

ALL HAZARD EMERGENCY PLAYBOOK EOC DIRECTOR



Tk'emlúps te Secwépemc

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HOW TO USE THIS GUIDE

This all-hazard emergency playbook was created to help emergency decision makers navigate the challenges commonly experienced during the early stages of an emergency event.

This document is not intended to replace the complete Tk'emlúps Emergency Plan or operate as a stand-alone resource. Depending on the nature of the emergency, it may be relevant to access the EPC Director Evacuation Playbook for guidance specific to evacuation considerations.

This guide consists of information relevant to the EOC Director during the initial stages of a community emergency. It includes the following information:



Roles and Responsibilities



EOC Activation Flow Chart



Band Council Resolution Checklist



EOC Checklists



EOC Director All Hazard Emergency Checklists



Templates



Hazard Specific Response Checklists

1.0 ROLES AND RESPONSIBILITIES

COMMUNITY LEADERSHIP

POSITION	ROLES & RESPONSIBILITIES
Policy Group	<ul style="list-style-type: none"> • Comprised of Chief & Council, Chief Administrative Officer, and Chief Financial Officer. May also include any Elders and/or Knowledge Keepers as appropriate • Consulted when activating the EOC and when determining the EOC level of activation • Reports to the community
Chief and Council	<ul style="list-style-type: none"> • Not usually involved in EOC operations directly unless there are staffing shortages • Ultimately responsible for support activities to an emergency event in their communities • Provide strategic guidance throughout the response and recovery process • Support the emergency activities • Provide interpretation of existing policies, or developing new policies to address emerging situations • Provide continuity of governance throughout the response and recovery efforts • Chief or designate typically acts as the Community Spokesperson (with assistance from the Information Officer) • Chief will typically speak on behalf of the community interests in all media interviews (with assistance from the Information Officer) • Has authority to activate the Emergency Plan and EOC • May issue a Band Council Resolution and any subsequent evacuation alerts, orders, and rescinds as appropriate (with assistance from the Corporate Executive and/or EOC Director) • Play a political role in terms of community leadership and protection. It is important they are seen by community members and the network of supporting agencies as a confident and cohesive unit • Report to the community
Corporate Executive (CAO or CFO)	<ul style="list-style-type: none"> • Liaison to Chief and Council, the EOC Policy Group, external Stakeholders and the EOC • Typically acts as EOC Director • Reports to Chief and Council during EOC activations
Emergency Planning Coordinator	<ul style="list-style-type: none"> • Typically acts as the Liaison Officer between Chief and Council, Corporate Executives, the Emergency Management Committee, and the external agencies • Reports to Corporate Executive
Community Spokesperson	<ul style="list-style-type: none"> • May become the “face” of the emergency throughout the response and recovery process • Remain calm and confident so as to reassure the impacted public • Must be available to conduct media interviews which can take place at any time of the day • EOC Information Officer and EOC Director can provide support and factual information

KEY EOC POSITIONS

FUNCTION	BASIC ROLES FOR EACH SECTION IN THE EOC
<p>The EOC</p>	<ul style="list-style-type: none"> • A cohesive team comprised of all the EOC positions to ensure an effective and coordinated response • Responsible for operational implementation of the Emergency Plan • Coordinates and directs overall response and recovery operations • Provides support to: <ul style="list-style-type: none"> • Site level response and situational awareness • Evacuation planning and operations • Reception Centre(s) • Advanced planning • Recovery planning and operations • Can be responsible for one or several events at the same time • Reports to the EOC Director
<p>EOC Director 'The Leader'</p>	<ul style="list-style-type: none"> • Typically, this is filled by the CAO or Corporate Executive designate, but it should be someone with decision making authority within the Band governance and administrative structure • If there is a joint EOC with another community or community leadership, special considerations will need to be made around responsibility for decision making • Responsible for the overall emergency policy and site support coordination (through the joint efforts of government agencies and private organizations as required) • Assesses the situation and damage; gathers information, continuously assesses the magnitude and severity of the situation and potential for future threat, considering BCEMS priorities • Supports Incident Commanders and agencies, and ensures that all actions are coordinated within the established priorities • Requests support from other communities and agencies as necessary • Should where possible delegate activities to the appropriate section or position, otherwise the responsibility for the task ultimately rests with the EOC Director to complete • Terminates the EOC activity for the current event and implements the de-activation plan • Reports to the Chief and Council
<p>Operations 'The Doers'</p>	<ul style="list-style-type: none"> • Coordinates EOC support to site operations, implements action plans, coordinates resource requests and multi-agency departments and deploys resources • Is the primary source of initial situational awareness • Establishes communication links with ICPs, other agency Department Operation Centres, and the PREOC, if activated • Collects and distributes operational information to the Planning Section, the EOC Information Officer and other EOC sections • Reports to EOC Director or the Deputy EOC Director if present

