

| From | To | Details |
|---|--|---|
| 2010-09-17 20:56 | JACKIE KLOOSTERBOCAITLIN ESS 604-377-9064 SWE VANCOUVER | OTHER 100266 MISCELLANEOUS 2010/09/17 20:56:58 APARTMENT EVACUATION TASK 112804 Issued To: JACKIE KLOOSTERBOER Allocation: \$250.00 |
| LOCATION: HORNBY ST AND NELSON ST | | |
| Calling to advise that the fire department is responding to a possible chemical spill at an apartment at the above location. The fire department is evacuating the apartment now unknown how many affected or what the spill actually is. | | |
| ACTION TAKEN: 2101 paged D/RM Greg Kanya 2105 briefed Greg Kanya-advised 2110 briefed Jackie ESS-advised she will call back with more details, says it sounds like most people will have insurance | | |
| 2010-09-17 22:07 | JACKIE KLOOSTERBOCAITLIN ESS SWE VANCOUVER | OTHER 100266 MISCELLANEOUS UPDATE 2010/09/17 20:56:58 APARTMENT EVACUATION TASK 112804 Issued To: JACKIE KLOOSTERBOER Allocation: \$250.00 |
| LOCATION: HORNBY ST AND NELSON ST | | |
| Advises that the fire department are letting people back inside the apartment as they have deemed it safe to return. The spill was some sort of chemical used for separating and raising cement. There was no ESS involvement for this. | | |
| ACTION TAKEN: 2209 paged D/RM Greg Kanya 2211 briefed Greg Kanya | | |

| From | To | Details |
|---|-------|---|
| 2010-09-18 14:52 LINDA ENVIRONMENTAL COORDINATOR - C 604-762-7913 SWE VANCOUVER | DYLAN | DGIR 101694 INLAND 2010/09/18 14:52:13 URETHANE FOAM RESIN TASK 112804 Issued To: JACKIE KLOOSTERBOER Allocation: \$250.00 |
| SPILLER: CITY OF VANCOUVER LOCATION: 989 NELSON | | |
| Cross Ref OTH 100266: Advises that Urethane Foam Resin was pumped underneath the foundation at the above location to raise the building. Over night the building caught fire and the suppression activities resulted in the material mixing with the water and being washed to the storm drain. | | |
| ACTION TAKEN: 15:00 - Paged LML MOE RO 15:03 - Briefed MOE RO Harold Riedler - Code 1 - Prov, Mun, Fed 15:05 - Briefed OGC Mike Burzek 1600 - faxed MOE Surrey/Canutec/emailed code 2 dist list 2010-09-18 17:02 Email to EC (s.15) sent from s.15 2010-09-18 17:02 Email to MOE (s.15) sent from s.15 19:22 Emailed OGC | | |
| 2010-09-18 15:37 NATALIE CANUTEC 613-996-6666 SWE VANCOUVER | KAREN | DGIR 101694 INLAND UPDATE 2010/09/18 14:52:13 URETHANE FOAM RESIN TASK 112804 Issued To: JACKIE KLOOSTERBOER Allocation: \$250.00 |
| LOCATION: 989 NELSON | | |
| Advising that a building was being lifted by urethane foam resin (RR 400) and it caught on fire sometime last night. It is still smouldering and black smoke is coming out of the pile. This is in a financial business area. They have evacuated 1 building. Police and Fire are on scene. Water was used to extinguish the fire. Air monitoring is suggested to know if evacuation is required due to the toxic by-products. Canutec has advised EC today. | | |
| ACTION TAKEN: 1531 - paged MOE 1533 - briefed MOE RO Harold Riedler, code 2 Prov/Mun 1540 - paged EC 1541 - paged RM Greg Kanya 1542 - briefed Nick Russo, EC 1544 - briefed RM Greg Kanya, patched through to EPC Kevin Wallinger 1550 - left message for OFC, Rob Owens 1552 - RM Greg Kanya requesting patch to Jackie Kloosterboer 1600 - faxed MOE Surrey/Canutec/emailed code 2 dist list 2010-09-18 17:02 Email to EC (s.15) sent from s.15 2010-09-18 17:02 Email to MOE (s.15) sent from SGPEF s.15 19:22 Emailed OGC | | |
| 2010-09-18 16:06 MIKE WATKINS ESS 604-767-3621 SWE VANCOUVER | KAREN | OTHER 100266 MISCELLANEOUS UPDATE 2010/09/17 20:56:58 APARTMENT EVACUATION TASK 112804 Issued To: JACKIE KLOOSTERBOER Allocation: \$250.00 |
| LOCATION: HORNBY ST AND NELSON ST | | |
| Advising that ESS has been requested by Vancouver Fire. Details to follow. | | |
| ACTION TAKEN: 1608 - paged RM Greg Kanya 1609 - briefed RM Greg Kanya, requesting contact with Harold Riedler, MOE RO | | |

| From | To | Details |
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| 2010-09-18 16:30 | JACKIE KLOOSTERBODAVID ESS 604-767-3621 SWE VANCOUVER | DGIR 101694 INLAND UPDATE 2010/09/18 14:52:13 URETHANE FOAM RESIN TASK 112804 Issued To: JACKIE KLOOSTERBOER Allocation: \$250.00 |

LOCATION: 989 NELSON

Advised they have fully evacuated the building, they do not know when the 300+ residents will be allowed back in. She is seeking approval for the reception center.

