

Parksville-Qualicum Beach Community Update

Oceanside Emergency Support Services

In November, the Oceanside Emergency Support Services team (ESS) visited some of the sites in the region which may be used as reception centres for evacuees. The team toured the facilities, checked stored equipment, and refamiliarized themselves with the locations. The group has not been able to do these valuable exercises during COVID restrictions, and so for many of the team members, it has been a long time since they last visited many of the reception centre sites.



Setting up an ESS reception centre is a big undertaking and a task which requires significant training and preplanning.

What is an ESS Reception Centre?

An ESS reception centre is a site evacuees attend to connect with resources. For some evacuees, it may be something as simple as registering they have left their home and do not require any further assistance. However, other evacuees may require assistance to find lodging, clothing, or food. ESS volunteers set up reception centres as a safe, efficient way to greet evacuees and connect them to the services they need.

Reception centres must have seating areas, desk areas for completing forms, an area for emergency communications, and washrooms. ESS teams work hard to ensure reception centres are welcoming and safe for all evacuees. Toys can be provided for families with children, supplies can be provided for those with pets, and first aid and emotional support service providers can be available on site.

All the reception centre sites in the region have backup generators and are stocked with the necessary equipment to set up a reception centre at any time of day and during any type of weather.

Oceanside Emergency Communications Team

This month has been another busy time for the Oceanside Emergency Communications Team (ECT). The team met at the Parksville Civic and Technology Centre to test the radio equipment which could be used for communications during an emergency requiring activation of the Emergency Operations Centre (EOC). The team was able to quickly mobilize their equipment and setup a fully functioning radio communications room in an administration meeting space.



The team has also been providing a radio operator course, held weekly for the past month. This year, six students have been learning the required information to hold an amateur radio operator licence. Students complete ten, three-hour sessions and must successfully complete the examination to receive a licence and radio call sign from the federal government.

If you are interested in joining our ESS or ECT team, please contact Chris James at oesd@parksville.ca or (250) 937-0448. You don't have to have any existing certification to join our team!

Hazardous Materials Response

On the afternoon of November 24, a tanker truck carrying 70% hydrogen peroxide rolled over on the northbound on ramp, interchange 46. Parksville Fire Rescue responded and promptly secured the scene. Due to the strong mutual aid agreements established by the fire departments in the region, neighbouring fire departments soon arrived to assist in the response effort.

Responses to hazardous materials incidents are strongly regulated by the provincial government to ensure public and environmental safety is protected. The incident commander who was in place at the scene, contacted the relevant authorities to ensure technical specialists were notified and could provide specialized input throughout the response process. A hazardous materials response team was dispatched from Delta and an environmental emergency response manager from Environment and Climate Change Canada also quickly arrived at the scene.



The City of Parksville activated a Level 1 EOC to provide support to the emergency responders in protecting the public and environment. In situations like this, an EOC is important to source additional resources (staff, equipment, technical specialists) for the response and to coordinate the City's response to an incident. This can include functions like communications, advance planning, finance, and operational support.

Altogether the response effort lasted about 36 hours. A minimal amount of hydrogen peroxide leaked from the tanker as the storage tank itself was not damaged. Rather, the filling pipes on top of the tanker broke off in the rollover. A spill containment zone was established to minimize contaminants to the environment and an environmental assessment was completed on November 28 and 29 by an independent environmental consultant as a precaution to ensure there was no contamination to the environment. Thank you to all dedicated responders at the scene!

Emergency Notifications

In the event of an emergency, one of the ways Emergency Management Oceanside may notify you is by using alerts sent through Voyent Alert! This system allows community members to register online to receive messages relevant to their community through email, app, text message, or voice call. Registration for Voyent Alert! is free. Sign up today at <https://www.register.voyent-alert.com>

Contact Kate at kpocock@parksville.ca or 250 954-4672 if you have questions about the system or registration process.



GENERAL INFORMATION

Town of Qualicum Beach

Town Hall is open to the public with full services. Hours of operation are Monday to Friday, 9 am to 4 pm (except statutory holidays). Although the office is open, residents are strongly encouraged to take advantage of the other payment options including payment through your financial institution; mail a cheque; or drop off a cheque at Town Hall drop box (location below). If you do wish to visit Town Hall to conduct business, masks are recommended while in the building.

- Email qbtown@qualicumbeach.com
- Phone 250 752-6921
- Post PO Box 130, Qualicum Beach V9K 1S7
- Mail Slot Out front of Town Hall, near the fountain
- Websites qualicumbeach.com
qbfirerescue.com

In accordance with public health orders from the Province of BC, the public is welcome to attend to in-person Council meetings. Council and select staff will attend in person, capacity limits will be monitored, and if required, alternative viewing location(s) will be provided.

City of Parksville

City offices are open to the public from 8 am to 4 pm and the operations department from 8 am to 4 pm, closed noon to 1 pm. Contact information:

General inquiries and finance department	250 248-6144; info@parksville.ca
Administration and Office of the Mayor	250 954-3060; admin@parksville.ca
Operations	250 248-5412; ops@parksville.ca

When visiting the City of Parksville, please consider the following:

- If sick or feeling unwell, please stay home.
- Refer to the City [website](#) and [Let's Talk Parksville](#) for more information.

For more information:

Kate Pocock, Emergency Program Coordinator, City of Parksville
kpocock@parksville.ca

Deb Tardiff, Manager of Communications, City of Parksville
dtardiff@parksville.ca



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