

Quadra Island Evacuation Guide Community Profile



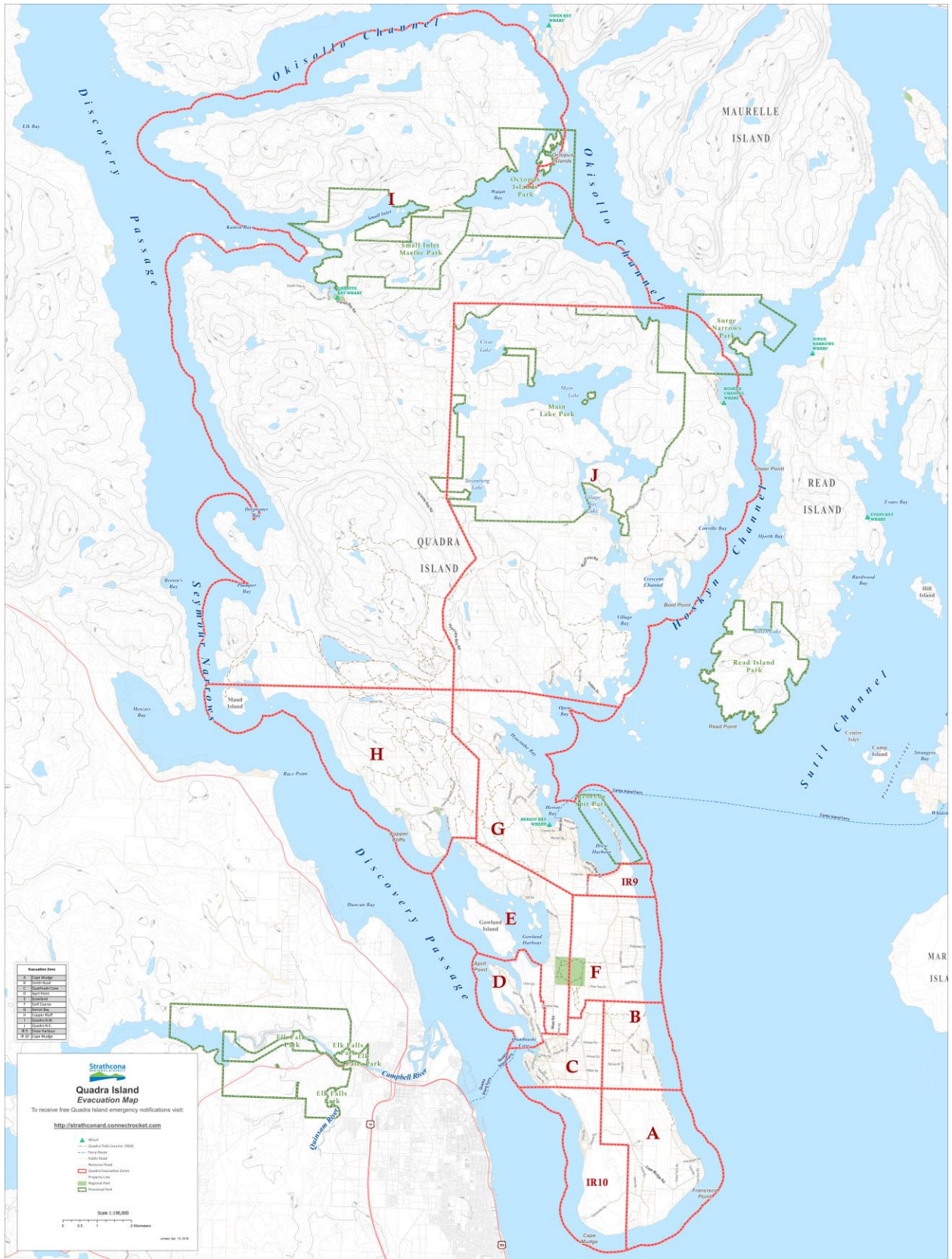


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RECORD OF REVISION

Date	Description (and Changes)
March 2025	Complete revision of Quadra Island Evacuation Plan

Acronyms

BCEHS	BC Emergency Health Services
BCEMS	British Columbia Emergency Management System
BCF	BC Ferries
BCWS	BC Wildfire Service
CDART	Canadian Disaster Animal Response Team
CI	Critical Infrastructure
CRSAR	Campbell River Search and Rescue
DOC	Department Operations Centre
EMCR	Emergency Management & Climate Readiness (Ministry)
EOC	Emergency Operations Centre
ESS	Emergency Support Services
ICP	Incident Command Post
ICS	Incident Command System
IO	Information Officer
LUSAR	Light Urban Search and Rescue
MOA	Ministry of Agriculture
MOFLRO	Ministry of Forests, Lands, Natural Resource Operations and Rural Development
MoTT	Ministry of Transportation & Transit
NEPP	Neighbourhood Emergency Preparedness Program
NGO	Non-Government Organization
PREOC	Provincial Regional Emergency Operations Centre
QIEP	Quadra Island Emergency Program
QIFD	Quadra Island Fire Department
RCMSAR	Royal Canadian Marine Search and Rescue
SOLE	State of Local Emergency
SPCA	Society for the Prevention of Cruelty to Animals
SRD	Strathcona Regional District

Section 1

Introduction

1.1 - Purpose

This guide outlines the operations, organization, responsibilities, and coordination necessary to provide for effective response in the event an evacuation is required. SRD Emergency Services does not take the place of Emergency Management and Climate Readiness (EMCR/BC), nor does it address emergencies that are normally handled at the scene by the appropriate first-responding agencies such as police, fire or ambulance. This guide will also not duplicate information found in other SRD Emergency Services Plans such as the logistics/transportation list or Recovery Guide.

An evacuation is the process of removing persons and/or domestic animals from an area that is or may pose a threat to life and limb to an area of safety. Depending on the nature and scope of the threat, an evacuation may involve a single building, a group of buildings or an entire community. This evacuation guide has been prepared with general guidance regarding processes that could be involved in conducting a safe, orderly evacuation.

The overall objectives of evacuation notifications and operations are to:

- Expedite the movement of persons from hazardous areas to preserve life safety;
- Institute access control measures to prevent unauthorized persons from entering evacuated or partially evacuated areas;
- Provide adequate means of transportation for special needs groups;
- Provide for the procurement, allocation, and use of necessary transportation and law enforcement resources by means of mutual aid or other agreements;
- Control traffic;
- Account for the needs of individuals with domestic pets and livestock;
- Provide ongoing communications to the public throughout all phases of an evacuation;
- Assure the safe re-entry of evacuated persons; and
- Provide geographical maps of evacuation zones and important features including critical infrastructure, reception centres and primary evacuation routes.

To support the response activities of an evacuation, an Emergency Operation Centre (EOC) will be established. The location will be chosen based on the event information available. Technical assistance and direction will also be given to participating agency members within the Regional District. The SRD's emergency program is in place to assist incident commanders and First Response agencies when emergencies exceed their response capabilities, training or available resources.

In BC there are 2 types of evacuations:

Tactical Evacuation

Occurs when the threat is sudden and immediate. Generally, there is no time to generate plans or issue evacuation orders. This is led by the RCMP with assistance from other agencies such as the local fire department, BC Wildfire Service, Search and Rescue and officials from the region.

Strategic Evacuation

Occurs when an order has been issued by the SRD under their legal authority. This often involves having an evacuation alert in place prior and good communications with the regional and local community members on the status of the threat and the process they should follow. The evacuation process consists of the following key elements:

- Identifying the population at risk.
- Communicating the evacuation order by way of public announcements, and where possible time and resources allow, personal contact and delivery of handouts.
- Identifying evacuation routes and modes of transportation available.
- RCMP enforcing the order and conducting traffic control.
- Identifying assembly points and reception centres for evacuees.

This guide is to be used in conjunction with the Foundation Emergency Plan, which provides additional procedures to be used in any emergency, such as:

- BC Emergency Management System (BCEMS) Overview;
 1. Ensuring the health and safety of responders
 2. Saving lives
 3. Reducing suffering
 4. Protecting public health
 5. Protecting government infrastructure
 6. Protecting property
 7. Protecting the environment
 8. Reducing social and economic losses
- Organization Roles and Responsibilities;
- EOC Activation;
- Guidelines for Declaring a State of Local Emergency (SOLE); and
- Hazards Checklist.

1.2 - Assumptions

It is assumed that:

- Some people will refuse to evacuate regardless of the threat to their safety.
- Narrow road corridors will result in traffic congestion.
- The SRD has direct jurisdiction over public evacuations in Electoral Areas and coordinates with neighbouring jurisdictions, including municipalities and First Nations.
- Local public safety lifeline volunteers and centralized Emergency Operation Centres (EOCs) are essential for managing emergencies in Electoral Areas.
- The SRD declares a State of Local Emergency (SoLE) and delegates evacuation authority to the EOC Director.
- The EOC Director can implement Evacuation Alerts, Evacuation Orders, and Shelter-in-Place Advisories, based on recommendations from the Incident Commander or subject-matter experts.
- Full island-wide evacuations are highly unlikely.
- While this guide covers worst-case scenarios, **it is most likely that only a portion** of Quadra Island would be evacuated during a single event.
- If they are leaving Quadra Island, then evacuees will be directed, transported or evacuated to Campbell River or Cortes Island.
- Quadra Islanders may choose to evacuate in their personal marine pleasure craft even if evacuating via the BC Ferries vessel is feasible.
- Roads in electoral areas are not governed, regulated or managed by regional districts. The Ministry of Transportation and Transit (MoTT) is responsible for the governance and maintenance of roads and traffic in regional districts.

1.3 – Complimentary Guides

- Quadra Island Evacuation Plan: Emergency Operation Centre Guidelines
- Companion Animal Intake Centre Activation Guide
- Emergency Support Services Facility Floorplans
- Emergency Support Services Activation Guide
- Recovery Guide
- Foundation Emergency Plan
- Quadra Island and We Wai Kai First Nation Community Wildfire Resiliency Plan

1.4 - SRD Policy CP-034 Declaring a State of Local Emergency

In order for a strategic and prolonged evacuation to occur the SRD must declare a State of Local Emergency following policy CP-034 to gain access to the emergency powers under the *Emergency and Disaster Management Act*.



CORPORATE POLICY

No.: CP- 034

Date Approved: August 16, 2024

Name: Declaration of a State of Local Emergency (SOLE)

Purpose:	To provide clarity on the role of the Chair, directors and staff when considering the declaration of a SOLE.
Authority:	Division 3 of Part 2 of the <i>Emergency and Disaster Management Act</i>
Scope:	This policy applies to the electoral areas within the Strathcona Regional District.

Definitions: “emergency” means an emergency as defined in the *Emergency and Disaster Management Act* of the Province of BC.

“Minister” means the Minister of Emergency Management and Climate Readiness.

Policy: The Chair of the Regional District Board will consider declaring a SOLE upon the recommendation of the Manager of Emergency Services, that person’s designate or the Chief Administrative Officer. The Chair will use best efforts to advise directors on the Regional Board of the pending SOLE.

- General:**
- 1) A declaration of a SOLE must be made in writing and, when signed by the Chair, will become effective for the area or areas that are the subject of the SOLE. Copies of the SOLE will be provided as soon as possible to the Minister and the Regional District’s corporate officer.
 - 2) The Chair will convene a meeting of the Regional Board as soon as reasonably possible to advise of the status of the SOLE.
 - 3) The Manager of Emergency Services will be responsible for deploying such resources as they consider appropriate, including resources obtained through reciprocal agreements, to deal with the SOLE whether in conjunction with an Emergency Operation Centre or not.
 - 4) The Manager of Emergency Services will manage the engagement with those Indigenous Governing Bodies deemed to be affected by the SOLE.
 - 5) In the event the SOLE is required to be in effect for longer than 14 days the actions contained in Paragraph 1 above shall be repeated.

Review Date:

Step	Action
1	The Regional District's Duty Officer is informed by Subject Matter Experts or an Incident Command Post that an event in an Electoral Area meets the definition of emergency.
2	The Regional District confirms that the use of emergency response powers is necessary to respond to the emergency.
3	The Regional District Emergency Operation Centre (EOC) Planning Chief prepares the Declaration of State of Local Emergency (SOLE) and provides to corporate officer.
4	The Chair uses best efforts to advise the Regional Board and appropriate Indigenous Governing Bodies of emergency situation.
5	The Chair signs the SOLE.
6	The Regional District forwards a copy of the SOLE to the Minister of Emergency Management and Climate Readiness (EMCR) for approval.
7	Minister approves the SOLE.
8	The Regional District's EOC engage and cooperate with Indigenous Governing Bodies as soon as reasonably practicable.
9	The Regional District communicates the contents of the SOLE through mechanisms such as Alertable, social media, website and door-to-door delivery by local police forces.
10	The Chair uses best efforts to convene a meeting of the Regional Board.
11	The Regional District activates the Emergency Operation Centre following the Foundation Emergency Plan and all event-specific associated emergency plans.
12	The EOC is staffed with personnel from the Regional District, local municipalities and First Nations. Personnel under reciprocal agreements (EMCR Policy 5.11) may also be requested.
13	Should the emergency powers under the SOLE be required for longer than 14 days, Step 6 will be repeated.

Emergency Powers Available Through a SOLE

Emergency Power Identify essential goods, services, property, or facilities and, in relation to those things, do any of the following: <ul style="list-style-type: none">• establish price controls• ration or provide for their distribution or use• provide for their restoration Example: preventing increases in prices for food and bottled water in situations where supply chains have been interrupted.
Emergency Power Authorize a qualified person to provide a service or give assistance. Example: Authorizing tow truck drivers to clear vehicles that may be legally parked, but that are impeding access to areas where emergency measures need to be taken.
Emergency Power Require a qualified person to provide a service or give assistance. Example: Requiring construction crews to remove debris after an earthquake.
Emergency Power Provide for the provision and maintenance of necessities. Example: Ensuring a supply of fuel for a backup generator at a public facility.
Emergency Power Use or control the use of land. Example: Requiring a landowner to allow access to their land for the purposes of emergency response, such as hosting a staging area for response personnel or equipment.
Emergency Power Prohibit entry into structures or onto land by any person. Example: Preventing re-entry by evacuees into an area that is not yet safe for habitation.
Emergency Power Authorize entry into structures or onto land to take emergency measures. Example: Allowing a geotechnical engineer to assess slope stability on private property following a landslide.
Emergency Power Authorize or require alterations, removal, or demolition of trees, crops, structures, or landscapes. Example: Creating a fire break to contain a wildfire.
Emergency Power Require structures to be assessed for damage. Example: Requiring an inspection for potential earthquake damage to the foundation of a residential apartment building.

Emergency Power

Require the evacuation of persons or authorize the evacuation of persons or animals.

Example: Issuing an Evacuation Order.

Emergency Power

Authorize the removal of goods

Example: Authorizing the removal of abandoned vehicles from a highway or road to allow emergency vehicle access.

Emergency Power

Require the evacuation of persons or authorize the evacuation of persons or animals.

Example: Issuing an Evacuation Order.

Emergency Power

Control or prohibit travel.

Example: Restricting travel on certain roads for specific purposes or times of day.

Emergency Power

Control or prohibit business activities.

Example: Restricting gatherings during a disease outbreak.

Emergency Power

Control or prohibit events.

Example: Restricting gatherings during a disease outbreak.

Emergency Power

Require a person to stop doing an activity, or put limits or conditions on doing an activity.

Example: Requiring backcountry workers to pause operations in an area at wildfire risk.

Emergency Power

Adopt a bylaw to borrow money to pay response or recovery expense.

Example: to cover costs not anticipated in financial plan.

Section 2

Community Context

2.1 - Population

Quadra Island is about 35km from its northernmost point to its southernmost point. The island at its narrowest point, on its southern peninsula, is less than 2 km wide, and at its widest point, about 15km wide. It has an area of 310 square kilometres.

Population	
Less than 14	10.5%
Between 15 - 64	61.1%
Greater than 65	28.6%
Statistics	
Median Age	56.3

2.2 - Population Fluctuations

The population increases in the summer, as Quadra Island sees nearly 100,000 tourist visits annually. Of these, about half stay in lodging on the island while the other half are day-trippers. The population of Quadra Island varies significantly based on the season, weather, and time of day due to visitors, commuters, and part-time residents. The EOC will need to consider not just the number of residents in the evacuation area, but also the date, time and climate to estimate how many people may need to be evacuated. Factors to consider when estimating the current population on Quadra Island:

- Number of local residents, both year-round and part-time (weekend or seasonal).
- Locals commuting off-island for work or other purposes.
- Visiting day-trippers increase from May to October, peaking in July and August with rates nearly triple the low in winter. Peak season numbers are directly impacted by bad weather. If it is unseasonably cold or wet, total transient numbers are lower.
- Overnight visitors accommodated by commercial businesses and as guests of residents. Current licensed accommodation provider numbers can be verified for the former. The latter must be estimated.

