

# Hemlock Emergency Lookout Program (H.E.L.P.)

## Emergency Response Guide

October 2022



Created in partnership with:

Hemlock Valley Homeowners Association [hvha.ca](http://hvha.ca)

Sasquatch Mountain Resort [sasquatchmountain.ca](http://sasquatchmountain.ca)

Hemlock Valley Volunteer Fire Department [hvvfd.ca](http://hvvfd.ca)

Survive-It Disaster Preparedness [www.survive-it.ca](http://www.survive-it.ca)





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### H.E.L.P. Program Overview

The Hemlock Emergency Lookout Program (H.E.L.P.) ) will better ensure that the residents and businesses of Hemlock Valley have peace of mind knowing they have a Community Disaster Guide to plan, prepare and respond to disasters.

Whether it is a single-family house fire, a wildfire, or a road closure, the Community will take comfort in knowing they are better prepared to survive whatever disaster comes their way.

Following a disaster, you may be on your own for several days or longer before outside help arrives. Many of the services you rely upon may not be available, making it essential for each of us to be personally prepared.

Disaster Preparedness starts at home by ensuring families have the necessary disaster supplies and a Disaster Plan to help keep them safe. Family Disaster Plans must include

1. How to connect with family if not together and phones are not working
2. How to ensure their homes are safe and secure in the event of a disaster
3. How to ensure they have the necessary supplies on hand
4. How to be prepared to evacuate within a moment's notice

When prepared at home, residents can respond as a community to support those who may need assistance. Remember – help will not arrive as quickly as we would like following a significant disaster, so the support H.E.L.P. can provide will make a considerable difference to those in your Community. With proper planning and training, you can work together and help support each other during challenging times.

With H.E.L.P. in place, it will better ensure Hemlock Valley residents, businesses, and visitors will be supported no matter the disaster.

Stay Safe!

Jackie Kloosterboer

Survive-It Disaster Preparedness

[www.survive-it.ca](http://www.survive-it.ca)



## Purpose of the Program

H.E.L.P. is designed to support the Community of Hemlock Valley when faced with a disaster. Residents will be better prepared and better able to survive whatever disaster comes their way, knowing they have adequate disaster supplies stored away.

In addition, with the H.E.L.P. Disaster Guide, residents won't be wasting valuable time trying to determine what needs to be done; they can work from an existing strategy and support their Community.

## Scope of the Program

The H.E.L.P. Disaster Guide will first direct residents to take action to prepare themselves, their families and their pets for a disaster. Secondly – it will identify steps residents can take to support their Community by helping those impacted by the emergency or disaster and working towards a faster recovery.

This H.E.L.P. Disaster Guide is comprised of 2 components

1. Personal and Family Disaster Preparedness
2. Community Disaster Preparedness



## Personal and Family Disaster Preparedness

The Fraser Valley Regional District has an [Emergency Preparedness Workbook](#) that will help you, your family and your pets prepare for whatever disaster comes your way.

Download the Disaster Supply List to help create your family's emergency kits. [www.survive-it.ca](http://www.survive-it.ca)

Alertables – [Sign up to receive emergency alerts](#) from the Fraser Valley Regional District

## Community Disaster Preparedness

### Neighbourhood Evaluation

When developing the H.E.L.P. Guide, knowing what is in your Community is essential. If a bridge over a creek is damaged and residents need to travel across the bridge to get home, that could significantly impact your residents and businesses.

Hemlock Critical Infrastructure: (See attached maps)

- Firehall
- School/daycare
- Businesses
- Bridges
- Creeks
- Other

### Community Info

- How many homes are in your Community
- How many full-time residents (Winter/Summer)
- How many visitors (Winter/Summer)

### Evacuation Timeline Estimates

The primary mode of evacuation out of the village will be vehicular motor traffic along Hemlock Valley Road (H.V.R.). Keep in mind that H.V.R. is a winding, steep mountain route that does not accommodate more than one lane of traffic in both directions, any timetable estimated for clearing the Community will depend greatly on the road's condition, the current weather and if evacuees are permitted to travel on their own, or if groups of vehicles must be escorted by emergency personnel.

