

Ministry of Emergency Management and Climate Readiness

2024/25 Annual Service Plan Report

August 2025



For more information on the Ministry of Emergency Management and Climate Readiness,
please contact us at:

Block A – Suite 200

2261 Keating Cross Road

Saanichton, B.C.

V8M 2A5

Tel: 250-952-4913

Or visit our website at: <https://www.gov.bc.ca/EMCR>

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Minister's Accountability Statement



The Ministry of Emergency Management and Climate Readiness 2024/25 Annual Service Plan Report compares the Ministry's actual results to the expected results identified in the 2024/25 – 2026/27 Service Plan published in 2024. I am accountable for those results as reported.

A handwritten signature in black ink that reads "Kelly Greene".

Honourable Kelly Greene
Minister of Emergency Management and Climate Readiness
August 11, 2025

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Letter from the Minister

I am pleased to present the Ministry of Emergency Management and Climate Readiness 2024/25 Annual Service Plan Report.

Over the past year, our ministry remained focused on keeping people safe, supporting communities in times of crisis, and building long-term resilience. British Columbians faced wildfires, flooding, and other events that tested our emergency systems. Despite another challenging year with an intense emergency season and navigating our changing climate, our ministry continued to make progress towards strengthening and modernizing emergency management practices, reducing disaster and climate risk, and building resiliency.

In 2024/25 we took significant steps to modernize emergency supports and improve access to assistance for those impacted by disasters. We launched the new online Disaster Financial Assistance application portal, replacing the previous paper-based system to improve accessibility and increase the efficiency of application reviews so that both public and private sector applicants can access support faster and focus on recovery after an eligible disaster. We also enhanced Emergency Support Services with more accessible and culturally safe supports, including offering virtual options, expanding lodging choices, and launching the BC Evacuee Helpline, which offers multi-lingual support and mobile outreach. The ministry also announced \$118.5 million in funding to First Nations and local authorities for emergency preparedness and disaster mitigation planning and projects, as well as \$18 million to First Nations and local governments to support implementation of the Indigenous engagement requirements.

Supporting Indigenous-led emergency management remained a priority. In collaboration with the First Nations Leadership Council and federal partners, we completed the first phase of negotiations for a new multi-lateral service agreement, an important milestone in advancing reconciliation and building a more inclusive and effective emergency management system.

These efforts, and many others in this report, reflect the ministry's deep commitment to building a strong and resilient province. I want to thank ministry staff, emergency responders and volunteers, First Nations, and local leaders who worked hard to protect their communities.

While we have made significant progress to advance our vision of a disaster resilient British Columbia, there is still more to do. As climate-related challenges grow, we must continue to learn, adapt, and work together. I am proud of what we have accomplished and remain committed to this important work in the years ahead.



Honourable Kelly Greene
Minister of Emergency Management and Climate Readiness
August 11, 2025

Purpose of the Annual Service Plan Report

This annual service plan report has been developed to meet the requirements of the *Budget Transparency and Accountability Act* (BTAA), which sets out the legislative framework for planning, reporting and accountability for Government organizations. Under the BTAA, the Minister is required to report on the actual results of the ministry's performance related to the forecasted targets stated in the service plan for the reported year.

Strategic Direction

The strategic direction set by Government in 2020 and Minister Bowinn Ma's [2022 Mandate Letter](#) shaped the goals, objectives, performance measures and financial plan outlined in the Ministry of Emergency Management and Climate Readiness [2024/25 – 2026/27 Service Plan](#) and the actual results reported on in this annual report.

Purpose of the Ministry

The Ministry of Emergency Management and Climate Readiness (the ministry) is responsible to British Columbians as the primary coordinating agency for reducing climate risk impacts and responding to provincial-level emergencies and disasters. The ministry works to advance the vision of a disaster resilient British Columbia.

The mission of the ministry is to lead provincial emergency and disaster risk management, build and foster collaborative relationships and partnerships, advance meaningful and lasting reconciliation with Indigenous Peoples, and support all people in British Columbia to reduce climate and disaster risk.

The ministry is responsible for providing cross-ministry coordination to enhance British Columbia's readiness and resilience towards climate and disaster risks and working towards a comprehensive and interconnected approach to achieving climate and disaster risk reduction. The ministry leads provincial emergency management through the four-phased approach of mitigation, preparedness, response, and recovery in close collaboration with First Nations, local authorities, other provinces and territories, federal departments, industry, non-governmental organizations, and volunteers. Delivery of the ministry's mandate is supported by the [Emergency and Disaster Management Act](#).

