



**Provincial Emergency Operations Centre  
(PEOC)  
Concept of Operations**

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**Emergency Management Office**

**May 2017**

*This version of the PEOC Concept of Operations supersedes and replaces the previous version dated September 2015.*

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**British Columbia Emergency Health Services (BCEHS)  
Major Emergencies and Disaster Events**

**CONCEPT OF OPERATIONS**

As a provincial government entity responsible for pre-hospital care under the Health Emergency Act, BCEHS is obligated to utilize the British Columbia Emergency Management System (BCEMS) model when planning, responding and recovering from major emergencies and disaster events.

As per BCEMS each Area will be responsible for managing and supporting Incident Command Post(s) (ICP) through an Area Emergency Operations Centre (DEOC). The DEOC will be supported provincially through the Provincial Emergency Operations Centre (PEOC) located at Keating, Victoria.

**Objectives**

The BCEMS supports a prescribed set of response goals, set out in priority as follows:

- provide safety and health of all responders,
- save lives,
- reduce suffering,
- protect public health,
- protect government infrastructure,
- protect property,
- protect the environment, and
- reduce economic and social losses.

All Incident Action Plans (IAP) will set their goals by taking these factors into consideration.

## **EMERGENCY MANAGEMENT BACKGROUND INFORMATION**

### **British Columbia Emergency Management System (BCEMS) and the Incident Command System (ICS)**

BCEMS is based on the Incident Command System (ICS), which was originally developed in the 1970's as a fire response management system for the U.S. Forest Service. ICS has since been widely adopted by first responders and emergency management organizations throughout North America.

BCEMS (circa 2001), much like ICS, uses a structure consisting of the following sections to coordinate response activities:

- Command and/or Management
- Operations
- Planning
- Logistics
- Finance and Administration

### **BCEMS Response Structure**

There are four designated levels in the Operations and Control component of BCEMS. These include:

- Site
- Site support
- Provincial district coordination
- Provincial central coordination

The key features of each level are described below:

### **Level Key Features**

#### **Site**

- Resources are applied to solve the problems presented by an emergency incident. ICS is used to manage the response
- Responders may come from all three levels of government, First Nations, or the private sector.

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- Onsite response is directed by single command or unified command from a single onsite Incident Command Post (ICP).

### **Site Support**

- In larger incidents, onsite responders might require policy, coordination, and resource support
- An Emergency Operations Centre (EOC) is set up offsite in a pre-designated facility to provide this support
- EOCs may be set up by any level of government or the private sector to support individual response agencies or the entire onsite response effort
- BCEMS principles are used in the organization and management of the EOCs
- This level coordinates, facilitates, and manages information, policy direction, and provincial resources in support of local authorities and provincial agencies responding to an emergency
- In circumstances where incidents cross local authority boundaries, or where local authorities are overwhelmed, the provincial district coordination level defines an operational area in order to manage and coordinate the overall provincial response/support within that area
- Together with the provincial central coordination level, the provincial district coordination level integrates overall provincial support to the incident and is usually staffed by local/district provincial representatives

### **Provincial District Coordination**

For EMBC district EOC operations is managed out of the six Provincial District Emergency Operations Centres (PREOC):

- Victoria – Vancouver Island
- Kamloops – Central BC
- Nelson – Southeast BC
- Prince George – Northern BC
- Terrace – Northwest BC
- Surrey – Southwest BC

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BCEHS, using the same principles as the provincial government provides EMS support to the health authorities and BCEHS field personnel through the two Area Emergency Operations Centres (DEOC):

- Prince George – Northern (Rural)
- Vancouver – Lower Mainland (Metro)

Dependent on the scope and scale of the incident the DEOCs can activate satellite EOCs in:

- Kamloops - Interior
- Parksville - Coastal

The DEOCs liaise with the PREOCs and when required assign a BCEHS Field Liaison Officer (FLO) to the PREOC. This is done for the purposes of intelligence gathering by taking advantage of the excellent situational awareness the local governments provide to the PREOCs. In turn, this information is shared back to the DEOCs to assist for the strategic and advance planning needs of BCEHS.

### **Provincial Central Coordination**

The provincial government provides centralized support to the PREOCs through the Provincial Emergency Coordination (PECC) managed and located by the EMBC Keating Cross Road HQ in Victoria.

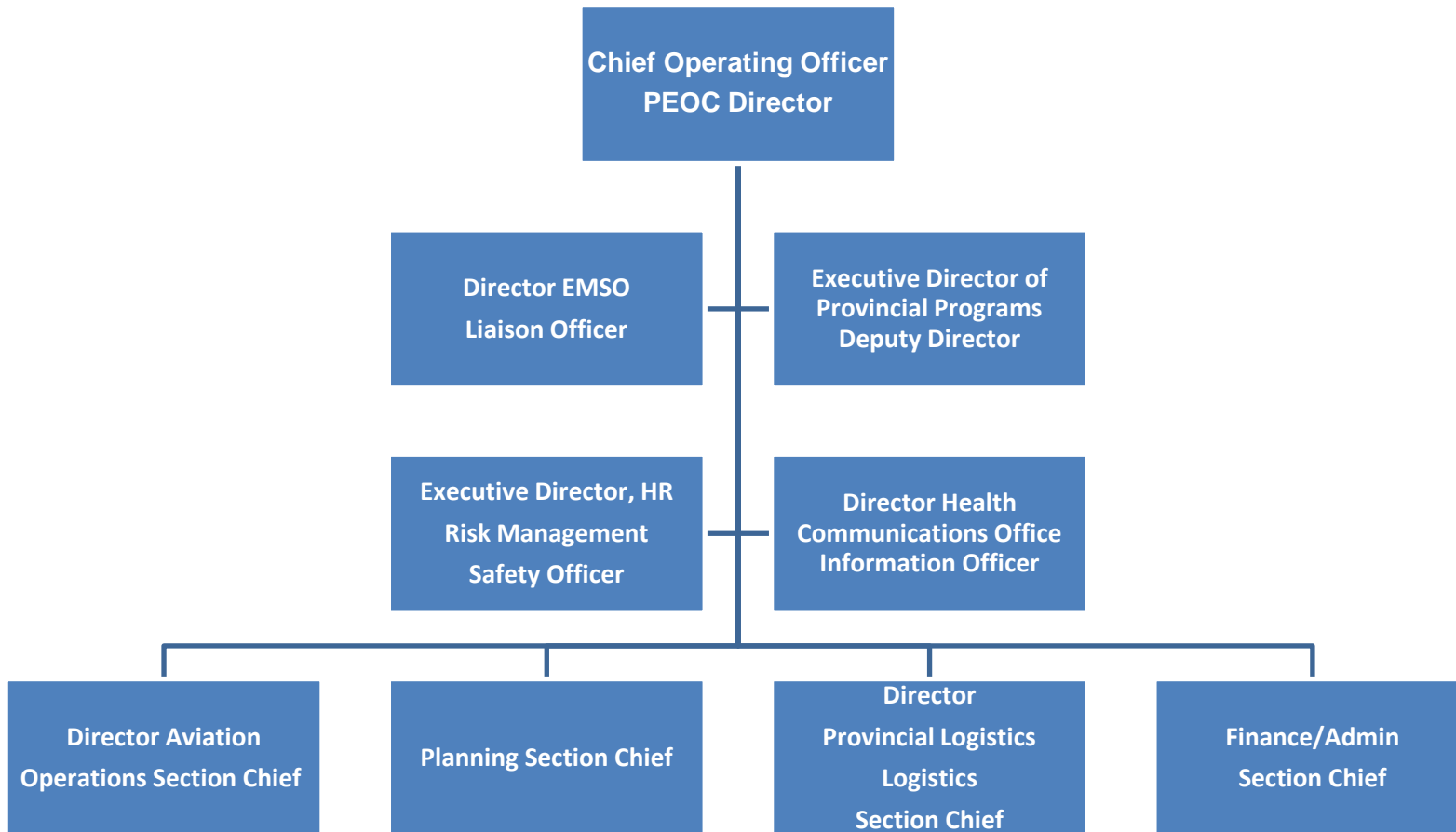
Similarly BCEHS provides centralized corporate support to the DEOCs through the BCEHS Provincial Emergency Operations Centre located the BCEHS administrative office at Keating Cross Road in Victoria. When required assign a BCEHS Field Liaison Officer (FLO) to the PECC. This is done to assist BCEHS in the strategic and advance planning needs of the Service, ensuring the Cabinet's policy direction is being met by the BCEHS PEOC.

