

City of Yellowknife

EVACUATION

PLAN



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INTRODUCTION

Purpose

The purpose of this evacuation plan is to guide efforts to manage threats that may result in a partial or full evacuation of the City of Yellowknife. It serves as an essential tool for evacuations and is among a set of planning documentation intended to better manage and reduce the risk of evacuations. This plan is a companion document to the overarching *City of Yellowknife Community Emergency Plan (CEP)*.

Scope

The scope of this plan is to support evacuations caused by any hazard threatening the City. Although the plan considers the roles and responsibilities of other responding organizations, the content and guidance focus on the City of Yellowknife's (hereafter referred to as "the City") actions during an evacuation.

The plan provides guidance relating to the partial or full evacuation of the City – it is not inclusive of the procedures relating to the City serving as a host community for evacuees entering the City due to events that are not threatening the City.

Plan Objectives

The overall objectives of the plan are to:

1. Guide the safe and timely evacuation of residents and visitors of the City in response to active threats.
2. Enhance the communication from the City and its emergency management partners to residents and visitors with respect to active threats.
3. Provide information on the roles and responsibilities, procedures, and resources relevant to evacuations to support the response efforts of City personnel and its emergency management partners.
4. Enhance coordination and collaboration between responding City personnel, and between the City and its emergency management partners.

Intended Use

This plan sets out the structure and framework for managing partial or full evacuations of the City. Although there are many commonalities across evacuations and response efforts, each scenario will present unique considerations, resource needs, and operational tasks.

Therefore, this plan is intended to serve as general guidance for the management of evacuations, rather than a definitive process that cannot be deviated from during an emergency. Plan users should consider each action critically and in the context of the threat.

Plan Development and Maintenance

This Evacuation Plan was developed using lessons observed from the 2023 North Slave Complex Wildfires, where strengths were reinforced and opportunities for enhancement were incorporated. The plan development process also leveraged national and international standards, including the "Canadian Standards Association Z1600:17 (R2022) – Emergency and continuity management program" and the

“International Organization for Standardization (ISO) 22315:2014 – Societal security – Mass evacuation – Guidelines for planning”.

The planning process benefited greatly from the feedback and input of emergency management personnel, partners, and organizations, through targeted workshops, interviews, and discussions.

The plan will be reviewed, tested, and updated regularly utilizing lessons observed from recent events and emergency exercises, evolving emergency and evacuation management practices, and the continued collaboration with emergency management partners and organizations.

EVACUATION AUTHORITY

While the Government of the Northwest Territories (GNWT) has an expectation that local authorities include an evacuation plan as part of their Community Emergency Plan, as outlined in the tools and resources provided to local authorities by Municipal and Community Affairs (MACA), currently this results in a situation where a local authority is required to implement its evacuation plan without having the full authority to do so.

If a non-tactical evacuation is required, it must be done under the authority of the *Emergency Management Act*. Only the Minister of MACA has the authority to cause an evacuation and control the movement of people under that Act and such an order can only be made when there is a Territorial declaration of a state of emergency (*Emergency Management Act* s. 14(1), 17(1)(e) and 17(1)(h)). Therefore, if an evacuation of an area of the city (shelter-in-community) or the city as a whole is necessary, the City will request the Minister to declare a Territorial State of Emergency (TSOE) for the affected area and use their powers under section 17(1)(e) and 17(1)(h) to require the evacuation of residents. Once a TSOE is declared, the authority to deal with the incident rests with the Minister (s.16 (1)). At the Minister’s discretion they can then direct the Local Emergency Management Organization (LEMO) to continue to carry out its CEP and assist in carrying out any of the Minister’s powers. Leading up to a possible evacuation the City will issue Evacuation Notices and Evacuation Alerts, however any Evacuation Order would be issued by the Minister.

The below chart summarizes key elements of legal authority.

Legal Authority to Order Evacuation in Northwest Territories		
Category	Legal Authority	Description
Category 1: Powers Exercised by the Municipality	Emergency Management Act	<ul style="list-style-type: none"> • Emergency Plans: Must develop and maintain local emergency management plans. • Response and Recovery: Responsible for responding to emergencies within their jurisdictions and managing recovery efforts. • Compliance: Local authorities must comply with territorial regulations in their emergency management activities.
	City By-law No. 4996 Emergency	<ul style="list-style-type: none"> • Description: Establishes the framework for emergency management within the City of Yellowknife.

	Management By-law	
	City By-law No. 4502; Emergency Response and Fire Protection Services By-law	<ul style="list-style-type: none"> • Description: Regulates fire prevention and safety within the City of Yellowknife. • Fire Division Authority: Grants the fire division the authority to enforce fire safety regulations, conduct inspections, and issue orders to remedy fire hazards. • Compliance Requirements: Property owners and occupants must comply with fire safety standards and orders. • Tactical Evacuations: When an incident is occurring to which the fire division has responded and immediate life safety concerns must be addressed, the Fire Chief, or his or her designate, can order the evacuation of persons and keep persons from entering the area within the prescribed boundaries or limits unless authorized to enter by him or her.
	Public Safety Bylaws (Various)	<ul style="list-style-type: none"> • Description: Various bylaws addressing specific public safety issues during emergencies, such as curfews, evacuations, and public gatherings. • Curfew Bylaw: Authority to impose curfews during emergencies to ensure public safety. • Enforcement: Grants powers to municipal officials and law enforcement to enforce these bylaws. • Authority: Primarily grants enforcement powers to the city council and local law enforcement.
Category 2: Powers Exercised by External Agency (external to City of Yellowknife)	Emergency Management Act	<ul style="list-style-type: none"> • Head of the Emergency Management Organization: Assists the Minister in coordinating the emergency management program. • Directives: Can issue directives to local authorities to ensure compliance with the EMA.
	Criminal Code of Canada	<ul style="list-style-type: none"> • RCMP: Power to evacuate buildings/areas
	Housing Northwest Territories Act	<ul style="list-style-type: none"> • Emergency Housing: Outlines the role of Housing NWT in providing emergency housing and support to residents displaced by emergencies. • Coordination with EMA: Works in conjunction with the EMA to ensure housing needs are met during and after emergencies. • Recovery Support: Involvement in recovery efforts, including repair and reconstruction of damaged housing. • Authority: Grants powers to Housing NWT.

<p>Category 3: Powers Exercised by the GNWT</p>	<p>Emergency Management Act</p>	<ul style="list-style-type: none"> • Coordination: Responsible for coordinating emergency management programs across the territory. • Declaration of State of Emergency: Can declare a state of emergency for all or part of the territory. • Issuance of Orders: Authorizes the Minister of MACA to issue orders and regulations necessary to address an emergency including the authority to issue community evacuations. • Direction to Local Authorities: Can direct local authorities to take specific actions during an emergency. • Compensation and Aid: Provisions for financial assistance and compensation for losses incurred during emergencies.
	<p>Public Health Act</p>	<ul style="list-style-type: none"> • Chief Public Health Officer (CPHO): Has the authority to take necessary actions to protect public health during emergencies, including issuing public health orders and coordinating responses to health threats.
	<p>Public Utilities Act</p>	<ul style="list-style-type: none"> • Description: Regulates public utilities and addresses the continuity of utility services during emergencies. • Utility Management: Ensures the continuous operation and regulation of utilities such as water, electricity, and telecommunications during emergencies. • Authority: Grants powers to the Public Utilities Board and relevant departments.
	<p>Forest Protection Act</p>	<ul style="list-style-type: none"> • Description: This act focuses on the prevention, control, and suppression of forest fires within the Northwest Territories. • Wildfire Response: Assigns the Department of Environment and Natural Resources the responsibility for managing wildfire prevention and response activities. • Emergency Powers: Allows for the declaration of fire bans and other emergency measures related to wildfire management. • Public Safety: Measures to protect communities and infrastructure from the threat of forest fires.
	<p>Emergency Medical Aid Act</p>	<ul style="list-style-type: none"> • Description: This act provides legal protection to individuals providing emergency medical assistance. • Good Samaritan Protections: Protects volunteers and professionals from liability when providing emergency medical aid in good faith. • Medical Response: Integral to the broader emergency response framework, ensuring immediate medical assistance is available during emergencies.

	Cities Towns and Villages Act	<ul style="list-style-type: none"> • Description: Provides the legal framework for the establishment, administration, and governance of cities, towns, and villages in the NWT. • Municipal Councils: Grants the council the authority to pass bylaws related to emergency management. • Territorial Powers: Municipal powers are limited by overarching territorial laws and regulations. • Coordination: Requires coordination from municipal with territorial authorities for certain services and emergency situations.
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EVACUATION PROCESS

The following section provides an overview of the evacuation process, including the respective Evacuation Stages and the corresponding Evacuation Steps guiding the City’s response.

Evacuation Stages

The below Evacuation Stages correspond with the Threat Levels that have been defined by the Government of the Northwest Territories. These Threat Levels provide a common metric used by the GNWT (including Municipal and Community Affairs and Environment and Climate Change).

Evacuation Stage	GNWT Threat Level	Corresponding City EOC Evacuation Steps
Monitoring	Threat Level D	Continuous planning and monitoring of risk.
Evacuation Notice	Threat Level C	Step 1: Initial Risk Assessment and Activation Step 2: Internal, External and Public Communications Step 3: Evacuation Step 4: Request for Assistance (RFA)
Evacuation Alert	Threat Level B	
Evacuation Order	Threat Level A	
Evacuation All Clear	Return to Threat Level D	Step 5: Re-Entry and Recovery

The **Monitoring** stage occurs throughout a hazard season (e.g., throughout the wildfire season) in order to keep situational awareness high, and to improve readiness for the emergence of an active threat.

The **Evacuation Notice** stage corresponds to issuing an Evacuation Notice when there is an event that could pose a threat to the City’s population. It is intended to provide initial public information and awareness around the threat of an evacuation.

The **Evacuation Alert** stage corresponds to issuing an Evacuation Alert when there is a growing possibility of an evacuation for a certain region/population. It is a formal notification that is intended to raise awareness and inform the population of an increasing threat of an evacuation. An Evacuation Alert should encourage the at risk population to prepare for a potential evacuation.