ACTION TAKEN:

16:34 Called RM Greg Kanya, left msg on cell. Paged.

16:36 Briefed RM Greg Kanya. Approved.

16:40 Briefed MOE RO Harold Riedler.

16:44 Paged EC Nick Russo.

16:46 Briefed DM David Tomaz.

16:49 Briefed EPC Kevin Wallinger

16:50 Briefed OFC Rob Owens.

16:51 Briefed EC Nick Russo.

16:52 Faxed MOE Surrey/Canutec/emailed code 2 dist list

2010-09-18 18:02 Email to EC s.15 sent from s.15

2010-09-18 18:02 Email to MOE s.15 sent from SGPEF s.15

19:22 Emailed OGC

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| 2010-09-18 16:57 | HAROLD RIEDLER MOE RO SWE VANCOUVER | DAVID DGIR 101694 INLAND UPDATE 2010/09/18 14:52:13 URETHANE FOAM RESIN TASK 112804 Issued To: JACKIE KLOOSTERBOER Allocation: \$250.00 |
|------------------|---|---|

LOCATION: 989 NELSON

Advised by Linda Kwan City of Vancouver Environment Coordinator C: 604-762-7913 at 16:14. Advised the material emitting Carbon Monoxide, Carbon Dioxide, Hydrogen Cyanide, ISO Cyanates and Nitrogen Oxide, which are all toxic to human health when the material is exposed to excessive heat/fire and in gaseous form. The Fire Dept obtained a Carbon Monoxide reading earlier today above worker short term exposure limits within the BC Hydro Building. There was a noticeable odour at 12:50 hours for the staging of emergency response. However that odour is no longer present at the location. Fire Dept have gained access to the area within the building where the reaction/fire occurred to evaluate whether it is still smouldering and to also assess air quality in the area. The commercial building wing to the former BC Hydro Gas high-rise was evacuated around 12:50 hours. 2 separate buildings were evacuated. One is a low rise commercial building and the other is a 21 story high rise, commercial/residential building with 170+ Suites. MOE RO suggested to Linda Kwan to relay to the property management that they consider retaining a hygiene consultant to obtain current information from the Fire Dept in regard to the contaminants involved and for the consultant to continue with an assessment to determine when the building will be safe for re-occupation.

ACTION TAKEN:

17:09 RM Greg Kanya advised he already spoke with MOE RO Harold Riedler.

17:12 Briefed DM David Tomaz.

17:13 Paged EC Nick Russo.

17:15 Briefed EPC Kevin Wallinger

17:17 Briefed EC Nick Russo.

17:23 Called OFC Rob Owens. Left msg on cell/res.

17:28 Briefed OFC Tina Neff.

17:32 Faxed MOE Surrey/Canutec/emailed code 2 dist list

2010-09-18 18:02 Email to EC s.15 sent from s.15

2010-09-18 18:02 Email to MOE s.15 sent from s.15

19:22 Emailed OGC

| From | To | Details |
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2010-09-18 17:00 **JACKIE KLOOSTERBOMARILYN**
ESSD

604-722-8539

SWE VANCOUVER

OTHER 100266 MISCELLANEOUS UPDATE 2010/09/17 20:56:58
APARTMENT EVACUATION

TASK 112804 Issued To: JACKIE KLOOSTERBOER

Allocation: \$250.00

LOCATION: HORNBY ST AND NELSON ST

Residents will not be allowed back in today. The chemicals have gone into the carpets. Requesting 1 night for 250 units (max). Some residents have gone to stay with families. Caller is unsure if they will find rooms for them in Vancouver and may have to go to group lodging.

ACTION TAKEN:

1705 paged Greg, D/RM 1708 briefed Greg, D/RM, approved for 1 night with request to explore options if more than 1 night is required.

