

Service BC

- Princeton and Merritt offices are closed due to flooding and local evacuation orders.
- Citizens in Merritt can get service at our SBC office in Kamloops. Citizens in Princeton are largely isolated due to road closures however the nearest offices should the roads re-open would be Oliver, Penticton, or Kelowna. We are co-ordinating with our Ministry partners to work on contingency plans. We have engaged our Business Continuity Plans.
- We have engaged to offer support at emergency centres that are established for residents in impacted communities. Can confirm, in person outreach by our Government Agent to Kamloops Resiliency Centre starting tomorrow.
- Service BC Provincial Contact Centre staff have actioned direct call backs to residents to advise of Vaccine Clinic closures due to flooding.

GDX

- Service BC and GDX are supporting Fraser and Vancouver Health Authorities share news about closure of COVID 19 vaccination clinics, with updates to websites, cancellation messages and direct call outs to affected people.

Connectivity

- Connectivity team has not heard directly from telcos at this point but know consumer issues have started to be raised and it's in the media:
<https://dailyhive.com/vancouver/telus-bell-experiencing-service-outages-storm>
<https://globalnews.ca/news/8375532/b-c-storm-cellphone-network-disruptions/>
- Indications are that there are no sweeping outages of connectivity; however, wherever power is out, so too will home internet be impacted.
- Accidents and mud slides can impact fibre along highway routes. Where diversity/resiliency is in place, the extent of the outage will be minimized.

Real Property

- Assisting a number of clients in emergent situations as a result of flooding in basements/mechanical rooms and other low-lying areas. For example, crews are onsite at the Central Heating Plant of the Legislative Assembly and the Victoria Law Courts pumping out water to ensure buildings remain operational or are able to be put back into service ASAP.
- Dealing with roof leakages or assisting with power back up where impacted.
- Supporting RCMP in Merritt in ensuring support at their assets which are managed by RPD as the town of Merritt evacuates
- Exploring alternate access to Ford Mountain Correctional Center as the main bridge access to the Centre has been reportedly damaged.

Digital Platforms and Data

- DataBC Program provides service to Emergency Management BC to access and use data.
- Includes web map data to visualize and observe emergency response assets during incidents, including floods and evacuations.

Enterprise Services

- Due to BELL experiencing significant outages, the OCIO Service Desk (7-7000) is unable to accept calls for technology support request by ministries.
 - Enterprise Services (ES) has notified Ministry Chief Information Officers of the issue, posted notification on the online service portal to users and advised ministries to prioritize their high priority service requests in the online ticket service
 - ES is working with the vendor (Kyndril), who provides the OCIO Service Desk call centre, on strategies to get the call centre up running as soon as possible
- The OCIO IT Operations Centre is currently operating at Level 1 and monitoring for IT priorities from ministries
- EMBC has experienced flooding at their Keating Cross Roads location in Saanich, which has caused damage to their Data Network Room
 - The immediate damage to servers has been mitigated, and ES will be working with EMBC on a strategy to decommission their servers at this location and migrate data production to the Provincial Kamloops Data Centre

FW: CITZ Response to Weather Impacts - Updated

From: Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>
To: Lawal, Cassandra CITZ:EX <Kassandra.Lawal@gov.bc.ca>
Cc: Scott, Samantha CITZ:EX <Samantha.Scott@gov.bc.ca>, Bowness, Lianne GCPE:EX <Lianne.Bowness@gov.bc.ca>, Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>
Sent: November 16, 2021 9:39:33 AM PST
Attachments: CITZ Response to Weather - Nov 15.docx

Hi Kass,

Last night Alex provided a couple of bullets from Enterprise Services. Sorry for the bullets trickling in....
Here's the updated document.

JC

From: Cook, Jeannette CITZ:EX

Sent: November 15, 2021 5:15 PM

To: Lawal, Cassandra CITZ:EX <Kassandra.Lawal@gov.bc.ca>

Cc: Scott, Samantha CITZ:EX <Samantha.Scott@gov.bc.ca>; Bowness, Lianne GCPE:EX <Lianne.Bowness@gov.bc.ca>; Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>

Subject: RE: CITZ Response to Weather Impacts

Hi Kass,

Hayden's team provided a couple of bullets in the attached. Following is an update from TELUS as well:

- Update from TELUS on service levels due to extreme weather:

Service update:

