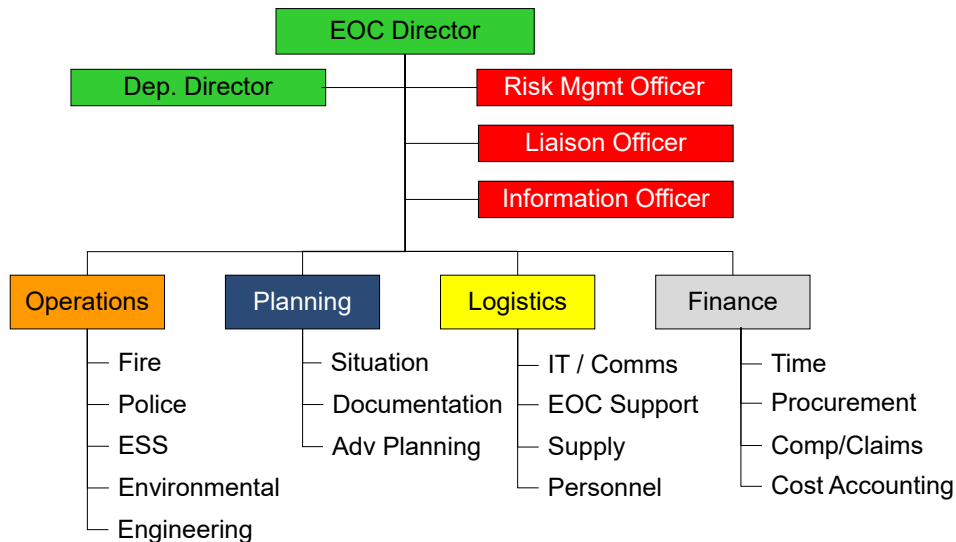




# Emergency Response Plan

- Policies and Procedures -



**2025**

Prepared by the District of Oak Bay Emergency Program. For more information about this Plan, contact:

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# Approval

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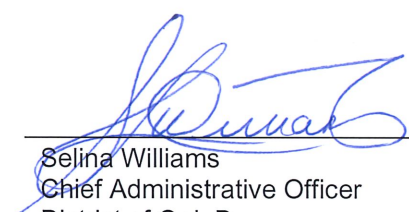
## District of Oak Bay Emergency Response Plan

This Emergency Response Plan outlines the authority of the District of Oak Bay to act in emergencies and communicates the policies and guidelines to be followed. The Plan reflects the legal requirements of the BC Emergency and Disaster Management Act, 2023, and anticipates coordination with other organizations, both government and private, that may assist the District during an emergency.

The Plan reflects a dynamic planning process and will always be subject to improvement. This document records the policies, procedures, and key information selected to guide the emergency response organization adopted by the District of Oak Bay.

As the undersigned, I approve this Plan as the framework for active and cooperative response that may be required to protect the citizens of our community. The policies and procedures detailed in this plan are approved for use in the circumstances specified therein.

Approved by the undersigned this date, 18 of Feb., 2025



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Selina Williams  
Chief Administrative Officer  
District of Oak Bay

# Main Emergency Response Plan

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# District of Oak Bay Emergency Response Plan

## 1. Overview

### 1.1 Purpose

This *Emergency Response Plan* (ERP) guides the actions needed for coordinating major emergencies and disasters within the District of Oak Bay. Overall, the Plan is designed to present District policies that guide emergency procedures, as well as inform other organizations about our approach to response, and support staff training.

ERP is part of the  
Emergency  
Management Plan

This ERP forms an integral part of the District's overall *Emergency Management Plan*, required by section 52 of the *BC Emergency and Disaster Management Act* (EDMA) of 2023. The ERP guides responders and community members in meeting response goals in significant emergencies.

### 1.2 Authorities *Provincial Legislation*

The Council of the District of Oak Bay is identified as a “local authority” under Section 1(1) of the Act. All local authorities are required to coordinate emergency response actions within their jurisdictions or assist the other responsible persons in coordinating actions in the area.

Effective emergency management requires that the District foster collaborative approaches when engaged with other parties in response in matters of mutual interest.

*District Emergency  
Program Bylaw*

In addition to the Act, Oak Bay's Emergency Program (OBEP) By-law (No. 4890), January 13, 2025, outlines the administration, powers, duties and responsibilities pertaining to the OBEP Coordinator. Annex B contains a copy of Bylaw 4890.