FUNCTION	BASIC ROLES FOR EACH SECTION IN THE EOC
Planning 'The Thinkers'	<ul style="list-style-type: none"> • Collects, documents, evaluates, and disseminates all information including: • Initial situational awareness & reporting • Incident action plans & maps • Documentation, incident chronology and issues • Displays information and maintains resources status (personnel, equipment) • Oversees the planning activities of technical SMEs assigned to EOC support roles • Assesses impacts, creates priority-based plans ensuring BCEMS goals are addressed and prepares long-term recovery • Establishes as schedules for EOC demobilization and assists Section Chiefs in debriefing EOC personnel as they leave • Responsible for advance planning, demobilization, recovery, and technical specialists • Reports to EOC Director or the Deputy EOC Director if present
Logistics 'The Getters'	<ul style="list-style-type: none"> • Responsible for EOC set up, equipment and communications • Provides and maintains EOC facilities including services (e.g., meals, security), resources, personnel, equipment (e.g. IT, comms systems etc.) and materials (e.g., office furniture and supplies) • Supports Mass shelter set up and equipment • Responsible for traffic management support including transportation of community members • Supports livestock evacuation • Fulfills resource requests from the EOC, Reception Centre(s) and site and field operations • Supports long-term recovery • Reports to EOC Director or the Deputy EOC Director if present
Finance/Admin 'The Payers'	<ul style="list-style-type: none"> • Provides overall administrative and financial services to sites and the EOC, including financial reporting and cost analysis, billing, accounting, filing, and invoice preparation • Records personnel time, control acquisitions associated with response and recovery, including purchase order and contracts • Coordinates compensation and claims • Tracks and keeps accurate records of expenditures • Provides cost eligibility, procurement and contracting subject matter expertise to the Logistics and Operations sections • Ensures that all cost expenditures are approved and recoverable from appropriate supporting agencies, including Non-Government (NGO's), EMCR and ISC to the greatest extent possible • Reports to EOC Director or the Deputy EOC Director if present

GOVERNMENT

AGENCY	ROLES AND RESPONSIBILITIES
RCMP	<ul style="list-style-type: none"> Has a legal mandate for public safety, which includes leading tactical and strategic evacuations as well as maintaining security on the evacuated properties Will require information, direction and support from the Community EOC related to evacuation routes, and reception centres ANTICIPATE THEY WILL NOT BE ABLE TO PROVIDE ENOUGH RESOURCES FOR 24/7 SECURITY IN EVACUATED AREAS May be able to provide a liaison to attend EOC as required
BCEHS BC Emergency Health Service <i>(Formerly BC Ambulance Service)</i>	<ul style="list-style-type: none"> Responsible for medical aid to injured people Have a provincial agreement to evacuate any facilities that are owned by the Interior Health Authority and used to provide medical care During initial response stages, they may provide dedicated support to the responder agencies May provide a liaison to attend EOC as required
BC Wildfire Service Part of Ministry of Forests	<ul style="list-style-type: none"> Responsible for wildfire suppression on crown lands and on Reserve Lands by agreement with Indigenous Services Canada May provide a dedicated community liaison to the EOC if requested WILL NOT PUT OUT STRUCTURE OR VEHICLE FIRES Will provide sprinkler protection units and personnel for protection work around structures and critical infrastructure
EMCR Emergency Management and Climate Readiness	<ul style="list-style-type: none"> Provides an EMCR Task Number for tracking purposes; this is necessary for any cost reimbursements from the province of BC Can provide financial support, secure additional resources (through resource requests and expenditure authorization for critical resources i.e. transportation services, security, physical blockades and Search and Rescue) On request from the community EOC, they will host a multi-stakeholder coordination call starting in the first hour after the event has initiated and then scheduled as required It can be beneficial to request that an EMCR Regional Manager attend the EOC in person for the first few operational periods Can also provide expertise and support for community recovery planning
FNHA First Nations Health Authority	<ul style="list-style-type: none"> Supports First Nation communities to respond to emergency events May provide support and essential services through existing programs for wellness and health emergency management in First Nations communities <ul style="list-style-type: none"> This may include potable water testing, air quality testing and access to health care May provide subject matter expertise and/or environmental health staff to support re-entry planning and rapid damage assessment May provide a liaison to attend EOC as required
IHA	<ul style="list-style-type: none"> Maintain a network of hospitals, clinic and first aid posts in rural areas

Interior Health Authority	<ul style="list-style-type: none"> • BCEHS has an agreement with IHA for transport of medically infirm from their facilities during an evacuation; confirm with IHA that this extends to their home stay clients • Can provide technical subject matter expertise to support re-entry planning • May provide a liaison to attend EOC as required
ISC Indigenous Services Canada	<ul style="list-style-type: none"> • Has a legal mandate for the protection of on reserve community members, which they extend through an agreement with EMCR to provide emergency management support services • May provide funding for unusual expenses not typically covered through the Provincial legislation • Can support funding for design and implementation of structural mitigation works based on the level or resources available • Supports community preparedness through the EMAP on a proposal basis
MoF Ministry of Forests	<ul style="list-style-type: none"> • Can provide technical subject matter expertise to natural resource management and reforestation • May provide some expertise for support to rural economic development recovery • May provide a liaison to attend EOC as required
MECCS Ministry of Environment & Climate Change Strategy	<ul style="list-style-type: none"> • Can provide expertise and coordinate resources for hazardous materials spill response • May provide subject matter experts for advance planning support for hazardous materials management and natural resource management in EOC on a temporary basis
MIRR Ministry of Indigenous Relations and Reconciliation	<ul style="list-style-type: none"> • Can provide community liaison services if requested • Can provide support to consultation activities related to longer term recovery • May provide program support & expertise to economic recovery activities; may or may not have funding sources
MOTI Ministry of Transportation and Infrastructure	<ul style="list-style-type: none"> • Responsible for traffic control in and out of evacuated areas with respect to provincial highways; can provide flagging contractors • DOES NOT PROVIDE SECURITY CHECKPOINT SERVICES • Have the authority to stop and redirect traffic • Often able to provide some assistance to traffic management planning, particularly in early response stages • May provide a liaison to attend EOC as required
MTAC Ministry of Tourism, Arts & Culture	<ul style="list-style-type: none"> • Can provide community liaison services if requested • Can provide support to consultation activities related to longer term recovery • May provide program support & expertise to economic recovery activities; may or may not have funding sources
Canadian Armed Forces	<ul style="list-style-type: none"> • Can provide personnel and support for activities in support of wildfire and flood control • Activated when the province of BC is in a heightened level of emergency and resource availability is limited, and where there are imminent threats to public safety • Activated upon a request from EMCR through Public Safety Canada • May provide a liaison to attend EOC as required

