

**Surrey/White Rock Extreme Weather Response Plan**



## TABLE OF CONTENTS

PURPOSE.....	4
EXTREME WEATHER ALERT .....	4
LIMITATIONS OF THE EXTREME WEATHER RESPONSE.....	5
CO-ORDINATOR.....	5
EXTREME WEATHER RESPONSE IN ACTION .....	5
Role of South Fraser Community Services Society.....	6
• Step One: Coordinator calls an Extreme Weather Response.....	6
• Step Two: Notification of the Cities of Surrey and White Rock .....	6
• Step Three: Authorities and Hospitals notified.....	6
• Step Four: All other participants informed .....	6
• Step Five: Notification the Response is over .....	7
TRANSPORTATION.....	7
EQUIPMENT.....	7
MEDIA INQUIRIES .....	7
SUPPLIES.....	7
COMMUNICATION BETWEEN AGENCIES .....	7
VOLUNTEERS AND SUPERVISORS.....	8
AGENCY RESPONSIBILITIES .....	8
INSURANCE AND CAPACITY CERTIFICATION .....	8
REPORTING ACTIVITY AND EXPENSES .....	9
OUTREACH .....	9
ADDITIONAL SUPPORT NOTIFYING HOMELESS PEOPLE WHO ARE OUTSIDE .....	9
IMPLEMENTATION PERIOD.....	9
HOURS OF OPERATION.....	9
EVALUATION & PLAN REVISION.....	9
CITY ZONING REGULATIONS .....	10
SITES OPENED AFTER THE EWR PLAN IS SUBMITTED .....	10

EXTREME WEATHER SHELTERS FOR SURREY/WHITE ROCK..... 11

ACTIVATION/DEACTIVATION NOTIFICATION LIST..... 12

Phone calls:..... 13

- Shelter Sites ..... 13
- Outreach and support services..... 13

Extreme Weather Locations: ..... 14

EWR Documents..... 15

- Extreme Site Fire Plans ..... 17
- Extreme Shelter Site Fire plan..... 18
- CITY OF SURREY (FIRE SERVICES)..... 21
- EXTREME WEATHER SHELTER..... 21
- TRAINING CHECK LIST ..... 21
- Template for issuing an Extreme Weather Alert ..... 25

## **Surrey/White Rock Extreme Weather Response Plan 2011-2012**

### **PURPOSE**

The Plan's purpose is to maintain an operating structure which provides temporary sheltering resources for homeless people. The shelter resources in the extreme weather response plan are accessible to homeless people during periods of extreme weather. The plan is a seasonal response which works towards reducing hardships for homeless people during extreme winter weather.

The limitations, resources and intent of the plan cannot be used as a permanent solution to housing homeless in Surrey and White Rock. This is a temporary response aimed at reducing the risk to the life and health of homeless people In Surrey/White Rock area.

### **EXTREME WEATHER ALERT**

In Surrey and White Rock, Extreme Weather is defined as Conditions deemed severe enough to present a substantial threat to the life or health of homeless people such as:

- 1 Temperatures at or below -2 degrees Celsius
- 2 Significant snow accumulation or sleet/freezing rain conditions
- 3 Significant windstorms that may present danger to persons living in wooded areas and/or makeshift shelters (cardboard boxes or lean-tos)
- 4 Periods of extended rain over 3 days creating conditions which make it difficult for people to keep dry

BC Housing acknowledges each community's plan is based on recognition of its own particular conditions, resources and clientele. Due to differences in weather, an "Extreme Weather Response" alert may be enacted in Surrey/White Rock when other Lower Mainland areas may not be facing extreme conditions.

## **LIMITATIONS OF THE EXTREME WEATHER RESPONSE**

The sites offer a warm place to sleep for a limited amount of time, a warm meal and if required, a one zone bus ticket. There are no enhanced services available at the sites. Due to the nature and purpose of the Extreme Weather Shelter response, the sites should not be considered as permanent shelter sites. Extreme Weather sites open in response to inclement weather events which would put homeless people living outside at risk on a temporary basis.