The **Evacuation Order** stage corresponds to the issuance of an Evacuation Order, which is issued when the threat has grown to an extent where an evacuation is required to mitigate risk to the population. The impacted population is ordered to evacuate the specified area according to the timeline provided.

The **Evacuation All Clear** is issued when experts have assessed the safety of the community and advised that the risk has reduced to a threshold where it is safe to return to the area that an Evacuation Order had been issued for.

Overview of City Evacuation Steps

Below is the summary of key steps taken by the City to manage an active threat (Threat Levels A, B, and C) which may result in an evacuation. Depending on the threat that this plan is being used to manage, the sequence of steps may change, and not all steps may apply. Certain steps may also occur concurrently (e.g., Step 3: Evacuation and Step 4: Request for Assistance).

Each City Evacuation Step contains a set of sub-steps, which describe actions that are relevant to certain positions within the City and the City's Emergency Operations Centre (EOC) – they do not include actions for key partners and organizations. The set of actions are not exhaustive and are intended to augment the existing roles and responsibilities of each position/section as described within the City of Yellowknife EOC Guide and the overarching *City of Yellowknife Community Emergency Plan*.

Each sub-step also contains a set of key considerations that plan users can use to guide their respective actions.

Step 1: Initial Threat Assessment & Activation

- 1.1 Initial Threat Assessment:** Assess the situation as it develops and determine the Threat Level.
- 1.2 EOC Activation:** Determine the appropriate level of activation for the City EOC in relation to the Threat Level and if deemed necessary, declare a state of local emergency.

Step 2: Internal, Response Partner, & Public Communications

- 2.1 Establish Internal Communications:** Establish the approach to maintain communication and coordination across City staff throughout the duration of the activation.
- 2.2 Establish Response Partner Communication Channels:** Initiate and establish external communications channels with external organizations, including responding government emergency management organizations, organizations supporting vulnerable populations, first responder organizations, and relevant vendors/suppliers.
- 2.3 Establish Public Communications:** Initiate communications with the public through the appropriate mediums to advise of any known threats and actions currently taken or planned for by the EOC.

Step 3: Evacuation Management

- 3.1 Determine Evacuation Response Actions:** Using information gathered regarding the threat, consider the appropriate response actions.
- 3.2 Establish Dynamic Trigger Points:** Establish Dynamic Trigger Points to support decision-making and coordination.

- 3.3 Plan Evacuation Response Actions:** For planned evacuations, conduct the appropriate planning steps to prepare for and implement the evacuation response actions should they be required.
- 3.4 Implement Evacuation Response Actions:** Manage the implementation of the appropriate evacuation response actions in relation to the current threat.

Step 4: Requests for Assistance

- 4.1 Assess City Resource Needs:** Consider the current Threat Level and the resources that are or anticipated to be required to respond.
- 4.2 Assess City Resource Availability:** Assess the City’s ability to respond to the developing situation.
- 4.3 Submit Requests for Assistance:** Complete and submit the appropriate Requests for Assistance to the Government of the Northwest Territories.

Step 5: Re-Entry & Recovery

- 5.1 Re-Entry and Recovery Planning:** Establish a Lead within the EOC for Re-Entry and Recovery to develop a coordinated Re-Entry and Recovery Plan.
- 5.2 Re-Entry and Recovery Plan Communication:** Once the Re-Entry and Recovery Plan has been approved, initiate public and response partner messaging to advise of the phased approach that will be taken once it is considered safe for it to be implemented.
- 5.3 Re-Entry Timing:** Continuously engage and communicate with the appropriate subject matter experts (e.g., GNWT Department of Environment and Climate Change (ECC)) regarding the timing of the re-entry to prepare for the implementation of the Re-Entry and Recovery Plan.
- 5.4 Re-Entry and Recovery Plan Implementation:** Once the All Clear designation has been confirmed, implement the Re-Entry and Recovery Plan, including the Minister of MACA rescinding the Evacuation Order, communicating the implementation of the Re-Entry and Recovery internally, with response partners, and publicly, and coordinating with partners and organizations throughout the process.
- 5.5 Recovery and Debriefing:** Once evacuees have re-entered the evacuation area, implement supplementary recovery activities in alignment with identified needs and the results of the damage assessment. This should also include structured debriefs with EOC personnel and external partners and organizations to support continuous improvement.

Step 1: Initial Threat Assessment & Activation



Objectives

- Initial situational awareness regarding the evacuation risk and corresponding Threat Level is gathered.
- The response posture for the City of Yellowknife’s EOC is determined.
- City of Yellowknife’s EOC is activated to the appropriate level.
- The need for a state of local emergency is considered and declared (if required).

Process

- 1.1 Initial Threat Assessment:** Assess the situation as it develops and determine the Threat Level.
- 1.2 EOC Activation:** Determine the appropriate level of activation for the City EOC in relation to the Threat Level and if deemed necessary, declare a state of local emergency.

1.1 Initial Threat Assessment

- Assess the situation as it develops and determine the Threat Level.**

The response should begin with an initial threat assessment of the hazardous event(s). This will guide the subsequent response steps.

Responsible	Action
City Leadership	<input type="checkbox"/> Assign the responsibility for an Incident Commander and supporting staff to assess the level of threat.
EOC Director	<input type="checkbox"/> Rapidly gather information with respect to the threat to inform subsequent decisions.
EOC Director	<input type="checkbox"/> Consider which Threat Level(s) are associated with the current risks.
City Leadership	<input type="checkbox"/> Support information gathering for initial threat assessment as required.

Evacuation Threat Levels

The following are event threat levels which denote varying degrees of emergency response and readiness. These definitions are intended to provide consistency across the City and the GNWT, including MACA and ECC, regarding the assessment of threat for potential and active events.

Threat Levels



Key Considerations

For appointing an Incident Commander:

- What is the extent of available and trained staff to support a potential response?
- What is the level of experience of the available and trained staff in relation to the threat?

For gathering information:

- What subject matter experts can be engaged (e.g., ECC)?
- What information is publicly available (e.g., social media)?
- What information hazard-specific data is available (e.g., Fire Information for Resource Management System)?

The Threat Level denotes the risk associated with a current or anticipated emergency event. The lowest level of activation is Threat Level D which implies that there has been a hazard identified, although there is little active risk to the city, but it does warrant attention, so the EOC is minimally activated to periodically re-assess the hazard and respond accordingly. Threat Levels C, B, & A all reference active threats to the city requiring a partial to full activation respectively. Some considerations to assess the current Threat Level include:

- What is the current and forecasted risk associated with the threat?
- What is the extent of urgency?
- What is the extent of response actions that may be required?

1.2 EOC Activation

- Determine the appropriate level of activation for the City EOC in relation to the Threat Level and if deemed necessary, declare a state of local emergency.**

Once the initial threat has been assessed, consider the appropriate posture of the City EOC to effectively respond to the threat, and consider the need to declare a state of local emergency.

Responsible	Action
City Leadership & EOC Director	<input type="checkbox"/> Consider and decide on the level of activation that is appropriate for the EOC.
City Leadership & EOC Director	<input type="checkbox"/> If required given the current Threat Level, consider the need to declare a state of local emergency.
Command Staff	<input type="checkbox"/> If required given the current Threat Level, support the EOC Director and City leadership in the preparation, declaration, and communication of the state of local emergency.
EOC Director	<input type="checkbox"/> Consider the extent of available trained staff that can deploy into the EOC.
EOC Director	<input type="checkbox"/> Designate responsibility to the appropriate City personnel to conduct callouts for staff and organizations to deploy to the City EOC. This may be the Logistics Section Chief or support staff within the Logistics Section.
Designated City Personnel	<input type="checkbox"/> Initiate a call-out for the appropriate staff to deploy to the EOC.

Key Considerations

For considering the level of activation that is appropriate for the EOC:

- Consider the role of the City in the context of the threat, and the current and anticipated response and recovery actions that are or may be required.
- Use past activations as guidance for the appropriate posture for the EOC.

For considering the extent of available trained staff:

- Consult City staff emergency management training records.
- Engage with City department leads to confirm availability of staff.
- Consider business continuity needs of City departments.

For considering the involvement of external liaisons:

- Consider the scope of impacts and actions that are known or anticipated in relation to the threat.
- Consider the involvement of neighbouring communities, organizations supporting vulnerable populations, first responder organizations, and critical infrastructure owners/operators.

For initiating call-out procedures:

- Consider using reliable and efficient means of communication to engage City staff and organizations (e.g., direct phone calls).
- Provide information including: why the EOC is activating; when to deploy to the EOC; where to deploy to the EOC; what to bring to the EOC; and other relevant details to orient the individual to the situation.

Step 2: Internal, Response Partner & Public Communications



Objectives

- Evacuation notices, alerts, and/or orders are communicated as required and determined appropriate.
- Internal, response partner, and public communications channels are established and maintained.
- City EOC documentation and information management processes are established and maintained.

Process

- 2.1 Establish Internal Communications:** Establish the approach to maintain communication and coordination across City staff throughout the duration of the activation.
- 2.2 Establish Response Partner Communication Channels:** Initiate and establish external communications channels with external organizations, including responding government emergency management organizations, organizations supporting vulnerable populations, first responder organizations, and relevant vendors/suppliers.
- 2.3 Establish Public Communications:** Initiate communications with the public through the appropriate mediums to advise of any known threats and actions currently taken or planned for by the EOC.

2.1 Establish Internal Communications

- Establish the approach to maintain communication and coordination across City staff throughout the duration of the activation.**

Using existing EOC processes and documentation, the City’s EOC should establish and maintain internal communications to ensure all staff are informed of the current situation and have access to the relevant information/resources to effectively complete the tasks assigned to them.

Responsible	Action
EOC Director	<input type="checkbox"/> Provide a briefing on the current situation and objectives of the EOC activation to EOC staff
EOC Director	<input type="checkbox"/> As time allows, provide briefings to City leadership, officials, and staff not deployed in the EOC.
Planning Section	<input type="checkbox"/> With direction from the EOC Director and using the City’s EOC forms and documentation processes, prepare an Action Plan for the current and next operational periods. Ensure City EOC staff have and can maintain access to the Action Plan.
Planning Section	<input type="checkbox"/> Establish an operational rhythm for the current and future operational periods, including internal incident briefings, Section Chief meetings, and other standard meetings to support internal situational awareness and coordination.
Section Chiefs	<input type="checkbox"/> Organize meetings with Section staff as appropriate to ensure staff are informed and aligned with the objectives of the Action Plan.
EOC Staff	<input type="checkbox"/> Engage non-EOC City staff as and when required to support the EOC’s Action Plan.