1710 left message Jacquie Klooseterboer, ESSD 1715 briefed Jacquie Klooseterboer, ESSD

1730 briefed David, DM

2010-09-18 17:34 **HAROLD RIEDLER** **MARILYN**
MOE

SWE VANCOUVER

DGIR 101694 INLAND UPDATE 2010/09/18 14:52:13
URETHANE FOAM RESIN

TASK 112804 Issued To: JACKIE KLOOSTERBOER

Allocation: \$250.00

LOCATION: 989 NELSON

At 1725 he updated Dr. Brian OConnor, Vancouver Coastal Health Authority. Dr Brain OConnor concurred with MOE recommendation for the property manager to retain a hygiene consultant to access and ensure that the building is safe when residents reoccupy. He will forward info to Linda Quan, City of Vancouver who is on site.

ACTION TAKEN:

17:40 paged RM Greg Kanya 1741 briefed RM Greg Kanya

17:42 Briefed DM David Tomaz.

17:43 Paged EC Nick Russo. 17:57 Briefed EC Nick Russo.

17:46 Briefed EPC Kevin Wallinger

17:51 Called OFC Rob Owens. Left msg on cell/res.

17:55 Briefed OFC Tina Neff.

17:56 Faxed MOE Surrey/Canutec/mailed code 2 dist list

2010-09-18 19:03 Email to EC

2010-09-18 19:03 Email to MOE

19:22 Emailed OGC

s.15

) sent from

s.15

s.15

) sent from

s.15

2010-09-18 18:25 **HAROLD RIEDLER** **DAVID**
MOE RO

SWE VANCOUVER

DGIR 101694 INLAND UPDATE 2010/09/18 14:52:13
URETHANE FOAM RESIN

TASK 112804 Issued To: JACKIE KLOOSTERBOER

Allocation: \$250.00

LOCATION: 989 NELSON

Advised the building has been secured. There is no remaining smouldering inside the building. A hygiene consultant will complete an assessment and present a report to both the City of Vancouver and the Health Authority to show that the building is safe to be occupied before entry to the building is allowed. No known ETA on this assessment.



From To Details

ACTION TAKEN:

18:28 Briefed RM Greg Kanya.
18:31 Briefed DM David Tomaz.
18:32 Paged EC Nick Russo.
18:33 Briefed EPC Kevin Wallinger.
18:34 Briefed EC Nick Russo.
18:36 Briefed OFC Rob Owens.
18:38 Faxed MOE Surrey/Canutec/emailed code 2 dist list
19:22 Emailed OGC
2010-09-18 20:04 Email to EC) sent from s.15
2010-09-18 20:04 Email to MOE s.15 sent from s.15

2010-09-18 19:04 **HAROLD RIEDLER DAVID**
MOE RO
SWE VANCOUVER
DGIR 101694 INLAND UPDATE 2010/09/18 14:52:13
URETHANE FOAM RESIN
TASK 112804 Issued To: JACKIE KLOOSTERBOER
Allocation: \$250.00

LOCATION: 989 NELSON

Advised that the site has been secured and has been passed to the property management to ensure they follow procedures for re occupancy. WCB has been notified. The Fire Dept members have been checked by the hospital as a precautionary. There have been no known members of public admitted to the hospital. Information relayed via Linda Kwan, City of Vancouver Environmental Coordinator.

ACTION TAKEN:

19:10 Paged RM Greg Kanya.
19:11 Briefed DM David Tomaz.
19:13 Paged EC Nick Russo.
19:15 Briefed RM Greg Kanya.
19:16 Briefed EPC Kevin Wallinger.
19:16 Called OFC Rob Owens. Left msg on res/cell.
19:19 Briefed OFC Tina Neff.
19:22 Briefed EC Nick Russo.
19:23 Faxed MOE Surrey/Canutec/emailed code 2 dist list
19:22 Emailed OGC
2010-09-18 20:04 Email to EC s.15) sent from s.15
2010-09-18 20:04 Email to MOE s.15) sent from s.15

2010-09-18 22:00 s.22
DISPLACED RESIDENT
SWE VANCOUVER
OTHER 100266 MISCELLANEOUS UPDATE 2010/09/17 20:56:58
APARTMENT EVACUATION
TASK 112804 Issued To: JACKIE KLOOSTERBOER
Allocation: \$250.00

LOCATION: HORNBY ST AND NELSON ST

Advised he is displaced and thought he could stay with friends but is unable to so would like to get accommodations.

ACTION TAKEN:

22:02 phoned Jackie Kloosterboer ESS on cell, left message
22:08 paged Jackie ESS
22:10 briefed Jackie ESS

2010-09-18 22:23 **JACKIE KLOOSTERBOMARILYN**
ESSD
SWE VANCOUVER
OTHER 100266 MISCELLANEOUS UPDATE 2010/09/17 20:56:58
APARTMENT EVACUATION
TASK 112804 Issued To: JACKIE KLOOSTERBOER
Allocation: \$250.00

LOCATION: HORNBY ST AND NELSON ST



From

To

Details

27 rooms and 1 taxi have been tasked. there may be 4 or 5 more hotels rooms tasked. Most residents stayed with friends or families.

