

<b>Policy Name:</b>	<b>EMERGENCY OPERATIONS AND PLANNING</b>		
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<b>Issued By:</b>	COMMUNITY POLICING BUREAU	<b>Approved By:</b>	SURREY POLICE BOARD
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**RELATED POLICIES**

OP 4.14 *Crowd Management, Demonstrations, Disturbances*

**1. PURPOSE**

- 1.1. To ensure Surrey Police Service (SPS) Members are familiar with the protocols for planned and unplanned Major Events, including Disaster Incidents that occur in the City of Surrey.

**2. SCOPE**

- 2.1. This policy applies to all SPS Members.

**3. POLICY**

- 3.1. The Emergency and Operational Planning (EOP) Unit will be responsible for the preparation and operational response, together with the City of Surrey (CoS) and other relevant external partners, to planned and unplanned Major Events and Disaster Incidents, and will:

- i. develop and maintain an Emergency Operations Manual;
- ii. be administered under the authority of the Chief Constable; and
- iii. be evaluated regularly and revised when necessary.

- 3.2. The EOP Unit:

- i. provides a planned and coordinated response to major events in CoS that delivers the core policing responsibilities of preserving the peace, investigating crime, and protecting life and property;
- ii. delivers an operationally-based service for all major events;

- iii. increases the safety of first responders and mitigates harm to the public through planning and organizing;
  - iv. minimizes the impact of events and/or stabilizes events or incidents quickly; and
  - v. protects and preserves critical infrastructure and property.
- 3.3. Thorough planning is a fundamental requirement in meeting the exigencies associated with Major Events and Disasters. The EOP Unit will participate in disaster planning with regional and provincial authorities. The EOP Unit will maintain a partnership and liaise with emergency program authorities as required to maintain an up-to-date emergency response plan.
- 3.4. The EOP Unit will have a written plan for responding to Major Events and Disasters which include provisions for the following, as applicable:
- i. availability for command (order of precedence);
  - ii. communications;
  - iii. field command posts;
  - iv. casualty information;
  - v. court and Crown Counsel liaison;
  - vi. community relations/public information (media briefings);
  - vii. general liaison (with other departments/agencies);
  - viii. legal considerations and legal advice from SPS General Counsel, Legal Services;
  - ix. other police support;
  - x. military support;
  - xi. public facility security;
  - xii. traffic control;
  - xiii. minor age persons and Young Persons (YCJA and YJA);
  - xiv. equipment requirements;
  - xv. de-escalation procedures;
  - xvi. transportation;
  - xvii. arrest/detention/confinement procedures;
  - xviii. debriefing and documentation;
  - xix. medical and fire services; and
  - xx. provisions for carrying out mass arrests including:
    - a. processing;
    - b. transportation;
    - c. detention;
    - d. evidence collection;
    - e. security;
    - f. identification;
    - g. inter-departmental agreements;
    - h. defence counsel visits;
    - i. court and Crown Counsel liaison;
    - j. media relations, public information;

- k. food, water and sanitation; and
- l. medical treatment.

3.5. The EOP Unit will have a written Emergency Mobilization Plan, which includes provisions for:

- i. communications;
- ii. alert stages;
- iii. primary and alternate assembly areas;
- iv. equipment distribution;
- v. special task force activation;
- vi. key personnel designations;
- vii. transportation requirements;
- viii. management control measures; and
- ix. rehearsals.

3.6. The EOP Unit will annually review emergency operational plans to ensure they reflect the most current plans held among partner agencies and Surrey municipal partners.

3.7. The emergency and operational plans specific to SPS regarding Major Events will be accessible by SPS Members via the SharePoint website. Hardcopies will be available at:

- i. Duty Officer office;
- ii. Sergeant, EOP Unit office; and
- iii. Administration office of the Chief Constable.

#### **4. PROCEDURE**

##### **Levels of Operation**

4.1. There are three escalating levels of emergency operational responses, based on the severity and complexity of the event or incident:

- i. Level 1 – Emergency Response Incident:
  - a. smaller event;
  - b. occurring at one site;
  - c. involving two or more agencies; and
  - d. may include a potential threat of flood, severe storm, or interface fire.
- ii. Level 2 – Major Event:
  - a. moderate event;
  - b. occurring at two or more sites or a single site of significant size;
  - c. several agencies involved;
  - d. major scheduled event (e.g., conference, demonstration, or sporting event);
  - e. limited evacuations required; and