The fewer vehicles, the faster it will be to evacuate. Evacuees should be encouraged to fill whatever cars are used to accommodate stranded pedestrians, if possible.



## Population Assessment

Population estimates must be evaluated yearly to ensure that the E.O.C. can determine the number of people to be evacuated.

Quick Population Estimates (as of 2020):

<b>Population 2021</b>	<b>Peak Season Overnight</b>	<b>Peak Season Daytime</b>
82	500	1,700

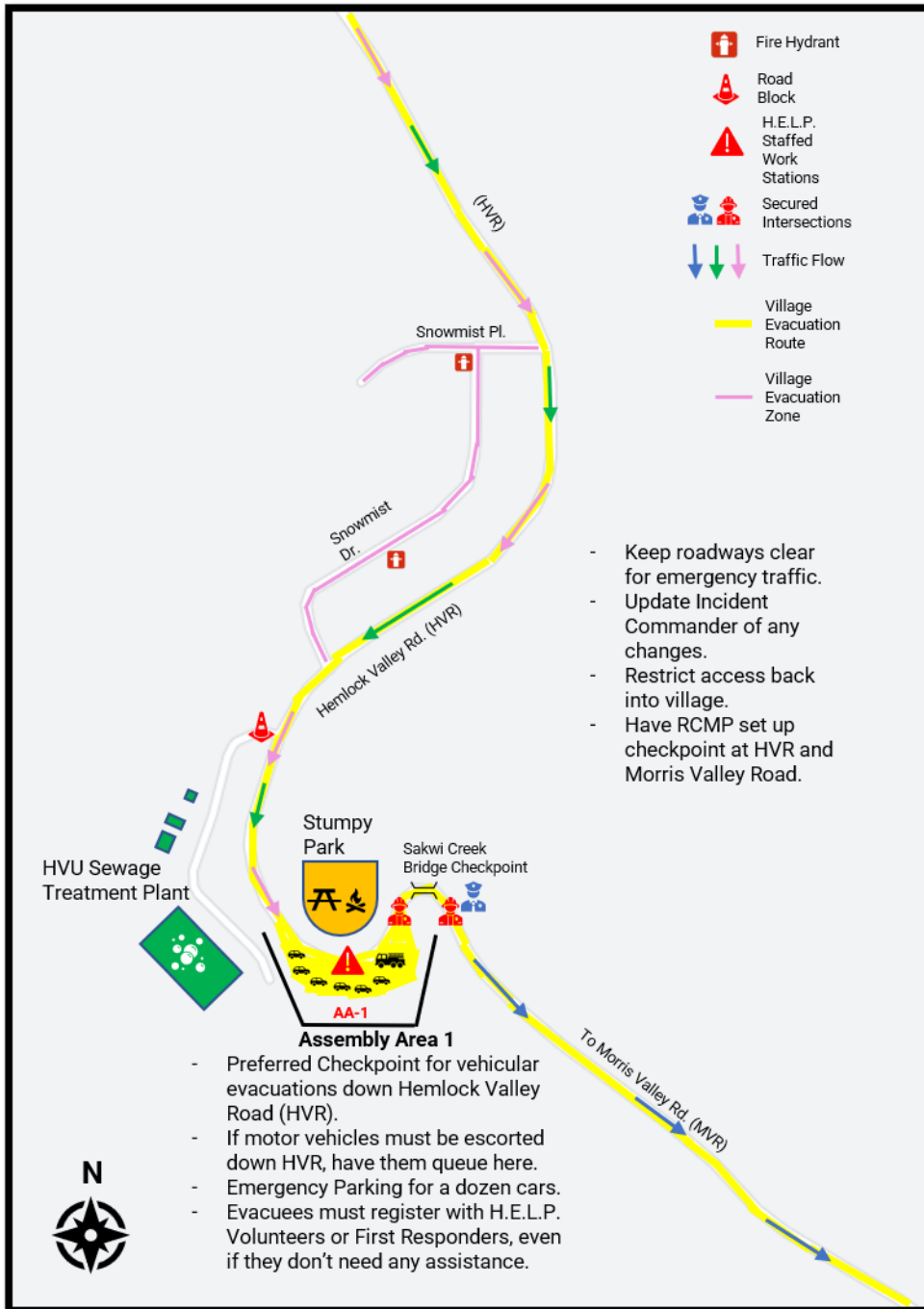
Quick Demographics:

