

From: ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)
To: ["Direct to Mayor and Council - DL"](#)
Date: 7/26/2021 5:50:21 PM
Subject: Heat response - review
Attachments: IRG Extreme Heat.PDF

Good afternoon Mayor and Council,

Further to a number of recent questions, I am writing to provide an update on our review of the City's heat response guideline following the extreme heat emergency we experienced last month. As indicated previously, we are undertaking an initial assessment of that response now and will conduct a second phase of the evaluation once we have received data and guidance flowing from the Coroner's review of heat-related fatalities during that event.

To confirm, the City has an established Initial Response Guideline (IRG) for extreme heat events (attached for reference). The heat IRG was initially developed in 2010 and has been subject to numerous substantive and incremental revisions since that time, with the most recent update in January 2020. The IRG includes two thresholds for activation of our emergency response that are set in conjunction with Environment Canada and the BC Centre for Disease Control, along with the specific measures that are implemented at each threshold. Those thresholds are as follows:

- Heat alert (level 1) declared by Environment Canada in event of 2 or more days of forecast temperatures exceeding 29C max and 16C min (coastal) or 33C max/17C min (inland).
- Extreme heat alert (level 2) declared on advice of BCCDC where forecasts indicate the average of today's temperature at 14:05h and tomorrow's forecast max exceed 29C at YVR and 34C in Abbotsford.

The heat dome event this year was the only instance since 2010 in which conditions have exceeded the threshold for declaration of an extreme heat alert (level 2).

Thankfully, the current long-term forecast for Vancouver does not predict temperatures approaching the threshold for declaration of a level 1 heat alert. However, that is certainly possible before the end of the summer and VEMA staff continue to monitor this issue closely.

In that regard, based on preliminary recommendations arising out of our review, we will be implementing a number of immediate changes:

1. Civic Cooling Centres and Cooling Infrastructure enhancements

- **Overnight Cooling Centres** – at level 2 response (extreme heat alert), implement for two sites
- **Cooling Centre standards** – update standards for operating hours and days, including operations outside normal hours of the cooling centre facility
- **Pets** - implement pet-friendly cooling centres and publicize

2. Access to drinking water - enhancements

- **Water Donations** - formalize bottled water donations through Food Bank for distribution to community
- **Water stockpile** – maintain bottled water at CoV Central Stores for rapid distribution

3. Communications and Alerting

- **Extreme heat web page and social** – Re-develop extreme heat web page and social media content to reinforce serious health risks and urgency for extreme heat events
- **Collaboration/advocacy with Public Health**
 - Partner with health authorities to align messaging and advocate for enhanced media and public communications from VCH
 - Advocate for Health and ECCC (Environment & Climate Change Canada) to align alert levels and public-facing communications

We are also cognizant of the potential for reduced air quality over the coming weeks. The City has a number of community

facilities (community centres, libraries) in the downtown core and around the City that are served by high-efficiency particulate air filters. Our communications plan in the event of significant wildfire smoke includes identification of those facilities as respite locations for individuals with respiratory ailments and other health conditions.

We will keep you apprised as we progress our work on this issue. In the meantime, please let me know if you have any additional questions.

Best,
Paul

Paul Mochrie (he/him)
City Manager
City of Vancouver
paul.mochrie@vancouver.ca



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Sḵwx̱wú7mesh (Squamish), and səliłwətaʔ (Tsleil-Waututh) Nations.



EXTREME HEAT INITIAL RESPONSE GUIDELINE (IRG)

January 2020

DOCUMENT STATUS	DOCUMENT DATE & VER	VANDOCS RECORD ID	CREATED BY
FINAL	2020-01 V3.2	DOC/2015/175398	Office of Emergency Management

DISTRIBUTION

This plan will be distributed to the following individuals:

Department/Agency	Recipient
<i>City Manager's Office</i>	<i>Deputy City Manager</i>
<i>Emergency Management</i>	<i>Director, Emergency Management Managers, Emergency Management Emergency Management Duty Officers (EM Duty Officers)</i>
<i>311 Contact Centre</i>	<i>Manager, 311 Contact Centre Director, Digital Contact Services Team Managers</i>
<i>Civic Engagement and Communications</i>	<i>Director, Corporate Communications A/Director, Corporate Communications</i>
<i>Community Services Group</i>	<i>Managing Director, Non-Market Housing/Social Operations Director, Homelessness Services Director, Carnegie Community Centre</i>
<i>Engineering Services</i>	<i>Supt II - Meters, System Control, Hydrants & Valves Water Quality Program Coordinator</i>
<i>Environment Canada</i>	<i>Warning Preparedness Meteorologists (key partners)</i>
<i>Human Resources</i>	<i>Manager, Organizational Safety</i>
<i>Film and Special Events Office</i>	<i>Manager</i>
<i>Sustainability</i>	<i>Manager, Sustainability</i>
<i>Vancouver Board of Parks & Recreation</i>	<i>Recreation Manager, East Superintendent, Park Operations Manager, Recreation Services Lead Ranger, Parks</i>
<i>Vancouver Coastal Health</i>	<i>Medical Health Officer (key partner) Emergency Management Coordinator, VCH (key partner)</i>
<i>Vancouver Fire and Rescue Services</i>	<i>Captain, Emergency Management Assistant Chief, Emergency Management Captain, Public Information Officer</i>
<i>Vancouver Police Department</i>	<i>Inspector, Emergency & Operational Planning Section Superintendent, Operations Division Police Constable - Homeless Outreach</i>
<i>Vancouver Public Library</i>	<i>Security Coordinator, Central Library Security Manager, Central Library</i>
<i>Metro Vancouver Air Quality Division</i>	<i>Air Quality Staff (key partner)</i>