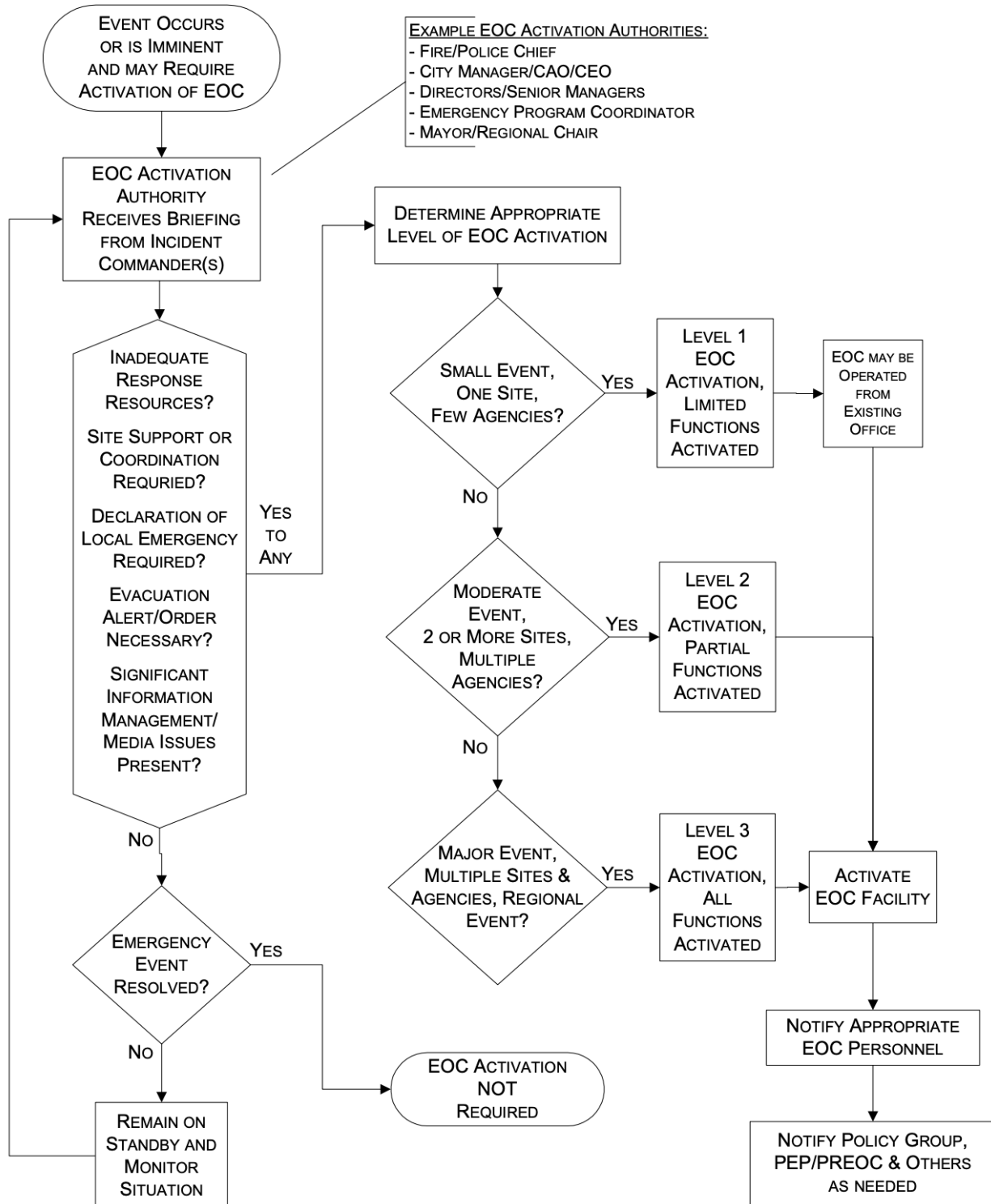
TNRD	<ul style="list-style-type: none"> • May provide support personnel to EOC under contract; possibility of joint EOC model
Thompson Nicola Regional District	<ul style="list-style-type: none"> • May provide ESS support for evacuation in the form of personnel, reception centre and/or evacuee temporary shelter
City of Kamloops	<ul style="list-style-type: none"> • May provide support personnel to EOC under contract • May provide ESS support in the form of personnel, reception centre and/or evacuee temporary shelter

NON-GOVERNMENT ORGANIZATIONS

AGENCY	ROLES AND RESPONSIBILITIES
BC211	<ul style="list-style-type: none"> • 24hr service helping to connect your community with appropriate programs and services (e.g., basic needs (food and shelter), mental health and addictions support, legal and financial assistance, support for seniors, etc.)
Canadian Disaster Animal Rescue Team (CDART)	<ul style="list-style-type: none"> • Disaster response services for domesticated animals • Can deploy to a site or support remotely • Available
Canadian Red Cross	<ul style="list-style-type: none"> • Can provide services related to family reunification and reception centre management • Ability to fund activities related to emergency shelter, food and clothing after EMCR Emergency Support Services (ESS) program support is unavailable • Can raise and distribute funds targeted at the specific event and develop programs for distribution of funds to local community members, businesses, and governance • Can provide a liaison to attend EOC as required
Billy Graham Rapid Response Team	<ul style="list-style-type: none"> • Crisis trained chaplains provide emotional and spiritual care
Disaster Aid Canada	<ul style="list-style-type: none"> • Can provide and assist in delivering humanitarian aid, shelter, sustainable water systems and hygiene products
FNESS First Nations Emergency Services Society	<ul style="list-style-type: none"> • Can provide technical guidance around wildland fuels management and structural fire protection • May be able to source EOC support personnel internally and/or from other communities • May provide forest fuel treatment works funding by ISC • Conducts FireSmart training, firefighter training, runs workshops, fire awareness and prevention and supports EM plan development • Can provide a liaison to attend EOC as required
Disaster Psychosocial HEMBC Duty Officer	<ul style="list-style-type: none"> • Provides psychosocial services upon request • May include telephone support, group sessions, in person support, team operational debrief
Mennonite Disaster Service	<ul style="list-style-type: none"> • Can mobilize and support large numbers of volunteers for clean-up, repair and rebuilding homes • Can provide a liaison to attend EOC as required