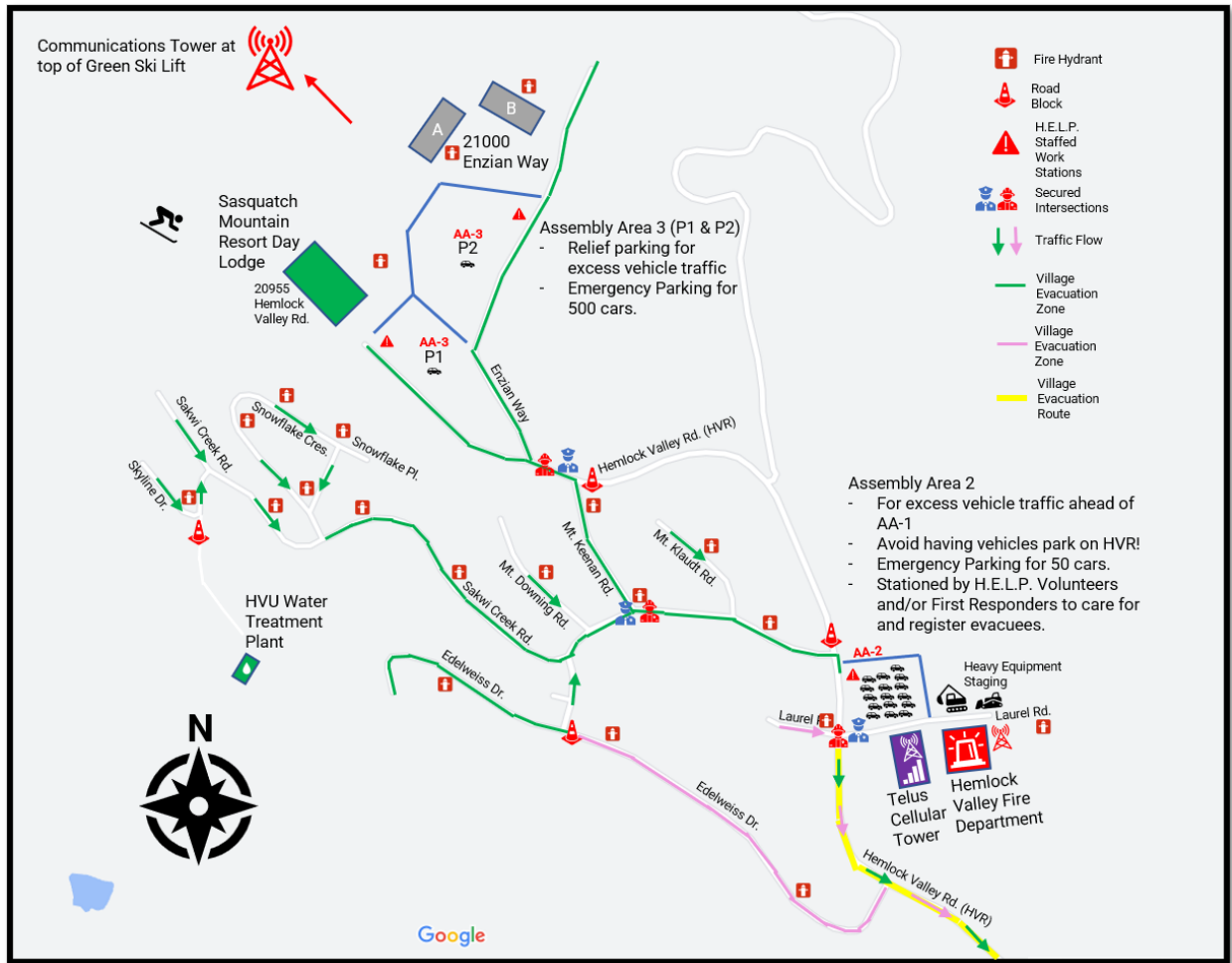
<b>Household Size (2021 census)</b> 2 people	<b>Population Percentage Change, 2016 - 2021</b> 70.8%
<b>Children Age 14 and Under (2021 census)</b> 10% of population	<b>Seniors Aged 65 and Older (2021 census)</b> 20% of population
<b>Total Private Dwellings 2021</b>  181	<b>Private Dwellings Occupied by Usual Residents</b>  43