REVISION HISTORY

Version	Contact	Notes	Date
V1.0	Jennifer Standeven	Extreme Heat IRG created	2010-01
V2.0	Hibak Hersi	First plan update	2011-07
V2.1	Hibak Hersi	Updated to reflect new template for IRGs	2015-05
V2.2	Daniel Stevens	Minor formatting updates. Content remains the same as v3.0	2015-06
V2.3	Kirsten Jasper	Minor edits to section 1.1 to include information about VCH Heat Health Warning; formatting to TOC	2015-06
V2.4	Elizabeth Clark	Updates to EM – NOTI Extreme Heat DL contact list	2015-12
V2.5	Elizabeth Clark	Updates to EM – NOTI Extreme Heat DL – Addition of Justinne Ramierez & Kendra Taylor	2016-03
V2.6	Hibak Hersi	Updates to Distribution page, Sections 2, 3, and 5, including integrating the new Emergency Management Duty Officer (EM Duty Officer) role	2017-06
V2.7	Hibak Hersi	Added “Misting Stations”	2018-06
V3.0	Kirsten Jasper	General updates including 2019 HARS algorithm and contact list	2019-06
V3.1	Kirsten Jasper	Added Air Quality Advisory notification to algorithm	2019-09
V3.2	Elizabeth Clark	Updated Coordination Call information, updated Contact List	2020-01

TABLE OF CONTENTS

DISTRIBUTION	1
REVISION HISTORY	2
TABLE OF CONTENTS	3
1. Introduction	4
1.1 Triggers for the southwest region	4
1.2 Risk & vulnerability assessment	4
1.3 Assumptions	4
1.4 Pre-authorized public messaging	5
1.5 Vancouver Emergency Management Agency (VEMA) Duty Officer	5
2. Event Escalation & Notification Process	6
3. Preparedness Activities	7
4. Response Activities	8
4.1 Increasing access to drinking water, spray parks, and misting stations.....	8
4.2 Provide shelter from heat during opening hours.....	9
4.3 Monitoring outdoor spaces for people suffering heat-related illness	9
4.4 Monitoring Single Room Occupancy (SRO) hotels	10
4.5 Messaging	10
5. Toolkit	12
5.1 2019 HARS Algorithm	12
5.2 Website Links.....	13
5.3 Abbreviations And Definitions.....	13
5.4 Briefing Note for Staff –Extreme Heat Response	14
5.5 Extreme Heat IRG Notification Templates	16
5.5.1 IRG Activation Notification - Template	16
5.5.2 Outlook Invite to Convene a Conference Call for Function Leads and Key Partners .	18
5.6 EM NOTI Extreme Heat DL –Contact List	19
5.7 Conference Call Agenda	22
5.8 Risk Matrix	24
5.9 Extreme Heat and Air Quality Response Resources	25

1. Introduction

Initial Response Guidelines (IRGs) provide guidelines for responding to emergencies during the early stages of an event. IRGs outline the functions that City of Vancouver business units and key external partners agree to perform. NOTE: IRGs do not replace the duties that City departments or external partners already perform and are extensions to the City of Vancouver Emergency Response & Recovery Plan.

1.1 Triggers for the southwest region

Extreme heat events are periods of time when the temperature is high enough that we can expect to see adverse health effects.

There are two levels of extreme heat outlined in this IRG. These levels have been developed by Environment Canada and local health authorities based on data showing correlation between predicted temperatures and adverse health effects.

Level 1: Heat Warning

Issued by Environment Canada when temperatures are forecast to be $T_{max} \geq 29^{\circ}\text{C}$ and $T_{min} \geq 16^{\circ}\text{C}$ in the Coastal Region for two or more consecutive days (or $T_{max} \geq 33^{\circ}\text{C}$ and $T_{min} \geq 17^{\circ}\text{C}$ in the Inland Region)

Level 2: Extreme Heat Alert

Issued by Health via HEMBC and EMBC when temperatures are predicted to hit $T_{max} \geq 31^{\circ}\text{C}$ at YVR or $\geq 36^{\circ}\text{C}$ at Abbotsford for 2 or more consecutive days.

See section 5.1 for the current *Heat Alert Response System* (HARS) algorithm for the Southwest region, developed jointly by Environment Canada and the BC Centre for Disease Control.

1.2 Risk & vulnerability assessment

In 2009, the Lower Mainland extreme heat event led to approximately 120 excess deaths. North American heat waves are already responsible for more deaths annually compared to flooding, hurricanes and tornadoes. Longer lasting extreme heat events are forecasted globally.

Extreme heat effects are exacerbated by social isolation and lower incomes. Individuals at higher risk include homeless populations; seniors (particularly those homebound); small children; people who work or exercise outdoors; and those with health problems (addiction problems, breathing difficulties, heart conditions, and/or mental illness). The occurrence of high levels of humidity, reduced air quality levels, and/or extended durations of heat events are all potentially aggravating factors that can negatively affect health and put people at increased risk.

1.3 Assumptions

- COV business units identified as Function Leads in this IRG will have specific plans and procedures to implement their identified functions, where required. Business units can implement sections of this plan independently if localized conditions warrant it and resources are available.

- Organizations sheltering vulnerable populations such as those providing assisted living services for the elderly and those looking after children (e.g., child care providers, schools, summer youth camps) will take appropriate actions to ensure the safety of the people in their care.
- Employers will take appropriate actions to mitigate extreme heat adverse impacts on their workforce.
- Costs related to the implementation of this IRG will be borne by responding departments and agencies.

1.4 Pre-authorized public messaging

Pre-authorized messaging to be used by any staff if approached directly by the media.

