayor and Council regarding the declaration and termination of a State of Local Emergency, and providing accurate and timely information to staff, the public and media.

The following table provides the primary location for the City EOC as well as secondary and tertiary sites. These identified locations do not preclude the use of other locations for an EOC and their use will be dictated by the event.

EOC	Location
Primary EOC	Combined ICT/HR training rooms, Coquitlam City Hall 3000 Guildford Way, Coquitlam
Secondary EOC	Lunch room above garage, Austin Services Centre 2647 Austin Avenue, Coquitlam
Tertiary EOC	Administration Training room, Town Center Fire Hall 1300 Pinetree Way, Coquitlam

The following is a brief overview of the Emergency Operations Centre; details will be contained within an EOC Operational Guidelines document.

5.4.1 EOC Organizational Structure

During an emergency or disaster, the City organizational structure is modified to a formalized BCERMS configuration. The benefit of this structure is that it may be expanded or contracted as required by the situation and it is consistent with the emergency organizational structures of many other municipalities and levels of government in BC. Figure 2 depicts the EOC structure for 3 and/or function will be filled in every emergency or disaster. The event will dictate the sections and functions to be activated. As a minimum, an active EOC requires only an EOC Director. Other sections are staffed as needed. When resources are limited, staff may take on multiple roles.

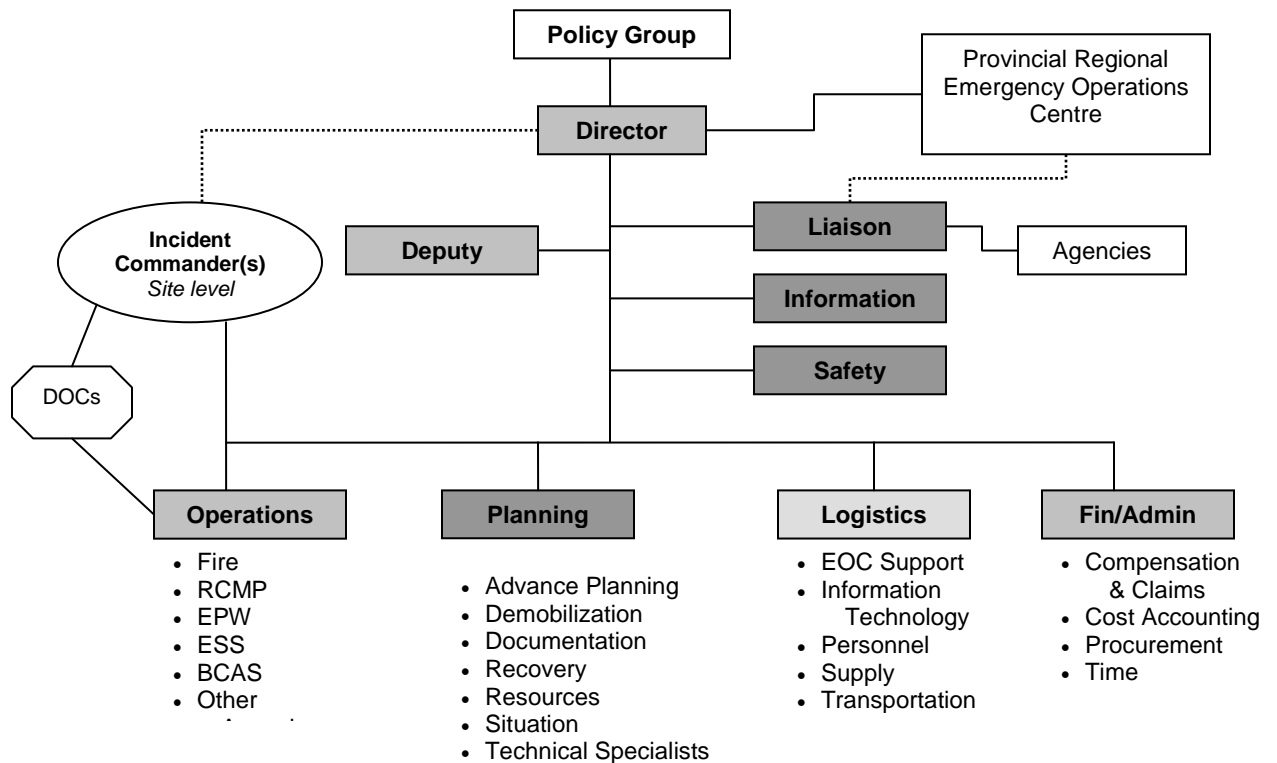


Figure 2 Fully expanded Emergency Operations Centre organizational structure and position interactions.

5.4.2 Key Emergency Operations Centre Staff

The following table provides a brief overview of responsibilities for key EOC positions as well as the suggested individuals to fill these roles. Identified personnel will ensure that there is always someone available to perform their role. Depending on circumstances, the personnel assuming the EOC positions may vary; however, the most suitable person will always be chosen.

Position	General Role	Normal City Position	Back-up Positions
EOC Director	<ul style="list-style-type: none"> Overall responsibility Sets goals, objectives 	<input type="checkbox"/> Deputy City Manager	<input type="checkbox"/> Fire Chief <input type="checkbox"/> City Manager
EOC Deputy Director	<ul style="list-style-type: none"> Support for EOC Director 		<input type="checkbox"/> Any GM within the EOC <input type="checkbox"/> Manager Emergency Management Office
Liaison Officer	<ul style="list-style-type: none"> Communicate with external agencies Help set up EOC 	<input type="checkbox"/> Manager Emergency Programs	<input type="checkbox"/> City Clerk <input type="checkbox"/> Deputy City Clerk
Information Officer	<ul style="list-style-type: none"> Manage information, media, etc. 	<input type="checkbox"/> Manager Communications	<input type="checkbox"/> Cmns Coordinator <input type="checkbox"/> Cmns Coordinator
Risk/Safety Officer	<ul style="list-style-type: none"> Ensure all operations are safe Risk management 	<input type="checkbox"/> Health & Safety Manager	<input type="checkbox"/> Health & Safety Advisor <input type="checkbox"/> Risk Manager
Operations Chief	<ul style="list-style-type: none"> Overall operational control Direct support/contact to site 	Event dictates Lead Agency <input type="checkbox"/> Fire event: Fire Chief <input type="checkbox"/> Police event: RCMP OIC <input type="checkbox"/> Engineering event: GM EPW	<input type="checkbox"/> Dependent on the lead agency
Planning Chief	<ul style="list-style-type: none"> Develop advanced plans reflecting field activities, available supplies, etc. Develop situation report, Action Plans, maintain documents 	<input type="checkbox"/> GM, Planning & Development	<input type="checkbox"/> Manager, Community Planning <input type="checkbox"/> Permits Manager, Planning & Development
Logistics Chief	<ul style="list-style-type: none"> Purchasing and acquisition EOC support Personnel 	<input type="checkbox"/> Manager Purchasing	<input type="checkbox"/> Purchasing Supervisor <input type="checkbox"/> Manager Information & Communications Technology
Finance & Admin. Chief	<ul style="list-style-type: none"> Pay for services/supplies Track costs 	<input type="checkbox"/> General Manager Financial Services	<input type="checkbox"/> Municipal Accountant <input type="checkbox"/> Manager Budget
EOC Set Up Team	<ul style="list-style-type: none"> Function is part of Logistics Section Set up EOC 	<input type="checkbox"/> ICT staff <input type="checkbox"/> Radio Communications Officer	<input type="checkbox"/> ICT staff <input type="checkbox"/> Amateur Radio volunteers

5.4.3 EOC Management Team

Pursuant to the City Emergency Program Bylaw No. 4042, 2010, the EOC Management Team is responsible for coordinating the overall operations undertaken by the Municipality in response to and recovery from an emergency or disaster. The Team is chaired by the EOC Director who exercises overall management responsibility for EOC activities. The following EOC positions may constitute the Team:

- EOC Director;
- EOC Deputy Director;
- Liaison Officer
- Information Officer;
- Safety/Risk Officer;
- Operations Section Chief;
- Planning Section Chief;
- Logistics Section Chief; and
- Finance and Administration Section Chief

5.4.4 Policy Group

The Policy Group is comprised of Mayor and Council and provides overall emergency policy direction to the EOC Director. In addition, the Policy Group approves extraordinary financial expenditures/policy decisions, makes formal requests for Provincial/Federal support and authorizes the declaration and termination of a state of local emergency. The Mayor may also act as a spokesperson for the City. Although not physically located within the EOC, the Policy Group will convene at City Hall, as required.

5.4.5 EOC Activation and Deactivation

The City's Emergency Operation Centre may be activated before or during an emergency, disaster or other event. For example, the EOC may be activated during situations that require coordination of special resources, information, multiple departments and /or external agencies; have the potential to escalate; and/or a significant population is or will be affected or threatened. Any activation of the EOC results in an automatic activation of the Coquitlam Disaster Response Plan.

An Incident Commander can request activation of the EOC. The EOC may also be activated by specific members of the Emergency Management Team as indicated in section 3 Plan Activation & Deactivation; if none of these individuals are available, the EOC may be activated by the employee with the highest ranking authority. In addition, the Provincial Emergency Program also has the authority to require the City to activate the EOC during a state of Provincial emergency.

The following table outlines the EOC activation levels, general activities, and staffing.

