

Surrey/White Rock

Extreme Weather Response Plan

2017-2018**TABLE OF CONTENTS**

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**Surrey/White Rock Extreme Weather Response Plan 2017-2018**

**PURPOSE**

The Plan’s purpose is to maintain an operating structure which provides temporary sheltering resources for homeless people. The shelter resources in the Extreme Weather response plan are accessible to homeless people during periods of extreme weather. The plan is a seasonal response which works towards reducing hardships for homeless people during extreme winter weather.

The limitations, resources and intent of the plan cannot be used as a permanent solution to housing people who are homeless in Surrey and White Rock. This is a temporary response aimed at reducing the risk to the life and health of homeless people In Surrey/White Rock/ area.

### **EXTREME WEATHER ALERT**

In Surrey and White Rock, Extreme Weather is defined as Conditions deemed severe enough to present a substantial threat to the life or health of homeless people such as:

1. Temperatures at or below 0 degrees Celsius
2. Significant snow accumulation or sleet/freezing rain conditions
3. Significant windstorms that may present danger to persons living in wooded areas and/or makeshift shelters (cardboard boxes or lean-tos)
4. Periods of extended heavy rain creating conditions of ground saturation which make it difficult for people to keep dry
5. Weather alerts – wind, rain, snow that present significant challenges to people living outdoors
6. Temperatures reported as ‘feels like’ zero or below

BC Housing acknowledges each community’s plan is based on recognition of its own particular conditions, resources and clientele. Due to differences in weather, an “Extreme Weather Response” alert may be enacted in Surrey/White Rock when other Lower Mainland areas may not be facing extreme conditions.

**LIMITATIONS OF THE EXTREME WEATHER RESPONSE**

The sites offer a warm place to sleep for a limited amount of time, a warm meal and if required, a one zone bus ticket. There are no enhanced services available at the sites. Due to the nature and purpose of the Extreme Weather Shelter response, the sites should not be considered as permanent shelter sites. Extreme Weather sites open in response to inclement weather events which would put homeless people living outside at risk during extreme weather conditions.

In order to prevent program drift in the extreme weather response plan, readers need to be aware that the site locations have limited ability to respond to needs. Extreme weather sites have limited ability to respond to needs and cannot operate on a 24-hour basis. Readers must understand that persons who need more resources than a warm place to sleep for a night should not be discharged to these sites.

### **CO-ORDINATOR**

The Surrey/ White Rock areas have an Extreme Weather Response Coordinator.

The Coordinator or their designate decides when to call an Extreme Weather alert and which shelters will open on any given night of a response. They will make decisions based on weather reports, perceived or expressed need for shelter space in the communities, availability and ability of personnel at the facilities to open.

### **EXTREME WEATHER RESPONSE IN ACTION**

A phased response is used in the North Surrey Area. Surrey Urban Mission (SUMS) opens first and additional space will open pending service demands at SUMS. Other Extreme Weather sites will open as needed. The Coordinator will continue to work with the Surrey EWR Committee to revise the text of this plan as it develops at the end of each season.

Each city and all organizations participating in the Extreme Weather Response will have an up to date copy of the Extreme Weather Response Plan. An up-to-date version of the Extreme Weather Response Plan will be submitted to the Cities and participating organizations every year prior to September 30th.

Where possible the Surrey Coordinator will work on anticipating openings using a “three day window” of lead time to inform sheltering sites, the Regional Extreme Weather Coordinator and BC Housing of possible openings. Extreme Weather sites will open as needed.

**Role of Lookout Emergency Aid Society**

Lookout spaces will be mobilized after other sites in North Surrey have been filled.. These spaces are reserved space that can be activated only in emergency situations during the EWR season.

**Step One:** Coordinator calls an Extreme Weather Response

* The Coordinator calls for Extreme Weather Response by 10:00 am on the day it is to start. The Coordinator also informs participating organizations of the anticipated end date.
* The Coordinator follows the ASA activation procedures.
* Mobile outreach is activated for that day and works on contacting the homeless who are outside.
* All designated sheltering sites are notified by phone that they need to open.

**Step Two:** Notification of the Cities of Surrey and White Rock

The Coordinator will notify the City of Surrey, White Rock that a response has been called.

