



NORTH SHORE
EMERGENCY
MANAGEMENT

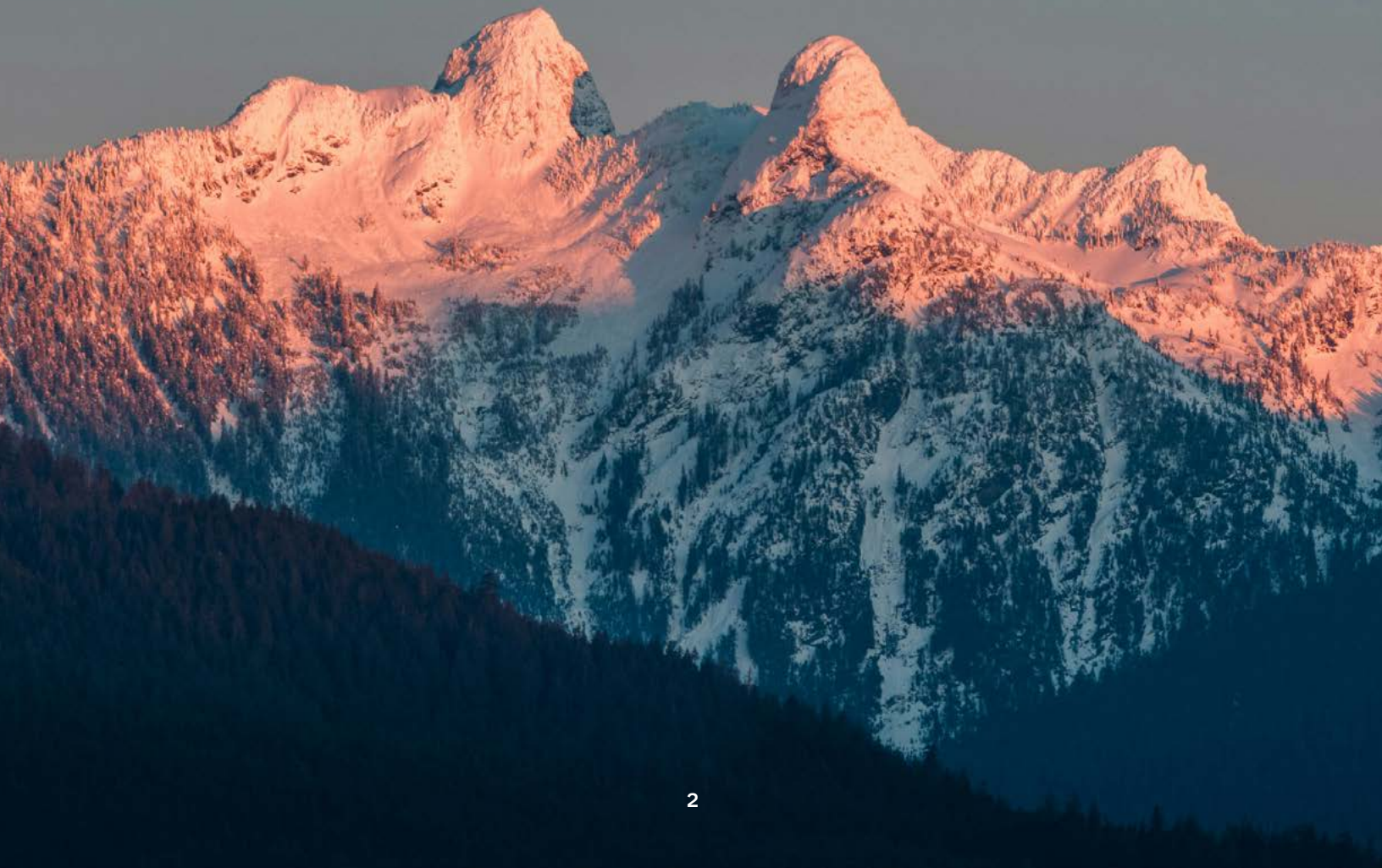
**2022
2023**

**ANNUAL
REPORT**

DISTRICT OF NORTH VANCOUVER
CITY OF NORTH VANCOUVER
DISTRICT OF WEST VANCOUVER

NS^EM

We respectfully acknowledge that we live and work on the traditional and unceded territories of the Skwxwú7mesh (Squamish), səliwətał (Tseil-Waututh) and xʷməθkʷəyəm (Musqueam) Nations. North Shore Emergency Management is committed to Reconciliation with these Nations, who have lived on these lands since time immemorial.



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VISION

A resilient North Shore,
through strengthening
and building connections
across municipalities,
partners and neighbours

DIRECTOR'S MESSAGE



Emily Dicken

Director, North Shore Emergency Services

When I reflect on 2022 and 2023, I see noticeable change — change that reflects the transition from working and responding to COVID-19, to changes within the field of practice in Emergency Management with the implementation of the new provincial Emergency and Disaster Management Act. Through these states of change, North Shore Emergency Management (NSEM) has remained adaptive and has made innovative shifts to strengthen emergency management programming on the North Shore.

As you move through this report, we will share some of NSEM's key milestones of success. From the completion of critical municipal emergency response plans, to exercises that support enhanced levels of operational readiness, the intent of this report is to provide a glimpse into the success of the program.

