



2020 | Implementation Resources

Evacuation Plan Part 3

Who:
SME, EOC, CAO

Part 2:

- Evacuation Briefing Summary
- Master Decision Log
- Detailed Decision Record

Part 3:

- Protective Measures and Decision Makers
- Protective Measures Matrix
- Initial Evacuation Actions
- BCEMS Goals

Who:
EOC, Mayor/Council

Part 2:

- Task # Request Worksheet
- Evacuation Alert
- Evacuation Order
- Evacuation Rescind
- State of Local Emergency

Part 3:

- Extraordinary Emergency powers

Who:
EOC, Department Heads

Part 2:

- Personnel Activation Scripts
- Resource Request

Part 3:

- Actions and Roles by Dept.
- Evacuation Personnel Callout
- SME by Hazard Type
- Initial Evacuation Actions

Who:
EOC

Part 2:

- Evacuation
- Evacuation

Part 4:

- Resource
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Traffic Control & ESS Assign

Who:
EOC or Incident Commander

Part 2:

- Site Assignment Briefing
- Evacuee Information Pamphlet

Part 5:

- Field Reference Guide
- Assignment Briefing
- Evacuation Situation Map
- Personnel Check-in Log

Notification Assignments

Who:
EOC or Site Commander

Part 2:

- Site Assignment Briefing
- Evacuee Information pamphlet

Part 4:

- Evacuation Situation Map
- Sector Index
- Assignment Area Index
- Assignment Area Layout

Part 5:

- Field Reference Guide
- Assignment Briefing
- Evacuee Resources
- Multi-Family Building Guidelines
- Reluctant Evacuees
- Unaccompanied Minors
- Temporary Access to Evac area
- Notification Instructions
- Notification Log
- Personnel Check-in Log

Public Co

Who:
EOC

Part 2:

- Evacuation Messaging T

Part 3:

- Public Not Methods
- Evacuation Messagin



Security Assignments

Who:
EOC or Incident Commander

Part 2:

- Site Assignment Briefing
- Evacuee Information Pamphlet

Part 5:

- Field Reference Guide
- Assignment Briefing

Transportation

Who:
EOC, BC Transit

Part 2:

- Transportation Request
- Transportation Resource Tracking
- Transportation Request Tracking

Part 3:

Site Support

Who:
EOC, Incident Commander

Resources/Templates:

- Extraordinary Evacuee Authorization
- Temporary Access Guideline
- Reluctant Evacuee

Decision

Who:
SME, EOC,

Part 3:

- Protective Decision
- Protective Matrix



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Protective Measures Summary

Protective Measure	Description	Example	Decision Maker	Authority
None	No action is required to protect people, animals or structures.	<ul style="list-style-type: none"> Water Main break Small hazardous materials spill 	<ul style="list-style-type: none"> Incident Commander EOC Director CAO 	N/A
Shelter-in-Place	It is safest to remain inside and protect oneself from the hazard.	<ul style="list-style-type: none"> Airborne Hazardous material leak Police incident 	<ul style="list-style-type: none"> Incident Commander EOC Director CAO 	Fire Services Act , Section 25 British Columbia Police Act , RCMP Act Public Health Act , Section 28(1), 29(2)(a), 31(1), 31(2) (b)(ii) Environmental Management Act , Section 91.2 (2)c
Rescue	Individuals trapped, but safe for responders to attempt rescue.	<ul style="list-style-type: none"> Structure fire High angle rescue 	<ul style="list-style-type: none"> Incident Commander 	Fire Services Act , Section 25 British Columbia Police Act , RCMP Act
Tactical Evacuation	Site responders take immediate steps to remove individuals from the risk area.	<ul style="list-style-type: none"> Spreading structure fire Police incident 	<ul style="list-style-type: none"> Incident Commander 	Fire Services Act , Section 25 British Columbia Police Act , RCMP Act Public Health Act , Section 28(1), 29(2)(a), 31(1), 31(2) (b)(ii) Environmental Management Act , Section 91.2 (2)c
Strategic Evacuation	There is time to plan and prepare an evacuation prior to notifying the public. There are three stages to a Strategic "Planned" evacuation: 1) Evacuation Alert, 2) Evacuation Order 3) Evacuation Rescind (Cancellation)			
Evacuation Alert	Advance notification that an Evacuation Order may be required.	<ul style="list-style-type: none"> Wildfire approaching the area Tsunami Advisory 	<ul style="list-style-type: none"> Incident Commander EOC Director CAO 	Not Required
Evacuation Order	The legal directive to leave an area. Requires: 1) State of Local Emergency 2) Evac Order.	<ul style="list-style-type: none"> Wildfire Landslide Dam Breach 	<ul style="list-style-type: none"> Mayor & Council Mayor 	Emergency Program Act , Section 12(1) and 9(1) Fire Services Act , Section 25 Public Health Act , Section 28(1), 29(2)(a), 31(1), 31(2) (b)(ii) Environmental Management Act , Section 91.2 (2)c Oil and Gas Activities Act , Section 51 Wildfire Act , Section 11, 13 and 14 Indian Act , Section 81



Protective Measures Matrix

THREAT

Shelter-in-community:

When it is safest for residents to seek shelter in the community, e.g. in a warming centre

Shelter-In-Place:

When it is safest to remain inside and protect oneself from the hazard.

Rescue:

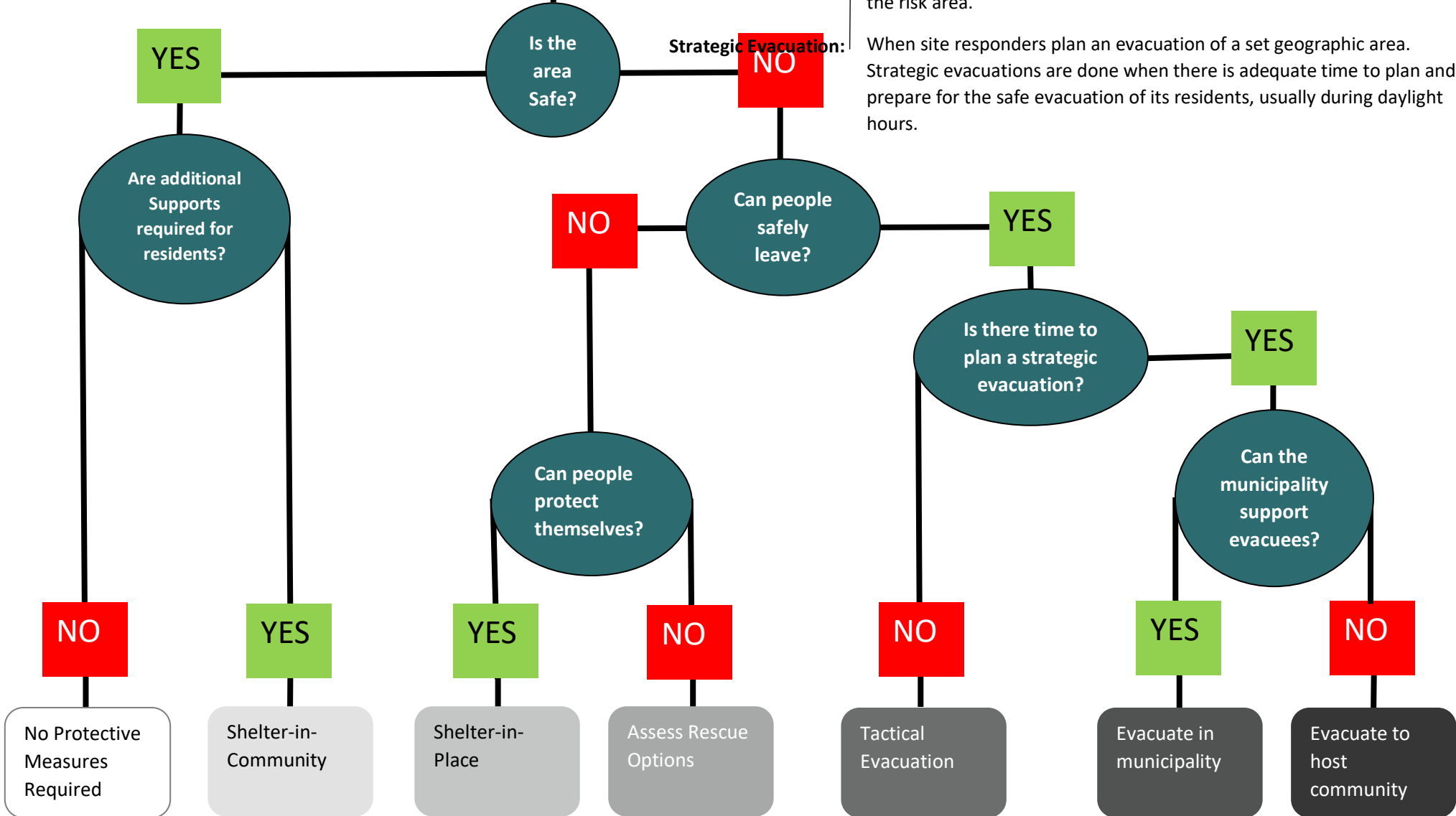
When Individuals are trapped, but safe for responders to attempt rescue

Tactical Evacuation:

When site responders take immediate steps to remove individuals from the risk area.

