# NORTH SHORE
# BUSINESS & EMPLOYER EMERGENCY PREPAREDNESS GUIDE

BEEP

**North Shore Emergency Management Office**

City of North Vancouver    District of North Vancouver    District of West Vancouver

# BUSINESS & EMPLOYER EMERGENCY PREPAREDNESS

*Business Emergency Preparedness…Business Disaster Readiness…*
*Business Continuity Planning…Business Resumption Planning…*

## What is it?

At their core, each of these concepts focuses on the ability of a business to plan for and respond to unexpected disruptions. The goal of such plans is to protect employees and assets so that a business can continue to operate.

## Why is it important?

Emergencies and disasters are inevitable. The question is not *if they will happen*, but *when*. While it is impossible to know the specifics ahead of time, using the best available information to plan for what *might* happen is the most effective way to be prepared for what *does* happen.

This is just as important for businesses as it is for households. Recent disasters have shown how devastating these catastrophic events can be to businesses and local economies. Small businesses—which are the majority of businesses on the North Shore—are especially vulnerable to the impacts of disasters.

Well prepared businesses are better able to survive a disaster—to protect their employees and operations—because they have already considered the possible impacts to their business and developed strategies ahead of time for dealing with them.

Having local businesses up and running after a disaster or emergency is also a very important part of community recovery. The sooner people can return to work and have access to needed goods and services, the sooner the community can move forward.

### SNAPSHOT OF BUSINESSES & DISASTERS

- A year after the Great Japan earthquake, more than 5,400 businesses had yet to reopen; 1,000 businesses were bankrupt within 1.5 years[1]

- Business losses from Hurricane Sandy are estimated to be US$8.3B in the state of New Jersey alone, including nearly 19,000 small businesses that each lost US$250,000 or more[2]

- 1.5 years after Hurricane Katrina, more than 20,000 businesses had failed, including 24% of all microbusinesses in the state of Louisiana[3]

- In the past 3 years, more than 30% of small businesses have been forced to close for at least 24 hours due to a natural disaster; an estimated 25% of those will never reopen [4]

---

[1] *The Jakarta Pots(2012); Teikoku Databank (2012)*
[2] *U.S. Chamber of Commerce (2013)*
[3] *Terrell & Bilbo (1997)*

[4] *US Chamber Foundation Business Civic Leadership Center (2013); National Federation of Independent Business (2011), Business Poll–Disasters; Insurance Institute for Business & Home Safety (2013)*

# About this guide

This guide, developed by the North Shore Emergency Management Office (NSEMO) in partnership with the School of Community & Regional Planning at the University of British Columbia, is intended to help North Shore businesses think about what kind of risks we face in this area and what steps can be taken to help address these risks. It is part of a larger Business & Employer Emergency Preparedness (BEEP) program designed to support the development of a more resilient North Shore business community.

This guide is intended to serve as a starting point with basic information, tools and suggestions on preparing your business to respond to hazards and risks. An overview of the topics covered in this guide can be found on p.4, and each of the following sections provide short summaries on key preparedness topics as well as links to the Appendixes where you will find useful examples, checklists, templates, and suggested resources for exploring different preparedness and risk management topics further.

There are many kinds of businesses on the North Shore and risks affect each business differently. Certain sections of this guide will be more relevant to some businesses than others—it is up to each business to determine what tools and steps make the most sense for your organization.

Even one simple step taken now can help to make a big difference for your business in the event of an emergency in the future. The better prepared each of our local businesses are, the stronger the North Shore community will be as a whole.

Last Updated: April 2014

# CONTENTS

# BEEP GUIDE OVERVIEW

This guide covers a number of important emergency preparedness topics for your business to consider. Each section provides a short introduction to the topic with more details and additional resources listed in the Appendixes.

If you're just starting to think about emergency preparedness for your business, it will be most helpful to start with the basic preparedness checklist on the next page and work from there. If your business has already taken some preparedness steps, you may want to review the summary of the different sections below and decide which are most appropriate for you to focus on.

*A **basic preparedness checklist** can be found on the next page (p.5), followed by a list of **North Shore hazards** (p.6) and the kinds of **risks to your business** (p.7) those hazards might create.*

*A few important preparedness considerations for **home-based businesses** (p.8) are discussed, followed by an overview of the basic **steps for developing a business emergency preparedness plan** (pp.9-11).*

*The guide suggests a number of key points when considering **employee safety** (p.12), **building safety** (p.13), and preparing for possible **utilities disruption** (p.14) in a disaster.*

*It is also very important that your preparedness activities include an emergency **communications** plan (p.15) and a review of your **insurance** policies (pp.16-17) to make sure your business has sufficient coverage.*

*Finally, the guide highlights issues to think about when preparing for disaster impacts to your broader **business network** (p.18) and important information regarding eligibility for **government disaster financial assistance** (p.19).*

*The Appendixes (pp.20-37) contain many useful resources, including: **key emergency contact information; risk analysis** and **business impact assessment templates; evacuation** and **shelter-in-place guides; workplace emergency kit, earthquake safety,** and **crisis communication checklists;** and links to additional resources.*
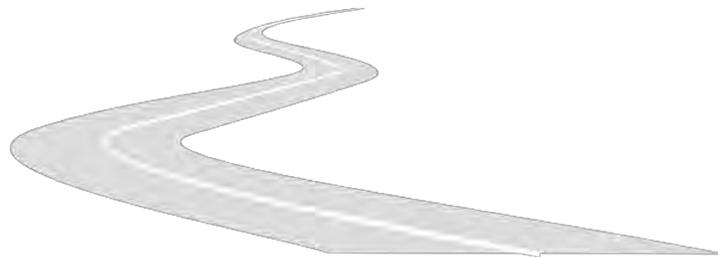
# BASIC PREPAREDNESS CHECKLIST

A brief list of items to consider when preparing your business to respond to emergencies or disasters in the future. These topics and others are discussed in the following sections.

☐ Check your **insurance policy** to ensure important business assets are covered in the event of a disaster

☐ Make sure **emergency contact information** is posted in your office

☐ Backup **critical business data** and retain an offsite copy

☐ Review checklists for **building safety**

☐ Keep **first aid kits** well stocked & consider offering **basic first aid training** to employees

☐ Maintain **fire extinguishers** to keep in working order

☐ Regularly check **smoke detector** batteries

☐ Keep a properly stocked **emergency kit** in the office

☐ Develop & train employees on a business **Emergency Preparedness Plan,** including:

　○ **Business Risk Analysis**

　○ **Crisis Communications Plan**

　○ **Evacuation & Shelter-in-Place Plans**

　○ Aiding **employees or customers with special needs**

☐ Discuss emergency plans with **business network partners** (suppliers, service providers, etc.)

☐ Consider contingency plans in case of **utility disruption**

☐ Encourage employees to develop **household emergency plans**

# HAZARDS & THE NORTH SHORE

The North Shore faces a number of hazard risks. Check with your local municipality to learn if your neighbourhood is at particular risk for any of the hazards listed below. For more detailed hazard information, visit http://nsemo.org/hazards.