Activation	Event	Minimum Staffing
Alert <i>Primarily for information purposes</i>	<ul style="list-style-type: none"> • Small event that has the potential to escalate. • The City Disaster Response Plan and Departmental Emergency Plan(s) may be activated and implemented. • Responding departments are able to manage the event. 	For information only: Initiating or lead department calls the following persons: <ul style="list-style-type: none"> <input type="checkbox"/> EOC Director (may inform Policy Group) <input type="checkbox"/> Liaison Officer <input type="checkbox"/> Information Officer <input type="checkbox"/> Section Chiefs as appropriate
Level 1 <i>Initial Activation</i>	<ul style="list-style-type: none"> • Small event, one site, and/or two or more agencies involved. • For example, potential threat of flood, severe storm, or interface fire. • EMBC is informed 	For information and/or action: <ul style="list-style-type: none"> <input type="checkbox"/> EOC Director (informs Policy Group) <input type="checkbox"/> Liaison Officer <input type="checkbox"/> Information Officer <input type="checkbox"/> Operations Section Chief <input type="checkbox"/> External agencies as required
Level 2 <i>Partial Activation</i>	<ul style="list-style-type: none"> • Moderate event, two or more sites, and/or several agencies involved. • Limited evacuations. • Some external resources/support required. • May be a major scheduled event. • EMBC is informed (may have limited PREEC activation). 	For information and/or action: <ul style="list-style-type: none"> <input type="checkbox"/> EOC Director (informs Policy Group) <input type="checkbox"/> Liaison Officer <input type="checkbox"/> Information Officer <input type="checkbox"/> Safety Officer <input type="checkbox"/> Section Chiefs as required <input type="checkbox"/> Other EOC staff as required <input type="checkbox"/> External agencies as required
Level 3 <i>Full Activation</i>	<ul style="list-style-type: none"> • Major event, multiple sites, regional disaster, and/or multiple agencies involved. • Extensive evacuations. • External resources/support required. • EMBC – PREEC will be activated. 	For information and/or action: <ul style="list-style-type: none"> <input type="checkbox"/> All EOC functions & positions as required <input type="checkbox"/> Policy Group <input type="checkbox"/> External agencies as required <input type="checkbox"/> Volunteers as required
Deactivation	<ul style="list-style-type: none"> • The City EOC may stand down, in phases or in its entirety as an event dictates. • EMBC is informed. 	Deactivate EOC and terminate services based on requirements. <i>Note:</i> Standing down the City EOC does not prevent recovery activities from continuing outside the EOC environment.

5.5 Provincial Regional Emergency Operations Centre (PREEC)

Emergency Management BC (EMBC) will activate a Provincial Regional Emergency Operations Centre (PREEC) to coordinate, facilitate and manage information, policy direction and provincial resources in support of local authorities and provincial agencies responding to an emergency or disaster. The PREEC for this region (South West) is located in Surrey (Green Timbers) and in conjunction with the Provincial Emergency Coordination Centre (PECC) in Victoria, integrates overall provincial support to the community.

5.6 Interaction between Response Levels

An efficient response to any emergency or disaster requires that there are appropriate interactions between all levels of the response.

If the incident is successfully resolved at the site level, no assistance is required from other response levels (Figure 3, Scenario 1). However, if the incident exceeds the site response capabilities, the site will be supported by a Departmental Operations Centre (DOC) and/or the City EOC (Figure 3, Scenario 2). If the City EOC is activated, it is in turn supported by the Provincial Regional Emergency Operations Centre (PREOC). The PREOC is supported by the Provincial Emergency Coordination Center (PECC) in Victoria.

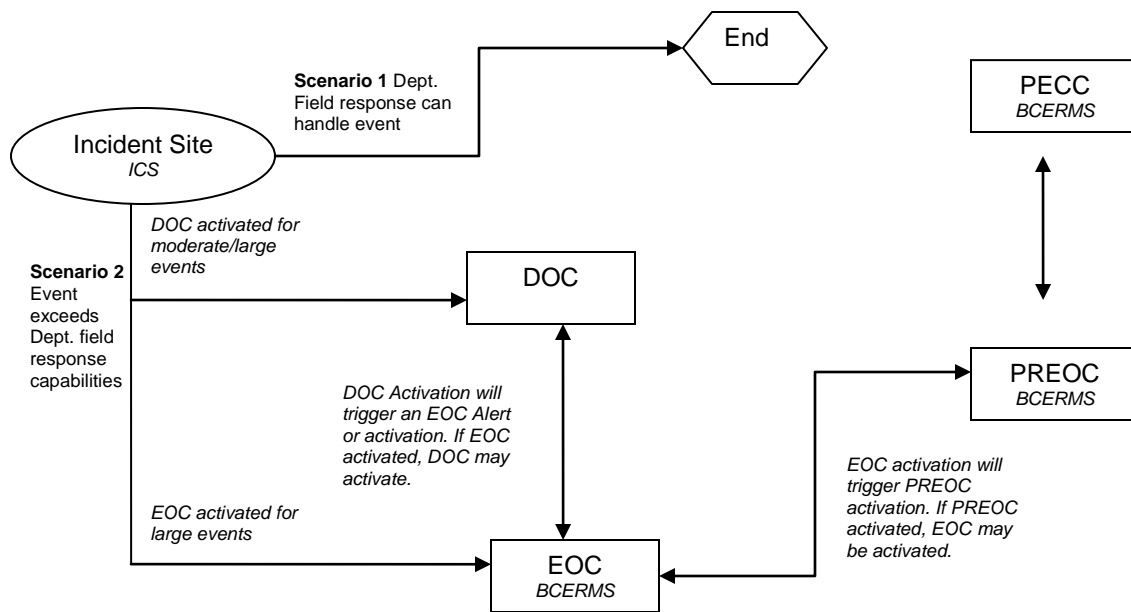


Figure 3 Relationships between Incident Site, DOC, EOC, PREOC and PECC

There may also be situations where the PREOC is activated resulting in the activation of the City EOC. During such an event, the City EOC may then require a field response and/or activation of DOC(s).

For management of the emergency response, the Incident Command System (ICS) is utilized in the field while the BC Emergency Response Management System (BCERMS) is used in the EOC, PREOC and PECC. The BC Emergency Response Management System is based on ICS and therefore effective interaction between the various response levels is possible.

6 ROLES AND RESPONSIBILITIES

Coquitlam departments and external agencies have specific roles and responsibilities during emergencies and disasters. The type of threat, scale of the event, and threat location, will dictate which departments and agencies will be involved. This section describes general roles and responsibilities during the pre-event, response and recovery stages and along with Appendix D may be used by City departments and staff to guide development of their departmental emergency response plans.

6.1 Pre-Event: Preparedness and Planning

Organizations must be prepared before an emergency or disaster and have an understanding of their emergency roles and responsibilities, create plans, identify necessary emergency resources, conduct training and encourage staff to become personally prepared.

6.2 Event: Response Actions

The critical nature of the response stage should reflect the preparedness and planning activities previously undertaken. During this stage calculated actions that mitigate or reduce the negative impacts of the emergency are made to take into consideration available resources, critical time elements, nature of the hazard and the potential for the event to escalate or change.

6.3 Post-Event: Recovery Action

The transition from the response to recovery stages will not be clearly defined. Recovery generally occurs after the critical stages of an emergency or disaster have passed. For each City department this point may occur at different times and it is possible to have some departments still in the response phase while others have already initiated recovery actions.

The City will prioritize the recovery process after assessing available information. Recovery will occur as quickly as reasonably possible taking into consideration the number of available staff, the available support services, and the availability of safe locations/premises or the time required to establish a safe location. Resources will be allocated based on availability to maximize the following issues:

- life and personal safety,
- the health and welfare of impacted citizens, and
- Infrastructure recovery.

The length of time before there is a full economic, social and environmental recovery to pre-disaster levels, may take months or years depending on the severity of the emergency or disaster. These unfortunate events can be used as an opportunity for positive changes and long term strategies and official community plans should be considered whenever possible during the recovery process.

6.4 Departmental Roles and Responsibilities

The tables on the following pages provide a high level summary of roles and responsibilities for departments before, during, and after an emergency or disaster. These actions are not exhaustive and depending on the situation, may be modified to ensure that the process is effective and efficient.

6.4.1 Mayor and Council

Specific Activities

Pre-Event	Event	Post-Event
<ul style="list-style-type: none"> • Be personally prepared. • Support the development of emergency plans and processes that will aid the City in maintaining a leadership role during emergencies and disasters. • Consider emergency management implications during decision making activities. • Implements the Coquitlam Emergency Program Bylaw, other related bylaws, and Disaster Response Plan. 	<ul style="list-style-type: none"> • Maintain a caring presence within the affected community. • Provide overall emergency policy and direction. • Authorize declaration and termination of “State of Local Emergency” in consultation with EOC Management and/or Deputy City Manager. • Consider/approve extraordinary expenditures required to effectively respond to the emergency or disaster. • Formally request outside support/resources as required. 	<ul style="list-style-type: none"> • Maintain a caring presence within the affected community. • Proclaim termination of the emergency response and initiation/continuance of recovery efforts in consultation with EOC Management and/or Deputy City Manager. • Assess the effectiveness of response and preparedness and consider initiatives to improve these actions. • Examine opportunities for socio economic and environmental improvements in line with long term strategic and official community plans.