- Commercial power has been lost to 25 Wireless sites and our Central Office in the Hope area. 2 of these sites are on rooftops and have overlapping coverage. Of the 25 sites, 18 are supported by backup generators, while 5 are on battery.
- The issue we foresee will become eventually getting access to swap out batteries and refuel generators until commercial power can be safely restored by BC Hydro. While this isn't an immediate concern, we are working on alternative plans to keep the sites online with all roads to the region currently blocked. We may also need to find a way to bring fuel in from outside the community, as all local fuel pumps are currently offline with the loss of power.
- We are working with the RCMP and EMBC to keep them updated on the current service levels and potential risks.
- We have not received news on any outage to our wireline services so far. Customers may be experiencing disruption in their home services due to the local power outages. However, landline phone service and wireless service (as per above) should still be active.
- We are doing contingency planning to ensure all necessary materials are available from the Lower Mainland or our depots in Alberta to ensure that any necessary repairs are done quickly, as soon as safe access and a return of commercial power are confirmed.

Additionally:

- We are in contact with all of the local evacuation centres to see how we can support with comfort kits (these contain basic personal hygiene items), charging stations, emergency communications options, etc., to help those displaced from their homes.
- We have also been in contact with all of our Indigenous partner communities to evaluate impacts and offer support.
- There have been reports of an outage on the Bell network affecting customers in BC and AB. This is limited to their network and will not affect anyone accessing the TELUS network.

Thanks.

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Subject: CITZ Response to Weather Impacts

Hi Kass,

As requested, I've done a quick canvass of the ADMs and they have provided the attached bullets highlighting the work we've done in response to the weather today. If anything further comes in, I'll let you know.

Many thanks.

JC

Jeannette Cook | Director, Executive Operations
Deputy Minister's Office | Ministry of Citizens' Services
Ph: 250 387-8817 | *e:* jeannette.cook@gov.bc.ca

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policy question - floods

From: Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>
To: Bronee, Rueben PSA:EX <Rueben.Bronee@gov.bc.ca>
Cc: Sadler, Bobbi PSA:EX <Bobbi.Sadler@gov.bc.ca>
Sent: November 17, 2021 2:07:48 PM PST

Hi Rueben,

A question has come up for staff that cannot go to work and cannot do their work at home due to the floods. Specifically we have Service BC staff that are front facing workers but cannot go to work. My assumption is that we continue to pay them as we work on getting either the offices back up or them reassigned? We have some situations out there and I imagine other Ministries do as well.

thx

Shauna

RE: Update on the flooding impacts?

From: Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>
To: Bowness, Lianne GCPE:EX <Lianne.Bowness@gov.bc.ca>, Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>
Sent: November 17, 2021 2:10:09 PM PST

Jeannette will coordinate thx

From: Bowness, Lianne GCPE:EX <Lianne.Bowness@gov.bc.ca>

Sent: November 17, 2021 8:52 AM

To: Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>; Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>

Subject: Update on the flooding impacts?

Hi Shauna and Jeannette,

Hoping that we can get an update on the status of Service BC desks, connectivity, real estate, etc today in the aftermath of the floods.

Kassandra in the MO is hoping for this, just to stay on top of it. She would like an update later today.

She mentioned the ADMS of Sunny, Beverly, and Susan in particular, and she is most interested in how are we servicing people if the Service BC desks are still down (ie. what are the alternatives for people to access records, services needed, BC e-IDs etc?) & what are the flooding impacts to our buildings/ what is being done & what are the impacts (if any) to connectivity?

Please let me know if it is easier if I reach out to the ADMS on this, or if you would prefer to do this as a centralized approach.

I am happy either way!

thx

Lianne Bowness | Acting Communications Director

Government Communications and Public Engagement

Ministry of Citizens' Services

lianne.bowness@gov.bc.ca

T: 250-356-7707 Cell: 250-889-1336

are you sharing this with EMBC? FW: TELUS Network / Services; status update

From: Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>
To: Ritchie, CJ CITZ:EX <CJ.Ritchie@gov.bc.ca>
Sent: November 17, 2021 2:14:35 PM PST

I am wondering how this information is getting centrally integrated or given to EMBC.

