

# EPICCC GRAM

EMERGENCY PREPAREDNESS FOR  
INDUSTRY AND COMMERCE COUNCIL

Volume 47- November '09

## Stop by and say Hello

Come visit us at the 2009 EP Conference.  
The **EPICCC** booth will be at the bottom of the  
escalators.



**22<sup>nd</sup> Annual Emergency Preparedness  
Conference Nov. 24, 25, 26**

Visit: <http://www.jibc.ca/epconference/index.htm>

### REMINDER

\***EPICCC Directors's Recognition Tuesday the 24<sup>th</sup>  
@ 4:30pm, in the Wall Centre's lobby Lounge. All  
Members are invited to attend this social event  
after the EP Conference session. Please RSVP  
today to [info@epicc.org](mailto:info@epicc.org) to reserve a spot\***

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## EPICCC FORUM 2010

*"2010 - Lessons from the Real World"*

*In collaboration with*



JUSTICE  
INSTITUTE  
of  
BRITISH  
COLUMBIA

**Wednesday, May 26 2010**

[www.epicc.org](http://www.epicc.org)

Check back soon for more information.

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## WELCOME TO EPICCC

**Sylvie Mercier - A  
recent addition to  
our Board of  
Directors**



Sylvie Mercier, P.Eng, LEED AP is a Principal with Read Jones Christoffersen Ltd. (RJC). She graduated from the University of Waterloo in 1991 and joined RJC in 1992. Her consulting engineering experience has been primarily in the area of design and project management of institutional and commercial buildings, parking structures, building restoration as well as seismic upgrades and renovations.

In addition to performing seismic evaluations of base buildings and their components followed by designing seismic upgrades, Sylvie was instrumental in the development of the first building-specific Post-earthquake Immediate Response Structural Evaluation Guide for a national Client.

She is an active member of the Association of Professional Engineers and Geoscientists of B.C. and the Canadian Parking Association.



# Reducing risk from natural hazards in British Columbia Mitigation Systems

Vancouver, BC, September 28, 2009



By: Lambertus C. Struik, John Clague, Laurie Pearce, Larry Pearce, Murray Day, Doug Allan, Wayne Hirlehey

Forty-seven local and national critical infrastructure owners, managers and stakeholders joined each other for a day long World Café to discuss effective remediation systems in British Columbia. They discussed how some systems could be improved, and explored new ways to reduce damage from natural disasters. The café presentations and discussion were hosted by the Centre for Natural Hazards Research at Simon Fraser University, with support from various organizations and individuals. The workshop focused on infrastructure resilience from natural events through prevention, rather than response.

Wes Shoemaker, Deputy Minister BC Ministry of Public Safety and Solicitor General, opened the workshop with encouragement to find ways to strengthen our resolve and loss prevention systems. Through our discussions at the Simon Fraser University Harbour Centre campus several consistent themes emerged. These included: mitigation education, accountability, communication, decision support, and knowledge generation and access. Participants were interested in using the workshop platform to

initiate a hazard mitigation network and to follow-up with discussions on key points such as: mitigation cost – benefit analysis, knowledge networks, accountability structures, and national guidelines and standards, particularly for land-use decisions and risk assessment.

Opening presentations by Steve Litke (FBC), Sonia Talwar, (NRCan), Peter Anderson (SFU), and Jean Slick, (RRU), emphasized the significant role of mitigation initiatives at home and internationally. They demonstrated the roles of inter-agency governance, strategic land-use planning, socially encompassing communication, and avenues of incorporating local knowledge into building back better after a disaster.

The record of the workshop proceeding will be hosted on the Centre for Natural Hazards Research website (<http://www.sfu.ca/cnhr>). These include graphic recordings made by Stina Brown (playcreative.com), and example of which is included here. The workshop was ably assisted by facilitators, and recorders from NRCan, SFU, the Justice Institute of BC, and Public Safety Canada.



