

# Annex 6 Community Recovery Plan

Resort Municipality of Whistler  
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# Community Recovery Plan

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# 1. INTRODUCTION

## 1.1 Purpose of Plan

The Community Recovery Plan is an annex to the Resort Municipality of Whistler (RMOW) Comprehensive Emergency Management Plan. In British Columbia, as required by the BC *Emergency Program Act*, local governments are responsible for coordinating community recovery from emergencies within their jurisdictional area. The purpose of the Community Recovery Plan is to provide a mechanism to identify and coordinate local recovery resources and match them with the recovery needs of people after an emergency.

The objectives of the Recovery Plan are:

- To identify the community organizations (public, private, and non-profit) with a role in recovery and to better understand the local resource pool;
- To identify how these community organizations will coordinate their recovery work and what process will be followed;
- To make the best use of the recovery resources and expertise of community organizations involved in recovery and avoid duplication of effort and services;
- Establish a process to connect people requiring support after an emergency with community organizations that have recovery support services to offer;
- To use public information to deter the donation of unsolicited physical goods and promote the donation of money (to recognized emergency relief funds) or specifically requested goods and services;
- To encourage individuals interested in volunteering their services to affiliate with a recognized response or recovery organization; and
- To formalize the transition from response to recovery based support networks.

## 2.1 Scope of Plan

The Community Recovery Plan focuses on the emotional and physical recovery of people after emergencies. The Community Recovery Plan will be used when residents are displaced or impacted by an emergency and could benefit from community support to assist with their recovery. For some emergency events, where damage is minimal and/or people affected have sufficient resources and/or sufficient insurance, this plan may not be required. Each emergency will be reviewed on a case by case basis and activation of the plan will be based on need.

## 3.1 Concept of Recovery

It is recognized that people may need assistance after an emergency. It is also recognized that there are many resources available locally from willing organizations to meet the needs of people post-emergency. However, there is currently no mechanism to cohesively match the needs of people with available resources.

The concept of recovery for Whistler is the establishment of a Community Recovery Committee (herein referred to as the Community Recovery Committee or the Committee) to bring together community organizations with a role in recovery to coordinate the recovery process through a cohesive and planned framework. The goal of the Community Recovery Committee is to understand available needs and resources to be able to connect people with community based support networks to assist with their needs.

## 2. COMMUNITY RECOVERY COMMITTEE

### 2.1 Role of the Community Recovery Committee

The Community Recovery Committee will oversee the Community Recovery Plan and will coordinate the community recovery process outlined in this plan. This Committee is tasked with understanding what recovery resources are available in the community, evaluating the needs of displaced people after an emergency, and matching needs with available community resources.

### 2.2 Membership of the Community Recovery Committee

The Committee will be comprised of representatives from various community organizations, public, private and non-profit, that may perform recovery work, have recovery resources, or who have strong relationships with sections of the population that may require specific types of resources during recovery. A list of organizations and agencies that may make up the Community Recovery Committee is provided below along with an explanation of their specific mandate and resources. Not all organizations with recovery resources to offer will necessarily be on the Committee, but the Committee will survey local organizations to understand what is available.

Agency	Mandates	Resources
RMOW Emergency Program	<ul style="list-style-type: none"> <li>Broad mandate of “recovery” through the BC Emergency Program Act</li> </ul>	<ul style="list-style-type: none"> <li>Cost recovery from Emergency Management BC</li> <li>Support to</li> <li>Connect with RMOW resources like Council, Communications, etc.</li> <li>Will coordinate Recovery meeting</li> <li>Will know if Disaster Financial Assistance is approved for the event</li> </ul>
Emergency Social Services (Contract Red Cross for events ≤ 25 people)	<ul style="list-style-type: none"> <li>Legislated requirement to Immediate support for first 72 hours</li> </ul>	<ul style="list-style-type: none"> <li>Food, clothing, lodging, basic toiletries, over-the-counter drugs for 72 hours, essential baby items for 72 hours, pet food.</li> <li>Through the registration process, ESS will identify clients who may need recovery assistance and collect contact information. Will get an idea of the scope of assistance required.</li> </ul>
Canadian Red Cross	<ul style="list-style-type: none"> <li>Immediate support for first 72 hours &lt;25</li> <li>Client needs assessments</li> </ul>	<ul style="list-style-type: none"> <li>Food, clothing, lodging, basic toiletries, over-the-counter drugs for 72 hours, essential baby items for 72 hours, per food.</li> <li>Referrals to Whistler Community Services Society, RCMP Victim Support Services, insurance information</li> <li>Red Cross has access to additional supplies like hygiene kits, cots, blankets, medical equipment, etc.</li> <li>Short-term Medical Equipment Loan Program</li> </ul>
Whistler Community Services Society	<ul style="list-style-type: none"> <li>Free confidential support and referral</li> </ul>	<ul style="list-style-type: none"> <li>Foodbank</li> <li>Re-use it Centre vouchers</li> <li>Outreach services</li> </ul>
Community Foundation of Whistler	<ul style="list-style-type: none"> <li>Emergency Fund</li> </ul>	<ul style="list-style-type: none"> <li>CFOW has a flow-through fund to support people impacted by emergencies</li> <li>If necessary, will make an emergency appeal for donations to assist people impacted by emergencies.</li> </ul>

## 2.3 Key Functions of the Community Recovery Committee

The Committee has planning responsibilities that will be on-going prior to emergencies, and will have specific key functions once an emergency occurs and the recovery process is required.

Prior to the emergency the Committee will meet regularly to develop and maintain this plan, understand who it doing what, and meet with local organizations to understand their mandate, discuss and confirm what function or services they are prepared to provide post-emergency, and catalogue it with contact names and resources available. See Appendix B: Recovery Resource Questionnaire on page 21 to see the [Recovery Resource Questionnaire](#) and the completed questionnaires. In addition to knowing what resources are available in the community, this allows organizations with a role in recovery to understand what the recovery needs of the community may be and allows the organizations time to do internal preplanning.

Responsibilities once an emergency has occurred to coordinate community recovery services:

- The Committee will meet and develop a recovery action plan;
- The Committee will see that client needs assessments are completed to understand how the emergency impacted people and what recovery support they require;
- The Committee will determine what resources are required and available;
- The Committee will match community recovery needs with available resources;
- The Committee will plan for a transition to existing community services;
- The Committee will manage expectations regarding donated funds, goods, services, and spontaneous volunteers; and
- The Committee will dissolve (from a specific event, not the committee in general) once there is no longer a need for regular multi-agency co-ordination and any remaining issues can be dealt with by individual agencies as a part of their normal business.

### 3. RECOVERY PROCESS

The concept for recovery is broken into three phases: Response and Immediate Recovery Needs, Transition to Recovery and the Client Needs Assessment, and Referral to Available Services.