Key Considerations

When coordinating and communicating internally, consider:

- Utilizing existing documentation and communication measures, as outlined within the City’s EOC guidelines.
- Seeking clarification from the EOC Director and/or Section Chiefs regarding standard internal communication procedures and tools.

2.2 Establish Response Partner Communication Channels

- Initiate and establish response partner communications channels with external organizations, including responding government emergency management organizations, organizations supporting vulnerable populations, first responder organizations, and relevant vendors/suppliers.**

Response partner communications focus on engaging and communicating with organizations outside of the City’s EOC, which may include responding emergency management organizations or key vendors/suppliers. To support effective coordination and communication throughout the response effort, the EOC should establish coordination channels with the relevant responding organizations.

Responsible	Action
EOC Director	<input type="checkbox"/> Where appropriate, establish communication with other Incident Commanders/EOC Directors relevant to the threat.
Liaison Officer	<input type="checkbox"/> Initiate contact with the external organizations assigned to the Liaison Officer.
Operations Section	<input type="checkbox"/> Initiate contact with the external organizations assigned to the Operations Section. Establish a standard communication channel and the anticipated timing and frequency of engagement.
Logistics Section	<input type="checkbox"/> Initiate contact with the external vendors/suppliers that are or may be required to engage as part of the response effort.
Planning Section	<input type="checkbox"/> Coordinate and support the documentation of information received by external organizations.

Key Considerations

- Involve the Government of the Northwest Territories (via the Regional Emergency Management Organization (REMO), if activated) to ensure a coordinated approach.

For all outreach to external organizations, consider:

- Establishing a standard communication channel.
- Establishing the standard timing and frequency of engagement.
- Gathering information regarding current risks, available resources, requested resources, and actions being taken.

In support of gathering, documenting, and communicating information:

- Record all pertinent information and share with the relevant EOC personnel.
- Provide any urgent, risk-related information to the appropriate EOC personnel verbally in addition to documenting it.
- Provide documented information to the appropriate EOC personnel, including the Planning Section in order to effectively manage all documentation and information.

2.3 Establish Public Communications

- Initiate communications with the public through the appropriate mediums to advise of any known threats and actions currently taken or planned for by the EOC.**

Effective public communications before, during, and after evacuations provides the public with relevant information that can be used to reduce and manage risk, including preparing for imminent or anticipated evacuations.

Responsible	Action
Information Officer	<input type="checkbox"/> Establish communications with the public through the appropriate mediums (e.g., City web page, social media, public briefings), according to the event type and Threat Level.

EOC Director	<input type="checkbox"/> Provide decisions regarding the issuance of public notifications relating to the evacuation, including evacuation notices, alerts and orders.
Information Officer	<input type="checkbox"/> Prepare and communicate public notifications as requested by the EOC Director.
Information Officer	<input type="checkbox"/> Coordinate public communications efforts with Public Information Officers within other activated emergency management organizations (e.g., MACA REMO, YKDFN, etc.).
Information Officer	<input type="checkbox"/> Provide information to the public regarding preparedness actions that they can consider in relation to the threat.

Key Considerations

To support public communications efforts, consider:

- Pre-drafting messaging that may be utilized if the threat level escalates.

Step 3: Evacuation Management



Objectives

- Information is gathered to establish an understanding of the risk of evacuation.
- An EOC Action Plan that addresses the evacuation risk is developed, maintained, and implemented.

Process

- 3.1.1 Determine Evacuation Response Actions:** Using information gathered regarding the threat, consider the appropriate response actions.
- 3.1.2 Establish Dynamic Trigger Points:** Establish Dynamic Trigger Points to support decision making and coordination.
- 3.1.3 Plan Evacuation Response Actions:** For planned evacuations, conduct the appropriate planning steps to prepare for and implement the evacuation response actions should they be required.
- 3.1.4 Implement Evacuation Response Actions:** Manage the implementation of the appropriate evacuation response actions in relation to the current threat.

3.1 Determine Evacuation Response Actions

- Using information gathered regarding the threat, consider the appropriate response actions.**

There are various types of evacuations that may apply depending on the threat.

Responsible	Action
EOC Director	<input type="checkbox"/> Determine if a partial or full evacuation of the city is currently required.

EOC Director	<input type="checkbox"/> Determine if the threat presents a future risk of a partial or full evacuation of the city.
All Sections	<input type="checkbox"/> Support the EOC Director with gathering and assessing relevant information relating to current and future risk.
EOC Director	<input type="checkbox"/> Determine the appropriate EOC objectives and tasks/actions in relation to the current and future risk of evacuation.
Planning Section	<input type="checkbox"/> Document EOC objectives and relevant tasks/actions within the appropriate City EOC documentation and distribute to EOC personnel.

Key Considerations

When determining the appropriate response actions in relation to the threat of evacuation, consider:

- The time that is anticipated to be required to plan for and implement evacuation procedures.
- Any variation in risk for evacuation across different regions/locations within the city.
- Planning for multiple scenarios (e.g., partial and full evacuation; the potential for a tactical evacuation) to prepare for rapidly changing conditions.

	Partial Evacuation	Full Evacuation
Immediate Threat (Tactical Evacuation)	Partial Tactical Evacuation: The threat is presenting an immediate or imminent risk to part of the community prompting an urgent, time-sensitive partial evacuation of the community to one or more defined locations within or near the city.	Full Tactical Evacuation: The threat is presenting an immediate or imminent risk to the entire community prompting an urgent, time-sensitive evacuation of the community to one or more locations outside of the city.
Potential Threat (Planned Evacuation)	Partial Planned Evacuation: The threat is presenting a potential risk for partial evacuation of the community to one or more defined locations within or near the city.	Planned Full Evacuation: The threat is presenting a potential risk for full evacuation of the community to one or more locations outside of the city.

3.2 Establish Dynamic Trigger Points

- Establish Dynamic Trigger Points to support decision making and coordination.**

Trigger Points are highly dependent on the event being responded to. Therefore, the use of Dynamic Trigger Points allows for emergency managers to incorporate unique considerations that are relevant to the threat being managed.

Responsible	Action
EOC Director & Planning Section	<input type="checkbox"/> Coordinate with the relevant subject matter experts to support the determination of the Dynamic Trigger Points. Utilize historical events and current conditions to support decisions.

All Sections	<input type="checkbox"/> Provide any unique considerations to the EOC Director to support the determination of the Dynamic Trigger Points.
EOC Director	<input type="checkbox"/> Approve and document the Dynamic Trigger Points.

Key Considerations

While developing the Dynamic Trigger Points consider:

- Discussing the Dynamic Triggers Points with the subject matter experts as soon time permits.
- The time required to implement an evacuation of the population at risk.
- The risk to critical transportation assets and egress routes (e.g., HWY 3).
- Reviewing the Dynamic Trigger Points throughout the EOC activation to incorporate new considerations as they become available.
- Adding contingency time onto the planned time required to implement each response measure, as there may be unforeseen challenges or complications that may delay efforts.

When incorporating unique considerations in the determination of the Dynamic Trigger Points, consider:

- Planning factors relating to vulnerable populations.
- The anticipated use of certain modes of transportation for evacuation, and the associated time required.
- The presence of risk reduction and mitigation measures (e.g., fuel breaks, sprinklers).
- Current or realistic scenarios.

3.3 Plan Evacuation Response Actions

For planned evacuations, conduct the appropriate planning steps to prepare for and implement the evacuation response actions should they be required.

Planning efforts in relation to each evacuation should be based upon existing documentation, frameworks, and completed research where possible but should be critically assessed based on scenario specifics and resource availability to ensure the response actions are in alignment with the current/anticipated threat.

Responsible	Action
EOC Director	<input type="checkbox"/> Provide overarching direction and decisions regarding the planning efforts required based on the current Threat Level and context, including tasking EOC Sections with respective tasks.
Designated Sections	<input type="checkbox"/> Consider and confirm the planned evacuation routes, locations, and resources required to manage the evacuation effectively.
Liaison Officer	<input type="checkbox"/> Communicate with appropriate partner organizations on planning efforts to enhance coordination.
Information Officer	<input type="checkbox"/> Communicate appropriate planning actions being undertaken by the City’s EOC to the public.

Operations Section	<input type="checkbox"/> Communicate with appropriate partner organizations on planning efforts to enhance coordination.
Logistics Section	<input type="checkbox"/> Advanced planning efforts as required through coordinating with relevant vendors and suppliers.
Planning Section	<input type="checkbox"/> Advanced planning efforts as required through considering how the threat may change in future operational periods, and planning for realistic evacuation scenarios.

Key Considerations

When planning for evacuations, consider:

- The anticipated time required to evacuate to the designated location(s).
- The resources required to facilitate the evacuation and to provide emergency support services to evacuees, with consideration given to unique and vulnerable populations.
- The anticipated and potential duration of the evacuation.
- The potential for escalation in Threat Level across part or all of the city.

3.4 Implement Evacuation Response Actions

- Manage the implementation of the appropriate evacuation response actions in relation to the current threat.**

The implementation of evacuation response may involve all EOC sections and personnel. The below actions are non-exhaustive and should be aligned with the unique context of the event.

Responsible	Action
EOC Director	<input type="checkbox"/> Provide oversight, guidance, and decision-making across evacuation implementation activities, including decisions regarding preparing and delivering evacuation notices, alerts, and orders.
EOC Director & Risk Management Officer	<input type="checkbox"/> Consider implications relating to continuity management, and where appropriate, appoint the responsibility for managing the continuity of City services.
All Sections	<input type="checkbox"/> Coordinate with partner organizations on the implementation of evacuation response actions as directed by the EOC Director.
Information Officer	<input type="checkbox"/> Develop and issue the appropriate public communications messaging.
Operations Section	<input type="checkbox"/> Deploy and coordinate evacuation-related resources in support of evacuation efforts, including support for evacuation routes, sites, and other required resources.
Logistics Section	<input type="checkbox"/> Track the availability and deployment of City resources.
Logistics Section	<input type="checkbox"/> Pending local availability, identify, procure, and track the status of additional resources required to support the evacuation response.
Planning Section	<input type="checkbox"/> Support planning and evacuation implementation efforts, including the consideration of expanded evacuation areas, re-entry planning, and future resources required to respond.