When I think about NSEM's most successful moments, it is in some of our most challenging days of responding to community needs due to emergencies and disasters.

Despite the data-driven nature of this report, the statistics do not tell the complete story of the individuals and families that we support through these life-changing experiences. It is in this recognition that I would like readers to remember that each of the numbers reflected in this report are members of our communities from across the North Shore and the services and supports provided by NSEM staff and volunteers are a critical part to their pathway through disaster recovery.

Across all four pillars of emergency management, including mitigation, preparedness, response and recovery, the NSEM team has moved forward some critical portfolios to enhance readiness and resilience across the North Shore. Some of the most notable include:

- Completion of a major human resource change management strategy that saw staffing stabilization and restructuring of the program to better reflect municipal and community needs
- Completion of the Disaster and Climate Risk and Resilience Assessment (formerly known as the Hazard, Risk and Vulnerability Assessment)
- A shift towards virtual Emergency Operations Centre (EOC) training to better support municipal readiness
- Increased volunteer capacity and community engagement

As the Director of NSEM, it is a deep privilege to lead a program of dedicated staff and volunteers who are committed to enhancing emergency management services and supports across the North Shore. As I reflect on the success of the past two years, it leaves me with an aspirational vision for where the program is headed.



RESPONSIBILITIES

NSEM is the emergency management department for the City of North Vancouver, District of North Vancouver, and District of West Vancouver. This tri-municipal program is responsible for emergency planning and preparedness, response and recovery activities, partner engagement, volunteer management and other activities based on the Emergency and Disaster Management Act and reinforced by bylaw.

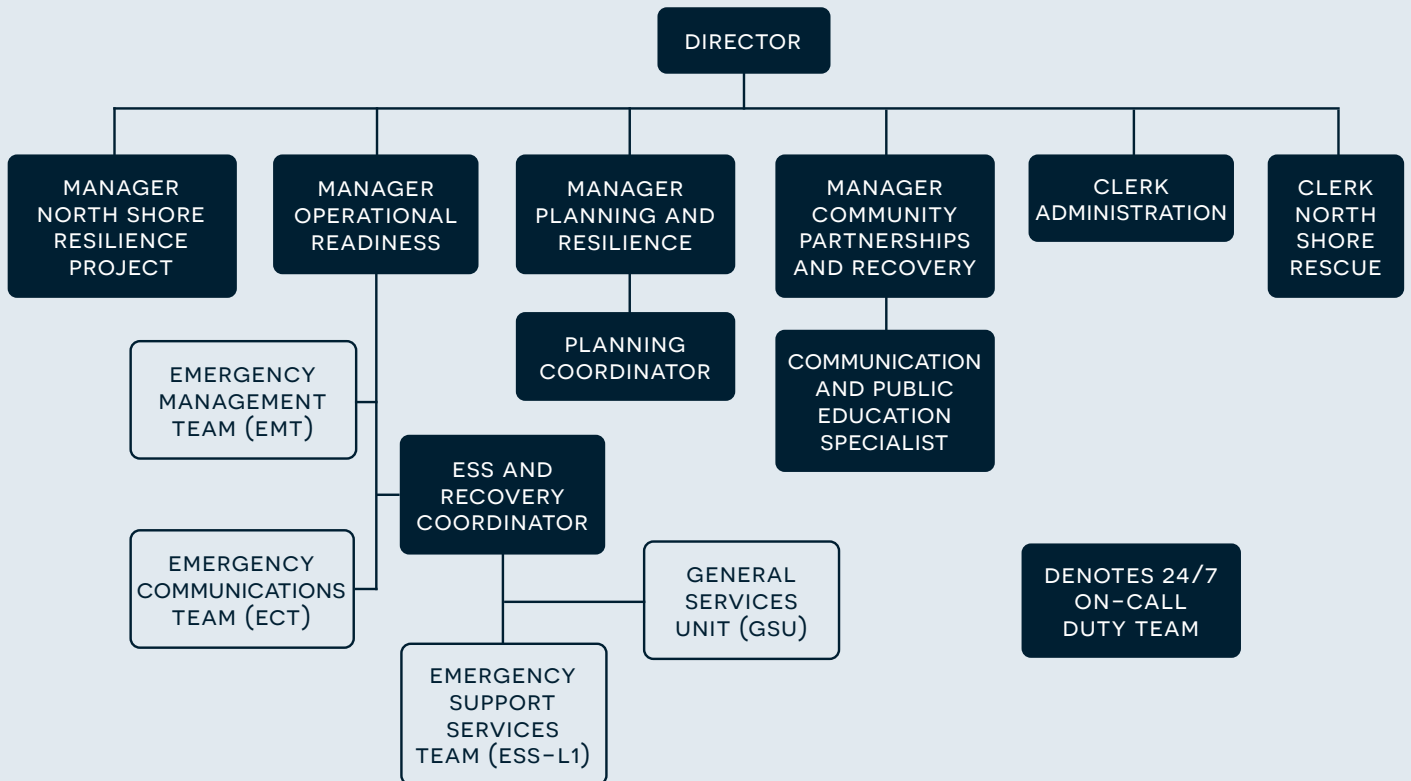
The following is an overview of responsibilities conducted by NSEM from 2022 to 2023:

- Support the three municipalities and residents to prepare for and respond to hazards and emergencies on the North Shore
- Implement annual and ongoing training, exercises, education, research and plan development to meet the extensive needs of the North Shore community
- Assess needs of emergencies and oversee Emergency Support Services (ESS) when incidents occur as trained staff and volunteers implement ESS processes
- Provide Business Continuity Management support across all three municipalities
- Work with partner agencies to effectively coordinate and support emergency response and recovery
- Develop procedures, plans, operational guidelines, cooperative agreements and technical documents to ensure effective coordinated action in an emergency





ORGANIZATIONAL STRUCTURE





2022-2023 SNAPSHOT



We provided **35+** presentations to public, municipal staff and other organizational groups.