A [Recovery Quick Reference Guide](#), containing a detailed list of suggested activities has been developed to help organize the recovery process; see Appendix A: Recovery Quick Reference Guide on page 19.

#### 3.1 Phase 1 – Response and Immediate Recovery Needs (First 0-24 hours)

- Some recovery needs are urgent. Food, shelter, clothing, emotional support, etc. RMOW first responders deal with emergency incidents. ESS is typically the first line of response for people's immediate needs post-disaster; ESS will provide for the immediate needs of displaced people
- Through the registration process, ESS identifies the clients who may need assistance with recovery and will have an idea of numbers of people that may require recovery assistance. ESS will collect the contact information of people displaced
- Victim services will be called to provide emotional support on-site if required
- ESS will provide a [Recovery Package](#) to evacuees so they begin to understand what recovery resources are available; see Appendix E: ESS Recovery Package on page 34 for a list of items available in the package
- ESS will notify the Community Recovery Committee that an event has occurred and will provide a preliminary overview of the level of recovery assistance that may be required
- First response agency in charge (usually fire) will provide an impact assessment to ESS. An impact assessment is a preliminary onsite evaluation of damage or loss caused by the emergency. The impact assessment will record the number of units impacted, the extent of damage, estimates time for repair, and other details that will assist the recovery committee in understanding the length of time people will be displaced.

In some cases the Recovery Process will not exceed past this point. If people are able to access insurance or have the resources to recover themselves, that is fine and will be respected.

#### 3.2 Phase 2 – Transition to Recovery (24-48 hours)

This phase is focused around a Recovery Meeting, which is the best way to communicate with affected residents. At a Recovery Meeting, information is provided to all affected residents at one time, which is the first step in guiding people into an effective recovery. This Recovery Meeting shifts the focus from saving lives and providing for basic needs to restoring livelihoods and understanding the scope of people's recovery needs. At this point, people have had support of ESS and are now looking (or need to be looking) to their recovery. This phase will offer support to evacuees and a client needs assessment is completed, as it provides the groundwork for understanding what type of support people require to get back on their feet. The Recovery Meeting (sometimes called a townhall meeting) will be in the form of a "RITS" or Rest, Information, Transition, Services.

The Recovery Meeting is scalable depending on the number of people displaced and the level of support required. The Recovery Meeting could be as casual as a short meeting over coffee with the ESS Coordinator and one or two displaced people to a full community room with hundreds of people and several speakers.

## THE RITS

The Committee has chosen to follow the “RITS” structure for the Recovery Meeting to ensure people have an opportunity to get information, understand what took place, and transition into recovery in an environment without judgment or criticism.

The RITS will include:

- A brief presentation on the operational components of the response – essentially reviews “what happened”; see the [Potential List of Speakers for Operations Response \(“What Happened”\)](#) on page 6. Helps to remove the myths and stop the rumors. Information is given to participants through a one-way announcement. Also called the “Fact Phase.”
- Information on stress and stress management including a Critical Incident Stress Defusing.
- A rest period with food and fluids (no caffeine, no alcohol). This is the formal point in the meeting where response formally concludes and the remainder of the meeting is focused on recovery.
- A brief period of instructions on transitional/recovery services (“what next”); see the [Potential List of Speakers for Transitional Services \(“What’s Next”\)](#) on page 6. Also called the ‘Education Phase.’
- Identification of those who need additional support and completion of client needs assessment (done individually not as a large group). See section titled [Client Needs Assessment](#) on page 7 for more details about this process; see Appendix C: Client Needs and Assessment Form on page 19.

The Community Recovery Committee will coordinate the meeting and if necessary, will put together an information package that contains copies of handouts from the presenters.

### **Potential List of Speakers for Operations Response (“What Happened”)**

- **RMOW** - Mayor or designate (CAO, Fire Chief, General Manager) from the RMOW will act as Chair of the meeting and will make introductions. This person will set out the ‘ground rules’ for the meeting.
- **Incident Commander/Fire Chief/Public Works** – This person describes “what happened” from an emergency event perspective. The person giving the facts about the incident needs to be a representative of that agency involved. This person needs to be able to dispense the facts without elaboration or opinion, and with enough authority as to be respected.
- **Emergency Social Services** - At the time of the initial recovery meeting most people with immediate needs will have already met with ESS staff. The purpose, process and duration ESS should be briefly addressed.
- **Other potential agencies** – Depending on the nature of the event other agencies may be brought in to speak. These may include Environment Canada, Ministry of Transportation and Infrastructure, etc.
- **Response question & answer session.** At this stage in the meeting the floor can be opened up to address questions or concerns regarding the response issues. The questions should be limited to response items only. All questions should be directed to the chair person, who in turn passes the question forward to the appropriate person for response. All questions and answers are directed to the chairperson who should act as a mediator and will ensure the meeting is kept at a professional level.

### **Potential List of Speakers for Critical Incidents Stress Management**

- **Victim Services, Whistler Blackcomb Critical Incident Stress Management (CISM) Team, or Provincial Disaster Psychosocial Team** – CISM debriefing and support is an important part of the meeting. A Q&A session is focused on reactions to event; this discloses to CISM team target needs for group. CISM team members will be listening to, and assessing the group of participants in this phase of the meeting, being aware of the level of CISM support required and any participants who may potentially need further care.

### **Potential List of Speakers for Transitional Services (“What is Next”)**

- **RMOW** – Mayor or designate should speak if evacuation alerts or evacuation orders are still in place at the time of the meeting to clarify when the alert or order will be lifted and how people will be notified.

- **Rapid Damage Assessment** – A representative from RMOW Building Services or Infrastructure Services should speak to the Rapid Damage Assessment (RDA) process and clearly explain the implication of the placards placed on people’s homes and businesses especially for the yellow (Restricted Entry) and Red Tags (Unsafe).
- **Building Inspections** - A representative from RMOW Building Services should inform people about building permits, which are required to ensure the safety of property owners. The speaker should address when a permit is required including what items can be removed or replaced without a permit and when permits are required. Explain how permits can be obtained, the process, time frame and costs that are associated with required permits and inspections.
- **Utilities Information** – Information specific to Utilities should be provided, such as how to safely turn the power back on and the type of damage that water can do to outlets and switches. It should be made clear what is needed to turn on Utilities, such as a professional gas technician to turn the gas back on.
- **Vancouver Coastal Health or Public Health Department** - Address the immediate health risks. Provide some suggestions regarding disinfecting products, water and food safety, etc.
- **Insurance Bureau of Canada or an Insurance Representative** - There are a variety of insurance products available and the key is to determine if the damages are considered an insurable loss. Recommend contacting either the Insurance Bureau of Canada or a local insurance broker to provide insight into what types of water damage insurance products are reasonably and readily available within the community. If no representative from the insurance industry is able to participate a representative from EMBC (DFA) will address insurance coverage issues and what may or may not trigger insurance coverage.
- **Emergency Management BC (Disaster Financial Assistance)** - The Province may declare the event eligible for Disaster Financial Assistance which is a program to assist with uninsurable losses. The guidelines should be reviewed in brief. The review should outline eligibility (ie. home owner or residential tenant must show that the home is their principal residence). Emphasis should be placed on the fact that DFA is disaster aid. It will not restore 100% of losses and is limited to essential items only. It should also be explained that assistance is provided for each accepted recovery claim at 80 percent of the amount of total eligible damage that exceeds \$1,000, to a maximum claim of \$300,000.
- **Canadian Red Cross** - Canadian Red Cross will speak to the Client Needs Assessment process.
- **Other potential agencies** – Depending on the nature of the event other agencies may be brought in to speak. These may include municipal waste management personnel (disaster debris instructions), Strata Management Company, restoration company, Recovery Centre Manager, etc.