Key Considerations

To support with the coordinated implementation of evacuation response actions, consider:

- Involving partner organizations in the implementation early and often.
- Providing regular updates to the public on activities undertaken.
- Continuing to plan for changes in risk and Threat Levels.

Step 4: Requests for Assistance



Objectives

- The City determines the available resources to support evacuation response efforts.
- The City documents the resource requirements to support evacuation response efforts.
- The City drafts and submits the appropriate Requests for Assistance (RFAs) to the Government of the Northwest Territories.

Process

- 4.1 Assess City Resource Needs:** Consider the current Threat Level and the resources that are or anticipated to be required to respond.
- 4.2 Assess City Resource Availability:** Assess the City’s ability to respond to the developing situation.
- 4.3 Submit Requests for Assistance:** Complete and submit the appropriate Requests for Assistance to the Government of the Northwest Territories.

4.1 Assess City Resource Needs

- **Consider the current Threat Level and the resources that are or anticipated to be required to respond.**

A range of resources may be required before, during, and after evacuations including facilities, transportation resources, personnel, and emergency support services supplies.

Responsible	Action
EOC Director	<input type="checkbox"/> Discuss current event resourcing needs with the appropriate Section Chiefs in accordance with the Action Plan.
Logistics Section & Planning Section	<input type="checkbox"/> Gather situational awareness of event resource trends (if available) and/or assess whether resource needs for the event are anticipated to decrease, increase, or stay the same.
All Sections	<input type="checkbox"/> Provide the Logistics Section and Plans Section with information that may support the understanding of City resource needs.

Logistics Section & Planning Section	<input type="checkbox"/> Coordinate on documenting the current and anticipated resource needs into the Action Plan.
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Key Considerations

For assessing the scale of resources required:

- What resources does the City own? What resources can be procured?
- How long will they take to be staged and ready for deployment?
- How will the deployment of resources be prioritized?
- What resources are required for the evacuation, the re-entry, and the recovery efforts, respectively?
- What resources are required for responders remaining in the risk area?
- What resources are eligible for reimbursement?

For gathering information:

- What resources do other organizations require and/or have available?
- What resources are other organizations intending to deploy/utilize?

4.2 Assess City Resource Availability

- **Assess the City’s ability to respond to the developing situation.**

The Logistics Section’s role is to provide an accurate picture of deployed, available, and resetting resources. This includes physical resources such as equipment, tools, and vehicles, to personnel resources such as staff and workers that are responding.

Responsible	Action
Logistics Section	<input type="checkbox"/> Compile a list of currently active/deployed resources versus available resources.
Operations Section	<input type="checkbox"/> Report on resource use thresholds. Are there adequate or inadequate resources on-site for tasks associated with the Action Plan?
Finance Section	<input type="checkbox"/> Contribute financial considerations into the assessment of City resource availability.
EOC Director	<input type="checkbox"/> Provide direction on the acquisition of local resources to expand resource availability.
Logistics Section	<input type="checkbox"/> Review the list of key vendors/suppliers and initiate contact with sources of key resources.
Logistics Chief	<input type="checkbox"/> Compile a list of available resources by vendor, including respective inventory, cost, and deployment timing/considerations.
Operations Section & Liaison Officer	<input type="checkbox"/> Coordinate with partners and organizations to understand their respective availability of required resources.
Logistics Chief	<input type="checkbox"/> Document the resource need and the resources available including those owned by the City, those available via vendors/suppliers, and those owned by partners/organizations. Communicate this to the EOC Director.

EOC Director	<input type="checkbox"/> Direct the Logistics Chief to procure additional resources from the contacted vendors/suppliers and/or partners and organizations as required.
Logistics Section	<input type="checkbox"/> Procure the additional resources as requested by the EOC Director.

Key Considerations

For assessing the availability of resources, consider:

- The time that the resources may be available (e.g. days, weeks, months?)
- Prioritizing suppliers/vendors with larger inventories and quicker deployment.
- Engaging partners/organizations with known resources.

4.3 Submit Requests for Assistance

- **Complete and submit the appropriate Requests for Assistance to the Government of the Northwest Territories.**

In the event City capacity has been exhausted, an initial request for assistance can be issued to the REMO Lead by phone. The initial request must be followed by a formal Community Government Request for GNWT Emergency Management Assistance form submitted by email to the REMO. In some situations, the City may have already identified and submitted requests in advance of an incident.

Responsible	Action
Logistics Section	<input type="checkbox"/> Document and confirm the gap between the resources available and resources required to implement the Action Plan. Provide this summary to the EOC Director.
EOC Director	<input type="checkbox"/> Determine the need for drafting and submitting one or more Requests for Assistance to the Government of the Northwest Territories. Provide the decisions to the Logistics Section.
Logistics Section	<input type="checkbox"/> Draft the Request(s) for Assistance.
EOC Director & Logistics Section	<input type="checkbox"/> Provide the Request(s) for Assistance verbally over the phone to the REMO Lead.
Logistics Section	<input type="checkbox"/> Fill out the Request(s) for Assistance form including as much relevant detail as possible.
Logistics Section	<input type="checkbox"/> Send the Request(s) for Assistance to the REMO Lead including the appropriate contact information for the EOC.
Logistics Section	<input type="checkbox"/> Seek updates from the REMO Lead as required.

Key Considerations

For submitting RFAs, consider:

- Communicating how the City can demonstrate how available resources have been exhausted and other options have been pursued.
- Communicating the intended use/purpose of the resources.
- Contacting the REMO in advance of submitting the Request(s) for Assistance to ensure that the information that is intended to be included is satisfactory.

Step 5: Re-Entry & Recovery



Objectives

- A Re-Entry and Recovery Lead is established and supporting resources/personnel are identified.
- A Re-Entry and Recovery Plan is developed and communicated appropriately.
- The timing for Re-Entry is forecasted, confirmed, and communicated.
- The Re-Entry and Recovery Plan is implemented.
- Recovery efforts are implemented.
- One or more formal debriefs are planned and facilitated to support continuous improvement efforts.

Process

- 5.1 Re-Entry and Recovery Planning:** Establish a Lead within the EOC for Re-Entry and Recovery to develop a coordinated Re-Entry and Recovery Plan.
- 5.2 Re-Entry and Recovery Plan Communication:** Once the Re-Entry and Recovery Plan has been approved, initiate public and response partner messaging to advise of the phased approach that will be taken once it is considered safe for it to be implemented.
- 5.3 Re-Entry Timing:** Continuously engage and communicate with the appropriate subject matter experts (e.g., ECC) regarding the timing of the re-entry to prepare for the implementation of the Re-Entry and Recovery Plan.
- 5.4 Re-Entry and Recovery Plan Implementation:** Once the All Clear designation has been confirmed, implement the Re-Entry and Recovery Plan, including rescinding the Evacuation Order, communicating the implementation of the Re-Entry and Recovery Plan internally, with response partners, and publicly, and coordinating with partners and organizations throughout the process.
- 5.5 Recovery and Debriefing:** Once evacuees have re-entered the evacuation area, implement supplementary recovery activities in alignment with identified needs and the results of the damage assessment. This should also include structured debriefs with EOC personnel and external partners and organizations to support continuous improvement.

5.1 Re-Entry and Recovery Planning

- Establish a Lead within the EOC for Re-Entry and Recovery to develop a coordinated Re-Entry and Recovery Plan.**

Managing re-entry and recovery is a challenging task that should be given a dedicated Lead to manage in order to ensure that is developed in a coordinated and informed manner.

Responsible	Action
EOC Director	<input type="checkbox"/> Establish a Re-Entry and Recovery Lead and support staff positions as required.
Logistics	<input type="checkbox"/> Support the EOC Director in staffing the Re-Entry and Recovery Lead, including identifying and deploying alternates and supporting staff.
Re-Entry and Recovery Lead	<input type="checkbox"/> Utilize existing planning documentation and lessons learned from previous events to develop a phased Re-Entry and Recovery Plan.
Re-Entry and Recovery Lead	<input type="checkbox"/> Coordinate with external agencies and authorities on the development of the Re-Entry and Recovery Plan.
Re-Entry and Recovery Lead	<input type="checkbox"/> Coordinate with hazard experts (e.g., ECC) to identify the forecasted timing for the implementation of the Re-Entry and Recovery Plan.
Re-Entry and Recovery Lead	<input type="checkbox"/> Coordinate across EOC Sections, with City leadership, and with key partners to determine any prioritization of re-entry for critical service workers, vulnerable populations, and other groups.
Planning Section	<input type="checkbox"/> Support the Re-Entry and Recovery Lead with organizing meetings and management of documentation.
Information Officer	<input type="checkbox"/> Support the Re-Entry and Recovery Lead with public information considerations and required messaging/materials.
Logistics Section	<input type="checkbox"/> Support the Re-Entry and Recovery Lead with planning for the required resources and if/when RFAs should be submitted to the GNWT.
Operations Section	<input type="checkbox"/> Support the Re-Entry and Recovery Lead with planning for damage assessment activities and the deployment of resources.
Finance Section	<input type="checkbox"/> Support the Re-Entry and Recovery Lead with advice regarding the financial expenditures that may be eligible for reimbursement.
Re-Entry and Recovery Lead	<input type="checkbox"/> Seek approval on the draft Re-Entry and Recovery Plan from the EOC Director.
EOC Director	<input type="checkbox"/> Approve and/or advise of necessary changes to the Re-Entry and Recovery Plan.

Key Considerations

For establishing the Re-Entry and Recovery Lead:

- Designate a Re-Entry and Recovery Lead as soon as an evacuation is deemed imminent or has begun.
- Designate someone who understands the community and has planning experience.
- Designate someone who will be able to focus on the planning effort for a sustained period of time.

- Consider the extent of support staff that the Lead may require, including the external agencies and contacts they should engage with.
- Consider the amount of time the Re-Entry and Recovery Lead will have to plan, and factor that into the number of staff they may require.