In order to prevent program drift in the extreme weather response plan, readers need to be aware that the site locations have limited ability to respond to needs. Extreme weather sites have limited ability to respond to needs and cannot operate on a 24-hour basis. Readers must understand that persons who need more resources than a warm place to sleep for a night should not be discharged to these sites.

## **CO-ORDINATOR**

The Surrey/ White Rock Areas have an Extreme Weather Response Coordinator. The Coordinator or their designate decides when to call an Extreme Weather alert and which shelters will open on any given night of a response. They will make decisions based on weather reports, perceived or expressed need for shelter space in the communities, availability and ability of personnel at the facilities to open.

## **EXTREME WEATHER RESPONSE IN ACTION**

A phased response will be used in the North Surrey Area. Surrey Urban Mission(SUMS) will open first and additional space will open pending space demands at SUMS. Extreme Weather sites will open as needed. The Coordinator will continue to work with the Surrey EWR Committee to revise the text of this plan as it develops at the end of each season.

Each city and all organizations participating in the Extreme Weather Response will have an up to date copy of the Extreme Weather response Plan. An up-to-date version of the Extreme Weather Response Plan will be submitted to the Cities and participating organizations every year prior to November 1<sup>st</sup>.

Where possible the Surrey Coordinator will work on anticipating openings using a “three day window” of lead time to inform sheltering sites, the Regional Extreme Weather Coordinator and BC Housing of possible openings. Extreme Weather sites will open as needed.

### **Role of South Fraser Community Services Society**

South Fraser Community Services Society (SFCSS) spaces are to be opened and used as the space of last resort. They will only open their suite when all shelter space in the community including the extreme shelters is full. SFCSS space is reserve space that can be activated only in emergency situations during the EWR season.

#### **Step One:** Coordinator calls an Extreme Weather Response

- The Coordinator calls for Extreme Weather Response by 10:00 am on the day it is to start. The Coordinator also informs participating organizations of the anticipated end date.
- The Coordinator follows the ASA activation procedures.
- Mobile outreach is activated for that day and works on contacting the homeless who are outside.
- All designated sheltering sites are notified by phone that they need to open.

#### **Step Two:** Notification of the Cities of Surrey and White Rock

The Coordinator will notify the City of Surrey and the City of White Rock that response has been called.

#### **Step Three:** Authorities and Hospitals notified

Fire Departments, After Hours Emergency Services Team, Surrey Memorial and Peace Arch hospitals are notified.

#### **Step Four:** All other participants informed

All of the organizations listed will be informed at that time. (See list of organizations under “Notification” below).

**Step Five:** Notification the Response is over

The Coordinator follows ASA deactivation procedures and notifies all sites the response is over. It is at this time any tweaks to the plan may be negotiated, discussed, agreed upon and possibly implemented or recommended to the GVSS.

**TRANSPORTATION**

If needed, all sites will provide a one zone bus ticket for people to use when leaving in the morning.

**EQUIPMENT**

Equipment purchased for the Extreme Weather program will be maintained at the sites until it is needed. It will be signed out to the participating sheltering organizations who participate in the Extreme Weather Response and will be returned within 3 days after declaring they are no longer participating in the plan.

**MEDIA INQUIRIES**

The Coordinator acts as spokesperson for Surrey/White Rock Extreme Weather Response. BC Housing will offer media support in case of major media interest (e.g. if a controversial issue develops) or should it become necessary to coordinate the media response between communities. B.C. Housing has designated Sam Rainboth as their media contact person.

**SUPPLIES**

The Coordinator where possible will assist all shelters in the plan with needed supplies such as food, blankets, first aid kits and any other equipment needed.

