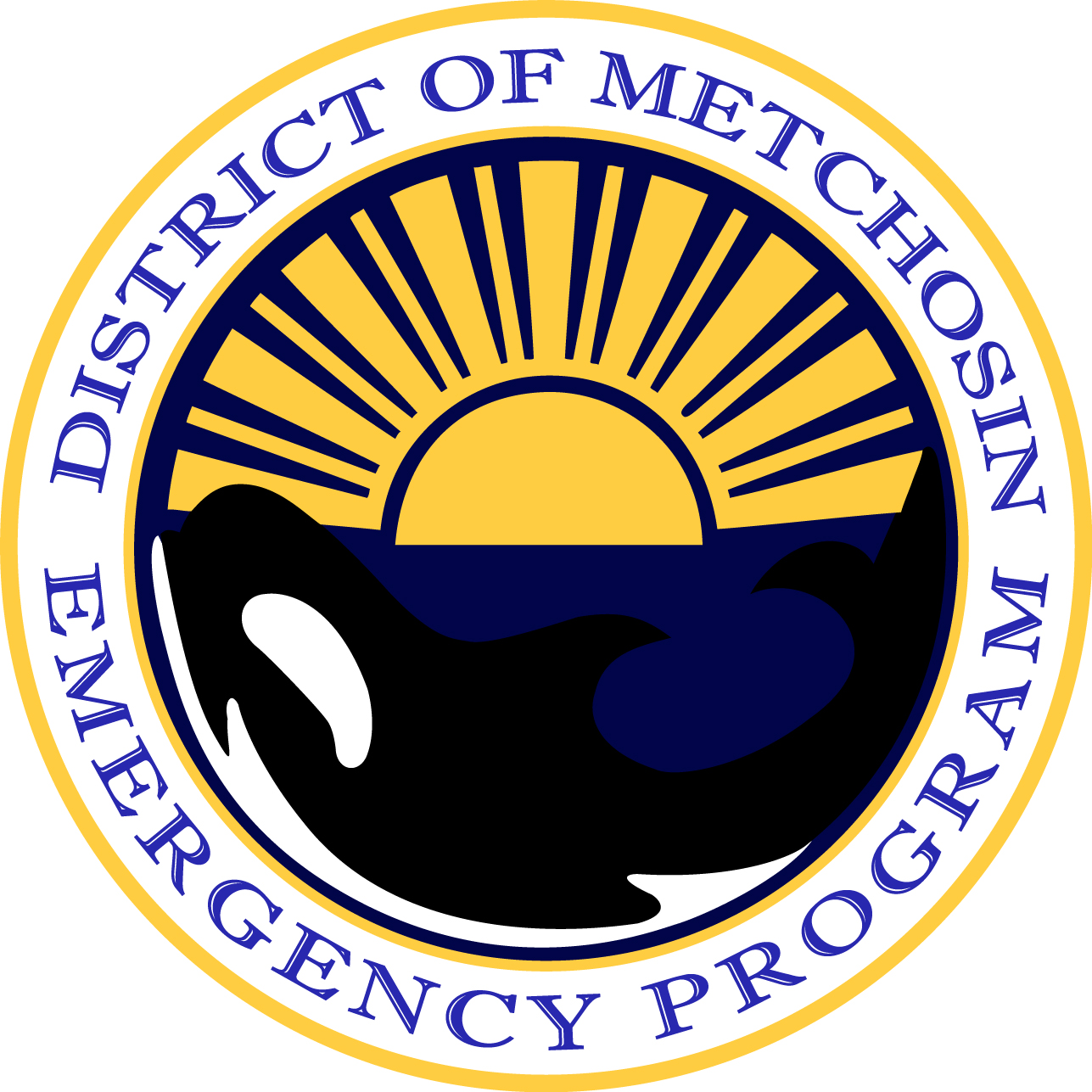
**District of Metchosin**

**EVACUATION PLAN**

**June 2014**

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**Prepared By:**

Metchosin Emergency

Program Group

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INTRODUCTION

This document will outline the conditions, procedures and roles of all participants in the event of an evacuation/disaster within the District of Metchosin. This Plan will also identify resources and assets available to the group and to the community.

# Purpose and Scope:

Evacuation is the process of removing persons from an area of imminent or actual threat to individual safety and life to an area of safety. Depending on the nature and scope of the event, evacuations may be limited to a single roadway / home, or may affect a large area / neighborhood.

The information captured in this document is a guideline for the site-support level according to the BC Emergency Response Management System structure, and follows the EMBC Evacuation Operational Guidelines (2009).

# Objective:

The objective of this Evacuation Plan is to provide a channel through which a timely and effective evacuation and reception of people can be achieved.

# Authority:

Whether evacuation is due to a quickly approaching fire, or because of rising flood-waters, depending on the nature of the emergency, BC has several various legal Acts which authorize evacuations:

* BC permits the head of a local authority to declare a State of Local Emergency, and that allows the DOM to order an evacuation should it be absolutely necessary;
* An Incident Commander at the scene of an emergency may implement evacuation on an 'ad hoc' (or ‘tactical’) basis for people at risk from unique emergency situations that occur with little or no warning. Support from the local authority Emergency Coordination center will take place from that point on.
* An evacuation can also be ordered by the minister responsible for the Emergency Program Act if a provincial State of Emergency is declared;
* The order to evacuate can be given by the BC Fire Commissioner under the Fire Services Act and Forest Act.
* Ministry responsible for Health - the minister or local health board - Health Act - Chapter 161, Sec. 60/62;
* Ministry responsible for the Environment - Minister or designate under the Waste Management Act
* Ministry responsible for Energy Mines - Energy and Minerals Division - Mines Act Health Safety and Reclamation Code - Subject: page 3.

Annex A: List of Authorities

# Assumptions:

The following assumptions are considered in developing this Evacuation Plan:

* Spontaneous evacuation will occur when there is sufficient warning of the threat. Between 5 and 20 per cent of the people at risk will self evacuate before being directed to do so.
* Some people will refuse to evacuate, regardless of the threat.
* Some individuals will require transportation support to evacuate.
* Some owners of animals will refuse to evacuate unless arrangements have been made to care for their animals (see the DOM Large Animal Evacuation Plan)
* Many evacuees will seek shelter with relatives, friends or motels.
* Designated evacuation routes may be required to safety evacuate people.
* Day of week and time of day may determine if families will be home or at work/school.
* Many hazards provide a warning period which allows for a planned evacuation and re-entry.

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EVACUATION TEAM

# Volunteer Availability:

As unpaid volunteers, the availability of Evacuation Team volunteers can vary based on work commitments etc. Responding to community disaster, especially one that affects the entire community, may cause significant problems with the availability of members as they tend to their own family’s needs as a priority. Again, this would be at its worst during business hours on a weekday. Availability can also become problematic when incidents occur over an extended time period.

# Command Structure:

The Evacuation Team will manage evacuations in an established ICS structure that has been adopted by the Metchosin Emergency Program. The Evacuation Team Lead will work directly under Operations Section Chief.

Priorities & overall objectives for response and management will follow the BCERMS guidelines.

EVACUATION PLANNING:

While delivering evacuation documentation to residents may initially appear simple, the process should be planned ahead of time. Planning will establish how long the process may take and what resources are required. This may become critical if an emergency evacuation is required.

# Timings:

Research has shown that urban areas require an average of 2 – 2.5 minutes per residence for a typical street of single-family homes on city-sized lots. Rural areas will take longer (8 – 10 minutes) depending on travel times between properties and ease of access etc.

# Assignments:

Assignments should be typically 3 persons, with one driver and 2 callers. 15-30 residences is considered a manageable volume for one team on one rural assignment. This provides for transport to the area, completion of the assignment, and return to command within a 4 hour period.

# Transportation:

The scale of the emergency and urgency of the evacuation will dictate transportation of evacuees and rescue personnel. It is not the Evacuation Teams responsibility to manage evacuation transportation needs.

Any concerns or urgent needs of the evacuees should be relayed back to the Ops Section Chief.

Personal vehicles will facilitate transportation of the Evacuation Team for evacuation notice; these vehicles will be provided proper signage to clearly mark their purpose.

# Communications:

As with any large-scale disaster, land and cellular phone lines may become inoperative or not available/reliable based on terrain, leaving VHF radio as the only reliable method of communications.

The following table will layout the radio priority channels for use in Metchosin.

<INSERT TABLE>

One radio will be allocated to each Evacuation Team, and they **MUST** be able to communicate with the Evacuation Team Leader at all times.

# Clothing:

The Evacuation Team personnel should wear clothing that clearly identifies them as emergency personnel acting in an official capacity. Vehicles will also display appropriate identification.

# Record Keeping:

The objective of the assignment will dictate what material(s) and/or information is/are required to be distributed. The assignment briefing should be very clear as what the objectives are and what information is to be communicated to residents.

A laminated colour code card will be made available to each of the Teams for use of the flagging tape system of designation in the event of an evacuation.

Once completed, Team Leaders must debrief with planning to ensure that an accurate record is maintained of the status of all residences visited. This is particularly important in an evacuation notice delivery assignment.