Operating Environment

In 2024/25, British Columbia continued to experience the increasing and uncertain effects of a changing climate, with communities across the province facing emergencies of varying severity, including flooding, wildfire, drought, and on-going seismic risk. The effects of climate change, along with population growth and increased development in hazard-prone areas, exposed more people, homes, and infrastructure to hazard risk. As the complexity and scale of climate-related risks evolve, the ministry remains focused on strengthening readiness, building capacity, and supporting more resilient communities across B.C.

Over the past three years, regions in the province have endured on-going drought, contributing to heightened wildfire risk. Though less destructive than 2023, the 2024 wildfire season was still the fourth worst on record, with more than 1,680 wildfires resulting in over one million hectares burned and 51 evacuation orders, affecting more than 4,100 properties. In July 2024, a large landslide occurred on the Chilcotin River causing a complete blockage of the river's flow leading to evacuation orders and alerts in areas along the Chilcotin and Fraser Rivers, as well as flood warnings and advisories. In October 2024, a powerful atmospheric river brought heavy rainfall and flash flooding to communities in southern B.C., causing loss of life, evacuations, and significant damage to infrastructure and homes. Despite the many emergency events that occurred in 2024/25, communities continue to recover from past events as well. These successive events highlight the continued strain on people, communities, and emergency systems across the province.

With the increasing complexity, length, and severity of hazard seasons, the ministry has experienced substantial interest in the ministry's programs and services, highlighting the growing demand for emergency management supports across the province. To meet these demands, the ministry advanced internal planning to ensure effective resource management and allocation during emergencies, minimizing any disruption to the delivery of the services, programs, and supports that people in B.C. rely on. As public expectations for timely and transparent communication during emergencies grows, the ministry is adapting how it shares information and delivers services to meet the evolving needs of people and communities.

The ministry also navigated the effects of a changing economic landscape and competitive labour market. The ministry prioritized workforce planning and internal capacity building to ensure it can meet rising demands for emergency response and recovery, while also maintaining core programs and services.

Report on Performance: Goals, Objectives, and Results

The following goals, objectives and performance measures have been restated from the 2024/25 – 2026/27 service plan. For forward-looking planning information, including current targets for 2025/26 – 2026/27, please see the [2025/26 – 2027/28 Service Plan](#).

Goal 1: B.C.'s strategies and systems reduce the impacts of climate-driven hazards and other emergencies and disasters.

Effective systems, proactive strategies, and planning can help reduce the impacts of climate-related hazards and other emergencies and disasters on people, communities, infrastructure, the environment, and the economy when they occur.

Objective 1.1: Lead provincial coordination for disaster risk reduction and climate readiness initiatives to improve awareness and transparency, increase resilience, and build back better from disasters.

As the Province's lead agency responsible for climate readiness and disaster risk reduction, the ministry coordinates across the provincial government and with external partners to bring together expertise to develop plans and strategies. These plans help ensure B.C.'s communities, economy, and infrastructure are prepared to meet the challenges of a changing climate and other emergency events.

Key results

- Partnered with the federal government to modernize the Disaster Financial Assistance Arrangements (DFAA) program to improve recovery outcomes, invest in risk reduction, and promote risk-informed land use and development.
- Completed a cross-government critical services list to support planning and to ensure government continuity of services in the event of an emergency or disaster.
- Completed Exercise Pacific Integration 2024, improving inter-government coordination and overall readiness to respond to a radiological event.
- Coordinated with the Ministry of Energy and Climate Solutions to incorporate disaster risk reduction into the [BC Home Energy Planner](#) tool.

Summary of progress made in 2024/25

The DFAA program provides financial assistance to provincial and territorial governments for response and recovery costs from large-scale disasters caused by natural hazards. In 2024/25

the ministry continued work with Public Safety Canada to modernize the DFAA program and announced changes to the program set to begin on April 1, 2025.

The modernized program provides improvements, including funding for strategic investments in disaster mitigation, risk reduction incentives, expanded support for people experiencing the impacts of disaster, and a streamlined administrative process to ensure timely payments. The new Disaster Risk Reduction Incentive provides additional funding based on B.C.'s efforts towards understanding risk, mitigation, and recovery and will support further investment in emergency management in B.C.

The ministry also worked with the Ministry of Energy and Climate Solutions to incorporate disaster risk reduction information into the BC Home Energy Planner tool. The BC Home Energy Planner tool is a free online service designed to help homeowners understand and improve their home's energy efficiency. As disasters and hazards – such as wildfires, extreme heat and heavy rain – become increasingly common in B.C., the BC Home Energy Planner tool now includes information on upgrades that can make homes more resilient to extreme weather events. In addition to the BC Home Energy Planner, other tools and resources can be used for disaster risk reduction, including [PreparedBC](#) for resources and information on creating household emergency plans, and [ClimateReadyBC](#) for information that helps the public and communities understand disaster and climate risk in their regions and find funding and supports to make their communities more resilient.