Note: Realize that these are mere guidelines, not concrete rules. The Recovery Meeting will differ depending on the emergency, whether or not the damaged property was a Strata, the cause, whether injuries or deaths occurred to people or pets, scope of property loss, and numbers of people affected. Not all of the speakers listed be needed for each emergency.

### **Client Needs Assessment**

The purpose of a Client Needs Assessment is to identify how the emergency impacted individuals and their families in order to coordinate recovery assistance. To complete a Client’s Needs Assessment, clients are interviewed by trained personnel using a client needs assessment form. Using the information gained from the client needs assessment process, the Community Recovery Committee will, in a cooperative effort, agree on steps that can and should be taken to assist each client, and assign responsibility for doing so; see Appendix C: Client Needs and Assessment Form on page 19.

**Identifying Clients:** A majority of clients will identify themselves once they know where to seek support and learn what information is required. However, some people affected may not make an effort to seek assistance. This may reflect a sense of pride and self-sufficiency, or that the recovery effort is not widely understood in a community. An “outreach” effort may be needed to inform all affected individuals.



### 3.3 Phase 3 – Recovery Support & Referral to Available Services

Now that response has ended and the client needs assessment process is complete, this phase involves formulating a plan to match needs with resources. To do this, the Committee will develop a Recovery Action Plan.

#### **Recovery Action Plan**

Community Recovery Committee will meet and develop a [Recovery Action Plan](#); see Appendix D: Recovery Action Plan on page 33 for the template. The Recovery Action Plan specifies the actions required by the Committee to meet certain recovery objectives including (but not limited to):

- Understanding the needs of the clients
- Identifying available resources
- Developing a strategy to match clients directly with resources (Recovery Centre, outreach, etc.)
- Identifying gaps in recovery
- Communications strategy (committee will provide input into public and media communication)

In addition to the Recovery Action Plan the Committee will:

- Review the client needs assessment and determine if there are outstanding needs
- Identify community and out-of-community resources and liaise with these service organizations
- Identify how clients may directly access recovery services

#### **Community Recovery Centre or Linking Station**

In a large scale emergency, where there are many people that require assistance, the local government may establish a Recovery Centre. The Community Recovery Centre serves as a one-stop-shop of community disaster recovery information, and as a drop-in-centre where clients can ask questions and pick up information materials in person. The Recovery Centre will host all service providers, private, non-profit and government in one central location to quickly answer clients questions about a range of recovery issues including insurance information, debris disposal, building permits, how to access financial assistance. Depending on the situation, the Community Recovery Centre may also serve as the location where the Critical Incident Stress Management is provided and the Client Needs Assessment takes place.

## 4. RECOVERY COSTS

The financial costs of recovery may be eligible for cost-sharing with the province when Disaster Financial Assistance has been authorized (80 percent province – 20 percent local authority). Local government recovery expenditures that are eligible for provincial cost-sharing include:

- Incremental Costs – When the RMOW employs its own staff and utilizes community-owned office space and equipment, overtime and other incremental costs that are over and above normal community operational costs;
- Contracting for Staff – additional contract staff that are needed to support recovery; and
- Equipment/Facility Rental Costs – Rental costs of non-government offices, warehouses, meeting rooms, equipment, or other similar resources.

### 4.1 Funding Options

#### Provincial Disaster Financial Assistance

Provincial Disaster Financial Assistance (DFA) may be available for individuals, families, small businesses, farms, and charitable organizations when insurance is not available. This is an important distinction, as it has a direct impact on the level of financial support available to local governments, businesses, homeowners and tenants, and charitable organizations. DFA is only authorized for events that meeting the definition of disaster under the BC Emergency Program Act. The decision to authorize DFA is made by the Assistant Deputy Minister after considering the scope and scale of the disaster.

#### Private Funding and Donations

Private donations will often fund a significant proportion of the support required by individuals and families. Recovery leadership is a prerequisite to the fair collection and equitable distribution of donated funds. No legislation controls either the solicitation or the disbursement of such donations. Private donations are discussed in depth in the following section.

## 5. DONATIONS

After a disaster, people want to help and are often keen to donate to those impacted by the disaster. Public generosity and care following a disaster plays a significant role in individual and community recovery. It reflects broader community sentiment and helps those affected to feel supported, and more positive and confident about the rebuilding tasks ahead.

This section of the document applies to monetary donations and donated goods and outlines the Community Recovery Committee's strategy for both. The term 'donated goods' refers to goods donated by the public or corporate sector following an emergency. Goods may include material items (new or second hand), vouchers to buy goods, goods on tenure (car rentals), tickets for entertainment or recreation opportunities.

### 5.1 Donations Strategy

#### **Donation of Second-hand Goods**

Contributions of unsolicited second-hand goods following a disaster has the potential to overwhelm the recovery effort. Management of unsolicited second-hand goods can be very costly and creates significant amounts of work. A large proportion of what is donated is unusable but considerable effort is still required to unpack, sort, store and distribute the donated goods; disposal is also costly and time consuming. The administration of unsolicited second-hand goods diverts resources away from supporting disaster affected people.

As a result unsolicited second-hand goods will not be accepted by the RMOW or the Community Recovery Committee post-emergency or disaster. The Community Recovery Committee will do their best to match the needs of clients with available local services and resources. If assessment indicates that needs cannot be filled through available local resources or if there is a need for specific items, targeted appeals asking only for the required goods may be an option. Appeals will include precise descriptions of what is required such as 'winter coats in very good or excellent condition, delivered to [insert drop-off location], between the hours of [insert hours].'

#### **Monetary Donations**

The Community Recovery Committee agrees that money is the most useful donation because it provides flexibility and choice to meet immediate needs. It also circulates in the community, stimulating faster recovery for the local economy. After an emergency or disaster, if required by those impacted, the Community Foundation of Whistler (CFOW) will collect monetary donations and work with the Whistler Community Services Society (WCSS) to allocate donated funds to disaster clients according to their needs. If the amount of monetary donations exceeds the need of disaster clients, the remaining donated funds will remain in the general CFOW Emergency Fund for distribution, based on need, during future emergencies and disasters.

