McElhanney   **BEST MANAGED COMPANIES** CANADA

Tahsis Evacuation Plan

February 20, 2020

Submitted to: Village of Tahsis
Prepared by McElhanney

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Our file: 2221-49140-00 (Task 2016)

Your Challenge.
Our Passion.

February 24, 2020

Village of Tahsis
977 South Maquinna Drive
P.O. Box 219
Tahsis, BC, V0P 1X0

Attention: Mark Tatchell, CAO

Tahsis Evacuation Plan – Final Report

We are pleased to submit the attached Evacuation Plan for the Village of Tahsis which outlines roles, responsibilities and required procedures to facilitate an evacuation within the Village. The Plan also identifies recommended next steps to ensure ongoing preparation and implementation.

It has been our pleasure supporting the community on this project, and we look forward to assisting you in the future as you may see fit.

Sincerely,

McElhanney Ltd.

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Contents

1. Overview

1.1. PURPOSE

The Village of Tahsis Evacuation Plan (the "Plan") outlines roles, responsibilities and required procedures to safely facilitate the evacuation of people within the Village of Tahsis (the "Village"). The Plan also identifies recommended next steps to ensure ongoing preparation and implementation.

1.2. OBJECTIVES

During an evacuation, the primary objectives need to be:

1. Expedited movement of people from hazardous areas.
2. Implement access control measures to prevent persons from entering areas under an evacuation order.
3. Evacuate people to:
    a. appropriate assembly (i.e., muster) points,
    b. through appropriate evacuation points, and
    c. on to appropriate reception centres.
4. Obtain necessary and appropriate transportation through mutual aid or other agreement.
5. Provide adequate transportation modes for vulnerable or "at-risk" populations.
6. Assure safe re-entry of evacuated persons when an evacuation order is lifted.

1.3. CONTEXT AND ASSUMPTIONS

1.3.1. Context

Within Canada, the responsibility for managing emergencies, and any resulting evacuation of people, is with the provincial and local authority. An evacuation is multi-jurisdictional, there is no single government entity with the mandate to implement all components of an evacuation, and there is no one single agency with all the required resources to complete an evacuation. As a result, it is essential that planning is completed prior to the onset of an emergency in order to ensure the safety of residents.

1.3.2. Assumptions

Given Tahsis' location on Vancouver Island, and access to/from the Village, it is assumed that all evacuees will be directed or transported to Campbell River, the closest location for emergency support services and regional hospital. In some instances, such as marine evacuations with larger vessels, there may be a need to transport evacuees to Tofino and/or Victoria. However, the proportion of evacuees heading to these destinations are considered to be minor.

2. Potential Hazards

A hazard is any incident that can cause harm or damage to humans, property or the environment. Potential hazards within the context of this Plan are identified relative to the potential to cause harm to humans and result in the need for their evacuation (Table 2-1).

Table 2-1 Potential Hazards that Necessitate Evacuation

Event	Time of Year Probability of Occurrence	Onset Potential	Potential Evacuation Routes / Modes	Timeframe of Event	Considerations
Wildfire	Peak Season (Summer)	Advance Notice or No Notice (imminent)	Road, Air, Water	Short to long-term	Mass evacuation route/mode dependent on location of wildfire.
Air Quality (Wildfire Smoke)	Peak Season (Summer)	Advance Notice	Road, Water	Short to long-term	Potential for partial or mass evacuation, or shelter-in-place.
Tsunami	Year-round	Advance Notice or No Notice (imminent)	Road, Air	Long-term	Mass evacuation route dependent on anticipated height and extent of tsunami wave and timing of warning.
Earthquake	Year-round	No Notice (imminent)	Road, Air, Water	Long-term	Potential loss of all essential services due to damage of critical infrastructure.
Flood – moderate to major	Off-peak Season (Fall/Winter/Spring)	Advance Notice	Road, Air, Water	Short to long-term	Potential for partial or mass evacuation dependent on extent and location of flooding. Evacuation routes/modes also dependent on location of flooding and community shelter.
Debris Flow (Landslide)	Year-round	No Notice (imminent)	Road, Air, Water	Short to long-term	Potential for partial or mass evacuation dependent on location. Evacuation routes/modes also dependent on location and if Head Bay Road is affected.
Loss of Essential Services	Year-round	Advance Notice or No Notice (imminent)	Road, Air, Water	Short to long-term	Extended interruption to electrical power or municipal (water and sewer) services, and/or loss of road access into Village.

3. Community Profile

3.1. ESTIMATED NUMBER OF EVACUEES

Evacuation scenarios considered both off-peak season (i.e., full-time residents) and peak season (i.e., both full-time and seasonal residents). Off-peak season generally occurs during Fall, Winter and Spring seasons (October – May), and peak season occurs during Summer (June -September).

During the peak season, the potential number of evacuees is estimated to be 1,000 people, and during off-season 300 (Table 3-1).

3.1.1. Estimated Evacuees Requiring Assistance

There are several factors which may affect a person's ability to evacuate on their own accord during an emergency, the factors include:

1. Physical mobility, including persons with disabilities
2. Access to a vehicle, or if living alone, access to a vehicle and ability to drive,
3. Age of population, that is children who require guardianship during an emergency.

Approximately 8% of Tahsis' population are under the age of 19, and over 25% are over the age of 65. (Fig. 3-1). Although, age cohort does dictate a person's need for assistance during an evacuation, for planning purposes, it is estimated that approximately 30% of the off-peak season population and 5% of the peak season population may need assistance.

Table 3-1 Potential Number of Evacuees

Evacuation Scenario	Estimated number of evacuees	Estimated number of evacuees requiring assistance
Peak Season (Summer)	1,000	50
Off-peak Season (Fall/Winter/Spring)	300	10

Fig. 3-1 Tahsis Population by Age Cohort (2016)

- 0-19 years
- 20-44 years
- 45-64 years
- 65+ years
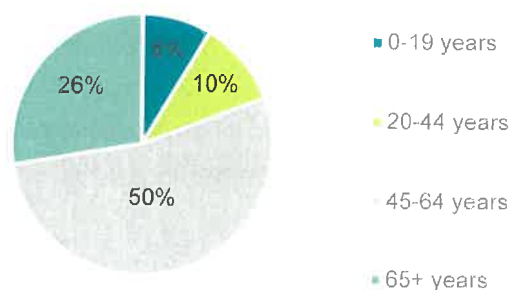
Source: Statistics Canada, Census 2016.

4. Evacuation Stages

Within Canada, provinces have the primary authority for managing emergencies. The province has established a three-stage alert process for strategic evacuations. The stages include: Evacuation Alert, Evacuation Order, Evacuation Rescinded/Lifted. The legal authority for local governments to order an evacuation is provided under the *Emergency Program Act (EPA).*

Some emergencies may also require a Tactical Evacuation, where an authorized first responder (i.e., fire, police) needs to immediately evacuate an area in order to protect lives.

4.1. STAGE 1: EVACUATION ALERT

During an evacuation alert the public is warned of a threat and advised of a potential need for evacuation. It does not require a declaration of a state of local emergency. The alert is issued when response agencies believe it is likely the threat will put people at risk, but the threat has not yet reached a threshold of immediate danger.

The alert should highlight the need and source, nature and/or cause for the evacuation. During this stage people should prepare to evacuate and gather personal supplies required for several days.

If time allows, evacuation alerts can be issued by door-to-door notification. Public information notifying people of an evacuation alert should also be posted on the municipal website, social media, and local radio and television stations.

When an imminent hazard occurs, an evacuation order may be issued without a prior evacuation alert.

The role of the Village will be to prepare for the evacuation including monitoring the threat, preparing evacuation plans, providing information and updates to the public, and pre-positioning resources in the event an evacuation order is required.

4.2. STAGE 2: EVACUATION ORDER

An evacuation order is a written order issued under a State of Local Emergency declaration and signed by the Mayor. The evacuation order should state that all people in the threatened area must evacuate, with no allowance for discretion made within the statement. (Residents are legally required to immediately evacuate.)

A State of Local Emergency declaration must be declared for an evacuation order to be valid. Boundaries must be established for the evacuation area within the declaration of a state of local emergency.

4.3. STAGE 3: EVACUATION RESCINDED / LIFTED

When the threatened area is under control or declared safe, the evacuation order can be lifted, and residents are advised they can return. Where a threat reoccurs, an evacuation alert or order may be reinstated.

Aspects that need to be addressed prior to lifting an evacuation order include the following:

- Village staff and Vancouver Island Health Authority should confirm if essential public services are available and safe to use including drinking water, sanitary sewer, and air quality.
- Vancouver Island Health Authority should confirm if the health care facility is safe and available to provide services.
- Utility agencies, including BC Hydro, should confirm if services are available and operating.
- Rapid damage assessments of property should be completed.
- The School District should determine if the school can open within a reasonable time-period for students

4.4. TACTICAL EVACUATION

A tactical evacuation is an evacuation resulting from a hazard impact that requires immediate action and allows for little warning or preparation. The Incident Commander, typically associated with the responsible lead agency managing the incident, or first responder can order a tactical evacuation with no formal documentation. Examples of when a tactical evacuation may be employed include hazardous material accidents, fires, and flooding. The decision is made at the site to protect life and safety, resulting from the immediate hazard.

A state of local emergency declaration is not required for a tactical evacuation, unless the affected population needs to be evacuated for an extended or undetermined length of time.

4.5. SPECIAL EVACUATION CONSIDERATIONS

During an evacuation alert or order special considerations and additional planning will be required for certain groups.

4.5.1. Vulnerable population groups

Vulnerable population groups may include children, individuals with mobility, medical or communication challenges, and transient populations, including tourists and seasonal workers.

Additional factors to consider during planning for vulnerable population groups that may need assistance, include:

- Providing advance public notification to allow additional evacuation preparation time,
- Coordinating access to transportation,
- Contacting a reception centre to ensure accommodation during evacuation,
- Ensuring access to medication, equipment and supplies as evacuees may not be able to bring medication, and
- Arranging for childcare for children without a parent or guardian accompanying a child.

4.5.2. Seniors

Evacuations can present additional challenges for seniors. Seniors who are sick, disabled or live alone may need special assistance. The Village has a high proportion of senior adults to young adults, and a significant number of seniors live alone and may not be able to drive. As a result, special considerations should be made for this group when planning evacuations.

4.5.3.Persons with Disabilities

First responders need to be aware of persons with disabilities to respond effectively. Persons with a mobility disability or visual impairment may require assistance leaving a building or navigating areas covered with debris after a hazard event, and persons with a hearing disability will have difficulty with verbal instructions. Persons with disabilities may also have special transportation needs such as lift-equipped vehicles that accommodate wheelchairs or scooters.

