

Malahat

DISASTER PLAN

**Caterpillar Child Care
5- Kwunew Kwasun Lane
Mill Bay, BC**

250-929-1292

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TABLE OF CONTENTS

Foreword		
Record of Amendments		
1. OVERVIEW		
1.1	Overview and Summary of Disaster Plan	
1.1.a	Statement and Role	
1.1.b	Aim	
1.1.c	Definitions	
1.1.d	Emergency Planning Cornerstones	
1.1.e	Community Care Facility Licensing Requirements	
1.2	International Codes for Disaster Identification	
1.3	Hazard Risk Analysis	
1.4	Activating the Disaster Plan	
1.5	Disaster Responses applicable to Child Care Facilities	
1.5.a	Code Blue – Cardiac Arrest	
1.5.b	Code Red - Fire	
1.5.c	Code White – Violence/Aggression	
1.5.d	Code Yellow – Missing Child	
1.5.e	Code Black – Bomb Threat	
1.5.f	Code Green - Evacuation	
1.5.g	Code Grey – Air Exclusion	
1.5.h	Code Brown – Hazardous Spills	
1.5.i	Code Orange - Disaster	
1.5.j	Pandemic Influenza	
1.5.k	Infectious Disease Epidemics	
1.5.l	Boil Water Notification	
1.5.m	Animal Hazard	
1.5.n	Utilities Outages	
1.6	Call back of staff to duty	
1.6.a	Registration Form for Staff Called to Duty	
1.7	Disaster Supply Lists	
1.8	Communication	
1.8.a	Radio	
1.8.b	Media	
1.9	Facility Business Continuity Plan	
2. REFERENCE MATERIAL		
Appendix A	Damage Assessment of the Building	
Appendix B	Incident Command System (ICS)	
Appendix C	British Columbia Emergency Response Management System (BCERMS)	
Appendix D	Provincial Emergency Program (PEP)	
Appendix E	Emergency Social Services (ESS) Municipal	
Appendix F	Common Emergency Planning Acronyms	
Appendix G	Licensing Contact Information	

FOREWORD

The following document was created by the Health Emergency Disaster Management Department of the Vancouver Island Health Authority (VIHA). It is one in a series of All-Hazard Response Manuals designed to enable the VIHA to respond efficiently and effectively to any emergency situation.

The purpose of this document is as a resource and guideline to assist the Licensee to meet the requirements of the Child Care Licensing Regulations to have emergency plans in place. All forms are samples and should be modified by the facility to reflect the uniqueness of their facility.

The document reflects the British Columbia Emergency Response Management System including the Incident Command System. The inclusion of these two elements in planning for VIHA ensures that we meet our legislated requirements and that we are using the same response system as all other first responders, agencies, municipalities and the provincial government.

It also reflects the British Columbia Ministry of Health Services *Health Emergency Management Plan*, which, in turn, is based upon the *National Framework for Health Emergency Management*

We would also like to acknowledge and thank Vancouver Coastal Health: Public Health, Communicable Disease and Emergency Management Departments for permission to use their documents with this plan.

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1. OVERVIEW

1.1 OVERVIEW AND SUMMARY OF THE DISASTER PLAN

1.1.a Statement and Role

This Disaster Plan contains information, procedures, and protocols designed to ensure that Caterpillar Childcare is able to respond in an emergency or disaster in an effective, coordinated, and integrated manner.

1.1.b Aim

This Disaster Plan is developed, and will be maintained by the Licensee/Manager or delegate of Child Care Facilities licensed by VIHA. It allows the Licensee/Manager or delegate to have a plan that can be activated if circumstances dictate that this level of control and communication is necessary. The aim of the Emergency/Disaster Plan is to:

- Ensure the earliest possible response to an emergency and the establishment of overall control of emergency response, the continuity of the operation and the initiation of a recovery process;
- Ensure immediate action is taken to eliminate or abate all sources of potential danger in the area of the incident;
- Conduct immediate inspections of the buildings damaged by earthquake or aftershocks in order to determine occupancy safety as in APPENDIX A– Damage Assessment of the Building;
- Evacuate any building or area considered to be in a hazardous situation;
- Communication to families of children as to their wellbeing and /or evacuation to an alternate care site.
- Facilitate prompt, efficient recovery from the emergency or disaster;

1.1.c Definitions

Emergency

- A sudden, unforeseen occurrence requiring immediate action. An emergency is a single incident event that affects specific areas and operational efficiencies of the building or it's environment.

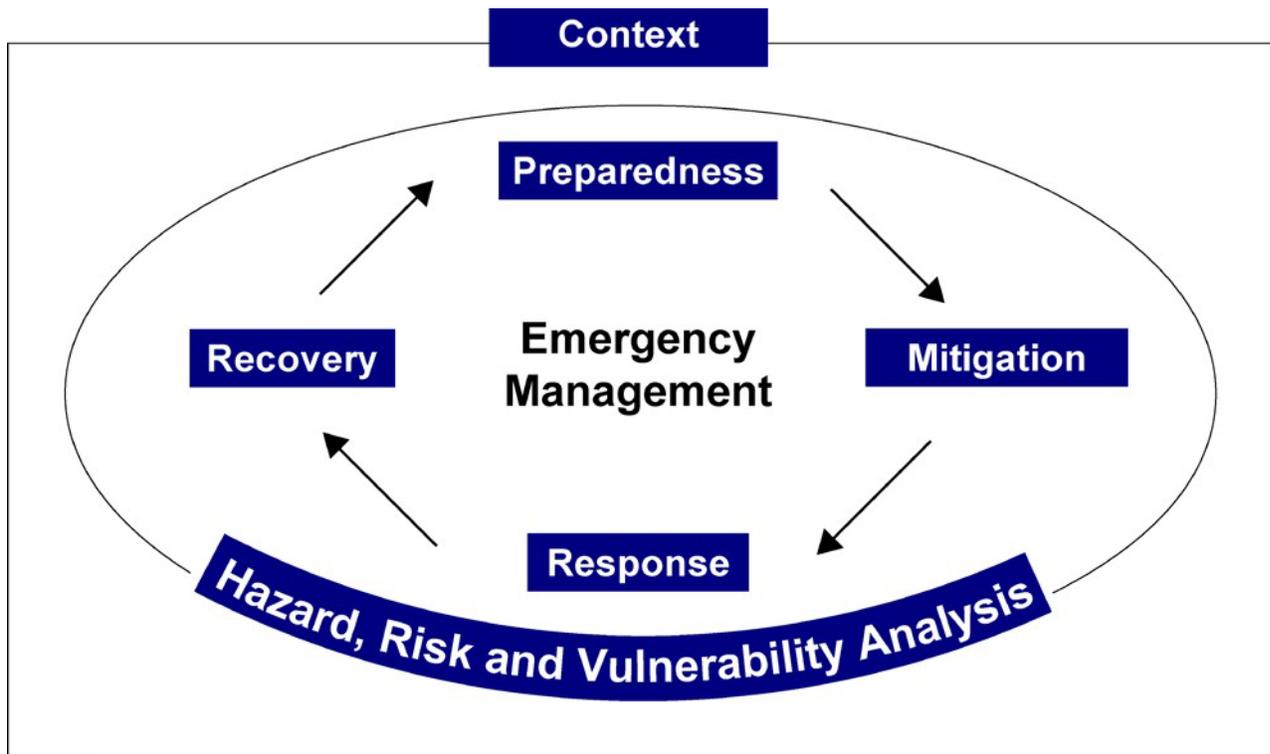
Disaster

- The International Code for declaring a disaster is "CODE ORANGE".
- An event, which has the potential to impact the entire operations, e.g. evacuation, earthquake, hazardous spill or environmental event.
- Such a situation may create:
 - A need to operate the facility under relatively unfamiliar circumstances.
 - A need to re-locate the operation to an alternative area for safety.

1.1.d Emergency Planning Cornerstones

The Emergency/Disaster Plans are part of an overall strategy for emergency management based on four cornerstones of:

1. Prevention,
2. Preparedness,
3. Response and
4. Recovery.



Plans are also intended to:

- Provide for regular **exercising and updating** of the Disaster Plan,
- **Document** the specific **emergency management programs** in the facility,
- **Document the roles and responsibilities** of other responders to an emergency,
- **Document the resources** available to support response to an emergency in the facility

REMEMBER, IT IS EASIER TO GEAR DOWN THAN GEAR UP DURING AN EMERGENCY

1.1.e Community Care Facility Licensing Requirements

Licensed child care facilities must comply with the *Community Care and Assisted Living Act* and the Child Care Licensing Regulation. This legislation has requires the licensee to have an emergency plan, a fire drill system, and staff training on the emergency plan and fire drill system. There are also requirements to report specific types of incidents to the Medical Health Officer/Licensing Program including allegations of abuse/neglect, disease outbreak or occurrence, missing or wandering person, and service delivery problems such as bomb threats and power outages.