### 1.3 Key Definitions

The following definitions from the EDMA apply to this Plan:

An **emergency** means an event that has occurred, is ongoing, or appears imminent that is caused by accident, fire, explosion, technical failure, rioting, security threat, terrorist activity, force of nature, a transmissible disease, and/or environmental toxin.

An emergency is also an incident that requires the prompt coordination of action or the special regulation of persons or property to protect the health, safety or well-being of persons, or the safety of property or of objects or sites of heritage value.

A **disaster** means a calamity that is caused by accident, fire, explosion or technical failure or by the forces of nature, and has

#### 1.4 Plan Description

resulted in serious harm to the health, safety or welfare of people, or in widespread damage to property.

This ERP provides information and guidance for use by members of the OBEP in coordinating response to an emergency or disaster.

**Main Plan** – The Main Plan contains information about how the Emergency Operation Centre (EOC) works, including decision-making and operations, as well as a brief description of buildings, facilities, layout, and equipment available for use as an EOC

**Checklists** – The Plan also contains EOC checklists for personnel required to carry out response functions in the Emergency Operations Centre.

**Hazard-Specific Plans** – To supplement the general response policies and procedures, OBEP has prepared a series of response objectives and guidance designed for specific hazards, such as earthquake.

**Annexes** – The user will find a series of **annexes** with background and reference information, including forms to assist EOC personnel with planning, decision-making, and implementation.

#### 1.5 Plan Maintenance

Responsibility for maintaining this ERP is shared among key members of the Emergency Management Planning Committee (as per bylaw), consisting of:

- Chief Administrative Officer
- Chief Financial Officer
- Fire Chief
- Police Chief Constable
- Director of Corporate Services
- Director of Parks, Recreation and Culture
- Director of Strategic Initiatives
- Director of Engineering Services
- Emergency Program Coordinator and Deputy Emergency Program Coordinator (Chair & Co-Chair)
- Such other members that may be appointed or invited as required by the Committee members.

\*\* The Municipal Council may appoint one of its members as a liaison to the Emergency Management Planning Committee.

Primary EOC members are responsible for maintaining their own checklists and function aids. The District Emergency Program Coordinator (EPC) is authorized to ensure all departments and support organizations keep the Plan up to date.

The EPC is responsible for ensuring that all elements of the ERP are kept up to date annually. In addition, the EPC will notify all Plan holders of any changes and provide revised pages or electronic files of the Plan.

## 2. Concept of Operations

### 2.1 Guiding Principles

#### *Incident Command System Principles*

With this Plan, the District of Oak Bay adopts the Incident Command System (ICS) and the British Columbia Emergency Management System (BCEMS) for use in all response efforts, including these principles:

**Response Coordination** – The District coordinates response actions and assists others in response, adopting the “all-of-society” approach outlined in the Sendai Framework.

**Management Functions** – The District adopts the primary ICS functions, including Command / Management, Operations, Logistics, Planning, and Finance.

**Management by Objectives** – Responders establish incident objectives based on District policies and direction, select appropriate strategies, and implement each strategy.

**Action Plans** – Every incident must have oral or written action plans that provide direction to all response personnel, including measurable objectives to be achieved.

**Common Terminology** – The District of Oak Bay adopts the ICS principle of using common terminology in referring to organizational elements, position titles, resources and facilities.

The principles of ICS and BCEMS shall be used by all organizations involved in emergency response operations, including the following:

- On-scene Fire, Police, Public Works, and Search and Rescue
- Any Department Operations Centre (DOC)
- The Oak Bay EOC

### 2.2 BCEMS Response Support

#### *Four Levels*

In a major emergency, BCEMS anticipates support for emergency response organizations at four levels:

**Site** – An Incident Commander assesses the situation and oversees site activities, where appropriate.

**Site Support** – An EOC, if required, is activated to coordinate all non-site activities in support of the Incident Commander. This is the focus of the ERP. Site support activities may also include municipal DOCs.

**Regional Support** – If an emergency is very large, a Provincial Regional Emergency Operations Centre (PREOC) may be established to provide support and coordination to one or more EOCs. An EOC normally turns to the PREOC for support when all other resources are exhausted, or when the local authority requires coordination that is outside its jurisdiction. The PREOC serving the District of Oak Bay is located on Keating Cross Road.