6.4.2 Manager’s Office

Specific Departmental Activities

Pre-Event	Event	Post-Event
<p>City Manager</p> <ul style="list-style-type: none"> • Ensure that the City and departments are capable of responding to emergencies and disasters. 	<ul style="list-style-type: none"> • Set response goals and priorities in consultation with EOC Management Team. • Support lead departments if EOC not activated. 	<ul style="list-style-type: none"> • Oversee the City’s recovery activities. • Examine opportunities for socio economic and environmental improvements in line with long term strategic and official community plans.
<p>Clerks</p> <ul style="list-style-type: none"> • Develop procedures to ensure continuity of City governance. • Develop procedures to maintain emergency records and preserve critical corporate records. 	<ul style="list-style-type: none"> • Assist in the continuance of the City’s governance in support of the response. • Ensure critical emergency records are maintained and critical records are safeguarded. 	<ul style="list-style-type: none"> • Continue to ensure the continuation of City governance. • Maintain emergency records and continue preservation of critical corporate records.
<p>Financial Services</p> <ul style="list-style-type: none"> • Develop procedures to purchase goods and services during emergencies and disasters. • Maintain current vendor contact lists for provision of goods and services. 	<ul style="list-style-type: none"> • Within approved spending limits, obtain supplies, equipment and services required by the response. • Maintain accurate accounting records and track all response related costs. 	<ul style="list-style-type: none"> • Within approved spending limits, obtain supplies, equipment, services required by recovery process. • Track recovery related costs. • Make applications for EMBC Disaster Financial Assistance. • Update vendor contact lists.

6.4.3 Deputy City Manager

Specific Departmental Activities

Pre-Event	Event	Post-Event
<p>RCMP Ensure 24/7 preparedness for emergencies within mandate.</p> <ul style="list-style-type: none"> • Prepare and maintain a departmental emergency plan and RCMP DOC. • Provide regularly scheduled training for all police personnel. • Coquitlam ESS Level 1 response, e.g. 2 households and/or 10 people or less, is managed by RCMP Victim Services. 	<ul style="list-style-type: none"> • Respond to the event using established operational procedures. • Initiate mutual aid arrangements as required. • Provide assistance to other City departments as required. • Provide personnel as required to EOC. • Provide Victim Services staff for initial ESS response 	<ul style="list-style-type: none"> • Collect evidence and conduct investigations as required pertaining to the event. • Determine if legal infractions have occurred make recommendations for charge approval. • Assess impact of the event on the ability to respond and keep accurate records. • Update plans, conduct training and exercises to reflect lessons learned from the event. • Ensure Victim Services staff are trained with Parks, Recreation & Culture staff to ensure uniform response and transition from Level 1 to Level 2 & 3 ESS response.
<p>Fire/Rescue</p> <ul style="list-style-type: none"> • Ensure 24/7 preparedness for emergencies within mandate. • Prepare and maintain a departmental emergency disaster response plan. • Maintain a Fire Department Operations Centre and backup dispatch. • Provide regularly scheduled training for all fire/rescue personnel. • Ensure health and safety procedures are in place <p>Emergency Management Office</p> <ul style="list-style-type: none"> • Manage the City’s Emergency Management programs, develop plans, provide training and public education, liaise with emergency agencies, etc. • Advise council on Plan and emergency programs 	<ul style="list-style-type: none"> • Respond to the event using established operational procedures. • Initiate mutual aid arrangements. • Provide assistance to other City departments as required. • Conduct investigation for cause and origin of emergency. <ul style="list-style-type: none"> • Implement plans, respond to the event and provide advice as required. 	<ul style="list-style-type: none"> • Update plan, conduct training and exercises to reflect lessons learned from the event. • Assess impact and keep accurate records. • Conduct investigations and collect evidence regarding the emergency incident(s). • Determine if infractions have been committed; consider whether charges should be laid. • Assess impact on firefighters and ensure Critical Incident Stress <ul style="list-style-type: none"> • Update disaster response plan and ensure departments are updating plans to reflect lessons learned • Assist in implementing City Recovery Plan

Pre-Event	Event	Post-Event
<p>Human Resources</p> <ul style="list-style-type: none"> Prepare and maintain the emergency human resources plan. 	<ul style="list-style-type: none"> Establish and operate a Convergent Volunteer Intake Centre as required. Initiate and continue emergency base pay process. Provide advice on health and safety and/or union contract related issues. 	<ul style="list-style-type: none"> Terminate emergency payroll process as directed. Terminate operation of Convergent Volunteer Intake Centre. Canvas departments active in recovery efforts for staffing needs.
<p>Legal Services</p> <ul style="list-style-type: none"> Identify potential legal liabilities. Develop departmental response plans. 	<ul style="list-style-type: none"> Identify potential legal liabilities and risk management advice associated with the event. 	<ul style="list-style-type: none"> Act on legal issues arising from the event.
<p>Corporate Communications</p> <ul style="list-style-type: none"> Develop a Corporate Emergency Information Plan. 	<ul style="list-style-type: none"> Provide timely and accurate information to the public, City staff, responders and media. 	<ul style="list-style-type: none"> Examine corporate emergency communication strategies and modify if necessary.
<p>Corporate Planning</p> <p>Consider emergency management issues during corporate projects.</p>	<ul style="list-style-type: none"> Support information function, as required. 	<ul style="list-style-type: none"> Aid in recovery efforts as required and consider socio economic, environmental and communications opportunities in line with long term strategic and official community plans.
<p>Economic Development</p> <ul style="list-style-type: none"> Prepare and maintain an economic communication strategy to promote emergency preparedness in the business community. 	<ul style="list-style-type: none"> Support business as much as possible during the response. 	<ul style="list-style-type: none"> Conduct a post-event economic assessment. Implement economic recovery plans for the City. Promote recovery planning in the business community.
<p>Information & Communication Technology (ICT)</p> <ul style="list-style-type: none"> Identify priority computer services, ensure off-site data storage facilities are secured and ensure critical equipment is secured/protected/relocated. Maintain inventory of ICT equipment. Identify priority communications. 	<ul style="list-style-type: none"> Activate ICT disaster recovery plan; implement procedures for use of backup equipment/ hot site if required. Help set up EOC if activated and provide ICT equipment as required for the response. Activate priority communications. 	<ul style="list-style-type: none"> Develop/implement plan for full restoration of computer and telecommunications services. Continue to provide technical assistance to departments active in recovery efforts. Re-establish communications on a priority basis.

6.4.4 Engineering & Public Works

Specific Departmental Activities

Pre-Event	Event	Post-Event
<p>Public Work Division</p> <ul style="list-style-type: none"> • Understand status of construction projects that could impact response. • Establish mutual aid agreements with other municipalities as required. • Provide and maintain the EPW Response Centre. • Together with Purchasing Division, maintain list of qualified suppliers of emergency materials and/or equipment. • Maintain a list of EPW equipment and materials. 	<ul style="list-style-type: none"> • Implement lifeline operations in coordination with other City departments and/or external agencies as required: <ul style="list-style-type: none"> ◦ Facilitate the availability of water for firefighting and drinking. ◦ Provide temporary waste disposal system including sewerage. ◦ Identify geotechnical and other hazards. ◦ Maintain emergency power supplies. ◦ Provide emergency response and other services for water courses. ◦ Deploy and service equipment as required. 	<ul style="list-style-type: none"> • Maintain and repair public facilities (i.e., roads, bridges, walkways, stairways, etc.) • Implement recovery together with other City departments and/or external agencies as required. • Clear disaster debris from public/City properties and/or critical facilities. • Restore City infrastructure (i.e., drainage courses, sewer and water lines, etc.) • Provide/maintain equipment for recovery purposes. • On a priority basis, initiate recovery/ restoration of City services.
<p>Design & Construction</p> <ul style="list-style-type: none"> • Manage City’s infrastructure construction projects, i.e., roads, sewer and water 	<ul style="list-style-type: none"> • Provide information on active and recently constructed infrastructure including status of available services. 	<ul style="list-style-type: none"> • Identify opportunities for improvements in line with long term strategic and official community plans.
<p>Environmental Services</p> <ul style="list-style-type: none"> • Provide relevant environmental information. 	<ul style="list-style-type: none"> • Provide relevant environmental information as required. 	<ul style="list-style-type: none"> • Provide advice on subjects related to environmental approvals for repair/ rebuilding of structures. • Determine impact to the environment, initiate recovery/ restoration work.
<p>Transportation</p> <ul style="list-style-type: none"> • Prepare and maintain an emergency traffic control plan, i.e. Disaster Response Routes (DRR). • Ensure DRR signage is maintained and provide information to the public as required. 	<ul style="list-style-type: none"> • Coordinate road closing/ traffic control devices for police/fire. • Coordinate the restriction of access as directed by RCMP, clear, and/or repair City DRR roads. 	<ul style="list-style-type: none"> • Coordinate clearing, repair, and/or control of major transportation routes and/or • DRR. • Coordinate the repair or replacement of traffic lights and road signage.

Pre-Event	Event	Post-Event
<p>Infrastructure Planning</p> <ul style="list-style-type: none"> • Identify critical facilities, infrastructure, roads, bridges, water, etc. • Prepare and maintain lifeline utilities recovery plan, hazard specific plans as required. • Develop and maintain infrastructure information and maps. 	<ul style="list-style-type: none"> • Assess impact of emergency on utility systems, roads, bridges, walkways, etc. • Develop and provide maps and infrastructure information as required to assist in the response. • Provide survey, mapping and CAD capability. 	<ul style="list-style-type: none"> • Initiate recovery and restoration work of City services on a priority basis. • Identify opportunities for improvements in line with long term strategic and official community plans. • Provide maps and infrastructure information for use in the recovery efforts. • Provide survey and mapping capability to locate and map hazard extents for disaster assessment.