Salvation Army	<ul style="list-style-type: none"> • Can provide volunteer services related to food & hydration, spiritual care, donations management, disaster social services, and long-term recovery • Have some capacity around emergency financial assistance to support survivor essential needs • Can provide a liaison to attend EOC as required
Samaritan's Purse	<ul style="list-style-type: none"> • Can mobilize and support large numbers of volunteers for disaster debris clean up in homes and neighbourhoods • Can provide liaison to attend EOC as required
St. John Ambulance	<ul style="list-style-type: none"> • Can provide first aid services for reception centres and muster points • May have some capacity around transportation of medically inform but BCHES should be consulted prior to engaging St. John Ambulance for medical transport • Can provide a liaison to attend EOC as required
Spirit's Mission	<ul style="list-style-type: none"> • Animal welfare, re-homing
Team Rubicon Canada	<ul style="list-style-type: none"> • Can provide assistance with Rapid Damage Assistance, sifting, home repairs, home rebuilds, cleaning and debris removal
World Renew	<ul style="list-style-type: none"> • Can help with debris removal, assess unmet needs, home repairs and home rebuilds

2.0 EOC ACTIVATION FLOW CHART



Source: JIBC Emergency Operations Centre – Operational Guidelines

3.0 BAND COUNCIL RESOLUTION CHECKLIST

Based on recommendations from the Corporate Executive (CAO or CFO) or EOC Director in consultation with the available hazard-specific subject matter experts (technical specialists and traditional knowledge keepers), it is the responsibility of Chief and Council to determine if and when a Declaration of State of Local Emergency, evacuation alert or order, and Band Council Resolution (BCR) is required. In some cases, a bylaw may be a better option.

- Is there time to convene a council meeting?
 - If Yes, then consider submitting a written declaration to council for passing of bylaw
 - If No, then consider a BCR to reinforce the evacuation alerts & orders, as well as Declaration of State of Local Emergency
- Clearly define the specific geographic boundaries of the area under Resolution and prepare a map
 - Use civic addresses, street names, lot #s, IR# or any combination that works for your community
- If applicable, define a timeframe required for the Resolution
- Complete the written BCR for submission to Chief or designate for signature
- Include the extraordinary powers that are required
- Any evacuation alerts & orders, as well as a Declaration of State of Local Emergency should include:
 - A map of the area with boundaries clearly delineated
 - Signature of Chief or designate
- Publish / Post notice of declaration for affected residents
- Submit a copy of the Completed and Signed BCR to EMCR PREOC at:

Central Region
 1255-D Dalhousie Drive
 Kamloops, BC
 V2C 5Z5

Phone : 250-371-5240
 Fax : 250-371-5246

Email : preoc3.ops1@gov.bc.ca

4.0 EOC CHECKLISTS

ALL PERSONNEL EOC ACTIVATION CHECKLIST

- Confirm the safety of you and your family
- Receive your assignment from your organization; ensure it includes the following information:
 - Job assignment (e.g., Situation Unit Leader etc.)
 - Position checklist (if applicable)
 - Resource order number, request/manifest number, task number, etc. (as applicable)
 - Reporting location and time
 - Travel Instructions (if applicable)
 - Safety Instructions (if applicable)
 - Any Special Instructions (e.g., Travel, Radio Frequency) if applicable
- Upon arrival, check in at the designated check-in location (e.g., EOC, ICP, Reception Centre etc.)
- Check in with the EOC Director or Section Chief upon arrival at the EOC and obtain an identification card and vest, if applicable
- Participate in any facility / safety orientation briefing, as required
- Use the EOC Check-in / Out Form (511) in **Emergency Plan Appendix 12** each time you enter or leave the EOC
- Receive a briefing from your assigned supervisor; ensure it includes information such as:
 - Specific job responsibilities
 - Co-workers within job function
 - Operational period work shifts
 - Defined functional work areas
 - Protocols on confidentiality and information sharing
 - Eating / sleeping arrangements, if applicable
 - Procedures for obtaining additional supplies, services, and personnel
 - Current EOC Action Plan or an incident briefing if an action plan has not yet been developed
 - Critical contact information (e.g., phone numbers, PINs, radio frequency, email...etc.)
 - Procedure for specific debriefings and turnover at the end of the operational period
 - Clarify any questions you may have including any important details pertaining to assignments
- Ensure proper set-up of EOC section (if applicable) and/or workstation
 - Phone(s) / voicemail / computer
 - Section filing system
 - Section whiteboards
- Review your position checklist, forms and functional aids
- Establish and maintain an EMCR Position Log in **Emergency Plan Appendix 12** or a dedicated Position Notebook
 - *Use only **ONE** position Log even if you are serving more than one function
 - Identify/label by event, function, position, EMCR task number and date
 - Chronologically describe the actions you take, conversations you have & decisions you make during your shift
- Note any ideas or suggestions for improving the contribution of your function and of the EOC overall (these will be considered in an After-Action Report)
- Identify any resource needs (e.g., portable radio, computer, stationary, forms and other reference documents)
- Organize and brief subordinates (if applicable)

EOC SUPPLIES CHECKLIST

The following lists are a guide to consider for equipping the Emergency Operation Centre (EOC). If there is no dedicated facility available, then consider assembling / ensuring the mobile EOC kits are stocked with these supplies.