Objective 1.2: Champion evidence-based approaches across the B.C. government to identify and reduce disaster and climate risks and invest in disaster risk reduction.

The Province is developing a more proactive approach to disaster risk reduction informed by Indigenous and local knowledge, climate change scenarios, equity considerations, and lessons learned from past events. Using global best practices and reliable data and information, the ministry leads cross-government efforts aimed at enhancing the province's ability to withstand future disasters and minimize impacts to people, communities, the economy, and the environment.

Key results

- Launched the [Disaster Resilience and Innovation Funding \(DRIF\) program](#), providing \$21 million in 2024/25 to support First Nations and local governments address climate-driven hazards.
- Announced \$97.5 million in funding in 2024/25 to First Nations and local authorities for emergency preparedness and disaster mitigation planning and projects through the [Community Emergency Preparedness Fund](#) (CEPF).
- Implemented the recommendations and advice provided to the ministry from the Premier's Expert Task Force on Emergencies.

- Expanded the disaster risk management evidence base through strategic review of significant emergencies and on-going evaluation to enhance preparedness and response to future disasters and support continuous improvement.

Summary of progress made in 2024/25

In 2024/25, the ministry introduced a new funding program to support First Nations and local government disaster risk reduction and climate adaptation projects. The DRIF program announced \$21 million in fiscal year 2024/25 to address climate-driven hazards such as drought and water scarcity, erosion, extreme temperature, flood, sea-level rise, earthquakes and tsunamis, and geohazards, such as avalanches and landslides. The DRIF program funds projects that support communities to increase their understanding of risks and risk-reduction measures, including data acquisition, risk assessment, mapping, partnership building and planning; reduce their risk through non-structural projects, such as policy and bylaw development, community education and temporary-mitigation equipment; and reduce their risks through structural projects, including conventional and nature-based infrastructure.

In addition to the new DRIF program, the ministry continued to invest in disaster risk reduction through the CEPF, which is administered by the Union of BC Municipalities. Across all streams of the CEPF, \$97.5 million in funding for 411 projects was announced in 2024/25, including 127 Disaster Risk Reduction and Climate Adaptation projects, and 284 Preparedness projects.

The Premier's Expert Task Force on Emergencies was established in October 2023 to provide strategic advice and action-oriented recommendations on how the Province can better support people on the front lines of emergencies, enhance support delivery for evacuees, and apply lessons learned in preparation for the next emergency. A [Summary of Recommendations](#) document was released in April 2024 containing 31 recommendations to begin implementation in advance of the 2024 wildfire season.

In 2024/25, the ministry implemented the recommendations and advice provided to the ministry from the Premier's Expert Task Force on Emergencies Summary of Recommendations – including streamlining Emergency Support Services (ESS) responder training into a one-day course, offering cultural safety and humility training to provide more culturally safe evacuee care in reception centres, and offering two new pathways for evacuees to access ESS supports virtually and by phone via Interac e-transfer. The ministry continues to work closely with emergency management partners to improve the accessibility of programs and services and ensure people and communities impacted by emergencies are supported and safe.

Performance measure(s) and related discussion

Performance Measure	2023/24 Actual	2024/25 Target	2024/25 Actual
1.1 Provincial and regional risk assessments developed ¹	<p>Foundational risk assessment methodology completed.</p> <p>Joint provincial scale Disaster and Climate Risk and Resilience Assessment (DCRRA) initiated in partnership with the Ministry of Energy and Climate Solutions (ECS) and development underway in collaboration with First Nations partners.</p>	<p>Complete and publish the provincial scale DCRRA.</p> <p>Initiate regional scale DCRRA in partnership with ECS and developed in collaboration with First Nations partners.</p> <p>Initiate the development of a Provincial Disaster and Climate Risk Reduction Plan in partnership with ECS.</p>	<p>Continued to develop the provincial scale DCRRA.</p> <p>Planning for next phase of DCRRA initiated in partnership with ECS and in collaboration with First Nations partners.</p> <p>Initiated work with ECS on provincial disaster and climate risk reduction planning.</p>

Data source: Ministry of Emergency Management and Climate Readiness and Ministry of Energy and Climate Solutions, manually compiled

¹ Targets for performance measure 1.1 were revised in the latest service plan. For forward-looking planning information, please see the latest service plan on the [BC Budget Website](#).

This performance measure tracks the ministry's progress toward completing provincial and regional DCRRAs in partnership with the Ministry of Energy and Climate Solutions.

In 2024/25, the ministry continued to develop the provincial scale DCRRA, and initiated planning for the next phase of risk assessment work and provincial disaster and climate risk reduction. Due to competing priorities, the ministry did not meet the target of completing and publishing the provincial scale DCRRA and has now targeted 2025/26 for public release on ClimateReadyBC.