6.4.5 Planning and Development

Specific Departmental Activities

Pre-Event	Event	Post-Event
<p>Community Planning</p> <ul style="list-style-type: none"> • Provide demographics, geographic (mapping, as necessary), socioeconomic, information for disaster planning purposes. • Integrate emergency planning into Official Community Plan wherever possible. 	<ul style="list-style-type: none"> • Provide demographics, geographic, socioeconomic, and transportation planning information as required. 	<ul style="list-style-type: none"> • Help to develop a recovery plan for the affected areas. • Identify potential opportunities to improve and implement long term strategies and official community plans.
<p>Building Permits Approvals</p> <ul style="list-style-type: none"> • Prepare and maintain an emergency permit system that does not rely on power supply. • Prepare and maintain a list of volunteer engineers, contractors and equipment operators. 	<ul style="list-style-type: none"> • Activate the emergency permit system if required. • Coordinate with outside agencies engaged in recovery operations and remedial work. 	<ul style="list-style-type: none"> • Continue emergency permit system as required. • Continue to work with outside agencies to coordinate efforts and resources. • Continue to work with the community toward eventual full compliance with health and safety regulations.
<p>Building Permits Inspections</p> <ul style="list-style-type: none"> • Prepare and maintain the emergency building reconnaissance and inspection plan. Resources required completing this work. • Maintain a team of building Inspectors trained in Rapid Damage Assessment (RDA). • Obtain equipment required to conduct inspection activities. 	<ul style="list-style-type: none"> • Activate the building assessment system. • Report information regarding damage assessment to Emergency Operations Centre EOC. • Provide RDA trained personnel to other response groups <i>when possible</i>. 	<ul style="list-style-type: none"> • Continue to conduct and report on building and damage assessments as required. • Continue to conduct inspections on building repairs and begin normalization of permit inspection process.
<p>Development Services</p> <ul style="list-style-type: none"> • Reviews Development applications using Official Community Plan policies and City bylaws to ensure high standards of development, with enhancements to critical infrastructure when possible. 	<ul style="list-style-type: none"> • Assist with coordinating information and City services for an initial inter-departmental disaster response. • Work with Community Planning to develop a recovery plan, and coordinate expediting approvals to address immediate concerns. 	<ul style="list-style-type: none"> • Help to coordinate the implementation of a recovery plan that facilitates reconstruction with high standards of development to address post disaster resilience.

6.4.6 Parks, Recreation & Culture

Specific Departmental Activities

Pre-Event	Event	Post-Event
Planning & Business Services <ul style="list-style-type: none"> Oversee the development of departmental and ESS plans. 	<ul style="list-style-type: none"> Respond as required. 	<ul style="list-style-type: none"> Assist in recovery processes as required and make changes to departmental and ESS plans.
Community Recreation & Culture Services <ul style="list-style-type: none"> Develop disaster response procedures for facilities. 	<ul style="list-style-type: none"> Implement disaster response procedures. 	<ul style="list-style-type: none"> Re-open facilities as available.
Parks	<ul style="list-style-type: none"> Respond as required. Staff may be seconded to EPW. 	<ul style="list-style-type: none"> Re-open facilities as available.
Emergency Social Services <ul style="list-style-type: none"> Develop and maintain an ESS Plan and Headquarters, conduct training, recruit volunteers, obtain equipment, maintain vendor relationships, identify reception centres, etc. 	<ul style="list-style-type: none"> Activate plan and reception centres as required. Work in liaison with provincial and other municipal ESS agencies. Staff the ESS headquarters if required. 	<ul style="list-style-type: none"> Update plans, conduct training to reflect lessons learned from the event.

6.4.7 Strategic Initiatives

Specific Departmental Activities

Pre-Event	Event	Post-Event
<p>Facilities</p> <ul style="list-style-type: none"> • Consider emergency management issues during normal facility operations. • Prepare and train key facilities staff to conduct Rapid Damage Assessment (RDA). • Participate in Critical infrastructure Assessment of city facilities to ensure prioritized list of facilities are available prior to any emergency event. • Ensure all new construction of city facilities takes into consideration post disaster design criteria, i.e. if the facility is also being designated as a reception center, group lodging facility or an Emergency Operations Centre (EOC), etc., consider design to post disaster specification. • Ensure accurate records, i.e., types, quantities and locations of all dangerous goods are keep up to date • Ensure facilities staff is trained to respond to and handle accidental releases any dangerous goods on site. 	<ul style="list-style-type: none"> • Conduct assessments of LPS facilities. • Deploy facility RDA trained staff in conjunction with Build Permits Section, RDA staff to assess all city buildings in descending order of criticality. • Evacuate facility staff and general public from facilities when necessary. • Work with EOC to determine which facilities require actionable resources first. • Work with ESS staff to open designated emergency facilities, e.g. Reception Centres and/or Group Lodging facilities and if required provide pre-activation RDA prior to activation to ensure operational status. 	<ul style="list-style-type: none"> • Report on damage assessments and costs to reopen facilities. • Initiate recovery and restoration work on a priority basis.

6.5 External Agencies

The following is a list of external agencies that may be involved in a response to a disaster or major emergency. This list is not exhaustive and other organizations may be involved depending on the event.

6.5.1 Federal

6.5.1.1 Public Safety Canada (PSC)

PSC provides policy leadership and delivers programs and services in the areas of national security and emergency management, policing, law enforcement and border and corrections and crime prevention.

6.5.2 Provincial

6.5.2.1 BC Emergency Health Services (BCEHS)

Since April 1, 2011, PHSA has provided corporate support services to the Emergency and Health Services Commission.

On March, 14, 2013, the Commission was renamed BC Emergency Health Services (BCEHS). BCEHS is comprised of three operating entities—BC Ambulance Service, Patient Transfer Network, and Trauma Services BC. The reach of BCEHS is vast with 184 ambulance stations and several administrative offices spread throughout the province. Over 4,000 people work at BCEHS as paramedics, dispatchers, patient transfer call takers, managers, physicians, and in administrative support and corporate services functions. Since 1974, BCAS has been providing expert pre-hospital care to patients and arriving first on scene when a medical emergency occurs. BCAS is an organization that is rich with tradition and holds a strong commitment to providing timely and high quality patient care to citizens across BC.

6.5.2.2 BC Coroner Service

The Coroners Service of British Columbia is responsible for the inquiry/investigation of all unnatural, unexpected, unexplained or unattended deaths. It is committed to conducting a thorough, independent examination of the factors contributing to death in order to improve community safety and quality of life in the Province of British Columbia.

6.5.2.3 Emergency Management BC (EMBC)

The Emergency Management BC (EMBC) is a part of the Ministry of Transportation and Infrastructure. The Provincial Emergency Program's mission is to enhance public safety and reduce property and economic loss from actual or imminent emergencies or disasters by mitigating the effects of emergencies and disasters through education and awareness,

promoting preparedness through planning, training and exercising, coordinating and assisting in response activities, developing and implementing recovery measures.

6.5.3 Volunteer Agencies

6.5.3.1 Coquitlam Amateur Radio Emergency Services Society (CARESS)

CARESS is a volunteer organization that provides backup digital and voice radio communications for the City during an emergency. If existing communications systems become disrupted or overloaded, amateur radio provides an effective alternate means of communication. Stations manned by qualified radio operators can be established at the Emergency Operations Centre, Emergency Social Services Reception Centres, Fire Halls and remote locations as required.

6.5.3.1 Coquitlam Search and Rescue Society

Coquitlam Search and Rescue ("Coquitlam SAR") is a community-based volunteer organization that provides wilderness public safety education, remote area searches, wilderness medical aid, assistance for high-angle rescue, water rescue, helicopter Class D Fixed Line evacuations of ill, injured or stranded persons, evacuation operations being conducted by the RCMP, and inland water, wilderness and urban search operations. Coquitlam SAR volunteers are Public Safety Lifeline Volunteers registered under the Provincial Emergency Program and may be tasked by Police, BC Ambulance Service, Canadian Forces & Canadian Coast Guard, Parks Canada, Coroner and Fire Services. Coquitlam SAR is responsible for the area bound by Indian Arm on the west, Pitt Lake on the east, Garibaldi Park to the north, and the Fraser River to the south, but may also be tasked around the province by EMBC. In addition, Coquitlam Search and Rescue provides assistance for activities such as flood watch and emergency communications, and prepares and maintains the remote/urban search and rescue plan.

6.5.3.2 Salvation Army

The Salvation Army has been active in BC for over 100 years providing food, shelter and other assistance to people in need. The Salvation Army is prepared to assist during and after a critical disaster response phase to provide clothing, furniture, counseling, deploy the Community Crisis Response Units to provide meals for evacuees/responders and provide assistance to ESS teams at a reception centre.

6.5.3.3 St. John's Ambulance

St. John Ambulance Canada is a world-wide, non-denominational charitable organization, dedicated to the service of others. St. John's Ambulance is dispatched by EMBC during disasters. The Port Moody Branch is located at 2338 Clark Street and can provide volunteers during emergencies and disasters.

6.5.4 Utilities

6.5.4.1 BC Hydro

BC Hydro provides power to the Coquitlam area and helps fuel economic growth in British Columbia. It owns and operates the Coquitlam dam north of the City and has numerous transmission lines running through Coquitlam.

6.5.4.2 Telecommunication Providers

Several Telecommunication providers service the Coquitlam area including TELUS, Bell and Rogers. The City's cellular phone provider is Rogers Communications.

6.5.4.3 Pipelines

Kinder Morgan and its pipeline subsidiary, Trans Mountain, have a pipeline transecting the City of Coquitlam. The pipeline transports crude oil and refined products from Edmonton, Alberta to marketing terminals and refineries in the Greater Vancouver area and Puget Sound in Washington State.