1.2 INTERNATIONAL CODES FOR DISASTER IDENTIFICATION

CODE	EVENT
CODE BLUE	CARDIAC ARREST
CODE RED	FIRE
CODE WHITE	VIOLENCE/AGGRESSION
CODE YELLOW	MISSING PATIENT/CLIENT/RESIDENT
CODE YELLOW STAT	INFANT ABDUCTION
CODE BLACK	BOMB THREAT
CODE GREEN	EVACUATION
CODE GREY	AIR EXCLUSION/SHUTDOWN
CODE BROWN	HAZARDOUS SPILLS
CODE ORANGE	DISASTER/MASS CASUALTIES

Caution, in Case of Emergency:

- Use your common sense.
- Never put yourself at risk.
- Report to your Supervisor or the Licensee/Manager or delegate.
- Follow their instructions.
- Assist others only when it is safe to do so.

1.3 HAZARD RISK ANALYSIS

In general Hazard Risk Analysis looks at the potential for different types of disasters by reviewing the past experience of an area of the province, the type, frequency affected area and consequences. This then allows for steps to be taken to mitigate the effects.

Types of Disasters identified for Vancouver Island:

- Natural disasters, e.g. earthquakes, hurricanes, tornadoes, floods, Tsunamis and snowstorms
- Mass food poisoning
- Pandemic emergencies
- Accidents involving crashes of trains, planes, ships and boats or automobiles resulting in mass casualties or hazardous materials
- Civil disturbances
- Fires, bomb threats, and arson attempts
- Extensive or prolonged utility failure
- Collapsed buildings
- Acts of Terrorism - Chemical, Biological, Radiological, Nuclear & Explosive (CBRNE)
- Patient Decontamination (CBRNE)
- Hazardous Materials Spill
- A disruption or disturbance, affecting the water supply quality within the Community or a VIHA facility or Licensed Facility
- An environmental event or Public Health Emergency declared by the Office of the Chief Medical Health Officer

In section 1.9 of this plan a Hazardous Risk Analysis is documented with respect to this facility.

NOTE: The Provincial Emergency Program's role during a disaster is outlined in APPENDIX G

1.4 ACTIVATING THE DISASTER PLAN

AUTHORITY TO INITIATE PLAN

The authority to implement this plan in whole or in part is vested in the Child Care Facility Licensee/Manager or delegate.

INITIATION OF PLAN

Licensee/Manager or delegate and/or a Designated Staff Member may initiate the Facility Plan.

ACTIVATION OF PLAN

Any disaster call received by the staff during normal business hours will be forwarded to the Facility Licensee/Manager or delegate who will obtain particulars of disaster as follows, with the form provided:

1.4.a Emergency Call Response Form

Obtain the following particulars:

1. Name of person calling and telephone number calling from:

2. Location of Incident:

3. Type of Incident:

4. Impact expected for Caterpillar Childcare:

5. Time of Call: _____

CALL BACK IMMEDIATELY TO VERIFY the disaster. If the number is busy:
THEN

Consult with the Facility Licensee/Manager or delegate to get authorization
If unable to contact the Licensee/Manager or delegate

INITIATE THE PLAN

THEN

Try again to VERIFY THE CALL.

NOTE: **The decision to stand down from a "CODE ORANGE"** will be made by the Child Care Facility Licensee/Manager or delegate.on the advice from the local authority.

1.5 DISASTER RESPONSES

1.5.a CODE BLUE: CARDIAC ARREST

- Within a Child Care facility a Code Blue would be responded to as if it happened in any public place.
- 911 would be called.
- Trained staff would attend to the victim until the ambulance arrives.

1.5.b CODE RED: FIRE**ALL STAFF****IF YOU DISCOVER A FIRE: R.A.C.E.**

Rescue anyone in immediate danger if it is safe to do so.

Alarm. Activate the nearest fire alarm or call 911.

Confine the fire by closing doors and windows.

Extinguish the fire only if it is safe to do so. Otherwise, it should be left and contained behind closed doors.

One person is to be assigned by the Licensee/Manager or delegate to meet the Fire Department.

If the fire cannot be extinguished – evacuation is to take place:

1. Close all doors and windows.
2. Gather children, children's records, Emergency Kit including a cordless or cell phone.
3. Leave the building and meet at the muster station in front of the Kwunew Kwasun Centre.
4. Fire Department will take charge on arrival.
5. All rooms checked, and all personnel evacuated past the double smoke/fire doors. Doors must be closed and marked to show rooms have been checked.
6. Fire Department requests that all personnel exit to the outside of the building.
7. The Licensee/Manager or delegate performs a head count and that information is passed on to the Fire Department.

The RACE response to fire and the evacuation of the facility are practiced with staff and children monthly. These practices are to be documented using the Fire Practices Log and the Fire Drill Report found on the following pages.

Fire Practice Log and Drill Report PLEASE SEE MONTHLY FIRE DRILL LOG

Date: _____ Number of children in care: _____

Time: _____ Number of Staff on duty: _____

Location: _____

Name of the Licensee/Manager or delegate: _____

=====

Live Fire Drill False Alarm

Staff response time: _____

Pull Station activated: Yes No Not applicable:

Simulated 911 call: Yes No

Children were protected? Yes No

Was the fire alarm sounded Yes No Not applicable:

Were the correct actions taken to deal with the simulated fire? Yes No

Automatic doors closed? Yes No Not applicable

Were windows and doors closed? Yes No

Staff de-briefing held? Yes No

Any recommendations as a result of the drill?

Names of staff participating?

Form completed by: _____

1.5.c CODE WHITE: VIOLENCE/AGGRESSION

If a staff member feels threatened they need to immediately summon assistance from another staff member. Contact Manager of Early Learning or CAO of Malahat Nation to report incident. If threat persists then 911 is called.

SAMPLES OF FACILITY POLICIES/PROCEDURES:

Where a child is the subject of unusual/aggressive behaviour from another child:

Biting, scratching and hitting are part of normal development but are an unacceptable behaviour. Parents are notified when their child exhibits such behaviours, and are advised of methods of curbing such actions. Staff at the facility will establish an action plan specific to the child and his/her behaviour so the staff approach is consistent and appropriate. If behaviour persists or parents seem indifferent, the parents will be advised to seek professional support on behalf of the child. If the child's behaviour cannot be modified and he/she poses a threat to the wellbeing of other children, then the parents will be asked to withdraw the child from the facility's care.

Where there is an allegation of emotional, physical or sexual abuse by a staff member or someone who is not a person in care:

Aggressive behaviour is unacceptable. This includes verbal, emotional, physical or sexual abuse of a child. Any instance of an allegation against a staff member will be thoroughly investigated by VIHA after being reported by the childcare facility manager. Staff discipline is progressive. A warning will be issued to the staff member first and if there is a recurrence the staff member will be dismissed. In the event that a child is physically or sexually harmed the staff member will be dismissed without a warning.

In any instance of an allegation against an individual who is not a staff member, the facility has a role and responsibility to assist the appropriate authorities in the investigation and resolution of the incident.

All of the above noted incidents must be reported to Licensing within 24 hours. Contact information is found in Appendix G.

1.5.d CODE YELLOW: MISSING CHILD

When a child is identified as missing the Facility Licensee/Manager or delegate will be notified. Any information regarding the circumstances and/or person(s) involved will be passed on to the Licensee/Manager or delegate immediately. The Licensee/Manager or delegate will immediately call 911 and report the incident to Licensing. Contact information is found in Appendix G. If there is no reason to believe that an abduction has occurred, the Licensee/Manager or delegate will order the staff to initiate the Code Yellow procedure as follows:

If there is more than one staff member on duty:

1. A sufficient number of staff will remain with the children to ensure their safety. Other staff are designated to search inside the facility and the grounds. The search will be thorough including all cupboards, closets, washrooms, storage areas inside and storage, play apparatus, shrubbery and trees in the exterior. In smaller facilities, one person will be designated to search the inside first and the exterior second.
2. Results of the search are reported to the Licensee/Manager or delegate and if the child is found then the incident is at that time reported to VIHA Licensing. Contact information is found in Appendix G.
3. If the child is not located on the initial search the Licensee/Manager or delegate then calls the RCMP to report the child as missing. RCMP will make the decision regarding the issuing of an **AMBER Alert***. A photograph and description of the child's clothing are to be provided to attending RCMP.
4. The parents of the child are notified and updated on actions being taken.
5. The Facility staff will widen their search to the neighbourhood while awaiting the attendance of the RCMP. Staff searching should have a recent photograph of the child with them.
6. If an Amber Alert is to be initiated the Licensing should be notified immediately.