ACTION TAKEN:

2225 paged Greg, D/RM 2228 briefed Greg, D/RM

| From | To | Details |
|---|--------------|---|
| 2010-09-19 9:39: JACKIE VANCOUVER ESS 604-377-9064 SWE VANCOUVER | PERRY | OTHER 100266 MISCELLANEOUS UPDATE 2010/09/17 20:56:58 APARTMENT EVACUATION TASK 112804 Issued To: JACKIE KLOOSTERBOER Allocation: \$250.00 |
| LOCATION: HORNBY ST AND NELSON ST Will be looking for an extension for possibly 20 rms for an additional night. It seems that most of the tenants have insurance and there is a meeting to be held at 11:00. A lot of the people are quite upset and she has a lot of voice messages left from overnight. ACTION TAKEN: 09:44 paged Greg Kanya, DRM and patched to Jackie. 10:03 Greg advises that he will approve a nights extension but wants to ensure a follow up plan is in place. 10:05 called Jackie to advise. | | |
| 2010-09-19 11:47: JULIA HOLIDAY INN 604-684-2151 SWE VANCOUVER | PERRY | OTHER 100266 MISCELLANEOUS UPDATE 2010/09/17 20:56:58 APARTMENT EVACUATION TASK 112804 Issued To: JACKIE KLOOSTERBOER Allocation: \$250.00 |
| LOCATION: HORNBY ST AND NELSON ST s.22 has a room at the above and is needing an extension for a couple of days as they are still not being allowed back in. ACTION TAKEN: 11:49 briefed Jackie, they are still conducting the meeting and they will be contacting the hotels used on conclusion. No new info yet from the meeting. | | |
| 2010-09-19 13:15: JACKIE KLOOSTERBOCHUCK ESS - VANCOUVER 604-377-9064 SWE VANCOUVER | | OTHER 100266 MISCELLANEOUS UPDATE 2010/09/17 20:56:58 APARTMENT EVACUATION TASK 112804 Issued To: JACKIE KLOOSTERBOER Allocation: \$250.00 |
| LOCATION: HORNBY ST AND NELSON ST Requesting contact with Greg, RM SWE/VIR on this tasking. Require more rooms. ACTION TAKEN: 13:20 paged Greg, RM SWE/VIR 13:24 briefed Greg, RM SWE/VIR - transferred through to cell Jackie, ESS - Vancouver | | |
| 2010-09-19 13:28: DRM GREG KANYA SHANNON REGION HQ SWE SWE VANCOUVER | | OTHER 100266 MISCELLANEOUS UPDATE 2010/09/17 20:56:58 APARTMENT EVACUATION TASK 112804 Issued To: JACKIE KLOOSTERBOER Allocation: \$250.00 |
| LOCATION: HORNBY ST AND NELSON ST Jackie Kloosterboerk advised the fire department is saying it is still not safe to enter the building. 40 rooms have been approved. ACTION TAKEN: 13:42 briefed ESS Jackie Kloosterboerk | | |
| 2010-09-19 15:35: JACKIE KLOOSTERBOCHUCK ESS - VANCOUVER SWE VANCOUVER | | OTHER 100266 MISCELLANEOUS UPDATE 2010/09/17 20:56:58 APARTMENT EVACUATION TASK 112804 Issued To: JACKIE KLOOSTERBOER Allocation: \$250.00 |
| LOCATION: HORNBY ST AND NELSON ST | | |



From

To

Details

Requesting contact with Greg, RM SWE.

ACTION TAKEN:

15:40 briefed Greg, RM SWE/VIR - transferred to Jackie, ESS - Vancouver

2010-09-19 16:06 GREG, D/RM

MARILYN

OTHER 100266 MISCELLANEOUS UPDATE 2010/09/17 20:56:58
APARTMENT EVACUATION

TASK 112804 Issued To: JACKIE KLOOSTERBOER

Allocation: \$250.00

SWE VANCOUVER

LOCATION: HORNBY ST AND NELSON ST

Greg, D/RM, after consulting with David, DM has approved extension of the 40 rooms to Thursday am. Fire Department is not allowing any residents back into the building.
I also requested a building re-entry plan for residents.

Jackie Kloosterboer has further advised she has been getting pressure from VFD Chief McKearney and Mayor Robertson, who advised they may contact Becky and the Premier Campbell directly should extensions not be given (heads up for potential calls). Situation remains static - residents remain evacuated until further notice.

