



Central Coast Regional District Emergency Management Plan



ANNEX C – Emergency Social Services Outline

*Updated by Frontier Resource Management Ltd
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1 ESS Contacts

ESS Director/Coordinator – Wendy Kingsley, CCRD Admin Assistant;

Denny Island ESS Coordinator –
Ocean Falls ESS Coordinator –

Nuxalk ESS Coordinator – Tina Clellamin
Heiltsuk ESS Coordinator –
Wuikinuxv ESS Coordinator -

Other sources of help:

Bella Coola General Hospital & Clinic
Bella Bella General Hospital & Clinic
PAC groups at SAMSS, BCE, Acwsalcta, Bella Bella, Denny Island
Royal Canadian Legion
Healthy Beginnings

People would be recruited on an as needed basis.

2 Introduction

Emergency Social Services (ESS) is a program that provides short term disaster relief to those affected by emergency situations. This Annex provides an outline of how ESS services are provided in the Central Coast.

ESS depends on community volunteers to plan and provide for the essential needs of individuals, families and response workers. This may include food, lodging, clothing, emotional support, financial aid, and finding loved ones. Through the ESS plan, communities can improve their ability to cope with disaster by establishing the network of volunteers and developing liaisons with businesses, organizations and service providers willing to share resources in times of trouble.

Information provided in this section is supplementary to EMBC's "Emergency Social Services – Reception Centre Operational Guidelines" syllabus.

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/volunteers/emergency-social-services/training/reception-centres>

3 ESS Program

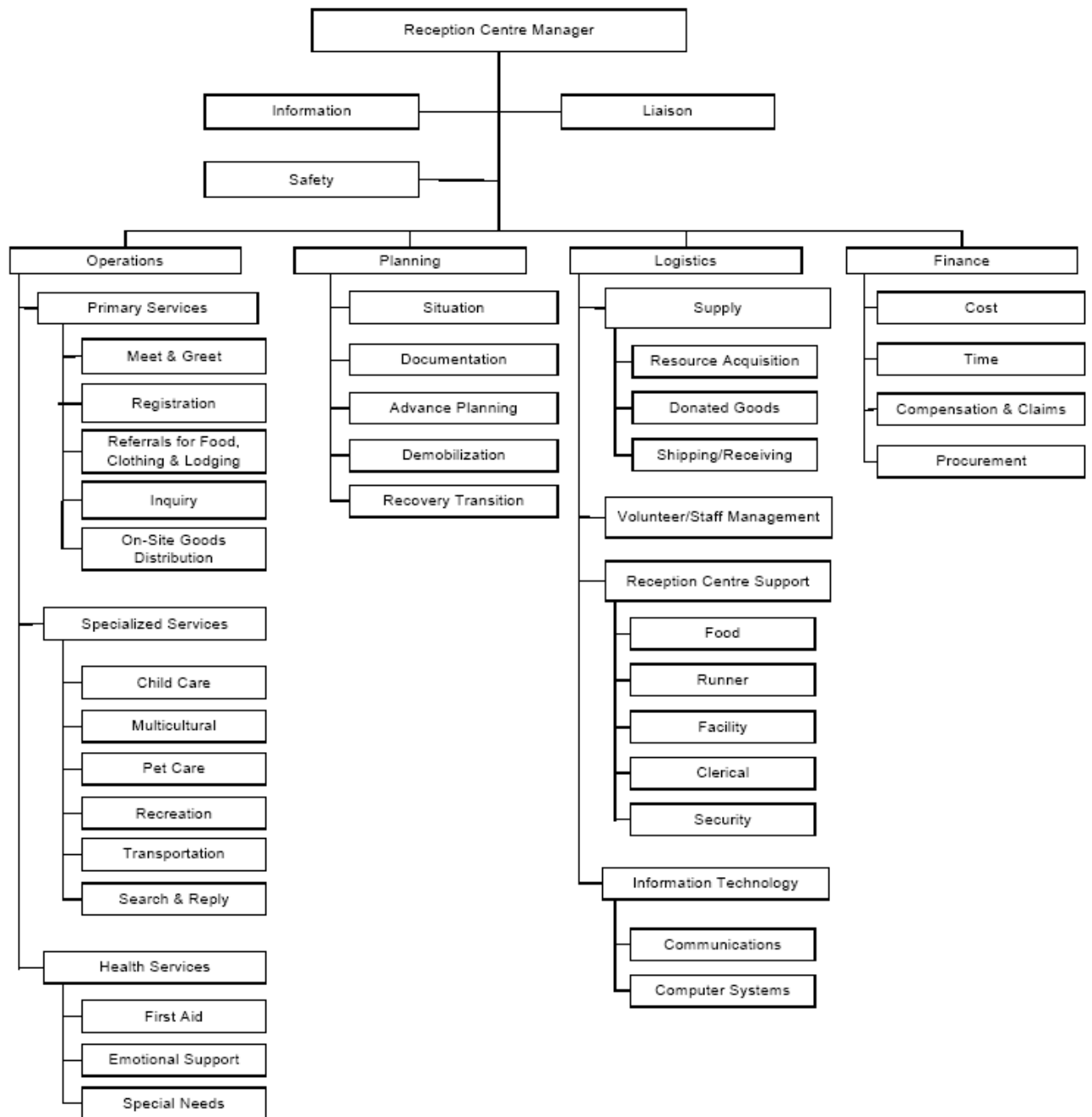
Emergency Social Services is an integral part of the BC Emergency Response Management System (BCERMS) and provincial ESS coordinators liaise with the local ESS Coordinator and provide the financial backup for the provision of social services. At the local level, ESS operations are delivered under the direction of the Emergency Operations Center. In large scale emergencies, services are provided and coordinated at a designated Reception Centre (usually different location than EOC).

