

NO: R194

COUNCIL DATE: November 14, 2022

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **November 7, 2022**

FROM: **General Manager, Community Services
General Manager, Parks, Recreation & Culture
Fire Chief, Emergency Planning Coordinator
Chief Librarian
Acting General Manager, Planning &
Development**

FILE: **4710-01**

SUBJECT: **Surrey Extreme Weather Action Plan – Winter 2022/2023**

RECOMMENDATION

The Community Services Department, Parks, Recreation & Culture Department, Planning & Development Department, Surrey Libraries and Surrey Fire Services recommend that Council receive this report for information.

INTENT

The intent of this report is to update Council on the City's preparations for extreme weather during winter 2022/2023.

BACKGROUND

In June 2022, Council approved the Surrey Extreme Weather Action Plan (the "Action Plan"). Corporate Report No. R127; 2022 is attached to this report as Appendix "I". The Action Plan coordinates responses to cold, heat and smoke to ensure our residents are adequately informed year-round of risks and required actions to prepare for and protect themselves during extreme cold, heat and smoke events. The Action Plan provides details on the ongoing awareness communications and provides a matrix outlining the criteria that triggers each alert level and the actions that the City will take at each level.

The Provincial Extreme Weather Response ("EWR") program is intended to provide temporary shelter spaces during inclement weather events in the winter, during which the health and safety of people experiencing homelessness is at risk. BC Housing funds the EWR program in Surrey. BC Housing contracts the Homelessness Services Association of BC ("HSABC") to manage the EWR program.

The winter EWR program operates over the winter months, from October 15, 2022 through April 15, 2023. EWR shelters are temporary shelters, typically operating out of churches and

community agencies, that are open overnight. Guests are provided with a snack, a mat and bedding. There are no health or other services available at the sites.

A local EWR plan outlines the operating structure for the EWR, including the weather conditions or criteria for when an EWR alert is to be issued. The Surrey-White Rock Extreme Weather Response Plan defines extreme winter weather as conditions deemed severe enough to present a substantial threat to the life and/or health of individuals experiencing homelessness. Extreme Weather Alerts are issued by HSABC when the following criteria are met:

- Temperatures at or below 0 degrees Celsius; and/or
- Significant snow accumulation or sleet/freezing rain conditions; and/or
- Significant windstorms that may present danger to persons living in wooded areas and/or makeshift shelters (cardboard boxes or lean-tos); and/or
- Rainfall of at least 50mm in a 24-hour period or periods of extended heavy rain creating conditions of ground saturation; and/or
- Temperatures near zero degrees with rainfall that makes it difficult or impossible for those experiencing homelessness to remain dry; and/or
- Temperatures reported as ‘feels like’ zero degrees Celsius or below with wind chill considerations; and/or
- Weather Alerts as issued by Environment Canada – wind warnings, excessive rain, snowfall warnings, storm surges in tidal areas, etc.

DISCUSSION

As winter 2022/2023 approaches, the Action Plan, attached as Appendix “II”, ensures we are proactive in monitoring for extremes of weather and are prepared to work with partners to provide necessary supports.

When an EWR alert is issued, EWR shelters open and mats are made available and the City’s daytime supports through Parks, Recreation & Culture can be accessed as needed by our citizens. In addition, the City’s communications assist in raising awareness that an EWR alert is in effect and the supports that are available.

Current EWR Shelter Capacity

The total EWR capacity in Surrey for the 2022/2023 EWR season will be 140 spaces provided at seven locations across Surrey. Six of the sites have been confirmed by HSABC and inspected by Surrey Fire Services. The Nourish Surrey site is currently being renovated and will be available in late 2022 or early 2023.