The ministry worked in collaboration with First Nations partners on the provincial scale DCRRA, and assessed six hazards, including coastal and riverine flooding, extreme heat, drought, wildfire, earthquake, and a scenario of cascading and compounding risks. The ministry also worked with subject matter experts from Indigenous organizations, provincial ministries, academia, and non-governmental organizations to assess risk and resilience for each hazard across six value areas: built environment, natural environment, economy, health and wellbeing, governance, and society, cultures and relationality.

Goal 2: Indigenous Peoples are true partners and leaders in emergency and disaster risk management.

In line with the B.C. Government's commitments to true and lasting reconciliation, the ministry will include First Nations in all four phases of emergency management and improve the cultural safety of emergency services provided to Indigenous Peoples.

Objective 2.1: Include First Nations in all phases of emergency management, including all levels of planning, decision making, and implementation.

Effective emergency management requires involvement and expertise of First Nations and Indigenous organizations across B.C. The ministry works with Indigenous governing bodies through government-to-government relationships to foster shared leadership across all phases of emergency management, including mitigation, preparedness, response, and recovery, to build their future resilience.

Key results

- Collaborated with First Nations in response to the Chilcotin River landslide, including the development of a new Letter of Understanding between the Province, Williams Lake First Nation, and Esk'etemc to support the recovery process.
- Developed the [First Nations Guide to Emergency Management and Self-Resiliency](#) in collaboration with Indigenous communities and agencies.
- Established an emergency management planning technical team, with representation from First Nations and local authorities, to collaborate on provincial emergency management plans and planning guidance for communities.
- Collaborated with First Nations and the Ministry of Indigenous Relations and Reconciliation to identify and implement emergency management priorities in various types of reconciliation agreements.

Summary of progress made in 2024/25

On July 30, 2024, a large landslide occurred on the Chilcotin River about 30 kilometres upstream of the Fraser River confluence, causing a complete blockage of the river's flow. Multiple evacuation orders and an evacuation alert were issued in these areas requiring coordination with multiple First Nations and local authorities. The Province, Williams Lake First Nation, and Esk'etemc signed a government-to-government Letter of Understanding to jointly address the impacts of the landslide.

To support self-resiliency of First Nations, the ministry created the First Nations Guide to Emergency Management Self-Resiliency. The guide was developed by Indigenous Youth Interns with the ministry and is a foundational knowledge tool for Emergency Program Coordinators working for First Nations to improve access to emergency management information and build productive partnerships. The guide contains fact sheets with

information on what to do in an active emergency, including first steps and suggestions for next steps and available supports provided by the ministry. The guide also discusses emergency management as a field of practice and provides information and direction for Emergency Program Coordinators to set up and improve emergency management programs within their communities.

Objective 2.2: Better shape the delivery of services to Indigenous Peoples to consider both the needs and the cultural perspectives of individual members and communities.

Actions and decisions taken by the ministry are guided by the B.C. Government's commitment to implementing the United Nations Declaration on the Rights of Indigenous Peoples. The ministry recognizes the diversity of First Nations in British Columbia and respects self-determination of Indigenous Peoples. Services, programs, and training are sustained to improve cultural awareness and sensitivity.

Key results

- Completed Phase 1 of negotiations to develop a new multi-lateral service agreement to address immediate needs identified by B.C. First Nations, including increased capacity, funding, and continuous improvement related to service delivery.
- In partnership with Indigenous Services Canada (ISC), the First Nations Leadership Council (FNLC), and the First Nations Emergency Services Society (FNESS), successfully implemented a risk-based approach for the allocation of 34 new permanent federally funded First Nations Emergency Program Coordinators.
- Developed a revised community recovery manager Corporate Supply Arrangement that allows vendors to demonstrate experience with First Nations communities and for purchasers to easily identify vendors with that experience.
- Committed \$689,607 to support Tsilhqot'in Nation Government, Williams Lake First Nation, and Esk'etemc to support recovery activities including fish (food) recovery and urgent archaeology work following the Chilcotin River landslide.

Summary of progress made in 2024/25

In 2024/25, the ministry continued to work with the FNLC and ISC to develop a new multi-lateral service agreement for the delivery of First Nations emergency management services. Phase 1 of the negotiations have been completed and resulted in new funding of \$2.5 million from ISC to establish 34 new permanent emergency management program coordinator positions in high-risk communities, in addition to 14 existing positions in First Nations communities. Additionally, significant improvements were made to the emergency response claim process to streamline processes and ensure that First Nations receive more timely reimbursements. The median time to reimburse a First Nations response claim was 35 days in 2024, a significant improvement compared to 105 days in 2023.