3.1 *Reception Centre Organization*

Given the small size of the Central Coast communities and the limited availability of human resources, people delivering emergency social services will likely need to multi task a number of responsibilities. The schematic below provides a graphic description of the typical functions that need to be addressed in emergency situations. **It is important to note that not every function will be filled or addressed in every emergency and that single persons may need to take on a multitude of tasks.**

Figure 1 shows an example of the organizational chart for an ESS Reception Centre.

Figure 1 ESS Reception Centre Organization Chart – Functions.



3.2 *ESS Roles and Responsibilities*

ESS Coordinator: Senior local ESS representative. Member of local Emergency Executive Committee.

Reception Centre (RC) Manager: Responsible for overall management of a Reception Centre and ensuring that all required functions are activated and carried out. Reports to the ESS Coordinator.

Management Staff: Report to and assist the RC Manager. Depending on scale of emergency, the following key roles may need separate or combined staffing:

Safety Officer: Monitor safety conditions and develops measures for assuring safety of all personnel, including worker care.

Liaison Officer: Primary contact for provincial ESS Support Organizations and other external agencies assisting RC.

Information Officer: Coordinates media releases (approved by EOC), public meetings, information gathering and distribution.

General Staff: Report to RC Manager. Depending on scale of emergency, each Section Chief may be in charge of a multiple member team.

Operations Section Chief: Responsible for direct service delivery to evacuees at RC.

Planning Section Chief: Oversees gathering of information and analysis of data regarding RC activities, conducting planning meetings and preparing RC Action Plan for each operational period.

Logistics Section Chief: Responsible to provide all support needs and resources to RC, including supplies, equipment, food, personnel etc.

Finance Section Chief: Responsible to monitor RC costs, administers contracts in conjunction with Logistics Section Chief and ensures financial records are kept throughout the event.

3.3 ESS Activation Levels

Four levels of ESS response are recognized and consistent with the four evacuation levels.

Level 1 – Very small event (ie house fire). Personal disaster assistance. An RC would generally not be established.

Level 2 – Single RC activated but no EOC activated (ie apartment fire, bus accident).

Level 3 – Single RC activated but scale of emergency warrants activation of EOC (Level 1-2) to coordinate response (flood, interface fire).

Level 4 – Multiple RC's and/or group lodging facilities activated. EOC Level 2-3 activated. Large scale evacuation of community.