In support of Recovery & Re-Entry Planning:

- Involve the Government of the Northwest Territories (via the REMO, if activated) as soon as possible to ensure a coordinated approach to the development, communication, and implementation of the plan. Coordinate on a common definition for Critical Service Workers and a method for communicating the designation to the appropriate individuals/organizations.
- Involve the Information Officer in all key meetings to ensure key messaging aligns with the plan and is delivered in a timely manner.
- Consider involving organizations that support vulnerable populations in the planning effort.
- Consider involving critical infrastructure owners/operators in the planning effort so that critical workers are able to ensure the restoration and functionality of critical services prior to the re-entry of the entire population.

In support of planning efforts specific to critical infrastructure and service inspections/restoration:

- Structures: An approach should be introduced to assess all structures for safe access and a system implemented for easy identification of condition (e.g., a “stoplight” system may be introduced – “red” for unsafe, “yellow” for additional assessment required, and “green” for safe).
- Healthcare: Ensuring that urgent care facilities are functional and able to support the returning population.
- Water and Wastewater Services: All water and wastewater services should be inspected for damage and connectivity to structures. All source water intakes, water treatment plants, reservoirs, water distribution lines, sanitary lines, wastewater treatment plants, as well as storm water collection and outfall must all be inspected, repaired, and certified to safe conditions.
- Telecommunications: Voice and data lines, towers and stations should be restored.
- Gas and Electric: All gas and electric lines and facilities should be inspected by responsible utilities service providers and status established.
- Transportation: Ensuring that critical transportation routes and assets are accessible/functional.
- Solid waste: Consideration of where and how debris (solid or liquid) will be stored, transported, and disposed.

5.2 Re-Entry and Recovery Plan Communication

- Once the Re-Entry and Recovery Plan has been approved, initiate public and response partner messaging to advise of the phased approach that will be taken once it is considered safe for it to be implemented.**

The communication of the Re-Entry and Recovery Plan is essential to prepare the evacuees with the future steps for re-entry, as well as prepare all partners involved in the evacuation effort.

Responsible	Action
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Information Officer	<input type="checkbox"/> Develop key messaging and milestones/timing of delivery which aligns with the phased re-entry process.
EOC Director	<input type="checkbox"/> Provide approvals and/or recommendations for amendments for key messaging and the timing of delivery. Engage City leadership as required.
Information Officer	<input type="checkbox"/> Deliver key messaging to the evacuees using the appropriate mediums.
Information Officer	<input type="checkbox"/> Coordinate with partner organizations to expand the reach of the key messaging, and to ensure alignment of messaging across authorities and organizations.
Operations Section & Liaison Officer	<input type="checkbox"/> Communicate the Re-Entry and Recovery Plan to key partner organizations involved in the management of the evacuation. Share any questions/concerns with the Re-Entry and Recovery Lead.

Key Considerations

For the development of key messaging, consider:

- Who the message is targeting and how it should be delivered.
- Utilizing consistent formatting, terminology, and channels.
- Avoiding the use of emergency management and wildfire jargon.

5.3 Re-Entry Timing

- Continuously engage and communicate with the appropriate subject matter experts (e.g., ECC) regarding the timing of the re-entry to prepare for the implementation of the Re-Entry and Recovery Plan.**

Responsible	Action
EOC Director and/or Appropriate Sections/Staff	<input type="checkbox"/> Continuously engage with the appropriate subject matter experts (e.g., ECC) regarding the appropriate timing for Re-Entry.
EOC Director and/or Appropriate Sections/Staff	<input type="checkbox"/> Once an All Clear is forecasted by the appropriate subject matter experts, communicate this information to the Re-Entry and Recovery Lead and the broader EOC to support planning and implementation efforts.
Operations Section & Liaison Officer	<input type="checkbox"/> Communicate any forecasted Re-Entry timing to the appropriate partners and organizations to support their respective planning efforts.
Planning Section	<input type="checkbox"/> Support the Re-Entry and Recovery Lead and EOC Director with scheduling meetings and documenting decisions.
Information Officer	<input type="checkbox"/> Monitor public information sources for relevant information that may support decisions and continuous planning efforts.

Key Considerations

Once the All Clear has been forecasted, provide public and response partner messaging to advise of the anticipated timeline(s). If the timelines are uncertain, provide the necessary caveats regarding the uncertainty and/or include ranges of timelines rather than a definitive date/timeline.

5.4 Re-Entry and Recovery Plan Implementation

- Once the All Clear designation has been confirmed, implement the Re-Entry and Recovery Plan, including rescinding the Evacuation Order, communicating the implementation of the Re-Entry and Recovery internally, with response partners, and publicly, and coordinating with partners and organizations throughout the process.**

The implementation of the Re-Entry and Recovery Plan will likely occur in a phased approach, starting with key groups (e.g., Critical Service Workers) re-entering first. Regular updates on the progress of the Re-Entry and Recovery Plan implementation should be communicated internally, with response partners, and publicly.

Responsible	Action
EOC Director	<input type="checkbox"/> Determine the official activation of the Re-Entry and Recovery Plan based on the recommendations from subject matter experts (e.g., ECC).
Risk Management Officer	<input type="checkbox"/> Support the EOC Director and City Officials in the necessary steps to rescind the Evacuation Order.
Re-Entry and Recovery Lead	<input type="checkbox"/> Coordinate across the EOC and with partners on the implementation of the Re-Entry and Recovery Plan.
Planning Section	<input type="checkbox"/> Support the Re-Entry and Recovery Lead with scheduling and documenting key internal and external coordination meetings.
All EOC Sections	<input type="checkbox"/> Provide updates and relevant information to the Re-Entry and Recovery Lead to support implementation and continuous planning efforts.
Logistics Section	<input type="checkbox"/> Support the Re-Entry and Recovery Lead with the identification and procurement of required resources, including submitting RFAs to the GNWT as required.
Operations Section	<input type="checkbox"/> Support the Re-Entry and Recovery Lead with the deployment of resources in alignment with the Re-Entry and Recovery Plan.
Operations Section & Liaison Officer	<input type="checkbox"/> Regularly communicate updates to and gather information from key partners and organizations regarding the progress of the Re-Entry and Recovery Plan implementation.
Information Officer	<input type="checkbox"/> Regularly communicate messages to the public, particularly evacuees, regarding the progress of the Re-Entry and Recovery Plan implementation.
Re-Entry and Recovery Lead	<input type="checkbox"/> Once the initial damage assessment has been completed, communicate the information known to the Director to support supplementary planning efforts and to incorporate the information into the further implementation of the Re-entry and Recovery Plan.

Key Considerations

For the scheduling of internal and external Re-Entry and Recovery coordination meetings:

- Consider establishing a standard agenda for each call.
- Consider establishing a standard frequency/timing for calls (e.g., once or twice daily).
- Consider scheduling topic-specific calls (e.g., one for Critical Service Workers, one for organizations supporting vulnerable populations, one for overarching damage assessment efforts).

In support of managing resources required to implement the Re-Entry and Recovery Plan:

- Submit RFAs as soon as possible to allow time for resources to be acquired and deployed in a timely manner.
- Consider the potential shift in Threat Level and what additional resources may be required.

For conducting the damage assessment:

- Consider the safety of all damage assessors, and the methods for communication/reporting/tracking the personnel and the information gathered.
- Consider any RFAs required to complete the damage assessment effort in a timely manner.

5.5 Recovery and Debriefing

- Once evacuees have re-entered the evacuation area, implement supplementary recovery activities in alignment with identified needs and the results of the damage assessment. This should also include structured debriefs with EOC personnel and external partners and organizations to support continuous improvement.**

Depending on the impacts to the community and its infrastructure, recovery may take a significant time. Recovery activities should be prioritized and managed by the EOC; however, the EOC does not need to remain activated for recovery activities to continue.

Responsible	Action
Re-Entry & Recovery Lead	<input type="checkbox"/> Transition to focus on recovery efforts.
EOC Director	<input type="checkbox"/> Provide necessary decisions on the implementation of recovery efforts.
EOC Sections	<input type="checkbox"/> Support the implementation of immediate recovery efforts as required.
Information Officer	<input type="checkbox"/> Provide messaging to the public regarding the recovery supports and services that are available.
Re-Entry & Recovery Lead	<input type="checkbox"/> Coordinate across partners and organizations on the implementation of recovery efforts.
EOC Director	<input type="checkbox"/> Once the response and recovery effort has stabilized and there are no other Active Threats, demobilize the EOC.
Finance Section	<input type="checkbox"/> Complete reports on financial expenditures and reports.

Planning Section	<input type="checkbox"/> Coordinate across sections to support documentation management and archiving efforts.
All Sections	<input type="checkbox"/> Coordinate with the Planning Section on the documentation management and archiving efforts.
EOC Director	<input type="checkbox"/> Organize formal debriefs for the EOC personnel that were deployed during the event, partners and organizations involved in the management of the evacuation, and other groups as appropriate.
All Sections	<input type="checkbox"/> Contribute to the planning and implementation of the formal debriefs as appropriate.

