HAZARD, RISK AND VULNERABILITY ANALYSIS (HRVA)

FOR LOCAL AUTHORITIES AND FIRST NATIONS

ONLINE USER GUIDE FOR THE HRVA TOOL

2nd Edition, Fall 2020

BRITISH COLUMBIA | Emergency ManagementBC

CONTENTS

1. PURPOSE OF THE ONLINE USER GUIDE

This **Online User Guide** provides an overview for the **HRVA Tool**. The HRVA Tool is a web-based system that requires internet access and a Business BCeID username and password to access. This guide describes how to apply for a Business BCeID if needed, and how to access, login and set up the HRVA Tool in order to conduct a HRVA.

EMBC also developed a **HRVA Web Page** and **Document Library** for storing all HRVA documentation. The HRVA Web Page and Document Library does not require credentials (i.e. username and password) to access and contains two additional guides to utilize when conducting a HRVA.

The **Companion Guide** provides an overview of the HRVA process and a detailed breakdown of each step in the HRVA Tool. The **Hazard Reference Guide** provides comprehensive information on each hazard in BC, including subject matter expert referrals and helpful links.

The Document Library also includes all the **HRVA worksheets** referenced within the HRVA Tool. These worksheets were developed to help support and document your HRVA work. The worksheets may also be downloaded and utilized when working offline. This Online User Guide provides information on how to access all the guides and worksheets.

2. WHAT IS THE HRVA TOOL?

The foundation for any community or regional emergency management program is to conduct a HRVA to identify and understand hazards, risks, and vulnerabilities. The knowledge gained from the HRVA is utilized to establish priorities and develop appropriate plans and strategies to reduce the likelihood and consequence (i.e. risk) of applicable hazards. Conducting a comprehensive HRVA and implementing appropriate mitigation strategies based on the HRVA is key towards enhancing community and regional resilience.

The HRVA Tool is a free online service for Local Authorities and First Nations to conduct an HRVA. This HRVA Tool allows communities to follow a recommended process to input information on hazards, risks, vulnerabilities, risk-reduction strategies and more. The HRVA Tool follows a process consisting of nine steps:
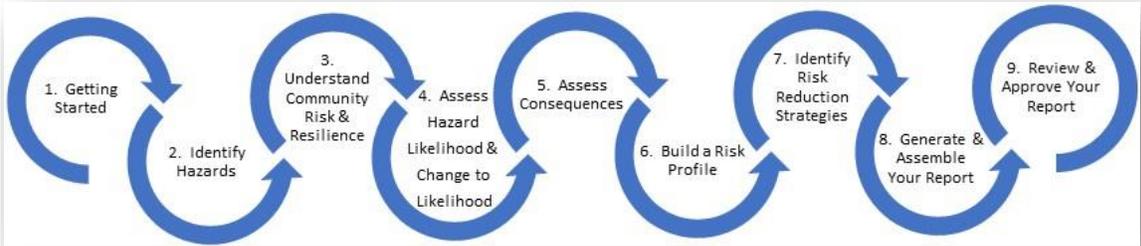
The HRVA Tool will summarize all your HRVA information and generate a concise HRVA report which becomes your foundation for your emergency management program. The following is an example of the hazard "summary table" produced in the HRVA Report:

Priority	Hazard List	Current Likelihood	Consequence Total	Risk Level	Future Likelihood
1	Earthquake	E	32	High Likelihood / High Consequence	E
2	Tsunami	E	30	High Likelihood / High Consequence	E
3	Coastal Flooding	D	26	Low Likelihood / High Consequence	D
4	Wildfire	D	24	Low Likelihood / High Consequence	D

3. REQUESTING HRVA TOOL ACCESS

The HRVA Tool may be utilized by Local Authorities and First Nations in BC to conduct a HRVA. An initial request to access the HRVA Tool may be sent to your local EMBC Regional Manager or Regional Office. Please refer to the EMBC contacts for appropriate contact information.

4. WHAT DOES MY COMMUNITY NEED TO ACCESS THE HRVA TOOL?

The Local Authority or First Nation will need to determine who will utilize the HRVA Tool to conduct the HRVA for their community. The "HRVA Lead" will need a Business BCeID username (i.e. user ID) that is registered under the community's Business BCeID account. The HRVA Tool is a secure system that only accepts a Business BCeID username. There is one exemption, EMBC personnel can also access the HRVA Tool using their IDIR username and password).

Many Local Authorities and First Nations have a Business BCeID account. The following link may be utilized to determine if a community has a Business BCeID account: BCeID Business Directory (https://www.bceid.ca/directories/whitepages/). The Business Directory may also identify the Account Manager and Profile Manger for the community's Business BCeID account. Both types of managers can add new users (i.e. the HRVA Lead) to the community's Business BCeID account.

Once the Account or Profile Manager adds the HVRA Lead to the Business BCeID account, BCeID will issue a new user ID and temporary password for the HRVA Lead. The HRVA Lead should receive an email from BCeID confirming their new account. The new account must be activated before it can be used:

To activate your account:
1. Attain your temporary password from the Business BCeID Account or Profile Manager.
2. Log in to https://www.bceid.ca/ and click the "Login to Manage Account" button using your new user ID and temporary password.
3. Accept the Business BCeID Terms of Use Agreement.
4. Select three password reset questions and enter a new password.

Once the account is activated, the name of the HRVA Lead and their Business BCeID user ID may be emailed to the EMBC Regional Manager or regional office. An EMBC representative needs this information to set up the HRVA Tool for the community. Once the community account is created in the HRVA Tool, the EMBC representative will email the HRVA Lead with login details.

The 'First time login' link on the HRVA Web Page will open to provide step by step instructions on how to access the HRVA Tool.

4.1 What if my community doesn't have a Business BCeID?

Some Local Authorities or Fist Nations may not have a Business BCeID account. To register for a Business BCeID account, please follow the steps on the Business BCeID web page: (https://www.bceid.ca/register/business/getting_started/getting_started.aspx).

Once the community has a Business BCeID account, the designated Account or Profile Manager can add the HRVA Lead to the account and BCeID will issue a new user ID and temporary password. The HRVA Lead should receive an email from BCeID confirming their new account. The new account must be activated before it can be used:

To activate your account:

1. Get your temporary password from the Business BCeID Account or Profile Manager.
2. Log in to https://www.bceid.ca/ with your new user ID and temporary password.
3. Accept the Business BCeID Terms of Use Agreement.
4. Select three password reset questions and enter a new password.