Strategic Evacuation:

When site responders plan an evacuation of a set geographic area. Strategic evacuations are done when there is adequate time to plan and prepare for the safe evacuation of its residents, usually during daylight hours.





British Columbia Emergency Management System Goals

1. Ensure the Health and Safety of All Responders
2. Save Lives
3. Reduce Suffering
4. Protect Public Health
5. Protect Infrastructure
6. Protect Property
7. Protect the Environment
8. Reduce Economic and Social Losses



Subject Matter Expert by Hazard Type

	Agency	Contact		
General Emergency Management	Emergency Management BC (EMBC)	Vancouver Island (PREOC)	1.236.478.2830	preoc1.ops1.@gov.bc.ca
		Emergency Coordination Centre	1.800.663.3456	
Hazard	Subject Matter Expert		Municipal Lead	
	Agency	Contact	Agency	Contact
Wildfire	BC Wildfire Service	(via PREOC)	Fire	
Structure Fire	(Local) Fire Department		Fire	
Earthquake	Natural Resources Canada US Geological Survey EMBC	earthquakescanada.nrcan.gc.ca https://earthquake.usgs.gov/earthquakes/map Via PREOC	Fire	
Hazardous Material	CANUTEC	1.800.226.8832	Fire	
Tsunami	National Tsunami Warning Center	https://ntwc.ncep.noaa.gov/ or Via PREOC	Public Works	
Storm Surge	Storm Surge BC	www.stormsurgebc.ca/ Via PREOC	Public Works	
Dam Breach	BC Hydro CRD Drinking Water Systems BC River Forecast Centre	1.800.224.9376 (1 800 BCHYDRO) 1.855.822.4426 (via PREOC)	Public Works	
Rain/Snow	Environment Canada	weather.gc.ca (via PREOC)	Public Works	
Landslide	BC Forest, Lands, Natural Resource Operations and Rural Development OR Ministry of Transportation and Infrastructure	(via PREOC)	Public Works	
Public Disturbance	Local Police		Police	Westshore RCMP Dispatch 250-704-7300

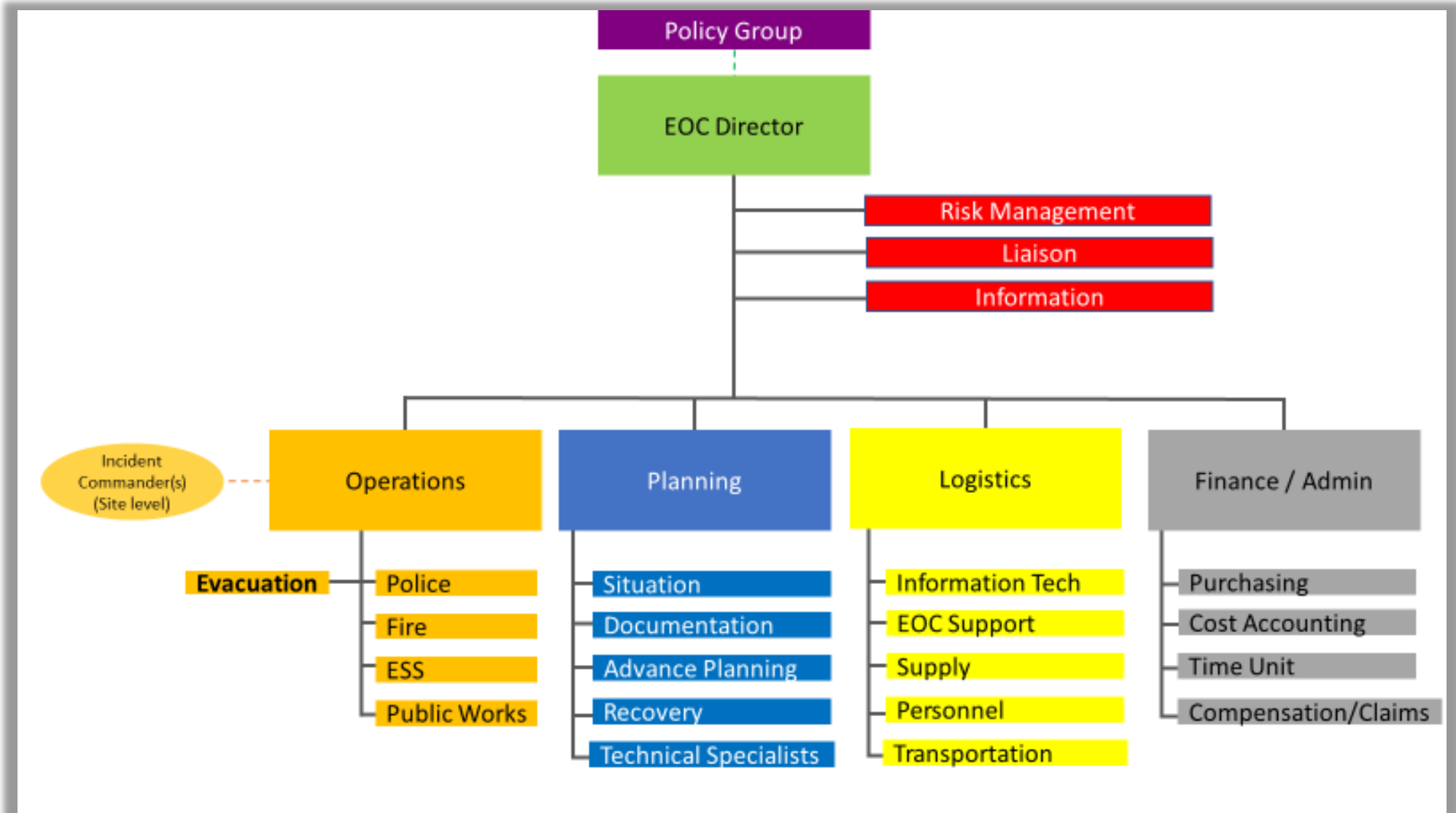


Initial Evacuation Actions

Lead Dept (Fire, Police, PW)	Lead Dept Head (Chief or Director)	EPC (Fire Chief)	Support Department Heads		CAO	Mayor & Council	EOC			
			Police	Fire/PW						
Decide to evacuate										
ID evacuation area (order and alert)										
Notify Dept Head										
	Notify EPC									
	ID staffing level									
	Report to EOC									
	Request Mutual Aid									
	Notify Support Depts									
	Notify CAO									
	Notify ESSD									
	Activate EOC									
	Activate EmComm							ID staffing levels	ID staffing levels	Notify Mayor & Council
	Notify FNs if req'd							ID Traffic Control Points	Request Mutual Aid	Notify All Staff
	Review Evac Quick Ref Guide	Rep to EOC		Receive Briefing	Support Site & Mgmt					
	Request Mutual Aid			Auth State of Local Emergency	Prep site assign pkgs					
	Rep to EOC			Auth Evac Order	Prep public info					
				Appoint Media Spokesperson	Notify Fragile Individuals list					
					Notify Institution and organization list					