*Thank you to Bert Struik for submitting this summary.*

# 15 Steps to Earthquake Readiness Volunteerism

Involving staff is critical to making the plan work-talk to them about what needs to be done and why, as you follow these steps.

So far we've reviewed steps  
1,2,3,4,5,6,7,8,9,10,11,12

- 1: Brief Staff
- 2: Emergency Supplies
- 3: Assess Building Vulnerability
- 4: Reduce Hazards
- 5: Dangerous Goods and Hazardous Materials
- 6: Assign Tasks to Staff
- 7: Resources
- 8: Transportation
- 9: Vital Records
- 10: Communications
- 11: Review Insurance
- 12: Coordinate Plans

### 13: *Community Involvement*

Earthquakes affect entire communities, not just businesses. Your business may have a role to play in the recovery of your neighbourhood or municipality. Contact your local municipal Emergency Management Office to discuss your possible role. They can also assist you with business emergency preparedness.

### 14: *Practice*

Regularly practice earthquake response and recovery activities. Revise plans from the lessons that were learned.

EPICC has constructed a helpful Earthquake Preparedness Guide to assist you and your business. There are many useful checklists and lots of important information in the guide. Contact the EPICC office **604-813-7979** to purchase a guide and make sure you're prepared. The Guide book retails for \$10.00.

Stay tuned next month for the 15th step to Earthquake Readiness.

Earthquake damage can prevail for months or years. If a business is shut down for a prolonged time, customers or staff may look elsewhere to meet their need.

The solution: **prepare ahead!**

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By Larry Pearce



Where would we be without volunteers to fill the gap and to “come to the aid of the Party so as to speak?”

Many organizations rely heavily on volunteers to assist them in managing their projects and to save dollars from their budget. This has primarily been the domain of not-for-profit organizations while private industry and businesses, for the most part, normally choose to meet their staffing challenges by either employing permanent and temporary staff or contracting out certain tasks when possible.



Communities would be in a sorry state, if all the services they have to provide to their residents had to be provided by paid staff. In fact, many emergency, or special services, are conducted either fully or in part with the aid of volunteers. Even police use volunteer reserve officers and many communities rely on volunteer fire fighters. In British Columbia, while the emergency social services are funded by the Provincial Government, the services are mostly provided by community-based volunteers who respond 24 hours a day, seven days a week, to help their fellow residents.

These Emergency Social Service volunteers include those from organizations such as The Salvation Army, the Canadian Red Cross, St. John's Ambulance, and the SPCA.

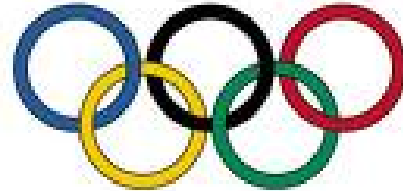


In fact, most emergency/disaster services are provided by volunteers including: Search and Rescue (SAR) which conduct both ground and sea searches; the Provincial Emergency Program Air Search & Rescue which assists Canadian Forces during search and rescue missions when additional resources are required; BC Road Rescue Service who provide support to people involved in out-of-jurisdiction motor vehicle accidents where specialized skills and equipment are required; Emergency Radio Communications (HAMS); Doctors without Borders, the Mennonites, Disaster Chaplains, Disasters Psychosocial Services volunteers (DPS) and so on and so on. I apologize for not mentioning all the others, but these are but a few of the organizations, that provide stalwart support, from a moral, physical and financial perspective and not only save our government millions of dollars but, more importantly, save the lives of Canadians every year.

This not only applies at the local level, but all levels of government, at some time or another, turn to volunteers to achieve their goals and meet their mandate. Consider our political process: most of the candidates who put their names forward to run for election could not possibly do so without a host of volunteer cadres beating the bushes, drumming up

support, staffing phone lines, putting up and taking down signs, and volunteering at polling stations, etc...

The Vancouver 2010 Olympic and Paralympics games, the showcase for Canada and for British Columbia which is set to honour athletes from around the world, is having to call on over 20,000 volunteers.