- f. some additional resources / support required.
    - iii. Level 3 – Disaster Incident:
      - a. major event;
      - b. multiple sites;
      - c. regional disaster;
      - d. multiple agencies involved;
      - e. extensive evacuations; and
      - f. significant resources / support required.
- 4.2. Emergency operational responses will be managed using the British Columbia Emergency Management System (BCEMS) which is based on the Incident Command System (ICS). During these incidents, SPS Members and representatives from agencies may act as an Incident Commander (IC).
- 4.3. Gold, Silver, Bronze Command (GSB Command) is a structure system used for the resolution of both large and complex planned and spontaneous operations. GSB Command provides a command structure and hierarchy to effectively manage a variety of different command disciplines and are certified and accredited in operational and occupational disciplines.
- 4.4. At Major Events, SPS will have Members (at the rank of Inspector or above) who have sufficient GSB Command training and authority in Level 2 and Level 3 incidents to assume command in the following areas:
- i. Gold Command (Strategic) – Gold Commander is the Officer in Charge, with overall control of all SPS resources, setting operational parameters and overall policing strategy;
  - ii. Silver Command (Tactical) – Officer in Charge of deploying resources to achieve the strategic aims of the Gold Commander and the operational commander of the police response; and
  - iii. Bronze Command (Operational) – Officer in Charge of SPS resources deployed at the incident and works directly with those resources.
- 4.5. During the initial response to an emergency or major incident, a Command Centre (e.g., police vehicle, community centre, fire hall) should be established near the site of the event. The deployment of resources should be left to the discretion of the Duty Officer in consultation with the Inspector in charge of the District until an Incident Commander arrives on scene, as required.
- 4.6. The Gold Commander and Silver Commander and their delegates may consult the SPS General Counsel, Legal Services for operational legal advice, before, during and after major events, emergencies and disasters (cellular: [REDACTED] and [REDACTED] available 24/7).

### **Communication Strategy**

4.7. For the safety of the public, emergency responders and Members, an effective communication strategy is vital to related critical information to all involved at all stages of an emergency. When developing a communication strategy, the Incident Commander will appoint a Public Information Officer who will consider:

- i. the target audience (e.g., general public, Members, other agency personnel);
- ii. the information to include in the communication; and
- iii. the form of communication (public address, radio/television, telephone, news release).

### **Level 1 – Emergency Response**

4.8. The first Member on scene at a Level 1 Emergency Response will:

- i. exercise caution when approaching the site, particularly when hazardous materials are indicated or suspected;
- ii. assess the situation and notify the Operational Communications Centre (OCC) of the following:
  - a. the type or nature of the incident;
  - b. the location and extent of damage;
  - c. casualty information;
  - d. potential hazards;
  - e. if a separate radio channel will be required for emergency operations;
  - f. the need for additional Members and specialized response;
  - g. the need for a Supervisor to attend;
  - h. if immediate traffic diversion is required; and
  - i. the location of the Command Center, if needed;
- iii. assume the role of Incident Commander until a Supervisor or Duty Officer can attend the scene and relieve them of duties:

**Note:** the designation of Incident Commander will be determined by the location or nature of the event (e.g., Surrey Fire and Rescue Service will likely take command at a major fire, BC Hydro in an electrical emergency, etc.). In these types of incidents SPS's most qualified Member available may participate in a Unified Command or assist the lead agency with their command;

- iv. direct responding Units to the scene, advising them of:
  - a. existing hazards;
  - b. required equipment;
  - c. the presence of any explosive device(s);
  - d. active attacker(s);
  - e. personal protective equipment needed;
  - f. safe method of entry to the scene;
  - g. routes to be avoided;
  - h. routes to be closed to non-emergency traffic; and

- i. evaluate the need for and establish a clearly identified staging area as required.
- v. take the required actions immediately necessary to contain the emergency and prevent or minimize the loss of life.

4.9. The first Supervisor on scene will:

- i. assess the situation;
- ii. assess the need to assume the role of Incident Commander;
- iii. assign one Member to maintain radio communications with OCC and advise OCC of the new assessment if applicable and any new information; and
- iv. notify the Duty Officer.

### **Level 2 – Major Event**

4.10. When the first Supervisor attends a Level 2 – Major Event, in addition to the Supervisor’s requirements outlined in the Level 1 – Emergency Response, the Supervisor will:

- i. notify the Duty Officer and request OCC to contact the following, as required:
  - a. additional Members from neighbouring Districts;
  - b. Lower Mainland Integrated Emergency Response Team;
  - c. Lower Mainland Integrated Police Dog Services;
  - d. BC Emergency Health Services;
  - e. Surrey Fire Service;
  - f. Lower Mainland Integrated Road Safety Unit;
  - g. Air One helicopter;
  - h. Employee Wellness Services; and
  - i. Request additional police support from other neighbouring police agencies.
- ii. remain in the role of Incident Commander until relieved; and
- iii. ensure the following are established and supervised:
  - a. secure inner and outer perimeters of the scene;
  - b. clear access and egress routes for responding emergency vehicles;
  - c. ensure access to scene is restricted to authorized personnel;
  - d. a staging area for additional responding units/agencies; and
  - e. a Command Post located at a safe distance and near other emergency services command posts and relocate if necessary.