## Natural

Avalanches

Debris Flows

Earthquakes

Extreme Weather

Floods

Landslides

Tsunamis

Wildfires

Climate Change
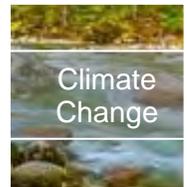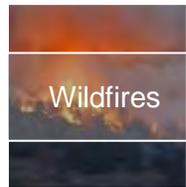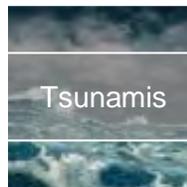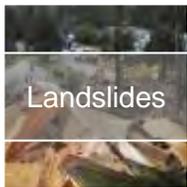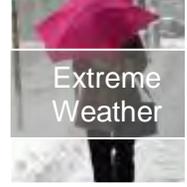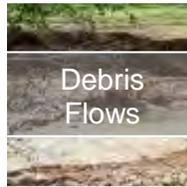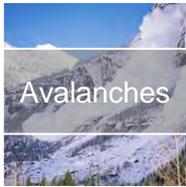
## Technological & Accidental

Carbon Monoxide

Hazardous Materials

Power Outages

Structure Fires, Explosions

Collisions

## Health Emergencies

Influenza

Pandemic

## Other Hazards

Wildlife Awareness

Chemical, Biological, Radiological Nuclear

Active Shooter

# HAZARDS ⇒ BUSINESS RISKS

A common definition of risk in emergency preparedness planning is the likelihood of a particular hazard event occurring and the impact that hazard would have on people, property and businesses.

The hazards listed in the previous section could impact businesses in any number of ways, several of which are listed below. It is important to think about how your business would be affected by situations like these when beginning to develop a business emergency preparedness plan *(see "Emergency Preparedness Plan," pp.9-11)*.

○ Loss of electrical service

○ Loss of water service

○ Loss of natural gas service

○ Loss of telecommunications service

○ Building damage

○ Damage to parking facilities

○ Damage to neighboring buildings

○ Loss of important files & critical business data

○ Damage to inventory

○ Damage to equipment

○ Employee injury

○ Damage to employee homes

○ School closures

○ Damage to road & transportation networks

○ Disruption to business network
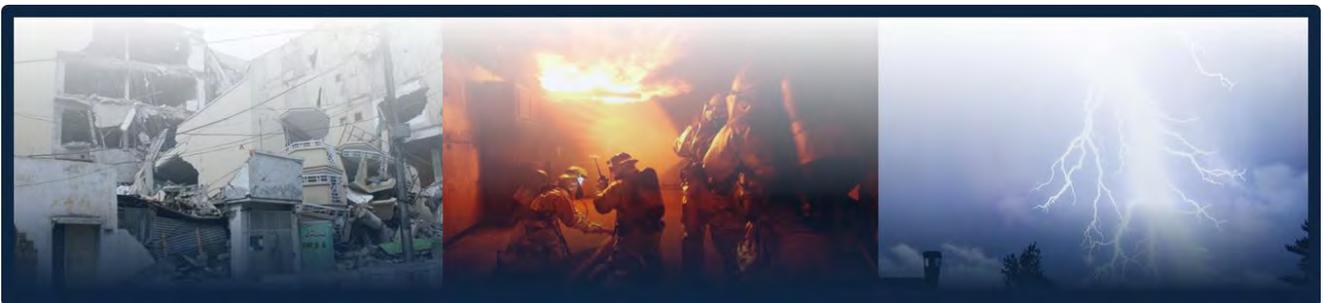
# HOME-BASED BUSINESSES

If your business is based out of your home, disaster and emergency preparedness are still important. Below are some important things you should consider to get started.

**Develop a Household Emergency Plan**

Planning to keep your family safe in the event of an emergency is a top priority. Knowing what you will do if you need to evacuate, are separated and need to reunite, lose water and power for several days, etc. are important situations to plan for. Will you have enough food, water, medicine and supplies? Are copies of all of your important documents accessible to you? Do you know how your family will communicate with each other if separated? For more information on how to develop a household preparedness plan, visit http://nsemo.org/preparedness/household-emergency-plan.

**Home Safety**

Different types of hazards, like floods or earthquakes, can cause different types of damage and dangers in your home. Know the hazards in your area, review home safety checklists on preparing for them, and speak with a professional about options for dealing with any structural issues *(see "Building Safety," p.13).*

**Insurance**

Don't assume your business operations are covered by your homeowner's insurance! Many things—such as liability, lost data or lost income—typically are not and this could be a costly mistake. Discuss with your insurance agent exactly what is covered by your existing policy and what additional coverage might be appropriate for your business. If your home-based business is the major source of income for your household, lost income insurance may be especially important to consider *(see "Insurance," pp.16-17).*

**Know What is (and isn't eligible) for Provincial Disaster Financial Assistance**

Only certain businesses and types of disaster-related losses are eligible to apply for financial assistance from the provincial government. Make sure you understand eligibility requirements and develop appropriate plans ahead of time to cope with the financial impacts of potential disaster-related losses *(see "BC Disaster Financial Assistance," p.19).*

**Protect your Important Business Files**

In the event of an emergency, having ready access to copies of your important business files can mean the difference between getting your business up and running again in a timely fashion or being closed for a long period of time. Safe storage of your important data and documents—whether a secure offsite location, online cloud storage, in your emergency Grab and Go Bag (see Appendix E), etc.—is a preparedness priority.

# EMERGENCY PREPAREDNESS PLAN

A business emergency preparedness plan (BEPP) helps to ensure that an organization has the information and resources needed to deal with an emergency. BEPPs can be developed in a number of ways, and the final plan will look different depending on the needs and priorities of the individual business, but in essence all BEPPs will:

- Identify local hazards
- Take stock of critical business assets & processes
- Analyze what risks those hazards pose to business assets & processes
- Develop strategies to reduce those risks

This section describes a basic process for developing a BEPP for your business. Later sections highlight some key considerations for this process, and the Appendix provides further examples and useful resources when creating your own plan.
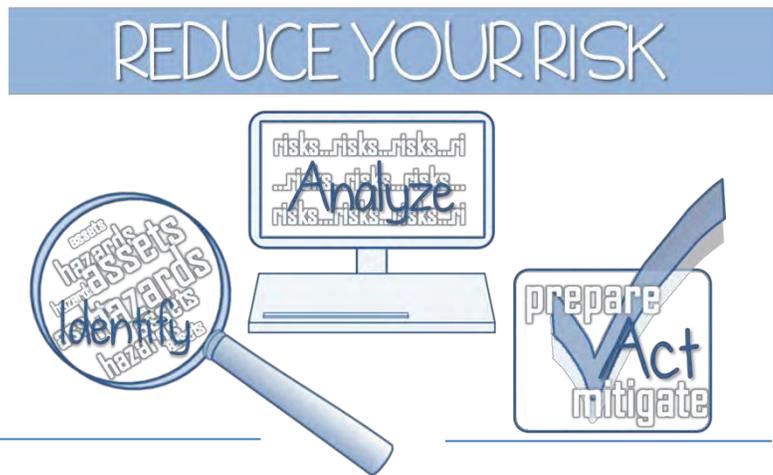
## ☑ Step 1: Put Together a Planning Team

The first step in developing a BEPP is determining who will be involved in the planning process. For small businesses with just a few employees, it may make the most sense to have a single person (often the owner) working on the plan; for larger businesses, it will be valuable to put together a team of people.

What is important is that those involved, have enough collective knowledge of the business to ensure that all the critical assets and processes are covered in the plan. It is also key— especially with larger organizations where the owner is unlikely to be part of the planning team—to seek out support from senior leadership at the very beginning. Having your organization's leaders onboard at the start of the process is a good way to help develop organizational commitment to emergency preparedness.

# ☑ Step 2: Identify Risks & Assess Impacts

The second step in the process is identifying the risks to which your business is exposed and what kind of impacts those risks might have on your operations, briefly outlined below. *See Appendixes B & C for detailed steps, examples and links to templates for risk analysis and impact assessments.*

1. Start with a **list of all the hazards** your business might face, including how likely they are to occur and how severe the impact would be if they did.

2. Next, create an **inventory of critical business assets and processes**: what things are essential to keeping your business running.

3. Using the two lists, develop a **risk analysis** for your business by imagining how each hazard might affect the items in your critical business inventory.

