

Appendix 2: Glossary

ACTION PLANNING

A means of capturing and communicating the overall incident response priorities in a concise and coherent way.

ACTIVATION

The act of initiating the emergency plan and different levels of support.

AFTER ACTION REVIEW (AAR)

A professional discussion of an event that focuses on performance standards and enables those involved in the event to review what happened and why, and discuss how to maintain identified strengths and address identified weaknesses. [Adapted from: Keyes, Jessica, *Enterprise 2.0: Social Networking Tools to Transform Your Organization*, CRC Press, 2012.]

ALL-HAZARDS APPROACH

An approach to emergency management that “increases efficiency by recognizing and integrating common elements across all hazard types, and then supplementing these common elements with hazard-specific sub-components to fill gaps only as required.” [from *Emergency Management Training: The Core Participant Guide*]

BCEMS STEERING COMMITTEE (BSC)

A committee that reports to the IEPC and is responsible for the governance and maintenance of BCEMS.

BUSINESS CONTINUITY

An ongoing process supported by senior management and funded to ensure that the necessary steps are taken to determine the impact of potential losses and maintain viable recovery strategies, recovery plans, and continuity of services.

COMMAND FUNCTION

Under the ICS model, an incident commander and the command staff operating at the site level.

COMMUNICATION AND INFORMATION MANAGEMENT

An organized, integrated, and coordinated mechanism to ensure the accurate, consistent, and timely delivery of information to site level responders, assisting and cooperating agencies, site support personnel, and the public/stakeholders. This mechanism consists of the equipment, systems, and protocols for transferring information internally and externally as well as across jurisdictions/organizations.

COMMUNITY

Everyone who is or could be affected by an emergency/disaster. This includes all levels of government, agencies, not-for-profit organizations, businesses, and individuals.

COMMUNITY RESILIENCE CENTRE

A model that may be used to assist individuals through the recovery process. The community resilience centre provides the space for and coordination of the various agencies and groups offering guidance, advice, and assistance to those affected by an emergency/disaster. (Also known as community recovery office and/or community recovery centre)

CONTEXT

The circumstances in which an emergency/disaster may occur. It includes factors such as geographical location, population, and available funding, resources, and capabilities. These circumstances have an effect on the impact of the emergency/disaster and thus help determine the scope of the emergency plan, the range and types of activities the plan covers, and what can be expected of the target populations in terms of engagement and participation.

CONTINUITY OF OPERATIONS

The initiative that ensures that agencies are able to continue operating their essential functions under a broad range of circumstances, including all hazard emergencies and national security emergencies.

CRITICAL INFRASTRUCTURE

Assets that are essential for the functioning of government and society, namely, water, food, transportation, health, energy and utilities, safety, telecommunications and information technology, government, finance, and manufacturing.

CSA Z1600

A comprehensive standard for emergency management and business continuity programs developed by the Canadian Standards Association (CSA).

DEMOBILIZATION

The orderly, safe, and efficient return of an incident resource to its original location and status. This includes personnel, volunteers, facilities, equipment, supplies, and other resources.

DEPARTMENT OPERATIONS CENTRE (DOC)

Agencies that require unique functional support for their emergency activities may establish a DOC. A DOC is primarily concerned with supporting the emergency activities of the agency and ensuring that regular business activities continue. It can be established at the provincial, regional, or local level. For example, a local authority fire department may establish a DOC to respond to a specific emergency/disaster.

DISASTER

“A calamity that (a) is caused by accident, fire, explosion, or technical failure or by the forces of nature, and (b) has resulted in serious harm to the health, safety, or welfare of people, or in widespread damage to property.” [*Emergency Program Act*]

DISASTER FINANCIAL ASSISTANCE (DFA) PROGRAM

A program administered by EMBC that provides financial assistance to those affected by a disaster in situations where the losses could not be insured or where other assistance programs are not available.

DISASTER RISK REDUCTION

Measures taken to decrease the potential for future losses arising from emergencies/disasters.

EMERGENCIES ACT

Federal legislation that identifies the federal government's responsibilities for public welfare emergencies, public order emergencies, international emergencies, and war.