**COMMUNICATION BETWEEN AGENCIES**

All participating agencies will communicate information relevant to the Extreme Weather Response through the Coordinator and his/her designates during the period of the Response. The intent of this procedure is to minimize confusion and avoid duplication of effort.

## **VOLUNTEERS AND SUPERVISORS**

Each participating shelter will provide volunteers to staff its own shelter space.

The following organizations are possible sources of additional volunteers:

### ***Nightshift Street Ministry***

## **TRAINING**

The Surrey/White Rock Extreme Weather Response Coordinator will train volunteers and staff involved in the Surrey/White Rock plan. Volunteers and staff will be trained in areas which support their roles in the plan. The curriculum will be adapted from the Volunteer Manual. Training content will include personal safety techniques, health precautions for volunteers/staff and emergency procedures.

## **AGENCY RESPONSIBILITIES**

Activation plans for each of the sites will be developed by the organizations that operate them. Each facility director will manage his/her site, but may call upon other agencies for assistance.

Each agency will:

- 1 Have its shelter premises inspected by the Fire Department to confirm its maximum capacity.
- 2 Provide appropriate numbers of volunteer and staff for its emergency shelter.
- 3 Provide a warm meal for the people accessing the services.

## **INSURANCE AND CAPACITY CERTIFICATION**

BC Housing requires the Coordinator to be satisfied that participating shelter sites have adequate insurance and that they have been inspected by City fire officials to determine their appropriate occupancy load before listing them in the Extreme Weather Response Plan as participants eligible for funding.

## **REPORTING ACTIVITY AND EXPENSES**

BC Housing forms will be used to record all intake data and expenses at each shelter. Nightly occupancy reports will be made promptly to Surrey EWR Coordinator via e-mail.

After opening sites for the extreme response, each site will ensure that their nightly occupancy reports are sent into BC Housing by 11:00 am the next day.

Invoices to BC housing need to be sent by the times BC housing specifies and no later than 2 weeks after the end of the season.

## **OUTREACH**

In addition to the temporary emergency shelter, outreach services will be conducted for the homeless who choose to remain outside. Food and blankets will be handed out when available. Hyland House mobile outreach workers will work collaboratively with the RCMP and City of Surrey Bylaws department in trying to remain in contact with people who choose to remain outside during Extreme response activation.

## **ADDITIONAL SUPPORT NOTIFYING HOMELESS PEOPLE WHO ARE OUTSIDE**

South Fraser Community Services will have any mobile staff working for them at the time of an Extreme Weather activation contact homeless people who they know are outside and inform them that extreme weather space has been activated.

## **IMPLEMENTATION PERIOD**

The extreme weather response is active approximately 10-15 nights a year during the five-month period between November 1 and March 31 as weather conditions occur.

## **HOURS OF OPERATION**

Shelters generally operate between 7:00 pm and 7:30 am. However, each shelter determines its own opening and closing times and communicates them to the Surrey EWR Coordinator.

## **EVALUATION & PLAN REVISION**

Data is collected by the organizations involved in the response. It is collated and

submitted to the Coordinator on each morning after a response. The Coordinator forwards these documents promptly to BC Housing's Emergency Shelter Program Manager.

The Extreme Weather Planning Group will reconvene before May 31, to assess the implementation of the current Response Plan and to amend it as required for the following season.

### **CITY ZONING REGULATIONS**

Due to the extraordinary and occasional nature of Extreme Weather Shelter use, the City will not enforce its Zoning Bylaw in respect of this use if and when:

- 1) such a use is triggered by an Extreme Weather Response alert;  
and ...
- 2) all shelter facilities to be used are identified in the Extreme Weather Response Plan, as approved by the Director of Development Services.

This would be a similar situation to the use of schools, churches and other facilities for temporary lodging and staging during an emergency/disaster event. There is a clear intent that Extreme Weather Shelters are not intended to be used for permanent housing.