ACTION TAKEN:

From To Details

2010-09-20 7:35: **JACKIE KLOOSTERBODONNA**
ESSD VANCOUVER

OTHER 100266 MISCELLANEOUS UPDATE 2010/09/17 20:56:58
APARTMENT EVACUATION

TASK 112804 Issued To: JACKIE KLOOSTERBOER

Allocation: \$250.00

SWE VANCOUVER

LOCATION: HORNBY ST AND NELSON ST

Failed to provide an update last night. They had 58 rooms and 98 people. Reception Centre will be relocated due to previous booking of the banquet room at the Sheridan Wall Centre. Today they may have a better idea following receipt of chemical lab results. Briefing with City Mgr. will take place today.

ACTION TAKEN:

08:10 - Paged Greg, DRM. 08:11 - Briefed

2010-09-20 16:37 **KEVIN WALLINGER PERRY**
DIRECTOR OF EMERGENCY MANAGE

DGIR 101694 INLAND UPDATE 2010/09/18 14:52:13
URETHANE FOAM RESIN

TASK 112804 Issued To: JACKIE KLOOSTERBOER

Allocation: \$250.00

SWE VANCOUVER

LOCATION: 989 NELSON

In order to provide additional support and subject matter expertise to the City of Vancouver, we would like to request federal assistance from Health Canada and specifically Mr. Brian Beech, Industrial Hygienist, Emergency Response and Preparedness. (Contact info below) I understand Mr. Beech has specific knowledge of many of the issues that have resulted from this incident and he will prove valuable in our ongoing discussions with private hygienists in the days ahead. If approved, we would be happy to contact him directly and provide the necessary background.

Contact info follows:

Brian Beech

Health Canada

Industrial Hygienist, Emergency Response & Preparedness

Operations Bureau / Western Region

757 West Hastings St

Suite 515

Vancouver, BC

V6C 1A1

Tel 604 666 3080

Ce s.15

ACTION TAKEN:

16:38 paged MOE RO, and briefed Harold Riedler.

16:49 Mike Andrews, DRM aware.

16:49 Briefed DM Sonia Woolford.

16:54 Paged EC Nick Russo. and briefed.

17:00 left message on cell of OFC Rob Owens.

19:23 Faxed MOE Surrey/Canutec/emailed code 2 dist list

19:22 Emailed OFC

2010-09-20 17:42 Email to EC

2010-09-20 17:42 Email to MOE

s.15

) sent from

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s.15

2010-09-20 19:29 **MIKE ANDREWS VIA EKAREN**
RM

DGIR 101694 INLAND UPDATE 2010/09/18 14:52:13
URETHANE FOAM RESIN

TASK 112804 Issued To: JACKIE KLOOSTERBOER

Allocation: \$250.00

SWE VANCOUVER

LOCATION: 989 NELSON

From To Details

Vancouver HazMat Update 20100920-1 (Task 112804)

- On Friday, September 17th, 2010 a tactical evacuation of a mixed commercial and residential (242 suites), 21 storey Electra Building took place (approximately 150 businesses may be affected).
- Vancouver Fire and Rescue Services evacuated the building at 989 Nelson Street after the fumes and smoke from foam chemical Urethane (Urea) resin was released into the HVAC while building improvements were being done by a contractor.
- Due to fluctuations in the off-gassing process and detectable emissions, residents were initially allowed back in and then re-evacuated on Sat Sept 18
- On Sept 18, MOE EERO Riedler coded as Code 2 - Fuming Urea resin from fire - potentially toxic fumes
- Some residents have reported irritation of eyes and/or throat; no known hospital admissions
- A building hygiene company (PHH ARC Environmental) has been retained by the property mgmt company. They are working with the product manufacturers to determine what chemicals to test for before testing or remediation can occur. Until then, Vancouver Coastal Health and the City of Vancouver are exercising caution by keeping the building evacuated and closing some area streets (Nelson between Burrard & Hornby).
- ESS has been extended to Thursday, when insurance and extent of contamination information should be available; further extensions will be considered at that time. Vancouver ESS estimate 450 people displaced of which 163 are registered with ESS and receiving services, mostly accommodation, with some meals, clothing and incidentals. As the re-occupation date remains uncertain, ESS numbers have increased since yesterday and ESS expects some further increase. Final daily numbers will be available at 2100hrs. ESS Reception Centre at Sheraton Wall Centre, accommodations are being provided at 4 other area hotels.
- The property management company's insurance company has adjusters engaged today. This and other insurances (resident, contractor, business) were being investigated today; no insight as of this release. Some insurer contention as to whether the event is a hazmat or fire and this affects eligibility.
- Business interruption and support outside of insurance has been a major topic at occupant meetings. The City of Vancouver is looking to the business community and other avenues of potential support. EMBC has been requested to assist with compiling available avenues, to little avail.
- As this event occurred over a weekend, some delays have been encountered with agency and department contacts or information unavailable or delayed until today.
- Meetings today (Sept 20): one internal/agency (0900hrs) and one with residents (1100hrs). Media briefing was held at 1000hrs. Agency conference call tonight at 2000hrs.
- Agency engagement: City of Vancouver (multiple departments), Vancouver Coastal Health, EMBC, Ministry of Environment, Electra Strata, PHH Environmental, Health Canada
- Next update: After 2000hrs conference call