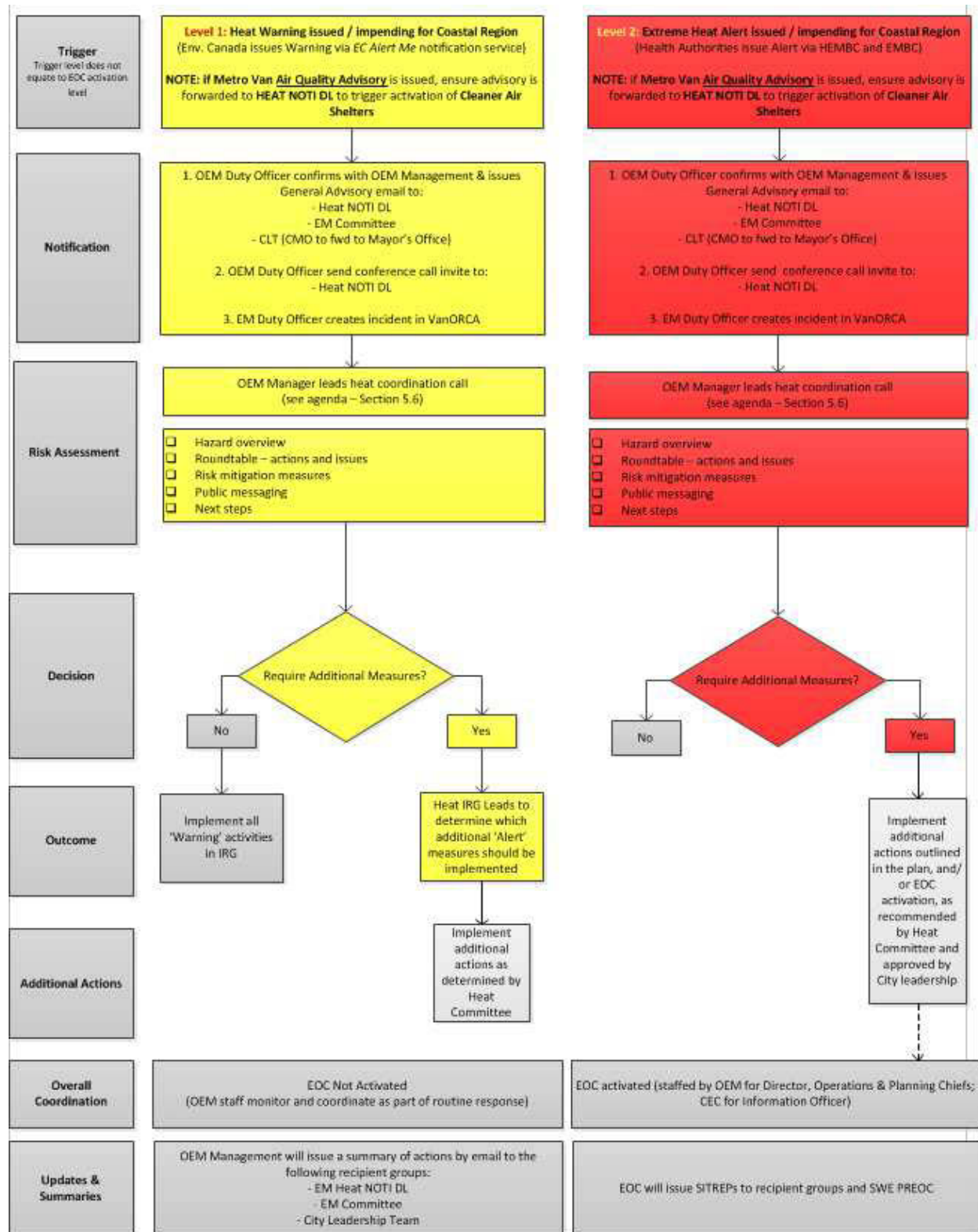
- Environment Canada [or] Vancouver Coastal Health has issued a [heat warning] or [extreme heat alert] for the Southwest Region.
- COV is implementing its extreme heat plan to counteract adverse health impacts related to heat.
- The City is encouraging everyone to look out for others, especially those more vulnerable to heat such as the elderly, very young, homeless, and persons with underlying health conditions.
- More information can be found at vancouver.ca, vch.ca or by calling 311.
- All media inquiries are directed to CEC (604.871.6336 media@vancouver.ca)

1.5 Vancouver Emergency Management Agency (VEMA) Duty Officer

- The VEMA Duty Officer will be responsible for organizing an IRG Extreme Heat Coordination Call with the IRG Function Leads and stakeholders once a trigger (refer to page 4) has been reached, and after confirming with the VEMA Director or Manager. This VEMA Duty Officer, who is on call 24/7 serves as the first point of contact for VEMA and can be reached at any time at 604-829-2030 or EMDutyOfficer@vancouver.ca
- The EM Duty Officer will also notify the City Leadership Team (CLT) and the Emergency Management Committee members that an event has occurred, that the Extreme Heat IRG trigger has been reached, and that the Extreme Heat IRG Function Leads will be convening to discuss next steps. Function leads will be copied on this email notification, following which they will receive a calendar invite for the meeting.

2. Event Escalation & Notification Process

This event process outlines IRG activation, notification, coordination and/or escalation activities which take place when Special Weather Statements or Heat Warnings have been issued or are impending.





3. Preparedness Activities

The responsibilities outlined in this section take place April to June. City departments and partnering agencies will be accountable for their own actions.