Communications methods should be carefully considered to ensure all populations groups can be effectively reached. Persons with a hearing disability may not be able to receive messages via radio, television, sirens, or other audible messaging. Those with visual disabilities may not be aware of visual cues such as flashing lights, posted signs, or website information.

Communication methods should be developed to ensure all persons within an affected area will have necessary information to take prepare for an evacuation. Combining both visual and audible alerts will help reach a greater audience.

5. Evacuation Process

The specific processes for implementing an evacuation will be dependent on the exact cause and nature of the hazard; however, there are fundamental steps involved with evacuating a community. The general steps for evacuation, which are outlined in this chapter, include:

1. Hazard assessment
2. Notification to Chief Administrative Officer or Emergency Operations Centre Director
3. Decision to evacuate
4. Determine evacuation timeline
5. Declare State of Local Emergency
6. Inter-organizational notification
7. Public notification
8. Coordinate with reception centres
9. Prepare to evacuate
10. Complete evacuation operations
11. Complete inspection to confirm essential services are available and buildings are inhabitable
12. Re-entry after an evacuation order has been rescinded

Figure 5-1 provides an evacuation decision-tree which outlines the evacuation process from the initial assessment stage to the re-entry phase after an evacuation alert or evacuation order has been rescinded.

Appendix A provides checklists and forms that can be used during each of the evacuation stages to assist with planning and organization.

5.1. HAZARD ASSESSMENT

The initial evacuation stage is confirmation of the incident. In most scenarios, the first response agency with jurisdictional authority of the incident will respond to the incident site and establish an Incident Command Post (ICP). The Incident Commander (IC) responsible for overall management of the incident will confirm the location and determine the magnitude of the incident, estimate the number of people at risk, notify additional first response agencies that may be required to assist, and take any immediate measures necessary to protect life and property. In life-threatening situations, the IC may execute a tactical (no notice) evacuation to clear people immediately from the risk area.

5.2. NOTIFICATION

When a hazard is determined to be a significant threat to the public, the IC will notify the Chief Administrative Officer (CAO) or Emergency Operations Centre (EOC) Director within affected local government jurisdiction. If the CAO/EOC Director is not informed or cannot be reached, or there is no alternative in their absence within the local jurisdiction, decisions may be delayed which may increase risk to the public.

Figure 5-1   Evacuation Stage Decision-Tree
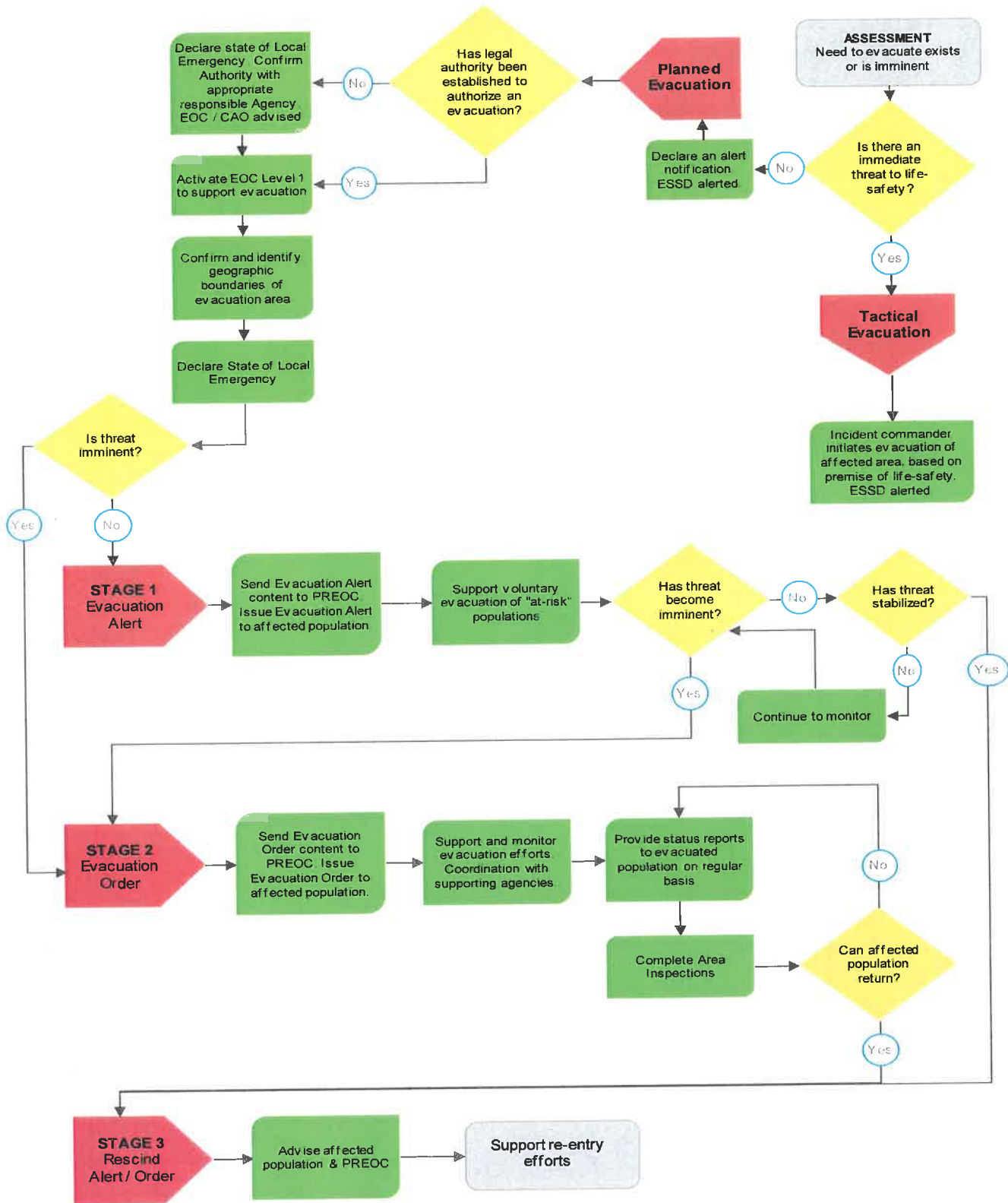
5.3. DECISION TO EVACUATE / PROTECTIVE MEASURES

The IC will, in most situations, determine the most appropriate protective measures and provide a recommendation to the CAO or EOC Director during initial notification. Table 5-1 lists the hazards that could cause a mass evacuation and identifies the likely lead agency to recommend an evacuation order to the CAO or EOC Director. It also identified the primary provincial ministry to provide expertise and support to the local government in managing the hazard event.

Table 5-1 Potential Hazards Necessitating Evacuation and Lead Agency

Event	Lead Agency	Provincial Ministry	Agency Most Likely to Recommend Evacuation Order
Wildfire	BC Wildfire Service	Emergency Management BC, Forests Land Natural Resources (FLNRORD)	BC Wildfire Service in discussion with Tahsis Fire Chief and CAO or EOC Director
Air Quality (Wildfire Smoke)	Vancouver Island Health Medical Health Officer	Health	Medical Health Officer in discussion with CAO or EOC Director
Tsunami	Emergency Management BC	Emergency Management BC	Emergency Management BC
Earthquake	Dependent on need for evacuation order	Emergency Management BC	Unsafe buildings: CAO or EOC Director Fire: Tahsis Fire Chief
Flood – moderate to major	Village of Tahsis	FLNRORD	Village of Tahsis
Debris Flow (Landslide)	Dependent on need for evacuation order	FLNRORD, Landslides on highways: Transportation & Infrastructure	Natural Resources Canada FLNRORD may provide some notice in advance Unsafe buildings or impeded access routes: Village of Tahsis, with assistance of rapid damage assessment personnel or structural engineers
Loss of Essential Services (Severe Weather Event)	Utility providers	Emergency Management BC	Village of Tahsis

The IC in some situations may not provide a protective measure recommendation and may defer the decision to the CAO or EOC Director. Village Council, specifically the Mayor, have the legislative authority to issue an evacuation order with the recommendation made by the CAO or EOC Director.

The protective measures available to the IC, CAO or EOC Director include:

1. *Monitor* - Where the hazard does not pose an immediate threat but has the potential to escalate. The hazard must be continually monitored, and public risk re-assessed at intervals determined by the IC, or CAO/EOC Director. Given emergencies can evolve quickly, advanced planning should begin for any incident that may require a mass evacuation.

2. **No-Notice Evacuation / Tactical Evacuation** – Where immediate evacuation is required in the area at risk. No-notice evacuations are implemented primarily because the emergency is imminent or has already occurred.

3. **Evacuation Alert** – Where an alert is issued to warn the public of a potential threat and advises that an evacuate order may be issued and preparations to evacuate should be initiated.

4. **Evacuation Order** – The evacuation order notifies the public they are legally required to immediately evacuate the area under order.

5. **Shelter in Place Order** - Shelter-in-place entails people at risk staying inside and closing windows and doors. This measure may be used during a severe weather event (i.e., windstorm).

5.4. DETERMINE EVACUATION TIMELINE

The amount of time available before a hazard affects people within the local jurisdiction will determine whether an immediate evacuation order is required or if a phased evacuation possible. The timeline will vary dependent upon, 1.) speed and intensity of the hazard, 2.) current population, 3.) time of day involved, and 4.) scale of the evacuation. To determine the evacuation timeline, the projected arrival of the threat and the estimated clearance time of the Village must be determined. The estimated clearance time for a road evacuation is provided in Section. 6.2.

5.5. DECLARE STATE OF LOCAL EMERGENCY

If an evacuation order is required, the Village will need to declare a state of local emergency to access the powers of the provincial *Emergency Program Act* (EPA).

The CAO or EOC Director oversees preparation of the declaration, is responsible for briefing Mayor and Council, and for attaining approval and signature from the Mayor.

The Declaration must include:

- Nature of the emergency
- Geographic boundaries (preferably shown on an attached map) within which the declaration will apply
- Date of the local declaration, and
- Signature of the head of the local authority (Mayor).

Per the EPA, immediately after declaring a state of local emergency, the local government must:

- Send a signed copy of the local declaration to the Provincial Regional Emergency Operations Centre (PREOC),
- Immediately publish a notice of the declaration (and attached maps) to the affected population and media, and
- After making the declaration, the Mayor must convene a meeting of Council to establish policy direction for CAO and EOC to implement response to the emergency.

5.6. INTER-ORGANIZATIONAL NOTIFICATION

After an evacuation order has been issued and an evacuation timeline established, various inter-organizational agencies will need to be notified, depending on the hazard type and location.