In very large scale emergencies, where the capacity of the CFOW and WCSS are not able to collect and distribute large amounts of donated funds, the Community Recovery Committee may request the Canadian Red Cross Society to assist with collecting and dispersing donated funds to support people affected by the emergency.

#### **Operating a Financial Appeal for Donations**

If, based on a preliminary general needs assessment at the ESS Reception Centre, there is need for financial donations from the public the CFOW will lead, at their discretion and availability, an approved cash donation appeal through their website and social media channels. The appeal will include a description of the emergency and the needs that it has created for people, how a donation can be made, that physical in-kind donations will not be accepted, that financial donations will be distributed to affected people based on need, that no donations to the fund may be earmarked for a particular person, group of persons, or geographic area of Whistler, and that any donated funds that are not distributed will remain in the general CFOW Emergency Fund for distribution, based on need, during future emergencies and disasters.

If the RMOW and WCSS receive inquiries from potential donors, inquiries will be referred to the CFOW. In addition, RMOW and WCSS may share CFOW's appeal for cash donations on their website, social media posts, and press releases. The CFOW will determine when the appeal is complete.

### **Corporate Donors**

Corporate sector donations of goods and services can be of great value to disaster affected people and play a significant role in the recovery process. Corporate donors usually provide new and good quality items. They may provide vouchers that allow families to meet immediate needs or ease the burden on affected communities by sponsoring community projects to boost morale during difficult times (e.g. by providing tickets to events, holiday packages etc).

When clients complete the client needs assessment form, they will be given an opportunity to consent to have their name and contact information shared with businesses and organizations wanting to offer corporate donations. Corporate donors wishing to donate gift cards, replace people's sporting equipment, provide pet food, etc. can get a list from ESS of the clients who have consented, and get in touch with them directly. The RMOW and the Community Recovery Committee will not collect corporate donations.

**Note:** If other organizations choose to collect in-kind donations of physical goods for people impacted by the emergency that is to their digression but they will need to connect with displaced people directly to distribute the goods; the Community Recovery Committee will not coordinate the transport, sorting, storing, or distribution of these goods.

Part of the communication strategy will be to let people know that unsolicited goods will not be accepted, and that if necessary targeted appeals to the public will be generated. See [Section 6.2 Public Information Strategy for Donations](#) on page 13 for a suggestion of message content and sample messages.

### **Third-Party Fundraisers**

Often times, after a major emergency or disaster, local organizations and businesses raise funds for people impacted. Such events or initiatives are considered 'third party fundraisers.' Third party fundraising events are excellent opportunities for community members to show their care and concern for displaced people. Funds raised through third party fundraising events, and donated to CFOW, will be handled in the same manner as personal cash donations meaning that the donated funds will be distributed to affected people based on need, that donated funds cannot be earmarked for a particular person, group of persons, or geographic area of Whistler, and that if the funds are not distributed will remain in the general CFOW Emergency Fund for distribution, based on need, during future emergencies and disasters. The CFOW will share Third Party Fundraising Agreement at their discretion. The RMOW will not accept cash donations, and will direct people with donations, to the CFOW.

## 6. SPONTANEOUS VOLUNTEERS

The Community Recovery Plan does not include provisions for coordinating large numbers of spontaneous volunteers.

People that call the Reception Centre, RMOW, or another agency offering to spontaneously volunteer, that are not affiliated with an emergency response or recovery organization will be thanked for their offer to help and told that they will not be needed.

If there is a situation where spontaneous volunteers are used (someone helps out in the Reception Centre) it is essential that they sign the Emergency Management BC Task Form so that they are covered for WorkSafe BC and liability protection under the Emergency Program Act.

If the emergency reaches a scale that overwhelms the official emergency response resources and professional responders are being forced to prioritize, the use of spontaneous volunteers will be considered; targeted appeals asking only for volunteers with specific skills or availability will be issued.

Part of the communication strategy will be to let people know we don't need volunteers at this time. See [Section 6.3 Public Information Strategy for Spontaneous Volunteers](#) on page 14 for a suggestion of message content and sample messages.

## 7. PUBLIC INFORMATION

The responsive dissemination of public information plays a critical role in the recovery process. Regular communication about recovery efforts reassures the public that public and private agencies are working together to resolve the situation and to bring assistance to those who need it. If no message is given people will go to the affected site or start contacting agencies, particularly those involved in the response.

Initial communications in response phase of the event will be lead by the RMOW and shared by other agencies. As the event progresses and moves into recovery each agency will speak to their specific role as listed in the [Communications Matrix](#) on page 15.

### 6.1 Initial Public Information

Initial public information will be provided by the RMOW and re-shared as necessary by WCSS, CFOW, Canadian Red Cross Society and others as required. Information will be very general and will include:

- People affected by the emergency should register with ESS
- Reassure the public that the needs of those affected by the emergency are being or have been met
- The situation is being assessed and more details will be given as soon as possible

#### **Sample Messages:**

“Our hearts go out to those affected by the disaster. Emergency Social Services volunteers are currently responding to the situation to provide immediate assistance of lodging, food and clothing. Please assist them by staying away; the danger has not yet passed. We are assessing the situation and will give more details as soon as possible.”

### 6.2 Public Information Strategy for Donations

#### **INITIAL INFORMATION**

Initial information in regards to donations will be proactive to control the donations of unwanted goods. We need to get the message out because sometimes the media makes it sound like people desperately need help, and then people offer donations that are not needed. This information will be put out by the RMOW on behalf of the Community Recovery Committee and re-shared as necessary by WCSS, CFOW, Canadian Red Cross Society and others as required.

Information in regards to donations will include:

- Emergency Social Services has provided for people’s immediate needs, including lodging, food, clothing, incidentals, and transportation for the first 72 hours while the extent of the damage is being assessed.
- The on-going needs of people are being assessed
- At this time, donations of goods are not being accepted as we do not yet know what people need and there is no storage space available to hold large quantities of items that may not be needed
- If it is determined that specific items are needed, further details will be provided
- The messages should acknowledge the invaluable support that community members give each other, but is not a call for action.

#### **Sample Messages:**

“Thank you for your interest and support in assisting people affected by the emergency. Our priority remains supporting the immediate needs of the people affected by the emergency. At this time, donations of goods are not being accepted as we do not yet know what people need and there is no storage space available to hold large quantities of items that may not be needed. If it is determined that specific items are needed, further details will be provided.”

## **FOLLOW-UP INFORMATION**

If it is determined by the Community Recovery Committee that specific donations would be useful, or a virtual page has been set-up, further information can be provided to the public. This information will be put-out to the public by the organization that is leading the collection of targeted appeals for donation either cash or in-kind and will be re-shared as necessary by others.

