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First Nations Emergency Management Resource and Information Package

- Including guidance for flood events

This EMBC Resource and Information Package has been developed to provide First Nations communities with resources and information about emergency management support available at the community level. Within this package, you will find:

- An introduction to EMBC and contact information for the EMBC Regional Offices
- A question & answer resource for Flood Events
- Information on the use of Band Council Resolutions for Emergency Management
- Considerations for developing community emergency plans and evacuation plans
- A guide for families and individuals when facing a flood event
- Guidelines for construction of sandbag dikes for flood events
- Information for re-entry and recovery planning
- Information on Emergency Social Services
- Information on PreparedBC resources

This package is not intended to replace a community emergency plan; it is designed to support a community by presenting additional considerations during the response to an emergency incident.

If you have additional questions or concerns that are not addressed within this package, please feel free to reach out to your regional office for support.

Note: The information within this package is subject to change. Contact your regional office to verify information when referencing this document.

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Emergency Management BC (EMBC)

Under the Ministry of Public Safety and Solicitor General, Emergency Management BC (EMBC) is the lead coordinating agency in the provincial government for all emergency management activities. EMBC provides executive coordination, strategic planning, and multi-agency facilitation and strives to develop effective working relationships in an increasingly complex emergency management environment.

EMBC works with local governments, First Nations, federal departments, industry, non-government organizations and volunteers to support the emergency management phases of mitigation/ prevention, preparedness, response and recovery. Additionally, EMBC engages provincial, national and international partners to enhance collective emergency preparedness.

EMBC has six regional offices, depicted in the map included with these materials.

First Nations Coordination

In April of 2017, EMBC signed a 10-year, bi-lateral agreement (the Agreement) with the Federal Government, whereby EMBC would expand emergency management support to First Nation communities. With the agreement in place, EMBC will provide First Nations communities with the full range of emergency management services that local authorities receive including: preparedness, mitigation/prevention, response and recovery.

To successfully implement the Agreement, EMBC created the First Nations Coordination Unit (FNCU). The FNCU works with Indigenous Services Canada (ISC), the First Nations Leadership Council (FNLC) and several other key stakeholders to lead and coordinate emergency management support to First Nations communities. The FNCU is responsible for:

- Management and effective delivery of the 10-year bilateral service agreement;
- Integration of First Nations emergency management support services across EMBC and with other provincial ministries; and
- The development of a long-term vision, including goals and strategies focused on enhancing First Nations' capacity to address hazards and strengthen disaster resilience.

To better support all BC communities, EMBC recently hired additional staff and is continuing to expand office infrastructure to accommodate this organizational growth.

EMBC Key Contacts

To report a provincial emergency, contact Emergency Management BC's
Emergency Coordination Centre: 1-800-663-3456

EMBC Regional Offices:

South West Region 14292 Green Timbers Way Surrey, B.C. V3T 0J4 Tel: 604 586-4390 Fax: 604 586-4334	Central Region 1255-D Dalhousie Drive Kamloops, B.C. V2C 5Z5 Tel: 250 371-5240 Fax: 250 371-5246
South East Region 403 Vernon Street Nelson, B.C. V1L 4E6 Tel: 250 354-5904 Fax: 250 354-6561	North East Region 3235 Westwood Drive Prince George, B.C. V2N 1S4 Tel: 250 612-4172 Fax: 250 612-4171
North West Region Suite 1B - 3215 Eby Street Terrace, B.C. V8G 2X8 Tel: 250 615-4800 Fax: 250 615-4817	Vancouver Island Region Block A - Suite 200 2261 Keating Cross Road Saanichton B.C. V8M 2A5 Tel: 250 952-5848 Fax: 250 952-430
Headquarters Block A - Suite 200 2261 Keating Cross Road Saanichton B.C. V8M 2A5 Tel: 250 952-4913 Fax: 250 952-4888	Recovery and Funding Programs Block A - Suite 200 2261 Keating Cross Road Saanichton B.C. V8M 2A5 Tel: 250 952-5505 Toll Free: 1 888 257-4777 Fax: 250 952-5542



This map is only an approximation. The EMBC Regions are based on the existing boundaries of regional districts, and EMBC Regions incorporate the following regional districts:

Vancouver Island Capital Cowichan Valley Nanaimo Alberni - Clayoquot Powell River Comox Valley Strathcona Mount Waddington	South East Kootenay Boundary Central Kootenay East Kootenay Columbia - Shuswap <i>(less the area including the communities of: Anglemont, Falkland, Salmon Arm District, Sicamous, Canoe, Malakwa, Sorrento, Tappen)</i>	Central Thompson - Nicola Okanagan - Similkameen Central Okanagan North Okanagan District of Lillooet Columbia - Shuswap <i>(only the area including the communities of: Anglemont, Falkland, Salmon Arm, Sicamous, Canoe, Malakwa, Sorrento, Tappen)</i>
North East Northern Rockies Peace River Fraser - Fort George Cariboo Central Coast	North West Stikine Kitimat - Stikine Bulkley - Nechako Skeena - Queen Charlotte	South West Sunshine Coast Squamish - Lillooet Greater Vancouver Fraser Valley

Emergency Management BC

BC's Emergency Coordination Centre: 1-800-663-3456

Wildfire Reporting

***5555 on a cell or 1 800 663-5555**

NAME	TITLE	WORK
Vancouver Island (VIR)		Fax: 250-952-4304
Ralph Mohrmann	Senior Regional Manager	250-952-4895
Ian Foss	Regional Manager	250-952-4904
Bev Goulet	Regional Office Administrator	250-952-5848
South West (SWE) Surrey		FAX: 604-586-4334
Ian Cunnings	Senior Regional Manager	604-586-4386
Brian Koster	Regional Manager	604-586-3704
Sandy Miller	Regional Manager	604-586-4373
John Hawkes	Regional Manager	604-586-3717
James Whelan	Regional Manager	604-586-3726
Andrew Morrison	Search and Rescue Specialist	604-586-4380
Rick Laing	Emergency Management Technician	778-866-7648
Nicole Aeichele	Regional Office Administrator	604-586-4390
South East (NEA) Nelson		Fax 250-354-6561
Peter Prendergast	Senior Regional Manager	250-371-5241
Gundula Brigl	Regional Manager	250-354-5910
Chris Johnson	Regional Manager	250-354-5911
Darrell Green	Fire Services Advisor	250-354-5941
Ross Goddard	Emergency Management Technician	250-354-5918
Anita Baars	Regional Office Administrator	250-354-5904
Linda Harfman	Regional Office Administrator	250-354-5911
North East (NEA) Prince George		Fax 250-354-6561
Tony Fiala	Senior Regional Manager	250-612-4175
Genevieve Fox	Regional Manager	250-612-4152
Debbie Alexander	Regional Manager	250 612-4163
Stan Harvey	Regional Manager	
Heather MacRae	Regional Manager	250-612-4148
Terry Ree	Fire Services Advisor	250-612-4148
Kaylee Tower	Emergency Management Technician	250-612-4172
Marion Cahoose	Regional Office Administrator	250-612-4172
Central (CTR) Kamloops		Fax 250-354-6561
Peter Prendergast	Senior Regional Manager	250-371-5241
Steve Newton	Regional Manager	250-371-5268
Mike Knauff	Regional Manager	250-371-5245
Kayla Pepper	Regional Manager	250-371-5227
Sylvia Chow	Regional Manager	250-371-5226
Rick Owens	Fire Services Advisor	250-371-5253
Katie Britton	A/Emergency Management Technician	250-371-5240
Michelle Liebe	Emergency Management Technician	
Bill Wacey	Structure Protection Specialist	250-371-5258
Natika Ilic	Regional Office Administrator	250-371-5240
North West (NWE) Terrace		Fax 250-615-4817
Tony Fiala	Senior Regional Manager	250-612-4175
Maurie Hurst	Regional Manager	250-615-4800
Terry Ree	Fire Services Advisor	250-612-4148
Jennifer Agar	Regional Office Administrator	250-615-4800

QUESTIONS & ANSWERS

Flooding and First Nations Communities

Updated: October 20, 2017

Flooding Information

1. Who should I contact about a flooding emergency?

- Emergencies can be reported through the **Emergency Management BC (EMBC) 24-hour emergency line 1-800-663-3456.**

2. How do I know if I am in a risk area for flooding?

- The severity of local flooding, and whether or not major flooding occurs along river systems, depends mostly on weather conditions. Unusually high snowpacks raise the possibility of flooding, but risk is determined by a combination of events and conditions:
 - Heavy, concentrated rain events
 - Heavy rains mixed with spring's melting snow, leading to excessive run-off into rivers and lakes
 - Ice jams – water upstream is blocked by ice downstream
 - On the coast, seasonally high tides amplified by a severe storm
- Remember that if rising waters become a threat to your safety, follow the instructions of officials who are involved in rescue or flood response operations, including those directing traffic, as water can be deeper than it appears. Keep disaster response routes clear.

3. How do community members travel along closed or limited-access roads to retrieve and deliver supplies such as groceries and fuel during this emergency?

- Please check DriveBC.ca for information about road conditions in your area.
- Checkpoints may be in place to monitor and control the flow of traffic on roads that are affected by flooding or are key access roads for managing the floods or supplying communities.



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- An individual needing to travel to access essentials such as food, water and fuel will require access passes for closed roads or roads limited to essential services.
- The access passes help manage safe traffic flow and limit people driving. Even with a pass, there may be times when travel in/out of communities may not be safe.

Evacuations

4. Who has authority to issue evacuation orders on reserve lands during emergencies?

- Chief and council are responsible for the actions taken on reserve and are encouraged to consult and coordinate with Emergency Management BC (EMBC) during a flooding event.
- First Nations will be notified by EMBC or RCMP of the situation and provided information to assist the Chief and Council in making decisions regarding the health and safety of their community members.
- If Chief and council agree the situation warrants further action, Chief and Council are requested to issue a Band Council Resolution (BCR) declaring a State of Local Emergency, which may be followed by additional community notifications for an Evacuation Alert or Evacuation Order.
- A copy of any issued BCRs, and evacuation alerts or orders should be provided to EMBC and Indigenous and Northern Affairs Canada.
- Contact your Chief and council to find out more information about evacuation preparations should an evacuation be required.