The name of the HRVA Lead and their Business BCeID user ID may then be emailed to the EMBC Regional Manager or regional office you initially contacted. As mentioned previously, an EMBC representative needs this information to set up the HRVA Tool for the community. Once a community account is created in the HRVA Tool, the EMBC representative will email the HRVA Lead with login details. The HRVA Tool may be logged-in via the HRVA Web Page.

Personal BCeID user IDs will not provide access to the HRVA Tool.
The HRVA Tool requires a Business BCeID user ID to access.

5. HRVA WEB PAGE

The Hazard, Risk and Vulnerability Analysis (HRVA) Tool is accessible online via the HRVA Web Page under the Local Emergency Programs Section of the Province of BC's Emergency Preparedness, Response & Recovery Web Page. The HRVA Web Page describes a HRVA and the HRVA Tool; and contains login instructions, useful links and helpful resources.

1. Navigation sidebar
2. First time login
3. HRVA tool login
4. Document library
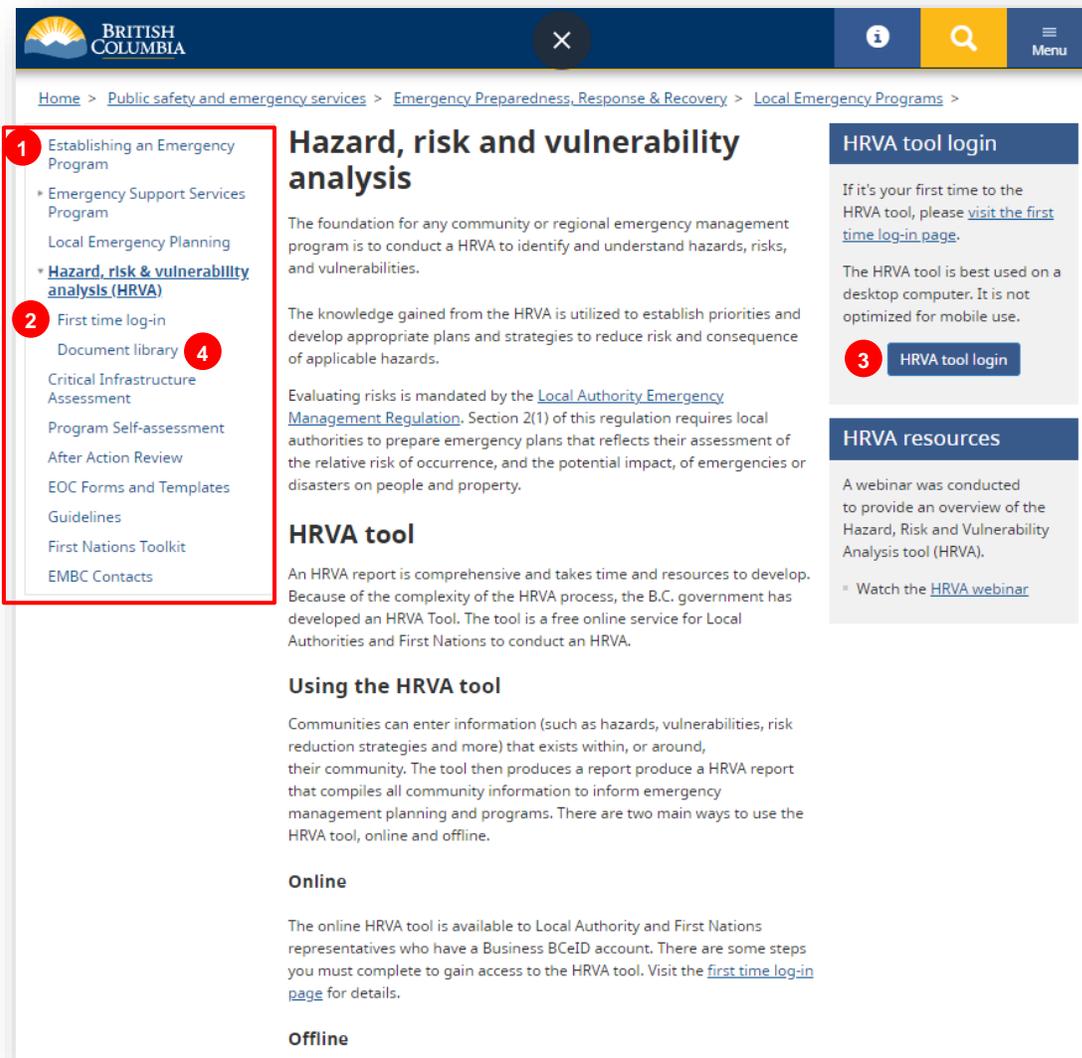
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Establishing an Emergency Program

Local Emergency Planning

▼ **Hazard, Risk & Vulnerability Analysis**

    First Time Log-in

    Guides & Offline Resources

Critical Infrastructure Assessment

Program Self-assessment

After Action Review

EOC Forms and Templates

Guidelines

First Nations Toolkit

EMBC Contacts

First Time Log-in to the Hazard, Risk & Vulnerability Analysis Tool

The online HRVA Tool is a self-guided tool designed for Local Authorities and First Nations to conduct a Hazard, Risk and Vulnerability Analysis.

Step One

To access the tool, you must have a **Business BCeID account** issued by a Local Authority or First Nation in British Columbia.

To find out how to set up your Business BCeID account, go to the BCeID webpage.

If your organization already has an HRVA access via a Business BCeID account, contact your organization's account manager.

Step Two

Once you have your Business BCeID information, contact your Emergency Management B.C. (EMBC) regional office to request access to the HRVA system. You will need to provide your Business BCeID user name.

Step Three

Once the connection is completed, EMBC staff will contact the applicant with log-in details. This may take a few days.

Step Four

Log-in to the HRVA Tool

Please note that the HRVA system is designed for use on a computer, and is not optimized for mobile devices.

The content from the online system is also available for download on the HRVA Guides & Offline Resources page.

The HRVA Lead may need an assistant to help work on their HRVA. In this case, the community's Business BCeID account manager may add an additional user to their BCeID Business account who may then access the HRVA Tool to work on the community's HRVA.

