

# DISCHARGING PATIENTS TO COMMUNITY WHEN COMMUNITY IS IMPACTED BY CLIMATE RELATED EMERGENCIES – & LESSONS LEARNED FROM 2023

June 19<sup>th</sup> 2024

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Health Emergency Management BC (HEMBC) IH Team





*Interior Health would like to recognize and acknowledge the traditional, ancestral, and unceded territories of the Dăkelh Dené, Ktunaxa, Nlaka'pamux, Secwépemc, St'át'imc, Syilx, and T̓silhqot'in Nations, where we live, learn, collaborate and work together.*

# Topics Covered

- Lessons Learned from 2023
- Local Government Process: Evacuation Alert, Order, Rescind
- IH Incident Command Structure
- Emergency Support Services
- Community Resources for Emergency Notification





# WHAT WE LEARNED



# The 2023 wildfire season was the most destructive wildfire season in British Columbia's record.

- More than 2.84 million hectares of forest and landed burned
- Tens of thousands of people forced to evacuate
- Hundreds of homes and structures lost or damaged
- Impacts to cultural values, ecological values, infrastructure and local economies
- Indirect economic impacts to agriculture, tourism and other weather-dependent businesses
- Unquantifiable impacts to people's health and wellbeing



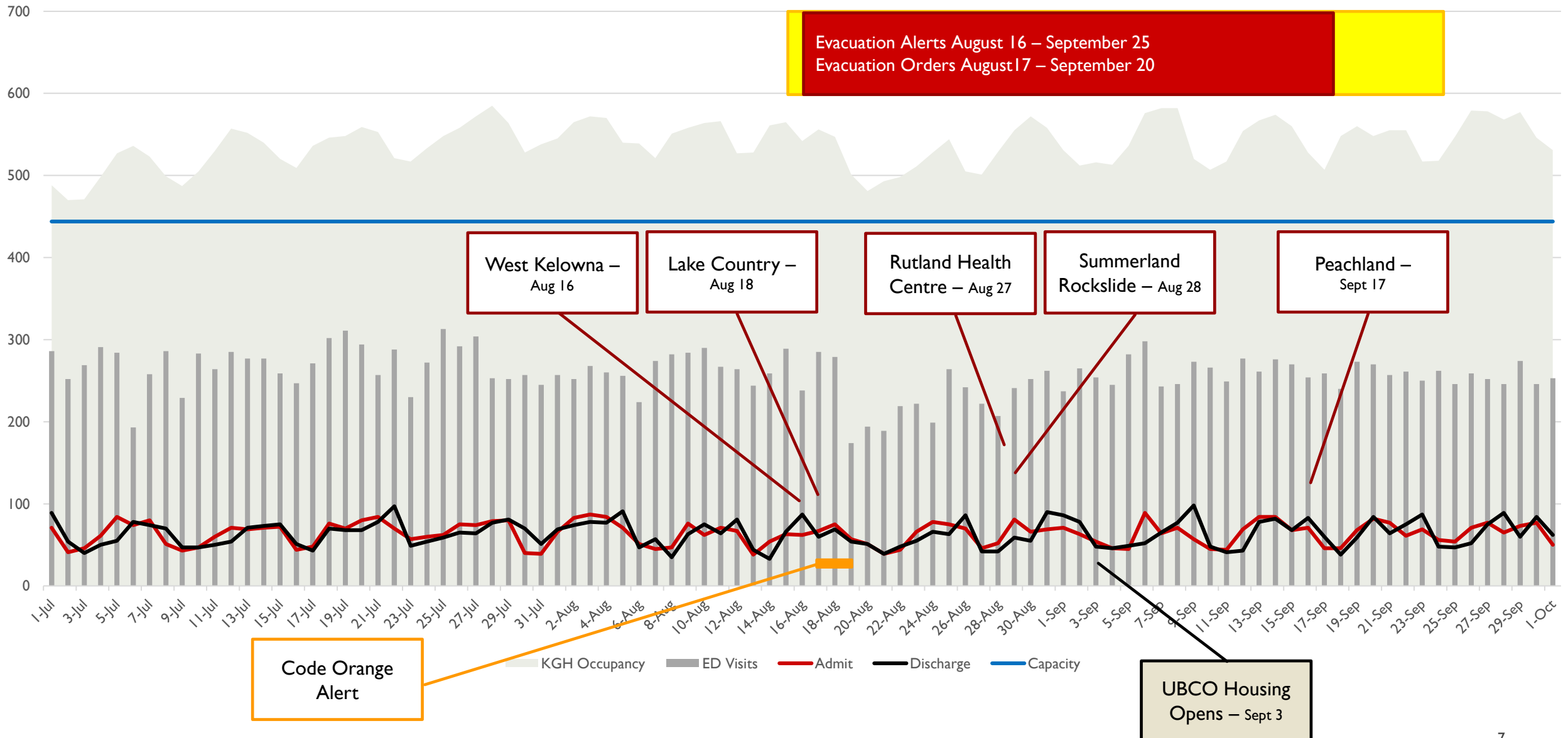
# How does 2023 compare to other significant wildfire seasons?

Hectares burned this year is **double** the last record of 1.35 million in 2018.

This amount is **10 times** the **20-year average** annual area burned (284,001 hectares) and is what would historically be expected over a **decade**.

	2018	2021	2023
Total wildfires	2,080	1,625	2,245
Hectares burned	1,355,271	869,270	2,840,420
Wildfires of Note	111	67	57
Evacuation orders	66	181	208
Evacuation alerts	124	304	386
Suppression costs	~ \$615 million	~ \$718 million	~\$817 million
Total days on provincial state of emergency	24 (Aug. 15 to Sept. 7)	56 (July 21 to Sept. 14)	28 (Aug 18 to Sep 14)

## KGH Occupancy



## **CASE STUDY - WILDFIRE EVACUEE COUPLE COVID COMPLICATIONS**

- While evacuated, elderly couple tested COVID positive
- Underlying conditions required one of the individuals to be admitted to KGH

### **PROBLEM:**

- ESS was provided in the original community
- Transportation was an issue the client in hospital did the driving for the family unit



# Emergency Support Services



# Who Qualifies

## 1. Evacuated

- Natural Disaster (Community: Fire/Flood/Landslide)
- House Fire

## 2. Under Insured

- Don't have insurance
- Insurance doesn't include evacuation
- Evacuation Order is longer than insurance policy



# TYPE OF SUPPORT FOR EVACUEES

Food

Clothing

Shelter

Incidentals

Limited/Special Case

- Transportation
- Eye wear

*Typically,  
72hr –  
sometimes less,  
sometimes  
longer...*



# VOUCHER VS. ELECTRONIC FUND TRANSFER

## Vouchers:

- Businesses within the community sign up as suppliers and agree to support evacuees during events

## E-Transfer:

- Must register with a BC Services Card
- Shelter Support

Ministry of  
Emergency Management  
and Climate Readiness

## EMERGENCY SUPPORT SERVICES (ESS) RATES

### NOT REDEEMABLE FOR CASH

#### NOTE TO SUPPLIER:

Services to meet immediate needs should be provided in the **most cost-effective manner**.