Name	Community	Operator	# of Spaces	Hours
Pacific Community Church	Cloverdale	Options	25	10pm – 7am
Pacific Community Resources Society (“PCRS”)	City Centre	PCRS (youth only)	10	7pm – 7am
Fleetwood Christian Reform Church	Fleetwood	Lookout	14	7pm – 7am

Atria Shimai House	City Centre	Atira (women only)	6	8pm – 8am
Mount Olive Lutheran Church	South Surrey	Options	25	10pm – 7am
Alliance Church	City Centre	Lookout	30	9:30pm-7:30am Closed Saturday Nights
Nourish Surrey	City Centre	SUMS	30	Site is under construction and will be opening late 2022 / early 2023
TOTAL			140	

BC Housing has offered to provide funding to Options Community Services to enable the Pacific Community Church and the Mount Olive Lutheran Church sites to be operated as Temporary Winter Shelters. Unlike EWR shelters that open only on nights when an EWR Alert is in effect, Temporary Winter Shelters open every night over the winter. Given this enhanced use, Temporary Use Permits authorized by Council will be required and building improvements may be required to allow the Temporary Winter Shelters to operate at the church sites.

Daytime Warming Spaces

BC Housing’s EWR Program does not provide funding for daytime warming centres that are opened during EWR alerts. The following City facilities will provide a safe and welcoming space during EWR alerts:

Name	Address	Community
Cloverdale Recreation Centre	6188 – 176 Street	Cloverdale
Clayton Community Centre	7156 – 187A Street	Cloverdale
Museum of Surrey	17710 – 56A Avenue	Cloverdale
Surrey Sport and Leisure Complex	16555 Fraser Highway	Fleetwood
Fleetwood Community Centre	15996 – 84 Avenue	Fleetwood
Fraser Heights Recreation Centre	10588 – 160 Street	Guildford
Newton Recreation Centre	13730 – 72 Avenue	Newton
South Surrey Recreation & Arts Centre	14601 – 20 Avenue	South Surrey
Grandview Heights Aquatic Centre	16855 – 24 Avenue	South Surrey
Chuck Bailey Recreation Centre	13458 – 107A Avenue	City Centre

Guildford Recreation Centre	15105 – 105 Avenue	Guildford
Surrey Libraries - City Centre Branch	10350 University Drive	City Centre
Surrey Libraries - Clayton Branch	7155 187A Street	Cloverdale
Surrey Libraries - Cloverdale Branch	5642 176A Street	Cloverdale
Surrey Libraries - Fleetwood Branch	15996 84 Avenue	Fleetwood
Surrey Libraries - Guildford Branch	15105 105 Avenue	Guildford
Surrey Libraries - Newton Branch	13795 70 Avenue	Newton
Surrey Libraries - Ocean Park Branch	12854 17 Avenue	South Surrey
Surrey Libraries - Port Kells Branch	18885 88 Avenue	Guildford
Surrey Libraries - Semiahmoo Branch	1815 152 Street	South Surrey
Surrey Libraries - Strawberry Hill Branch	7399 122 Street	Newton

The listed Parks, Recreation, & Culture facility hours may be expanded from 7:30 am until 7:00 pm dependant on operational feasibility and community need.

Library branches are generally open from 9:30 am to 8:00 pm on weekdays, and 10:00 am to 5:00 pm on weekends. Hours may be expanded based on operational feasibility and community need.

In addition to the above, the City is collaborating with the City of White Rock to operate a daytime warming centre in Centennial Park (south side of 16 Avenue/North Bluff Road). This location borders Surrey and White Rock and will support vulnerable members of the population in this area. This centre will be in operation from November 1, 2022 to March 31, 2023, during days that are zero degrees or cooler, or during periods of other extreme weather conditions.

Communication Plan

The City’s Corporate Marketing and Communications Division prepares a communications plan quarterly to proactively prepare for extreme weather communications support and emergency preparedness in the community including preparing key messaging and relevant content across various city communication channels. Communication material is aligned with the EWR program funded by BC Housing and includes ongoing use of social media, web, and e-News for updates as well as fact sheets or tips to help stay warm or safe.