Function	Activity	Department/Agency		April				May				June	
		Lead	Support										
Reconvening Extreme Heat Planning Committee	Confirm Function Leads and Environment Canada Alerts	VEMA					●						
	Convene planning meeting	VEMA	All Function Leads						●				
Increasing Access to Portable Water Fountains	Pre-identify locations for additional temporary water fountains and misters for Engineering. Ensure VFRS approves locations when hook up to hydrants is required (refer to <i>Deployment Guidelines for Hydrant Supplied Drinking Fountains</i> document in VanDOCS (DOC/2017/160224)	ACCS/ ENG WW/ VFRS								●			
	Share GIS data for VanMap and Metro Van water app where possible and update the GIS data	ENG (WW)	IT, Metro Van IT									●	
	Update water fountains on Google Maps when new permanent fountains have been installed	ENG (WW)	IT									●	
Updating Public Messaging Materials	Update hours of operation for cooling centres (at community centres and libraries) on brochures and posters	ACCS, VPL, PARKS	CEC									●	
	Review and update public messaging materials for website and media	CEC	VEMA, VCH									●	
	Update common messaging scripts for 3-1-1	3-1-1	CEC, ACCS, VEMA, PARKS, VPL									●	●



4. Response Activities

The responsibilities of City departments and key external partners and the actions each will take to assess and mitigate the impacts of the hazard event within the scope of the IRG.

4.1 Increasing access to drinking water, spray parks, and misting stations

Function	Activity	Department/Agency		Heat Warning	Extreme Heat Alert
		Lead	Support		
Open kitchens at Community Centres for water stations	Advise staff at Park Board facilities to increase access to kitchens etc. so that clients can fill up their water bottles	PARKS		●	●
Assess location for portable water fountains	Assess need for installing <u>additional</u> temporary water fountains and misting stations based on outcomes from risk assessments, focusing on areas where at-risk populations are located	ACCS ENG (WW)	VFRS PARKS REFM		●
	Deploy additional water fountains and misting stations based on the outcomes of the risk assessment, ensuring that hydrants selected are approved by the fire department to ensure safety of firefighters	ENG (WW)	ACCS PARKS REFM VFRS		●
Additional water services	Work with non-profits to identify and implement additional actions (e.g. bottled water distribution)	EOC	ACCS		●
	Open additional arenas and rinks based on outcomes from risk assessment	PARKS			●
	Activate misting stations at Oppenheimer, Andy Livingstone, Emery Barnes and Thornton Parks. Determine locations for additional misting stations as able.	PARKS		●	●
Set up ‘pop-up spray parks’	Deploy VFRS apparatus to identified parks to do ‘pop-up spray parks’ as resources permit. VFRS, CEC, 311/Digital and VPB Communications to coordinate public messaging.	VFRS	CEC 311 VPB		●

4.2 Provide shelter from heat during opening hours

Function	Activity	Department/Agency		Heat Warning	Extreme Heat Alert
		Lead	Support		
Open Cooling Centres	Post “Cooling Centre” signage and posters at community centres and libraries. Facilities with dedicated Clean Air Rooms should post combined signage as applicable.	ACCS PARKS VPL	CEC	●	●
	Extend hours of operation for cooling centres based on risk assessment (dependent on approvals)	ACCS PARKS VPL	CEC		●

4.3 Monitoring outdoor spaces for people suffering heat-related illness

Function	Activity	Department/Agency		Heat Warning	Extreme Heat Alert
		Lead	Support		
Increase vigilance for people outside	Increase visits to parks and commercial areas to assist people exhibiting signs of heat-related illness and to encourage people to look after each other (where operationally feasible)	VFRS		●	●
	VPD and Neighbourhood Policing Officers increase patrols of neighbourhoods and nearby parks (particularly the DTES) to refer vulnerable populations to nearby water access points, cooling centres etc.	VPD		●	●
	Increased park patrols by Park Rangers to locate and assist people suffering from heat-related illness	PARKS		●	●
Increasing hours of operations for VPB spray parks	Extend wading pool and spray park hours of operations (dependent on approvals)	PARKS			●



4.4 Monitoring Single Room Occupancy (SRO) hotels

Function	Activity	Department/Agency		Heat Warning	Extreme Heat Alert
		Lead	Support		
Cooling rooms	Set up cooling rooms in SROs and DTES community centres. Provide incentives (movies, popsicles, etc.) where able to entice people to come in out of the heat.	ACCS		●	●
Monitoring residents	Request that SROs increase checks on residents (especially seniors) for signs of heat-related illness and offer assistance as required (minimum of two daily checks to be requested). Communicate to network of non-City SROs via Community Services to share messaging, request SRO operators check on heat-vulnerable residents.	ACCS		●	●
Heat awareness for residents	Distribute extreme heat awareness information to SRO residents (City owned and private) and request they look out for and assist each other during periods of extreme heat.	ACCS		●	●

4.5 Messaging

Function		Activity	Department/Agency		Heat Warning	Extreme Heat Alert
			Lead	Support		
External (public)	Increase Access to Drinking Water	Inform public on both fixed/temporary water drinking fountain locations. Update information on spray parks and misting stations as appropriate.	CEC	ACCS, ENG(WW)	●	●
	Provide Shelter from Heat During Opening Hours	Inform public of Cooling Centre locations and any changes to operation hours, if hours have been extended.	CEC	ACCS, PARKS, VPL	●	●
	Monitor Outdoor Spaces for People affected by Heat	Inform residents to look out for each other and obtain assistance for people exhibiting signs of heat-related illness when required	CEC	PARKS, VFRS, VPD	●	●

	Heat Information Distribution to Community Partners	ACCS Social Policy to send out information on the heat to COV's community partners (non-profits who receive grants from the City and work with heat vulnerable populations), as well as to street market organizers.	ACCS		●	●
	Update External Websites	Update the City's heat related web pages and/or issue media releases	CEC	311/ DIGITAL	●	●
		Post messaging on Cooling Centres hours of operations on the front page of VPL's public website	VPL		●	●
	Convey Common Messaging	Support CEC with messaging to the general public	311 / Digital		●	●
	Conduct Media Briefing	If COV holds a related media conference, VCH will attend to provide information on health impacts	CMO	VCH, CEC		●
Internal (staff)	Share Safety Messaging via COV Broadcast	Circulate and post safety messaging, heat warnings, and resources via COV Broadcasts and CityWire's Spotlight News (internal site)	CEC	ALL leads	●	●
		Send out bulletins to all VFRS suppression staff with symptoms of heat related illness and location of fountains	VFRS		●	●
		Create and distribute Crew Talks to employees working outdoors to adhere to WorksafeBC regulations	ENG/ PARKS/ ACCS	ORG SAFETY	●	●

5. Toolkit

A collection of contact lists, abbreviations and definitions and other tools to support the implementation of the IRG.