Source: [2021 Canada Census of Population](#)



## Map of Hemlock Valley







## H.E.L.P. - TEAM OVERVIEW

H.E.L.P. has identified four critical teams to better ensure Hemlock can be kept safe:

1. **Team Lead** – The H.E.L.P. Team Lead takes direction from H.V.V.F.D. Chief, or H.V.V.F.D. Incident Commander (IC). The Team Lead provides overall H.E.L.P. leadership and coordination before, during and after an emergency or disaster. The Team Lead encourages, monitors, and assists where needed with all the H.E.L.P. teams.
2. **Communications** – Communications is responsible for keeping the Community informed using various methods. These can range from Facebook, The Hemlock Howler, Website, Door to Door, Signage etc. Communications works closely with the Team Lead.
3. **Shelter & Caregiving** – The Shelter and Caregiving Team is the largest Team in H.E.L.P. and supports the residents impacted by the disaster and responding H.E.L.P. Team Members. The primary focus of the Shelter and Caregiving Team is to ensure a Reception Centre is activated to support the Community in providing the required functions.

Shelter & Caregiving functions could include:

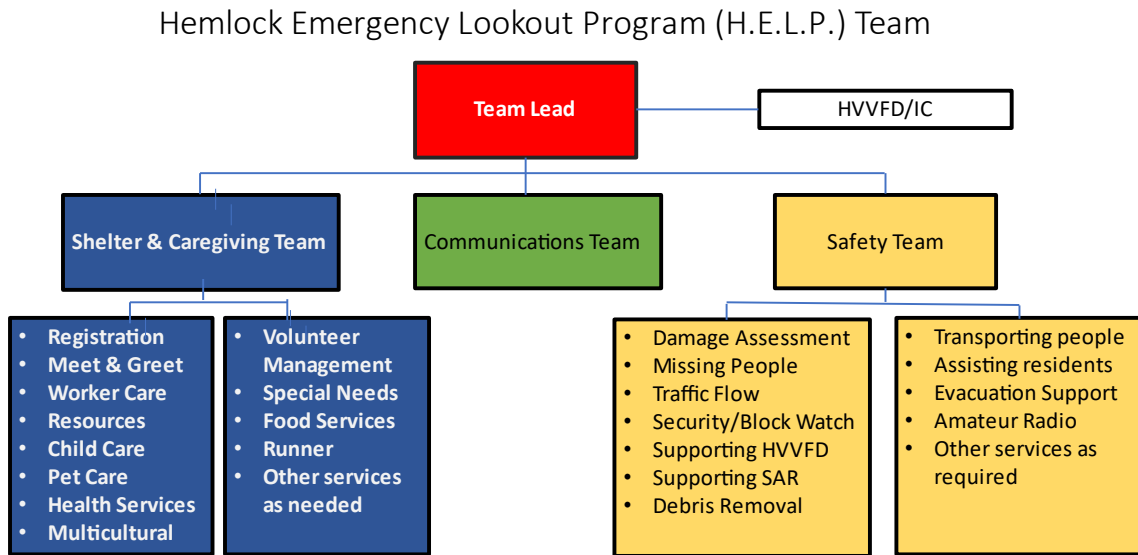
- Meet & Greet
  - Registration
  - Volunteer Management
  - Child Care
  - Special Needs
  - Health Services
  - Worker Care/Emotional Support
  - Pet Care
  - Multi-Cultural
  - Food Services
  - Runner
  - First Aid
  - Other functions as required
4. **Safety Team** – The Safety Team is responsible for the overall safety within the Community when activated. Safety Team members will be out in the Community helping to ensure the residents are safe and providing support to first responders where appropriate.

