

## **SECTION 4**

### **Acronyms & Glossary**





## Common Acronyms

<b>BCERMS</b>	BC Emergency Response Management System
<b>CBRN</b>	Chemical, Biological, Radiological, Nuclear
<b>CCG</b>	Central Coordination Group
<b>CDCC</b>	Canadian Disaster Child Care
<b>CRCS</b>	Canadian Red Cross Society
<b>CRIB</b>	Central Registry and Inquiry Bureau
<b>DFA</b>	Disaster Financial Assistance
<b>DND</b>	Department of National Defence
<b>ECC</b>	Emergency Coordination Centre
<b>EHS</b>	Emergency Health Services
<b>EMBC</b>	Emergency Management BC
<b>EOC</b>	Emergency Operations Centre
<b>EPC</b>	Emergency Program Coordinator
<b>ESS</b>	Emergency Social Services
<b>ESSA</b>	Emergency Social Services Association
<b>ESSD</b>	Emergency Social Services Director
<b>FR</b>	Family Reunification
<b>ICS</b>	Incident Command System
<b>GL</b>	Group Lodging
<b>IEPC</b>	Inter-Agency Emergency Preparedness Council
<b>JEPP</b>	Joint Emergency Preparedness Program



<b>JIBC</b>	Justice Institute of BC
<b>MCFD</b>	Ministry of Children and Family Development
<b>MST</b>	Mobile Support Team
<b>NGO</b>	Non-Government Organization
<b>NESS</b>	National Emergency Stockpile System
<b>OC</b>	Operations Centre
<b>PECC</b>	Provincial Emergency Coordination Centre
<b>PEP</b>	Provincial Emergency Program
<b>PIO</b>	Public Information Officer
<b>PHAC</b>	Public Health Agency of Canada
<b>PREOC</b>	Provincial Regional Emergency Operation Centre
<b>PSEPC</b>	Public Safety and Emergency Preparedness Canada
<b>RC</b>	Reception Centre
<b>R &amp; I</b>	Registration and Inquiry
<b>RUS</b>	Referrals Unit Supervisor
<b>SAR</b>	Search and Rescue
<b>SJA</b>	St. John Ambulance
<b>TSA</b>	The Salvation Army



## Glossary

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

-A-

**Action Plan:**

Contains objectives and specific tasks for the operational period. The Action Plan may be oral or written. When written, the Action Plan may have a number of forms as attachments (e.g., traffic plan, safety plan, communications plan, map, etc.).

**Advance Planning Unit:**

Unit within the Planning Section responsible for anticipating future needs of the Reception Centre or Group Lodging operations and developing objectives and specific tasks to meet these needs.

**Allocated Resources:**

Resources dispatched to an incident.

**Area Command:**

An organization established to: 1) oversee the management of multiple incidents that are each being handled by an Incident Command System organization; or 2) to oversee the management of a very large incident that has multiple Incident Management Teams assigned to it. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources based on priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed.

**Assigned Resources:**

Resources checked in and assigned work tasks on an incident.

**Assignments:**

Tasks given to resources to perform within a given operational period, based upon tactical objectives in the Incident Action Plan.

**Assistant(s):**

Title for subordinates of the Command/Management Staff positions. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions.

**Available Resources:**

Incident-based resources that are ready for deployment.

**-B-**

**Branch:**

The organizational level having functional or geographic responsibility for major parts of incident operations.

**The British Columbia Emergency Response Management System (BCERMS):**

The British Columbia Emergency Response Management System is a comprehensive management scheme that ensures a coordinated and organized Provincial response and recovery to any and all emergency incidents. The broad spectrum of components of the BCERMS includes: operations and control management, qualifications, technology, training and publications.

**-C-**

**Chain of Command:**

A series of management positions in order of authority.

**Chief:**

The title for individuals responsible for command and/or management of functional sections: Operations, Planning, Logistics, and Finance. The term Chief is used at all BCERMS response levels.

**Child Care Unit:**

Unit within the Operations Section responsible for providing a safe and nurturing environment for children at the Group Lodging facility.

**Clear Text:**

The use of plain English in all communications. No “Ten Codes” or organization-specific codes are used when utilizing Clear Text.

**Clerical Unit:**

Unit within the Logistics Section responsible for providing personnel to function as scribes, minute takers, data entry clerks etc. in other function areas.

**Command:**

The act of directing and/or controlling resources by virtue of explicit legal, organization, or delegated authority.