Rates below are **maximum amounts** – no additional surcharges are allowable. Extra costs incurred by the evacuee beyond the approved items listed below are the responsibility of the evacuee. See "NOTE TO SUPPLIER" on Referral form for reimbursement process, and "Information for Suppliers and ESS Responders" on the back of the Referral form for more detailed information.

#### NOTE TO ESS WORKER:

A current ESS Rates sheet must accompany each Referral Form. The Ministry of Emergency Management Climate Readiness (EMCR) Emergency Coordination Centre must be consulted when extraordinary requirements are needed to provide for immediate needs 1-800-663-3456.

ITEMS OF ASSISTANCE							
<b>FOOD</b>  Restaurant Meals  --OR--  Groceries		<b>Breakfast</b>	<b>Lunch</b>	<b>Dinner</b>			
				<b>TOTAL</b>			
	Rate per person	\$12.75	\$14.75	\$25.50			
				\$53.00 (inc. GST)			
	Daily rate per person	\$22.50 (inc. GST/PST)					
Gratuities, tobacco products and alcohol are not included.							
<b>LODGING</b>  Hotel/Motel/B&B/RV Campground  -- OR --  Billeting in Private Homes	Emergency Support Services is eligible for approved Provincial Government Rates from commercial accommodations supplier listed in the Ministry of Labour and Citizens' Services Business Travel Accommodation Listings for government travel.						
	Only the cost of the room is covered. The evacuee is responsible for all other charges (e.g. video rentals, damages, parking, local and long distance calls).						
	The Referral Form for billeting is issued to the billeting host (supplier). Billeting rate does not include meals.						
	Billeting Rate: \$30 per night based on single person occupancy. Add \$10 for each additional adult and youth and \$5 for each additional child						
<b>CLOTHING</b>  (to be issued when evacuees have not been able to pack necessities)	Adults, youth and children * up to \$150.00 maximum per person (inc. pst)						
	Clothing is provided as needed to preserve health and modesty. This <u>is not wardrobe replacement</u> . Clothing may include footwear or special needs items such as baby diapers. *An additional \$50 supplement may be added during periods of extreme weather with EMCR approval.						
<b>TRANSPORTATION</b>	Transportation necessary to meet immediate needs (e.g. taxis, 3 day bus pass)						
<b>INCIDENTALS</b>  (to be issued when evacuees have not been able to pack necessities)	Adults, youth and children up to \$50.00 maximum per person (inc. pst)						
	May include miscellaneous items such as personal hygiene products, laundry supplies, pet food and lodging, and other immediate needs as required. For extraordinary needs, see "NOTE TO ESS WORKER" above.						

Support is provided for a **maximum of 72 hours immediately following an evacuation**, unless otherwise authorized.

EMBC2369R (12/22)  
753066079

Rates Effective June 7, 2022

# EXTRAORDINARY EVACUEE AUTHORIZATION FORM

Evacuation authorization is in effect for the individual(s)/property stated in this Form, as per below:

		EMBC TASK #	
APPROVAL RESTRICTIONS			
START DATE / TIME		EXPIRY DATE / TIME	
RECEPTION CENTRE LOCATION			
REASON FOR EVACUATION			

- Typically, these are people who the local government deems needing more assistance - these are individuals who have other underlying vulnerabilities.
- This is prior to or outside an evacuation order.

ESS – ESS.GOV.BC.CA

## PLEASE ENCOURAGE PEOPLE TO PRE-REGISTER

**Are you evacuated?**

If you are under an Evacuation Order, follow instructions from your First Nation or local government. Visit your First Nation or local government's website or social media, or [EmergencyInfoBC.ca](https://www.emergencyinfoBC.ca) for evacuation information and next steps.

**Do you need Emergency Support Services?**

Your First Nation or local government will instruct you to register for Emergency Support Services in one of two ways:

- In person at a designated evacuee Reception Centre. This information is often included in Evacuation Order documents.
- Online using the Evacuee Registration and Assistance (ERA) tool. This can help streamline the process for when you arrive at the Reception Centre.

To receive supports you need to go to the Reception Centre that is designated by your First Nation or local government. Supports will not be available if you travel to a non-designated location.

[Learn more about Emergency Support Services](#)

**EmergencyInfoBC**

**Create a Profile**

Already have an account? [Log in >](#)

**EMERGENCY SUPPORT SERVICES**

This one is preferred and is linked permanently.

**Preferred Method**

**Register with BC Services Card**

- ✓ Safe & secure way to complete an online self-registration.
- ✓ Prepares you & your household for future emergencies.
- ✓ Access your profile anytime to view supports you have received.
- ✓ Update your details, as well as view current & past emergency events.
- ✓ You may be eligible to receive supports via e-Transfer.

**Log in with BC Services Card**

[Learn more about the BC Services Card app](#)

**Register without BC Services Card**

If you **don't** have a BC Services Card, you can still self-register as an evacuee.

You may be eligible to receive supports, but not via e-Transfer.

**Self-Register**

This one is not kept on file

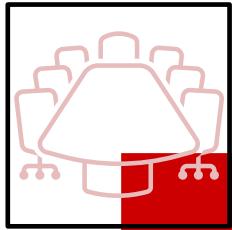


## **CASE STUDY: WILDFIRE EVACUEE SPINAL SURGERY**

- Middle aged individual
- Evacuated prior to hospital admission for planned spinal surgery
- Staying with family – sleeping on the floor
- At time of discharge – the individual's primary residence was within the evacuation order
- PROBLEM:
  - Can't go home
  - No hotels

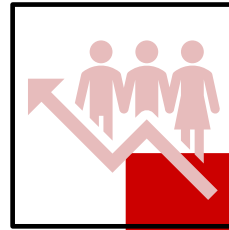
# ESCALATION OF INCIDENT

Normal Operations- Resources, subject matter experts, inter-organization coordination, time, information sharing, decision making, risk



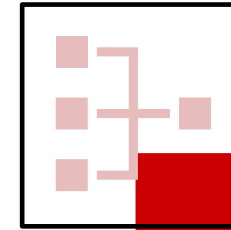
## Site Command Post

- Facility specific
- Site level coordination
- Support intra-site communications
- Limited inter-site communications