The ministry continued to champion and implement services, supports, training, and policies that incorporate cultural safety in support of Indigenous Peoples. This includes working with the Nicola Valley Institute of Technology to develop emergency management training from the perspective of Indigenous world views to complement existing training. The ministry also worked in partnership with the First Nations Health Authority and the FNESS under two Letters of Understanding to support continuous improvement emergency preparedness, incorporating cultural safety and community centric approaches. Additionally, the mandate of the Indigenous Agency Working Group was expanded to meet year-round for greater collaboration with broader Indigenous led organizations across all four phases of emergency management.

Performance measure(s) and related discussion

Performance Measure	2023/24 Actual	2024/25 Target	2024/25 Actual
2.1 Number of new Indigenous Emergency Management Agreements ¹	0	2	1

Data source: Partnerships, Engagement and Legislation Division, Ministry of Emergency Management and Climate Readiness

¹ Targets for performance measure 2.1 were revised in the latest service plan. For forward-looking planning information, please see the latest service plan on the [BC Budget Website](#).

The *Emergency and Disaster Management Act* enables agreement opportunities with Indigenous governing bodies that support reconciliation, self-determination and self-government, and decision-making. The ministry's approach to agreement development and implementation meets the objective of working towards Indigenous peoples being full partners in emergency management, supports implementing the legislation, and advances the principles in the *Declaration on the Rights of Indigenous Peoples Act*.

The *Emergency and Disaster Management Act* broadly provides for the minister to enter into agreements with Indigenous governing bodies, and names some specific agreement types such as Coordination Agreements and *Declaration Act* decision making agreements.

This performance measure tracks the number of new Indigenous Emergency Management Agreements between Indigenous governing bodies and the Province enabled by the *Emergency and Disaster Management Act*. In 2024/25, the ministry developed a new Letter of Understanding between the Province, Williams Lake First Nation, and Esk'etemc to support communications and collaboration through the recovery process following the Chilcotin River landslide that occurred in July 2024.

Throughout the year, the ministry continued to learn more about agreement interests across the province, and also maintained important government-to-government relationships and existing agreements. The ministry continued to implement the tripartite Collaborative Emergency Management Agreement with the Tsilhqot'in National Government, which remains the sole agreement of its kind in B.C.

The ministry strives to advance reconciliation collaboratively with other ministries and in partnership and alignment with unique approaches to reconciliation across B.C. The ministry collaborates with signatory ministries on various agreements – such as Reconciliation Framework Agreements – on topics related to emergency management.

The ministry continues to work closely with Indigenous governing bodies to support emergency management efforts in communities and remains focused on exploring interests around agreements enabled under the legislation and further developing capacity to draft and implement these agreements.

In addition to the focus on agreement opportunities, the ministry prioritized supporting the implementation of Indigenous engagement requirements outlined in the *Emergency and Disaster Management Act*.

Goal 3: B.C. has modernized and enhanced emergency management in all four phases (prepare, mitigate, respond, and recover).

Government is expected to follow modern and effective practices in emergency management. This goal addresses the ministry's role in supporting Indigenous communities, local authorities, and individuals to prepare for emergencies, mitigate the risks of a changing climate, respond to disasters, and recover quickly after they occur.

Objective 3.1: Modernize B.C.'s emergency and disaster risk management legislation.

Modernizing the Province's emergency management legislation is a crucial step in implementing the Sendai Framework, emphasizing the importance of disaster risk reduction, and strengthening the four phases of emergency management – mitigation, preparedness, response, and recovery.

Key results

- Implemented new regulations to guide risk assessment and emergency management planning by the provincial government.
- In partnership with the Union of BC Municipalities, formed a joint advisory committee to engage local governments on future regulations, particularly those pertaining to local authority risk assessment and emergency management planning.
- Supported Indigenous partners, local authorities, and other organizations in the implementation of the *Emergency and Disaster Management Act*, including through engagement, workshops, webinars, and guidance materials.
- Developed [Interim Guidance](#) to support Indigenous engagement requirements outlined in the *Emergency and Disaster Management Act*.

- Offered a second year of funding under the [Indigenous Engagement Requirements Funding Program](#) to all B.C. based First Nations and local authorities.

Summary of progress made in 2024/25

In 2024/25, the ministry continued to work with First Nations, local authorities, and other organizations to support the implementation of the *Emergency and Disaster Management Act*.

During the year, the ministry conducted engagement with local governments focused on the development of regulations for local authorities, including the requirement for local authorities to complete risk assessments and emergency management plans that support and protect communities in the event of an emergency.