These may include, but are not limited to:

- Village Council
- Strathcona Regional District
- BC Wildfire Service
- BC Emergency Health Services
- Ministry of Transportation and Infrastructure (MoTI)
- Mainroad North Island Contracting LP (road service contractor for MoTI)
- School District #84
- Emergency Management BC
- Neighboring communities:
  - including Mowachaht/Muchalaht First Nations, Gold River, Zeballos, and Campbell River
- Canadian Red Cross

The roles and responsibilities of these organizations are further outlined in Chapter 7: Roles and Responsibilities.

5.7. PUBLIC NOTIFICATION

If either an evacuation alert or order is required, officials must inform the public to evacuate and provide them with the details about the evacuation. Information will be shared using a range of warning methods, including municipal websites and social media, and broadcast media like television and radio. It should be noted, that although CBC radio is available, it is not a reliable source of information as the transmission can be interrupted by snow accumulation and public notification advisories may require approval prior to broadcast. As a result, door-to-door notifications and telephone tree calling may be the most effective notification method, with the exception of Tahsis Spring Apartments that could be an issue with door-to-door notification due to internal building access of units.

The purpose of a warning in the context of an evacuation is to provide:

- Information about the nature and timing of impact to those likely to be affected by the event,
- Specific directions about the evacuation, including who it applies to and why; when people should evacuate; where and when they should go, and how to get there, and
- Information about potential consequences of not evacuating and protective measures to take if not evacuating.

Warning people of an evacuation is essential. Further information regarding is provided in Chapter 8: Communications.

5.8. PREPARE TO EVACUATE

After an evacuation order is issued, an evacuation plan must be implemented. The plan should include viable transportation modes, evacuation phasing, selection and confirmation of receiving communities, and location of shelters.

5.9. EVACUATION OPERATIONS

Evacuation operations, the organized movement of people from the evacuation area to a safe area, entails implementing traffic and access controls, establishing evacuation routes, managing the safety of evacuees, and establishing security in the evacuation area.

People without friends or family to receive them must be provided with shelter. In a mass evacuation, people will need to be provided with shelter in another community or several other communities outside of the evacuation area. The Village should establish contacts at receiving shelters to ensure effective coordination. Receiving and sheltering evacuees is a critical step within the evacuation process.

Under all evacuation scenarios, all evacuees should register at the Reception Center located at the Tahsis Recreation Center. This is important to maintain records of evacuation, and for tracking of intended evacuation locations as tracking allows reunification of separated families. Emergency Support Services (ESS) will coordinate with The Canadian Red Cross for family reunification and contact inquiries by relatives outside evacuation area.

Emergencies involving small numbers of local population, as well as short duration evacuations, are best managed within the local area. Larger evacuations should be coordinated with the Strathcona Regional District and the Campbell River Emergency Support Services should the circumstance require support beyond local capacity.

5.9.1. Muster Stations

The Village has several designated muster stations (Fig.5-2). These stations should be only be used during a tsunami warning when there is an immediate threat, and there is insufficient time to complete and evacuation.

5.9.2. Assembly Points

A designated assembly point assists with effective coordination of people who require transportation to a designated reception centre. An assembly point should be a centrally located, relatively flat, large area, that is generally pedestrian accessible for the public and accessible for the transportation mode which will be employed (vehicle, air or marine). Appropriate signage should be provided identifying the assembly area. Some individuals may be unable to walk to an assembly point due to physical limitations. In these instances, documentation and communication with the EOC should be completed to ensure intermediate transportation to the assembly point is provided. (Appendix A – Emergency Call Centre Evacuee Information Form)

5.9.3. Access Control

For areas under an evacuation order, access controls must be established. The objectives of access control include:

- Protect lives of evacuees from re-entering a high-risk area, and
- Maintain law and order within an evacuated area.

Access control should be maintained under one of the following conditions:

1. **No Access:** Authorized personnel (i.e. responders) only are permitted into and evacuated area.

2. **Limited Access:** Persons are allowed into an evacuated area with limited access and based on criteria established by an IC or EOC Director.

An access control point, most likely on Head Bay Road, depending on the source of the hazard, should be established and staffed by RCMP members and/or authorized personnel to control access into and out of evacuated areas.

5.9.4. Authorized Entry Permits

Entry into an evacuation area by anyone other than those involved with response efforts should be avoided. In situations where it must be granted, authorization must be obtained from an IC or EOC Director.

If someone is authorized to enter the evacuation area, personnel at the access control point must record the entry on an Authorized Entry Log (Appendix A) and should be signed by the person entering the evacuation area. An Authorized Entry Permit (Appendix A) should be placed on the dashboard of the person's vehicle.

5.10. RECEPTION CENTRES

Reception centres provide safe gathering places for people displaced from their homes as a result of an emergency. Services provided at a Reception Centre should include:

- Ability to register and receive emergency social services
- Referrals for food, clothing, lodging and/or amenities
- First aid
- Emotional support services
- Any special needs assistance
- Pet care
- Information regarding the emergency and status of the evacuation

Identifying reception centre options in advance of any potential evacuation is recommended. Evacuees should report to the Tahsis Reception Center prior to departing for other localities. This ensures records of persons leaving, and tracking of intended destination. This is key for ensuring evacuation is complete, reunification of families and notification of the all clear and lifting of the evacuation order. Coordination with Strathcona Regional District Emergency Operation Center will determine if Campbell River will accept and accommodate Tahsis evacuees, or if other considerations are to be implemented.

5.11. RE-ENTRY

Before an evacuation order is rescinded, an assessment of the affected area (Section 4.3) must be completed, re-entry procedures (Appendix A - Re-entry checklist) should be established to ensure the re-entry process is relatively seamless. The objective of the re-entry stage is to support the safe and organized return of all the evacuees.

5.11.1. Re-Entry Assessment

The re-entry assessment should include confirmation of the following:

- The cause of the evacuation is resolved
- No search and rescue operations are underway
- Roads, structures and trees are deemed safe
- Damage and safety assessments of structures have been completed and deemed safe to occupy
- There are no ruptured or leaking gas lines serving the recreation centre
- There no ruptured water or sewer lines and water is deemed safe for consumption
- Electrical power is operating
- There are no hazardous materials present which threaten public safety
- No significant debris fields exist that could pose a threat to a safe return
- Debris has been removed from roadways to allow vehicles to pass
- Unsafe structures have been boarded up and roped off with caution tape
- Adequate water for firefighting is present
- Sufficient public works and operational staff can return to ensure normal operations of community services
- Vancouver Island Health has determined that conditions are safe
- Return of special needs individuals requires consideration of their unique living requirements can be met without risk.

5.11.2. Re-entry Process

The re-entry of evacuees into an evacuated area should be determined by the EOC Director, through communications with the IC. The EOC may designate a Re-entry Coordinator to support the re-entry operations. The Re-entry Coordinator would be responsible for coordinating all re-entry procedures with site personnel.

Re-entry should occur through an access control point. The public should be advised of re-entry procedures through the Village website, social media, press releases, and information updates at reception centres.

Transportation arrangements for special needs groups should be arranged and provided for the re-entry process as it was during the evacuation order.

Figure 5-2 Evacuation Routes

EVACUATION ROUTES

SCALE: NTS

Legend

Evacuation Routes - Tsunami		Parks
Evacuation Route		Muster Station
Streams		Muster Station - Emergency Supply / Coordination
Roads		
Flood Extents - 2100		
Parcels		
Waterbody		
Public Facilities		
Recreation Facilitiy / Reception Centre		

Tahsis Inlet
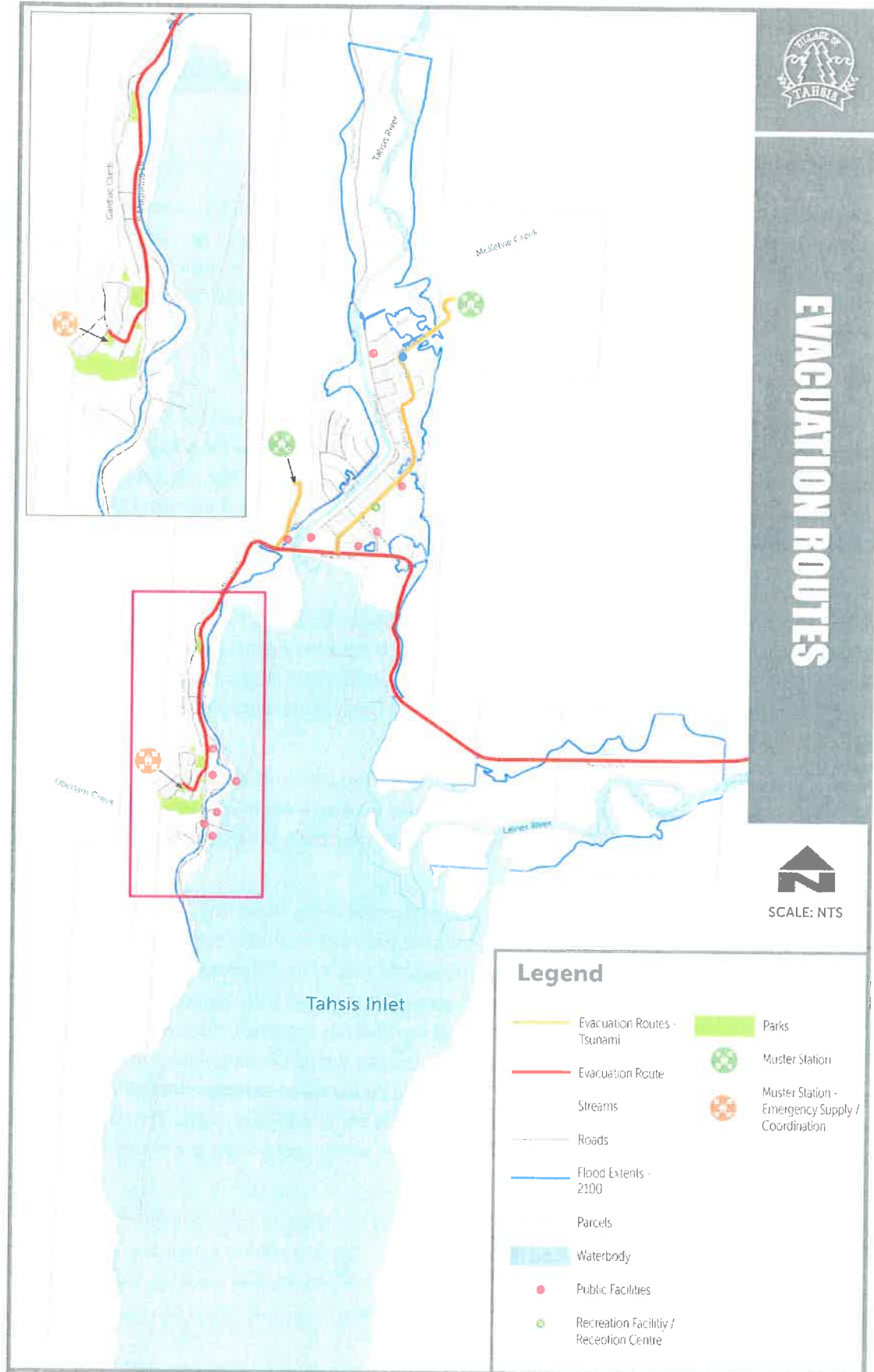
6. Transportation Infrastructure and Services

The most viable transportation modes for an evacuation include vehicles (roads), marine vessels or air. Any combination of these modes may need to be deployed in order to carry out an evacuation. General concept operations and service providers are outlined in this chapter. An overview of routes that would be utilized by each of these three modes is provided in Fig. 6-1. Further information regarding service providers and their potential roles and responsibilities is provided in Chapter 7.

