

EM Webinar #15

Mass Care – Planning, Coordination & Response

Welcome

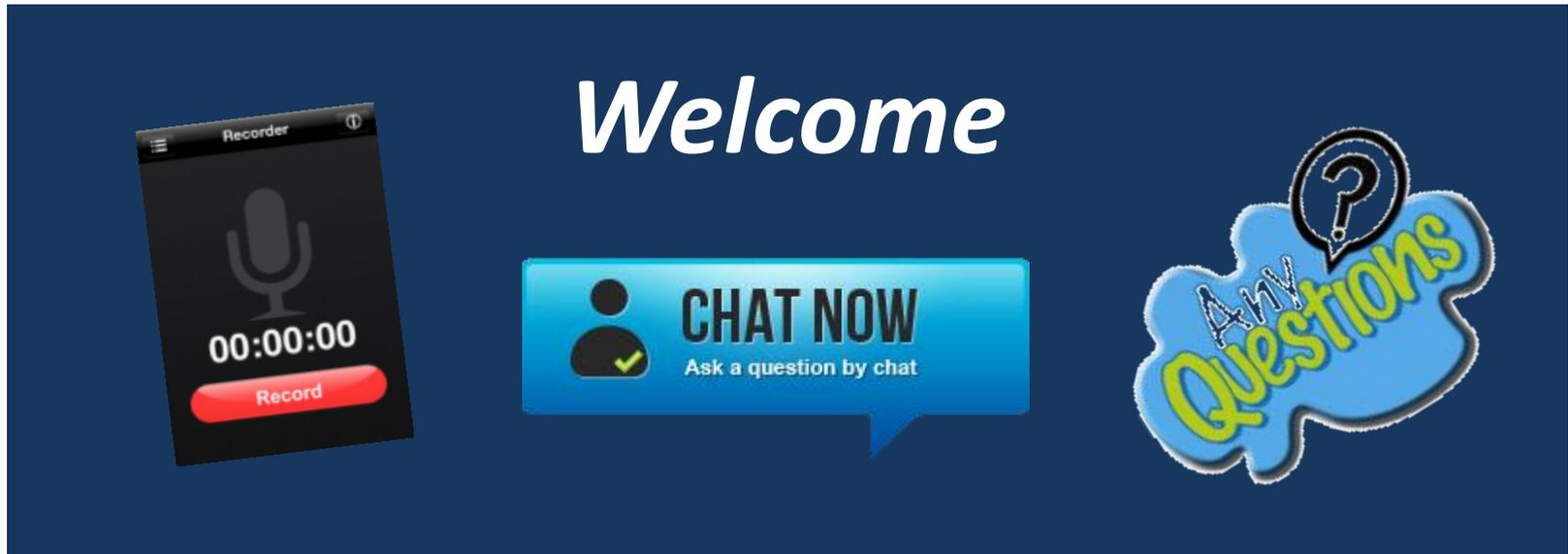
The Webinar will begin at 10 am (PDT)

Please test your Audio Output by running the Audio Set-Up Wizard under the Meeting menu on the top of your screen.

Participants do NOT require a microphone or camera.

EM Webinar #15

Mass Care – Planning, Coordination & Response

A graphic representing a webinar interface on a dark blue background. On the left is a mobile app interface for a 'Recorder' with a microphone icon, a '00:00:00' timer, and a red 'Record' button. In the center is the word 'Welcome' in white script, above a blue 'CHAT NOW' button with a person icon and a checkmark, and the text 'Ask a question by chat'. On the right is a blue speech bubble containing the text 'Ask Questions' in yellow and green, with a question mark icon above it.