6. LOGIN TO THE HRVA TOOL

Once you hear back from the EMBC representative that your HRVA Tool account is set up, the HRVA Lead may login to the HRVA Tool at their earliest convenience. As mentioned previously, the HRVA Web Page has a "HRVA tool login" button:

When the login window opens, enter your Business BCeID user ID and password:

The Emergency Management Portal should then open:

Emergency ManagementBC

7. EMERGENCY MANAGEMENT PORTAL

When you login to the HRVA Tool, the Emergency Management Portal opens. The Emergency Management Portal contains links to launch the HRVA Tool and buttons for the following functions:

1. Launch the HRVA Tool
2. Current User Display & BCeID Log-out
3. Home Button
4. Reports Menu
5. Training Menu
6. Document Library
7. Community Drop-down List
8. Information Sharing Settings
9. Dashboard
10. Profile
11. Web Bar
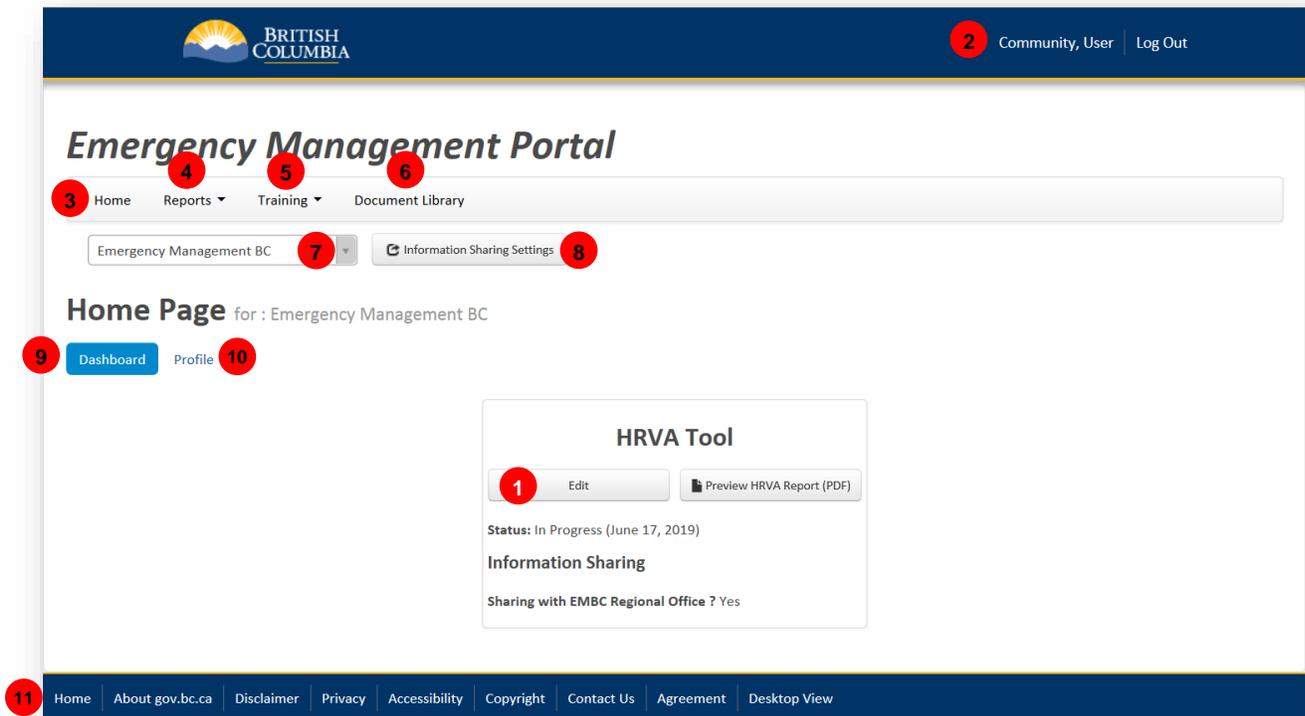
1. Launch the HRVA Tool - Open the HRVA Tool by clicking the "Edit" button. The "Preview HRVA Report (PDF)" button will generate the HRVA report if you wish to view previous work.
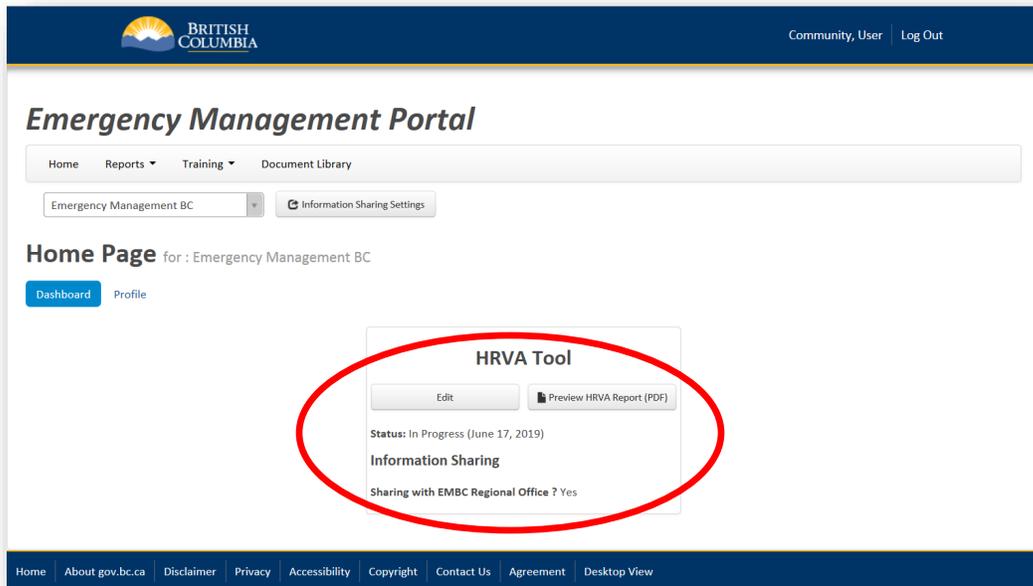

Note: If a HRVA is in progress, a "Status in Progress" will display a record of the last login. "Information Sharing" displays a "yes" or "no", regarding the HRVA being shared with the EMBC Regional Office.