Before soliciting an appeal for donations the following things must be confirmed by the Community Recovery Committee:

- Appeals will include precise descriptions of what is required such as “winter coats in very good or excellent condition, delivered to [insert location]. Offerings of other kinds of goods will not be accepted.”
- The agency handling the donations should be the agency that makes the appeal. Other agencies should link to the lead agency’s information and share their updates.
- Confirmation that the items will reach those affected by the emergency, and that any “over flow” items could go into a general donation stream if not needed.
- Key public information regarding donations:
  - What time frame will items be accepted and where.
  - What items are most needed and when.

Sample Messages:

“Thank you for your offers of help and your patience while the needs of the affected people were assessed. Certain items are now required. We are asking for donations of winter coats in very good or excellent condition, delivered to [insert location] between 8 and 5. Please be aware that overflow items will be donated to [insert general donation collection]. Offerings of other kinds of goods will not be accepted. Thank you again for the overwhelming support of the community.”

### **6.3 Public Information Strategy for Spontaneous Volunteers**

- Provide the rationale for declining offer of help. Encourage people to link with organizations they are affiliated with that are part of the Recovery catalogue.

Sample Messages:

“Thank you for your offer of help. Due to the nature of the work our staff and volunteers perform, there are certain training and legislative requirements that must be met. As a result, we are unable to process new volunteers for this emergency. If you are interested in volunteering in future, please register your interest with the Whistler Emergency Program, volunteer information is available at [www.whistler.ca/emergencyprogram](http://www.whistler.ca/emergencyprogram)”

“Thank you for your offer of help. The agencies involved did not require additional volunteers to help in this emergency. If you would be interested in future volunteer opportunities with the Whistler Emergency Program, volunteer information is available at [whistler.ca/emergencyprogram](http://whistler.ca/emergencyprogram)...”

Message if we decide we may need volunteers:

“Thank you for your offer of help. We have had an overwhelming response to this emergency. As a result, your offer of help will be registered but may not be taken up. If you are needed, you may be asked to provide proof of a police check, working with children check, license and registration if appropriate.”

### **6.4 Public Information Strategy for Community Recovery Committee**

- The immediate needs of those affected have been met
- The Community Recovery Committee is collaborating to coordinate resources to assist those affected in their recovery

## 6.5 Recovery Plan Communications Matrix

Below is a Recovery Plan Communications Matrix that lists each agency involved in recovery. The purpose of the matrix is to ensure that all agencies involved in recovery are aware of what each agency plans to comment on and other details.



Recovery Plan Communications Matrix					
Agency	Function	What the Agency May Say	When They May Say It	Where They May Say It	Key Contacts
WFRS	<ul style="list-style-type: none"> <li>• fire suppression</li> <li>• collapse of building and structures</li> <li>• search for occupants</li> <li>• rescue of trapped occupants</li> <li>• evacuation of affected structure</li> <li>• explosions</li> <li>• fire investigation (fire cause)</li> </ul>	<p>May comment on:</p> <ul style="list-style-type: none"> <li>• confirm a fire or incident occurred</li> <li>• confirm which RMOW agencies are responding/on scene (WFRS, ESS, Victim Services, Whistler Transit Ltd.)</li> <li>• confirm that WFRS is following their protocols and doing everything they can to control the blaze</li> </ul>	<p>May comment when:</p> <ul style="list-style-type: none"> <li>• confirmation from WFRS Incident Commander that a fire has occurred;</li> <li>• and/or contact from a media outlet requesting a comment;</li> <li>• and/or increased internet discussions;</li> <li>• and/or higher-than-normal calls to customer service desk, questions to Mayor, etc.</li> <li>• when information is confirmed</li> </ul>	<ul style="list-style-type: none"> <li>• Website</li> <li>• FB</li> <li>• Twitter</li> <li>• Prepared statement for media</li> <li>• Email response to media questions</li> <li>• Update to partners or other stakeholders</li> <li>• Press Release</li> <li>• Media briefing</li> <li>• Interviews</li> </ul>	RMOW Communications Department or Incident Commander
Emergency Social Services (ESS)	<ul style="list-style-type: none"> <li>• Support immediate needs of displaced people (first 72 hours)</li> <li>• care of displaced pets (will refer care of pets to wag if a pet friendly hotel cannot be sourced)</li> </ul>	<ul style="list-style-type: none"> <li>• public asked to stay away (if necessary)</li> <li>• road closures, detours, changes to transit schedule (if necessary)</li> <li>• disruption to utilities, damage to RMOW infrastructure (if necessary)</li> <li>• location of ESS Reception Centre (RC) and direct displaced people to RC, hours of RC – will encourage people affected to register with ESS</li> </ul>			

Recovery Plan Communications Matrix					
Agency	Function	What the Agency May Say	When They May Say It	Where They May Say It	Key Contacts
		<ul style="list-style-type: none"> <li>• Number of displaced people that have registered with ESS, number of ESS volunteers responding</li> <li>• Where people can find more information (website, phone number, etc.)</li> <li>• Public information listed in Section 7 for response and spontaneous volunteers</li> <li>• Information regarding the date and location of the Recovery Meeting</li> </ul>			
Property Owner, Strata Company	<ul style="list-style-type: none"> <li>• property manager of building</li> <li>• Building is turned back over to property manager once the fire is out and the investigation complete</li> </ul>	Most likely will not comment, will make contact directly with owners			
Whistler Community Services Society	<ul style="list-style-type: none"> <li>• assist in recovery of those displaced by connecting them with additional resources</li> </ul>	May comment on: <ul style="list-style-type: none"> <li>• how people can access WCSS outreach worker if needed</li> <li>• what was provided to displaced people by WCSS</li> </ul>	<ul style="list-style-type: none"> <li>• At the request of the media</li> <li>• If they require that information be shared</li> </ul>	<ul style="list-style-type: none"> <li>• Facebook</li> <li>• Comment directly to media</li> </ul>	Whistler Community Services Society 604-932-0113 admin@mywcss.org

**Recovery Plan Communications Matrix**

Agency	Function	What the Agency May Say	When They May Say It	Where They May Say It	Key Contacts
		<ul style="list-style-type: none"> <li>• how people affected can access the WCSS resource pool</li> </ul>			
Community Foundation of Whistler	<ul style="list-style-type: none"> <li>• collecting cash donations (if required)</li> </ul>	May comment on: <ul style="list-style-type: none"> <li>• cash donations (where to donate, how funds are distributed)</li> </ul>	<ul style="list-style-type: none"> <li>• If/when they begin collecting donations for those displaced by the emergency</li> </ul>	<ul style="list-style-type: none"> <li>• On website</li> <li>• Facebook</li> <li>• Prepared statement to media when requested by media</li> </ul>	Executive Director, Carol Coffey 604-935-8080 <a href="mailto:ccoffey@whistlerfoundation.com">ccoffey@whistlerfoundation.com</a>

## 8. APPENDICES

### Appendix A: Recovery Quick Reference Guide

**When to use this Quick Reference Guide:** This guide will be used to guide the Recovery Process for a small-to-medium scale emergency.