Thx

Shauna

From: Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>
Sent: November 16, 2021 9:05 PM
To: Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>
Subject: Fwd: TELUS Network / Services; status update
FYI

From: Stanford, Susan CITZ:EX <Susan.Stanford@gov.bc.ca>
Sent: Tuesday, November 16, 2021 7:26 PM
To: Cook, Jeannette CITZ:EX
Subject: FW: TELUS Network / Services; status update
Update from TELUS
Susan
Susan
Victoria, BC | T 250.580.7459

From: David Geske <david.geske@telus.com>
Date: Tuesday, November 16, 2021 at 6:35 PM
To: Susan Stanford <Susan.Stanford@gov.bc.ca>, Howard Randell <Howard.Randell@gov.bc.ca>
Cc: CJ Ritchie <CJ.Ritchie@gov.bc.ca>
Subject: TELUS Network / Services; status update

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Hi,

I wanted to provide you with another update on the situation with our network regarding damage caused by landslide activity.

North Central and South Transport Routes

- We were able to conduct helicopter flights over both the North and South transport routes today and assess the situation with each.
- The South route has 5 kms of transport fibre requiring replacement due to damage. We plan to execute a temporary repair to restore service to the route tomorrow, providing us with two of three transport routes with active service. We are targeting 6 pm tomorrow for the completion of that work.
 - When full remediation is complete, we will still need to perform a permanent repair, including pole repair and replacement.
- We retain the additional redundant transport route through Seattle, meaning we would once again have triple redundancy after the repair is complete.
- For the Northern route, the damage covered 25-35 kms with extensive loss of poles and cable infrastructure. This is too extensive, and the ongoing landslides activity too dangerous to execute a temporary repair.

Service Disruptions

- We are working to restore the following outages. These outages are a result of damage to infrastructure, loss of commercial power, and inability to access sites. They are located around Cultus Lake, Chilliwack, Boston Bar and Belle Acres
 - Wireless
 - Sites Out of Service – 9
 - Sites on Generator – 14
 - Sites on Battery – 1
 - Wireline
 - Wireline Sites Out Of Service – 6

- Wireline Sites on Generator – 5
- Wireline Sites on Battery – 20

Please let me know if there were any questions I can answer regarding this latest update.

Regards,
Dave Geske

Just sharing FW: TELUS Network / Services; status update

From: Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>
To: Richards, Tara R EMBC:EX <Tara.Richards@gov.bc.ca>
Sent: November 17, 2021 2:14:59 PM PST

I am asking how this is getting to you – but for now sharing.

Thx

Shauna

From: Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>
Sent: November 16, 2021 9:05 PM
To: Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>
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Regards,
Dave Geske

RE: policy question - floods

From: Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>
To: Blackstock, Alyson PSA:EX <Alyson.Blackstock@gov.bc.ca>
Cc: Sadler, Bobbi PSA:EX <Bobbi.Sadler@gov.bc.ca>, Bronee, Rueben PSA:EX <Rueben.Bronee@gov.bc.ca>
Sent: November 17, 2021 2:30:01 PM PST

Hi Alyson,

Thank you for your note – I am wondering what are the triggers for paid Administrative Leave? And who makes the decision/authorizations?

I am not very familiar with this process. I also think this would be a very timely topic for DMC on Friday.

Thank you,

Shauna

From: Blackstock, Alyson PSA:EX <Alyson.Blackstock@gov.bc.ca>
Sent: November 17, 2021 2:22 PM
To: Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>
Cc: Sadler, Bobbi PSA:EX <Bobbi.Sadler@gov.bc.ca>; Bronee, Rueben PSA:EX <Rueben.Bronee@gov.bc.ca>
Subject: RE: policy question - floods

Hi Shauna,

At this point in time there is no authorization for paid Administrative Leave.

That means employees who are impacted by the flooding and are unable to attend work still have access to all the benefits within their respective collective agreements and terms and conditions of employment. We strongly recommend all Ministries take a flexible approach in managing included and excluded employees who are incapable of returning to work due to the flooding and/or evacuations. Serious Household or Domestic Emergency Special Leave is available for those who have had their homes impacted by flooding. Should the place of work be impacted by flooding, opportunities to perform work duties at other locations should be considered.

s.13

If or when paid administrative leave is authorized then we would provide that guidance to ministries.

Alyson Blackstock, Assistant Deputy Minister, Employee Relations
| Employee Relations Division | BC Public Service Agency
First Floor, 810 Blanshard Street | Victoria, BC | V8W 2H3 | 778-698-7912 | 250-893-2980
AskMyHR: www.gov.bc.ca/myhr/contact
Phone: 250.952.6000 | Toll Free 1.877.277.0772

From: Bronee, Rueben PSA:EX <Rueben.Bronee@gov.bc.ca>
Sent: November 17, 2021 2:14 PM
To: Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>; Blackstock, Alyson PSA:EX <Alyson.Blackstock@gov.bc.ca>
Cc: Sadler, Bobbi PSA:EX <Bobbi.Sadler@gov.bc.ca>
Subject: RE: policy question - floods
Hi Shauna. I'll defer to Alyson to respond in the context of the state of emergency.

