Provincial Emergency Social Services Framework
# Provincial Emergency Social Services Framework

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The Government of Alberta’s role is to support local authorities when they have exceeded their capacity.

During emergencies, individuals, households, and communities may find their normal support systems disrupted, leading to difficulty meeting basic essential needs. Emergency social services (ESS) are provided by local authorities and other ESS partners to help meet these needs during the response to and recovery from emergency situations.

During the Slave Lake wildfires in 2011 and the Southern Alberta floods in 2013, the need for a comprehensive plan to coordinate resources and support for ESS at a provincial level became clear. Independent post-incident reviews of these events recommended that the Government of Alberta and their ESS partners work together to develop a coordinated approach to ESS delivery. The Provincial Emergency Social Services (PESS) Framework was developed in response to this recommendation.

Alberta Human Services, together with other ministries, external partners and subject matter experts, developed the PESS Framework. It aims to closely align with Alberta’s broader approach to emergency management, which is guided by provincial and federal legislation and regulation, and the Alberta Emergency Plan. This framework is also based on in-depth research of best practices from Alberta and other jurisdictions.

Under Alberta’s Emergency Management Act and Government Emergency Management Regulation, Municipal Affairs’ Alberta Emergency Management Agency (AEMA) is the lead coordinating agency for the provincial government emergency management.
As specified in the Alberta Emergency Plan (2015), Human Services is responsible for leading the development, implementation and maintenance of the PESS Framework for the provincially coordinated ESS.

The key policies and guidelines recognized within the framework align with the emergency management phases; preparedness/mitigation, response and recovery. Additionally, funding and continuous improvements are included as relevant components to ESS.

The framework supports a coordinated, provincial approach to ESS through organizational coordination and accompanying policies and guidelines. It also identifies ESS partners’ roles and establishes principles to guide their actions.

The PESS Framework Vision
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.
Acknowledgements

Alberta Human Services gratefully acknowledges the cooperation, knowledge and valuable insight of the working committee members from the following Government of Alberta ministries, Government of Canada ministries and other organizations:

Government of Alberta ministries
- Infrastructure
- Transportation
- Education
- Economic Development and Trade
- Finance
- Health
- Seniors
- Justice and Solicitor General
- Aboriginal Relations
- Advanced Education
- Job, Skills, Training and Labour
- Agriculture and Forestry
- Environment and Parks
- Human Services
- Municipal Affairs
- Service Alberta

Government of Canada ministries
- Indigenous and Northern Affairs Canada
- Health Canada, First Nations and Inuit Health Branch (FNIHB)

Other organizations
- Emergency Social Services Network of Alberta (ESSNA)
- Metis Settlements General Council
- Municipal Emergency Management Partners (MEMP)
- Non-Governmental Organizations (NGO) Council of Alberta
- Treaty 8 First Nations of Alberta
- Tribal Chief Ventures Inc.
Section One

INTRODUCTION
During emergencies, individuals, households, and communities may find their normal support systems disrupted, leading to difficulty to meet basic essential needs. Emergency social services (ESS) are provided by local authorities and other ESS partners to help meet these needs during the response to and recovery from emergency situations.

During the Slave Lake wildfires in 2011 and the Southern Alberta floods in 2013, the need for a comprehensive plan to coordinate resources and support for ESS at a provincial level became clear. Independent post-incident reviews of these events recommended that the Government of Alberta and their ESS partners work together to develop a coordinated approach to ESS delivery. The Provincial Emergency Social Services (PESS) Framework was developed in response to this recommendation.

PURPOSE
This framework establishes the organizational structure and processes underpinning a coordinated provincial approach to ESS. It supports ESS partners by facilitating coordination and cooperation, outlining roles, and articulating principles, policies and guidelines. It supports ESS partners in fulfilling their respective mandates, including developing their own ESS plans and policies. Alberta Human Services (Human Services) will work with ESS partners to implement the framework and evaluate its impacts on the coordination and integration of emergency social services.

VISION OF THE PESS FRAMEWORK
In times of emergencies impacting Alberta, a coordinated emergency social services system will ensure that all affected people have their basic essential needs met in a timely and respectful manner that minimizes negative impacts on individuals, households and communities.

EMERGENCY SOCIAL SERVICES PARTNERS
ESS partners include all bodies that may provide or support the provision of ESS in Alberta, including (but not limited to) provincial departments and agencies, the federal departments of Health Canada and Indigenous and Northern Affairs Canada, local authorities1 and the Non-Governmental Organizations (NGO) Council of Alberta.

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1 Local authority, as defined in Alberta’s Emergency Management Act, includes municipal councils, Métis settlement councils, and band councils, as well as designated officials responsible for improvement districts, special areas, and national parks.
ALBERTA DEFINITION OF EMERGENCY SOCIAL SERVICES

“Emergency social services” (ESS) is the supports that meet the basic essential needs of individuals, households, and communities affected by emergencies. They are provided as part of response to and recovery from emergencies.

Depending on the specific nature of the emergency, ESS could include²:

- Accommodation/shelter services
- Child care
- Clothing
- Communications
- Family reunification
- Food and water
- Multicultural services
- Personal recovery planning
- Pet care
- Personal services
- Psychosocial supports
- Special Needs
- Transportation
- Registration and inquiry

Other support such as reception centres, linguistics, volunteer and donation management may also be put in place to support the provision of these services.

SCOPE OF FRAMEWORK

All ESS planning, response, and recovery activities within Alberta are in scope for this project. The disbursement of emergency financial relief and business continuity are out of scope.

PROJECT APPROACH

*Phase One – Framework Development*

The PESS Framework was developed in alignment with Canada’s Federal Emergency Response Plan, the Alberta Emergency Plan, the Human Services Emergency Management Framework and the Government of Alberta’s focus on delivering services to Albertans in a more integrated and people-centered way.

² The list of ESS that has been presented is not exhaustive. Other services may be made available as needed according to the nature of the emergency.
To build on this foundation, a comprehensive review and analysis of additional sources was conducted. These sources included the following:

- independent reviews of responses to recent emergencies in Alberta;
- national and provincial emergency management and ESS frameworks, plans and strategies;
- similar documents from other jurisdictions; and
- academic studies identifying best practices.

The information was analyzed in consideration of Alberta’s context to form the base for the PESS Framework.

The framework was developed with the input and feedback from the PESS Working Committee, which included representatives from the Government of Alberta and external partners with subject matter expertise and roles in ESS delivery in Alberta. The committee will continue to provide leadership in the development of subsequent operational plans.

The PESS Framework may be revised as required to respond to future needs.