# Equipment:

A variety of other equipment shall be provided as needed for the Evacuation Team, including but not limited to:

* Headlamps / Flash lights
* Safety vests
* Flagging Tape
* Radios
* Bolt Cutters
* Residence Cards / Colour Code Cards
* Stop Watch / Watches

SAFETY

Responding to an emergency situation often results in an elevated level of anxiety and the need to pay particular attention to an established set of safety procedures and protocols. While a majority of the evacuation assignments are low risk, others are may be of increased risk and require a high degree of safety awareness and planning. Safety also extends to the well-being of volunteers, who will potentially be exposed to a wide degree of distress and possibly even injury and death. Occupational health is also a concern where volunteers enter environments that are contaminated with a wide array of unknown materials and may be exposed to extreme danger such as smoke, heat, and aggressive behaviours from residents, etc.

# Documentation:

As with all safety programs, it is critical that all activities are documented. This includes everything from training, to registration, briefing, reporting, de-briefing, accident reporting/investigation and check-out.

Evacuation Team members should be aware of the WorkSafe regulations for the types of activities they will be engaged in, such as the definition of ‘Working Alone’ and the types of PPE required for the task.

All personnel **MUST** sign in at the EOC. Once dispatched on assignments, volunteer activity/location **MUST** be documented in the communications log. Assignments with a high hazard rating will require a prescribed reporting interval, especially those under the classification of ‘working alone’. Plans **MUST** include a contingency when a non-responsive situation occurs.

# Guidelines for ‘working alone’:

The Occupational Health and Safety Regulations (4.21) require that ‘employees’ who are considered to be working alone in high-risk situations must be monitored. In general, a person who cannot be seen, heard and reached (for assistance) in a reasonable timeframe (which may be minutes), is considered to be working alone. Assignments that fall into this category should include written instructions on reporting timeframes and contingency plans should communications be lost.

It is the policy of the Metchosin Emergency program that Evacuation Team members shall report in to their Team Leader @ a minimum of 15 min intervals unless otherwise set out by the Team Leader. Shorter reporting times may be required due to safety of area, possible hazards/danger and terrain.

# PPE (Personal Protective Equipment):

WorkSafe BC requires that PPE be worn when engaged in specific activities. While there are no specific references to ‘emergency response’, **ALL** Evacuation Team members **MUST** take responsibility for wearing hi-vis vests. A check of PPE **MUST** be included as a part of the briefing process **BEFORE** resources are deployed in the field.

EVACUATIONS:

# Evacuation Authority

As the local authority, the District of Metchosin is responsible for ordering evacuations to save lives and ensure public safety. This power is granted under section 12(1) of the Emergency Program Act through a declaration of local state of emergency by the Mayor of Metchosin or designate.

Under urgent circumstances however, a number of statues within provincial legislation also allow evacuations to be ordered at the emergency site level. Emergency site level evacuations are commonly referred to as tactical evacuations. A detailed table of provincial statutes under which provincial authorities can order evacuations is provided in Annex A.

## Tactical Evacuations

Evacuations ordered at the site support level (EOC) are made by the EOC Director through powers granted under a declaration of state of local emergency. The Incident Commander (IC), depending on the situation, can order a tactical evacuation at the emergency site level. The Fire Commissioner for example can order a tactical evacuation due to serious danger to life or property arising from fire or the risk of explosion under the Fire Services Act. Tactical evacuations do not require a declaration of state of local emergency.

## Information Notices

While not part of the Provincial 3 Stage Evacuation Process, play a key role in public awareness and planning. Information Notices are distributed prior to the need to formally evacuate and provide residence with the information needed to prepare themselves in the likely event Evacuation is required.

# Evacuation Stages

Regardless of which legal authority orders an evacuation, warning and implementation should follow the provincial standard of a three-staged process.

## Stage 1 - Evacuation Alert:

Alerting the population at risk of the impending danger. At this point, the movement of handicapped persons, transient population, including vacationers, and in some cases, school population, and any voluntary evacuees, should become a priority.

Possible methods of warning the population at risk may include door knocking; media broadcasts; mobile public address; telephone calls, and electronic media.

The Alert should identify hazard/emergency zone(s) and travel route(s); identify reception center locations; and advise the method of declaring an "All Clear" and procedure for issue of controlled re-entry passes.

An *Evacuation Alert* occurs when it is *recommended* to evacuate within a certain perimeter until the initial situation in contained.

An *Evacuation Alert* may allow for the affected population to begin an orderly preparation to leave the affected area while informing them of the hazard.

*Evacuation Alerts* **do not** require a declaration of a State of Local Emergency.

Annex B: Sample Evacuation Alert

## Stage 2 - Evacuation Order:

Leave the area now! The Evacuation Order should include; the time the Order is in effect; a pass form which can be used in the event that the evacuee has a need for controlled re-entry to the area, with instructions for its use.

All persons in the affected area are to be told that, in the interest of their own safety and considering the risk, they are now ordered to leave the area. The written Evacuation Order is to be in a consistent form. There is no discretion allowed in the Order, which clearly indicates immediate evacuation and relocation. The RCMP may enforce this Evacuation Order.

An *Evacuation Order* takes place when the Incident Commander or EOC Director determines there is an absolute need to evacuate an area, usually on a large-scale, possibly for a long period of time (i.e. for more than 24 hours).

**In some instances an Evacuation Order is immediate and no Evacuation Alert is given.**

Under a formal written Evacuation Order the impacted population is ordered to evacuate the area specified immediately. It is an Order and as such does not allow for any discretionary action on the part of the population at risk. All persons in the affected area are to be told that, in the interest of their own safety and considering the risk, they are **now ordered** to leave the area.

Annex C: Sample Evacuation Order

# Stage 3 - Rescind

When the emergency that necessitated the evacuation is under control and the hazard/emergency zone is declared safe (habitable), a retraction of the Evacuation Order should be implemented. This is to be done using the same procedure as for a Warning. This procedure should advise the population at risk that the danger may reoccur itself and that an ALERT may be reinstated and the process recommences from Stage 1.

Annex D: Sample Rescind

EVACUATION DELIVERY

Evacuation may result in a tremendous psychological effect on those persons directly affected.  Adequate communication with the people involved is essential and shall include explaining that an evacuation is pending, what they shall be required to do and when they shall be required to react if an evacuation is issued.  A decision to evacuate should only be made when absolutely necessary.

First responder services alone cannot be expected to deal with a large-scale evacuation and relocation of residents.  An effective response will require participation and cooperation between municipal services, community organizations & local residents.

# Information Notices:

## Execution:

1. Call on each residence listed in the assignment(s)
2. Brief the resident on the evacuation procedure/instruction.
3. Provide information materials on evacuation procedures/ instructions.
4. Record whether resident was successfully contacted

## Resources/supplies:

1. 3 People per team.
2. Minimum of one MSAR member per team.
3. Identification (vest etc. must be worn).
4. Flashlights/Headlamps (when appropriate)
5. Minimum of one radio per team.
6. Sufficient copies of an Information bulletin
7. Record of residence status form

# Evacuation Alerts:

## Execution:

1. Call on each residence listed in the assignment(s)
2. Deliver evacuation alert/order/information to resident.
3. Establish the status of the residence using coloured flagging tape (24” length tied to prominent, visible location on residence, typically the entrance door handle).
   * **BLUE - No answer (no-one at home)**
   * **PINK - Have been notified (Issue resident with a length of YELLOW tape and instruct them to replace the PINK tape with the YELLOW tape when they evacuate.**
   * **YELLOW - Verified as being evacuated**
   * **ORANGE - Refuse to evacuate**
4. Record status of residence on form attached to assignment
5. Incident Commander will determine what follow up will occur for those houses marked with blue.

## Resources/supplies:

1. 3 People per team.
2. Minimum of one MSAR member per team.
3. Identification (vest etc. must be worn).
4. Flashlights/Headlamps (when appropriate)
5. Minimum of one radio per team.
6. Flagging tape (4 colours).
7. Colour code card.
8. Alert/Order/Evacuation Information Assignment documents
9. Sufficient copies of an Information bulletin
10. Record of residence status form (by assignment)

# Evacuation Orders:

## Execution:

1. These assignments would typically be in an emergency situation where residents are in immediate danger and/or are incapable of self-evacuation.
2. Team Leader must identify any risks involved with the evacuation once on site and notify MSAR command.
3. Team Leader must develop an evacuation plan that addresses the risks and notify MSAR command.
4. Brief the resident on the evacuation procedure/instruction.
5. Label the residence with flagging tape –
   1. **YELLOW Verified as being evacuated**
   2. **Adults who refuse will not be forced to leave but will be provided with an information form developed by police outlining that no first responders will be allowed to risk their lives to rescue them. Police authority will deal with adults with minor children who refuse to leave.**
6. Record status of residence on form attached to assignment

## Resources/supplies:

1. Minimum 3 People per team.
2. Appropriate transportation
3. Minimum of one MSAR member per team.
4. Identification (vest etc. must be worn).
5. Flashlights/Headlamps (when appropriate)
6. Minimum of one radio per team.
7. Flagging tape (4 colours).
8. Colour code card.
9. Sufficient copies of an Information bulletin(s) (see Annex ‘F’ for an example of information bulletin, may include information form developed by police for those refusing to leave residence .

# House Marking / Evac Team Organization:

The Evacuation Team Leader will organize evacuation teams and prioritize areas and evacuation routes so as not to allow for Choke Points.