Campsites

Cape Mudge RV Park = 25 sites

Drew Harbour Campsite = 140 sites

Heriot Bay Inn = 39 sites

2.3 - Public Transportation

There is no public transportation on Quadra Island.

2.4 - Evacuation Zone Property Count / Community Statistics

Evacuation Zone		Property Count	Household Count	Estimated Population (Estimated 2.5 / household)
A	Cape Mudge	122 (8 Crown)	116	290
B	Smith Road	149 (1 Crown)	179	447
C	Quathiaski Cove	290 (2 Crown)	263	657
D	April Point	114 (20 Crown)	104	260
E	Gowlland Harbour	173 (36 Crown)	139	347
F	Golf Course	115 (2 Crown)	126	315
G	Heriot Bay	379 (33 Crown)	347	867
H	Copper Bluffs	74 (34 Crown)	27	67
I	Quadra NW	245 (178 Crown)	37	92
J	Quadra NE	371 (2 IR, 190 Crown)	96	240
IR 9*	Drew Harbour	1	1	2
IR 10*	Cape Mudge	119	80	200
	Total		1,515	3,784

*The SRD does not directly maintain/manage sub-divisions for Federal (IR) lands

Do you have pets that you may have to evacuate with? – Based on the responses from the Quadra Island Evacuation survey **the majority of Quadra Islanders HAVE** pets that would require evacuation.

Evacuation Zone		# of Responses	Yes	No
A	Cape Mudge	11	9	2
B	Smith Road	23	14	9
C	Quathiaski Cove	30	19	11
D	April Point	5	3	2
E	Gowlland Harbour	15	13	2
F	Golf Course	11	8	3
G	Heriot Bay	53	34	19
H	Copper Bluffs	8	4	4
I	Quadra NW	7	7	0
J	Quadra NE	17	12	5
IR 10	Cape Mudge	2	0	2

How many pets do you have that you may have to evacuate with? – – Based on the responses from the Quadra Island Evacuation survey **the majority of Quadra Islanders HAVE** pets that would require evacuation.

Evacuation Zone		# of Responses	# of Pets
A	Cape Mudge	11	45
B	Smith Road	23	21
C	Quathiaski Cove	31	27
D	April Point	5	2
E	Gowlland Harbour	18	17
F	Golf Course	11	18
G	Heriot Bay	53	59
H	Copper Bluff	8	3
I	Quadra NW	7	6
J	Quadra NE	17	12
IR 10	Cape Mudge	2	0

***Common Theme Observed:** Based on the responses from the Quadra Island Evacuation survey, the majority of Quadra Island residents own at least one pet (dog, cat, bird, etc.). Areas which are reported to have large numbers of pets may be due to the presence of livestock such as donkeys, goats, sheep, and chickens.

Have you identified another household your pets or livestock could stay at in the event of an evacuation? – Based on the responses from the Quadra Island Evacuation survey **the majority of Quadra Islanders HAVE NOT** identified another household their pets or livestock could stay at if needed in the event of an evacuation. **This represents a concerning gap in the household preparedness of Quadra Islanders.**

Evacuation Zone		# of Pet/Livestock Owners	Yes	No
A	Cape Mudge	9	3	6
B	Smith Road	14	5	9
C	Quathiaski Cove	19	9	10
D	April Point	3	0	3
E	Gowlland Harbour	13	6	7
F	Golf Course	8	3	5
G	Heriot Bay	34	10	24
H	Copper Bluffs	4	1	3
I	Quadra NW	7	2	5
J	Quadra NE	12	4	8
IR 10	Cape Mudge	0	-	-

Do you have access to a personal vehicle for evacuation? – Based on the responses from the Quadra Island Evacuation survey the **majority of Quadra Islanders WOULD have access to a personal vehicle** to use in the event of an evacuation.

Evacuation Zone		# of Responses	Yes	No	% of Households w/ Vehicle Access
A	Cape Mudge	11	9	2	82%
B	Smith Road	23	23	0	100%
C	Quathiaski Cove	31	27	4	87%
D	April Point	5	5	0	100%
E	Gowlland Harbour	18	18	0	100%
F	Golf Course	11	10	1	91%

Would you require assistance in the event of an evacuation? – Based on the responses from the Quadra Island Evacuation survey the **majority of Quadra Islanders WOULD NOT require assistance** in the event of an evacuation.

Evacuation Zone		# of Responses	Yes	No	% of Households Requiring Assistance
A	Cape Mudge	10	1	9	10%
B	Smith Road	21	1	20	4%
C	Quathiaski Cove	26	4	22	15%
D	April Point	5	0	5	0%
E	Gowlland Harbour	17	1	14	6%
F	Golf Course	9	1	8	11%
G	Heriot Bay	50	1	50	2%
H	Copper Bluffs	8	0	8	0%
I	Quadra NW	7	0	7	0%
J	Quadra NE	14	0	14	0%
IR 10	Cape Mudge	1	0	1	0%

2.5 - Agencies

Federal Agencies
Canadian Coast Guard (CCG)
Ensures marine traffic and marine safety. Provides marine emergency response and coordination. Based out of Campbell River.
Royal Canadian Marine Search and Rescue (RCMSAR)
Supports CCG's marine search and rescue. Provides marine transport for EMCR approved emergency responders. Evacuation of casualties. Monitors and patrols marine traffic.
Royal Canadian Mounted Police (RCMP)
Located at 738 West Rd. in Quathiaski Cove 250-285-3631 (non-emergency) Set up an Incident Command Post at the scene of the event. Preserve and protect life and property. Control traffic/crowds. Maintain law and order. Provide security. Carry out evacuation orders. Liaise with the EOC to ensure adequate manpower, equipment and other resources are made available as needed.

Provincial Agencies
British Columbia Emergency Health Services
<p>Emergency response and, as needed, evacuation for those who are sick and/or injured to the hospital.</p> <p>Stage nearby incident site in case of injury, such as to first responders in a fire.</p>
BC Ferries
<p>Operates the ferry and provides marine safety for passengers.</p> <p>Support EOC in an evacuation including ticketing and boarding restrictions or adjustments as requested.</p> <p>Communication and support to SRD EOC, preferably via an in-person liaison.</p>
BC Wildfire Service (BCWS)
<p>Provides technical advice and support to the SRD EOC on wildfire behaviour, locations, movement and estimated hazard impacts and timings.</p> <p>Advises on Evacuation Alerts and Orders.</p> <p>Sends a senior officer empowered to make decisions and communicate to the scene to establish a Command Post at the site-specific EOC related to wildfire.</p> <p>Liaise with the EOC to call out additional resources, as needed.</p>
Ministry of Transportation and Transit
<p>Oversees the local road maintenance contractor that responds to highway emergencies.</p> <p>Assists in the event of evacuations required within their jurisdictions as it pertains to the road authority.</p> <p>Provides signage and road closures information via Drive BC and assists with routing traffic on highway infrastructure.</p> <p>Sends a senior officer empowered to make decisions and communicate to the scene to establish a Command Post, where required.</p> <p>Liaise with the EOC to call out additional resources, as needed.</p>

Mainroad (Provincial Contractor)

Mainroad can assist with coordinating traffic control / arranging for additional controllers to come to Quadra to assist with emergency scenes and/or traffic control at the ferry.

Can send Traffic Control providers from Campbell River.

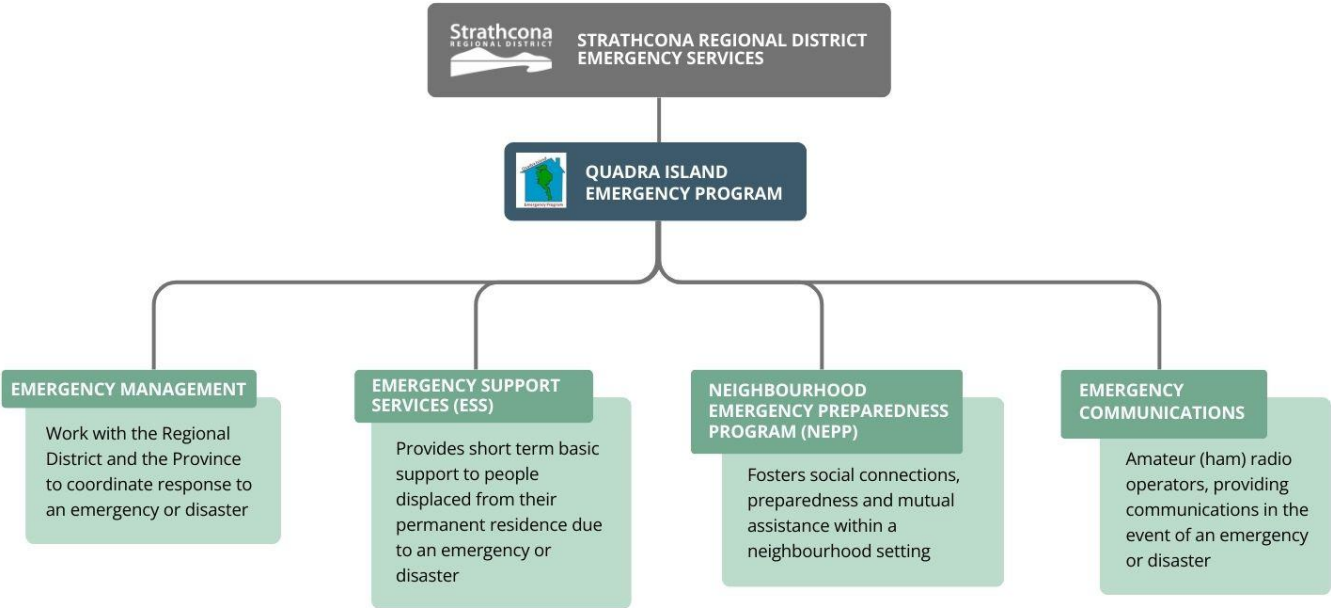
Has 2 Programmable Message Boards available in Campbell River, which could be utilized.

Local Organizations	
Campbell River Search and Rescue	<p>May be requested to aid in evacuations if tasked by a tasking authority such as RRD, or RCMP.</p> <p>Activities may include the distribution of evacuation alerts/orders and evacuations by fresh water surface.</p>
Quadra Island Fire Department	<p>Hall #1 844 Heriot Bay Road in Quathiaski Cove Hall #2 1515 West Road in Heriot Bay</p> <p>Non emergency # 250-285-3262</p> <p>Performs firefighting, auto extrication and fire prevention services to the south Quadra Island Fire Protection Area and We Wai Kai First Nation (see Section 12 – Maps).</p>
Discovery Islands Chamber of Commerce	<p>Serves the businesses of the Discovery Islands as a forum to discuss local and broader issues, provide support for local initiatives and support.</p>
Discovery Islands Ecosystem Mapping	<p>Creates maps to provide a comprehensive visual reference that local communities, governments and land managers can use to better understand the area and enlighten discussions about resources and development.</p>
Quadra Island Health Centre	<p>A family practice clinic that provides primary care to its registered patients as well as medical services to others needing care. It is currently run by the Quadra Island Health Society.</p>
Quadra Circle	<p>A non-profit organization who aim to enrich the Quadra community, their own lives and especially the lives of seniors through social, education and service activities.</p>
Quadra Cat Rescue	<p>Aids and humanely manages the feral cat population including stray and abandoned cats through Sterilization, Taming and Fostering and Public Awareness.</p>
Quadra ICAN	<p>Aim is to assist Quadra Island in becoming more resilient and self-sufficient in the face of ecological challenges.</p>
Quadra Island Foundation	<p>A public, charitable foundation established to support a more resilient and self-reliant community.</p>

Local Stores
Gas Stations x 1 – Gas n Go (Quathiaski Cove)
Grocery Stores x 2 (Tru Value Foods)
Spontaneous Volunteers
Quadra Island residents have a wealth of experience and expertise that may be able to assist.

Quadra Island Emergency Program

The QIEP is a group of over 100 trained local volunteers helping Quadra Island prepare for, and respond to, an emergency or disaster. The QIEP is structured as follows:



Section 3

ESS Facilities

A Reception Centre is a location where evacuees are received, registered, and referred depending on their needs. They may stay with family or friends, go to a hotel or be referred to a group lodging facility.

A Group Lodging facility provides emergency dormitory style facilities for evacuees usually in community centres, school gymnasiums, arenas, etc. In some cases Reception Centres and Group Lodging facilities can be co-located

Whether an Emergency Support Services (ESS) Facility (Reception Centre and/or Group Lodging Facility) is activated or not, will be determined by the Strathcona Regional District's EOC in consultation with the Incident Command Poster. As a specific ESS Facility may not be accessible or may be located within a hazard area, the location of the Reception Centre used should not be made public before it is activated.

ESS facilities are located at:

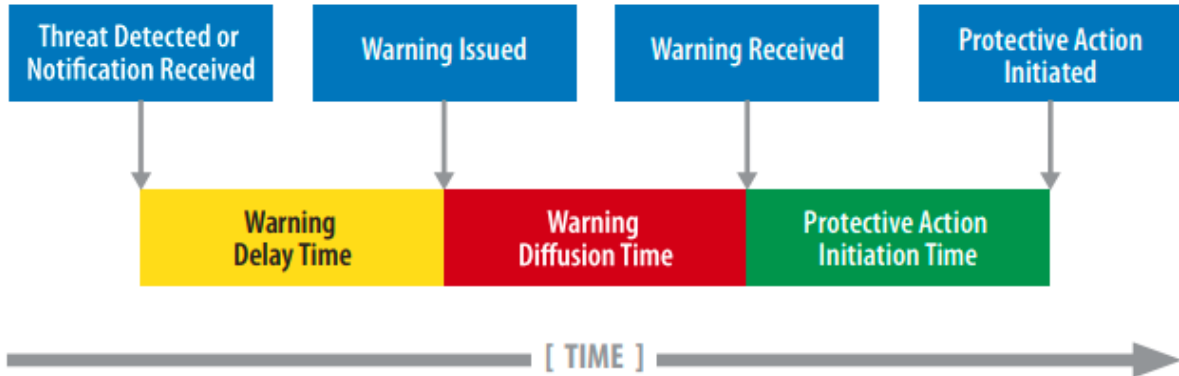
- Camp Homewood 1291 West Road
- Heriot Bay Inn (downstairs meeting space) 673 Hotel Road
- Quadra Community Centre 970 West Road
- Quadra Island Bible Church 1281 West Road
- Quadra Island Elementary School 678 Heriot Bay Road
- Quadra Legion (Branch 154) 1503 West Road

Specific floorplans to support Emergency Support Services have been developed for each facility that provides information such as:

- Group Lodging Capacity @ 56 sq.ft/person. According to the Group Lodging Guidelines, the minimum sleeping area per person is 40 square feet (8 feet x 5 feet). A distance of 2.5 feet should be maintained between beds to reduce the spread of respiratory infections.
- GPS Coordinates
- Fire Code Capacity
- Parking

Section 4 – Public Notification

Warning and protective action initiation timeline.



Emergency Operation Centre – Public Information Officer – Key points for public evacuation messaging.

Check	
	Whether to evacuate or shelter-in-place
	Whether an Evacuation Alert or Evacuation Order is in place
	The areas that need to be evacuated, with reference to perimeters including street names and addresses
	Why and when to evacuate
	If an Evacuation Alert, then the public must be prepared to evacuate at a moment's notice
	If an Evacuation Order, then the public must evacuate immediately
	The designated evacuation routes, including road conditions
	To buddy up with neighbours to fill a vehicle, if necessary
	To offer to take neighbours without their own transportation
	What residents should take with them
	The designated Assembly Areas for those without a mode of transportation
	The designated Reception Centre or Evacuation Point locations
	Available transportation options
	How long the evacuation from their residence is expected to last
	How pets are to be accommodated
	Security plans that will be in place to protect property in evacuated areas;
	When and how information updates will be made available
	Contact number for those requiring assistance
	Other information deemed appropriate and important to the situation at hand

For those evacuees without a mode of transportation, it is important that they are provided the following additional information:

Check	
	What transportation services will be made available;
	Where they can go to await transportation and/or other assistance (Assembly Points)
	Frequency of the pick-ups

BC Transit is the primary option for public transportation and shuttling.