Occupancy limits posted by the Surrey Fire Rescue Service may not be exceeded in any shelter facility without approval by the Fire Chief. In select cases, an interim Fire Safety Plan including a 24-hour fire watch may be considered to mitigate the lack of sufficient exit capacity with the approval of the Fire Chief.

### **SITES OPENED AFTER THE EWR PLAN IS SUBMITTED**

Due to the nature and processes involved in setting up EWR sites, some may not be ready to operate at the start of the EWR season. After these sites have passed all inspections by the fire dept, the Coordinator will submit an updated the plan. The Coordinator will inform all stakeholders of the sites coming into operation. Notification of

a site being opened will include site address, contact details and site capacity.

**EXTREME WEATHER SHELTERS FOR SURREY/WHITE ROCK**

Cloverdale Church: 604-575-4208; (15 mats)

Surrey Urban Mission: 604-581-5172; (60 mats)

Hyland House (Newton) 604- 599-8900 (15 beds)

First United White Rock /South Surrey 604- 599-8900 (15 mats)

NightShift Ministries 604-953-1114 (20mats)

South Fraser Community Services Society 604-589-8678 (10 mats)

## ACTIVATION/DEACTIVATION NOTIFICATION LIST

James Pratt  
Phil Lemire,  
Ron Cross  
Dominic Flanagan  
Roberta Randall  
Fergus McCann  
Paul Woolley:  
Maryann Anderson  
Henry Herbstreit  
Daniel Barnscher  
Rick Bamford  
Nick Marach  
Alice Sundberg  
Catherine Ferguson  
Dianne Watts  
Terry Brock  
Marina McBride  
Aileen Murphy  
Daniel Reed  
Peter Choy  
M. Berube  
Dick Avison  
Joan McMurtry  
Rubina Bedford

**Phone calls:****Shelter Sites**

Dick Avison, First United Church White Rock:

Daniel Reed, Cloverdale Christian Fellowship;

Jonquil Hallgate, Surrey Urban Mission

Peter Fedos, Hyland House

Michael Smith, Night Shift Ministries

Megan Baile. South Fraser Com. Serv. Society

**Outreach and support services**

Hyland House Mobile Outreach

Front Room

Kla-How-Eya

Phil Lemire, Fire Chief White Rock Office:

RCMP Duty Officer

After Hours Emergency Services Team

Carol Digby Peace Arch Hospital

**Extreme Weather Locations:**

**Cloverdale Church:**

17802 – 66 ave, Surrey

**Surrey Urban Mission:**

13388 - 104th Avenue Surrey

**NightShift Ministries**

10635 King George Boulevard (Hwy) Surrey

**Hyland House (Newton) :**

6595 King George Blvd.(Hwy) Surrey

**First United White Rock /South Surrey :**

15385 Semiahmoo Avenue White Rock

**South Fraser Community Services Society**

10697 135A Street Surrey, BC

# **EWR Documents**



## Surrey White Rock Extreme Weather Response Notification

Extreme weather response plan is active from \_\_\_\_\_ to \_\_\_\_\_

Sites	Active this call	Not active this call	Number of beds
Surrey Urban Mission: 13388 - 104th Ave Surrey			60
NightShift Ministries Surrey 10635 King George Blvd. (Hwy) Surrey			20
Cloverdale Church: 102 - 17802 66 Avenue			15
Hyland House (Newton) : 6595 King George Hwy Surrey			15
First United White Rock /South Surrey : 15385 Semiahmoo Avenue White Rock			15
South Fraser 10697 135A Street Surrey, BC			10

## **Extreme Site Fire Plans**

**All extreme weather sites have a written fire plan in place that can be viewed by the Fire Department. A copy of the site fire plan will also be sent to the Surrey Coordinator of the Extreme Response to be placed on file for that location. The Surrey Coordinator will notify BC Housing and the Regional Extreme Weather Response Coordinator that all sites in Surrey have a written fire plan in place.**