Evacuation Team safety is the paramount priority of the Team Leader. Constant communication shall be established between the Team Leader and Evacuation Teams.

Once an Evacuation Team has been to a residence, they will tag the driveway entrance and/or address sign (somewhere visible) with flagging tape as follows:

**PINK:**  Occupants notified and cooperative

**YELLOW:** Verified as being evacuated

**BLUE:** No occupants home – must be rechecked

**GREEN:** Assistance required – animals, transportation, mobility

**ORANGE:** Occupants notified and refusing evacuation

The Evacuation Team will complete an evacuee card for each residence; this card will provide the following information (if available):

* Posted address
* Count of possible evacuees to Reception Centre from the property
* Special assistance / needs required (i.e. mobility, pets, medical, etc)

This information will be communicated via radio to the Team Leader, who will then pass along to Ops Section Chief for action.

Annex E: Evacuee Card

Annex F: Residence Assignment Sheet

Annex G: Colour Code Card

# Reluctant Evacuees

Regardless of the threat or attempts to encourage voluntary evacuation, some residents or business persons may refuse to evacuate when notified. This presents a dilemma for responders in several ways:

* Difficult to respond, some options closed
* Increased chance of responder risking life to rescue reluctant occupant
* If injured or killed, responders must notify next of kin, can be difficult to find
* Concern for liability in perhaps not making threat or requirement for evacuation clear.

Policy in these circumstances, according to the Metchosin Emergency Plan, is as follows:

1. Delivery of the initial evacuation notice should clarify the threat at hand, the suggested timing of the evacuation, and the potential consequences of failure to evacuate.
2. Advise verbally (if possible) of the evacuation order and ask if they understand the imminent threat.
3. Ask if they understand the information being provided.
4. Ask to provide information for their next-of-kin.
5. Details of the address and number of occupants refusing evacuation shall be noted on the Evacuee Card and Residence Assignment Sheet.
6. Those responsible for the evacuation may contact reluctant evacuees a second time if resources permit and personal safety will not be compromised.
7. The Ops Section Chief shall be advised If children (under age 18) are present, the RCMP has the authority to take them into custody immediately and transport them to the nearest evacuation shelter for care.

ACTIVATION OF EVACUATION PLAN

Community Hazards**:**

The following events - which list is not exhaustive and which events are not listed in any particular order of risk - are considered *potential* community hazards within the District of Metchosin and surrounding areas which may require mandatory evacuation:

* severe windstorm
* earthquake / tsunami
* hazardous materials spill
* snow/ice storm with power outage
* heavy rain, flooding
* rupture of vessel or piping containing propane, natural gas or other volatile materials under pressure
* forest fire / wildfires

# Activation of Evacuation Plan:

This Plan will be activated as soon as it becomes apparent that, due to an emergency of such magnitude as to warrant its implementation, evacuation and relocation of people is necessary.

Should a major incident occur in the District of Metchosin, on the advice of the first response agency, appropriate personnel will activate the District of Metchosin Emergency Plan (MEP).

If the need to evacuate and relocate residents of the affected area(s) is apparent, the provisions of the District of Metchosin Evacuation Plan shall be implemented.  In such events, the Mayor shall declare a State of Emergency before a *mandatory* evacuation is carried out.

The Metchosin Fire Department, under the direction of the Fire Chief or EOC Director, will have the initial responsibility for implementation of an tactical evacuation consistent with their operating procedures.  Additional resources of Metchosin Search and Rescue, Metchosin Emergency Group and RCMP will be prepared to support evacuation activities when available.



Step 1:  Incident Occurs

Step 2:  Emergency Services Respond

Step 3:  Situation Assessed

Step 4:  **Evacuation Alert**

Step 5:  Emergency Plan Activation Required

Step 6:  Emergency Operations Centre Activated

Step 7:  Request Aid from Support Groups

Step 8:  Assess Need for Mandatory Evacuation

Step 9:  Declare Sate of Local Emergency

Step 10: **Evacuation Order**

Once the decision has been made to evacuate an area of the District of Metchosin, the EOC Director shall determine the following:

* Boundaries of area to be evacuated;
* Primary evacuation route(s) to be used, and identify necessary traffic control points;
* Assembly areas to be used;
* Location of facilities within the evacuation area to be notified, and how notification will be carried out;
* Time of the evacuation start, and if necessary, who will be evacuated first (stages of evacuation).

Annex H: Evacuation Checklist

Annex I: Evacuation Planning Worksheet

# Reception Centre:

If the evacuation of any residents of the District of Metchosin is necessary, Metchosin Emergency Social Services will set up a Reception Centre to shelter and care for the basic needs of the evacuees.

The following locations will be used as Reception Centres:

* Primary Site: St. Mary’s Church, 2150 Metchosin Road
* Secondary Site: Metchosin Community Hall, 4150 Metchosin Road

From the Reception Centre, residents will be directed to appropriate facilities, shelters, etc.

The residents of the District of Metchosin who have been relocated to temporary shelters will require a wide range of support services.  The Metchosin Emergency Social Services group has the primary responsibility for the provision of all such services, with the assistance of volunteer agencies such as the Canadian Red Cross, St. John Ambulance and the Salvation Army.

# Schools:

Evacuation of School District 62 students who attend schools in the District of Metchosin is governed by the emergency plans and policies of SD62 school board, and will work in coordination with the District of Metchosin EOC.

Evacuation of students who attend private schools in the District of Metchosin is governed by the emergency plans and policies of the individual schools, and will work in coordination with the District of Metchosin EOC.

Copies of Emergency Plans for schools shall be kept in the EOC for reference and contact information.

Assistance from the Province:

When an evacuation order is in effect, the District of Metchosin, with the advice of the EOC Director, may request assistance from the Provincial Government through Emergency Management BC by calling its 24/7 line:  1-800-663-3456

# Testing of Evacuation Plan:

This Plan shall be the object of periodic testing in order to verify its overall effectiveness and provide training to the Emergency Program Group and support groups.  The test can take the form of a simple paper exercise or a more elaborate functional exercise.  Revisions to this plan should incorporate recommendations stemming from all such exercises.

PUBLIC AWARENESS

Since public awareness of evacuation procedures will contribute to an effective evacuation process, ongoing public awareness and education shall be an integral component of this plan. To this end, this evacuation plan shall be posted on the Metchosin Emergency Program website ([metchosinemergencyprogram.ca)](http://www.metchosinemergencyprogram.ca) in order that the public may have unconstrained access to it, and printed information shall be provided to residents.

# Broadcast News:

During an emergency evacuation, residents are to be advised to listen to the local radio station **(CFAX 1070AM / theQ! 100.3FM)** for information and instructions.  Residents are requested to refrain from nonessential telephone use during an emergency evacuation in order to keep telephone communication services available and open for emergency purposes, including emergency calls made through a fan-out system.  The use of Citizens Band Radios by citizens will be encouraged to minimize impact on the telephone communications system.

# Self Evacuation:

Once an Information Notices or Bulletins have been distributed, local residents may take it upon themselves to leave their homes – even though no official Evacuation Alert or Order is in place.

There is no funding available for these individuals leaving prior to an Alert / Order being issued.

# Shelter-In-Place:

Shelter-in-place is the practice of going or remaining indoors due to the release of an airborne hazardous material. Unless the substance is flammable, like natural gas, it is recommended all occupants’ stay indoors until further information has been provided and it is deemed safe by the Incident Commander for occupants to leave.

If there is a Shelter-In-Place Order in effect, advise occupants to immediately:

􏰃 **Go indoors immediately and stay there.**

􏰄 **Close all windows and doors.**

􏰅 **Turn off the furnace, air conditioners and exhaust systems.**

􏰆 **Listen to your radio or TV for more information.**

**Once inside, occupants should:**

• Close all outside doors and every door inside the building.

• Close all windows.

• Do not use kitchen vents or bathrooms vents.

• Set thermostats so air conditioners, furnaces and hot water heaters will not come on.

• Do not use fireplaces. Close all dampers.

• Do not operate the clothes dryer.

• Stay in an inside room away from windows and doors if possible

• Reduce or avoid smoking as it contaminates the air.

• Do not leave the building until told to.

• Stay tuned to local television or radio for information.

• Do not use the telephone, leave the phone lines open for emergency personnel.

The well weather-stripped buildings slow the movement of air into the buildings and any hazardous material that does enter is weakened when it mixes with the indoor air. It is imperative occupants stay indoors, especially if there is a visible vapour/gas cloud, or smoke from the hazardous material outdoors, or if it can smell from indoors.

# Evacuation Notice:

The Evacuation Notice will be in both written and verbal format (radio), and will include the following information:

* The issuing authority;
* The date and time of issue;
* Time of subsequent communications;
* Geographical area of the Alert/Order (map);
* Whether notice is an Alert or an Order;
* Details of the hazard and reasoning behind the Alert/Order;
* Evacuation routes, including conditions of roads;
* Assembly points / Reception Centre
* Where to find further information

Annex J: Public Information Messaging – Evacuation Instructions

Annex K: Public Information Messaging – FAQ

Annex L: Public Information Messaging – Information Bulletin

MASS NOTIFICATION

There are several ways to notify the public of an emergency evacuation – one or all may be used depending on the level of urgency and location & severity of the event:

# Social Media

Once the decision has been made to evacuate the EOC Director and/or Public Information Officer in the EOC will begin actively pushing out information of the incident and evacuation details on Social Media as soon as possible:

Facebook / Twitter

* + Twitter: MetchosinEOC & Chief Dunlop
  + Facebook: Metchosin Emergency Program & Metchosin Fire Department
  + Website: [www.metchosinemergencyprogram.ca](http://www.metchosinemergencyprogram.ca)

Receipt and updated information will be dependent on Internet availability at the time of the event.