If there is only one staff member at the facility they will take the other children with them while the search interior and exterior and then will continue with steps 2 through 6.

***AMBER Alert** – BC's AMBER Alert program is a tool used by the RCMP and Municipal Police Services for the most serious, time-critical child abduction cases. It is not intended for cases involving parental abductions, except in life-threatening situations. AMBER Alert can be used in any abduction that meets the criteria regardless of what relation the abductor has with the victim.

AMBER Alert is a province wide, innovative partnership among the province's law enforcement, Association of Broadcasters and external partner agencies to gain public support in the location of abducted children. New partnerships are constantly considered.

AMBER Alert is only activated by authorized users within the law enforcement agencies. ALL of the following conditions must be met before activating an AMBER Alert:

- The victim is under the age of eighteen (18)
- Police have reasonable grounds to believe the victim has been abducted
- Police have reasonable grounds to believe the victim is in imminent danger
- Police have obtained enough of descriptive information about the victim, abductor and the vehicle involved
- Police believe that the alert can be issued in a time frame that will provide a reasonable expectation that the child can be returned or the abductor apprehended

1.5.e CODE BLACK: BOMB THREAT

Bomb threats must be taken seriously and considered real until proven otherwise.

The procedure to follow is:

1. Listen – be calm, don't interrupt, get as much information as possible
2. Document – using the Bomb Threat Form. The Form is on the following page. A copy of the form should be at each phone in the facility if no reception area is identified.
3. Summon help, if available, using by hand signals and show the person responding these instructions:
 - a. Call 911 and ask for RCMP/Police and Fire
 - b. Explain the situation
 - c. Relay advice given by RCMP/Police/Fire regarding evacuation
4. Staff should prepare for evacuation and implement evacuation on the instructions of RCMP/Police/Fire authority.
5. A search for unusual or suspicious objects should be undertaken. If such an object/container is found:
 - a. Leave it untouched
 - b. Make the Licensee/Manager or delegate and RCMP/Police aware of the exact location
 - c. Do not assume that it is the only one
 - d. Remove staff and children from the area immediately
6. Report the incident to VIHA Licensing. Contact information is found in Appendix G

BOMB THREAT DOCUMENTATION FORM

Date: _____ Time: _____

Caller: Male Female Adult Juvenile

Origin: Local Long Distance

Bomb facts: When will it go off? _____
 Where is it located? _____
 What type of bomb is it? _____
 What does it look like? _____
 How powerful is it? _____
 Is there more than one? _____

Voice characteristics: Loud Soft High pitched Deep
 Raspy Pleasant Intoxicated
 Other: _____

Speech: Fast Slow Distinct Slurred Stutter
 Nasal Distorted Lisp

Language: Excellent Good Poor Fair Foul

Accent: Local Foreign Origin: _____

Manner: Calm Angry Coherent Irrational Deliberate
 Emotional Other: _____

Background Noises: Quiet Machines Airplanes Music
 Trains Factory Street traffic
 Animals Other: _____

NOTIFICATIONS: RCMP Fire VIHA Licensing

Signature: _____

1.5.f CODE GREEN: EVACUATION

Preparation for Evacuation:

- Shut off water, gas and electricity
- Know the location of the alternate site for your facility or the nearest Municipal Emergency Social Services Reception Centre
- Make arrangements for pets if applicable
- Follow the instructions of authorities
- Do not use the telephone except for life threatening emergencies

When Instructions are given to evacuate by local authorities the Licensee/Manager or delegate will:

1. Determine a safe exit.
2. Assign a person to act as exit monitor.
3. Remove those in danger to behind a fire door if possible.
4. If no fire doors exist remove to the exterior of the building and go to the pre-determined muster area.
5. Once all children and staff are out, if and only if it is safe to do so, the exit monitor will do a search of the premises to ensure that everyone is out of the building and will lock the building taking with them the Records and Emergency Kit as they leave. See Section 1.7 of this plan for the list of contents in the Emergency Kit
6. Complete the Child and Staff Post Evacuation Status Report Form
7. Report anyone who is missing to the Licensee/Manager or delegate who will tell the First responder Authority in charge of the incident at the Command Centre. The Command Centre is identified by a green light on a vehicle.
8. Arrange to proceed to your alternate setting.
9. Notify parents of your new location.
10. Notify VIHA Licensing.

CHILD AND STAFF POST EVACUATION STATUS REPORT FORM

Date: _____ Time: _____ Reason for Evacuation: _____

Number of Children Attending: _____

Number of Children Present at the muster station: _____

Number of /Staff working: _____

Number of Staff present at the muster station: _____

Other persons present: (Guests, parents, visitors): _____

1.5.g CODE GREY: AIR EXCLUSION

In the unlikely event of noxious or toxic air in the vicinity of the Facility that has placed it in harm's way. You will receive a notification to "Shelter-in-Place". You may receive the instruction to shelter via telephone call, media announcement or loud hailer. When instructed to shelter take the following steps:

1. Immediately gather everyone indoors and remain there.
2. Close and lock all windows and outside doors.
3. Tape gaps around doorframes.
4. Extinguish indoor wood burning fireplaces and close flue dampers.
5. Turn off appliances or equipment that either:
 - 5.1. Blow out air such as:
 - 5.1.1. Bathroom and kitchen fans
 - 5.1.2. Built in vacuum systems
 - 5.2. Sucks in outside air, such as:
 - 5.2.1. Gas stoves
 - 5.2.2. Fireplaces
 - 5.2.3. Clothes dryers
 - 5.2.4. Air conditioners
6. Turn down thermostats by about 5°C to minimize the on-time of furnaces
7. Leave all inside doors open
8. Avoid using the telephone except for emergencies so you can be contacted by authorities regarding the status of the event.
9. Stay tuned to local radio and television for possible information updates
10. Even if you see people outside do not leave your premises and until informed by authorities.
11. After the air pollution and passed or been nullified you will receive an "All Clear" message. You may also receive instructions to:
 - 11.1. Ventilate you facility by opening all doors and windows, turning on fans and turning up Thermostats.
 - 11.2. Once the facility is completely ventilated, return all equipment to normal.

1.5.h CODE BROWN: HAZARDOUS SPILLS

A Licensee must ensure that children do not have access to any object or substance that may be hazardous to the health or safety of a child. The only Hazardous spill event, with the exceptions of blood and body fluids, therefore will be outside the facility. There would be two possible instructions given to a Facility Licensee/Manager or delegate:

1. Evacuate the premises in which case refer to Section 1.5.e Code Green: Evacuation and follow those instructions; or
2. Shelter-In-Place in which case refer to Section 1.5.f Code Grey: Air Exclusion and follow those instructions.

In the event of spillage of blood or body fluids there are guidelines in place and all staff are provided with education on these guidelines. (Note: These are included in the education package being prepared for Child Care Personnel.)

Body fluids include:

- Urine;
- Feces including diarrhea;
- Saliva;
- Blood;
- Discharge from the nose;
- Vomit.

There is at least one Spill Kit on site, which includes:

- Garbage bags
- Masking tape
- Disposable non-latex gloves
- Paper towels
- Detergent
- Bleach or disinfectant
- Bucket
- Mops
- Cloths
- Brushes
- Plastic goggles

The rule is to clean up the spill first and then sanitize. Wear disposable gloves always. Wear other personal protective equipment if there is a danger of splashing.

GUIDELINES FOR HARD SURFACES:

- Soak up and remove most of the spill using paper towels.
- Place the soaked paper towels directly into a plastic garbage bag.
- With mop or cleaning cloth, clean the soiled area with detergent and water to remove any visible dirt or body fluids.
- After cleaning, sanitize the area using a low level disinfectant – a mixture of one cup (250 ml) of household bleach (5% - 6% chlorine) in ten cups (2.5 litres) of water (1-part bleach to 10 parts water will do. In order to sanitize a surface, let the bleach solution stand for one minutes before drying.
- If you use a commercial disinfectant, follow the instructions on the label.
- Close the garbage bag, using masking tape to prevent it being opened and deposit in the regular garbage.
- Remove gloves and other protective equipment, deposit in regular garbage and wash your hands.