4. Develop a **business impact assessment** using your risk analysis to identify the financial and operational implications of each risk for your business.

# ☑ Step 3: Risk Reduction - Mitigation & Preparedness

After identifying the greatest risks to your business, it is time to start thinking about how to reduce those risks. Since we can't change how likely storms or earthquakes are to happen, we instead need to focus on how we can make their impacts less severe.

**Mitigation** and **preparedness** are two ways to do this. You will see many different definitions of what "mitigation" is and what "preparedness" is, but a simple way to think of them is this:



- Mitigation - something you <u>do now</u> to reduce risk so you don't have to act later
- Preparedness - getting ready now to <u>act later</u> to reduce risk

For example, a mitigation measure might be applying a waterproof sealant to the lower level of your building to help keep water out in the event of a flood, and a preparedness measure would be stockpiling emergency supplies to use later if a flood closes roads and you have to shelter in your building. Both are ways to reduce the impact that a flood might have on your business. Work with your planning team to develop reduction strategies for the risks you identified. *See Appendix D for more information on mitigation, preparedness and sample risk reduction strategies.*

## ☑ Step 4: Response Plans

While both mitigation and preparedness activities take place *before* a hazard event, response activities are designed to take place *during* and *immediately after* an event. Response activities in your BEPP are focused on ensuring the physical safety of employees and in-store customers first, then securing facilities as much as is safe to do so and conducting initial damage assessments.

The "Employee Safety" (p.12) and "Building Safety" (p.13) sections later in this guide discuss some of the considerations for each of these topics in more detail. Note that even though response activities take place once an emergency has happened, you still need to *plan for them in advance.*

## ☑ Step 5: Recovery Plans

Recovery plans are just what they sound—focusing on repairing any damage and bringing business operations back online. As with response plans, you should think *ahead of time* about what this might entail. Some of the questions you might consider include:

- If you need to conduct a comprehensive damage assessment, who do you call?
- Where will you bring in cleanup crews from to handle any debris?
- What contractors might you need to make repairs?
- What suppliers will you need to turn to for any replacement equipment or inventory?
- If you need a temporary alternate work location, what options are available to you?
- Do you plan to offer any assistance programs to employees whose families or homes may have been affected by the emergency?

Answering these questions will help you develop a roadmap for how to get your business back on track should an emergency disrupt your operations.

## ☑ Step 6: Test & Update

As with any business plan, it is important to test the plan to see how well it works and to regularly review to see if it needs updating. Trying out your emergency communications plan and making sure your backup supplier lists are current are two of the many things you can do to keep your BEPP relevant. The point isn't to put together a binder that sits on a shelf and gathers dust, but rather to focus on gathering important information and developing useful strategies that will *actually work* for *your business* in the event of a crisis in the future.

# EMPLOYEE SAFETY

Ensuring employee safety is paramount in any emergency plan, not only to protect the health and well-being of the people working for your organization, but also because your business needs its employees to operate.

There are a number of items to consider when planning for employee safety. Some of these include:

- Keep first aid kits well stocked

- Consider offering first aid classes to employees

- Keep a properly stocked emergency kit in the office and encourage employees to create their own kits *(see Appendix E for more information)*

- Familiarize staff with your organization's emergency preparedness plan

- Develop and train employees on Evacuation and Shelter-in-Place plans *(see Appendixes F & G for more information)*

- Regular drills for relevant emergency situations, such as fire drills and the annual BC ShakeOut drill for earthquakes (http://www.shakeoutbc.ca/)

- Account for any special needs of employees—if mobility, vision, hearing or language is a consideration for any of your employees, be sure that your emergency preparedness plans take these into account and address the needs accordingly

- Plan ahead so that you can communicate effectively with employees in the event of an emergency *(see "Communications" (p.15) for more information)*

- If some employees are able to carry out their responsibilities remotely, consider developing telework/work-from-home contingency plans in the event that employees are unable to reach the office

- Encouraging all employees to develop a Household Emergency Plan—safe homes and families means employees are more likely to be able to return to work following an emergency (http://nsemo.org/preparedness/household-emergency-plan)

# BUILDING SAFETY

Building safety is an important part of protecting your customers, employees and operations. There are many steps you can take to help improve building safety as part of your emergency preparedness planning process.

Understanding what hazards your building is exposed to will help to determine what measures might be appropriate for you to consider.  For example, floods and earthquakes pose very different kinds of risks to your building, so you will need to take different kinds of actions to address them.

The following are some items to consider when evaluating the safety of your building(s) and what to do in an emergency:

- If you manage building utilities, designate individuals who will be responsible for shutting them off in an emergency if needed

- Identify contact information for any inspection & repair professionals you may need after an emergency

- Make sure building contents are properly secured in case of an earthquake *(see Appendix H: Building Earthquake Safety Checklist)*

- Identify alternate work locations in the event that your building becomes severely damaged or inaccessible

- Discuss with a professional, available options for addressing any structural safety issues regarding earthquakes, floods, etc.

- Keep property well maintained to ensure proper storm drainage, lessen risk of trees falling on structures/power lines, etc.

- Review insurance policies to ensure building structure and contents are adequately covered *(see "Insurance" (pp.16-17) section for more information)*

# UTILITIES DISRUPTION

What utilities are vital to your day-to-day operations? Do you have sensitive manufacturing operations that cannot be interrupted, refrigerated stock that must be kept cold, etc.?

In the event of a major disaster, some areas could lose utility services for significant periods of time. Planning ahead for extended disruptions of electricity, gas, telecommunications, sewer, and water service is the best way to help minimize the impact of utility loss to your company.

- Know the emergency and outage reporting lines for all of your utility service providers *(see Appendix A: Emergency Contact Information)*

- Identify back-up options (generators, water storage, alternate power sources, etc.)

- Plan a secondary means of accessing the internet if it is vital to your day-to-day operations

- If food storage or refrigeration is critical, identify in advance, a vendor of ice and dry ice and/or establish a partnership with another company which has their refrigeration on backup power

# COMMUNICATIONS

Knowing how you will communicate with employees, customers, business partners, service providers and (if necessary) the media during an emergency is an important part of the preparedness process. How will you use your business website, social media, email, telephone? Creating a Crisis Communication Plan *(see Appendix I)* is a valuable tool for developing these communications strategies ahead of time.

Encouraging employees to develop their own emergency communication plans with family as part of a household preparedness plan is also very important. (http://nsemo.org/preparedness/out-of-area-contact) Ensuring that their loved ones are safe will be your employees' first priority, so knowing how they will contact each other ahead of time will make it easier to communicate with each other in the event of an emergency.

Finally, your business should think about where and how you will get up-to-date information in an emergency. Knowing ahead of time what sources (like news media and local government agencies) you should monitor will help ensure your business gets the information it needs in a crisis.

## NSEMO Rapid Notify

The North Shore municipalities are three of a few municipalities in the Lower Mainland maintaining an emergency notification system. The Rapid Notify system is designed to notify as many people as possible, as quickly as possible, in the event that emergency messaging needs to be conveyed by landline or mobile telephone, SMS or email. The system works by phoning homes and businesses in an affected area with a specific message. The message is delivered in a simple and clear format by voice or text. All calls are generated and tracked by computer to make sure numbers on file are called - more than once if necessary. As with any mass notification system, it is not a perfect tool, it just allows one more method to reach people on the North Shore. This alerting system is one tool that can be used by emergency responders to notify the general public in the event that emergency messaging needs to be conveyed.

It is recommended that anyone living and/or working on the North Shore, self-register on the Rapid Notify system so that your phone number is on the notification list. Although white pages data are uploaded once per year, this does not capture unlisted numbers, cell phones or emails.

To learn more and register, visit http://nsemo.org/response-recovery/rapid-notify.