# Broadcast Media

Once the decision has been made to evacuate the EOC Director and/or Public Information Officer in the EOC will begin actively pushing out information of the incident and evacuation details to local Broadcast Media as soon as possible:

* + 1070 AM - CFAX
  + 100.3 FM the Q!
  + Global TV
  + CHEK News

Receipt of new and updated information will be dependent on availability and access to media at the time of the event.

# Email

Email notification will be forwarded as soon as possible, providing information and details of the incident and any evacuation information available.

These email notifications will be forwarded to registered participants in the MEP Email Notification program. This is a free service and can easily be accessed via the following link: <http://metchosinemergencyprogram.ca/emergency-contact-list/>

Email notification will be dependent on cellular / Internet availability at the time of the event.

# One Call Now

One Call Now is an electronic phone tree and may be utilized in the even of an urgent evacuation. Phone calls will be made to those who have pre-registered with the program.

**This is a free service, and anyone can register by following this link:**

http://metchosinemergencyprogram.ca/emergency-contact-list/

Receipt of phone calls will be dependent on phone/cellular services at the time of the event.

# Door-to-Door Notification

Due to the rural nature of our Community, door-to-door notification will be dependent on terrain, incident, environment, urgency and available evacuation team members and/or RMCP.

In most evacuation areas, team members will be accessing homes via vehicles clearly marked “District of Metchosin Evacuation Team”.

The following conditions apply for door-to-door evacuation notifications:

* *Multiple Residences*: Notification will be provided to the primary home in accordance with District of Metchosin records – evacuation teams will not be responsible for notifying each occupancy on a property due to limitation of resources & time.
* *Gates*: Locked gates may provide a hindrance to evacuation teams, especially on very long driveways. Should a gate prove to be prohibitive the following conditions shall apply:
  + Depending on the urgency of the evacuation, conditions of terrain and resources available – Evacuation Teams may attempt to cut the lock on the gate to provide notification.
  + If the driveway is within a reasonable distance to the primary residence (visual), and the team member is able to access on foot without further hindrance then notification will be continued.
  + If the Primary Residence is not within visual distance, and the driveway / gate prohibits access to the residence via vehicle, notification will be left at the gate.
  + All reasonable efforts will be made to ensure notification is presented to the occupants.
* *No Trespassing Signs:* Due to the life safety purpose of an Evacuation Order – “No Trespassing Signs” will not be adhered to.
* *Guard Dogs / Protective Animals:* If at anytime the Evacuation Team feels threatened by an animal during an attempt to provide the evacuation notice

# Loud Speaker / Sirens

In some cases where door-to-door is not a reasonable or safe option for notification; loud speakers in conjunction with speakers will be used to notify residents to evacuate.

EOC RESPONSIBILITIES

The following actions/decisions - which may have to be considered and dealt with by the EOC Director in the event of an evacuation - are authorized in the District of Metchosin Emergency Plan and are listed here for ease of reference.

# Collective Responsibilities of the EOC:

In addition to the responsibilities set out previously in this Plan, the EOC is collectively responsible for the following with regard to the Evacuation Plan:

* Advising the Mayor (or designate) as to whether the declaration of an emergency and a mandatory evacuation is recommended;
* Appointing an Evacuation Site Manager as and when deemed necessary;
* Identifying the main evacuation routes;
* Arranging for services and equipment from neighbouring municipalities, private contractors, and volunteer agencies as required;
* Arranging for RCMP or other security personnel at assembly areas and reception centres as required and when possible;
* Deciding to evacuate the buildings or sections within an emergency area which are themselves considered to be dangerous or in which the occupants are considered to be in danger from some other source;
* During the emergency/evacuation, authorizing extraordinary municipal expenditures as required;
* Arranging for accommodation and well-being, on a temporary basis, of any residents who are in the need of assistance due to displacement as a result of the emergency;
* Determining if additional transportation is required for evacuation or transport of persons and/or supplies;
* Ensuring that pertinent information regarding the emergency is promptly forwarded to the Public Information Officer for dissemination to the media and to the public;
* Establishing an Information Centre to handle individual requests for information concerning any aspect of the emergency;
* Advising the Mayor of when and why to terminate an emergency / evacuation order;
* Plan for orderly return of population after the need for evacuation has ended.

# Individual Responsibilities of the EOC:

## Members of Council – Policy Group:

It is the responsibility of every member of Council to become thoroughly familiar with the District of Metchosin Emergency Plan and the Evacuation Plan in order to be ready to act as designate to the Mayor or to assist as requested by the Emergency Operations Centre.

## Mayor – Policy Group:

The Mayor or his/her designate will perform the duties and responsibilities described in the emergency plan and, in particular, with regard to the evacuation plan:

* Declaring an emergency;
* On the advice of the Emergency Operation Centre, officially declaring mandatory evacuation;
* Declaring that an emergency/evacuation order is in existence in accordance with BC Emergency Program Act and announcing it via the Public Information Officer.
* Confirming the release of information to the news media and the general public on evacuation procedures;
* Terminating the emergency/evacuation order at the appropriate time and ensuring all agencies/services/departments concerned have been notified;
* Acting as spokesperson for the District of Metchosin as directed by the Public Information Officer during the duration of the emergency / evacuation;
* Execute other actions as outlined by the District of Metchosin Emergency Plan.

## Metchosin Fire Department – Chief or Designate:

The Fire Chief or his/her designate shall perform the duties and responsibilities described in the District of Metchosin Emergency Plan and in particular with regard to the evacuation plan:

* Assume the lead in evacuation planning within the Emergency Operations Centre;
* Enlist the assistance of other agencies and/or volunteers to assist in the evacuation process;
* Determine where police or other personnel are needed and where barricades can be used;
* Liaise with the Public Information Officer to ensure appropriate information is being released to the public;
* Execute other actions as outlined by the District of Metchosin Emergency Plan.

## Westshore RCMP:

The RCMP Westshore Detachment representative, if available, shall perform the following duties and responsibilities, with regard to the evacuation plan:

* Assist in the evacuation of homes and buildings as required and when possible;
* Provide security for evacuated areas and guard against unauthorized re-entry;
* Execute other actions as directed by the EOC Director

## Metchosin Public Works (MPW):

The MPW Superintendent or his/her designate shall perform duties and responsibilities in regard to the evacuation plan as follows:

* Provide barricades and flashers at the request of the EOC Director, Incident Command or RCMP;
* Liaise with the RCMP to assist in regulating traffic flows by providing road signs, clearing emergency routes, etc;
* Advise on alternate traffic routes and establish detours during the emergency/evacuation;
* Arrange for other equipment as requested by the EOC Director in support of evacuation and relocation;

## Public Information Officer (PIO):

The Public Information Officer or his/her designate shall perform duties and responsibilities described in the District of Metchosin Emergency Plan, and in particular, with regard to the evacuation plan:

* Establish the Media Centre under the direction of the EOC Director for the preparation and release of all news bulletins;
* Advise the media and the public on the location of reception centres and information centres;
* Execute other actions as outlined in the District of Metchosin Emergency Plan.
* Keep public informed as to potential threat and/or evacuation information;
* Follow the guidelines, polices and templates as per the Public Information Response Plan.

Annex J: Public Information Messaging – Evacuation Instructions

Annex K: Public Information Messaging – FAQ

Annex L: Public Information Messaging – Information Bulletin

# Annex A: Legal Authorities

**Emergency Program Act (1993), Section 12(1) and 9(1)**

Permits the head of a local authority to declare a state of local emergency, and that allows the local authority to order an evacuation should it be necessary.

Permits the Solicitor General to order an evacuation if a provincial state of emergency is declared.

**Fire Services Act, Section 25**

* 25 (1) If an emergency arising from a fire hazard or from a risk of explosion causes the fire commissioner to be apprehensive of imminent and serious danger to life or property, or of a panic, the fire commissioner may immediately take the steps he or she thinks advisable to remove the hazard or risk.
* (2) For the purposes of subsection (1), the fire commissioner may evacuate a building or area, and may call on the police and fire prevention authorities who have jurisdiction to provide assistance.

**Public Health Act 28 (1), 29 (2) (a), 31 (1), 31 (2) (b) (ii).**

* (28 (1)) If the circumstances described in section 27 [when orders respecting infectious agents and hazardous agents may be made] apply, a medical health officer may order a person to do anything that the medical health officer reasonably believes is necessary for either or both of the following purposes:
  + - to determine whether an infectious agent or a hazardous agent exists, or likely exists;
    - to prevent the transmission of an infectious agent or a hazardous agent.
* (29(2a)) A medical health officer may order a person to remain in a specified place, or not enter a place.
* (31(1)) If the circumstances described in section 30 [when orders respecting health hazards and contraventions may be made] apply, a health officer may order a person to do anything that the health officer reasonably believes is necessary for any of the following purposes:
  + - to determine whether a health hazard exists;
    - to prevent or stop a health hazard, or mitigate the harm or prevent further harm from a health hazard;
    - to bring the person into compliance with the Act or a regulation made under it;
    - to bring the person into compliance with a term or condition of a license or permit held by that person under this Act.
* (32(2)b ii) A health officer may issue an order under subsection a person who has custody or control of a thing, or control of a condition, that is not in compliance with the Act or a regulation made under it, or a term or condition of the person's license or permit.