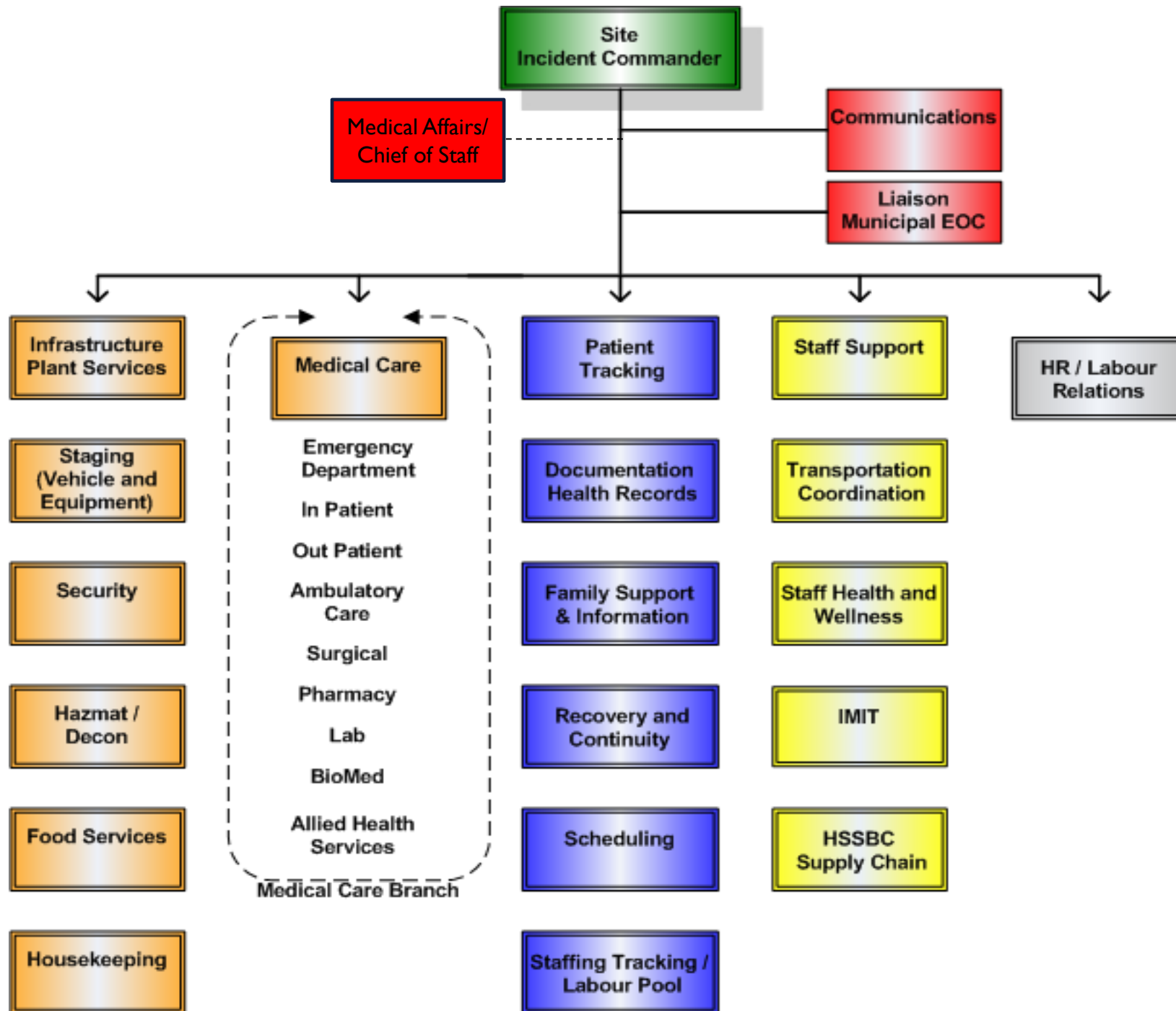
## Regional Incident Command

- Single Site Support or Region under a response structure
- Delegated Authority by the Executive Director to the Director or Manager or site leadership



## Emergency Operations Centre

- Supports actions of the IC where the IC does not have the capacity to perform certain actions
- Generally supports multiple sites or multiple areas
- Delegated Authority from SET