The *Emergency and Disaster Management Act* outlines engagement obligations that require Provincial ministries to consult and cooperate with Indigenous governing bodies, as well as incorporate cultural safety and available Indigenous knowledge into risk assessments and emergency management plans. Similar requirements will be brought into force for local authorities and critical infrastructure owners by regulation. Additionally, for the response and recovery phases, consultation and cooperation with Indigenous governing bodies is required when a municipality or regional district plans to use certain land-based or property-based response or recovery powers.

The ministry continued its focus on supporting the implementation of the Indigenous engagement requirements. This includes engaging over 200 participants from Indigenous communities and local authorities. The ministry also released an updated version of the Indigenous Engagement Requirements Interim Guidance document to outline the general engagement requirements with Indigenous governing bodies, and offered a second year of funding under the Indigenous Engagement Requirements Funding Program, providing \$18 million to First Nations and local governments to further support implementation.

Objective 3.2: Support Indigenous communities, local authorities, and individuals to access the tools and resources needed to manage emergencies and disasters in alignment with local conditions and needs.

The ministry plays a key role in providing programs, systems, and resources that people need to prepare themselves and their communities for disasters and manage emergencies when they occur.

Key results

- Continued public education on emergency preparedness through PreparedBC social media campaigns, public engagement, and guides, including release of the interactive [Emergency Ready Planner](#) and [Emergency Management in B.C. Blog](#).
- Implemented Early Earthquake Warning system with Natural Resources Canada and conducted spring and fall seasonal readiness briefings related to the public alerting

program, its importance, and how First Nations or local authorities can request an alert.

- Conducted alert training and exercises for First Nations and local authorities and updated and published the alerting guidelines.
- Completed the development of the Exercise Coastal Response Improvement Plan for implementation in 2026-2028.
- Strengthened critical public safety crisis communications on a 24/7 basis through improvements to [EmergencyInfoBC](#) – including improving accessibility and navigation and ensuring information about evacuation orders and alerts are consistent and shared quickly.

Summary of progress made in 2024/25

Over the past fiscal year, the ministry continued to strengthen individual, neighbourhood, and community preparedness through the delivery of core education and engagement initiatives. This includes events – such as participation of 28 coastal communities in High Ground Hike tsunami readiness events – and release of the Emergency Ready Planner, an online tool that produces customized emergency plans for users. Additionally, the ministry also continued information sharing and education through the Emergency Management in B.C. Blog and Four Pillars newsletter with important emergency management updates, funding information and opportunities, and other resources, and translated the [Master of Disaster](#) school emergency preparedness program into French (Brise-danger).

Objective 3.3: Support urgent coordinated government response and recovery to communities in times of emergency.

The ministry applies lessons learned from past events and support a coordinated emergency and disaster response and recovery efforts to improve outcomes for people and communities.

Key results

- Supported the emergency response for the Chilcotin River landslide event and coordinated with Alberta to support the Jasper wildfire evacuation.
- Launched the Disaster Financial Assistance (DFA) application portal for public sector applicants and expanded the private sector portal to include all five categories – homeowners, residential tenants, charitable organizations, farm owners, and small businesses.
- Enhanced ESS through the development of the BC Evacuee Helpline, a self-serve online registration for supports and hotel booking portal, and implementation of an accommodation/shelter allowance.
- Developed a year-round Indigenous Impacts Report summary to expedite support to communities and promote greater situational awareness and stronger government-to-government relationships.

- Processed 38 DFA Private Sector applications totaling \$211,000 paid to homeowners, residential tenants, charitable organizations, farm owners, and small businesses, and closed 160 Public Sector projects totaling over \$21.8 million to First Nations and local governments.

Summary of progress made in 2024/25

The ministry continued to modernize and improve the accessibility of the DFA program. The DFA program is split into two sectors: 1) private, which includes homeowners, residential tenants, charitable organizations, farm owners, and small businesses, and 2) public for Indigenous communities and local governments.

In 2024/25, the ministry launched the DFA application portal for the public sector, now offering a streamlined application process for both public sector and private sector applicants and replacing the previous paper-based system. The portal supports timely decision making for disaster financial assistance and helps to ensure individuals, organizations, and communities impacted by eligible disasters can focus on recovery efforts, such as rebuilding infrastructure or replacing equipment.

Additionally, building on the initial launch of the private sector application portal in 2023/24, the ministry expanded the private portal to now accept applications for all five private sector categories. The ministry also completed a service design review of the private sector portal to explore accessibility and user experience and developed new training manuals and videos.

The ministry enhanced ESS, making the program more accessible and culturally safe. The ministry worked with Service BC to develop the BC Evacuee Helpline with call centre agents able to provide support to evacuees, including support for Interac e-transfers, interpreter services in over 140 languages, mobile outreach services and in-person support at reception centers.