**Environmental Management Act Section 80(2)**

* If an officer considers that
  + - a spill that has occurred may pose a hazard to health or the environment, or that there is an imminent threat of a spill that may pose such a hazard, and
    - action is necessary to address the hazard or threat,
* the government may carry out actions to address the perceived hazard or threat and the long term impacts on the environment resulting from the spill including evacuate persons.

**Petroleum and Natural Gas Act - Division 7 — Wild Well Control**

* 105 (1) When the [Oil and Gas] commission believes that, because of hazardous conditions in a field or at a well, it is necessary or expedient to close an area and to shut out all persons except those specifically authorized, the commission may make an order in writing setting out and delimiting the closed area.
* Forest Practices Code of British Columbia Act Section 85
  + - * "A designated forest official may, by order, require a person to leave an area specified in the order if the government is engaged in fire control or suppression operations. (2) A person who receives an order under subsection (1) must immediately comply with the requirements of the order. (3) A designated forest official may make an order under subsection (1) whether or not the area specified in the order has been declared a restricted area."

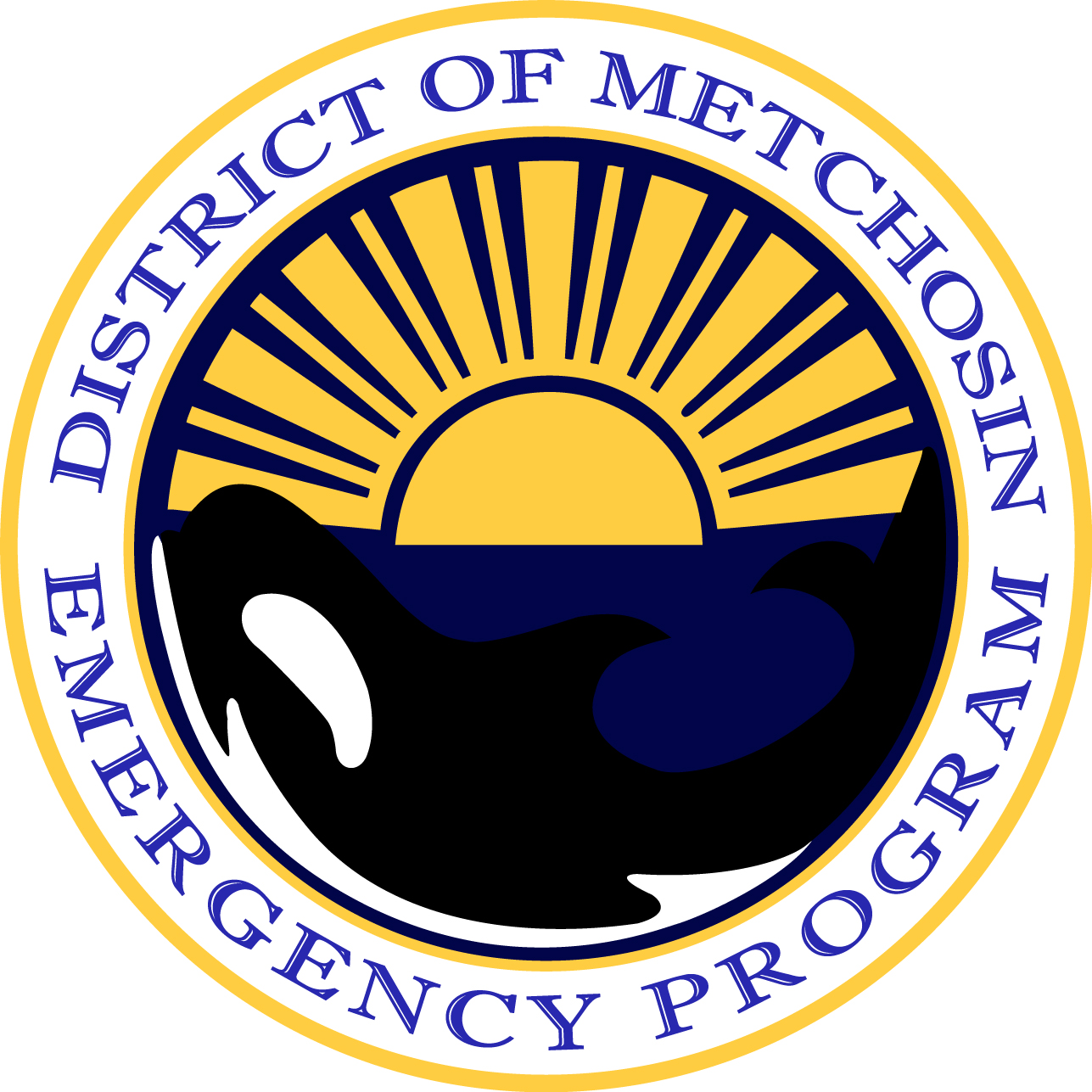
**Wildfire Act, Section 11, 13 and 14**

* (11) If the minister considers it necessary or desirable to limit the risk of a fire, to address a public safety concern or to avoid interference with fire control, the minister by order may designate a specified area as a restricted area for a specified period.
* Requirement to leave specified area 13 (1) If the government is engaged in fire control, an official by order may require all persons in an area specified by the official to leave the area.
* (2) Each of the persons that is the subject of an order under subsection (1) must comply with the order.
* (3) An order under subsection (1) may be different for different categories of persons.
* Notice of orders under sections 10 to 13
* 14 (1) Despite section 63, notice must be given in accordance with this section of an order made under any of sections 10 to 13.
* (2) The notice required under subsection (1) is sufficiently given to all persons in or near the applicable specified area under sections 10 to 13 if the notice includes a copy of the order or contains particulars or a summary of the order and is
  + - posted in or near the specified area,
    - published in or near the area in a manner that the official giving the notice considers will come to the attention of persons in or near the specified area, or
    - broadcast in a manner that the official giving the notice considers will come to the attention of persons in or near the specified area.
* (3) Without limiting subsection (2), a notice under any of sections 10 to 13 is sufficiently given to any person if the notice includes a copy of the order or contains particulars or a summary of the order and is delivered to the person.

# Annex B: Sample Evacuation Alert

The following notice is a \* SAMPLE \* Evacuation Alert which residents and building occupants will receive on being notified of an evacuation.

SAMPLE

****

**EVACUATION ALERT**

***JUNE 13, 2014 – 09:23***

An Evacuation Alert has been issued by the District of Metchosin

*Area of Liberty & LaBonne Rds* because of the potential danger to life and health due to potential fire threat, the District of Metchosin has issued an **Evacuation Alert** for the following areas:

*4531 – 4410 Lindholm*

*All of Spellman Rd*

*1209 – 1490 Kangaroo Road*

*All of Barrow Road & Todd Ln*

*4685 - 5090 Labonne Rd*

*All of McVicker Rd, Harold Pl, Kasani Pl*

*All of Jelineck Rd*

*All of Sweet Chestnut Rd*

An **Evacuation Alert** has been issued to

prepare you to evacuate your premises or property should it be found necessary.

Residents will be given as much advance notice as possible prior to evacuation; however you may receive limited notice due to changing conditions.

***WHAT YOU SHOULD DO WHEN AN ALERT IS IN EFFECT***

Upon notification of an **ALERT**, you should be prepared for the evacuation order by:

* Locating all family members or co-workers and designate a Reception Centre outside the evacuation area, should an evacuation be called while separated.
* Gathering essential items such as medications, eyeglasses, valuable papers (i.e. insurance), immediate care needs for dependants and, if you choose, keepsakes (photographs, etc). Have these items readily available for quick departure.

* Preparing to move any disabled persons and/or children.
* Moving pets and livestock to a safe area.
* Arranging to transport your household members or co-workers in the event of an evacuation order. If you need transportation assistance from the area please call **250-474-3167**
* Arranging accommodation for your family if possible. In the event of an evacuation, Reception Centres will be opened if required.