3.4 Bella Coola ESS Program

The ESS program in Bella Coola is led by ESS Director (CCRD Administrative Assistant, Wendy Kingsley). Although there is no formal supporting group, volunteers/supporting staff are recruited on an as needed basis.

3.4.1 Potential Reception Centres

Activation Level	Location	Resources
2	<ul style="list-style-type: none"> Local hotels Local B & B's Neighbour homes 	<ul style="list-style-type: none"> Single person or family housing & food.
3	<ul style="list-style-type: none"> Local hotels Local B & B's Neighbour homes School gyms : BCE, Acwsalcta, NES, SAMS. Nuxalk Hall Lobelco Hall 	<ul style="list-style-type: none"> Multiple family and large groups housing. Clothing Bedding Group cooking Communication
4	<ul style="list-style-type: none"> Local hotels School gyms : BCE, Acwsalcta, NES, SAMS. Nuxalk Hall Lobelco Hall 	<ul style="list-style-type: none"> Multiple family & large population housing. Clothing Bedding Group cooking Communication

	<ul style="list-style-type: none"> • Non-local hotels • Anahim Lake School 	
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3.4.2 Bella Coola ESS Resources

Accommodation – hotels/ motels - 3
 - B&B - numerous
 - Camp grounds

Food Prep - BC Valley Inn
 - Bella Coola coffee shop
 - Bella Coola Mountain Lodge
 - Royal Canadian Legion
 - Nuxalk Hall
 - Lobelco Hall

Food safe people - numerous

Social assistance volunteers

3.4.3 Bella Coola ESS Delivery Considerations

The Bella Coola valley community is a unique area of settlement – a coastal town 120 km from the open ocean, an interior town 450 km from the nearest stop light. Surrounded by a vast wilderness of virtually impenetrable mountains, it is an isolated community with people of independent character. In an emergency, this independence can be a blessing and a curse. People that live in isolated areas are generally self-sufficient and this can mitigate emergency response needs. However, a day-to-day self sufficiency can also lead to an over confidence that hinders the ability to recognize and deal with emergency situations, thereby potentially exacerbating the hazards.

The total population of the Bella Coola valley is 2005 (2016 Canadian Census), of which approximately 40% are of First Nation origin. The majority of this population reside on the Bella Coola town site, 4 Mile Reserve, Hagensborg and Smith Subdivision. The rest of the population is scattered throughout the valley up to Stui in Tweedsmuir Park with decreasing density heading east. 61% of the population is between the ages of 15 and 65, while 22% are less than 15 and 17% are older than 65 years.

The average household income (2016 Census) is well below the Provincial average (\$48,000 vs \$70,000) and 30% of the

households earn less than \$30,000 per year compared to 18% in the rest of the province. Of the 28 Regional Districts in the Province, Central Coast does not even make the Overall Regional Socio-Economic Index list because the numbers are too small (2012 BC Stats).

Given this type of socio-economic background, a significant part of the population is not in a position to easily recover from a catastrophic event (many people likely do not have insurance or finances to cover emergency expenses). Furthermore, the Central Coast Regional District has a very small tax base and virtually no industrial tax income. Consequently, the Bella Coola valley is very limited in the amount of resources it can put towards emergency response, mitigation and recovery.

3.4.4 Key Issues

Some key issues and challenges faced by ESS providers in Bella Coola are:

- Limited accommodation
- Large influx of tourists in summer occupy hotels and B&B's
- Food and fuel supply lines can be disrupted easily
- Significant population lead sustenance existence.
- Prolonged power outage can have significant effect on long term food availability (sustenance freezer storage of fish and game)
- Besides a few restaurants, there are few large scale cooking facilities.

3.5 Bella Bella / Denny Island ESS Program

Currently there are no designated ESS representatives in these communities. Efforts should be made to recruit volunteers to fill the basic ESS positions to serve as contacts and provide basic support.