The ministry also introduced new pathways for evacuees to access ESS supports that consider the needs of different people. This includes providing two new pathways for evacuees to access ESS supports virtually and by phone via Interact e-transfer in they are unable to attend reception centres in person and an accommodation/shelter allowance for lodging options that allows evacuees to make choices about how best to meet their accommodation needs, whether they have large families, pets, or need to stay somewhere to manage complex health needs.

Performance measure(s) and related discussion

Performance Measure	2022/23 Baseline	2023/24 Actual	2024/25 Target	2024/25 Actual
3.1 Percentage of eligible communities onboarded and utilizing the Evacuee Registration and Assistance (ERA) tool ¹	35%	83%	75%	95%

Data source: Regional Operations Division, Ministry of Emergency Management and Climate Readiness

¹ Targets for performance measure 3.1 were revised in the latest service plan. For forward-looking planning information, please see the latest service plan on the [BC Budget Website](#).

The ERA tool, a digital platform that supports ESS, increases the efficiency and speed of service delivery and payments for evacuees. ERA enables the ability to transfer funds directly to evacuees for accommodation, food, clothing, and incidentals and provides evacuees with increased ability to make decisions that align with their personal preferences, culture, and health needs.

In 2024/25, the ministry continued to engage with communities to onboard and train on the ERA tool. The ministry exceeded the 2024/25 target and achieved 95% of communities onboarded to the tool – 20% above the target for the year. The ministry onboarded just over one community per month to the ERA tool throughout 2024/25.

The ministry's success in this measure can be attributed to the continued engagement with communities to demonstrate the value of the tool, providing training and support, and ensuring the program is administered in a culturally safe manner and meets the needs of those receiving support. The ministry also implemented strategies to support ERA, including providing a one-day course to ESS responders, virtual support by ESS teams in non-impacted communities, deployment of ministry ERA specialists to communities, and Service BC surge support.

While the ministry has increased utilization of the ERA tool significantly since launch in 2022/23, it is limited by voluntary uptake and requires communities to opt in to use the tool. ERA use cannot be mandatory in all situations as some emergencies may limit access to power or internet and paper-based forms will always remain as a business continuity tool. Not all communities onboarded are using the tool consistently, however, improved and more flexible training opportunities are anticipated to support this challenge.

Performance Measure	2022/23 Baseline ²	2023/24 Actual	2024/25 Target ³	2024/25 Actual
3.2 Percentage of complete Disaster Financial Assistance (DFA) private applications processed within 90 days ¹	25%	47%	60%	61%

Data source: Disaster Recovery Division, Ministry of Emergency Management and Climate Readiness

¹ PM 3.2 targets for 2025/26 and 2026/27 were stated in the 2024/25 service plan as 75% and 90%, respectively.

² The baseline does not use the same methodology as targets. Baseline includes all applications for the Atmospheric River event that were processed up to September 28, 2022. This includes incomplete applications that required additional information from the applicant before assessment.

³ PM 3.2 target represents all applications closed within a fiscal year. The 2024/25 target tracks applications closed between April 1, 2024 and March 31, 2025. Actuals and targets do not include withdrawn or incomplete applications received that were delayed awaiting supporting information from the applicant.

B.C.'s DFA program provides financial assistance to First Nations and local governments (public) and individuals, small businesses, farms and non-profits (private) for essential, uninsurable losses from the aftermath of a large-scale, unforeseen disaster. The ministry

completed the DFA application portal in 2024/25, offering online applications for all private sector application categories and replacing the previous paper-based application process.

In 2024/25, the ministry met the target, achieving 61% of DFA private applications processed within 90 days. This is a significant increase compared to the 2022/23 baseline of 25% of applications processed within 90 days under the previous paper-based model and 47% in 2023/24.

The ministry's improvements compared to 2023/24 can be attributed to the digital application process, the development of a digital applicant management system, and continuous improvement of procedures for the adjudication of DFA private applications.

Financial Report

Financial Summary

	Estimated (\$000)	Other Authoriz- ations ¹ (\$000)	Total Estimated (\$000)	Actual (\$000)	Variance (\$000)
Operating Expenses					
Emergency and Disaster Management Operations	39,033	17,009	56,042	41,425	(14,617)
Climate Readiness Programs	28,429	10,144	38,573	44,009	5,436
Executive and Support Services	11,585	537	12,122	21,303	9,181
Emergency and Disaster Management Act	30,000	275,692	305,692	305,692	0
Financial Assistance	6,420	16,821	23,241	23,241	0
Sub-total	115,467	320,203	435,670	435,670	0
Adjustment of Prior Year Accrual ²	0	0	0	(522)	(522)
Total	115,467	320,203	435,670	435,148	(522)
Ministry Capital Expenditures					
Emergency and Disaster Management Operations	548	0	548	371	(177)
Total	548	0	548	371	(177)

¹ "Other Authorizations" include Supplementary Estimates, Statutory Appropriations, Contingencies and Government Reorganization.