Further information will be issued at *(insert time or meeting location)*

*It is suggested you monitor local radio and social media for additional information:*

*WEBSITE:* [*www.metchosinemergencyprogram.ca*](http://www.metchosinemergencyprogram.ca)

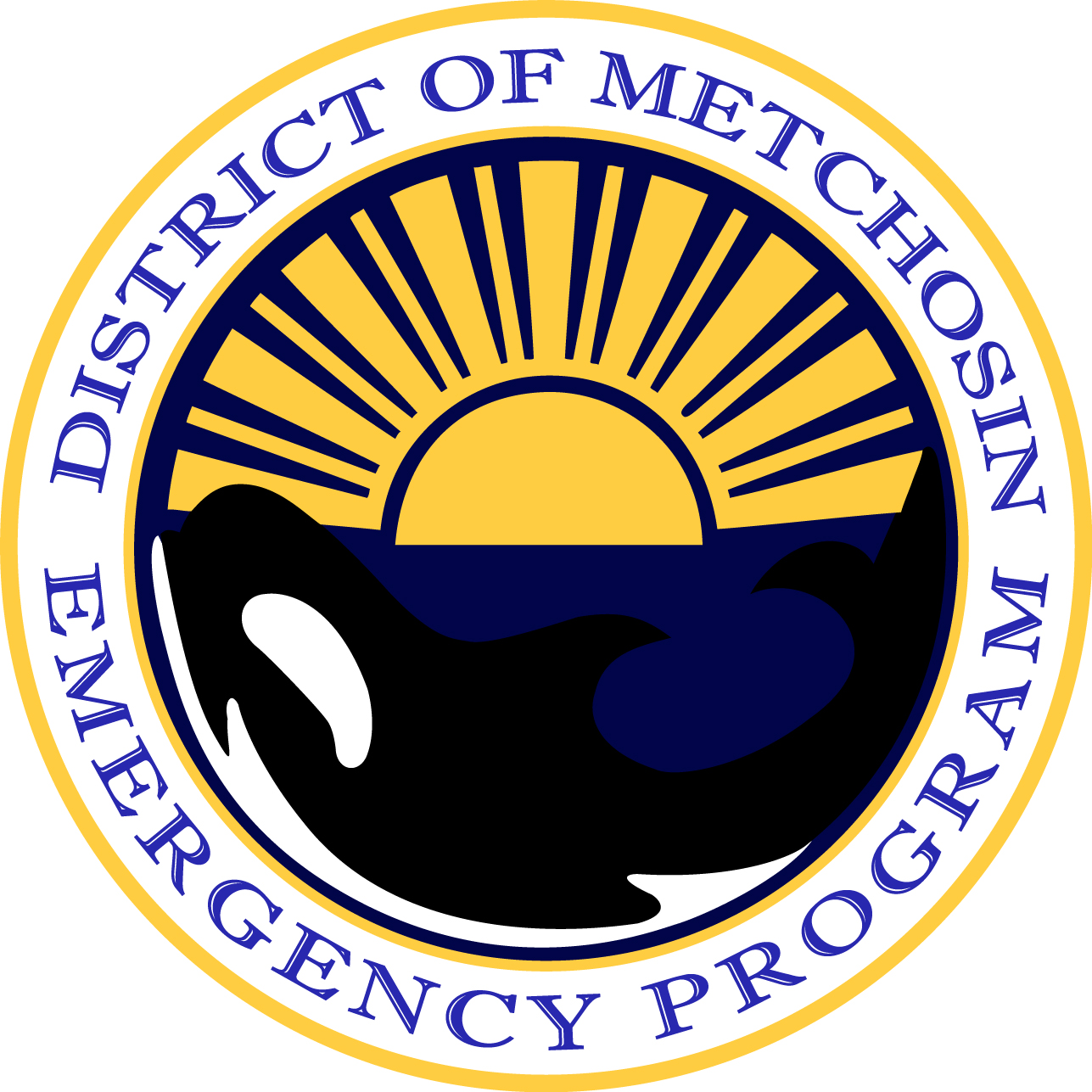
*FACEBOOK: Metchosin Emergency Program*

*TWITTER: MetchosinEOC*

*For more information contact: District of Metchosin 250-474-3167*

# Annex C: Sample Evacuation Order

The following notice is a \* SAMPLE \* Evacuation Alert which residents and building occupants will receive on being notified of an evacuation.

****

SAMPLE

**EVACUATION ORDER ISSUED**

***JUNE 15, 2014***

An**Evacuation Order** has been issued by the District Of Metchosindue to

immediate danger to **life safety** due tosmoke and wildfire**.**

Members of the Metchosin Emergency Program will be expediting this action.

The **Evacuation Order** is in effect for the following areas:

*4531 – 4410 Lindholm*

*All of Spellman Rd*

*1209 – 1490 Kangaroo Road*

*All of Barrow Road & Todd Ln*

*4685 - 5090 Labonne Rd*

*All of McVicker Rd, Harold Pl, Kasani Pl*

*All of Jelineck Rd*

*All of Sweet Chestnut Rd*

(*Include map of evacuation area and evacuation route*)

**WHAT YOU SHOULD DO:**

**YOU MUST LEAVE THE AREA IMMEDIATELY!**

Follow the travel route provided and register at

*Reception Centre: St. Mary’s Church, 4223 Metchosin Road*

* If you need transportation assistance from the area please advise the individual providing this notice or call*.*
* Close all windows and doors
* Shut off all gas and electrical appliances, other than refrigerators and freezers
* Close gates (latch) but do not lock
* Gather your family: take a neighbour or someone who needs help
* Take critical items (medicine, purse, wallet, and Keys) only if they are immediately available. Take pets in pet kennels or on leash.
* Do not use more vehicles then you have to.
* Do not use the telephone unless you need emergency service.

**YOU MUST LEAVE THE AREA IMMEDIATELY**

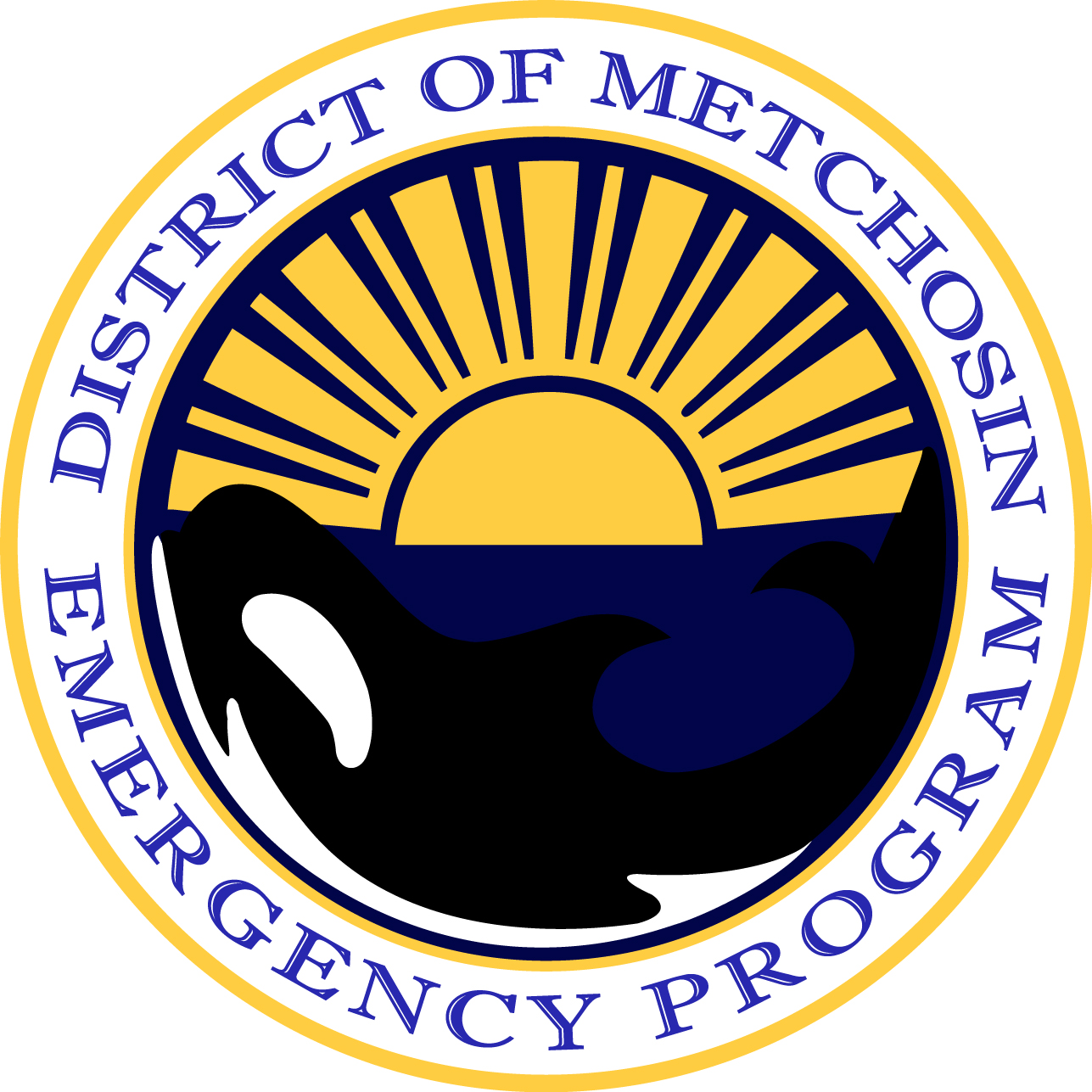
For more information contact: *Metchosin Emergency Operations Centre 250-474-3167.*

*(Signature of Board/Chair or Designate, Mayor or Designate)*

*District of Metchosin*

# Annex D: Sample Evacuation Rescind

The following notice is a \* SAMPLE \* Evacuation Rescind which residents and building occupants will receive on being notified of an evacuation.

****

**EVACUATION RESCIND**

***JUNE 14, 2014 – 14:42***

The Evacuation Order, issued *(date and time)* to the area(s) *(geographic locations(s))* is rescinded. *(indicate if Evacuation Alert remains in place).*

An Evacuation Order may need to be reissued: however if that is deemed necessary the process will re-commence.