**Step Three:** Authorities and Hospitals notified

Fire Departments, After Hours Emergency Services Team, RCMP, Surrey Memorial and Peace Arch hospitals are notified.

**Step Four:** All other participants informed

All of the organizations listed will be informed at that time. (See list of organizations under “Notification” below).

**Step Five:**  Notification the Response is over

The Coordinator follows ASA deactivation procedures and notifies all sites the response is over. It is at this time any tweaks to the plan may be negotiated, discussed, agreed upon and possibly implemented or recommended to Homeless Services of BC.

### 

### **TRANSPORTATION**

If needed, all sites will provide a one zone bus ticket for people to use when leaving in the morning.

### **EQUIPMENT**

Equipment purchased for the Extreme Weather program will be maintained at the sites until it is needed. It will be signed out to the participating sheltering organizations who participate in the Extreme Weather Response and will be returned within 3 days after declaring they are no longer participating in the plan and or if the number of mats required are decreased due to space or other requirements.

### **MEDIA INQUIRIES**

The Coordinator acts as spokesperson for Surrey/White Rock Extreme Weather Response. BC Housing will offer media support in case of major media interest (e.g. if a controversial issue develops) or should it become necessary to coordinate the media response between communities. B.C. Housing will designate a media contact person at the beginning of each season.

### **SUPPLIES**

The Coordinator where possible will assist all shelters in the plan with needed supplies such as food, blankets, first aid kits and any other equipment needed.

**COMMUNICATION BETWEEN AGENCIES**

All participating agencies will communicate information relevant to the Extreme Weather Response through the Coordinator and his/her designates during the period of the Response. The intent of this procedure is to minimize confusion and avoid duplication of effort.

**VOLUNTEERS AND SUPERVISORS**

Each participating shelter will provide volunteers to staff its own shelter space.

**TRAINING**

The Surrey/White Rock Extreme Weather Response Coordinator will train volunteers and staff involved in the Surrey/White Rock plan. Volunteers and staff will be trained in areas which support their roles in the plan. The curriculum will be adapted from the Volunteer Manual. Training content will include personal safety techniques, health precautions for volunteers/staff and emergency procedures.

# **AGENCY RESPONSIBILITIES**

Activation plans for each of the sites will be developed by the organizations that operate them. Each facility director will manage his/her site, but may call upon other agencies for assistance.

Each organization will:

1. Have its shelter premises inspected by the Fire Department to confirm its maximum capacity.
2. Provide appropriate numbers of volunteer and staff for its emergency weather shelter.
3. Provide a warm meal for the people accessing the services.

# **INSURANCE AND CAPACITY CERTIFICATION**

BC Housing requires the Coordinator to be satisfied that participating shelter sites have adequate insurance and that they have been inspected by City fire officials to determine their appropriate occupancy load before listing them in the Extreme Weather Response Plan as participants eligible for funding.

**REPORTING ACTIVITY AND EXPENSES**

BC Housing forms will be used to record all intake data and expenses at each shelter. Nightly occupancy reports will be made promptly to Surrey EWR Coordinator via e-mail provide below.

After opening sites for the extreme response, each site will ensure that their nightly occupancy reports are sent into BC Housing by 11:00 am the following day.

Invoices need to be sent in a timely manner as BC Housing specifies in order to assure payment is made.

### **OUTREACH**

In addition to the temporary emergency shelter, outreach services will be conducted for the homeless who choose to remain outside. Food and blankets will be handed out when available. Hyland House mobile outreach workers will work collaboratively with the RCMP and City of Surrey Bylaws Department in trying to remain in contact with people who choose to remain outside during Extreme Weather activation.

### **ADDITIONAL SUPPORT NOTIFYING HOMELESS PEOPLE WHO ARE OUTSIDE**

Lookout Emergency Aid Society will have mobile staff working at the time of an Extreme Weather activation contact homeless people who are outside and inform them that Extreme Weather space has been activated.

# **IMPLEMENTATION PERIOD**

The Extreme Weather response is active according to the number of nights that meet the Surrey definition of when a call will be made during the five-month period between November 1 and March 31 as weather conditions occur.

### **HOURS OF OPERATION**

Shelters generally operate between 7:00 pm and 7:30 am. However, each shelter determines its own opening and closing times and communicates them to the Surrey EWR Coordinator.