The municipalities budget for special projects:

- Emergency Support Services
- Emergency Operations Centre and Readiness
- Training and Exercises Planning
- Public Education

We responded to **25+** task responses



Our volunteers put in over

2,000

hours on training, events and emergency response



- Updating of Municipal Emergency Plans
- Creation of Municipal Active Threat Plans
- Development of Online Emergency Operations Courses

We supported over

250 evacuees

in 2022 and 2023 and supported an influx of visitors to our Warming Centres and Cooling Centres



PLANNING & RESILIENCE

As the field of practice evolves, it has become clear that emergency planning must be situated within broader collaborative strategies in order to be effective. In furtherance of the work started in recent years, NSEM continues to demonstrate innovative leadership in its planning activities by:

- initiating planning processes that include the people required to achieve planning outcomes such as department leads, staff, community leaders, caregivers, and people with specific needs
- appropriately prioritizing the means by which planning outcomes are maintained, revised and exercised
- ensuring wise practices gathered from emergency management initiatives started in one municipality are shared across neighbouring municipalities, and collaborating with municipal staff to further common areas of strategic interest.

Active threat planning: NSEM has developed an Active Threat Playbook based on current practice, including a risk assessment tool to help initiate important conversations, a planning template for practical site-specific planning, and an exercise guide to support

ongoing development. Using this playbook, NSEM has been working with location-specific staff teams across the City of North Vancouver (CNV), North Vancouver City Library, District of North Vancouver (DNV), and North Vancouver Recreation and Culture Commission, to write and exercise site-specific active threat plans. NSEM has also supported staff training development and joint strategic tabletop exercises with the RCMP for CNV and DNV, including participants from tactical and municipal departments. Planning with the District of West Vancouver will commence in 2024.

Enhancing existing supports: After experiencing a number of emergency events, NSEM continues to collaborate with community partners in developing strategies that enhance existing supports to better meet the needs of North Shore residents. One example of this work is the Emergency Support Services (ESS) program and NSEM's continued leadership across Metro Vancouver in identifying current gaps and working across all levels of government to enhance the program.

Extreme heat mapping: In partnership with Tsleil-Waututh First Nation and Squamish First Nation on behalf of all three North Shore municipalities, NSEM has successfully been awarded a UBCM grant for Extreme Heat Risk Mapping, Assessment, and Planning. This important work will identify opportunities for mutual support, enhance mitigation and response resources, and improve outreach and social supports to residents with specific needs.

Disaster and Climate Risk and Resilience assessment (DCRRA): Formerly known as a Hazard, Risk and Vulnerability Analysis (HRVA), a DCRRA is an assessment of potential hazards and risk events that evaluates their likelihood of occurrence, potential consequences and resilience strategies that help mitigate risk. A DCRRA has been developed that looks at specific hazards for the North Shore.







VOLUNTEERS

EMT

8 MEMBERS

Public Safety Lifeline volunteers are a key component to our emergency preparedness and response activities. Volunteers bring many different skills and see participation on our teams as an opportunity to increase their contribution to public safety in the community.

NSEM supports 6 different volunteer teams:

ESS

27 MEMBERS

Emergency Management Team (EMT) provides valuable tactical oversight and coordination, and there is always a team member on call ready to respond. In 2022, the EMT was a part of a total of 12 responses and training events. December 2022 saw the first in-person EMT meeting since the start of the Covid-19 pandemic.

EET

19 MEMBERS

Emergency Support Services (ESS) volunteers provide immediate support to evacuees including food, clothing, shelter, and other services. Financial support to pay for response costs is provided by Emergency Management and Climate Readiness (EMCR).

GSU/AUX

48 MEMBERS

Emergency Education Team (EET) attends public outreach events throughout the year, promoting personal emergency preparedness. Those who are comfortable with public speaking provide both online and in-person emergency preparedness presentations to special interest groups.

ECT

22 MEMBERS

General Services Unit (GSU) & Auxiliary (AUX) volunteers help with supporting the Emergency Operations Centre, special projects and emergency response logistics.

Emergency Communications Team (ECT) are volunteers licensed in amateur radio who assist during emergencies to provide backup communications. Their skills can be used to support response agencies, ESS and EMT in their communications needs. Outside of emergency events, the ECT is responsible for testing and maintaining operational readiness and radio maintenance.

PREPAREDNESS EDUCATION & OUTREACH

Online Presentations: Online Emergency Preparedness presentations have continued to be popular and in 2022, NSEM implemented Eventbrite as their self-registration platform. Popular topics include *Personal Emergency Preparedness*, *Earthquake Preparedness* and *Preparing for Extreme Heat*. Several presentations have been recorded and are now available for the general public on the NSEM website.