3.5.1 Potential Reception Centres

Activation Level	Location	Resources
2	<ul style="list-style-type: none"> • Local hotel • Local B & B's • Neighbour homes • Heiltsuk Admin Office • Bella Bella Health 	<ul style="list-style-type: none"> • Single person or family housing & food.

	<ul style="list-style-type: none"> Centre Denny Island Community Hall 	
3	<ul style="list-style-type: none"> Local hotel Local B & B's Neighbour homes School gyms : Bella Bella, Denny Island Bella Bella Hall Church 	<ul style="list-style-type: none"> Multiple family and large groups housing. Clothing Bedding Group cooking Communication
4	<ul style="list-style-type: none"> Local hotel School gyms : Bella Bella, Denny Island Bella Bella Hall Denny Island Community Hall Port Hardy Bella Coolal 	<ul style="list-style-type: none"> Multiple family & large population housing. Clothing Bedding Group cooking Communication

3.5.2 Bella Bella / Denny Island ESS Delivery Considerations

The Bella Bella/Denny Island communities are unique areas of settlement – both are coastal towns slightly protected from the open ocean by being situated on the leeward sides of two neighbouring outer coast islands. Bella Bella, a First Nations community, is located on the east side of Campbell Island, while Denny Island is situated east of Campbell Island immediately across Lama Pass. The two communities are linked by water taxis.

The 2016 Canada Census shows the population of Bella Bella to be 1,020, most of whom are of First Nation origin. The majority of Denny Island's 80, or so, full-time residents live on the north west side of the island. Approximately, 68% of the population is between the ages of 15 and 65, while 21% are less than 15 and 11% are older than 65 years. Surrounded by a vast archipelago of islands and fiords, the two communities are isolated and, out of necessity, people work and recreate on the ocean.

Many of the private dwellings are heated by firewood, while other homes are heated by electricity or oil and propane furnaces. Most house holds are on community water systems but homes situated outside the Shearwater settlement on Denny Island rely on private water sources. Electricity is provided from Ocean Falls and there are emergency back-up generators on Denny Island should there be a major power disruption from Ocean Falls.

The average family income in the region is recognized as being well below the Provincial average. Given this type of socio-economic background, a significant part of the population is not in a position to easily recover from a catastrophic event (many people likely do not have insurance or finances to cover emergency expenses). Bella Bella, being the larger of the communities, does have some emergency response resources (RCMP, ambulance, fire department and hospital). However, the Denny Island community being so small, does not have much in terms of emergency response resources.

3.5.3 Key Issues

Some key issues and challenges faced by ESS providers in Bella Bella / Denny Island are:

- Limited accommodation
- Large influx of tourists in summer occupy hotels and B&B's
- Food and fuel supply lines can be disrupted easily
- Significant population lead sustenance existence.
- Prolonged power outage can have significant effect on long term food availability (sustenance freezer storage of fish and game)
- Besides a few restaurants, there are few large scale cooking facilities.

3.6 Ocean Falls ESS Program

Currently there are no designated ESS representatives in this community. Efforts should be made to recruit volunteers to fill the basic ESS positions to serve as contacts and provide basic support.

3.6.1 Potential Reception Centres

Activation Level	Location	Resources
2	<ul style="list-style-type: none"> • Local lodge • Local B & B's • Neighbour homes • Library office • Marine Harvest camp 	<ul style="list-style-type: none"> • Single person or family housing & food.
3	<ul style="list-style-type: none"> • Local Lodge • Local B & B's • Neighbour homes 	<ul style="list-style-type: none"> • Multiple family and large groups housing. • Clothing

	<ul style="list-style-type: none"> • Library office • Marine Harvest camp 	<ul style="list-style-type: none"> • Bedding • Group cooking • Communication
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3.6.2 Ocean Falls ESS Delivery Considerations

The Ocean Falls community is a unique area of settlement. A coastal town situated approximately 40 km from the open ocean at the head of Cousins Inlet, the settlement is not connected by road to the rest of the province. The nearest community, in which medical and other emergency services are available, is Bella Bella, approximately 40 kilometers away by boat. Surrounded by a vast wilderness of virtually impenetrable mountains and inlets, Ocean Falls is an isolated community with people of independent character. There are no major stores and the community is serviced intermittently by BC Ferries, barge and Wilderness Seaplanes. Consequently, residents are required to be virtually self-sufficient with regards to food & provisions. As weather and ocean conditions can frequently disrupt travel, especially during winter months, it is essential that residents maintain an abundant stock of whole goods at any given time.