# INSURANCE

Having proper insurance coverage is one of the most important things businesses can do to strengthen their ability to recover from the impacts of an emergency or disaster. Never assume you have coverage for a particular loss; it is important to know exactly what you are covered for, as well as the limits of that coverage. This is especially important as businesses are not eligible to apply for government disaster financial assistance if insurance was available for a particular loss and businesses chose not to obtain coverage.

Insurers recommend that businesses have a "risk management plan" which identifies and addresses risks that could adversely affect business operations. The risk assessment, business impact analysis, and risk reduction steps of developing an emergency preparedness plan are good foundations to developing a comprehensive risk management plan for your business.

**Businesses should ask three key questions:**

1. What can go wrong?
2. What can be done to prevent the harm from occurring and in response to the harm or loss?
3. How will we pay if something happens?

These answers help to define insurance needs: to determine what is important to insure, what losses the organization can absorb themselves, and what action plans can be put into effect to reduce potential losses.

When considering disasters and emergencies, coverage for such things as **earthquakes, floods, loss of income, stock spoilage, equipment damage, loss of valuable papers, and debris removal** can be especially valuable.

The next page lists examples of the types of insurance coverage that may be available to you. Speak with your insurance representative about disaster risks and what insurance options make the most sense for your business. Be sure you are familiar with the insured perils on your existing insurance policy; speak with your insurance representative if you are in doubt or have any questions.

# Examples of Business Insurance Coverage Options

- Boiler & Machinery
- Business Interruption
- Contents
- Contents at Unnamed location
- Contractors Equipment Replacement Cost
- Data Coverage – named perils
- Debris Removal
- Earthquake
- Employees Tools
- Equipment Breakdown
- Exterior Signs
- Extra Expense
- Fine Arts
- Flood
- Gas in underground tanks – named perils

- Insured Tools
- Hazardous Substance Cleanup
- Leased, Rented or Borrowed Equipment
- Loss of Earnings – Contractor
- Pollution
- Professional Fees
- Non-Owned Auto
- Stock Spoilage
- Supply and Distribution Chain Disruption
- Tools
- Transit
- Valuable Papers
- Water Damage/Sewer Backup

# BUSINESS NETWORK

With a good plan and good luck, your organization may weather an emergency or disaster with minimal direct disruptions to business operations. However, disruptions to your business network—like your suppliers, service providers, clients and customers—will ultimately impact your own operations. Therefore, it is important that your emergency preparedness plans take into consideration how damage to your business network might affect your operations. For example:

- If the transportation network is damaged, do you have alternate service strategies for clients who can't reach the office?
- If a manufacturer is forced to temporarily shut down or a service provider's equipment is damaged, do you have backup companies identified?
- If port operations are halted, do you have alternate ways of transporting your goods to customers?

Discussing preparedness plans with business network partners in advance helps to inform each other of how organizations intend to handle various disruptions. Quality of preparedness planning is also a useful measure to consider when evaluating future suppliers and service providers.

# BC DISASTER FINANCIAL ASSISTANCE

When the province of British Columbia has declared an event eligible for Disaster Financial Assistance (DFA), the program can provide financial assistance to help individuals and communities recover from catastrophic events, which have resulted in uninsurable property and infrastructure damage.

In order to apply for assistance, businesses must meet all DFA program eligibility criteria. Only uninsurable items essential to the operation of the business will be considered for financial assistance.

Losses for which eligible small businesses can apply for assistance must be uninsurable; if coverage was available but a business chose not to purchase insurance, that loss is not eligible for DFA consideration.

Examples of eligible losses may include repair/replacement of: parking areas, books and papers required to carry out the business, tools and equipment essential to the business, business furnishings, and inventory at replacement cost.

**DFA BUSINESS ELIGIBILITY CRITERIA**

- the business must be managed by the owner on a day-to-day basis,

- the business must be the major source of income (greater than all other sources of income combined) for ALL owners,

- the business must have gross sales of less than $1 million per year and employ less than 50 employees at any one time, and

- the owner must demonstrate that, without the claimed assistance, the future of the business could be placed in financial jeopardy (*financial jeopardy is defined as when the assistance payment to repair the damage would exceed 10 percent of the net income of the business*)

[November 2012, Emergency Management BC]

Applications for financial assistance must be submitted within 90 days of the DFA authorization date.

To learn more about British Columbia's Disaster Financial Assistance Program, eligibility requirements and application process, visit: http://embc.gov.bc.ca/em/dfa_claims/dfa.html.

# APPENDIXES

# APPENDIX A: EMERGENCY CONTACT INFORMATION

## Safety Services

**In case of police, fire or medical emergency, dial 9-1-1.**

For non-emergencies, contact the appropriate municipal department:

| | |
|---|---|
| District of West Vancouver Police Department: | 604-925-7300 |
| North Vancouver (City & District) RCMP: | 604-985-1311 |
| City of North Vancouver Fire Department: | 604-980-5021 |
| District of North Vancouver Fire & Rescue Services: | 604-980-7575 |
| District of West Vancouver Fire & Rescue Department: | 604-925-7370 |

## Emergency Planning and Preparedness Information


North Shore Emergency Management Office
City of North Vancouver   District of North Vancouver   District of West Vancouver

For emergency planning and preparedness resources, and for information on any current large-scale emergencies on the North Shore, go to www.nsemo.org.

To sign up for NSEMO's Rapid Notify Alerting System, visit http://nsemo.org/response-recovery/rapid-notify.

## Utilities


BChydro

To report a power outage, contact BC Hydro at 1-888-POWERON (1-888-769-3766) or *HYDRO (*49376) on a cell phone.

For information on…
- Electrical accidents, visit https://www.bchydro.com/safety-outages.html
- Utility safety during emergencies, visit https://www.bchydro.com/safety-outages/safety-in-emergencies/natural-disasters.html
- Evacuation preparedness, visit https://www.bchydro.com/safety-outages/safety-in-emergencies/evacuations.html


FORTIS BC

For natural gas emergencies, contact 1-800-663-9911.

For electrical emergencies or to report a power outage, contact 1-866-436-7847.

For more information on natural gas safety during emergencies, visit http://www.fortisbc.com/SAFETY/EMERGENCYPREPAREDNESS/

## Communications

To reach customer service, contact 1-877-742-9249 (business) or 1-888-472-2222 (personal), or visit www.shaw.ca

To reach customer service, contact 1-800-361-3311 (business) or 310-2255 (personal), or visit www.telus.com

To reach customer service, contact 1-800-667-0123 (mobility) or 1-888-333-2811 (internet & phone services), or visit www.bell.ca

## Municipal Services

**Water & Sewer**

If a break or leak occurs on private property, property owners are responsible for hiring a plumber to locate the source of the leak and carry out any necessary repairs.

If the leak is determined to be on public property or you notice a water/sewer main break, contact the appropriate municipal services department immediately to report the problem (*see bottom of the page*).

**Roads**

If you notice hazards on a local road, such as dangerous debris in the street or damaging potholes, report it to the appropriate municipal services department (*see bottom of the page*).

Highway hazards should be reported to the local maintenance company contracted by the Ministry of Transportation for that region.  Mainroad Group services the North Shore area and can be reached on their 24-Hour Hotline at 1-866-904-0209.

*For more information on reporting highway problems, visit* http://www.th.gov.bc.ca/popular-topics/maps/serviceareacontacts.htm

### Municipal Services Contact Numbers

| | |
|---|---|
| **City of North Vancouver:** | **604-987-7155** |
| *After Hours Emergency:* | *604-988-2212* |
| **District of North Vancouver:** | **604-990-2450** |
| *After Hours Emergency:* | *604-990-3666* |
| **District of West Vancouver:** | **604-925-7101** |
| *After Hours Emergency:* | *604-925-7100* |

# APPENDIX B: RISK ANALYSIS

There are three main parts to the business risk analysis process:   identify hazards, inventory critical business assets, and analyze impacts and risks.