**Command/Management Staff:**

The Command/Management Staff consists of the Information Officer, Safety Officer, and Liaison Officer. They report directly to the Group Lodging Manager. They may have an assistant or assistants, as needed.



**Computer Systems Unit:**

Unit in the Logistics Section responsible for providing computer systems.

**Compensation/Claims Unit:**

Unit within the Finance Section responsible for dealing with property damage and injuries.

**Coordination:**

The process of systematically analyzing a situation, developing relevant information, and informing appropriate command/management authority of viable alternatives for selection of the most effective combination of available resources to meet specific objectives. The coordination process (which can be either intra- or inter-organization) does not involve dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within the limits established by specific organization delegations, procedures, legal authority, etc.

**Cost Unit:**

Unit within the Finance Section responsible for tracking costs, analyzing cost data, making cost estimates, and recommending cost-saving measures.

**Critical Resource:**

Material, personnel and finances that are in short supply and are needed by more than one incident management team, or are needed for high priority assignments.

**-D-**

**Delegation of Authority:**

A statement provided to the Incident Commander by the Organization Executive delegating authority and assigning responsibility. The Delegation of Authority can include objectives, priorities, expectations, constraints, and other considerations or guidelines as needed. Organizations may require written Delegation of Authority to be given to Incident Commanders prior to their assuming command on larger incidents.

**Deputy:**

A fully qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In some cases, a Deputy could act as relief for a superior and therefore must be fully qualified in the position. Deputies can be assigned to the Manager, General Staff, and Branch Coordinators. Deputies can be utilized at the site and site support level e.g.: RC, GL, EOC, PREOC, and PECC.

**Demobilization Unit:**

Unit within the Planning Section responsible for assuring controlled, orderly, safe, and efficient demobilization of incident facilities and resources.



**Disaster:**

A calamity caused by accident, fire, explosion, or technical failure, or by the forces of nature that has resulted in serious harm to the health, safety or welfare of people, or in widespread damage to property (as defined in the Emergency Program Act).

**Dispatch:**

The implementation of a command decision to move a resource or resources from one place to another.

**Documentation Unit:**

Unit within the Planning Section responsible for collecting, recording, and safeguarding all documents relevant to the response.

**Donated Goods Unit:**

Unit within the Logistics Section responsible for controlling the receiving donated goods in the Group Lodging facility.

-E-

**Emergency:**

A present or imminent event that is caused by accident, fire, explosion, or technical failure, or by the forces of nature and requires prompt coordination of action or special regulation of persons or property to protect the health, safety and welfare of people, or to limit damage to property (as defined in the Emergency Program Act).

**Emergency Management:**

An organized effort to mitigate against, prepare for, respond to, and recover from an emergency.

**Emergency Medical Assistant (EMA):**

A health-care specialist licensed under the Health Emergency Act with particular skills, knowledge, and certification in pre-hospital emergency care and transportation.

**Emergency Operations Centre (EOC):**

A designated facility established by an organization or jurisdiction to coordinate the overall organization or jurisdictional response and support to an emergency response.

**Emergency Program Coordinator:**

The individual within a local authority who has coordination responsibility for jurisdictional emergency management.

**Emergency Response Plan:**

The plan that each jurisdiction has and maintains for responding to incidents based on a hazard and risk analysis.



**Emergency Social Services (ESS):**

Those services provided on a short-term basis to preserve the emotional and physical well being of evacuees and response workers in emergency situations.

**Emotional Support Unit:**

Unit within the Operations Section responsible for counselling services to evacuees and ESS personnel.

**ESS Director (ESSD):**

The individual responsible for the management and coordination of a local ESS program/team. He/she is also responsible for ESS planning and response activities.

**ESS Support Organization:**

The term used to designate assisting and cooperating organizations.

**Event:**

A planned, non-emergency activity. ICS can be used as the management system for a wide range of events, e.g., parades, concerts, or sporting events.

**-F-**

**Facility Unit:**

Unit within the Logistics Section that provides building upkeep for the ESS response.

**Finance Section:**

The Section responsible for all incident costs and financial considerations including the Time Unit, Procurement Unit, Compensation/Claims Unit, and Cost Unit.

**First Aid Unit:**

Unit within the Operations Section responsible for providing emergency First Aid.

**Food Unit:**

Unit within the Logistics Section responsible for providing food services for ESS personnel and evacuees at a Group Lodging facility.

**Function:**

In BCERMS, function generally refers to the five major activities e.g., Command/Management, Operations, Planning, Logistics, and Finance (In some instances, Sections, Branches and Units are loosely referred to as functions as well). The term function is also used when describing the activity involved, e.g., the planning function.