6.1. ROAD

One road provides access into and out of the Village, the Head Bay Forest Service Road. This is a "forest service road" as defined in the *Transportation Act*. It is maintained by the Ministry of Transportation and Infrastructure (MoTI) and the Ministry of Forests, Lands, Natural Resource Operations and Rural Development (FLNRORD). Mainroad North Island Contracting LP is the road maintenance contractor. The road has three surface types, gravel, chip seal and asphalt.

6.1.1. Concept of Operations

Head Bay Road will be the main evacuation route for the Village. Road evacuations would be initiated under virtually all potential hazard conditions (Table 2-1), except where evacuations along Head Bay Road are prevented. Given Head Bay Road is an active forest service road, prior to an evacuation, Western Forest Products, MoTI and Mainroad North Island Contracting should be contacted to assist with access control and operations and mitigate any safety issues.

Moutcha Bay Resort and Western Forest Products may also require evacuation of personnel and therefore evacuation may require liaison with these entities to ensure effective evacuation. If sufficient time is available, Vancouver Island West School District #84 may have buses that could be requested to assist in evacuation.

During an evacuation a traffic control point must be established at the Head Bay Road next to the Spar Tree Motel. Traffic control will ensure drivers understand the need to remain below the posted speed limit of 60 kph to avoid any traffic accidents that could potentially restrict or completely block the single exit route. Drivers should also be asked to take on passengers that do not have personal vehicles and need to be evacuated. Verification should be provided that vehicles have sufficient fuel to transit to Gold River and are in good repair. RCMP should be requested to provide the traffic control point in Tahsis, and a second traffic control point at the exit to Gold River should be instituted to ensure that all vehicles on the Head Bay Road have negotiated the entire distance and are not stranded in route. The exit traffic control point will also ensure that no vehicle enters Head Bay Road which could result in a breach of the evacuation order.

The first vehicle leading the evacuation should be public works equipped with equipment such as chain saws to ensure the Head Bay road can be opened to traffic. The first vehicle is responsible to set speed limit of evacuation. It is preferable that vehicle movement be established as a packet system, with a maximum of 25 vehicles to a packet. The lead packet vehicle should be led by a responsible individual,

preferably a public works employee with a VHF radio with the RR 4 channel. Sufficient spacing between packets will ensure there is no congestion, and potential traffic safety issues as a result.

Emergency personnel, EOC staff, fire, ambulance and RCMP should constitute the last vehicle packet departing the evacuation location. Best efforts should be made to ensure that all vulnerable persons have been evacuated and none are left stranded in the Village or on the evacuation route.

Emergency personnel, EOC staff, fire, ambulance and RCMP should constitute the last vehicle packet departing the evacuation location. Best efforts should be made to ensure that all vulnerable persons have been evacuated and none are left stranded in the Village or on the evacuation route.

6.2. MARINE

Ocean craft can transport citizens to Gold River via the Tahsis and Muchalaht Inlets and Hwy 28 (preferred), Tofino or Victoria depending on size and power of the craft, ability to navigate long-distance travel, and weather. Pleasure craft can usually get to Gold River during most weather conditions. Although Zeballos is closer to Tahsis than Gold River, Gold River has more capacity to absorb and support evacuees than Zeballos.

6.2.1. Concept of Operations

Marine evacuations would be initiated under the following conditions:

1. Evacuations along Head Bay Road are prevented.
2. There is a need to transport people without access to a vehicle.
3. Evacuation warrants the use of multiple transportation modes given timing of hazard occurrence.

6.2.2. Service Providers

6.2.2.1. Canadian Coast Guard – Tahsis Station

An agency of the federal Department of Fisheries and Oceans, a new Canadian Coast Guard Search and Rescue station will open in Tahsis in early 2020. The station will provide a 14.7-metre Canadian Coast Guard lifeboat, and a rigid hull, inflatable vessel, and will operate 24 hours a day, 365 days a year.

6.2.2.2. Canadian Armed Forces

The province can request the Canadian Armed Forces (CAF), when and if available services are not sufficient, to assist with evacuation efforts.

6.2.2.3. Private Operators

There are several private marine service operators who could assist with a marine evacuation. These include:

- Shorebird Expeditions, Tahsis
- The Uchuck, Get West Adventure Cruises, Gold River
- Maxi's Taxi, Gold River

6.2.3. Marine Service / Craft Capacities

The marine service providers listed above would be able to evacuate a number of people as outlined in Table 6-1.

Table 6-1 Marine Service / Craft Capacities

Marine Service / Craft	Number of Passengers the Marine Craft Can Accommodate
Canadian Coast Guard Lifeboat	5 passengers, plus four crew members (9 total)
Royal Canadian Navy	TBD
Shorebird Expeditions	6 passengers
The Uchuck, Get West Adventure Cruises	100 passengers
Maxi's Taxi	12 passengers

6.3. AIR

Seaplanes or helicopter are the two most viable air modes available, with seaplanes using the Inlet, and a heliport across from the Tahsis Volunteer Fire Hall. An alternative location for helicopter landings is the grass field behind the Recreation Center and Captain Meares Elementary Secondary School, especially for larger Chinook helicopter operations.

6.3.1. Concept of Operations

Air evacuations would be utilized under the following conditions:

1. Evacuations along Head Bay Road are prevented and additional capacity to support marine evacuations is warranted.
2. There is a need to transport people who are physically disabled, injured or with another serious medical condition.
3. Evacuation warrants the use of multiple transportation modes given timing of hazard occurrence.

6.3.2. Service Providers

There are several seaplane operators on Vancouver Island, providing both charter and regular services. These include:

- Air Nootka, Gold River
- Corilair Charters, Campbell River
- Vancouver Island Air, Campbell River
- Harbour Air Seaplanes, Comox
- Sunshine Coast Air, Nanaimo

Helicopter operators on Vancouver Island include:

- E & B Helicopters, Gold River
- 49 North Helicopters, Campbell River
- Helijet, Nanaimo

6.3.3. Air Service / Plane Capacities

The marine service provides listed in the sections above would be able to evacuate a varying number of people as shown in Table 6-2.

Table 6-2 Air Service / Plane Capacities

Marine Service	Number of Passengers the Aircraft Can Accommodate	Number of Planes / Helicopters
Air Nootka	3-passenger plane	3
	6-passenger plane	1
Corilair Charters	3-passenger plane	2
	6-passenger plane	1
Vancouver Island Air	14-passenger plane	1
Harbour Air Seaplanes	6-passenger plane	14
	9-passenger plane	1
	14-passenger plane	22
	19-passenger plane	3
Sunshine Coast Air	6-passenger plane	1
	3-passenger plane	2
E & B Helicopters	4-passenger helicopter	1
	5-passenger helicopter	2
49 North Helicopters	1-passenger helicopter	1
	4-passenger helicopter	1
	5-passenger helicopter	2
Helijet	5-passenger helicopter	2
	12-passenger helicopter	1

CONTEXT MAP

Legend

● Island Towns

RouteType

━━ Road

- - - Marine

━━ Air (Seaplane / Helicopter)

Tahsis

Gold River

Campbell River

Powell River

Tofino

Campbell River

Tahsis

Gold River

Tofino

Victoria

Scale: NTS

Fig. 6-1 Context Map
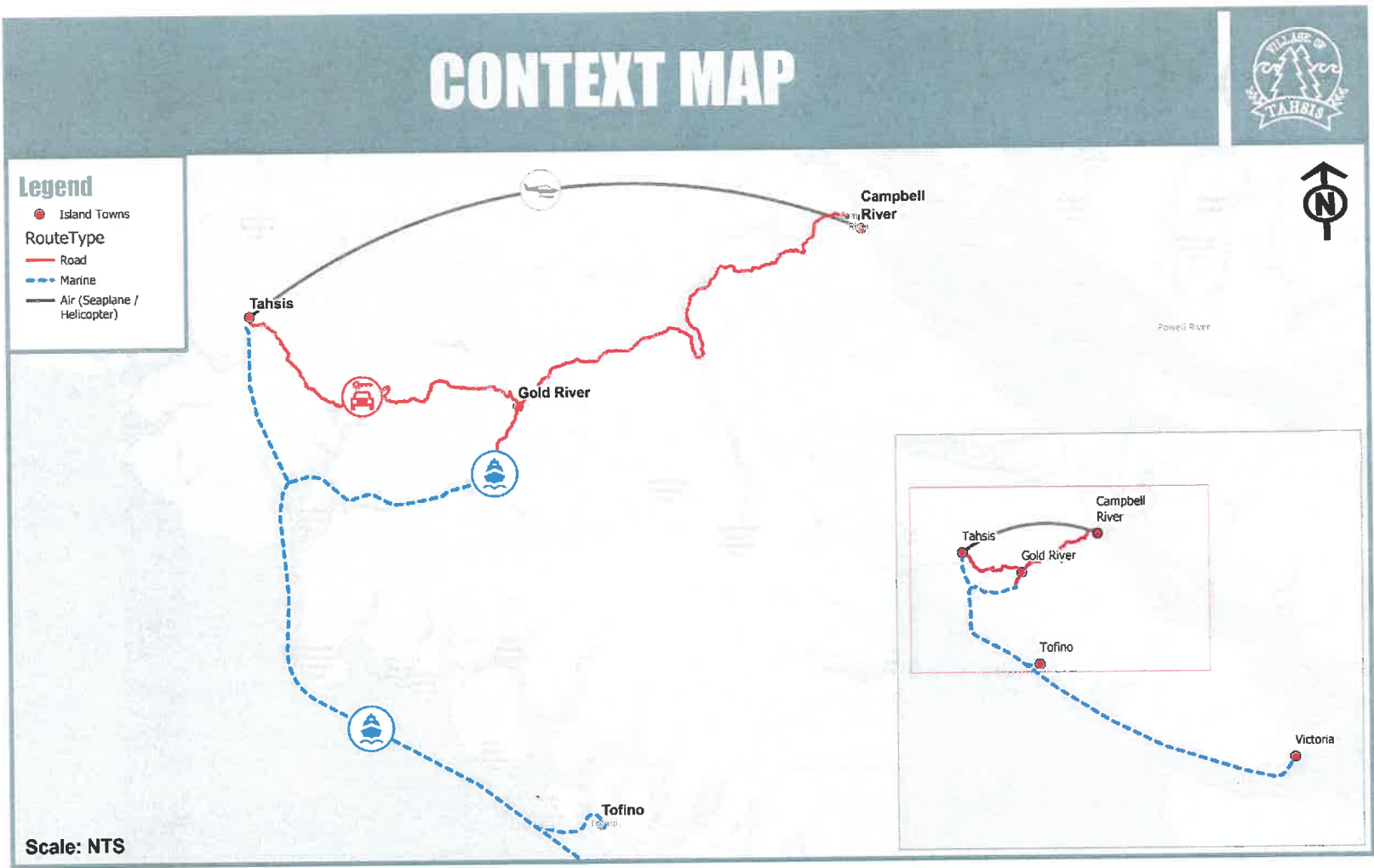
7. Transportation Road Analysis