For more information contact: *Metchosin Emergency Operations Centre 250-474-3167.*

*(Signature of Board/Chair or Designate, Mayor or Designate).*

*District of Metchosin*

SAMPLE

# Annex E: Sample Evacuee Card

|  |  |
| --- | --- |
| Street: | |
| ADDRESS # | STATUS |
|  |  |
|  |  |
| Evacuees # |  |
| Special Needs |  |
| Pets |  |
| Transportation |  |
| Refusal |  |
| Other |  |
| Comments | |

# Annex F: Sample Residence Assignment Sheet

Street:

STATUS

ADDRESS

Street:

STATUS

ADDRESS

# Annex G: Sample – Colour Coding Card

BLUE

NOT HOME WHEN FIRST CANVASSED – MUST BE CANVASSED AGAIN

PINK

HAVE BEEN NOTIFIED OF AN ORDER TO EVACUATE

YELLOW

VERIFIED AS BEING EVACUATED

ORANGE

HAVE BEEN NOTIFIED, BUT ARE REFUSING TO EVACUATE

# Annex H: Sample – Evacuation Checklist

# Annex I: Evacuation Planning Worksheet

Task No: Date: Time:

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **THREAT INFORMATION** | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Type** | **Details** | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fire |  | | | | | | | | | | | | | | | | | | | | | | | | | |
| Natural disaster |  | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hazardous materials |  | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Impact** | **Details** | | | | | | | | | | | | | | | | | | | | | | | | | |
| Life Safety |  | | | | | | | | | | | | | | | | | | | | | | | | | |
| Environmental |  | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other |  | | | | | | | | | | | | | | | | | | | | | | | | | |
| Comments | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **POPULATION / LOCATION** | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Count** | Persons: | | | | | | | | | | | | | | | | | Animals: | | | | | | | | |
| **Density** | High | | | | | Med | | | | | | | | | | | | Low | | | | | | | | |
| **Type** | Residential | | | | | Commercial | | | | | | | | | | | | Industrial | | | | | | | | |
| **SPECIAL CONSIDERATIONS** | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Type | | Yes | | | No | | | Type | | | | | | | | | | | | | | | Yes | | No | |
| Jails | |  | | |  | | | Transportation Available | | | | | | | | | | | | | | |  | |  | |
| Schools | |  | | |  | | | Languages spoken | | | | | | | | | | | | | | |  | |  | |
| Hospitals | |  | | |  | | | Hearing/Sight/Mobility impaired | | | | | | | | | | | | | | |  | |  | |
| Shut-Ins | |  | | |  | | | Transients | | | | | | | | | | | | | | |  | |  | |
| Shelters Available | |  | | |  | | | Familiar with Area | | | | | | | | | | | | | | |  | |  | |
| **SPECIAL CONSIDERATIONS** | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Distance from incident to population: | | | | | | M | | | | | | | | | | Km | | | | | | | | | | |
| Direction threat is from population | | | | | | North | | | | | | South | | | | West | | | | | | East | | | | |
| Terrain is | | | | | | Flat | | | | | | Sloped | | | | Steep | | | | | | Very Steep | | | | |
| Available Evacuation Routes | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Comments | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **HAZARDOUS MATERIAL CONDITIONS** | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Condition: | | Contained | | | | | Not Contained | | | | | | | | Controlled | | | | | | Not Controlled | | | | | |
| Continuous | | | | | Not Continuous | | | | | | | | Stable | | | | | | Unstable | | | | | |
| Description: | | Puff | | | | | Pool | | | | | | | | Plume | | | | | | Other | | | | | |
| Location: | | Ground Level | | | | | Elevated | | | | | | | | Accessible | | | | | | Inaccessible | | | | | |
| Temperature: | | Ambient Temp | | | | | On Fire | | | | | | | | Heated | | | | | | Cooled | | | | | |
| **TIME** | | | | | | | | | | | | | | | | | | | | | | | | | | |
| When threat is likely to occur | | | Time: | | | | | | | | | | | | Date: | | | | | | | | | | | |
| Time threat will last | | | Hours: | | | | | | | | Days: | | | | | | | | Weeks: | | | | | | | |
| **RATE** | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rate of Threat or Release | | | | | | Rapid | | | | Moderate | | | | Slow | | | | | Stopped | | | | Unknown | | | |
| Rate of Threat Movement | | | | | | Rapid | | | | Moderate | | | | Slow | | | | | Stopped | | | | Unknown | | | |
| Come in Contact with Population in | | | | | | Minutes | | | | | | | Hours | | | | | | | Days | | | | | | |
| Greatest Threat to Occur in: | | | | | | Minutes | | | | | | | Hours | | | | | | | Days | | | | | | |
| Other: | | | | | |  | | | | | | |  | | | | | | |  | | | | | | |
| **TIME NEEDED FOR IMPLEMENTING PROTECTIVE ACTION** | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Action** | | | | | | | | | **Minutes** | | | | | | | | **Hours** | | | | | | | | | |
| Deploy Response Personnel | | | | | | | | |  | | | | | | | |  | | | | | | | | | |
| Develop Message | | | | | | | | |  | | | | | | | |  | | | | | | | | | |
| Give Public Warning & Instructions | | | | | | | | |  | | | | | | | |  | | | | | | | | | |
| Public mobilization and Travel Time | | | | | | | | |  | | | | | | | |  | | | | | | | | | |
| Special Needs for Mobilization & Travel | | | | | | | | |  | | | | | | | |  | | | | | | | | | |
| Time Needed for Environmental Monitoring | | | | | | | | |  | | | | | | | |  | | | | | | | | | |
| Comments: | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **COMMUNICATIONS** | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Communication with public | | | | Yes | | No | | | Communicate w/Responders | | | | | | | | | | | | | | | Yes | | No |
| Able to warn public? | | | |  | |  | | | Communicate w/ responders? | | | | | | | | | | | | | | |  | |  |
| Able to warn NGO’s? | | | |  | |  | | | Communicate w/ media? | | | | | | | | | | | | | | |  | |  |
| Able to warn schools? | | | |  | |  | | | Communicate w/ mutual aid? | | | | | | | | | | | | | | |  | |  |
| Able to instruct & update? | | | |  | |  | | | Able to use phone system? | | | | | | | | | | | | | | |  | |  |
| Able to obtain special resources? | | | |  | |  | | | Able to use social media? | | | | | | | | | | | | | | |  | |  |
| Comments: | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **RESOURCES & RESPONDER CAPABILITIES** | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mobilized Resources | | | | Yes | | No | | | Able to Deal with Threat | | | | | | | | | | | | | | | Yes | | No |
| Able to mobilize resources? | | | |  | |  | | | Able to stop threat? | | | | | | | | | | | | | | |  | |  |
| Mobilize additional resources? | | | |  | |  | | | Able to direct/control threat? | | | | | | | | | | | | | | |  | |  |
| Able to obtain special resources? | | | |  | |  | | | Able to neutralize the threat? | | | | | | | | | | | | | | |  | |  |
|  | | | |  | |  | | | Able to identify the material? | | | | | | | | | | | | | | |  | |  |
| Comments: | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 

# Annex J: Sample Public Information Messaging: Evacuation Instructions

**IF YOU HAVE RECEIVED AN EVACUATION NOTICE:**

1. Stay calm.
2. Gather your family; take a neighbour or someone who needs help.
3. Evacuation Alert: Assemble essential items (diapers, baby food, clothes, medical, eyeglasses and money). Be ready to leave at a moments notice.
4. Evacuation Order: Take critical items (medicine, purse, wallet, and keys) only if they are immediately available. Take pets in pet kennels or on leash.
5. Turn off appliances (stove, light, and heaters).
6. Do not use more vehicles than you require.
7. Do not use the telephone unless you need emergency service.
8. Go immediately to the ESS Reception Centre located at St. Mary’s Church at: 4521 Metchosin Road, as soon as possible to ensure you are registered as an evacuee. This will assist the local Emergency Program with their response and ensure that your safety can be verified with family and friends outside the area.
9. If you need transportation call: 250-474-3167
10. Children attending the following schools will be evacuated to:

School:

Evacuation Location:

1. Do not drive to your child’s school. Pick your child up from the authorities at the evacuation location identified above.
2. Keep the windows and vents in the car closed. Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Annex K: Public Information Messaging - FAQ

1. **What is an Evacuation Alert?**

An Evacuation Alert is a notification of a hazard risk in your area. Evacuation Alerts are issued to advise the affected population of the potential for loss of life from a hazard, and that they should be prepared to evacuate in the near future.