**Provincial Support** – If a PREOC requires support, it requests assistance from the Provincial Emergency Coordination Centre (PECC), located at the Ministry of Emergency Management and Climate Readiness (EMCR) Headquarters.

### **2.3 Department Operations Centres (DOCs)**

In some emergencies, District of Oak Bay departments that require unique local support for site operations may establish a Department Operations Centre (DOC). A DOC applies the principles of the Incident Command System.

A DOC primarily focusses on supporting the operations of the department and ensuring regular activities continue. It may assist the Incident Command Team with staffing, as well as obtaining highly specialized resources.

### **2.4 Response Goals**

*Priority  
When Goals  
Conflict*

The Oak Bay site response level and EOC jointly support the BC response goals set out in priority as follows:

1. Provide for the safety and health of all responders
2. Save lives
3. Reduce suffering
4. Protect public health
5. Protect government infrastructure
6. Protect property
7. Protect the environment
8. Reduce economic and social losses

### **2.5 Community Assistance**

Oak Bay residents benefit from a range of local and regional services that can assist in emergency response. Non-profit and volunteer organizations can play important roles in safeguarding individuals who may be disadvantaged by personal characteristics or circumstances. The EOC will endeavor to inform, engage, and coordinate these potential response organizations in managing emergencies.

### **2.6 Cultural Safety**

As required by the EDMA, the District has identified measures to promote cultural safety. Emergency response includes appropriate actions to enhance cultural resilience in emergency management, following consideration and consultation with representatives of the Songhees and Esquimalt Nations.

Response may include collaboration and guidance from the Nations, the First Nations Health Authority, Indigenous Services Canada, and other external agencies.

### **2.7 Disaster Recovery**

In a disaster that results in personal injury and property damage, Oak Bay is required by Section 103 of the Act to coordinate recovery operations, including assistance to other persons engaged in recovery. Disaster recovery may include objectives in two categories: -1) Returning municipal infrastructure and buildings to operational status, and 2) Coordinating recovery efforts throughout the community.

Council may declare a “local recovery period” to gain the powers needed to coordinate and support recovery efforts. These policies and related procedures are contained within the Oak Bay Disaster Recovery Plan (currently under development).

### 3. EOC Organization

#### 3.1 Emergency Operations Centre

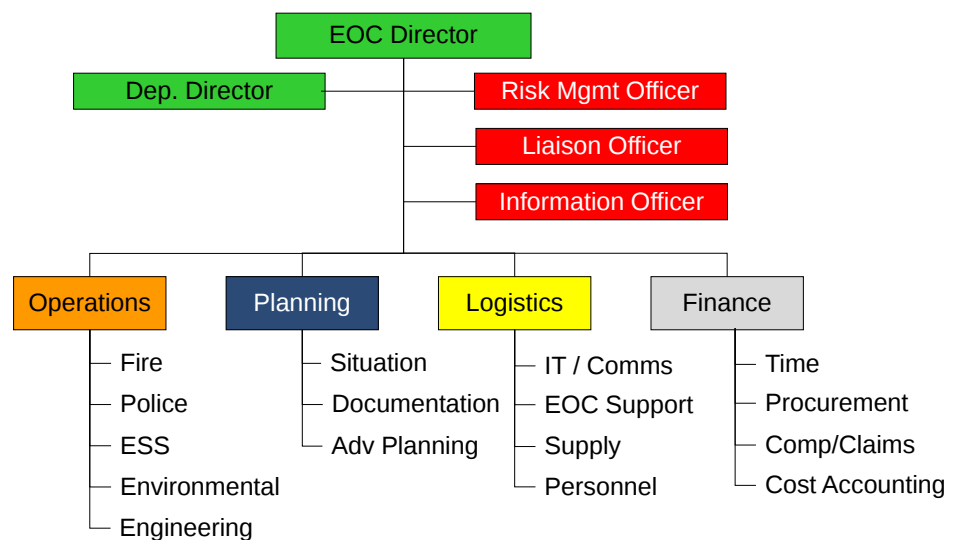
The EOC is the Oak Bay organization that coordinates response to a major emergency or disaster that affects the jurisdiction. The EOC supports all response activities at the site and provides overall coordination for the responders.