To begin, develop a **list of all the hazards your business might face**, like those listed on p.6. Checking with your local municipality for any available hazard maps is a good way to learn more about any flood, landslide, liquefaction, etc. risks in your neighbourhood. It is also important to think about the likelihood of each hazard occurring and the level of severity if it did occur.  For example, earthquakes happen infrequently in this area, but there is the potential for catastrophic damage if a major one did occur. Past history of events in the area, weather reports, and university research studies are also useful resources to consider when thinking about how likely or severe a hazard might be. The start of a hazards list might look like the example to the right.

| SAMPLE HAZARDS LIST | | |
| --- | --- | --- |
| **Hazard** | **Probability** | **Impact** |
| Earthquake | Likely | Severe |
| Flood | Possible | Moderate |
| Wind Storm | Possible | Moderate |

Next, create an **inventory of critical business assets and processes**. Critical assets and processes are the equipment, supplies, inventory, administrative processes, manufacturing operations, sales actions, client services, etc. that are essential to keeping your business running. A bakery, for example, may start their inventory by including some of the items to the right.

| SAMPLE CRITICAL BUSINESS ASSETS & PROCESSES INVENTORY |
| --- |
| - Employees |
| - Refrigerated inventory |
| - Daily baking |
| - Online customer ordering portal |

These two lists will help you develop a **risk analysis** for your business—in short, how might the hazards on your list affect the items in your critical business inventory? Work with your planning team to brainstorm the possible impacts each hazard could have on your critical business assets. Those impacts listed on the right are some that a back would include in their analysis.

| SAMPLE IMPACTS LIST |
| --- |
| - Employee injury |
| - Refrigerator, freezer damage |
| - Power outage |
| - Damage to transportation network |

There are many different formats that can be used to develop a risk analysis *(links to several examples can be found in Appendix J: Additional Resources)*. How simple or complex your analysis is depends on the needs of your business—as your planning team begins to think about how the hazards you identified might affect your business operations, you can determine what format and level of detail you need to develop a risk analysis that you feel confident covers all the important aspects of your business. For some smaller businesses, creating your own version of the three lists above as a basic risk analysis will be enough to get you started on your preparedness planning. Many other businesses—especially those with more complex operations and a larger number of employees—will find it helpful to develop an analysis that includes more detail and prioritizes its

risks. Below is one example of what a more detailed risk analysis might look like (*to use this format, a blank electronic version can be downloaded here:* http://nsemo.org/preparedness/businesses)

This example is organized by critical business asset. For each asset or process in your inventory, the table lists the possible hazards it could be exposed to and the likelihood of that hazard occurring. To help with prioritizing risks later in the analysis, each hazard in this example is given a score based on how likely it is to occur (i.e. those hazards which occur often receive higher scores and those which happen very rarely receive lower ones).

Possible impacts each hazard could have on business assets follow in the next column. Sitting down with your planning team and brainstorming "what if" in each of the hazard situations is a good way to fill in this column…"If there was an earthquake, what are all the ways that our employees could be affected?" This is why it is especially important that your planning team knows all of your business processes well so that they are each covered thoroughly in the analysis.

This analysis also assigns a score to how severe the impacts you just brainstormed are—would they disrupt your operations for a few hours? A few days? Shut your business down completely?

### SAMPLE RISK ANALYSIS

| ASSET | HAZARD | PROBABILITY SCORE | POTENTIAL IMPACTS/ SCENARIOS | IMPACT SCORE | RISK RATING |
|-------|--------|-------------------|------------------------------|--------------|-------------|
| Employees | Earthquake | Likely (4) | • Injury<br>• Damage to homes/schools<br>• Disruption to transportation network | Severe (5) | Extreme (20) |
| | Flood | Possible (3) | • Damage to homes/schools<br>• Disruption to transportation network | Moderate (3) | Medium (9) |
| | Wind Storm | Possible (3) | • Damage to homes/schools<br>• Disruption to transportation network | Moderate (3) | Medium (9) |
| Refrigerated Inventory | Earthquake | Unlikely (4) | • Damage to refrigerators/ freezers (from impact or displacement)<br>• Power outage | Significant (4) | High (16) |
| | Flood | Possible (3) | • Damage to refrigerators/ freezers (from water)<br>• Power outage | Significant (4) | High (12) |
| | Wind Storm | Possible (3) | • Power outage | Moderate (3) | Medium (9) |

### SAMPLE PROBABILITY & IMPACT SCORES

| SCORE | | 1 | 2 | 3 | 4 | 5 |
|-------|---|---|---|---|---|---|
| Probability | *(How likely a hazard is to occur)* | Very Unlikely | Unlikely | Possible | Likely | Very Likely |
| Impact | *(How great an impact the hazard might have)* | Negligible | Low | Moderate | Significant | Severe |

Estimating the severity helps to prioritize what risks you might want to think about addressing first in your preparedness plan. How you score probabilities and impacts is completely up to you, but it can be a useful way to organize which risks are the most serious to your organization.

This example prioritizes risks by giving each of them a rating.  How likely a risk is to happen and how severe its impact would be if it did are combined to produce an overall "risk rating"
 (*e.g. Earthquake Risk to Employees: Probability Score 2 x Impact Score 5 = Risk Rating 10).* Those risks with the highest ratings are the most dangerous to your business and are logical places to start when thinking about how to reduce disaster and emergency risks.

Some businesses find it helpful to add one more step to their risk analysis by creating a risk matrix. A risk matrix helps to organize your risk ratings into levels or categories. As you can see in this example, the probability and impact scores on each side of the

| SAMPLE RISK MATRIX | | | | | |
|---|---|---|---|---|---|
| Very Likely (5) | 5 | 10 | 15 | 20 | 25 |
| Likely (4) | 4 | 8 | 12 | 16 | 20 |
| Possible (3) | 3 | 6 | 9 | 12 | 15 |
| Unlikely (2) | 2 | 4 | 6 | 8 | 10 |
| Very Unlikely (1) | 1 | 2 | 3 | 4 | 5 |
| | Negligible (1) | Low (2) | Moderate (3) | Significant (4) | Severe (5) |

PROBABILITY (vertical axis label) / IMPACT (horizontal axis label)

| RISK LEVEL |
|---|
| Extreme (20-25) |
| High (10-19) |
| Medium (4-9) |
| Low (1-3) |

matrix match those used in the risk analysis table, and the risks ratings they produce are grouped into "Low," "Medium," "High" and "Extreme" levels based on the value. While not necessary for your risk analysis, developing risk levels can be useful for quickly identifying groups of risks you may want to spend more or less time focusing on in your emergency preparedness plan. There are many different ways to create a risk matrix—as always, it is up to your business to decide what makes the most sense for you.

# APPENDIX C: BUSINESS IMPACT ASSESSMENT

If is often useful for businesses to take the risk analysis a step further and develop a **business impact assessment**. A business impact assessment (BIA) takes a more detailed look at all of the impacts you identified in the risk analysis to determine what financial and operational implications they have for your business. A BIA also identifies how timing factors in—how damaging a disruption might be if it occurs for a certain length of time or at a certain time of year—and what your business's goals or minimum requirements are when it comes to restoring that process after a disruption. When conducting a BIA, it can be helpful to start out with those risks that you rated the highest in your risk analysis since those are the ones with the most potential to harm your business.