Key Considerations

For the implementation of recovery efforts:

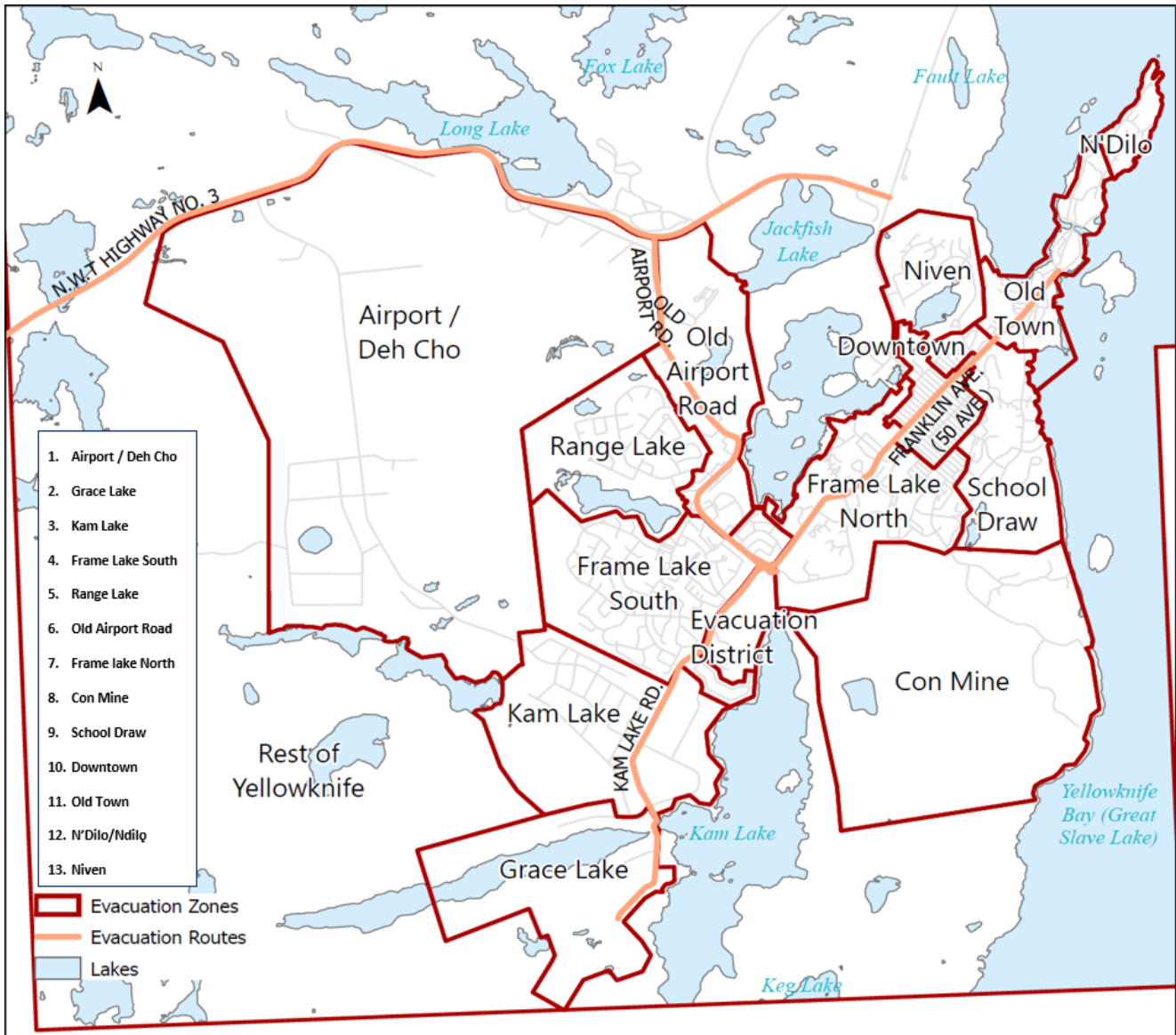
- Consider the extent and respective skillsets of personnel that may be required for the duration of the recovery.
- Consider the involvement of key partners and organizations as required throughout the recovery.
- Consider the expenses that may be reimbursed as part of the recovery effort.
- Consider the anticipated duration of the recovery process.

To support with planning and implementing debriefs:

- Consider issuing digital surveys to encourage a range of feedback.
- Consider hosting in-person debrief sessions that encourage participants to identify both strengths and opportunities for improvement in relation to any aspect of evacuation management.
- Consider involving a wide range of perspectives, permitting available time and resources.
- Develop a prioritized Action Plan for addressing key recommendations that emerge from the debriefs. Allocate responsibility for each action to a specific individual/department.
- Designate one or more positions as being responsible for tracking the progress on the Action Plan until all actions have been completed.

Evacuation Zones

For the purposes of this Plan, the City has been divided into 14 evacuation zones. These zones were identified in collaboration with first responder agencies and other key stakeholders.



Zone	Name	Total Population (2021)
1	Airport / Deh Cho	78
2	Grace Lake	144
3	Kam Lake	212
4	Frame Lake South	6631
5	Range Lake	2214
6	Old Airport Road	200
7	Frame Lake North	3885
8	Con Mine	209
9	School Draw	2411
10	Downtown	1439
11	Old Town	950
12	N'Dilo / Ndilo	257
13	Niven	1401
14	Evacuation District	252
15	Rest of Yellowknife	57

Evacuation Planning Components

Evacuation Routes

During an event the Incident Commander, in consultation with key partners and the EOC, will select the best routes for evacuation from the hazardous area. It is important to note that the routes identified in pre-event planning may be deemed unsafe or inadequate and at the time of an event a new route could be identified. Notification of changes in the selected routes will be made to the EOC, as well as field personnel.

There are two main evacuation routes for a full evacuation, Highway 3 (heading West), and Highway 4 (heading East). Both routes allow for road traffic, but only Highway 3 leads to municipalities that could offer support, supplies, and/or accommodation. The City has an airport which in some scenarios could become an evacuation route with proper agreements and planning.

The evacuation routes applicable to partial evacuations of the city (where evacuees are supported in other parts of the city that are not under an Evacuation Order) will change depending on the location of the threat and the destination of the evacuees. These should be considered critically for each scenario.

Key Considerations

When considering appropriate evacuation routes consider:

- Most evacuees utilize their own personal transportation during an evacuation.
- The time frame for evacuation i.e., how many autos per lane per hour can be accommodated on each road.
- The average vehicle capacity is four persons however vehicle occupancy during an evacuation is generally lower. An average occupancy rate of two persons per vehicle would be a more realistic estimate for most neighbourhoods.
- Potential to encourage sharing vehicles to reduce congestion.
- Potential to use other forms of transportation for evacuation (i.e., bus and marine).

Evacuation Mapping

Maps are a key source of evacuation information that aid in public communication and messaging as well as planning. Maps should be created if time allows and should aim to communicate the desired information clearly, and omit any unnecessary information.

Host Communities

Careful consideration must be given in selecting a host location(s) to ensure evacuees are safe from the impacts of the emergency, the host community is prepared and not at risk of secondary impacts (e.g. is not at risk of being overwhelmed by demands placed on the community by acting as host) and evacuees are provided adequate care and support (e.g., a sound hosting plan is in place).

Key Considerations

When establishing a relationship with a host community consider:

- Confirm with the host community that the host community can still receive evacuees.
- How many evacuees are being sent and any special considerations they should be aware of (e.g., number of vulnerable people, etc.)
- When possible, evacuate vulnerable people with a support person (e.g., health care worker or caregiver) able to assist with their safety, reducing the burden on the host community.
- Maintain consistent, planned contact between the evacuating community's officials and the host community's officials.
- Evacuate local community staff with their residents so they can provide support to the host community in matters concerning their residents.
- Where possible, designate a Community Navigator to act as a liaison for the evacuees and provide a point of contact for the host community emergency support structures.
- Further support for the host community's ESS team can be provided via a request through the REMO.
- Host locations should be within the NWT where possible. Note: Where NWT hosting capacity is exceeded, the TEMO has a process to request hosting assistance from other jurisdictions through the Emergency Management Mutual Aid Agreement.

- Preference is to host evacuees in a regional centre with family ties and culturally similar surroundings.
- Host communities have limited capacity.
- Emergencies often impact transportation routes; communities can be cut off due to highway or airport closures.
- Communities at increased risk of an emergency should not be used to host evacuees as the emergency may lead to further evacuation.
- Current risk environment.
- Impacts to host community.

When the REMO is activated to support the response consider:

- Requesting the REMO to support with finding a hosting location. The REMO will work with TEMO and Local Authorities to determine the best location.

Tracking/Evacuee Accountability

Using tracking or accountability tools ensures the safety of evacuees as they move through the evacuation and recovery process in several ways:

- Allows impacted and host jurisdictions to follow the movement of evacuees, as well as their animals (including household pets and service and assistance animals), luggage, and durable medical equipment.
- Helps to provide displaced individuals with access and functional needs with the support needed to return successfully to the community.
- Helps ensure that residents with unique support needs are not left behind in the city or in host communities.

Reception Centres

A reception centre is responsible for registering evacuees; identifying emergency/medical needs of evacuees; providing information on services, and directing evacuees to their accommodations as required. The City of Yellowknife has pre-identified locations as potential Reception Centres. They are intended to be a safe gathering place for people displaced from their homes as a result of an emergency or disaster. Here individuals may receive emergency support as well as information about the emergency situation.

The particular reception centre to be activated will be determined by the EOC in consultation with the EOC Director. The Salvation Army Emergency Disaster Services is trained in operating Reception Centres and can provide immediate supports locally. Deploying additional resources from outside of Yellowknife will require a minimum of 72 hours.

Depending on the need, additional stakeholders may be dispatched to these facilities to provide support such as evacuee registration, and referrals for accommodation, food, and clothing.

Generally, press releases and announcements regarding reception centre locations will only be made after ample time has been allowed for personnel to arrive, open, and staff the location. If time does not

permit, evacuees may be directed to an initial assembly point and reassigned to a permanent centre at a later time.

Key Considerations

- Proximity to a localized emergency.
- Travel routes from a localized emergency.
- Safety of the area.
- Potential number of people evacuated.
- Potential for reception centres that specialize in certain group of individuals.
- Sufficient resources on site.
- Multiple lines of communication.
- Security.

Vulnerable Populations Guidance

Special considerations are needed for community members that have specific needs or vulnerabilities. Ongoing communications and coordination with organizations that support these populations, and are therefore best suited to continue support in an evacuation, can ensure that the necessary supports are in place for all community members. Dedicating one or more EOC personnel responsible for coordinating with organizations supporting vulnerable populations is a recommended practice for continued communication and coordination in preparing for, conducting, and recovering from an evacuation.

This section provides considerations with respect to the following vulnerable and/or unique populations:

- Disabilities and Mobility Challenges
- Language Barriers
- Indigenous Community Members
- Seniors and Elders
- People with Health Concerns
- Transient Populations
- Low-Income
- Children and Youth
- People with Specific Safety Requirements
- People with Pets/Animals

Disabilities and Mobility Challenges

Individuals with disabilities or language barriers may include, but are not limited to, individuals with disabilities; seniors/elders; individuals who are blind, deaf, hard of hearing, have speech and language disabilities, mental health conditions, learning, intellectual, and developmental disabilities; and individuals with limited language proficiency.

