

Subject: [Fwd: Re: District of North Vancouver Hiccups: Episode 2]

Date: Wed, 19 May 2004 22:12:57 -0700

From: Brian Platts <bplatts@shaw.ca>

To: Corrie Kost <kost@triumf.ca>

Subject: RE: District of North Vancouver Hiccups: Episode 2

Date: Wed, 19 May 2004 21:13:59 -0700

From: Jody Sydor <JSydor@cnv.org>

To: Elizabeth James <cagebc@yahoo.com>, James Ridge <James_Ridge@dnv.org>, Mayor and Council - DNV <Council@dnv.org>

CC: Council <Council@cnv.org>, Mayor Ron Wood and Council <council@district.west-van.bc.ca>, FONVCA <fonvca@fonvca.org>, Mayor Lisa Barrett and Council <lbarrett@bimbc.ca>, Carolanne Reynolds <CarolanneReynolds@faximum.com>, Jody Sydor <jody_sydor@dnv.org>

Dear Ms. James,

I think I can only underscore the comments of James Ridge (below), with respect to the North Shore Emergency Management Office and the tri-municipal nature of our emergency planning and programs. The North Shore municipalities are in a fortunate position with respect to the issues you raise, in that for over a decade we have had a structure in place to jointly manage emergencies on the North Shore, utilising a regional approach. To this end, the North Shore Emergency Operations Centre (EOC) can act as a "mission control" for situations affecting one, two, or all three of our municipalities.

In addition, the North Shore municipalities now utilise the Provincial standard for managing emergencies: the BC Emergency Response Management System (BCERMS). BCERMS is a comprehensive emergency management system based on the Incident Command System (which is utilised by first responders at the scene of an emergency), and which ensures a coordinated and organized *overall* response to an emergency or disaster. It means that our emergency plans and even our municipal staff could be interchangeable or mutually supporting amongst the three municipalities, in the event of a regional emergency. As Provincial ministries, crown corporations, and most Lower Mainland municipalities now utilise this system, we are on the road to a standardized emergency response, not only on the North Shore but throughout BC. One last comment: one of the most important aspects of our emergency management system is designation of overall responsibility(-ies) to key personnel and/or agencies. The person in charge (i.e., EOC Director), designated Public Information Officers, lead agencies, and the functions of developing overall action plans, response and recovery strategies, and key messages both to internal municipal responders and the public, are all pre-identified and managed through this structure.

We last held a publicized Open House at the North Shore Emergency Management Office in November (2003), but we often provide tours for groups if appropriate or interested. The North Shore EOC is also utilised as a training room for our regularly held public courses, such as Personal Emergency Preparedness, Disaster First Aid, and Rapid Building Damage Assessment, and also for team meetings for our volunteer groups (i.e., Emergency Social Services, North Shore Rescue, Communications and Emergency Management). As such, the interested public can have an opportunity to visit the premises and participate in training at the same time. Should there be interest in a tour or open house I can certainly arrange one; alternately, we will be again holding a similar event in the fall.

A last observation, with respect to your question about "what to do/who to call" in the event of a catastrophic event...good question (!), and a perfect lead-in to promoting our emergency preparedness programs. The aim of our personal emergency preparedness courses, offered regularly (and free!) to the general public and also tailored for special interest groups, is to encourage people to have supplies on hand and to know what to do, how to react and respond, in the event of an emergency. We discuss the use of the Community Alert Network (an emergency telephone notification service), the purpose of Disaster Response Routes, the importance of an out-of-area contact, when to call 911 (and when not to), and how to get information during an emergency (e.g., by listening to the media using a battery-operated radio). So, to answer your question of what to do, I would recommend that you take advantage of one of the courses for an in-depth answer. We always advertise the upcoming courses in the North Shore media, but I would also invite you to contact our office (604-983-7440) for more information. As James Ridge pointed out, our website is currently "under construction," but we anticipate also using it, too, to promote our programs and volunteer opportunities in the near future.

I hope I've been able to shed some light on your questions and concerns. I, too, watch the news and read the reports coming out of situations such as 9/11 with interest and an eye to ensuring that we can take some of their lessons learned and apply them to our own services and communities; and, we certainly have been involved at all levels comparing our emergency response strategies to last summer's fires' responses, and making all necessary adjustments.

