

Dayman, Marlene JAG:EX

From: Woodcock, Danielle TRAN:EX
Sent: Friday, May 6, 2016 9:10 AM
To: BCPSA Agency DMC List; BCPSA Agency DMC Admin & Operational Support
Cc: Lightbody, Ian TRAN:EX; Lyle, Heather TRAN:EX; Jones, Rian TRAN:EX
Subject: FW: Exercise Exercise Exercise

Good Morning

Sorry we were missing a number for the ECC on the previous email s.15,s.17

As per the email sent by Deputy Minister Denlinger on April 27, 2016 this is the start of the first Senior Officials Satellite Phone Drill.

A 6.9M shallow crustal earthquake occurred in Victoria, BC at 8:30am this morning. After taking cover and following the instructions of the response team, you evacuate the building. There is visible damage everywhere. Windows have shattered, pavement has buckled and buildings are cracked.

Once outside, you try to call home on your cell. Unfortunately, you aren't able to get through because several cellular towers were damaged during the earthquake causing severe congestion on cellular networks.

You pick up your satellite phone and try again. This time, it works! Relieved that your family is safe and your household emergency plan has been activated, you turn your attention to your role as Deputy Minister.

1. Using your satellite phone again, you call the Emergency Coordination Centre (ECC) 24/7 toll-free line at s.15,s.17 to initiate the senior officials check in procedure and confirm your status and availability.
2. Provide the following information:
 - a. Time of the call
 - b. Deputy Minister's current location
 - c. Deputy Minister's status

Please note that this drill uses the ECC phone number identified in the Senior Officials Guide. This is a live line that is also receiving real time phone calls. If a significant incident occurs during the drill, it will be cancelled and participants will be notified by an email entitled "Exercise, Exercise, Exercise – CANCELLED"

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From: Woodcock, Danielle TRAN:EX on behalf of Denlinger, Becky TRAN:EX
Sent: Wednesday, April 27, 2016 2:34 PM
To: BCPSA Agency DMC List; BCPSA Agency DMC Admin & Operational Support
Cc: Woodcock, Danielle TRAN:EX
Subject: Deputy Minister Satellite Phone Drill

Importance: High

Dear Colleagues:

In June of 2015, Ministers and Deputy Ministers were briefed on BC's Earthquake Immediate Response Plan, the Coastal Response Exercise and the role of Senior Officials in a disaster. Fostered by the Premier's recognition of the threats we face as individuals, families, neighbourhoods and communities, the June 2015 briefing to Cabinet and Deputy Ministers was the first of its kind. The Premier's subsequent appointment of the Honourable Naomi Yamamoto as the Minister of State for Emergency Preparedness demonstrates the province's ongoing commitment to emergency preparedness, prevention/mitigation, response and recovery.

It is both my privilege and my mandate to continue to work with you in support of this commitment. In December of 2015, I began meeting with Deputy Ministers to discuss risk, preparedness and continuity of government operations. These sessions identify the need for more frequent senior official engagement on both practical and strategic levels.

On a practical level, our sessions indicate a need to revisit and refresh satellite phone skills. The ability to communicate lies at the heart of every response effort. In the immediate aftermath of a catastrophic earthquake, conventional methods of communication may be disrupted. Satellite phones have been issued to Ministers and Deputy Ministers as a means of facilitating urgent communication when standard methods are overwhelmed or unavailable, and it's important that we're comfortable using them.

During Emergency Preparedness Week May 1 – 7, please join me for the first annual Senior Officials Satellite Phone Drill. The drill is set to occur on Friday, May 6th between the hours of 9:00 am and 12:00 pm and will involve Deputy Ministers only.

The drill will span a three-hour period in order to accommodate Deputy Minister schedules. However, actual participation time is approximately 5 - 10 minutes, allowing Deputies to maximize learning while minimizing the impact to busy schedules. Your participation in the drill is straightforward: at your discretion during the 3-hour window of the drill, you are asked to use your phone to call the Emergency Coordination Center at EMBC and report your location and status (at work or not at work), consistent with the Senior Officials Guide to Emergencies and Disasters. This will give EMBC the opportunity to exercise its plan for managing these calls, while also giving you the opportunity to practice using your satellite phone to reach the ECC.

