

LTC/AL Evacuations

Standard Operating Procedures



**BC Care
Providers**
ASSOCIATION

About this resource

Purpose

This Standard Operating Procedure is developed as a guide to long term care and assisted living sites in support of internal decisions to evacuate, or responses to varying types of local authority's evacuation alerts and/or orders.

Communication Tool

The document clarifies when and how to communicate with your regional Health Authority (HA) or Health Emergency Management BC (HEM-BC) contacts, depending on the type and scope of evacuation.

Intended Use

It is not intended to replace your site's business continuity plans and or evacuation plans, but to complement existing resources and processes.

Scope of Evacuation Orders & Alerts

The document outlines the processes and procedures for different types of evacuation alerts and orders, each covering a larger geographic area.

Three types of evacuation orders and decisions are contemplated, from local decisions impacting just one residence to orders impacting multiple health regions.

Processes for evacuation alerts are also outlined.

For the purposes of clarity, we define:

- 'Intra-region' as within the same health authority region; and
- 'Inter-region' as between two or more health authority regions.

Evacuation Alerts

- A regional evacuation alert is issued.

An alert highlights the nature of the danger for an affected area, and that evacuation may be required at any time.



Evacuation Orders & Decisions

An evacuation order means those in the affected area are at risk and must leave immediately.



The LTC/AL site decides to evacuate (either locally or to another HA region).



An intra-regional evacuation order is issued (within one health authority).



An inter-regional evacuation order is issued (between health authorities).