2. Current User - The header shows who is currently logged in to the HRVA Tool.
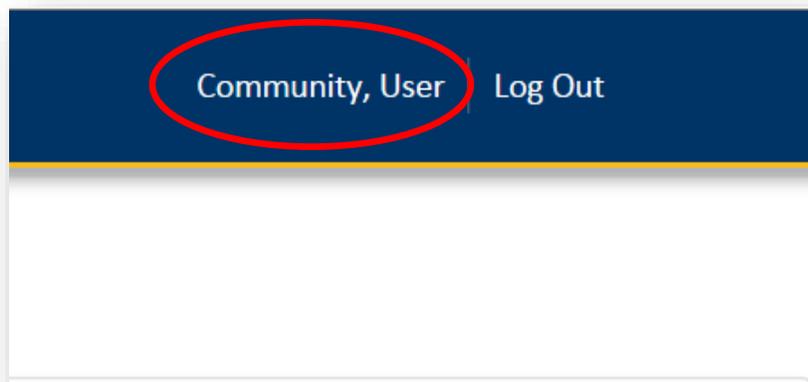
Log Out - The header also has a "Log Out" feature to allow the user to log out of the HRVA Tool.
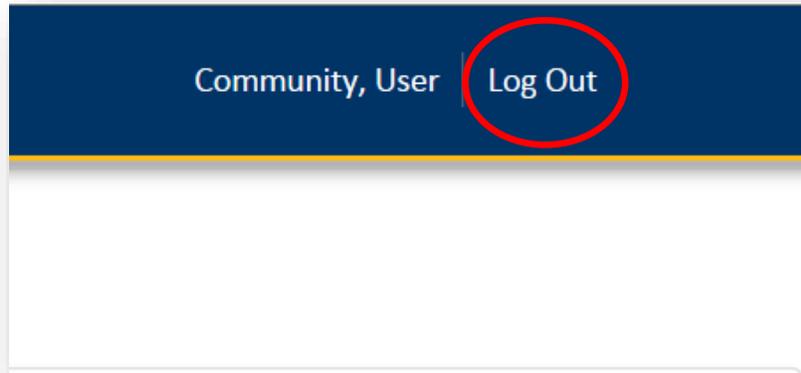
Note: After logging out, you can return to the BCeID login page, contact a BCeID Help Desk, or close the browser window once you are complete.

**3. Home -** Returns to the Home Page of the Emergency Management Portal.
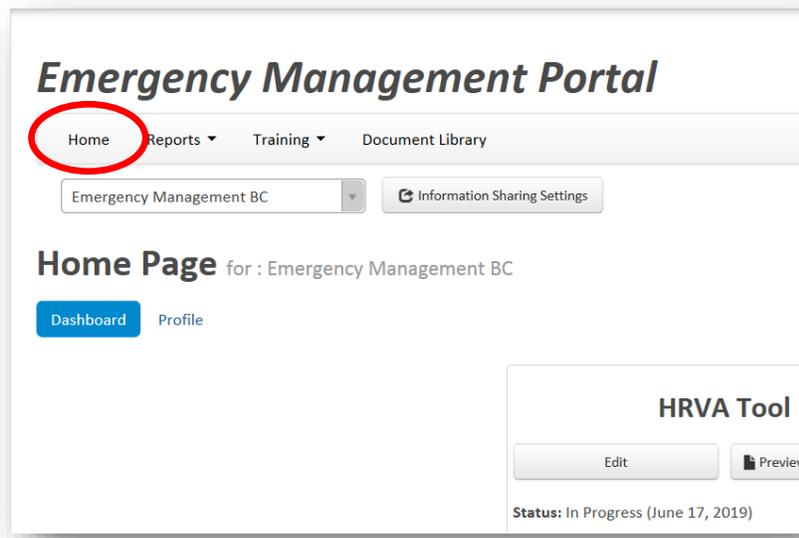
4. Reports - This feature is currently not activated. The feature is meant to allow you to view past reports for your community that have been completed and published within the tool. Currently, when you generate a HRVA Report in the HRVA Tool, you can save this report as a .pdf document to your computer.
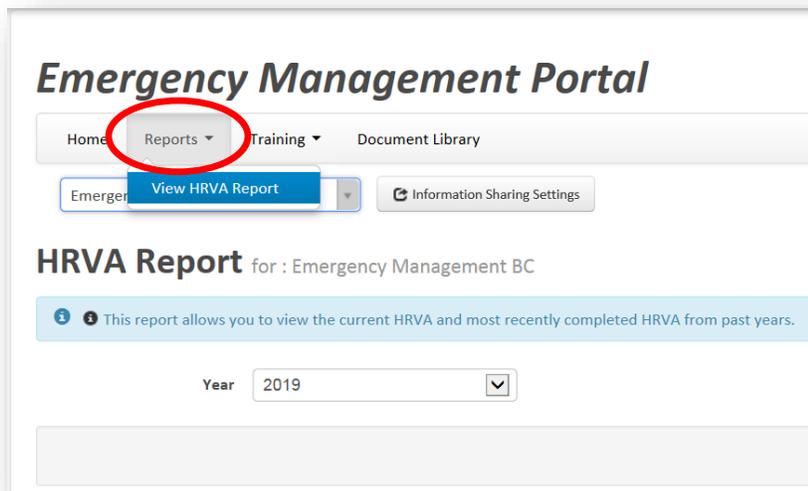
**5. Training -** This section will open EMBC's web page for training information.
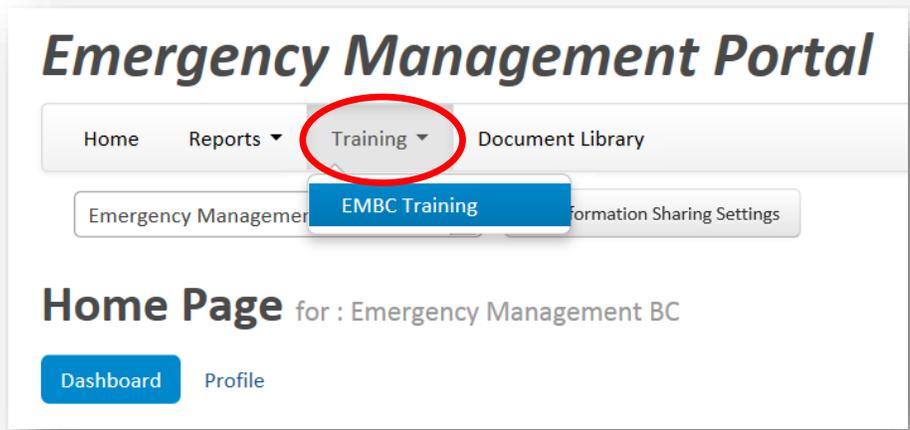
6. Document Library - The location of downloadable guides, worksheets, tables and forms used throughout the HRVA process.
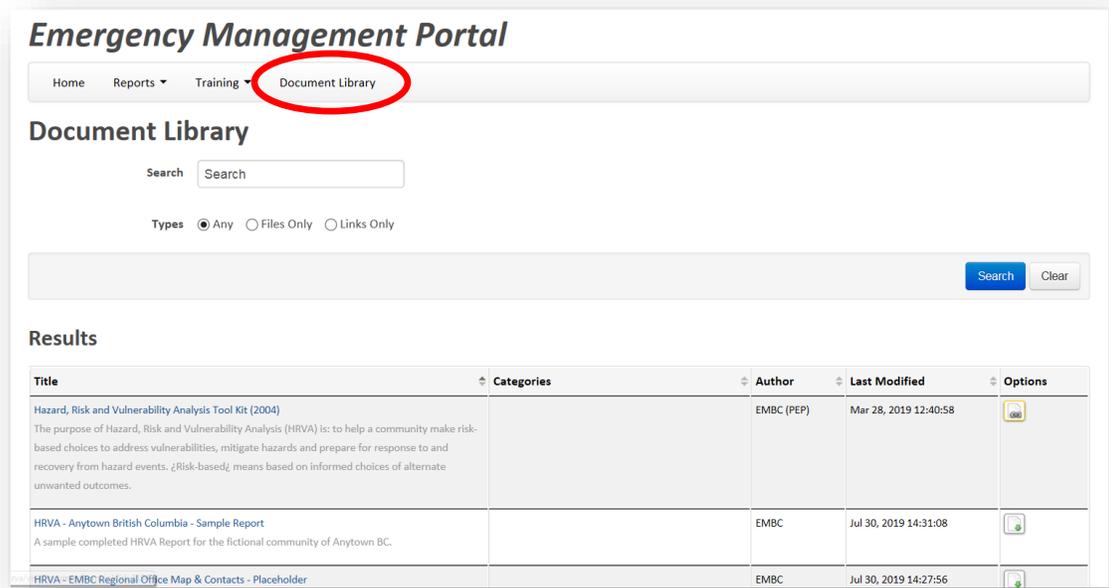
7. Community Drop-down List - Allows you to select the community you wish to view or modify, if your organization has added more than one.
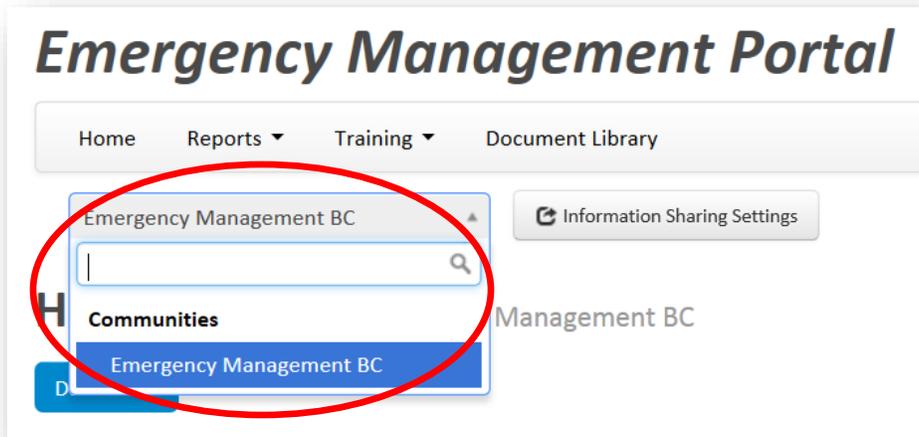