### **BCEMS Emergency Operations Centre Level Key Features**

#### **The BCEHS Provincial Emergency Operations Centre (PEOC)**

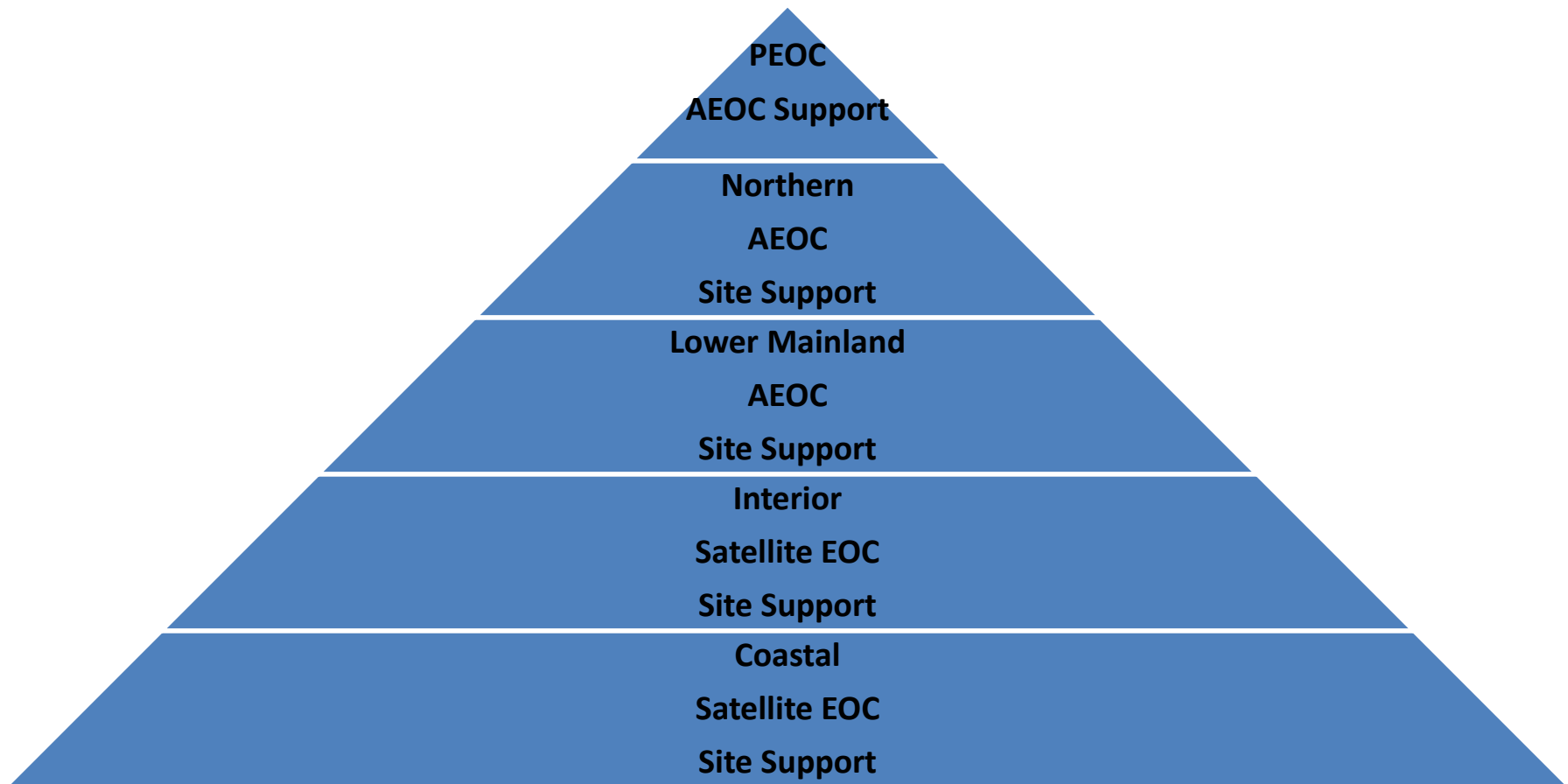
- Coordinating provincial BCEHS assets while prioritizes provincial government objectives in response to the emergency requirements of the other support levels
- Integrating the coordination and communications of the provincial government through direct liaison to the EMBC Provincial Emergency Coordination Centre (PECC) in Victoria

**Corporate Provincial Emergency Operations Centre (PEOC) Response Organizational Chart**





Area/Provincial Concept of Operations - Advance Planning Organizational Chart



## **DISTRICT EMERGENCY OPERATIONS CENTRES (DEOC)**

The following are the responsibilities of a DEOC:

- Manages the assignment of Area staff and agency support for a station(s) or Unified ICP.
- Processes requests for and assigns personnel to act as BCEHS Field Liaison Officers (FLO) in a Local Authority EOCs as appropriate and staffing pressures permit.
- Liaises with the Health Authority(s), the Emergency Management BC's (EMBC) Provincial District Emergency Operations Centre (PREOC) and other partner agencies as the event dictates and staffing pressures permit.
- Collects assesses and disseminates intelligence with the Health Authority, with other activated DEOCs and with the BCEHS Provincial Emergency Operations Centre (PEOC).
- Where an event impacts multiple jurisdictions and stations, the DEOC prioritizes the deployment of resources in accordance with risk to life and safety as per the BCEMS goals.
- Tracks district costs specific to the DEOC and field activities to managing the event and the secondary impacts of the event on daily operations.
- Reports directly to the PEOC, taking policy direction from the Senior Emergency Management Group (SEG) through the PEOC.
- The DEOC requests resources from the PEOC whenever resources are not available within the DEOC's area of jurisdiction. These resources may include, but are not limited to, international support, paramedic personnel and/or equipment such as vehicles, medical supplies, etc.