As with risk analyses, there are many ways to develop a BIA. On the next page is a basic example. It begins with the highest risk from the risk analysis (i.e. injuries to employees resulting from an earthquake) and estimates what the financial and operational impact of injured employees would be to the business. It notes whether there are any legal requirements associated with each risk (for example, building code requirements or food safety regulations). It then discusses what targets the business has determined for restoration—what is the minimum functionality your business needs from that asset and how soon in order to keep running. Having a minimum of 6 employees working within 12 hours of the event or backup power in place within 4 hours are examples of restoration targets.

Finally, taking into account, the likelihood of each impact and how severely it would affect the business, the planning team would assign a priority to each impact. This can be done using whatever method makes sense for your business, but priorities are important as all businesses have limited time and resources so you need to decide which risks to tackle first.

# SAMPLE BUSINESS IMPACT ANALYSIS

| Asset/ Process | Risk/Impact (Hazard) | Likelihood | Duration/ Timing | Financial Impact | Other Impacts | Legal Requirement | Severity | Restoration Targets | | Priority (H,M,L) |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Functionality | Restore Time | |
| Employees | Injury (Earthquake) | Likely | Most vulnerable early mornings, when greatest # of staff are in | $$$ in productivity loss, $$ sales loss per day | Reduced workforce | Yes – Building Code, WorkSafe | Severe | Prevention focus – office & employee safety to prevent injury | | Extreme |
| Employees | Some can't come to office due to road or school closures (Earthquake, Windstorm or Flood) | Possible | Most vulnerable early mornings, holidays when greatest # of staff are needed | $$ in productivity loss, $ sales loss per day | Reduced workforce | No | Significant | Minimum 3 employees in office; 3 working from home | Minimum staff working within 12hrs | Medium |
| Refrigerated Inventory | Power Loss (Earthquake, Windstorm or Flood) | Possible | Food spoilage if temperatures exceed 4º C for more than 2 hrs | $$ in direct inventory loss, $$ sales loss per day | Reduced customer satisfaction levels | Yes – Food Safety regulations | Moderate | Backup power or alternative cooling option | Backup power/ dry ice within 4hrs; full power/ alternative within 12hrs | Medium |

# APPENDIX D: RISK REDUCTION - MITIGATION & PREPAREDNESS

As mentioned earlier, mitigation and preparedness are two categories of actions that businesses can take to reduce risks and both can be very helpful. As your planning team discusses the various risks you've identified, you can determine what kinds of risk reduction options exist and which make the most sense for your business. It is important to consider cost, time required, and the expected benefit of each option when deciding which is the best fit for your business.

From the previous BIA example, listed below are possible risk reduction strategies that a business might consider employing to address these impacts.

<table>
<tr><td colspan="7" align="center"><strong>SAMPLE RISK REDUCTION STRATEGIES</strong></td></tr>
<tr>
<td rowspan="2"><strong>Asset/ Process</strong></td>
<td rowspan="2"><strong>Risk/Impact</strong><br><em>(Hazard)</em></td>
<td colspan="2"><strong>Restoration Targets</strong></td>
<td rowspan="2"><strong>Priority (H,M,L)</strong></td>
<td colspan="2"><strong>Risk Reduction Opportunities</strong></td>
</tr>
<tr>
<td><em>Functionality</em></td>
<td><em>Restore Time</em></td>
<td>Mitigation</td>
<td>Preparedness</td>
</tr>
<tr>
<td><strong>Employees</strong></td>
<td>Injury <em>(Earthquake)</em></td>
<td colspan="2">Prevention focus – office & employee safety to prevent injury</td>
<td><strong>High</strong></td>
<td>Conduct building safety check & take necessary actions <em>(e.g. secure non-structural items that could fall down in an earthquake)</em></td>
<td>• Hold earthquake drills</td>
</tr>
<tr>
<td><strong>Employees</strong></td>
<td>Some can't come to office due to road or school closures, etc. <em>(Earthquake, Windstorm or Flood)</em></td>
<td>Minimum 3 employees in office; 3 working from home</td>
<td>Minimum staff working within 12hrs</td>
<td><strong>Medium</strong></td>
<td></td>
<td>• Develop work-from-home plan</td>
</tr>
<tr>
<td><strong>Refrigerated Inventory</strong></td>
<td>Power Loss <em>(Earthquake, Windstorm or Flood)</em></td>
<td>Backup power or alternative cooling option</td>
<td>Backup power/ dry ice within 4hrs; full power/ long term alternative within 12hrs</td>
<td><strong>Medium</strong></td>
<td>Install a backup generator<br>Stock spoilage insurance</td>
<td>• Identify area dry ice providers</td>
</tr>
</table>

Brainstorming all the potential risk reduction options with your planning team then allows you to compare which are the most appropriate for your business given the cost, timing, benefit and priority of the risk. For example, perhaps purchasing a backup generator does not fit into your current budget, but you can develop a list of dry ice vendors so you know who to contact right away if you need to keep inventory cold in the event of a power outage.

There are numerous resources available from government, safety, insurance and research organizations on mitigation and preparedness options and strategies for businesses. The sites listed below and in Appendix J are good places to start.

- *FEMA – Protect Your Property or Business From Disaster*
  http://www.fema.gov/protect-your-property-or-business-disaster
- *Institute for Catastrophic Loss Reduction – Disaster Prevention Brochures*
  http://iclr.org/disasterprevention.html
- *Insurance Institute for Business & Home Safety – Risks*
  http://www.disastersafety.org/

# APPENDIX E: WORKPLACE EMERGENCY KIT CHECKLIST

*The following checklist is adapted from PrepareMyBusiness.org – Disaster Recovery Kit*
[http://www2.agilityrecovery.com/assets/SBA/drkitsba.pdf](http://www2.agilityrecovery.com/assets/SBA/drkitsba.pdf)

Preparing emergency kits ahead of time and making them easily accessible will help enable your business to begin the recovery process right away. You should also be prepared for the possibility that your office might need to serve as a temporary shelter for employees or customers during an emergency. The following checklist includes workplace emergency kit basics. Add in any additional supplies you may need, and store in easily transportable bags (like backpacks or duffel bags)—your "Grab and Go" bags. **In an emergency situation, protecting employee and customer safety is always the first priority.**

### Important Business Records*
- ☐ Insurance policies*
- ☐ Fixed asset inventory*
- ☐ Contracts*
- ☐ Employee information*
- ☐ Other*: _____

### Software & Office Supplies
- ☐ Software installation disks & licencing keys*
- ☐ Hardware serial numbers*
- ☐ Pens, notepads & printer paper
- ☐ Stapler, staples & tape
- ☐ Company letterhead & stamps
- ☐ Calculators
- ☐ Other: _____

### Tools & Supplies
- ☐ Duct tape
- ☐ Pocket knife, wrench/pliers & screw driver
- ☐ Lighter/matches (sealed in plastic bag)
- ☐ Leather-palmed work gloves
- ☐ Safety goggles or glasses
- ☐ Hard hats for falling debris
- ☐ For snow/ice: shovel, sand & rock salt

### Sanitation
- ☐ Dust filters/masks
- ☐ Moist towelettes
- ☐ Plastic garbage bags
- ☐ Paper towels
- ☐ Toilet paper

### Emergency Supplies
- ☐ First Aid Kit
- ☐ Bottled water (4 liters per person per day)
- ☐ Non-perishable food (canned foods & juices, energy bars, ready-to-eat packaged meals, etc.)
- ☐ Can opener for food
- ☐ Flashlights
- ☐ Extra alkaline batteries
- ☐ Light sticks
- ☐ Whistles (3 short blasts for help)
- ☐ AM/FM radio (windup and/or battery operated)
- ☐ Emergency blankets & ponchos
- ☐ Emergency cash in small denominations

### Individual Employees
- ☐ Medications
- ☐ Personal hygiene items
- ☐ Cell phone/battery charger
- ☐ Change of clothing and footwear (including long-sleeved shirt, long pants, boots or closed-toe shoes)
- ☐ Extra pair of glasses (if used)
- ☐ Family emergency contact information* (daycare, school, family work numbers, out of area contact numbers, etc.)