#### *The EOC Supports Site Response Activities*

Specifically, it centralizes information about the emergency, coordinates emergency response, identifies critical needs, and establishes emergency response priorities. In addition, the EOC provides timely information to the public concerning the emergency.

#### 3.2 EOC Organization Chart

The EOC structure for a fully expanded ICS response is shown below.



**Not every EOC function will be filled in every emergency.**

#### 3.3 EOC Functions

The size and composition of the EOC may vary according to the requirements of the situation. The common elements of the EOC include:

**Management Staff** – EOC managers are responsible for risk management procedures, coordination with assisting agencies, and disseminating public information. The position titles in an active EOC include:

##### EOC Director

- Risk Management Officer
- Liaison Officer
- Information Officer

**Operations** – This section of the EOC is responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of action plans. Critical functions within the Operations Section include:

*Provides Overall Coordination*

*Coordinates Action Plans*

*Collects and  
Evaluates Info*

Operations Section Chief

- Fire Branch Coordinator
- Police Branch Coordinator
- Emergency Support Services Branch Coordinator
- Environmental Branch Coordinator
- Engineering Branch Coordinator

**Planning** – Planning functions collect, evaluate, and disseminate information; develop Action Plans and situational status reports in coordination with other functions, and maintain documentation. The Planning Section consists of the following function titles:

Planning Section Chief

- Situation Unit Coordinator
- GIS Specialist
- Documentation Unit Coordinator
- Advanced Planning Unit Coordinator

*Acquires  
Resources*

**Logistics** – Logistics provides facilities, services, personnel, equipment and materials in support of site operations, and for site-support, such as the EOC and Emergency Support Services. When fully active, the function titles within the Logistics Section include:

Logistics Section Chief

- IT / Communications Branch Coordinator
- EOC Support Branch Coordinator
- Supply Unit Coordinator
- Personnel Unit Coordinator

*Tracks Costs  
Pays Expenses*

**Finance** – This section is responsible for financial services and other administrative aspects during the emergency. The core supervisor for the Finance Section is:

Finance Section Chief

- Time Unit Coordinator
- Procurement Unit Coordinator
- Compensation and Claims Unit Coordinator
- Cost Accounting Unit Coordinator

### **3.4 Unified Command in the EOC**

Unified Command is an ICS management process that allows organizations and agencies with jurisdictional or functional responsibility for an incident to jointly develop a common set of incident objectives and strategies. Response on-site may be directed either by single command or Unified Command from a single incident command post.

Likewise, response coordination for site support at the EOC may involve either single or Unified Command. Applying Unified Command in the EOC means that any combination of organizations may work cooperatively to manage the EOC activities. The EOC Director position is filled by two or more members in Unified Command.

**3.5 Policy Group**

*The Policy Group  
Offers High Level  
Guidance*

**Policy Group** – This *ad hoc* group may include the Mayor, selected members of Council, and administrators from other agencies with legal jurisdiction who make high level decisions concerning emergency response.

The Policy Group liaises with the EOC Director and does not direct the response activities at the site or within the EOC during an incident.

**3.6 Outside Agencies in EOC**

*External Agencies  
May Assist  
in the EOC*

Depending on the nature of the emergency, representatives from external agencies may participate in the Oak Bay EOC, including, but not limited to, the following:

- BC Hydro and Power Authority
- BC Ministry of Environment and Climate Change Strategy
- BC Ministry of Emergency Management and Climate Readiness
- BC Ministry of Forests
- BC Ministry of Transportation and Infrastructure
- Canadian Coast Guard
- Canadian Red Cross Society
- FortisBC Gas
- School District 61 (Greater Victoria)
- Others, as required

Support services may involve Oak Bay Volunteer Services in response, and well as other community groups. All EOC personnel require training and exercises in their respective roles.

The function of each representative will be determined by the EOC Director, and any member may serve in more than one function.

**3.7 EOC Staff**

*The EOC Director  
May Appoint Any  
Qualified Person  
To the EOC*

When required, the EOC is staffed by Oak Bay personnel and may include representatives from other agencies. Personnel for the EOC may include designated and trained municipal employees, community members, and support agency representatives. EOC personnel and agencies may change throughout an emergency.