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### PROVINCIAL EMERGENCY OPERATIONS CENTRE (PEOC)

The responsibilities of the Provincial Emergency Operations Centre (PEOC) are, but not limited to:

- Activates to support the DEOC(s)
- Manages the overall provincial BCEHS support in the event of simultaneous multi-region disasters, such as earthquakes, floods or interface fires
- Supports DEOC(s) operations by managing the assignment of provincial support to the district levels
- Ensures adequate province-wide mobilization and allocation of provincial assets
- Requests extraordinary policy direction on behalf of the PEOC from the SEG
- The PEOC Director sits on the SEG as an active member
- Functions as the executive arm of BCEHS
- The PEOC Director communicates policy direction from the PEOC to the DEOC(s)
- Maintain minutes of all PEOC meetings, clearly identifying decisions and follow-up actions, these minutes are to be distributed to the Area level in a timely manner
- The PEOC regularly schedules conference calls with the DEOC & other EOCs as required to disseminate timely information and to gather relevant intelligence
- Responsible in communicating and briefing the Ministry of Health through the Health Emergency Coordination Centre (HECC) if activated or the Health Duty Officer on all relevant information related to BCEHS' involvement in the incident
- Mitigate the impacts of a Major Emergency and/or Disaster Event on daily operations by utilizing the Goals, Strategies, and Tactics of the BCEHS Corporate and Areas Business Continuity Plans
- Through the PEOC Advance Planning Unit develop preliminary strategies for post event recovery

#### Authority to Activate the PEOC

The PEOC may be activated by any one of the following or their alternates:

- Vice President BCEHS and PHSA
- Chief Operating Officer, BCEHS
- Executive Director, Provincial Programs
- or Delegates

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### Declaration (Emergency Program Act) Not Required

The activation of the PEOC *does not* require a Local or Provincial Declaration of a State of Emergency

### PEOC Activation Criteria

- Events that can or potentially can impact and/or threaten BCEHS' operational or business continuity capacity
- Large or widespread events that crosses into the BCEHS mandate putting the public's and/or Service's safety, health and wellbeing at risk on mass
- Response coordination is required due to:
  - Size, scope and duration of an event
  - The involvement of multiple jurisdictions and/or emergency sites requiring support
- Resource coordination required when:
  - Local BCEHS district resources are exhausted or imminent at being exceeded, and
  - A significant need to activate national and international cross border agreements
- Uncertain or unknown conditions or impacts:
  - Possibility of escalation of an event
  - Unknown extent of damage and/or recovery needs
- Potential threat to BCEHS personnel and property
- Provincial Declaration of a State of Emergency is made requiring extraordinary provincial BCEHS and/or health sector resource management
- Extraordinary media inquiries / interest / response directed at BCEHS; for example missing or downed BCEHS air resources, line of duty death, etc.

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### PEOC Activation Levels

These guidelines recognize three levels of potential activation, determined by the magnitude, scope and stage of the event. The term “Event” is used to describe an occurrence based on the BCEHS pre-identified hazards as per the Provincial Hazard Model of 57 province wide identified hazards. An “incident” describes one or more occurrences that happen as a direct result of an event (commonly referred to as Secondary Events). Examples include:

- An earthquake is the event; any resulting fires or explosions are incidents within the earthquake event
- A flood is the event; any resulting dike breaches or water contamination are incidents within the flood event

Only those PEOC functions and positions that are required to meet current response objectives need to be activated. Non-activated functions and positions will be the responsibility of the next highest level in the PEOC organizational structure. Each PEOC function must have a person in charge.

The PEOC Organizational structure should be flexible enough to expand and contract as needed. PEOC staff may be required to take on more than one position (role), as determined by the nature of the emergency event, availability of resources and / or as assigned by a Supervisor.

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PEOC Activation Level	Event / Situation	Minimum Staffing Requirements
<p><b>One</b></p>	<ul style="list-style-type: none"> <li>○ Small event or</li> <li>○ Forecastable event where significant advance Planning is required as well as monitoring &amp; intelligence gathering / dissemination</li> <li>○ Normally Regular Business Hours</li> </ul> <p><i>Note: PEOC can be activated as a Virtual EOC at Level One based on the level of planning &amp; support activity that is required.</i></p>	<p><i>Activation:</i></p> <ul style="list-style-type: none"> <li>○ PEOC Director</li> <li>○ Information Officer</li> <li>○ Liaison Officer</li> <li>○ Finance Section Chief</li> <li>○ Operations Section Chief</li> </ul> <p><i>Monitoring &amp; Intelligence gathering</i></p> <ul style="list-style-type: none"> <li>○ PEOC Director</li> <li>○ Finance Section Chief</li> <li>○ Planning Section Chief               <ul style="list-style-type: none"> <li>○ Advance Planning Unit</li> </ul> </li> </ul>
<p><b>Two</b></p>	<ul style="list-style-type: none"> <li>○ Moderate Event</li> <li>○ Moderate Media attention</li> <li>○ Multi sites</li> <li>○ Multi agency response</li> <li>○ Major scheduled event (e.g. 2010 Olympic Games etc)</li> <li>○ Mass Evacuations</li> <li>○ Extraordinary resources, policy direction, &amp; support required</li> <li>○ Modified or extended hours of operation</li> <li>○ Extraordinary provincial support ie DND, Inter-provincial paramedics etc</li> </ul>	<ul style="list-style-type: none"> <li>○ PEOC Director</li> <li>○ Information Officer</li> <li>○ Liaison Officer</li> <li>○ Risk Management Officer</li> <li>○ Finance Section Chief</li> <li>○ Section Chiefs (as required)</li> </ul>
<p><b>Three</b></p>	<ul style="list-style-type: none"> <li>○ Major event</li> <li>○ Multiple sites / jurisdictions</li> <li>○ Significant Media attention</li> <li>○ Area disaster</li> <li>○ Multiple agencies involved</li> <li>○ Extensive evacuations</li> <li>○ Taxed Resources &amp; support</li> </ul>	<ul style="list-style-type: none"> <li>○ All PEOC functions and positions (as required)</li> <li>○ Policy Group</li> <li>○ Two or more DEOC activation(s)</li> </ul>

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PEOC Activation Level	Event / Situation	Minimum Staffing Requirements
	required significant extraordinary policy direction <ul style="list-style-type: none"> <li>○ 24/7 Operations</li> </ul>	

**Call Out Protocol**

Call out of PEOC staff is authorized by the Chief Operating Officer, Senior and Executive Directors, Area/Program Directors and/or duty manager as the event dictates as per the BCEHS Major Incident Notification Matrix.

When contacted the PEOC team members will be advised that they are required to report to the PEOC facility or back up facility. Back-up and/or alternate personnel need to be identified for every PEOC position to ensure availability and to allow for shift changes (this will be outlined in the PEOC Incident Action Plan (IAP), Staffing Plan appendices). PEOC team members will also be provided with the following information when called:

- Brief description of event
- Identity of who authorized the PEOC activation
- Where and to whom to report
- Approximate length of deployment if this involves travel
- Travel and accommodation information where appropriate
- Applicable transportation information (known road closures and/or use of specified routes to take)
- Reminder to bring any necessary supplies and reference materials that may be required

The PEOC Team member will provide the following information in return:

- Estimated time of arrival to the PEOC
- Any issues that may delay or prevent the member from attending the PEOC
- That they are available for field deployment directly from the PEOC or from their point of origin if required
- How long they are available for deployment

