Template: Quick Response Plan for Economic Disruption

This document will be customized for each community that takes part in a workshop. Text in italics will be replaced with community-specific text. Some will be developed by the workshop facilitators prior to the workshop and other text will be generated by workshop attendees.
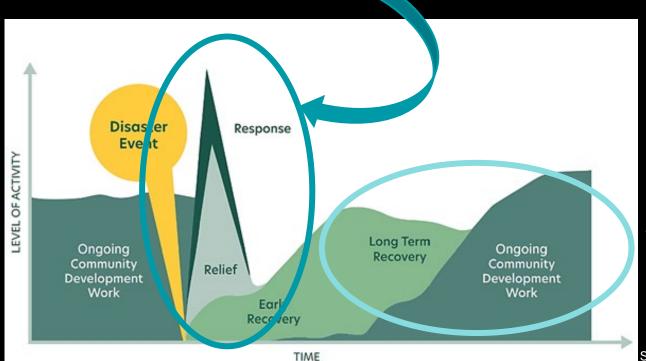
Selkirk College | SELKIRK INNOVATES

Community Futures Central Kootenay

Quick Response Plan for Economic Disruption

Community Name

Quick Response Plan

Plan Area:	*What area is included within this plan?*
Version:	*What date was this plan created / updated?*
Organizations Involved:	*Who was involved in the creation of this plan?*

Quick Response Plan Purpose

- Provide direction for responding to economic needs during and **immediately after a disaster**

- **What is not included?**
  - Mitigation, preparation, and long-term recovery are out of scope for this "quick response" plan

Source: Australian Disaster Resilience Community Recovery Handbook

Why is a locally led economic response needed?

Response Goals

The EOC, as with all other BCERMS levels, supports a prescribed set of response goals set out in priority as follows:

1. Provide for the safety and health of all responders
2. Save lives
3. Reduce suffering
4. Protect public health
5. Protect government infrastructure
6. Protect property
7. Protect the environment
8. Reduce economic and social losses.

Action Plans from all BCERMS levels will take these goals into consideration.

Source: Emergency Management BC Emergency Operations Centre Operational Guidelines

Reducing economic and social losses are the lowest priority for the EOC / PREOC

AND not every economic disaster comes with an EOC

Key Principles

- Prioritize key employers, sectors, and economic assets

- Navigate and connect to existing supports, and communicate economic priorities to other agencies participating in the response – build and maintain relationships!

- Preserve revenue through local procurement where possible

- Recognize economic response comes after higher priorities (e.g., preservation of human life)

- *Community specific principles*

Tip: Tailor principles to place
Are there other principles specific to your community? **Record and add these.**
Are there principles that don't apply? **Remove them.**

Economic Context

- What are the main sectors in the plan area?
  - *E.g., Tourism*
- Who are the top employers in the plan area?
  - *E.g., School district*
- What are some of the key economic assets in the plan area?
  - Infrastructure
    - *E.g., Telecommunications towers*
  - Community events
    - *E.g., Music festival*
  - Workers with critical skillsets
    - If these people left and didn't return, we would be in trouble
    - *E.g., Tradespersons*
  - *Other community specific assets*
- What are the main risks to the local economy?
  - *E.g., Wildfire, mill closure*

Tip: Fact Check with Easy to Access Information
Stateofthebasin.ca has easily accessible data on employment, demographics, and more, as well as pre-made community profiles.

Roles, Responsibilities, and Buy-In

- What organizations are currently involved in economic development within the plan area?
  - *This will help you identify who should be involved*

- Who should make up the team leading this plan?
  - *In the event of a disaster, who is the most likely to:*
    - *Try and bring forward economic response and recovery items to emergency management operations and emergency support services?*
    - *Work with the business community to understand their needs and communicate important updates to them?*
    - *Work with local government to communicate economic development needs?*
    - *Identify relevant resources and tools to help with economic recovery?*

- What do these organizations / people need to participate?
  - *Consider if they have the mandate, buy-in, and financial/human capacity*

Team and Roles

Position	Role	Person/Alternate*
Committee Lead and EOC Liaison	- Facilitate team - Organize meetings - Keep track of to-do's - Attend EOC and Liaise between EOC (emergency management) and other roles - Connect with Provincial Economic Recovery and Community Transition - Coordinate decision to activate	*E.g., Community Futures*
Business Liaison(s)	- Serve as voice of business community - Manage expectations - Communicate updates to business community - Coordinate business supports, including psychosocial supports - Connect with ESS regarding co-location of supports	*E.g., Chamber of Commerce*

Team and Roles, Continued

Position	Role	Person/Alternate
Local Government Liaison	- Keep council informed about response status and needs of economic community - Advocate for supports that involve local government policy/bylaws - Inform lead of EOC activation	*E.g., Regional district staff*
Knowledge Keeper	- Keep on top of related plans/available toolkits/etc. - Lead impact assessment - Find critical information to support other roles as needed	*Who will do this?*
Community specific position?	- *Describe role*	*Who will do this?*

Tip: Roles are not static!
Refine role descriptions as actions are identified.

Activation Protocol

- If an EOC is activated for the area, immediately activate the plan
  - Remember it is the Local Government Liaison's role to inform the team about EOC activation

- If no EOC is activated, but an economic disruption is apparent, convene the team to decide on activating the plan
  - Examples:
    - Impacts from disasters happening elsewhere e.g., wildfire smoke, road closures on major tourism routes
    - *Community specific examples*

Tip: Tailor activation to place
Are there situations specific to your community you should include? **Add them.**

Communications Pathways

Group	How will you contact them?	How will you know who to contact?	How will they contact you?
Business/economic development community	*e.g., business email list, social media, radio, municipal website*	*e.g., business database*	*e.g., central email*
Between business community and EOC			
Other priority groups e.g., tourism?			