5. Will Emergency Management BC support communities who choose not to evacuate?

- As safety of human life is the number one priority for Emergency Management BC (EMBC), we encourage all communities to issue evacuation orders when advised to do so.
- We understand and recognize that evacuating is difficult and emotional, and people want to do everything they can to protect their homes.
- We are committed to supporting communities during an evacuation, and returning people to their homes and continuing that support after the danger is over.



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- EMBC will not support decisions by communities which put first responders in harm's way or enable people in the community to remain in harm's way.
- Evacuations are to ensure community members are physically safe, and are intended to be temporary.

6. Which agencies should a First Nation contact when their community is directly or indirectly affected by an emergency?

- Please contact the **Emergency Management BC (EMBC) 24-hour emergency line 1-800-663-3456**, who will provide a Task Number to help track the emergency incident and any costs associated with activities, including evacuations and emergency social services for your community or evacuees your community is hosting.
- Through EMBC, Indigenous and Northern Affairs Canada will reimburse eligible response and recovery costs for First Nations on reserve.

7. What's an EMBC Task Number and why do I need one?

- Task numbers are used to track emergency incidents by jurisdiction.
- Communities experiencing emergencies should contact EMBC to request support. A Task Number will be assigned at this time.
- First Nations can also receive Task Numbers directly from the Provincial Regional Emergency Operations Centre or their local First Nations Liaison Officer. Some communities may have already received a Task Number from INAC BC Region officials.
- Under the Task Number and through EMBC, INAC will reimburse eligible response and recovery costs for First Nations on reserve.

8. Is there flooding emergency funding available to evacuated First Nations?

- The Red Cross often provides funding and support to evacuees. Contact the Canadian Red Cross at 1-800-863-6582 or find information online at www.redcross.ca/how-we-help/current-emergency-responses
- The registration process will ask for your basic information about you and your household, such as name, date of birth, email address and home address.

9. Will residents in communities that are evacuated be allowed to return to their communities after the flood risk is over?

- Yes. The evacuation is about public safety and it is temporary.

10. How is government going to protect my home while I'm evacuated?

- The RCMP brings in additional officers to protect property from looters in areas where evacuation orders have been issued. If the RCMP are not able to provide officers, communities can request private security under an EAF from the Province for response.

Health and Well-being of Evacuees

11. Where can I find help with my medical needs if I'm evacuated?

- The First Nations Health Authority Health (FNHA) Benefits line is the key resource for seeking help or information such as verifying your identity if you have lost your identification; they can be reached at 1-800-317-7878.
- If you need to replace or refill a prescription, go to your local pharmacy and bring your identification. If possible bring your prescription or medication packaging. If you don't have details of your medication, the pharmacist can look it up for you or they can call the Non-Insured Health Benefits Drug Exception Centre at 1-800-580-0950.

12. What resources are available in situations where individuals can't return to their home communities due to health reasons?

- Emergency Social Services (ESS) are available to those directly affected by flood events; each applicant is assessed on a case-by-case basis.
- Information will be available at your local Reception Centre, or you can contact your local authority or the ESS Call Centre at 1-800-585-9559.

13. Will there be counselling services available to evacuees?

- People can be connected with a counsellor by calling the FNHA Health Benefits line 1-800-317-7878, or the FNHA Northern Region Crisis Response Advisor at 778-349-4376.

14. What do I do if my health centre is closed or my family is evacuated?

- Evacuated community members are being asked to seek medical care from the nearest medical facility in the receiving community, health clinic or hospital.

15. How does government assist those who may require additional support, such as Elders?

- During evacuation, the needs of individuals can vary greatly. To best support the needs of Elders during an evacuation process, costs associated with accommodation, food and additional support will be covered as an eligible expense. For example, if an Elder is evacuated and requires hotel accommodation, this would be considered an eligible expense, even if group lodging is available.
- It is recognized that Elders have physical and emotional needs that may not be conducive to staying in a group lodging setting.

16. Are there translation services available for First Nations at reception centres?

- Yes, translation services are available upon the request of the local authority or First Nation hosting the reception centre.
- This is done through a standard resource request process generated by the First Nation and sent to the PREOC.

Re-entry

17. Where can I find information about re-entry (returning home) to my community after the evacuation order is lifted?

- Re-entry information is available to the public through EMBC:
https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/flooding/flood_clean_up.pdf
- Community Information Sheets will also be posted in Reception Centres.

Recovery

18. What is included in the recovery of a First Nations community damaged by emergency such as flooding?

- There are two main elements of a recovery phase for communities affected by a disaster, Infrastructure Recovery and Community Recovery:
 - i. Infrastructure Recovery includes restoring and repairing buildings and other infrastructure in communities;



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- ii. Community Recovery focuses on helping a community recover as a whole after an emergency and may include social, emotional, and economic recovery.
- Local Governments and First Nations lead recovery efforts by creating Recovery Plans for their communities, with support from the Province, through the Provincial Regional Emergency Operations Centres and the Emergency Management BC (EMBC) Recovery and Funding Unit.
- First Nations can receive support from EMBC and Indigenous and Northern Affairs Canada to develop recovery plans.

19. Will government pay for rebuilding damaged or destroyed homes in First Nations communities?

- Yes. The Government of Canada has programs in place that will provide assistance to First Nations communities who have been affected by emergency events.
- All the impacts to the community should be detailed in the community recovery plan; including everything that needs rebuilding or remediation.
- In general, where there is private insurance in place, that insurance coverage comes first.
- EMBC will examine recovery plans to determine what is eligible for reimbursement or replacement and process those claims.
- INAC will reimburse EMBC for the costs on reserve. For items claimed that are not deemed eligible by EMBC, INAC will work with the First Nation to determine the level of support required.

20. Will government pay for damaged or destroyed vehicles?

- ICBC handles flood related insurance claims. To make a claim, you can file online at icbc.com or call ICBC's Dial-a-Claim at 1-800-910-4222, which is open 24 hours a day, 7 days a week.
- You will not need to pay a deductible if your insurance claim is for vehicle damage sustained as a result of use on a non-traditional roadway (e.g. forest service roads) to evacuate.

21. Is there provincial support through Disaster Financial Assistance for damage from flood?

- Yes. Water damage from flooding is eligible for Disaster Financial Assistance once an event is deemed eligible.

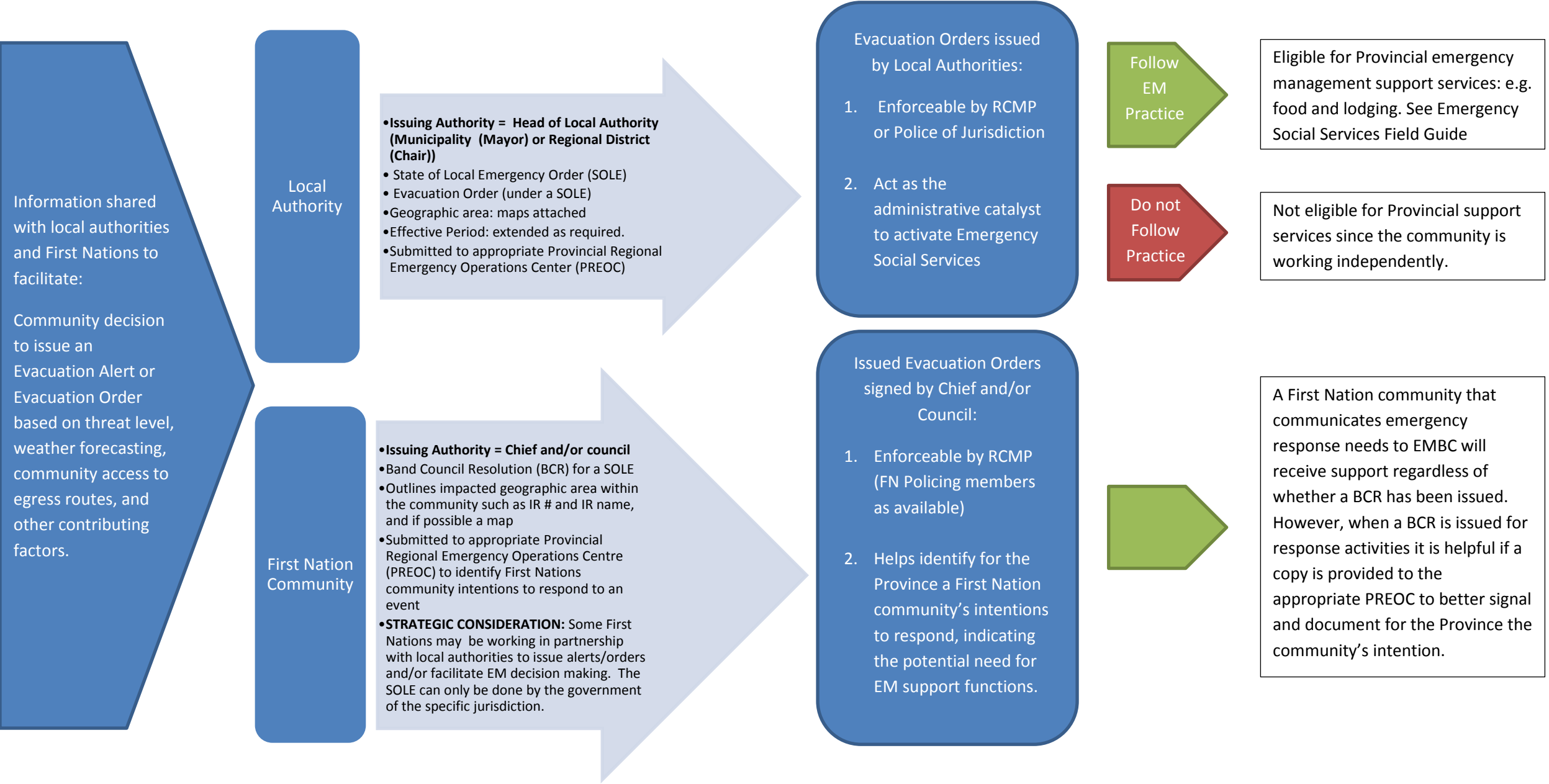
Donations

22. Do you have any recommendations for handling or making donations?

- The preference to manage donations is up to each community; however keep in mind that donations of goods can present significant logistical challenges (such as needing systems and volunteers for receiving, storing and distributing the goods)
- People wishing to support a community may wish to do so through fundraising or by contributing to relief agencies supporting communities such as the Red Cross – www.redcross.ca/donate

Flow diagram: First Nation community use of Band Council Resolution for Emergency Response

Sequence for use of a Band Council Resolution to indicate community intentions during an emergency event as compared to BC Local Authority use of a State of Local Emergency (SOLE), Evacuation Alert and Evacuation Order.