Best regards,

Jody Sydor

Jody Sydor

Director, North Shore Emergency Management Office

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Emergency Management for the City and District of North Vancouver and the District of West Vancouver

-----Original Message-----

From: Elizabeth James [mailto:cagebc@yahoo.com]

Sent: Wednesday, May 19, 2004 2:19 PM

To: James Ridge; Mayor and Council - DNV

Cc: Council; Mayor Ron Wood and Council; FONVCA; Mayor Lisa Barrett and Council; Carolanne Reynolds; Jody Sydor

Subject: RE: District of North Vancouver Hiccups: Episode 2

Dear Mr. Ridge:

Many thanks for this information; it is indeed encouraging.

Although the tour you suggest would be very interesting, perhaps a series of "Open Houses" and/or one of the District's dedicated policy meetings would reach more people?

As you know - poor guy - I pay a fair amount of attention to North Shore happenings. I know the names Sydor and Tim Jones. I know that Chief Calder is one of the most energetic emergency services leaders in the Lower Mainland....and yet I had not come across references to the EMO office you outline. Does this just apply to me and a few others, or to a majority of North Shore citizens?

I've often lain awake and pondered what I'd do if a catastrophe happened to the Cleveland Dam....other than wash up on the shores of Stanley park! So besides calling 9-1-1 I really wouldn't have a clue.

So now you know I'm dumb!

Thank you, again, for your quick reply....How about the public tour? I really don't want them to go through the exercise for just one person....

Regards,
Liz James

James Ridge <James_Ridge@dnv.org> wrote:

Ms. James,

Thanks for your e-mail.

Three of the North Shore municipalities jointly fund and oversee one of the most comprehensive and well established Emergency Management Offices in Canada. I can assure you that the North Shore is in very good shape in terms of preparedness. Although still under construction you can get further info about the North Shore Emergency Management Office at their web site:
<http://www.district.north-van.bc.ca/communit/NSEmergency/>

This organization was put in place precisely for the reasons you cite below, specifically our potential geographic isolation in the event of a catastrophic event. It is rapidly being cited as a model for other municipalities. Its existence and responsibilities may not be well known, but It does have well established emergency plans, which are now undergoing cyclical reviews. They spell out very clearly the chain of command in the event of an emergency. We also have Emergency Social Services response plans and teams to provide disaster relief to the public. This is all served by a highly developed Emergency Operations Centre in the Brewer building in the City, which itself is earthquake resistant and self-sustaining in the event of electrical or communications disruptions. The Office also undertakes public education and training in emergency preparedness, and oversees the operations of North Shore Rescue.

Jody Sydor, the Director of the North Shore Emergency Management Office, may wish to provide you with additional information. Jody is also a driving force in emergency planning at the regional and provincial level. Perhaps she can arrange for a tour. I think you will be very impressed (and reassured).

James Ridge
CAO
District of North Vancouver

-----Original Message-----

From: Elizabeth James [mailto:cagebc@yahoo.com]

Sent: Wednesday, May 19, 2004 12:46 PM

To: James Ridge; Mayor and Council - DNV

Cc: Mayor Sharp and Council; Mayor Ron Wood and Council; FONVCA; Mayor Lisa Barrett and Council; Carolanne Reynolds

Subject: District of North Vancouver Hiccups: Episode 2

19 May 2004

Greetings to All:

Early this morning, I was able to watch a very short portion of Rudy Giuliani's testimony to the 9/11 Commission of Enquiry. In it, he discussed and answered questions on 'chain of command' and communications issues. From here on, I will refer to him as Rudy - not with disrespect, but because my fingers often botch the spelling of his last name!

Senators and other questioners offered numerous compliments about Rudy's leadership example and his - I must say - non-arrogant pride in his city and its people. Above and beyond those qualities, what

emerged from the discussion was his explanation about how his city's chain of command works in various types of emergency situations.

Emergencies, of course, range from the 'normal' ones of police, fire and ambulance events. Since 9/11, other more emergent items have been added.... the need for 'alert and response' protocols for various terrorist activities: bio-hazard, chemical hazard, suicide bombings, hostage incidents and more.

Even before 9/11, Mayor Rudy had implemented an OEM - Office of Emergency Management. In effect, it is a coordination and dispatch system which establishes and maintains blueprints for emergency response. It activates, oversees and dispatches emergency services in extraordinary circumstances. To use a military term, OEM is an Operations Room in the event of major emergency events. It could even assume overall responsibility if a mayor was ill, away or worse.

Rudy said it goes without saying that if one is facing a criminal situation, the police are in charge, a fire - fire captains, medical....etc. That's normal. What complicates the situation is an escalation in size, nature, scope or impact of any given situation...particularly if/when terrorists are involved. In such instances, a police event could morph into a bio-hazard situation, etc.