ACTION TAKEN:

1932 - paged MOE RO Harold Riedler
 1933 - briefed DM Sonia Woolford
 1936 - briefed MOE RO Harold Riedler
 2001 - paged EC
 2002 - left message for OFC Rob Owens
 2003 - briefed EC Nick Russo
 2015 - faxed MOE Surrey/Canutec/emailed code 2 dist list/OFC
 2010-09-20 20:45 Email to EC s.15) sent from s.15
 2010-09-20 20:45 Email to MOE s.15 sent from s.15

2010-09-20 22:26 MIKE ANDREWS VIA EKAREN
 RM

DGIR 101694 INLAND UPDATE 2010/09/18 14:52:13
 URETHANE FOAM RESIN

TASK 112804 Issued To: JACKIE KLOOSTERBOER

Allocation: \$250.00

SWE VANCOUVER

LOCATION: 989 NELSON

From To Details

Vancouver HazMat Update 20100920-2

Evening conference call issues:

- ESS revised numbers – 166 in hotel rooms (132 rooms), referrals include restaurant meals for most, 11 for groceries and 23 for clothing.
- ESS has been monitoring evacuees and conducting basic psycho-social screening of evacuees. Professional resources are being considered.
- Vancouver Coastal Health indicates several people reporting to emergency rooms or their physicians, but no residents have been admitted to a hospital
- Fire Dept did an entry today to retrieve a critical charger for a "lifesaving device". While suited up, they did some lobby and perimeter sampling with a hazardous gas vapour indicator and got zero readings except a 1 part per billion of an unknown substance, which is an insignificant amount. FD has noted no thermal activity with imaging equipment and there is speculation that the reaction seems to have run its course.
- The property management contracted building hygiene company (PHH ARC Environmental) has worked with the product manufacturers to determine tests to be conducted and is completing its strategy for entry and testing to occur tomorrow. They will use Photo Ionization Detectors (PIDs) to test for organic compounds in spot tests in and around the building. These are tests to determine if more detailed tests are required and negative results could lead to re-entry as early as Wednesday. Positive tests would result in developing a more detailed and refined testing strategy. This approach has been discussed with a toxicologist and is verbally approved by all stakeholder agencies; a written plan will be available tomorrow. Health Canada's Brian Beech, Industrial Hygienist, Emergency Response and Preparedness will be engaged tomorrow and will be consulted plans, strategies and findings of testing.
- The City asked PHH to work with businesses to identify critical items which may be recovered during testing, based on favourable results. This could assist with some business resumption while re-entry is being planned and approved.
- VFRS, PHH and others will be reviewing the blue prints and will attempt to determine the extent of product introduction into the void, it's potential migration into the building and any external contamination which may have occurred, as per the Ministry of Environment. These and other findings and testing will assist with a determination as to whether the product should be removed, has the potential for further or future reactions or should be left in place.
- No major traffic challenges have resulted in the road closures associated with this event.
- A meeting with residents will take place on Tuesday, September 21 at 1100hrs at St. Andrews Church (1022 Nelson St). EMBC will be in attendance.

ACTION TAKEN:

2229 - paged MOE
 2230 - briefed DM Sonia Woolford
 2231 - briefed MOE RO Harold Riedler
 2232 - paged EC
 2233 - left message for OFC Rob Owens
 2234 - briefed EC Nick Russo
 2240 - faxed MOE Surrey/Canutec/mailed code 2 dist list and OFC
 2010-09-20 22:47 Email to EC s.15 sent from s.15
 2010-09-20 22:47 Email to MOE s.15 sent from s.15



| From | To | Details |
|--|-------|---|
| 2010-09-21 21:57 TONY LUM 24/7 CALL CENTER 778-883-1782 SWE VANCOUVER | DYLAN | OTHER 100266 MISCELLANEOUS UPDATE 2010/09/17 20:56:58 APARTMENT EVACUATION TASK 112804 Issued To: JACKIE KLOOSTERBOER Allocation: \$250.00 |

LOCATION: HORNBY ST AND NELSON ST

Advises that he has a call center that he would like to offer for use as a reception for people that are displaced from the evacuation. He would like to speak with someone for information on this.