GUIDELINES FOR CARPET & UPHOLSTERY:

- ❑ Blot up the spill with paper towels
- ❑ Place soiled paper towels directly into the plastic garbage bag.
- ❑ Apply a household detergent or disinfectant to cover the spot. Let this sit for thirty (30) minutes
- ❑ Blot up the excess liquid with paper towels and dispose of them in the garbage bag as well
- ❑ Reapply detergent/disinfectant. Let dry overnight
- ❑ Close the bag using masking tape to prevent it being opened and place in the regular garbage.
- ❑ Remove gloves and other protective equipment, deposit in regular garbage and wash your hands.
- ❑ Steam clean carpet and upholstery, if necessary. Replace heavily soiled carpets and upholstery, which cannot be effectively cleaned and sanitized.

GUIDELINES TO CLEAN AND SANITIZE CLEANING EQUIPMENT:

- ❑ Wear disposable gloves or household rubber gloves that can be cleaned and sanitized.
- ❑ Wash mops, cloths, and brushes in hot soapy water and rinse. Ensure that all visible dirt is removed.
- ❑ Soak mops, cloths and brushes in a low level disinfectant solution for twenty (20) minutes. Sanitize the mop handle by cleaning and then wiping with a low level disinfectant
- ❑ Clean and sanitize reusable personal protective equipment such as household rubber gloves or plastic goggles.
- ❑ Clean and sanitize surface areas and sinks where you have cleaned equipment.

PROTOCOL FOR A SPLASH OF BLOOD OR BODY FLUID:

Note: A” Splash” is defined as one where blood or body fluid comes in contact with lips, eyes mouth or open sore/ abrasion.

Don't panic – the risk of serious infection in a Day Care Centre is low. Follow the protocol below:

- ❑ Rinse well with tap water for 10 – 15 minutes
- ❑ If a child is splashed:
 - Contact the parents
 - Take the child to the nearest hospital/medical clinic
 - Report the Incident to Licensing.

Licensing contact information is found in Appendix G.

- ❑ If a staff member is splashed:
 - Report to your Supervisor immediately. If you cannot do this leave a message for the Supervisor.
 - Go immediately to the nearest hospital Emergency Department/medical clinic.
 - For follow-up counselling see your doctor
 - Complete WorkSafe BC reports.

NOTE: There are Guidelines and methods of Cleaning Toys are found in the Quick Reference Document.

1.5.i CODE ORANGE: DISASTER

All staff must be fully aware of earthquake/evacuation/emergency and disaster procedures and their individual responsibility within the process.

All Licensees/Managers or delegates are responsible in ensuring their staff are thus trained.

Since people are unlikely to be forewarned, the actual shock or tremor may provide the only warning. All staff must be trained and knowledgeable to the degree that will enable them to respond immediately and efficiently to the emergency.

A large earthquake in our geographical area is seen as the most destructive event (excepting a catastrophic nuclear accident or war).

Most wood-frame residential buildings are highly resistant to earthquakes. During an earthquake the primary dangers are from falling objects and debris, such as collapsing chimneys, masonry facing, shattered glass, light fixtures, plaster ceilings and heavy furniture. A few simple steps can greatly reduce the risk of personal injury during an earthquake.

The first indication of an earthquake:

- A low or loud rumbling noise.
- A sudden violent jolt.
- A shaking or moving of objects.
- Any combination of the above.

What to do immediately:

- Protect yourself.
- **DUCK – COVER – HOLD**
- Move away from large windows and objects which may fall. Drop to the floor and cover the back of your neck with your hands. If you are able, get under a heavy table or desk.
- If inside, stay there! If outside, stay there! Take cover...Protect your head and face...Don't run downstairs...Kneel down with your back to the wall.

ACTIONS DURING AND IMMEDIATELY FOLLOWING AN EARTHQUAKE:**During the shaking**

- Do not attempt to assist others until the shaking stops, protect yourself! Provide verbal direction to residents/clients, staff and visitors.
- If you are inside, stay inside. Do not attempt to exit.
 - Move away from windows and mirrors that may shatter and objects that may fall.
 - Crawl under a strong table, counter, or desk if possible. Do not stand in a doorway.
 - Drop to your knees and cover your head and neck with your hands.
- If you are outside, stay outside.
 - Move away from the building and power lines.
 - Avoid overhanging structures.
 - Remain in your location until the shaking stops.

WAIT 60 SECONDS AFTER SHAKING STOPS. Think, assess, and move slowly.

Once the shaking stops

PREPARE FOR AFTERSHOCKS – respond with Duck, Cover and Hold

- Account for all individuals.
- Check for injuries
 - Assess if anyone is injured and provide medical assistance where required, or call other staff members for assistance.
- Check for people who may be trapped
 - Inspect rooms, common areas, and other locations in your area. Leave doors to rooms open.
- Calm children
 - Instruct children to remain calm and stay in an intact room, or
 - Assemble children in hallways until a detailed damage assessment is complete.
 - Keep children away from windows, exterior walls, and objects which may fall.
- Check for hazards
 - Check for fires.
 - Floors may be covered with glass, spilled liquids, and chemicals.
 - Check the operating status of all telephones, and replace receivers on the bases.
- Do not touch fallen or damaged electrical wires.
- Delegate the following tasks to staff as they become available:
 - Compile a list of those present at the time of the earthquake.
 - If someone is missing either conduct an immediate search, or wait for emergency services, depending upon the condition of the building.
 - Check utilities – shut off if necessary (i.e. electrical appliances, etc.). Check sewage lines.
 - Check building for structural damage **See Appendix A – Damage Assessment of the Building.**
 - Assess the damage to gas and water pipes, electrical wiring, and sewage lines. Turn off valves and water.
 - Clear hallways and evacuation routes of hazards.
 - Avoid other probable dangers (fallen wires, overhanging debris, etc.).
 - Check for fires and fire hazards.
 - Check gas, water, and electric lines.
 - Use a flashlight NOT a candle.
 - Turn on battery operated radio (or care radio) for emergency bulletins.
 - Check supplies: food, water, first aid.
 - Draw a moderate amount of cold water. Fill tubs with water in order to provide short-term resource.
- If the building assessment indicates that it is unsafe to remain the Licensee/Manager or delegate will contact local authorities regarding transportation to the designated alternate site of a Municipal Emergency Reception Centre.

1.5k INFECTIOUS DISEASE EPIDEMICS

There are many infectious diseases that can afflict children and impact Child Care Facilities. For a comprehensive listing of and instructions regarding these diseases refer.....

1.5.I BOIL WATER NOTIFICATION

From time to time, the Office of the Medical Health Officer or your local water supplier may issue Boil Water Notifications.

Upon receipt of such a notification and where the facility is dependent on a public water supply, as opposed to well water, the facility will:

1. Use only bottled water for drinking.
2. Use paper plates and plastic utensils for food preparation and consumption.
3. Use a waterless disinfectant for hand washing.
4. Ensure that the water supply to sinks, drinking fountains and outside water sources (taps and hoses) are turned off.
5. Post pre-prepared signage indicating the Boil Water Notification is in effect.

Water Disinfection

Facilities should have a supply of Iodine tablets for the purpose of disinfecting water.

Note: Water may also be purified by bringing it to a rapid boil for 5 minutes. Due to its chemical content, swimming pool or spa water should not be used as a primary source of drinking water.

1.5.m ANIMAL HAZARDS

If potential dangerous animals are identified a risk potential for a facility then the risk must be described and the mitigation plan outline and all staff made aware.

1.5.n UTILITY OUTAGES

POWER FAILURES:

Facilities complete the BC Hydro “Business Outage Preparation Checklist” below, completing only the specific portions within the sections that are relevant to their business.