**Objective:** The objective of this Quick Reference Guide is not to be a detailed instruction manual, but to provide a basic, handy reference containing key information needed to begin the recovery process as laid out in this Recovery Plan.

**Note:** This is a suggested process only, this is not a policy and the process could look very different.

RECOVERY QUICK REFERENCE GUIDE	
DATE:	TIME:
RESPONSE PHASE	ASSIGNED TO:
If not already done, notify the RMOW Emergency Program Coordinator that ESS has been activated and that the Community Recovery Plan may need to be activated. Provide a short briefing to the Emergency Program Coordinator of the level of need of people registering with ESS.	ESS Director
Notify the Community Recovery Committee that an event has occurred and provide a briefing to the committee. Determine, with the Committee, if it is necessary to activate the Recovery Plan based on the preliminary briefing provided by ESS.	ESS Director or Emergency Program Coordinator
Make sure all evacuees receive Recovery Packages.	ESS Director
Once all evacuees have registered, provide contact information to the Emergency Program Coordinator so it is available to plan the Recovery meeting. Make sure email addresses are gathered for evacuees so we can reach them easily.	ESS Director
Request that the Incident Commander provides an impact assessment to the Emergency Program Coordinator (number of people evacuated, how many homes are uninhabitable, total injuries, total fatalities, who is controlling the scene, etc.)	Emergency Program Coordinator Incident Commander
If the public is asking where they can donate goods, or where they can assist in response to the event, request that Communications put out information detailing that we don't know at this time exactly what is needed but we will let people know when we can.	Emergency Program Coordinator
If required, engage in an 'outreach' effort, including public information to reach people affected that have not yet identified. Remember: Strata Management companies are a great resource for information in regards to the demographics of the neighborhood or building – owner occupied, visitor accommodation, long-term accommodation, short-term accommodation, not-primary residence, etc.) A contact list for Property Management companies in Whistler is available in Annex 1 EOC Activation Guide.	Emergency Program Coordinator
TRANSITION TO RECOVERY	ASSIGNED TO:
Determine if a Recovery Meeting and RITS is necessary depending on the situation and resources of the clients.	Community Recovery Committee
Confirm the Community Recovery Committee availability for the Recovery Meeting.	Emergency Program Coordinator
Recovery Meeting	
Confirm agenda for the Recovery Meeting. Determine which speakers are necessary and confirm their attendance. See section titled <a href="#">The RITS</a> on page 6 for a list of potential speakers.	Community Recovery Committee

Confirm location/book room. Organize food. Keep the invoice to submit as part of response claim to EMBC.	Community Recovery Committee
Prepare the client needs assessment forms. Confirm which agency will perform the needs assessment and ensure there are enough trained volunteers to preform interviews.	Community Recovery Committee
Prepare other material that will be distributed at the RITS – Recovery Packages, etc.	Community Recovery Committee
Organize Critical Incident Stress Management team for the RITS.	Community Recovery Committee
<b>RECOVERY SUPPORT &amp; REFERRAL TO AVAILABLE SERVICES</b>	<b>ASSIGNED TO:</b>
Meet and review the client needs assessment and determine the outstanding needs of the clients.	Community Recovery Committee
Determine resources: <ul style="list-style-type: none"> <li>• Identify community and out-of-community resources.</li> <li>• Liaise with service organizations to confirm their services and limitations.</li> <li>• Identify how clients may directly access recovery services.</li> </ul>	Community Recovery Committee
Prepare a Recovery Action Plan to identify objectives and tasks specific to how clients will be matched directly with community service providers. See Appendix D: Recovery Action Plan on page 33 for a <a href="#">Recovery Action Plan</a> template.	Community Recovery Committee (EPC)
Contact and discuss with each client to be sure they understand the services that will continue.	Community Recovery Committee
If necessary, solicit and control donations.	Community Recovery Committee
<b>EXIT STRATEGY</b>	<b>ASSIGNED TO:</b>
Determine at what point the Community Recovery Committee will dissolve (from the specific event, not the committee in general) once there is no longer a need for regular multi-agency co-ordination and any remaining issues can be dealt with by individual agencies as a part of their normal business.	Community Recovery Committee (EPC)
Host a debrief for all agencies to determine lessons learned from the event.	Community Recovery Committee (EPC)

## Appendix B: Recovery Resource Questionnaire



# Recovery Resource Questionnaire

### ORGANIZATION INFORMATION

Name of Organization:

Type of Organization (public, private, non-profit):

Address of Organization:

Office Phone:

Email:

Web Address:

Hours of Operation:

### CONTACT INFORMATION

Primary Contact:

Role:

Phone Number:

Alternate Phone Number:

Email:

Alternate Contact:

Role:

Phone Number:

Alternate Phone Number:

Email:

### MANDATE & PURPOSE

Mandate and purpose of organization:

### DOES YOUR ORGANIZATION HAVE SERVICES TO OFFER PEOPLE AFTER AN EMERGENCY?

Please check where applicable:

- |  |   |
|--|---|
| <input type="checkbox"/> Short-term accommodation (1-2 weeks)  | <input type="checkbox"/> Recreational, art or cultural opportunities for displaced people |
| <input type="checkbox"/> Temporary housing (6 months – 1 year) | <input type="checkbox"/> Outreach services  |
| <input type="checkbox"/> Emotional support or counseling       | <input type="checkbox"/> Emergency funds or grants  |
| <input type="checkbox"/> Multicultural services                | <input type="checkbox"/> Accessibility services   |
| <input type="checkbox"/> Facility space                        | <input type="checkbox"/> Animal/pet care  |
| <input type="checkbox"/> Assistance with clean-up              | <input type="checkbox"/> Transportation   |
| <input type="checkbox"/> Surge capacity of volunteers          | <input type="checkbox"/> Assistance with Disaster Financial Assistance applications       |
| <input type="checkbox"/> Employment services                   | <input type="checkbox"/> Meals in Reception Centre or Group Lodging Facility              |
| <input type="checkbox"/> Childcare                             | <input type="checkbox"/> Clothing   |
| <input type="checkbox"/> Assistance with insurance claims      | <input type="checkbox"/> Damage and needs assessments                                     |

Who is eligible for the services?

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Is there a cost to the services? If yes, what is the approximate cost?

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#### ORGANIZATIONAL CONTACTS

Does your organization have existing relationships or linkages with people or groups that may require specialized services after an emergency? Could you help us connect with them?