**-G-****General Staff:**

A group of management personnel reporting to the Manager. The General Staff consist of:

- Operations Section Chief
- Planning Section Chief
- Logistics Section Chief
- Finance Section Chief

**Group Lodging:**

Congregate care facility for the lodging and feeding of evacuees.

**-H-****Health Services Branch:**

Branch within the Operations Section responsible for health related functions delivered within the Reception Centre or Group Lodging facility. (First Aid, Emotional Support, Special Needs).

**-I-****Incident(s):**

An occurrence either human caused or by natural phenomena, that requires action by response personnel to prevent or minimize loss of life or damage to property, environment and reduce economic and social losses.

**Incident Commander/Manager:**

The individual responsible for the management of all incident operations at the incident site. The term ‘Incident Commander,’ shall be deemed to include Unified Command.

**Incident Command Post (ICP):**

The location at which the primary command functions are executed. The ICP may be co-located or shared with the incident base or other incident facilities.

**Incident Command System (ICS):**

A standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries.

**Incident Management Team:**

The Incident Commander/GL Manager and appropriate Command/Management and General Staff personnel assigned to an incident.



**Incident Name:**

When multi-organizations are responding to one incident the jurisdictional organization will name the incident (in clear text) using a common geographical or functional reference. All cooperating and assisting organizations will use the identified incident name.

**Incident Objectives:**

Statements of guidance and direction necessary for the selection of tasks. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been assigned. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

**Information Officer:**

A member of the Command/Management Staff responsible for interfacing with the public and media or with other organizations requiring information directly from the incident. There is only one Information Officer per incident. The Information Officer may have assistants.

**Information Technology Branch:**

Branch within the Logistics Section that coordinates the Telephones, Amateur Radio and Computer services for the Group Lodging facility.

**Initial Action:**

The actions taken by resources, which are the first to arrive at an incident.

**Initial Response:**

Resources initially committed to an incident.

**Inquiry Unit:**

Unit within the Operations Section of a Reception Centre where one can inquire about the whereabouts of a family member or friend for the purpose of Family Reunification.

**-J-**

**Jurisdiction (Jurisdictional):**

The range or sphere of authority. Organizations have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation.

**Jurisdictional Organization:**

The organization having jurisdiction and responsibility for a specific geographical area, or a mandated function and includes key ministries as defined in the Emergency Program Act.



**-K-**

**-L-**

**Level One ESS**

ESS Level One response provides lodging, meals and clothing referrals for up to 72 hours for one or two families (rule of thumb is 12 people) whose homes are made uninhabitable by events beyond their control and who do not have alternate resources.

**Liaison Officer:**

A member of the Command/Management Staff responsible for coordinating with representatives from external cooperating and assisting organizations.

**Logistics Section:**

The Section responsible for providing resources (material and human) and support to the response.

**-M-**

**Management by Objectives:**

In BCERMS, this is a top-down management activity that involves a process to achieve the goals. The steps are establishing the incident objectives, selecting the appropriate strategies/tasks to achieve the objectives, and implementing the strategies/tasks.

**Management Staff:**

The ESS management staff consists of the Manager, Information Officer, Safety Officer, and Liaison Officer. They may have an assistant or assistants as needed.

**Management Team:**

The management team consists of the Manager, Officers (Information, Safety, Liaison) and General Staff (Section Chiefs).

**Meet & Greet Unit:**

Unit within the Operation Section of a Reception Centre responsible for initial triage and welcoming of evacuees to the centre.

**Mobilization:**

The process and procedures used by all organizations activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

**Mobilization Centre:**



An off-incident location at which emergency service personnel and equipment are temporarily located pending transfer to the site. This is not a staging area.

**Mobile Support Team (MST):**

Upon the request of a community and approval by PEP Regional Manager, an MST (comprised of trained ESS volunteers) will travel to the community and assist in organizing ESS during a response.

**Multicultural Unit:**

Unit within the Operations Section responsible for providing translators and advice regarding various cultural food, clothing and other issues.

**Multi-Organization Incident:**

An incident where one or more organizations assist a jurisdictional organization. May be single or unified command.

**Multi-Jurisdiction Incident:**

An incident requiring action from multiple organizations that have statutory responsibility for incident mitigation. In ICS these incidents should be managed under Unified Command.

**Mutual Aid Agreement:**

Written agreement between organizations and/or jurisdictions in which they agree to assist one another upon request by furnishing resources.