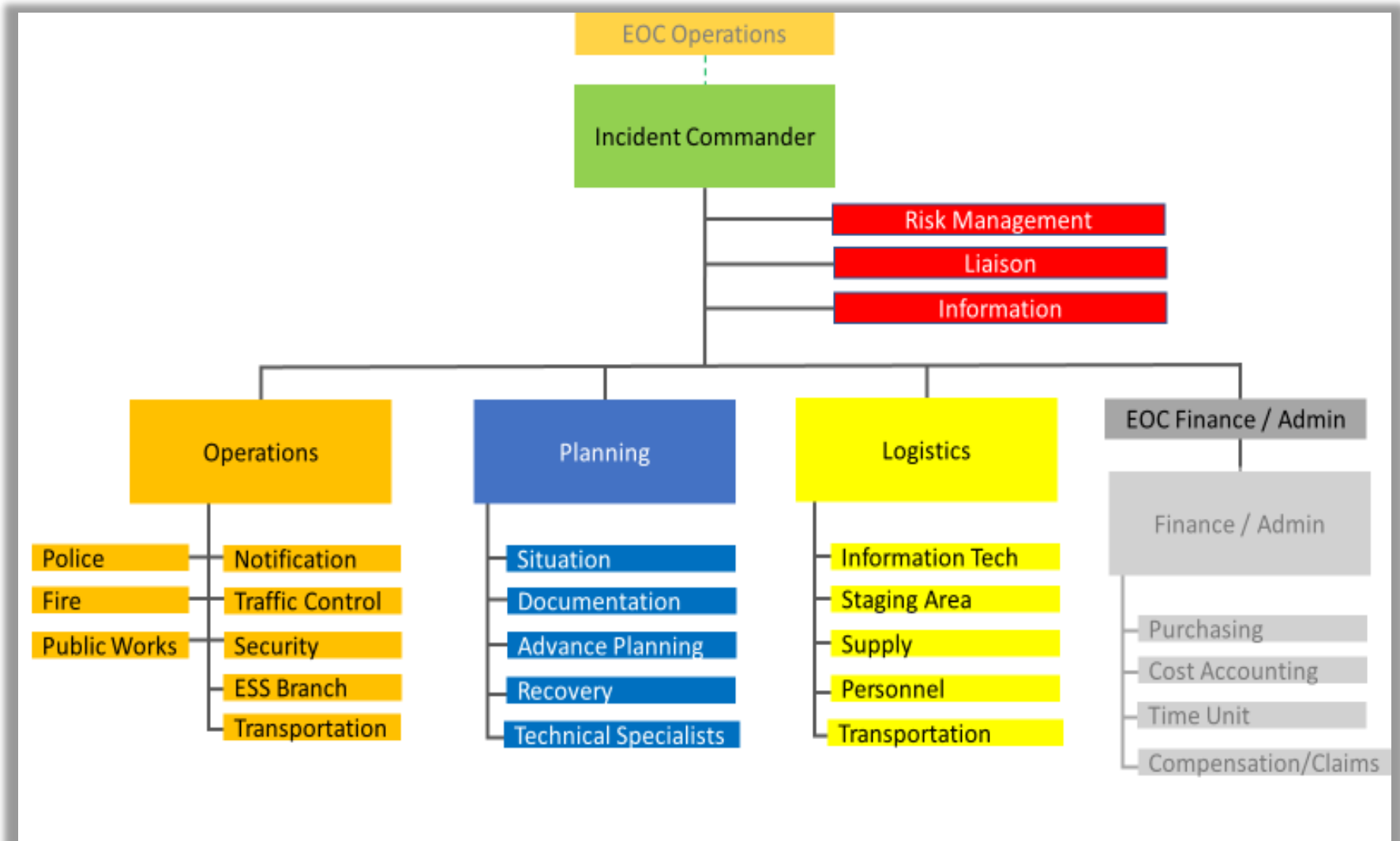


EOC Evacuation Structure





Evacuation Site Command Structure





Actions and Roles by Department

	Initial Actions	Lead Department	Support Department
Police	<ul style="list-style-type: none"> • Determine staffing levels • Identify Area Control points • identify immediate resource needs • Send representative to EOC • Prepare for door-2-door notification 	<ul style="list-style-type: none"> ○ Secure Area ○ Door-2-door notification ○ Traffic Control 	<ul style="list-style-type: none"> ✓ EOC Representative
Fire	<ul style="list-style-type: none"> • Determine staffing levels • Send representative to EOC • Standby for tasking 		<ul style="list-style-type: none"> ✓ Secure Area ✓ Door-2-door notification ✓ Traffic Control ✓ EOC Representative
Public Works	<ul style="list-style-type: none"> • Determine staffing levels • Identify traffic control resources and locations • Send representative to EOC 		<ul style="list-style-type: none"> ✓ Traffic Control ✓ EOC Representative
Emergency Program	<ul style="list-style-type: none"> • Setup EOC • Coordinate approval of evacuation • Coordinate State of Local Emergency • Coordinate Evacuation Order 	<ul style="list-style-type: none"> ○ Municipal Coordination (EOC) ○ Public Messaging ○ Support "Site" 	
Communications	<ul style="list-style-type: none"> • Send representative to EOC • Develop public messaging 	<ul style="list-style-type: none"> ○ Support EOC 	
Mayor and Council	<ul style="list-style-type: none"> • Receive briefing • Approve State of Local Emergency • Approve Evacuation Order 	<ul style="list-style-type: none"> ○ Municipal Spokesperson 	



Stakeholders and Partners

Stakeholder Type	Agency	Role
Provincial	Emergency Management BC	Provide: support and guidance to the EOC. Approve: response and recovery expenditures. Contact point: into other Provincial ministries.
Provincial	BC Transit	Coordinate: evacuee transportation
Provincial	Ground Search and Rescue (Metchosin, Peninsula, Juan de Fuca)	Support: door-to-door notification
Provincial	Ministry of Children and Families	Provide: care for unaccompanied minors
Provincial	Ministry of Transportation	Support: transportation coordination
Provincial	BC Transit	Coordinate transportation of evacuees (at direction of municipality)
Provincial???	Ministry of Agriculture	Support: livestock evacuation
Provincial	Ministry of Health	Support health concerns
Private	Traffic Control Contractors	Provide: traffic control personnel and resources
Regional	Capital Regional District	Mutual Aid
NGO	Salvation Army	Support: prepared food for evacuees and responders.
NGO	Canadian Red Cross	Mutual Aid ESS and Evacuee Recovery
Local	Police	Lead: door-to-door notification, security, traffic control
Local	Fire	Lead: fire response, support other site operations
Local	Public Works	Support: traffic control and door-to-door notification
Local	Corporate Communications	Lead: providing public messaging
Local	Emergency Support Services (ESS)	Lead: providing care to evacuees
Local	Emergency Radio Communications	Provide Amateur Radio Communications with PODs and Operators throughout Metchosin
Local	Internal Staff Emergency Program Volunteers	Support: site and EOC operations
Local	Emergency Program Coordinator	Coordinate EOC operations
Local	“PODS”	Volunteer Community Leaders who can communicate and coordinate residents



Evacuation Personnel & Mutual Aid Contact List

Function	Agency	Time required to notify (minutes)	Planned time required to attend (minutes)	Notification method	Details
EOC Staff Mutual Aid	Metchosin Staff	5	60		
	Open request to EMBC	5	180	EMBC	1.800.663.3456
Mgmt / Elected Officials	Metchosin	10	120	CAO, Fire Chief, ...	
Notification Personnel	Westshore RCMP Police Mutual Aid	5	25	Police Dispatch	Dispatch: 250-704-7300
	Fire Personnel Fire Mutual Aid	5	25	Fire Dispatch	
	Public Works/Bylaws	5	25		
	Ground Search and Rescue	5	120	Metchosin SAR EMBC	1.800.663.3456
		Metchosin	5	120	phone
Hosting Community Support	View Royal/Colwood?	5	120		
	Open request to EMBC	5	120	EMBC	1.800.663.3456
	EMBC	5	N/A	ECC	1.800.663.3456
	BC Transit	5	30	Phone	250.419.5900
	Salvation Army	5	240	Phone email	Food Service Manager Cell: 250-208-9834 Executive Director Cell: 778-677-5322
	South Island Pets Team	5	240	Phone	250-474-3890 Cell 250-213-3965
	Traffic Control Contractor	10	120	Phone	confirm