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### PEOC DIRECTOR

#### Duties & Responsibilities:

- Activate required PEOC functions and call out relevant personnel to staff PEOC
- *Outline which duties and assignments are to be delegated to a Deputy &/or an Assistant Director*
- Activate in whole or in part the BCEHS BCP
- Ensure that the SEG and Deputy Minister are fully briefed at all times.
- Establish and maintain contact with other activated Provincial/Corporate based EOCs ie, the Provincial Emergency Coordination Centre (PECC – EMBC Victoria HQ), Health Emergency Coordination Centre – Ministry of Health EOC, etc.
- Consult with Deputy Director & Liaison Officer of PEOC to determine additional staffing/skill sets required
- Ensure that Logistics Section is activated to ensure that the necessary equipment and supplies are available to operate the PEOC to an adequate level to meet needs of emergency event, includes but not limited to:
  - Land telephones,
  - Cellular phones,
  - Computers, etc.
- Ensure inter-departmental coordination / cooperation within the PEOC and corporate BCEHS
- Ensure that each PEOC Section Chief addresses facts relevant to their function
- Review and authorize PEOC Incident Action Plan(s), especial Situation Reports, for each operational period
- Liaise with other levels of government, provincial ministries, etc. – coordinating support and addressing issues of concern
- Meet with PEOC special visitors (for example, elected officials senior bureaucrats, etc.)
- Oversee the conduct of PEOC staff orientation, and tour
- Ensure the Planning Section is maintaining PEOC Event Status Board in a timely fashion
- Ensure the completion of action plans and other tasks
- Ensure the timely reoccurring Health Sector teleconference calls (BCEHS PTN) with the health authorities and the DEOC(s) as required
- Assign as required the Field Liaison Officer to contact relevant HAs, partner agencies and Department Operations Centre(s) to coordinate the teleconference call particulars and meeting agenda distribution
- Ensure that all PEOC activities are appropriately supervised



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- Approve extra-ordinary resource requests as required by the Logistics Chief and/or Operations Chief
- Obtain appropriate spending authority for Section Chiefs i.e.: \$10,000 spending authority to the Logistics Chief
- Review and approve PEOC Action Plans, Situation Reports, Media Releases and other relevant PEOC reports
- Ensure that public information/media releases are being prepared and distributed in a timely manner by the PEOC Information Officer and when appropriate, that this material is coordinated with the PHSA Media management team, the Ministry of Health EOC as well as other provincial emergency operations centers such as the EMBC PECC.
- Assign special projects to staff, as needed, example:
  - critical infrastructure analysis and mapping
- Monitor stress levels and working environment for all PEOC personnel
- Mediate interpersonal conflicts within the PEOC and between the PEOC and DEOCs
- Assign recovery issues to the Planning Section Chief for the Advance Planning Unit
- Ensure the Planning Section is developing a Demobilization Plan
  - Authorize and approve the PEOC Demobilization Plan rollout when required
- Ensure that all PEOC documentation is being maintained and effectively rolled up archived through the Planning Section
- Oversee the conduct of exit interviews to ensure the capture of staff recommendations in order to facilitate improvements for future PEOC activations
- Ensure that personnel are aware of CISD resources available to them
- Ensure that Operational Reviews of the PEOC and DEOCs activities are conducted in order to facilitate changes/improvements for future PEOC and DEOC activations
- Maintains a Position Log

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### DEPUTY AND/OR ASSISTANT DIRECTOR

#### **Duties & Responsibilities:**

PEOC Director will outline which duties and assignments are to be delegated to a Deputy Director. In large scale events with extended PEOC hours of operations it may be advantageous to appoint more than one Deputy Director to cover extraordinary hours of operations.

Duties of a Deputy Director are, but not limited to:

- Step in on behalf of the Director when they are absent or when they are further engaged in something and a critical issue arises; thus, undertaking issues management when needed
- Supervises the PEOC Section Chiefs, provides direction on PEOC activities and addresses issues of concern with the PEOC Director
- Oversee the working dynamics of the PEOC staff specifically ensuring the seamless interface between Functions/Sections
- Coordinates special projects, assigning staff / Sections to complete them
- Provide assistance with shift change activities as required
- Manage personnel Exit Interviews
- Provides input into the IAP and After Action Report
- Conducts the shift change Hot Wash and the demobilization phase Hot Wash
- Maintains a Position Log

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### LIAISON OFFICER

#### **Duties & Responsibilities:**

- Assist and serve as an advisor to the PEOC Director and Centre personnel as needed, providing information and guidance related to emergency management issues / processes
- Assist the PEOC Director in ensuring proper procedures are in place for directing areas and conducting visitor tours of the PEOC facility
- The Liaison Officer functions as a point of contact for outside agency representatives to the PEOC
- Working with the PEOC Director / Deputy coordinates personnel to ensure the PEOC structure is adequate and there is sufficient staff to fill all necessary Functions enabling the PEOC to operate effectively and efficiently
- Liaise with officials, other EOCs, provincial DOCs, MOCs, and organizations, as directed by PEOC Director and for communicating PEOC guidelines, directives, Action Plans and situational information
- Maintains a Position Log

#### **Activation Phase:**

- Report to PEOC
- Ensure that a PEOC staff check-in procedure is established immediately
- Assist the PEOC Director in determining appropriate staffing level for the PEOC
- Provide assistance and information to General Staff regarding staffing PEOC functions responsibilities

#### **Operational Phase:**

- Ensure that communications with the Health Emergency Coordination Centre, Ministry of Health and other appropriate agencies is maintained
- Ensure external agencies intelligence is being forwarded to the Situation Unit of the Planning Section
- As appropriate provide PEOC information to external agencies
- Prepare external agency information for briefings with the PEOC Management Team
- Ensure that operational priorities and objectives identified in the PEOC Incident Action Plan are communicated to external agencies as appropriate

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- Facilitate completion of external agency PEOC Situation Reports and forward the PEOC approved version to external agencies
- At the direction of the Director conduct tours of PEOC facility
- Track incoming and outgoing PEOC staff for the purposes of documenting Exit Interviews (conducted by the Director), *Home Safe* Calls (employees confirming arrival) and follow-up telephone calls
- In the absence of a Deputy Director ensure **all** PEOC Staff fill out a PEOC Staff Exit Form

### **Demobilization Phase:**

- Notify external agencies of the planned demobilization, as appropriate
- Assist with the demobilization of the PEOC as assigned by the Director
- Assist the PEOC Director with recovery operations and assist with preparation of the PEOC After Action Report

## **RISK MANAGEMENT**

### **Concepts**

The principles of risk management are to be applied throughout the development of all planning documents in the PEOC in order to mitigate the adverse effects of the event on BCEHS.

The specific planning documents include but are not limited to:

- The Action Plan
- The Communication(s) Plan
- The Transportation Plan
- The Staffing Plan
- The Safety Plan
- The Medical Plan

The PEOC Director is responsible for all risk management issues including the appointment of the Risk Management Officer when appropriate.

### **Risk Management**

Risk Management Officer ensures that good risk management practices are applied throughout the response organization and that every function contributes to the management of risk.

Protects the interests of all EOC participants, agencies, and organizations by ensuring due diligence in information collection, decision-making, and implementation. Monitors situations for risk exposures and ascertains probabilities and potential consequences of future events.

### **Safety**

The Risk Management Officer includes a *Safety Branch* that is staffed and managed by an Organizational Health and Development staff member appointed as the PEOC Safety Officer when required. The Safety Officer, under the authority of the Risk Management Officer, has the authority and responsibility to stop all unsafe operations within the PEOC, ensuring the PEOC Director is immediately notified of actions taken.