In-person Presentations: NSEM offers free in-person presentations to the general public. We also continue to collaborate with a variety of North Shore partners and agencies to reach a broader audience. Examples of presentations provided this year include:

- Silver Harbour Centre
- Block Parties (various)
- Libraries (North Vancouver City; West Vancouver)
- Squamish First Nations Public Education Fair
- Hot Summer Nights (with Fire Rescue)
- Outdoor Safety Open House (School District 44)
- West Vancouver Police Open House
- RCMP Police Week
- FireSmart events (various)

Website & Social Media: The NSEM website and social media were updated to provide information to the community on upcoming significant hazards such as extreme heat, outdoor safety, severe rainfall, high stream flow warnings, and localized flooding.

Municipal Staff Preparedness Training: NSEM provided numerous emergency preparedness presentations to staff and the public during the annual Great BC Shakeout, Emergency Preparedness Week, and Occupational Health and Safety Week. Staff from all three North Shore municipalities participated as part of their emergency plans and new employee orientation sessions.





NSEM's public notification system, Alertable, has continued to gain momentum in 2023, with current registration levels exceeding 30,000. NSEM is using Alertable to send out alerts for emergencies such as severe weather, natural disasters, industrial hazards, and marine spills. You'll also receive an alert if you need to evacuate, shelter-in-place, or if there is an Amber Alert. Notifications are fast, reliable, and easy to see and hear.





PARTNERSHIPS & ENGAGEMENT

- Regional Emergency Planning Committee (Chair)
- BC Association of Emergency Managers (Board Member)
- Regional Emergency Social Services Director Committee
- Coastal Response 2022 (Exercise Steering Committee Member)
- Metro Vancouver Regional Planning Advisory Committee - Social Issues Sub-Committee
- Provincial Public Alerting Sub-Committee
- Shakeout BC Committee (Member)
- Provincial Emergency Radio Communications Service
- North Shore Community Resources Society
- Canadian Disaster Animal Response Team
- North Shore Interface Wildfire Working Group
- North Shore Information Officer's Working Group
- North Shore Responder Working Group and North Shore Hazmat Working Group
- Provincial Disaster Response Transportation Working Group
- Provincial Supply Chain Strategy Working Group
- Saint John Ambulance, Red Cross, Tzu Chi Foundation, Salvation Army, BC Psychosocial Support Team
- Community Advisory Panel in partnership with chemical industry in Maplewood
- North Shore Community Committee on Substance Use
- Homelessness Task Force
- PDBA Transition of Recovery Working Group
- Seniors Network

Interface Wildfire Calls Partnerships:

Every Friday morning during the wildfire season, NSEM facilitates a wildfire coordination call for municipalities and select partners. The calls are used to share situational awareness about the current wildfire risk, update on deployments, debrief about any wildfires, share best practices, and build partnerships across organizations. These calls have proven to be valuable and are generally well attended.

EMERGENCY OPERATIONS CENTRE EXERCISES & TRAINING

During 2022, NSEM worked closely with our Common Operating Picture partner 'Lightship' as well as an external consultant to reform the way we deliver training to municipalities and partner agencies.

Going forward, training will be self-paced and delivered through videos explaining EOC functions and followed by a quiz that the participant must pass to get certified. This new approach will enable anyone interested to do the training at a time of their convenience, as well as "just-in-time training" for EOC activations.

The training videos will cover:

- EOC Basics
- EOC Operations
- EOC Planning
- EOC Logistics
- EOC Finance
- EOC Leadership

The training material is readily available to municipal staff and identified participants.

EXERCISES

MEOP: In August 2022, NSEM planned and facilitated a Tabletop Exercise for the three North Shore Fire departments. The exercise tested the Major Emergency Operations Plan and demanded resource planning and prioritization across the three fire departments as they were working together as one in a Department Operation Centre (DOC).

Coastal Response 2023: Throughout 2022, NSEM has been involved in the planning of exercise Coastal Response, which was postponed from January 2022 to February 2023 due to the 2021 atmospheric river.

Volunteer EOC exercise and photoshoot: NSEM also hosted a volunteer event focused on EOC training and exercise, while a professional photographer was hired to take photos, which can be used for educational materials and presentations by NSEM. It was a successful event where volunteers learned more about being in an EOC, while they also had fun posing for the camera.







EMERGENCY OPERATIONS CENTRE EXERCISES & READINESS

READINESS

Seasonal Readiness Coordination Calls: NSEM hosted two seasonal readiness coordination calls. One in May for the wildfire season, and one in November for the flood season. The intent of seasonal readiness calls is to bring stakeholders together before an event were to happen, to inform of the seasonal hazards, build connections and prepare for the season.

Municipal Stockpile Containers: 2022 was the year where NSEM installed the 7th and final municipal stockpile container, concluding the installation phase of the project and shifting to general upkeep. The containers are placed strategically across the North Shore, and are stocked with items such as cots, blankets, reception centre kits, radios, toolkits and much more. For large or small scale incidents, these materials are ready to be deployed and put to use at any time.