During an extreme weather event, a web presence will be established to effectively ensure awareness on how the public is able to access civic facilities. Other communications include posters, advertising, and brochures alongside in-facility and on-street communications and signage. Information will include guidance on how to use the Surrey Fire Services “Alertable” emergency notification system for residents to sign up to receive emergency alerts from the City

during a critical incident or extreme winter weather. Travel advisories and city response and service level adjustments operationally during severe winter weather events are also incorporated into the communications planning.

Future Actions

Staff will be seeking to work with BC Housing and any interested party seeking to operate as a Temporary Shelter in 2023/2024 this summer in an effort to ensure that all required permits and building improvements are completed before the 2023/2024 EWR season.

SUSTAINABILITY CONSIDERATIONS

The Surrey Extreme Weather Action Plan supports the objectives of the City's Sustainability Charter 2.0. In particular, the Action Plan relates to the Sustainability Charter 2.0 themes of Inclusion and Public Safety. Specifically, the Action Plan supports the following Desired Outcomes (DO") and Strategic Directions ("SD"):

- Social Infrastructure and Innovation SD20: Foster a culture of collaboration and the generation of new ideas and methods for solving complex social issues.
- Social Infrastructure and Innovation DO24: Surrey has a strong social infrastructure that supports the needs of its diverse and growing population.
- Social Infrastructure and Innovation DO25: Surrey has a culture of collaboration and innovation to solve complex social problems.
- Emergency Preparedness and Prevention DO6: Surrey has proactive and coordinated emergency prevention measures in place, and can effectively deal with emergencies that arise.
- Community Safety and Emergency Services SD3: Ensure programs, policies and initiatives exist along the public safety continuum, and support the entire community.

CONCLUSION

With extreme weather as a risk for the health and well-being of people experiencing homelessness in Surrey, it is recommended that Council receive the Surrey Extreme Weather Action Plan – Winter 2022/2023 for information.

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Surinder Bhogal
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Appendix "I": Corporate Report No. R127; 2022
Appendix "II": Surrey Extreme Weather Action Plan

[https://surreybc.sharepoint.com/sites/community.services.hub/gm admin/corporate reports/2022/final/11 nov 14/surrey extreme weather action plan winter 2022-23.docx](https://surreybc.sharepoint.com/sites/community.services.hub/gm%20admin/corporate%20reports/2022/final/11%20nov%2014/surrey%20extreme%20weather%20action%20plan%20winter%202022-23.docx)
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CORPORATE REPORT

NO: R127

COUNCIL DATE: June 27, 2022

REGULAR COUNCIL

TO: Mayor & Council DATE: June 23, 2022

FROM: General Manager, Community Services FILE: 4710-01
General Manager, Parks, Recreation and Culture
Fire Chief, Emergency Planning Coordinator

SUBJECT: Surrey Extreme Weather Action Plan

RECOMMENDATION

The Community Services and Parks, Recreation and Culture Departments and Surrey Fire Services recommend that Council:

1. Receive this report for information; and
2. Endorse the Surrey Extreme Weather Action Plan attached as Appendix "I", and as generally described in this report.

INTENT

The intent of this report is to seek endorsement from Mayor and Council on the Surrey Extreme Weather Action Plan (the "Action Plan") and to provide an update on preparation for extreme heat events in 2022.

BACKGROUND

Until recently, extreme weather responses in the region primarily focused on supporting the winter Extreme Weather Response ("EWR") program funded by BC Housing ("BCH") for people experiencing homelessness during the coldest days of the year. Province-wide agencies such as Emergency Management BC ("EMBC") and BCH play a key role in these responses by setting standards and delivering responses through funding community-based agencies to provide temporary, overnight shelter spaces during extreme winter weather events that threaten the health and safety of homeless individuals. BCH funds EWR programs in communities where the number of homeless people exceeds the number of available shelter beds, such as Surrey.