Safety Team functions could include:

- Damage Assessment
- Missing People
- Traffic Flow
- Security/BlockWatch
- Supporting H.V.V.F.D.
- Supporting S.A.R.
- Debris Removal
- Transporting people
- Assisting residents
- Evacuation Support
- Amateur Radio
- Other services as required
- \*Pre-Disaster – could help people prepare (securing hot water tanks etc.)



## H.E.L.P. – Organization Chart



\*Functions listed are subject to change and may be adapted to meet the needs of the Community.

## H.E.L.P. – ESSENTIAL TEAM SUPPLIES

To enable H.E.L.P. Teams to complete the required functions, each of the three Teams will require a variety of supplies to enable them to do what is necessary for their Team.

Essential Supplies for all H.E.L.P. Teams

- Clipboards
- Paper
- Log Book – to record all decisions
- Vest
- Resident List
- Flashlight
- Rain Gear
- Hats and Gloves
- Umbrellas?
- Portable shelters
- Portable Tables & Chairs
- Portable heaters?
- Radio

<u>Team Lead Supplies</u>	<u>Communications Supplies</u>	<u>Shelter &amp; Caregiving Supplies</u>	<u>Safety Team Supplies</u>



## Before – During & After – H.E.L.P. TEAM LEAD

**Team Lead** – The H.E.L.P. Team Lead takes direction from H.V.V.F.D. Chief or the Incident Commander. Providing overall leadership and coordination of the plan before, during and after an emergency or disaster is a crucial function of the Team Lead, along with encouraging, monitoring and assisting where needed with all H.E.L.P Teams.

### Before

#### **The H.E.L.P. Team Lead is responsible to:**

- Work with Community members to ensure the H.E.L.P. guide meets the needs of the Community
- Maintain a close relationship with SMR
- Ensure the H.E.L.P. Guide is updated regularly
- Collect and maintain a resident list
- Chair meetings (as needed/or scheduled) for the H.E.L.P. Team
- Recruit H.E.L.P. Team members
- Other duties as required

### During

#### **The H.E.L.P. Team Lead is responsible to:**

- Activate H.E.L.P. as directed by H.V.V.F.D. or Incident Commander
- Call the H.E.L.P. Team Leads and alternates for the Shelter & Caregiving, Communications and Safety Team
- Determine a suitable location to meet
- Report to the site
- Assist as needed in setting up a Reception Centre
- Provide a briefing to the Teams Leads and Volunteers
- Ensure Teams can perform the required duties to support the impacted Community

### After

#### **The H.E.L.P. Team Lead is responsible to:**

- Assist with the clean-up of the Reception Centre
- Replenish used supplies
- Conduct a Team Briefing identifying challenges and what worked well to improve H.E.L.P.



## ACTIVATION CHECKLIST - H.E.L.P. TEAM LEAD

Reports to: H.V.V.F.D. Chief, or Incident Commander (I.C.)

### Position Overview:

The Team Lead is responsible to oversee the H.E.L.P. Program and ensure H.E.L.P. can activate the required functions to support the Community during an emergency or disaster.

### Activities (after receiving the Activation Call)

- Start your log book and record all decisions and essential info
- Activate and brief Shelter & Care Giving, Communication and Safety Team Leads
- Identify a suitable location for the Reception Centre
- Respond to the site with your Grab and Go Kit
- Ensure the site is safe – conduct a safety inspection with the facility operator
- Assign a scribe/sidekick to support you while activated
- With Shelter & Care Giving Team Lead, identify functions to activate in the Reception Centre
- Support Team Leads in the setup of their Teams
- Ensure all required H.E.L.P. Functions are activated
- Provide guidance and support to activated functions
- Ensure teams have the supplies they need
- Conduct regular briefings with the H.E.L.P. team and evacuees
- Provide regular updates to H.V.V.F.D. and IC

### AFTER

- Conduct a final briefing with H.E.L.P. Team Leads and Volunteers
- Debrief with the H.E.L.P. Team Lead, Communications, Safety Team Lead, and Fire Department
- Replace any supplies that need replacing
- Update the program with lessons learned



## Before – During & After - COMMUNICATIONS TEAM LEAD

**Communications Team Lead** – The Communications Team Lead takes direction from the H.E.L.P. Team Lead. The Communications Lead helps to ensure the Community is kept updated on the disaster event using various methods.