*Phase Two – Putting the Framework into Practice*

Phase Two will include developing and implementing the PESS Emergency Coordination Centre (PESS ECC) and operational plans. Municipal Affairs’ Alberta Emergency Management Agency (AEMA) in consultation with the ministry of Human Services will deliver training to Government of Alberta partners and local authority ESS staff.

**AUTHORITY**

In Canada, federal and provincial laws govern responsibility for emergency management implementation at all levels of government.

- Canada’s *Emergency Management Act* establishes the federal, provincial and territorial framework for managing provincial and local emergencies.

- Under Alberta’s *Emergency Management Act* and *Government Emergency Management Regulation*, Municipal Affairs’ AEMA is the coordinating agency for government emergency management.

- AEMA also ensures that partners work within a common framework to ensure appropriate levels of emergency preparedness, response, recovery, and business continuity. In consultation with departments and emergency management partners, AEMA develops implements and maintains the *Alberta Emergency Plan*.

- As specified in the *Alberta Emergency Plan* (2015), Human Services is responsible for leading the development, implementation and maintenance of the PESS Framework for Alberta.
• The PESS Framework is intended to support participating organizations carry out their respective authorities, responsibilities or mandates.

The AEMA is the lead for the overall provincial coordination of emergency management including coordination, collaboration and co-operation of all organizations involved in the prevention, preparedness and response to disasters and emergencies. The Provincial Operations Centre (POC) coordinates the emergency management provincial response to emergencies in Alberta.

PROVINCIAL EMERGENCY SOCIAL SERVICES GOVERNANCE
Governance refers to the management structure and processes that provide strategic direction for the coordination and delivery of ESS. ESS is a component of Alberta’s emergency management system, which falls under Alberta’s Public Safety Governance Framework. PESS will work in alignment with existing emergency management and public safety structures and plans in Alberta.

Deputy Ministers’ Public Safety Committee
The Deputy Ministers’ Public Safety Committee coordinates public safety priorities across the Government of Alberta, identifies issues of strategic concern and makes recommendations to Cabinet. It also identifies the lead for initiatives, as appropriate. The committee endorses strategic documents before public release. It has identified Human Services as the lead for coordinating ESS within Alberta.

Assistant Deputy Ministers’ Public Safety Committee
The Assistant Deputy Ministers’ Public Safety Committee provides strategic direction and advice on a range of public safety issues including governance, risk assessments, collaboration, and communication, identification of training requirements, and responses to, and recovery from specific hazards or emergencies. This does not include tactical support during disasters and emergencies. The committee also considers public safety issues, as directed by the Chair of the Deputy Ministers’ Public Safety Committee. The committee endorses strategic documents before they are presented to the Deputy Ministers’ Public Safety Committee.
Ministry of Human Services
As the lead ministry for ESS, Human Services reports on ESS-related issues and initiatives to the Deputy Ministers’ Public Safety Committee.

As the Chair of the PESS Working Committee, Human Services collaborates with and engages ESS partners to facilitate a coordinated ESS system within the province. This includes updating the PESS Framework and related documents to ensure their relevance and continual alignment with emergency management structures and plans.

Provincial Emergency Social Services Working Committee
The PESS working committee consists of representatives from provincial and federal government ministries and non-governmental agencies that deliver or support the delivery of ESS. The PESS Working Committee provides advice and subject matter expertise to formulate strategic and operational coordinating mechanisms for the delivery of ESS.

A PEOPLE-CENTERED APPROACH TO EMERGENCY SOCIAL SERVICES
A people-centered approach is based on the premise that during emergencies, the needs of people and communities impacted by the emergency have priority over strictly following processes and procedures. Adopting a people-centered approach for this framework aligns with the Government of Alberta’s approach and efforts to address issues that are important to Albertans.

People-centered ESS is:

- Adequate – They sufficiently meet the basic essential needs of individuals, households and communities consistent with their circumstances and the type and scale of emergency.
- Appropriate – The types of supports and delivery methods are adjusted to the specific needs of those affected.
- Empowering – People’s dignity and independence is maintained. It is respectful and builds on people’s strengths and self-determination.
- Equitable – People receive services fairly and consistently.
- Known, Understood and Accessible – People affected by an emergency are clearly informed of all available supports and how to access them. Efforts are made to ensure access and uptake by all those in need.
- Safe – This involves understanding and addressing any concerns or risks related to health, physical and emotional safety, and potential for interpersonal violence.
- Timely – Providing ESS as soon as possible can help minimize the negative impacts on those affected by the emergency.
VISION OF THE PESS FRAMEWORK

In times of emergencies impacting Alberta, a coordinated emergency social services system will ensure that all affected people have their basic essential needs met in a timely and respectful manner that minimizes negative impacts on individuals, households and communities.

PRINCIPLES FOR A COORDINATED EMERGENCY SOCIAL SERVICES SYSTEM

Clearly defined, accepted and mutually understood principles enhance partners’ cooperation and coordination and guide decision making. The following principles are based on a people-centered approach, which in part, forms the foundation for this framework.

- **Comprehensive**
  A comprehensive system optimizes ESS partners’ efforts, includes all emergency management phases and addresses all types of emergencies requiring ESS.

- **Efficient**
  An efficient, coordinated ESS system has minimal duplication of services and aligns with regular business processes. It is characterized by the timely delivery of services, and expends limited resources in the best way possible.

- **Collaborative**
  Partners’ resources, activities, and capabilities are shared in support of joint outcomes that may not otherwise be possible by organizations working independently.

- **Clear**
  Clear, streamlined processes and communications before, during and after emergencies support efficient delivery of ESS supports.

- **Consistent**
  A well-coordinated ESS system has consistent processes, procedures, training and policies across geographic areas, sectors and organizations.

- **Adjustable**
  An adjustable system is scalable to address any size and type of emergency. It is flexible and can be quickly modified to meet the full range of ESS needs of those affected.

- **Locally based**
  Emergency management takes place at the local level. This is particularly important for ESS delivery. Local authorities and their communities understand important norms, and have a more holistic appreciation for the community and what it may need, which can play a significant role in helping community members cope.
• **Fosters Community Resilience**
  Community resilience is the result of social capacity to cope with, recover and learn from emergencies. Resilience minimizes vulnerability and dependence, and the time it takes to recover from an emergency.

• **Accountable**
  Clearly defined, consistent and mutually understood roles, communications, procedures, guidelines, and decision making authority, form the foundation for ESS system accountability and ensures that the delivery of supports is reliable and due diligence is exercised.

• **Continuously Improving**
  Effective emergency management systems have strong oversight and quality assurance at all levels to ensure minimum standards are met and to promote continuous improvement.