## GENERIC HOSPITAL INCIDENT COMMAND

Psychosocial  
Section

Staff Support

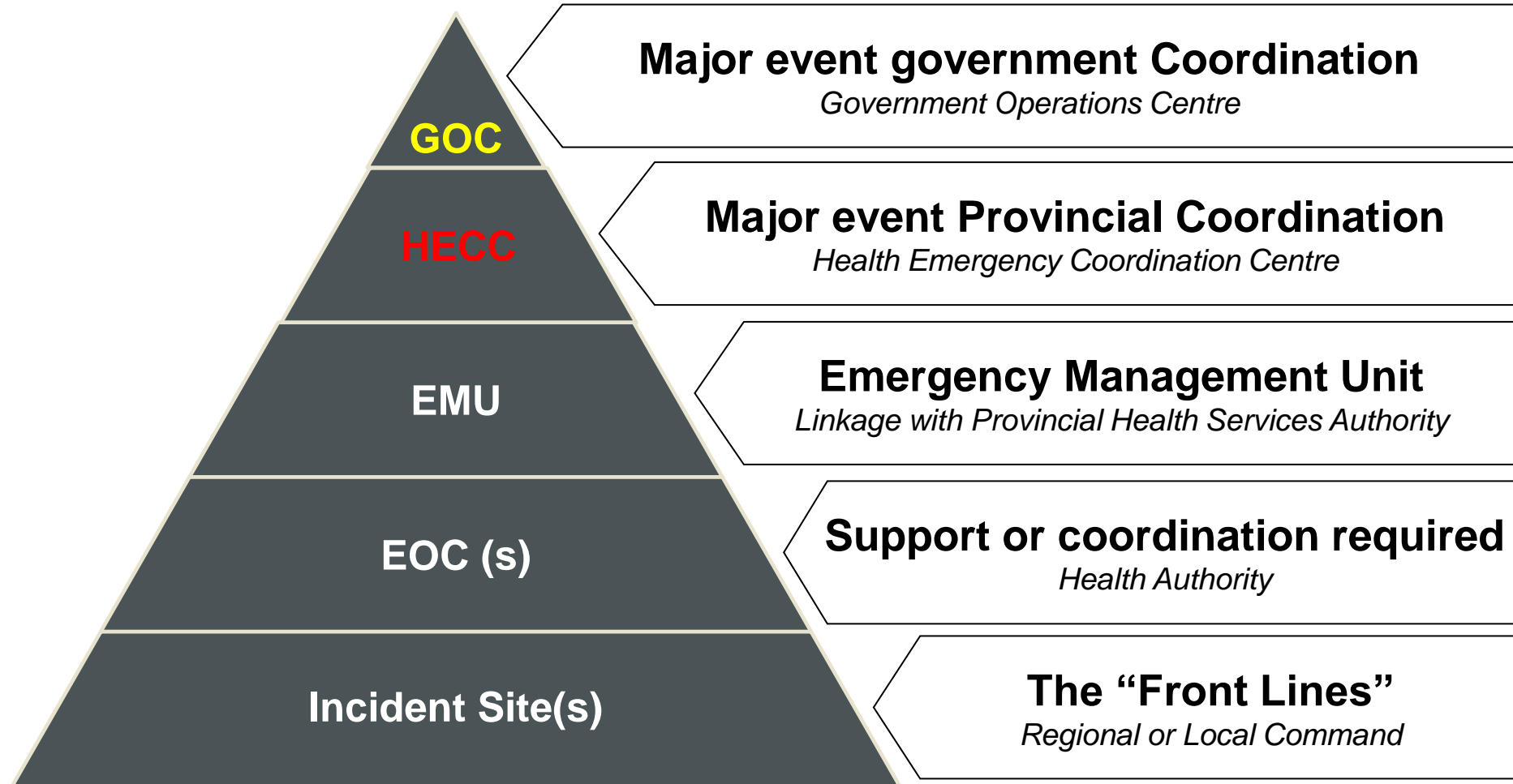
Disaster  
Psychosocial

Family Support

Cultural  
Support



# INCIDENT MANAGEMENT SYSTEM – HEALTH AUTHORITY



# MEDICAL AFFAIRS



## Emergency Operations Center (EOC) Job Action Sheet

### Medical Affairs Staff

Medical Affairs is a branch of the Command Management Team, which includes the EOC Director, MHO, EPH, HEMBC, ESS Liaison, FNHA, Aboriginal Health and Communications. The Medical Affairs Lead is responsible for coordination and communication with Acute and DFP physicians.

**Reports to:** EOC Director

**Group email address:** [IHEOCMA@interiorhealth.ca](mailto:IHEOCMA@interiorhealth.ca)

Role	<p>Review the EOC Medical Affairs Job Action Sheet (this document) and IH EOC Orientation Module One: Command Management Team Function (ILearn #2794).</p> <ul style="list-style-type: none"> <li>Ensure the Medical Affairs staff objectives and assignments are carried out effectively</li> <li>Maintain ongoing communications with physicians (in Acute and Divisions of Family Practice) to gather intelligence and identify likely impacts on patient care services during responses</li> <li>Provide status reports to the EOC Director on concerns or impacts raised by physician groups and updates on assigned activities</li> <li>Support the physical and emotional well-being of the physician groups and reaffirm mental health supports such as the <a href="#">IH Employee and Family Assistance Program</a> (EFAP) and CISM</li> <li>Review pertinent documents and guidelines, including the HEM Quick Reference Guide, Evacuation Guideline, IH ERMS, and site response plans – available on the <a href="#">Incident Response SharePoint</a> or <a href="#">EOC/IC SharePoint Site</a></li> </ul>
	<p>Communicate with the EOC Director (or delegate) and obtain a briefing on the situation.</p> <ul style="list-style-type: none"> <li>Participate in EOC coordination calls as requested by the EOC Director</li> <li>Gain situational awareness concerning physician impacts</li> <li>Ensure you have access to the <a href="#">Incident Response SharePoint</a> or follow up with the EOC Admin</li> <li>Ensure the <a href="#">EOC Admin</a> adds your name to the <a href="mailto:IHEOCMA@interiorhealth.ca">IHEOCMA@interiorhealth.ca</a> shared <a href="#">Outlook 2016</a> or <a href="#">M365</a> mailbox and calendar. All communication should be sent to this email address to ensure the continuity of information</li> <li>Identify communication pathways to physicians to facilitate consistent messaging</li> <li>Clarify any issues you may have regarding your authority and assignment with the EOC Director</li> </ul>



Operational Duties	<p>Ensure that staff, physician, and patient/resident health and safety are your highest priority.</p> <ul style="list-style-type: none"> <li>Keep the EOC Director informed of significant issues affecting the Medical Affairs Branch</li> <li>Ensure activities are carried out consistent with IH policies, appropriate government directives, and the needs of impacted areas</li> <li>Participate in EOC coordination calls; provide situation reports as requested</li> <li>Provide regular briefings to the EOC Director and notify immediately of any emerging events</li> <li>Ensure that all internal communications are copied to the Communications representative in the EOC; document all actions and decisions</li> <li>Ensure that all media issues or concerns are routed through IH Communications</li> <li>Establish and maintain an Action Item log for the Medical Affairs branch as required</li> <li>Adopt a proactive attitude: think ahead and anticipate situations and problems before they occur</li> </ul>
	<p>Ensure the handover includes all essential information for safe and effective EOC operations. Note: the expectation is that this is a verbal handover, not an email.</p> <ul style="list-style-type: none"> <li>Provide SBAR - situation, background, assessment, and recommended next steps</li> <li>Outline immediate responsibilities and Action Plan</li> <li>Review current EOC organizational structure and individuals filling positions</li> <li>Review daily meeting schedules</li> <li>Review <a href="#">Incident Response SharePoint</a> or <a href="#">EOC/IC SharePoint Site</a> for access and location of EOC rotation and response documentation</li> <li>Provide your contact information for the incoming Medical Affairs staff</li> </ul>
	<p>In consultation with the EOC Director, execute steps for deactivating the EOC.</p> <ul style="list-style-type: none"> <li>Ensure any open Action Items will be handled after deactivation</li> <li>Notify Physician groups and other applicable partners of the planned deactivation</li> <li>Ensure that all required reports are completed and forwarded to the documentation unit</li> <li>Ensure that all expenditures and financial claims have been channeled through the Finance/Administration Section</li> <li>Attend the EOC de-briefing and provide a final update</li> <li>Return all EOC resources to their original location or state</li> <li>Participate in an After Action</li> <li>Access the <a href="#">IH Employee and Family Assistance Program</a> as needed for stress management</li> </ul>

- Act as the conduit between the IC and Physicians to provide situational awareness
- Ensure communications sent out are approved via IC Director (and Comms)
- Support physicians to identify resolutions where possible to address patient impacts due to a response
- Support the physical and emotional well-being of the physician groups