Special consideration is needed for people with mobility limitations. This may include seniors and those with physical or developmental disabilities who use walkers, scooters, or wheelchairs. Plans must be made for those who cannot drive due to disabilities, legal restrictions, or lack of vehicle access.

Non-visible disabilities can include communication, cognitive, sensory, mental health, learning or intellectual disabilities which may impair an individual's response to an emergency.

Qualified service animals are specially trained and should be sheltered and transported with the people for whom they provide services. Considerations are needed to ensure that people with service animals can access Reception Centres, appropriate transportation, and lodging.

Sheltering Considerations

- Group Lodging sites should be wheelchair accessible and include a commode or shower chair in the shower area.
- Accessible transportation should be made available for those unable to drive themselves to Reception Centres, evacuation sites, airports, or to buses leaving the city.
- Persons that require enhanced support should be evacuated and lodged with a support person.
- Ensure accessible transportation and lodging is arranged for people who rely on assistive technologies, such as oxygen or life-support devices.
- Ensure that service animals are permitted access to Reception Centres and appropriate modes of transportation.

Communication Considerations

People with special communication requirements include those who are deaf or hard of hearing, blind, or with limited language proficiency. People who are deaf or hard of hearing cannot hear radio, television, sirens, and other audible alerts. For people who suffer from blindness or low vision, visual cues such as flashing lights and scrolling text will not be helpful.

- Utilize email or text emergency alerting systems to inform people directly.
- Provide communications in large fonts and in multiple mediums to ensure accessibility.
- Provide advanced communication materials to organizations like the NWT Disabilities Council who will distribute them to their networks.
- Where possible, media briefings and City updates should include subtitles, captions, and provision of transcripts to improve accessibility.
- Ensure there is a sign language interpreter at Reception Centre and Group Lodging as required.
- Share resources to support preparedness, including On Thin Ice Handbook on Emergency Planning and Preparedness for People with Disabilities in Canada's North and the [Emergency Preparedness Guide for People with Disabilities/Special Needs](#).

Language Barriers

Language barriers may prevent some community members from understanding information during an evacuation. As per the 2021 census of the total population, 16,485 people (82.4%) in Yellowknife spoke

only English, 85 people (4%) spoke only French, and 100 individuals (5%) spoke neither English nor French. 75 people spoke predominately an Indigenous language at home.¹

- Provide information in English, French, and local Indigenous languages when possible.
- Coordinate with the Yellowknives Dene First Nation (YKDFN) and Tłı̨chǫ First Nation Government to develop joint communications that can best reach their members.

Indigenous Community Members

As per the 2021 Yellowknife census, 4,810 individuals (24%) of the population living in private households in Yellowknife identify as Indigenous. Many of these individuals are members of the YKDFN and Tłı̨chǫ First Nation. Both governments provide supports for their members during evacuation. However, the City of Yellowknife should consider support for members of these communities living in the city borders, residents of N'Dilo that rely on City services and resources, and members of other Indigenous communities.

Particular attention is needed to ensure safe and culturally appropriate evacuation measures for First Nation Elders. Some Elders may have never left their community for extended periods before, so ensuring that Elders remain together throughout all evacuation phases can be helpful. Elders also may not speak English or French, and therefore communications should be made available in local Indigenous languages, when possible, both in public communications and at Reception Centres, Group Lodgings, and transportation access points. This can include joint communications by the City and First Nation governments. Elders may also have health needs and should be prioritized for access to transportation.

- The City should coordinate communication and evacuation efforts with the governments of YKDFN and Tłı̨chǫ First Nation. This includes issuing joint communications when possible and where applicable.
- Work with YKDFN and Tłı̨chǫ leadership to ensure cultural safety measures are considered for Group Lodging sites and Receptions Centres, including presence of staff with cultural safety training or members of the YKDFN and Tłı̨chǫ First Nations.
- Efforts should be made to keep Elders from a particular community together throughout evacuations and prioritizing transport where possible.
- Direct community members to YKDFN and Tłı̨chǫ information sources where appropriate.
- Connect with organizations providing support to Indigenous community members within the city, including the Native Women's Association and Tree of Peace Friendship Centre
- Share key evacuation information and resources in local Indigenous languages, through joint communications with YKDFN and Tłı̨chǫ First Nation as appropriate.

Seniors and Elders

In the event of an emergency, special considerations are necessary to support the safe evacuation of seniors. This includes seniors residing in long-term care homes and those living alone or with family. According to the 2021 Yellowknife census, 7.8% (1,590 people) of the population were 65 and over and

¹ Statistic Canada, 2021 [Profile table, Census Profile, 2021 Census of Population - Yellowknife, City \(CY\) \[Census subdivision\], Northwest Territories \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/92-627-x/2021001/article/00001-eng.htm)

0.5% were 85 and over. Special attention is needed for seniors living alone to ensure they have access to necessary information and are not left behind. Many seniors may rely on print media or word-of-mouth from neighbours and family members, more than other sources such as social media.

AVENS Senior Centre is the only assisted living, long-term care facility in Yellowknife.

- Communication with AVENS Senior Centre and the Yellowknife Senior's Society, who can then distribute information throughout their networks through email, phone, or social media.
- Media updates that are broadcast on television and available online.
- Use of print media, when possible, to reach those that don't have access to online media sources.
- When possible, door to door notification in high-density senior's apartment buildings.
- Areas with high densities of senior housing and shelters for unhoused populations should be designated as pickup areas.
- Where required, seating should be provided for seniors and those with health or physical limitations to reduce standing wait time in lines.

People with Health Concerns

People with special health concerns may include those with chronic illness or a non-visible disability, pregnancy, allergies, epilepsy, diabetes, pulmonary or heart disease, and/or dependency on dialysis or other life-support devices such as oxygen. During a wildfire, seniors, children, and people with pre-existing health conditions such as asthma may face respiratory and other health issues due to the presence of smoke. Many individuals, including seniors, may also have specific nutritional needs and rely on medications to maintain their health. People with Dementia, Alzheimer's, or other health impediments may require support with bathing or feeding. This is outside of the scope of the City and is a provider or caregiver responsibility.

- People with specific health requirements should be evacuated and lodged with a support person.
- Ensure arrangement of accessible transportation and lodging for people reliant on assistive technologies, such as oxygen or other life-support devices.
- During partial evacuation or shelter-in-place, public spaces should be made available for seniors, children, and others with health concerns who are seeking refuge from smoke.
- Group Lodging should be established with proper consideration for air filtration.
- Efforts should be made to ensure access to healthy food and medications during shelter-in-place.
- Note that the GNWT Department of Health and Social Services has plans and procedures to directly support specific clients and patient groups during an evacuation, and will be managing their medical cases & evacuation internally as they have different (earlier) trigger points.

Transient Populations

Transient populations refer to people who do not have a legal permanent residence in the city. This includes tourists and short-term seasonal workers, as well as people who are unhoused. Specific consideration is needed for these individuals to ensure they have access to the necessary information and supports during an evacuation.

Tourists or Short-Term Workers

Tourists or short-term workers may be unfamiliar with local areas and languages. Ensuring that tour operators and hotels have access to key information will allow them to inform tourists using their services.

- Provide clear maps and information for Reception Centre, Group Lodging, and transportation assembly points.
- Share contact information for tourists to get additional information.

Unhoused Persons

The 2021 Yellowknife Point-In-Time (PiT) Homeless Count found that there were approximately 312 underhoused people in Yellowknife, 91.5% of which identified as Indigenous and 20% of which were children or dependents. Of the 312 survey respondents, 40% were staying at transitional shelters or housing and 32% were utilizing homeless shelters.² 62% of people surveyed had at least one parent who attended residential school, and 19% attended residential school themselves. 38.5% identified the need for addiction and substance use services, 17.5% identified the need for services for a serious or ongoing medical condition, and 16% stated they required mental health services.

People who are underhoused or experiencing houselessness may have limited resources to evacuate, stockpile food, store medications, and shelter-in-place. Mainstream and social media channels may not be effective in reaching them as many lack access to radio, television, or the internet. Language barriers, particularly limited English proficiency, may render written communication ineffective for some in this group. Word-of-mouth is often the primary mode of communication among these individuals, which can lead to the dissemination of incorrect information and misunderstandings carrying severe implications during a crisis. Although some may have cell phones, their usage may be restricted due to limited minutes and charging facilities.

For unhoused populations, the most effective way to relay important information before, during, and following an evacuation is through organizations that provide services to them. Organizations should be included in regular updates from the City, so they can quickly and effectively communicate the emergency to underhoused individuals concentrated near their facilities and mobilize outreach teams to notify other underhoused people within the community.

In planning for Group Lodging, providing suitable lodging for shelter populations as well as the general public requires considerations to reduce potential tensions and ensure the safety of all community members. Organizations trained in supporting unhoused populations in shelters should be included in Group Lodging planning and should be present at identified accommodation sites for unhoused populations.

- Provide suitable lodging for mainstream shelter populations, separate from the general public.
- Establish a dedicated bus route that stops at the Salvation Army shelter, the Day Shelter and Sobering Centre, and Birch Bough Transitional Home, terminating at the Evacuation Centre. The Day Shelter and Sobering Centre, the Salvation Army Centre, and Bailey House may have their own bus service to get people to the evacuation centre.

² - NWT Bureau of Statistics [2021-Point-in-Time-Count-Report.pdf \(yellowknife.ca\)](#)

- Coordinate with non-governmental organizations that serve these populations, including the Salvation Army, YWCA, Yellowknife Women’s Society, NWT Disabilities Council, and John Howard Society, and ensure they have information on transportation options available and designated pickup points for transportation to evacuation centres or outside the city.
- When possible, the City should coordinate outreach teams, drivers, and accessible vehicles in advance, and assign them to specific designations for priority evacuation.

Mental Health and Addictions

At risk populations also include people struggling with mental health and addictions. Where possible, mental health workers should be present throughout the evacuation process. Furthermore, the relocation destinations of these populations must be considered. In some cases, relocation to city centres can create problems for alcohol and drug usage.

- Share mental health resources and provide mental health and addictions supports where possible.