## **RISK MANAGEMENT OFFICER**

### **Reports to:**

- PEOC Director/Deputy

### **Duties & Responsibilities:**

- Perform a risk identification and analysis of the PEOC site and operations
- Tour the entire facility area and determine the scope of ongoing and future operations
- Assess BCEHS' damages and losses, working with the Planning Section Situation Unit and the Safety Officer
- Conduct a BCP gaps analysis of BCEHS corporate and Areas
- Coordinate with Finance & Admin on any PEOC personnel injury claims or records preparation as necessary for proper case investigation and closure
- Work with the PEOC Support Branch Coordinator to become familiar with any hazardous conditions in the facility, especially following a seismic event
- Conduct regular inspections of the facility
- Provide technical expertise to DEOC(s) on all risk management issues
- Identify and document risk and liability issues; keep the Planning Section Chief advised at all times
- Gather and organize information that can be used as legal evidence in any subsequent litigation
- Conduct interviews and take statements to investigate major risk management issues
- Advise PEOC members on safety and risk management issues
- Assist the PEOC Director in reviewing press releases, public alerts and warnings and public information materials from a risk management perspective
- Evaluate situations and advise the PEOC Director of any conditions and actions that might result in liability (e.g., oversights, improper response actions, etc.)
- Advise on actions to reduce loss and suffering and, where appropriate, proactively support the Areas with their response and recovery objectives
- Work directly with the Planning Section Chief to ensure that the collection of PEOC documentation is secure
- Provide advice to the Planning Section Chief on the type of documentation to be collected by the Documentation Unit the flow of information and confidentiality policies
- Organize and prepare records for final audit
- Maintain a Position Log

## **SAFETY OFFICER**

### **Appointed By:**

- the Risk Management Officer

### **Duties & Responsibilities:**

- Monitor set-up procedures for the PEOC ensuring that proper safety regulations are adhered to
- Address any safety issues with the Risk Management Officer and PEOC Director recommending improvements where necessary
- Working with the Risk Management Officer oversees the investigation of injuries
- Oversee the investigation of property/equipment damage claims arising out of the emergency
- Complete all forms required by WorkSafe BC
- Maintain a file of all staff injuries and illnesses associated with the event or disaster including results of investigations
- Liaise and consult with the Risk Management Officer on all injury claims
- Maintain a chronological log of injuries and illnesses, and property damage reported during the event or disaster
- Ensure all injury and damage claims are investigated as per the WorkSafe BC and BCEHS policy and procedures
- Coordinate with the PEOC Logistics Support Branch to obtain assistance for any special safety requirements
- Prepare appropriate forms for all verifiable injury claims and forward them to WorkSafe BC within the required timeframe consistent with the jurisdictions and/or BCEHS policies and procedures
- Coordinate with the Risk Management Officer regarding loss control and measures for mitigating the hazards
- Forward copies of equipment or property damage claims to the Recovery Unit, Cost Accounting Unit and Risk Management Officer
- Supervise all the Compensation and Claims issues
- Assist the Information Officer in drafting Safety Bulletins for BCEHS personnel
- Provide guidance to PEOC staff regarding actions to protect themselves from the emergency event, such as smoke from a wildfire or aftershocks from an earthquake.
- Liaise with the DEOC(s) Safety Officer(s) providing technical expertise and support when required
- Maintain a Position Log

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### **Demobilization Phase:**

- Assist the PEOC Director in deactivation activities including:
  - Collect all Safety Officer related papers and electronic records for the Documentation Unit
  - Collection of all material necessary for post-operation reporting procedures
- Assist with the deactivation of the PEOC at designated time, as appropriate
- Draft the After Action Report for the Risk Management function
- Assist PEOC Director in preparing the PEOC After Action Report
- Ensure that all Risk Management personnel have completed their exit interviews



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### INFORMATION OFFICER

#### Reports to:

- PEOC Director/Deputy

#### Duties & Responsibilities:

- Serve as the collection and coordination point for all public information, media relations and internal information sources for the PEOC and DEOC(s)
- Provide technical expertise to the DEOC(s) in media relations and public information
- Coordinate and supervise all staff assigned as Assistant Information Officers and their activities
- Maintain a Media Log
- Maintain a Position Log

#### Public Information:

- Coordinate all information for the DEOC(s) and PEOC
- Where appropriate coordinate all public and media information with the PHSA Information Branch, MOC (Emergency Management Branch MoH) and the PECC (EMBC Victoria) when appropriate

#### Media Relations:

- Serve as the coordination point for all media releases for the PEOC
- Coordinate media releases with officials representing other affected emergency response agencies, specifically PHSA Information Officers, MoH EOC and the PECC
- Develop the format for press conferences and briefings in conjunction with the PEOC Director and PHSA Information Officers
- Maintain a positive relationship with the media representatives, monitoring as possible media broadcasts, written media and social media for accuracy and intelligence gathering

#### Internal Information:

- In consultation with the PEOC Director and Liaison Officer, coordinate VIP and visitor tours of the PEOC facility
- Develop helpful messaging sheets and/or FAQ sheets (frequently asked questions and answers) to ensure consistent and accurate information sharing amongst PEOC and DEOC staff

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- Liaise with the Information Officers at site(s) other EOCs, DOCs, MOCs, PECC and other external agencies

### **Activation Phase:**

- Determine staffing requirements and make required personnel assignments for an Information Section
- Assess information skill areas required in the PEOC such as: writing, issues management, media relations, event planning, etc.

### **Operational Phase:**

- Obtain policy guidance and approval from the PEOC Director with regard to all information to be released to the media and public
- Monitor where possible media reports and social media to ensure media reporting is accurate and for any breaking developments
- Ensure the inaccuracies are corrected and that positive and effective media relations are maintain
- Coordinate with the Situation Unit and identify method for obtaining and verifying significant information as the event unfolds
- Implement and maintain an overall information release program
- Maintain up-to-date status boards and other references in the PECC (assists with PEOC staff orientations)
- Interact with other EOCs, the EMBC PECC as well as the DEOC to obtain information relative to public information operations
- Establish distribution lists for recipients of all information releases, include:
  - Site Information Officers,
  - DEOC Information Section,
  - MOC,
  - Local MLA's and MP's constituency offices,
  - First Nations groups and
  - Other EOCs
- In coordination with other PEOC sections and as approved by the PEOC Director, issue timely and consistent advisories and instructions for the safety and health of, and assistance for BCEHS personnel
- Liaise with the Risk Management Officer to check for any potential liability or safety concerns

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- At the request of the PEOC Director, prepare media briefings for BCEHS executives and/or SEG s and provide other assistance as necessary to facilitate their participation in media briefings and press conferences
- Arrange through Logistics Section appropriate staffing and telephones to efficiently handle incoming media calls
- Develop message statements for PEOC, DEOC and front line staff
- Ensure that announcements, emergency information and materials are translated and prepared for special populations (non-English speaking, hearing impaired etc.)
- Ensure that file copies are maintained of all information released
- Promptly provide copies of all external media releases to the PEOC Director
- Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known

### **Demobilization Phase:**

- Prepare final news releases and advise media representatives of points-of-contact for follow-up stories
- Complete an After Action Report for the Information Function
- Assist PEOC Director with demobilization procedures and contribute items of interest to the PEOC After Action Report
- Ensure that all Information personnel have completed their exit interviews