Fortis BC delivers natural gas to homes and businesses throughout BC via a network of low pressure gas lines within Coquitlam. Fortis BC is focused on connecting customers safely, efficiently and reliably to the energy and services they need. In addition to their residential and business distribution network Fortis Gas also has a large gas compression facility and main transmission natural gas line that transects the city. Fortis Gas has emergency response plans and trained response staff for all events related to their infrastructure.

6.5.5 Other Agencies

6.5.5.1 CANUTEC

CANUTEC is the Canadian Transport Emergency Centre operated by Transport Canada to assist emergency response personnel in handling dangerous goods emergencies. This national bilingual advisory centre was established in 1979 and is part of the Transport Canada directorate. It has the mandate to regulate the handling, offering for transport and the transport of dangerous goods by all modes to ensure public safety.

6.5.5.2 Fraser Health Authority (FHA)

Fraser Health Authority is the largest of the six health authorities established by the government of British Columbia in December 2001. It serves 1.6 million people in the Fraser Valley from Burnaby to White Rock to Hope. Eagle Ridge Hospital, located in Port Moody, and Royal Columbian Hospital, in New Westminster are the two closest hospitals to the Coquitlam boundary. Fraser Health Authority services range from acute care hospitals to community-based residential/rehab, home health, mental health and public health services.

Health emergency services include providing a health liaison to the municipal Emergency Operations Centre, mass immunizations, health inspections of temporary emergency feeding and lodging facilities, water quality monitoring, dissemination of special instructions concerning public health matters, notification to other health agencies and senior levels of government (e.g., BC Centre for Disease Control, Health Canada and Provincial Ministry of Health) regarding health related matters, arranging continuity of care for home care and mental health clients who have been evacuated to temporary accommodations, and coordinating medical care for admitted patients presenting at acute care facilities. In the event of any emergency that may impact health services contact Health Emergency Management BC.

6.5.5.3 Provincial Health Services Authority (PHSA)

The Province, through BC Housing, is currently completing a master planning process for the Riverview lands that will see a health precinct established on the eastern portion of the site. 40 new beds were established through renovating the Brookside and Hillside buildings to address PHSA clients with mental health and addiction issues. It has also been announced that a new purpose built facilities will be constructed on the site to facilitate the relocation of the Willingdon Mental Health Care Programs.

Forensic Psychiatric Hospital

Forensic Psychiatric Hospital is a secure, 190-bed facility that treats and rehabilitates individuals who have come in conflict with the law and are deemed unfit to stand trial or not criminally responsible due to mental illness (NCRMD). The goal is to restore fitness to attend court proceedings and/or reintegrate patients gradually and safely into the community. It also serves individuals transferred temporarily from correctional facilities to be assessed or receive treatment for a mental illness under the Mental Health Act. The facility consists of 9 clinical units (5 secure, 3 closed and 1 open unit).

Located in a peaceful, park-like setting, the Forensic Psychiatric Hospital supports patients with high quality, specialized clinical services, as well as a comprehensive range of vocational and rehabilitative programs.

6.5.5.4 Railways

Several rail lines traverse the City of Coquitlam. Rail companies transport a variety of goods including petroleum, chemicals, grains, fertilizers, coal, metals, minerals, forest products, equipment, cars, and other commodities. The closest rail yard belongs to Canadian Pacific Railway and is located in Port Coquitlam. Both Canadian Pacific and Canadian National Railway travel through Coquitlam. Rail companies have emergency response plans and trained response staff.

6.5.5.5 School District 43

School District 43 provides education to 30,000 students within the Coquitlam, Port Moody, Port Coquitlam, Belcarra and Anmore areas. School District 43 has over 4,000 full-time and part-time employees, and operates 45 elementary schools, 14 middle schools, and 11 secondary schools.

6.5.5.6 Metro Vancouver

Metro Vancouver is a partnership of 21 municipalities and one electoral area that make up the metropolitan area of Greater Vancouver. Metro Vancouver's role in the Lower Mainland is to deliver essential utility services that are most economically and effectively provided on a regional basis (i.e., drinking water, sewage treatment, recycling and garbage disposal). Metro Vancouver also strives to protect and enhance the quality of life in our region by managing and planning growth and development, as well as protecting air quality and green spaces.

Under the umbrella of Metro Vancouver, there are four separate legal entities: The Greater Vancouver Regional District; the Greater Vancouver Water District; the Greater Vancouver Sewerage and Drainage District; and the Metro Vancouver Housing Corporation.

6.5.5.7 Translink

Translink, the Greater Vancouver Transportation Authority, is involved with transportation planning, administration of service contracts with subsidiary companies and contractors, the management of capital projects, financial management and planning, public affairs and supporting business functions.

Translink delivers public transit services through the Coast Mountain Bus Company, SkyTrain, West Coast Express, Community Shuttle, and HandyDART. Translink also supports improvement of the major road networks in partnership with the municipalities.

7 BUSINESS CONTINUITY PLAN

Municipal government must have the ability to continue providing leadership and essential services throughout an emergency or disaster. A business continuity plan provides the means to accomplish this by identifying critical functions, priorities, and a systematic process to continue and resume business operations. In most emergencies or disasters, only portions of Coquitlam will be impacted and the City must continue to serve the needs of the public not detrimentally affected by the event. In other situations, the event may be devastating for Coquitlam and surrounding municipalities and the City must be prepared to continue and reintroduce services as quickly and efficiently as possible. Conducting a business impact analysis to identify essential services and resources, and incorporating this information into a business continuity plan can reduce the negative effects of the emergency or disaster to the City and its citizens.

7.1 Essential Services and Resources

Each division/department must consider what impact emergency events would have on their operations and identify those essential services that must continue. Essential services can be defined as those functions that are vital to sustain the community's health and wellbeing including any required administrative or financial support for the provision of services. These include but are not limited to:

- Governance
- Fire/Rescue
- Policing
- Garbage collection
- Permits
- Inspection
- Tax collection
- Sewer, water
- Roads

Essential resources are items that are required to allow essential services to continue and may include, but are not limited to, the following items:

- Vital records;
- Communication and information management equipment (hardware/software);
- Copies of essential references, plans, maps, documentation, contact lists etc.;
- Personnel;
- Stationary supplies including specific forms;
- Emergency comfort provision for workers (e.g., feeding/lodging) for prolonged operations.

Each department must determine the minimum staffing resource requirements to ensure essential services continue. This information will assist City regarding decisions to reduce/cease non-essential services, reassignment of staff, etc.

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8 INFORMATION AND COMMUNICATION

Accurate information and effective communications are important for successful operations during and after an emergency or disaster.

8.1 Crisis Communication Plan

A Crisis Communication Plan is critical to ensure that the public and media have timely, concise, and practical information. The Corporate Communications is responsible for providing and disseminating official information from the City of Coquitlam. In addition, Corporate Communications is responsible for activating the Plan to ensure that response agencies, City departments, applicable external organizations, and media are provided with the appropriate and correct information on a consistent basis.

8.2 Documentation

All activities conducted during an emergency or disaster will be documented. Proper records management is the responsibility of all individuals involved in a response. If the EOC is activated, the Planning section is responsible for collating all documentation. These records become important during event follow up and/or legal proceedings.

8.3 Communication Methods

All communication methods available will be utilized as required during an event. This may include email, cellular phone, landline phone, radio (amateur radio and commercial frequencies), face-to-face (using a messenger), fax, satellite phone, meetings and briefings, or other means.

8.4 Call-Out Lists

Call-out lists readily identify individuals who have the greatest knowledge and skills required for a response. The call-out lists, where appropriate, will be developed and maintained by each department. The EOC call-out list will be developed and maintained by the Manager Emergency Management Office.

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9 PLAN ADMINISTRATION

The Coquitlam Disaster Response Plan is a working document that is part of the emergency planning, preparedness, recovery, and mitigation process.

9.1 Plan Approval

The Coquitlam Disaster Response Plan was approved by Council (2005), and revised in 2010 and again in 2012 but may be amended and supplemented at any time by the addition of policies such as hazard specific or departmental emergency response plans.

9.2 Revisions

The Coquitlam Disaster Response Plan will be reviewed by the Manager Emergency Management Office on an annual or as required basis. Information will be acquired from real incidents, exercises, training sessions, debriefings and comments from staff and other contributing individuals.

9.3 Copy Distribution

The Manager Emergency Management Office will coordinate the distribution of Plan revisions to all registered copy holders of the Coquitlam Disaster Response Plan. Registered copy holders are responsible for replacing the old pages with the updated pages.

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10 TRAINING AND PLAN VALIDATION

The City Disaster Response Plan is integral to the planning, preparedness, training and exercise process as it can be used as a reference and training document to guide these actions.

10.1 Training

A key element of emergency management is an ongoing exercise and training program that includes activities such as on-the-job orientation and training, seminars, drills, as well as tabletop, functional and full scale exercises. Training may be provided in-house, through the Justice Institute of BC, or other qualified organization. These activities help to maintain a high level of staff readiness and familiarity for all critical roles.

10.2 Validation Exercises

Training activities help to validate the plan by identifying areas of inconsistency and exposures which can then be rectified thereby continually improving the City's emergency management. The City Disaster Response Plan will be exercised on an annual basis, in order to validate its contents.

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ANNEX A: Declaration of a State of Local Emergency

Background

As designated by the *Emergency Program Act*, a local authority has the primary responsibility for response to an emergency or disaster. Section 12 of the Act enables a local authority to declare a state of local emergency when extraordinary powers are required to respond effectively to an emergency or disaster. A declaration is only used under very specific circumstances when public safety is at stake. For example, potential situations that require a declaration may include mandatory evacuations of people and livestock, or access to private property (e.g., land, equipment, etc.) that exceeds the City's normal authority. A declaration should be implemented only during critical situations as the resulting extraordinary powers affect civil liberties; therefore, the situation must be closely examined to ensure that a declaration is really required. To protect civil rights, a declaration will automatically expire after seven (7) days; however, it can be renewed if required by the emergency.