**OUTCOMES**
Establishing outcomes is the first step in evaluation. Outcomes are the benefits or changes in conditions, experience, behaviour or attitude that indicate progress toward a goal. It is important to evaluate outcomes to ensure the most efficient use of resources and client needs are met. The following are the anticipated outcomes of the PESS Framework.

ESS partners:

- Demonstrate a consistent approach to ESS planning and delivery.
- Understand their roles, capabilities and available resources and those of the other partners, across all phases of ESS management.
- Can more effectively collaborate with each other.
- Have a common understanding of how ESS is an integrated part of the broader emergency management system.
- Can identify and eliminate gaps and duplication of ESS.
- Are more effective at collectively mitigating impacts of emergencies to victims within Alberta.

Indicators and performance measures for these outcomes will be developed in Phase Two of the project.
Section Two

EMERGENCY MANAGEMENT PHASES
Understanding emergencies phases helps organizations plan and practice emergency management. It also assists people and communities affected by emergencies to understand and describe their situation. Emergency management phases are not always distinct from one another. Critical activities that occur in one phase may continue into another phase. Important relationships that exist through all the phases can make it difficult to distinguish between them.

The phases are cyclical after an emergency; the situation will be reviewed to determine needed prevention and mitigation measures, restarting the cycle anew.


- Prevention and Mitigation – activities designed to completely avert a disaster, or failing that, to minimize its impact;
- Preparedness – activities designed to enable an efficient and effective response to unavoidable disasters;
- Response – activities undertaken during an emergency; and
- Recovery – activities undertaken to restore life back to normal.

Within the context of the PESS Framework, understanding these phases will also help understand the policies and guidelines. This framework focuses on the preparedness, response, and recovery phases. Prevention and mitigation is a very important phase in building resiliency within communities for ESS.

COORDINATION STRUCTURE
The PESS Framework coordination structure illustrates the communication channels between ESS partners. A clear understanding of when and how ESS partners communicate supports an efficient and rapid response to requests for ESS assistance during emergencies and/or as part of everyday business.

The following is a quick synopsis of how the coordination structure will work:

- Both the POC and the PESS ECC will be available 24/7 for ESS notifications and requests for assistance from local authorities.
- ESS partners can contact the Human Services PESS Emergency Coordination Centre (ECC) for assistance or general ESS information.
- The PESS ECC on-call duty officer will receive and process these requests.
- Depending on the nature of the request and severity of the situation, the duty officer will share the information with the Provincial Operations Centre (POC), as necessary.
Depending on the severity of the emergency, the PESS ECC may transition from a monitoring to a coordinating role. The PESS ECC will coordinate directly with local authorities through their ESS representative.

When the POC is escalated beyond a monitoring role, the PESS ECC will collaborate with the POC.

The PESS ECC will contact key partners identified for the particular emergency with information, immediate support requirements and longer term planning.

A local authority’s ESS representative should be part of their local Emergency Coordination Centre (ECC).

Consequence Management Officers (CMO’s) are the organizations’ representatives in the POC, and are focused on general emergency management. CMO’s should not be the same people as those in the PESS ECC. PESS ECC members are specifically focused on ESS. Information about the current situation (situational awareness) is expected to be shared freely, in the best interest of the affected community.

PESS FRAMEWORK COORDINATION STRUCTURE
POLICIES AND GUIDELINES

The following policies and guidelines address the preparedness, response and recovery phases of ESS provision. They also address several components of ESS that are relevant across all emergency management phases, such as funding and continuous improvement.

They articulate a common approach to planning and coordinating ESS and identify the roles of local authorities, the Government of Alberta, and where applicable, other ESS partners. Where no organization or body is specified, roles may be assumed to apply to all ESS partners working in Alberta.

While the policies and guidelines within this document apply specifically to ESS, it should be understood that ESS activities are undertaken within the context of emergency management overall, and where possible, should be integrated or aligned with broader processes and structures.

1. Preparedness

**Objective:** Local authorities, provincial government organizations, and other ESS partners are prepared to respond to emergencies that require ESS. Planning for ESS is integrated with the overall emergency management planning process for all partners.

**Policy:** Local authorities, the Government of Alberta, and other ESS partners should proactively address ESS as a core component of their overall emergency preparedness. The Government of Alberta will provide consistent and accessible information and resources to support ESS planning and preparedness.

**GUIDELINES**

**Local Authorities’ ESS Plans**

Under Alberta’s Emergency Management Act, local authorities are required to prepare and approve emergency management plans and programs. They are strongly encouraged to include ESS in their emergency management plans. These plans should outline how the community will allocate personnel and resources to meet the ESS needs of residents to the best of its capacity.

Local authorities must also demonstrate how they will coordinate and communicate ESS activities. Local ESS plans should align with the PESS Framework as well as relevant legislation, regulations, and policies. The Government of Alberta will coordinate resources to support local authorities in developing and updating their ESS plans.

Local authorities’ ESS plans should consider that they may need to provide ESS in circumstances where the emergency has not directly impacted residents of their local area (e.g. in circumstances where the community is hosting residents displaced from another community). Plans should make reference to any pre-existing arrangements with neighbouring authorities (see below: ESS Agreements and Arrangements).
Ministry ESS Plans
Under the Government *Emergency Management Regulation* and the *Alberta Emergency Plan*, each Government of Alberta ministry must have approved plans that define the ministry’s role in supporting the provincial response to emergencies or events. Ministries are also strongly encouraged to include ESS in their planning process. This may include a description of the ministry’s role in ESS, how its activities align with the PESS Framework, and the ESS resources accessible to the ministry to respond to requests for assistance.

ESS Agreements and Arrangements
Under Alberta’s *Emergency Management Act*, local authorities can enter into agreements with individuals or organizations for the provision of services to develop or implement emergency plans and programs. Agreements can help communities’ access ESS capacity beyond what they can maintain on their own. Agreements may be negotiated proactively, in the preparedness phase, or during an emergency as a response to an unanticipated need.

Communities are strongly encouraged to pursue agreements (e.g. mutual aid agreements, contracts, or a Memorandums of Understanding) as a part of their ESS preparedness activities. ESS may be addressed as one component of agreements pertaining to overall emergency management or as standalone agreements specific to ESS. The scope and degree of formality of agreements will vary across communities based on the capacity and needs of each community. Each party is responsible for ensuring agreements address their ESS needs. According to best practices, ESS agreements should be negotiated with the participation of those who have expertise in ESS. Agreements should consider independent legal advice as appropriate.