4.1 – Characteristics of Emergency Message Dissemination Channels

1. The rapidness of the system to reach its targeted audience ranges from Very Fast (less than 10 minutes to Slow (greater than 60 minutes).
2. Coverage is the size of the area that can be reached by the channel (Widespread – a large area or Limited – a small area).
3. Concentration is the degree to which the people that the channel reaches are co-located or dispersed (Concentrated – the message is delivered to targeted locations only or Dispersed – the message has the potential to reach everyone).
4. Comprehensiveness, or the ability to convey the content needed for effective response classes, used in this table are as follows: Very Low (alerting only); Low (very little information conveyed); Medium (many but not all essential contents conveyed); High (all relevant content conveyed); Very High (all relevant content conveyed with enhanced graphics).

Dissemination Channel	Source	Speed	Coverage	Concentration	Message Comprehension
Amateur (Ham) Radio Repeaters	-Mt. Menzies Repeater -Heriot Ridge Repeater -Quadra Repeater	Very Fast -dissemination limited to number of certified operators on Quadra Island	Widespread	Concentrated	High
Door-to-Door Notifications	RCMP. CRSAR	Very Slow	Limited	Concentrated	Very High
Emergency Alerts	Alertable	Very Fast	Widespread	Dispersed	High
Loudspeakers	QIFD RCMP CRSAR	Fast	Limited	Concentrated	Medium
NEPP Phone-trees	NEPP Program	Slow	Limited	Concentrated (per neighborhood)	Very High
FM Radio	CKTZ 2Day FM Raven FM Visitor Radio	Moderately Fast	Widespread	Dispersed	High to Low
Website	SRD	Very Slow	Limited	Dispersed	High
Social Media	Facebook – Quadra Corkboard Facebook – Strathcona Emergency Program Instagram @sep_epc	Fast	Widespread	Dispersed	High

4.2 – Public Warning Myths

The Emergency Operation Centre Public Information Officer should be aware of the myth of signals and labels (see box above) and adapt their messages accordingly.

False Alarm Myth: People’s response to warnings is not hindered by what is sometimes called the “cry wolf” syndrome, where predicted events fail to occur. This is especially true if the reasons for the false alarm are clearly communicated to the public.
Panic Myth: The public does not panic in response to warnings of impending community disasters of any type.
Traffic Accident Myth: Some emergency managers delay or avoid issuing warnings because of their concern that the process of evacuation will be chaotic and cause increased traffic accidents, injuries, and fatalities. Such is not the case in most evacuations – traffic accidents decrease because traffic is moving at slower speeds, generally in a single direction, and people are more cautious and more considerate.
Short Messages Myth: Many believe that messages about community-wide disasters must be short or the public’s attention will be lost. In fact, people want full information in such events and will remain attentive.
Follow Instructions Myth: It is a myth that people blindly follow instructions in an emergency message.

4.3 - Door-to-Door Notifications

The Evacuation Tracking Kit on Quadra Island is located at Quadra Island Fire Hall #1 at 949 Beasley Rd. The kit contains all of the materials required for door-to-door notifications. During a response, contact the EOC for additional supplies.

The RCMP and Campbell River Search and Rescue (who also have their own Evacuation Tracking Kits) are tasked with conducting door-to-door Notifications in the evacuation area, marking each house to track their status. Markings are made using coloured tape on a location visible from the road. The tape must be immediately visible to a mobile team conducting a final sweep from a vehicle. Situation dependent, there may not be adequate resources for door-to-door knocking. If so, utilize emergency vehicles with loudspeakers. Evacuation Recording Procedures are discussed in more detail in Section 10. If additional personnel are required, then the request should be made to the Emergency Operation Centre.

4.4 – Alertable

The Alertable system will call/text cellphones and call landlines. Quadra Island has its own notification list on Alertable. Residents must setup their own account to register for Alertable and are encouraged to download the free Alertable App.

The Alertable Notification will state:

Check	
	That there is an emergency in or approaching the area
	The type of emergency
	The level of urgency
	Evacuation route
	Where evacuees are to go
	Monitor local radio stations and social media for more information
	Geographic extent / location (attached map)

4.5 - Facebook

SRD staff are permitted to post on Quadra Corkboard and Quadra Island Emergency Program pages. When the EOC is activated a message will be posted to these pages informing the public that Strathcona Emergency Program Facebook page and SRD website is where information will be posted. The EOC will not attempt to post the same information on multiple sites and Facebook pages.

4.6- Amateur Radio Repeaters

An amateur radio repeater is an electronic device that receives a weak amateur radio signal and retransmits it at a higher power level, allowing for communication over longer distances by essentially acting as a relay station, usually positioned on a high point like a hilltop or tall building to maximize coverage area. The following are the three primary amateur radio repeaters providing coverage to Quadra Island.

- Heriot Ridge (SRD owned) VA7SRU 145.330
- Mt Menzies VE7CRC 146.960
- Quadra Repeater VE7CRC 443.650

Section 5

BC Ferries Evacuation

During a large-scale Evacuation Order when immediate life safety may be in danger cars may be restricted and walk-on passengers may only be permitted. Vulnerable populations and those evacuating with animals should be encouraged to evacuate during the Evacuation Alert Stage.

5.1 - Ferry Evacuation Timeline Estimates

As the primary mode of evacuation of the island, estimating the capacity and the number of runs of the ferry is a crucial part of planning an evacuation timeline. In an emergency, BC Ferries (BCF) will attempt to maximize evacuation capacity by running as a “shuttle service” rather than along a timetable, limiting ingress, and maximizing loading speed.

The Quathiaski Cove Ferry Terminal is serviced by the Island Nagalis and Island K’ulut’a.

Number of Regular Runs to evacuate people during peak months	9,000 people / 350 people per run = 25 runs (23 runs x 60 minutes) / 2 Vessels	12.5 hours
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Number of Regular Runs to evacuate people during non-peak months	4,000 people / 350 people per run = 12 runs (12 runs x 60 minutes) / 2 Vessels	6 hours
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While BC Ferries generally staffed at a “B” licence with a passenger count restricted to 220 they would normally be able to increase to an “A” licence with a passenger count of 392 at fairly short notice. This would of course be dependant on the nature of the emergency and whether crew ashore are affected.

Island Nagalis	
Total Walk On Passengers Permitted (including vehicles)	“B” Licence (Typical Staffing) 220 Pax “A” Licence 392 Pax
Total Walk On Passengers permitted (if vehicles are excluded)	“B” Licence (Typical Staffing) 220 Pax “A” Licence 392 Pax
Total Vehicles Permitted	47 AEQ (Automobile Equivalent)
Crossing time	10-15 minutes weather/tide dependent
Normal run time (round trip)	50/60 minutes from departure to departure depending on traffic volume, weather and tide.

Island K’ulut’a	
Total Walk On Passengers Permitted (including vehicles)	“B” Licence (Typical Staffing) 220 Pax “A” Licence 392 Pax
Total Walk On Passengers permitted (if vehicles are excluded)	“B” Licence (Typical Staffing) 220 Pax “A” Licence 392 Pax
Total Vehicles Permitted	47 AEQ (Automobile Equivalent)
Crossing time	10-15 minutes weather/tide dependent
Normal run time (round trip)	50/60 minutes from departure to departure depending on traffic volume, weather and tide.

If the maximum number of ferry passengers is exceeded, the ferry will not be permitted to depart due to Transport Canada safety restrictions such as life vest availability. In situations of immediate danger to life safety, a BC Ferries Captain may be able to override such safety requirements at their sole discretion.

The fewer vehicles, the faster the ferry will be to load and unload; evacuees should be encouraged to fill whatever cars are being allowed on the ferry, if possible. No oversize vehicles should be permitted, nor trailers with the exception of those required to transport pets and livestock. While it is desirable that evacuees are allowed to take their own transportation to the mainland (to increase self sufficiency), this will need to be considered with loading/ unloading times in mind.

A shuttling service through BC Transit and community assembly points is the primary option for public transportation and shuttling.

5.2 – Steps for SRD’s Emergency Operation Centre to coordinate with BC Ferries

The following checklist provides the steps for SRD’s Emergency Operation Centre to coordinate with BC Ferries.

Check	Step
	Notify BCF as soon as Incident Command has assessed the situation by calling the Operations and Security Centre in Victoria. They are staffed 24/7 and will be the first point of contact: 1-877-858-1888.
	Once an evacuation scenario is likely or certain, SRD EOC should request that BCF operate in direct support of the SRD EOC from EMCR. SRD should also request that BCF send a liaison to the SRD EOC and also deploy a liaison to BCF.
	Under a SOLE, SRD has the legal authority to refuse access to the island. Only people and resources cleared by the EOC should be allowed to enter Quadra Island.
	BCF will then shift to “Shuttle Service”, meaning that they will not run on a timetable and will expedite movement between the terminals.
	SRD should consider deploying personnel onto the ferry who can: a. Inform the EOC immediately as resources arrive on the island. b. Prepare evacuees for handover to Quadra Island Emergency Program or other receiving groups. c. Record number of evacuees moved off the island for the EOC. d. Register evacuees with ESS.

Section 6

Traffic Control

6.1 - Goal of Traffic Control

The maintenance of clear road access is critical for an evacuation. In a large-scale evacuation, vehicles would likely become inoperable due to a lack of fuel, breakdown, or abandonment and may block roads or reduce lane width. Keeping roads open is a life-safety issue that outweighs concerns about damage to vehicles or other insurable property. Tow vehicles and other machinery capable of removing a car should be requested and placed on standby at traffic control points or in key locations early on.

The goal of traffic control is to impede ingress (other than for the collection and evacuation of residents) and facilitate exit. Once the zone is evacuated (or as close as possible) the zone is closed for both safety and security reasons. Call on BC Ministry of Transportation and Transit (MoTT) and their contractors (Mainroad) to close roadways to reduce conflicting traffic. As needed, First Responders can control traffic, but only MoTT can block traffic or approve such action.

6.2 - Traffic Management Plan Tasks

Considerations for coordinating traffic management. This is the task of the RCMP in conjunction with the MoTT.

Check	Step
	Establish which zones or subzones require evacuation and in which order.
	Focus on moving people from the areas most at risk and consider phasing the evacuation by zones to reduce congestion on routes.
	Identify and secure the first and most important Traffic Control Point (TCP) for the area under evacuation.
	Dispatch people and resources (traffic cones, road barricades) to TCP's in order of their importance.
	Facilitate exit from the evacuation zone and limit ingress. This may mean allowing people into the zone to collect family or vulnerable populations. These decisions are difficult and may require RCMP involvement and leadership staff at the TCP.
	Maintain lanes into the evacuation for emergency personnel, transit, as well as fuel or tow trucks.
	Once a zone is evacuated, the TCP should be staffed as long as possible to protect the evacuated area and to limit further ingress. Care and planning are necessary to ensure traffic control personnel are evacuated from the hazard when appropriate.

Section 7

Harbour Evacuation & Shoreline Searches

Harbour evacuations and/or shoreline searches would be initiated under the following conditions:

- Evacuations along roads are prevented.
- There is a need to transport people without access to a vehicle.
- Evacuation warrants the use of multiple transportation modes given the timing of hazard occurrence.
- Sheltering in Place is too dangerous.

The SAR system in Canada is a shared responsibility across all levels of government. Aeronautical and Maritime SAR are the responsibility of the federal government, while ground and inland waters SAR is a provincial responsibility. Maritime SAR is a federal responsibility lead by the Canadian Coast Guard as legislated by the Oceans Act 41(1)(b):

41 (1) As the Minister responsible for coast guard services, the powers, duties and functions of the Minister extend to and include all matters over which Parliament has jurisdiction, not assigned by law to any other department, board or agency of the Government of Canada, relating to Shipping Act 2001:

(b) the marine component of the federal search and rescue program

The CCG carries out its responsibility by maintaining, and operating the federal government's primary marine rescue assets and participation at the Joint Rescue Coordination Centres.

Joint Rescue Coordination Centre

Since 1976, the Department of Defence has been appointed as the federal lead for Search and Rescue. To ensure a responsive system, SAR within the federal authorities is managed out of the Joint Rescue Coordination Center (JRCC).

2) JRCC is staffed by aeronautical controllers (selected from CAF) and Maritime Controllers (selected from CCG). The Canada Shipping Act 2001 legislates the Minister of DFO to designate persons as SAR mission coordinators (SMC) to organize SAR Operations. The Canada Shipping Act provides the SMC with the following delegated authority:

130 (1) The Minister may designate persons as search and rescue mission coordinators to organize search and rescue operations.

(2) On being informed that a person, a vessel or an aircraft is in distress or is missing in Canadian waters or on the high seas off any of the coasts of Canada under circumstances that indicate that they may be in distress, a search and rescue mission coordinator may

(a) direct all vessels within an area that the search and rescue mission coordinator specifies to report their positions;

(b) direct any vessel to take part in a search for that person, vessel or aircraft or to otherwise render assistance;

(c) give any other directions that the search and rescue mission coordinator considers necessary to carry out search and rescue operations for that person, vessel or aircraft; and

(d) use any lands if it is necessary to do so for the purpose of saving the life of a shipwrecked person.

Coast Guard Mass Rescue

1) The Mass Rescue Operation SAR Plan is established to provide a course of action to be followed if an incident occurs in the area requiring a significant and/or sustained SAR or humanitarian response.

2) This plan uses Incident Command System architecture and terminology, along with procedures established in the CCG Seamanship Manual, and the International Aeronautical and Maritime Search and Rescue (IAMSAR) Manual. The following priorities are paramount:

a. Notification of key personnel/agencies;

b. Safety of responders;

c. Rescue of survivors;

d. Protection of the environment;

e. Security and salvage of wreckage; and

f. Accident investigation

The Canadian Coast Guard is the lead agency for Maritime Search and Rescue. If the incident originates on Land it is considered a humanitarian incident. The SRD can request Canadian Coast Guard assets to assist with rescuing stranded people on shoreline.

Section 8

Evacuation Procedures

8.1 - Evacuation Log

Ensure that all premises are reported on the Evacuation Log.

The evacuation team will use one 2-3 foot long ribbon of colour-coded, weather-resistant tape to indicate the evacuation status of each premise.

Tie the appropriate ribbon so that it is most visible to the street. Should a door not be visible from the street, attach tape to the side of the house that is visible. Should the house not be visible from the street, place the ribbon at the entrance to the driveway (e.g. around mailbox or tree).

Use the following colour-coded, labelled ribbons:

Colour – Meaning	Actions
Blue – Not home	Needs a second visit if safe to do so. Tape the Evacuation Order to the door of the property with a note explaining the meaning of the blue tape, and instructions to call the phone number on the Order for more information or instruction.
Pink - Notified	Ready to evacuate when ordered. Provide occupant with yellow ribbon to exchange with pink ribbon when leaving.
Yellow - Evacuated	Household is confirmed to have evacuated.
Orange - Refused	Advise that responders will not be put at risk to rescue them. Note address, report and record the refusal. Explain the purpose of the Orange tape: so First Responders will not visit property again for evacuation notification, or be alarmed at occupied residence during patrols. Provide Order and highlight EOC contact information.
Red – Needs Assistance	Try to delegate assistance to neighbours. Use situational discretion for whether or not to directly assist. Explain the meaning of the tape: it is a flag for First Responders to come back to provide assistance in evacuating. Note status and actions taken and continue with evacuation notification.

8.3 - Minor Children

Minor children (those under age 19) can be lawfully removed from the evacuation area by the RCMP, even if their parents or guardians choose to remain. Minors at school, in daycare, or unaccompanied may be evacuated without parental notice or consent. They will be received by Emergency Support Services, who will likely involve the Ministry of Child and Family Development. Family reunification services will be available at ESS Reception Centres.

8.4 - People with Pets and/or Livestock

Evacuees may bring their pets with them when they evacuate, but not livestock during an Evacuation Order. Evacuees should make arrangements for their pets and livestock prior to evacuation. SRD has a Canadian Disaster Animal Response Team (CDART) to help with domestic pets (companion animals) in an emergency as part of the ESS response. This is a volunteer organization with training and capacity for assisting residents to deal with pets during an evacuation. The group has the capacity to call on other CDART groups for support in a large-scale emergency. Ideally, farmers will make their own arrangements for emergency livestock relocation and care in advance of an evacuation. Livestock Relocation Programs can evacuate livestock to a safe location when possible. Costs of evacuating commercial livestock, but not hobby farms or pets, are covered in Emergency guidelines. Owners will be responsible for the cost of moving their own pets.