# **EVALUATION & PLAN REVISION**

Data is collected by the organizations involved in the response. It is collated and submitted to the Coordinator on each morning after a response. The Coordinator forwards these documents promptly to BC Housing’s Emergency Shelter Program Manager.

The Extreme Weather Planning Group will reconvene before May 31, to assess the implementation of the current Response Plan and to amend it as required for the following season.

# **CITY ZONING REGULATIONS**

Due to the extraordinary and occasional nature of Extreme Weather Shelter use, the City will not enforce its Zoning Bylaw in respect of this use if and when:

1. such a use is triggered by an Extreme Weather Response alert or

1. all shelter facilities to be used are identified in the Extreme Weather Response Plan, as approved by the Director of Development Services.

This would be a similar situation to the use of schools, churches and other facilities for temporary lodging and staging during an emergency/disaster event. There is a clear intent that Extreme Weather Shelters are not intended to be used for permanent housing.

Occupancy limits posted by the individual community’s Fire Rescue Service may not be exceeded in any shelter facility without approval by the Fire Chief. In select cases, an interim Fire Safety Plan including a 24-hour fire watch may be considered to mitigate the lack of sufficient exit capacity with the approval of the Fire Chief.

**SITES OPENED AFTER THE EWR PLAN IS SUBMITTED**

Due to the nature and processes involved in setting up EWR sites, some may not be ready to operate at the start of the EWR season. After these sites have passed all inspections by the fire dept, the Coordinator will submit an updated the plan. The Coordinator will inform all stakeholders of the sites coming into operation. Notification of a site being opened will include site address, contact details and site capacity.

# **EXTREME WEATHER SHELTERS FOR SURREY/WHITE ROCK**

Surrey Urban Mission: 604-581-5172; (15 mats)

First United White Rock /South Surrey 604- 599-8900 (15 mats)

Cloverdale - 604-599-8900 (15 mats)

Lookout Emergency Aid Society - 604-589-8678 (10 mats)

Nightshift Ministries – 604 953 -1114 (15 mats – women only)

***\*\*\*Please note that we are still in the process of securing additional spaces and will update the Plan when the spaces are in place.***

**Outreach and support services**

Hyland House Mobile Outreach – 604 – 599 - 8900

Front Room – 604 – 589 - 1002

Phil Lemire, Fire Chief White Rock Office: 604 - 541- 2122

RCMP Duty Officer 604 – 599 - 7881

After Hours Emergency Services Team 604- 875 -6381

**Extreme Weather Locations:**

**Surrey Urban Mission**

10776 King George Blvd

**Cloverdale - Hyland House**

6595 King George Blvd. Surrey

**First United White Rock /South Surrey**

15385 Semiahmoo Avenue White Rock

**Lookout Emergency Aid Society**

10697 135A Street Surrey, BC

**Nightshift Ministries**

10635 King George Blvd, Surrey, BC

***Extreme Weather Documents***

***2017 - 2018***

**Surrey/ White Rock Extreme Weather**

**Response Notification**

**Extreme Weather Response Plan is active from**

**November 1, 2017 to March 31, 2017**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sites** | **Active this call** | **Not active this call** | **Number of beds** |
| **Surrey Urban Mission:**  10776 King George Blvd  604-581-5172 |  |  | **15** |
| **Cloverdale Church:**  **102 - 17802 66 Avenue**  604 – 575-4208 |  |  | **15** |
| **First United White Rock /South Surrey :**  15385 Semiahmoo Avenue White Rock  604- 599-8900 |  |  | **15** |
| **Lookout Emergency Aid Society**  10697 135A Street Surrey, BC  604-589-8678 |  |  | **10** |
| **Nightshift Ministries**  10635 King George Blvd, Surrey, BC |  |  | **15**  **Women only** |
|  |  |  |  |
|  |  |  |  |

**Extreme Site Fire Plans**

**All extreme weather sites have a written fire plan in place that can be viewed by the Fire Department. A copy of the site fire plan will also be sent to the Coordinator of the Extreme Weather Response to be placed on file for that location. The Surrey/White Rock Coordinator will notify BC Housing and the Regional Extreme Weather Response Coordinator that all sites in Surrey have a written Fire Plan in place.**