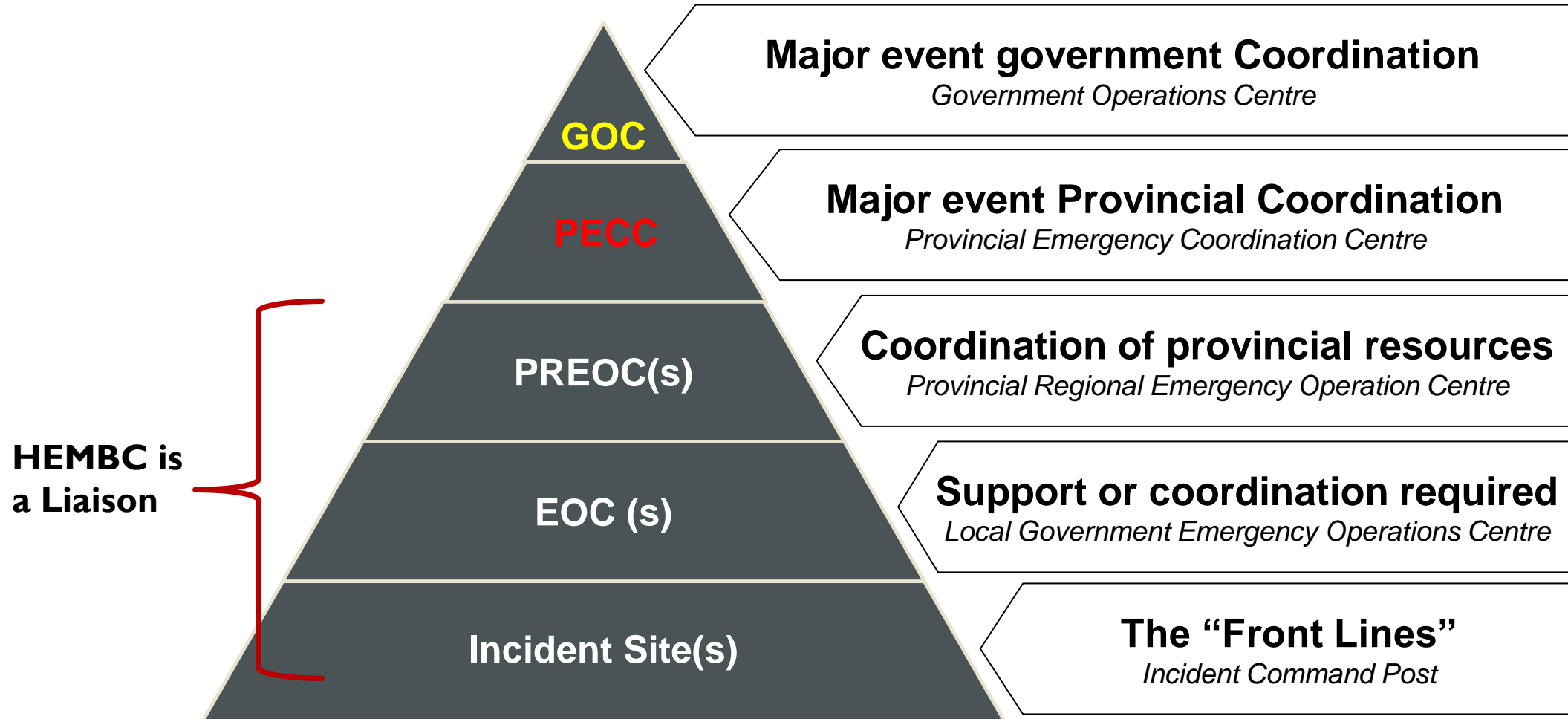
**NOTE – Job Action Sheet has been developed for the EOC, but the principles remain the same at the IC level**

## CASE STUDY: MASS FLOODING – NO COMMUNICATION

- No Road Access, no phone, no cell, no internet
- Generator and Wood Fire
- Family of 3
  - Adult Autistic Child
  - ~ Day 5 Adult Parent – MI, SAR activation, KGH Cath, return to PRH, discharge home
  - 2<sup>nd</sup> Parent – retired community nurse
- Discharge concern:
  - No access to 911 services



# INCIDENT MANAGEMENT SYSTEM – LOCAL GOVERNMENT

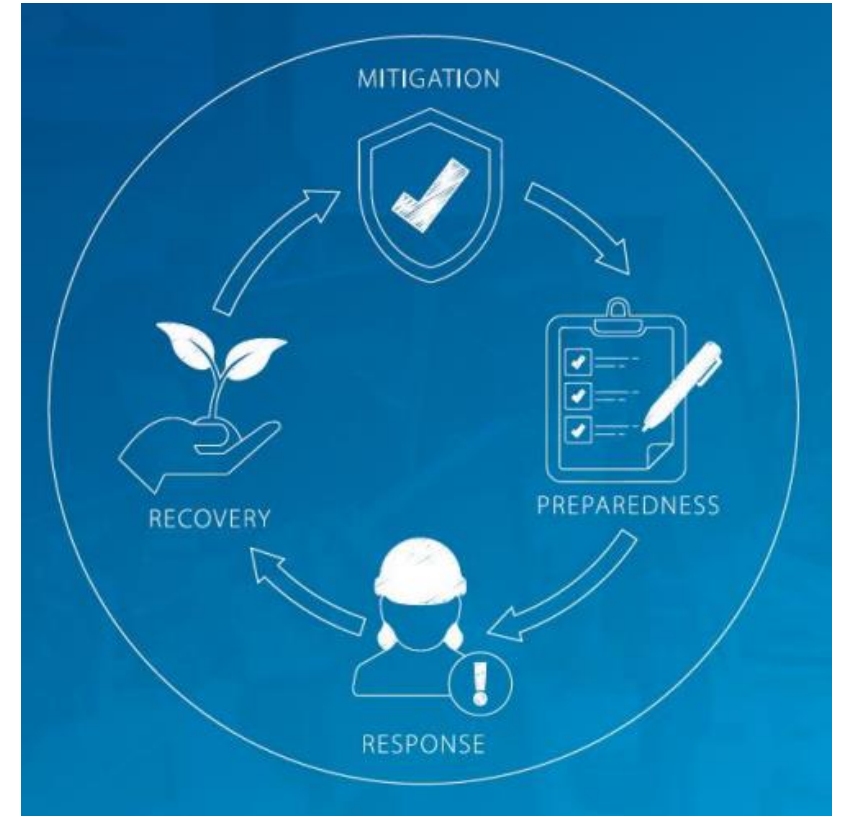




# LOCAL GOVERNMENT PROCESS

[CORDEMERGENCY.CA](https://cordemergency.ca)