### **Before**

#### **The Communications Team Lead is responsible to:**

- Develop a communications plan in conjunction with H.V.V.F.D, S.M.R. and the Team Lead on how to keep the Community updated when facing a disaster.
- Recruit Communications Team members
- Recruit Communications Team Lead alternates
- Hold meetings for the Communications Team
- Determine methods for communicating with residents, businesses and visitors.
- Attend Team Meetings as required
- Delegate as necessary
- Other duties as required

### **During**

#### **The Communications Team Lead is responsible to:**

- Activate Communications Team as directed by H.E.L.P. Team Lead
- Provide a briefing to the Teams Lead on your communications plan
- Determine the communication modules you will be utilizing
- Maintain an Info Board at Reception Centre
- Keep residents, businesses and visitors updated on the current information
- Ensure team members have the supplies to perform the required duties
- Regular Check-ins with Team Lead

### **After**

#### **The Communication Team Lead is responsible to:**

- Provide a report to Team Lead
- Replenish used supplies
- Conduct a Team Briefing identifying challenges and what worked well to improve H.E.L.P.



## ACTIVATION CHECKLIST – COMMUNICATIONS TEAM LEAD

Reports to: H.E.L.P. Team Lead

### Position Overview:

The Communications Team Lead takes direction from the H.E.L.P. Team Lead. The Communications Lead helps to ensure the Community is kept updated on the disaster event using various methods.

### Activities (after receiving the Activation Call)

- Start your log book and record all decisions and essential info
- Activate Communications Team
- Respond to the site with Grab & Go Kit
- Assign a scribe/sidekick to support if needed
- With Team Lead, identify critical communications
- Update notice boards, Facebook Page etc.

### AFTER

- Conduct a final briefing with Communications Team
- Have a debrief with the H.E.L.P. Team Lead, Safety Team Lead, and Fire Department
- Replace any supplies that need replacing
- Update plans from lessons learned



## Before, During & After - H.E.L.P. SHELTER & CAREGIVING

**Shelter & Caregiving** – The Shelter and Caregiving Team is the largest Team in H.E.L.P. and supports the residents impacted by the disaster and responding H.E.L.P. Team Members. The primary focus of the Shelter and Caregiving Team is to ensure a Reception Centre is activated to support the Community by providing the required functions.

### **Before**

The Shelter & Caregiving Team Lead is responsible to:

- Ensure the plan is developed and updated regularly in conjunction with the H.E.L.P. Team Lead
- Recruit Shelter & Caregiving Team members
- Recruit Shelter & Caregiving Team Lead alternates
- Hold meetings for the Shelter & Caregiving Team
- Set up the Shelter & Caregiving Team functions to work for Hemlock
- Understand the functions that may be required when activated.
- Attends Team Meetings as required
- Delegate as necessary
- Other duties as required





**SHELTER & CAREGIVING FUNCTIONS TO CONSIDER**

- Only activate the functions that are required
- One person may be able to do more than one function