Welcome

CHAT NOW
Ask a question by chat

Ask Questions

Agenda

1. Welcome/ Introduction to Speakers
2. Purpose
3. Participant Poll
4. Mass Care – Planning, Coordination and Response
5. Questions & Answers (ALL)
6. Evaluation Survey

Today's Speakers



Danielle Friebe, Social Services Procurement and Contract Management Specialist, Ministry of Children and Family Development

Danielle was the Emergency Social Services Specialist at EMBC from January 2014 until she took a new position in government this month. With EMBC Danielle worked a number of files relating to catastrophic human consequence management planning including contributing to the BC Earthquake Immediate Response Plan and Mass Care planning. Danielle has held several roles in social work and social policy planning and analysis. In the UK, Danielle spent several years working with unaccompanied refugee children, on homelessness response teams, and managing a referral and assessment department. In BC she has worked directly in the community as a senior social work practitioner and senior practice analyst in multidisciplinary and Aboriginal services.

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Mass Care – Planning, Coordination & Response

- **Purpose** –This webinar will provide an understanding of what mass care is and why it is important to emergency management planning – benefits to planning for it and the risks to not planning for it. To review who needs to be involved. Presenters will outline some of the planning considerations and principal activities to consider when planning, coordinating and responding to mass care.

Who are our participants? (Participant Polls)

MASS CARE –PLANNING, COORDINATION AND RESPONSE



WHAT'S MASS CARE?

- **Mass care is the capability to provide emergency assistance to disaster victims and disaster responders.**
- **Activities critical in the aftermath of a major disaster.**
- **Local Authorities and NGO's**