BCH contracts the Homelessness Services Association of BC ("HSABC") to manage the EWR program and to coordinate the implementation of the EWR in Surrey and Vancouver. HSABC's responsibilities include updating local EWR Plans, identifying and liaising with community agencies and faith-based organizations to secure EWR shelter sites, determining when to activate EWR alerts, and sending out notification of the activation and deactivation of EWR alerts. Individual EWR shelter sites are operated by local non-profit organizations.

Surrey Fire Services (“SFS”) inspects all proposed EWR shelters to ensure that they meet basic health and safety standards. City staff are also included on the EWR notifications sent by HSABC so that, if required, staff can direct people to EWR shelters. The City’s Communications staff amplifies messaging related to the EWR alerts to residents.

With the potential for an increasing number of extreme heat weather events, Environment Climate Change Canada, BC Centre for Disease Control, Fraser Health Authority, Vancouver Coastal Health Authority, EMBC, and BC Housing (collectively the BC Health Effects of Anomalous Temperatures Committee [“BC HEAT Committee”]), and municipalities and partners engaged in EWR have been proactively planning for responses to include the extremes of heat and smoke in the summer months.

Given the extremes of weather our region now faces from cold, heat and smoke, the City has worked to ensure year-round responses that are aligned with provincial authorities.

DISCUSSION

An extreme heat emergency occurs when daytime and nighttime temperatures are well above seasonal norms and are forecast to increase above the regional recommended thresholds for three consecutive days. Driven by climate change, extreme heat days have a severe impact on health, infrastructure, services, the environment, and the economy. The 2021 “heat dome” was the deadliest weather event in Canadian history and underlined the fact that those in our communities who are most vulnerable require additional support.

Recently, HSABC convened the partners involved with the winter EWR to coordinate a heat response for people experiencing homelessness. Actions include supporting non-profits to set up outdoor cooling stations located on non-profit sites and public spaces, and the provision of water, sunscreen and other supplies.

Metro Vancouver Health Authorities also coordinate the distribution of information on locations and opening hours of outdoor cooling stations and civic facilities where people can cool off, such as community and recreation centres and libraries.

A report released on June 7, 2022 from the Chief Coroner of British Columbia, *Extreme Heat and Human Mortality: A Review of Heat-Related Deaths in B.C. in Summer 2021* (the “Report”; attached as Appendix “II”), provides a review of heat-related deaths in BC during the summer of 2021. The Report confirms that the BC Coroner’s Service directly attributed 619 deaths to the “heat dome” event in late June 2021. As noted in the Report, “most of those deceased were older adults with compromised health due to multiple chronic diseases and who lived alone.” Other major findings include:

- 98% of deaths occurred indoors;
- more deceased individuals were in homes without adequate cooling systems; and
- most lived in more socially or materially deprived neighbourhoods than the general population.

The report outlines three recommendations for actions for municipalities to take to reduce heat-related deaths. These recommendations are:

1. Implement a coordinated provincial Heat Alert and Response System (“HARS”);
2. Identify and support populations most at risk of dying during extreme heat emergencies; and
3. Implement extreme heat prevention and long-term risk mitigation strategies.

As a result of the increasing extreme heat emergencies, Provincial authorities (PreparedBC) have issued new guidelines under the *Extreme Heat Preparedness Guide* (Appendix “III”) and the City has aligned our approaches accordingly. SFS developed *Surrey’s Extreme Heat Response Guideline 2022* (Appendix “IV”) which aligns with PreparedBC *Extreme Heat Preparedness Guide*.

EMBC announced in May that in an extreme heat emergency, a forecasted extreme heat emergency, or a heat warning where actions are taken as outlined in the BC Provincial Heat Alert and Response System (“BC HARS”) many incurred expenses will qualify for reimbursement. These expenses include the provision of bottled water, staff overtime, facility use costs, provision of emergency services and the work of partner agencies, including First Nation support services. BCH works directly with the agencies they contract for the operation of shelters and supportive housing projects to ensure that the buildings are kept as cool as possible, water is provided, and outdoor misting tents are set up to support the priority population experiencing a challenge with housing stability.