<p style="text-align: center;"><b><u>Meet &amp; Greet</u></b></p> <ul style="list-style-type: none"> <li>• Welcomes evacuees to the Reception Centre</li> <li>• Directs people within the Centre</li> <li>• Answers questions from the Community</li> </ul>	<p style="text-align: center;"><b><u>Registration</u></b></p> <ul style="list-style-type: none"> <li>• Ensure evacuees coming into the Reception Centre are registered</li> <li>• Identifies evacuees that have not registered</li> <li>• Tracks people who have left the Community</li> </ul>	<p style="text-align: center;"><b><u>Volunteer Management</u></b></p> <ul style="list-style-type: none"> <li>• Schedules shifts for the H.E.L.P. Volunteers</li> <li>• Schedules "Guests" if and when appropriate who can provide support</li> <li>•</li> </ul>
<p style="text-align: center;"><b><u>Pet Care</u></b></p> <ul style="list-style-type: none"> <li>• Assists H.E.L.P. responders with pets left behind by walking, feeding them</li> <li>• Set up a pet area if required</li> </ul>	<p style="text-align: center;"><b><u>Child Care</u></b></p> <ul style="list-style-type: none"> <li>• Provide child care for responding H.E.L.P. team members</li> <li>• Sets up a play area for kids</li> </ul>	<p style="text-align: center;"><b><u>Special Needs</u></b></p> <ul style="list-style-type: none"> <li>• Assists vulnerable populations</li> </ul>
<p style="text-align: center;"><b><u>Worker Care- Emotional Support</u></b></p> <ul style="list-style-type: none"> <li>• Ensures H.E.L.P. Team members take breaks and look after themselves.</li> <li>• Support responders and evacuees with emotional support</li> </ul>	<p style="text-align: center;"><b><u>Food Services</u></b></p> <ul style="list-style-type: none"> <li>• Ensure coffee, tea, hot chocolate, and water is available</li> <li>• Ensure meals/snacks are provided when and if available</li> </ul>	<p style="text-align: center;"><b><u>Multi-Cultural</u></b></p> <ul style="list-style-type: none"> <li>• Assists people who may not speak English.</li> </ul> <p>*When registering, people have questions about other languages they may speak.</p>
<p style="text-align: center;"><b><u>Food Services</u></b></p> <ul style="list-style-type: none"> <li>• Arrange to provide food/refreshments for H.E.L.P. members and residents when possible</li> </ul>	<p style="text-align: center;"><b><u>Runner</u></b></p> <ul style="list-style-type: none"> <li>• Takes on odd jobs</li> <li>• Makes deliveries</li> </ul>	<p style="text-align: center;"><b><u>Health Services</u></b></p> <ul style="list-style-type: none"> <li>• H.V.V.F.D. is the first call (via radio)</li> <li>• 911 is the second call</li> <li>• Performs basic First Aid</li> </ul>
<p style="text-align: center;"><b><u>Resources</u></b></p> <ul style="list-style-type: none"> <li>• Ensure the required resources to meet the activation are available</li> <li>• Ensures a charging station is set up to people can charge phones etc.</li> </ul>	<p style="text-align: center;"><b><u>Other Services as Required</u></b></p> <ul style="list-style-type: none"> <li>• There may be other functions required to support the disaster.</li> </ul>	

### **Shelter & Caregiving Continued....**

#### **During**

##### **The Shelter & Caregiving Team Lead is responsible to:**

- Activate the Shelter & Caregiving Team when directed by the H.E.L.P. Team Lead
- Report to the site
- Determine the functions required to support the Community in consultation with the Team Lead (often, people can do more than one function)
- Assist as needed in setting up the Reception Centre
- Provide a start-of-shift briefing to the Shelter & Caregiving Team
- Ensure team members have the supplies to perform the required duties
- Regular Check-ins with Team Lead

#### **After**

##### **The Shelter & Caregiving Team Lead is responsible to:**

- Assist with the clean-up of the Reception Centre and/or Assembly Area
- Replenish used supplies for each function
- Conduct a Team Briefing after the event to identify challenges, what worked well and what improvements are required.



## ACTIVATION CHECKLIST - H.E.L.P. SHELTER & CAREGIVING LEAD

Reports to: H.E.L.P. Team Lead

### Position Overview:

The Shelter & Care Giving Team is responsible for providing a safe location for evacuees and H.E.L.P. Volunteers to receive the support they need. Support being provided may differ with each activation depending on the disaster, how many people were impacted and who can help during the activation.