5.1 2019 HARS Algorithm

2019 Heat Alert Response System – Southwest BC Region	
June 2019	
Monitoring Year Round	<p>To support daily surveillance and forecasting of the effects of hot weather across the province, BC Centre for Disease Control (BCCDC) has developed the <i>British Columbia Health Impacts Prediction System (BCHIPS)</i> tool.</p> <p>The <i>BCHIPS</i> framework uses a model of historic daily temperatures and historic daily counts of relevant ambulance dispatches to predict the impacts of the temperature forecasts for the upcoming days.</p> <p>BCHIPS generates two daily reports designed for easy interpretation that you can access here: general public maps (maps.bccdc.ca/bchips) and public health authorities maps (internalmaps.bccdc.ca/bchips).</p>
Level 1: Environment Canada Heat Warning	<p>Environment Canada (EC) develops the weather forecast for the Southwest BC Region and will issue a Heat Warning when the criteria for Coastal or Inland weather stations is met:</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p align="center">Heat Warning Criteria for Southwest BC Region*</p> <p align="center">2 or more days with a forecasted temperature (T) range of:</p> <p align="center">Coastal Tmax $\geq 29^{\circ}\text{C}$ and Tmin $\geq 16^{\circ}\text{C}$</p> <p align="center">Inland Tmax $\geq 33^{\circ}\text{C}$ and Tmin $\geq 17^{\circ}\text{C}$</p> <p align="center"><small>*Warnings will be issued for both Coastal and Inland sections if either criteria is met</small></p> </div> <p>According to BCCDC historical data, the Heat Warning criteria level is linked to at least a 5% increase in mortality, or 2-4 excess deaths in the region per day</p> <ul style="list-style-type: none"> Heat Warnings will be issued electronically to emergency management representatives registered on Environment Canada's <i>EC Alert Me</i> system (ecalertme.weather.gc.ca), and publicly on the <i>WeatherCAN</i> app and their public weather alerts webpage (weather.gc.ca/warnings) When the criteria level is no longer met, EC will end the warning with notification through the <i>EC Alert Me</i> system, <i>WeatherCAN</i> app and the public weather alerts webpage
Level 2: Extreme Heat Alert	<p>BCCDC monitors daily temperature forecasts and will advise Vancouver Coastal Health and Fraser Health when temperatures are expected to reach the Extreme Heat Alert level:</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p align="center">Extreme Heat Alert Criteria for Southwest BC Region</p> <p>Daily temperature forecasts indicate the average of today's 14:05h temperature and tomorrow's Tmax is:</p> <p align="center">$\geq 29^{\circ}\text{C}$ at YVR or $\geq 34^{\circ}\text{C}$ at Abbotsford</p> <p align="center">(these averages are used to predict Tmax of $\geq 31^{\circ}\text{C}$ at YVR and $\geq 36^{\circ}\text{C}$ at Abbotsford)</p> </div> <p>According to BCCDC historical data, the Extreme Heat Alert criteria level is linked to at least a 20% increase in mortality, or 15-25 excess deaths in the region per day</p> <ul style="list-style-type: none"> Once the criteria level has been reached, Vancouver Coastal Health and Fraser Health will issue an Extreme Heat Alert to the public Health Emergency Management BC (HEMBC) will forward the Extreme Heat Alert to Emergency Management BC and Local Government Emergency Planners When the criteria level is no longer met, the above will issue notification to all previously contacted parties ending the alert

5.2 Website Links

1. City of Vancouver “Beat the Heat” site
<http://vancouver.ca/people-programs/hot-weather.aspx>
2. Map of Water Fountains
<http://vancouver.ca/home-property-development/water-fountains.aspx>
3. BC Air Quality Readings
<http://www.bcairquality.com/readings/>
4. HealthLinkBC (Ministry of Health) – Heat Waves
<http://www.healthlinkbc.ca/kb/content/special/tw3299.html>
5. Vancouver Coastal Health - Extreme Heat Events website
<http://www.vch.ca/about-us/news/summer-heat-calls-for-caution>

5.3 Abbreviations And Definitions

311	311 Contact Centre – the public call centre for the City of Vancouver
AQD	Metro Vancouver Air Quality
ACCS	Arts Culture and Community Services – a department of the City of Vancouver
CMO	City Manager’s Office – a department of the City of Vancouver
CLT	City Leadership Team – the City of Vancouver senior leadership team
Cooling Centre	A facility or part of a facility providing a means by which people can cool themselves (e.g. an air conditioned room, an area with shade and water)
CEC	Civic Engagement and Communication – a department of the City of Vancouver
EHA	Extreme Heat Alert – issued by public health
EM Duty Officer	Office of Emergency Management staff person providing 24/7 on call service
ENG	Engineering Services – a department of the City of Vancouver
ENG - SE	Special Events Office in the Engineering Services department
ENG - Waterworks	Waterworks Design and Operations of Engineering Services
EOC	City of Vancouver’s Emergency Operations Centre
Function Lead	Individual identified as representing his/her department as a lead for any functions (activities) identified in Sections 2 & 3 of the IRG
HW	Heat Warning – Issued by Environment Canada
IRG	Initial Response Guideline – a document, such as this one, that provides initial guidelines for responding to a specific type of emergency event
PARKS	Vancouver Board of Parks & Recreation – a department of the City of Vancouver
REFM	Real Estate & Facilities Management – a department of the City of Vancouver
SRO	Single Room Occupancy hotel
VCH	Vancouver Coastal Health – the health authority responsible for Vancouver
VEMA	Vancouver Emergency Management Agency – a department of the City of Vancouver
VFRS	Vancouver Fire and Rescue Services – a department of the City of Vancouver
VPD	Vancouver Police Department – the police of jurisdiction in Vancouver
VPL	Vancouver Public Library Board
VVC	Vancouver Volunteers Corps – a Volunteer group managed by COV