The EOC Director will determine appropriate personnel for each activation level based on the current and projected situation. The EOC Director is authorized to appoint any qualified person to any EOC function, including personnel from other jurisdictions and contractors.

In selecting persons for the organization, the EOC Director considers the skills, knowledge, and experience of available personnel, and identifies at least one primary and one alternate person for each function. A single EOC member may serve in multiple functions.

The Oak Bay EOC Director can request access to additional EOC personnel from other local authorities through the PREOC.

## 4. EOC Operations

### 4.1 Emergency Operations Centre

*The EOC Supports Site Response Activities*

The EOC supports all response activities at the site and provides overall direction to the responders.

Specifically, it centralizes information about the emergency, coordinates emergency response, identifies critical needs, and establishes emergency response priorities. In addition, the EOC provides timely information to the public concerning the emergency.

### 4.2 Identification within the EOC

*The EOC Will Use Colour Coding*

To apply Provincial guidelines for common terminology, the District adopts the following provincial standard identification system for EOC facilities and personnel, corresponding with the EOC organization chart.

- Green EOC Director and Deputy Director
- Red Management Staff
- Orange Operations
- Blue Planning
- Yellow Logistics
- Grey Finance

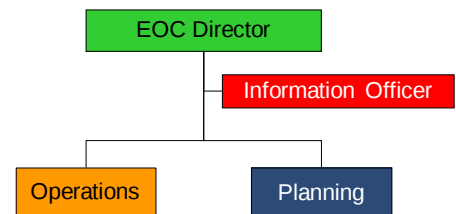
Function identification may take the form of a vest or armband. These identifiers do not prevent any personnel from wearing their agency's insignia or uniform. Signs identifying the location of each EOC function shall also be posted.

### 4.3 Response Levels

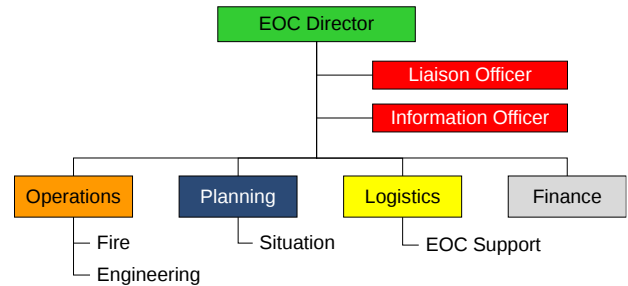
*Response Levels Increase with Complexity or Magnitude of Emergency*

This Plan recognizes three general levels of potential EOC activation, although the situation at hand will dictate the functions to be selected. As a minimum, an active EOC requires only an EOC Director. Other functions are staffed as needed.

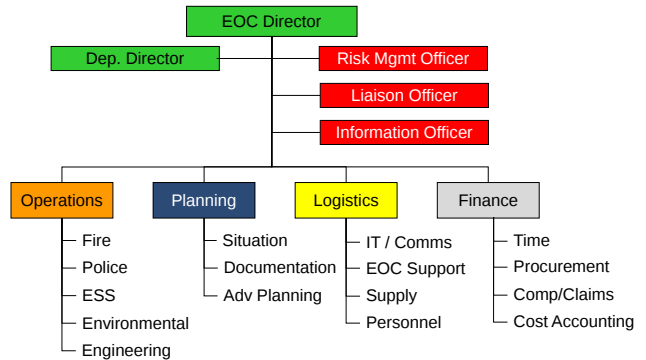
**Level 1** actions reflect incidents that are normally managed by first responder agencies on a regular basis. However, the EOC may be activated when there is potential for the emergency to escalate and requires monitoring. The EOC Director should be notified but may or may not fully activate the EOC. If activated, relatively few EOC functions are filled, typically the EOC Director, Information Officer, and Planning Section Chief.



**Level 2** emergencies are of a larger scale or longer duration and may involve limited evacuations, additional or unique resources, or similar extraordinary support activities. This level requires the EOC Director to notify the management team and to initiate a limited activation of the EOC.



**Level 3** emergencies are of large magnitude and/or long duration or may have multiple sites that involve several agencies. This level may require the notification of the Oak Bay EOC team and full activation of the EOC.



