

Annex G – Glossary

Acronyms

AES	Atmospheric Environment Service
BCAS	BC Ambulance Service
BCERMS	British Columbia Emergency Response Management System
CCG	Canadian Coast Guard
CCGA	Canadian Coast Guard Auxiliary
DFA	Disaster Financial Assistance
DOC	Department Operations Centre
EOC	Emergency Operations Centre
ERRP	Emergency Response and Recovery Plan
ESS	Emergency Social Services
GIS	Geographical Information System
ICS	Incident Command System
JEPP	Joint Emergency Preparedness Program
MAF	Ministry of Agriculture & Food
MBO	Management By Objectives
MWLAP	Ministry of Water, Land & Air Protection
MOF	Ministry of Forests
MOT	Ministry of Transportation
PEP	Provincial Emergency Program
PREOC	Provincial Regional Emergency Operations Centre
SAR	Search and Rescue
WCB	Worker's Compensation Board

A

Action Plan: (See Incident Action Plan.)

Agency (Agencies): An agency is a division of government with a specific function, or a non-governmental organization (e.g., private contractor, business, etc.) that offers a particular kind of assistance. In ICS, agencies are defined as jurisdictional (having statutory responsibility for incident mitigation) or assisting and/or cooperating (providing resources and/or assistance). (See Assisting Agency, Cooperating Agency, and Multi-Agency.)

Agency Executive or Administrator: Chief executive officer (or designee) of the agency or jurisdiction that has responsibility for the incident.

Agency Dispatch: The agency or jurisdictional facility from which resources are allocated to incidents.

Agency Representative(s): An individual assigned to an incident from an assisting or cooperating agency who has been delegated authority to make decisions on matters affecting that agency's participation at the incident. Agency Representatives report to the Liaison Officer.

Air Operations Branch Director: The person primarily responsible for preparing and implementing the air operations portion of the Incident Action Plan. Also responsible for providing logistical support to helicopters operating on the incident.

Allocated Resources: Resources dispatched to an incident that have not yet checked in at the incident site of the Emergency Operations Centre.

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 Staff positions. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be used to supervise unit activities at camps.

Assisting Agency: An agency directly contributing tactical or service resources to another agency.

Available Resources: Incident-based resources which are ready for deployment.

B

Base: The location at which primary logistics functions for an incident are coordinated and administered. There is only one Base per incident. (Incident name or other designator will be added to the term Base.) The Incident Command Post may be co-located or shared with the Base.

Branch: The organizational level having functional or geographic responsibility for major parts of incident operations. The Branch level is organizationally between Section and Division/Group in the Operations Section, and between Section and Units in the Logistics Section. Branches are identified by the use of Roman Numerals or by functional name (e.g., medical, security, etc.).

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

Cache: A pre-determined complement of tools, equipment, and/or supplies stored in a designated location, available for incident use.

Camp(s): A geographical site, within the general incident area, separate from the Incident Base, equipped and staffed to provide sleeping, food, water, and sanitary services to incident personnel.

Check-in: The process whereby resources first reports to an incident. Check-in locations include: Incident Command Post (Resources Unit), Incident Base, Camps, Staging Areas, Helibases, Helispots, and Division/Group Supervisors (for direct line assignments).

Chain of Command: A series of management positions in order of authority.

Chief: The ICS title for individuals responsible for command of functional sections: Operations, Planning, Logistics, and Finance/Administration. The term Chief is used at the incident and area command levels.

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

Command: The act of directing and/or controlling resources by virtue of explicit legal, agency, or delegated authority. May also refer to the Incident Commander.

Command Post: (See Incident Command Post.)

Command Staff: The Command Staff consists of the Information Officer, Safety Officer, and Liaison Officer. They report directly to the Incident Commander at the site and to the Director at other levels. They may have an assistant or assistants, as needed.

Communications Unit: An organizational unit in the Logistics Section responsible for providing communication services at an incident. A Communications Unit may also be a facility (e.g., a trailer or mobile van) used to provide the major part of an Incident Communications Centre.

Compensation Unit/Claims Unit: Units within the Finance/Administration Section responsible for financial concerns resulting from property damage, injuries, or fatalities at the incident.

Cooperating Agency(s): An agency supplying assistance other than direct tactical or support functions or resources to the incident control effort (e.g., Emergency Social Services, utility companies, etc.).

