Provincial Emergency Social Services Framework

November 2016
What are Emergency Social Services??

Registration & Inquiry…
Accommodation…..Food…
Water…Family Reunification…
Clothing…Transportation…
Multicultural Services…Pet Care…
Personal Services…Special Needs…Childcare….

Personal Recovery Planning…Psychosocial Services
Lesser Slave Lake – Lessons Learned

- Single point of contact in charge of managing PESS within Government of Alberta
- Predetermined policies, procedures and plans to coordinate PESS
- ESS and emergency plans/templates to specify how a given municipality/reception centre fits into the command structure of a larger provincial or regional response
Lack of ESS Framework was a significant gap

Coordination and delivery of ESS in large scale disasters is inherently complex as numerous resources and specialists need coordination.

GoA, municipalities, and NGO organisations have considerable emergency social services capability within Alberta.

Lack of clarity regarding roles and responsibilities and challenges with delivery.

Urgent requirement to develop and implement a provincial emergency social services framework.
Public Safety Governance Task Force Report

Human Services to develop and implement a Provincial Emergency Social Services (PESS) Framework for the province of Alberta

*As per the recommendations in the Public Safety Governance Task Force report, *Strengthening the Governance of Alberta’s Public Safety System*
Approach

• People-centered approach
• Review and analysis of
  – federal and provincial emergency management framework,
  – lessons learned from past emergencies,
  – other jurisdiction reviews,
  – academic studies of best practices.
• Consultation with key stakeholders
• Established PESS Working Committee
PESS Working Group

Local Authorities

ESS Practitioners

Non-Government Organizations

Government of Alberta Ministries

Government of Canada Ministries

Indigenous Communities
“In times of emergencies impacting Alberta, all affected people have their basic essential needs met in a timely and respectful manner that minimizes negative impacts on individuals, households and communities.”
What is Effective PESS?

Collaboration by all levels of government, communities and key stakeholders.

Outline the coordination, define expectations and identify roles and responsibilities within ESS.

Support local delivery of ESS to build community resiliency.
Purpose of the Framework

• Define a clear model of how provincial ESS is delivered
• Align efforts of GoA, partners, agencies and local authorities in providing provincial level supports
• Define the roles and responsibilities within the PESS ECC resulting in a better prepared and more resilient province
• Clearly describe policy and guidelines of PESS
• Establish communication protocols for PESS members and stakeholders
Scope of the PESS Framework

ESS planning, response, and recovery activities within Alberta
Desired Outcomes

1. Defined organizational structure supporting a coordinated provincial approach
2. Ability of local authorities to meet or exceed their mandates through the development of their own plans and policies
3. Continuous improvement and evaluation of implementation of the integration of ESS
Principles

Comprehensive
Efficient
Collaborative
Clear
Consistent
Adjustable
Locally Based
Fosters Community Resilience
Accountable
Continuous Improvement
### Authority and Governance

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<th>AUTHORITY</th>
<th>GOVERNANCE</th>
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<td>• Deputy Ministers Public Safety Committee</td>
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<td>• Government Emergency Management Regulation</td>
<td>• Chair of PESS Working Committee</td>
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<td>• Alberta Plan</td>
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- Canada’s *Emergency Management Act*
Alignment with Emergency Management

Aligned with Emergency Management phases

- Mitigation
- Preparedness
- Response
- Recovery
Defined Roles and Responsibilities

Local Authorities

– Lead for ESS within their communities

– Mutual aid agreements with
  • local NGO’s,
  • neighboring communities, and
  • industry partners
**Defined Roles and Responsibilities**

**Government of Alberta**
- Lead for PESS ECC
- Approves access to National Emergency Stockpile Supplies (NESS)
- Coordination of resources for supporting delivery of ESS

**Government of Canada**
- Lead for nationally coordinated ESS
- National Emergency Stockpile Supplies
- Provides federal supports for First Nations communities
Coordination & Structure

Human Services will lead the PESS response operations out of the PESS Emergency Coordination Center (PESS ECC).

The PESS ECC will work in collaboration and coordination with the AEMA Provincial Operation Center.

Communities can access PESS Services through working with through existing POC communications or can contact PESS ECC directly.
PESS ECC Partners

- Advanced Education
- Agriculture & Forestry
- Culture and Tourism
- Education
- Environment & Parks
- Health
- Human Services
- Indigenous Relations
- Infrastructure
- Justice & Solicitor General
- Labour
- Municipal Affairs

- Seniors & Housing
- Service Alberta
- Status of Women
- Transportation
- Treasury Board & Finance

- Indigenous & Northern Affairs Canada
- Health Canada
- NGO Council of Alberta
- ESSNA
- MEMP
Policy and Guidelines

Preparedness

Under the *Alberta Emergency Management Act*

Local authorities are required to prepare and approve emergency management plans and programs.

Partners should proactively address ESS as a core component of their overall emergency preparedness.
Government of Alberta
Ministry ESS Plans

Ministries to include ESS in their planning

Align activities with the PESS Framework

Roles and responsibilities

Description of the ministry’s role in ESS

Predetermined ESS resources accessible to respond to requests for assistance

Coordination

Communication
ESS Agreements and Arrangements

• Local authorities can enter into agreements with individuals or organizations for the provision of services to develop or implement emergency plans and programs.

• Agreements may be negotiated proactively, in the preparedness phase, or during an emergency as a response to an unanticipated need.
Agreements and/or MoU’s

- Hosting neighboring communities
- Regional structures
- NGO’s and private entities
- Needs based on each community profile
- Regular reviewing and confirmation
Training and Communications

- Consistent training across the province
- Knowledge of ICS
- Specialized knowledge in related services
- ESS Partner involvement
- Effective Communications
Response

- Local Authorities to maintain lead
- Provincial assistance upon request when local authorities exceeding capacity
- Declaration of a State of Emergency
Response

- Notification to PESS ECC
- Requests for assistance
- Role of ESS Partners’ Roles in Response
- PESS ECC role is to coordinate resources to support local authorities
- Communications with all audiences
- Incident Command System Alignment
Recovery

• While response operations focus on dealing with the immediate needs of those affected

• Recovery operations look at long-term needs

• Transitioning back to local authorities stability and self-reliance
Recovery

Each partner is responsible for the costs they incur related to the planning and delivery of ESS.

Local authority is responsible for all costs associated with the request and for tracking all related ESS costs, including costs associated with hosting another community.
Continuous Improvement

Regular review of ESS plans;

– on an annual basis,
– after training exercises, and
– after an event that requires ESS response.
– after a substantive change to relevant legislation, regulation or policy
Phase Two – Operationalizing the Framework

- Development of operational plans,
- Identifying key deliverables,
- Identification of resources and financial pressures for program delivery,
- ESS training materials and opportunities,
- Communication package
Observations post RMWB Wildfire

- Confirm /define partners roles and resources
- Provincial ESS coordination versus Human Services delivery of services
- Predetermined coordination and communication
- Work continues with municipalities and partners
- Recognized/registered Reception Centres
- Disaster Recovery Program for ESS
- Training, training, training

Post Incident Report being completed – TBA
Thank you!!

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