Insert Band Logo

(Example)

Insert Name of First Nation/Indian Band/Nation

Band Council Resolution for issuance of an Evacuation Alert

On **(insert date)** at **(insert time)** the **(insert Band name)** Band Council, pursuant to the Authority of the Chief and Council as per its funding agreement with Canada which outlines that Chief and Council “shall at all times provide for the preservation of public health and safety and the protection of the environment and upon determination by the primary response agency issues an **evacuation alert** for **(insert name of the Indian Reserve Lands and/or geographical area)**.”

The **evacuation alert** will remain in effect until:

- the primary response agency has notified the **(insert Band name)** that the threat to the health and safety of the community members and property has diminished and can be rescinded; or
- the primary response agency has notified the **(insert Band name)** that the threat to the health and safety of the community members and property has increased and an upgrade to an **evacuation order** is required.

The **(insert Band name)** Band Council will notify community members of the **evacuation alert** via one of the following methods:

- Door-to-door
- Telephone
- Notice posted at critical service buildings i.e.: Band Office, Health Centre, School, etc.
- Community meeting
- Social media

Chief of **(insert Band Council name)**

Council Member(s) **(insert Band Council name)**

Council Member(s)

Council Member(s)

Council Member(s)

This document has been reviewed and signed by council quorum.

Insert Band Logo

(Example)

Insert Name of First Nation/Indian Band/Nation

Notice to Community Members of an EVACUATION ORDER

On (insert date) at (insert time) the (insert Band name) Band Council issued a **Declaration of a State of Local Emergency** to implement an **evacuation order** for the (insert name of the Indian Reserve Lands and/or geographical area) due to being advised of the imminent danger of the (insert event name).

Due to this risk, all community members and visitors within the area defined above are to evacuate via the designated evacuation routes. Members of the Royal Canadian Mounted Police, other local police services of jurisdiction and/or other agencies responsible for response will be expediting the evacuation of the identified area on behalf of the (insert Band name) Band Council.

All evacuees should:

- Meet at the designated safe place;
- Follow evacuation instructions and directions from the designated emergency management personnel identified to coordinate this evacuation;
- Take their grab-and-go bags they prepared during the evacuation alert; and
- Register with local Emergency Social Services and Reception Centre(s) located (insert location) once safely outside the community.

YOU MUST LEAVE THIS AREA IMMEDIATELY

Chief of (insert Band Council name)

Council Member(s) (insert Band Council name)

Council Member(s)

Council Member(s)

Council Member(s)

This document has been reviewed and signed by council quorum.

Insert Band Logo

(Example)

Insert Name of First Nation/Indian Band/Nation

Notice to Rescind an EVACUATION ORDER

Effective (insert date and time) the (insert Band name) Band Council is rescinding the **EVACUATION ORDER** that was issued for the (insert name of Reserve Lands/geographic location) based on the determination by the primary response agency that the threat level of the (insert event name) has significantly diminished. At this time the event no longer poses an imminent threat to the health, safety and property of the (insert Band name).

The (insert Band name) Band Council will continue to monitor the (insert event name) in the case significant developments occur and the re-instatement of an **EVACUATION ORDER OR ALERT** is required.

Chief of (insert Band Council name)

Council Member(s) (insert Band Council name)

Council Member(s)

Council Member(s)

Council Member(s)

This document has been reviewed and signed by council quorum.

Community Level: Emergency and Evacuation Considerations

1. EMERGENCY DECLARATION

Who is designated to declare evacuation?

When responding to an emergency event that impacts First Nation communities within BC, the primary function of the Provincial Emergency Coordination Center (PECC) and the Provincial Regional Operation Center (PREOC) is to ensure timely and relevant information is being gathered, and utilized in an effective and efficient manner. It is important to have someone designated to declare an evacuation in order to avoid miscommunication or unnecessary action on behalf of EMBC and to allow for constant and efficient communication.

2. EMERGENCY MANAGEMENT

Who is the designated primary point of contact for the emergency event?

In order to engage in effective coordination with the EMBC PREOC, a primary point of contact should be selected. The primary point of contact may be different than the individual designated to declare an evacuation order. Once identified, the primary point of contact should be reachable 24/7 while the community is experiencing the impacts of the emergency event. Communication between EMBC Emergency Managers and the community should flow only through the primary contact or others individuals as identified by the primary point of contact and made clear to EMBC PREOC.

3. POPULATION

What is your community population?

Accurate population information for evacuation ensures that emergency responders are aware of how many community members have remained in the community and may be in need of assistance, as well as their location.

This information also provides an opportunity for community leaders and the PREOC to efficiently plan an effective evacuation and recovery, and ensure that all minors, Elders and

people who require special assistance are considered. **Anyone under the age of 19 is considered a minor and legally must be evacuated.**

4. NOTIFICATION OF RESIDENTS

How will you ensure all residents receive notification?

It is important that all residents receive notification of evacuation so that no one gets left behind. Does your community have cell phone service, a community Facebook page, and are there people available to go door to door?

How will residents who refuse to leave be managed?

Some people may be resistant to leave their homes, however it is a serious risk to stay.

Does your community have an area that can be designated as a muster area?

During notification, it is important to provide muster area information to those that cannot self-evacuate as to where they can access resources and rides to leave the community. Muster areas (meeting places) can be the local school, community center or band office.

5. TRANSPORTATION

What transportation options does your community have available?

Those who cannot self-evacuate, such as elders, should have transportation made available to them to leave the community. Consider buses, vans, and neighboring community resources. If you need further assistance, contact your Provincial Regional Emergency Operation Center (PREOC).

6. EVACUATION ROUTE

Does your community have an evacuation route?

Consider routes in all directions (North, South, East, and West). It is important to establish main routes, but also identify any alternate routes.

Where are the nearest gas stations?

Identifying gas stations and providing the contact information for them will help ensure safe access and travel to reception centers. It is a good idea to contact the gas stations that are on

the evacuation route and let them know traffic is coming so they can prepare for the influx in traffic.

7. RECEPTION CENTER

Do you have a designated reception center that is part of your evacuation plan?

Reception centers are a necessary component to safe and effective evacuation. When residents are displaced, it helps when they have an idea of where to go, and a final destination in the event they do not have family or friends to rely on.

To register with Canadian Red Cross after evacuation:

Refer to: <https://www.epactnetwork.com/en/signup/redcross>

Call the contact center at: [1-800-863-6582](tel:1-800-863-6582)

8. ADDITIONAL RESOURCES

Do you have qualified people designated to stay behind and help with disaster management? How are they contacted and registered?

This will allow for identification of those who are qualified to assist in disaster management from those who are refusing to leave the evacuation spot for alternative reasons.

Do you have a designated helicopter landing spot and has it been shared with EMBC?

Helicopters are useful for providing assistance to people in urgent situations or those requiring medical attention limiting their ability to evacuate by other means. If there is a landing spot in place, it is important to update EMBC with the location and photos of the area to ensure fast and effective assistance.

Do you have additional resources to aid in disaster management, such as a generator?

In order to tackle the disaster as efficiently and effectively as possible, it is useful to be aware of all potential resources and utilities in or around the community.

Do you have procedures and resources in place to evacuate and shelter livestock/animals?

Animals and Livestock can sometimes get left behind in the event of an evacuation and plans need to be made for their safety. The PREOC can offer guidance for arranging care for animals.

Community Level: Evacuation Plan Template

If your community does not already have an evacuation plan, the following template includes some of the basic considerations while developing one.

An evacuation plan is meant to be created before an emergency situation exists. However, if your community is on alert, it will still be beneficial to gather as much of the following key information as possible in the event evacuation occurs.

1. DECLARATION OF EVACUATION ORDER

Name the person who will give or sign the declaration.

2. POPULATION

Number of permanent residents. Identify locations if separate from main community.

3. NOTIFICATION OF RESIDENTS

List any assistance that will be required to undergo evacuation such as RCMP, Search and Rescue, BC Parks or Conservation Officers.

Outline how refusals to leave will be noted, particularly when involving minors (under 19 years of age) and the information passed to RCMP.

Identify areas where evacuation orders will be posted in the community.

Identify social media options to communicate evacuation orders and post evacuation messaging to community members.

Identify radio channels that can be used to communicate evacuation orders.

4. NOTIFICATION OF OTHER AGENCIES

Consider and list any other agencies that may need to be contacted in the event of evacuation such as Regional Districts, Ministry of Transportation, etc.

5. TRANSPORTATION

Indicate how residents will evacuate.

Identify the community muster point.

If buses are available, please indicate the capacity, who the contractor or contact is, and the driver(s).

If outside resources are available, please indicate type and contact information.

If a helicopter landing spot has been established, list where it is and any applicable information.

6. EVACUATION ROUTE

Consider routes in all directions and list the highways, and communities, and gas stations along the way.

7. RECEPTION CENTER

List location of reception centers in other communities. Identify the approximate capacity for each.