A declaration is **NOT** required to implement part or all of the Coquitlam Disaster Response Plan, to gain liability protection under the *Emergency Program Act*, or to qualify for Disaster Financial Assistance under the Act. The Emergency Operations Centre does **NOT** need to be activated to make a declaration.

A local state of emergency does not supersede provincial or federal legislation, and it may be superseded by a provincial state of emergency.

Steps to Declare a State of Local Emergency

1. Incident Commander and /or Emergency Operations Centre (if activated) determine that extraordinary powers are required. The nature of the emergency, geographic boundaries of the event, expected duration, type of extraordinary powers required and which agency/individual can implement these powers on behalf of the local authority are identified.
2. Declaration of a local state of emergency can be made in two ways:
 - a. Mayor may verbally declare and immediately sign a written document of declaration; or
 - b. Municipal Council may pass a bylaw or resolution declaring the state of local emergency.
3. Declaration documents (refer to the following pages) are immediately faxed to the Director of the Emergency Management BC (EMBC) and the South West Regional Office at:
 - Senior Regional Manager
 - Emergency Management BC
 - South West Regional Office
 - Phone: (604) 586-4390
 - Fax: (604) 586-4334
 - 24/7 phone: 1-800-663-3456

The EMBC Director presents the declaration to the Minister who may alter or set aside the declaration as authorized in the *Emergency Program Act*.

4. The Mayor must ensure that the authority to exercise the extraordinary powers has been delegated in writing to the appropriate persons and/or agencies.
5. The Mayor must immediately publish notice of the declaration in a method that the majority of affected individuals will learn about the declaration.
6. When required, the Mayor must seek the authority of the Minister to extend the terms of the declaration beyond seven days.
7. The declaration must be cancelled as soon as the extraordinary powers are no longer needed. This can be accomplished by resolution, bylaw, or order. Once cancelled it must be published and the EMBC Director notified.

Documentation

The following two pages provide a template to be completed when a declaration of state of local emergency is required. The highlighted area must be completed with details of the event.

Documents that must be faxed to EMBC include the following:

- Signed copy of the declaration order;
- Map designating the geographic boundaries of the impacted area;
- Delegation of Powers Matrix
- Copy of public notices (if any); and
- Copy of any resolution or bylaw.

Extensions

A completed Extension Request form must be submitted to the PREOC, if activated or local Emergency Management Regional Office to request an extension.

The request for extension should be submitted as soon as it is determined that the emergency powers are required beyond the current expiry date.

Each extension is valid for a seven day period and further extensions may be required. An extension request only changes the expiry date of the current local declaration – it does not allow for a change in the area under declaration or a change in the nature of the event.

DECLARATION OF A STATE OF LOCAL EMERGENCY

ORDER

WHEREAS [*provide description of hazard and emergency*] in [*description of areas*];

AND WHEREAS [*provide explanation of ongoing or imminent threat to life or property*];

AND WHEREAS this [*description*] emergency requires prompt coordination of action or special regulation of persons or property to protect health, safety or welfare of people or to limit damage to property;

NOW THEREFORE:

IT IS HEREBY ORDERED pursuant to Section 12(1) OF THE *Emergency Program Act* (RS, 1996, Chap 111) that a state of local emergency exists due to [*short hazard description*] and [*short consequence statement*] in [*area description*];

IT IS FURTHER ORDERED THAT the City of Coquitlam, its employees, servants and agents are empowered pursuant to Section 13(1) of the *Emergency Program Act* to do all acts and implement all procedures that are considered necessary to prevent or to alleviate the effects of the emergency.

ORDERED BY THE [*local authority of head of local authority*] this _____ day of [*month*], 20__ to remain in force for seven days until _____ (date) at midnight unless cancelled by the City of Coquitlam or the Minister responsible.

[*head of local authority*]

**Extension Request
For
State of Local Emergency**

WHEREAS life and property remain at risk due to _____(event) in the City of Coquitlam;

AND WHEREAS the Mayor of the City of Coquitlam has requested to extend the duration of the declaration of a state of local emergency due to expire on _____(date) at midnight;

IT IS HEREBY APPROVED pursuant to Section 12(6) of the Emergency Program Act (RS, 1996, Chap. 111) that the City of Coquitlam may extend the duration of a state of local emergency for a further seven days to _____(date) at midnight.

(Incumbent Minister)
Solicitor General

Date Signed

**State of Local Emergency
CANCELLATION ORDER**

Date: _____

WHEREAS the _____ (event) emergency no longer requires prompt coordination of action or special regulation of persons or property to protect health, safety or welfare of a person or to limit damage to property.

IT IS HEREBY ORDERED pursuant to Section 14(2) (ii) of the Emergency Program Act (RS, 1996, Chap 111) that a state of local emergency no longer exists in the City of Coquitlam and is therefore cancelled effective this date at _____ hrs.

Mayor (printed name)

Signature

Delegation of Powers Matrix Emergency Program Act – Section 10

Emergency Powers	Delegated to			
	EOC Director	Deputy EOC Director	Operations Section Chief	Incident Commander
Acquire or use any land or personal property considered necessary to prevent, respond to or alleviate the effects of an emergency or disaster.				
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.				
Control or prohibit travel to or from any area designated in the declaration within the local authority's jurisdiction.				
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.				
Cause the evacuation of persons and the removal of livestock, animals, and personal property from any area designated in the declaration within the local authority's jurisdiction that is or may be affected by an emergency or a disaster and make arrangements for the adequate care and protection of those persons, livestock, animals and personal property.				
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 local authority to be necessary to prevent, respond to or alleviate the effects of an emergency or disaster.				

Emergency Powers	Delegated to			
	EOC Director	Deputy EOC Director	Operations Section Chief	Incident Commander
Cause the demolition or removal of any trees, structures or crops if the demolition or removal is considered by the local authority to be necessary or appropriate in order to prevent, respond to or alleviate the effects of an emergency or disaster.				
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.				
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 area designated in the declaration within the local authority's jurisdiction for the duration of the state of local emergency.				

**List the title of the person and/or agency that will be delegated the authority to implement the extraordinary powers.*

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APPENDIX a: BYLAW NO. 4092, 2010

BYLAW NO. 4092,2010

A Bylaw to develop and implement plans for emergencies and disasters in the City of Coquitlam

WHEREAS Council for the City of Coquitlam is required by the provisions of the Emergency Program Act, R.S.B.C. 1996, c. 111, as amended, to establish an emergency plan to prepare for, respond to and recover from emergencies and disasters;

AND WHEREAS Council may appoint such committees as it considers necessary or desirable to assist in meeting its obligations under the Act;

AND WHEREAS Council may appoint a manager of its emergency management organization;

AND WHEREAS This Bylaw is intended to provide a comprehensive program of emergency management by a coordinated response of Council, officers and employees of the City of Coquitlam, volunteer services and external agencies, that will respond to natural and man-made hazards with the goal of preserving life, property, the local economy and the environment, in a comprehensive approach using prevention, mitigation, preparedness, response and recovery, all in a manner that will ensure the continuity of government;

NOW THEREFORE, the Council of the City of Coquitlam, in open Meeting lawfully assembled, enacts as follows:

PART ONE: NAME OF BYLAW

1.1 This Bylaw is cited as “Emergency Program Bylaw No. 4092, 2010.”

PART TWO: REPEAL OF EXISTING BYLAWS

2.1 The following Bylaw is hereby repealed:
“Coquitlam Emergency Program Bylaw No. 3332, 1999”

PART THREE: INTERPRETATION

3.1 In this Bylaw, unless the context requires otherwise:

ACT	means the <i>Emergency Program Act, R.S.B.C. 1996, C. 111</i> , as amended.
ADMINISTRATOR	means the senior administrative officer of the City of Coquitlam or his delegate.
BCERMS	means a comprehensive all hazards provincial emergency response management system used to manage emergency events.
CITY	means the City of Coquitlam.
DECLARATION OF A STATE OF LOCAL EMERGENCY	means a bylaw or resolution of the Local Authority or an order of the Municipality's Mayor that an Emergency or Disaster exists or is imminent and made in accordance with section 12 of the Act.
DIRECTOR OF EOC	means the Administrator who provides overall direction in and responsibility for the operations in the Emergency Operations Centre (EOC).
DISASTER	means a calamity that <ol style="list-style-type: none">i) is caused by means including, accident, fire, explosion or technical failure or by the forces of nature, andii) has resulted in serious harm to the health, safety or welfare of people or in widespread damage to property.
EOC	means the Municipal Emergency Operations Centre as defined in the Municipal Emergency Program or such other facility as may be designated from time to time as the EOC by the Local Authority.
EMERGENCY	means a present or imminent event that <ol style="list-style-type: none">i) is caused by means including, accident, fire, explosion or technical failure or by the forces of nature; andii) requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of people or to limit damage to property.
EMERGENCY MANAGEMENT COMMITTEE	means a committee constituted pursuant to section 4.2 of the Bylaw to oversee management of the Municipal Emergency Program.