In situations where a local authority agrees to host people from another local authority in the event of an emergency, agreements should clarify the resources the hosting community will be expected to provide and how costs will be recovered. Local authorities are also encouraged, where possible, to use existing regional structures or to form regional alliances to address ESS needs. Human Services may also pursue agreements with other jurisdictions or with non-governmental organizations and private entities to enhance its capacity to support local authorities in the provision of ESS.

Agreements should be reviewed regularly whenever there is a significant change to ESS response planning or operations and after a significant event where the agreement was mobilized.
Training
Consistency in training across the province ensures personnel have a clear understanding of roles, responsibilities, processes, and command structures, and can integrate quickly into ESS operations. Effective ESS planning and response involves many of the same competencies as emergency management including basic understanding of the Incident Command System (ICS). However, it also includes other specialized knowledge, specifically relating to the services provided, as well as the management of volunteers, donations, and other administrative functions. Furthermore, delivering ESS requires sensitivity to the potential psychosocial impacts of an emergency on individuals, households and communities.

ESS Partners
Local authorities and other organizations responding to emergencies should have access to ESS-specific training and information. As with emergency management in general, ESS training should also include regular exercises and simulations to prepare them effectively for the fast-paced and complex nature of real emergencies. ESS exercises should be integrated with broader emergency management exercises where appropriate.

Local authorities are responsible for coordinating the training of local staff and volunteers as part of their emergency management plans and programs. The Government of Alberta may facilitate access to provincial or other training opportunities to enhance the capacity of local authorities.

Effective Communications
Partners are encouraged to establish consistent communications procedures. Procedures must recognize and respond comprehensively to all partners’ needs for information, while supporting the coordinating body in processing information. Communications before and during an emergency should use language that is mutually understood by all partners.

2. Response

Objective: Local authorities are supported to maintain the lead for providing ESS. When a local authority exceeds its capacity to respond independently, they are able to quickly and consistently access a coordinated network of ESS supports.

Policy: Consistent with Alberta’s broader emergency management system, local authorities lead the response to emergencies, including ESS. When local resources are insufficient to meet needs, local authorities should activate agreements with ESS partners as appropriate.

When local authorities exceed their capacity (including capacity available through activating agreements), they may request ESS support from the Government of Alberta. The Government of Alberta supports the locally-led ESS response by providing prompt and coordinated response to requests for assistance. If the Government of Alberta declares a State of Emergency, it may in coordination with the local authority assume responsibility for the ESS response within the affected area.
GUIDELINES

Proactive Notification
Local authorities do not have to wait until they have exceeded their capacity to provide ESS before they initiate contact with the PESS ECC. Proactive notification is desirable in cases where the local authority anticipates future needs for external ESS assistance beyond what pre-existing arrangements can provide.

Requests for Assistance
Once a local authority has identified the need for external ESS assistance beyond what can be accessed through pre-existing agreements, they may contact the PESS ECC for help. It’s not necessary to declare a State of Local Emergency to ask for ESS assistance from the PESS ECC.

As part of the PESS ECC’s role in staying abreast of the situation, it may reach out to local authorities before receiving an official request, to determine if they need provincial ESS resources or to gain situational awareness.

It is the responsibility of local ESS personnel to ensure that any requests for provincial assistance are approved by the appropriate local authority.

Role of ESS Partners’ Roles in Response
Except in the case of a provincial State of Emergency, local authorities are responsible for leading the ESS response.

The PESS ECC response role is primarily to support local authorities by coordinating ESS partners and resources. This coordination may include:
- Giving local authorities technical advice and guidance to help them determine the scope and scale of ESS needs.
- Giving local authorities information about available provincial ESS resources;
- Connecting local authorities with these resources in a timely and efficient manner;
- Mobilizing and deploying provincial resources;
- Working with the federal government to coordinate the provision of supplies; and
- Regularly updating the POC about the situation.

The ESS response should be appropriate to the local community circumstances and the nature of the emergency.

Communication between ESS Partners
During emergencies, local authorities are responsible for initiating contact and maintaining communications with ESS partners at the local level to coordinate services.

If local authorities have exceeded their capacity and need the support of the PESS ECC, timely, ongoing and effective two-way communications are critical to support a coordinated provincial ESS response, and efficient use of partners’ resources.
In an emergency:

- The PESS ECC will work to connect local authorities with provincial ESS partners.
- It will communicate regularly with local authorities’ ESS team(s) to monitor their evolving needs.
- Depending on the scale and type of emergency and the local authority’s needs, the Government of Alberta may also deploy ESS staff to the site, or communicate remotely e.g. phone, computer-mediated communication or radio.
- The PESS ECC and the POC will share information and regularly update the other to maintain situational awareness.
- The PESS ECC may also engage with other ESS partners as appropriate to activate pre-existing agreements or request additional supports as needed.

When providing supports to First Nation communities on reserve, the PESS ECC will also coordinate with AEMA and federal partners.

**Public Communications**

Clear, responsive and culturally sensitive communications are critical during all phases of an emergency. ESS partners must work collaboratively to ensure communication is continuous, consistent and delivered in a timely fashion to all audiences including those directly affected by the emergency and the public at large.

Local authorities, will, in most cases, be the primary sources of public information during an emergency. When the POC is elevated beyond level two\(^3\), the Public Affairs Bureau will help coordinate public communications through the POC communications section. Human Services is responsible for providing information for provincial communications relating to ESS. This may include providing updates about:

- The status of the ESS being coordinated by the Government of Alberta.
- What services are available.
- Where and how to access those services.

Human Services will lead the communications approach and work with Public Affairs Bureau to ensure consistent and coordinated efforts.

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\(^3\) There are four levels of POC response activity ranging from routine, constant monitoring at Level 1 up to Level 4 where a significant incident has occurred and the full coordination of the GoA is required to respond to it. Level 2 is the elevation of POC readiness due to an incident or conditions with the potential to be significant (disrupt community functioning).
Incident Command System Alignment
In the response phase of an emergency, various agencies need to be able to effectively support the local authority. They have different legal, jurisdictional and functional ESS responsibilities and capabilities; mechanisms are required to support a unified and consistent response.

In Alberta, provincial emergency management operations adopt and employ the Incident Command System (ICS). This system is a common operating structure within which each participating agency retains its own responsibility, accountability, and authority.

The PESS ECC also follows ICS to ensure consistent command and control of response activities. Best practices strongly recommend local authorities and other ESS partners follow ICS to support a coordinated ESS system.

States of Emergency
If the local authority declares a State of Local Emergency, it does not impact the command structure of emergency response.