8.5 - People Without Means to Evacuate

Based on data from the Insurance Corporation of British Columbia (ICBC) on local vehicle ownership, approximately 10% of residents do not have vehicular access or may otherwise need assistance. These people should first try to make arrangements to evacuate with neighbours. If they cannot self-evacuate, they should notify first responders of any limitations. First responders will do their best to arrange transportation from designated assembly areas. On a case-by-case basis, extraction teams may be needed to help some people evacuate from their homes safely.

8.6 - Shelter-In-Place

In response to some emergency situations, such as smoke outdoors or hazardous access roads, the best response may be for residents to remain in their home or current location and not to move around. There may also be a need to keep roads clear for evacuation of nearby areas. In these cases, a Shelter In Place order may be issued by the Incident Commander (IC). The IC must communicate regularly with the EOC to evaluate whether SIP remains the safest option, as the hazard evolves. Considerations prior to issuing a Shelter-In-Place Order:

1. Is the “shelter” stable and does it provide protection from the hazard?
2. Do residents have sufficient resources to remain in place for an extended time?
3. Is critical infrastructure (power, water, medical services) in place?
4. Will sheltering in place remain the safest option, even as the hazard evolves?

SHELTER-IN-PLACE ORDER (TEMPLATE)

An incident has caused hazardous material to enter the air. Emergency response professionals are requesting that you immediately “Shelter-in-Place” by staying protected indoors until you receive instruction that it is safe to exit the building.

It is important to stay informed of updates through [applicable radio station, television channel, website, social media page].

To Shelter-in-Place:

- Go inside and close [and lock] all windows and exterior doors
- If there is a danger of explosion, close the window shades, blinds, or curtains
- Turn off all fans, heating and air conditioning systems. Close fireplace dampers
- Get your emergency kit and turn on the radio
- Cell phones may be overwhelmed or damaged during an emergency. It is ideal to have a hard-wired telephone in the room you select. If you do not have a hard-wired telephone, bring your cell phone and charger to ensure you have a method to communicate. Call your emergency contact and have the phone available if you need to report a life-threatening condition
- Go to an interior room without windows that is above ground level, if you can. Because some chemicals are heavier than air, avoid sheltering in basements
- Bring your pets with you, and be sure to bring additional food and water supplies for them
- Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door and any vents into the room. A wet towel can also be used to create a seal along doors and windows
- Monitor local radio and websites until you are told by local officials all is safe or you are told to evacuate. A call centre may be established.

DO NOT leave your building or home until you receive notification that the danger has passed.

The hazardous material is toxic. The signs and symptoms of overexposure are as follows: _____ . If you have any of these signs or symptoms and the order to shelter in place is still in effect, contact medical help by telephone at: _____. If the shelter in place order has been rescinded, seek immediate medical help at the following location: _____ . If the situation is life-threatening or you are unable to move, dial 911 or the emergency response number in your area.

Section 9

Managing Areas Under Evacuation Order

9.1 - Decision Making Authority

The Strathcona Regional District that has jurisdiction for the lands in which the Evacuation Order is issued is the primary authority for approving or denying requests for temporary access.

The only exception to this understanding is in regard to legislation that empowers agencies responding to an emergency event access to, and/or management of, the evacuated areas (such as the BCWS restricting access to active wildfire hazard zones). For any emergency event, it is recommended to connect with the responding agency to determine any legislated powers or considerations for the management of evacuated areas.

Requests for temporary access should always flow through the Strathcona Regional District's Emergency Operations Centre (EOC) if activated, or the person(s) in charge of emergency management for the community if not activated. The Strathcona Regional District then would make an *informed decision* based on case-by-case considerations for the access request to be approved or denied. It is up to the Strathcona Regional District to decide who, or what function (i.e. EOC Director), has the decision-making authority to approve/deny temporary access requests on behalf of the Strathcona Regional District.

9.2 - BC Wildfire Service Access Controls

The Strathcona Regional District is not responsible for issuing permits to BCWS staff and their support personnel to enter an evacuated area; this is the responsibility of BCWS.

The Strathcona Regional District should not issue permits for fire suppression activities; all people and equipment working on firefighting efforts regardless of affiliation are required to coordinate their efforts with the BCWS.

9.3 - Informed Decisions

Informed decisions require that all relevant information is gathered and analysed to make certain that identifiable risks have been considered prior to approving or denying a request for temporary access.

This includes receiving a recommendation for the approval or denial of the request based on the perspective of safety from a subject matter expert (SME) on the specific hazard event. In a wildfire hazard instance, this would mean seeking the advice of the BCWS Incident Commander (IC) for the specific request. In order to receive this recommendation, information such as the property location and details on the reason for temporary access are required.

9.4 - Liability Protection

EMCR recommends the use of waivers in order to clarify that any liability for the risks associated with temporary access lies with the individuals or agencies entering the evacuation area, and that the individuals/agencies gaining access do not have any misunderstanding respecting who is responsible for their safety. EMCR recommends that waivers be fully explained by the Strathcona Regional District to the person(s) seeking access. It is critical that the person signing the waiver is a competent adult who has full understanding (i.e. informed consent) of the terms and conditions. The person should sign the waiver as a condition of receiving an access permit.

Local Authorities can take steps to reduce the potential for allegations of gross negligence by making certain that every decision made to approve or deny a request for temporary access is an informed decision. The less information available to inform a decision increases the risk for negligence. If a recommendation from a subject matter expert is not available due to capacity or other reasons, it is recommended that the temporary access request be denied or withheld until such recommendation can be obtained, as reasonable.

It is recommended that the Strathcona Regional District seek their own legal advice when unclear about liability with respect to allowing for temporary access into evacuated areas.

9.5 - Why Grant Temporary Access?

Allowing access into evacuated areas may assist in reducing the consequential impact of the emergency event for the community, region, and province as a whole. Reducing this impact will lessen the burden on individuals, organizations, government, and agencies, and allow those affected by the event to begin the process of recovery sooner.

Allowing access may also help the community to satisfy the BC Emergency Management System (BCEMS) Response Goals. It is recommended that any request for temporary access should be related to one or more of these goals.

Conditions for Temporary Access

There are several conditions that are recommended to be imposed on various kinds of access, as reasonable.

General conditions for Temporary Access

- Restricted to specific dates, and time as required for safety
- Requires liability waiver to be understood and signed in advance of entry by all individuals gaining access
- Must be over age of 19
- No permits are issued to re-enter and remain in an Evacuation Order area; access into the restricted area is only temporary and for the purpose granted on the permit
- All individuals gaining access must be able to produce government issued photo-identification or attestation by appropriate Band representative such as Chief or council.
- Permits may require an escort, as determined by hazard-specific subject-matter expert and/or Emergency Operation Centre

Agriculture conditions

- May be subject to consultation with the Ministry of Agriculture Liaison posted to an EOC
- Restricted to designated persons
- Premises ID may be required to validate access location

Pass-through conditions:

- Restricted to specific dates and times of travel
- Restricted to predetermined route and destination
- Restricted to designated driver and pre-identified passengers

9.6 - Recommended Process

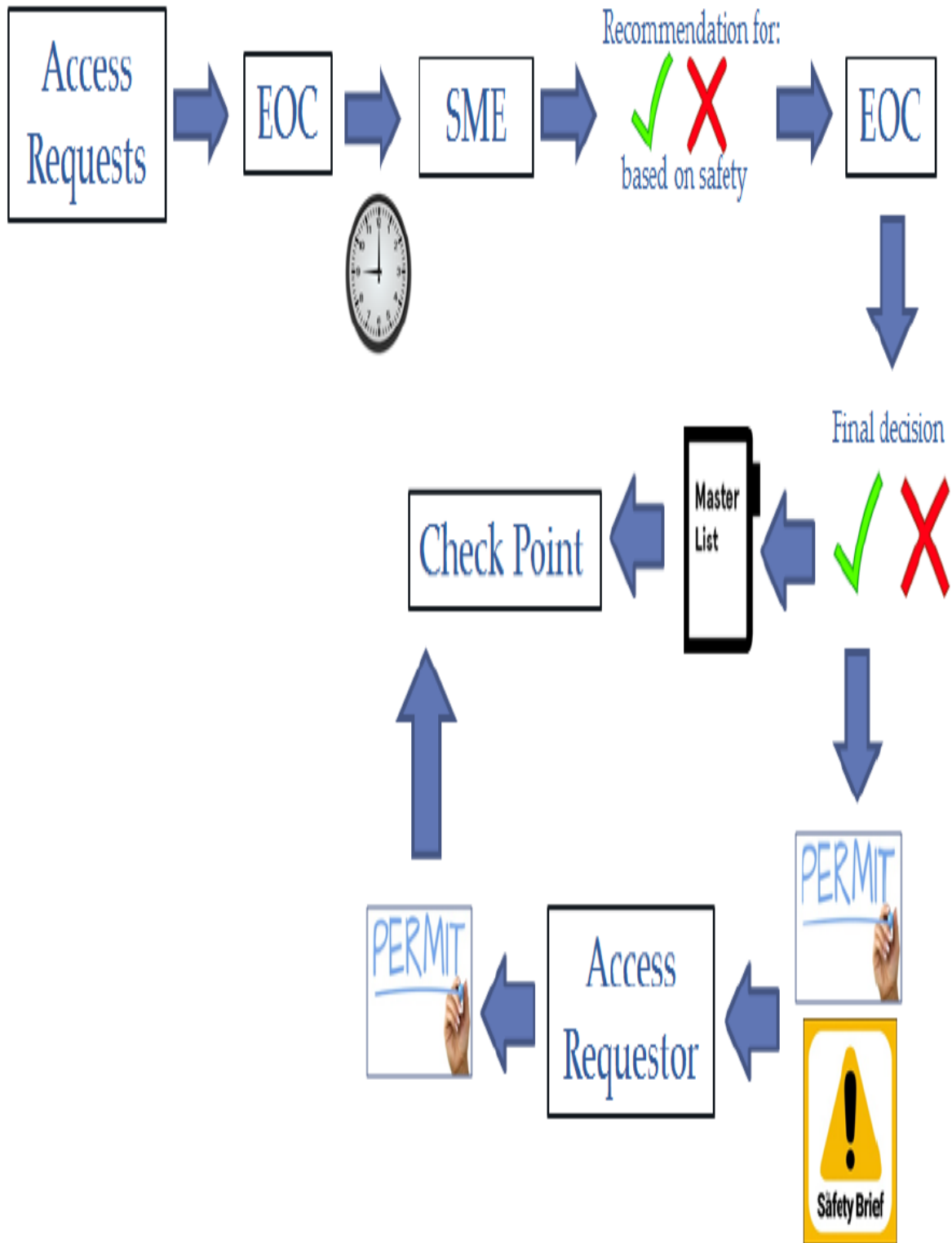
It is recommended that this standardized process be used across local jurisdictions to best facilitate a consistent, timely, safe, and effective access into evacuated areas.

Templates for this process can be found in the appendices and on EMCR's website. Due to the large geographic areas of many jurisdictions in BC, it is recommended that an electronic offering of the below process be made available, i.e. through email. All inquiries for temporary access should be directed to the applicable EOC.

10-STEP TEMPORARY ACCESS APPROVAL PROCESS

1. Strathcona Regional District EOC receives enquiry for access request
2. Requestors fill out Temporary Access Permit (Permit) and include location specifics, reasons for access, etc.
3. Daily, at a pre-determined and agreed upon time, the EOC will communicate the Permit requests to the hazard-specific subject matter expert for recommended approval/denial based on issue of safety due to emergency event
4. EOC makes informed decision for the final approval/denial of the Permit
5. EOC will then complete, sign-off on, and issue numbered, standardized Permits to the approved requestor(s)
6. EOC will simultaneously create an EOC Master List of the approved Permits for each day that will be sent to the respective checkpoints and RCMP
7. Permit holders will receive a safety briefing from the EOC at the time they receive the permit
8. Permit holders will have the Permit waiver explained to them, and will voluntarily sign the waiver with full understanding of the terms and conditions in order to gain temporary access
9. Permit holders will present themselves at the checkpoint at the specified time/location
10. Checkpoint authorities will cross-reference the permit with the EOC Master List to confirm approval and allow valid permit holders to gain temporary access to the evacuated area

Access Requests Flow Chat



9.7 - Exiting the Evacuated Area

When the individual(s) exits the checkpoint area, the Permit is returned to checkpoint personnel and the time of departure is noted on the Master List. The Master List and the permits are then returned to the EOC at the end of the operational period, or as agreed upon. Should individual(s) not exit the evacuation area at the time stated on the EOC Master List, and after a previously agreed-upon grace period (i.e. 30 minutes), checkpoint personnel should contact the EOC to report the situation. The EOC will then attempt to contact the permit holder, as able, before liaising with the hazard-specific Subject Matter Expert to determine any next steps, as required.

9.8 - Key Considerations

CHECKPOINTS

It is recommended that access into evacuated areas be channelled through strategically pre-identified checkpoints that are staffed by RCMP, or a local police branch/experienced contractor, operating on behalf of the Strathcona Regional District. Before a situation arises where temporary access will need to be facilitated, it is recommended to reach out to the RCMP detachment, or otherwise, that will be controlling the checkpoints and provide clarification and high-level training on what the temporary access process will look like. It is recommended to:

- Establish a clear point of contact for both the checkpoint personnel and the EOC for efficient communications
- Confirm reporting structure for checkpoint personnel to RCMP/contractors/EOC, as required
- Identify to whom EOC Master Lists will be sent and through what channel; identify how the completed, expired Master Lists will be returned to the EOC
 - o For example: Master Lists are emailed to the RCMP detachment, who then provides the Master Lists to their officers at the beginning of their shifts, or emails/delivers the Master Lists, as able, to checkpoint personnel.
- Provide Checkpoint One Pager training guide to the police branch to disseminate to checkpoint personnel

CROSS JURISDICTIONAL ACCESS

There may be times when an individual or agency requires access to the evacuation areas across multiple jurisdictions. For example, an oil and gas pipeline operator may need to perform maintenance checks or repairs on a pipeline that stretches across the province. To best facilitate this access in a timely and efficient manner for all parties involved, it is recommended that the Strathcona Regional District adopt the recommended, standardized form/waiver for temporary access. This way the recommended process can be:

- Requestor fills out one form, or rapidly fills out multiple forms that are similar in nature
- The requestor then submits the form(s) to the respective jurisdictions with a copy to the PREOC/EMCR Regional Duty Manager (RDM)
- When time permits, the PREOC/RDM can then help to facilitate approval for this request, and if required, set up a coordination call to align the recommendations to allow the access, as reasonable

□ The PREOC/RDM can assist with the communication of approvals to the requestor. While EMCR can assist with facilitating temporary access requests across multiple jurisdictions, the Strathcona Regional District maintains authority over their jurisdiction, and EMCR cannot approve access into evacuation areas.

ESCORTS

A person entering the Evacuation Order area may require a qualified escort at the discretion of the hazard-specific SME or EOC. In this case, access may be subject to the availability of an escort, within the time limit identified on the permit. Escorts may be required for individuals with vulnerabilities or increased risk, or when the nature of the emergency event calls for it. It is recommended that an escort be considered for all individuals/agencies passing through an evacuated area, as reasonable.

EARLY RE-ENTRY FOR PREPARATION PRIOR TO EVACUATION RESCIND

To facilitate the best possible community recovery, it is recommended that certain agencies be given access to prepare the area for repatriation prior to an Evacuation Rescind being issued. This would occur once it has been deemed safe for residents to return to the evacuated area but before formally rescinding the Evacuation Order. The goal is to facilitate a graduated and coordinated re-entry into the community by making certain that the necessary preparations have been made in advance of the general population returning.

As the area under evacuation has been, or is about to be, recommended for an Evacuation Rescind by a hazard-specific subject matter expert on the grounds of safety, the process for allowing the early re-entry of supporting individuals/agencies can be less onerous. It is recommended that the Strathcona Regional District's EOC provide a list of the approved individuals/agencies to checkpoint personnel with the understanding that these individuals/agencies are able to remain within the evacuated area as it has been deemed safe to do so and will allow them to make preparations for returning residents. During this time, it is important to have consistent communications with the Incident Commander of the hazard in order to maintain awareness of conditions and potential shifts in the hazard situation prior to the Evacuation Rescind being formalized.

The following includes a non-exhaustive list of the access that should be considered:

The respective Health Authority will need to validate that critical public services are available, such as drinking water, proper sewage, air quality, and food safety.

