

# Developing Comprehensive Plans

## Emergency Mitigation Phase

Calian's consultative process begins when its team of emergency management experts engages with the client to develop an understanding of the unique strengths, capabilities, and challenges facing the organization.

By beginning with listening, the Calian team can develop an engagement strategy to build a participatory process that ensures emergency management policies, plans, and procedures are developed in a way that meets the needs of the organization and reflects industry-leading practices.

An emergency management program should have continuous quality improvement processes built into each component of the program. As the program matures, the specific needs of the program evolve and will be influenced by the hazard landscape, risk tolerances, and capabilities of the organization.

## Developing Policies, Plans, and Procedures

Developing a comprehensive suite of policies, plans, and procedures is the cornerstone of a successful emergency management program. The Calian team can help develop a framework that clearly outlines the roles and responsibilities of stakeholders at the tactical, operational, and strategic levels.

1. Emergency Management Plans and Procedures – Calian can develop and review hazard-specific and all-hazard plans for events that could potentially challenge the organization.

2. Community-based Planning – While the impact of disasters can be far-reaching, the most personal impact is at the community level. By incorporating the community into its consultative process, Calian supports community members in achieving solutions that reduce the potential impact of a disaster on their community.

Calian understands the importance of guiding discussions that explore potential impacts on built environments, social structures, the economy, and the environment. Calian uses strategies such as the trauma-informed approach utilized by the healthcare industry. This evidence-based body of knowledge guides Calian as it works with community leaders to consider the influence of pre-existing trauma on interactions with community members, risk communication, and engagement strategies.

3. Major Events Planning – Managing the safety and security of large gatherings of people in an unusual environment is complex and challenging. Calian can work with the organization to provide solutions based on its well-defined and proven methodology to address the unique needs and challenges of the event.

**Regardless of the maturity of an emergency management program, plan development should begin with an accounting of the hazards and potential impacts facing the organization. Once understood, actionable plans, guidelines, and frameworks can be developed.**

Calian worked with the Village of Telkwa, British Columbia to develop a guide with preplanned routing and advance decisions to support residents during an evacuation, and to help the Village meet its legal responsibilities to be prepared for potential emergencies or disasters.

CASE STUDY

## Village of Telkwa

### Situation / Challenges

The Village of Telkwa, British Columbia applied for and received funding from the Union of BC Municipalities Community Emergency Preparedness Fund for evacuation route planning. It wanted to support its community and protect the mental and physical health of residents if faced with a major disruptive event that could result in community evacuations.

Despite strong social connections and a dedicated group of people trained and prepared to support the community, its small population impacts Telkwa's ability to mobilize a large evacuation response. The Village is exposed to several potential hazards, including wildland-urban interface fires and flooding.

### Solution

Calian worked closely with the community to develop a guiding document that would support effective and appropriate decision-making in the Village's Emergency Operations Centre (EOC), which would be responsible for making evacuation-related decisions for the Village.

To limit uncertainty during an evacuation wherever possible, this guide highlights preplanned routing decisions and estimates regarding how long it may take to reasonably perform evacuations. Additionally, a flowchart was designed to provide a simple visual demonstration of essential actions that must be taken by the EOC during an evacuation.

### Results

Together with the Village, Calian developed a guide that supports EOC decision-makers during an evacuation. The evaluation of community hazards and challenges resulted in many advance decisions being made to reduce the number required during an evacuation. This will support the mental and physical safety of residents during an evacuation and is an important component of the Village's overall plan, thus helping them meet both their obligations and desire for a resilient community.



**Emergency Management Solutions**