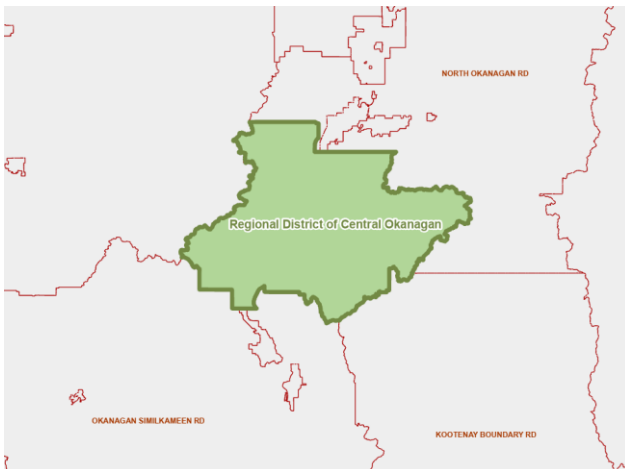
SIGN UP FOR EMAIL UPDATES



# LOCAL GOVERNMENTS – 3 TYPES IN THE COK

## Regional District

- Electoral Areas
  - East & West

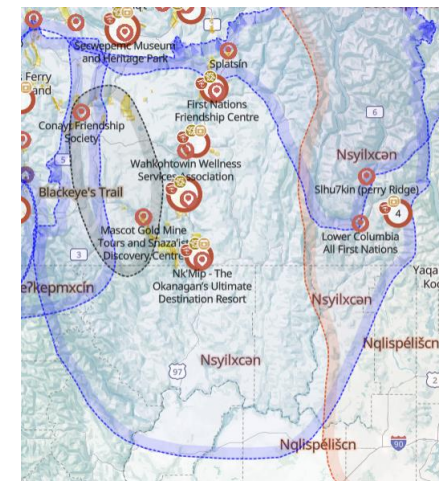


## Municipalities

- District of Lake Country
- City of Kelowna
- City of West Kelowna
- District of Peachland

## Indigenous Governing Bodies

- West Bank First Nations
- Okanagan Indian Band
- Penticton Indian Band
- Lower Nicola Indian Band



# SERVICE AREAS

A service means an activity, work or facility undertaken or provided for, or on behalf of, the Local Government.





## STATE OF LOCAL EMERGENCY

- **Acquire or use any land or personal property** considered necessary to prevent, respond to or alleviate the effects of an emergency or disaster.
- **Authorize or require any person to render assistance** of a type that the person is qualified to provide or that otherwise is or may be required to prevent, respond to or alleviate the effects of an emergency or disaster.
- **Control or prohibit travel** to or from any area of British Columbia.
- **Provide** for the restoration of **essential facilities** and the distribution of essential supplies and provide, maintain and **coordinate emergency medical**, welfare and other essential services in any part of British Columbia.
- Cause the **evacuation** of persons and the removal of livestock, animals and personal property from any area of British Columbia that is or may be affected by an emergency or a disaster and make arrangements for the adequate care and protection of those persons, livestock, animals and personal property.
- Authorize the **entry into any building or on any land**, without warrant, by any person in the course of implementing an emergency plan or program or if otherwise considered by the minister to be necessary to prevent, respond to or alleviate the effects of an emergency or disaster.
- Cause the **demolition or removal of any trees, structures or crops** if the demolition or removal is considered by the minister to be necessary or appropriate in order to prevent, respond to or alleviate the effects of an emergency or disaster.
- Construct works considered by the minister to be necessary or appropriate to prevent, respond to or alleviate the effects of an emergency or disaster.
- **Procure, fix prices for or ration** food, clothing, fuel, equipment, medical supplies or other essential supplies and the use of any property, services, resources or equipment within any part of British Columbia for the duration of the state of local emergency

## **CASE STUDY: MASS FLOODING – COMMUNITY CARE – 1 MONTH POST INCIDENT**

- Fire Department concern that there was an increase in 911 call volume for low acuity first aid support – ambulance response typically 1 hour to community
- Concern clients were missing wound care and routine medical appointments which then were requiring high level care – in some cases hospitalization
  - UTI
  - Minor Wound Care/Foot Care
  - MSI – low acuity injuries exacerbated – back, shoulder, hip, knee
  - Prescription Filling

# INCIDENT BCEMS RESPONSE GOALS



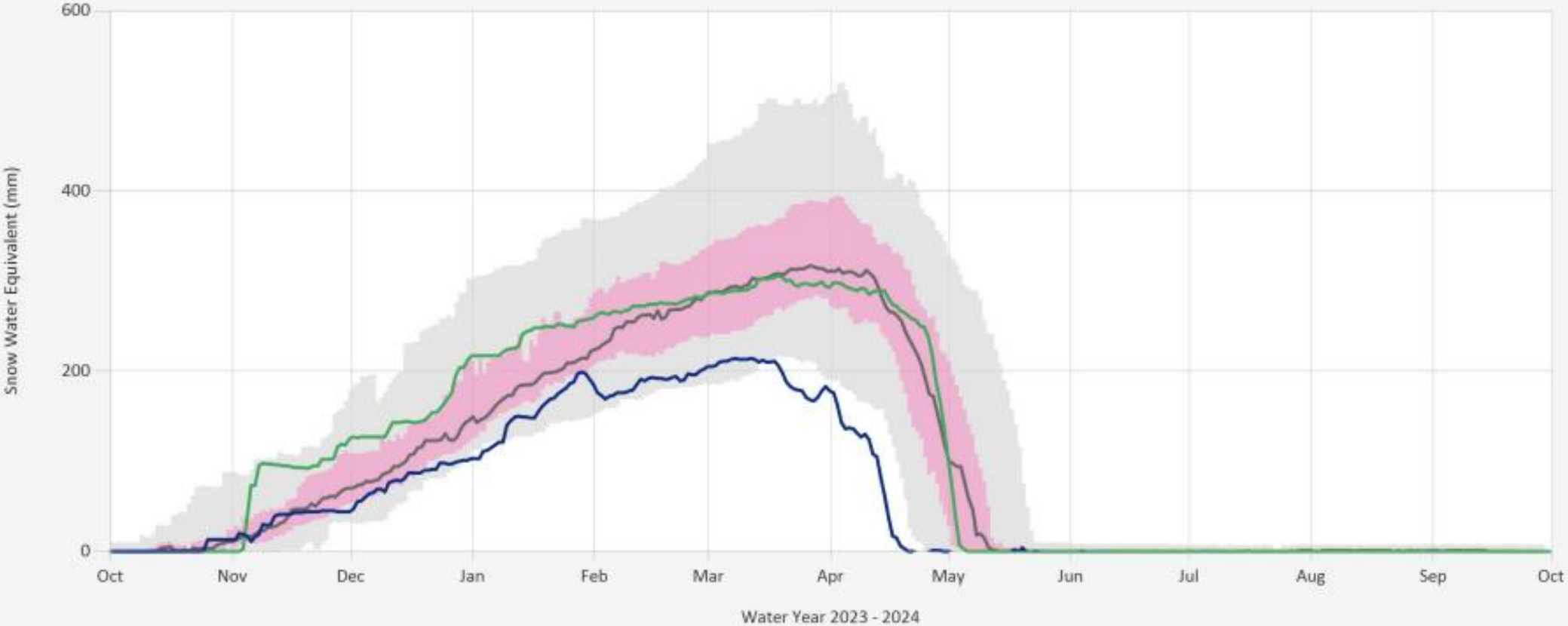
1. Provide for the safety and health of all responders
2. Save lives
3. Reduce suffering
4. Protect public health
5. Protect government infrastructure
6. Protect property
7. Protect the environment
8. Reduce economic and social losses