Now I know Canada has not had any terrorist attacks, and the North Shore total population is only +/- 180,000. However, the initial problems with the forest fires in Barriere, Louis Creek etc., were complicated by a confusion of command and by poor communications between the various emergency services....between them and the media and, thus, between them and the people.

In BC, we have the Provincial Emergency Plan [PEP] and we each have our own fire, police and paramedic services. Despite all of that, North Shore municipalities *are* behind two bridges, we *do* have two separate types of police forces and we *are* vulnerable to earthquakes and forest fires.....let alone the more remote likelihood of an internationally-devised scheme.

After thinking about Rudy's comments, it set me to wondering if we should not be looking at cooperation between all five North Shore communities - perhaps, even, to include Squamish, Brackendale, Whistler and Pemberton. If those communities were to set up an OEM office and establish a formal chain of command and communication - both internal and external to the media - it could swing into action immediately just as soon as a North Shore Mayor declared an emergency.

In that way, I suggest, emergency services personnel would be absolutely clear about who was in charge and to whom they should report. Also, the media would know who to contact for calm and controlled information to communication to anxious citizens.

My suggestion is not at all meant as a knock on our current services. Rather, it is that I have a concern that we Canadians tend to become a tad complacent. 'Nothing really bad happens around here, so we expect nothing ever will'until it does.

Now, there may well be such an emergency plan in existence. Certainly, I see signs reading "Disaster Route" up and down Lynn Valley Road, but does that mean that, if an earthquake struck and Cleveland Dam burst its banks, that we can rely on one of our mayors to successfully 'deploy the troops' across the North Shore, in the manner of a Rudy?

Do the people know what to do - even in a typical BC situation that we should know how to handle? Personally, I don't think we know much more than to pick up a hose, drop-roll-get under a desk and call 911. In fact, I bet our school-kids know more than most adults! And I'll wager 9 out of 10 homes don't have an emergency medical kit and food supply.

I've seen nothing put out to the people that answers the following questions:

- What if a real emergency struck the District, who is in charge?
- What if an emergency struck elsewhere on the North Shore, who is in overall charge? Is it a Mayor? Which one?
- Is there an OEM in this region and, if so, who/where is it? Is it PEP? Because if it is PEP, that was one of the initial major problems in Barriere, Louis Creek, etc. The PEP guy sat behind a 4 x 8 table and refused to tell anyone anything about anything, until 'someone from somewhere' went in to tell him the community was falling down around his ears! [Sorry, guys, but that's telling it like it is from the community's perspective and, yes, I have talked with citizens up there - many times during and since the fires, even to the point of finding them some insurance appraisers and

a lawyer.]

In Kelowna, even after British Columbians had learned some from the Barriere experience, Fire Chief Gerry Zimmerman indicated that chain of command and communications had been a problem. Local emerg services, who knew which end was up in their communities, received conflicting information and commands from people up the chain who didn't know the local situation.

I'm not saying that would happen on the North Shore, but I think we need to get proactive to make *sure* it doesn't happen here.

- So, if there is an OEM, what is the chain of command between it and our local emergency services?
- Who is designated as Chief Communications Officer - for the whole North Shore - and do *all* emergency personnel know that all information is to be channelled there for calm and controlled release to citizens?

In closing, as I was proof-reading this message, I received a copy of an email Clr. Crist sent to CAO Ridge. It covered a relatively minor hiccup in District road services. However, that minor hiccup was a graphic illustration of what could happen in a major North Shore emergency - IF a system akin to New York's OEM - Office of Emergency Management - is not in place and functional BEFORE we encounter an emergency.

Again...if we already have an OEM-type system in place....the above suggestions will be redundant...except...that I believe there is a need for its existence needs to be publicized more widely and more often.

I would appreciate hearing reaction from Council...particularly from Clr. McKeon-Holmes and Mr. Ridge.

Thanks for being patient enough to read this.....

Liz James
[604] 988-2066

One comment Rudy made was that, in the 9/11 crisis, egos were dropped and emergency services all pulled together. He went on to explain that was able to happen because OEM took charge overall. He said problems still arose but were a lot less evident that might otherwise have been the case. He expressed understanding for the loss of family members - 400 or so firefighters, but put the picture into perspective by saying that, of everyone in the WTC and the fire services - close to 30,000 people - over 97% of human lives were spared. He also said that, sadly, when evacuation orders were issued, some fire captains interpreted that as, "make sure you get all your men out, but if you're helping out an overweight man in a wheelchair, stick with it." Rudy explained that, unfortunately, they lost some top-notch personnel that way.

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