



British Columbia
Regional Tourism
Secretariat

Holding Statement Samples

Developing a holding statement:

Generic:

[CDMO] has been informed that a [what happened] at [location] involving [who] occurred today at [time]. [CDMO] would like to extend our deepest condolences for those affected. The incident is under investigation and more information is forthcoming as we work closely with our municipal, regional and provincial partners to monitor the situation. As a partner in [community], we will support emergency responders as needed. We are working with accommodators, if an evacuation is needed. The safety of our community, local businesses, and visitors are our top priority. We ask visitors to follow the instructions of emergency responders. Please visit the [CDMO/Region] “Know Before You Go” page, Visitor Centre and follow us on social for the latest updates while on vacation in the area.

Natural Disasters:

Wildfire

[CDMO] is aware of the [location] wildfire in the [region]. The province is experiencing hot and dry conditions which can change rapidly across the [location] with the potential for emergency alerts and evacuations in the region. [CDMO] would like to extend our deepest [condolences/sympathies] for those affected. We are working closely with our municipal, regional and provincial partners to monitor the situation. As a partner in [community], we will support emergency and wildfire responders as needed. We are working with accommodators, if an evacuation is needed. The safety of our community, local businesses, and visitors are our top priority. We ask visitors to follow the instructions of emergency responders. Please visit the [CDMO/Region] “Know Before You Go” page, Visitor Centre and follow us on social for the latest updates while on vacation in the area. For the latest wildfire information visit the BC Wildfire Service for an interactive map, Check Drive BC for information on road closures, and Emergency Info BC for alerts. During your travels, make sure you follow the necessary protocols to prevent and report wildfires by calling 1-800-663-5555 or dialing *5555 on a cellphone.

Flooding

[CDMO] is aware of rising water levels in [location] and the possibility of floods due to [reason, i.e. - high temperatures and melting snow]. [CDMO] would like to extend our deepest [condolences/sympathies] for those affected. Conditions can change rapidly across the province, and there is the potential for closures and emergency evacuations in the region, so we encourage you to check the latest information before and during your trip. We are working closely with our municipal, regional and provincial partners to monitor the situation. As a partner in [community], we will support emergency responders as needed. We are working with accommodators, if an evacuation is needed. The safety of our community, local businesses, and visitors are our top priority. We ask visitors to follow the instructions of emergency responders. Please visit the [CDMO/Region] “Know Before You Go” page, Visitor Centre and follow us on social for the latest updates while on vacation in the area. For the latest flooding information, check Emergency Info BC for alerts and the River Forecast Centre for an interactive map with warnings and advisories.

Earthquake

[CDMO] has been informed that an earthquake happened at [location] affecting [who/what parts of the region] occurred today at [time]. [CDMO] would like to extend our deepest [condolences/sympathies] for those affected. The earthquake did not trigger a tsunami, but we encourage tourists to stay alert. We are working closely with our municipal, regional and provincial partners to monitor the situation and to coordinate that all tourists impacted by the quake are well-taken care of [insert how to access support]. [Region/area] is temporarily closed [not accessible/unstable conditions/not structurally sound/etc], yet other tourist [attractions/activities] are ready to welcome visitors. [airport/transportation] is operating as normally. As a partner in [community], we will support emergency responders as needed. The safety of our community, local businesses, and visitors are our top priority. We ask visitors to follow the instructions of emergency responders. Please visit the [CDMO/Region] “Know Before You Go” page, Visitor Centre and follow us on social for the latest updates while on vacation in the area. Check Emergency Info BC for alerts.

Tsunami

[CDMO] has recently been informed that the Pacific Tsunami Warning Center has issued a Tsunami [watch/advisory/warning] at [time] for [location] due to the [scale] magnitude earthquake that shook [location]. [watch messaging = stay tuned for more information - be prepared to act; **advisory** = strong currents and waves dangerous to those in or very near the water - stay out of water, away from beaches and waterways; **warning** = dangerous coastal flooding and powerful currents - move to high ground]. We are working closely with our municipal, regional and provincial partners to monitor the situation. [CDMO] thoughts are with everyone affected. The majority of the capital region’s coastline is quite elevated meaning most people are

safe from the risk of tsunami and that anyone in a low-lying tsunami hazard zone does not need to travel far to reach safety. As a partner in [community], we will support emergency responders as needed. The safety of our community, local businesses, and visitors are our top priority. We ask visitors to follow the instructions of emergency responders. Please visit the [CDMO/Region] “Know Before You Go” page, Visitor Centre and follow us on social for the latest updates while on vacation in the area. Check Emergency Info BC for alerts.

Land/Mud/Rockslide

[CDMO] has been informed that a land/mud/rockslide has occurred at [time] at [location] and has cut off access [scale of slide]. [CDMO] would like to extend our deepest [condolences/sympathies] for those affected. The incident is under investigation and more information is forthcoming as we work closely with our municipal, regional and provincial partners to monitor the situation. [insert if it is known when it will be cleared or when the road will reopen]. As a partner in [community], we will support emergency responders as needed. We are working with accommodators, if visitors are unable to leave. The safety of our community, local businesses, and visitors are our top priority. We ask visitors to follow the instructions of emergency responders. Please visit the [CDMO/Region] “Know Before You Go” page, Visitor Centre and follow us on social for the latest updates while on vacation in the area. We encourage those traveling in the region to avoid the area, check DriveBC for the latest detours and closures, and check Emergency Info BC for alerts.