From: Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>
Sent: November 17, 2021 2:08 PM
To: Bronee, Rueben PSA:EX <Rueben.Bronee@gov.bc.ca>
Cc: Sadler, Bobbi PSA:EX <Bobbi.Sadler@gov.bc.ca>
Subject: policy question - floods

Hi Rueben,

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thx

Shauna

Street, Hilary CITZ:EX

From: MacLennan, Alex CITZ:EX
Sent: November 25, 2021 11:57 AM
To: Street, Hilary CITZ:EX
Subject: FW: URGENT - Bullets for Minister Required Today

From: MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>
Sent: November 15, 2021 6:54 PM
To: Street, Hilary CITZ:EX <Hilary.Street@gov.bc.ca>
Subject: FW: URGENT - Bullets for Minister Required Today

All good

On Nov. 15, 2021 5:39 p.m., "Street, Hilary CITZ:EX" <Hilary.Street@gov.bc.ca> wrote:
Hi Alex,

Bullets below for Jeannette's request for your approval. I have talked with Natalie and she provided the below details:

- Due to BELL experiencing significant outages, the OCIO Service Desk (7-7000) is unable to accept calls for technology support request by ministries.
 - Enterprise Services (ES) has notified Ministry Chief Information Officers of the issue, posted notification on the online service portal to users and advised ministries to prioritize their high priority service requests in the online ticket service
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Let me know your approved version and I will respond to Jeannette tonight.

Hilary Street

Manager of Divisional Operations
Assistant Deputy Minister's Office
OCIO- Enterprise Services
Ministry of Citizens' Services

PO Box 9804 Stn Prov Govt, Victoria BC, V8W 9W1
C: 250-889-5851 T: 250-356-5672 Hilary.Street@gov.bc.ca

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From: Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>
Sent: November 15, 2021 4:17 PM
To: CITZ Executive Members <MTICEXMEM@Victoria1.gov.bc.ca>
Cc: CITZ Managers of Divisional Operations <MTICMODO@Victoria1.gov.bc.ca>; CITZ Executive Assistants <MTICEXAS@Victoria1.gov.bc.ca>
Subject: URGENT - Bullets for Minister Required Today
Importance: High

Hi there,

Kass just called and is looking for us to provide the MO with a few quick bullets on what CITZ is doing to support the impacts we're having from the weather (eg: Sunny had mentioned some flooding at the courthouse and the heating plant).

Could you please send me some quick bullets that can be shared with the MLB today.

Many thanks.

JC

Jeannette Cook | Director, Executive Operations
Deputy Minister's Office | Ministry of Citizens' Services
Ph: 250 387-8817 | **e:** jeannette.cook@gov.bc.ca

Biggs, Jackie CITZ:EX

From: Lawal, Cassandra CITZ:EX
Sent: November 16, 2021 9:59 AM
To: Beare, Lisa CITZ:EX
Subject: UPDATED -- RE: FYI -- CITZ Response to Weather Impacts
Attachments: CITZ Response to Weather - Nov 15.docx

Updated (Enterprise Services bullets added)

Kassandra Lawal

Office 778-974-6009 | Cell 778-678-3776
kassandra.lawal@gov.bc.ca

From: Lawal, Cassandra CITZ:EX
Sent: November 15, 2021 5:29 PM
To: Beare, Lisa CITZ:EX <Lisa.Beare@gov.bc.ca>
Subject: FYI -- CITZ Response to Weather Impacts

FYI CITZ response to weather event in the attached and below from TELUS.