Head Bay Road is a 65 km two-lane gravel and seal coated Forest Service Road (FSR) with a 60 km/h posted speed limit which connects Tahsis and Gold River. As the road elevation is close to sea level and located near the Pacific Ocean, snow is generally uncommon, though there is a mountain pass at Bull Lake (586m above sea level) which may result in impassable conditions, the road is typically, though, operable during all months of the year.

To determine how Head Bay Road can be used as part of the evacuation plan, the following items were reviewed:

- Travel demand and capacity (peak-season and off-peak season), and
- Evacuation travel time estimates.

7.1. TRAVEL DEMAND, ROAD CAPACITY, AND TRAVEL TIME

7.1.1. Travel Demand

The number of evacuees along Head Bay Road will vary significantly depending on the time of year. During summer months the population of Tahsis is typically approximately 1,000 people; however, during off-peak months this population is approximately 300 people. Typical average vehicle occupancy rates range from 1.0 to 2.0. As detailed vehicle occupancy rates for Tahsis were unavailable, vehicle occupancies were estimated by reviewing the number of persons per household. The number of persons per household was measured at 1.6 persons per household in the *2016 Canada Census* (Statistics Canada). Using this as a vehicle occupancy rate, an evacuation demand of 625 vehicles during peak-season (summer) months and 190 vehicles during off-season months can be expected.

A road evacuation during the peak summer months should also consider load restrictions given the desire for evacuees to tow marine craft in order to prevent traffic congestion on the single evacuation route.

7.1.2. Road Capacity

Forest service roads such as Head Bay Road are typically not constructed to accommodate large volumes of traffic. The United States Department of Agriculture states that roads with frequent turnouts (i.e. turnouts less than 1,000 feet apart) have a recommended capacity of 25 vehicles per hour. Similarly, the MoTI has a recommended vehicle capacity of 200 vehicles or less per day on low volume roads which provide access to an isolated community.

Based on the above capacities for forest service and low volume roads, Head Bay Road does not have enough capacity to service the demand that would be generated by a full-scale evacuation. However, Head Bay Road is a well-maintained gravel, seal coated and asphalt road, and from a qualitative perspective, it is reasonable to assume Head Bay Road could be used as an evacuation route. Evacuation may also be better facilitated with a pilot or first responder (i.e., RCMP) guide car.

7.2. EVACUATION TRAVEL TIME ESTIMATE

To evacuate the community of Tahsis to Campbell River, vehicles will need to travel eastbound along Head Bay Road and Highway 28. As Head Bay Road is a well-maintained gravel and seal coated, and asphalt road, it is assumed that motorists will be travelling at approximately 50 km/h during the summer (peak) but 40 km/h in winter (off-peak) months. Based on this assumption it will take motorists approximately 80 minutes to travel from Tahsis to Gold River. After reaching Gold River, evacuees will use Highway 28, a paved road with an 80 km/h speed limit to travel from Gold River to Campbell River.

Additionally, it will likely take the entire community of Tahsis approximately 30 minutes to move from their homes and businesses to Head Bay Road during peak season (during off-peak season it will likely require less time).

A breakdown of the estimated vehicular evacuation travel times during peak and off-peak seasons is presented in Table 7-1. This table does not account for the time people will require to pack their belongings and ready themselves for travel. It should be noted this is a conservative estimate, given the unusual circumstance of high traffic volumes. Typically, two hours and 30 minutes, is the usual travel time between Tahsis and Campbell River.

Table 7-1 Estimated Vehicular Evacuation Travel Times

Season	Number of Vehicles	Assumed Travel Speed	Portion of Journey			
			Queuing to Head Bay Road	Tahsis to Gold River	Gold River to Campbell River	Total Evacuation Time
Summer Peak	625	50 km/h	30 min	80 min	80 min	3 hrs 10 min
Off-Peak	190	40 km/h	20 min	100 min	80 min	3 hrs 20 min

8. Roles and Responsibilities

Executing an evacuation requires involvement and support of numerous agencies. Clarifying the roles and responsibilities of each is important in advance of an evacuation, so when the need arises, evacuees can be better supported. This chapter outlines the general roles and responsibilities of local, provincial, federal, private and not-for-profit agencies during a mass evacuation.

8.1. LOCAL GOVERNMENT / AUTHORITIES

8.1.1. Village of Tahsis

Once a decision to evacuate has been made, the evacuation process is coordinated and managed by the local authority that issued the evacuation order. The Village will need to lead all aspects of emergency preparedness, response, and management limited to within Village boundaries.

Role in evacuation operations:

- Provides emergency support services (ESS) to evacuees at muster points and at the Tahsis Rec Centre
- Assist in coordination and liaison with neighbouring local governments and provincial agencies
- Monitor events and issue warnings
- Establish an EOC to facilitate centralized decision-making, acquire and coordinate resources, including vehicles, personnel, and equipment.
- Operate as the primary communication and coordination link between agencies and organizations involved in the evacuation of the Village area.
- Provide data and information to response agencies to ensure successful coordination and operations
- Assist people that cannot evacuate on their own
- Disseminate public information
- Oversee evacuation on municipal roads
- Monitor progress of the evacuation
- Coordinate damage assessments to inform the re-entry process

8.1.2. Tahsis Volunteer Fire Services

Role in evacuation operations:

- Support evacuations within the Village, if their resources are not required to fight an interface, wildfire, or structural fire
- Oversee evacuation of people and animals from buildings, when potential life safety is at risk

- Provide fire suppression operations and the rescue of people trapped by fire, wreckage and debris, and coordinate specialized resources
- Provide first responder medical aid response
- Activate mutual aid as required

8.1.3. Strathcona Regional District (SRD)

A local government organization with five member municipalities located across central Vancouver Island, the regional district can help coordinate and communicate to other receiving and pass-through communities' information regarding an evacuation. The SRD has a dedicated Protective Services Coordinator who can assist during an emergency.

Role in evacuation operations:

- Coordinate, access, and outreach to populations and support communities

8.1.4. Campbell River

As the likely receiving community, the municipality should be apprised regarding potential evacuees that will be arriving and requiring shelter or support.

Role in evacuation operations:

- Provide support with receiving evacuees, including reception centre and group lodging
- Provide resources to assist in evacuation efforts, including personnel and equipment
- Assist in providing evacuees with information if they are passing through or stopping

8.2. PROVINCIAL GOVERNMENT AGENCIES

8.2.1. Vancouver Island Health Authority

The Vancouver Island Health Authority operates the Tahsis Health Centre and provides health services throughout Vancouver Island.

Role in evacuation operations:

- Provide healthcare to patients
- Coordinate the evacuation of health facilities as necessary
- Inspect shelter facilities for food safety and sanitation conditions
- Refer acute trauma patients to the Campbell River hospital (North Island Hospital)
- Ensure continued care of medically dependent patients at receiving health care facilities
- Provide support services for physically challenged or medically disabled people affected by an emergency

8.2.2. Vancouver Island West School District #84

Should an evacuation order occur during school hours, the principal and teaching staff at Captain Meares Elementary Secondary School will need to carry out several responsibilities to ensure the safe evacuation of school children.

Role in evacuation operations:

- Coordinate the care of children who have been separated from parents or caregivers during school hours
- Ensure parents and caregivers have access to appropriate information and support
- Organize supervision of students
- Communicate student transportation needs to the EOC
- Provide school facilities and school resources for emergency use

8.2.3. Ministry of Transportation and Infrastructure (MoTI)

MoTI has responsibility for the maintenance and operation of Head Bay Road and Hwy 28. During an evacuation an MoTI contact should be in regular communication with the RCMP and Strathcona District EOC to provide ongoing support and information regarding the condition and operation of Head Bay Road and Hwy 28.

Role in evacuation operations:

- Authorize road closures and communicate all traffic management decisions to Nootka Sound RCMP and Mainroad Contracting
- Coordinate and control emergency highway traffic management
- Ensure public safety and availability of transportation routes to emergency services
- Coordinate services required for performing road repairs and implementing traffic control devices, such as signs and barricades
- Provide resources as needed, including traffic management personnel and equipment
- Post advisories on electronic message boards along evacuation routes
- Develop and disseminate status reports of evacuation routes along provincial roads
- Mobilize personnel and equipment for provincial roads including bridge engineers, geotechnical engineers, traffic engineers, and contractors as needed to ensure safe operation of routes

8.2.4. Emergency Management BC

Emergency Management BC (EMBC) is the province's lead agency for all emergency management activities including planning and training. During an emergency, EMBC can provide specialized resources to support local government emergency responses.

Role in evacuation operations:

- Activates Provincial Regional Emergency Operations Centre (PREOC) to coordinate provincial response and recovery, monitor emergencies and assist affected communities in emergency response and recovery, including evacuations
- If several provincial ministries are required or responsible with parts of the emergency, EMBC will coordinate integrated provincial emergency management through the PREOC

- Support the local EOC in the evacuation by obtaining resources, including fuel and transport vehicles, and directing appropriate provincial agencies to provide support
- Assists with communications to evacuees and the general public

8.2.5. Forests, Lands, Natural Resource Operations and Rural Development

The provincial Ministry of Forests, Lands, Natural Resource Operations and Rural Development (FLNRORD) is responsible for land and resource management in BC, including wildfire management and safe public access to BC's wilderness.