### If you cannot return home, consider in advance:
- ☐ Alternate accommodation arrangements with co-workers, family or friends
- ☐ Designated person(s) to pick up and care for your children, other dependent individuals and pet(s)

*Store important records securely; backup copies should be stored in accessible, offsite storage or included in your business's "Grab and Go" bag along with other essential business supplies*

# APPENDIX F: EVACUATION GUIDE

Some emergencies may make staying put dangerous. In such cases, it may be safer for you to evacuate the immediate area and go to family or friends or an emergency reception centre. The authority to order an evacuation can rest with different levels of government (local, provincial or federal), and a standard three-stage evacuation process has been adopted by all levels of government, described below.

### How will you know if there is an evacuation alert or order?

Various methods will be used to advise North Shore residents and businesses in the event that emergency messaging is needed, including an "evacuation alert" or an "evacuation order." The North Shore's **RapidNotify** alerting notification system is one tool. Other tools include going door-to-door (if applicable), in a patrol car or fire vehicle using the PA system, alerting the media (radio, TV, internet), and social media (NSEMO twitter, Facebook and website). Every emergency is different and people may be asked to evacuate to a specific location or shelter-in-place.

## GET READY  *(BEFORE the evacuation)*

### *Advance Planning & Preparation*

- ☐ **Prepare business and employee "Grab and Go" bags** for use in case of emergency.
- ☐ **Develop an evacuation plan**, including:
  - o  routes and exits from your building
  - o  emergency shut off procedures for utilities, equipment, processes, etc. as necessary
  - o  procedures for assisting those with disabilities
  - o  designated post-evacuation assembly area *(note that this might need to be changed during an evacuation emergency if your assembly area is inside an evacuation zone)*
  - o  system for accounting for all personnel during an evacuation
- ☐ **Designate an individual to coordinate** your business's evacuation process.
- ☐ **Ensure that employees are aware of the evacuation plan** and all emergency exits.

### *Stage 1: Evacuation Alert*

*Individuals are advised of the potential need to get ready for evacuation. The alert highlights the nature of the danger and that evacuation may be required at any time. Information will be provided on where to go if the evacuation is ordered. Whenever possible, emergency officials will provide as much notice as possible so people have time to get ready.*

- ☐ **Ensure all employees and visitors are aware** of the evacuation alert information.
- ☐ **Make sure business and individual Grab and Go bags**, along with any required medications, are close at hand.

## GO  *(DURING the evacuation)*

***Stage 2: Evacuation Order***

> *All persons in the affected area are ordered to leave the area immediately and provided again with the information required. In some instances there will not be time to alert the impacted individuals to get ready in advance and for safety an evacuation order will be immediately made. Listen carefully to the instructions being provided and act quickly. Emergency officials may provide you with a specific evacuation route.*

- ☐ **Move quickly and calmly** and follow instructions provided by emergency officials.
- ☐ **Carry out emergency shut off procedures** for utilities, equipment, etc. if necessary.
- ☐ **Take your business and individual Grab and Go bags** (employees should remember to bring along any medication they require).
- ☐ **Assist those with mobility issues** or disabilities to evacuate as needed.
- ☐ **Close and lock your windows and doors.**
- ☐ **Evacuation coordinator should account for personnel and visitors** after evacuating and take note of any missing individuals.
- ☐ **Employees should send a message** to their out of area contacts.

## RETURN *(AFTER the evacuation)*

***Stage 3: Evacuation Rescind***

> *All persons in the affected area are advised that the emergency is under control and the area has been declared habitable and safe and the evacuation order has been rescinded.*

- ☐ **Listen carefully to emergency officials**; they will advise you when it is safe to return and if there is anything you need to do to ensure it is safe to re-enter your place of work.
- ☐ **Employees should inform out-of-area contacts** that they have safely returned.

# APPENDIX G: SHELTER-IN-PLACE GUIDE

For some emergencies, such as a hazardous material spill, it may be safer to stay inside your facility. This procedure is called "sheltering-in-place" and is only for a few hours. You will be instructed by emergency officials when you need to shelter-in-place.

## GET READY *(BEFORE the shelter-in-place emergency)*

### *Advance Planning & Preparation*

☐ **Pre-select an interior room(s)** with the fewest windows or vents, such as

- o Conference rooms
- o Storage rooms
- o Hallways
- o Room(s) should have adequate space for everyone to be able to sit down
- o Ideally a room with an adjoining bathroom
- o Avoid rooms with mechanical equipment like ventilation blowers or pipes
- o Avoid overcrowding by selecting several rooms *(consider #of employees, possible # of visitors, clients, etc.)*

☐ **Prepare a Shelter-in-Place Kit** containing the following:

- o A battery-operated/hand cranked AM/FM radio and batteries
- o Plastic sheeting (preferably, pre-cut to size to cover windows & doors and labelled)
- o Duct tape for sealing cracks around doors and windows
- o Alternate lighting, in the event of a power outage.eg lantern(s) for overall lighting, flashlight(s), headlights (keeps your hands free), batteries and light-sticks
- o Bottled water for drinking and to wet towels
- o Ready to eat, non-perishable snack food and drinking water
- o Enough towels to block the bottoms of each door in the room
- o First-aid kit
- o Paper, pens, list of important phone numbers
- o Shelter-in-Place signage to post on all entrances of your business

**Note:** Plan to account for all staff, visitors, and customers as you would in a fire drill.

☐ **Ensure a hard-wired telephone** is in the room(s) you selected. If not, plan to bring in a cellular phone(s).

☐ **Create a Shelter-in-Place announcement** for staff, customers /clients/visitors in the building. It is important to provide for the safety of everyone by asking them to stay and not leave. When authorities advise to shelter-in-place, they want everybody to take those steps immediately and not walk outdoors or drive. In general, employees, clients/visitors cannot be forced to shelter.

- ☐ **Pre-assign Shelter-in-Place duties.** They should be assigned to Facility Manager/specific employees.
- ☐ **Conduct a Shelter-in-Place drill** twice a year.
- ☐ **Check the supplies** of the Shelter-in-Place Kit every six months (*when you change your clocks in the spring and fall is a good time to do this*).

## SHELTER-IN-PLACE  *(DURING the shelter-in-place emergency)*

- ☐ **Announce to staff** there is a Shelter-in-Place emergency and inform staff to stay.
- ☐ **Request visitors, clients, customers to stay** and not leave.
- ☐ **Instruct everyone outside to come inside** immediately.
- ☐ **Close all doors, windows** and any openings to the outside.
- ☐ **Post Shelter-in-Place signage.**
- ☐ **Shut down air handling equipment** (e.g. heating, ventilation/air-conditioning, etc.).
- ☐ **Consider security** concerns (e.g. cash, inventory, etc.).
- ☐ **Direct staff and all visitors** to the designated Shelter-in-Place room(s).
- ☐ **Retrieve the Shelter-in-Place Kit** once inside the Shelter-in-Place room(s).
    - o Seal any doors ,windows, vents with plastics sheeting and tape
    - o Place wet towels at base of door(s)
    - o Monitor media for updates (e.g. radio, cell phones, etc.)
- ☐ **Account for all employees and visitors.**
- ☐ **Remain in the Shelter-in-Place room(s)** until an ALL Clear is given by emergency officials.