If the province declares a State of Emergency, the Government of Alberta may, in line with the Emergency Management Act, control emergency response in the affected area, subject to certain exceptions. Detailed coordination with the local authority will continue.

In some circumstances, an emergency may escalate and become a provincial, national, or international concern. In such circumstances, a higher level of authority may lead ESS response from the beginning. This is consistent with provincial and federal emergency management legislation.

3. Recovery

Objective: Individuals, households, and communities are enabled to transition toward a state of self-reliance and stability. Local authorities also experience planned and orderly transitions away from reliance on external services. Partners have a shared understanding of how ESS contributes to the recovery phase and how their roles and responsibility may change as the focus shifts from meeting immediate needs to supporting the transition toward stability and self-reliance.

Policy: Recovery operations should begin alongside response. While response operations focus on dealing with the immediate needs of those affected, recovery operations look at long-term needs and the transition back to stability and self-reliance. ESS may support both response and recovery phases depending on the size and impact of the emergency. Local and provincial ESS organizations and personnel must work with the broader emergency management system and the community to plan services that facilitate a smooth transition to longer term supports.
GUIDELINES

ESS Partners’ Role in Recovery
As with the preparedness and response phases, local authorities lead ESS operations during the recovery phase.

During the recovery phase:
- The PESS ECC will work with local authorities and other partners to support and help coordinate response and recovery supports.
- The PESS ECC will also help facilitate a smooth transition to longer-term services. This may include providing referrals, sharing information and plans, and assisting the local authority with technical expertise in transition planning.
- The PESS ECC will step away from actively coordinating ESS supports based on consultation with local authorities to determine its ongoing needs and its ability to meet them without provincial assistance.
- After the PESS ECC has reduced its support, local authorities may continue to contact the PESS ECC if a new ESS need arises for which provincial coordination is required.

Of note, the PESS ECC is not the primary contact for disaster assistance programs, health services, or other programs with which the local authority would normally work directly.

Withdrawal of Provincial ESS Supports
Provincial involvement in ESS is not withdrawn until the local authority can address its residents’ needs with local capacity through agreements with other jurisdictions. Withdrawal should be staged; i.e., each type of service is withdrawn as it is no longer needed to support a seamless, stable shift to recovery. A transition plan for the eventual withdrawal of any provincial ESS services should be established in partnership with the local community and shared as early as possible. This will help manage expectations as local authorities, individuals and households plan for their own transitions.

4. Funding

**Objective:** Local authorities and other ESS partners are prepared to leverage all possible funding opportunities for which they are eligible. ESS partners understand requirements for tracking costs for potential reimbursement.

**Policy:** All partners are responsible for the costs they incur related to the planning and delivery of ESS. However, given that there are sometimes extraordinary events and unexpected costs associated with providing emergency services, the GoA may introduce assistance measures to alleviate the financial burden on local authorities. Some ESS costs incurred may be eligible under these programs.
GUIDELINES

Responsibility for Costs

The requesting local authority is responsible for all costs associated with the request. ESS partners are encouraged to track all directly related ESS costs, including cost associated with hosting another community. Some costs may become eligible for partial or full reimbursement through the establishment of disaster assistance programs. Local authorities should understand the requirements and deadlines for submitting requests for reimbursement.

The Government of Alberta will provide clear, consistent and current information about funding sources or programs that may apply to ESS-associated costs that local authorities incur.

5. Continuous Improvement

Objective: Alberta’s ESS system is informed by and reflects an expanding ESS knowledge with consideration to local contexts. The system is adjusted based on learnings from training exercises and real emergency events, changes in legislation, regulation, and policy, and the changing needs of ESS partners. ESS partners can rely on documents to reflect the most recent information.

Policy: As part of emergency preparedness, ESS partners are responsible for regularly reviewing their ESS plans to ensure they reflect the most recent information. Human Services coordinates evaluation activities specific to the framework and more broadly to the provincial ESS system. ESS partners are responsible for participating in these activities according to their role and for ensuring that changes that could impact other partners’ plans are shared with them in a timely manner.

GUIDELINES

Review of ESS Plans and Agreements

Local authorities, Government of Alberta ministries, and other organizations that maintain ESS plans or agreements are encouraged to review these:
- on an annual basis;
- after a substantive change to relevant legislation, regulation or policy;
- after training exercises; and
- after an event that requires ESS response.

This review and evaluation should occur as soon as possible after the event. It is an opportunity to modify plans and agreements to reflect learnings from post-incident assessments.
ESS System Evaluation

Human Services and the ESS partners are responsible for evaluating the PESS Framework to determine if, and how well it’s achieving its stated outcomes. At a minimum, Human Services will evaluate the PESS Framework:

- within 12 months of implementation;
- every three years thereafter;
- after a substantive change to relevant legislation, regulation or policy; and
- after a major event during which provincial coordination of ESS supports was required.

The scope, scale, and methodology of evaluation may be tailored to the purpose and context, but should ensure that learnings from events and exercises across the province are integrated with learnings at the provincial level.
Appendices

APPENDIX A: PESS FRAMEWORK PARTNER ROLES

Clearly defined, understood and accepted roles and responsibilities by all partners in an emergency social services system support a cohesive and coordinated response with timely and efficient provision of supports. The foundation of accountability in the emergency social services system is clearly defined roles and responsibilities.