# CURRENT OUTLOOK



Source Data: SW.Daily@2F18P  
Location: Brenda Mine, Latitude: 49.8623611, Longitude: -119.9821111, Elevation: : 1460 m

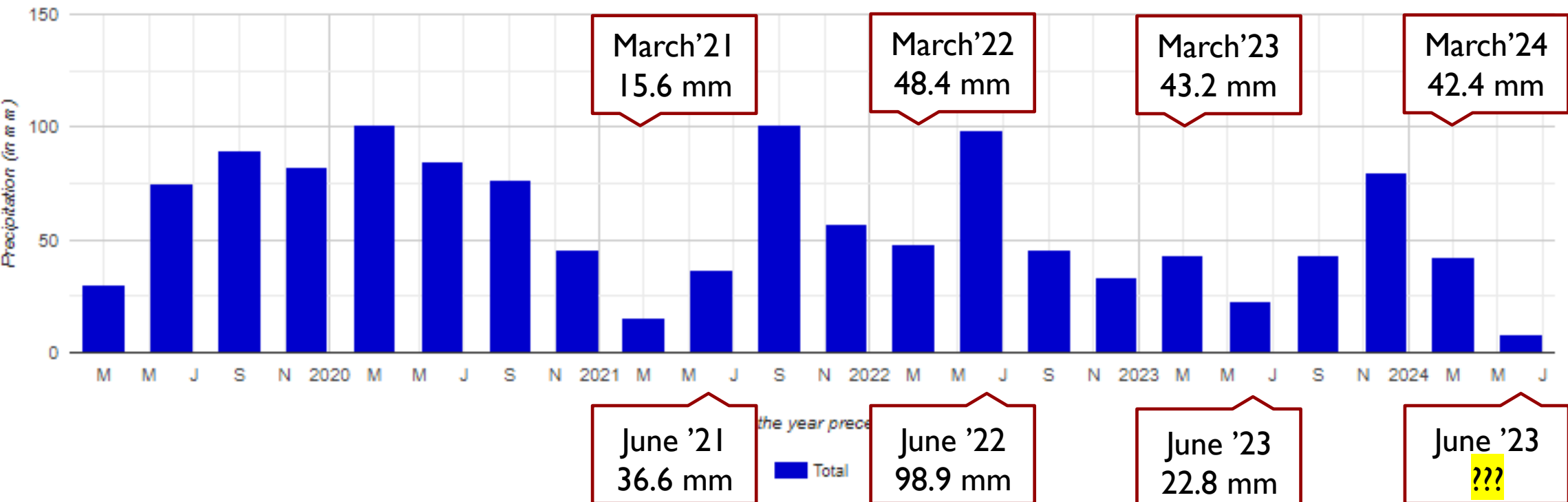
# BRENDA MINE – SNOW WEATHER GRAPH





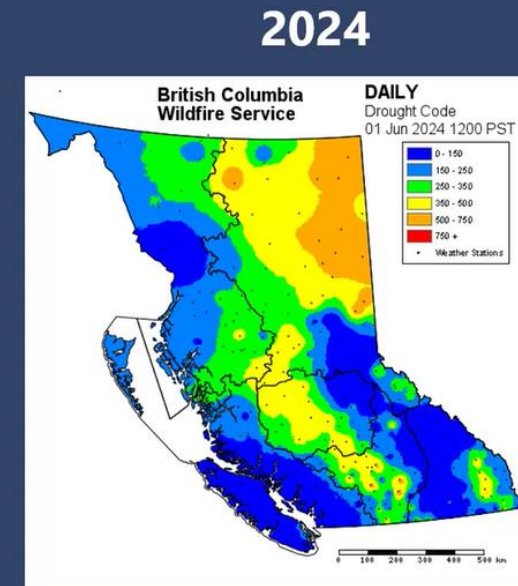
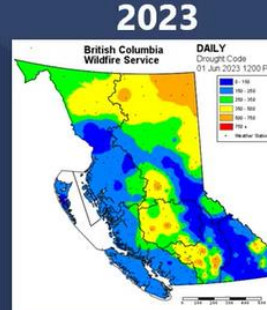
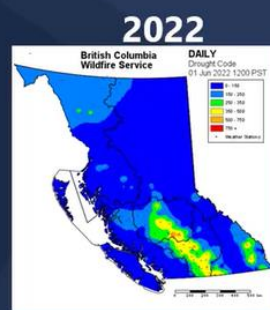
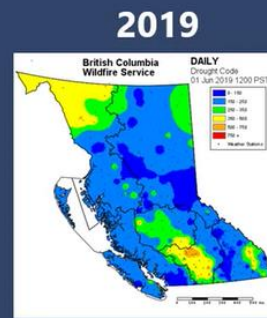
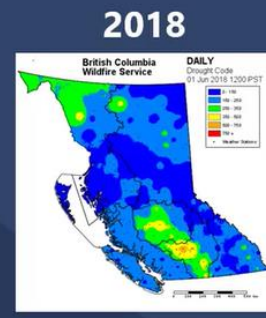
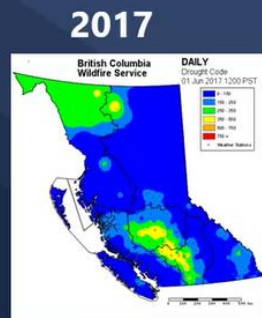
# KELOWNA PRECIPITATION

Total Precipitation - Quarterly data seasonal (5 years)