Further information regarding how the drill will work is provided below. Please review this information and mark your calendar for May 6th, and make sure your satellite phone is charged. On that date and at your discretion during the 3-hour window between 9:00 am and 12:00 pm, please take 5 – 10 minutes to step outdoors with your satellite phone and participate in the drill by phoning s.15,s.17 I recommend that you store the ECC phone number in your satellite phone in advance of the drill, if you have not already done so.

I look forward to your successful participation in our first Deputy Minister communications drill.

Yours in preparedness,
Becky

Deputy Minister
Emergency Management

Drill time - Friday May 6th 0900 – 1200 hours

Procedure:

1. 0900 hours: the Emergency Management Deputy Minister's office will send an "Exercise, Exercise, Exercise" email to notify Deputy Ministers that the drill has begun.
2. Consistent with the Senior Official' Guide to Emergencies and Disasters, Deputy Ministers phone the EMBC Emergency Coordination Center @ s.15,s.17 using their satellite phones.
3. ECC staff receive the call and confirm that the call is being made via satellite phone, noting the following information:
 - a. time of the call
 - b. Deputy Minister's current location
 - c. Deputy Minister's status
4. If the call is not being made via satellite phone and the Deputy Minister needs assistance to solve satellite phone issues, the ECC transfers the call to the EMBC Provincial Duty Manager.
5. The PDM notes the problem and uses the satellite phone troubleshooting tip sheet to provide 1st line support.
6. If 1st line support is successful, the Deputy Minister calls back via satellite phone and the ECC/PDM notes that the call has been completed.
7. If 1st line support is not successful, the PDM notes the problem and asks the Deputy Minister for follow up contact information.
8. 1200 hours: the Emergency Management Deputy Minister's office sends an "Exercise, Exercise, Exercise" email to signal the end of the drill.

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From: Woodcock, Danielle TRAN:EX
Sent: Tuesday, October 13, 2015 11:41 AM
To: BCPSA Agency DMC Admin & Operational Support
Cc: BCPSA Agency DMC List
Subject: Monthly Satellite Phone Testing

Hello Everyone,

Emergency Management, Deputy Minister Becky Denlinger would like to remind all deputy ministers that they are asked to test their satellite phones monthly, in order to ensure they are operational and to gain familiarity with their operation. To test the phones Deputies will need to take them outside of the building and make a phone call.

I request that a monthly satellite phone test appointment is scheduled for your deputy minister, to make sure that his/her satellite phone is being tested and are operational in the event of an emergency. To this end, I request that you set up a monthly calendar invitation reminder for a given day, Deputy Minister Denlinger's reminder is set for the third Wednesday of every month.

If additional training is requested, or if issues arise with the deputy's satellite phone, please contact the Emergency Coordination Centre at s.15,s.17 as indicated in the support materials that accompany the satellite phone.

Thanks,

Danielle Woodcock, Senior Executive Assistant
Ministry of Transportation and Infrastructure
Deputy Ministers Office – Emergency Management
Suite 4B – 940 Blanshard Street
Victoria BC V8W 3C8 Phone: 250-356-0840
Email: Danielle.Woodcock@gov.bc.ca

MINISTRY OF JUSTICE & PUBLIC SAFETY SECTOR

SAFETY & SECURITY POLICY AND PROCEDURE

TITLE: Satellite Phone Use	DATE: 1 February 2016	NO: 8
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Purpose

The purpose of this policy is to provide background, direction and instructions regarding use of Satellite phones to members of the Ministry that are operationally required to have voice communication when working in areas that lack reliable communication infrastructure. This policy is also intended for staff that are working in an incident command role during a critical incident where regular phone and cellular networks have become in-operable and the use of satellite communication becomes necessary.