**All Fire Plans will have the following in place:**

1. **Diagram /Chart of site bed locations and fire exits**
2. **Procedure for notifying fire department of a fire at the location**
3. **Procedure for evacuation which includes a head count, and designated safe meeting area.**
4. **Method to inform the firefighters attending the site who is in what bed and where that bed is located in the building**
5. **How to ensure fire fighters have access to the whole building to allow them to inspect the whole building.**

***Extreme Shelter Site Fire Plan***

1. **A diagram of all bed location of at that site will be used each night the shelter is in operation. The diagram has all beds numbered in their location at the site.**
2. **The names of people sleeping in the shelter are written into the bed space on the diagram on a nightly basis upon their admission to the site.**
3. **Upon admission staff and volunteers will inform the shelter users where the safe meeting site is and direct shelter users to go there in case of a fire.**
4. **The plan will identify a safe meeting site location where people are to meet when they have left the building.**
5. **In the event of a fire, staff and volunteers will alert all people who are in the shelter that they are to be evacuated from the site using the fire exits located in the diagram. Staff and volunteers will inform the shelter users where the safe meeting site is and direct shelter users to go there.**
6. **The names of people sleeping in the location of the bed they are in written in to the bed space on the diagram on a nightly basis upon admission to the site.**
7. **In the event of a fire staff will**
   * **Evacuate the site**
   * **Call 911 and notify the operator there is a fire provide details and ask for assistance**
   * **Meet at the designated meeting area**
   * **Do a head count**
   * **Wait for the Fire Department to arrive on scene**
8. **Upon arrival of fire fighters, staff will inform the fire fighters of anyone who is missing and give the fire fighters the bed location diagram which has the names and locations of people who were sleeping there and the keys to access the building.**
9. **Staff will wait for the fire department to inform them it is clear go back into the building.**
10. **The location will notify the Extreme Weather Coordinator that a fire has occurred and provide a written incident report within 8 hours of the event to the Surrey Coordinator and BC Housing.**

GENERIC BED DIAGRAM

6

2

3

4

5

7

8

9

10

12

13

1

14

**Fire exit**

15

Bill

Jack

Tina

Ann

Brenda

Paul

Gagan

Jorge

James

**F**

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**CITY OF SURREY/WHITE ROCK (FIRE SERVICES)**

**EXTREME WEATHER SHELTER**

**TRAINING CHECK LIST**

BUILDING NAME: \_\_\_\_\_\_\_\_\_\_\_\_­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CONTACT: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ PHONE #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SUPERVISIOR \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PHONE #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I**t is the responsibility of the owner, agent or manager of the premises herein named to ensure the Volunteers and Staff be trained in fire emergency procedures described in the fire safety plan before they are given any responsibility for the fire safety. (2.8 BC Fire Code)**

How to call 911 YES NO

Evacuation procedures explained YES NO

Location of Fire Extinguishers YES NO

Location of Fire Alarm Panel YES NO

Fire Alarm Panel functional YES NO

Emergency Lighting functional YES NO

Emergency Exits clear YES NO

Sprinkler System functional YES NO

**The above information has been explained and is understood:**

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dated: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |
| --- | --- |
| EWR CRITICAL INCIDENT REPORT  Program:  Staff Name: D.O. Fax: | |
| **PERSONS INVOLVED**  ❑ Client  ❑ Staff  ❑ Other, specify: | Name of person:  Birthdate: ❑ Male ❑ Female  *Mo / Day / Yr* |
| **TYPE OF INCIDENT** *(Please check 🗸 off all relevant items below)*  A. Risk to life or safety:  ❑ Safety and Security ❑ Accident – Physical/Dental injury ❑ Suicidal Risk  ❑ Medical Emergency ❑ Death  ❑ Poisoning *(Type of Poison :)*  B. Abuse/Assault:  ❑ Alleged Sexual Abuse ❑ Physical Aggression  ❑ Alleged Abuse/Assault by Staff ❑ Alleged Abuse/Assault of Staff / by Client  C. Possession of:  ❑ A Dangerous Object ❑ Other:  D. Property:  ❑ Fire Setting ❑ Theft ❑ Property Damage / Vandalism  E. Other  ❑ Unusual Behaviour ❑ Reporting to Communicate Information   * Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |
| **INCIDENT REPORTED TO:**  1. ❑ BC Housing and Extreme Coordinator  2. ❑ Called 911 Requested: ❑ Ambulance ❑ Police ❑ Fire Department    3. ❑ Copy to BC Housing and Extreme Coordinator Date: Time: am/pm | |

|  |  |
| --- | --- |
| **DETAILS OF INCIDENT**  Date of Incident: Time: Location:  Please note the sequence of events (be objective, factual):  *(include how occurred, extent/character, procedure followed, action taken, what is the current status?)* | |
|  | Show location of injury |