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Office 778-974-6009 | Cell 778-678-3776
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 - Enterprise Services (ES) has notified Ministry Chief Information Officers of the issue, posted notification on the online service portal to users and advised ministries to prioritize their high priority service requests in the online ticket service
 - ES is working with the vendor (Kyndril), who provides the OCIO Service Desk call centre, on strategies to get the call centre up running as soon as possible
- The OCIO IT Operations Centre is currently operating at Level 1 and monitoring for IT priorities from ministries
- EMBC has experienced flooding at their Keating Cross Roads location in Saanich, which has caused damage to their Data Network Room
 - The immediate damage to servers has been mitigated, and ES will be working with EMBC on a strategy to decommission their servers at this location and migrate data production to the Provincial Kamloops Data Centre

Biggs, Jackie CITZ:EX

From: Lawal, Cassandra CITZ:EX
Sent: November 15, 2021 5:29 PM
To: Beare, Lisa CITZ:EX
Subject: FYI -- CITZ Response to Weather Impacts
Attachments: CITZ Response to Weather - Nov 15.docx

FYI CITZ response to weather event in the attached and below from TELUS.

Kassandra Lawal

Office 778-974-6009 | Cell 778-678-3776
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- Update from TELUS on service levels due to extreme weather:

Service update:

- Commercial power has been lost to 25 Wireless sites and our Central Office in the Hope area. 2 of these sites are on rooftops and have overlapping coverage. Of the 25 sites, 18 are supported by backup generators, while 5 are on battery.
- The issue we foresee will become eventually getting access to swap out batteries and refuel generators until commercial power can be safely restored by BC Hydro. While this isn't an immediate concern, we are working on alternative plans to keep the sites online with all roads to the region currently blocked. We may also need to find a way to bring fuel in from outside the community, as all local fuel pumps are currently offline with the loss of power.
- We are working with the RCMP and EMBC to keep them updated on the current service levels and potential risks.
- We have not received news on any outage to our wireline services so far. Customers may be experiencing disruption in their home services due to the local power outages. However, landline phone service and wireless service (as per above) should still be active.
- We are doing contingency planning to ensure all necessary materials are available from the Lower Mainland or our depots in Alberta to ensure that any necessary repairs are done quickly, as soon as safe access and a return of commercial power are confirmed.

Additionally:

- We are in contact with all of the local evacuation centres to see how we can support with comfort kits (these contain basic personal hygiene items), charging stations, emergency communications options, etc., to help those displaced from their homes.
- We have also been in contact with all of our Indigenous partner communities to evaluate impacts and offer support.
- There have been reports of an outage on the Bell network affecting customers in BC and AB. This is limited to their network and will not affect anyone accessing the TELUS network.

Service BC

- Princeton and Merritt offices are closed due to flooding and local evacuation orders.
- Citizens in Merritt can get service at our SBC office in Kamloops. Citizens in Princeton are largely isolated due to road closures however the nearest offices should the roads re-open would be Oliver, Penticton, or Kelowna. We are co-ordinating with our Ministry partners to work on contingency plans. We have engaged our Business Continuity Plans.
- We have engaged to offer support at emergency centres that are established for residents in impacted communities. Can confirm, in person outreach by our Government Agent to Kamloops Resiliency Centre starting tomorrow.
- Service BC Provincial Contact Centre staff have actioned direct call backs to residents to advise of Vaccine Clinic closures due to flooding.

GDX

- Service BC and GDX are supporting Fraser and Vancouver Health Authorities share news about closure of COVID 19 vaccination clinics, with updates to websites, cancellation messages and direct call outs to affected people.

Connectivity

- Connectivity team has not heard directly from telcos at this point but know consumer issues have started to be raised and it's in the media:
<https://dailyhive.com/vancouver/telus-bell-experiencing-service-outages-storm>
<https://globalnews.ca/news/8375532/b-c-storm-cellphone-network-disruptions/>
- Indications are that there are no sweeping outages of connectivity; however, wherever power is out, so too will home internet be impacted.
- Accidents and mud slides can impact fibre along hwy routes. Where diversity/resiliency is in place, the extent of the outage will be minimized.

Real Property

- Assisting a number of clients in emergent situations as a result of flooding in basements/mechanical rooms and other low-lying areas. For example, crews are onsite at the Central Heating Plant of the Legislative Assembly and the Victoria Law Courts pumping out water to ensure buildings remain operational or are able to be put back into service ASAP.
- Dealing with roof leakages or assisting with power back up where impacted.
- Supporting RCMP in Merritt in ensuring support at their assets which are managed by RPD as the town of Merritt evacuates
- Exploring alternate access to Ford Mountain Correctional Center as the main bridge access to the Centre has been reportedly damaged.

Digital Platforms and Data

- DataBC Program provides service to Emergency Management BC to access and use data.
- Includes web map data to visualize and observe emergency response assets during incidents, including floods and evacuations.