Door-2-Door Notification Personnel

Tasks

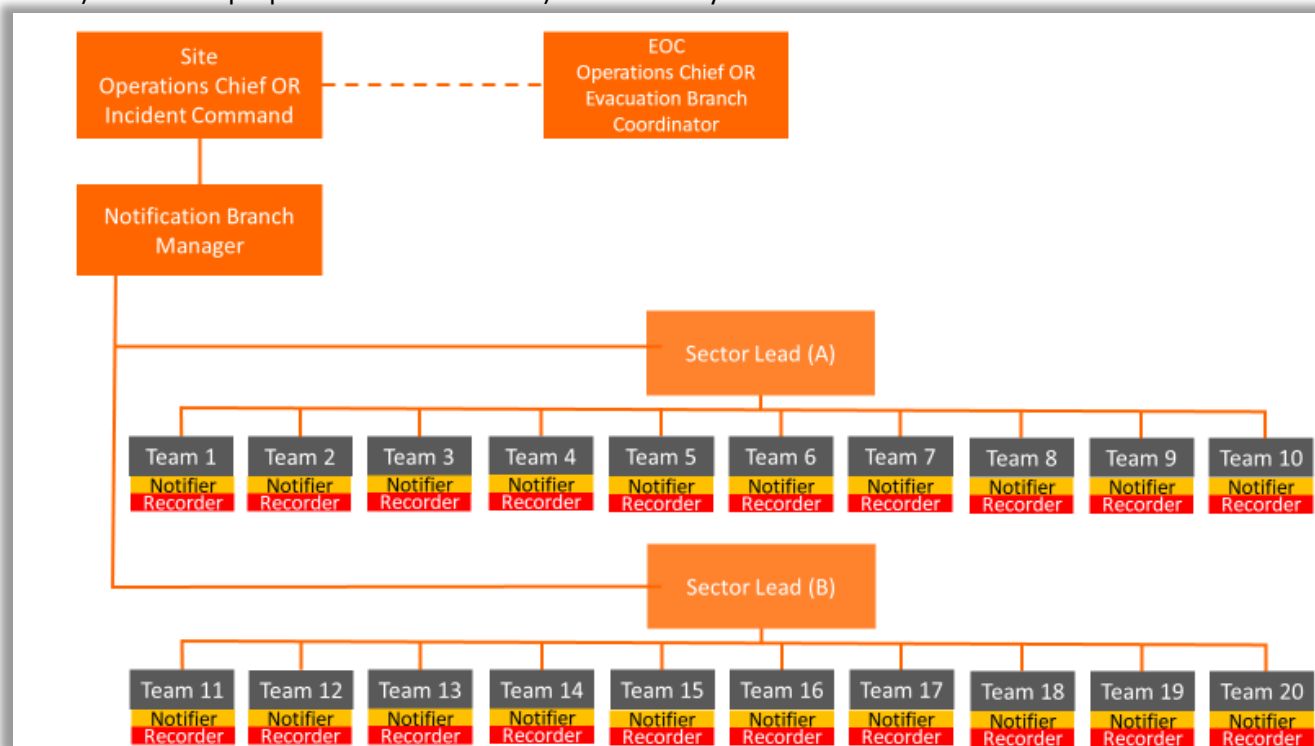
Personnel Accountability	Someone must be identified to manage and account for teams that are in the field
Evacuee Notification	This individual will provide the verbal evacuation briefing and print materials to residents
Documentation	Records details of the notification on the Notification Log. If coloured flagging tape is being used, they will be responsible for securing the tape.

Roles

Role	Description	Supervises	Reports to
Notification Branch Coordinator	Oversees all door-to-door notifications	Sector Lead(s)	Site Operations Chief or Incident Commander
Sector Lead	Supports Teams in the field by -Providing transportation, -Resupply/re-assignments -Point of contact to Command	Team Lead(s)	Notification Branch Coordinator
Notifier	Provides the verbal notification of evacuation		Sector Lead
Recorder	-Documents details of notification. -Secures coloured flagging tape (if using). -Point of contact for the Sector Lead to contact the team.		Team Lead

Scalability

The number of people required for door-to-door notification is scalable to the scope of the evacuation and increase as the 1) number of properties increases and 2) time to notify decreases.





Traffic Control Personnel

Tasks

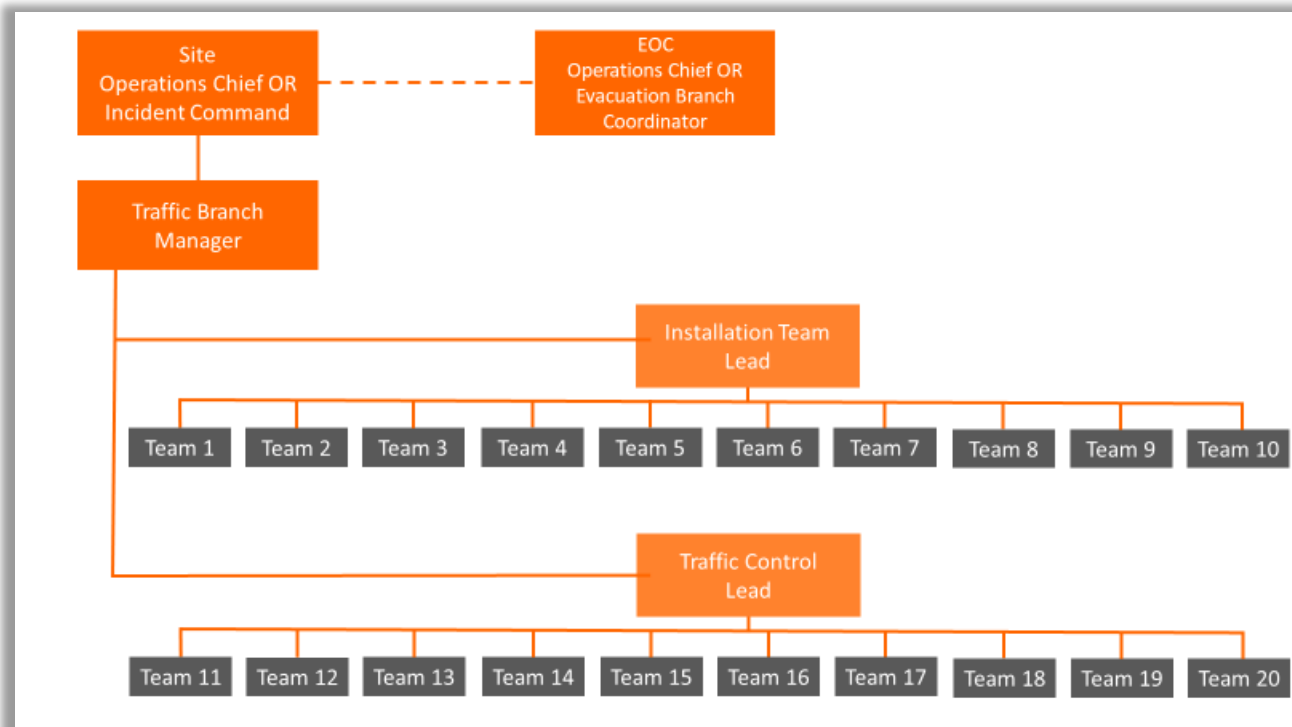
Manage traffic flows on egress routes or major intersections

Personnel Accountability	Someone must be identified to manage and account for teams that are in the field
Install Traffic Control Devices	Transport and install devices to control traffic. This could include: signage, barricades, traffic cones, vehicles, Electronic Message Boards, etc.
Direct Traffic	Maintain a physical presence to direct and control traffic at intersections and points of congestion