Exercise Coastal Response 2023



EMERGENCY RESPONSE

NSEM staff and volunteers responded to a range of events, including house fires, structural fires, wildfires and mutual aid support.



WARMING CENTRES

In 2022 and 2023, NSEM staff and volunteers supported municipal resources to provide warming centres and established an overnight overflow protocol in cooperation with the Lookout Society. NSEM staff supported municipal staff and other agencies on coordination calls. More than 30 community members made use of the warming centres.



COOLING CENTRES

NSEM staff, municipal staff and NSEM volunteers staffed a cooling centre in the Lower Lonsdale area that was attended by public members in need. West Vancouver municipal staff and NSEM volunteers also staffed a secondary West Vancouver cooling centre that was well attended by seniors and those in need. During the summers of 2022 and 2023 we supported over 85 community members in the cooling centres.

2022–2023

30
TOTAL
RESPONSES

11 District of North Vancouver

10 City of North Vancouver

6 District of West Vancouver

3 Mutual Aid





EMERGENCY RESPONSE

WILDFIRE & GROUP LODGING

WILDFIRE SUPPORT

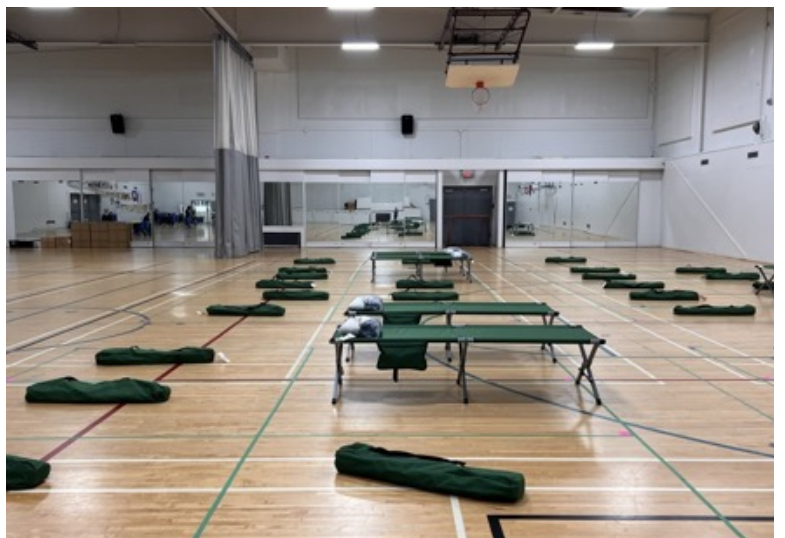
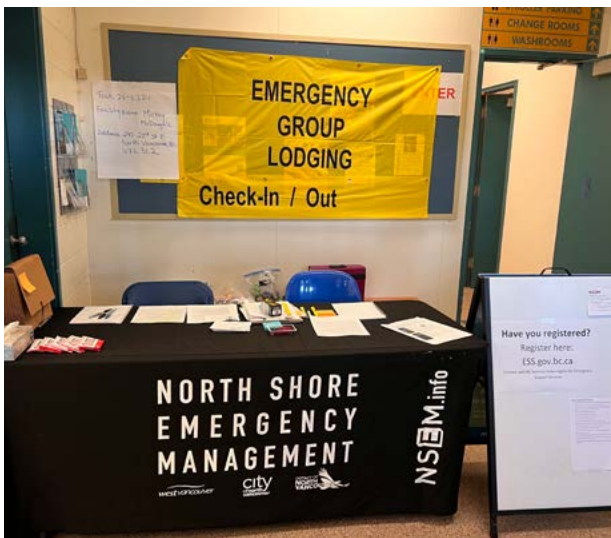
The summers of 2022 and 2023 saw several wildfires on the North Shore. NSEM supported during the fires with organizing coordination calls and activating a virtual EOC. Fortunately, the fires were all contained without any need for evacuation alerts or orders.

To enhance ongoing wildfire readiness, NSEM hosts a weekly wildfire coordination call to support information sharing across the three municipalities, Squamish Nation, Tsleil-Waututh Nation, Metro Vancouver and necessary partner agencies.



GROUP LODGING FACILITY

August 2023, Squamish Lillooet Regional District requested mutual aid support from NSEM for a group lodging facility to host wildfire evacuees. NSEM opened and staffed a 50-bed group lodging facility with a reception centre that could provide essential services to those impacted.



EMERGENCY SUPPORT SERVICES

2022-2023 EMERGENCY RESPONSES

NSEM responded to a number of complex fires that resulted in emergency supports being offered to displaced community members. Long term supports were required to support the recovery of displaced residents. NSEM provided community navigation services to those impacted and connected them with vital North Shore resources. NSEM liaised with Emergency Management and Climate Resiliency to advocate for amendments to support recovery efforts amidst the housing crisis.



SILVERLYNN APARTMENT FIRE

When NSEM got the call to respond to a large-scale fire in a seniors complex, we opened a reception centre and serviced 32 evacuated vulnerable senior residents. NSEM contacted the University of British Columbia (UBC) for lodging availability. UBC housed over 30 evacuees for a 2 month period while NSEM worked with the Silverlynn property manager and BC Housing to provide long term accommodations for the evacuees. Various government and non-government agencies supported the evacuees and many of these agencies provided the lifeline that these evacuees needed for recovery.