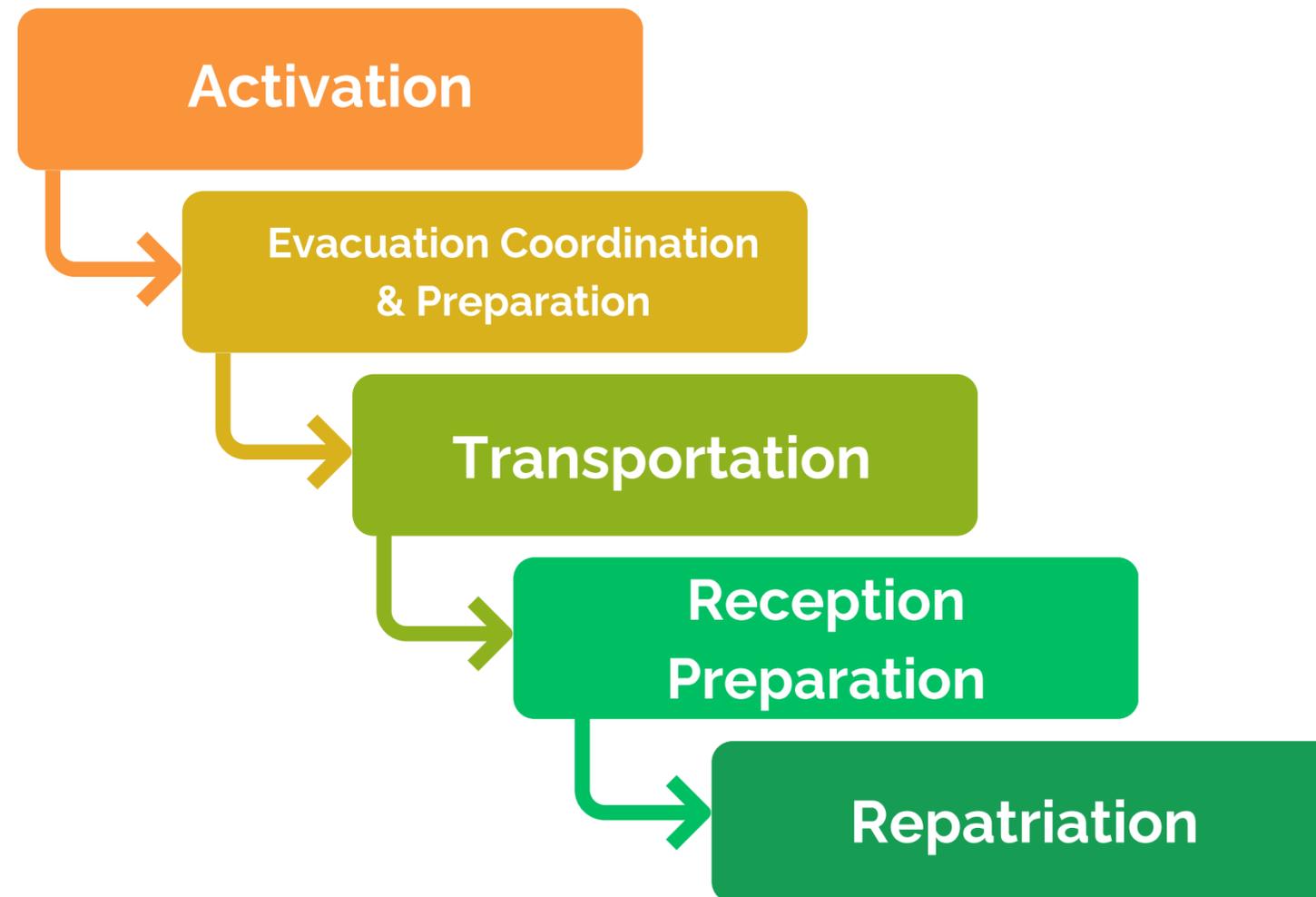
Regional Contacts

- This document outlines when to connect with your regional health authority representatives and regional Health Emergency Management BC (HEMBC) contacts.
- Recognizing that personnel may change, we are providing the general phone numbers. However, your organization may have specific contacts at your regional HA that may be appropriate for you to connect with.
- For the most up-to-date contacts, please visit [BCCPA's 2024 Emergency Preparedness Resource Database](#).

HEM BC Contracts	
HEMBC Lower Mainland On-Call	1-855-675-2436
HEMBC Interior On-Call	1-855-851-4193
HEMBC North On-Call	1-855-554-3622
HEMBC Vancouver Island On Call	1-250-370-8575

Five-Step Evacuation Process

This document clarifies the communication required and key activities required in each of the 5-step evacuation steps, from activation to repatriation.





Standard Operating Procedures



Regional Evacuation Alert

Activation

A Local Authority issues a regional alert that an evacuation may be required.

Evacuation Coordination & Preparation

Respond to Local Authority issued evacuation alert.

Initiate advanced evacuation preparation.

Monitor emergency broadcast channels & situational awareness apps.

Next Steps

If the Local Authority lifts the alert, continue to monitor emergency broadcast channels & situational awareness apps.

If the Local Authority upgrades the evacuation alert to an order, or if the Health Authority issues an evacuation order, then see instructions for intra- and inter-regional evacuations.

Site Decision to Evacuate (Intra-Region)

Activation

The LTC/AL care site determines that an evacuation is required within the same health authority region. For example, due to risks associated with hazards such as flooding or fire, the management decides to evacuate.

Evacuation Coordination & Preparation

Inform and maintain contact with regional Health Authority (HA) contact and/or local Health Emergency Management BC (HEM-BC) contact. Share updated Sending Site List with HA. The Sending Site List is located in the Inter- and Intra-Health Authority Relocation (IIHAR) tool kit. [Find the toolkit on HEM-BC's website](#) > IIHAR (bottom of the page).

Initiate site evacuation plan and key response roles.

Transportation

According to site evacuation plan, coordinate safe transportation of residents and staff from sending site directly to receiving site, or via an agreed staging site.

Update HA and or local HEM-BC contacts about progress and challenges experienced.

Reception Preparation

According to site evacuation plan, coordinate between sending, and receiving site.

Receiving sites, maintain contact with transportation coordinator, and sending site.

Receiving site requests additional support where necessary via receiving HA and/or HEM-BC, i.e., re possibility of accessing regional Deployable Alternate Care Sites (DACS).