Roles

Role	Description	Supervises	Reports to
Traffic Branch Coordinator	Oversees all traffic operations. Accountable for personnel in the field.	-Installation teams -Traffic Controllers	Site Operations Chief or Incident Commander
Installation teams	Transports and installs traffic control devices. May be done individually or in teams of two		Traffic Branch Coordinator
Traffic controllers	Direct and control traffic. May be done individually or in teams of two		Traffic Branch Coordinator

Scalability





Transportation Collection Point Personnel

Tasks

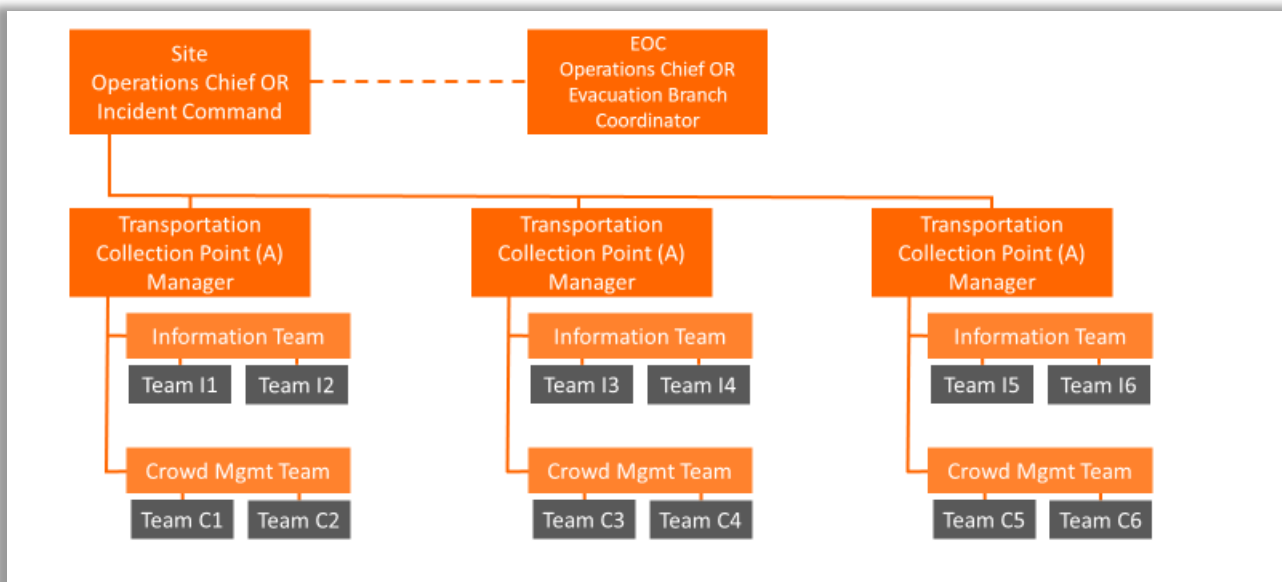
Personnel Accountability	Identify Collection Point Manager(s) to manage and account for Information and Crowd Management teams that are in the field
Establish and manage cueing system	
Provide updates to evacuees	

Roles

Role	Description	Supervises	Reports to
Transportation Branch Coordinator	-Oversees all Collection Point activities	Sector Lead(s)	Site Operations Chief or Incident Commander
Collection Point Supervisor	-Supports personnel at the transportation collection point -Point of Contact for Site command and EOC	Information and Crowd Mgmt teams	Transportation Branch Coordinator
Information Distribution	-Receives, displays and reports on updates from Site Command or EOC		Collection Point Supervisor
Crowd Management	-Organizes a system for prioritizing and loading evacuees.		Collection Point Supervisor

Scalability

The number of people required for door-to-door notification is scalable to the scope of the evacuation and increase as the 1) number of properties increases and 2) time to notify decreases.





Extraordinary Emergency Powers

Emergency Program Act, 1996. Section 10 (1) (d) to (l)

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 of British Columbia.

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 British Columbia.

Cause the evacuation of persons and the removal of livestock, animals and personal property from any area of British Columbia 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 minister to be necessary to prevent, respond to or alleviate the effects of an emergency or disaster.

Cause the demolition or removal of any trees, structures or crops if the demolition or removal is considered by the minister to be necessary or appropriate in order to prevent, respond to or alleviate the effects of an emergency or disaster.

Construct works considered by the minister 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 part of British Columbia for the duration of the state of emergency.



Public Notification Methods

Method	Lead Agency	Who can activate?	Notes	Contact Info (phone)	Contact Info (other)	Link to Templates
Door-2-Door	Police	CAO Fire Chief Police Chief	Activated through Police or Fire Watch Command			
Social Media	EOC	Information	Website			
		Information	Facebook			
		Information	Twitter			
Traditional Media	EOC	Fire Chief CAO Mayor/Council	TV/Radio			



Evacuation Public Messaging

Objectives and Tone

- Be the first source for information
- Express empathy early
- Remain open, honest and truthful
- Show competence and expertise
- Include links or hashtags to information from other agencies and retweet and repost from them

Content of Public Messages

- Date and time of event
- Details of hazard and reason for notification
- Location of the event and any potential expansion of areas impacted
- Actions to be taken by public (gathering necessary supplies, readying children and pets, arranging for places to stay, routes to avoid, check on family members and neighbours)
- Time that actions need to be taken
- When residents can expect more information

Modes of Public Notification

- Broadcast media – local radio and television
- Mass Notification System (if applicable)
- Public address systems
- Telephone network or tree
- Door-to-door visits
- Print Media
- Notice Boards
- Amateur Radio
- Website and social media

Other resources Available:

- | | |
|-------------------------------|--|
| • Tsunami Communications Plan | See Emergency Response and Recovery Plan |
| • Crisis Communications Plan | See Emergency Response and Recovery Plan |



Sample Messages

Evacuation Alert

Twitter:

Create a hashtag for the event, for example: #(MetchosinEvac) or #(location/neighbourhoodEvac) to assign to your event.

1. A(n) (#event) occurred in (#Metchosin) at (location) at (time). Residents in (evacalert location) are advised of an #EvacuationAlert (link to evacuation alert) due to (reason for potential escalation) and should stay tuned to www.Metchosin.ca, (social media channels), TV, radio, and (alerting system if available), go [here](#) for info to get prepared to leave #MetchosinEvac
2. #EvacuationAlert in place for (location) in (#Metchosin). Get ready to leave by [gathering necessities](#) for your family and pets to be away from home, arrange for a place to stay, and monitor (social media channels) and our www.Metchosin.ca for details. #EvacAlert #MetchosinEvac #(agencies involved, ie, fire dept, BChydro, FortisBC)
3. (#Metchosin) is taking every precaution to ensure safety of residents. If an #EvacuationOrder is issued in (area), residents must leave immediately. Please reduce vehicles usage by carpooling. You may be notified door to door, the (#Metchosin) (#[WestshoreAlert](#)), www.Metchosin.ca, social media, or local media so please stay tuned and check on your neighbours! #MetchosinEvac #(agencies) #EvacuationAlert
4. If you are in (evacalert location) issued by (#Metchosin) because of #MetchosinEvac and need somewhere to go, a reception centre will be set up at (location and hours) to receive information updates and services. Please do not attend the (reception centre location and hours) until advised.

Facebook:

1. An Evacuation Alert (Link to evacuation Alert) has been issued for (Evaclocation) in Metchosin due to (event) and (potential escalation). If you are in an alert area immediately gather necessities like prescriptions, important documents, ID, and other valuables. Ensure that you have items for your children and pets to be away from home for at least three days and arrange for somewhere to stay. Check your insurance to see what is covered. Go to www.Metchosin.ca for more information and stay tuned to (twitterhandle) and local media for information updates. For information on how to get ready to leave, please see PrepareYourself.ca.
2. At (time)(day) an (event) occurred at (location). This event has resulted in an evacuation alert for (evacArea), so get ready to leave! For information ready on how, please see PrepareYourself.ca. If an Evacuation order is issued, residents need to leave immediately. A reception centre is being set up at (location) if you need somewhere to go and authorities will advise when it is ready to receive evacuees. Please do not go to the reception centre until advised.