LORD HIGHLANDS APARTMENT FIRE

On December 13th, 2022, NSEM responded to 144 displaced residents after a structural fire tore through their multi-unit apartment complex. NSEM set up a responding reception centre to support the residents' immediate needs and worked alongside the City of North Vancouver staff and partner agencies to provide services and connect residents to alternative housing options. NSEM received funding from EMCR for the temporary employment of two community navigator positions that assessed, navigated and supported the needs of the evacuees on their road to recovery.

INTERNATIONAL PLAZA APARTMENT FIRE

NSEM was called to another fire on December 27th, 2022 where 60 displaced residents were provided ESS. Residents were supported short term with some needing long term supports.

MUTUAL AID SQUAMISH NATION

The Squamish Nation Emergency Coordinator reached out to NSEM for emergency support services for their members in need after a house fire. NSEM responded to the mutual aid call and worked alongside Squamish Nation ESS.

SMALLER STRUCTURAL FIRES

NSEM responded to a number of smaller events, which required ESS to support. We helped those impacted connect to community supports and housing resources.





"We are One" - Uncle Bucky (Alroy Baker) speaks during the Ese'mkwu ceremony with Rayne Porter (Squamish Nation Emergency Management), Jenn Suggitt (NSEM), Melissa Walker (NSEM), Grace Timney (NSEM), Emily Dicken (NSEM), Lily Yumagulova (NSEM). Not pictured: Simon Svane Als (NSEM), John Hawkes (NSEM), David Harrison (Squamish Nation Emergency Management), Andrew Van Eden (Tsleil-Waututh Nation Emergency Management). Photo credit: Zena Ariwirawan

“WE ARE ONE”

BLANKET CEREMONY LAYS THE FOUNDATION FOR A MORE CULTURALLY SAFE EMERGENCY MANAGEMENT ON THE NORTH SHORE

On November 30th, 2023, emergency management staff from Squamish Nation, Tsleil-Waututh Nation and North Shore Emergency Management were gifted Ese'mkwu [e se'm koo] ceremony, which means "wrapped in a blanket" by the Squamish Ocean Canoe Family. "When people are wrapped in a blanket, it symbolizes being wrapped in protection and love" – shared Shucks Nahanee, President, Squamish Ocean Canoe Family. The participants were brushed with cedar by Mabel Nahanee. Cedar brushing is a traditional form of medicine that helps heal, clear the mind and body of negativity, and uplift the spirit with "prayers to fill void with positive vibes", as shared by Uncle Bucky (Alroy Baker).

The ceremony was opened by sharing welcome songs and the Squamish perspectives on community care, protection, and emergency management, including the story of the Great Fire of Vancouver. In 1886, the Great Fire of Vancouver set ablaze the newly incorporated city and burned down over a thousand buildings. The

fire and the people jumping into the dark, cold ocean waters were very visible from the Skwxwú7mesh village Eshhá7an across the water from Vancouver. It was the women who led the rescue paddling across to Vancouver from North Vancouver, picking up people and bringing them back to safety. This story is shared through Squamish song and storytelling to this day.

Jeremy Calder (West Vancouver) helped lead the ceremony on behalf of the North Shore fire services and emergency management "family".

Witness statement from Jeremy Calder, Assistant Chief, Fire Prevention, West Vancouver Fire Rescue: "NSEM has taken a vital first step in developing increased community resiliency across the North Shore by building relationships throughout our communities. Emily and the NSEM team have started this meaningful work by participating in a blanketing ceremony and embarking on a paddle carving and canoe journey with the Squamish Ocean Canoe Family that will strengthen their relationship with the Skwxwú7mesh Úxwumixw (Squamish Nation) and səl' ílwətaʔ (Tsleil-Waututh Nation). West Vancouver is honoured to have attended and participated in this ceremony on November 30.

The Blanketing Ceremony was our second invitation from the Squamish Nation Canoe Family. The first was for an Awakening of the Canoe Ceremony. We witnessed how the canoe provides an opportunity for Elders to share their knowledge with the youth of the Nation (Kxwu7lh calls many people to him), communicating how the canoe allowed Canada's first peoples to travel to one another and build relationships, the importance of your paddle and canoe, respecting your elders, and representing your family with honour. They shared some of the history of the Squamish Nation and Canada and how the traditions of language, clothing, dance, ceremony, and canoe sustained their people throughout Canada's colonial history.

West Vancouver Fire Rescue is honoured to have Xwalacktun's beautiful artwork adorn our new tower truck—a canoe with paddles up supporting the Lionsgate Bridge. Again, the canoe is an opportunity for sharing knowledge as we visit schools and explain to youth why we have Indigenous artwork on our truck.

We are all in the canoe together. We are pulling together towards our common goals; our paddles are up, and we come in peace. The Lionsgate Bridge, supported by our paddles, symbolizes strengthening the relationship between our communities. This artwork represents our Department's and Municipality's commitment to truth, reconciliation, cultural awareness, trauma-informed care, and increasing our community connection.