#### 4.4 EOC Activation and Notifications

##### Activation

As a general policy, the activation of the Oak Bay EOC to Level 1 status will normally come as a request from an Incident Commander of any first responding agency at the site of an emergency, or a DOC Manager.

The CAO, Fire Chief, Chief Constable, Emergency Program Coordinator/Deputy Emergency Program Coordinator may:

- Implement any local emergency plan for the Corporation whether or not a State of Local Emergency (SoLE) has been declared;
- Activate an EOC.

##### Notifications

**A declaration of SoLE or provincial emergency is not required to activate the EOC.** However, the EOC must be activated if the Mayor or Council declares a SoLE.

The CAO will be contacted by the senior department member to be advised of the situation, with a recommendation whether to institute callout/standby procedures depending upon the EOC Activation Level and support requirements.

The CAO will decide which elements of the OBEP are to be called out or placed on standby and will then notify the Oak Bay Fire Chief / EPC of this decision.

If the CAO cannot be reached, the Acting Administrator, Police Chief Constable, Fire Chief, or EPC will be contacted. In all instances, the

#### **4.5 EOC Deactivation**

##### *Steps to Consider in EOC Deactivation*

CAO will ensure that the Mayor is contacted and advised of the situation at the first available opportunity.

If Council is required, they will assemble in the Council Chamber, and the EOC members will assemble in the EOC, unless otherwise determined by the EOC Director. Municipal employees and personnel will go to their normal workplaces, as directed.

The EOC will be deactivated by the EOC Director. Deactivation calls for all EOC personnel to complete the following steps:

1. Collect and archive all documents, maps, records that have not already been managed by the Documentation Unit.
2. Return all borrowed equipment.
3. Cancel phone, rental and lease services, as appropriate.
4. Itemize all purchased equipment and supplies. Give the list to the Oak Bay EPC.
5. Return tables, chairs, and equipment to the pre-disaster conditions. Ensure all borrowed equipment is fully operational.
6. Restock supplies (see the EOC Inventory list with the EOC Support Unit Coordinator checklist).
7. Clean the EOC facilities.
8. Final readiness check by the EPC.
9. Gather and return keys to the facility.

#### **4.6 Reporting to Province**

Section 121 of the Act requires a local authority to prepare and submit a report to the Province with respect to a declaration of a SoLE. The report summarizes the nature of the emergency, the powers needed for emergency response, such as evacuation, and any other material requested by the Province.

The local authority must provide a copy of the report to the provincial administrator within 120 days of cancellation or expiry of a SoLE.

This requirement highlights the importance of documentation during any EOC activation.

## 5. EOC Facilities

### 5.1 Primary and Alternate EOC Locations

#### Primary Sites for EOC:

- Oak Bay Fire Hall, Training Room for level 1 and 2 EOC
- Council Chambers, Municipal Hall for level 3 EOC

#### Secondary Sites: An alternate EOC may be located at:

- Windsor Park Pavilion, 2552 Windsor Road

If the primary site is unusable, the EOC Director will post a notification by person or by sign giving directions to the alternate EOC site.

### 5.2 EOC Facilities

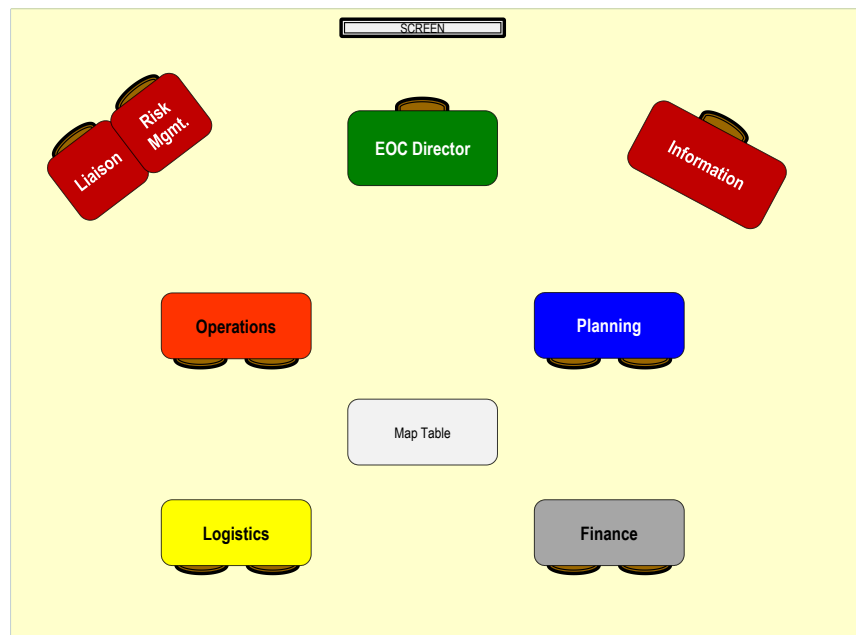
*The EOC Consists of a Single Building with Space for All EOC Functions*