Evacuation Order

(Immediate Key Messages)

Twitter:

1. #Metchosin has declared a State of Local Emergency (link to SOLE) and issued an Evacuation Order (link to map and order) due to (threat / life safety issue). If you are in this #MetchosinEvac area, you MUST LEAVE IMMEDIATELY. Get your people, pets, ID, and necessities. If you need somewhere to go a reception centre is located at (location and hours). Please check on your neighbours and monitor www.Metchosin.ca (social media) and local media for more info (#other agencies)
2. An Evacuation order for (area) in #Metchosin has been issued due to (threat / life safety issue) #MetchosinEvac (link to SOLE, map, and order). The safety of our residents is our primary concern. You only need to evacuate if you are in (evacarea). Go to (location) where you will receive info on the event and services we can provide. Please (avoid or use) (route / roads) and carpool if possible to keep routes clear for responders and other evacuees (#other agencies)
3. If you do not need to evacuate, please avoid the area of (street names / location / evacalert location) due to #MetchosinEvac in #Metchosin because of (hazard/danger/traffic etc) (# agencies involved)

Facebook:

1. Metchosin has declared a State of Local Emergency (link to SOLE) and issued an Evacuation Order (link to SOLE, map and evacuation order or post at end) due to (threat / life safety issue). If you are in the MetchosinEvac order area, you MUST LEAVE IMMEDIATELY. Gather your people, pets, ID and necessities. A reception centre is located at (location and hours) if you need somewhere to go. Please check on your neighbours! DO NOT CALL 911 unless it is an emergency - monitor www.Metchosin.ca (social media) and local media for more info (other agencies FB pages or call _____).
2. An Evacuation order for (area) in #Metchosin has been issued due to (threat / life safety issue) #MetchosinEvac (link to map and order). The safety of our residents is our primary concern. A reception centre is located at (location and hours) where you will receive info on the event and services we can provide. Please (avoid or use) (route / areas)) and carpool if possible to keep routes clear for responders and other evacuees (#other agencies)
3. Metchosin has issued an evacuation order due to (event) and (life safety issue) and we need you to be safe. If you are in (evacarea) you need to leave now. Gather your necessities and go to a family or friend's house, or a reception centre located (location and hours) where we can provide you with information and services.
4. If you are not located in the (EvacArea) please stay put and keep the roads clear - avoid the area of (street names / location / evacalert location) due to #MetchosinEvac in (#Metchosin) because of (hazard/danger/traffic etc) (# agencies involved)



Sample Media Release – Evacuation Order

The District of Metchosin has issued an Evacuation (Alert / Order / Rescind) due to (incident) (potential life safety issue) in (evacuation area) on (date) and (time). Please see below for Evacuation (Alert / Order / Rescind) and instructions for those impacted.

(Insert template)

The utmost priority of the Metchosin is to ensure the safety and security of our residents. We ask that residents assist us by following the orders of authorities, checking on your friends and neighbours, and keeping updated on the situation via our website www.Metchosin.ca, social media, public alerting system) and local media. Please DO NOT CALL 911 unless it is a life safety emergency. If residents have questions regarding the (evac alert, order, or rescind), please contact our call centre at _____

For media and other inquiries, please contact _



Evacuation Rescind

Twitter:

1. #Metchosin has Rescinded the Evacuation Order (link to evacuation rescind) regarding the MetchosinEvac and the (threat / life safety issue) has (passed/ been resolved) and (specified area) is safe to go home. Please (contact local authority for re-entry / go home at 00:00hrs / contact insurer etc).
2. The #MetchosinEvac has been rescinded and it is safe for residents of (evac area / part of of evac area) to go home. Please (actions to take by evacuees). Thank you all for your cooperation in this event.
3. If you require further assistance due to the #MetchosinEvac please call _____ (muni call centre) or #BC211 #(Other agencies).

Facebook:

1. Metchosin has issued an Evacuation Rescind (link to evacuation rescind) regarding the MetchosinEvac and the (threat / life safety issue) has (passed/ been resolved) and (evacarea) is safe to go home. Please (contact local authority for re-entry / go home at 00:00hrs / contact insurer etc) go to www.highInds.bc.ca for more details. If you require additional assistance, please call _____ (muni call centre) or BC211 or (Other agencies depending on event for recovery).



Potential Holding Messages

Twitter:

1. Residents with questions about the #MetchosinEvac can call _____ or go to #Metchosin www.Metchosin.ca. DO NOT CALL 911 unless it is a life safety emergency to keep lines free for (types of emergencies).
2. #Metchosin has an evacuation alert in place for (area). Please sign up for [Westshore Alert](#) / monitor (www.Metchosin.ca / social media channels) to get the most up to date information #MetchosinEvac (#other agencies)
3. The top priority of #Metchosin is the safety and security of our residents and we are committed to keeping you informed in this developing situation. Visit www.prepareyourself.ca to get prepared. Stay tuned to www.Metchosin.ca, (social media site), and local media for updates and information #MetchosinEvac.
4. Please avoid (area) in Metchosin due to potential evacuation so roads are free for those that need to leave. #MetchosinEvac (Insert map) (#other agencies)
5. #Metchosin is committed to keeping you informed as we work through this developing situation #MetchosinEvac (#Other agencies)
6. Please DO NOT CALL 911 unless it is a life emergency. Go to #Metchosin www.Metchosin.ca, monitor local and social media, or call _____ for more information #MetchosinEvac (#other agencies)

Facebook:

1. The top priority of the District of Metchosin is the safety and security of our residents and we are committed to keeping you informed as this developing situation progresses. Visit www.prepareyourself.ca and www.Metchosin.ca for updates and information. We will provide information as soon as it is available and will update every (time frame – 30 minutes / 1 hour, etc)
2. Please avoid (area) in Metchosin due to potential evacuation so roads are free for those that need to leave. #MetchosinEvac (Insert map)
3. If you are in the evacuation alert area:
 - Make sure your [supplies](#) are assembled to be away from your home (medications, documents, ID, valuables) and don't forget about your [pets](#)
 - Arrange transportation if necessary
 - Make sure you know where you will meet your family and friends
 - Prepare to evacuate children, the disabled and elderly and relocate pets if possible
 - Arrange accommodation for your family if possible
 - Check your insurance coverage
 - Follow the directions of authorities and stay tuned to www.Metchosin.ca and local media for more information



Notification Triggers

EMBC

- Notify of evacuation
- Request:
 - Task number
 - Guidance with Evacuation and state of local emergency declarations
 - Mutual Aid
 - Activation/assistance of other Provincial Ministries/Agencies
 - Ministry of Children and Families
 - Ministry of Transportation
 - Ministry of Agriculture
 - BC ferries
 - Connection/assistance of Federal Departments
 - Department of National Defence
 - Canadian Coast Guard
 - Environment Canada
 - Natural Resources Canada
 - Subject Matter Expertise
 - River Forecast Centre
 - Storm Surge BC
 - Forest Lands Natural Resource Operations and Rural Development

Neighbouring Jurisdictions

- Notify of evacuation
- Influx of evacuees into or through neighbouring jurisdictions
 - Evacuees may cause additional traffic congestion in neighbouring jurisdiction
 - “heads up notification”
 - Request traffic control resources to assist in traffic flow
- Request neighbouring jurisdiction host evacuees
 - Receiving Point/Reception Centre
 - Referral Services
 - Group Lodging
- Request Mutual Aid (Send personnel to assist with internal response capacity)
 - EOC
 - Notification
 - ESS
 - Traffic Control
 -



Multi-Family Building Notification Guideline

Context

- **Recognizing at the time of writing, Metchosin does not have any official multi-family residential buildings, but that Metchosin staff and volunteers may be called to assist neighbouring jurisdictions, the following guideline is included in the Evacuation plan.**
- Ensuring timely, complete and predictable notification of multi-family buildings can be challenges.
- Below are suggestions for Evacuation Team Supervisors to balance efficiency with accuracy.

General

Use of Notification team	Recommend whole team notifying one floor at a time or divide into sub-teams that each notify a floor together.
Accessing Building	Use whatever combination of door buzzers, vehicle sirens and bullhorn/shouting necessary to gain access to the building.
Time Estimate	On average notification should take approximately 2 minutes per suite.