ACTION TAKEN:

22:00 - Left message for Jackie Kloosterboer

22:16 - Briefed Greg ESS Vancouver

| | | |
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| 2010-09-21 22:15 s.22 CITIZEN s.22 SWE VANCOUVER | PERRY | OTHER 100266 MISCELLANEOUS UPDATE 2010/09/17 20:56:58 APARTMENT EVACUATION TASK 112804 Issued To: JACKIE KLOOSTERBOER Allocation: \$250.00 |
|---|-------|---|

LOCATION: HORNBY ST AND NELSON ST

He is staying at the Plaza 500 and just had a note slipped under his door advising that they needed to be out of the room by 11:00 tomorrow.

ACTION TAKEN:

22:17 Garry from ESS called in and was briefed.

| From | To | Details |
|--|-------|---|
| 2010-09-22 0:41:MIKE ANDREWS SWE RM | PERRY | OTHER 100266 MISCELLANEOUS UPDATE 2010/09/17 20:56:58 APARTMENT EVACUATION TASK 112804 Issued To: JACKIE KLOOSTERBOER Allocation: \$250.00 |
| SWE VANCOUVER | | |
| LOCATION: HORNBY ST AND NELSON ST | | |
| <ul style="list-style-type: none"> - Excellent and well received technical and health related briefings given to residents at 1100hrs meeting. Indications are encouraging after manufacturer consultation on toxicology and Vancouver Coastal Health physician discussed acute irritation, but unlikely chronic affects following such brief exposures to perceived quantities of anticipated chemicals. - ESS has been extended to Thursday, but there is speculation that even with negative tests, the lab delay for swab tests and to complete air assessments likely mean a Friday return at the earliest. - A further extension request is anticipated. - ESS estimate 450 people displaced of which more are registering daily after 163 people registered yesterday. People numbers are being tallied tonight; known stats: 106 hotel rooms most with meals, approx 50 x \$50 referrals for clothes, several grocery and miscellaneous incidental referrals. - Testing is progressing tonight after some delay as the building fob system was de-activated. - Tests on Main floor and floors 20 & 21 have produced results of insignificant trace amounts. - The external hole where the 900L of product were pumped and reacted was viewed with a remote camera today and what appears as a "large burnt marshmallow" can be seen and no indications of an ongoing reaction were detected. - A cable conduit into the building and pressure air flows are resulting in a bad smell, but this is believed to be from combustion and not chemical related. - Testing will be ongoing tomorrow and a "swab test" of particulate will be sent to a California lab with results expected to take 24 hours. - Building mechanical systems (HVAC etc) were confirmed to be operational throughout the incident and will be considered for any remedial work (filters, scrubbers etc) prior to re-occupancy. - Vancouver HazMat will be replaced by a fire & rescue crew at scene - Closed area streets (Nelson between Burrard & Hornby) are expected open for the afternoon rush hour - A WCB investigation is ongoing - A VF&RS investigator will visit the site tomorrow; it is anticipated that they will verify that combustion occurred whereby allowing insurers to initiate eligible claims for a fire related event - Vancouver Coastal Health will develop guidelines for residents and the building management company that can be used to properly clean or mitigate any residue that might be left in their units once re-occupancy is approved. - Vancouver Coastal Health and the city's Environmental Protection Department will jointly review an industrial hygiene report when complete. - Business interruption and support outside of insurance has been a major topic at occupant meetings. The City of Vancouver Deputy City Manager deferred the media scrum to me, the EMBC rep. I advised that Provincial ESS support to the City for delivery to evacuees was a program aimed at residents displaced by a potentially life-safety hazard and that I am unaware of business support other than business continuity planning and business interruption insurance. - The contractor's business licence had lapsed and is not current. The City is still determining if the scope of work required a permit; it has verified that no permit was issued. - Meetings today (Sept 21): one with residents (1100hrs). Media briefing was after the 1100hrs resident meeting. Agency conference call occurred tonight from 2100 - 2300hrs. - Agency engagement: City of Vancouver (multiple departments), Vancouver Coastal Health, EMBC, Ministry of Environment, Electra Strata, PHH Environmental, Health Canada - Next resident briefing/meeting: Wednesday evening, September 22 - Next update: After Wednesday evening meeting call | | |
| Strata messaging to residents: http://www.theelectra.ca/ | | |

ACTION TAKEN:

| | | |
|--------------------------------------|-----|---|
| 2010-09-22 13:00 MIKE ANDREWS DRM | JIM | OTHER 100266 MISCELLANEOUS UPDATE 2010/09/17 20:56:58 APARTMENT EVACUATION |
|--------------------------------------|-----|---|



From

To

Details

SWE VANCOUVER

TASK 112804 Issued To: JACKIE KLOOSTERBOER

Allocation: \$250.00

LOCATION: HORNBY ST AND NELSON ST

Advised that an ESS extension has been granted for the affected families for upto 72 hours. If the residents are back in their units before the 72 hour deadline then the extension will terminate at that time.