**All fire plans will have the following in place:**

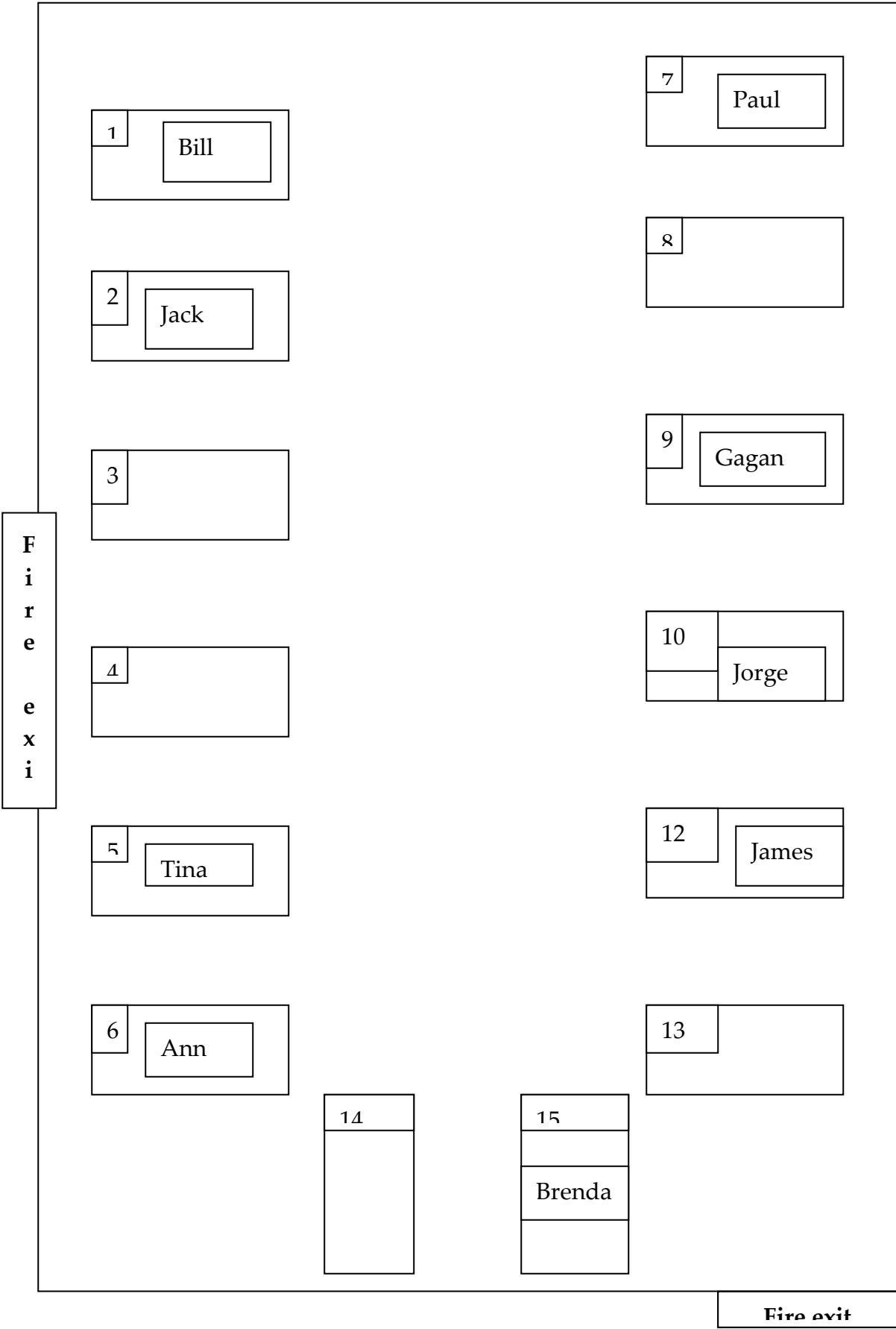
- 1. Diagram /Chart of site bed locations and fire exits**
- 2. Procedure for notifying fire department of a fire at the location**
- 3. Procedure for evacuation which includes a head count, and designated safe meeting area.**
- 4. Method to inform the firefighters attending the site who is in what bed and where that bed is located in the building**
- 5. How to ensure fire fighters have access to the whole building to allow them to inspect the whole building.**