² The Adjustment of Prior Year Accrual of \$0.522 million is a reversal of accruals in the previous year.

Appendix A: Progress on Mandate Letter Priorities

The following is a summary of progress made on priorities as stated in Minister Bowinn Ma's 2022 Mandate Letter.

2022 Mandate Letter Priority	Status as of March 31, 2025
Support urgent coordinated government response to communities in times of emergency and review systems to ensure they are prepared for urgent response, incorporating lessons learned from previous emergencies.	<p>This work is in progress and on-going and detailed throughout this report. Examples include:</p> <ul style="list-style-type: none"> Supporting response efforts during the 2024 emergency season. Delivery of Seasonal Hazard Preparedness sessions to brief First Nations and local government partners, critical infrastructure providers, non-profit organizations, and federal and provincial agency representatives on forecasted hazards and associated risks. Completed Exercise Pacific Integration 2024 improving inter-government coordination and overall readiness to respond to a radiological event. Implemented the recommendations and advice provided to the ministry from the Premier's Expert Task Force on Emergencies.
Complete work to co-develop and introduce modernized emergency management legislation that aligns with our government's commitments to the Sendai Framework for Disaster Risk Reduction, to strengthen our ability to protect people and communities from disasters and emergencies.	<p>This work is complete.</p> <ul style="list-style-type: none"> The <i>Emergency and Disaster Management Act</i> came into force November 2023. Further details on implementation can be found under Objective 3.1.
In partnership with the Minister of Environment and Climate Change Strategy, and in consultation with communities and Indigenous Peoples, advance B.C.'s commitments to the Sendai Framework by leading the development of a provincial hazard risk vulnerability assessment that	<p>This work is in progress. Further details can be found under Goal 1.</p> <ul style="list-style-type: none"> Continued to develop the provincial DCRRA, with public release targeted for 2025/26.

2022 Mandate Letter Priority	Status as of March 31, 2025
<p>builds on B.C.'s Preliminary Strategic Climate Risk Assessment and integrates climate and disaster risk. This will support development of a subsequent province-wide disaster and climate risk reduction plan that assesses risk priorities and systematically coordinates and implements cross-government interventions consistent with those priorities.</p>	<ul style="list-style-type: none"> • In partnership with Ministry of Energy and Climate Solutions and in collaboration with First Nation partners, initiated the planning for the next phase of DCRRA that will focus on additional hazards and more specific information for communities and experts to make local decisions about emergency preparedness and disaster mitigation. • Initiated work with the Ministry of Energy and Climate Solutions on provincial disaster and climate risk reduction planning.
<p>Establish Indigenous Peoples as true partners and leaders in emergency management by including First Nations from the beginning and at all levels of planning, decision making, and implementation.</p>	<p>This work is in progress. Further details can be found throughout this report. Examples include:</p> <ul style="list-style-type: none"> • Developed the First Nations Guide to Emergency Management and Self-Resiliency in collaboration with Indigenous communities and agencies. • Collaborated with First Nations in response to the Chilcotin River landslide including the development of a new Letter of Understanding between the Province, Williams Lake First Nation, and Esk'etemc to support the recovery process. • In partnerships with ISC, the FNLC, and the FNESS, successfully implemented a risk-based approach for the allocation of 34 new permanent federally funded First Nations Emergency Program Coordinators.
<p>Lead cross-ministry coordination for our government's work to enhance B.C.'s resilience, such as our work through the Climate Preparedness and Adaptation</p>	<p>This work is in progress. Further details can be found throughout this report. Examples include:</p>

2022 Mandate Letter Priority	Status as of March 31, 2025
<p>Strategy, the BC Flood Strategy, and other cross-government efforts, including work to build back better from recent disasters by:</p> <ul style="list-style-type: none"> • Providing guidance to ministries delivering risk reduction and resilience initiatives regarding prioritization of efforts to help ensure that investments align with risk assessments; and • Improving transparency and awareness of these initiatives and their impacts by developing new tools for the public to access information on existing risks and work to improve resilience. 	<ul style="list-style-type: none"> • BC Flood Strategy: This work is complete. The B.C. Flood Strategy was released in March 2024. • Climate Preparedness and Adaptation Strategy: The ministry continues to work with the Ministry of Energy and Climate Solutions on this initiative. This work is in progress and further detailed under Goal 1. • ClimateReadyBC: The ministry launched the platform in February 2022, providing a publicly accessible disaster and climate risk resource hub. Work is on-going to add new information and resources as they become available.