> **Note:** *Remember that instructions to Shelter-in-Place are usually provided for durations of a few hours, not days or weeks. There is little danger that the room in which you are taking shelter will run out of oxygen.*

## ALL CLEAR  *(AFTER the shelter-in-place emergency)*

- ☐ **When the 'All Clear' is issued** have all staff/visitors/clients leave the Shelter-in-Place room(s).
- ☐ **Open all doors and windows** to ventilate.

# APPENDIX H: BUILDING EARTHQUAKE SAFETY CHECKLIST

*The following checklist is taken from Public Safety Canada – Earthquake Preparedness Guide*
http://www.getprepared.gc.ca/cnt/rsrcs/pblctns/rthqks-wtd/rthqks-wtd-eng.pdf

☐ If responsible for managing building utilities, clearly label the on-off positions for the water, electricity and gas and know how to turn off in the event of an earthquake or other emergency

☐ Have appropriate professionals repair any loose roof shingles, faulty electrical wiring or leaky gas fittings

☐ Secure water heaters to wall studs or masonry using a bracing kit to reduce the possibility of the water heater falling and rupturing gas and water connections

☐ Secure major appliances to walls, such as refrigerators

☐ Secure costly and heavy electronics

☐ Secure the tops of top-heavy furniture to a wall by anchoring to studs and using flexible fasteners. Keep heavy items on lower shelves

☐ Secure expensive or fragile items that if damaged would be a significant loss

☐ Affix mirrors, paintings and other hanging objects securely, so they won't fall off hooks

☐ Locate chairs away from chimneys and windows

☐ Don't hang heavy pictures and other items over areas where people sit

☐ Put anti-skid pads under TVs, computers and other small appliances, or secure them with Velcro or other such product

☐ Keep flammable items and household chemicals away from heat and where they are less likely to spill

☐ Consult a professional for additional ways to protect your building, such as bolting the building to its foundation and other structural mitigation techniques

*See also EPICC Earthquake Planning Guide -* http://epicc.org/showcontent.aspx?MenuID=1702

# APPENDIX I: CRISIS COMMUNICATION PLAN CHECKLIST

*The following checklist is taken from PrepareMyBusiness.Org – Emergency Communications*
http://www.preparemybusiness.org/planning

## Determine roles and responsibilities
- ☐ Appoint primary decision maker/coordinator
- ☐ Appoint back-up decision maker(s)
- ☐ Outline roles and responsibilities for additional participants

## Determine who you need to communicate with
- ☐ Employees
- ☐ Stakeholders
- ☐ Clients/Customers
- ☐ Regulatory Agencies
- ☐ Media
- ☐ Other:

## Document when to activate plan, using criteria such as
- ☐ Length of time of outage/interruption
- ☐ Severity of interruption
- ☐ Percentage/number of employees, departments impacted
- ☐ Prolonged loss of contact with clients and/or vendors
- ☐ Other:

## Determine, document and publicize an emergency communications plan
- ☐ Phone/email tree (include spouse/family information for employees)
- ☐ Employee evacuation plan
- ☐ Website emergency messaging system
- ☐ Phone/Voice mail emergency messaging system
- ☐ Plan for multiple forms of communication:  text, email, voicemail, etc.

## Educate employees about the communications plan
- ☐ Document in hardcopy and electronic formats
- ☐ Train current and new employees
- ☐ Remind employees about emergency communication plan, including pocket cards, fold-out cards, brochures, booklets, etc.
- ☐ Update information regularly and re-educate employees

# APPENDIX J: ADDITIONAL RESOURCES

For more information on disaster preparedness and business continuity planning, the following are useful resources.

**Emergency Preparedness for Industry and Commerce Council (EPICC)**
EPICC is a non-profit government endorsed society supported by and for the benefit of business and institutions throughout British Columbia, to influence and help businesses prepare for emergencies and disasters.
http://www.epicc.org/

**Emergency Management British Columbia (EMBC) - Business Continuity Planning**
Emergency Management British Columbia (EMBC) is the coordinating agency for the provincial government's emergency management activities. The overall purpose of EMBC is to increase life, safety and resiliency for individuals and communities throughout BC.
http://www.embc.gov.bc.ca/em/hazard_preparedness/business-industry.html

**Work Safe BC – Small Business Emergency Response Planning**
Basic guidelines and plan template for emergency response planning for small businesses.
http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/emergency_response_guide.pdf

**Ministry of Environment - BC Guidelines for Industry Response Plans**
The main purpose of these guidelines is to promote development of comprehensive and consistent emergency response plans by industry in cooperation with the provincial government and local governments.
http://www.env.gov.bc.ca/eemp/resources/guidelines/bc.htm

**Public Safety Canada - Business Continuity Planning Resources**
Summary and general guidelines for business continuity planning.
http://www.publicsafety.gc.ca/cnt/rsrcs/pblctns/bsnss-cntnt-plnnng/index-eng.aspx

**Health Canada - Psycho-Social Emergency Preparedness and Response Handbook**
Intended to help managers develop and maintain a supportive environment for employees who experience a traumatic workplace event and to support the delivery of critical services to Canadians during and after a major traumatic event.
http://www.hc-sc.gc.ca/ewh-semt/occup-travail/empl/response-intervention-eng.php

## ADDITIONAL BUSINESS CONTINUITY PLANNING EXAMPLES

These resources offer various examples and templates for developing a business continuity plan.

- Institute for Catastrophic Loss Reduction – "Open for Business" Planning Tools
  http://iclr.org/businesses/openforbusinesstm.html
- Canadian Federation of Independent Businesses – Basic Emergency Management Guidelines
  http://www.cfib.ca/research/businfo/pdf/din0490.pdf
- Insurance Bureau of Canada – Risk Management
  http://www.ibc.ca/en/Business_Insurance/documents/brochures/RM_Getting%20started_Process.pdf
- Small Business BC – Emergency Planning
  http://www.smallbusinessbc.ca/general-business/your-business-prepared-emergency
- Provincial Emergency Program – Hazard, Risk & Vulnerability Assessment Online Tool
  http://embc.gov.bc.ca/em/hrva/hazard.html
- US Federal Emergency Management Agency – Business Preparedness Planning
  http://www.ready.gov/business
- PrepareMyBusiness.org – Business Preparedness Planning Resources & Templates
  http://www.preparemybusiness.org/planning
- Queensland Government – Business Continuity Planning
  http://www.business.qld.gov.au/business/running/risk-management/business-continuity-planning
- Non-Profit Coordinating Committee of New York – Disaster Planning
  http://npccny.org/info/disaster_plan.htm

## ABOUT NSEMO

The **North Shore Emergency Management Office** or NSEMO came into existence on September 25, 1978 when the North Vancouver Emergency Measures Organization and the West Vancouver Emergency Program were amalgamated. NSEMO is the only tri-municipal Emergency Management Office in the Metro Vancouver area. The NSEMO Agreement Bylaw establishes NSEMO as an inter-municipal agency of the City of North Vancouver, District of North Vancouver, and District of West Vancouver, created for effective co-operative emergency management. The Director of NSEMO is identified as the Emergency Coordinator for each municipality.

NSEMO supports both municipal and regional North Shore response capabilities by coordinating effective and efficient preparedness, planning, response, and recovery activities, and by bringing together resources from the three municipalities, response agencies, public safety lifeline volunteers and other organizations on the North Shore. We are proud of our achievements in our 35 years of collaboration with the City of North Vancouver, District of North Vancouver, and District of West Vancouver. Our "storefront" office location in North Vancouver is within the RCMP building and co-located with the North Shore Emergency Operations Centre (EOC).



**North Shore Emergency Management Office**

City of North Vancouver  District of North Vancouver  District of West Vancouver

*Office Hours: Monday-Friday, 9AM – 4:30PM*

604-969-7000    nsemo@cnv.org

www.nsemo.org