

Community Emergency Preparedness Fund Emergency Support Services 2020 Application Form

Please complete and return the application form by February 14, 2020. All questions are required to be answered by typing directly in this form. If you have any questions, contact cepf@ubcm.ca or (250) 387-4470.

SECTION 1: Applicant Information	AP <i>(for administrative use only)</i>
Name of Local Government or First Nation: City of Victoria	Date of Application: February 14 th , 2020
Contact Person*: Olympia Koziatek	Position: Deputy Emergency Program Coordinator
Phone: 250 920 3377	E-mail: okoziatek@victoria.ca

* Contact person must be an authorized representative of the applicant.

SECTION 2: For <u>Regional Projects Only</u>
<p>1. Identification of Partnering Applicants. For all regional projects, please list all of the partnering eligible applicants included in this application. Refer to Section 2 in the Program & Application Guide for eligibility.</p> <p>NA</p>
<p>2. Rationale for Regional Projects. Please provide a rationale for submitting a regional application and describe how this approach will support cost-efficiencies in the total grant request.</p> <p>NA</p>

SECTION 3: Project Summary
<p>3. Name of the Project:</p> <p>City of Victoria - Modernization of Emergency Support Services through Digitization</p>
<p>4. Project Cost & Grant Request:</p> <p>Total Project Cost: \$31,712.99 Total Grant Request: \$24,172.99</p> <p>Have you applied for or received funding for this project from other sources?</p>

No

5. Project Summary. Provide a summary of your project in 150 words or less.

The City of Victoria's (the City) ESS program is centered around paper processes established by the Province. Emergency Management BC (EMBC) is modernizing these processes through a digital registration web application. At present, the City does not have the tools nor training to adopt EMBC's anticipated web application. Through this application, the City's goal is to update its technology and provide training in order to transition seamlessly to the new digital registration application. The City is optimistic that these initiatives will increase its ESS capacity through time saving efficiencies and will aim to ensure transferability to other communities. Technological best practices will be leveraged through the City's partnership with the Canadian Red Cross (CRC) and will be shared back to EMBC. To evaluate and measure the success of the modernization initiatives, metrics such as surveys and exercises, will be conducted.

6. Emergency Plan. Describe the extent to which the proposed project will specifically support recommendations or requirements identified in the local Emergency Plan.

The City of Victoria's Emergency Plan and its ESS Operational Plan Annex identify that trained ESS volunteers provide essential services to eligible evacuees affected by an emergency or disaster. The primary role of ESS is to care for the needs of people evacuated as a result of an emergency.

ESS responsibilities include:

- Registration and provide shelter, food, incidentals, and other service referrals to eligible evacuees;
- Establish ESS reception centres, group lodging centres and volunteer centres, as required;
- Request, through the EOC, mobile support from EMBC, as required;
- Obtain and coordinate ESS resources and supplies, as required;

ESS volunteers provide many of these services through registration and referrals established by the Province. To incorporate EMBC's new web application, technology, training, and exercises will be needed to achieve key responsibilities currently outlined in the emergency plan.

SECTION 4: Detailed Project Information

7. Proposed Activities. What specific activities will be undertaken as part of the proposed project? Refer to Section 4 of the Program & Application Guide for eligibility.

This project will aim to modernize the Victoria ESS program through activities related to the implementation of new technology, supplies, training, and conducting exercises for volunteers. Specifically, the activities that will be undertaken for the proposed project include purchasing of supplies and equipment in support of this modernization including:

Technology and Supplies

- mobile tablets, computers, and a printer
- Device protection and storage
- Power accessories
- Connectivity accessories
- Device components (such as mice, adapters, cords, etc.)

The transition away from paper to digital registration is new and evolving. As such, the most effective and efficient technology is still being determined. The City of Victoria will work closely with our partners at EMBC to ensure the technology selected is appropriate.

Contractor

- Contractor to develop and conduct training and exercises

A consultant will be hired to train and conduct exercises with the City's ESS volunteers and staff on the new technology acquired towards the web application modernization program. The training will be designed to implement the technology in incremental steps that will lead to a final larger exercise with external stakeholder engagement.

8. **Modernization of local ESS programs.** How will the proposed activities support the modernization of the local ESS program?

The proposed activities and funding requested will directly support the modernization of the City's ESS program through digitization.

Specifically, the outlined technology, supplies, training, and exercise activities will be focused to meet the modernization requirements needed for the web application.

9. **Capacity Building.** Describe how the proposed project will increase emergency response capacity (i.e. having the physical resources and the skills to respond to emergencies) in your community.