# DROUGHT CODE

## Comparing to recent years





# Personal Preparedness

- People
  - Who do you need to connect with?
  - How would you connect with them if you couldn't use phone/text?
  - Do you have a common meeting place?
  - In town/Out of town
- Pets
- Prescriptions
- Papers
  - Insurance, Passport, Birth Certificate...
- Photos

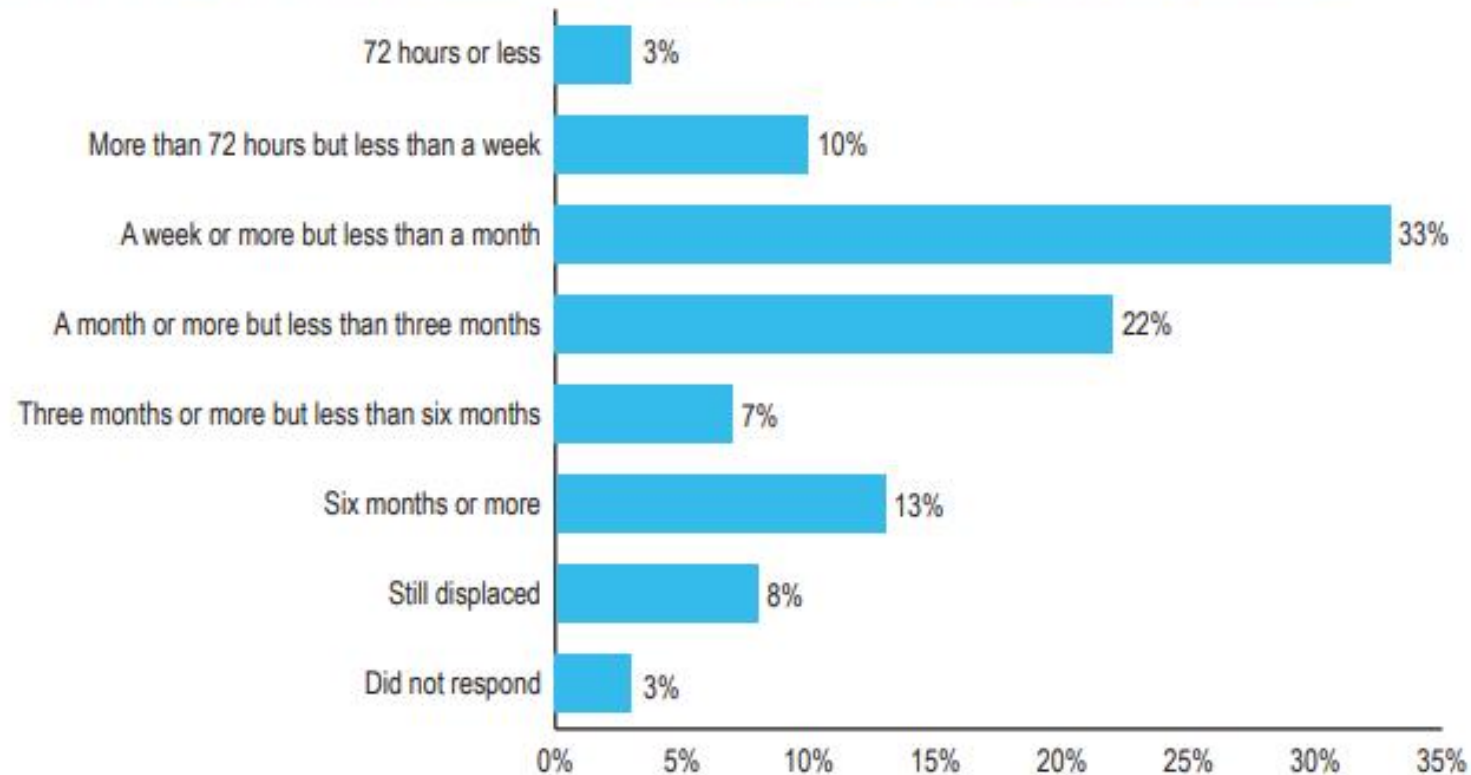
Prepared Bc – Make a Plan

<https://blog.gov.bc.ca/emergencymanagement/emergencyready>

# 2023 OMBUDSPERSON REPORT

(BASED ON 2021 FIRE/FLOOD RESPONSE)

*Figure 10: Length of time questionnaire participants were displaced from their homes*



*Note: Percentages in figure may not total 100 percent due to rounding.*



**EXTENDED ZONE**

10m to 30m

**INTERMEDIATE ZONE**

1.5m to 10m

**IMMEDIATE ZONE**

0m to 1.5m







# INSURANCE INSTITUTE FOR BUSINESS AND HOME SAFETY – WHY ONLY HALF THIS HOME CAUGHT ON FIRE



[HTTPS://WWW.YOUTUBE.COM/WATCH?V=QQIHTMQ\\_Y5K](https://www.youtube.com/watch?v=QQIHTMQ_Y5K)

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## 3 ASKS

- Escalate concerns to the Incident Command
- Pre-register with ESS
  - [ess.gov.bc.ca](https://ess.gov.bc.ca)
- Have a plan
  - Register <https://www.cordemergency.ca/email-updates>
  - Download: BCWildfire App
  - Check Drive BC





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## Evaluation & Feedback



- Please take a few minutes to answer this short survey to evaluate today's presentation.
- Your responses are anonymous.

# RESOURCES

- BC Wildfire - <https://www2.gov.bc.ca/gov/content/safety/wildfire-status>
- Ombudsperson Report: Fairness In a Changing Climate: Ensuring disasters supports are accessible, equitable and adaptable - [https://bcombudsperson.ca/assets/media/OMB-FireFlood\\_report\\_web.pdf](https://bcombudsperson.ca/assets/media/OMB-FireFlood_report_web.pdf)
- FireSmart BC – firesmartbc.ca
- Government of Canada - Drought analysis: <https://agriculture.canada.ca/en/agricultural-production/weather/canadian-drought-monitor/drought-analysis>
- Prepared BC: Make a Plan: <https://blog.gov.bc.ca/emergencymanagement/emergencyready>
- Province of BC – Emergency Support Services: [ess.gov.bc.ca](https://ess.gov.bc.ca)
- Regional District Central Okanagan Emergency Operations: <https://www.cordemergency.ca/>
- Snow Survey Stations:  
<https://governmentofbc.maps.arcgis.com/apps/webappviewer/index.html?id=c15768bf73494f5da04b1aac6793bd2e>
- Insurance Institute of Business and Home Safety – Ember Shower Video:  
<https://youtu.be/HjA9yLPlicg?si=rgt976w4UNV3UDgp>