EOC Furniture & Equipment

- Desks and/or folding tables to accommodate each section and its expansion to a full activation
- Chairs
- White boards
- One or more clocks on the walls, all synchronized
- Shredding machine
- Garbage cans
- Kettle & coffee maker
- Tea, coffee, and condiments
- Disposable recyclable cups and plates
- Water dispenser
- Microwave / Stove
- Trays for 'inboxes' for workstations

EOC Communications, Computers & Audio Visual

- Telephones / Satellite phone / 2-way radios
 - Amateur radio station if available; use as back up communications and contact with EMCR and other support agencies
 - Consider unlisted numbers for the various EOC positions that are not made available to the general public
 - Public number(s) for general public support; ideally available 24/7 in the earlier stages of the response and scaled back down to reasonable times as the event stabilizes and then slows down
 - Projector and screen to display from EOC computers; consider spare bulbs for projector
 - One or more large screen TV set(s) for monitoring news and displaying status boards; ideally these can be connected to the internet and/or your information systems
 - Recording device for meetings & important conversations
 - Chargers for popular mobile phone types; iPhone, mini-USB etc.
 - Maps
 - Internet Connection
 - Adequate Computers for the EOC staff
 - Adequate Printers for the EOC staff
 - Fax machine
 - Consider a plotter for printing larger maps
 - Consider multi-function devices
 - Ensure back up supply of toners
 - Flashlights
 - Batteries
 - Blankets
 - Pillows
 - Name identification tags
 - EOC vests
 - Emergency flashlights & battery powered lighting
 - Workstation logbooks for recording calls, conversations and decisions for each position
 - TV
 - Radio
 - Generator
 - Extension Cords
 - Power Bars
 - Printer Cables
- *Consider taping pre-organizing envelopes with set up checklists to the doors of EOC rooms

5.0 EOC DIRECTOR ALL HAZARD EMERGENCY CHECKLISTS

EOC DIRECTOR ALL HAZARD EMERGENCY CHECKLIST

- Confirm the safety of you and your family
- Establish Contact and Gather Information from the Designated Corporate Executive, Emergency Planning Coordinator, Lead Responder Agency and/or Critical Infrastructure Owner (see Incident Report Template)
- Confirm nature and scope of the emergency event including:
 - Potential impacts to public safety
 - Potential impacts to critical infrastructure, communications, and services
 - Potential impacts to traditional or sacred locations
 - Any other known or potential issues
 - Status of any evacuation activities
 - Consider reviewing EOC Director Evacuation Playbook
 - Status of any response activities and support required by EOC, including community personnel and equipment already engaged
 - Lead response agency and who the Incident Commander is
- Confirm that on site Incident Command(s) have been established and the best methods of contact
- Is a Tactical Evacuation required?
 - If yes, go to EOC Director Tactical Evacuation Checklist in the **EOC Director Evacuation Playbook**
- Review the Hazard Specific Response Checklist, if applicable
- Work together with the Designated Corporate Executive and/or community leadership to confirm if EOC activation is required
- Brief Community Leadership on the nature and scope of the event and initial EOC support objectives
- Discuss if outside assistance is required and if so, activate existing and relevant community mutual aid/resource sharing agreements or make a request through EMCR
- If necessary/applicable, consider:
 - Activating Tk'emlúps Business Continuity Plan
 - Notifying RCMP for evacuation assistance and security
 - Advising BC Emergency Health Services (BCHES), formerly BC Ambulance
 - Providing a Community Liaison to be present at the EOC of the main responding agency
 - Requesting Hazmat teams
 - Local traffic control services for traffic safety and control
- Identify if a Band Council Resolution is required
 - If yes, go to Band Council Resolution Checklist
- Identify if an Evacuation Alert and/or Order is required
 - If yes, go to EOC Director Evacuation Alert Checklist or EOC Director Evacuation Order Checklist in the **EOC Director Evacuation Playbook**
- If an EMCR Task # is needed, call **EMCR 1-800-663-3456** and provide the following information:
 - Threat to community
 - Is Evacuation required (yes/no)? If yes, how many and where will they go?
 - Is a Band Council Resolution required (yes/no)?
 - Request a stakeholder coordination call if necessary
 - Request additional resources and support if unable to fill locally
- Review the EOC Activation Flow Chart in **Section 6.1.1**

EOC DIRECTOR ALL HAZARD EMERGENCY CHECKLIST cont'd

- Contact and invite response, support agencies, and impacted utilities and owners to:
 - Request an agency representative to the EOC
 - Participate in regular briefings and calls

If EOC Activation is Required, confirm the following information:

- Will the event be supported for EOC activation?
- EOC Activation Level – what activities it needs to be activated for. Consider a partial EOC activation when:
 - The event is small in nature and only requiring short term and/or limited support
 - There is a possibility an event may threaten some or part of the community
 - Advance planning is warranted for an impending threat to the community
- Select a Suitable EOC Facility:

For a Partial EOC Activation this could mean working from people's office desks, or it may require a dedicated space with the following considerations:

- A safe location in the event the Event grows? If no, consider alternate location(s)
- Sufficient desks, chairs, phones, computers and stationery etc.?
- Status board, whiteboards, flip charts and maps
- Is it secure from general public random visits (able to be lock doors to maintain confidentiality)?
- A dedicated room for meetings, calls etc. that can be controlled for general public random visits
- A staff sign-in/out process
- Quick access to Emergency Plan, Activation Plan and Business Continuity

For a Full EOC Activation - EOC Facility, Review the Partial Activation Considerations as well as:

- Dedicated spaces for breakout meetings, advance planning, public information officers, agency representatives, and other activities as appropriate
- Suitable voice and internet communications; confirm that costs to install adequate IT may be reimbursed through EMCR
- A space where the Section Chiefs can work in the same large room for a majority of the time
- Suitable workspaces with desks, chairs, phones, computers and stationery etc.
- Adequate parking for additional EOC personnel
- A quiet rest area for EOC staff
- All contracts for facility and support to the facility are in place

Work Together with Designated Corporate Executive and/or Community

If EOC Activation is Required, Confirm:

- EMCR has been contacted and a task number has been received
(A task number is required for expense reimbursements and provides some level of WorkSafe and liability coverage)

EOC DIRECTOR ALL HAZARD EMERGENCY CHECKLIST cont'd

- If EMCR has **NOT** been contacted, call **1-800-663-3456** and communicate the following information:
 - EOC location and hours of operation
 - Contact information for the EOC and primary community representative
 - Best forms of contact for the EOC and/or primary community representative
 - Type and Nature of the event/threat, including how imminent it is
 - Best estimate of how many people and/or properties are threatened
 - Provide documentation as required
 - Request a task number
 - Request any additional assistance you need through EMCR

**EMCR will automatically notify Indigenous Services Canada (ICS)*

- If an EMCR stakeholder coordination call is required (e.g., full activation events) or if one has been scheduled already (*An EMCR stakeholder coordination call may include all-stakeholders or be limited to just those impacted and/or have a direct response or support role*)

If an EMCR stakeholder coordination call has already been scheduled, confirm:

- What time is it scheduled for, what is the phone number and who requested it
- Provide an initial update to Chief and Council about status of event and predictions on its impacts
- Activate appropriate EOC staffing levels:
 - For Partial EOC Activations**, consider at a minimum: an EOC Director, Operations Section Chief and Planning Section Chief
 - For Full EOC Activations**, consider a Deputy Director & the EOC Level 2 and Level 3 staffing guidelines:

Position	EOC Level 1	EOC Level 2	EOC Level 3
EOC Director	✓	✓	✓
Information Officer	✓	✓	✓
Liaison Officer	✓	✓	✓
Operations Section Chief	✓	✓	✓
Risk Management Officer		✓	✓
Planning Section Chief	✓	✓	✓
Section Chiefs		As Required	ALL EOC
Section Unit Leaders	As Required	As Required	As Required
Deputy Chiefs		As Required	As Required
Recovery Planner		✓	✓
Subject Matter Expertise (SMEs)		As Required	As Required
EMCR	Advise	Limited PREOC	PREOC
Emergency Support Services (ESS)	Advise	✓	✓
Chief and Council	Advise	✓	✓

Source: EMCR Emergency Operations Centre: Operational Guidelines

EOC DIRECTOR ALL HAZARD EMERGENCY CHECKLIST cont'd

Notify Required Staff (see staff emergency contact list) and Confirm the Following:

- Request staff to be on **Alert/Standby** OR **Report to the EOC** or Other specified location
- Nature of the emergency
- Who is activating the EOC?
- Level of EOC Activation required (Level 1 = minor to Level 3 = full scale)
- Address / Location of the EOC
- What time should they report to the EOC
- Anticipated number of hours they will be at work
- Job Assignment
- Any materials required (e.g., laptops, maps...etc.)
- Any security or safety considerations
- Applicable transportation information (e.g., known road closures...etc.)
- EOC contact phone number in the event of an emergency or delay

For Full EOC Activations:

- Anticipate needs for 3 to 7 days and develop a staffing plan; consider the length of shift and whether 24/7 coverage is required
 - Consider activating a Recovery Manager during the early stages of the event to ensure appropriate plans are in place
 - Anticipate the length of EOC coverage required and consider an EOC staffing plan to be drawn up
 - Ensure there are enough personnel to rotate staff
- Consult with Primary Responder Agencies, EOC management staff and Section Chiefs to set EOC priorities and response objectives for affected areas; consider support for the following strategies, if applicable:
 - Access management to restricted or evacuation order area
 - Security for evacuated areas
 - Protection of community and its infrastructure
 - Support to other communities
 - Consider BCEMS (safety/health of the responders, save lives, protect public health...etc.) in Section 6.3 in the **Tk'emlúps Emergency Plan**
- Designate the operational periods according to the situation and display in a prominent location
- Fill out the All Personnel – EOC Activation Checklist
- Start setting up the section workstations and other rooms as required until Logistics arrives
 - Review EOC Set Up Checklist
- Set up check in procedures using the EMCR Logistics Check-in Form (511) in **Emergency Plan Appendix 12**
- Greet and orient arriving EOC members until the Logistics Section is established to assume this function