1. **Everyone in the affected area should prepare to move to a safe area quickly.**

To prepare for the potential evacuation:

* Gather essential items such as medications, eyeglasses, valuable papers, immediate care needs for dependents, and, if you choose, valuable keepsakes, photographs, etc. Make them available for immediate access for a quick departure.
* Know the location of all family members and determine a planned meeting place should an evacuation be called while separated. Determine an out of area contact to be used for family reunification and to pass messages between impacted family members.
* Prepare to evacuate people with disabilities, elderly and children
* Ensure family members all carry appropriate information on health issues and needs (particularly children).
* Relocate livestock to a safe area immediately, if possible.
* Ensure you have appropriate means to contain your pet should evacuation be necessary and you wish to take your pet with you (crate, kennel, small animal bag, leash, etc.). Ensure you have a supply of special diet pet food should your pet require it. If you choose not to bring your pet, ensure that there is some indication on the outside of your residence informing responders of the presence of a pet(s) and any challenge this may present.
* If possible arrange accommodation for your family in the event of an evacuation. Emergency lodging will be provided if necessary.
* Ensure you have sufficient gasoline in the vehicle you have chosen to use for the evacuation.
* *Outline suggestions relevant to the impending hazard that could protect the property such as hosing down the house or sandbagging.*
* Follow the instructions, which have been provided to you in the Evacuation Alert.
* If you need transportation, the Evacuation Alert provides information regarding transportation assistance.
* Community emergency plans have been prepared to ensure your safety. It is important that you follow the directives you are given by the authorities to ensure your safety.

1. **What is an Evacuation Order?**

An Evacuation Order is issued by authorities having jurisdiction in response to hazards with the potential to cause loss of life or injury the residents to identified affected area(s). Evacuation Orders are issued in the interest of life safety.

Members of the RCMP, Search and Rescue, Fire Departments, and the Local Authorities may be involved in expediting evacuation through door-to-door contact, the electronic media, etc.

When an evacuation is ordered:

* Gather personal/family emergency kit including a flashlight and portable radio if possible
* **Take everything you will require for an extended stay;**
* Follow the instructions, which have been provided to you in the Evacuation Order;
* Proceed quickly and calmly to nearest evacuation site as noted on the Evacuation Order;
* Report to the ESS Reception Centre indicated and register with the people staffing that centre. This will allow for effective communications from the evacuation team and will facilitate contact by friends or relatives.
* If you need transportation, the Evacuation Order provides information regarding transportation assistance.

Community emergency plans have been prepared to ensure your safety. It is important that you follow the directives you are given by the authorities to ensure your safety.

# Annex L: Sample Public Information Messaging - Information Bulletin

Evacuations can be chaotic, nerve wracking and a time of worry and strain. Make yourself aware and be prepared. Fire fighters and other emergency personnel cannot work on the fire or other problems until life and safety issues are under control - that means YOU. Resisting evacuation consumes the rescuers precious time. Once you receive the information of the Evacuation Order, evacuate immediately. Delay can result in roadways being blocked by smoke, other materials or rescue equipment. Listen to emergency broadcasts and follow the directions of emergency personnel.

BE PREPARED, INFORMED, AND ORGANIZED. BE SAFE.

Evacuation Stages

If you hear from a Media Information Release that an Evacuation is anticipated, be sure to note whether it is an Alert or an Order. How you respond is different for each stage, and important to remember. Following these guidelines helps first responders to help you more quickly and safely.

**If an Evacuation Alert has been issued:**

1. Gather essential items such as medications, eyeglasses, valuable papers, immediate care needs for dependants, and valuable keepsakes. Include a couple of blankets and pillows. Be practical about what to take with you. Make them available for immediate access for a quick departure.
2. Keep track of the location of all family members and determine a planned meeting place should an evacuation be called while separated.
3. Immediately relocate large pets and livestock to an area outside of the evacuation alert.
4. Arrange accommodation for your family in the event of an evacuation. Emergency Social Services will be available to provide reception centres and emergency relief for periods of 72 hours.
5. Water vegetation adjacent to structures if water supplies and time permits.

**If an Evacuation Order has been issued:**

1. You MUST LEAVE THE AREA IMMEDIATELY. It is imperative that you report to the Reception Centre indicated. This will allow for effective communications for the evacuation team, Emergency Coordination Centre and other responders. Reporting to the reception centre facilitates contact by concerned friends or relatives, and in matching separated family members.
2. If you need transportation to evacuate, advise the individual providing the notice of evacuation.
3. Close all doors and windows in your home. Leave gates unlocked and clear driveways for fire fighter access.
4. Keep a flashlight and portable radio with you at all times.
5. Follow the directions of emergency personnel and obey traffic control. Travel will be one-way only out of your area to allow emergency vehicles access. Re-admission is not permitted until the Order is lifted.

As information is received from the operational front lines, and examined for specific actions, the public will be kept notified of developments, level of evacuation awareness, location of reception centers and other important information.

# Annex M: Glossary, Abbreviations & Definitions

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| **Assembly Points/Areas** | Assembly Points or areas are designated areas within the community, which are to be used in the case of emergency situations. They are intended to provide a safe area for individuals to congregate while either waiting for emergency personnel to respond or to receive transport to Reception Centres and/or Group Lodging facilities. Can also be known as staging areas. |
| **At-Risk Populations** | For the purposes of this document at-risk populations are described using the functional needs framework as described in the work of Kailes and Enders in the U.S. with their study *Moving Beyond ‘Special Needs’: A Function Based Framework for Emergency Management and Planning.*  The framework includes people with disabilities as well as individuals who do not identify as having a disability, but have limitations in any of the following key functional areas:   1. Communication needs: limited ability to speak, see and hear, read or understand English, limitations in learning and understanding; 2. Medical needs: assistance with bathing or feeding, managing medications, on Dialysis or oxygen, operating power-dependent equipment to sustain life; 3. Independence needs: maintaining functional independence with medical equipment such as wheelchairs, walkers, or scooters; 4. Supervision needs: persons with dementia or Alzheimer’s, prisoners and unaccompanied children; 5. Transportation needs: persons who cannot drive due to disabilities, age, addictions, legal restrictions, socioeconomic factors. 6. The functional needs approach points to a diverse group of individuals potentially in need of additional assistance before and during emergencies. |
| **Choke Points** | "Chokepoint" is synonymous with "bottleneck" and is often an area of high centrality in the transportation system. |
| **EOC - Emergency**  **Operations Centre** | A pre-designated facility established by a local authority to coordinate the overall agency or jurisdictional response and support to site operations. When the site-level response requires resources or coordination not immediately available at site, an EOC should be activated. |
| **ESS – Emergency Social Service** | ESS are those services that are provided short term to preserve the emotional and physical well-being of evacuees and response workers in emergency situations. |
| **Evacuation** | Removal of people from an area that is either directly or imminently to be impacted by a disaster or emergency. |
| **Evacuation Alert** | The population in an area is informed that they may be required to evacuate in the near future and that they should prepare accordingly. While Evacuation Alerts may give the population an estimated notice period for evacuation, the reality of the situation may require immediate action with very short notice. **Evacuation Alerts do not require a declaration of a state of local emergency**. |
| **Evacuation Order** | The population is ordered to evacuate an area according to a formal written document that outlines the area in question and why an evacuation is necessary. Evacuation Orders are based on the authority granted through the declaration of a state of local emergency covering the impacted area under the Emergency Program Act. This is an order and as such does not allow for any discretionary decision on the part of the population. They must leave the area immediately. |
| **Evacuation Rescind** | When the emergency, which necessitated the evacuation, is under control and the hazard/ emergency zone is declared safe, a Rescind of the Evacuation Order is issued. |
| **Group Lodging** | A Group Lodging facility is the location designated by the local ESS team, in cooperation with the local authority, which provides dormitory style accommodation for people displaced from their homes as a result of an emergency or disaster. These services are usually provided in local community centres, school gymnasiums and arenas. At a Group Lodging facility individuals will normally be provided with a sleeping space, meals as well as information about the emergency situation. |
| **Hazard Risk and**  **Vulnerability Analysis** | The purpose of Hazard, Risk and Vulnerability Analysis (HRVA) is to help a community make risk-based choices to address vulnerabilities, mitigate hazards and prepare for response to and recovery from hazard events. “Risk-based” means based on informed choices of alternate unwanted outcomes. In other words, communities make risk reduction choices based on the acceptability of consequences and the frequency of hazards.  Hazard, risk and vulnerability analysis (HRVA) is not an end in itself. The purpose of hazard, risk and vulnerability analysis planning is to anticipate problems and possible solutions to help save lives and property, reduce damage, and speed a community’s recovery. HRVA helps us work towards disaster-resilient communities. Hazard Risk and  Vulnerability Analysis |
| **Incident Commander** | The individual responsible for the management of all incident operations at the incident site. |
| **Tactical evacuation** | A tactical evacuation is an evacuation resulting from a hazard impact that forces immediate action, thereby allowing little or no warning and limited preparation time.  Tactical evacuations include those carried out by the Office of the Fire Commissioner and Ministry of Forests and Range. |
| **Pre-planned evacuation** | A pre-planned evacuation is an evacuation resulting from an event that provides adequate warning and preparation time. |
| **Reception Centres** | A Reception Centre is the location designated by a local authority ESS Team, as a safe gathering place for people displaced from their homes as a result of an emergency or disaster. At a Reception Centre, individuals may register to receive Emergency Social Services (food, clothing, and/or lodging) as well as information about the emergency situation**.** |
| **Relocation** | Removing animals from an area that is safe at the present time but may become hazardous and/or contaminated in the near future. |
| **Self-evacuation** | When individuals make the decision to evacuate although there is no official Evacuation Order in place for their area. |
| **Shelter in Place** | Shelter-in-Place is a protective measure that encourages the population to stay indoors and perform safety measures (such as closing windows) for the duration of the threat. |
| **Traffic Control Points** | Points along the evacuation route that has stations to control the flow of traffic. |