Data Storage and Access

Critical dataset	Where stored	Who has access	How to access
E.g., Business license database	*Municipal Sharepoint*	*All municipal staff*	*With Microsoft credentials at www.link.com*

Tip: Consider accessibility during an emergency
Important data should be accessible from offsite in case you are working elsewhere during an emergency. Data privacy is an important consideration for offsite data storage

Economic Response Centre

- Purpose:
  - Central location for businesses to access supports (wifi, meeting space with area for private conversations, counseling services, etc.)
- When to establish:
  - *E.g., Event where at least 25% of local businesses are affected*
- Location:
  - Digital (email or website): *address*
  - Physical (primary): *location*
  - Physical (backup): *location*

Tip: Co-Location with Other Services
Depending on the size of your community it may make sense to have this be the same place as other recovery services. Investigate organizations with compatible space (e.g., local government reception centre, ESS location, Community Futures)

Potential Actions

Below is a list of potential 'quick response' actions. Select those that apply to the event at hand and are achievable with available resources.

- Business technical assistance
  - ❑Business ambassador/case manager(s) that identifies or provides case-specific support
  - ❑Insurance advisor/advocate
  - ❑Webinars and handouts on specific subjects (e.g., how to prepare for evacuation)
  - ❑Business walk/business needs assessment
  - ❑Business re-entry strategy
  - ❑Recovery loans
  - ❑Back to business support (e.g., customer incentives)
- Economic impact assessment
  - ❑Identify metrics that are relevant to the event
  - ❑Conduct impact assessment immediately and a few months out
  - ❑Identify unmet needs

Tip: Only collect data you can act on
Economic impact assessment requires input from businesses at a time when they are struggling. Do not ask for this effort unless you have a team that is prepared and empowered to act on results.

Potential Actions, Continued

- Communications
  - ❑ Website for business communications
  - ❑ Collecting and consolidating information
  - ❑ Social media campaigns for customers and other stakeholders
  - ❑ Media spokesperson
- Economic infrastructure
  - ❑ Identify economically sensitive sites and communicate to emergency management
- Local procurement
  - ❑ Develop lists of businesses and services to help to ensure emergency management dollars are spent locally (build on list on slide 20)

Potential Actions, Continued

- Psychosocial
  - ❑ Mental health supports relevant to business owners
- Regulatory and compliance
  - ❑ Assessment of bylaws or policies impeding recovery (and associated advocacy to regulatory body)
- Structures and access
  - ❑ Link response agencies to local holders of knowledge re: land base
  - ❑ Identify alternative sites
- Workforce support
  - ❑ Workforce subsidies to support businesses post-disaster
  - ❑ Assisting vulnerable workers

Potential Actions - Discussion

Think of the risks identified.
List those actions that stand out as potential priorities related to these risks.
Select actions that apply to the event at hand and are achievable with available resources.

Action	Related Risk	Related Resource

Stakeholders and Assets

- The following slides are an inventory of local individuals or groups that may be able to support the identified actions and other aspects of the economic response and recovery process

- Add to these over time

Stakeholders and Assets:
Business Technical Assistance and Financing

Person/Organization	Potential Contributions
Community Futures Central Kootenay	• Business coaching • Loans
Chamber of Commerce	• Business communications • Advocacy for business needs
Basin Business Advisors	• Business coaching
KAST	• Long-term economic recovery through technology ventures
Kootenay Savings	• Loans
Other local organizations	*Contributions*

Stakeholders and Assets: Communications

Person/Organization	Potential Contributions
Local radio: CBC, The Arrow	• Broadcast media releases
Economic Development Practitioners Network	• Share lessons • Link to other communities that may experience second-hand effects from the event

Stakeholders and Assets: Economic Impact Assessment

Person/Organization	Potential Contributions
Selkirk Innovates at Selkirk College	• Research expertise and capacity
CFBC's Rural Resiliency Initiative Quick Response Team	• Capacity, tools, and expertise

Stakeholders and Assets: Economic Infrastructure

Person/Organization	Potential Contributions
E.g., telecommunications providers	• *Maintain and restore access*

Stakeholders and Assets: Local Procurement

Person/Organization	Potential Contributions
E.g., Office supply store	• Supplies

Stakeholders and Assets: Psychosocial

Person/Organization	Potential Contributions

Stakeholders and Assets: Regulatory and Compliance

Person/Organization	Potential Contributions
Regional Economic Operations	

Stakeholders and Assets: Structures and Access

Person/Organization	Potential Contributions

Stakeholders and Assets: Workforce Support

Person/Organization	Potential Contributions
Columbia Basin Trust	Workforce subsidies
Selkirk College	Training
Kootenay Career Development Society	WorkBC service provider, can assist individuals who are laid off

Action Items and Next Steps

- *Community specific actions*
- Save and share this plan!
- Take EOC Training and strike relationship *now*, before an emergency starts
- Work to fill critical gaps
  - *What gaps emerged as a result of today's session?*
- Practice implementing the plan
  - At least once per year, gather your team, develop a simulation scenario, and review steps in the response process
- Extra Credit Activities
  - Conduct a local risk assessment to prioritize threats in planning
  - Connect this plan with other plans (e.g., economic development)
  - Support businesses with continuity planning

Additional Resources

Resource	Description
[Community Futures Business Continuity Planning](#)	Resource to support businesses with understanding and preparing for risks
CFBC's Rural Resiliency Initiative Quick Response Team	Expertise and experience to provide support for businesses in rural B.C. communities before, during and after economic disruptions and disasters