Role in evacuation operations:

- Provide opening and closure of Forest Service Roads to allow or prevent access during an evacuation if warranted
- Liaise with EOC to provide information updates on rural and wilderness areas and resources under FLNRORD's jurisdiction
- Provide resources, including personnel and equipment, to support evacuation

8.2.6. BC Wildfire Service

The BC Wildfire Service (BCWS) is a division of the FLNRORD. BCWS is responsible for managing wildfires on Crown Land. In the event of an interface or wildfire encroaching Village boundaries, BCWS is the land fire fighting response agency.

Role in evacuation operations:

- Provide updates on wildfire behavior and movement and estimated hazard impact timings to the EOC
- Provide personnel, equipment, supplies, telecommunications equipment, aviation support and weather information to assist in emergency response operations
- Provide an air marshal to the local airports to coordinate air movements as warranted
- Recommend an evacuation alert or evacuation order if a wildfire places the Village at risk

8.2.7. BC Emergency Health Services

BC Emergency Health Services (BC EHS) provides pre-hospital emergency services and inter-facility patient transfers throughout the province and oversees the BC Ambulance Service and BC Patient Transfer Services.

Role in evacuation operations:

- Provide ambulances, trained personnel and other essential resources required to assess, treat, stabilize, transport and deliver patients with medical needs to appropriate medical care facilities
- Assist in the evacuation of local health care facilities as required
- Coordinate the triage and transportation of all injured people to hospitals and health care centers
- Oversee critical care transport of injured as required

8.3. FEDERAL GOVERNMENT AGENCIES AND ENTITIES

8.3.1. First Nations

Tahsis is located on the traditional territory of the Mowachaht/Muchalaht First Nations of which there are approximately 1,000 people throughout northern Vancouver Island. Any emergency affecting the Village may also likely affect Mowachaht/Muchalaht lands.

Role in evacuation operations:

- Coordinate and communicate a potential evacuation alert or order

8.3.2. Coast Guard

The Canadian Coast Guard, an operating agency within the Department of Fisheries and Oceans (DFO), has a primary responsibility to execute marine search and rescue and has no law enforcement responsibilities. Although the province and local government are first responders in an evacuation, the presence of a Coast Guard Search and Rescue Station in Tahsis may allow for these resources to be deployed to assist with an evacuation order.

Role(s) in evacuation operations:

- On request from the Province, assist in ensuring public safety and availability of transportation routes, resources, and intelligence to emergency services, especially with regarding the any marine route evacuations

8.3.3. RCMP

The Nootka Sound RCMP has a main detachment in Gold River. The RCMP could assist with enforcing a lawfully issued evacuation order and assist with managing access control points.

Role(s) in evacuation operations:

- Maintain law and order
- Take measures within their authority to protect life and property
- Lead and manage tactical evacuations within RCMP authority and capability
- As tasked by the EOC, lead the physical notification and evacuation of people
- Provide situational reporting to the EOC
- Provide security of evacuated area
- Provide site security for helicopter landing sites if needed

8.3.4. Canadian Armed Forces

The province and local government are first responders in an evacuation. However, if resources are insufficient within these entities, the province can request assistance from the Canadian Armed Forces including the Canadian Army, Royal Canadian Air Force, and Royal Canadian Navy. The Canadian Joint Operations Command (CJOC), a central CAF command unit directs the operation once CAF would be deployed and coordinate the response with the respective regional joint task force. The regional joint task force closest to Tahsis is in Victoria, and a search and rescues air base is in Courtenay.

Canadian Armed Forces can provide specialized support, including:

- Enforce protection and safety of people
- Health services
- Transportation, including aviation and marine
- Engineering
- Logistics

8.4. NON-PROFIT ENTITIES

8.4.1. Canadian Red Cross

In response to a request from a local government, and with approval from Emergency Management BC, for funding, the Canadian Red Cross can provide additional support to a local emergency support service.

Role in evacuation operations:

- Support with emergency support services and mass care
- Family reunification services

8.5. PRIVATE ENTITIES

8.5.1. Boat Expedition and Taxi Operators

Expedition operators (Get West Adventure Cruises, Maxi's Water Taxi) located in the Gold River area, and Shorebird Expeditions located in Tahsis may be viable options to support a marine evacuation. Given two of the operators are based in Gold River, advance coordination would be required should the need arise.

Role in evacuation operations:

- During a marine evacuation, transport people without access to a boat

8.5.2. Boat Owners

Should an evacuation order be necessary during Tahsis' peak season, private boat owners may be able to support a marine evacuation. If the need arises, the EOC would need to request boat owners to volunteer and register with the EOC their availability and boat capacity.

Role in evacuation operations:

- During a marine evacuation, transport people without access to a boat

8.5.3. Western Forest Products

Role in evacuation operations:

- Provide heavy equipment if directed by FLNRORD or MoTI.

9. Communications

Once an evacuation alert or evacuation order is issued, it must be communicated to everyone in the evacuation area. The need for ongoing, timely and accurate information will be essential to ensure everyone understands: 1.) the hazard, 2.) the level of risk associated with the hazard, 3.) the evacuation plan, should an evacuation order be required, and 4.) the direct actions people will need to take to protect their life, health and property. A dedicated communications resource should be established to manage communications. The local government must ensure timely and accurate information is coordinated with all emergency response partners and the public.

9.1. KEY CONSIDERATIONS

All information disseminated to the public should consider the following:

- **Source**: Information should be provided by the entity that has declared the local emergency (i.e., the local government EOC).
- **Content**: Information should be clear and concise, accurate and relevant.
- **Timing**: Accurate information should be provided to the public as early as possible, with ongoing, timely updates.

9.2. METHOD OF COMMUNICATION TO RESIDENTS

Public information should be coordinated through the Village's EOC, including information from Emergency Management BC, and BC Wildfire Service. The Village should provide information through the methods outlined below. A variety of message platforms are recommended given not everyone will have access to the internet, or social media.

9.2.1. Public Information - Message Content

All public information should be approved by the EOC Director prior to dissemination. Recommended content for messages by type and communication platform are outlined in Tables 9-1 through 9-4.

Table 9-1 Messaging During Monitoring Stage

Message Platform	Primary Message Content	Suggested Message Content	Considerations
Village Website	• Date and time • What Village is doing (i.e., monitoring) • Where to obtain updates • Emergency preparedness reminder	• "[Lead agency] is responding to a [hazard] in [location]. The Village is monitoring the situation. There is currently no threat to public safety. The Village Emergency Operations Centre has been activated and staff are preparing contingency plans should the [hazard] affect the Village. Residents are reminded to have an emergency plan in place. If you do not have transportation, communicate with family and friends if the need arises to leave the area. Updates will be provided on this webpage."	Link to lead agency website (i.e., BC Wildfire Service)
Social Media (Facebook)	• What Village is doing (i.e., monitoring) • Note where to obtain updates	• "The Village is aware of [hazard]. [Lead agency] is monitoring the situation closely. There currently is no risk to the public. Please monitor updates at the Village's website."	

Table 9-2 Messaging During an Evacuation Alert

Message Platform	Primary Message Content	Suggested Message Content	Considerations
Village Website	• Date and Time • Official Message • State hazard type • Note hazard location (include map, if possible) • State be prepared to leave at short notice • Provide public information call center phone number for more information and to arrange assistance • Provide information for people who will require assistance evacuating due to special needs, including medical and mobility limitations • Provide list of what people should pack, what to take, how to prepare home, and inform people (family, friends) who will be receiving	• This is an Evacuation Alert Notice due to [state hazard]. The Village is advising you to be prepared to evacuate on very short notice. You are NOT REQUIRED to evacuate at this time but should take action to prepare to evacuate in case an Evacuation Order is issued. Be prepared to leave on short-notice and be prepared to take pets, prescriptions, and essential papers. Please monitor the Village website. If you will require assistance to evacuate due to health or mobility issues if an Evacuation Order is issued call [public information call centre #]. If you, or someone in your household have health or mobility issues that will prohibit them from evacuating if an Order is issued Make a Plan Now or call [public information call centre #]."	Given not everyone in Tahsis has access to the Internet,
Social Media (Facebook)	• Be prepared to leave on short notice • Note hazard type and location • Note where to access additional information	"An Evacuation Alert has been issued for [state specific area] due to [state hazard]. See Village website for more information or call [public information call centre #]."	

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Door-to-Door Notification	• Hazard type, and location (include map, if possible) • Be prepared to leave at short notice • List of what to prepare to take (4 P's – people, pets, prescriptions, papers) • Provide information for people who will require assistance evacuating due to special needs, including medical and mobility limitations if and Evacuation Order is issued • Provide location of assembly (muster) areas for people without personal transportation if an Evacuation Order is issued • Note that the Evacuation Alert may be followed by an Evacuation Order	Content of handout with Village logo: • Date/time • Map • Content same as website	Door-to-door representatives should report to EOC: • People that require evacuation assistance and reasons why (health or mobility issues)

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Table 9-3 Messaging During an Evacuation Order

Message Platform	Primary Message Content	Suggested Message Script	Considerations
Village Website	• Date and time • Official Evacuation Order notice • You must leave immediately • Concisely describe situation • Describe area impacted • What to take (4 P's – people, pets, prescriptions, papers) • Source for further information (i.e., website, phone number) • Location of reception centre • Location of assembly areas for people without personal transportation • Route to take, areas to avoid • Expected duration of evacuation (if known)	• "This is an official message for people in [specific area]. An emergency exists [state hazard] and the area is being evacuated. You MUST leave immediately. Take all household members and pets, and essential medications. FOR YOUR SAFETY LEAVE IMMEDIATELY! • Monitor the Village website and local media stations. Once you are at a safe location, call [public information call centre #] for more information and to register you are safe. If you, or someone in your household have health or mobility issues that inhibits you from evacuating, call [public information call centre #]. It is the law that all minor children (under the age of 19) MUST EVACUATE."	
Social Media (Facebook)	• You must leave immediately • Hazard type, location • Evacuation route • Where to access additional information	• [State specific area] is required to evacuate immediately due to [state hazard]. See Village website for more information or call [public information call centre #].	Direct back to Village website as main source of up-to-date information

| Door-to-Door Notification, Public Notices | • Official Evacuation Order notice with Village Logo
• You must leave immediately
• Concisely describe situation
• Describe area impacted
• What to take (4 P's – people, pets, prescriptions, papers)
• Source for further information (i.e., website, phone number)
• Provide location of reception centre
• Provide information for people that require assistance evacuating due to special needs or mobility limitations

For those that refuse to evacuate. State the following:
• Cannot guarantee safety
• Responders will not re-enter the evacuation zone to rescue them
• They must remain on their personal property | • Same as Village website. | Door-to-door representatives should report to EOC:
• People that require evacuation assistance and reasons why (health or mobility issues)
• Names and addresses of people who refuse to evacuate and if it includes children under the age of 19 |

Table 9-4 Messaging During an Evacuation Rescind

Message Platform	Primary Message Content	Suggested Message Content	Considerations
Village Website, Social Media (Facebook), Reception Centres	• Date and time • Location of Evacuation Rescind (include Map) • May be put back on Alert/Order • Safety, recovery and clean-up information • People that require assistance getting back into home	• "The emergency situation due to [hazard] has [resolved, improved] and affected residents are no longer at immediate risk." • Add date/time and Village logo to written messages	May be put back on Alert/Order Attach map of rescind area, recovery and clean-up information, community information, schools

9.2.2.Door-to-Door Notifications

If time permits and resources are available, EOC representatives, preferably identified with credible and official methods of identification, should complete door-to-door notification regarding an evacuation alert or order. Representatives should advise residents of what they need to do, where they should go once, or if, an evacuation order has been issued, and confirm if anyone needs assistance, including transportation or medical assistance.