** Failing to allow the Health Authority access into the evacuated area to validate these requirements may result in a new Evacuation Order being issued by the Health Authority under Part 6, Division 6, Section 83 of the Public Health Act.*

- The respective Health Authority will also need hospital maintenance, inspection, and clinical staff to prepare the emergency department to ensure services are open and available when the Order is lifted
- Critical Infrastructure agencies will need to ensure that their equipment is operating
- Utility Agencies will need to reinstate services
- Rapid Damage Assessments of properties and hazards need to take place
- Contaminated sites assessed and, if required, cleaned-up
- School Districts will need to determine if they can open schools within reasonable time-period
- Establishment of a Resilience Centre for evacuees to gain information and resources once the Evacuation Order has been lifted

9.9 – Access Permit Templates

EMERGENCY OPERATIONS CENTRE TEMPORARY ACCESS PERMIT PROCEDURES

**NO PERSON UNDER THE AGE OF 19 WILL BE PERMITTED TO ACCESS
EVACUATION AREA UNLESS MINOR HAS BEEN APPROVED FOR PASS-
THROUGH AND ACCOMPANIED BY LEGAL GAURDIAN**

AUTHORIZATION FOR ENTRY

- Strathcona Regional District has the sole authority for permitting non-response related access into the area under Evacuation Order
- Approved permits are standardized, and signed by an authorized representative of the Strathcona Regional District
- Any individual(s) seeking access into the evacuated area must receive an approved permit from the Strathcona Regional District; direct them to [location/phone number] to request access

ENTRY PROCEDURE

1. Daily, when applicable, the EOC will provide a Master List of all approved permits for that time period
2. When individual(s) approach checkpoint, obtain permit
3. Confirm:
 - ✓ Permit information matches EOC Master List
 - ✓ Waiver has been signed
 - ✓ Confirm that individual has received safety briefing from EOC
 - ✓ Permit has been authorized by EOC
4. Give permit back to individual(s) and have them display permit clearly on their dashboard
5. Note the time of entry on EOC Master List

EXIT PROCEDURE

Should individual(s) not exit the evacuation area by the Approved Time of Exit on the EOC Master List, contact the EOC to report situation.

1. Collect the permit from the individual(s) exiting the evacuation zone
2. Note the time of exit on EOC Master List
3. At end of operational period, submit permits and Master List to the supervisor

[Type the document title]

Approved Temporary Access into Evacuation Area Master List

Date of Entry: _____

EOC Phone Number for Issues Management:

NO PERSON UNDER THE AGE OF 19 WILL BE PERMITTED TO ACCESS EVACUATION AREA UNLESS MINOR HAS BEEN APPROVED FOR PASS-THROUGH AND ACCOMPANIED BY LEGAL GAURDIAN

Permit ID Number	Permit Holder's Name	# of People	Entry Checkpoint Location	Approved Time of Entry	Approved Time of Departure	Actual Time of Entry	Actual Time of Departure	Comments

PERMIT HOLDER IS NOT AUTHORIZED TO STOP OR ENTER ONTO ANY PRIVATE PROPERTY DURING ACCESS/PASS-THROUGH.
 PERMIT HOLDERS MUST EXIT THE EVACUATION AREA BY THE PERMIT EXPIRY DATE AND TIME.
 PERMITS ARE TO BE RETURNED TO CHECKPOINT PERSONNEL UPON EXITING EVACUATION AREA

EVACUATION AREA PASS-THROUGH PERMIT

**NO PERSON UNDER THE AGE OF 19 WILL BE PERMITTED TO PASS-THROUGH
EVACUATION AREA UNLESS ACCOMPANIED BY THEIR LEGAL GAURDIAN**

**This permit gives the named individual(s) the permission to travel through the Evacuation Order
area as per the conditions outlined.**

Emergency EOC Contact Number	PERMIT NUMBER
-------------------------------------	----------------------

PERMIT RESTRICTIONS			
PERMIT ENTRY DATE / TIME		PERMIT EXPIRY DATE / TIME	
CHECKPOINT ENTRY LOCATION			
CHECKPOINT EXIT LOCATION			
ROUTE THROUGH EVACUATION ZONE			
PERMIT HOLDER'S INFORMATION			
FULL LEGAL NAME		D.O.B. / AGE	
PHONE NUMBER		DRIVER'S LICENCE #	
ADDRESS			
VEHICLE INFORMATION			
MAKE/MODEL		PLATE NUMBER	COLOUR
APPROVED PASSENGER NAME(S)			

WAIVER AND AGREEMENT (RELEASE AND INDEMNITY – PLEASE READ CAREFULLY)	
<p>“I understand that I have voluntarily chosen to enter into an area that is under an evacuation order due to extreme and imminent hazards and as such, I accept complete responsibility and liability for my actions and choices. In consideration for being permitted to pass through the evacuation area, I hereby release and forever discharge the Strathcona Regional District and other responding agencies and their officers, agents, employees, contractors and volunteers (collectively, the “Released Parties”) and agree to indemnify and save harmless the Released Parties from and against all losses, claims, damages, actions, causes of action, costs and expenses whatsoever, that the Released Parties may sustain, incur, suffer or be put to, including those arising from the negligence of the Released Parties, by reason of this permit or my entering into the evacuation area.”</p>	
Name (print):	Signature:
Name (print):	Signature:

INCIDENT COMMANDER RECOMMENDATION FOR ACCESS BASED ON SAFETY CONDITIONS				
RECOMMENDATION	<input type="checkbox"/> Approve <input type="checkbox"/> Deny	NAME		SIGNATURE
ESCORT REQUIRED	<input type="checkbox"/> Yes <input type="checkbox"/> No	ESCORT NAME/CONTACT		

ON BEHALF OF STRATHCONA REGIONAL DISTRICT, TEMPORARY ACCESS AUTHORIZED BY				
POSITION		NAME		SIGNATURE
SAFETY BRIEFING PROVIDED TO PERMIT HOLDER(S) AT TIME OF ISSUANCE?				<input type="checkbox"/> Yes <input type="checkbox"/> No

PERMIT HOLDER(S) IS ONLY TO TRAVEL THROUGH EVACUATION AREA WITH NO DEVIATION FROM THE APPROVED ROUTE.
 PERMIT HOLDER(S) IS NOT AUTHORIZED TO STOP OR ENTER ONTO ANY PRIVATE PROPERTY DURING PASS-THROUGH.
 PERMIT HOLDER(S) MUST EXIT THE EVACUATION AREA BY THE PERMIT EXPIRY DATE AND TIME.
 PERMIT TO BE RETURNED TO CHECKPOINT PERSONNEL UPON EXIT.

EVACUATION AREA ACCESS PERMIT
NO PERSON UNDER THE AGE OF 19 WILL BE PERMITTED TO ACCESS
EVACUATION AREA

This permit gives the named individual(s) the permission to travel into the Evacuation Order area as per the conditions outlined.

Emergency EOC Contact Number	PERMIT NUMBER
-------------------------------------	----------------------

PERMIT RESTRICTIONS

PERMIT ENTRY DATE / TIME		PERMIT EXPIRY DATE / TIME	
CHECKPOINT LOCATION			
DESTINATION / ADDRESS			
ROUTE TO DESTINATION			

PERMIT HOLDER'S INFORMATION

FULL LEGAL NAME		D.O.B. / AGE	
PHONE NUMBER		DRIVER'S LICENCE #	
ADDRESS			

VEHICLE INFORMATION

MAKE/MODEL		PLATE NUMBER		COLOUR	
APPROVED PASSENGER NAME(S)					

PURPOSE OF ACCESS

REASON FOR ENTRY			
Must address at least one of the following BCEMS goals	<input type="checkbox"/> Ensure the health/safety of responders <input type="checkbox"/> Save lives <input type="checkbox"/> Reduce suffering <input type="checkbox"/> Protect public health	<input type="checkbox"/> Protect infrastructure <input type="checkbox"/> Protect property <input type="checkbox"/> Protect the environment <input type="checkbox"/> Reduce economic and social losses	

WAIVER AND AGREEMENT (RELEASE AND INDEMNITY – PLEASE READ CAREFULLY)

“I understand that I have voluntarily chosen to enter into an area that is under an evacuation order due to extreme and imminent hazards and as such, I accept complete responsibility and liability for my actions and choices. In consideration for being permitted to temporarily enter the evacuation area, I hereby release and forever discharge the Strathcona Regional District and other responding agencies and their officers, agents, employees, contractors and volunteers (collectively, the “Released Parties”) and agree to indemnify and save harmless the Released Parties from and against all losses, claims, damages, actions, causes of action, costs and expenses whatsoever, that the Released Parties may sustain, incur, suffer or be put to, including those arising from the negligence of the Released Parties, by reason of this permit or my entering into the evacuation area.”

Name (print):	Signature:
Name (print):	Signature:

INCIDENT COMMANDER RECOMMENDATION FOR ACCESS BASED ON SAFETY CONDITIONS

RECOMMENDATION	<input type="checkbox"/> Approve <input type="checkbox"/> Deny	NAME		SIGNATURE	
ESCORT REQUIRED	<input type="checkbox"/> Yes <input type="checkbox"/> No	ESCORT NAME/CONTACT			

ON BEHALF OF THE STRATHCONA REGIONAL DISTRICT, TEMPORARY ACCESS AUTHORIZED BY

POSITION		NAME		SIGNATURE	
SAFETY BRIEFING PROVIDED TO PERMIT HOLDER(S) AT TIME OF ISSUANCE?				<input type="checkbox"/> Yes <input type="checkbox"/> No	

- PERMIT HOLDER(S) IS ONLY TO TRAVEL TO AND FROM THE DESTINATION NOTED WITH NO DEVIATION FROM THE APPROVED ROUTE.
- PERMIT HOLDER(S) IS NOT AUTHORIZED TO ENTER ONTO ANY OTHER PRIVATE PROPERTY THAN THE APPROVED DESTINATION.
- PERMIT HOLDER(S) MUST EXIT THE EVACUATION AREA BY THE PERMIT EXPIRY DATE AND TIME.
- PERMIT IS TO BE RETURNED TO CHECKPOINT PERSONNEL UPON EXIT.

Section 10

Re-Entry & Recovery Planning

Evacuees returning to their homes or businesses in evacuated areas require the same consideration, coordination, and control as the original evacuation. Recovery planning should be started early, even before the emergency is concluded. In a tactical evacuation, the Incident Commander will normally make the decision to return evacuees as appropriate. For large-scale evacuations, the decision will be made by the EOC and disseminated through multiple communication channels. In these cases, the recovery phase may be long and complicated. Before Re-entry, the SRD EOC needs to deploy a Community Recovery Plan, coordinated by a Recovery Manager appointed within the EOC. Demobilization planning of the EOC must consider the need to maintain some degree of EOC capacity, whether remote, intermittent or virtual.

10.1 – Return / Re-Entry Conditions

Conditions to be met in the evacuated area before evacuees are authorized to return:

Check	
	The threat prompting the evacuation has been resolved or has sufficiently subsided.
	Debris has been removed to permit travel and roads and bridges are safe to use.
	Utility damage and related hazards have been mitigated. Downed power lines have been removed; ruptured gas, water, and sewer lines have been repaired; and other significant safety hazards have been eliminated, though some utility services may not be fully restored.
	Structures have been inspected and deemed safe for occupancy.
	Water supplies are adequate for firefighting.
	Emergency services are restored to a basic level and are ready to respond to residents. Evacuees doing re-entry may be encouraged to bring supplies sufficient for a certain period of time if local suppliers have limited availability.
	Critical infrastructure such as water, power, and access to medical supplies and services has been restored. For return and re-entry, it may be necessary to provide transportation for those who lack vehicles.
	There will be no interference to ongoing police-related investigations
	Commercial food supplies are available
	Structures are safe to reoccupy
	Security needs are in place for damaged structures or unsafe areas
	Public health issues such as contaminated water are being managed

10.2 – Public Information

Public information intended for returnees should address:

- Documenting damage for insurance purposes.
- Caution in reactivating utilities and damaged appliances.
- Cleanup instructions.
- Removal and disposal of debris. In the event of an extended power outage, Quadra Island would face a serious hazard from spoiled food in fridges and freezers at homes and businesses. This can quickly become a life-safety issue if it is not planned for and approached with the same care as the other elements in Recovery. This impacts re-entry and reoccupation with profound consequences – even if fresh food can be supplied, residents have nowhere to put it.

10.3 - Best Practices

- Provide regular updates that are accurate, thorough, and coordinated to affected residents in order to dispel rumours.
- Hold a Town Hall type event prior to re-entry to address concerns and explain re-entry procedures.
- Consider what services will be in place when an evacuation order is rescinded and how to set priorities for re-establishing essential services. It is important to provide messaging to the public on the level of services that will be available and the need to be prepared for services to be unavailable for a time.
- Canvas residents whose homes are damaged and connect with them to firstly appropriately notify them of the loss, and secondly to inform them of other short-term housing options, where required.
- Establish a Resiliency Centre that will act as a “one-stop-shop” for all information and services required by residents re-entering the town. Services may include health and safety, insurance, mental health and chaplaincy, government programs, utilities, and provision of welcome kits. These often become community hubs for information exchanges, community BBQs, and other activities that help build resilience, hope, and acceptance of the new normal. Consideration should be given to the needs of transient workers as well as vulnerable populations.
- Ensure all stakeholders are consulted and involved in re-entry activities.
- Provide welcome kits for returning residents that include Red Cross Clean-Up kits with cleaning and sanitation supplies, personal protective equipment, and information on safe practices related to housing, food, sanitation, water, and smoke damage. Welcome kits can also include signs to be placed in home windows that alert utility providers of the need to re-establish gas, water, phone, and power services.
- Incorporate NGOs and faith communities into re-entry efforts with a defined role in the re-entry process. The role of NGOs could include the provision of mental health and chaplaincy services, distribution of donations, and mobilization of volunteers.
- Identify and assess hazards prior to re-entry. As part of this effort, high-risk areas should receive perimeter fencing.
- Consider re-establishing retail services (food, pharmacy, gas, and banking) prior to re-entry. Ensure workers are in place.
- Provide residents with controlled bus tours of affected areas with psychosocial support on the bus.
- Consider conducting damage assessment prior to re-entry to get an idea of how many buildings are damaged. This could be done on the ground or from the air.

This may help communities determine the number of residents who will be requiring lodging support upon return.

10.4 - *Cautions*

- After an initial influx of resources are provided during the re-entry phase, it is natural for some of them to drop off over time. Avoid a sudden withdrawal of special resources that may result in capacity gaps. In particular, there is a need for consistency in public messaging.
- Consider vulnerable populations that may be returning and what specific resources may be required to support them such as shelter and food banks.
- Avoid duplication of information by different organizations as this may confuse residents and even appear to be contradictory. Coordination with other local governments, regional districts, and EMCR's Provincial Regional Emergency Operation Centre (PREOC) will be useful.
- Ensure that mental health support is provided in a confidential and culturally relevant manner and in a way that residents are comfortable with. Disaster Psychosocial, the Red Cross, local faith communities, First Nations healing protocols or toll-free phone lines may be appropriate delivery methods.
- Economic assistance must allow residents the flexibility to take control of their lives and make appropriate choices on housing.
- Donations of both cash and supplies need to be distributed transparently. If unusable material donations must be disposed of, it should be done in a way that is sensitive to public perception.

10.5 - Re-entry Considerations

BC Wildfire Service will make a recommendation that the area is safe from fire-related hazards. Once the threat has passed, the Local Authorities or First Nation will make a decision on when and how to authorize community re-entry. The following includes considerations in making this decision and some items to consider shortly after re-entry. This includes some duplicate information from the re-entry considerations tool and further expanded best practices. The numbering system below does not indicate priority and is merely for document organization.

1. Wildfire and related risks no longer pose an imminent threat

- BC Wildfire confirms it is safe to return
- BC Wildfire conducts a post-wildfire natural hazard assessment
- BC Wildfire service conducts a danger tree assessment
- An air quality statement is provided by the Health Authority and Ministry of Environment
- Strathcona Regional District identifies hazardous materials identified and mitigated
- Any hazard areas are secured with fencing.

Fire must no longer be a danger – The British Columbia Wildfire Service (BCWS) monitors the status fire and will provide the Strathcona Regional District with an assessment and must confirm that a community is safe prior to re-entry occurring. BCWS uses a number of criteria in making this assessment, including the size of the fire, weather forecasts, size and position of guards and breaks, and wind conditions.

Depending on the circumstances, an assessment of natural hazards should be considered, as a significant hazard (or hazards) may affect the ability of residents to return. The Ministry of Forests and BCWS may be able to assist the SRD with this. If additional hazards are identified, the areas should be secured, and mitigation actions should be started.