8. PUBLIC WORKS AND SPECIAL EQUIPMENT/RESOURCES

Indicate any services that will be maintained by public works staff. List any specialized equipment the community has, such as generators, that may be used to maintain services.

9. LIVESTOCK/ANIMAL EVACUATION

For Livestock/Animal Evacuation, the Ministry of Agriculture should be contacted at 250-319-3774.

CDART www.cdart.org

10. Identify individuals selected to remain behind

Identify any people who have been selected to remain in the community to support the event (fire response personnel, First Responders, etc) and indicate how they will be identified as remaining in community. (ie. Wristbands, badges, etc).

FLOODING: Am I in a Risk Area?

General Information



Do you live in a low-lying area susceptible to flooding?

Do you know enough about flood risk?

The severity of local flooding, and whether or not major flooding occurs along river systems, depends on a combination of events and conditions:

- Heavy, concentrated rain events
- Heavy rains mixed with spring's melting snow, creating excessive run-off into rivers and lakes
- Ice jams – water upstream is blocked by ice downstream
- On the coast, seasonally high tides amplified by a severe storm

Remember that if rising waters become a threat to your safety, follow the instructions of officials who are involved in rescue or flood response operations, including those directing traffic, as water can be deeper than it appears. Keep disaster response routes clear.

Preparing your Family & Home

A Guide to Prepare for, Respond to and Recover from Flooding Events



BACKGROUND

Flooding is a common, naturally occurring event in BC and can occur at any time of year. Provincial flood experts continually monitor river and stream levels and relay this information to local governments and First Nation Communities, who in turn advise their residents.

If you live in an area subject to flooding, you can take steps right now to minimize property damage and personal risk. Start by being aware of your responsibilities, be mindful of local conditions and know where to go for information well before disaster strikes.

Additional information and resources about personal emergency preparedness, flood safety, links to current river level information and weather reports are available at [Emergency Management BC](#).

PREPARING FOR POSSIBLE FLOODING IN YOUR AREA

Flooding may occur in the area where you live, and although your home may not be immediately affected, you may be cut off from outside resources (phone, electricity, safe drinking water, road access) and even some members of your household.

You should have in place, at all times:

- **An emergency plan** that every household member knows. The plan should include information on how to shut off electrical power and natural gas sources, safe meeting places out of the flood-risk area, an out-of-province contact, plans for pets and livestock, and a neighbourhood safety plan that identifies people who may need extra help.
- **An emergency supply kit** containing food, water, necessary medications, flashlights and batteries, personal toiletries, identification for each family member, some cash and any important family documents. Be prepared to be on your own for at least 72 hours, possibly longer.
- **A battery-powered or wind-up radio** that allows you to access weather warnings and disaster instructions from local radio stations.
- **A plan for protecting your home** and the tools and items you may need to do so (wrenches for shutting off valves, plastic sheeting or sandbags).
- **A full tank of gas** in your vehicle.

FLOOD PROOFING YOUR HOME

If your home is threatened, it is important not only to be prepared when flooding occurs, but to make as many preparations as possible for the return to normal living once the flood has subsided. If there is time some of the following tips will help to minimize flood damage.

General:

- Move outdoor furniture inside and relocate any essential personal effects that could either be damaged by flooding or which could float and cause damage.
- Buoyant materials should be removed from the basement to lessen the potential for damage to first floor structural components should the basement flood.
- Dangerous chemicals such as weed killer, insecticides and corrosives should be removed to dry areas to reduce the dangers of chemical contamination, fires, explosions and personal injuries.
- If time allows, move all vehicles, recreational vehicles, farm equipment and other modes of transportation with gasoline or diesel engines to high ground.

Electrical:

- If there is enough advance warning, homeowners should get professional help or advice if planning to move large appliances of any kind. There are established procedures for doing this safely.
- Portable electric appliances such as kitchen blenders and mixers, as well as power tools must be kept dry and cannot be operated until completely dried, cleaned and overhauled.
- Radios, televisions, stereo systems and other home electronic systems should be moved above the flood level.
- Shut off electrical power at the main switch to your house. If rooms are already flooded do not attempt to turn off power.
- Further information about electrical safety is available at [BC Hydro](#) and [Safety Authority](#).

Water and Sewage:

- If eaves troughs are connected to the house sewer system, disconnect them and re-channel the flow to points more than 1.5 metres from the building's foundations. This will help reduce the flow of water into the community sewage system.
- If you plug the basement sewer, be sure to remove the toilet bowl from any basement bathroom and plug that sewer drain securely as well.
- Prevent illness by understanding that drinking water may become contaminated. Listen for boil water advisories or other safety instructions from emergency officials.

Oil, Natural Gas and Propane:

- An oil tank will float if it isn't full. Stabilize your oil tank and weigh it down with sandbags or wedge it against a solid object.

- Anchor propane tanks. Both full and empty propane tanks will float. Turn off valves and anchor tanks to a solid object with a chain or cable.
- Know how to safely shut off your gas. Have the tools to do so on hand so this can be done as you evacuate.

Stay Connected while in flood prone areas during flood events

Continue to monitor news sources to stay aware of the current situation. This allows you to receive weather warnings, safety information and disaster instructions from local government.

Useful Definitions:

- **High Streamflow Advisory** - means that river levels are rising or are expected to rise rapidly, but that no major flooding is expected. Minor flooding in low-lying areas is possible.
- **Flood Watch** - means that river levels are rising and will approach or may exceed the riverbank. Flooding of areas adjacent to affected rivers may occur.
- **Flood Warning** - means that river levels have exceeded the riverbank or will exceed the riverbank imminently, and that flooding of areas adjacent to the rivers affected will result.

EVACUATION STAGES

There are three key stages in the evacuation process:

- **Evacuations Alert:** Local authorities and First Nation leadership issue a warning about an imminent threat to life and property and people in the defined area should be ready to leave on short notice.
- **Evacuation Order:** When an evacuation order is issued by a local authority or First Nation Band Council, people should leave the area immediately.
- **Evacuation Rescind:** People under an evacuation order may return. An evacuation order or alert may be reinstated by the local authority if the threat returns.

IF YOU MUST LEAVE YOUR HOME

Rising water levels may indicate your home will become unsafe to be in and you will most likely have to evacuate on short notice. Here are some suggestions for how to respond appropriately and efficiently:

- Have a grab-and-go emergency kit ready for each member of your household as you may have to leave in the middle of the night or on short notice. This kit should have basic essential items such as prescription medications, eye glasses, important papers, flashlight, battery powered radio, clothing, identification and some cash.
- Always follow the instructions of local emergency officials. They may come door-to-door or provide information through local radio or TV stations.

- Keep important papers in watertight containers and have a record of your valuables in a safe place.
- Ensure each family member has identification, especially young children. Name tags on clothing, wallet cards and wrist bands are very useful.
- Make sure you have food and water supplies for any pets you plan to take with you.
- Lock all doors and windows and double-check to ensure gas, electricity and water are shut off.
- Check on elderly or disabled neighbours to ensure they are aware of the situation.
- Be prepared to report to a reception centre if you are evacuated. This enables emergency officials to know who is impacted and also serves as a location for obtaining additional information about the event. Local authorities and emergency officials will advise you of the location.

TRAVEL CONSIDERATIONS

- If you are planning to travel, check road conditions at [DriveBC](#).
- Take extra care when driving. Familiar roads will appear drastically different when covered by flood waters - know if there are different routes out of the area if floodwaters are impacting roads.
- Do not drive into flooded areas as your vehicle can be quickly swept away or encounter unexpected debris or unseen road erosion. If your car stalls in floodwater, get out quickly and move to higher ground.
- Be on the lookout for damaged bridges, slides and washouts and be particularly alert for downed power lines.
- If you see downed power lines, do not try to repair or grab them. Even when flood water levels appear to have subsided, electrical currents can travel through the remaining water over a distance of more than 100 metres.
- Contact your local utility company or police department to report downed power lines.
- Be alert for emergency personnel and signs providing evacuation route directions.
- Follow the instructions of emergency officials who are directing traffic or involved in rescue or flood control operations. They are there to assist you and to make sure situations are handled safely and effectively.
- Keep disaster response routes clear for emergency vehicles.
- If you see livestock or other animals being evacuated, stay out of the area so the evacuation can be done safely. Frightened animals can be difficult to control. Loud equipment and vehicles, including low-flying aircraft, can startle animals unnecessarily.

RETURNING HOME AFTER A DISASTER

Do not return home until local emergency officials announce that the emergency situation is over and Chief and Council lift the evacuation order. Before returning, make sure there is a safe water supply and an adequate sewage disposal system in operation. If you are in doubt, contact your local health unit. Once you return, a few additional precautions will help keep you and your family safe:

- If the building is primarily flood water-free, inspect the foundations for cracks or other damage before entering. Once inside, examine walls, floors, doors, and windows to make sure that the building is not in danger of collapsing.
- If your well has been flooded, assume the water in your home has been contaminated. If you are on a public water system, listen to your local media for news from your health authority to find out if your water is contaminated. Each Health Authority will have a list of boil water advisories for their area.
- If water is contaminated, bottled water is the best choice, see How to Disinfect Drinking Water.
- Destroy contaminated foods - Floodwater is contaminated and can make food and drinks unsafe to consume. Destroy all:
 - Non-liquid foods, including cereals, flour, shortening & spices
 - Packaged food and meats (fresh and cured)
 - Canned goods (if damaged or leaking)
 - Bottled foods, including home preserves
 - Bottled drinks (contamination can seep under the edge of the cap)
 - Fresh vegetables and produce
- In most instances, flooding will not seriously affect septic tanks. However, flooding may cause damage to your sewage disposal field if you use the system before flood waters have dropped below the distribution trenches in your septic field. It is suggested that you get more information before using your septic system after a flood.
- In order to prevent fires or dangerous short circuits all wiring in homes and other buildings which have been partially or completely flooded must be inspected before being placed back in service. Get additional information about electrical safety at BC Hydro or Safety Authority.
- If you lose power during or after a flood, NEVER USE a gas oven, range, barbeque, hibachi or portable propane heater to heat your home. These units use up the oxygen and give off carbon monoxide, which can cause suffocation and death if used indoors.
- All insulation of any thermally insulated appliances must be properly repaired or replaced before operation if the appliances have been partially or completely submerged. These appliances include: water heaters, refrigerators, freezers and ranges.
- Call the gas company to check your meter and regulator before using your gas system as flood waters may have shifted your home or caused other stresses to the gas piping.
- Contact your insurance agency about any damages. Information about flood recovery and assistance programs will be made available or contact your local government for more information.