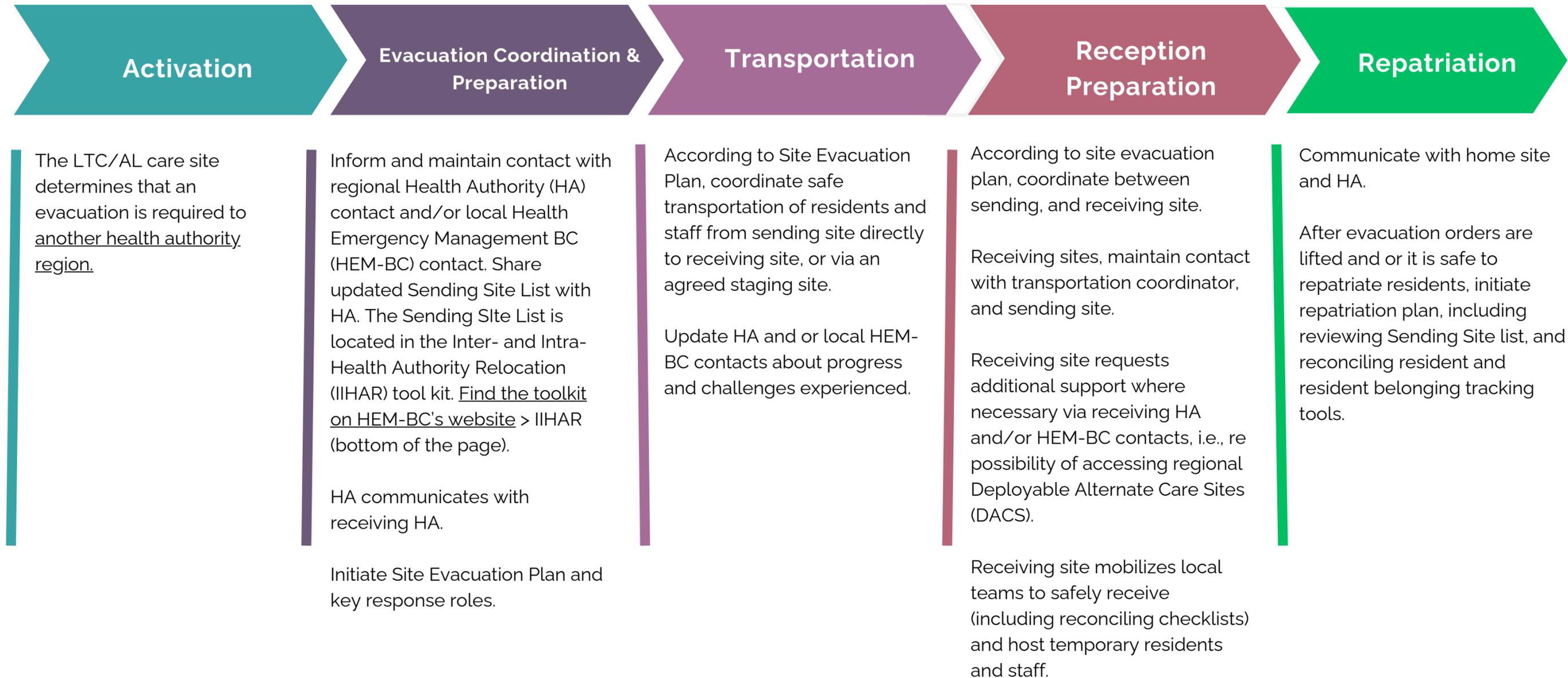
Receiving site mobilizes local teams to safely receive (including reconciling checklists) and host temporary residents and staff.

Repatriation

Communicate with home site and HA.

After evacuation orders are lifted and or it is safe to repatriate residents, initiate repatriation plan, including reviewing Sending Site list, and reconciling resident and resident belonging tracking tools.

Site Decision to Evacuate (Inter-Region)



Intra Region Evacuation Order Issued



Activation

A Local Authority determines that an intra-region evacuation is required (i.e. within one health authority region).

Evacuation Coordination & Preparation

Respond to Local Authority issued evacuation order.

Maintain communication with regional Health Authority (HA), local Health Emergency Management BC (HEM-BC) contacts and or Emergency Operation Centre (EOC) as per local guidance. Share updated Sending Site List with HA. The Sending Site List is located in the Inter- and Intra- Health Authority Relocation (IIHAR) tool kit. [Find the toolkit on HEM-BC's website](#) > IIHAR (bottom of the page).

Initiate Site Evacuation Plan and key response roles.

Transportation

According to Site Evacuation Plan, coordinate safe transportation of residents and staff from sending site directly to receiving site, or via an agreed staging site.

Update HA, local HEM-BC contacts and or EOC about progress and challenges experienced.

Reception Preparation

According to Site Evacuation plan, coordinate between sending, and receiving site.

Receiving sites, maintain contact with transportation coordinator, and sending site.