## **OPERATIONS SECTION CHIEF**

### **Reports to:**

- EOC Director / Deputy

### **Duties & Responsibilities:**

- Ensure that the Operations Section coordination function is carried out including coordination of support for all operational functions assigned to the PEOC
- Ensure that operational objectives and assignments identified in the PEOC Incident Action Plan are carried out effectively
- Establish the appropriate level of Branch and Unit organizations within the Operations Section, continuously monitoring the effectiveness and modifying accordingly
- Liaise with other DEOC(s) Operations Sections
- Maintain a communications link between Incident Commanders (sites), DEOC(s) and the PEOC for the purpose of coordinating the overall site support, resource requests and event status information. Ensuring the coordination of all provincial BCEHS resources and equipment and those from Areas outside of the impacted Area
- Ensure that the Planning Section is provided with Branch Status Reports
- Maintain a Position Log

### **Activation Phase:**

- Report to the PEOC facility and obtain a briefing from the PEOC Director
- Ensure that the Operations Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including telecommunications, maps and status boards
- Obtain a preliminary situation briefing from PEOC Director, Planning Chief or other PEOC Management Staff as appropriate
- Based on the situation, activate appropriate branches based on functions or geographical assignments within the section
- Designate Branch Coordinators as necessary:
  - Air Branch
    - Responsible for:
      - Organizes and maintains control for all provincial Air Ambulance needs
      - Organizes charter Air Support both rotary and fixed to PEOC and DEOC(s) for staff and resources movement

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- Liaise with Air Operations at the EMBC PECC & PEOC (when activated) specific to charter aircraft
- Maintain a Position Log
- Special Operations Branch
  - Responsible for:
    - Organizing specialized resources in support of the DEOC(s) to support site level activities
    - Establishing procedures for emergency reassignment of specialized resources such as specialized Medical Task Force or Strike Teams
    - Maintain a Position Log
- Evacuation Branch
  - Responsible for:
    - Assisting the DEOC(s) in developing Evacuation Plans for Health Care facilities throughout BC
    - Maintain a Position Log
- Transfer Branch
  - Responsible for:
    - Coordinating inter-district hospitals/health facility transfers related to the event while mitigating the impacts to daily operations
    - Maintain a Position Log

### **Demobilization Phase:**

- Ensure that all Operations personnel have completed their exit interview forms
- Complete an Operations Section After Action Report
- Assist the PEOC Director with recovery operations and assist with preparation of the PEOC After Action Report

## **PLANNING SECTION CHIEF**

### **Reports to:**

- EOC Director/Deputy

### **Duties & Responsibilities:**

- Ensures that the following responsibilities of the Planning Section are addressed as required:
  - Collect, analyze, and display situation information
    - Maintain a PEOC Current Events board that is displayed for all PEOC personnel to see (projector using a PowerPoint program)
  - Prepare periodic Situation Reports for the Director's approval as per the PEOC Incident Action Plan
  - Prepare and distribute PEOC Incident Action Plan
  - Track Resources
  - Conduct advance planning activities
  - Document, maintain and archive files on all PEOC activities
  - Provide technical support services to the various PEOC sections and branches
- Assist the PEOC Director in preparing for and conducting briefings with PEOC Management Team and SEG
- Advise the PEOC Director of any critical information and resource/support requests contained within the PEOC Section requests and DEOCs Situation Reports
- Establish the appropriate level of organization for the Planning Section
- Exercises overall responsibility for the coordination of branch/unit activities within the Planning Section
- In coordination with the other Management Team members, ensures that Status Reports are completed and utilized as a basis for PEOC Situation Reports, and PEOC Incident Action Plan
- Maintain liaison with DEOC(s) Planning Section and provide technical expertise in regards to planning issues
- Maintain a Position Log

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### **Activation Phase:**

- Report to the PEOC facility and obtain a briefing from the PEOC Director
- Ensure that the Planning Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards
- Based on the situation, activate units within the Planning section as needed and designate Leaders for each unit:
  - **Situation Unit Leader**
    - Responsible for:
      - Oversee the collection, organization, and analysis of disaster situation information, including damage assessments
      - Work with Management Team to ensure that information collected from all sources is validated
      - Draft Situation Reports for approval of the Management Team and authorization of the PEOC Director
      - Distribute the authorized Situation Report to PEOC staff and the DEOC(s)
      - Ensure that a PEOC Incident Action Plan is drafted for approval of the Management Team and authorization of the PEOC Director for each Operational Period (defined in the PEOC Incident Action Plan)
      - Ensure that an ongoing link is established with the Operations Section for the purpose of collecting accurate situational information in a timely manner
      - Ensure that all maps, status boards and other displays contain current and accurate information
      - Ensure that the Current Events Display is accurate and up to date
      - Supervise the Situation Assessment Unit.
      - Maintain a Position Log
  - **Resource Unit Leader**
    - Responsible for:
      - Coordinating with the branches and units in the Operations and Logistics Sections to centralize resource tracking for the purpose of data collection and not for the purpose of providing

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resources. **Note: This function is intended to provide a stop gap in resource data collection to ensure that no resource requests falls through the cracks**

- Develop and maintain resource tracking and display systems
  - Supervise the Resource Unit
  - Maintain a Position Log
- **Demobilization Unit**  
(NOTE: that in the initial stages of PEOC activation that an Advance Planning Unit can fulfill this function and follow through with it to the shutdown of the PEOC)
    - Responsible for:
      - Developing a Demobilization Plan for the PEOC based on a review of all pertinent Planning Section documents, and Situation Reports, and status of the DEOC(s) and incident activities
      - Provide technical expertise Demobilization Planning to the DEOC(s)
      - Supervise personnel assigned to the Demobilization Unit
      - Maintain a Position Log
- **Technical Specialist Coordinator**
    - Responsible for:
      - Provide technical observations and recommendations to the PEOC in specialized areas, as required
      - Ensure that qualified technical specialists are available to the DEOC(s) as required by the particular event or disaster
      - Coordinate and monitor any field assignment requirements
      - Maintain a Position Log



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- **Documentation Unit**

- Responsible for:

- Collect, organize and file all completed event or disaster related forms, including: all PEOC position logs, Situation Reports, PEOC Incident Action Plans and any other related information, just prior to the end of each operational period and/or shift
    - Provide document reproduction services to PEOC staff
    - Distribute the PEOC Situation Reports, PEOC Incident Action Plan, and other documents, as required
    - Maintain a permanent archive of all Situation Reports and PEOC Incident Action Plans associated with the event or disaster
    - Assist Recovery Unit with preparation and distribution of the PEOC After Action Report
    - Supervise the Documentation Unit.
    - Maintain a Position Log

- **Advance Planning Unit**

(NOTE: this unit focuses their attention at least one operational period ahead of the event in an effort to forecast potential changes in the status of the event & future resource requirements. It can also be utilized for advance planning for demobilization and recovery.)