Earthquake Planning – Multi-Year Roadmap

Immediate Response Plan

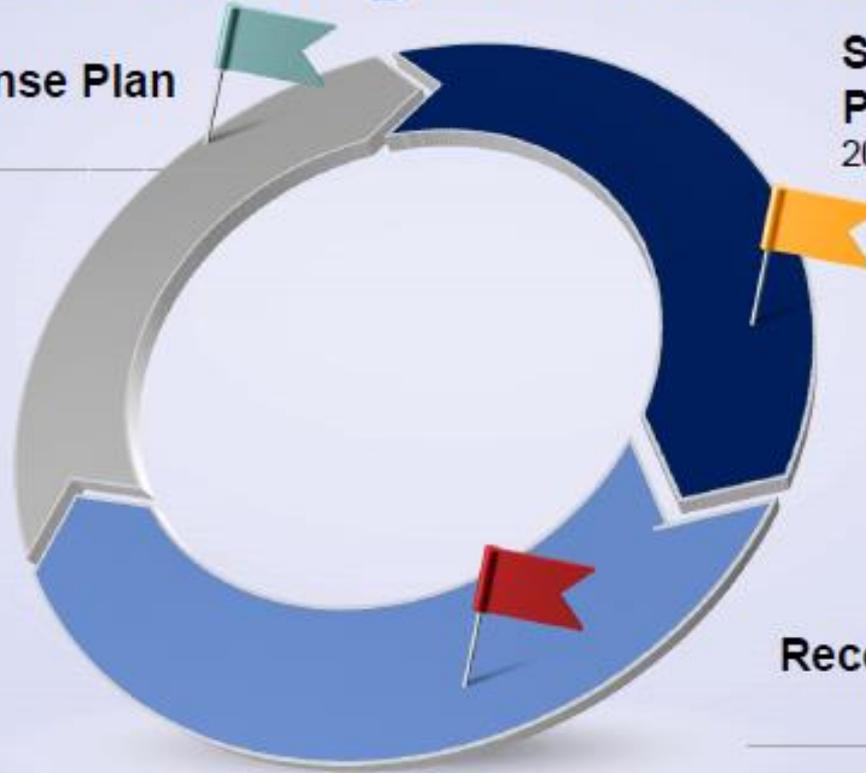
Released July 2015

Sustained Response Planning

2015 onward

Recovery Planning

2016 onward

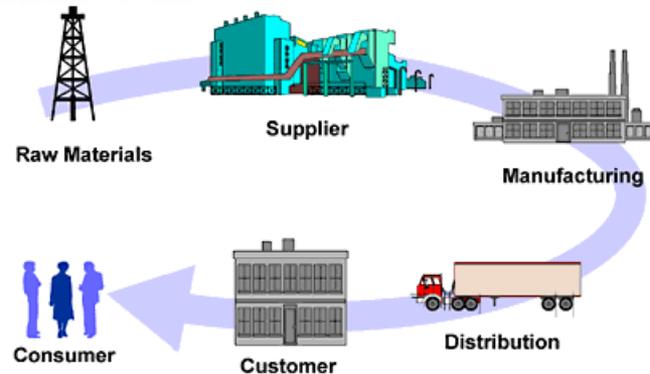


SUSTAINED RESPONSE PLANNING PRIORITIES

1. Interagency Coordination



2. Logistics Management System



3. Mass Care



CURRENT SYSTEM: EMERGENCY SOCIAL SERVICES



- 72 hours
- Response based
- Individual service model
- Most activations are for small-scale level 1 and 2 events

ESS: A VALUABLE RESOURCE



- **Last year there were 5,256 people assisted by ESS in British Columbia**
- **Thousands of trained volunteers across BC**
- **Unique program- no other like it in Canada (or anywhere else)**

WHY IS MASS CARE PLANNING IMPORTANT?



- **Tourism**
- **Population**
- **Climate Change**
- **Catastrophe**



SCOPE AND SCALE

- **Large demand on authorities, beyond anything experienced before in Canada**
- **Wide range of needs**
- **Needs change, and demand fluctuates**
- **Mass Care requires a multi agency approach**

ANTICIPATED IMPACTS

Vancouver

Buildings

18% extensive

12% complete

Injured: 120,000

Fatalities: 9200

Displaced: 92,000

Victoria

Buildings

18% extensive

11% complete

Injured: 18,000

Fatalities: 1400

Displaced: 14,000

- Phones and communications disrupted
- Bridges, roads and infrastructure severely impacted
- Supply of food, water and aid limited for weeks

MASS CARE PLANNING

Principle Activities:

Shelter (Humans and household pets)

Mass Feeding

Reunification

Psychosocial Support

Bulk Distribution

Access to Information

BC MASS CARE CONCEPT OF OPERATIONS

- Describes the overall system for how stakeholders with a role and responsibility for Mass Care will plug in.
- BC Emergency Response Management System Compliant.
- Easily understood for all those assisting within and coming from outside the impact zone.
- Under development





STAKEHOLDERS

Local Government- Multiple departments and Emergency Social Services.

Regional- Health authorities, school districts and others

Provincial Government- All ministries and agencies.

Private Sector –numerous suppliers of food, food services, buildings, security etc.

NGO's – local, national and international.

Community Based Organisations- food banks, children's services, community living etc.

Federal Government- Supporting Provincial resource requests, coordinating international assistance

HOW IS MASS CARE PLANNING DIFFERENT?

- **Think outside the box- lodging, food delivery, food supply sourcing**
- **Logistics- Some resources will not be available in a local authority's jurisdiction**
- **Inter-agency integration /collaboration**
- **Expect that the response will take more time, do what you can do first**
- **New challenges- spontaneous sheltering, convergent volunteers, donation management**
- **Culture Shift**

COMPONENTS TO SUCCESS

- 1. Personal preparedness is key**
- 2. Multi agency and jurisdictional collaboration to form cooperative operational areas**
- 3. Effective training for Mass Care personnel**
- 4. Plan for pets**
- 4. Partner with NGO's and CBO's**
- 5. Manage convergent volunteer resources**
- 6. Support shelter at home and spontaneous shelter population**
- 7. Accommodate functional and access needs**

QUESTIONS?



Questions & Answers



Danielle Friebe

Social Services Procurement
and Contract Management
Specialist, MCFD

Closing

Info & Recordings:

www.jibc.ca/emwebinars

<http://www2.gov.bc.ca/gov/content/home> (search EM webinars)

Next Webinar: Wednesday, May 25, 2016 – 10am
Webinar #16: Working with Volunteers

The information will be posted at www.jibc.ca/emwebinars when available and notification will be circulated through your EMBC regional office.

Interested in presenting on a future webinar?

Please contact emwebinars@jibc.ca

Feedback/Evaluations Poll –

Please take a few minutes to complete before logging off – Thank You!