- N -

- O -

**Officer:**

The title for the personnel responsible for the Command/Management Staff positions of Safety, Liaison, and Information.

**On-Site Goods Distribution Unit:**

Unit within the Operations Section responsible for the delivery of comfort foods and other material goods (i.e. blankets, teddy bears) to the evacuees in a Reception Centre.

**Operational Guidelines:**

An organizations' written procedure(s) that establishes a commonly accepted course of action and specifies the functional limitations of personnel in performing emergency operations.

**Operational Period:**

The period of time scheduled for execution of a given set of operational actions as specified in the action plan. Operational Periods can be of various lengths, although usually not over 24 hrs.



**Operations Section:**

The Section responsible for all tactical operations (services direct to evacuees) at the Reception Centre or Group Lodging facility.

**Organization Executive or Administrator:**

Chief executive officer (or designate) of the organization or jurisdiction that has responsibility for the incident.

**Organization Representative(s):**

An individual assigned to an incident from an assisting or cooperating organization who has been delegated authority to make decisions on matters affecting that organization's participation at the incident. Organization Representatives report to the Liaison Officer.

**Out-of-Service Resources:**

Resources allocated to an incident but temporarily unable to respond for mechanical, rest, or staffing reasons.

-P-

**Pet Care Unit:**

Unit within the Operations Section of a Group Lodging facility, responsible for a safe and secure location to temporarily house domestic pets while evacuees are at the place of lodging.

**Planning Meeting:**

A meeting held as needed throughout the duration of an incident, to select specific tasks for incident operations, and for service and support planning. On larger incidents, the planning meeting is a major element in the development of the Action Plan.

**Planning Section:**

The Section responsible for the collection, evaluation, and dissemination of information related to the incident, and for the preparation and documentation of Action Plans.

**Primary Services Branch:**

Branch within the Operations Section responsible for Check In/Check Out, Sleeping Area and Meals Distribution Units.

**Provincial Central Coordination Level:**

A coordination level within the BC Emergency Response Management System, which is activated to coordinate all provincial resources. This level interacts with the Provincial Regional Coordination Level.

**Provincial Emergency Coordination Centre (PECC):**

Provincial Emergency Coordination Centre will be established to manage activities at the Provincial Central Coordination Level. The five functions provided by PECC are Management, Operations Coordination, Planning, Logistics, and Finance/Administration. The PECC level follows the same basic organizational support levels in the BCERMS.

**Provincial Emergency Program (PEP):**

The Provincial Emergency Program is responsible for developing and maintaining provincial emergency preparedness, response and recovery measures.

**Provincial Regional Coordination Level:**

A coordination level within the BC Emergency Response Management System which is activated to coordinate provincial resources on a regional basis. This level interacts with local authorities and Ministry EOCs.

**Provincial Regional Emergency Operations Centre (PREOC):**

A Provincial Regional Operations Centre manages activities at the Provincial Regional Coordination Level and coordinates the joint efforts of government and non-government organizations.

**Procurement Unit:**

Unit within the Finance Section responsible for financial matters involving supplier contracts.

- Q -

-R-

**Radio Cache:**

A supply of radios stored in a pre-determined location for assignment to incidents.

**Reception Centres (RC):**

A safe gathering place where evacuees can register, are interviewed to determine their immediate emergency needs, and are referred to suppliers for assistance.

**Reception Centre Manager:**

The individual responsible for the overall management at the Reception Centre.

**Recreation Unit:**

Unit within the Operations Section responsible for coordinating any recreation or leisure activities required in a Reception Centre facility.

**Recreation & Leisure Unit:**

Unit within the Operations Section responsible for coordinating any leisure activities required in a Group Lodging facility

**Referrals (for Food, Clothing and Lodging) Unit:**

Unit in Operations Section of a Reception Centre that refers evacuees to community suppliers to meet their immediate needs.

**Referrals Unit Supervisor (RUS):**

The RUS assists and supports Referral volunteers in completing ESS Referral forms for evacuees, and seeks approval for expenditures beyond ESS rates.

**Registration Unit:**

Unit within the Operations Section of a Reception Centre that records the whereabouts of evacuees for the purpose of Family Reunification.

**Resources:**

Personnel and equipment available, or potentially available, for assignment to incident(s).

**Resource Acquisition Unit:**

Unit within the Logistics Section responsible for confirming the availability of services and supplies to meet the needs of the evacuees and Reception Centre or Group Lodging operation.