- Responsible for:

- Developing an Incident Advance Plan consisting of data collected from all activated DEOC(s) on potential response and recovery related issues likely to occur beyond at least one operational period, in advance of the incident
    - Review all available Situation Reports, Action Plans, and other significant documents from internal PEOC and the DEOC(s) to external partner agency Situation Reports to assess potential future impacts of the event or disaster, particularly issues that might modify the overall PEOC future Action Plans and resourcing needs.
    - Provide periodic briefings for the PEOC Director and Management Team addressing Advance Planning issues.
    - Supervise the Advance Planning Unit.
    - Maintain a Position Log

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- **Recovery Unit**
  - Responsible for:
    - Assess the requirements for assistance for BCEHS Corporate, Area and Station recovery from the event as required
    - Identify immediate steps (short-term relief efforts) that can be taken to initiate and expedite the recovery during the event to reduce post event recovery time and costs
    - Anticipate actions required over the long-term to restore BCEHS Corporate, Area and Stations services in returning them to pre-event conditions
    - Supervise the Recovery Unit and all recovery operations unless otherwise directed by the Planning Section Chief and/or PEOC Director
    - Maintain a Position Log

### **Demobilization Phase:**

- Ensure that all Planning personnel have completed their exit interviews
- Assist the PEOC Director with recovery operations and assist with preparation of the PEOC After Action Report

## **LOGISTICS SECTION CHIEF**

### **Reports to:**

- EOC Director/Deputy

### **Duties & Responsibilities:**

- Ensure the Logistics function is carried out in support of the PEOC including:
  - Telecommunication services and information technology are adequate for the PEOC
  - Locating or acquiring equipment, supplies, personnel, facilities, and transportation
  - Arranging for food, lodging, and other support services as required for the PEOC and if requested in support of the DEOC(s)
- Establish the appropriate level of branch and/or unit staffing within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying as required
- Ensure section objectives as stated in the PEOC Incident Action Plan are accomplished within the established timeframes
- Coordinate closely with the Operations Section Chief to establish priorities for resource allocation in support of the DEOC(s)
- Ensure critical resources are allocated according to PEOC Action Plan policy, priorities and direction
- Coordinate the provision of food and lodging for PEOC personnel and the DEOC(s) personnel when requested
- Maintain a Position Log

### **Activation Phase:**

- Report to the PEOC facility and obtain a briefing from the PEOC Director
- Ensure the Logistics Section is set up properly and that appropriate personnel, equipment and supplies are in place, including maps, status boards, vendor references, and other resource directories
- Based on the situation, activate branches/units within the section as needed and designate Branch and Unit Leaders for each element:
  - **Information Technology Branch**
    - Responsible for:

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- Ensuring radio, telephone, and computer resources and services are provided to PEOC staff as required
- Supporting DEOC(s) needs as requested
- Oversee the installation of communications resources within the PEOC.
- Ensuring that a communications link is established with DEOC(s), the MoH EOC, Health Authority's EOC(s), & PECC if required
- Implement available computer systems and ETeam software for internal information management and include message and email systems
- Develop and distribute a Communications Plan which identifies all systems in use and lists specific frequencies and special email addresses allotted for the event or disaster
- Maintain a Position Log
  
- **Transportation Unit**
  - Responsible for:
    - In coordination with the PEOC Planning Section and the DEOC(s) developing a Transportation Plan to support the PEOC & DEOC(s) Incident Action Plans
    - Arranging for the acquisition or use of required transportation resources
    - Working with DEOC(s) to assist in the development of a PEOC Transportation Plan which identifies routes of ingress and egress required to facilitate the movement of response personnel, resources and materials, into the affected Incident Command Posts in support of the DEOC(s)
    - Coordinating air transportation needs with Air Operations Branch.
    - Maintain a Position Log
  
- **PEOC Support Branch**
  - Responsible for:
    - Supporting the DEOC(s) to ensure that facilities are provided for the response effort, including securing access to the facilities and providing staff, furniture, supplies, and materials necessary

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- to configure the facilities in a manner adequate to accomplish the mission if required
  - Ensuring food and refreshments are provided to PEOC staff if applicable
  - Ensuring security measures are taken to secure all facilities from access by unauthorized people, including arranging for and supervising security staff for PEOC facilities if required
  - Ensuring acquired buildings, building floors, and or workspaces are returned to their original state when demobilizing
  - Working closely with the Deputy PEOC Director, Management Team in determining facilities and furnishings required for effective operation of the PEOC
  - Arranging for continuous maintenance of acquired facilities, ensuring that utilities and restrooms are operating properly as needed, for example 24/7 operations if appropriate
  - Arranging for and supervise lodging and transport to & from lodging services for out of town PEOC staff
  - Arranging for and supervise clerical staff for the EOC
  - Maintain a Position Log
- **Supply Unit**
  - Responsible for:
    - Overseeing the acquisition and allocation of supplies and materials not normally provided through normal channels
    - Coordinating actions with the Finance/Administration Section
    - Coordinating delivery of supplies and materials as required while liaising with the DEOC(s) to ensure appropriate delivery & receiving needs are met
    - Allocating critical resources as per the PEOC Incident Action Plan, as required and as directed.
    - Maintain a Position Log
- **Personnel Unit**
  - Responsible for:
    - Providing personnel resources as requested in support of the PEOC and DEOC(s) operations

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- Identifying, recruit and register staff and volunteers as required and directed
- Developing a PEOC Function Organization Chart
- Determine spending limits with the Purchasing Unit in Finance/Administration
- In conjunction with the Resource Unit, maintain a status board or other reference depicting supply actions in progress and their current status
- If vendor contracts are required for specific resources or services, refer the request to the Finance/Administration Section for development of necessary contracts
- Maintain a Position Log

### **Demobilization Phase:**

- Ensure that all Logistics personnel have completed their exit interviews
- Draft the Logistics' Section After Action Report
- Assist the PEOC Director with recovery operations and assist with preparation of the PEOC After Action Report

## **FINANCE / ADMINISTRATION SECTION CHIEF**

### **Reports to:**

- EOC Director/Deputy

### **Duties & Responsibilities:**

- Ensure that all financial records are maintained throughout the event or disaster
- Ensure that all on-duty time is recorded and collected for all personnel
- Ensure there is a continuum of the payroll process for all employees responding to the event or disaster
- In consultation with PEOC Director determine spending authority for Management Staff
- Ensure that worker's compensation claims resulting from the response are processed within a reasonable time, given the nature of the situation
- Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation
- Activate units within the Finance/Administration Section as required; monitor section activities continuously and modify the organization as needed
- Ensure that the cost documentation is broken into two groupings and three categories:
  - Extraordinary Costs related specifically to the incident
    - Preparedness
    - Response
    - Recovery
  - Assumed costs of regular business
    - Preparedness
    - Response
    - Recovery
- Maintain a Position Log

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### Activation Phase:

- Report to the PEOC facility and obtain a briefing from the PEOC Director.
- Ensure that the Finance/Administration Section is set up properly and that appropriate personnel, equipment, and supplies are in place.
- Based on the situation, activate units within section, as needed, and designate Unit Coordinators for each element:
  - **Time Unit**
    - Responsible for:
      - Tracking, recording, and reporting all on-duty time for personnel, including hired and contracted, working during the event or disaster rolling up DEOC(s) tracking into a provincial spreadsheet
      - Ensuring that hired and contracted personnel time records, travel expense claims and other related forms are prepared and submitted to budget and payroll office
      - Initiating, gathering, or updating time reports (use the regular payroll time sheets) from all personnel, including all personnel assigned to each shift; ensure that time records are accurate and prepared according to policy
      - Obtaining completed personnel Check-in Lists (ideally managed by entry level security) from the Personnel Unit, include all PEOC personnel as well as DEOC(s) personnel
      - Providing instructions for all supervisors to ensure that time sheets and travel expense claims are completed properly and signed by each employee prior to submitting them
      - Establishing a file for all personnel within the first operational period to maintain a fiscal record for as long as that individual is assigned to work within the event
      - Maintain a Position Log
  - **Procurement Unit**
    - Responsible for:
      - Reviewing emergency procurement procedures
      - Providing sufficient copies of Expenditure Authorization Form