8. Information Sharing Settings - This is where you can modify the sharing settings with EMBC, and enable or disable viewing of your HRVA progress (and past reports) by EMBC personnel.
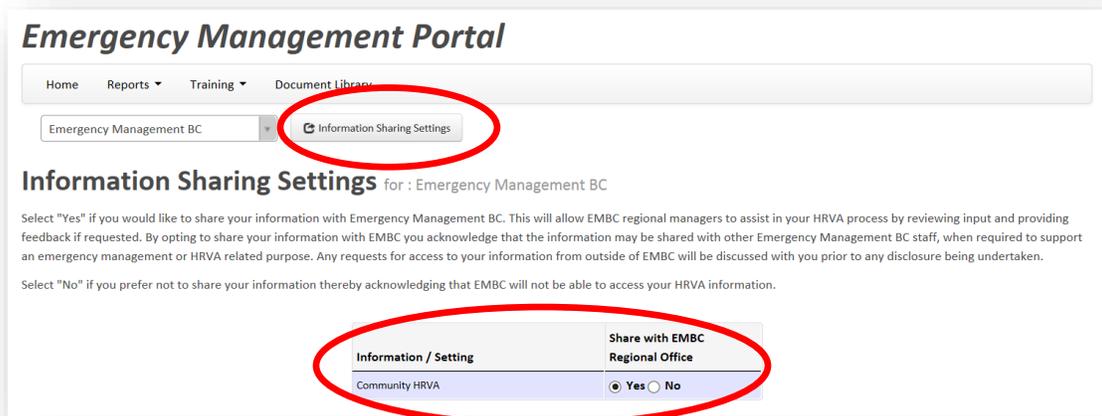

Note: Information Sharing allows your EMBC Regional Office Staff to view your past or current HRVA work, and to provide support to you if needed.

EMBC personnel cannot modify your HRVA content and will not share or distribute your information without your permission.