<table>
<thead>
<tr>
<th>Organization</th>
<th>Brief Description of Role</th>
</tr>
</thead>
</table>
| Aboriginal Relations       | • Plays a coordinating and liaison role among Alberta ministries and other stakeholders (including federal partner ministries and Alberta Emergency Management Agency), as required.  
• Provides advice and assistance to other ministries and stakeholders, upon request, on effectively engaging and working with First Nations and Metis Settlements as well as other Aboriginal communities and organizations to ensure their social services needs are met in the event of an emergency. |
| Agriculture and Forestry   | • Provides advice/expertise on dealing with animals in emergencies, specifically livestock and other large animals.  
• Facilitates discussions with Alberta Veterinary Medical Association and the Alberta Society for the Prevention of Cruelty to Animals about pets and other small animals in emergencies. |
| Education                  | • Liaises with school authorities, other ministries and agencies about programs and initiatives that support the health and well-being of emergency-affected students and their families. |
| Environment and Parks      | • Makes provincial parks available as emergency accommodation sites for evacuees upon request.  
• Will track and account for public users of Provincial Parks during an emergency or disaster. |
<table>
<thead>
<tr>
<th>Organization</th>
<th>Brief Description of Role</th>
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<tbody>
<tr>
<td>Health</td>
<td>• Participates in creating an improved shared understanding of GoA Ministries’ supports and resources.</td>
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<td></td>
<td>• Facilitates the process between the GoA Ministries and Alberta Health Services (AHS) for health sector supports requests related to ESS, such as mental health supports.</td>
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<td></td>
<td>• Develops provincial policies, legislation, guidelines and standards for responding to the health implications of an emergency event related to ESS.</td>
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<td>• Connects with federal, provincial and territorial counterparts on health impacts, resources and communications.</td>
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<td></td>
<td>• Collaborates with AHS to deliver public information and education programs and coordinate dissemination of health information to ESS partners.</td>
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<td>• Supports access to the National Emergency Stockpile System (NESS).</td>
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<tr>
<td>Human Services</td>
<td>• Performs the duties of Lead Organization for the development, implementation, and maintenance of an Emergency Social Services Framework for Alberta.</td>
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<td></td>
<td>• Responsible for supporting local authorities and coordinating ESS on their behalf when the local authority exceeds its capacity to provide ESS supports. Local authorities are responsible for taking the lead in the management of ESS within in their local areas and for absorbing those related costs.</td>
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<td></td>
<td>• When requested by local authorities, assists in meeting the needs of disaster victims by providing ESS in the form of (but not limited to) temporary food, shelter, and clothing, registration and inquiry services, family reunification, pet care, and related longer term recovery needs.</td>
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<td>• Establishes and maintains structures and processes, in consultation with partners, to facilitate ESS coordination.</td>
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<td></td>
<td>• Facilitates and maintains strong and ongoing relationships with and between different levels of government, NGOs and other jurisdictions on ESS.</td>
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<tr>
<td></td>
<td>• Supports access to the National Emergency Stockpile System (NESS).</td>
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<tr>
<td>Organization</td>
<td>Brief Description of Role</td>
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<tr>
<td>Infrastructure</td>
<td>• The Ministry of Infrastructure manages GoA workplace facilities (both owned and leased).</td>
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<td></td>
<td>• During emergencies, Infrastructure will provide primary and alternate working accommodation for government emergency response organizations and business continuity operations.</td>
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<tr>
<td></td>
<td>• Infrastructure will also provide advice and technical expertise pertaining to facility damage assessments including safety, code and standard compliance, asset preservation and salvage activities.</td>
</tr>
<tr>
<td>Innovation &amp; Advanced</td>
<td>• Maintains a list of advanced education facilities that may be used in emergency response activities, including those that may be used for reception and victim assistance centres.</td>
</tr>
<tr>
<td>Education</td>
<td>Economic Development and Trade • Supports emergency management related negotiations with other orders of government.</td>
</tr>
<tr>
<td></td>
<td>• Assists in liaison with other orders of government for emergency management issues.</td>
</tr>
<tr>
<td></td>
<td>• Coordinates interpretation and translation services.</td>
</tr>
<tr>
<td></td>
<td>• Supports emergency management related negotiations with other orders of government.</td>
</tr>
<tr>
<td></td>
<td>• Assists in liaison with other orders of government for emergency management issues.</td>
</tr>
<tr>
<td>Job, Skills, Training</td>
<td>• Assists affected people with accessing and completing forms.</td>
</tr>
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<td>and Labour</td>
<td>• Assists in ensuring OHS standards under relevant codes and regulations are met.</td>
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<td></td>
<td>• Provides information on available federal and provincial programs.</td>
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<td></td>
<td>• Provides advice on occupational health and safety best practices for emergency social services workers.</td>
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<tr>
<td></td>
<td>• Supports temporary foreign workers impacted by emergencies.</td>
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</tbody>
</table>
### Organization | Brief Description of Role
---|---
**Justice and Solicitor General** | • If the magnitude or severity of an emergency should increase and assistance from other enforcement agencies are required, then section 13 of the *Peace Officer Act* could be requested through the office of the Consequence Manager of the Solicitor General.  
• The requesting agency would have to delineate what roles they would like for them to undertake.  
• Until then, the powers and authorities of Peace Officers within the Province are limited to highly regulated roles and authorities.  

**PEACE OFFICERS PROVIDING EMERGENCY SERVICES**  
13(1) If the Minister considers that an emergency exists that requires the services of one or more peace officers, the Minister may, with the consent of the peace officers and the peace officers’ employers, by order declare the peace officers:  
(a) to have jurisdiction in all or any part of Alberta, and  
(b) to have the authority, responsibility and duties specified by the Minister.  
13(2) An order under this section expires 90 days after the date it is made unless it is renewed for a period specified by the Minister.