To serve the members of the Oak Bay EOC organization, the EOC Director will select an available space that offers the following features:

- A work area with tables and chairs available for organizing the EOC by function.
- An adjacent room will provide space for break-out meetings.
- The building is equipped with auxiliary electrical power to operate all services and functions, as needed.
- Telecommunications, including access to Oak Bay servers, applications, and data.

Note that the EOC may operate as a virtual and/or physical space.

The following figure illustrates a schematic layout of the Oak Bay EOC.



*Schematic Layout of Functions within Oak Bay EOC*

### **5.3 EOC Equipment and Supplies**

The Oak Bay EPC maintains a complete set of equipment and supplies for the EOC. The primary kits are located in a designated space within Municipal Hall. Secondary kits are located at the Fire Hall.

### **5.4 EOC Comms**

Working and flexible communications are vital to the effectiveness of the EOC, which depends on the efficient collection, assimilation, and dissemination of information from the emergency site.

EOC communications consists of the following elements.

Radio Communications – The EOC has access to Crest radios and amateur radio capability.

Telephone – Land line telephone will be the primary means used by the EOC members in communicating with others, with smart phones as a backup. The EOC at Municipal Hall has one dedicated satellite phone.

Email - Each EOC function has a unique email address to coordinate internal and external communication.

World Wide Web – All EOC functions can access external information and support through corporate browsers.

Virtual Meetings – Oak Bay applications include applications for virtual meetings for use in EOC communications both internal and with outside agencies, such as Emergency Management & Climate Readiness.

Messengers – The EOC may use personal couriers to exchange messages with the site of an emergency, or with any external agency, if other communication methods are unavailable.

\* Intranet – Primary and alternate EOC facilities have direct access to the Oak Bay internal network, including electronic documents that support EOC operations, such as forms and checklists. \*Intranet still under development at time of print.

## 6. Financial Assistance

### 6.1 Introduction

#### *Financial Assistance*

Under the EDMA and the *Compensation and Disaster Financial Assistance Regulation*, EMCR is authorized to assist local governments with eligible costs for emergency response, providing there is sufficient documentation.

### 6.2 Response Costs

#### *Response Costs May be Eligible for Financial Assistance*

Response means all efforts to save lives, reduce suffering, protect property, and other immediate objectives to reduce threats from emergencies. EMCR is permitted under the Regulation to assist the District with 100 percent of eligible response costs.

The District is expected to pay response costs first, then to submit claims to EMCR for processing.

Eligibility for response costs depends on these factors:

**Type of Event** – Most disasters caused by natural hazards may be considered for financial assistance under BC legislation, including floods, severe winter storms, some wildfire situations, and earthquakes. District economic losses caused indirectly by unexpected events will likely be considered case-by-case.

**Event Size or Magnitude** – Most small emergencies require relatively little response effort. The Province reserves the right to refuse claims from the District for such events as minor floods or snow storms. The EMCR Regional Manager can advise on claims.

**Nature of Expenditure** – The nature of the response expenditure is an important factor to consider. Only response expenses and staff time over normal day-to-day costs are eligible for assistance. Also, eligibility pertains to costs for efforts needed to serve public safety related to a specific event.

**Contract and Equipment Rates** – There are limits on the rates eligible for financial assistance from the Province. EMCR will only assist the District with equipment rental costs to the rates accepted by the Province.

**Compensation through Other Means** – If the District has access through other means for funding response expenditures, the Province may reduce or forego payment. For example, if the District seeks legal compensation from a person who caused an emergency under the EDMA, EMCR will account for such claims in calculating the amount of Provincial assistance.