Before an Outage

When the power goes off

- Check your circuit breakers or fuses to make sure that the outage is not being caused by equipment problems in your facility. Is power out in your whole area?
- Check to make sure employees are safe.
- Check your elevators, equipment and the facility in general for situations that may require immediate attention.
- If the outage is in your own system, contact your electrician or electrical contractor.
- If it is a BC Hydro outage, report it by calling **1 888 POWERON or *HYDRO (*49378)** on your cell phone. The automated outage reporting system will take you through several prompts to match up your telephone number, address and BC Hydro account number or it can connect you with a representative if you don't have this information handy.
- If the outage has already been reported, the system will provide you with the most recent estimated time of power restoration, if one is available.
- If BC Hydro does not have an outage recorded for your location, you will be transferred to an agent to record the details.
- If you have a laptop or a computer on back-up power supply, you can go to:
bchydro.com/outages for outage information by region, including estimated restoration times where known. An estimated restoration time may not be available if a hydro crew has not yet assessed the cause and repair required.

Caterpillar Childcare: DISASTER PLAN

- Turn off major pieces of equipment; some appliances or tools left on will start up automatically when service is restored, turning them off can prevent damage, injury or fire.
- Leave a few lights on in visible areas so you know when the power is restored.
- Contact the Malahat Nation O & M Director at 250-743-3231 to let them know the child care facility does not have power and advise if the child care facility will be closing down for the rest of the day.

When the power is restored

- When power is restored, turn on the most essential equipment first and wait 10 – 15 minutes before re-connecting voltage sensitive and less critical equipment, to give the system a chance to stabilize.
- Remember to re-set clocks, automatic timers and alarms
- Contact the Malahat Nation O & M Director at 250-743-3231 to let them know the child care facilities power has been restored.
- Report to Licensing as a Service Delivery Disruption. Contact information is found in **Appendix G**

1.6 Disaster Supply Lists

Emergency Supply Kit

- One copy of the Site Disaster Plan and the Emergency Operations Manual
- Space blankets sufficient for each child and staff member
- Umbrellas
- 2 rolls tape "Keep Out, Do Not Enter"
- Heavy duty flashlights and spare batteries
- Portable radio (A/C and battery operated)
- Portable or cellular telephone
- 2 large tarps
- 2 hard hats
- 4 pairs protective gloves
- 2 pairs of rubber boots, steel toe caps
- First aid kit
- 1 whistle

Food and Water sufficient for the number of children normally in attendance and for the number of staff present on a weekday for a 7-hour period should be stored at the facility. It is recommended that parents contribute an amount of money for their child's portion of this stockpile at the beginning of the year. Facilities will take into consideration any "Special food needs" e.g. allergies or illness, of children attending their facility.

Survival Diet for One Day

Breakfast	1/2 cup canned fruit, drained 1/2 cup cold cereal (shredded wheat, puffed wheat or puffed rice) 5 low salt crackers + 2 tbsp. jelly 1/2 cup Rice Dream Cup of water
Snack	Hard candy
Lunch	15 low salt crackers 6 tbsp jelly 1/2 cup canned fruit, drained 1/2 cup juice Hard candy Cup of water
Snack	4 cookies 1/2 cup canned fruit, drained
Evening	1 cup canned stew 10 low salt crackers 4 tbsp. jelly 1/2 cup canned fruit, drained 1/2 cup juice Cup of water

Supplies for Three Days Survival Diet

FOODS:

- 12 4 ounce cans of fruit (applesauce, pears, peaches, pineapple only)
- 1 Package of (3) shredded wheat biscuits or 2 cups of puffed rice or puffed wheat
- 6 4 ounce boxes of juice (apple or cranberry)
- 1 Box low salt crackers
- 1 Box low salt cookies
- 2 Bottles jelly
- 2 Bags hard candy (barley sugar, humbugs, peppermints, hard fruit candies)
- 3 8 ounce cans of stew
- 1 Small jar of peanut butter (optional)
- 12 500 ml Bottles of water

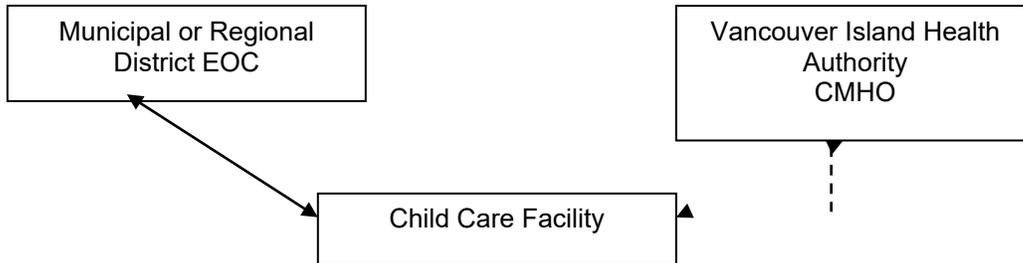
EQUIPMENT:

- 1 Can opener (small, hand operated)
- 1 Sharp pen knife
- 1 Small piece of aluminum foil
- 1 Container with lid

- Ziploc bags
- Paper towels
- Disposable plates, bowls and plastic knives, forks and spoons
- Waterproof matches and candles
- Flashlight and battery operated radio
- Iodine tablets for water purification

1.7 COMMUNICATION

In Emergency or disaster events, Child Care Facilities come under the authority of local Municipal or Regional District governments. Primary information and instructions will come from these authorities to the Child Care Facilities.



Dotted Line indicates Information only

1.7.a Radio

- CBC FM and other local Radio Stations will relay all emergency radio transmissions on behalf of the Provincial Emergency Program (PEP) during a disaster or emergency declared by a Municipality, Regional District or the Province.
- Stations will communicate information to the general public regarding the response to the emergency, how and where medical help will be available, public health information, staffing needs at various sites, etc.
- CBC Frequencies by Community:

COMMUNITY	RADIO FREQUENCY
ALERT BAY	101.5 FM
BAMFIELD	540 AM
CAMPBELL RIVER	104.5 FM
CHEMAINUS	90.5 FM
COAL HARBOUR	540 AM
COMOX	92.5 FM
COURTENAY	92.5 FM
NORTH END CORTEZ ISLAND	104.5 FM
SOUTH END CORTEX ISLAND	92.5 FM
CROFTON	90.5 FM
CUMBERLAND	92.5 FM
DENMAN ISLAND	92.5 FM
DUNCAN	90.5 FM
GOLD RIVER	860 AM
HORNBY ISLAND	92.5 FM
LADYSMITH	90.5 FM
METCHOSIN	99.5 FM
NANAIMO	105.7 FM
PARKSVILLE	92.5 FM
PORT ALBERNI	98.1 FM
PORT ALICE	1170 AM
PORT HARDY	95.5 FM

PORT MCNEILL	105.1 FM
QUADRA ISLAND	104.5 FM
QUALICUM BEACH	92.5 FM
SALT SPRING ISLAND	90.5 FM
SAYWARD	630 AM
SOINTULA	105.1 FM
SOOKE	99.5 FM
TAHSIS	1240 AM
TOFINO	91.5 FM
UCLUELET	540 AM
VICTORIA	90.5 FM

Facility Licensee/Manager or delegate should check and if local radio will be broadcasting they may choose to tune into that station:

Local Station frequency: 90.5FM. It is a good idea to preset your portable, battery operated radio to the frequency of your choice.

1.7.b Media

Child Care Facility Licensee/Manager or delegate should determine their response to all Press and Media representatives concerning their facilities operations.

1.8 FACILITY BUSINESS CONTINUITY PLAN

1.9.1 Record of Reviews

The Business Continuity plan for Caterpillar Childcare will be reviewed annually in an attempt to keep the Information as current as possible in the event we may be required to activate the plan.

Initiated	Review date:	Review date:	Review date:
Review date:	Review date:	Review date:	Review date:
Review date:	Review date:	Review date:	Review date:
Review date:	Review date:	Review date:	Review date:
Review date:	Review date:	Review date:	Review date:
Review date:	Review date:	Review date:	Review date:

1.9.2 Overview

Caterpillar Childcare Business Continuity Plans are designed to restore the provision of Child Care Services as quickly and efficiently as is reasonably possible. Disruption in service may be a result of either natural (i.e. earthquake, flood, fire), or man-made (i.e. system failure, terrorism/bombing, etc) events.