EMERGENT VOLUNTEERS

Groups of people who come together as a result of an emergency/disaster to offer assistance in a particular area or for a particular task, and who are not yet formally affiliated with an incorporated organization.

EMERGENCY

"A present or imminent event or circumstance that (a) is caused by accident, fire, explosion, technical failure, or the forces of nature, and (b) requires prompt coordination of action or special regulation of persons or property to protect the health, safety, or welfare of a person or to limit damage to property."

[Emergency Program Act]

EMERGENCY MANAGEMENT BC (EMBC)

The provincial government's lead coordinating agency for all emergency management and business continuity activities. It is responsible for reviewing BCEMS every four years to ensure that the system continues to reflect best practice and meet the needs in the field.

EMERGENCY MANAGEMENT PROGRAM

A specific department or group within an organization that assumes overall responsibility for emergency planning and facilitates the implementation of activities during each phase of the emergency management process.

EMERGENCY OPERATIONS CENTRE (EOC)

A facility where key personnel can gather to coordinate, plan, and manage overall response activities. It provides support to the site by facilitating long-term operations, providing centralized access to information, and assisting in the identification, prioritization, and allocation of resources.

EMERGENCY PLAN

A document that describes the actions that will be taken when an emergency/disaster occurs. It describes how people, property, and the environment will be protected in an emergency/disaster.

EMERGENCY PROGRAM ACT

Provincial legislation that provides a framework for emergency management in the province and requires the province and local authorities to develop emergency plans.

EMERGENCY PROGRAM COORDINATOR

The person responsible for the day-to-day management of an organization's emergency management program. May also be referred to as planner, manager, or director.

EMERGENCY PROGRAM MANAGEMENT REGULATION

Provincial regulation that describes the roles and responsibilities of the Provincial Emergency Program (PEP), Emergency Management British Columbia (EMBC), and government ministries and corporations in regard to emergency management planning at the provincial level.

EXERCISE, DISCUSSION-BASED

A facilitated discussion that allows participants to familiarize themselves with emergency plans and procedures, and explore their application in specific emergency scenarios. Examples include orientations/seminars, workshops, and tabletop exercises.

EXERCISE, OPERATIONS-BASED

An exercise that validates training, plans, and procedures through the actual deployment of personnel, equipment, and other resources. Examples include drills, functional exercises, and full-scale exercises.

EXERCISE PROGRAM

An organization's opportunity to enhance its emergency management operational readiness through structured and scheduled testing of its emergency plan. The exercise program helps ensure that the plan is workable and helps identify – before an emergency/disaster occurs – any implementation issues that must be resolved.

HAZARD

A source of potential harm, or a situation with a potential for causing harm, in terms of human injury; damage to health, property, the environment, and other things of value; or some combination of these.

HAZARD AND VULNERABILITY IDENTIFICATION

The process of recognizing that a hazard exists and defining its characteristics, and identifying current vulnerabilities in the community or organization.

HAZARD, RISK, AND VULNERABILITY ANALYSIS (HRVA)

An assessment of:

- **Hazards:** These are sources of potential harm, or situations with a potential for causing harm, in terms of human injury; damage to health, property, the environment, and other things of value; or some combination of these.
- **Risk:** This refers to the likelihood that a hazard will occur, as well as the severity of possible impact to health, property, the environment, or other things of value.
- **Vulnerability:** This refers to the people, property, infrastructure, industry, resources, or environments that are particularly exposed to adverse impact from a hazardous event.

HOUSING

In the context of the recovery phase, the permanent homes that people occupy.

IMPACT

The physical/environmental, social, economic, and political consequences or adverse effects that may occur as the result of a hazardous event.

INCIDENT COMMAND SYSTEM (ICS)

Originally developed as a fire response management system by various jurisdictions in the United States, this incident management system has been widely adopted by first responders and emergency management programs throughout North America.

INTER-AGENCY EMERGENCY PREPAREDNESS COUNCIL (IEPC)

Composed of representatives from provincial government ministries and Crown corporations, this council facilitates the coordination of the emergency plans and procedures that all government ministries are tasked to develop and set in place.