Receiving site requests additional support where necessary via receiving HA and/or HEM-BC contacts, i.e., re possibility of accessing regional Deployable Alternate Care Sites (DACS).

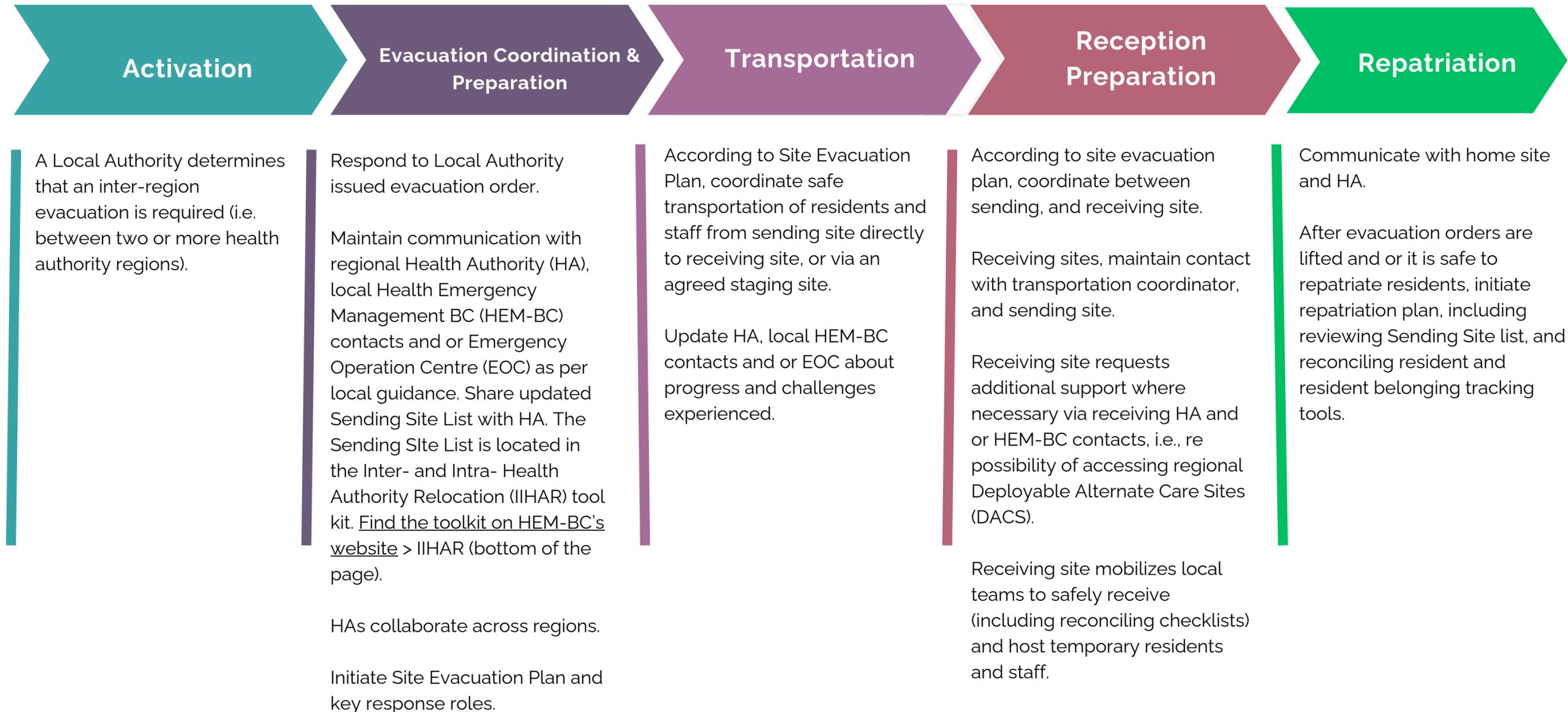
Receiving site mobilizes local teams to safely receive (including reconciling checklists) and host temporary residents and staff.

Repatriation

Communicate with home site and HA.

After evacuation orders are lifted and or it is safe to repatriate residents, initiate repatriation plan, including reviewing Sending Site list, and reconciling resident and resident belonging tracking tools.

Inter Region Evacuation Order Issued





Questions?

Contact policy@bccare.ca