## Extreme Shelter Site Fire plan

1. A diagram of all bed location of at that site will be used each night the shelter is in operation. The diagram has all beds numbered in their location at the site.
2. The names of people sleeping in the shelter are written into the bed space on the diagram on a nightly basis upon their admission to the site.
3. Upon admission staff and volunteers will inform the shelter users where the safe meeting site is and direct shelter users to go there in case of a fire.
4. The plan will identify a safe meeting site location where people are to meet when they have left the building.
5. In the event of a fire, staff and volunteers will alert all people who are in the shelter that they are to be evacuated from the site using the fire exits located in the diagram. Staff and volunteers will inform the shelter users where the safe meeting site is and direct shelter users to go there.
6. The names of people sleeping in the location of the bed they are in written in to the bed space on the diagram on a nightly basis upon admission to the site.
7. In the event of a fire staff will
  - Evacuate the site
  - Call 911 and notify the operator there is a fire provide details and ask for assistance
  - Meet at the designated meeting area
  - Do a head count
  - Wait for the Fire Department to arrive on scene
8. Upon arrival of fire fighters, staff will inform the fire fighters of anyone who is missing and give the fire fighters the bed location diagram which has the names and locations of people who were sleeping there and the keys to access the building.

9. Staff will wait for the fire department to inform them it is clear go back into the building.
10. The location will notify the Surrey Extreme Coordinator that a fire has occurred and provided a written incident report within 3 days of the event to the Surrey Coordinator.

GENERIC BED DIAGRAM





**CITY OF SURREY (FIRE SERVICES)  
EXTREME WEATHER SHELTER  
TRAINING CHECK LIST**



BUILDING NAME: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 CONTACT: \_\_\_\_\_ PHONE #: \_\_\_\_\_  
 DATE: \_\_\_\_\_

SUPERVISOR \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 PHONE #: \_\_\_\_\_

**It is the responsibility of the owner, agent or manager of the premises herein named to ensure the Volunteers and Staff be trained in fire emergency procedures described in the fire safety plan before they are given any responsibility for the fire safety. (2.8 BC Fire Code)**

- |                                 |                              |                             |
|---------------------------------|------------------------------|-----------------------------|
| How to call 911                 | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Evacuation procedures explained | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Location of Fire Extinguishers  | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Location of Fire Alarm Panel    | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Fire Alarm Panel functional     | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Emergency Lighting functional   | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Emergency Exits clear           | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Sprinkler System functional     | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

**The above information has been explained and is understood:**

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_



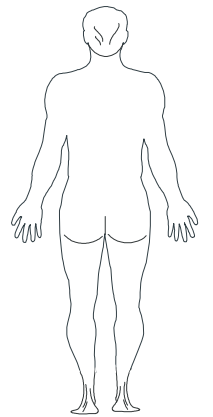
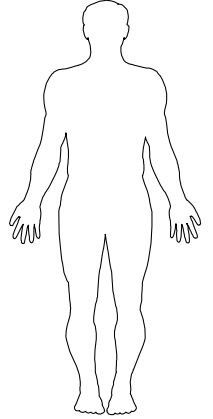
Surrey/White Rock Extreme Weather Response Plan

**DETAILS OF INCIDENT**

Date of Incident: \_\_\_\_\_ Time: \_\_\_\_\_ Location: \_\_\_\_\_

Please note the sequence of events (be objective, factual):  
*(include how occurred, extent/character, procedure followed, action taken, what is the current status?)*

Show location of injury





**Template for issuing an Extreme Weather Alert**

See attached PDF document