5.4 Briefing Note for Staff – Extreme Heat Response

When Environment Canada issue a Heat Warning, the City of Vancouver implements its extreme heat plan to counteract the adverse health impacts. This plan can include the opening of cooling centres, increasing access to drinking water, monitoring outdoor spaces for people suffering from heat-related illness and monitoring populations at risk of heat-related illness.

A heat warning is issued when temperatures reach over 29 degrees Celsius in the daytime and 16 degrees for two consecutive nights.

During periods of extreme heat, the City encourages people to prepare by staying hydrated, keeping cool, check on others and staying informed by checking for weather updates and using the information on the City website.

What is the City's response to a heat warning?

As part of our Extreme Heat response the City is taking action to help protect residents susceptible to the adverse effects of heat and is sharing heat-related safety information to our partners and the public. A number of actions are being taken by the City, including:

- Our 10 air-conditioned community centres and the air conditioned library branches become cooling centres. In addition, Carnegie Community Centre, the Gathering Place, Evelyne Saller Centre and Mount Pleasant Community Centre all have high efficiency particulate air filtering rooms which create cleaner air and anyone struggling with respiratory issues is encouraged to go there.
- Park Rangers, VPD and VFRS keep an extra eye out for citizens who are suffering from, or are at risk of, heat exposure and direct them to fountains and cooling centres
- The City's Non-Market Housing Operations implement a hot weather support plan for tenants including increased wellness checks, particularly for the most vulnerable, and provision of water.
- The City has already installed 12 temporary water fountains in areas of high need across Vancouver and we are currently rolling out misting stations to parks and high foot-traffic locations. These are in addition to the 234 permanent fountains across the City. We will also be installing a number of misting stations at locations around the City to help people cool down.
- The City also increases the amount of information it provides to the general public about how to beat the heat by issuing guidance via social media and the website. When a heat warning is issued, the City will also put a banner on the Vancouver.ca website to increase awareness.
- If water quality declines then beaches and lakes in the City may be closed to dogs and swimmers. If this occurs, the City will issue social media messaging and post a banner on the City website.

What advice should I give to someone struggling with the heat?

- **Dress for heat:** Wear a wide-brimmed hat; lightweight, long-sleeved clothing; and sunscreen.

- **Take it easy:** Avoid strenuous activity and exercise. If you are struggling with respiratory issues, visit one of the City’s cleaner air rooms at Carnegie, the Gathering Place, Evelyne Saller or Mount Pleasant Community Centre
- **Stay hydrated:** Fill up your water bottle at one of our drinking fountains, including the temporary fountains that are set up across the City. Locations of fountains can be found at <https://vancouver.ca/home-property-development/water-fountains.aspx>
- **Protect your loved ones:** Never leave a child or pet in a closed car or in the direct sun.
- **Cool off:** Visit an air-conditioned community centre or library, or enjoy a wading pool, outdoor pool, misting station, water park, or spray park.
- **Care for your pets:** Animals with fur coats are particularly susceptible to the heat so leave them at home or take them to an off-leash dog park which has access to water. If you see an animal in a hot car report it to BC SPCA immediately.

For further information about hot weather visit www.vancouver.ca/hotweather where posters with tips for beating the heat and maps of City facilities can be downloaded.

I work at a community centre, what should I do if a member of the media approaches me or wants to film at my location?

Please ask any media who want to film at the centre or interview someone to phone 604-871-6336 or email media@vancouver.ca and the Media Team will make arrangements with them.



5.5 Extreme Heat IRG Notification Templates

The following templates will be used by the Emergency Management Duty Officer to notify stakeholders of the occurrence of events of concern.

5.5.1 IRG Activation Notification - Template

The following email template will be completed and issued by the EM Duty Officer to notify stakeholders of IRG activation. This email is for information purposes only.

To:	City Leadership Team – DL Emergency Management Committee – DL
CC	EM NOTI Extreme Heat – DL
Subject:	Extreme Heat IRG Activated – Advisory Only
Message:	<p>Dear all,</p> <p>Please be advised that [Environment Canada / VCH] has issued a [Heat Warning / Extreme Heat Alert] which has triggered the activation of our Extreme Heat IRG (Initial Response Guideline).</p> <p>No action is required from you at this time. This email is for notification purposes only.</p> <p>Background: The attached Extreme Heat IRG outlines specific activities COV departments undertake to mitigate the health effects of extreme heat on residents, including:</p> <ul style="list-style-type: none">• Ensuring that the public has increased access to drinking water• Opening of cooling centres at libraries and Community Centres across the City, and evaluating the need to extend hours of spray parks and air-conditioned public spaces, based on risk;• Issuing public messaging, in coordination, with VCH on staying cool and looking out for others;• Promoting heightened vigilance for members of the public that may be at greater risk of heat-related illness (elderly, vulnerable populations);• Taking or recommending extraordinary actions as necessary <p>Current forecast: [Add forecast]</p>



	<p>Next Steps:</p> <p>A conference call with COV departmental reps (copied on this email) and external partners will take place [later today] to assess risks and to coordinate response activities. A summary of activities and any next steps will be sent following the call.</p> <p>If you have any questions, please contact the VEMA Duty Officer at the number or email below.</p> <p>NAME</p> <p>EM Duty Officer Vancouver Emergency Management Agency City of Vancouver EMDutyOfficer@vancouver.ca c: 604-829-2030</p>
--	---