EOC DIRECTOR ALL HAZARD EMERGENCY CHECKLIST cont'd

- Brief incoming EOC staff on:
 - Rules around using the facility
 - Facility evacuation and safety procedures
 - Their role(s) - remember that EOC Director and Section Leaders must perform ALL the required functions that are NOT staffed
 - Nature and scope of emergency event including:
 - Potential impacts to public safety
 - Potential impacts to critical infrastructure
 - Potential impacts to traditional or sacred locations
 - Status of any evacuation activities
 - Status of any response activities and support required by EOC, including community personnel and equipment already engaged
 - Lead response agency and who the Incident Commander is
 - EOC set up
 - EOC objectives and highest priorities
 - The daily schedule of activities
 - Provide copies of the All Personnel – EOC Activation Checklist
- Confirm with Chief, Designated Corporate Executive, EPC and Information Officer (IO) who will be the primary community spokesperson; ensure this person will not be viewed as fatigued, stressed or combative as this may affect public perceptions on Community Leadership and their ability to deal with the event
- Review and approve media releases and other public information materials
- Establish and maintain communications with the Community Leadership, EOC staff and Support Agencies
- Establish and maintain contact with adjacent jurisdictions and the PREOC, if one has been established and keep the PREOC Operations Chief informed
- Provide daily situation reports to EMCR by 2:00pm daily
- Call at least one action planning meeting (no longer than 30 min) in each operational period, and whenever the situation or EOC staff changes significantly
 - Attendance to include all management staff, Section Chiefs and other key agency representatives
- Hold regular briefings of all Tk'emlúps EOC participants to keep them informed on status

**This briefing should not be longer than 30 minutes, and may include a summary by the Incident Commander or representative*
- Provide regular updates to Chief and Council
- Keep the EOC Information Officer and Chief and Council up to date on new information, as appropriate
- Continuously assess the situation; magnitude and severity of the current situation and potential for future threat, considering:
 - BCEMS Goals in Section 4 of the **Tk'emlúps Emergency Plan** (safety/health of the responders, save lives, protect public health...etc.)
 - Any support needs: availability of first responders and human resources, any resources required, assistance by external agencies

EOC DIRECTOR ALL HAZARD EMERGENCY CHECKLIST cont'd

EOC Staff Health and Well Being:

- Monitor EOC personnel to ensure they attend to their personal needs for food, water, sleep and take regular breaks
- Monitor general staff activities to ensure that all appropriate actions are being taken
- Continuously monitor the EOC organizational effectiveness

Recovery Phase:

- Hold a critical incident debriefing session for team members
- Consider providing or arranging grief counselling to members as needed
- Prepare to work with the EOC Team to assess the effectiveness of this plan and make revisions as necessary
- Work with Information Officer to inform the community members of the Event being over
- Consider holding town hall events to discuss recovery activities and to support community members
- Supervise the return of any members of the Community who may have been out of the Community
- Document lessons learned and share the information with the EPC to update the Emergency Plan accordingly
- Share mental health support services information to Community members
- Contact FNHA for further support options
- Ensure safety of all recovery activities
- Inform and brief Chief and Council

Before Leaving:

- Confirm with designated Corporate Executive and Emergency Planning Coordinator the EOC can be deactivated
- Deactivate the EOC
- Prepare the EOC After Action Report
- Follow All Personnel – EOC Demobilization Checklist in **Emergency Plan Appendix 7**

EOC DIRECTOR – SHELTER-IN-PLACE

For additional guidance see EMCR's [Evacuation Operational Guide for First Nations and Local Authorities in British Columbia March, 2022](#)

- Ensure personal safety and the safety of your family
- Collect information / obtain a briefing from the Incident Commander
 - Nature, status, and prognosis of the threat
 - Geographic area under threat
 - Estimated numbers of community members, and structures at threat
 - Any site support needs required
- Consult with Incident Commander or available hazard specific Subject Matter Experts to confirm that a shelter-in-place is required
- Discuss with the designated Corporate Executive and Emergency Planning Coordinator if the recommendation for a shelter-in-place order should be accepted, modified, or dismissed
- Determine the shelter-in-place support needs
- Consider the need to activate a resident notification group under the EOC Operations Section
 - Assistance with shelter-in-place notification (e.g. first responders, ground search and rescue)
 - Consider the need for shelter-in-place mapping
 - Confirm communications strategy with Information Officer (refer to **Information Officer shelter-in-place key messaging checklist**)
- Confirm with the Designated Corporate Executive and Emergency Planning Coordinator:
 - If the EOC has been activated and that it is located in a safe location that will not be compromised by the event or threat
 - EMCR Task Number (if applicable), call **1-800-663-3456** if it hasn't already been done
 - Consider remote or virtual EOC support options from other communities or organizations
 - Consider the need to review the **Pre-planning Evacuation Checklist** in the **Tk'emlúps Evacuation Plan**
 - Brief Chief on the most current situational awareness as it evolves

6.0 INCIDENT REPORT TEMPLATE

The following is a standard incident report template that can help collect and organize information. Additional form templates that are commonly found in the EOC can be found in Appendix 11. For a comprehensive list of forms available, see [EMCR EOC forms](#). Modify and update these forms to best serve the community needs.

INCIDENT REPORT

This form is a guide for capturing the pertinent information from Site Command prior to the first stake-holders coordination call, a briefing tool for the EMBC PREOC, elected officials, the policy group and EOC staff as they arrive and before the EOC is fully operational.