INTEROPERABILITY

The ability of emergency personnel to communicate between jurisdictions, disciplines, and levels of government, using a variety of systems as needed and authorized.

INTEROPERABILITY, FUNCTIONAL

Functional interoperability exists when users have the leadership and support, standard operating procedures, technology, training, and regular usage to enable predictable and consistent communication.

INTEROPERABILITY, TECHNICAL

Technical interoperability exists when two or more communications devices can send and receive information to and from each other.

LAND-USE PLANNING

The process by which lands are assessed so that informed decisions can be made regarding their use and development.

LOCAL AUTHORITY EMERGENCY MANAGEMENT REGULATION

Provincial regulation that outlines the legislated requirements for local authority emergency plans within the province and lists the specific components that must be included in a local authority's emergency plan.

LONG-TERM RECOVERY STRUCTURE

A recovery model that is supported by the Recovery Steering Committee under the direction of the recovery director and the policy group of the Recovery Operations Centre until such time that the Recovery Operations Centre is deactivated or demobilized.

MANAGEMENT FUNCTION

Under the ICS model, a director and the management staff operating at the site support level.

MITIGATION

The phase of emergency management in which proactive steps are taken to prevent a hazardous event from occurring by eliminating the hazard, or to reduce the potential impact of such an event before it occurs.

MITIGATION PLAN

A document that sets forth the long-term measures that a community or organization will take in order to eliminate hazards, thus preventing an emergency/disaster from occurring, or to reduce the effects of an emergency/disaster should one occur.

MUTUAL AID AGREEMENT

An agreement or contract between groups or agencies that defines the terms under which these parties agree to provide each other with assistance in an emergency/disaster. The agreement describes the services to be provided, insurance and liability arrangements, workers' compensation coverage for personnel, and compensation and reimbursement arrangements.

PREPAREDNESS

The phase of emergency management during which action is taken to ensure that individuals, businesses, and the jurisdiction/organization are ready to undertake emergency response and recovery.

PROVINCIAL CENTRAL COORDINATION LEVEL

The response level that prioritizes provincial government objectives and leads the overall provincial response. It also serves as the coordination and communication link with the other response levels and the federal disaster support system. Central coordination and provincial leadership are provided by the Provincial Emergency Coordination Centre (PECC).

PROVINCIAL COORDINATION TEAM (PCT)

A cross-government, multifunctional provincial team of experienced emergency managers and technical specialists who will be available on short notice to provide enhanced coordination support. The team is activated by the Assistant Deputy Minister, EMBC, and may be deployed to assist in a major emergency/disaster.

PROVINCIAL EARTHQUAKE RESPONSE AND RECOVERY CENTRE (PERRC)

An integrated centre that could include a PREOC, PECC, and other emergency operations centres all under one roof. The province may establish a PERRC when the scope and complexity of an earthquake and the scale of response require extensive cross-agency coordination and integration for an extended period of time.

PROVINCIAL REGIONAL COORDINATION LEVEL

The response level that provides and coordinates provincial support for local authorities and First Nations within designated regional boundaries. Support and coordination at this level are provided by a Provincial Regional Emergency Operations Centre (PREOC).

PSYCHOSOCIAL

Psychological and sociological aspects of the well-being of an individual, family group, organization, and/or community.

PSYCHOSOCIAL SERVICES

Efforts to provide, after a disaster, the necessary support for people to re-establish their ability to meet their emotional and psychological needs as well as those of others.

PUBLIC/STAKEHOLDER EDUCATION

Efforts geared towards empowering the members of a community or organization to understand risks and hazards, prepare themselves for an emergency/disaster, participate meaningfully in emergency management initiatives, and develop the skills they need to mitigate their personal risk.

RECOVERY

The phase of emergency management in which steps and processes are taken/implemented to:

- Repair communities affected by a disaster
- Restore conditions to an acceptable level or, when feasible, improve them
- Restore self-sufficiency and increase resilience in individuals, families, organizations, and communities

RECOVERY OPERATIONS CENTRE (ROC)

A recovery model that provides continuity in the support and coordination of recovery activities.

