

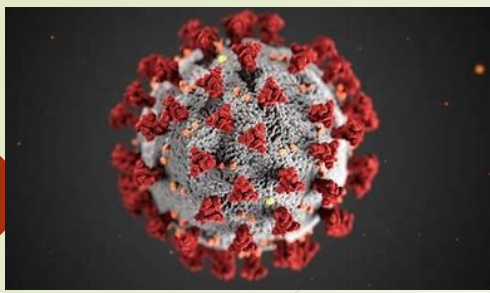


**Comox Valley Regional District  
COVID-19  
After-Action Report Presentation**

# Presentation Overview

- COVID-19 far from Norm!
- After-Action Report Overview
- Regional Emergency Program
- British Columbia Emergency Management System – Priority Response Goals
- Successes
- Suggestions for Consideration
- Next Steps





# COVID-19 was far from Norm

## “Normal Emergencies”

- Start at the local level, responded to by first responders (police, ambulance, fire, public works, ESS)
- limited in area and impacts, with an end in sight, can be seen and require clear response such as evacuations or repair.
- First Responders are in charge! The EOC supports them with coordination. Provincial and Federal support is provided to the local authorities
- Recovery coordinated by the Advance Planning Unit to assist with community recovery efforts

## COVID-19

- Worldwide pandemic with Federal and Provincial Ministries in charge
- At the local level a communications and business continuity issue, not an emergency management situation
- Opportunity for organizations to coordinate critical or essential services, supply chains and dependencies
- Direction coming from Health to be interpreted and implemented at the local level
- Recovery requirement not recognized provincially as this was seen to be primarily economic in nature
- Identified gaps not previously considered

# After-Action Report Overview

- Best practices based on what went well and what needs improvement
- Opportunity to improve emergency plans, policies and processes
- Approval of recommendations, support and funding – Your Role!
- Phase 1 After-Action process provides the opportunity to implement improvements before COVID-19 response requirements ramp up again
- Themes include: successes, lessons learned, suggestions for Level 2 & 3 EOC activations as well as future opportunities for continuous improvement which is the goal of every Emergency Program





# Regional Emergency Program

- COVID-19 was the first regionally coordinated response
- Demonstrates advantages of collaboration and cooperation when dealing with emergencies and disasters
  - Consistent messaging to the public
  - Working Groups between regional district, municipalities and first nations allowed for shared experiences and tools to help implement suitable solutions to complex situations
  - Cross-jurisdictional training and exercises ensure consistency and build relationships for better collaboration
- The COVID-19 Phase 1 response identified ways to improve collaboration and coordination which are incorporated into the After-Action Report recommendations



# British Columbia Emergency Management System – Priority Response Goals



**1**  
**Ensure the health and safety of responders**  
(protect workers; implement safety measures)

**2**  
**Save lives**  
(testing, isolation, & hospitalization as necessary)

**3**  
**Reduce suffering** (inform public; implement safety measures)

**4**  
**Protect public health**  
(determine safety measures)

**5**  
**Protect infrastructure**  
(maintain essential services)

**6**  
**Protect property**  
(increased security for closed businesses)

**7**  
**Protect the environment**  
(reduce emissions – stay home)

**8**  
**Reduce economic and social losses**  
(implement Business Continuity; CERB, etc.)



# Suggestions for Consideration

- ▶ Annual Emergency Management training for staff and Elected Officials
- ▶ Orientation packages for Policy Groups and EOC functions
- ▶ Clear diagram of who is responsible for what
- ▶ Clear roles and protocols for communications
- ▶ Strengthen information technology for more robust information security and sharing between local authorities in the workplace and working from home







# Suggestions for Consideration for a Pandemic EOC

- Involve more community groups (i.e. Coalition to End Homelessness, Salvation Army, Food Banks, Soup Kitchens, etc.) as incident sites reporting into the EOC Operations Section to receive information updates regarding public messaging, directives, funding initiatives (i.e. United Way), etc.
- EOC and Local Authorities are not responsible for providing these services but can support these community groups as “incident sites” and provide two-way communications through EOC Operations Section or Liaison Officer or Community Recovery Coordinator (depends on what EOC identifies as the most suitable conduit)
- Develop greater clarity around what level of government and which Ministries are responsible for what parts of a response.

# Suggestions for EOC Generally

- Joint Policy Group with Mayors, Chair, Electoral Areas Chair and K'ómoks First Nation Chief; supported by the CAO's of each jurisdiction
- Clearly delineate decision-making authority between Policy Group, EOC and Local Governments
- Develop Harmston EOC core functions to work together safely
- Community Groups and Collaboration teams request support through Operations Section



# Next Steps

- Preparing for potential second wave of COVID-19
  - Establish a joint policy group
  - Orientation packages including who does what
  - EOC participants connect to refresh pre-plan strategies for the Fall
  - Federal and provincial directives – identify what local authorities need to do
  - Promote emergency preparedness and business continuity to build resilience and sustainability