It is necessary to review potential Hazards and make an assessment of the likelihood of each event impacting the operations of the facility. The Analysis result for this facility is found in Section 1.9.3

1.9.3 – RISK HAZARD VULNERABILITY ANALYSIS

CSA CATEGORY	HAZARD	IMPACT		ACTION PLAN
		Yes	No	COMPLETED
Natural Geographical	Earthquake			
	Tsunami			
	Volcano			
	Landslide; Mudslide; Subsidence; Avalanche			
	Glacier; Iceberg			
Natural Meteorological	Flood; Flash Flood; Seiche; Tidal surge			
	Drought; Famine			
	Fire: interface wildfire; range; forest; wildland			
	Snow; Ice; Hail; Sleet;			
	Windstorm; Cyclone; Hurricane; Tornado; Water spout; Dust/sand Storm			
	Extreme Heat			
	Extreme Cold			
	Lightening strikes			
	Geomagnetic storm			
Natural Biological	Disease with human impact: Influenza; Pandemic; Epidemic; Plague; West Nile Virus; SARS;			
	Disease with animal impact: Mad Cow; West Nile; Avian Influenza			
	Animal/Insect infestation			
Human Caused Non-intentional	Hazardous spill internal			
	Hazardous spill external			
	Explosion - internal			
	Fire – internal - minor			
	Fire - internal - major			
	Transportation accidents			
	Building/Structure collapse			
	Mass casualties			
	Mass contamination			
	Energy; Power; Utility Failure			
Fuel shortage				

CSA CATEGORY	HAZARD	IMPACT		ACTION PLAN
		Yes	No	COMPLETED
Human Caused Non-Intentional (cont'd)	Water contamination - internal			
	Water contamination -external			
	Financial issues; Depression; Inflation			
	Communication system failure/interruptions			
	Misinformation			
Human caused Intentional	Terrorism – CBRNE & Cyber			
	Sabotage			
	Civil disturbance; Public unrest; mass hysteria; Riot			
	Enemy attack/War			
	Insurrection			
	Strike or Labor dispute			
	Disinformation			
	Criminal activity			
	Electromagnetic pulse			
	Workplace violence			
Technology caused	Central computer, mainframe failure			
	Ancillary support equipment failure			
	Telecommunication failure			
	Energy; Power; Utility failures			
Site Specific				

1.9.4 GOALS

Three main goals have been established as guidelines for this plan. These goals are outlined below:

- Provide a working document for Caterpillar Childcare facility staff members responding to a disaster.
- Design a business continuity plan to restore Child Care services as quickly and efficiently as possible.
- Provide staff with education and tools to allow them to have a personal plan for themselves and their families in the event of a disaster.

1.9.5 BUSINESS FUNCTIONS

There are four impacts that would cause an impact of the operation of the facility:

1. Systems up/Building unusable
2. Systems Down/ Building usable
3. Systems down/Building unusable
4. Insufficient Human Resources.

Business Continuity planning is therefore structured around these three possibilities.

1.9.5.a Systems up/Building down

In the event that the building is unusable, decisions will need to be made concerning the operations.

Depending on the cause of the building being unusable there are options:

- i) The operation will move to its alternate site. Parents will be informed by phone of the circumstances and any change in location and/or operations.
- ii) If ordered to evacuate by the local authorities: If the alternate location is usable the operations will shift to that site. If not the staff and children will be moved to a Municipal Reception Centre and registered. A note indicating the relocation will be posted on the door of the facility, and parents will be notified by phone if the telephone system is operational.
- iii) Parents will be notified of the site and hours of operation and the date of the transfer back to the original site either by signage or telephone.

1.9.5.b Systems down/Building up

In the event that systems are down but the building is operational. Decisions need to be made regarding the operations.

- i) If the system outage can be managed and the operation can continue without concerns about the safety of the staff and children it will do so.
- ii) If the outage results in potential harm to the staff and children and evacuation to an alternate location will be undertaken. If one of the systems that is impacted is the telephone system. Parents are expected to pick up

their children as soon as possible. A note will be left for parents indicating the address of the alternate location,

- iii) Close until the systems can be restored. Parents will be notified as soon as possible of re-opening.

1.9.5.c Systems down/Building down

This is the worst-case scenario. The operation will:

- i) Move to an alternate location if possible and continue to care for the children until parents or pre-designated alternates arrive. If the alternate location is unavailable then:
- ii) Be evacuated to a Municipal Reception Centre where staff will continue to care for the children until parents or pre-designated alternate's are called and can collect the children.
- iii) Once all children have been collected by parents the Child Care operations will be closed until further notice.

1.9.5.d Insufficient Human Resources

If for any reason the facility does not have sufficient staff to operate safely and with the Child Care Licensing Regulations the facility will be closed.

If time permits parents will be phoned and notified of the closure

If time does not permit notice before children arrive at the facility parents will be asked to:

- Take their child to alternate care when they arrive or
- Pick up children immediately if they have already been dropped off

1.9.6 ALTERNATE LOCATIONS

In the event that Caterpillar Childcare Facility cannot operate on it's primary site the first alternatives site is:

1- Kwunew Kwasun Lane,
Mill Bay, BC
250-743-3231

The second alternative site is:

Malahat Band Office
110 Thunder Rd. Mill Bay, BC
250-743-3231

Our Municipal Reception Centre is:
Kerry Park Recreation
1035 Shawnigan Lake-Mill BayRd,
Mill Bay, BC V0R 2P2

2 APPENDICES

APPENDIX A	Damage Assessment of the Building
APPENDIX B	Incident Command System (ICS)
APPENDIX C (BCERMS)	British Columbia Emergency Response Management System
APPENDIX D	Provincial Emergency Program (PEP)
APPENDIX E	Emergency Social Services (ESS) Municipal
APPENDIX F	Common Emergency Planning Acronyms
APPENDIX G	Licensing Contact Information

APPENDIX A Damage Assessment of the Building

- Use the Damage Assessment Checklist following this page to assess the damage to the building, and report the findings to the Licensee/Manager or delegate

- Differentiate between structural and non-structural damage. Although damage may appear to be extensive, evacuation may not be necessary.

- Do not occupy the building and prevent access if:
 - The building had collapsed partially or completely.
 - There is obvious and severe damage to primary structural supports, or other signs of distress.
 - There are large ground fissures or massive ground movement near the building.

- Prevent access to part of the building if:
 - There is a hazardous spill.
 - Gas or power lines have broken.
 - Windows are broken.

- Post signs in areas deemed to be unsafe indicating the danger.

- Immediately notify the Medical Health Officer On Call 1-800-204-6166 as to the status of the quality and quantity of the water supply.

Damage Assessment Checklist

ACTIVITY	COMPLETE	COMMENTS
<u>Fire</u>		
<u>Exterior:</u> Structural Integrity: Landslides, bank failure, surface fissures, Flooding		
<u>Entry and exit routes:</u> Safe, accessible		
<u>Interior:</u> Structure Integrity: Fallen light fixtures, Broken windows, Fallen cupboards/furniture, Hazardous spills		
<u>Elevators:</u> Doors, pulleys, chains & electrical systems		
<u>Electrical System:</u> system integrity, shorting, fire & fallen power lines		
<u>Water:</u> System integrity, availability & purity		
<u>HVAC system:</u> functioning		

ACTIVITY	COMPLETE	COMMENTS
<u>Sewage system:</u> functioning		
<u>Telephone & paging system:</u> Functioning		
<u>Natural gas system:</u> system integrity & availability		
<u>Other</u>		

APPENDIX B Incident Command System (ICS)

The British Columbia Emergency Management Response System (BCERMS)

The complexity of incident management, coupled with the growing need for multi-agency and multifunctional involvement on incidents, has increased the need for a single standard incident management system that can be used by all emergency response disciplines.

The BC government through its Interagency Emergency Preparedness Council (IEPC) has developed a comprehensive “all hazards” provincial emergency operations system. This British Columbia Emergency Management Response System (BCERMS) identifies the standardized approach to emergency response management to be utilized and practiced by provincial government ministries, agencies and crown corporations.

The standard approach adopted by IEPC for emergency and disaster site operations is the Incident Command System (ICS), as used in the United States. The BC government is encouraging federal government agencies, local governments, First Nations and the private sector to endorse and use the ICS outlined by the BCERMS.

The Incident Command System (ICS)

The Incident Command System (ICS) used by the BC government and various municipal agencies (e.g. police, fire, emergency planners and the VIHA).

One of the major benefits of this will be the simplicity of understanding other agencies Emergency Operations Centre (EOC) management structures during the event of a major disaster.

The Incident Command System (ICS) is used to manage an emergency incident or a non-emergency event. It can be used equally well for both small and large situations.

The system has considerable internal flexibility. It can grow or shrink to meet differing needs. This makes it a very cost-effective and efficient management system. The system can be applied to a wide variety of emergency and non-emergency situations.

Every incident or event has certain major management activities or actions that must be performed. Even if the event is very small, and only one or two people are involved, these activities will still apply to some degree.