EOC MANAGEMENT TEAM	means the group constituted as such pursuant to section 4.5 of this Bylaw.
EMERGENCY PROGRAM MANAGER	means the person appointed to act in that capacity for the Municipality by the Local Authority and is deemed to be the coordinator for the emergency management organization pursuant to section 6(3) of the Act.
EXECUTIVE COMMITTEE OF COUNCIL	means all of Council, as represented through the Strategic Priorities, Administration & Protective Services Standing Committee.
LOCAL AUTHORITY	means Council for the Municipality;
MAYOR	means the individual elected as Mayor of the Municipality or, in the event that the Mayor is absent, ill or otherwise unable or unwilling to carry out or exercise his or her duties and powers under this Bylaw and the Act, the person designated Acting Mayor.
MINISTER	means the Attorney General for the Province of British Columbia.
MUNICIPAL EMERGENCY PROGRAM	means the organization, plans and procedures established within the City to combat emergencies and disasters including the procedures set out in this Bylaw.
ORDER	means a written statement or instruction giving effect to a Declaration of a State of Local Emergency by the Mayor, which Order must include the date of issuance and bear the name of the Mayor.
POLICY GROUP	means the Mayor and Council members.

- 3.2 Words that are not defined in this Bylaw will have the definitions assigned to them in the Act if defined therein.
- 3.3 Reference in this Bylaw to:
- a) a numbered “section” or “Part” is a reference to the correspondingly numbered section or Part of this Bylaw;
 - b) unless the context otherwise requires, the plural is to be considered to be a reference also to the singular;

PART FOUR: MUNICIPAL EMERGENCY PROGRAM ADMINISTRATION

- 4.1 The Local Authority must appoint an individual to the position of Manager Emergency Program.
- 4.2 An Emergency Management Committee will be established by the Administrator and the following individuals constitute the Committee:
- a) Members of the Senior Executive Team;
 - b) Manager Emergency Programs; and
 - c) Emergency Social Services Director or designate.
- 4.3 The Deputy City Manager and Manager Emergency Program will be the Co-Chairs of the Emergency Management Committee.
- 4.4 An Executive Committee of Council is hereby created and the following individuals constitute the Committee:
- a) Council, as represented through the Strategic Priorities, Administration & Protective Services Standing Committee.
- 4.5 The Policy Group is hereby created and the following individuals constitute the Group:
- a) Council
- 4.6 The EOC Management Team is established by the EOC Director, when the EOC is activated, and the following individuals may constitute the Team:
- a) EOC Director;
 - b) EOC Deputy Director;
 - c) Liaison Officer;
 - d) Information Officer;

- e) Safety/Risk Officer;
- f) Operations Section Chief;
- g) Planning Section Chief;
- h) Logistics Section Chief; and
- i) Finance and Administration Section Chief.

PART FIVE: RESPONSIBILITIES

- 5.1 The Manager Emergency Program will report directly to the Deputy City Manager for the Municipality and will be responsible for the following:
- a) reporting on program activities requiring Council direction to the City's Strategic Priorities, Administration & Protective Services Standing Committee;
 - b) making such minor amendments to the Municipal Emergency Program as are necessary to ensure that the information contained in such Program remains current at all times, including, without limitation, updating telephone numbers, addresses, locations of equipment and response teams;
 - c) providing day to day administration of the Municipal Emergency Program including coordinating staff and public education and liaising with external organizations on emergency management issues;
 - d) maintaining information on potential natural and man-made hazards and the impact that such hazards could have on the Municipality;
 - e) coordinating, equipping and training Municipal Emergency Program volunteer services;
 - f) ensuring all municipal departments develop and keep updated departmental emergency plans that are consistent with and support the Municipal Emergency Program;
 - g) providing liaison on behalf of the Municipality with other external support organizations;
 - h) selecting and processing City candidates for Federal or Provincial Emergency Program courses;
 - i) conducting studies and exercises within the Municipality to ensure that the Municipal Emergency Program is understood, effective and in a state of readiness; and
 - j) acting as the point of contact for the Municipality with the Provincial Emergency Program and other governments or agencies concerning emergency planning and operations.
- 5.2 The Emergency Management Committee will be responsible for the following:
- 1) making and amending practices and procedures to regulate its activities and meetings;
 - 2) establishing such sub-committees or working groups as it deems necessary to carry out its duties and obligations;

- 3) subject to the final approval of the Local Authority:
 - i) negotiating with other municipalities or governments for the purpose of mutual aid or the formation of joint organizations; and
 - ii) negotiating with individuals, societies, corporations or other legal entities than government bodies for the engagement of one or more of their members deemed qualified to provide services necessary to achieve the objectives of this Bylaw;
- 4) preparing the Municipal Emergency Program, which program must:
 - i) provide a general direction and framework that covers prevention, mitigation, preparedness, response and recovery programs to deal with a Disaster or Emergency in the Municipality, and
 - ii) formulate roles and responsibilities for all officials appointed pursuant to this Bylaw (whose roles and responsibilities are not otherwise defined herein).

5.3 The Policy Group is responsible for the following:

- a) approving extraordinary financial expenditures and, or policy decisions, during response and recovery operations.

5.4 The EOC Management Team will be responsible for the following:

- a) Coordinating the overall operations undertaken by the Municipality in response to and recovery from an Emergency or Disaster, in accordance with the Municipal Emergency Program.

5.5 The Director of the EOC shall be responsible for the following:

- a) exercising overall management responsibility for the coordination between emergency response and supporting agencies in the EOC during an emergency or disaster;
- b) ensuring the Policy Group is kept apprised of the emergency response and is consulted to approve extraordinary financial expenditures and, or policy decisions;
- c) when a Declaration of a State of Local Emergency exists, acting as the Municipality's liaison person between the Provincial Director or such other person as the Minister may appoint under Section 10(2) of the Act and the Local Authority.

PART SIX: DECLARATION OF A STATE OF LOCAL EMERGENCY

- 6.1 Subject to Section 6.3, the Local Authority may, when satisfied that an emergency or disaster exists make a Declaration of a State of Local Emergency either by resolution or bylaw.
- 6.2 Subject to section 6.3 and provided that the Mayor has used his or her best efforts to obtain the consent of all other members of the Local Authority to a Declaration of a State of Local Emergency, the Mayor may, by Order, make a Declaration of a State of Local Emergency.
- 6.3 A Declaration of a State of Local Emergency, whether made by the Local Authority or the Mayor must:
- a) identify the nature of the Disaster or Emergency;
 - b) identify whether the Disaster or Emergency affects all of the Municipality or only a portion thereof and, in the latter case, clearly identify the affected portion of the Municipality; and
 - c) be made in approximately the form annexed as Schedule "A" to this Bylaw.
- 6.4 If a Declaration of a State of Local Emergency is made in accordance with this Bylaw the Local Authority or Mayor, as applicable, must immediately:
- a) forward a copy of the Declaration of a State of Local Emergency to the Minister; and
 - b) cause details of the Declaration of a State of Local Emergency to be published by a means of communication that the Local Authority or Mayor, as the case may be, considers most likely to make the contents of the declaration known to the population of the affected area of the Municipality.

PART SEVEN: POWERS ASSOCIATED WITH THE DECLARATION OF A STATE OF LOCAL EMERGENCY

- 7.1 Once a Declaration of a State of Local Emergency has been made in the municipality, the EOC Management Team will immediately assume responsibility for the Disaster or Emergency which prompted the Declaration of a State of Local Emergency in accordance with the division of responsibilities set out in sections 5.3 of this Bylaw, the Act and the Municipal Emergency Program. In carrying out its duties and responsibilities, the EOC Management Team may exercise any or all of the following powers of the Local Authority pursuant to the delegation provisions of section 6(4) of the Act, subject only to an order from the Minister directing the Local Authority and through it to its delegates, to refrain or desist from exercising any one or more of the powers enumerated in paragraphs a) through to and including j) below:

- a) acquire or use any land or personal property considered necessary to prevent, respond to or alleviate the effects of an Emergency or Disaster;
 - b) 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;
 - c) control or prohibit travel to or from any area designated in the declaration within the local authority's jurisdiction;
 - d) 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;
 - e) cause the evacuation of persons and the removal of livestock, animals and personal property from any area designated in the declaration within the local authority's jurisdiction that is or may be affected by an Emergency or a Disaster and make arrangements for the adequate care and protection of those persons, livestock, animals and personal property;
 - f) 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 local authority to be necessary to prevent, respond to or alleviate the effects of an Emergency or Disaster;
 - g) cause the demolition or removal of any trees, structures or crops if the demolition or removal is considered by the local authority to be necessary or appropriate in order to prevent, respond to or alleviate the effects of an Emergency or Disaster;
 - H) 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;
 - l) 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 area designated in the declaration within the local authority's jurisdiction for the duration of the state of local emergency;
- 7.2 The Local Authority may, during or within 60 days after the Declaration of a State of Local Emergency, by bylaw ratified by the Minister of Municipal Affairs, borrow any money necessary to pay expenses caused by the Disaster or Emergency.

PART EIGHT: CANCELLATION OF A DECLARATION OF A STATE OF LOCAL EMERGENCY

- 8.1 The Local Authority or Mayor, as the case may be, must, when of the opinion that the Emergency or Disaster no longer exists in the Municipality or part thereof for which a Declaration of a state of local emergency was made, cancel the Declaration by means of a bylaw or resolution of the Local Authority or Order of the Mayor, and promptly notify the Minister of the cancellation of the Declaration of a State of Local Emergency.

PART NINE: OTHER PROVISIONS

9.1 If any part, section or sub-clause of this Bylaw is, for any reason held to be invalid by the decision of a court of competent jurisdiction, such decision does not affect the validity of the remaining portions of the Bylaw.