9. Dashboard - Similar to the Home feature, the "Dashboard" button also displays the Emergency Management Portal.
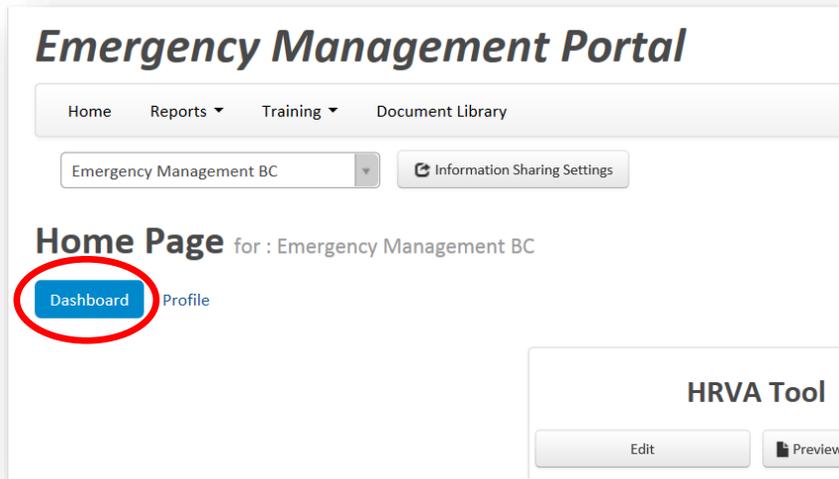
10. Profile - The "Profile" button shows your community profile, including your region, First Nation's status, local contact information, and a list of local users with access to your HRVA. This section also has a feature to upload your community logo which will be automatically added to the front-cover page of the HRVA report.
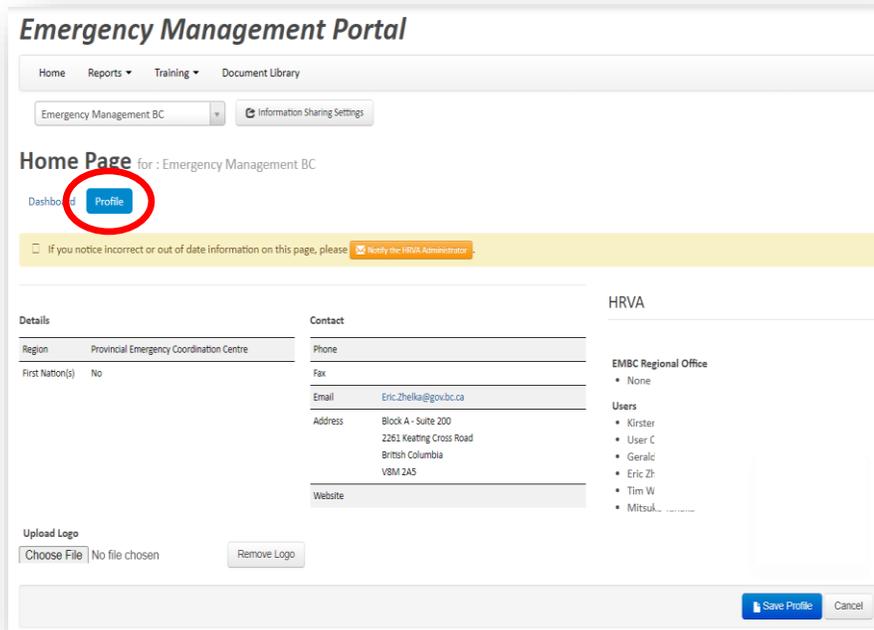
> **Note:** A "Notify the HRVA Administrator" button is included on profile section page and can be used to request assistance if needed.

11. Web Bar - The Web Bar contains a number of links which provides information about the Government of British Columbia website and its usage.

8. HVRA TOOL STEPS & FUNCTIONS

As mentioned previously, the HRVA Tool follows a process that has nine steps. The steps as found within the HRVA Tool are as follows:
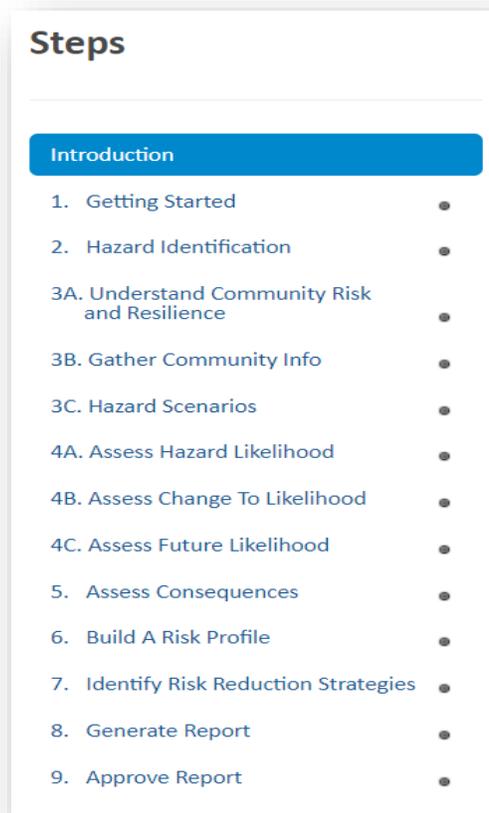
The HRVA Tool is designed as a series of steps for conducting a HRVA: the HRVA Lead starts at step 1 and works their way through each step listed in the quick navigation bar. At step 8, the HRVA Lead can generate their HRVA Report and then have it approved in final step 9.

The quick navigation bar on the right side of the HRVA Tool screen allows you to quickly jump between steps. A black dot indicates a step function that has been started with content entered, and a grey title bar indicates that a step function is not yet accessible.
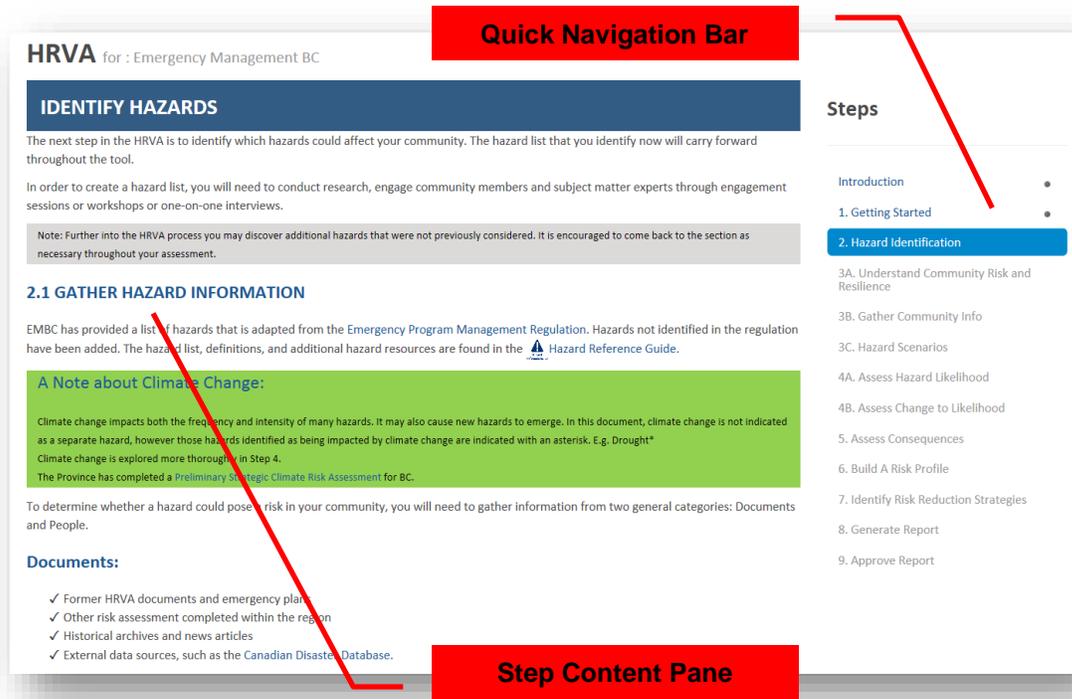
The HRVA Tool provides written instructions for each step to assist the HRVA Lead. Please refer to the Companion Guide which provides further instructions for each step. The Hazard Reference Guide is also a helpful resource for identifying potential hazards.