Through the BC HEAT Committee, BC HARS is a heat response pilot project for 2022 coordinated by the Province. The BC HARS has defined new thresholds for declaring a “Heat Warning” or “Extreme Heat Emergency”. The pilot project provides guidance and suggestions for people, property owners, local governments, health facilities and non-profit housing operators to plan and prepare for heat events. BC HARS acknowledges the 2022 pilot was developed in time for the summer heat season, but still requires further consultation with local governments and other stakeholders.

Preparing for Extremes of Cold, Heat and Smoke: Surrey Extreme Weather Action Plan

To ensure coordinated responses to cold, heat and smoke, the City has developed the Action Plan, to ensure our residents are adequately informed year-round of risks and required actions to prepare for and protect themselves during extreme cold, heat and smoke events.

The Action Plan is aligned with the Provincial alert structure, following two alert levels: Warning and Emergency. The Action Plan also outlines how ongoing activities related to raising awareness and providing information to our residents will function in tandem with the two alert levels. The Action Plan provides details on the ongoing awareness communications and provides a matrix outlining the criteria that triggers each alert level and the actions that the City will take at each alert level.

Awareness

Throughout the year, the City utilizes social media and web-based communication to increase awareness amongst residents of the health and well-being risks related to weather extremes. This ongoing work primarily involves the City's Marketing and Communications Division, as well as the Recreation Services teams based in each community and recreation centre, as they are an important conduit for regular users of the centres as well as our most vulnerable residents.

SFS plays a crucial role in raising awareness, as they regularly engage with property owners as part of HomeSafe and other inspection services. Along with dedicated "pop up" events and engagement activities, SFS disseminates key information to residents to prepare for and manage extreme weather events in their homes. SFS and By-Law teams also undertake targeted outreach to businesses to increase awareness of their responsibilities for employees working in commercial and industrial buildings. Each year, SFS proactively engages with property owners to manage increased fire risks in summer as part of their regular outreach efforts for fire prevention. Additionally, SFS launched the "Alertable" Emergency Notification system for Surrey in May 2022. This application allows residents to sign up to receive emergency notifications and alerts from the City related to any emergency event impacting their location.

Alert Levels: Warnings and Emergencies

The Action Plan includes two alert levels. For each of alert level, the City has developed responses that are aligned with those of Provincial authorities. The Province's *Extreme Heat Preparedness Guide* focuses on actions individuals should take, including precautions residents can take to prepare in advance of extreme heat emergencies, what to do as temperatures rise, and what to do once an extreme heat emergency is underway. Precautions to take before summer include identifying those at risk and needing support.

Building on this, *Surrey's Extreme Heat Response Guideline 2022* outlines actions the City will take to support residents and provincial ministries in mitigating risks to life and safety caused from an extreme heat event. The guideline describes the extreme heat alert protocol and response, including monitoring temperatures and outlines when the City will escalate to a heat warning and then an extreme heat emergency.

At a Level 1 alert (Heat Warning), the City:

- Advertises the location and operating hours of City-owned facilities available for heat respite;
- Conducts check-ins to those identified as more vulnerable to a heat event; and
- Employs a multi-modal communication strategy to disseminate relevant information to the public.

At a Level 2 alert (Extreme Heat Emergency), the City continues all actions undertaken at Level 1, and in addition:

- Conducts community outreach focusing on high-risk populations and the groups that support them;
- Extends the hours, as required, for City-owned facilities that can offer respite,

- Distributes resources to the public, such as water; and
- Increases the availability of on-duty first responders.