5.5.2 Outlook Invite to Convene a Conference Call for Function Leads and Key Partners

To:	EM NOTI Extreme Heat – DL <i>* see table below (section 5.5) for who's on this DL list. Phone numbers for these individuals are contained in IRG Master Contact List (VanDocs: DOC/2015/079434). External agencies MUST be contacted directly by phone prior to setting up the conference call to determine their availability and to request that they participate.</i>
Subject:	Coordination Call: Extreme Heat IRG <i>* select "high importance" when issuing email and meeting invite</i>
Location:	<u>Conference Call: TEL:1604829200 ,27757822,##,##</u>
Message:	<p>This is to notify you that [Environment Canada/VCH/Metro Vancouver] has issued a [Heat Warning/Extreme Heat Alert/Air Quality Advisory] and that the City of Vancouver is activating its Extreme Heat IRG (Initial Response Guideline). If you cannot attend this call, please forward this email to the appropriate designate(s) and notify the individual(s) by phone.</p> <p>Dial-in Coordinates: 604.829.2000 or x82000 Participant Access Code: 277 578 22</p> <p>If you have any questions, please contact the VEMA Duty Officer at the number or email below.</p> <p>NAME EM Duty Officer Vancouver Emergency Management Agency City of Vancouver EMDutyOfficer@vancouver.ca c: 604-829-2030</p>

Note: Primary Function Leads are responsible for following up with alternates if they are unable to participate in the call.

5.6 EM NOTI Extreme Heat DL – Contact List

The following individuals have been identified as function leads should a conference call be convened to support an extreme heat incident. Phone numbers for these individuals are contained in IRG master contact list (VanDOCs DOC/2019/039481). Some agencies are not included in the DL and must be contacted directly by phone.

Master IRG Contact List - EXTREME HEAT IRG		
<i>Last updated: August 2020</i>		
<i>VanDocs: DOC/2019/039481</i>		
DEPARTMENT/AGENCY	PRIMARY CONFERENCE CALL PARTICIPANT(S)	SECONDARY CONFERENCE CALL PARTICIPANT(S)
Required Conference Call Attendees:		
CLT Representative	Paul Mochrie, Deputy City Manager	
Arts, Culture & Community Services	Alicia Mclean, Cooling Centre Aux. Staff Coordinator	
Arts, Culture & Community Services – Community Centres and Non Market Housing	Jody Bourgeau, Director Non-Market Housing Operations	Crystal Brisson, Acting Manager NMHO
	Karla Kloepper, Director Carnegie Community Centre	Susie Saunders, Managing Director, Non-Market Housing and Social Operations
Homelessness Services	Celine Mauboules, Director Homelessness Services	Allison Dunnet, Senior Planner Homelessness Services
Civic Engagement and Communications	Ellie Lambert, Manager (Media)	Lillienne Zen, Communications Coordinator
	Godfrey Tait, Communications Coordinator	Ashton Patis, Communications Manager
City Protective Services	Sam Stephens, Senior Manager, Security Operations	Andrew Fraser (Securiguard), Contract Manager
311 & Digital Services	Richard Traer, 311 Contact Centre Manager	Darcy Wilson, Director, Digital Content & Contact Centre Services
	Renee Berard, Team Manager	Tadhg Healy, Director, Digital Platforms
	Denise Gsponer, Team Manager	
Human Resources - Organizational Safety	Nicole Horspool, Occupational Safety Specialist	Chris Adolph, Occupational Safety Specialist
Engineering Services - Water Works	Laura Hosokawa, WW Design	Andrea Becker, Branch Manager WW Design
	Ron Hay, Operations	Chris Twemlow, Water Quality
		Vince Narayan, Superintendent I - Meter Shop, Trades, AMR



Engineering Services - Film & Special Events	Jodie Shebib, Operations Manager (film)	Geoff Teoli, Branch Manager
	Desiree Hamilton, Operations Manager (SE)	Jordan Myers, Public safety PM
Environment Canada	Bobby Sekhon, Decision Support Meteorologist	Environment Canada Emergency Contact (24/ 7), Shift Supervisor
		Environment Canada Client Services Team
Park Board (Operations)	Darren Peterson, Manager, Recreation Services	Susan Mele, Acting Recreation Manager
	Uultsje Dejong, Superintendent, Park Rangers	Lead Ranger (Vancouver Park Board)
	Amit Gandha, Acting Director, Parks	
Park Board (Communications)	Christine Ulmer, Manager, Communications	Daria Wojnarski, Communications Coordinator
		Park Board Communications
Real Estate & Facilities Management	Paul Hsu, Associate Director, Facilities	Dennis Leung, Associate Director
Vancouver Emergency Management Agency (VEMA)	Carly Benson, Manager, Community Resilience	Daniel Stevens, Director
	Kirsten Jasper, Manager, Operational Readiness	
	Emergency Management Staff - DL	
	EM Duty Officer	
Vancouver Fire & Rescue Services	Capt. Whitfield Crump, Emergency Mgmt Div.	VFRS Duty Chief
	A/Chief Scott Morrison, Emergency Mgmt Div.	Capt. Jonathan Gormick, Public Information Officer
	Ralph Essinger A/Capt. Emergency Management	
Vancouver Police Department	Insp. Ian Upton, EOPS	Supt. Marcie Flamand, North Command
	Insp. Glenn Newman, Community Services Section (CSS)	Karen Collins, Emergency Planning Coordinator
	Staff Sgt. Lee Jensen, District 2	
	Sgt. Mike Linde, Homeless Outreach Coordinator	
	Const. Sheila Vanstone, Homeless Outreach Coordinator	
Vancouver Public Library	Marcus Wilde, Assistant Security Coordinator (VPL)	Jon Downey, Manager Security Services (VPL)
	Dave Coggles, Assistant Security Coordinator (VPL)	Nathan Kung, Manager, Facilities and Purchasing (VPL)
	Julia Morrison, Director, Corporate Services & Facilities	



Vancouver Coastal Health	Dr. Michael Schwandt, Medical Health Officer	Randy Ash, Manager, Health Protection
	After Hours MHO-on-call	
Atira	Grant Barton (Atira), Operations Manager, Atira Cooling Centre (2020)	
Optional Conference Call Attendees:		
Sustainability	Tamsin Mills, Climate Change Adaptation Planner	

5.7 Conference Call Agenda

The purpose for this conference call/meeting is to continue revisions of impacts, review specific response functions and determine whether an Advanced Planning Unit is required and/or EOC activation is required.