Coordination: The process of systematically analyzing a situation, developing relevant information, and informing appropriate command 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-agency) does not involve dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within the limits established by specific agency delegations, procedures, legal authority, etc.

Coordination Centre: Term used to describe any common facility that is used for the coordination of jurisdictional or other agency resources in support of one or more incidents.

Coordinator: The BCERMS title for the individual responsible for coordination of functional section; Operation Coordinators, Planning Coordinators, Logistics Coordinator, and Finance/Administration Coordinators. The term coordinator is used at levels of Emergency Operations Centre, Provincial Regional Emergency Operations Centre, and Provincial Emergency Coordination Centre. Agreements between agencies or jurisdictions to share designated costs related to incidents. Cost sharing agreements are normally written but may also be oral between authorized agency and jurisdictional representatives at the incident.

Cordon: A line surrounding a specific area to keep non-response personnel and resources out.

Cost Unit: Unit within the Finance/Administration 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.

Crew: (See Single Resource.)

D

Delegation of Authority: A statement provided to the Incident Commander by the Agency Executive delegating authority and assigning responsibility. The Delegation of Authority can include objectives, priorities, expectations, constraints, and other considerations or guidelines as needed. Agencies 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 Incident Commander, General Staff, and Branch Directors. Deputies can also be utilized at the site support level e.g.: EOC, PROC, PROC.

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

Department Operations Centre (DOC): A group of senior staff and the facility within a department who coordinate the department's activities in support of the department's responsibilities and commitment to the emergency response. DOCs interact with the overall EOC and their agency representatives or senior personnel at the scene. (e.g.: Fire Department, Public Works Department, etc.)

Director(s): The ICS title for individuals responsible for supervision of a Branch at the Site Level.

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

Dispatch Centre: A facility from which resources are assigned to an incident.

Division: Divisions are used to divide an incident into geographical areas of operation. A Division is located within the ICS organization between the Branch and the Task Force/Strike Team. (See Group.) Divisions are identified by alphabetic characters for horizontal applications and, often, by floor numbers when used in buildings.

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

E

Emergency: A situation as defined by Emergency Program Act, Environment Management Act and other provincial acts and regulations. (see Incident)

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 agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency response. (see Site Support Level)

Emergency Program Coordinator: The individual within a local authority that has coordination responsibility for jurisdictional emergency management.

Emergency Response Plan: The plan that each jurisdiction has and maintains for responding to incidents based on hazard and risk analysis.

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

Facilities Unit: Unit within the Support Branch of the Logistics Section that provides facilities for the incident resources. These facilities may include the Incident Base, feeding areas, sleeping areas, sanitary facilities, etc.

Field Operations Guide: A pocket-size manual of instructions on the application of the ICS.

Finance/Administration Section: The Section responsible for all incident costs and financial considerations. Includes the Time Unit, Purchasing Unit, Compensation/Claims Unit, and Cost Unit.

Food Unit: Unit within the Service Branch of the Logistics Section responsible for providing food services for incident personnel.

Function: In BCERMS, function refers to the five major activities e.g., Command, Operations, Planning, Logistics, and Finance/Administration. The term function is also used when describing the activity involved, e.g., the planning function.

G

General Staff: The group of management personnel, reporting to the Incident Commander at the site and Director at the other levels. They may each have a Deputy, as needed. The General Staff consist of:

<u>SITE LEVEL ICS</u>	<u>SITE SUPPORT LEVEL</u>
Operations Section Chief	Operations Section Coordinator
Planning Section Chief	Planning Section Coordinator
Logistics Section Chief	Logistics Section Coordinator
Finance/Administration Section Chief	Finance/Administration Section Coordinator

Ground Support Unit: Unit within the Support Branch of the Logistics Section responsible for the fueling, maintaining, and repairing of vehicles, and the surface transportation of personnel and supplies.

Group: Groups are established to divide the incident into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. (see Division)

H

Helibase: The main location for parking, fuelling, maintenance, and loading of helicopters operating in support of an incident.

Helispot: Any designated location where a helicopter can safely take off and land. Some helispots may be used for loading and unloading of supplies, equipment, personnel and medical evacuation.

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 Action Plan: Contains objectives reflecting the overall incident strategy and specific tactical actions and supporting information for the next operational period. The Plan may be oral

or written. When written, the Plan may have a number of forms as attachments (e.g., traffic plan, safety plan, communications plan, map, etc.).