- In some flooded areas water levels may reach or submerge power-bearing electrical cables. Extreme caution must be exercised.

CLEAN UP

The longer you allow water to stand in your home or other buildings, the higher the risk of health problems from bacteria or mould carried in the floodwaters.

- Washing affected areas with a solution of one part household bleach to ten parts water will remove mould and mildew. The risk of moulds growing will continue as long as there is any significant moisture still remaining in your home, as moulds thrive on moisture and warmth.
- If you can, wear gloves and boots to avoid skin contact with anything that has been contaminated by floodwaters.
- Parents should not allow children to play in flooded areas.
- Wash your hands frequently with soap and disinfected water to prevent the spread of disease. This should be done before preparing or eating food, after toilet use, and after flood clean up when you may have come into contact with contaminated articles.

DISASTER FINANCIAL ASSISTANCE

How do I apply?

Once Disaster Financial Assistance has been approved for a disaster, follow these steps:

1. Review DFA Guidelines for eligibility.
2. Complete a [DFA application](#) available online, or through the Emergency Management BC Recovery Unit at (250) 952-5505 or toll-free at 1-888-257-4777.

Eligible applicants will be contacted by a DFA evaluator who will visit you to review the damage and complete an assessment.

The evaluator will submit a report to Emergency Management BC for final adjudication of your claim, and if your claim is accepted you will receive a settlement payment.

Printed copies of this and other brochures are available at all Emergency Management BC locations, or via the [EMBC website](#).

Emergency Management BC Recovery Office

Toll-free within BC: 1-888-257-4777

PERSONAL RESPONSIBILITY

Although there are many municipal, provincial and federal agencies ready to provide aid should a devastating flood occur in British Columbia, it is the personal responsibility of each of us to be prepared to deal with disaster should it unexpectedly strike.

Agencies from all levels of government can do their jobs more efficiently, if each one of us takes personal responsibility for preparedness.

Preparing ourselves, our families and being ready to help our neighbours will help to reduce the devastating effects of disasters.

Additional information about returning to your home after a flood can be found in the [One Step at a Time Guide to Recovery](#).

Additional web resources

- [Emergency Management BC](#)
- [BC Hydro](#)
- [Safety Authority](#)
- [FortisBC](#)
- [DriveBC](#)

SANDBAGGING

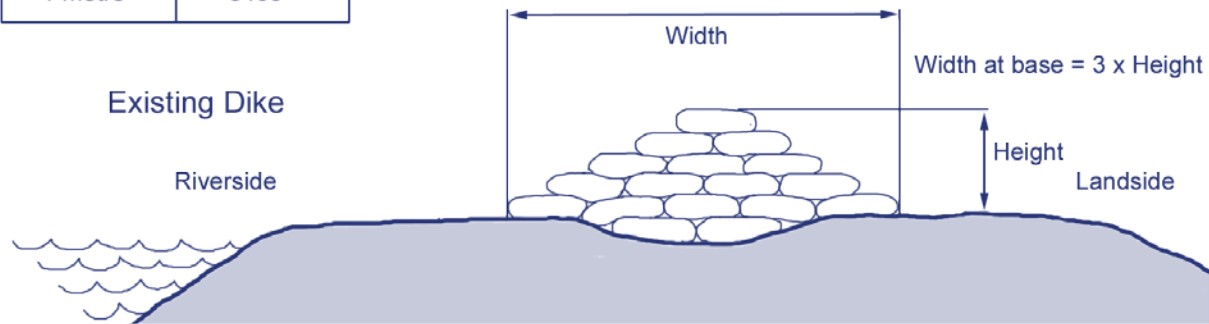
General Information



- Construct the sandbag dike on high ground, as close as possible to your home or building. By being closer to your home or building, fewer bags will be needed, and the sandbag dike will be less exposed to the stream.
- Sandbagging should also focus along existing flood works or any low spots along dikes for maximum protection.
- Dig a trench one bag in depth and two bags wide as a foundation for the dike structure.
- To be effective, a dike must be three times as wide at its base as it is high.
- Sandbags should be turned right side out and filled half full. They need not be tied shut, just laid overlapping each other.
- The open ends of the sandbags should be facing upstream and/or uphill so that the moving water will not remove the sand from the bags as readily.
- Alternate direction of sandbags with bottom layer, i.e. bottom layer lengthwise with dike, next layer crosswise.
- As individual bags are put in place, walk on bags to tamp them into place to ensure maximum strength. Take care to avoid puncturing the bags.
- The butt ends of the bags should be placed facing the stream, for rows that are perpendicular to the stream.
- Each successive layer should be set back one-half sandbag width on both sides in each additional layer so a completed dike has a triangular cross-section.
- The number of sandbags needed to protect a home or building varies depending on the local topography and the anticipated depth of water.

RECOMMENDED METHOD FOR SANDBAG DIKING

Bags Required per 100 Linear Feet of Dike	
Height Above Dike	Bags Required
1/3 metre	600
2/3 metre	2000
1 metre	3400



- Strip sod before placing bottom layer
- Bonding trench, 1 sack deep by 2 sacks wide
1. Alternate direction of sacks with bottom layer, i.e. bottom layer length wise with dike, next layer crosswise.

2. Lap unfilled portion under next sack.

3. Tying or sewing of sacks is not necessary

4. Sacks should be approximately one half full of clay, silt or sand.

5. Tamp thoroughly in place.

Considerations for Community Re-Entry

Purpose: This is a tool designed to support First Nations in making a decision regarding lifting an evacuation order and allowing residents to return to their homes. BC Wildfire service will make a recommendation that the area is safe from fire related hazards. Once the threat has passed, the First Nation will make a decision on when and how to authorize community re-entry. The following includes considerations in making this decision and which agency may be able to provide support and advice and some items to consider shortly after re-entry. This is a generic tool that recognizes that services vary from community to community. It is up to the First Nation to determine the minimum level of service required prior to community re-entry. Consideration should be given to ensuring residents are informed of the level of services available and what they should prepare for before going home.

	Consideration	Initial Screen. Confirm if necessary for your community Y/N	Lead Agency	Comments	Date
1	Wildfire and related risks no longer pose an imminent threat				
	EMBC confirms it is safe to return		Emergency Management BC (EMBC)		
	Post wildfire natural hazard assessment underway		BCWS; Forest, Lands, and Natural Resources Operations (FLNRO) Regional Operations; EMBC		
	Hazardous materials identified and mitigated		FN (First Nations)		
	Hazard area is secure		FN		
	Safe transportation available to/within community				
2	Road		Road Owner (LG/Ministry of Transportation and Infrastructure)		
	Rail		Rail Owner/Operator		
	Marine		Owner/Operator		
	Public transit		Local Government		
	Bridges are safe		Bridge Owner		
	Affected residents are informed				
3	Controlled resident tour of affected area		FN		
	Controlled media tour		FN		
	Public information meeting		FN		
	Residents informed of level of service provision to expect		FN		
	Access to utilities				
4	Critical infrastructure operators have been granted access to restore infrastructure		FN and CI		
	Electricity restoration plans underway		FN, with provider		
	No hydro lines are down		FN, with provider		
	Access to potable water		FN		
	Access to water for firefighting		FN		
	Access to sewage or temporary toilets		FN		
	Telephone systems working		FN, with provider		
	Safety of Natural Gas		FN, with provider		
	Fuel stations open		FN		

Structure damage assessments complete				
5	Rapid Damage Assessment in affected areas		FN and BC Housing support	
	Damage Assessment		FN	
	Critical Infrastructure (CI) damage assessment		CI owner/operator	
Essential Services restored to basic level (Fire, Police, 911)				
6	Fire services available		LG	
	Police services available		LG/RCMP	
	911 dispatch available		LG	
Health care services available				
7	Hospital		Health Authority	
	Ambulance		BCEHS	
	Long term care facilities available		Health Authority/Private Owner	
	Mental Health Support		FNHA- FN, Public Health Services Authority for LG	
	Information provided to residents at a higher risk of health concerns		Health Authority	
Local services available				
8	Garbage/Waste/Debris disposal services available		FN w/provider	
	First Nation offices open		FN	
			LG/FN	
Recovery supports established				
9	Resiliency Centres Established		FN	
			Health	
	Public information available		FN	
	Access to transitional housing		FN with support from BC Housing	
	Contrators to support individual home owners		FN w/provider	
Access to food/pharmacy/banks				
10	Grocery stores staffed, open, and stocked		FN w/provider	
	Pharmacies staffed, open, and stocked		FN w/provider	
	Banks staffed, open, and stocked		FN w/ provider	
Insurance support established				
11	Insurance providers/assessors available			
	Recovery assets in place			
12	Heavy Equipment available (bulldozer, excavator, etc.)		FN	
	Building assessment personnel available for water tank inspection and gas tank inspection		FN w/ contractor	

Community Level: Re-Entry Considerations

The “Considerations for Community Re-Entry” checklist was created by EMBC to support First Nation Leadership when making the decision to lift an evacuation order allowing residents to return to their home. EMBC will first make a recommendation that the area is safe; the community may then authorize community re-entry. The following are some considerations when making the decision to return and items to consider shortly after re-entry.

THERE IS NO LONGER A THREAT TO THE COMMUNITY

- EMBC confirms it is safe to return
- EMBC/FLNRORD hazard assessment conducted
- Hazardous materials identified and mitigated
- Hazard areas are secured with fencing.