**Municipal Affairs – Alberta Emergency Management Agency** | • Leads and delivers training activities aimed at enhancing the knowledge and skills of partners and stakeholders in a variety of emergency management subject areas.  
• May provide financial assistance for uninsurable loss and damage caused by disasters and emergencies through the Disaster Recovery Program with the intent of returning essential property to pre-disaster, functional condition. Applies to: homeowners, tenants, landlords, small businesses, not-for-profit organizations, institutions, condo associations, agricultural operations, local authorities (includes First Nations) and relevant Government of Alberta ministries.  
• The Alberta Emergency Management Agency (AEMA) leads the coordination, collaboration and co-operation of all organizations involved in the prevention, preparedness and response to disasters and emergencies.
<table>
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<tr>
<th>Organization</th>
<th>Brief Description of Role</th>
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</thead>
</table>
| Seniors                                    | • Leads the interim housing response and works with other branches of the POC based on operational needs.  
• Maintains contact with the Human Services PESS ECC to gather information pertaining to current displaced evacuees and provide updates of the interim housing plan as it develops.  
• Implements Emergency Housing Framework as requested.                                                                                                                                                                                                                                                                                                         |
| Service Alberta                            | • Provides support in procurement of emergency supplies (i.e. food, water, blankets, etc.) if demand cannot be met by Human Services or NGO  
• Potentially assisting with developing policy for registration of affected individuals.  
• Coordinates Service Alberta shared services as applicable, i.e. ID replacement, registration support, etc.                                                                                                                                                                                                                                                                                  |
| Transportation                             | • Provides support in movement restrictions, damage and impact assessment, Transportation Safety, advise on restoration and recovery of transportation infrastructure.                                                                                                                                                                                                                                                                                             |
| Treasury Board and Finance                 | • Manages contingency funds for disaster management services.                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Indigenous and Northern Affairs Canada     | • Contracts Alberta Emergency Management Agency to provide emergency management services, training and support to all on reserve Alberta First Nations.  
• Contracts Alberta Agriculture and Forestry Wildfire Management Branch to provide wildfire management services, training and support to all on reserve Alberta First Nations located in the Forest Protection Area.  
• Reimburses eligible emergency management costs through the AANDC Emergency Management Assistance Program.  
• First Nations, Tribal Councils, and Delegated First Nation Agencies deliver (emergency) social programs on reserve.  
AANDC maintains direct relationships with First Nation communities and their Social Directors.  
• Provide support and assistance, at the request of First Nations, in the delivery of (emergency) social programs.                                                                                                                                                                                                                                                                                       |
<table>
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<tr>
<th>Organization</th>
<th>Brief Description of Role</th>
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</table>
| Health Canada, First Nations and Inuit Health Branch (FNIHB) | • During emergencies in First Nations communities, FNIHB provides Communicable Disease Control, Environmental Public Health and Nursing services to all residents on reserve.  
• Provides the following services to status First Nations individuals registered pursuant to the *Indian Act*:  
  • transportation to medical and dental appointments,  
  • prescriptions,  
  • access to crisis mental health services (short term interventions 10-15 sessions), and  
  Indian Residential School and cultural support workers who are part of Mental Wellness teams. |
| Non-Governmental Organizations (NGO) Council of Alberta | • Broadly communicate and keep abreast of responding NGO member’s efforts.  
• Provides trained volunteers/NGO Member agency staff, services and support to the emergency response network within Alberta where possible.  
• Responds to requests for assistance (where capacity allows).  
• Be responsive to agency MOU’s or other formal or informal agreements.  
• Reduces the duplication of effort where possible by maintaining regular communication with other NGO members and work with the lead GoA ESS coordinating agency, Ministry of Human Services. |
| Emergency Social Services Network of Alberta (ESSNA) | The network provides support to the development and improvement of the Provincial Emergency Social Services Framework to support best practices within Alberta.  
• The network is comprised of practitioners in the field of emergency social services/emergency management who provide expertise and a body of knowledge based on skills, methods, and techniques.  
• Provide support to their local communities in the delivery of ESS. The development of the framework will benefit communities in having a defined framework with defined roles and responsibilities. |
<table>
<thead>
<tr>
<th>Organization</th>
<th>Brief Description of Role</th>
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</thead>
<tbody>
<tr>
<td>Municipal Emergency Management Partners (MEMP)</td>
<td>• Nine cities and municipalities are represented through the Municipal Emergency Management Partnership (MEMP), including: Calgary, Edmonton, Grande Prairie, Lethbridge, Medicine Hat, Red Deer, St. Albert, Strathcona and Wood Buffalo.</td>
</tr>
<tr>
<td></td>
<td>• This partnership is comprised of practitioners with expertise and knowledge in emergency management and emergency social services.</td>
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<td></td>
<td>• It provides local authority support to the development and continual improvement of the Provincial Emergency Social Services Framework supporting best practices throughout Alberta.</td>
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<td></td>
<td>• The development of the framework will benefit communities in integrating and partnering emergency management and ESS with clearly defined roles and responsibilities.</td>
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</tbody>
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APPENDIX B: ACRONYM LIST

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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</thead>
<tbody>
<tr>
<td>INAC</td>
<td>Indigenous and Northern Affairs Canada</td>
</tr>
<tr>
<td>AEMA</td>
<td>Alberta Emergency Management Agency</td>
</tr>
<tr>
<td>CMO</td>
<td>Consequence Management Officer</td>
</tr>
<tr>
<td>ECC</td>
<td>Emergency Coordination Centre</td>
</tr>
<tr>
<td>ESS</td>
<td>Emergency Social Services</td>
</tr>
<tr>
<td>ICS</td>
<td>Incident Command System</td>
</tr>
<tr>
<td>MoU</td>
<td>Memorandum of Understanding</td>
</tr>
<tr>
<td>NGO</td>
<td>Non-governmental Organization</td>
</tr>
<tr>
<td>PESS</td>
<td>Provincial Emergency Social Services</td>
</tr>
<tr>
<td>PESS ECC</td>
<td>Provincial Emergency Social Services Emergency Coordination Centre</td>
</tr>
<tr>
<td>POC</td>
<td>Provincial Operations Centre</td>
</tr>
<tr>
<td>SOLE</td>
<td>State of Local Emergency</td>
</tr>
<tr>
<td>24/7</td>
<td>24 hours a day; seven days a week</td>
</tr>
</tbody>
</table>
APPENDIX C: GLOSSARY OF TERMS

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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</thead>
<tbody>
<tr>
<td>Alberta Emergency Management Agency</td>
<td>The coordinating agency within the Government of Alberta that provides strategic policy direction and works collaboratively with its emergency management partners. The agency develops, implements, manages and maintains the Alberta emergency management system as described in the Alberta Emergency Plan. The Alberta Emergency Management Agency is also responsible for establishing mutual aid agreements, and maintaining liaison, with the Government of Canada and bordering provinces, territories and states.</td>
</tr>
<tr>
<td>All-Hazards</td>
<td>This approach to emergency management addresses vulnerabilities exposed by both natural and human-induced hazards and disasters. It increases efficiency by recognizing and integrating common emergency management elements across all hazard types, and then supplementing these common elements with hazard specific sub-components to fill gaps only as required.</td>
</tr>
<tr>
<td>At-risk populations (in the context of Emergency Social Services)</td>
<td>Individuals or groups whose needs are not fully addressed by traditional service providers or who feel they cannot comfortably or safely use the standard resources offered during preparedness, response, and recovery efforts. These groups include people with physical disabilities (e.g., vision and hearing impairments or mobility limitations), intellectual and developmental disabilities, limited English proficiency, homeless persons, senior citizens, and children; and they are often at a greater risk for adverse health outcomes during and following disasters. They tend to have higher needs, are usually slower to recover and less likely to recover.</td>
</tr>
<tr>
<td>Community</td>
<td>A group of people who self-identify as being connected to one another whether through common lifestyle, interests, geography, etc.</td>
</tr>
<tr>
<td>Consequence Management Officer</td>
<td>The staff member from another Government of Alberta Ministry or Federal Government Department who is assigned to the Provincial Operations Centre upon activation.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
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<tr>
<td>Coordinating Organization</td>
<td>The organization that is primarily responsible through legislation, regulation, policy or emergency plan to coordinate and harmonize the efforts of Lead and Supporting Organizations, other emergency management partners and the logistic requirements necessary to resolve a particular emergency situation.</td>
</tr>
<tr>
<td>Disaster</td>
<td>An event that results in serious harm to the safety, health or welfare of people or in widespread damage to property. All disasters are emergencies.</td>
</tr>
<tr>
<td>Emergency</td>
<td>An event that requires prompt co-ordination of action or special regulation of persons or property to protect the safety, health or welfare of people or to limit damage to property. Not all emergencies are disasters.</td>
</tr>
<tr>
<td>Emergency management</td>
<td>The coordination and integration of all activities necessary to build, sustain and improve the capabilities to prepare for, respond to, recover from, or mitigate against threatened or actual disasters or emergencies, regardless of cause.</td>
</tr>
<tr>
<td>Emergency management partners</td>
<td>Those persons or organizations that have a role in Alberta’s emergency management system.</td>
</tr>
<tr>
<td>Emergency management system</td>
<td>The elements required for effective emergency management, including legislative, regulatory and policy frameworks, emergency plans and procedures and the involvement of emergency management partners.</td>
</tr>
<tr>
<td>Emergency Coordination Centre (ECC):</td>
<td>The physical location that Alberta municipalities are required to establish in the event of an emergency to manage the larger aspects of the emergency and to exercise the authority of the local officials. It supports incident management activities and is a point of coordination and dissemination of information and resources.</td>
</tr>
</tbody>
</table>
**Emergency Social Services**