City of Surrey Facility Availability for 2022 Heat Events

Many civic facilities, which includes various civic recreation and community centres, as well as libraries, are available to offer respite to individuals in need and access to water. On July 21, 2021, the City launched the Summer Cooling: Extreme Heat & Smoke Relief Locations list (Appendix “V”), as an additional resource during the summer season. This list is available to the public on the City’s website and outlines the City of Surrey civic facilities available to anyone seeking relief from extreme heat or wildfire smoke during the summer months. These facilities are also available for respite for extreme cold and/or smoke.

SUSTAINABILITY CONSIDERATIONS

This work supports the objectives of the City’s Sustainability Charter 2.0. In particular, this work relates to the Sustainability Charter 2.0 theme of Inclusion. Specifically, this work supports the following Desired Outcomes (“DO”) and Strategic Directions (“SD”):

- Inclusion SD9: Facilitate the development of shelter facilities and supportive housing as outlined in the Master Plan for Housing the Homeless in Surrey.
- Inclusion SD20: Foster a culture of collaboration and the generation of new ideas and methods for solving complex social issues.
- Inclusion DO12: Everyone in Surrey has a place to call home.
- Inclusion DO13: Appropriate and affordable housing is available to meet the needs of all households in Surrey.
- Inclusion DO24: Surrey has a strong social infrastructure that supports the needs of its diverse and growing population.
- Inclusion DO25: Surrey has a culture of collaboration and innovation to solve complex social problems.

CONCLUSION

With extreme heat as a growing risk for the health and well-being of residents in Surrey, the Surrey Extreme Weather Action Plan is aligned to the Provincial alert structure, functioning at two alert levels: Warning and Emergency. The Action Plan outlines how ongoing activities related to awareness raising and providing information to our residents will function in tandem with the two levels of alerts. The City also works to ensure civic and non-civic facilities are prepared to offer respite to individuals in need when required to respond to extremes of cold, heat and smoke.



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Appendices available upon request

Appendix "I" – Surrey Extreme Weather Action Plan

Appendix "II" – Extreme Heat and Human Mortality: A Review of Heat-Related Deaths in BC in Summer 2021 (Report to the Chief Coroner of British Columbia)

Appendix "III" – Extreme Heat Preparedness Guide (PreparedBC)

Appendix "IV" – Surrey's Extreme Heat Response Guideline 2022

Appendix "V" – Summer Cooling: Extreme Heat & Smoke Relief Locations

Surrey Extreme Weather Action Plan

A coordinated response to extreme cold, heat, and smoke for Surrey and its residents.

Extreme Heat & Smoke Response

AWARENESS

- Support emergency preparedness in community
- Tip sheets on staying cool when conditions change – use of social media, web, e-News
- Fact sheets on health risks and symptoms and tips on how best to cope with extreme weather – use of social media, web to promote messages
- Use of recreation centres and libraries to raise awareness through notices, posters, advertising, and brochures
- Fire Service outreach via Home Safe and existing property visits and inspections to raise awareness
- Possible involvement of Bylaw property inspection and business outreach activities to promote good practices for residents and businesses – promote access to activities and services during alerts
- Coordinate with EMBC, Fraser Health, BC Housing, and agencies such as Homelessness Services Association of BC (HSABC) to prepare for upcoming alerts/emergencies

EWR ALERT LEVELS

CRITERIA TO ACTIVATE

CITY ACTIONS

WARNING

- | | |
|--|--|
| <ul style="list-style-type: none"> • Issued when there is a moderate public health risk (5% possible increase in mortality e.g., due to prolonged exposure to heat or cold) • Health alerts related to EWR can be declared by BC Centre for Disease Control, Public Health Officer or Emergency Management BC • Extreme heat triggers are specific to zones of the province in which the event occurs • Fraser Region: high of 33 and low of 17 or higher for two or more days would trigger a warning | <ul style="list-style-type: none"> • Alertable app - creates mechanism for text alerts for EWR and disaster alerts – subscription based • Designated response centres • Ramp up of tips and social media campaign to promote awareness of risks and advertise locations for services • Ensure adequate supplies are procured in advance in anticipation of warnings • Implement contingency plans for emergency power supply and air conditioning in City facilities • Updates to all City staff |
|--|--|