Organizations for the Incident Command System (ICS) is built around five major management activities:

- Command
- Operations
- Planning
- Logistics
- Finance/Administration

These five major management activities are the foundation upon which the ICS organization develops. They apply whether you are handling a routine emergency, organizing for a major event, or managing a major response to a disaster.

On small incidents, these major activities may all be managed by one person: the Incident Commander (IC). Large incidents usually require that they be set up as separate sections within the organization:

INCIDENT COMMAND (THE BOSS)

- Sets objectives and priorities
- Has overall responsibility at the incident or event

OPERATIONS SECTION (THE DOERS)

- Conducts tactical operations to carry out the plan
- Develops the tactical objectives, organization
- Directs all resources

PLANNING SECTION (THE THINKERS)

- Develops the action plan to accomplish the objectives
- Collects and evaluates information
- Maintains resources status

LOGISTICS SECTION (THE GETTERS)

- Provides support to meet incident needs
- Provides resources
- Provides other services to support the incident

FINANCE/ADMINISTRATION SECTION (THE PAYERS)

- Monitors costs related to incident
- Provides accounting, procurement, time recording and cost analysis

APPENDIX C British Columbia Emergency Response Management System (BCERMS)

INTRODUCTION

The Government of British Columbia has adopted BCERMS (British Columbia Emergency Response Management System) as a comprehensive management system that ensures a coordinated and organized response to all emergencies and disasters. The BCERMS incident command structure will be used within the EOCs or ECCs within Municipalities and Regional Districts in BC

The Government has also adopted and endorsed Incident Command System (ICS), as have Health Regions within the Province.

BACKGROUND

BCERMS is based upon the Incident Command System (ICS) originally developed as a fire response management system by various U.S. states. ICS has been widely adopted by first responders and emergency management programs throughout North America.

The provincial government has endorsed this emergency management response system, mandated its application for all ministries, all municipal and non-government agencies and all Health Authorities.

PURPOSE

BCERMS provides a framework for a standardized process for organizing and managing a response to emergencies and disasters within the province.

The components of BCERMS are:

Operations and Control:

- A common organizational structure and control method for the management of personnel, equipment, facilities and resources.
- The system enhances communications between representative agencies in the preparation and implementation of tactical response operations.
- Provides a site response structure based on the Incident Command System plus three levels of coordinated support and direction.
 - Level 1 – Site Support
 - Level 2 – Area Coordination
 - Level 3 – Provincial Coordination

Qualifications:

- Establishes a standard for the management of each functional area and level within the emergency response management system.

Terminology:

- Establishes the use of common terminology in support of emergency operations.

Training:

- Mandates the training of designated personnel to meet the established standards.
NOTE: Training shall be delivered using this standard as well as the follow-on operational guidelines for each of the three emergency management levels.

Publications:

- Mandates distribution of a common set of forms, reports, instructional terminology and other written material in support of the standard.

SCOPE

The Assisted Living Licensee/Manager or delegate shall understand the standards set out in BCERMS and ICS.

These standards are also best practices for local authorities, other local governments, and federal and provincial government agencies, First Nations, regional districts, other health authorities and non-government agencies.

OVERVIEW OF THE THREE BCERMS LEVELS**Level One - Site Support**

The SEOC:

- Provides communication within the site level,
- Provides policy guidance,
- Manages the local multiple-agency support to the site level, and
- Acquires and deploys additional resources, obtained locally or requests support from the provincial/area level.

Level Two - Area Coordination

The area regional coordination level (e.g. AEOC) acts in support of the site support level, and:

- Manages the assignment of multiple towns and areas and the response to individual site support locations or multiple site support level locations within the area of declared emergency
- Acquires and deploys resources at the request of the site support level (SEOC), and
- Requests emergency response services from Provincial Emergency Program (PEP) where incidents cross local authority boundaries, or where local authorities are not organized to fulfill their role.

Level Three - Provincial Coordination

The Regional coordination level manages the overall response, which includes the provision of support for all municipalities and regional districts in the affected area, and:

- Seeks support of senior elected officials,
- Requests from the minister for a declaration of an emergency,
- Provides the affected area with policy guidance,
- Establishes priorities,
- Manages public information activities,
- Requests the acquisition and deployment of provincial, federal, inter-provincial and international resources, and
- Provides coordination through a Provincial Regional Emergency Operations Centre (PREOC).

GUIDING PRINCIPLES

BCERMS is a management system with a set of policies and guiding principles that apply to all three levels.

RESPONSE OBJECTIVES

BCERMS supports a prescribed set of response objectives set out in priority as follows to:

- Provide for safety and health,
- Save lives,
- Reduce suffering,
- Protect public health
- Protect infrastructure,
- Protect property,
- Protect the environment, and
- Reduce economic and social losses.

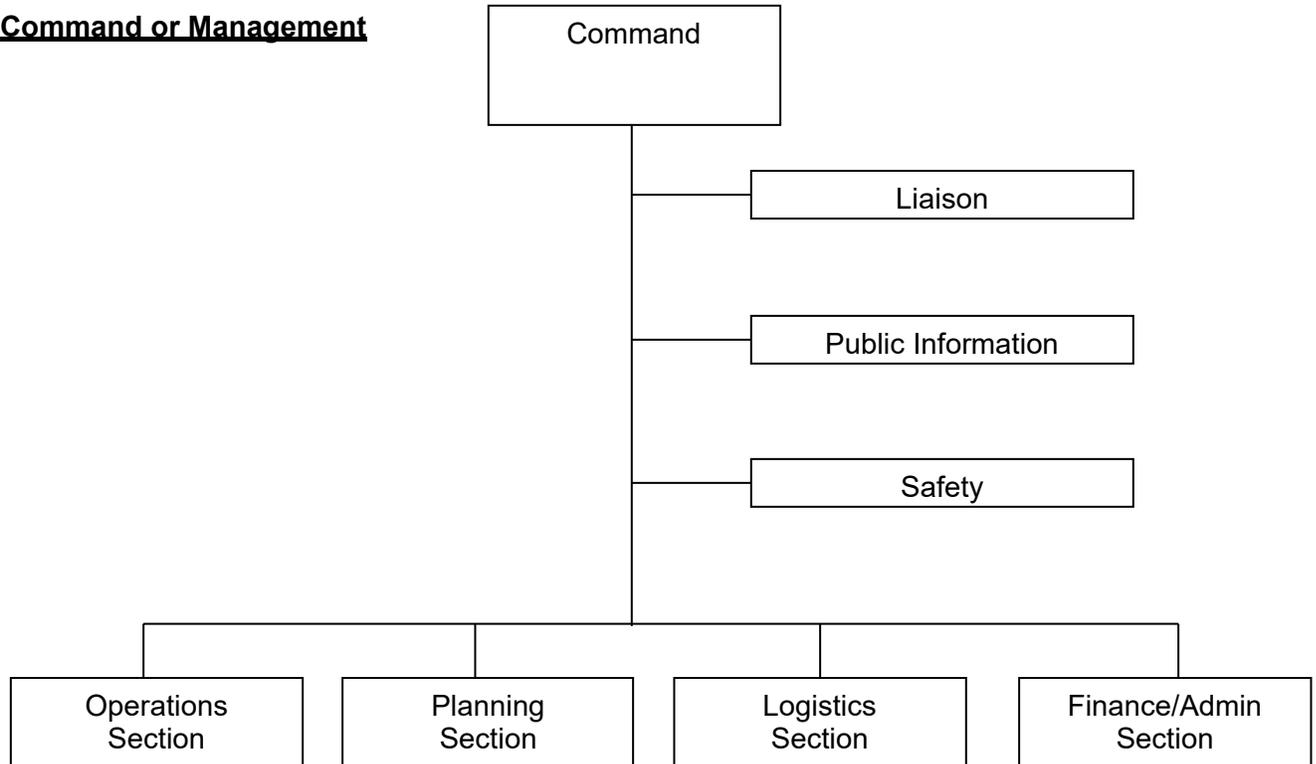
INCIDENT COMMAND SYSTEM

BCERMS has adopted many features of the Incident Command System (ICS) for application at site, site support, area coordination, and coordination of the emergency response and recovery of the affected area. The Incident Command System has been well tested in a range of emergencies and is designed to provide an all-hazard single or multi-agency or jurisdiction emergency response management framework.