Depending on the circumstances, a hazard assessment should be considered as significant hazards may affect the ability of residents to return. The provincial ministry of Forest, Lands, and Natural Resources Operations may be able to assist the community with this. If additional hazards are identified in your community, the areas should be secured, and mitigation actions should be started.

Consideration should be given to soil and water testing prior to re-entry, once clean-up has occurred, and potentially longer-term. Consistent messaging about the health risk, any testing being done, and what a homeowner can do, is a key ingredient to people’s confidence in coming home and rebuilding.

Some communities may be the local water supplier. As such, it is the responsibility of the water purveyor to ensure that the drinking water is safe to consume. If you need assistance in getting the water tested, you can reach out to either your health authority’s drinking water office, or the BC Centre for Disease Control.

TRANSPORTATION IS AVAILABLE TO AND WITHIN THE COMMUNITY

- Consult with the Ministry of Transportation and Infrastructure on your re-entry plan.
- The Ministry of Transportation and Infrastructure will conduct a hazard assessment (geotechnical, danger tree, structures) for all provincial highways which form part of the

re-entry plan and have been impacted by an emergency event. Communities should do a similar assessment if their road and bridge infrastructure has been impacted.

- Coordinate with other First Nations, Local Authorities, and the RCMP if the re-entry route runs through other jurisdictions which are under an evacuation order to ensure security is in place for those areas and that routes are not overwhelmed by multiple re-entries at the same time.
- Confirm with the Ministry of Transportation and Infrastructure, a traffic management plan for the re-entry process. Reiterate this information to the community through your established communication portals.
- Ensure transportation arrangements are in place for residents who do not have their own means to return to the community.
- With input from The Ministry of Transportation and Infrastructure, identify safe locations for information checkpoints, including a system for ensuring only permitted local residents are able to re-enter to evacuated area, until a full re-opening is in place.
- Consider staging re-entry by area, especially for larger communities.
- Plan to re-establish public transit, ensure communication with residents.

AFFECTED RESIDENTS ARE INFORMED

- Host a controlled resident bus tour of affected area
- Host a controlled media bus tour
- Hold a public information meeting/ town hall/ community meeting
- Inform residents of the level of utility service provision to expect

Sufficient and effective communication with returning residents is key to a successful community re-entry. Being forced from one's home is a traumatic and often confusing event for residents. Poor communication during and after an event may lead to additional and unnecessary stress. An effective communication strategy will mitigate the potential for added stress to community members.

Controlled tours for residents to see their homes and their community at large, enable residents to see what their post re-entry life will look like, and help assuage some of their anxieties about life in the future. Media tours may also be helpful, depending on the size of the community – as not all residents will be interested or able to engage in a direct tour. Additionally, some residents may not be psychologically up to visiting their community, but seeing it on camera will provide enough situational awareness without causing further damage.

A public information meeting, town hall or community-wide meeting (either in person or virtually) will allow affected parties to express their concerns. The community meeting will also

allow Band Council to explain the status of the re-entry effort and ensure that affected parties know what is expected of them.

The most important aspect of resident communication is honesty in describing the level of service that will be available in the community upon re-entry. Here are some factors to consider and describe to returning residents:

- What will be the access to critical retail, pharmacy, and health services?
- Will people need to bring more supplies with them? For how long?
- Are evacuation alerts still in place?
- Are there hazard areas closed off or that need to be closed off?

It is important that returning residents have as much information as possible in order to make an informed decision. Consider putting together an information package or “Welcome Home Package” for returning residents with all the important details.

AN APPROPRIATE LEVEL OF UTILITY SERVICES IS AVAILABLE

- Critical infrastructure operators have been provided access to restore infrastructure
- Electricity restoration plans are underway
- No hydro lines are down
- Access to food and potable water
- Access to sewage or temporary toilets
- Communication systems working
- Safety of natural gas and propane
- Fuel stations open
- Health facilities restored
- Veterinary services are available

Community utility services should be functional to a minimum acceptable level prior to re-entry. In order to best facilitate this it is helpful to allow essential workers to access your community to assess and/or repair utilities prior to general re-entry of residents.

If certain utilities are inoperable or operating at a lower capacity you must inform residents through your messaging campaign and/or through public meetings.

FIRST NATION COMMUNITY SERVICES ARE AVAILABLE

- First Nation administration offices open

If community administration offices are going to be operating at a reduced capacity, residents must be informed. Additionally, if your community has services delivered by the provincial

government, it would be helpful to coordinate and/or ensure their operation upon re-entry. Your local PREOC can assist you with provincial coordination and finding the correct ministry.

STRUCTURAL DAMAGE ASSESSMENTS ARE COMPLETED

- Determine a priority order for the assessment of damage to buildings and critical infrastructure.
- Conduct an initial area assessment to broadly determine which parts of the community have been damaged. This will help inform you where to send damage assessment teams to inspect buildings.
- Conduct Rapid Damage Assessments in affected areas. Teams can be formed using local building inspectors, contractors and/or community members.
- Conduct damage assessments to other community assets including parks.
- Ensure a Critical Infrastructure (CI) damage assessment has occurred by the infrastructure owner.

Damage assessments are a community's responsibility for most structures, and [BC Housing](#) is a provincial agency that can provide support and assist communities.

ESSENTIAL SERVICES ARE RESTORED

- Fire services available
- Police services available
- 911 dispatch available
- Ambulance service

It is important to recognize that if police and fire resources are occupied with emergency response activities, they may not be able to provide an appropriate level of day-to-day coverage to the community, and this needs to be considered.

HEALTH SERVICES ARE RESTORED

- Hospital or health centre
- Ambulance services
- Long term care facilities available -- in many cases evacuation alerts will remain in place and it is unlikely a health authority would repatriate/re-open long-term care facilities under an alert, given the vulnerable population and the challenges in moving residents in and out of a community
- Mental Health Support
- Information provided to residents at a higher risk of health concerns
- Pharmacy services

Community evacuations are stressful. Returning home will alleviate some, but not all stress. This stress may exacerbate pre-existing health conditions of some residents. If certain health care services that are normally available in your community will be unavailable for a foreseeable amount of time, it may be a good idea for more vulnerable residents to remain away from the community.

Having mental health supports for returning residents is critical, and those supports must be in place prior to and during re-entry.

Consult with your local health authority and/or the First Nations Health Authority regarding health care services, including local public health officials and/or medical health officer.

RECOVERY SUPPORTS ARE ESTABLISHED

- Resiliency Centres established
- Public information available
- Access to transitional housing
- Contractors available to support individual home owners
- NGO services are available to support home owners.

It is highly recommended to set up a resiliency centre where residents can get information on services available to support them as they move back to their home.

Consideration should also be given to education and recreation services. While these may not be essential services upon re-entry, they are important to support community and psychosocial recovery.

ACCESS TO CRITICAL CONSUMER SERVICES IS RESTORED

- Grocery stores staffed, open, and stocked
- Pharmacies staffed, open, and stocked
- Banks staffed, open
- Gas stations staffed, open and supplied

Consideration should be given to whether or not critical retail owners should be provided priority access to the community. Some businesses have well established business continuity programs and can be up and running within days, but others may take time.

The time it will take to restore critical retail will depend on how long they have been shut down, whether power was out, and how long it will take to get rid of spoiled goods, clean-up and replenish stock.

If stores are operating at some reduced level of capacity, residents should be informed to make decisions on whether or not to return, and/or the type and amount of supplies they should bring with them.

Where communities do not have the full spectrum of retail services available, consider informal alternatives suitable to the local needs.

INSURANCE SUPPORT ESTABLISHED

- Insurance providers/assessors should be available to people returning to their homes

Contact the Insurance Bureau of Canada to coordinate with insurance companies: toll-free at 1-844-2-ASK-IBC.

RECOVERY ASSETS IN PLACE

- Consider what equipment might be required to commence recovery assessments and debris removal including:
- Heavy Equipment available (bulldozer, excavator, etc.)
- Building assessment personnel available for water tank inspection and gas tank inspection

DAMAGED OR DESTROYED STRUCTURE CONSIDERATIONS

Not every community evacuated will suffer damage or destruction to structures, but for those that do, here are a number of factors to consider:

- Messaging is important. Residents' first notice that their home was damaged or destroyed should not be on site. They should be contacted prior to re-entry.
- Residents should be allowed to visit their damaged or destroyed home. This offers a sense of closure to some, and a sense of empowerment to others. Where possible provide concurrent emotional support.
- While resident safety should always take priority, it may be possible for residents to visit their damaged homes. Depending on the level of damage, this may need to be coordinated by Band Council due to a requirement to escort residents.
- Depending on the level of destruction to a structure, there may be an opportunity for residents to sift through their property in the hopes of finding possessions. This process should be done under escort, with officials trained in sifting through flood-destroyed properties. [Team Rubicon](#) is a volunteer organization with experience in sifting. Damaged and unsafe structures should be cordoned off using tape or barricades to

ensure safety and guard against unlawful access. For some larger, public buildings, security may even need to be put in place until the building can be re-built.

- Consider soil sampling to determine if hazardous materials are present. This is the responsibility of the land owner.

CONSIDERATIONS FOR CARE OF LIVESTOCK

- Residents re-entering homes or farms may be affected or distressed by lost pets or livestock and may look for assistance in finding animals. Residents may also discover wounded or deceased animals in their homes. Consult with the local SPCA for assistance on how to deal with these situations and if a local call center has been opened and/or if a call centre should be established.
- Include contact information any animal re-location centres where rescued animals may have been delivered and instructions on how residents can be reunited with their pets or livestock. In most instances, these will have been established by the SPCA and their partners.
- Disposal of large number of livestock, cattle in particular, requires special attention. Permits are required if carcasses need to be transported. This should be coordinated through the PREOC.
- Veterinary support services should be available.
- If veterinary establishments have been affected, consider temporary facilities for veterinary locums to operate. This should be done in consultation with the College of Veterinarians of BC.
- Pet shelters and rescue centers should be available.
- Refer to the livestock re-location policies: <http://www2.gov.bc.ca/gov/content/industry/agriculture-seafood/farm-management/emergency-preparedness/livestock-relocation>
- Consult with your PREOC for other emergency programs that may be available to assist with livestock recovery efforts.