**Risk Management:**

Risk Management is the process of making and carrying out decisions that will minimize the adverse effects of injuries, accidental losses and liability upon an organization. Making these decisions requires the five steps in the decision process. The five steps in the decision process are:

- identifying exposure to loss,
- examining alternative techniques for dealing with the exposures,
- selecting the best techniques,
- implementing the chosen techniques, and
- monitoring and improving the response.

Carrying out these decisions requires the four functions in the management process. The four functions in the management process are:

- planning,
- organizing,
- leading, and
- controlling.

-S-

**Safety Officer:**

A member of the Command/Management Staff responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for ensuring personnel safety and worker care. The Safety Officer may have assistants.

**Search & Reply Unit:**

The process of matching Inquiries with Registrations for the purpose of Family Reunification in a Reception Centre.

**Section:**

That organization level with responsibility for a major functional area of the Reception Centre or Group Lodging facility, e.g., Operations, Planning, Logistics, Finance.

**Security Unit:**

The unit within Logistics Section providing traffic control and general security to the facility.

**Shipping & Receiving Unit:**

Unit within Logistics Section responsible for the acceptance and dispatch of materials to and from the Reception Centre or Group Lodging facility.

**Single Command:**

Single Command has one Incident Commander.

**Single Resource:**

An individual, a piece of equipment and its personnel complement.

**Site Support Level:**

A coordination level within the BC Emergency Response Management System that is activated to provide policy direction and resources support to an Incident Commander.

**Situation Unit:**

Unit within the Planning Section responsible for the collection, organization, and analysis of information, and for analysis of the situation as it progresses.

**Span of Control:**

To maintain supervisory levels within the command structure an effective span of control is required. Span of Control is within the range of 1 to 3 and 1 to 7 individuals reporting to a supervisory level. The range of 1 to 5 is considered the optimum number of individuals reporting to the next higher supervisory level.



**Special Needs Unit:**

Unit within the Operations Section responsible for delivery of health related services to evacuees with long-term conditions (e.g. dependant adults, frail elderly, mobility-challenged people etc.).

**Specialized Services Branch:**

Branch within Operations Section that deals with Recreation and Leisure, Multicultural and Transportation functions.

**Supervisor:**

Individuals within organizational units that are assigned specific managerial responsibilities, e.g., Check In/Check Out Unit or Meals Distribution Unit.

**Supply Branch:**

Branch within Logistics Section that provides the material goods and services for the Reception Centre or Group Lodging facility.

**Support Branch:**

A Branch within the Logistics Section responsible for providing services to support the facility, for example, facility management, clerical support and security.

**Supporting Materials:**

Refers to the several attachments that may be included with an Action Plan, e.g., communications plan, map, safety plan, traffic plan, and medical plan.

**Support Resources:**

Non-tactical resources under the supervision of the Logistics, Planning, Finance Sections, or the Management Staff.

**-T-**

**Task(s):**

Specific actions taken to achieve operational objectives for an operational period.

**Task Number:**

A control number assigned by PEP to each response or training event for the purpose of tracking an approved response and providing support for ESS workers with WorkSafe BC and personal liability coverage.

**Technical Specialists:**

Personnel with special skills that can be used where required within the ICS organization.



**Telephones Unit:**

Unit in the Logistics Section responsible for providing telecommunications services.

**Time Unit:**

Unit within the Finance Section responsible for recording time worked by personnel.

**Transportation Unit:**

Unit within the Operations Section responsible for coordinating the movement of evacuees from the Reception centre or Group Lodging facility to accommodations or approved activities.

-U-

**Unified Area Command:**

A Unified Area Command should be established when incidents under an Area Command are multijurisdictional. (See Area Command and Unified Command.)

**Unified Command:**

In ICS, Unified Command is a unified team effort which allows all organizations with jurisdictional responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives, strategies and action plans. This is accomplished without losing or abdicating organization authority, responsibility, or accountability. The term 'incident command,' when used throughout this standard, shall be deemed to include Unified Command.

**Unit(s):**

The organizational element having functional responsibility for a specific function within the Sections of Operations, Planning, Logistics, or Finance.

**Unity of Command:**

The concept by which each person within an organization reports to and receives direction from only one supervisor.

-V-

**Volunteer/Staff Management Branch:**

Branch within Logistics Section that is responsible for the management of personnel at the Reception Centre or Group Lodging facility. This includes the recruitment, screening, orientation, assignment, training, evaluation and recognition of personnel.

- W -



- X -

- Y -

- Z -