Potential order of tasks

Notification team briefing	Upon arriving at a multi-family building, meet as a team and confirm process of and roles for notifying building.
Post evacuation information	At exit points and on each floor
Knock on doors	Knock on groupings of doors at once
Provide verbal briefing	Assign one or more people to provide briefing As much as possible, provide briefings to groups of people to reduce time required
Complete Notification Log	Assign one or more people to follow behind the verbal briefings and complete the notification log for each suite.
Assist with Vulnerable populations	As vulnerable individuals are identified, assign an individual to work with them. Attempt to find neighbours to assist if appropriate. Contact Notification supervisor to relay to EOC if additional resources are required.



Extraordinary Evacuee Authorization

Policy

On a case-by-case basis, individuals may apply for approval to evacuate in advance of an Evacuation Alert or Evacuation Order.

Why

Some individuals may have emerging or underlying circumstances or conditions that require additional time to relocate and evacuate. Providing an extraordinary evacuee authorization may allow these individuals the time to evacuate safely and with dignity. Extraordinary evacuee authorizations should not be a substitute or replacement for an individual's responsibility to establish a personal and family emergency plan.

When

The Applicant must demonstrate how the hazard is directly affecting their health or safety and why they need support to evacuate prior to an Evacuation Order.

Considerations

Some considerations when deciding whether to approve an Extraordinary Evacuee Authorization request, include:

- Individual's responsibility and agency. If individuals feel unsafe or at undo risk, they can decide to self-evacuate. However, the costs of self-evacuating are the sole responsibility of the individual.
- The situation of the individual, including the risks, real or potential that the individual would face if they evacuated when an evacuation order is issued.
- Is there capacity to provide support (emergency support services) to individuals prior to an evacuation alert or order being issued?
- Will EMBC provide coverage to evacuees (financial) and volunteers (financial, WorkSafe, liability) if evacuees are not under evacuation alert or order?

For more information see:

EMBC's *Evacuation Operational Guide for First Nations and Local Authorities in British Columbia*

https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/local-government/evacuation_operational_guidelines.pdf



EMERGENCY OPERATIONS CENTRE
EXTRAORDINARY EVACUEE AUTHORIZATION FORM

Evacuation authorization is in effect for the individual(s)/property stated in this Form, as per below:

APPROVAL RESTRICTIONS	
START DATE / TIME	EXPIRY DATE / TIME
RECEPTION CENTRE LOCATION	
REASON FOR EVACUATION	
ROUTE TO DESTINATION	

EVACUEES' INFORMATION	
FULL LEGAL NAME of INDIVIDUAL(S)/PROPERTY	
CONTACT INFORMATION	
HOME ADDRESS	
ESCORT/SUPPORT PERSON REQUIRED	<input type="checkbox"/> Yes <input type="checkbox"/> No
	ESCORT/SUPPORT PERSON NAME/CONTACT

WHAT EVACUEE SHOULD DO	
INSTRUCTIONS FOR EVACUEE(S)	[e.g. add applicable content from Evacuation Order template (Appendix E)]
TAKE CRITICAL ITEMS	<input type="checkbox"/> Medicine <input type="checkbox"/> Important papers (e.g. insurance) <input type="checkbox"/> Purse/wallet <input type="checkbox"/> Pets, in pet kennel or on leash <input type="checkbox"/> Keys <input type="checkbox"/> [other]

EVACUEE SIGNATURE [or signature of legal guardian]	
Name (print):	Signature:

RECOMMENDATION FOR APPROVAL OF EVACUATION			
RECOMMENDATION	<input type="checkbox"/> Approve <input type="checkbox"/> Deny	POSITION	SIGNATURE

ON BEHALF OF [LOCAL AUTHORITY/FIRST NATION], AUTHORIZED BY			
POSITION		POSITION (e.g. EOC Director)	SIGNATURE

Further information will be issued at [date/time/location] or visit [website] for more information.

APPROVAL HOLDER(S) MUST PRESENT APPROVED FORM AT RECEPTION CENTRE TO REGISTER.



Reluctant Evacuees

Context

- During an evacuation, there may be individuals that are reluctant or will refuse to leave an area regardless of the threat.
- By refusing to leave individuals may put themselves in undo danger, hinder response actions and compromise the security of an evacuated area.

Policy

Due to limits on available time and resources during an evacuation, if a resident refuses to leave they will not be physically removed from the evacuation order area.

Exceptions

The following are triggers to request that Police remove individuals.

- 1) Anyone under the age of 19. They will be placed in the care of the Ministry of Children and Family Development
- 2) Anyone hindering the response operations.
- 3) Anyone suffering from mental health crisis, danger to themselves or others because of a mental health crisis. (Section 28 Mental Health Act).

Authority

Removal of individuals under the age of 19

- Child, Family and Community Service Act (Provincial), Part 3, Division 1, 13.c.

Removal of adults hindering response operations

- Emergency Program Act, Section 12(1) and 9(1)
- Public Health Act, Section 28(1), 29(2)(a), 31(1), 31(2) (b)(ii)
- Environmental Management Act, Section 91.4, 91.2 (2)c
- Oil and Gas Activities Act, Section 51
- Fire Services Act, Section 25
- Wildfire Act, Section 11, 13 and 14
- Indian Act, Section 81

Messaging

- All modes of evacuation notifications should include a statement regarding the requirement to leave and the underlying risks.
- In-person notification should clarify:
 - Risks involved with staying
 - Due to the danger to first responders, they need to have a plan to Shelter-in-place or leave using their own resources, as it is unlikely that anyone will come back to check on them
 - That responders will not be sent to provide additional assistance



Unaccompanied Minors During Evacuations

Policy

Whenever possible, all efforts should be made to evacuate minors with their caregiver. If no caregiver is present, the municipality should provide temporary care until a durable solution can be found. The primary objective should always be to reunite the unaccompanied minor with their caregiver outside of the evacuation area.

Why

To provide safe conditions for young individuals (under the age of 19), that may be in harms way or may be placed in harms way by their parent or guardian.

When

Either of the following are triggers to provide care for “unaccompanied minors”.

- 1) An individual < 19 years old has no caregiver present when an evacuation notification is given.
- 2) A caregiver refuses to evacuate and intends on keeping a minor in an evacuation order area.

What To Do

“The Ministry of Children and Family Development (MCFD) has the legal responsibility for unattended children (anyone under the age of 19). However, ESS volunteers have the task of ensuring these children have appropriate supervision and care until they can be reunited with their family or until a social worker from the MCFD makes an alternative plan.”

ESS Field Guide, January 2010

Upon discovering an unaccompanied minor

- 1) Confirm with minor that they do not have a caregiver present.
- 2) Contact your supervisor to inform them of the situation.
- 3) Stay with minor(s) until a) caregiver is present or b) direction is provided by your supervisor.

Incident Commander

- Receive report of an unaccompanied minor
- In consultation with the EOC, determine resources available to provide care and supervision
- Dispatch additional resources as needed
- Coordinate with the EOC to contact Ministry of Children and Families to provide a caregiver. (310.1234- No area code required)
- Provide guidance to site field team

Options for the care of an unaccompanied minor

- Responder provides supervision and care
- Unaccompanied Minor transported to Emergency Support Services Centre (Leave notice of actions taken at original premises)
- Ministry of Children and Families provides temporary caregiver.



Evacuation

District of Metchosin has issued an Evacuation Order,
You are required to leave immediately.

Unaccompanied Minors were removed from the property at:

Click or tap here to enter text.

Due to risks from: Click or tap here to enter text.

They will be taken to a municipal Reception Centre.

Where should I go?

The following facility is being used to as a reception centre to receive evacuees.

Facility Name: Click or tap here to enter text.

Address: Click or tap here to enter text.

Hours of Operation: Click or tap here to enter text.

Where can I get more Information?

Website	www.Metchosin.ca
Twitter	@
Event Hashtag	#Click or tap here to enter text.
Facebook	

For Additional Information: Click or tap here to enter text.