MANAGEMENT FUNCTIONS

BCERMS uses the five essential management functions of the Incident Command System (See the flowchart on the following page). These are:

- Command,
- Operations,
- Planning,
- Logistics, and
- Finance/Administration.

Command or Management**MANAGEMENT BY OBJECTIVES**

The management by objectives feature means that each BCERMS level establishes objectives to be achieved within a given time frame, known as an “operations period”. These objectives always relate to the response goals stated earlier.

An objective is an aim or end of an action to be performed. It is commonly stated as “what” must be achieved. Each objective may have one or more strategies and tactical actions needed to achieve the objective. Strategies are commonly stated as “how” actions should be performed. The tactics are the detailed steps of a strategy taken at the site level to achieve objectives.

AGENCY EXECUTIVE POLICY GROUP

An agency executive or policy group, composed of senior management provides:

- Guidance,
- Overall direction and priorities for managing the emergency or disaster situation,
- Parameters for expenditures,
- Acquires/authorizes/requests additional outside support/resources,
- Public information direction, and
- Approves declarations of a state of health emergency and the delegation of extraordinary power.

OPERATIONAL PERIODS

An operational period is the length of time set by command at the site level, and by management at the other levels, to achieve a given set of objectives. The operational period may vary in length and will be determined largely by the dynamics of the emergency situation. An operational period may be designated to a maximum 24-hour period.

ACTION PLANNING

All levels of BCERMS develop action plans to guide their activities during pre-impact, response and recovery phases.

There are two general types of action plans in BCERMS. At the site level, verbal or written incident action plans contain **objectives**, **strategies** and **tactical assignments** for one operational period. At each of the three higher levels, action plans address the **policies**, **priorities** and **resource requirements** that support the level immediately below as well as **direction** across the affected area in larger emergencies and disasters.

For small incidents of short duration at the site level, the incident action plan may not be written. However, when several jurisdictions or agencies are involved or the incident will require changes in shifts of personnel over another operational period, an action plan should be written.

At the site support (SEOC), area (AEOC) and the Provincial coordination levels (HAEOC), the use of action plans provides personnel with direction or policy, prioritized objectives and the steps required to achieve the objectives. Action plans are an essential and required element in achieving objectives under BCERMS.

Action plans are developed according to a standardized process that assigns planning responsibilities to specific organizational components. All action plans are approved by Command (Incident Commander).

APPENDIX D Provincial Emergency Program

Role

The Provincial Emergency Program (PEP) is the emergency services organization start point for provincial matters whose role is to:

- Coordinate the Provincial Government’s emergency response to emergencies that occur within British Columbia.
- Prepare, distribute and maintain an emergency strategy which outlines the responsibilities of all provincial ministries and agencies in an emergency situation.
- Advise and assist in provincial ministries and agencies and local government in the development of emergency management programs and plans.
- Maintains a continuous emergency response and readiness capability.

Responsibilities

Major Emergencies or Disasters

The Provincial Emergency Program assumes the following responsibilities in the event of a major emergency or disaster:

- Coordinates all requests for provincial or federal emergency assistance.
- Makes the appropriate request to the provincial ministries and agencies for assistance if the VIHA’s resources are not adequate for an effective response to the emergency.
- Arrange for WORKSAFE BC coverage to registered emergency workers.
- Recommends to the Provincial Government that a Provincial State of Emergency be declared.
- Provides and maintains a Provincial Public Information Program during all phases of a disaster.

Emergency Contacts

- ❖ Phone 1-800-663-3456
- ❖ Contact on radio 149.495

Note: All Municipal Emergency Planners and the Provincial Emergency Program (PEP) have been advised that, in order to contact either the VIHA Administrator On-Call, they will contact the Switchboard at the Royal Jubilee Hospital (370-8000) on all occasions.

APPENDIX E EMERGENCY SOCIAL SERVICES MUNICIPAL

Planning and providing care for evacuees and emergency response workers is called Emergency Social Services (ESS). Emergency Social Services can be reached via the Provincial Emergency Program at 1-800-663-3456.

During a declared disaster, in which reception centres have been established within municipalities, the VIHA will direct those persons requiring Emergency Social Services to those locations.

Under the Emergency Preparedness Act, the Provincial Emergency Program is responsible for assisting municipalities with planning and operating ESS. The PEP provides emergency volunteers with training and consultation in developing their plans. During a disaster, Ministry staff actively support local responders and insure that the costs of providing essential services are paid promptly.

Local governments designate buildings to serve as Emergency Reception Centres. When an emergency is declared and people are forced to leave their homes, the Reception Centre is opened and staffed by volunteers who arrange for the provision of ESS.

If a neighborhood is evacuated due to flood, toxic spill, wild fire, earthquake or a similar calamity, where do people go? Who would feed and shelter them? Help family members find each other? Provide necessary information and support?

These essential services are:

- Food & Lodging
- Clothing
- Registration & Inquiry
- Personal Services

Several organizations work with the Provincial Emergency Program to develop a Provincial ESS Support Team, augmenting local resources in a major disaster. These include:

- The Canadian Red Cross Society
- British Columbia Housing
- Salvation Army
- Restaurant & Food Services Association of British Columbia
- St. John Ambulance
- Telephone Pioneers Amateur Radio Club
- Emergency Social Services Association
- Mennonite Disaster Service
- Several Government Ministries & Agencies
- Christian Reformed World Relief Committee

In a major disaster, these organizations will meet in an operations centre from which they will locate additional resources and dispatch them to the communities in need. These resources will include materials, personnel, information and even additional ESS volunteers from other communities.

Role

- The primary responsibility of Municipal ESS is to plan for the short-term basic needs of all individuals in the event of an emergency or disaster.
- The Municipal ESS Director or alternate will participate in the activities of the EOC within the municipality and reports to the Municipality's Emergency Coordinator.

Responsibilities

- Coordinate the opening and operations of designated Municipal ESS Reception Centres for shelter.
- Provide Registration & Inquiry in conjunction with the Red Cross.
- Provide food to victims, volunteers and workers affected by the emergency or disaster.
- Provide personal services such as counseling and special needs as required.
- Arrange for the distribution of basic clothing to those who require it.
- Provide coordination, listing and recording of volunteer services.
- Provide for secondary communications with amateur radio.
- Maintain a log of all actions taken.
- Provides essential services for all persons affected by an emergency or disaster.

APPENDIX F COMMON EMERGENCY PLANNING ACRONYMS

AEOC – Area Emergency Operations Centre	An Emergency Operations Centre established and operated at the area level in order to coordinate the response and support of all VIHA SEOCs within its jurisdiction and to liaison with the HAEOC.
BCAS – British Columbia Ambulance Service	
ESS – Emergency Social Services	Emergency Social Services are those Municipal services that are provided short term (generally 72 hours) to preserve the emotional and physical well-being of evacuees and response workers in emergency situations.
EOC – Emergency Operations Centre	A designated facility established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency response.
BCERMS – Health Authority British Columbia Emergency Response Management System	The British Columbia Emergency Response Management System is a comprehensive management scheme that ensures a coordinated and organized VIHA response and recovery to any and all emergency incidents. The broad spectrum of components of BCERMS includes operations and control management, qualifications, technology, training and publications.
HAEOC – Vancouver Island Health Authority Emergency Operations Centre	A Health Authority Emergency Operations Centre established and operated by Senior Administration for the purpose of command, control and coordination of the SEOCs, AEOC and VIHA's response to a disaster. The HAEOC or AEOC liaises with Municipal, Provincial and other non-government agencies on behalf of individual site needs and that of the Authority as a whole.

ICS – Incident Command System

A standardized emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries.

ESS – Emergency Social Services

The primary responsibility of Municipal Emergency Social Services is to plan for the short term basic needs of all individuals impacted by an emergency or disaster.

PEP –Provincial Emergency Program

The Provincial Emergency Program is the organization that is the start point for coordinating the Provincial Government's emergency response within British Columbia.

PIO – Public Information Officer

The role of the Public Information Officer is to provide approved media releases and organize formal media briefings for senior staff, to ensure management of media and to help support the dissemination of accurate and timely information.

**PREOC – Provincial Regional
Emergency Operations Centre**

An Emergency Operations Centre established and operated at the regional level by provincial agencies to coordinate provincial emergency response efforts. The VIHA are responsible for assigning a senior staff person to a PREOC.

SEOC – Site Emergency Operations Centre

A pre-designated location at a site to coordinate the site response and support in an emergency.

APPENDIX G LICENSING CONTACT INFORMATION

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