Incident Base: Location at the incident where the primary logistics functions are coordinated and administered. (Incident name will be added to the term Base.) The Incident Command Post may be co-located or shared with the Base. There is only one Base per incident.

Incident Commander: 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 Communications Centre: The location of the Communications Unit and the Message Centre.

Incident Complex: Two or more individual incidents located in the same general area.

Incident Management Team: The Incident Commander and appropriate Command and General Staff personnel assigned to an incident.

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

Incident Objectives: Statements of guidance and direction necessary for the selection of appropriate strategy(s), and the tactical direction of resources. 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.

Incident Site: The actual damaged area at the scene of an emergency.

Incident Support Organization: Includes any off-incident support provided to an incident. Examples would be Emergency Operations Centre, Agency Dispatch Centres, Airports, Mobilization Centres, etc.

Incident Termination: The conclusion of response operations at the scene of an incident.

Information Centre: A temporary location at the scene of an emergency for speedy gathering and transmittal of information. In the case of a major disaster, the information centre should be located near but not in the Emergency Operations Centre.

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

Initial Action: The actions taken by resources which are the first to arrive at an incident.

Initial Response: Resources initially committed to an incident.

Inner Perimeter: An area designated to enclose the actual emergency site. Only personnel and resources with an assignment are allowed inside the inner perimeter.

J

Jurisdiction (Jurisdictional): The range or sphere of authority. Agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. (See Multijurisdiction.)

Jurisdictional Agency: The agency 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

Key Ministry (Ministries): The provincial ministry responsible for coordinating the government's response to the occurrence of any of the hazards for which it is responsible by regulation. (See "Section 6 and Schedule 1, Emergency Program Management Regulation, B.C. Reg. 477/94 of the Emergency Program Act".)

L

Leader: The ICS title for an individual responsible for a Task Force, Strike Team, or functional unit.

Liaison Officer: A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies.

Logistics Section: The Section responsible for providing services, and support to the incident.

Life-Safety: Refers to the joint consideration of both the life and physical well being of individuals.

M

Managers: Individuals within ICS organizational units that are assigned specific managerial responsibilities, e.g., Staging Area Manager or Camp Manager.

Management by Objectives: In BCERMS, this is a top-down management activity that involves a three-step process to achieve the goals. The steps are establishing the incident objectives, selecting the appropriate strategy(s) to achieve the objectives, and implementing the strategy.

Message Centre: The Message Centre is part of the Incident Communications Centre and is co-located or shared or placed adjacent to it. It receives, records, and routes information about resources reporting to the incident, resource status, and administrative and tactical traffic.

Ministry Emergency Operations Centre (MEOC): The Ministry Emergency Operations Centre is the provincial coordination centre for ministry's resources.

Ministry Regional Operations Centre (MROC): The Ministry Regional Operations Centre is the regional coordination centre for a particular ministry's resources. The centre would be operated as it is on a regular basis for response.

Mobilization: The process and procedures used by all agencies and 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.

Multi-Agency Incident: An incident where one or more agencies assist a jurisdictional agency or agencies. May be single or unified command.

Multi-jurisdiction Incident: An incident requiring action from multiple agencies that have statutory responsibility for incident mitigation. In ICS these incidents should be managed under Unified Command.

Mutual Aid Agreement: Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing resources.

N

Neighbourhood Group: An organized collection of residents who have agreed to assist one another in an emergency until formal relief can be provided.

Notice to Airmen (NOTAMS): Temporary airspace restrictions for non-emergency aircraft in the incident area. NOTAMS are established by Transport Canada to ensure aircraft safety.

O

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

Operational Guidelines: An agencies' 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 hours.

Operations Section: The Section responsible for all tactical operations at the incident. Includes Branches, Divisions and/or Groups, Task Forces, Strike Teams, Single Resources, and Staging Areas.

Out-of-Service Resources: Resources allocated an incident but temporarily unable to respond for mechanical, rest, or staffing reasons.

Outer Perimeter: An area designated to enclose the emergency area, completely encircling it. This area will include the inner perimeter and leave ample room for setting up the Command Post, Staging Areas, Rest Areas, Parking, etc. The outer perimeter is also used to mark the boundary between the Incident Commanders responsible area and the Emergency Operations Centre's responsible area (outside outer perimeter).