With the Blanketing Ceremony, paddle carving, and canoe journey, the canoe again facilitates communication, trust, friendship, and the strengthening of relations. The Squamish Ocean Canoe Family has honoured NSEM by inviting their members to join them in paddle carving and on a canoe journey. Together, they are climbing into

“When people are wrapped in a blanket, it symbolizes being wrapped in protection and love”

- Shucks Nahanee, President, Squamish Ocean Canoe Family.

the canoe, pulling as one towards a future of reconciliation and increased resiliency to the risks all our communities face. Their paddles are up in peace, and they join together, supporting the bridge between our communities, building relationships, and strengthening our connections”.

Three witnesses were recognized and shared their observations of the day: David Owens, Deputy Fire Chief, Prevention and Public Safety, City of North Vancouver; Brian Hutchinson, Fire Chief, District of North Vancouver; Andrew Payne, Deputy Chief Operations, City of North Vancouver. At the end of the ceremony, the witnesses were recognized and tasked to carry the knowledge of the day forward in their daily work.

LEFT Fire safety leaders are acknowledged for their support by future firefighter Mabel Nahanee, Squamish Ocean Canoe Family youth.
RIGHT Building relationships one carved paddle at a time. Photos by Lily Yumagulova.



BUDGET COMMENTARY

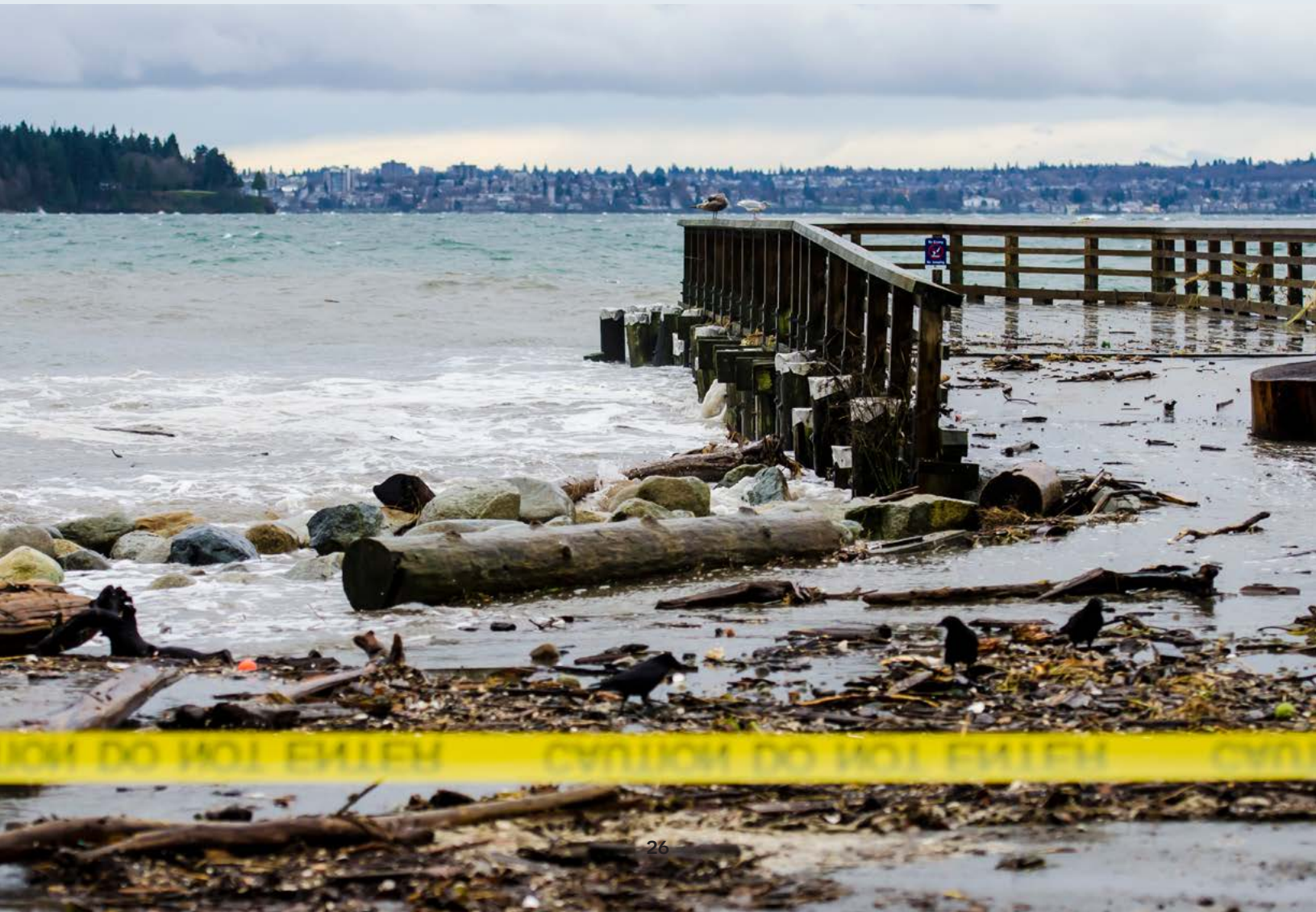
NSEM is funded on a per capita basis by the three municipalities. In addition to municipal funding, a significant amount of time, effort and expertise is contributed by our public safety lifeline volunteer network.