Please check where applicable:

- |   |  |
|---|--|
| <input type="checkbox"/> People with specific health-care needs | <input type="checkbox"/> People with young children                    |
| <input type="checkbox"/> People with disabilities               | <input type="checkbox"/> Homeless or under housed                      |
| <input type="checkbox"/> Elderly                                | <input type="checkbox"/> People with financial insecurity (low-income) |
| <input type="checkbox"/> Racial and ethnic minorities           | <input type="checkbox"/> Travelers and transient populations           |
| <input type="checkbox"/> Newcomers to Whistler                  | <input type="checkbox"/> Victims of domestic violence                  |
| <input type="checkbox"/> Other                                  |  |

Notes:

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#### ADDITIONAL COMMENTS

Additional comments:

## Appendix C: Client Needs and Assessment Form

### Community Recovery

### Capacity Needs and Assessment Form

Community Case File #:

#### PURPOSE:

The purpose of this assessment is to determine how the disaster impacted you and your family in order that the Community Recovery Organization (as established by the responsible Local Authority – municipality/regional district/First Nation) can coordinate or provide you with assistance to support you in your recovery. The assessment will consider your recovery needs as a result of a disaster.

If at any time during the interview you decide not to provide the information requested or do not wish to proceed with the assessment, you may stop the process and your application will be closed immediately, with no further action taken. If you choose to only provide partial information, the determination of available assistance will be considered based on the information provided. If you do not consent to the information sharing below, you may be required to complete a full assessment with each agency or government on services or support you choose to seek.

#### IMPORTANT:

This needs assessment form is NOT for the Provincial Disaster Financial Assistance Program.

If your principal residence has been damaged or destroyed and household insurance was not available for the type of hazard that impacted your home (e.g. flood damage) and your community has been declared eligible for Disaster Financial Assistance you may be eligible to apply for Disaster Financial Assistance.

You will need to complete a separate DFA application form for Disaster Financial Assistance. More information is available at the DFA website:

[http://www.pep.gov.bc.ca/dfa\\_claims/dfa.html#applicationforms](http://www.pep.gov.bc.ca/dfa_claims/dfa.html#applicationforms)

#### GENERAL INFORMATION:

Type of Disaster: *(please check one)*

Flood  Earthquake  Fire  Landslide  Tsunami  Other \_\_\_\_\_

Date of Damage: \_\_\_\_\_ Location: \_\_\_\_\_ *(community)*

Date of Interview: \_\_\_\_\_ Interviewer/Agency: \_\_\_\_\_

Location of Interview:  Home  Recovery Centre  Other - Describe: \_\_\_\_\_



**RESTRICTION:**

Concerned family and friends may inquire about you/your family because of the emergency. We would like to provide these people with some information about you. May we disclose your location and the contact information for you and your family members

No  Yes

**AUTHORIZATION/CONSENT AND CERTIFICATION:**

I, \_\_\_\_\_ authorize the \_\_\_\_\_  
(Applicant Name) (Community)

Recovery Organization to share all personal information that I provide or is collected about me from this application for assistance with relief organizations, humanitarian agencies and governments that are offering any assistance whatsoever as a result of this disaster. I understand that the information I provide may be verified as part of this application process. Other than for the purposes outlined in this consent, the information contained in this application will be considered to be private and confidential. My consent is valid for **one year** only from the date of signing.

I certify that the information contained in the following application package is true to the best of my knowledge and belief.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

**AUTHORIZATION/CONSENT TO ISSUE CONTACT INFORMATION TO CORPORATE DONORS**

I, \_\_\_\_\_ authorize the \_\_\_\_\_  
(Applicant Name) (Community)

Recovery Organization to share my name and contact information, as written on this application, with corporate and private donors that are offering good or services to people impacted by this disaster. Other than for the purposes outlined in this consent, my contact information will be considered to be private and confidential. My consent is valid for **one year** only from the date of signing.

No  Yes

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

**SECTION 1: HOUSEHOLD PROFILE**

Applicant's Last Name		First Name		Middle
Age (years)	Gender <input type="checkbox"/> M <input type="checkbox"/> F	Employment Status (codes below)		
Address at time of the Disaster (Street Address/Legal Property Description)				
Apt# & Street Address		Community	Province	Postal Code
Mailing Address (if Different from Above)				
		Community	Province	Postal Code
Current Address (if applicable): (check one) <input type="checkbox"/> hotel/motel <input type="checkbox"/> family/friends <input type="checkbox"/> other				
Apt# & Street Address		Community	Province	Postal Code
New Post-Disaster Address (if Different)				
Apt# & Street Address		Community	Province	Postal Code
Contact Information:				
Current Phone: ( )		Work Phone: ( )	Cell/Other Phone: ( )	
E-mail address:				

**Additional Household Members living at your address at time of DISASTER**

Last Name	First Name	Initial	Age (yrs)	Applicant Relationship (spouse/son/daughter, etc.)	Employment Status (codes below)

**Work Codes**

EM Employed	RE Retired	DI Disabled	FT Full Time
UN Unemployed	ST Student	DE Dependent	PT Part Time

**SECTION 2: COMMUNITY RECOVERY NEEDS**

**A. EVACUATION (Disaster Response):**

1. Were you, or are you currently, evacuated from your home? No  Yes

If yes, what dates were you out of your home? From \_\_\_\_\_ To \_\_\_\_\_

2. Are you receiving Emergency Social Services (ESS) support? No  Yes

If yes, ESS File #: \_\_\_\_\_

Provide Details: _____ _____
------------------------------------

3. Have you contacted the provincial Disaster Financial Assistance Office?

Are you receiving Disaster Financial Assistance (DFA) No  Yes

If yes, DFA File #: \_\_\_\_\_

Provide Details: _____ _____
------------------------------------

**B. IMMEDIATE RECOVERY NEEDS:**

What are the household's recovery priorities, using the below codes?

**Recovery Priority Codes:**

- 1 = immediate or emergency need*
- 2 = need is urgent but not an emergency desirable*
- 3 – needed within a month resources*
- 4 = need is uncertain; act if*
- 5 = act whenever there is time or*

<p><b>1. HEALTH:</b></p> <p><input type="checkbox"/> _____ Medical</p> <p><input type="checkbox"/> _____ Counselling</p> <p><input type="checkbox"/> _____ Special Needs</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p><b>2. HOUSING:</b></p> <p>_____ Temporary</p> <p>_____ Permanent</p> <p>_____ Clean-up</p> <p>_____ Rebuild/Construct</p> <p>_____ Household Needs</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p><b>3. OTHER:</b></p> <p>_____ Food</p> <p>_____ Clothing</p> <p>_____ Transportation</p> <p>_____ Child Care</p> <p>_____ Animal / Pet Care</p> <p>_____ Schooling</p> <p>_____ Employment/Livelihood</p> <p>_____ Farm Business</p>
--	--	---

**SECTION 3: HOUSEHOLD CAPACITY ASSESSMENT**

**A. Household Impact Assessment:**

1. Will the cost of your recovery have an impact on your access to basic needs and monthly financial commitments (e.g., food, clothing, mortgage, rent, vehicle payments, loans)?