EMERGENCY

- | | |
|--|--|
| <ul style="list-style-type: none"> • Extreme weather emergencies are where warning criteria are met and potential mortality increases to 20% or more for three or more days in forecast • Major disasters and severe weather events • Province declares emergencies | <ul style="list-style-type: none"> • Alertable App sends messages to subscribers • Surrey participate in EMBC coordination for region • Respite - use of recreation centres for people to seek refuge from extreme weather • Enhanced outreach to vulnerable residents (seniors, unsheltered homeless) to promote access to EWR centres • Increase on-call first responders • Staff distribute water and other supplies to residents • EOC process may be initiated and coordinated by Surrey Fire if emergency relates to weather related flooding, fire or other emergency event triggered by extreme weather |
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Cold & Extreme Winter Weather Response

AWARENESS

- Support emergency preparedness in community
- A communications plan is prepared to ensure a timely and coordinated response and consistent messaging at each of stage of critical weather incident
- Content is implemented on a multi-channel basis and aligned with the Extreme Weather Response (“EWR”) program
- Includes use of social media, web, and e-News for updates as well as fact sheets or tips to help stay warm or safe for example.
- Supporting information and alerts are displayed on-street through digital sign assets as well as within civic facility bulletin boards, kiosks and digital displays
- Other communications include posters, advertising, brochures alongside in-facility and on-street communications and signage.
- The public is urged to utilize the Surrey Fire Services “Alertable” emergency notification system for timing alerts and notifications

PREPARATION

- Coordinate with Homelessness Services Association of BC (HSABC) to support the development of the annual Surrey-White Rock Extreme Weather Response (EWR) Plan

CRITERIA TO ACTIVATE

CITY ACTIONS

EWR WARNING

- HSABC communicates that forecasted conditions meet EWR Alert criteria within the next 3 days
- Ensure adequate supplies are procured in advance in anticipation of warnings and alerts
- Coordinate potential additional staffing at City respite sites

EWR ALERT

- Temperatures at or below 0 degrees Celsius; and/or
- Significant snow accumulation or sleet/freezing rain conditions; and/or
- Significant windstorms that may present danger to persons living in wooded areas and/or makeshift shelters (cardboard boxes or lean-tos); and/or
- Rainfall of at least 50mm in a 24-hour period or periods of extended heavy rain creating conditions of ground saturation; and/or
- Temperatures near zero degrees with rainfall that makes it difficult or impossible for those experiencing homelessness to remain dry; and/or
- Temperatures reported as ‘feels like’ zero degrees Celsius or below with wind chill considerations; and/or
- Weather Alerts as issued by Environment Canada – wind warnings, excessive rain, snowfall warnings, storm surges in tidal areas, etc.
- City Communications via the Alertable app, bulletins, social media, web and fact sheets distributed jointly with partners
- Respite – use of civic facilities to provide a safe place in the lobby to seek refuge from extreme weather
- Implement contingency plans for emergency power supply in City facilities
- Updates to City staff

EMERGENCY

- Extreme weather emergencies are where warning criteria are met and potential mortality increases to 20% or more for three or more days in forecast
- Major disasters and severe weather events
- Province declares emergencies
- Surrey participates in EMBC coordination for region
- Employ a multi-modal communication strategy to disseminate relevant information to public, such as utilizing the Alertable app, social media, digital billboards, newsletters etc.
- Respite – use of civic facilities to provide a safe place in the lobby to seek refuge from extreme weather
- EOC process may be initiated and coordinated by Surrey Fire Service if emergency relates to weather related flooding, fire or other emergency event triggered by extreme weather