### Activities (after receiving the Activation Call)

- Start your log book and record all decisions and essential info
- Activate Shelter & Caregiving Team
- Respond to the site with Grab & Go Kit
- Assign a scribe/sidekick to support
- With Team Lead, identify functions to activate
- Brief Shelter & Care Giving Team
- Support with setup of required functions
- Assign tasks to residents who may be able to assist with the response if required
- Ensure all required Shelter & Caregiving Functions are activated
- Provide guidance and support to activated functions
- Ensure teams have the supplies they need
- Conduct regular briefings with the Shelter & Caregiving Team

### FUNCTIONS TO ACTIVATE

- |  |  |
|--|--|
| <input type="checkbox"/> Meet & Greet                  | <input type="checkbox"/> Pet Care        |
| <input type="checkbox"/> Registration                  | <input type="checkbox"/> Multi-Cultural  |
| <input type="checkbox"/> Volunteer Management          | <input type="checkbox"/> Food Services   |
| <input type="checkbox"/> Child Care                    | <input type="checkbox"/> Runner          |
| <input type="checkbox"/> Special Needs                 | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Resources                     | <input type="checkbox"/> Other functions |
| <input type="checkbox"/> Worker Care/Emotional Support |  |

### AFTER

- Conduct a final briefing with Shelter & Caregiving Team members
- Have a debrief with the H.E.L.P. Team Lead, Safety Team Lead, and Fire Department
- Replace any supplies that need replacing
- Update plans from lessons learned



## Before – During & After – SAFETY TEAM LEAD

**Safety Team Lead** – The Safety Team Lead takes direction from the H.V.V.F.D. Chief, or Incident Commander, helping to ensure the Community is safe. In addition, the Safety Team may work with Search & Rescue, assisting with evacuations and general community safety duties.

### **Before**

The Safety Team Lead is responsible to:

- Support the H.V.V.F.D. when requested
- Support Search and Rescue when requested
- Assist with debris removal
- Support evacuation by going door to door to advise the Community
- Transport people that may not be able to access services
- Damage Assessment -looking at areas of concern and cordoning off hazardous areas

### **During**

The Safety Team Lead is responsible to:

- Activate the Safety Team when directed by the H.V.V.F.D. or I.C.
- Take direction from the H.V.V.F.D. or I.C.
- Determine a suitable location to meet
- Report to the site with the Safety Team
- Assist as required to support the Community
- Provide a briefing to the Teams Leads and Volunteers
- Ensure Teams can perform the required duties to support the impacted Community

### **After**

The Safety Team Lead is responsible to:

- Stands down Safety Team Operations
- Assist with the clean-up of the Reception Centre
- Replenish used supplies
- Conduct a Team Briefing identifying challenges and what worked well to improve H.E.L.P. further.



## ACTIVATION CHECKLIST - H.E.L.P. SAFETY TEAM LEAD

Reports to: H.E.L.P. Team Lead / Fire Department

### Position Overview:

The Safety Team Lead is responsible for the activities of the Safety Team, ensuring the required functions are activated to support the Community during an Emergency or disaster.

### Activities (after receiving the Activation Call)

- Start your log book and record all decisions and essential info
- Activate Safety Team
- Respond to the site with your Grab and Go Kit
- Assign a scribe/sidekick to support
- With Team Lead / H.V.V.F.D., identify functions to activate
- Brief Safety Team
- Support with setup of required functions
- Assign tasks to residents who may be able to assist with the response
- Ensure all required Safety Functions are activated
- Provide guidance and support to activated functions
- Ensure teams have the supplies they need
- Conduct regular briefings with the Safety Team

### FUNCTIONS TO ACTIVATE

- |   |  |
|---|--|
| <input type="checkbox"/> Support to HVVFD/IC                  | <input type="checkbox"/> Locating missing neighbours       |
| <input type="checkbox"/> Support to Search and Rescue         | <input type="checkbox"/> Preliminary assessments of damage |
| <input type="checkbox"/> Supporting debris removal            | <input type="checkbox"/> Transporting people               |
| <input type="checkbox"/> Assisting with evacuations           | <input type="checkbox"/> Amateur Radio                     |
| <input type="checkbox"/> Support to cordon off hazardous area |  |

### AFTER

- Conduct a final briefing with Safety Team members
- Have a debrief with the H.E.L.P. Team Lead, Shelter & Caregiving Team Lead, and Fire Department
- Replace any supplies that need replacing
- Update plans from lessons learned



## APPENDIX

The appendix section will include community information, and each Team will contribute appendixes from their Team.

Appendix #1 - Homeowner/Resident Information

Appendix #2 – Working with S.M.R.

Appendix #3 -