Scope

Satellite phones are handheld devices that enable voice and data communication in areas not serviced by regular cellphones. The data (phone calls) are not routed through regular terrestrial based towers but rather transmit the data through a network of satellites orbiting the planet. This makes these devices ideal for staff that are operationally required to have voice communication when working in areas that lack reliable communication infrastructure. The devices are also ideal for staff working in an incident command role during a critical incident where regular phone and cellular networks have become in-operable. It is expected approved staff will use satellite phones for work purposes only when operationally required.

How the System Works

The satellite phone sends a signal from the device to a constellation of satellites orbiting earth. These satellites receive the signal from the satellite phone and re-transmit the signal back to earth to the receiving party. Satellite phones must have a clear view of the sky at all times when in operation in order to send and receive signals from the satellite array. If the satellite phone antennae does not have a clear view of the sky it will not work effectively.

Training

Staff requiring the use of a satellite phone are expected to read the satellite phone manufacturer supplied user manual before operating the device. There are very important safety and operating instructions in these manuals that is critical to safe and effective use of these devices. Device manuals should be stored with the device.

Staff that require further device training and/or orientation should contact the Special Advisor, Security.

Satellite Phones



Device Operation

Staff requiring the use of a satellite phone are expected to read the satellite phone manufacturer supplied user manual before operating the device. There are very important safety and operating instructions in these manuals that is critical to safe and effective use of these devices. Device manuals should be stored with the device.

Satellite Reception: Satellite phones requires a clear, consistent view of the sky to transmit and receive data effectively. This can be accomplished by extending the antennae and ensuring the device has a clear, consistent view of the sky. Users should note that satellite phone networks can become unavailable due to satellite availability, terrain, weather or other conditions.

Batteries: Most satellite phones have internal, rechargeable batteries. Staff should ensure the batteries are fully charged to ensure devices will operate when needed.

Making a call:

1. Position the phone in an area where it will have a clear and consistent view of the sky. While engaging in this process users should ensure they are also positioning themselves in a safe place.
2. Power the phone on and extend the antenna toward the open sky. The antenna should be vertical to the ground and have a clear, unobstructed view of the sky.
3. Confirm proper registration and signal strength on the display. This process can take a few minutes.
4. Dial the number you wish to call and press the send key. Country code and phone number including area code are required for all calls.
5. Hold the phone as you would any other phone and complete your call.
6. At the conclusion of the call press the end key and retract the antenna.

Receiving a call:

1. Phone sounds or vibrates
2. Screen displays incoming call
3. Extend the antenna. The antenna should be vertical to the ground and have a clear, unobstructed view of the sky.
4. Press the send key.
5. Hold the phone as you would any other phone and complete your call.
6. At the conclusion of the call press the end key and retract the antenna

Tips in efficient and effective operation of the phone:

1. Keep the phone battery charged to ensure that the phone is ready for use when needed.
2. Fully extend your antenna and rotate top portion of antenna as needed to ensure antenna is pointed directly up while in use.
3. Make sure the antenna has a clear unobstructed view of the sky.
4. Do not touch the antenna unnecessarily when the phone is in use.
5. Contact with the antenna can effect call quality and may cause the phone to operate at a higher power level than otherwise needed.
6. Do not wear the phone on your body while making calls with the headset accessory. Wearing the phone on the body can interfere with proper phone operation, since the antenna requires a clear unobstructed view of the sky.
7. Once you complete your call and are finished with the phone, return the antenna to the center upright position and gently retract the antenna before carrying or storing the phone between uses.

Storage:

Satellite phones must be stored in a secure location, accessible to authorized users in case of emergency. All device accessories including charging units, mobile antenna and spare parts including batteries should be stored with the device. The device manual and a copy of this policy should also be stored with the device.

Testing:

Satellite phones should be tested one time every two months to ensure operability and to check the balance on minutes in the case of pre-paid satellite phone packages. The phone can be tested by making a short phone call.

(Original approved and signed)

Carl Prophet
Executive Director
Corporate Risk & Security Division