While fire may no longer pose a direct danger to the community, the scale of fires further afield may bring large quantities of smoke into the community – and this can have significant impacts to air quality. The provincial ministries of Health and Environment, as well as the health authorities will assist with this assessment. Depending on the Air Quality Health Index (AQHI), measured levels of fine particulate matter, or a visual assessment of smoke intensity, residents with respiratory or cardiovascular health issues, pregnant women, children and seniors may want to consider not returning home immediately, and this should be reflected in the EOC's public messaging.

If air quality continues to be an issue, communities should try to ensure that there are adequate clean air shelters available to the public to access, such as shopping malls or

community centres. These would need to have clean, filtered air. For additional information on clean air shelters, contact the SRD's regional environmental health officer, through the Vancouver Island Health Authority.

Consideration should be given to ash, air, soil, and water testing prior to re-entry, once clean-up has occurred, and potentially longer-term. Residents will likely be concerned about the health impacts of fire on their homes and neighbourhoods, whether it is from the fire itself, exposure to smoke, fire retardant or water bombing, etc. Consistent messaging about the health risk, any testing being done, and what a homeowner can do, is a key ingredient to people's confidence in coming home and rebuilding.

2. Safe transportation available to and within the community

- Consult with the Ministry of Transportation and Infrastructure on the re-entry plan(s).
- The Ministry of Transportation and Infrastructure will conduct a hazard assessment (geotechnical, danger tree, structures) for all provincial highways which form part of the re-entry plan and have been impacted by fire.
- Ensure that roads into the community are accessible and not at risk.
- Coordinate with other Local Authorities, First Nations, and the RCMP if the re-entry route runs through other jurisdictions which are under an evacuation order to ensure security is in place for those areas and that routes are not overwhelmed by multiple re-entries at the same time.
- Confirm with the Ministry of Transportation and Infrastructure, a traffic management plan for the re-entry process. Communicate this through government and media outlets.
- Ensure transportation arrangements are in place for residents who do not have their own means to return to the community.
- With input from the Ministry of Transportation and Transit, identify safe locations for information checkpoints, including a system for ensuring only permitted local residents are able to re-enter to evacuated area, until a full re-opening is in place.
- Consider staging re-entry by area, especially for larger communities.
- Plan to re-establish public transit, ensure communication with residents.

3. Affected residents are informed

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

Sufficient and effective communication with returning residents is key to a successful community re-entry. Being forced from one's home is a traumatic and often confusing event for residents, and the addition of poor communication from government is one stressor that can be mitigated by an effective strategy.

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

A public information meeting, town hall or community-wide meeting (either in person or virtually) will allow affected parties to express their concerns. The community meeting will also allow the SRD to explain the status of the re-entry effort and ensure affected parties know what is expected of them.

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

- Will there be a boil water advisory? How long is it likely to be in place?
- What will be the access to critical retail, pharmacy, and health services?
- Will people need to bring more supplies with them? For how long?
- Are any relevant evacuation alerts still in place?
- Are there hazard areas closed off or that need to be closed off?

It is important that returning residents have as much information as possible in order to make an informed decision. Consider putting together an information package or “Welcome Home Package” for returning residents with all the important details can be very helpful, and will aid in SRD efforts in appearing and acting positive and organized.

See PreparedBC info on Returning Home After a Wildfire:

<http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/emergency-response-and-recovery/returning-home>

Determine:

- Critical infrastructure operators have been provided access to restore infrastructure
- Electricity restoration plans are underway
- No hydro lines are down
- Access to food and potable water (see Section 10 – Critical Retail)
- Access to water for firefighting purposes
- Access to sewage or temporary toilets
- Communication systems working
- Safety of natural gas and propane
- Fuel stations open
- Health facilities restored
- Veterinary services are available

Local utility services should be functional at some minimum acceptable level prior to re-entry. In order to best facilitate this, it is helpful to allow essential workers to access the community before an order is lifted in order to assess and/or repair utilities prior to general re-entry of residents.

Should some utilities be inoperable or operating at a lower capacity the SRD EOC must inform residents through messaging campaigns and/or through public meetings.

4. SRD services available

If SRD services are going to be operating at a reduced capacity, residents must be informed. Additionally, if the community has services delivered by the provincial government, it would be helpful to coordinate and/or ensure their operation upon re-entry. The EMCR VIC PREOC can assist the SRD with provincial coordination and finding the correct ministry.

5. Structure damage assessments complete

- Determine a priority order for the assessment of damage to buildings and critical infrastructure.
- Conduct an initial area or 'windshield' assessment to determine broadly which parts of the community have been damaged. This will help focus where you subsequently send damage assessment teams to inspect individual buildings.
- Conduct Rapid Damage Assessment in affected areas.
- Conduct damage assessment to assets including parks.
- Ensure a Critical Infrastructure (CI) damage assessment has occurred by the infrastructure owner.

Damage assessments are a local government responsibility for most structures, and BC Housing is a provincial agency which can provide staff training and assistance. The SRD should consider what level of damage to residential structures would make that building unsafe to use (i.e. just structural damage or maybe also a lack of certain utilities etc.). Damage to critical infrastructure will generally be assessed by the CI owners, but staying in touch with them is beneficial for both parties.

If structures were damaged by the firefighting efforts, such as being bulldozed to create a fireguard or water bombed or doused with fire retardant, these structures have to be assessed and a process developed with BCWS to compensate the owners.

6. Essential services restored to basic level

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

Public safety is a key responsibility of the SRD and it should be a consideration whether to allow re-entry without these services in place. It is important to recognize that if police and fire resources are occupied with emergency response activities, they may not be able to provide an appropriate level of day-to-day coverage to the community, and this needs to be considered.

7. Health care services are available

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

Community evacuations are stressful and returning home does alleviate some but not all of those stressors. This stress may exacerbate pre-existing health conditions of some residents. If some health care services that are normally available in the community will be unavailable for a foreseeable amount, it may be a good idea for some of the more vulnerable populations not to return home yet.

Having mental health supports for returning residents is critical, and those supports must be in place prior to and during re-entry. All efforts should be made to ensure mental health supports are culturally relevant (e.g. First Nations supports for First Nations residents).

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

8. Recovery supports established

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

It is highly recommended to set up a resiliency centre, or a “one-stop-shop” where residents can get information on services available to support them as they move back to their home, clean up, and transition to recovery.

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

9. Access to critical retail

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

Consideration should be given to whether or not critical retail owners should be provided priority access to the community. Some businesses have well-established business continuity programs and can be up and running within days, but others may take time. Coordination with these private business owners is the SRD's responsibility.

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

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

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

10. Insurance support established

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

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

11. Recovery assets in place

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

12. Damaged and destroyed structures considerations

Not every community that was on evacuation order suffered damage or destruction to structures, but for those that did – there are a number of factors to consider.

- Messaging is important. Residents' first notice that their home was damaged or destroyed should not be on site. They should be contacted prior to re-entry.
- Residents should be allowed to visit their damaged or destroyed homes. This offers a sense of closure to some, and a sense of empowerment to others. Where possible provide concurrent emotional support.
- While resident safety should always take priority, it may be possible for residents to visit their damaged homes. Depending on the level of damage, this may need to be coordinated by the SRD's EOC due to a requirement to escort residents.
- Depending on the level of destruction to a structure, there may be an opportunity for residents to sift through their property in the hopes of finding possessions. This process should be done under escort, with officials trained in sifting through fire-destroyed properties. Team Rubicon is a volunteer organization with experience in sifting. Damaged and unsafe structures should be cordoned using tape or barricades to ensure safety and guard against unlawful access. For some larger, public buildings, security may even need to be put in place until the building can be re-built.
- Consider soil sampling to determine if hazardous materials are present. This is the responsibility of the landowner.

13. Additional considerations for re-entry of livestock:

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

10.6 - General Resident Re-Entry

Once the conditions for general re-entry have been met, residents will be invited to return to their homes. In order to ease congestion and prevent overload on restoration of services, returns will be sequenced by neighborhood. Residents with homes and/or businesses in the zone designated for re-entry will be authorized to travel and return home to Quadra Island. For those without means of travel, the EOC will develop options for bus travel between key areas. As this information is finalized, it will be widely communicated.

Returning residents should be prepared to be self-sufficient. There will be limited services available. While a neighborhood has met the conditions for re-entry, citizens should not expect the full range of services and amenities that existed before. If residents have the ability to drive, they should consider arriving on Quadra Island with sufficient foodstuffs and water to last up to fourteen (14) days. You should be prepared for the occasional disruption or delay of services.

Residents will be provided with an information package with further information. The information package will provide residents with safety facts, helpful hints, utilities and services information, re-entry and recovery supports, as well as responses to frequently asked questions.

Residents will have the option to visit an Information Centre. The decision to attend an Information Centre rests with the resident; it is not mandatory. The Information Centers will provide a “one stop shop” where you will be able to get information on programs and information updates, debris removal and garbage disposal, mental health supports, interim accommodations, and a whole host of returnee supports and services.

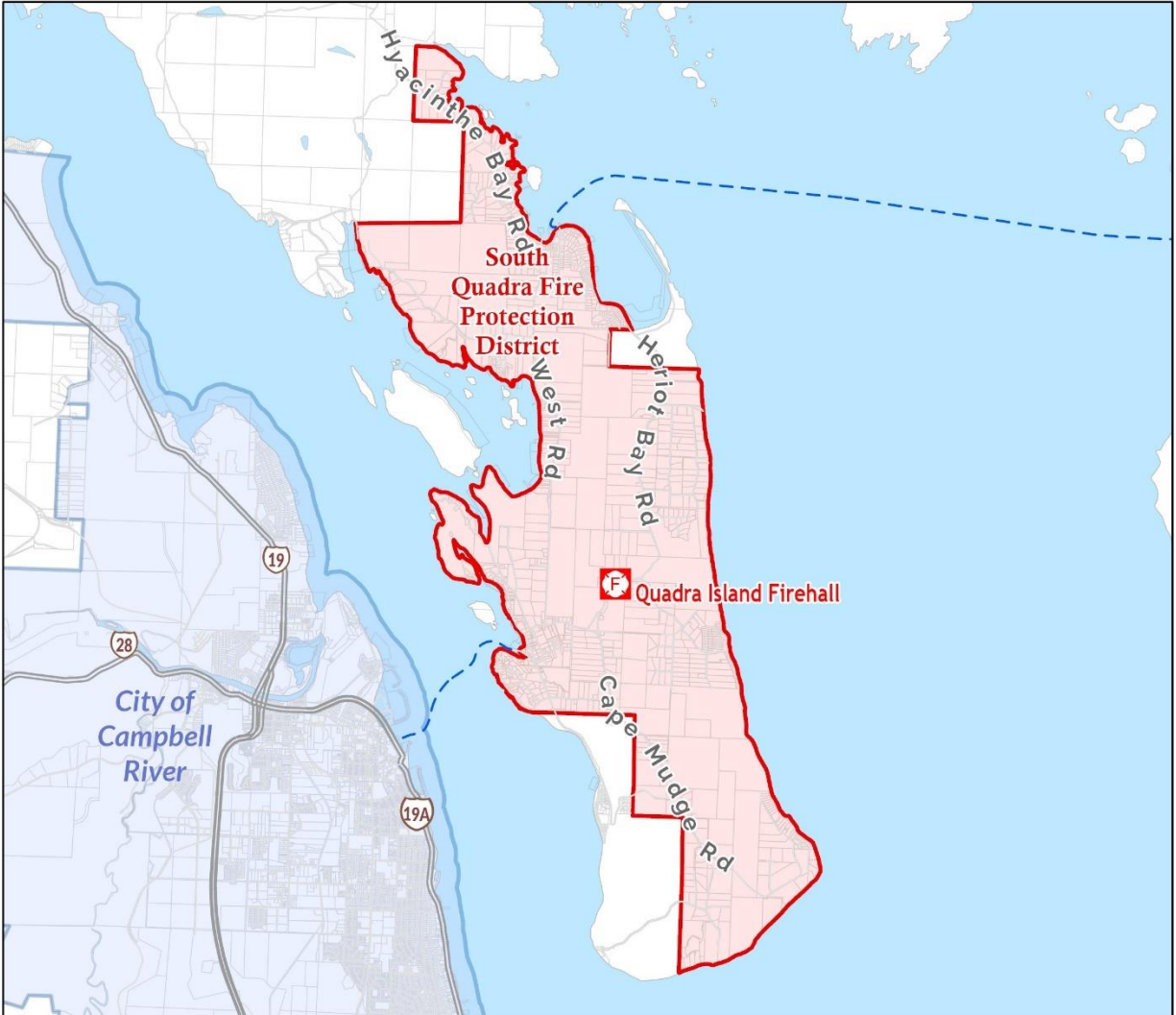
Any resident who identifies damage to their property is encouraged to contact their insurance provider before undertaking any repairs or remediation. In many cases, this work will fall to the insurance provider to coordinate and complete. Regardless of the course of action taken by a homeowner when faced with **property damages**, there are two key reminders that merit emphasis:

1. **Safety must always be first and foremost, at all times and everywhere.** Residents need to understand that their community, while deemed safe to return to, contains many hazards as a result of the wildfires. In some cases, these hazards are readily apparent, but this is not always true. Hidden hazards and especially those that may not be apparent to children or pets, can pose a considerable risk. Residents should be extra aware and cautious of their surroundings.
2. When dealing with damages, be they private or public property, always **take pictures, lots and lots of pictures**. This will make it easier when making an insurance claim.

An event such as this has the potential to generate immense pressures, stresses and may be emotionally difficult. Residents should be prepared for this and should know they are not alone in managing these challenges. Critical Incident Stress Management teams will be present at the Information Centres to support returnees. As well, residents are encouraged to leverage their routine medical supports, where and as possible.