Through the proposed technology and associated training and exercises, the City's ESS program will have the resources and skills needed to increase the process efficiencies when responding to an emergency event. It is anticipated that the web applications may reduce some human error in the registration process and decrease the time required to record, organize, and submit the forms. In this instance, it will allow for greater capacity from the City's ESS team by processing evacuees quicker and more effectively.

10. **Transferability.** Describe the extent to which the proposed project may offer transferable resources and supplies to other local governments and/or First Nations (i.e. ESS volunteers, training resources, cots, blankets, etc.).

The proposed technology, supplies, training, and exercise activities will be acquired and conducted in a manner that best integrates EMBC's web application and functionality. There is currently no specifications or recommendations provided for the technology needed for the web application, but the proposed equipment was selected based on their well-established and utilized platform, in hopes to be more transferable between users. It is expected that the web application will be rolled-out to all communities in the same format. With training, our modernization efforts will enable our volunteers to be

deployed in other communities with the newly acquired technology to assist with ESS. The lessons learned from this opportunity will be provided to other communities planning on transitioning to a digital ESS program by sharing the information to EMBC and regional ESS meetings, as well as other opportunities that might arise (e.g. conferences, workshops, etc.).

- 11. Partnerships.** In addition to Question 1, if applicable, identify any partners you will collaborate with on the proposed project and specifically outline how you intend to work together.

In September 2018, the City of Victoria entered into a partnership through a service agreement with the Canadian Red Cross (CRC) who acts as a service provider for ESS. To date, the CRC has been coordinating, training, and conducting ESS exercise for the City's ESS program. Through this proposal, the CRC and the City have agreed on the content of this application and agree that the requested funds for technology and training will be incorporated into the ESS program planning. The City will own the equipment requested in this proposal and the CRC will access and incorporate it into volunteer training, exercises, and eventually, deployments. See attached letter of support.

- 12. Evaluation.** How will the project be evaluated? How will performance measures and/or benchmarks be used to measure outcomes? (i.e. tracking the number of training events and recruitments, external evaluators, etc.)

Evaluation of the program will be reported by developing quantitative and qualitative metrics in the training and exercise components of this proposed project. To ensure the technological additions to the City's ESS program are well integrated, evaluations will be conducted on categories such as: 1) user feedback from volunteers and staff using the technology, 2) technological efficiency measures, and 3) external stakeholder evaluation of the adoption and transferability of technology to other programs. Approaches that will be taken to evaluate these categories may include, but are not limited to, surveys, comparing time recordings between current and new digital processes, and external observers/evaluators.

- 13. Progress to Date.** If you received funding under the 2017 or 2018 Emergency Social Services funding stream, please describe the progress you have made in increasing ESS capacity.

In 2018 the City of Victoria received CEPF funding to develop ESS modules to supplement training and be used as a resource in the field. To date, the modules were successfully completed and have been used by ESS volunteers, city staff, and also shared with other regional local governments. Through feedback from volunteers and staff, they have been well received and used in onboarding of new volunteers. This program has increased our capacity by providing more training options for new recruits and a good refresher resource for existing volunteers. This resource can be accessed by any volunteer or staff member at any time and just requires a password. It is mobile friendly allowing members access to the content on scene during activations.

14. Additional Information. Please share any other information you think may help support your submission.

Currently, the CRC uses mobile technology to obtain information from beneficiaries in disasters across Canada. Their experience and expertise in this area will assist in a smoother migration of the City's ESS modernization initiatives due to familiarity and solutions to lessons learned. Additionally, with the requested technology, supplies, training, and exercises, the City intends to provide feedback and potential solutions to EMBC of any unforeseen issues that may arise.

SECTION 5: Required Application Materials

Only complete applications will be considered for funding. The following separate attachments are required to be submitted as part of the application:

- ☒ Local government Council or Board resolution, Band Council resolution or Treaty First Nation resolution, indicating support for the current proposed activities and willingness to provide overall grant management.
- ☒ Detailed budget for each component identified in the application. This must clearly identify the CEPF funding request, applicant contribution, and/or other grant funding.
- ☐ For regional projects only: local government Council or Board resolution, Band Council resolution or Treaty First Nation resolution from each partnering applicant that clearly states their approval for the primary applicant to apply for, receive and manage the grant funding on their behalf.

SECTION 6: Signature

I certify that: (1) to the best of my knowledge, all information is accurate and (2) the area covered by the proposed project is within our local authority's jurisdiction (or appropriate approvals are in place).

Name: Olympia Koziatek

Title: Deputy Emergency Program Coordinator

Signature:

An electronic or original signature is required.

Date:

Submit applications to Local Government Program Services, Union of BC Municipalities

E-mail: cepf@ubcm.ca

Mail: 525 Government Street, Victoria, BC, V8V 0A8