



**Division Emergency Operation Center : Supporting Those Who Do**  
Shawn Reynolds, RCMP DEOC Director, 26 August 2020

# Phases of Emergency Management: Preparation/Response/Recovery

Activated March 16, 2020. Division Operational  
Readiness Status

Situation Size Up – Duration, Scope, Complexity

Public Health agency led response

Authorities – Federal (FEMP), Provincial (Public Health)

Resources available – Nationally and Provincially





# H Division DEOC : Mandate and Objectives

## Mandate

H Div COVID-19 IMT will facilitate the effective maintenance of Critical Service Delivery during the COVID-19 pandemic.

## Objectives

Maintain the Division Situational Awareness.

Maintain Internal Communications.

Maintain External Communications.

Develop contingency plans for service delivery management.

Liaise with provincial partners and stakeholders in a whole of government approach.



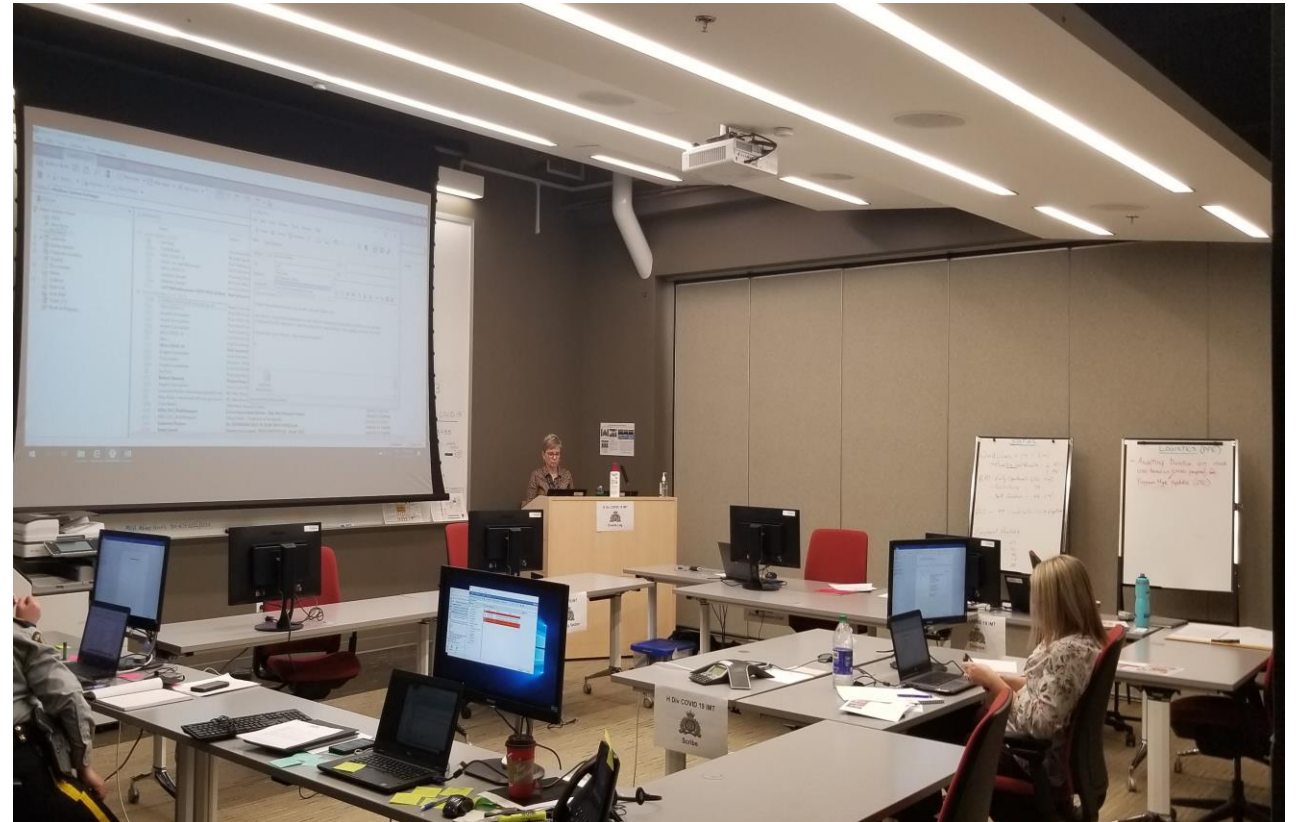
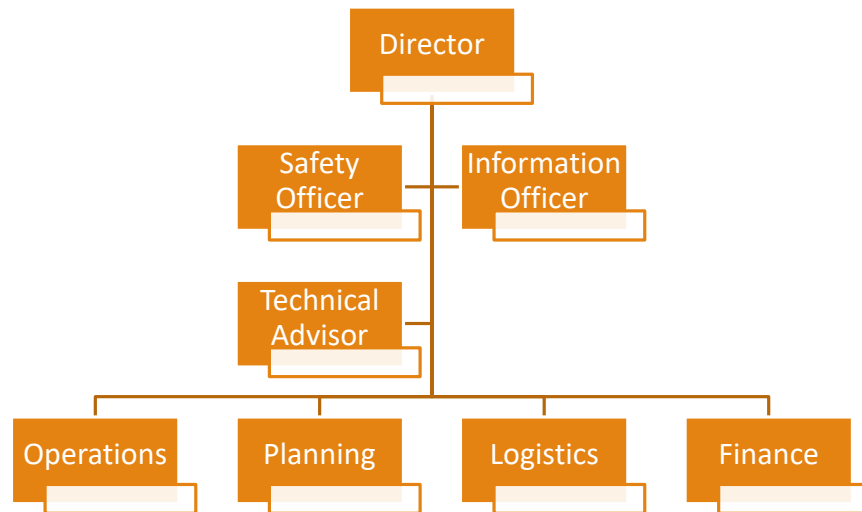
# H Division DEOC : Daily Operations

Incident Command System Structure

DEOC staffing – Intake and Training

Liaison – National, Provincial and Inter-Agency

Stages of Response – Mobilization, Stabilization





# Areas of Success

**Employee** – Engagement and adaptability.

**Agency Administrator support** – Direct report was positive and supportive.

**Liaison Development** – National, Provincial DOJ, Policing Partners, Agency Program Managers.



# Opportunities for Consideration

**Prevention/Mitigation** – Risk Assessment. Mitigation measures (Office layout, teleworking, communication mechanisms, and EM Section staffing)

**Preparedness** – Division Emergency Plans maintenance, Liaison agreements, DEOC staff training and Exercise Program enhancement.

**Response** – Delegation of authority with clarity on resource use for Division support requirements on extended activations.

**Recovery** – Enhancement of the EM Section staffing. Consider Operational Readiness for EM Section.





# DEOC: Supporting Those Who Do

*“The most important resource that any agency can have is the trained and motivated individual employee.”*

*“Practice small so you can play big.”*

**Shawn Reynolds**

**H Div COVID-19 IMT Director**