Original Report <input type="checkbox"/> OR Incident Update <input type="checkbox"/>		Update #:		Comments:	
Date:	Time:	Dept / Agency Reporting the Incident:	Report/Update Completed By: (First, Last Name)	Contact Number:	EMBC Task No:
EOC Location / Building Name:		EOC Phone Number:	Incident Command Post (ICP) Location:		ICP Contact Information (radio / phone)
Agency in Charge at the Scene / Incident Commander: <input type="checkbox"/> RCMP <input type="checkbox"/> Fire Department <input type="checkbox"/> Public Works <input type="checkbox"/> Other: _____				Name of Incident Commander: _____	
Is the Above Agency the Correct Agency in Charge?		<input type="checkbox"/> Yes <input type="checkbox"/> No If No, Identify the Correct Agency to be in Charge: _____			
Would Unified Command be helpful?		<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Identify Other Agencies for Unified Command: _____			
Type of Event / Incident:					
<input type="checkbox"/> Blizzard <input type="checkbox"/> Debris Avalanche / Debris Flow <input type="checkbox"/> Erosion and Accretion		<input type="checkbox"/> Explosion <input type="checkbox"/> Extreme Cold <input type="checkbox"/> Flooding		<input type="checkbox"/> Gas and Gas Leaks <input type="checkbox"/> Hazardous Spill ** <input type="checkbox"/> Ice Storm	
				<input type="checkbox"/> Motor Vehicle Accident <input type="checkbox"/> Pandemic <input type="checkbox"/> Terrorism	
				<input type="checkbox"/> Urban / Rural Structural Fire <input type="checkbox"/> Wildfire <input type="checkbox"/> Other: _____	
Additional Information: _____					
Identify Hazmat Substance(s): _____					
Geographic Location:					
Address/Geographic Description of Incident: _____			Size of Area Involved: _____ <input type="checkbox"/> Ha <input type="checkbox"/> Acres		
Distance from Incident to Population: _____ <input type="checkbox"/> Metres <input type="checkbox"/> Kilometres					
Direction threat is FROM population: <input type="checkbox"/> North <input type="checkbox"/> South <input type="checkbox"/> East <input type="checkbox"/> West <input type="checkbox"/> Northeast <input type="checkbox"/> Northwest <input type="checkbox"/> Southeast <input type="checkbox"/> Southwest					
Directions to Site: _____					
Current State of Threat:					
<input type="checkbox"/> Contained <input type="checkbox"/> Not Contained		<input type="checkbox"/> Under Control <input type="checkbox"/> Not Under Control		<input type="checkbox"/> Stable <input type="checkbox"/> Unstable	
				<input type="checkbox"/> Assistance Required <input type="checkbox"/> Major Assistance Required	
				<input type="checkbox"/> Resolved <input type="checkbox"/> Unknown	
Threat Rate of Spread:					
<input type="checkbox"/> Rapid <input type="checkbox"/> Moderate <input type="checkbox"/> Slow <input type="checkbox"/> Stopped / Neutralized		Time Threat Will Contact Population in: _____ <input type="checkbox"/> Minutes <input type="checkbox"/> Hours			
ACTIONS TAKEN SO FAR:					
Threat / Hazard Response Plan - Strategies / Tactics:					
<input type="checkbox"/> Threat can be stopped		Strategies: _____			
		Tactics: _____			
<input type="checkbox"/> Threat can be directed/controlled		Strategies: _____			
		Tactics: _____			
<input type="checkbox"/> Threat can be neutralized		Strategies: _____			
		Tactics: _____			
PRIORITIES (BCEMS) check all that apply:					
<input type="checkbox"/> 1. Safety and Health of all responders <input type="checkbox"/> 2. Life Endangerment		<input type="checkbox"/> 3. People / Animal Suffering <input type="checkbox"/> 4. Public Health		<input type="checkbox"/> 5. Government Infrastructure <input type="checkbox"/> 6. Property	
				<input type="checkbox"/> 7. Environmental <input type="checkbox"/> 8. Economic/Social Loss	
Estimated Number of People Affected: _____ Additional Information: _____					
Fatalities? No: <input type="checkbox"/> Yes: <input type="checkbox"/> If Yes, estimated #: _____ Unknown: <input type="checkbox"/>		Estimated Number of Animals Affected: Domestic: _____			
List Possible Injuries & Approx. Number of Each: _____				Livestock: _____	
Types of Property Affected / Estimated Numbers:					
<input type="checkbox"/> Residential Houses Number: _____		<input type="checkbox"/> Industrial Properties Number: _____		<input type="checkbox"/> Commercial Properties Number: _____	
				<input type="checkbox"/> Industrial Properties Number: _____	
				<input type="checkbox"/> Critical Infrastructure Type: Number: _____	
Special Considerations:					
<input type="checkbox"/> Schools _____		<input type="checkbox"/> Special Events / Festivals _____			
<input type="checkbox"/> Longterm Care Facilities _____		<input type="checkbox"/> Transportation Not Available _____			
<input type="checkbox"/> Population indoors (shut ins) _____		<input type="checkbox"/> English as a Second Language _____			
<input type="checkbox"/> Campsites _____		<input type="checkbox"/> Hearing / Sight / Mobility impaired _____			
<input type="checkbox"/> Trailer Parks _____		<input type="checkbox"/> Transient People _____			
<input type="checkbox"/> Recreational Sites _____		<input type="checkbox"/> Unfamiliar with the area _____			
Reception Centre Locations:					
Primary: _____			Secondary: _____		
Response:					
Assistance / Resources Required: _____					
Evacuation Required? <input type="checkbox"/> No <input type="checkbox"/> Yes		Approximate # of People and Properties Threatened: _____			
Agencies To Contact: <input type="checkbox"/> MOTI <input type="checkbox"/> MOECC <input type="checkbox"/> FLNRORD <input type="checkbox"/> BCWS <input type="checkbox"/> BCEHS <input type="checkbox"/> Hydro <input type="checkbox"/> Telus <input type="checkbox"/> Fortis <input type="checkbox"/> Other: _____					
<input type="checkbox"/> Use this form to notify the Provincial Emergency Coordination Centre (PECC) when the EOC is Activated and to Obtain a Task Number for the Incident 1-800-663-3456:					
Obtain EMBC Task Number for Incident: _____			Name of the Incident: _____		

7.0 HAZARD SPECIFIC RESPONSE CHECKLISTS