9.2 This Bylaw will come into force on the date of final adoption.

READ A FIRST TIME this 1st day of March, 2010

READ A SECOND TIME this 1st day of March, 2010

READ A THIRD TIME this 1st day of March, 2010

GIVEN FOURTH AND FINAL READING and the Seal of the Corporation affixed this 15th day of March, 2010.

MAYOR

DEPUTY CITY CLERK

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APPENDIX B: DEFINITION OF TERMS

Terms	Definitions
City	City of Coquitlam
Department Operations Centre (DOC)	An EOC concept at a departmental level. It is a centralized location for a department where senior department staff gather to coordinate and support site response(s), sometimes referred to as a DOC.
Disaster Response Route	Pre-identified transportation routes within the Metro Vancouver that are designated for emergency vehicle use during an emergency or disaster. Not to be used by the general public during these events. Personnel using these routes must have proper vehicle or personal identification (e.g., a rescue vehicle, rear view mirror hanger, and/or ID decal).
Disaster	<p>As defined in the <i>Emergency Program Act</i>, a “disaster” means a calamity that</p> <ul style="list-style-type: none"> a. Is caused by accident, fire, explosion or technical failure or by the forces of nature, and b. Has resulted in serious harm to the health, safety or welfare of people, or in widespread damage to property. <p>A disaster that impacts Coquitlam would likely result in the requirement for external resources and assistance.</p>
Emergency	<p>As defined in the <i>Emergency Program Act</i>, an “emergency” means a present or imminent event that</p> <ul style="list-style-type: none"> a. Is caused by accident, fire, explosion or technical failure or by the forces of nature, and b. Requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of people or to limit damage to property. <p>An emergency in Coquitlam likely means that there are adequate coordination and City resources to deal with the situation. A major emergency may require external resources or assistance.</p>
EOC Management Staff	EOC Director, Liaison Officer, the Information Officer, and the Safety and Security Officer.
EOC Management Team	EOC Director, Liaison Officer, Safety Officer, Information Officer and all EOC Section Chiefs.
Event	An occurrence based on a hazard identified (i.e., earthquake, interface fire or flood).

<p>Extraordinary Resources</p>	<p>Extraordinary resources are resources required for response or recovery that are unusual and/or have significant cost implications. These resources could be external, Provincial or Federal resources or assistance (e.g. helicopters).</p> <p>Extraordinary resource requests must be vetted through the EOC Operations Section Chief and authorized by the EOC Director. In the absence of a City EOC, direct access to the City Manager for authorization is permitted.</p>
<p>Incident</p>	<p>One or more occurrences that happen as a result of an event. For example, an earthquake is an event, but a resulting gas leak is an incident.</p>
<p>Incident Commanders</p>	<p>Sometimes referred to as the Site Managers. These are individuals who have the overall responsibility of coordinating the response, information and liaison for a particular incident or incidents in the field.</p> <p>An Incident Commander may be responsible for single or multiple sites depending on the nature and magnitude of the situation and available resources.</p>
<p>Lead Department or Agency</p>	<p>A City Department or an external agency that is identified as having the lead role in coordinating the information and/or response activities at a site.</p> <p>For a lead City Department, a staff member on scene, preferably the most senior staff available, should be identified as the one who will have the overall coordination role and who will remain as the main field contact at a particular site until otherwise replaced.</p> <p>Often, a representative of the Leading Department/Agency is also the Incident Commander at the Site, and a senior representative from the Leading Department is the Operations Section Chief at the EOC.</p>
<p>Recovery</p>	<p>The activity that occurs after the response phase of an emergency when the immediate threat no longer exists. Recovery can take significantly longer than the response phase.</p>
<p>Resolution</p>	<p>A decision made by Council at a duly constituted meeting.</p>
<p>Response</p>	<p>The activity that happens to immediately deal with the event. There is often a time critical element associated with this phase of an event. This is the immediate threat stage of the emergency situation and response may be a matter of life and death – time is of the essence.</p>
<p>Section Chief</p>	<p>An individual responsible for command of the Operations, Planning, Logistics, or Finance/Administration functions in the EOC.</p>
<p>State of Local Emergency</p>	<p>The state that is required to obtain extraordinary powers to effectively respond to an emergency or disaster. A declaration is made by Order from the Mayor or by Council resolution or bylaw and must be approved by the Province.</p>

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APPENDIX C: LEGISLATION SUMMARY

BC Emergency Program Act [RSBC 1996] Chapter 111

Establishes the requirements for local authorities to create and maintain emergency management organizations, develop plans, obtain extraordinary powers, and obtain disaster financial assistance. It identifies that anyone involved in the response that was acting in good faith and not grossly negligent is exempt from civil liability.

The BC Emergency Program Act includes the following regulations:

Compensation and Disaster Financial Assistance Regulation, 1995

Outlines the requirements and processes to pay compensation to victims of an emergency or disaster.

Emergency Program Management Regulation, 1994

Outlines the responsibility of the Emergency Management BC program and the BC government before and during an emergency or disaster.

Local Authority Emergency Management Regulation, 1995

Defines specific requirements that local authorities must take to prepare for and respond to emergencies including how to declare a *state of local emergency*.

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APPENDIX D: GENERAL PLANNING & RESPONSE ACTIONS

This appendix is a guide to help Coquitlam Departments develop departmental disaster response plans and outlines activities that should occur before, during and after an emergency or disaster.

Pre-Event: Preparedness and Planning

Coquitlam departments must be prepared before an emergency or disaster and have an understanding of their emergency roles and responsibilities. The following list contains general activities that departments should undertake prior to these events:

- Develop and maintain a departmental emergency response plan. Include hazard specific responses and procedures as necessary.
- Identify critical roles, resources, facilities, infrastructure, and essential services.
- Establish recovery priorities and develop a recovery plan.
- Obtain necessary equipment and supplies using reasonable judgement to allow the department to carry out its responsibilities during an emergency or disaster.
- Provide training and exercises as required so staff understand and can perform their emergency roles and responsibilities as outlined in the departmental emergency plan and City Disaster Response Plan.
- Develop and maintain staff call out lists and procedures as required. Consider requirements as outlined in Union and other agreements.
- As much as possible ensure 24/7 coverage for identified emergency positions.
- Ensure employees who are required to travel during and after an emergency/disaster have received Disaster Response Route identification.
- Encourage staff to become personally prepared and develop family preparedness plans.
- Establish and maintain mutual aid agreements with other municipalities and/or agencies as required.
- Establish and maintain resource and contact lists as required. Provide this information to Logistics Section Chief as required.

Coquitlam employees also have a responsibility to prepare themselves for potential emergencies and disasters:

- As much as possible, develop personal and family emergency preparedness plans.
- Be familiar with assigned emergency roles and responsibilities.
- Attend training, exercises and other activities to become knowledgeable in emergency preparedness, response and recovery roles and responsibilities.

Event: Response Actions

The critical nature of the response stage should reflect the preparedness and planning activities previously undertaken. During this stage calculated actions that mitigate or reduce the negative impacts of the emergency are made to take into consideration available resources, critical time elements, nature of the hazard and the potential for the event to escalate or change. The following is a list of general activities required by departments when responding to an emergency or disaster:

- Activate all or part of the departmental emergency plan.
- Ensure safety of staff during the response stage.
- Contact staff as necessary using departmental call out lists and following applicable procedures.
- Follow previously identified departmental procedures or other steps as required to most effectively respond to the event and minimize its impact.
- As required, shut down non-essential City operations.
- Keep accurate records of all actions.

Coquitlam employees should also be ready to respond:

- Ensure personal safety.
- Ensure family safety at first possible opportunity.
- Contact supervisor and/or report to pre-identified locations.
- Perform emergency duties as instructed.
- Be prepared to stay for extended periods.
- All excluded employees are expected to continue to work during any emergency situation. Senior managers may use their discretion to release any staff and/or appoint staff to various functions as appropriate. Non-excluded staff may be required to work to provide essential services.

Post-Event: Recovery Action

The transition from the response to recovery stages will not be clearly defined. Recovery generally occurs after the critical stages of an emergency or disaster have passed. For each department this point may occur at different times and it is possible to have some departments still in the response phase while others have already initiated recovery actions.

During the recovery phase, it is important that each department:

- Assess the status of departments including the number of available staff, facility use, and operability of equipment.
- Identify requirements and establish a departmental Recovery Plan.
- Keep staff informed as much as reasonably possible.
- As required be involved in all debriefings relevant to the event and department.
- If warranted, recommend that investigations be conducted and evidence collected regarding the emergency incident(s). Determine if infractions have been committed and if appropriate, recommend that charges are laid.
- Identify opportunities for change that have resulted from the event that will help to continually improve services, facilities and the community.
- As they become available, re-offer departmental operations to other City departments, agencies and the public.
- Keep accurate records of all actions.
- Learn from the event and if possible mitigate similar situations to prevent future events.
- Make changes to departmental plans and procedures as required reflecting 'lessons learned' from the incident. Incorporate these changes into subsequent training and exercises.

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APPENDIX E: REVISION HISTORY

Revision Date	Change	Changed By
April 2010	New Plan/binders issued to Plan holders.	Manager, Emergency Program
January 2012	Updated Plan and issued replacement of all pages. Issued new binders: No. 39-42 of updated Plan.	Manager, Emergency Program
June 2016	Updated Plan and issued replacement of all pages. Issued new binders: No. 39-42 of updated Plan.	Manager, Emergency Management Office



Enquiries may be directed to:

Manager Emergency Management Office
City of Coquitlam
3000 Guildford Way, Coquitlam B.C., V3B 7N2

Tel: 604-927-6438

Fax: 604-927-6437

coquitlam.ca/ep

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