4.11. The Incident Commander on scene when responding to a Level 2 – Major Event, will:

- i. ensure the duties listed for the attending Supervisor are completed;
- ii. coordinate and manage the police response to the incident, ensuring:
  - a. the necessary functions of the Incident Command System are being addressed;
  - b. sufficient police, emergency and support agency personnel attend;
  - c. that regular briefings with Members are conducted; and
  - d. conduct Unified Command briefings with other responding agencies.

4.12. Should the Major Event be determined appropriate or best managed by a GSB Command, the Incident Commander will contact OCC to request the attendance of a Senior Officer with Bronze, Silver or Gold Commander certification.

### **Level 3 – Disaster Incident**

4.13. In addition to the requirements outlined in the Level 1 – Emergency Response and Level 2 – Major Incident sections of this procedure, the Incident Commander will:

- i. establish communications with the Emergency Operations Centre (EOC) through OCC. The EOC can be activated at the request of an Incident Commander to provide overall jurisdictional direction and control; and
- ii. consider the use of a Provincial Regional Emergency Operations Centre where incidents cross local authority boundaries, or where local authorities are not organized to fulfill their role.

**Note:** an Emergency Operations Centre should use BCEMS principles for organizing and managing the Emergency Operations Centre operations and activities.

### **Surrey Pretrial Detention Facility**

4.14. If there is an emergency situation at Surrey Pretrial Services Centre, BC Corrections staff will have primary authority and their contingency plan applies. SPS Members will provide assistance when requested by the Warden or their delegate.

## APPENDIX A: DEFINITIONS

“British Columbia Emergency Management System” (BCEMS) means a comprehensive framework that helps ensure a coordinated and organized approach to emergencies and disasters (Major Events). It provides a structure for a standardized approach to developing, coordinating, and implementing emergency management programs across the province and establishes guiding principles, processes, and a common terminology, enabling a range of stakeholders to participate in all phases of emergency management.

“Critical infrastructure” means assets that are essential for the functioning of society and the economy. These include energy and utilities, information and communication technology, finance, health, food and water, transportation, safety, government and the military.

“Disaster Incident” means an incident requiring a Level 3 response, including: a Major Event; occurring at multiple sites; regional disaster; multiple agencies involved; extensive evacuations; and significant resources / support required.

“GSB Command” means the Gold/Silver/Bronze Command model developed in the United Kingdom and focuses predominantly on crowd control management and public order during policing events.

- a) The **Gold Commander** is the strategic decision-maker that is typically assigned for large events. At the strategic level, the Gold Commander determines the policing style and the overall strategy for the event;
- b) The **Silver Commander** operates as the tactical level of command, and is responsible for the operational aspects of the event. The Silver Commander communicates with the Gold Commander and informs them of what is transpiring on the ground; and
- c) The **Bronze Commander** operates at ground level, and is responsible for carrying out Silver Command’s tactical plans.

“Incident Command System” (ICS) means an organizational structure employed by many companies and government agencies in British Columbia to manage major emergencies.

“Incident Commander” (IC) means the person who commands the incident response and is the decision-making final authority.

“Major Event” means an incident requiring a Level 2 response, including: occurring at two or more sites or a single site of significant size; several agencies involved; major scheduled event (e.g., conference, demonstration, or sporting event); limited evacuations required; and some additional resources / support required.

“Member” means a sworn Police Officer appointed by the Surrey Police Board.

“OCC” means the Operational Communications Centre.

“SPS” means the Surrey Police Service.



“Supervisor” means a Sergeant, Staff Sergeant, Inspector, Superintendent, Deputy Chief Constable, Chief Constable, and any other person acting in a Supervisory capacity who is accountable for a particular area or shift on behalf of SPS.

## APPENDIX B: REFERENCES

BCEMS Guide, 2016. *Retrieved from:*

[https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/bcems/bcems\\_guide.pdf](https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/bcems/bcems_guide.pdf)

Introduction to Incident Command System. *Retrieved from:*

<https://www2.gov.bc.ca/assets/gov/environment/air-land-water/spills-and-environmental-emergencies/docs/intro-ics.pdf>

BC Provincial Policing Standards Sections D12.1 to D12.1.6 and Section 13.2.9

Emergency Response Plan, Metro Regional District, Electoral A (February 2019)