Door-to-door notifications are the most effective method of communicating an evacuation alert and order but are resource intensive. If this communication method is used, it is recommended representatives have a prepared script, so messaging is consistent for all residents; and, if possible, provide handouts to residents that clearly and concisely summarize the information provided. The content of these messages and handouts are outlined below.

9.2.3.Flagging Tape System

During door-to-door notifications, representatives should attach flagging tape to visible areas of buildings in the evacuation area when evacuation orders are delivered. Flagging tape should be consistently placed on the front entryway door handles of buildings. Flagging tape colours, that are universally used for communication are shown in Table 9-5.

Table 9-5: Flagging Tape Colours

Flagging Tape Colour	Colour Meaning
Blue	Not at home or no answer, must be canvassed again
Pink	Notified
Yellow	Confirmed evacuation
Orange	Notified but refuse to evacuate
Orange & Pink	Notified and requires assistance to leave

9.2.4.Public Address System

For emergencies that occur without warning or unfold rapidly, door-to-door notification may not be an option and alternate forms of public notification will be required, including: driving through affected neighborhoods issuing notifications on public address systems or issuing notifications through a Village-wide public address system.

9.2.5.Mobile Notifications

If there are resource or time constraints, mobile notifications using first responder vehicles with a public address system may be a more effective option to notify the public in the areas of risk. Drivers should use vehicle lights, sirens and the public address system to obtain public attention.

This communication method would also alert those who are not already monitoring radio, television or website information.

9.2.6. Village Website

If electric power and internet connections are operating, the main source for up-to-date information should be the Village's website. An emergency alert should be posted on the home page of the website. Content should include instructions for people in the evacuation area, and regular updates and situation reports, as new information becomes available.

9.2.7. Social Media

The Village's social media sites should provide a link to the municipal website for more information.

9.2.8. Posting Notices

Evacuation alert and evacuation order notices should be posted on roads at the perimeter of the evacuation area. During and evacuation alert, notices should be posted at public facilities, including: Municipal Hall, Canada Post Office, Recreation Centre, Library, Tahsis Museum/Visitor Information Centre, , Fire Hall, Public Works Yard and Captain Meares Elementary Secondary School, Tahsis Coast Guard Search and Rescue Station.

9.2.9. Information Updates

Ongoing communications should be maintained during the evacuation, and until the emergency is resolved and the evacuation alert or order is lifted. The purpose of ongoing communications is to provide:

- Status updates about the emergency and response progress,
- Information for evacuees,
- Information for the general public about how to get in touch with evacuees, and
- Updates on the estimated duration of the evacuation.

9.2.10. Communication with Vulnerable Populations

Vulnerable populations may require additional assistance and extra time to evacuate. These groups should be notified as early as possible that an evacuation may occur. The EOC should engage in discussions with identified emergency contacts at Captain Meares School, Puddle Ducks Daycare, and the Tahsis Health Centre, as needed, to confirm in advance the number of people who may need assistance with evacuating and by what means.

9.2.11. Communications Along the Evacuation Route

Before and during an evacuation, road users will require access to timely and accurate support service information. Information to road users should be provided along the evacuation route providing directions on where to travel.

9.3. COMMUNICATIONS WITH RECEIVING COMMUNITY (CAMPBELL RIVER)

For any evacuation it is assumed that the majority, if not all within the Village evacuation area, will travel to Campbell River within the SRD. The Village EOC should inform reception centres, including the City of Campbell River, the North Island Hospital, and group lodging facilities during either the evacuation alert or evacuation order. Staff at these reception organizations/centres should stay informed about any evacuation and the response and recovery process in order to update evacuees through either verbal briefings, notice boards, website and/or social media.

9.4. PASS-THROUGH JURISDICTIONS

During an evacuation of the Village, pass-through jurisdictions, primarily Gold River, will experience traffic through their jurisdiction. The Village should notify each pass-through jurisdiction, and inform the following:

- Provide warning that traffic from Tahsis will be travelling through their community or jurisdiction
- Request service stations extend their hours, if needed
- Request local-area traffic to stay off main highway through the community if possible, assuming the pass-through jurisdiction is not also affected by the emergency.

9.5. EDUCATION AND AWARENESS

An education and awareness program in advance of any need for an evacuation is essential to help potentially affects residents and visitors with effectively respond to an evacuation alert and evacuation order.

Key messages of an awareness program should include:

- Have a plan and an emergency kit in case you are directed to evacuate,
- In an evacuation, follow the instructions of emergency officials, and
- If you do not have access to a car, coordinate in advance with a friend or family member who can provide a ride in an evacuation. If this isn't an option know the location of your nearest community muster point.

9.5.1. School District #84

The Village should work with the School District and Captain Meares Elementary Secondary School to confirm transport plans for students in advance of an any Evacuation Alert or Order. Transport plans will be dependent on the hazard type, advance notice of the hazard, and resources available. Transport options may include:

- Sending students home to evacuate with their families (suitable only for advance notification), or
- Arranging transport for all students out of the evacuation area, to be reunited with family later. (This option is the least preferable but may be the only available choice for no-notice evacuations.)

All transport options should be communicated to parents in advance, to prevent confusion and save time during an evacuation.

10.   Next Steps

Several follow up steps will be necessary in order to ensure effective implementation of this Plan.

The recommended next steps include:

- **Communicate with Potential Response Agencies and Organizations** - Provide a copy of the Plan to agencies and organizations identified in Chapter 8, that will have a shared role in supporting an evacuation of the Village. This will help confirm, in advance, expectations regarding potential roles and services the various groups can provide in advance of an emergency.

- **Complete Training Exercises** with responders to ensure preparedness when the need for an evacuation occurs. Given many evacuations could occur due to an imminent hazard (i.e., little or no warning), there will be little time to plan or dispatch resources immediately prior to an evacuation, as a result, advance training and preparation is essential.

- **Complete Education and Awareness Campaign** - The public education program should be directed to residents, business operators, tourism operators and schools, and should be ongoing. Given Tahsis' limited access and distance from essential services, it is important that residents and visitors are prepared in advance for an emergency and/or potential evacuation. Key awareness messages should include:

  - Have a plan and an emergency kit in case you are directed to evacuate,

  - In an evacuation, follow the instructions of emergency officials, and

  - If you do not have a car, or are unable drive, connect with a friend or family member that can provide you with transportation.

- **Identify Potential Reception Centre Locations -** In most evacuation scenarios, evacuees will be directed to Campbell River. Potential facilities that could accommodate evacuees who may not otherwise have family or friends to stay with, should be identified in advance of any potential evacuation, including communication with facility operations and confirmation that the facility can function as a reception centre.

- **Confirm Potential Marine Evacuation Operations**, including potential assembly/launch areas for marine vessels to dispatch evacuees for water evacuations.

- **Determine Personnel and Equipment requirements for evacuation operations**, including requirements for notification, security, and access control. If there are insufficient resources, a resource request can be submitted to PREOC during an emergency.

APPENDIX A

Checklists, Forms and Contact Information

Appendix A: Checklists, Forms and Contact Information

The following checklists and forms are provided to assist in the planning and organization of a potential evacuation of the Village.

CHECKLISTS

1. Evacuation Checklist (EOC)

2. Evacuation Preparation Checklist (Site/ EOC)

3. Communications Checklist (Site/ EOC)

4. Door-to-Door Notification Checklist (Site)

5. Control Point Checklist (Site: Access/Re-Entry)

6. Re-Entry Checklist (Site/ EOC)

FORMS

1. Address Status Record (used for Door-to-Door Notification)

2. Authorized Entry Form

3. Authorized Entry Log

4. Emergency Call Centre Evacuation Information Form

CONTACT INFORMATION

1. Air and Marine Services Contact Information

Evacuation Checklist (EOC)

✓	Action Item	Time Assigned
Assessment / Planning Stage		
	1. Determine area(s) at risk: • Determine population of risk area(s)	
	2. Identify special needs facilities in risk area(s)	
	3. Determine evacuation routes for risk area(s) • Check status of routes	
	4. Determine traffic control requirements for evacuation routes	
	5. Determine Reception Centre requirements and select preferred locations	
Evacuation Alert Stage		
	6. Provide advanced warning (Evacuation Alert) to special needs facilities and advise to activate their individual evacuation plans • Determine if requirements exist for additional support	
	7. Provide advance warning of possible need for evacuation to the public (Evacuation Alert), clearly identifying areas at risk	
	8. Develop traffic control plans and stage traffic control equipment (barricades, cones, signage) at required locations	
	9. Prepare designated Reception Centre facilities for use	
	10. Determine Reception Centre requirements and select preferred locations	
	11. Coordinate with transportation providers to ensure vehicles and drivers will be available when and where needed	
	12. Coordinate with School District regarding closure of school	
	13. Advise neighbouring jurisdictions that may be affected by an evacuation	
Evacuation Order Stage		
	14. Advise Provincial Regional Emergency Operations Centre (PREOC) and neighbouring jurisdictions that an Evacuation Order will be issued	
	15. Advise health centre, Puddle Ducks Day Care, school, Village facilities of Evacuation Order	