ATTENDEES				
<input type="checkbox"/> VEMA -	<input type="checkbox"/> ENG Waterworks -	<input type="checkbox"/> VPL -		
<input type="checkbox"/> Env. Canada -	<input type="checkbox"/> ENG Special Events -	<input type="checkbox"/> VFRS -		
<input type="checkbox"/> Health -	<input type="checkbox"/> ENG Sustainability -	<input type="checkbox"/> VPD -		
<input type="checkbox"/> ACCS -	<input type="checkbox"/> HR (Org Safety) -	<input type="checkbox"/> Metro Van Air Quality -		
<input type="checkbox"/> Corp Comm/PB Comm -	<input type="checkbox"/> REFM -	<input type="checkbox"/> CLT -		
<input type="checkbox"/> 311& Digital -	<input type="checkbox"/> Parks -	<input type="checkbox"/> Other -		
Conference Call: 604.829.9222 Meeting ID: 84400# Meeting password: Host: 123456# / Participant: 159753#			Date: Time:	
#	Agenda	Speaker	Desired Outcome	Actions/Next Steps
1.	Convene Meeting <ul style="list-style-type: none"> Introduce chair, facilitator, experts (EC, VCH, Metro Van) Roll call by department 	<ul style="list-style-type: none"> EM Duty Officer or VEMA Mgmt 	<ul style="list-style-type: none"> Ensure all departments are represented on the call 	<ul style="list-style-type: none">
2.	Update from Last Conference Call	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> As applicable 	<ul style="list-style-type: none">
3.	Hazard overview - current & forecast <ul style="list-style-type: none"> Weather (Environment Canada) Air Quality (Metro Van – AQ Division) Health (VCH Public Health - MHO) 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> What is the short-term, long-term weather forecast (weather improving, stable or worse?) Is there an impact to health that requires immediate attention? Is there going to be an air quality issue? Do Cleaner Air Shelters need to activate? 	<ul style="list-style-type: none">
4.	Roundtable - current actions & issues <ul style="list-style-type: none"> Departmental and stakeholders confirm 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Any new or emerging issues? 	<ul style="list-style-type: none">

	actions in place/undertaking ▪ Any new or emerging issues		▪ Any downstream impacts? ▪ Any major special events?	
5.	Additional risk mitigation measures ▪ Prioritize any additional risks and issues that were identified in roundtable ▪ Identify if further mitigation measures are required	▪	▪ Review risk matrix ▪ Are there any new aggravating factors like special planned events, etc.? ▪ Are current mitigation efforts enough? ▪ Is there additional expense(s) and/or require approval?	▪
6.	Public messaging ▪ Review and amend current messaging ▪ Confirm channels	▪	▪ Refer to public messaging section ▪ Updates to 311, webpage, VanConnect & social ▪ Identify if any additional communications measures needed (media, IB)	▪
7.	Extreme Heat Alert: ▪ Any extraordinary measures requiring GM approval? ▪ EOC Activation or expanded coordination required?	▪	▪ Ensure authorizations have been obtained for items requiring GM approvals ▪ Implement ALL Actions in IRG ▪ Confirm EOC Activation Level and operational periods (if applicable)	▪
8.	Next Steps ▪ Summarize meeting actions, decisions, timelines ▪ Confirm next meeting/ call	▪	▪ Summarize list of decisions from the meeting ▪ Confirm that departments and partners will implement identified IRG activities	▪
9.	Adjourn	▪	▪	▪
POST CONFERENCE CALL				
10.	EM Duty Officer to email out a recap of key action items/next steps to VEMA Management Team	▪	▪	▪



11.	VEMA Management Team or Duty Officer to send a recap of key action items/next steps to conference call participants, to CLT and to the Emergency Management Committee.	▪	▪	▪
-----	--	---	---	---

5.8 Risk Matrix

NO	Date	Risk/Issue (e.g. major events with large crowds)	Special Weather Statement	Heat Warning	Extra Mitigation Action	Responsible Lead	Acceptable Level	Cost	Require Approval (Department Head)	Approval By	Comments
1.											
2.											
3.											
4.											
5.											

5.9 Extreme Heat and Air Quality Response Resources

VanDOCS Container: 06-2000-50/0000108

1. Current Extreme Heat IRG (DOC/2019/166430)
2. Cooling Centre poster - for air conditioned libraries and community centres (DOC/2019/174416)
3. Cooling Centre & Clean Air Room poster - for use at Cooling Centres with cleaner air rooms (DOC/2019/174417)
4. Cooling Centre, Libraries and Pools – 2 page location list and map (DOC/2019/174422)
5. Extreme Heat Issues Note - media messaging (DOC/2019/186425)
6. Staff Briefing Note - key messages for staff (DOC/2019/186427)
7. Safety Talk – Heat Stress & Sun Safety (DOC/2019/143675)
8. Safety Talk – Heat Stress (DOC/2018/255939)
9. Safety Talk – Air Quality Advisories (DOC/2019/171732)