Low-Income Individuals and Families

People with limited financial resources may have lower capacity to prepare for, respond to, and recover from an evacuation. This may include the ability to buy insurance, vehicle access, and immediate availability of funds to cover emergency expenses.

- Low-income individuals and families are less likely to have homeowners’ insurance that would reimburse meals, car rentals, and incidentals.
- Transportation for evacuees in areas with a high-density of low-incoming housing should be considered.

Children and Youth

It is important to ensure that children and youth have proper supports during an evacuation, as this can be an especially difficult time. This includes children and youth who are in school, as well as other children who may be at risk due to other factors. Children and youth should be re-unified with their parents or caregivers as soon as possible, ideally during an Evacuation Alert and before an Evacuation is put in place.

In the case that an Evacuation Order is put in place while school is in session, clear instructions for parents/caregivers on where to pick up their children will need to be provided from the school. It is important to re-unify children with their caregivers as early as possible during an evacuation.

Children who are not accompanied or supported by parents, or who receive support services from local organizations, should be considered during an evacuation. One way to reach these children is through organizations that serve at-risk youth or through coordination with GNWT Department of Health and Social Services.

- Work with Yellowknife education districts to support any evacuation plan/procedure they may have in place.
- In case of evacuation alert or order while school is in session, the City and education districts should advise parents to pick up their children as soon as possible and keep students at home to prepare for evacuation with their families.

- In case of an unforeseen and sudden evacuation order, transportation of children to a safe location should be arranged. Parents should also be told where to pick up their children.
- Coordinate with organizations such as Home Base Youth Centre and YWCA to ensure messages and support are provided for at risk children and youth.

People with Specific Safety Requirements

Survivors of Abuse and Protection Orders

For survivors of domestic and sexual violence, as well as people protected by Protection Orders, safety considerations are needed to reduce the risk of further violence occurring during an evacuation. While Protection Orders fall within the jurisdiction of the RCMP, the City can take measures to provide additional support during evacuation and in evacuation centres. Supports should be visibly shared in public communications and evacuation centres.

Furthermore, people residing in community shelters for protection from domestic or sexual violence may have to move to emergency shelters during emergencies. Extra care is needed for these survivors, especially in managing their personal identifiable information. This includes safeguarding shelter registrations, avoiding the exposure of client data, and ensuring sufficient space between registering shelter clients. Alternative housing options could include temporary stays in motels or hotels, or other direct placement programs that offer secure housing. These accommodations should be equipped with a phone and bathroom facilities, and all entry points should be lockable.

- Contact organizations including YWCA, Yellowknife Women’s Society, and Homebase Youth Centre in advance of an evacuation so they can anticipate and arrange for alternative safe and secure accommodations.
- Coordinate with public resources including the National Domestic Violence Hotline: 1-800-799-SAFE (1-800-799-7233) or (1-800-787-3224) (TTY), and the National Human Trafficking Hotline (1-888-373-7888).

Correctional Facilities

The North Slave Correctional Complex is located in Yellowknife and managed by Corrections Service under the GNWT Department of Justice. Evacuation of this facility is under the jurisdiction of the GNWT.

People with Pets/Animals

Consideration is also needed for the evacuation of domestic animals, both for pet wellbeing and to reduce stress for their owners. While the care of people takes precedence over care of domestic animals, the two are often directly linked. Providing pet care information during evacuation can reduce the decisions of community members to remain in evacuated areas due to unwillingness to abandon pets. Previous disasters have demonstrated that co-evacuating people with their pets increases compliance with evacuation orders, increases survivor resilience, and decreases re-entry to unsafe areas motivated by animal rescue. Domestic animals are the direct responsibility of the owner, who should provide carrying cases/cages/leashes, medications, and basic food and water as required. However, it is advisable for the City to clearly communicate this responsibility to owners and to provide preparedness resources. In cases of Group Lodging, pets should be lodged separately to ensure comfort and health of

people who may have animal allergies. Pets are not permitted at Reception Centres. This does not apply to service animals, who should accompany the person to whom they provide services at all times throughout the evacuation.

- Work with the NWT SPCA during the planning and preparedness phase, as well as coordinate during the evacuation and re-entry phases.
- Share information to inform people on how to prepare for evacuation with their pets. Existing resources that can be shared with the public include the GNWT and NWT SPCA's [Preparing for Emergencies: Pet and Service Animals Brochure](#) or the NWT SPCA's [Pet Emergency Preparedness Brochure](#) and [Pet Emergency Check list](#).
- Communicate that the ultimate responsibility to find alternative lodging for domestic animals remains with the animal owner. Clear guidelines should be communicated to owners, highlighting their responsibility for providing pet food, medicines, and containment methods.
- Domestic animals will be housed in a separate location due to potential allergies from exposure. Pets will not be lodged in Reception Centres.
- Shelter personnel should have a plan in place regarding verifying vaccination/health records, such as recommending that families carry animal vaccination records with them during the disaster.
- Coordinate with Yellowknife SPCA and Canadian Disaster Animal Response Team to develop approach for pet retrieval and reunification. Communicate this plan to the public, and share the [City of Yellowknife Pet Retrieval Form](#).

Supplier/Vendor Considerations

Transportation

Ground transportation is difficult as the City only has two access/egress routes that can accommodate a large evacuation. These are all complex entities involving security, safety, and time considerations.

For emergency ground transportation consider:

- Capacity: Is the infrastructure (Highway) suitable?
 - Can all lanes of the highway be converted into unidirectional traffic to improve flow?
- Safety: Is it safe to conduct ground transportation operations?
 - What supports/traffic management systems are in place?
 - Is the intended evacuation route safe to travel?
 - Are there any accessibility needs?
- Timing: How long will the evacuation take in a worst-case scenario?
 - How long of a drive to the destination is it?
- Replenishment: How many vendors/suppliers can be relied upon to answer the request?
 - There are some constraints that come with an increased number of vendors/suppliers operating in a limited amount of space (the airport).
 - Is there sufficient fuel along the evacuation route (anticipating numerous vehicles are not fully fueled)?
 - Are there food options and restroom facilities along the evacuation route?

- Contracting/pricing: Pricing and other information required for contracting as per standard procurement process.
- Communication: How will the vendors be kept in contact with?
 - Is there a plan for reception of the evacuees at the destination?
- Flexibility: Are the vendors/suppliers flexible and/or adaptable to the complex situation?

Lodging & Care Facilities

During evacuations lodging and accommodation availability depletes quickly in nearby communities. The City will do what they can to aid with lodging and accommodation, but options are limited within the NWT.

- Capacity: Do the vendors/suppliers have enough capacity to support your request?
- Accessibility: Confirm vehicle, road, or air access to the location.
- Proximity: What is the length of time it takes to arrive at the location?
- Lead time: There will be some time needed to engage and activate their facilities to accommodate the emergency request. Will the facility be ready to accommodate by the arrival time?
- Operating hours: Confirm there will be staff on-site to facilitate the reception and organization.
- Equipment: Is there any specialized equipment required?
- Contracting/pricing: Pricing and other information required for contracting as per standard procurement process.
- Communication: How will the vendors be kept in contact with?
- Key contact: Request updated contact information of all vendors/suppliers.
- Flexibility: Are the vendors/suppliers flexible and/or adaptable to the complex situation?
- Liability: Which party has legal liability for lodging and care facilities?

For persons evacuated/evacuating by air consider:

- Communicating with the local receiving EOC and organizing lodging & accommodation.
- Displaced persons will require a higher level of support than self-evacuees.
- If the City's airport is not useable post event, what plans are in place to retrieve the evacuees?

For evacuees searching for accommodation, they should consider:

- Do you have friends/family that can support you/your family nearby?

Food

- Capacity: Do the vendors/suppliers have enough capacity to support your request?
- Seasonality: For many supply sources, capacity may be seasonal – with limited food supply seasonally.
- Lead time: There will be some time needed to gather the required supplies and resources.
- Accessibility: Can the vendor receive supplies? Can the vendor reach the evacuees?
- Proximity: What is the length of time until arrival/implementation?

- Replenishment: Expected number of subsequent rates of supply return. Where/how can the vendors resupply?
- Operating hours: Confirm the operation hours.
- Equipment: Determine what equipment is required to resupply.
- Contracting/pricing: Pricing and other information required for contracting as per standard procurement process.
- Communication: How will the vendors be kept in contact with?
- Key contact: Request contact information of all vendors/suppliers.
- Flexibility: Are the vendors/suppliers flexible and/or adaptable to the complex situation?
- Liability: Which party has legal liability over food service and supply?

Fuel

- Capacity: Do the vendors/suppliers have enough capacity to support the request?
- Lead time: There will be some time needed to engage and mobilize the different parties involved.
- Accessibility: Confirm vehicle and road access to the location.
- Proximity: What is the length of time until arrival/implementation?
- Replenishment: Expected number of subsequent rates of resource return.
- Fill-site location: Where can the vendors refuel or resupply?
- Operating hours: Confirm the preferred time for a fill-up; typically, during periods of lower consumption (e.g., nighttime).
- Equipment: Determine what equipment is required for a fill-up and is not provided by the supply source (e.g., pumps, valves, etc.)
- Contracting/pricing: Pricing and other information required for contracting as per standard procurement process.
- Communication: How will the vendors be kept in contact with?
- Key contact: Request contact information of all vendors/suppliers.
- Flexibility: Are the vendors/suppliers flexible and/or adaptable to the complex situation?
- Liability: Which party has legal liability for fuel service and supply?

Medical Supplies

- Capacity: Do the vendors/suppliers have enough capacity to support the request?
- Lead time: There may be some time needed for vendors/suppliers to accommodate the emergency request.
- Accessibility: Confirm access to the location.
- Operating hours: Confirm there will be staff on-site to facilitate the organization or delivery of specialized medical supplies.
- Equipment: Is there any specialized equipment required.
- Contracting/pricing: Pricing and other information required for contracting as per standard procurement process.
- Communication: How will the vendors be kept in contact with?

- Requirements: Is there any key documentation or special requirements required to deliver medical supplies?
- Key contact: Request updated contact information of all vendors/suppliers.
- Flexibility: Are the vendors/suppliers flexible and/or adaptable to the complex situation?
- Liability: Which party has legal liability for medical supplies?