✓	Action Item	Time Assigned
	Evacuation Order Stage (cont'd)	
	16. Advise public of Evacuation Order through notification systems • Clearly identify areas to be evacuated	
	17. Provide information to the public through the media. Information should address: • The Declaration of State of Local Emergency • What should be done to secure buildings being evacuated • What evacuees should take with them • Where evacuees are to go and how they should get there • Provisions for those without transportation • Emergency Call Centre # for those requiring assistance	
	18. Staff and open Reception Centre facilities	
	19. Provide traffic control along evacuation routes and establish procedures for dealing with problems en-route (vehicle breakdowns, out of gas etc.)	
	20. Provide assistance to those who require transportation	
	21. Provide security in and around perimeter of evacuated area	
	22. Provide access control through Access Control Points into evacuated areas	
	23. Provide Situation Report (SitRep) to PREOC	
	Rescind Alert / Order Stage Return of Evacuees	
	24. If evacuated areas have been damaged: • Reopen the roads • Eliminate significant health and safety hazards • Conduct damage assessments	
	25. Determine requirements for traffic control for return of evacuees	
	26. Determine requirements for and coordinate provision of transportation for return of evacuees	
	27. Advise PREOC and neighbouring jurisdictions that the return of evacuees will begin	
	28. Advise evacuees through the media that they can return to their homes and businesses • Indicate preferred travel routes and Re-entry Control Points	
	29. Provide traffic control for return of evacuees	

✓	Action Item	Time Assigned
Rescind Alert / Order Stage Return of Evacuees (cont'd)		
	30. Coordinate temporary housing for those evacuees that may be unable to return due to damage to their home	
	31. Coordinate with special needs facilities regarding the return of evacuees	
	32. If evacuated areas have sustained damage, provide public information which addresses: • Documenting damage and making repairs • Caution in reactivating utilities such as gas, power • Clean up and removal of debris	
	33. Recovery programs (Disaster Financial Assistance, insurance, Community Recovery Plan)	
	34. Stand down Reception Centres and Group Lodging facilities (if activated)	
	35. Maintain Access Control Points for areas that cannot be reoccupied	

Evacuation Preparation Checklist (Site / EOC)

✓	Action Item	Comments
	1. EOC determines a requirement to deliver Evacuation Alerts or Evacuation Orders to specified area/s and/or residences/business (Site and EOC) *or* 2. Incident Commander in conjunction with EOC issues direction to evacuate specified area/s	
	3. Complete **Operational Evacuation Work Plan** and forward to Incident Commander (EOC)	
	4. Incident Commander/Unified Command established to complete notifications/evacuation efforts.	
	5. Briefing of Incident Commander (EOC)	
	6. EOC Operations Section requests required evacuation resources from EOC Logistics Section	
	7. EOC Logistics Section supplies resources, transportation and supplies to site	
	8. Site teams briefed on evacuation information (Site)	
	9. Advise of evacuation assignments	
	10. Maintain contact with Incident Commander (EOC)	

Communications Checklist (EOC)

✓	Action Item	Comments
Public messaging to those living in the risk area should include the following as needed:		
	1. Declaration of State of Local Emergency	
	2. Evacuate or shelter-in-place	
	3. Evacuation Alert or Evacuation Order	
	4. Describe areas to be evacuated with reference to perimeters including street names and addresses	
	5. Why and when to evacuate	
	6. The time until remaining until evacuation or the time available to evacuate	
	7. The designated evacuation routes, including road conditions	
	8. Requested families to only utilize one vehicle, if necessary	
	9. To buddy up with neighbours to fill a vehicle, if necessary	
	10. The designated Assembly Points for those without a mode of transportation	
	11. Designated Reception Centre or Evacuation Point locations	
	12. Available transportation options	
	13. What residents should take with them	
	14. How long the evacuation from their residence is expected to last	
	15. How pets are to be accommodated	
	16. Security plans that will be in place to protect property	
	17. When information updates will be made available (i.e. radio station to carry updates)	
	18. Contact number for those requiring assistance	
	19. What to do if one's vehicle breaks down	
For evacuees without a mode of transportation, provide the following additional information:		
	20. What transportation services will be made available	
	21. Frequency of the pick-ups from the Assembly Points	

Door-to-Door Notification Checklist (Site)

✓	Action Item	Comments

	1. Resources required:
	• Identification (vest, uniform jacket, I.D.)
	• Flashlight
	• Communication capabilities
	• Assignment sheets including maps & sufficient copies of:
	   ○ Evacuation Alert or Evacuation Order
	   ○ Evacuee Instructions Handout
	   ○ Address Status Record
	   ○ Evacuee Information Form (time permitting)
	• Flagging Tape Instruction Card
	• Flagging tape (4 colors)
	• Clipboard and pen	

	2. Minimum of 2 team members on each Notification Team. One speaks to residence/business owner, the other documents results on *Address Status Record*	
	3. Call on each residence/business as per assignment(s)	
	4. Brief the resident on the evacuation procedures/instructions	
	5. ID the status of residence/business by using flagging tape ■ : Were not at home/no answer and must be canvassed again ■ : Have been notified of an order to evacuate ■ : Have been verified as been evacuated ■ :Notified and are refusing to evacuate	
	6. Tie applicable flagging tape by the front entrance, ensuring that it is clearly visible from roadway	
	7. Adults who refuse will not be forced to leave but will be provided with an information form developed by the police outlining that no first responders will be allowed to risk their lives to rescue them. The police authority will deal with adults with minor children who refuse to leave	
	8. Record status of each address on *Address Status Record*	
	9. Incident Commander determines follow-up for the premises tagged with flags	
	10. Hand in all completed paperwork in order that it may be forwarded to EOC	

Control Point Checklist (Site: Access / Re-entry)

✓	Action Item	Comments
	1. At least one RCMP member will always be posted at a Control Point. It is the responsibility of the RCMP to deal with anyone who causes problems at a Control Point	
	2. Control Point personnel will control access into the area and will ensure that all those accessing and exiting the area are logged into the *Control Point Log*	

	3. Resources and Supplies
	
	• Minimum of 3 per team including 1 RCMP member
	• Clipboard and pens
	• Table, chairs and shelter
	• Food and water
	• Appropriate signage and barricades
	• Identification (vest, uniform jacket, ID)
	• Flashlights
	• Communication capability
	• Current information bulletins
	• Sufficient copies of:
	    ○ Record of Authorized Entry
	    ○ Authorized Entry Permit
	    ○ Control Point Log	

	4. Hand in all completed paperwork in order that it may be forwarded to EOC	
	5. During the re-entry phase, the Control Points may now be utilized for re-entry	

Re-Entry Checklist

✓	Action Item	Comments
	1. Determine who makes the decision to return	
	2. Assessment completed? The assessment will include verification that: • The threat that caused the evacuation is resolved • Structures and trees are deemed safe • Damage and safety assessments of structures have been completed and deemed safe to occupy • No leaking or ruptured gas lines or downed power lines are present • No ruptured water or sewer lines are present • Search and rescue operations have been completed • No hazardous materials are present that can threaten public safety • Water has been deemed safe or appropriate warnings have been issued (i.e. boil water advisory) • Sufficient debris has been removed from roadways to allow travel • Transportation route is safe to use including bridges and tunnels • Adequate water for firefighting is present • There is no threat to public safety and any other significant hazards have been eliminated	
	3. Develop and implement re-entry plans as areas are approved for re-entry	
	4. Provide re-entry information to the public on a timely and on-going basis	
	5. Coordinate with appropriate agencies to provide instructions and information if re-entry is not possible	
	6. Provide for the return of those individuals with special needs who cannot return without assistance	
	7. Assist in making arrangements for long-term housing of evacuees that are not able to return immediately	
	8. Provide public information on recovery and the Disaster Financial Assistance Program	

Address Status Record

Incident / Event:				Team Name:			Date Prepared:		
Street Name:							Time Prepared:		

House #	Time [24hr]	Anyone Home? Yes/No	Name of Occupant Interviewed	# of Occupants	Phone Number	Left Bulletin Yes/No	Comments	Follow-up Yes/No

Authorized Entry Form

The following individual(s) have been authorized to enter into the following area. They understand the potential hazards upon entry and are willing to take the risk.

Zone: _____

Entry Point: _____

Destination Address: _____

Pass Number: _____

Names	Signatures

For the purpose of:_____

_____

_____

For the period of

From [DATE YYYY-MM-DD AND TIME 24 HOUR]: _

_____

To [DATE YYYY-MM-DD AND TIME 24 HOUR]: _

_____

Authorized by (EOC Director): _____

Date: [YYYY-MM-DD] _____

Authorized Entry Log

All authorized entry into an evacuated area must be recorded. Only those presenting an authorized entry pass, signed by the EOC Director and/or Incident Commander will be permitted to enter.

Name	Destination Address	Pass #	Date [YY-MM-DD]	Entry Time [24 HR]	Police Initials	Exit Time [24 HR]	Police Initials

Emergency Call Centre Evacuee Information Form

Does the caller need assistance with transportation to evacuate? (circle)   YES   or   NO

First Name: _____

Last Name: _____

Street Address: _____

Apartment #: _____

Phone Number: _____

Gender: (Male or Female): _____

If others are evacuating with you, how many? _____

Do you have a pet?   YES or NO   If yes, how many pets? _____

Do you have carriers for your pets?   YES or NO

Do you have medical special needs?   YES or NO

If yes, detail below:

Do you or anyone evacuating with you use oxygen?   YES or NO

Are you confined to a bed?   YES   or NO

Do you require power for medical equipment?   YES   or NO

Call received on [date: yy-mm-dd]: _____ [time: 24 hours] _____

ECC Call Centre Operator: _____

Forwarded on [date: yy-mm-dd]: _____ [time: 24 hours] _____

To: _____

ECC Coordinator: _____

Evacuation Contact Info

Name	Type of Service	Address	Phone
Air Nootka	Air	800 Mill Rd, Gold River, BC	(250) 283-2255
Corilair Charters	Air	3050 Spit Rd, Campbell River, BC V9W 5C5	(250) 287-8371
Vancouver Island Air	Air	2870 Spit Rd, Campbell River, BC V9W 6E3	(250) 287-2433
Harbour Air Seaplanes	Air	Various	Various
Sunshine Coast Air	Air	Various	1-888-436-7776 (604) 740-8889
E & B Helicopters	Air	595 Island Hwy North, Campbell River, BC V9W 2H2	(250) 287-4421
49 North Helicopters	Air	2200 Airport Dr, Campbell River, BC V9H 0E2	(250) 926-9292
Helijet	Air	Various	Various
Canadian Coast Guard Lifeboat	Marine	Various	250-363-6333 (Victoria Operations)
Royal Canadian Navy	Marine	Various	Various
Shorebird Expeditions	Marine	Tahsis	250.218.1145
Get West Adventure Cruises	Marine	Gold River	1-877-824-8253
Maxi's Water Taxi	Marine	Gold River	(250)-283-7718

Contact
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McElhanney

CANADA BEST MANAGED COMPANIES