P

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

Planning Section: Responsible for the collection, evaluation, and dissemination of information related to the incident, and for the preparation and documentation of action plans.

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

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 Municipal 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 agencies.

Purchasing Unit: Unit within the Finance/Administration Section responsible for financial matters involving vendor contracts.

R

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

Recorders: Individuals within BCERMS organizational units who are responsible for recording information. Recorders may be found in Planning, Logistics, and Finance/Administration Units.

Reporting Locations: Location or facilities where incoming resources can check-in at the incident (see Check-in).

Resources Unit: Unit within the Planning Section responsible for recording the status of resources committed to the incident. The unit also evaluates resources currently committed to the incident(s), the impact that additional responding resources will have on the incident(s), and anticipated resource needs.

Resources: Personnel and equipment available, or potentially available, for assignment to incident(s). Resources are described by kind and type, e.g., ground, water, air, etc., and may be used in tactical support or management capacities at an incident(s).

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 Staff responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for ensuring personnel safety. The Safety Officer may have assistants.

Section: That organization level with responsibility for a major functional area of the incident, e.g., Operations, Planning, Logistics, Finance/Administration.

Segment: A geographical area in which a task force/strike team leader or supervisor of a single resource is assigned authority and responsibility for the coordination of resources and implementation of planned tactics. A segment may be a portion of a division or an area inside or outside the perimeter of an incident. Segments are identified with Arabic numbers.

Service Branch: A Branch within the Logistics Section responsible for service activities; includes the Communications, Medical, and Food Units.

Single Command: Single Command has one Incident Commander.

Single Resource: An individual, a piece of equipment and its personnel complement, or a crew or team of individuals with an identified work Supervisor that can be used on an incident.

Site Support Level: A coordination level within the BC Emergency Response Management System which is activated to provide policy direction and resources support to an Incident Commander. (see EOC)

Situation Unit: Unit within the Planning Section responsible for the collection, organization, and analysis of incident status 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 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 being the optimum number of individuals reporting to the next higher supervisory level.

Staging Area: Staging Areas are locations set up at an incident where resources can be placed while awaiting a tactical assignment. Staging Areas are managed by a staging area manager in the Operations Section.

Strategy: The general plan or direction selected to accomplish incident objectives.

Strike Team: Specified combinations of the same kind and type of resources, with common communications and a leader. There should be no more than five of any specified combinations under one leader.

Supervisor(s): The ICS title for individuals responsible for command of a Division or Group.

Supply Unit: Unit within the Support Branch of the Logistics Section responsible for ordering equipment and supplies required for incident(s).

Support Branch: A Branch within the Logistics Section responsible for providing personnel, equipment, and supplies includes; Supply, Facilities, and Ground Support Units.

Supporting Agency: The term used in the BCERMS to designate assisting and cooperating agencies. (See Assisting Agency and Cooperating Agency).

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/Administration Sections, or the Command Staff. Also includes resources under the supervision of the Operations Coordination Sections of the Site Support Levels.

T

Tactical Direction: Directions given by the Operations Section Chief which includes the tactics appropriate for the selected strategy, the selection and assignment of resources, tactics implementation, and performance monitoring for each operational period.

Tactical Objectives: The specific operations that must be accomplished to achieve strategic goals. Tactical objectives must be both specific and measurable.

Task Force: A combination of single resources assembled for a particular tactical need, with common communications and a leader.

Team: (See Single Resource.)

Technical Specialists: Personnel with special skills that can be used where required within the ICS organization. Technical Specialists may be needed in the areas of fire behaviour, water resources, environmental concerns, resource use and training. Technical Specialist report initially to the Planning Section but may be assigned anywhere within the ICS organizational structure as needed.

Time Unit: Unit within the Finance/Administration Section responsible for recording time for personnel and hired equipment.

Type: Refers to resource capability. A Type 1 resource provides a greater overall capability due to power, size, capacity, etc., than would be found in a Type 2 resource. Resource typing provides the Incident Management Team with additional information in selecting the best resource for the task.

U

Unified Command: In ICS, Unified Command is a unified team effort which allows all agencies 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 agency 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 Planning, Logistics, or Finance/Administration activity.

Unity of Command: The concept by which each person within an organization reports to one and only one designated.