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- Coordinate vendor contracts not previously addressed by existing approved vendor lists
- Coordinating with Supply Unit and Operations Section on all matters involving the purchase, hire, contract, rental and leases
- Preparing and signing contracts as needed; obtain concurrence from the Finance/Administration Section Chief
- Ensuring that all EOC personnel know financial procurement processes
- Ensuring that all contracts identify the scope of work and specific site locations
- Negotiating rental and lease rates not already established, or purchase price with vendors as required
- Identifying and report vendors as necessary, regarding unethical business practices, such as inflating prices or rental rates for their merchandise or equipment specific to the event
- Finalizing all agreements and contracts, as required
- Verifying costs data in the pre-established vendor contracts and / or agreements
- In coordination with the Logistics and Operations Sections, ensuring that the Procurement Unit processes Expenditure Authorization Forms and Purchase Orders and developing contracts in a timely manner
- Maintain a Position Log
  
- **Cost Unit**
  - Responsible for:
    - Computing costs for use of equipment owned, rented, donated or obtained through aid
    - Obtaining information from the Resource Unit regarding equipment use times
    - Ensuring that that all financial documentation has the appropriate BCEHS financial tracking/numbering system to effectively monitor the event
    - Ensuring all PEOC Sections is provided with event specific tracking numbers/system

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- Ensuring that each section is documenting extraordinary event costs from the onset of the event or disaster; collecting required event cost documentation daily at the end of each shift
- Advising staff of the rules and procedures for event cost tracking for potential cost recovery through EMBC
- Meeting with the Documentation Unit Coordinator and reviewing PEOC position logs, journals, all status reports and Incident Action Plans to determine additional event costs items that may have been overlooked
- Preparing all financial documentation necessary to recover all allowable emergency response and recovery costs from EMBC should the province announce ministry cost recovery has been authorized
- Acting and assisting the DEOC(s) as the liaison with EMBC's Finance Manager if recovery is authorize
- Collecting and assisting the DEOC(s) and Branch Coordinators in obtaining their cumulative cost totals for the event or disaster, on a daily basis
- Preparing and maintaining a cost report for the Finance/Administration Section Chief, PEOC Director, and Situation Unit the report should provide cumulative analyses, summaries, and total emergency related expenditures for the BCEHS as a whole
- In coordination with Documentation Unit organizing and preparing records for potential EMBC cost recovery
- Organizing and preparing records for final audit
- Assisting Planning Section with preparation of the PEOC After Action Report
- Maintain a Position Log

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### Operational Phase:

- Ensure that Finance/Administration position logs and other necessary files are maintained:
  - Note: whenever possible use the same financial, cost accounting and time sheet forms used in normal day to day administration
- Provide F&A components to the Planning Section responsible for producing the draft PEOC Incident Action Plan to ensure the F&A needs are met in the signed copy of the PEOC Incident Action Plan
- Participate in all management briefings to review the PEOC Incident Action Plan
- Provide cost estimates briefings to Section Chief
- Brief all Unit Coordinators and ensure they are aware of the PEOC Incident Action Plan in particularly the portion relevant to the Finance/Administration Section
- Keep the PEOC Director, Management Team, and Senior Emergency Management Group aware of the current fiscal situation and other related matters, on an ongoing basis
- Ensure that the Cost Unit maintains all financial records throughout the event or disaster as per the two groupings and three categories:
  - Extraordinary Costs related specifically to the incident
    - Preparedness
    - Response
    - Recovery
  - Assumed costs of regular business
    - Preparedness
    - Response
    - Recovery
- Ensure that the Time Unit tracks and records all agency staff time:
  - CUPE
  - Management
  - Contractors
  - Out of province personnel
- In coordination with the Management Group ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner
- Ensure that the Compensation and Claims Unit processes all workers' compensation claims, resulting from the disaster, in a reasonable timeframe, given the nature of the situation
- Ensure that the Time Unit processes all time sheets and travel expense claims promptly

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- Ensure that all cost documentation is accurately maintained by the Cost Unit during the response and is captured in the cost roll up for potential cost recovery through EMBC

### **Demobilization Phase:**

- Determine demobilization status of the Finance/Administration Section and advise the PEOC Director
- Complete the Cost Roll UP spreadsheet for potential cost recovery through EMBC
- Ensure that all expenditures and financial claims have been processed and documented
- Complete all logs and documentation and forward to Documentation Unit
- Ensure any open actions are assigned to appropriate Finance/Administration staff or other PEOC sections to follow up on
- Provide input towards the PEOC After Action Report
- Ensure all F&A personnel have completed their exit interviews

## **BCEHS PEOC PLAN AUTHORITY**

BC Emergency Health Services, under the authority of the undersigned, adopts this Plan as the framework that defines BCEHS roles and responsibilities as it relates to a PEOC event. The roles and responsibilities herein defined are in respect to the planning/mitigation, response, recovery and review requirements.

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Sunny Dhaliwal  
Executive Director  
Provincial Programs  
BC Emergency Health Services

## GLOSSARY OF TERMS

Acronym	Definition
<b>AES</b>	Atmospheric Environment Service
<b>BCEHS</b>	BC Emergency Health Services
<b>BCEMS</b>	British Columbia Emergency Management System
<b>BCERMS</b>	British Columbia Emergency Response Management System
<b>CBRNE</b>	Chemical Biological Radiological Nuclear Explosive
<b>CCG</b>	Central Coordination Group (Provincial Ministries & Crown Corporations combined corporate management team)
<b>CCG</b>	Canadian Coast Guard
<b>CISD</b>	Critical Incident Stress Debriefing
<b>DEOC</b>	District Emergency Operations Centre
<b>DFA</b>	Disaster Financial Assistance
<b>DOC</b>	Department Operations Centre
<b>EMB</b>	Emergency Management Branch (MoH)
<b>EMBC</b>	Emergency Management British Columbia
<b>EMU</b>	Emergency Management Unit (MoH)
<b>EOC</b>	Emergency Operations Centre (Local Government)
<b>ESS</b>	Emergency Social Services
<b>GIS</b>	Geographical Information System
<b>GSAR</b>	Ground Search and Rescue
<b>HEMBC</b>	Health Emergency Management BC
<b>F&amp;A</b>	Finance/Administration (usually used when describing the Financial/Administrative Section of the ICS organizational chart)
<b>IAP</b>	Incident Action Plan
<b>IC</b>	Incident Commander
<b>ICP</b>	Incident Command Post
<b>ICS</b>	Incident Command System
<b>MAF</b>	Ministry of Agriculture & Food
<b>MCI</b>	Mass Casualty Incident
<b>MOC</b>	Ministry Operations Centre
<b>MOF</b>	Ministry of Forests
<b>MOH</b>	Ministry of Health
<b>MOT</b>	Ministry of Transportation
<b>PECC</b>	Provincial Emergency Coordination Centre (PEP HQ Victoria)
<b>PEOC</b>	Provincial Emergency Operations Centre (BCEHS corporate HQ)

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<b>Acronym</b>	<b>Definition</b>
<b>SAR</b>	Search and Rescue
<b>SEG</b>	Senior Emergency Management Group (this acronym defines the BCEHS Senior Executive Team under BCEMS model)
<b>UC</b>	Unit Chief
<b>UIC</b>	Unified Incident Command (commonly referred to as Unified Command or UC)
<b>USAR</b>	Urban Search and Rescue
<b>WCB</b>	Workers' Compensation Board (now WorkSafe BC)