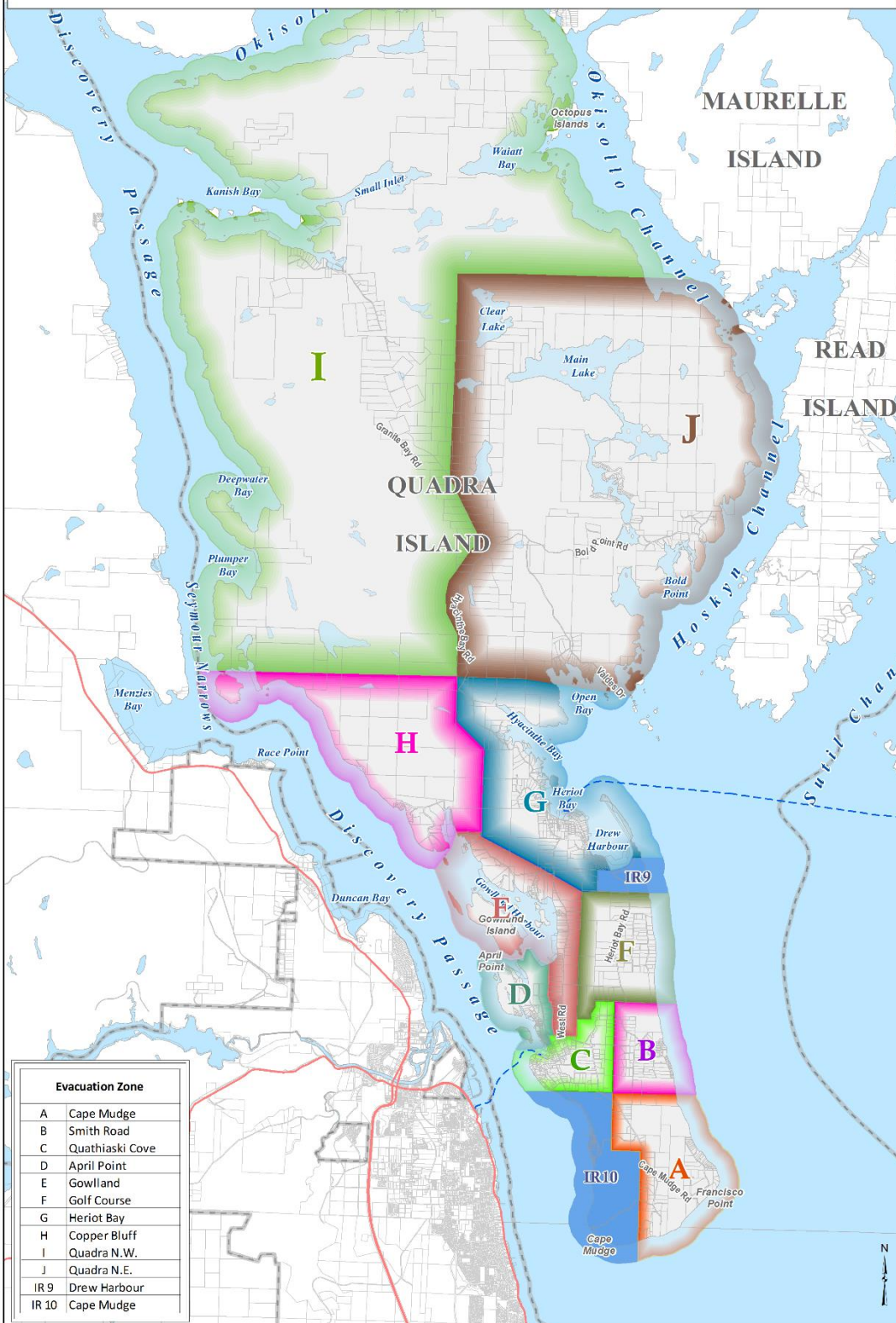
Section 11

Evacuation Zone Maps



Quadra Island Evacuation Map

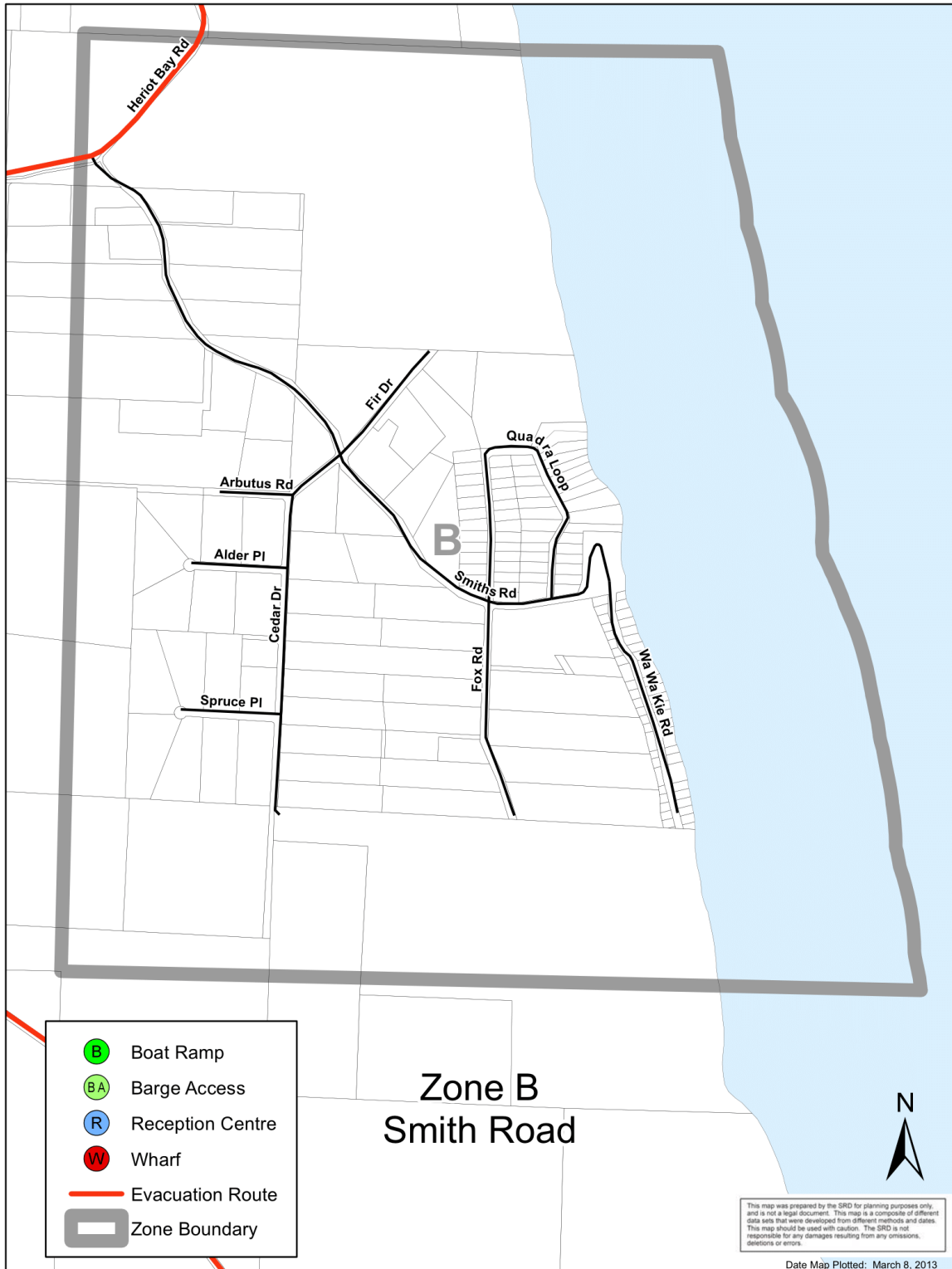
To receive free Quadra Island emergency notifications
visit: <http://strathconard.connectrocket.com>