**Follow Up and Additional Comments:**

**Staff Name** *(please print) Signature Date*

**Witness***– if available (please print) Signature Date*

**Site Manager** *(please print) Signature Date*

***Note****: Signed copies of these forms need to be faxed, scanned and e-mailed, or mailed to EWR Coordinator and the designated BC housing representative.*

**TEMPLATE FOR ISSUING AN EXTREME WEATHER ALERT – SURREY/WHITE ROCK**

Email Subject Line: Surrey/ White Rock/Delta Extreme Weather Alert Issued

Hello,

I have been designated under the Assistance to Shelter Act as the Community Representative for the (town/municipality/village/township) of Surrey/White Rock/Delta, British Columbia. I am issuing an Extreme Weather Alert (EWA) and it is requested that RCMP “E” HQ OCC send the below noted EWA verbatim via CPIC to the detachment responsible for policing the (town/municipality/village/township) of Surrey and White Rock, British Columbia.

I request that only “E” HQ OCC confirm receipt of this e-mail and advise when the CPIC message has been forwarded to the appropriate detachment. You will be advised via email when the EWA has been rescinded.

Thank you in advance for your assistance,

(Name of Community Representative)

Extreme Weather Alert

Pursuant to sec. 2(2)(b) of the Assistance to Shelter Act an Extreme Weather Alert (EWA) is being issued for the (town/municipality/village/township) of Surrey and White Rock, British Columbia. This EWA activates the authorities in the Assistance to Shelter Act for police to assist persons at risk due to extreme weather conditions and remains in effect until it is canceled.

This EWA is being issued on (date) at (time), due to the following weather conditions and forecast: (description of conditions and forecast.)

The following shelter(s) will be providing spaces during this EWA:

(Name of shelters and locations)

EWA issued by: (name of Community Representative), Community Representative for the (town/municipality/village/township) of Surrey/White Rock/Delta, British Columbia.

**TEMPLATE FOR cANCELLING AN EXTREME WEATHER ALERT – Surrey/ white Rock**

Email Subject Line: Surrey/White Rock/Delta - Extreme Weather Alert Cancelled

Hello,

I have been designated under the Assistance to Shelter Act as the Community Representative for the (town/municipality/village/township) of Surrey and White Rock, British Columbia.

On \_\_\_\_(date)\_\_\_\_ I issued an Extreme Weather Alert (EWA) and requested RCMP “E” HQ OCC sent it to the detachment responsible for policing the (town/municipality/village/township) of Surrey and White Rock, British Columbia. There is no longer a need for the EWA to remain in effect and, as such, I am issuing a Cancellation of an EWA. I am now requesting that “E” HQ OCC forward verbatim via CPIC the below noted Cancellation of an EWA to the detachment responsible for policing the (town/municipality/village/township) of Surrey and White Rock, British Columbia.

I request that only “E” HQ OCC confirm receipt of this e-mail and advise when the CPIC message has been forwarded to the appropriate detachment.

Thank you in advance for your assistance,

(Name of Community Representative)

Cancellation of an Extreme Weather Alert

Pursuant to sec. 2(2)(e) of the Assistance to Shelter Act the Extreme Weather Alert (EWA) issued on (date) for the (town/municipality/village/township) of Surrey/White Rock/Delta, British Columbia, is now cancelled.  The authorities in the Assistance to Shelter Act for police to assist persons at risk due to extreme weather conditions are no longer in effect.

This Cancellation of an EWA is being issued on (date) at (time), due to improved weather conditions and forecast.

Cancellation of an EWA issued by: (Name of Community Representative), Community Representative for the (town/municipality/village/township) of Surrey/White Rock/Delta, British Columbia.