Family/Individual Level: Re-Entry Considerations

Below are some re-entry considerations for home occupants.

BEFORE YOU RETURN:

Do you have...?

- A full tank of gas?
- Proper clothing, a flashlight and clean-up materials?
- Enough water for the next 2 days?
- Food for the next 2 days, including any special dietary needs?
- Any medications you require?

GETTING THERE:

Local authorities may specify a safe route or routes for your return. Follow their directions, including road closures and other signage, and avoid shortcuts.

WHEN YOU GET THERE:

Water - Bottled water is recommended. Chlorinate all wells.

Hydro - BC Hydro crews have restored power. If you have questions, no service or are experiencing fluctuations in electrical service quality contact BC Hydro at 1-888-769 3766 (1-888-POWERON) or *49376 on your cell phone.

Propane/Natural Gas - If you have concerns regarding your propane, natural gas, or oil equipment please contact your suppliers.

Traffic - Give way to all emergency and fire fighting vehicles.

Buildings - Water damaged buildings may be a hazard.

RETURNING TO YOUR HOME:

Do not return home until local emergency officials announce that the emergency situation is over and it is safe to do so. Before returning, make sure there is a safe water supply and an adequate sewage disposal system in operation. If you are in doubt, contact your local health unit.

Once home, a few additional precautions will help keep you and your family safe:

- If the building is primarily flood water-free, inspect the foundations for cracks or other damage before entering. Once inside, examine walls, floors, doors, and windows to make sure that the building is not in danger of collapsing.
- If your well has been flooded, assume the water in your home has been contaminated. If you are on a public water system, listen to your local media for news from your health authority to find out if your water is contaminated. Each Health Authority will have a list of boil water advisories for their area.
- If water is contaminated, bottled water is the best choice. Boiling water is the most effective way to disinfect water, particularly if you think your water has parasites such as *Giardia* or *Cryptosporidium*, or if you have a weakened immune system. Boil water for at least 1 minute. At elevations over 2,000 meters (6,500 feet) boil water for at least 2 minutes. Store disinfected water in clean, covered, food grade containers.
- In most instances, flooding will not seriously affect septic tanks. However, flooding may cause damage to your sewage disposal field if you use the system before flood waters have dropped below the distribution trenches in your septic field. It is suggested that you get more information before using your septic system after a flood.
- In order to prevent fires or dangerous short circuits all wiring in homes and other buildings which have been partially or completely flooded must be inspected before being placed back in service. Get additional information about electrical safety at BC Hydro or Safety Authority.
- If you lose power during or after a flood, NEVER USE a gas oven, range, barbeque, hibachi or portable propane heater to heat your home. These units use up the oxygen and give off carbon monoxide, which can cause suffocation and death if used indoors.

- All insulation of any thermally insulated appliances must be properly repaired or replaced before operation if the appliances have been partially or completely submerged. These appliances include: water heaters, refrigerators, freezers and ranges.
- Call the gas company to check your meter and regulator before using your gas system as flood waters may have shifted your home or caused other stresses to the gas piping.
- Contact your insurance agency about any damages. Information about flood recovery and assistance programs will be made available or contact your local government for more information.
- In some flooded areas water levels may reach or submerge power-bearing electrical cables. Extreme caution must be exercised.
- Destroy contaminated foods - Floodwater is contaminated and can make food and drinks unsafe to consume.

Destroy all:

- Non-liquid foods, including cereals, flour, shortening & spices
- Packaged food and meats (fresh and cured)
- Canned goods (if damaged or leaking)
- Bottled foods, including home preserves
- Bottled drinks (contamination can seep under the edge of the cap)

CLEAN UP:

The longer you allow water to stand in your home or other buildings, the higher the risk of health problems from bacteria or mould carried in the floodwaters.

Clean up considerations:

- Washing affected areas with a solution of one part household bleach to ten parts water will remove mould and mildew. The risk of moulds growing will continue as long as there is any significant moisture still remaining in your home, as moulds thrive on moisture and warmth.
- If you can, wear gloves and boots to avoid skin contact with anything that has been contaminated by floodwaters.
- Parents should not allow children to play in flooded areas.

- Wash your hands frequently with soap and disinfected water to prevent the spread of disease. This should be done before preparing or eating food, after toilet use, and after flood clean up when you may have come into contact with contaminated articles

TAKE CARE OF YOURSELF AND YOUR FAMILY:

Fear, stress and anxiety are natural reactions to a traumatic event. Eventually, these feelings will diminish and, for most people, completely subside.

To help yourself and your loved ones:

- Accept and offer help and comfort; seek counselling if necessary.
- Focus on positive memories and the skills you've used to get through other hard times. - Be aware of your child's reactions: reassure them and encourage them to express themselves.
- Give yourself and your family permission to grieve and time to heal. Get physical activity, but rest as needed, eat well, hydrate and keep a manageable schedule.

CONTACT NUMBERS:

Interior Health Authority - (250) 851-7300/1-866-847-4372
Health Protection Office - (250) 851-7340/1-855-744-6328
Homeowner Protection Office - 1-800-407-7757
BC Safety Authority (Gas/Electrical Inspect.) - 1-866-566-7233
Ministry of Transportation - (250) 828-4220
Ministry of Water, Land and Air Protection - (250) 371-6200
Government Agent - (250) 828-4540
Ministry of Forests, Lands and Nat. Res. - (250) 371-6500
BC Hydro - 1-888-769-3766 (1-888-POWERON)
Dept. Fisheries & Oceans Canada - (250) 851-4950
Telus - 1-888-811-2323
Central Salvage - (250) 374-8522

Emergency Social Services (ESS)

What is ESS?

ESS are those primary services, such as food, lodging, clothing and family reunification, provided to individuals and families as temporary relief when affected by an emergency or disaster.

Local authorities' and First Nations' ESS teams are responsible for planning and delivering ESS services. The Provincial ESS program provides access to training for local authorities and First Nations' ESS teams. The Province also supports the overall structure, procedures, and provides teams with ESS forms. First Nations are encouraged to provide ESS during evacuations. The Province helps facilitate this by providing ESS training upon request.

How do evacuees receive ESS services?

ESS teams assist people affected by disaster, usually at designated reception centres, which may be located at the local community centre, recreation centre, church or school.

In order to receive services, an evacuee presents themselves in person to an ESS team member who will complete a needs assessment to determine eligibility, then provide referral forms for necessary services. If the ESS team member does not have registration and referral forms, the following information must be recorded using a spreadsheet or other document:

- The family name of the evacuee(s)
- The address of the evacuee
- Which services have been provided to the evacuee(s)
- How many people in the family have been provided each of the services

This information is essential in order to receive reimbursement from the Province.

Evacuees who stay with family or friends can obtain a referral form and invoice for billeting reimbursement for the person offering their home. These must be submitted to EMBC for reimbursement.

ESS services are typically provided for up to 72 hours, for people that are displaced from their residences. When ESS is offered to evacuees that are under an Evacuation Order, it is for the duration of the evacuation order. This allows time for individuals and families to begin to plan their next steps.

Please see attached rate sheet for details on cost limitations for other services provided.



Questions about ESS

If you have questions during an emergency or disaster, please call **1.800.663.3456** and ask to speak to the Duty Regional Manager.

If you have questions or would like information on how to get prepared to provide Emergency Social Services in your community, please call the Emergency Coordination Centre (ECC) at **1.800.663.3456** and ask for the Emergency Social Services Specialist.

BILLETING INVOICE

As a host providing accommodation to those in need during a disaster, you may be compensated for additional expenses incurred by claiming the billeting allowance. Please complete this invoice and attach it to the white copy of the ESS Referral form issued in your name. Submit both this invoice and the white copy of the Referral form to Emergency Management BC address indicated on the bottom of the Referral form. Please keep a photocopy of these forms for your personal records and allow 6-8 weeks for receipt of payment.

Date: _____ EMBC Task # _____
(obtain from the top of the ESS Referral Form)

Name of Supplier: *(your name)* _____

Mailing Address: *(your address)* _____

Phone Number: *(your phone #)* _____

Name of Family Representative: *(same name as appears on the ESS Referral Form)*

Date of Accommodation provided: From _____

To: _____

Daily Allowable Rates: \$30.00 for first adult
 \$10.00 each additional adult and youth (13-18)
 \$ 5.00 for each child 12 and under

Accommodation provided for: _____ adults
 _____ youths 13 – 18 years
 _____ children 12 years of age and under

Please pay: _____ x \$30 for first adult = _____
 _____ x \$10.00 each additional adult/youth = _____
 _____ x \$ 5.00 for each child = _____

TOTAL _____

Name: *(Please print)* _____

Signature: _____

Billing Address: Emergency Social Services Office, Emergency Management BC
 PO Box 9201, STN PROV GOVT, Victoria BC V8W 9J1
 Phone: 1-800-585-9559 Fax: (250) 952-4888

Revised July, 2014

RECORD OF ESS SERVICES PROVIDED

The purpose of this form is to document the services provided to evacuees receiving ESS Services

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[illegible]



EMERGENCY SOCIAL SERVICES (ESS) RATES

NOT REDEEMABLE FOR CASH

NOTE TO SUPPLIER: Services to meet immediate needs should be provided in the **most cost-effective manner**. Rates below are **maximum amounts** – no additional surcharges are allowable. Extra costs incurred by the evacuee beyond the approved items listed below are the responsibility of the evacuee. See “NOTE TO SUPPLIER” on Referral form for reimbursement process, and “Information for Suppliers and ESS Responders” on the back of the Referral form for more detailed information.

NOTE TO ESS WORKER: A current ESS Rates sheet must accompany each Referral Form. The Emergency Management BC (EMBC) Emergency Coordination Centre must be consulted when extraordinary requirements are needed to provide for immediate needs 1-800-663-3456.