9. SUPPORT DOCUMENTATION

There are three guides that Local Authorities and First Nations may utilize when accessing and using the HRVA Tool. All three guides are located in the Document Library on the HRVA Web Page and in the Document Library within the HRVA Tool:

1) **Online User Guide** (how to access, login, navigate and utilize the HRVA Tool).

2) **Companion Guide** (an overview of the HRVA process and a detailed breakdown of each step for the HRVA Tool).

3) **Hazard Reference Guide** (comprehensive information on each hazard in BC, including subject matter expert referrals and useful links).

10. DOCUMENT LIBRARIES

All HRVA support documentation is located in two locations, the Document Library on the HRVA Web Page and the second Document Library within the HRVA Tool. Both libraries contain the same documentation but look and operate differently.

The image below represents the Document Library on the HRVA Webpage which contains three guides for the HRVA Tool, and all the worksheets referenced in the HRVA Tool. The guides and worksheets can be downloaded from this location to be used offline if needed. This Document Library is open and does not require a password.

HRVA Web Page - Document Library
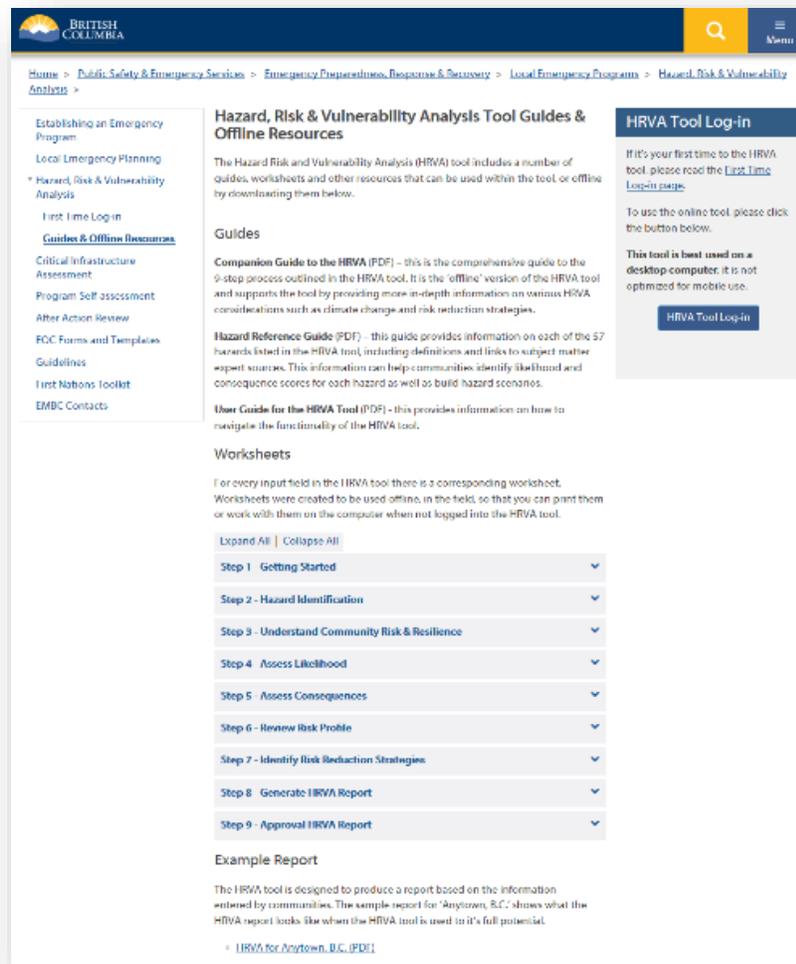
HRVA Tool - Document Library
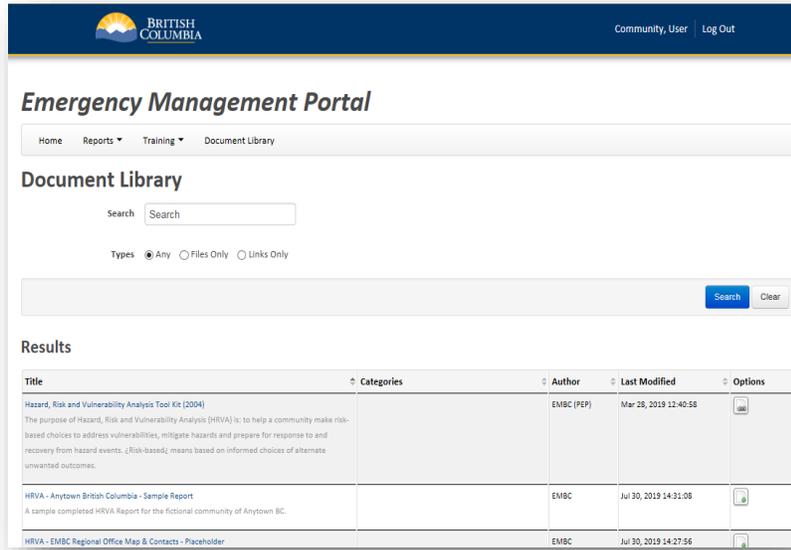
The Document Library within the HRVA Tool contains three guides and all the worksheets referenced in the HRVA Tool. You can search for any document by Category, Step, Name, Type, and you can also choose to sort between files and web links.