The 2003 Statistics Canada Report, *Cornerstones of Community: Highlights of the National Survey of Nonprofit and Voluntary Organizations*, stated that an estimated 161,000 nonprofit and voluntary organizations operated in Canada.

*More than half of all organizations are run completely through the contributions of volunteers—in the form of donations of both time and money. Collectively, these organizations draw on more than 2 billion volunteer hours, the equivalent of more than 1 million full-time jobs, and more than \$8 billion in individual donations to provide their programs, services and products. Canadians have also taken out a total of 139 million memberships in non-profit and voluntary organizations, an average of 4 memberships per person. Statistics Canada, 2003, p. 12.*

These findings suggest that one of the hallmarks of non-profit and voluntary organizations is their connection to community through the participation of individual citizens. Emergency Preparedness for Industry Commerce Council, (EPICC), is a solely not-for-profit volunteer board, endorsed by government, and dedicated to assisting business and industry throughout British Columbia with planning for disasters.

The success of EPICC is dependent upon your support and engagement and I hope that you will take this opportunity to reflect on the work of your hard-working Board and think about how you can contribute and volunteer to make EPICC an even better organization.

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## Very Small Business Cautionary Tale: Update

By: Peter Broznitsky, IT Security

“Wednesday, April 29th, 2009. More than ten local businesses are temporarily out of commission after a two-alarm fire on the roof of the Tsawwassen Town Centre Mall.”

### Wednesday, September 16<sup>th</sup>, 2009 Update

After reaching out to the Century Group (the landlord), and the Business Improvement Association of Tsawwassen, EPICC Board member Peter Broznitsky delivered a 45 minute presentation entitled “Preparedness & Continuity for Very Small Business” to mall tenants and members of the public in Tsawwassen. Previously, Peter had personally interviewed representatives of some of the “surviving” businesses to obtain some “lessons learned.” These included:

- Erring on the high side for Business Interruption Coverage proved to be a smart move
- Strong support from staff was paramount
- Paper proof of inventory was highly useful
- Deep pockets were necessary while waiting for insurance payments
- Stock was moved to a restoration warehouse in Surrey, requiring commutes by staff to conduct inventories
- The asbestos lockdown ordered by Worksafe BC was problematic, requiring hazmat suits to enter the premises.

### Thursday, November 5<sup>th</sup>, 2009

The gutted string of commercial units in the Mall had to be demolished because asbestos was found inside the aging structure. No immediate plans have been made on what will be done on the site.

Business at locations in nearby commercial areas was down considerably for the four businesses that temporarily relocated, 50 percent for one owner, and they are all looking to rebound in their new permanent locations. An increase in the foot traffic to stores has already been noticed.

Two businesses are set to re-open shortly, after being shut for over six months. Four businesses did not re-open. They include two who were to close due to retirement at around the time of the fire, one that lost its paper appointment book, and one that did not have fire insurance.

### Sunday, November 8<sup>th</sup>, 2009

An early-morning fire originating in a ground-floor restaurant spreads to two other businesses and destroys them and three apartment suites on the upper level of a building in the heart of Ladner Village on historic 48<sup>th</sup> Avenue in Ladner.



### Thursday, November 19<sup>th</sup>, 2009

In the aftermath of the disastrous fire in Ladner, Peter made a presentation to the Ladner Business Association on “Preparedness & Continuity for Very Small Business.” One interesting question raised at the LBA presentation was whose responsibility it should be to notify surrounding businesses when a fire or other disaster occurs. One suggestion was that a “grassroots” phone tree of neighbouring businesses should be established through mutual cooperation, another example of the value of knowing who your neighbours are.

Interviews will be conducted where possible with the affected business owners to learn new lessons to can be passed on at future presentations by EPICC.

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**EPICC would like to remind all of our Members to submit a summary of what your business represents in the Emergency Community. You can update your profile on the EPICC website [www.epicc.org](http://www.epicc.org). Please forward any questions to Lesley Carew, Executive Administrator [info@epicc.org](mailto:info@epicc.org)**

## **EPICC**

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