ITEMS OF ASSISTANCE																										
<div>FOOD</div> <div>Restaurant Meals</div> <div>--OR--</div> <div>Groceries</div>	<table><thead><tr><th></th><th>Breakfast</th><th>Lunch</th><th>Dinner</th><th>TOTAL</th></tr></thead><tbody><tr><td>Rate per person</td><td>\$10.00</td><td>\$13.00</td><td>\$22.00</td><td>\$45.00 (inc. pst)</td></tr><tr><td colspan="5">Half the restaurant meal rate applies should the evacuee choose groceries.</td></tr><tr><td>Daily rate per person</td><td colspan="4">\$22.50 (inc. GST/PST)</td></tr><tr><td colspan="5">Gratuities, tobacco products and alcohol are not included.</td></tr></tbody></table>		Breakfast	Lunch	Dinner	TOTAL	Rate per person	\$10.00	\$13.00	\$22.00	\$45.00 (inc. pst)	Half the restaurant meal rate applies should the evacuee choose groceries.					Daily rate per person	\$22.50 (inc. GST/PST)				Gratuities, tobacco products and alcohol are not included.				
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<div>LODGING</div> <div>Hotel/Motel/B&B</div> <div>-- OR--</div> <div>Billeting in Private Homes</div>	<p>Only the cost of the room is covered. The evacuee is responsible for all other charges (e.g. video rentals, damages, parking, local and long distance calls).</p> <p>The Referral Form for billeting is issued to the billeting host (supplier). Billeting rate does not include meals.</p> <p>Billeting Rate: \$30 per night based on single person occupancy. Add \$10 for each additional adult and youth and \$5 for each additional child</p>																									
<div>CLOTHING</div> <div>(to be issued when evacuees have not been able to pack necessities)</div>	<p>Adults, youth and children * up to \$150.00 maximum per person (inc. pst)</p> <p>Clothing is provided as needed to preserve health and modesty. This is not wardrobe replacement. Clothing may include footwear or special needs items such as baby diapers.</p> <p>* Where extreme winter conditions apply at the time of the incident, and on a needs basis, amount may be increased to \$200 per person.</p>																									
TRANSPORTATION	Transportation necessary to meet immediate needs (e.g. taxis, 3 day bus pass, gasoline)																									
<div>INCIDENTALS</div> <div>(to be issued when evacuees have not been able to pack necessities)</div>	<p>Adults, youth and children up to \$50.00 maximum per person (inc. pst)</p> <p>May include miscellaneous items such as personal hygiene products, laundry supplies, pet food and lodging, medications for a 3 day period, and other immediate needs as required. For extraordinary needs, see "NOTE TO ESS WORKER" above.</p>																									

Support is provided for a **maximum of 72 hours immediately following an evacuation**, unless otherwise authorized.

PreparedBC is British Columbia's one-stop shop for disaster readiness information. Earthquakes, floods, tsunamis and wildfires are just some of the top 10 hazards people in B.C. should be prepared for. Through PreparedBC, digital and print resources are available to help families, business, and communities understand and prepare for these potential hazards.

Online Resources

The PreparedBC website (www.gov.bc.ca/PreparedBC) is a central hub of information to help individuals and communities prepare before disaster strikes. The website provides general emergency information and hazard-specific information for everyone in your community. Specific resources are available to help prepare children, seniors, those with disabilities, business & tourism operators and those with pets & livestock. Online resources include videos, downloadable PDF guides, infographics and more.

Printed Resources


PreparedBC also has printed preparedness guides available for specific types of household and community preparedness. Having a household emergency kit and plan can help families' better cope with the stress of emergencies.

- Preparedness guides can be ordered on topics such as how to build an emergency kit, and how to prepare your home and neighbourhoods. There are also guides for small business owners and tourism operators.

These guides can be ordered using the attached order form. The completed form can be emailed to PreparedBC@gov.bc.ca

Master of Disaster

The Master of Disaster program was designed to inspire youth to learn about, and be prepared for the top 10 hazards in BC. Through the Master of Disaster webpage, teachers and parents can access learning resources, supporting documents and a multimedia library to help children and students learn about hazards in British Columbia and what it means to get - and be - prepared.

 Follow us on Twitter
@PreparedBC for preparedness information
@EmergencyInfoBC and Emergency Info BC for alerts



PreparedBC

SUPPLY ORDER FORM

Name:		Organization:	
Shipping Address:			
City/Province:		Postal Code:	
Work Phone: ()		Cell: ()	
Email:		Date Supplies Required By:	

PreparedBC Resources		
#Required		Stock #
	Neighbourhood Preparedness Guide "In It Together"	7550006238
	Household Preparedness GUIDE	7550006239
	Household Emergency PLAN	7550006396
	Emergency Kit Supply Card	7550006240
	People With Disability Resource	7550006398
	Condo, Apartment & Townhome Guide	7550006397
	Prepare for your Pets	7550006467
	Tourism Operators PLAN	7550006635
	Tourism Operators GUIDE	7550006636
	Small Business PLAN	7550006678
	Small Business GUIDE	7550006679
	PreparedBC stickers (3 in. x 3 in.)	7550006677
XX	EMBC Networking Card (UNAVAILABLE)	7550006399

Master of Disaster Program Resources		
#Required		Stock #
	Teacher's Guide	7550006680
	Module 1: Know the Risks, Make a Kit	7550006681
	Module 2: Emergency Plan	7550006710
	Module 3: Neighbourhood Preparedness	7550006682
	Networking card	7550006536
	Bookmark (chef)	7550006530
	Bookmark (girl with bicycle)	7550006538
	Bookmark (vet)	7550006539
	Bookmark (carpenter)	7550006540
	Bookmark (elderly man)	7550006541
	Bookmark (tech girl)	7550006542
	Stickers, small (1 in. x 1 in.)	7550006532
	Stickers, large (3 in. x 3 in.)	7550006676

Hazard-specific Resources		
#Required		Stock #
	One Step At A Time Disaster Recovery	7550002224
XX	Earthquake & Tsunami Smart Manual (UNAVAILABLE)	7550002095
	Flood Information for Homeowners and Home Buyers	7550006700
	Landslide Information for Homeowners and Home Buyers	7550006699

Other Resources		
#Required		Stock #
	One Step At A Time Disaster Recovery	7550002224

Date _____

Time: _____

No. Pages: _____

From: _____

Phone: (250) 952-4913

Fax: (250) 952-4888



PreparedBC

SUPPLY ORDER FORM

Name:		Organization:	
Shipping Address:			
City/Province:		Postal Code:	
Work Phone:		Cell:	
Email:		Date Supplies Required By:	

# Required	PreparedBC Resources	Stock #
	Neighbourhood Preparedness Guide "In It Together"	7550006238
	Household Preparedness GUIDE	7550006239
	Household Emergency PLAN	7550006396
	Emergency Kit Supply Card	7550006240
	People With a Disability Resource	7550006398
	Condo, Apartment & Townhome Preparedness Guide	7550006397
	Prepare for your Pets	7550006467
	Tourism Operators PLAN	7550006635
	Tourism Operators GUIDE	7550006636
	Small Business Owners PLAN	7550006678
	Small Business Owners GUIDE	7550006679
	PreparedBC stickers (3 in. x 3 in.)	7550006677
Recovery Resources		
	One Step At A Time Disaster Recovery	7550002224
Hazard-specific Resources		
	Earthquake & Tsunami Guide	7550002095
	Landslide Information for Homeowners and Home Buyers	7550006699
	Flood Information for Homeowners and Home Buyers	7550006700
Master of Disaster Resources		
Visit www.gov.bc.ca/PreparedBC/learningresources for online ordering		



British Columbia is located in one of the most seismically active regions in the world with more than 3,000 earthquakes occurring every year. While most are too small to be felt, the risk of a major one causing significant damage is real.

To get prepared, your community can take part in the Great British Columbia ShakeOut – Canada’s largest “Drop, Cover and Hold On” earthquake drill. On the third Thursday of every October residents, organizations, businesses, governments and agencies are all encouraged to take part. The more people know about what to do during an earthquake, the better prepared your community will be to respond and recover. This guide aims to help you coordinate and run your own ShakeOut drill, which can be done in conjunction with the Great British Columbia ShakeOut in October or at any time of the year. The following steps should be taken before, during and after the drill. All can be customized to suit your needs.

How to conduct a ShakeOutBC Drill in your own community:

Before the drill:

1. Register as an official participant at www.shakeoutbc.ca/register.
2. Inform your community of:
 - a. The date and time of your drill.
 - b. How to correctly perform “Drop, Cover and Hold On.”
 - c. What they’re expected to do on drill day, e.g. “Drop, Cover and Hold On,” gather at a central location for a head count, attend a post-drill discussion.
3. Promote the drill by downloading posters and flyers from www.shakeoutbc.ca/resources
4. (Optional) Download a drill recording with realistic sound effects from www.shakeoutbc.ca/broadcast.



During the drill:

1. Announce the start of the drill or play the downloaded recording.
2. Direct participants to “Drop, Cover and Hold On.”
 - a. Encourage participants to count out loud for the duration of the simulated earthquake. This will help keep them focused and calm, as well as provide an indication of how long shaking can last.
 - b. When the shaking portion of the drill stops, ask participants to stay in place and count to 60, giving displaced objects a chance to settle. They should also look around their cover and assess what might fall on them during a real earthquake. These objects can be secured after the drill.
3. After the 60-second count, announce the drill is over and that everyone can stand up.
4. Encourage participants to discuss their experience.

After the drill:

1. Ask for feedback on how the drill went.
2. Schedule the next drill for one year later or sooner.
3. Share photos and stories of your drill at www.shakeoutbc.ca/share or on social media. You can find ShakeOutBC on Twitter (@ShakeOutBC), Facebook and Instagram.
4. Discuss the importance of personal emergency preparedness. Visit www.gov.bc.ca/PreparedBC for a complete suite of resources.