No  Yes

If yes, describe: \_\_\_\_\_

**B. Capacity Assessment - Financial**

1. Did your household income change as a result of the disaster? No  Yes

If yes, has the lost income returned to normal? No  Yes

If no, when is it estimated to return to normal? \_\_\_\_\_

2. What was the pre-disaster monthly GROSS income of the household? \$ \_\_\_\_\_  
(proof of income not required at time of interview.)

3. What is your current monthly GROSS household income (if different than above)?

Actual \$ \_\_\_\_\_

4. Can your household contribute to the costs of rebuilding/replacing your home and belongings?

Financially No  Yes

Labour No  Yes

If yes, describe: \_\_\_\_\_

5. Does your household have access to other funds to assist in your recovery (e.g. borrowing capacity, RRSPs, bonds, personal insurance, employment insurance)? No  Yes

If yes, Type of other funds: \_\_\_\_\_ Amount: \$ \_\_\_\_\_

Expected commencement date, if applicable: \_\_\_\_\_

6. Do you have renter/home owner INSURANCE to cover your loss? No  Unsure

Yes, Completely  Yes, Partially

_____
_____

**SECTION 4: RECOVERY PLANS**

**A . Recovery Plans:**

Clean-up to date: _____ _____
Repairs to date: _____ _____
Have you received any assistance or supplies to date?      No <input type="checkbox"/> Yes <input type="checkbox"/> If yes, describe: _____ _____
Short-term (0 – 90 days) recovery plans: _____ _____
Long-term (90+ days) recovery plans: _____ _____ _____

**SECTION 5: INTERVIEWER'S COMMENTS**

Date	Comments	Interviewer's Name (print)

**SECTION 6: RECOMMENDED ASSISTANCE**

**Referrals:**

Date	Agency Referred to	For What	Referred by (print)



**Work Codes**

EM Employed	RE Retired	DI Disabled	FT Full Time
UN Unemployed	ST Student	DE Dependent	PT Part Time

**SECTION 2: COMMUNITY RECOVERY NEEDS**

**A. EVACUATION (Disaster Response):**

1. Were you, or are you currently, evacuated from your home? No  Yes

If yes, what dates were you out of your home? From \_\_\_\_\_ To \_\_\_\_\_

2. Are you receiving Emergency Social Services (ESS) support? No  Yes

If yes, ESS File #: \_\_\_\_\_

Provide Details: _____ _____
------------------------------------

3. Have you contacted the provincial Disaster Financial Assistance Office?

Are you receiving Disaster Financial Assistance (DFA) No  Yes

If yes, DFA File #: \_\_\_\_\_

Provide Details: _____ _____
------------------------------------

# Appendix D: Recovery Action Plan



## RECOVERY ACTION PLAN

*The purpose of this form is to summarize the actions required by the Committee to meet recovery objectives*

<b>Event/Incident:</b>	<b>Task #:</b>
<b>Date Prepared:</b>	

<b>Prepared by:</b>	<b>Agency:</b>	<b>Position:</b>
---------------------	----------------	------------------

**OBJECTIVES**  
 List goals (in priority order) which identify what needs to be completed. **Use active verbs:** acquire, advise, complete, confirm, consult, contact, declare, determine, develop, establish, ensure, gather, identify, issue, notify, obtain, prepare, request, support.

Objective :			
Tasks to complete this objective		Person or Agency Responsible	

Objective :			
Tasks to complete this objective		Person or Agency Responsible	

Objective :			
Tasks to complete this objective		Person or Agency Responsible	

Objective :			
Tasks to complete this objective		Person or Agency Responsible	

## Appendix E: ESS Recovery Package

ESS will give out a recovery package at the time people register for ESS. Purpose of the package is to connect people with local resources for recovery. For those that do not register Recovery Packages will be available at Municipal Hall.



Contents of the kit includes:

- Emergency Social Services/Red Cross business card for follow-up questions with a 24/7 phone number
- A one-pager explaining ESS and what is and is not eligible. Link: [http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/ess/ess-evacuee-notice/embc\\_ess\\_evacuees\\_leaflet\\_v03.pdf](http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/ess/ess-evacuee-notice/embc_ess_evacuees_leaflet_v03.pdf)
- Critical incident stress information and a card for RCMP victim services
- One Step at a Time – A Guide to Disaster Recovery; brochure from Emergency Management BC. Link: [http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/preparedbc/one\\_step\\_at\\_a\\_time\\_guide\\_to\\_disaster\\_recovery.pdf](http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/preparedbc/one_step_at_a_time_guide_to_disaster_recovery.pdf)
- Whistler Community Services Society Brochure with Outreach Worker business card and cell phone number
- A Recovery Postcard with information available at the time. Information about the town hall meeting, RCMP file number, Facebook pages, public information, other assistance opportunities, etc. Things that are specific to the event that can be added at the time
- What To Do After Disaster Strikes, Insurance Bureau of Canada brochure. Link: <http://assets.ibc.ca/Documents/Brochures/What-to-Do-After-Disaster-Strikes.pdf>
- "Insurance can be confusing" postcard linking people with the Insurance Bureau of Canada's Consumer Information Line
- Filing an Insurance Claim, Insurance Bureau of Canada brochure. Link: <http://assets.ibc.ca/Documents/Brochures/Filing-an-Insurance-Claim.pdf>

## Appendix F: Sample CFOW Communications for Donated Funds

When community members are forced from their homes by fire, flood, earthquakes or other emergencies, they sometimes need a little help getting back on their feet. Financial donations are the best way to support those who are affected. At this time, community members are requested to hold off on donations of clothing, food and other items until the response teams have had time to assess the needs of those who have been impacted. They will then issue a request for the specific items required.

The Community Foundation of Whistler manages an **Emergency Fund** on behalf of the community. The purpose of the Emergency Fund is to provide emergency financial assistance to individuals living in the Whistler or Pemberton area who have experienced loss due to an emergency.

The Community Foundation of Whistler distributes money from the Emergency Fund through Whistler Community Services Society. The fund helps those who have exhausted all other resources. Any funds not required by those affected by [x incident] will be placed into the Emergency Fund to benefit those impacted in future emergencies. [insert link to donate]

Those in need of assistance are asked to contact Whistler Community Services for information about accessing emergency funding. [WCSS contact info or link]

When an emergency happens, community members want to help. Organizing a fundraiser for those impacted by an emergency is one way to help. You can raise funds for the Emergency Fund and the Community Foundation of Whistler can ensure the funds you raise go help those in need. [Insert link to third party fundraising agreement]. Let us know about your event by emailing [info@whistlerfoundation.com](mailto:info@whistlerfoundation.com).