Avalanche

[CDMO] is aware that an avalanche has occurred at [mountain resort/backcountry area/road] on [date and time]. [was anyone caught in it, if so mention how many, if they are missing and if rescuers are still searching + convey sympathy to those affected. If it happened on the road, update on closure]. [CDMO] would like to extend our deepest condolences for those affected. We are working closely with our municipal, regional and provincial partners to monitor the situation [is the area or mountain closed? Are visitors being asked to stay out of the backcountry? If on highway/road when is it expected to be cleared?]. As a partner in [community], we will support rescuers and emergency responders as needed. The safety of our community, local businesses, and visitors are our top priority. We ask visitors to follow the instructions of emergency responders. Please visit the [CDMO/Region] “Know Before You Go” page, Visitor Centre and follow us on social for the latest updates while on vacation in the area. For more of the latest avalanche forecast visit Avalanche Canada, check Emergency Info BC for alerts, and DriveBC for road closures.

Wildlife Encounters

[CDMO] has been informed that a [wildlife encounter with X] at [location] involving [who] occurred today at [time]. Our hearts go out to the [who] impacted by this attack. This incident and all recent wildlife interactions with people are under investigation and more information is forthcoming as we work closely with [conservation plus] our municipal, regional and provincial partners to monitor the situation. Visitors from around the world come to our [location] to connect with nature and view our amazing wildlife safely - and these types of wildlife confrontations are extremely rare. The safety of our community and visitors are our top priority and we remind everyone to be prepared and aware of the potential for interactions with wildlife while in nature. We ask visitors to follow the instructions of conservation officers for any closures. Please visit the [CDMO/Region] “Know Before You Go” page, Visitor Centre and follow us on social for the latest updates while on vacation in the area. Visit <https://bcparks.ca/plan-your-trip/visit-responsibly/wildlife-safety/>

Transportation

Train derailment

[CDMO] has been informed that a train derailment near [location] at [time] has [cut off access or caused a toxic leak]. [CDMO] thoughts are with all those affected. The incident is under investigation, [recreation use or access is cut off until further notice] and more information is forthcoming as we work closely with our municipal, regional and provincial partners to monitor the situation. As a partner in [community], we will support emergency responders as needed. The safety of our community, local businesses, and visitors are our top priority. We ask visitors to follow the instructions of emergency responders and respect closures. Please visit the [CDMO/Region] “Know Before You Go” page, Visitor Centre and follow us on social for the latest updates while on vacation in the area. For the latest road closures visit DriveBC.

Major Incident

[CDMO] is aware of a major [road or boat accident/building collapse/shooting/etc] at [location] involving [x # of people - were there casualties? Were people taken to hospital] occurred today at [time]. Our thoughts are with everyone affected by this tragedy. The incident is under investigation and more information is forthcoming as we work closely with our municipal, regional and provincial partners to find out what happened. As a partner in [community], we will support emergency responders as needed. The safety of our community, local businesses, and visitors are our top priority. We ask visitors to follow the instructions of emergency responders. Please visit the [CDMO/Region] “Know Before You Go” page, Visitor Centre and follow us on

social for the latest updates while on vacation in the area. For more information check Emergency Info BC for alerts and DriveBC for road closures (if required).

Plane crash

[CDMO] has been informed that a plane crashed at [airport involving [x number of passengers, were there any casualties?]] occurred today at [time]. The incident is under investigation by Transport Canada and more information is forthcoming as we work closely with our municipal, regional and provincial partners to monitor the situation. Our thoughts are with all of the passengers and families involved. As a partner in [community], we will support emergency responders as needed. We are working with accommodators, if an evacuation is needed. The safety of our community, local businesses, and visitors are our top priority. We ask visitors to follow the instructions of emergency responders. Please visit the [CDMO/Region] “Know Before You Go” page, Visitor Centre and follow us on social for the latest updates while on vacation in the area. For more information on airport delays visit [airport website] or road closures [if applicable] visit DriveBC.

Health + People

Covid-19/Virus Outbreak/Restrictions

[CDMO] has been informed by [health authority] that a Covid/virus outbreak has occurred at [location]. Visitors are asked to ensure they wear a mask and social distance when visiting the region to minimize the spread of [virus]. We are working closely with our municipal, regional and provincial partners to monitor the situation. As a partner in [community], we will support the Public Health Officer as needed. We are offering support to our stakeholders to accommodate the changing situation as needed. The safety of our community, local businesses, and visitors are our top priority. We ask visitors to follow the instructions of public health. Please visit the [CDMO/Region] “Know Before You Go” page, Visitor Centre and follow us on social for the latest updates while on vacation in the area. For more information visit [public health].

Air Quality

[CDMO] has been informed by [x] that the air quality at [location] is at level [x] due to [wildfire/pollution]. People with respiratory issues are advised to stay inside, exercise outdoors is recommended to be avoided, and it is advised to limit exposure by staying inside and keeping windows closed. As a partner in [community], we will support Public Health Officers and the medical responders that are assisting those that require medical attention as needed. The safety of our community, local businesses, and visitors are our top priority. We ask visitors to follow the instructions of emergency responders. Please visit the [CDMO/Region] “Know Before You Go” page,

Visitor Centre and follow us on social for the latest updates while on vacation in the area. For more information visit the air quality index here [insert local reporting authority].

Missing group

[CDMO] is aware that a group of hikers visiting from [x] have gone missing at [location]. Local search and rescue crews are confident they will be found quickly. The [region] has over [x number of hiking/camping acres] to explore with a vast array of distinctive landscapes. When exploring the region's terrain, it is recommended to be prepared, make a trip plan, educate yourself on the terrain and wildlife, and tell someone where your group is going. As a partner in [community], we are working to support search and rescue and emergency responders as needed. The safety of our community, local businesses, and visitors are our top priority. We ask visitors to follow the instructions of emergency responders and avoid the area. Please visit the [CDMO/Region] "Know Before You Go" page, Visitor Centre and follow us on social for the latest updates while on vacation in the area.