ACTION TAKEN:

2010-09-22 14:33 **ASSISTANT MANAGERCAITLIN
SAFEWAY**

**OTHER 100266 MISCELLANEOUS UPDATE 2010/09/17 20:56:58
APARTMENT EVACUATION**

TASK 112804 Issued To: JACKIE KLOOSTERBOER

Allocation: \$250.00

SWE VANCOUVER

LOCATION: HORNBY ST AND NELSON ST

Caller has a few questions about some vouchers that some people are presenting.

ACTION TAKEN:

1433 patched through to ESS Jackie Kloosterboer

2010-09-22 15:14 **s.22
ELECTRA BUILDING RESIDENCE**

**OTHER 100266 MISCELLANEOUS UPDATE 2010/09/17 20:56:58
APARTMENT EVACUATION**

TASK 112804 Issued To: JACKIE KLOOSTERBOER

Allocation: \$250.00

SWE VANCOUVER

LOCATION: HORNBY ST AND NELSON ST

Caller from the Electra building has question regarding accommodation extension.

ACTION TAKEN:

15:16 patched through to ESS/D Jackie Kloosterboer - advised caller that a decision on this will be made tonight

2010-09-22 22:58 **MIKE ANDREWS PERRY
SWE RM**

**OTHER 100266 MISCELLANEOUS UPDATE 2010/09/17 20:56:58
APARTMENT EVACUATION**

TASK 112804 Issued To: JACKIE KLOOSTERBOER

Allocation: \$250.00

SWE VANCOUVER

LOCATION: HORNBY ST AND NELSON ST

| From | To | Details |
|------|----|---------|
|------|----|---------|

Received update re: Vancouver HazMat Update 20100922-2

New Information -

- PHH Arc testing today turned up low (<5ppm) hydrocarbon readings in a few areas of the main, lower 3 and sub-floors and undetectable to low in other areas tested. Numbers diminished with elevation.
 - PHH Arc, Vancouver Coastal Health and City Environmental staff are comfortable that tests indicate only the normal products of combustion and that no other chemical remnants remain from this event. Some contention regarding taking another 24 - 48hrs to do swab testing and to air sample every suite resulted in City and Health reps stating that they are satisfied with PHH findings and spot testing and re-entry is likely Thursday afternoon, provided there is no significant findings overnight deviating from those found to date. PHH may do additional testing, but this would be a discretionary decision of the building strata.
 - The burned foam smell has permeated parts of the building; experts stressed the need to recognize that a fire took place and that smell does not equate to contamination. Ventilation, basic cleaning and open windows will mitigate smells.
 - PHH has recommended that strata retain a contractor to remove the foam permanently
 - A fire inspector has verified that combustion occurred and this report should assist with some insurance claims
 - ESS extension expires Thursday, but Vancouver ESS has been pre-approved for extensions up to 3 days in case the situation deteriorates. Once the okay to return directive has been made, hotel reservations will be cancelled by Vancouver ESS.
 - ESS estimate 450 people displaced; Vancouver is calculating numbers of referral utilized. Latest numbers in email below.
 - At residents meeting, Vancouver Coastal Health provided advice on basic cleaning measures for living spaces and business
 - Vancouver Fire & Rescue crews at scene are demobilizing
 - Closed area streets (Nelson between Burrard & Hornby) are expected fully open by morning
 - Agency engagement: City of Vancouver (multiple departments), Vancouver Coastal Health, EMBC, Ministry of Environment, Electra Strata, PHH Environmental, Health Canada
- Meetings tomorrow (Sept 23): Agency coordination call at about noon; formal messaging will follow
 - Strata messaging to residents: <http://www.theelectra.ca/>

Be advised that up to an additional 72 hours of ESS have been approved for Electra residents displaced by this incident. If the building can be re-occupied within the 72 hours, Vancouver ESS will cancel hotel registrations. Yesterday's conference call had involved agencies collectively optimistic that the occupants will be able to return by the end of the week, barring unfavorable test results. One delay is the occupant imposed desire to have a "swap test" of surface dust/particulate. This requires testing from a California lab and may be a component of the delay.

ACTION TAKEN:



From To Details

2010-09-23 17:22 MIKE ANDREWS (BY EMARIE
RM

OTHER 100266 MISCELLANEOUS UPDATE 2010/09/17 20:56:58
APARTMENT EVACUATION

TASK 112804 Issued To: JACKIE KLOOSTERBOER

Allocation: \$250.00

SWE VANCOUVER

LOCATION: HORNBY ST AND NELSON ST

Electra residents are now re-entering the building and returning home. No further updates unless the situation deteriorates.

ACTION TAKEN:

Executive notifications included on original email distribution.