Document Library Search Feature
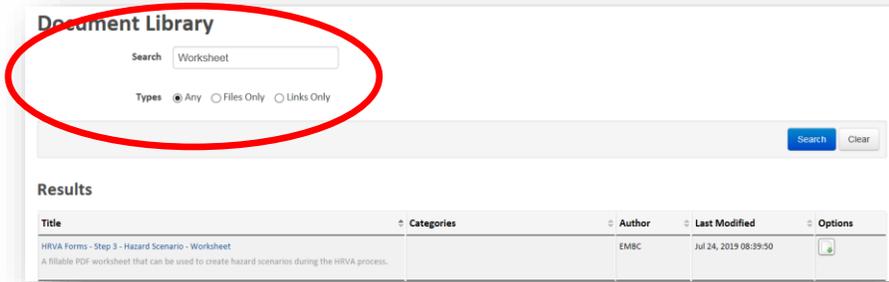
The features at the bottom of the page allow you to select the number of results shown on the page, as well as navigate between pages.
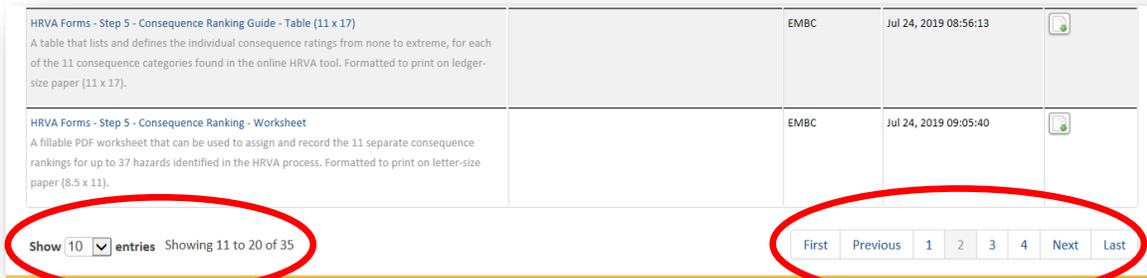
11. TRAINING RESOURCES

The HRVA Tool was designed to be self-guided to keep training requirements to a minimum. As mentioned previously, each step in the HRVA Tool has written instructions and the Companion Guide provide further instructions.

A Webinar (HRVA - A Tool for Community Risk Assessment) is also available from: https://jibc.adobeconnect.com/_a827006546/px0qj27rm3vd/?launcher=false&fcsContent=true&pbMode=normal

> **Note:** PDF Companion Guides can be viewed and printed in your browser, but some advanced features like drop-down menus and automatic fields may not be fully supported.
>
> For full functionality of the embedded features and fillable fields open the document in the free Adobe Acrobat Reader, or a similar PDF Viewer.

12. HRVA TOOL SUPPORT

12.1 BCeID Help Desk

Support for the BCeID account and login process is available via the BCeID Help Desk and can be found on the BCeID Web Page.

> **BCeID Help Desk**
>
> Contact the BCeID Help Desk if you are having problems registering for a BCeID, logging in with your BCeID or need assistance with a BCeID password reset, forgot your ID or if you are locked out of your account. Complete this online form and submit to the Help Desk.
>
> The BCeID Help Desk is open Monday to Friday (except statutory holidays) from 7:30am to 5:00pm Pacific Time / 8:30am to 6:00pm Mountain Time.
> 📞 1 888 356-2741 (Canada and USA toll free)
> 📞 604 660-2355 (within the lower mainland or outside Canada and USA)

12.2 HRVA Tool

Support for using the HRVA Tool is available via your local EMBC Regional Office

Emergency Management B.C. Office Contacts

South West Region	Central Region
14292 Green Timbers Way	1255-D Dalhousie Drive
Surrey, B.C.	Kamloops, B.C.
V3T 0J4	V2C 5Z5
Tel: 604 586-4390	Tel: 250 371-5240
Fax: 604 586-4334	Fax: 250 371-5246
South East Region	**North East Region**
101-333 Victoria Street	3235 Westwood Drive
Nelson, B.C.	Prince George, B.C.
V1L 4K3	V2N 1S4
Tel: 250 354-5904	Tel: 250 612-4172
Fax: 250 354-6561	Fax: 250 612-4171
North West Region	**Vancouver Island Region**
Suite 1B - 3215 Eby Street	Block A - Suite 200
Terrace, B.C.	2261 Keating Cross Road
V8G 2X8	Saanichton B.C.
Tel: 250 615-4800	V8M 2A5
Fax: 250 615-4817	Tel: 250 952–5848
	Fax: 250 952-4304
Headquarters	**Recovery and Funding Programs**
Block A - Suite 200	Block A - Suite 200
2261 Keating Cross Road	2261 Keating Cross Road
Saanichton B.C.	Saanichton B.C.
V8M 2A5	V8M 2A5
Tel: 250 952-4913	Tel: 250 952-5505
Fax: 250 952-4888	Toll Free: 1 888 257-4777
	Fax: 250 952-5542

EMBC Regional Map

The EMBC regions are based on the existing boundaries of regional districts. Click on the map for more information.

Staff Directory

BC Government Directory

Contact Information

To report a provincial emergency, contact Emergency Management BC's Emergency Coordination Centre

Office:
1 800 663-3456

The primary point of contact for HRVA Support is your EMBC Regional Office. Additional technical support may be requested by emailing the HRVA Administrator at hrva@gov.bc.ca.

13. GLOSSARY OF TERMS & ACRONYMS

For a comprehensive Glossary of Terms and Acronyms commonly used in the HRVA process and emergency management, please refer to the appendices in the Companion Guide or Hazard Reference Guide. Both guides are in the Document Libraries.

14. CONTINUOUS IMPROVEMENT

From time to time, EMBC will look to review the HRVA Tool and update it. The support documentation also contains a number of links that will require routine maintenance. If you notice any issues with the HRVA Tool or documentation, please share these details with your local EMBC Regional Office. EMBC appreciates your feedback as we would like to continually improve the HRVA Tool and documentation.