RECOVERY STEERING COMMITTEE (RSC)

A multi-agency committee composed of senior representatives from key organizations. Its purpose is to focus on any recovery activity that can be managed through normal business practices.

RECOVERY UNIT

A unit established within the EOC, which focuses on completing response activities and initiating and managing short-term recovery activities.

REGIONAL EMERGENCY OPERATIONS CENTRE (REOC)

Local authorities or agencies may combine resources in an REOC. An REOC has the same function as an EOC, but allows for collaborative decision making, coordinated resource requests, and prioritization of scarce resources between local authorities during regional emergencies/disasters. An REOC can also coordinate public messaging.

RESOURCE MANAGEMENT

The coordination, oversight, and processes required to deliver appropriate resources in a timely manner.

RESOURCE PLANNING

Measures for ensuring that resources are available to be mobilized when called to an emergency/disaster, and that they are compatible and interoperable with one another.

RESOURCES

Equipment, supplies, personnel, volunteers, and facilities available for assignment or staging in support of emergency management activities.

RESPONSE

The phase of emergency management during which actions are taken in direct response to an imminent or occurring emergency/disaster in order to manage its consequences.

RISK

A concept that takes into consideration the likelihood that a hazard will occur, as well as the severity of possible impact to health, property, the environment, or other things of value.

RISK ACCEPTANCE

Doing nothing and accepting the risk. Risk acceptance is an explicit or implicit decision to accept the consequences of a given risk.

RISK ANALYSIS

The systematic use of information to estimate the chance and severity of injury or loss to people, property, the environment, or other things of value.

RISK AVOIDANCE

Effectively removing the exposure to a risk. With risk avoidance, a decision is made to completely remove the sources of a particular risk or remove oneself from a particular risk.

RISK CONTROL/REDUCTION/MITIGATION

Reducing the likelihood of a threat or hazard being experienced; reducing the likelihood that damage will result should the hazard or threat be experienced; or minimizing harm once a hazard or threat has been experienced.

RISK EVALUATION

The process by which a risk is examined in terms of a cost/benefit analysis and evaluated in terms of whether it is an “acceptable” risk based on the needs and concerns of stakeholders.

RISK TRANSFER

Shifting some or all of the risk to another entity, asset, system, network, or geographic area. Risk transfer may not reduce the overall likelihood of a particular threat or hazard being experienced but it should make the consequences easier to bear.

SCALABILITY

The ability to adapt to increasing demands.

SHELTER

In the context of the recovery phase, housing that is provided during the initial emergency response phase. It involves the shortest period of time, typically ranging from three to six months maximum.

SINGLE COMMAND

One person overseeing the emergency response and serving as the final decision-making authority.

SITE LEVEL

The response level that manages the tactical response to an emergency/disaster. It uses available resources to solve problems arising from the emergency/disaster.

SITE SUPPORT LEVEL

The response level that supports and coordinates the overall emergency response activities within its geographical or functional jurisdiction. Can be provided by a Department Operations Centre (DOC)/Area Operation Centre/Area Command Centre, an Emergency Operations Centre (EOC), or a Regional Emergency Operations Centre (REOC).

SITUATIONAL AWARENESS

Knowing what is going on and what has happened with respect to the current incident, what could go on in terms of future impact or outcomes, and what options exist in terms of response actions.

SPAN OF CONTROL

The number of resources or organizational elements that one supervisor manages. It is usually expressed as a ratio of supervisor to subordinates. ICS indicates that the optimum manageable span of control falls within a ratio of 1:3 to 1:7 (one supervisor for every three to seven subordinates).

TRANSITIONAL LODGING

In the context of the recovery phase, an interim service typically provided after the shelter stage and before the housing stage. The transitional lodging period could begin immediately after the initial response phase and may last for several months. (Note: The term “group lodging” refers to a functional element used for evacuees during the response phase.)

UNIFIED COMMAND

Two or more individuals sharing authority over an emergency/disaster in which multiple agencies or jurisdictions are involved.

VOLUNTEERS

People who offer their services without expecting financial compensation and are a critical component of emergency management.

VULNERABILITY

The people, property, infrastructure, industry, resources, or environments that are particularly exposed to adverse impact from a hazardous event.