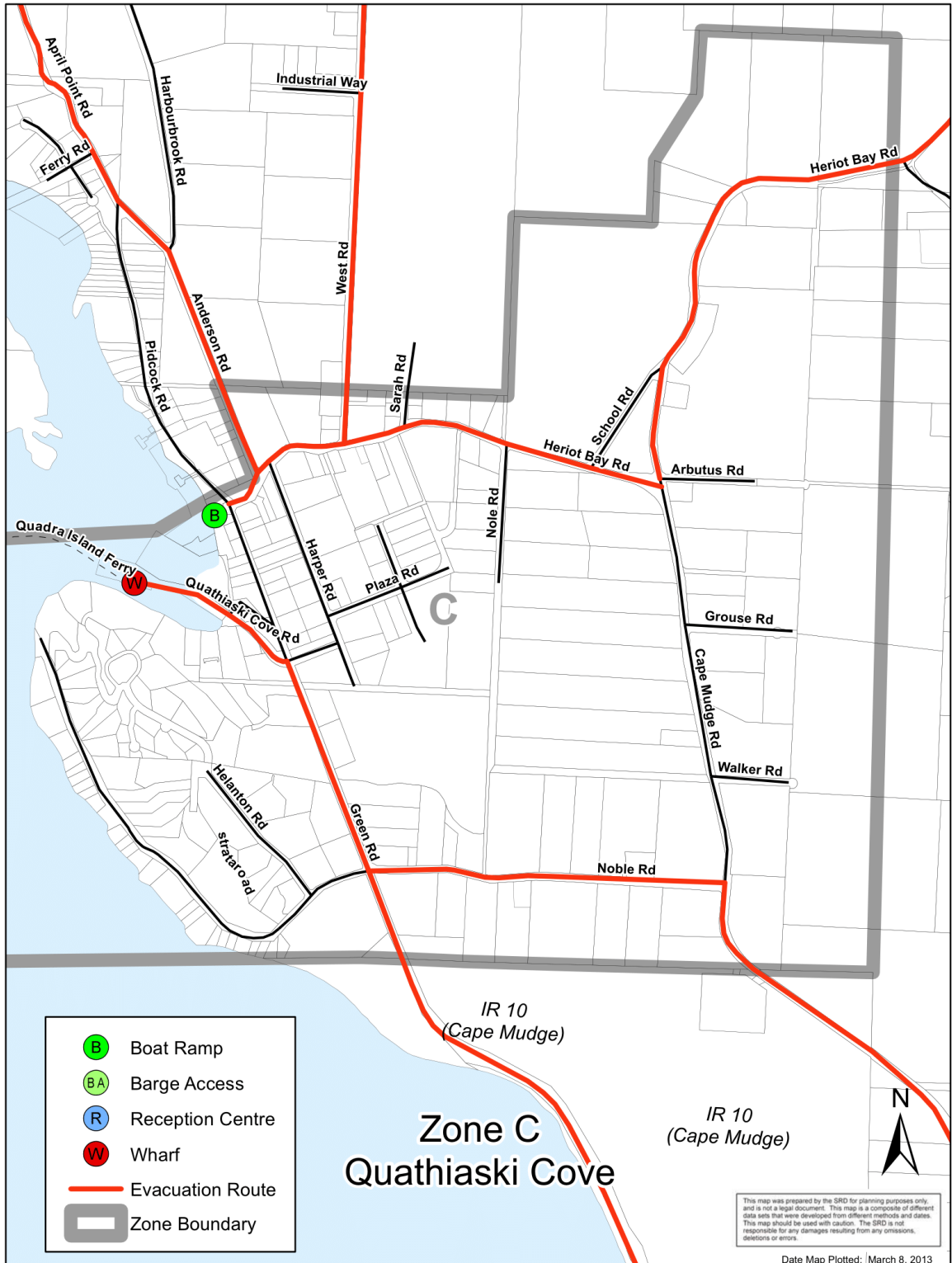
Zone A – Cape Mudge



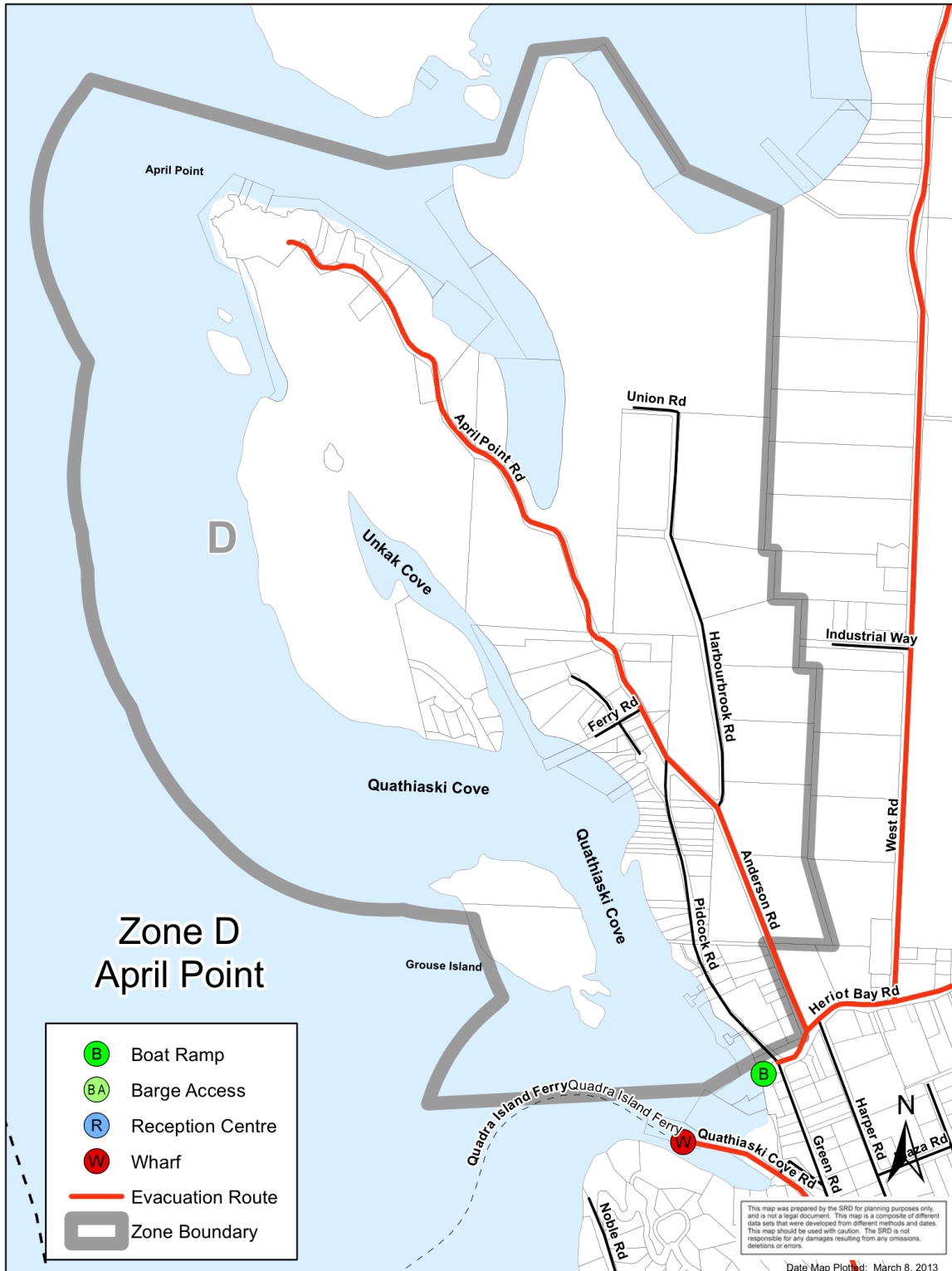
Zone B – Smith Road



Zone C – Quathiaski Cove



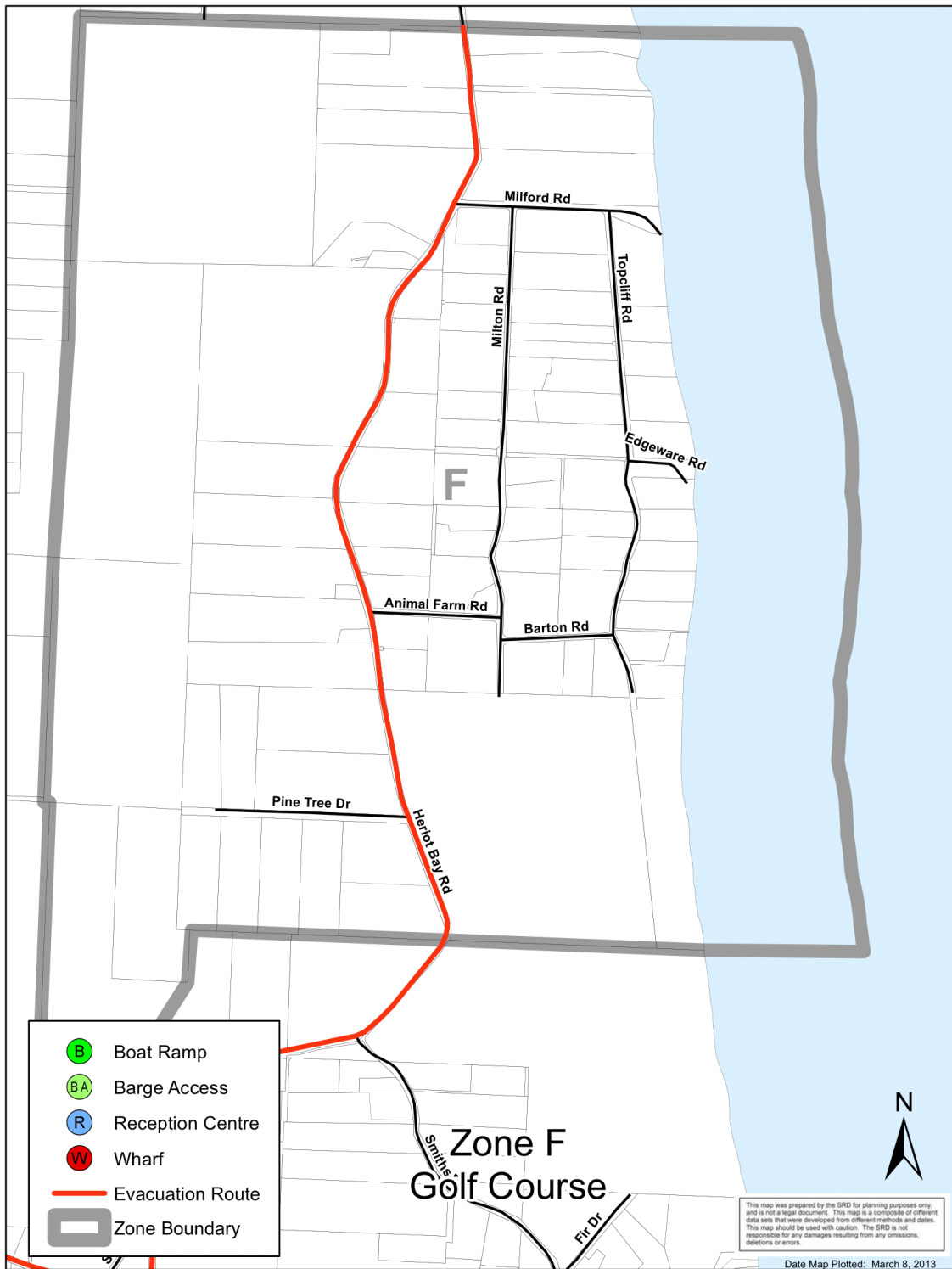
Zone D – April Point



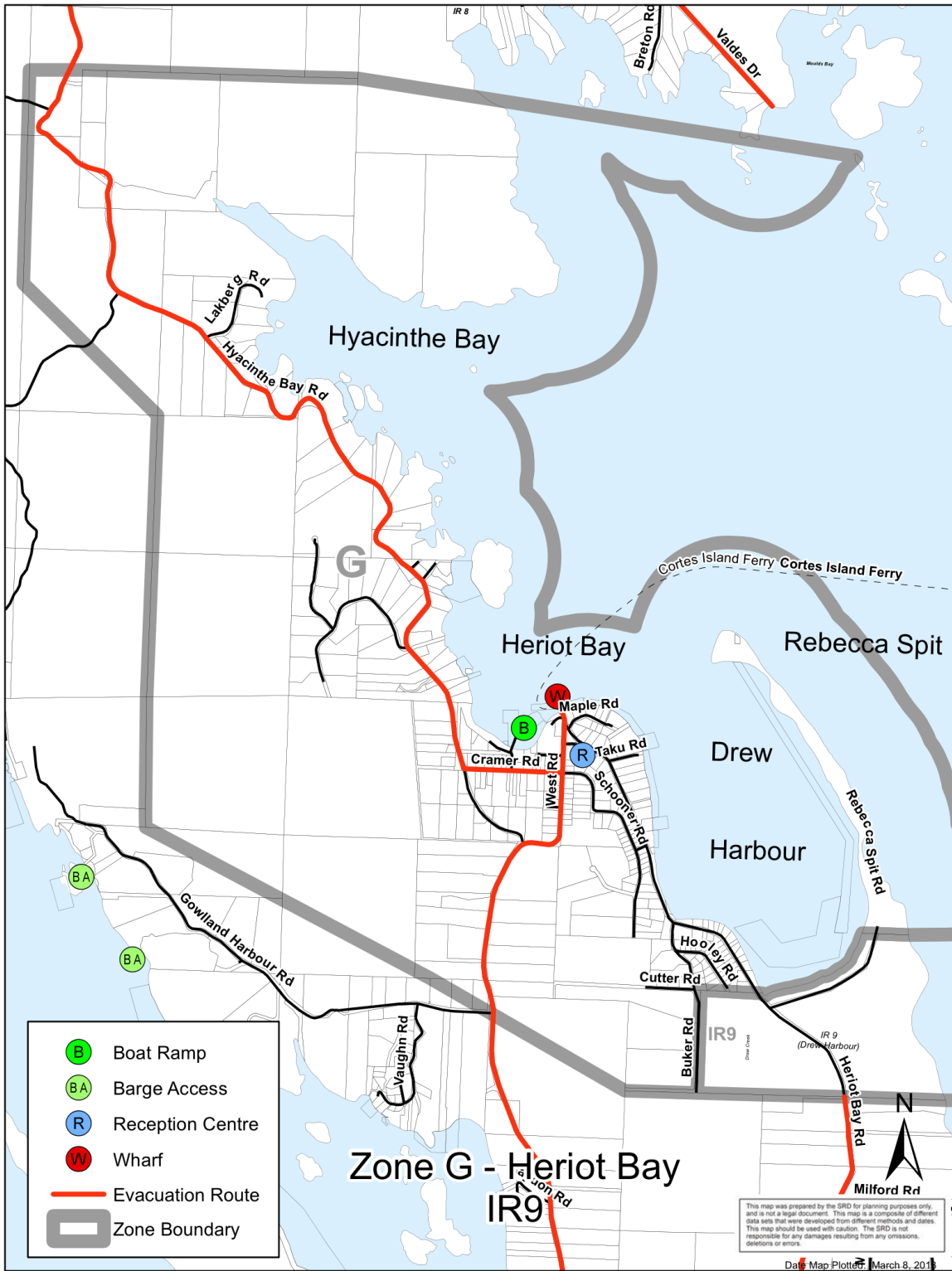
Zone E – Gowlland Harbour



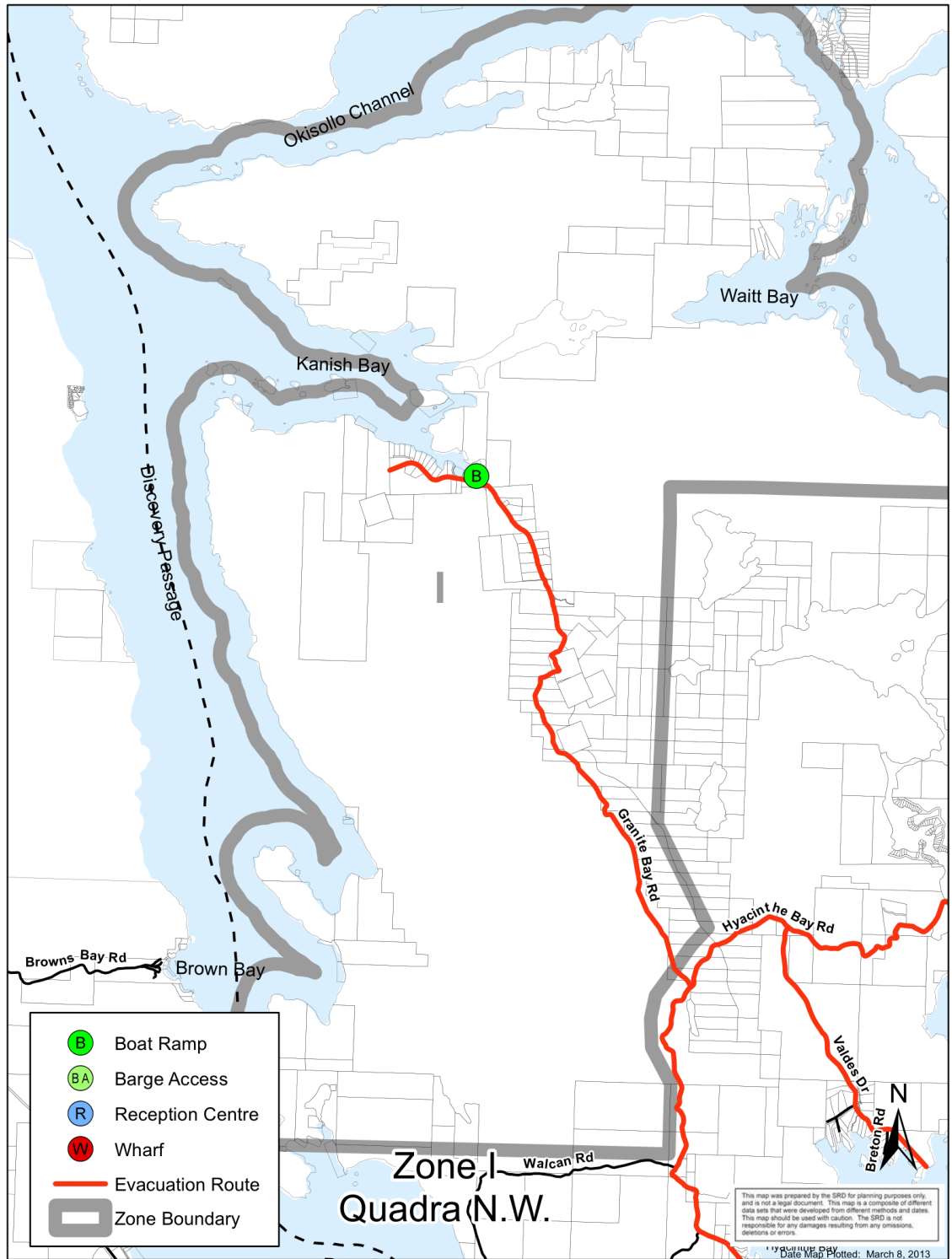
Zone F – Golf Course



Zone G – Heriot Bay



Zone I – Quadra NW



Zone J – Quadra NE



Section 12

Staging Areas

The primary staffing areas on Quadra Island Rebecca Spit Provincial Park and the Quadra Island Community Centre (Blenkin Park).

A Staging Area is a temporary location at an incident where personnel and equipment are kept while awaiting tactical assignments. Staging Areas should be located within 5 minutes of travel time to the area of expected need. An incident may have more than one Staging Area. Some incidents may use Staging Area(s) for only certain kinds of resources. For example, all police vehicles or ambulances may be located in one Staging Area. A Staging Area could be established in a harbour location for boats used in a water incident. Resources in a Staging Area are always in or on an available status, which means they should be ready for assignment within three minutes. Staging areas may include temporary fuelling and sanitation facilities. Staging Areas will be given a name which describes their general location (e.g. Community Centre Staging Area)

Rebecca Spit Provincial Park

110 parking spots





Quadra Island Community Centre



Section 13

Definitions

Assembly Areas

Assembly Areas are designated locations within the community which are to be used in the case of emergency situations. They are intended to provide a safe area for individuals to congregate while either waiting for emergency personnel to respond, or to receive transport to, other areas such as a Reception Centre and/or Group Lodging Facility.

At-Risk Populations

For the purposes of this document, at-risk populations include people with disabilities as well as individuals who do not identify as having a disability, but have limitations that may restrict their ability to self-evacuate.

Choke Point

Chokepoint is synonymous with Bottleneck and is often an area of high centrality in the transportation system.

Department Operations Centre (DOC)

Agencies that require unique local support for their operations may establish a DOC. A DOC is primarily concerned with supporting the operations of the agency. The Agency Executive may be located at the DOC. The Emergency Operations Centre's (EOC) relationship to a DOC is usually one of policy direction and support or assistance in facilitating resources or actions at the request of the DOC Director.

Emergency Operations Centre

A pre-designated facility established by a local authority to coordinate the overall agency or jurisdictional response and support to site operations. When the site-level response requires resources or coordination not immediately available at site, an EOC should be activated.

Emergency Support Services (ESS)

Emergency Support Services provides short-term assistance to British Columbians who are forced to evacuate their homes because of fire, floods, earthquakes or other emergencies. This assistance includes food, lodging, clothing, emotional support and family reunification.

Evacuation

Removal of people from an area that is either directly or imminently to be impacted by a disaster or emergency.

Evacuation Alert

The population in an area is informed that they may be required to evacuate in the near future and that they should prepare accordingly. While Evacuation Alerts may give the population an estimated notice period for evacuation, the reality of the situation may require immediate action with very short notice. Evacuation Alerts do not require a declaration of a state of local emergency.

Evacuation Order

The population is ordered to evacuate an area according to a formal written document that outlines the area in question and why an evacuation is necessary. Evacuation Orders are based on the authority granted through the declaration of a state of local emergency covering the impacted area under the Emergency Program Act. This is an order and as such does not allow for any discretionary decision on the part of the population. They must leave the area immediately.

Evacuation Rescind

When the emergency which necessitated the evacuation is under control and the hazard/emergency zone is declared safe, a Rescind of the Evacuation Order is issued.

Group Lodging

A Group Lodging facility is the location designated by the local ESS team, in cooperation with the local authority, which provides dormitory style accommodation for people displaced from their homes as a result of an emergency or disaster. These services are usually provided in local community centres, school gymnasiums and arenas. At a Group Lodging facility individuals will normally be provided with a sleeping space, meals, as well as information about the emergency situation.

Incident Commander (IC)

The individual responsible for the management of all incident operations at the incident site. The response is conducted from an Incident Command Post (ICP). On Quadra Island it is likely that the IC will be the Fire Chief or the Chief's designate.

Incident Command Post

The location at which the primary command functions are executed. (See Incident Commander)

Pre-planned evacuation

A pre-planned evacuation is an evacuation resulting from an event that provides adequate warning and preparation time.

Reception Centres

A Reception Centre is the location designated by ESS as a safe gathering place for people displaced from their homes as a result of an emergency or disaster. At a Reception Centre individuals may register to receive emergency support (food, clothing, lodging, etc.) as well as information about the emergency situation.

Self-evacuation

When individuals make the decision to evacuate although there is no official Evacuation Order in place for their area.

Shelter in Place

A protective measure that encourages the population to stay indoors and perform safety measures (such as closing windows) for the duration of the threat.

Staging Areas

Staging Areas are designated locations within the community which are to be used in the case of emergency situations to stage resources awaiting distribution by the EOC or Command Post.

Tactical Evacuation

An evacuation resulting from a hazard impact that forces immediate action, thereby allowing little or no warning and limited preparation time.

Traffic Control Points

Points along the evacuation route that have stations to control the flow of traffic.

Unified Command

In an Incident Command System (ICS), Unified Command is a unified team effort which allows all agencies with responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, responsibility, or accountability.

Section 14

Community Preparedness Statistics

Do you know your local Neighbourhood Emergency Preparedness Program (NEPP) Leader? – Based on the responses from the Quadra Island Evacuation survey the **majority of Quadra Islanders DO KNOW the Neighbourhood Emergency Preparedness Program (NEPP) Leader** of their area.

Evacuation Zone		# of Responses	Yes	No	% of Households w/ Knowledge of NEPP Leader
A	Cape Mudge	11	9	2	82%
B	Smith Road	23	15	8	65%
C	Quathiaski Cove	25	17	8	68%
D	April Point	5	3	2	60%
E	Gowlland Harbour	17	10	7	59%
F	Golf Course	11	7	4	64%
G	Heriot Bay	53	34	19	64%
H	Copper Bluffs	8	7	1	88%
I	Quadra NW	7	3	4	43%
J	Quadra NE	17	12	5	70%
IR 9	Drew Harbour	0	-	-	-
IR 10	Cape Mudge	2	0	2	0%

When was the last time you reviewed Quadra Island’s Community Wildfire Resiliency Plan (CWRP)? – Based on the responses from the Quadra Island Evacuation survey **45% of Quadra Islanders HAVE NEVER** reviewed Quadra Island’s Community Wildfire Resiliency Plan.

Evacuation Zone		# of Responses	Within the Last Year	Over One Year Ago	Never
A	Cape Mudge	10	3	3	4
B	Smith Road	22	4	7	11
C	Quathiaski Cove	30	13	6	11
D	April Point	5	1	1	3
E	Gowlland Harbour	18	5	3	8
F	Golf Course	11	3	4	4
G	Heriot Bay	53	14	11	28
H	Copper Bluffs	8	1	2	5
I	Quadra NW	7	3	0	4
J	Quadra NE	17	6	4	7
IR 10	Cape Mudge	2	1	0	1

Have you reviewed the wildfire risk of your home and property using the FireSmart Checklist? – Based on the responses from the Quadra Island Evacuation survey the **majority of Quadra Islanders HAVE** reviewed the wildfire risk of their home and property using the FireSmart Checklist.

Evacuation Zone		# of Responses	Yes	No
A	Cape Mudge	11	8	3
B	Smith Road	23	13	10
C	Quathiaski Cove	30	25	5
D	April Point	5	2	3
E	Gowlland Harbour	18	16	2
F	Golf Course	11	10	1
G	Heriot Bay	53	36	17
H	Copper Bluffs	8	5	3
I	Quadra NW	7	5	2
J	Quadra NE	17	12	5
IR 10	Cape Mudge	2	1	1

Do you have an Alertable account to receive emergency notifications? – Based on the responses from the Quadra Island Evacuation survey the **majority of Quadra Islanders HAVE** an Alertable account to receive emergency notifications.

Evacuation Zone		# of Responses	Yes	No	% of Households w/ Alertable Account
A	Cape Mudge	11	10	1	91%
B	Smith Road	23	21	2	91%
C	Quathiaski Cove	30	24	6	80%
D	April Point	5	4	1	80%
E	Gowlland Harbour	18	15	3	83%
F	Golf Course	10	9	1	90%
G	Heriot Bay	53	45	8	85%
H	Copper Bluffs	8	6	2	75%
I	Quadra NW	7	3	4	43%
J	Quadra NE	17	15	2	88%
IR 10	Cape Mudge	2	1	1	50%

Do you have the Alertable App downloaded on your cellphone? – Based on the responses from the Quadra Island Evacuation survey the **majority of Quadra Islanders HAVE** the Alertable App downloaded on their cellphone.

Evacuation Zone		# of Responses	Yes	No	% of Households w/ Alertable App
A	Cape Mudge	10	9	1	90%
B	Smith Road	23	16	2	70%
C	Quathiaski Cove	30	14	16	47%
D	April Point	5	4	1	80%
E	Gowlland Harbour	18	13	5	72%
F	Golf Course	11	6	5	55%
G	Heriot Bay	53	33	20	62%
H	Copper Bluffs	8	5	3	62.5%
I	Quadra NW	7	1	6	14%
J	Quadra NE	17	14	3	82%
IR 10	Cape Mudge	2	0	2	0%