Things to take with you:

People	Take your “grab-and-go” emergency kit for each member of your family and proceed to your meeting place or the municipal reception centre.
Pets	Have a carrier and food for each pet.
Paperwork	Have paper or electronic copies of important documents. (identification, credit cards, insurance, etc.)
Prescriptions	Take your essential medications and copies of prescriptions.

Connect

Do:

Contact Family and Friends to let them know you are safe.
Use your out-of-area contact, social media or text messages

Avoid:

Using telephone lines to call



Temporary Access to Evacuation Area

Policy

It is the general policy of Metchosin to not to allow public re-entry into an area under Evacuation Order. However, individuals and businesses may be able to apply for a Temporary Access Permit that will be reviewed on a case-by-case basis.

Why

Applications for a Temporary access permit must demonstrate a need that meets one or more of the following:

- Supports one or more of the BCEMS goals.
- Risks of granting temporary access are less than the risk to individuals and the community if access were denied.
- Access is required to re-establish critical resources prior to lifting the evacuation order.

When

Conditions for Temporary Access (all must be met)

- There is municipal capacity to support a re-entry program.
- No person under the age of 19 may be granted temporary access.
- Requires everyone entering to understand and sign a waiver before entry is allowed.
- All individuals temporarily accessing an evacuation area must produce government issued identification or attestation by appropriate band representative such as Chief or council.
- Access supports BCEMS Response Goals
- A Safety Briefing must be provided prior to re-entry.
- There is a window of opportunity with decreased risk from the hazard
- Specific entry and exit times must be observed
- Re-entrants must always be escorted by responder that has constant communication with Incident Command.
- No permit will be issued to enter and remain in an evacuation area
- Must enter from per-identified control points only



10-STEP TEMPORARY ACCESS APPROVAL PROCESS

- 1) Local Authority/First Nation/EOC receives enquiry for access request
- 2) Requestor fill out Temporary Access Permit (Permit) and include location specifics, reasons for access, etc.
- 3) Daily, at a pre-determined and agreed upon time, the EOC will communicate the Permit requests to the hazard-specific subject matter expert for recommended approval/denial based on issue of safety due to emergency event
- 4) EOC makes informed decision for the final approval/denial of the Permit
- 5) EOC will then complete, sign-off on, and issue numbered, standardized Permits to the approved requestor(s)
- 6) EOC will simultaneously create an EOC Master List of the approved Permits for each day that will be sent to the respective checkpoints and RCMP
- 7) Permit holders will receive a safety briefing from the EOC at the time they receive the permit
- 8) Permit holders will have the Permit waiver explained to them, and will voluntarily sign the waiver with full understanding of the terms and conditions in order to gain temporary access
- 9) Permit holders will present themselves at the checkpoint at the specified time/location
- 10) Checkpoint authorities will cross reference the permit with the EOC Master List to confirm approval and allow valid permit holders to gain temporary access to the evacuated area

For more information on the approval process, templates or forms see:

https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/managing_access_to_areas_under_evacuation_order.pdf



Temporary Access to Evacuated Area

NO PERSON UNDER THE AGE OF 19 WILL BE PERMITTED TO ACCESS EVACUATION AREA

This permit gives the named individual(s) the permission to travel into the Evacuation Order area as per the conditions outlined.

Emergency EOC Contact Number		PERMIT NUMBER	
PERMIT RESTRICTIONS			
PERMIT ENTRY DATE / TIME		PERMIT EXPIRY DATE / TIME	
CHECKPOINT LOCATION			
DESTINATION / ADDRESS			
ROUTE TO DESTINATION			
PERMIT HOLDER'S INFORMATION			
FULL LEGAL NAME		D.O.B. / AGE	
PHONE NUMBER		DRIVER'S LICENCE #	
ADDRESS			
VEHICLE INFORMATION			
MAKE/MODEL		PLATE NUMBER	COLOUR
APPROVED PASSENGER NAME(S)			
PURPOSE OF ACCESS			
REASON FOR ENTRY			
Must address at least one of the following BCEMS goals	<input type="checkbox"/> Ensure the health/safety of responders <input type="checkbox"/> Save lives <input type="checkbox"/> Reduce suffering <input type="checkbox"/> Protect public health	<input type="checkbox"/> Protect infrastructure <input type="checkbox"/> Protect property <input type="checkbox"/> Protect the environment <input type="checkbox"/> Reduce economic and social losses	
WAIVER AND AGREEMENT (RELEASE AND INDEMNITY – PLEASE READ CAREFULLY)			
<p>"I understand that I have voluntarily chosen to enter into an area that is under an evacuation order due to extreme and imminent hazards and as such, I accept complete responsibility and liability for my actions and choices. In consideration for being permitted to temporarily enter the evacuation area, I hereby release and forever discharge the [Local Authority / First Nation] and other responding agencies and their officers, agents, employees, contractors and volunteers (collectively, the "Released Parties") and agree to indemnify and save harmless the Released Parties from and against all losses, claims, damages, actions, causes of action, costs and expenses whatsoever, that the Released Parties may sustain, incur, suffer or be put to, including those arising from the negligence of the Released Parties, by reason of this permit or my entering into the evacuation area."</p>			
Name (print):		Signature:	
Name (print):		Signature:	
INCIDENT COMMANDER RECOMMENDATION FOR ACCESS BASED ON SAFETY CONDITIONS			
RECOMMENDATION	<input type="checkbox"/> Approve <input type="checkbox"/> Deny	NAME	SIGNATURE
ESCORT REQUIRED	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	ESCORT NAME/CONTACT	
ON BEHALF OF [LOCAL AUTHORITY/FIRST NATION], TEMPORARY ACCESS AUTHORIZED BY			
POSITION		NAME	SIGNATURE
SAFETY BRIEFING PROVIDED TO PERMIT HOLDER(S) AT TIME OF ISSUANCE?			<input type="checkbox"/> Yes <input type="checkbox"/> No



Emergency Transportation Guideline

Policy

The municipality will, when safe to do so, provide transportation out of an evacuation area for individuals that do not have their own means of evacuating.

Process

A request-based system will be established to respond to the needs of the situation.

Who

The Municipal Emergency Operations Centre will be responsible for coordinating emergency transportation.

A *Transportation Branch* of the Logistics Section should be established

It is recommended that the EOC contact BC Transit as soon as possible in the evacuation process to assist in the *Transportation Branch*.

BC Transit can provide:

- A Liaison to the EOC. When not possible, support will be offered remotely through either EMBC's PREOC or BC Transit's Transportation Communication (T-Comm) Centre.
- Coordination of BC Transit assets, as well as private resources (e.g. private coaches and school buses)

BC Transit requires from the municipality:

- The number of people that require transportation (or a reasonable estimate)
- Location of where passengers are to be picked up (preference given to a central collection point, or existing bus route)
- Someone to provide crowd management. This person will assist with providing evacuees with information and assist with loading/prioritization of passengers.

Pre-planning

1. Estimate number of evacuees requiring transportation.
2. Pre-identify pick-up points (central collection points, existing bus routes, or door-to-door service).
3. Coordinate with BC Transit.
4. Determine what if any resources should be placed on stand-by or whether a staging area should be created.
5. Contact EMBC's PREOC and discuss possible expenses and submit an Expense Authorization Form.
6. Determine triggers for activating transportation resources.



Transportation Options

1. Neighbours helping neighbours
2. Door-to-door municipally arranged pick-up service
3. Point pick-ups (Existing or temporary bus route)
4. Collection Point pick-up (Central gathering point to load transportation resources)

Financial Reimbursement

Emergency Transportation during an evacuation *should* be a reimbursable expense from Emergency Management BC.

It is recommended that when time permits, an Expense Authorization Form be submitted to EMBC prior to expenses being incurred. If time does not permit for an Expense Authorization Form, a phone conversation is recommended.

How Transportation Requests May Be Received

- Door-2-door notification teams
- Social Media
- News Media
- Receiving Point (e.g. reception centre)
- Word-of-mouth (Neighbours/friends)
- 911 or municipal call centre(s)

Relevant Templates:

Transportation Request	Part 2: Checklists and Forms (page 96)
Transportation Request Tracking	Part 2: Checklists and Forms (page 100)
Transportation Resource Tracking	Part 2: Checklists and Forms (page 104)