The three municipalities continued to provide budget for special projects including:

- Emergency Support Services Technical Upgrade Funding
- North Shore Emergency Cache Supply Funding
- Emergency Operations Centre and Readiness Technology Upgrades
- Training and Exercises for volunteers and municipalities

NSEM receives support services from the District of North Vancouver (Human Resources, Technology and Accounting), and the City of North Vancouver (building maintenance and vehicle maintenance) and pays directly for these services from the annual budget.

2023 BUDGET	
Tri Municipal Support (calculated per capita)	
City of North Vancouver (31%)	\$394,877
District of North Vancouver (46%)	\$587,176
District of West Vancouver (23%)	\$306,030
Total Operating Budget	\$1,217,084
Special Projects	
Equally shared (\$/municipality)	\$23,667
Total Special Project Budget	\$71,000
Total Municipal Contributions	\$1,288,084



ANNEX 1 2024 WORK PLAN

NSEM MANAGEMENT

- Manage NSEM structure, municipal requirements, oversee all NSEM functions
- Manage annual budgets, staff training and development

PLANS: DEVELOPMENT OF STRATEGIC PLANS IN SUPPORT OF NSEM'S MISSION AND VALUES

- Complete organizational strategic planning work in alignment with municipal priorities
- Complete the Disaster and Climate Risk and Resilience Assessment, storymap and develop a public engagement strategy
- Begin the on-going development and implementation of business continuity plans
- Complete tri-municipal bylaw review
- Develop a methodology for measuring progress in critical areas of programmatic work
- Develop a long term maintenance strategy for North Shore Resilience Plan, Evacuation Plans, Municipal Emergency Plans, etc.

TRAINING: EFFECTIVELY TRAIN MUNICIPAL STAFF & PUBLIC SAFETY VOLUNTEERS TO SUPPORT PLANNING, RESPONSE AND RECOVERY

- NSEM courses: EOC overviews, ICS Overview, EOC Basics, EOC Functions (Planning, Ops, Finance, Logistics)
- Response and safety protocols training
- Annually deliver and/or support volunteer training: Emergency Support Services, Emergency Management Team, Emergency Communications Team, General Services Unit and Emergency Education Instructors
- Identify external training opportunities for staff/volunteers
- Deliver cultural safety training for municipal staff and NSEM volunteers

EXERCISES: EFFECTIVELY EXERCISE MUNICIPAL STAFF AND PUBLIC SAFETY VOLUNTEERS TO SUPPORT PLANNING, RESPONSE AND RECOVERY

- Conduct an ESS exercise testing the capacities in a reception centre and group lodging facility
- Deliver and/or support volunteer exercises (i.e., Emergency Communications Team exercise, Amateur Radio field day, ESS exercises, etc.)
- Identify municipal staff for participation in external agency exercises, external training opportunities, and on-line exercise training
- Host heat resilience forums and extreme heat summer series
- Deliver full scale evacuation exercise

EMERGENCY OPERATIONS CENTRE (EOC): AN OPERATIONALLY READY EOC FOR USE BY NORTH SHORE MUNICIPALITIES

- Increase EOC functionality: review tri-municipal structure
- Test municipal EOC call out process and technical EOC logins, file folders and technical equipment
- Maintain EOC equipment and technology updates
- Maintain Connect Rocket Call Out System
- Set up EOC for anticipated events (i.e., severe weather) and activate EOC on a more frequent basis in a pre-planning capacity

PUBLIC EDUCATION: AN INFORMED NORTH SHORE COMMUNITY KNOWLEDGEABLE OF THEIR PERSONAL EMERGENCY MANAGEMENT RESPONSIBILITIES

- Update website content, continue social media strategy
- Municipal staff emergency preparedness training
- Business, neighbourhood, youth and community group outreach with emergency preparedness presentations
- Emergency Preparedness courses; on demand courses as resources available and online
- Encourage participation in the annual BC ShakeOut earthquake drill
- Engage outside agencies in helping to promote emergency preparedness
- Develop a public engagement strategy for the Disaster and Climate Risk and Resilience Assessment and story-map

ENGAGEMENT: SUCCESSFUL ENGAGEMENT OF PARTNERSHIPS TO ENHANCE THE NORTH SHORE EMERGENCY MANAGEMENT CAPABILITIES

- Update volunteer program, recruitment, protocols, and safety response policies
- Participate in external meetings/exercises as staffing resources available (i.e., REPC, IPREM, regional ESSD, public education, industry exercises, etc.)
- Initiate engagement with key partners for the North Shore Resilience Strategy
- Engage with Emergency Management and Climate Readiness or implementation of the Emergency and Disaster Management Act (EDMA) on the North Shore
- Host Heat Resilience Forum

RESPONSE AND RECOVERY: PROVIDE DIRECT SUPPORT TO COMMUNITIES & MUNICIPALITIES TO RESPOND AND RECOVER

- The number of emergency responses will have a direct impact on our ability to complete the work plan. The nature of emergency management means that any emergency response immediately changes the work priority for NSEM
- Building out a framework of community resources, partnerships and First Nations relationships for advancing emergency support services and recovery
- Complete an online community recovery support page for displaced community members
- Collaborate and build partnerships with first responders on emergency support delivery process
- Initiate recovery planning process as per EDMA requirements



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