The majority of the population reside in nearby Martin Valley subdivision, approximately 2 kilometres from the main townsite. Between 1911 and 1980 a pulp mill operated in Ocean Falls and in its heyday, the population reached 5400 people. The remnants of this large mill town are still in evidence in the community, which is now a ghost of its former self.

The main legacy from the old industrial complex is the Link Lake dam and associated hydroelectric generating facility. Operated by Boralex Ocean Falls LP, the generating facility provides electricity to the local community as well as to Bella Bella, on Campbell Island, and to the Denny Island community. The power corporation is the main employer for the community and the greatest resource for emergency response apparatus and supplies.

The year round population of the Ocean Falls Community is estimated at around 20 with summer-only residents expanding this number to approximately 35. This is a dramatic reduction over the last ten years. In summer, boating tourists can increase this number significantly. The community operates as the Ocean Falls Improvement District within the Central Coast Regional District. Much of the population is in a retirement /subsistence living standard and given this type of socio-economic background, a significant part of the population is not in a position to easily recover

from a catastrophic event (many people likely do not have insurance or finances to cover emergency expenses). With such a small population and socio-economic base, the Ocean Falls Community is very limited in the amount of resources it can put towards emergency response, mitigation and recovery.

3.6.3 Key Issues

Some key issues and challenges faced by ESS providers in Ocean Falls are:

- Very limited accommodation and reception facilities
- Influx of tourists and part time residents in summer
- Food and fuel supply lines can be disrupted easily
- Except for Improvement District administrator, there are no local government services
- Elderly population
- Prolonged power outage can have significant effect on long term food availability (sustenance freezer storage of fish and game)
- Besides the lodge and Marine Harvest camp, there are no large scale cooking facilities.

4 Supporting Organizations

There are local and provincial organizations that can offer support to ESS.

ESS Support Organizations	Primary Role
Local: Community Support Society Health and Wellness Society General Hospitals	<ul style="list-style-type: none"> • Connect affected people with counselling services • Emotional support
External: BC Housing	<ul style="list-style-type: none"> • Assist with group lodging residents and support workers • Coordinate emergency lodging supplies • Assess disaster damage • Training in damage assessment
Canadian Red Cross	<ul style="list-style-type: none"> • Support with family reunification, group lodging, surge capacity • Supplies – cots, blankets, clean-up kits, teddy bears

	<ul style="list-style-type: none"> • Call centre – public info • Central registry and information bureau
Justice Institute of BC	<ul style="list-style-type: none"> • Volunteer training
St John Ambulance	<ul style="list-style-type: none"> • First Aid services
Salvation Army	<ul style="list-style-type: none"> • Psychosocial aspects, emotional support • Mass feeding • Supply support – clothing, furniture, food
Disaster Psychosocial Program	<ul style="list-style-type: none"> • Psychosocial support to communities and emergency responders

4.1 *Disaster Psychosocial Services (DPS)*

Emergency events can have deep psychological impacts on not only victims but also on responders and witnesses in both the short and long term. As part of the Provincial Health Services Authority, DPS develops and provides a continuum of supportive services targeting both public and responders affected by an emergency or disaster. The services are intended to empower people to help themselves and connect to local resources, thereby minimizing long-term psychosocial effects of a disaster. Educational tools and resources are also available to increase resilience and health coping.

<http://www.phsa.ca/about/news-stories/news/disaster-psychosocial-program-helping-those-impacted-by-disasters>

5 Forms and Checklists

The delivery of the ESS program requires diligent tracking and record keeping. A number of checklists and standard forms have been developed by EMBC to assist with this task. Please refer to the “Emergency Social Services – Reception Centre Operational Guidelines” syllabus for copies of these documents.