Those services provided on a short-term basis to preserve the emotional and physical well-being of evacuees and response workers in emergency situations. Services provided as part of response to and recovery from emergency situations to meet the basic essential needs of affected individuals, households and communities.

Depending on the specific nature of the emergency, emergency social services could include:

- Clothing;
- Food and water;
- Accommodation/shelter services;
- Registration and inquiry;
- Personal services;
- Family reunification;
- Child care;
- Transportation;
- Pet care;
- Multicultural services;
- Communications;
- Psychosocial supports; and
- Personal recovery planning.

To administer these services, support activities may also be undertaken such as the establishment and operation of reception centres, and volunteer and donation management. *Note: the above list is not exhaustive. Other services may be made available as needed according to the nature of the emergency.*

**First Responders**

Practitioners from the fire service, emergency medical service, integrated services and police services. Additionally, they include all partners who are trained and equipped to meet the strategic objectives of the Alberta Emergency Plan and may come from other government departments, non-government organizations or industry.

**Household**

A person or group of persons who co-reside in, or occupy, a dwelling. The household may consist of a family group such as a census family, of two or more families sharing a dwelling, of a group of unrelated persons or of a person living alone.
| Incident | An occurrence, natural or human-induced (or caused) that requires an emergency response to protect life, property or the environment. Incidents can, for example, include major disasters, emergencies, wild land and urban fires, floods, etc. |
| Incident Command System (ICS): | A standardized on-scene emergency management system specifically designed to provide an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. |
| Interim Accommodation | The phase of housing assistance that covers the gap between immediate sheltering and the return of disaster victims to permanent housing. |
| Lead Organization | The organization that is primarily responsible through legislation, regulation, policy or emergency plan to resolve a particular emergency situation. |
**Local Authority**

“local authority” means:

- where a municipality has a council within the meaning of the Municipal Government Act, that council,
- in the case of an improvement district, the Minister responsible for the Municipal Government Act,
- in the case of a special area, the Minister responsible for the Special Areas Act,
- the settlement council of a settlement under the Metis Settlements Act,
- the park superintendent of a national park or the superintendent’s delegate where an agreement is entered into with the Government of Canada under section 9(b) in which it is agreed that the park superintendent is a local authority for the purposes of this Act, or
- the band council of an Indian band where an agreement is entered into with the Government of Canada under section 9(b) in which it is agreed that the band council is a local authority for the purposes of this Act.

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**Mutual Aid/Mutual Assistance Agreement/Memorandum of Understanding**

Written or oral agreement between and among agencies/organizations and/or jurisdictions that provides a mechanism to quickly obtain emergency assistance in the form of personnel, equipment, materials, and other associated services. The primary objective is to facilitate rapid, short-term deployment of emergency support prior to, during, and/or after an incident.

**NGO Council of Alberta**

Supports Alberta municipalities in their response to major emergencies and disasters and reduces duplication of effort of responding member organizations. Membership is open to any not-for-profit non-government organization which meets certain criteria and subscribes to the Council’s guiding principles. The NGO Council (formed in 2000) also holds a seat at the Provincial Operations Centre, if required.

**Prevention and Mitigation**

Consists of those activities designed to completely avert a disaster, or failing that, to minimize its impact.

**Preparedness**

Consists of those activities designed to enable an efficient and effective response to unavoidable disasters. For example, stockpiling resources, conducting training and exercises, and developing and maintaining emergency plans.
Provincial Emergency
An emergency occurring in a province if the province or a local authority in the province has the primary responsibility for dealing with the emergency.

Provincial Emergency Social Services Partners
All bodies that may provide or support the provision of emergency social services in Alberta, including (but not limited to) provincial departments and agencies, the Emergency Social Services Network of Alberta, NGO Council, local authorities, Municipal Emergency Management Partners, the First Nations and Inuit Health Branch of Health Canada, and Indigenous and Northern Affairs Canada.

Provincial Emergency Social Services Emergency Coordination Centre (PESS ECC)
The coordination point of all provincial ministries’ and key partners in the delivery of emergency social services within Alberta. The PESS ECC is similar in function and purpose to the Provincial Operations Centre (POC), but specifically regarding emergency social services.

Provincial Operations Centre (POC)
The POC is a central point for the collection, evaluation and dissemination of information concerning a single incident or multiple incidents in the province of Alberta. The POC is responsible for coordinating the initial response and maintaining support for a response to a natural or human-induced disaster.

Psychosocial Support Recovery
Activity aimed at strengthening the coping strategies of individuals or communities involved in or affected by an incident. Consists of those activities undertaken to restore affected Albertans to their daily lives.

Resources
The assets, people, skills, information, technology, infrastructure, equipment, supplies and information available for use, when needed, in an emergency situation.

Response
Consists of those activities undertaken in the event of an actual emergency.
| **Resilience** | The capacity of a system, community or society to adapt to disturbances resulting from hazards by persevering, recuperating or changing to reach and maintain an acceptable level of functioning. Resilient capacity is built through a process of empowering citizens, responders, organizations, communities, governments, systems and society to share the responsibility to keep hazards from becoming disasters. Resilience minimizes vulnerability, dependence and susceptibility by creating or strengthening social and physical capacity in the human and built-environment to cope with, adapt to, respond to, and recover and learn from disasters. |
| **Situational Awareness** | The continual process of collecting, analyzing, and disseminating intelligence, information, and knowledge. This process allows organizations and individuals to anticipate requirements and to respond effectively. |
| **Special Needs Population** | A population whose members may have additional needs before, during, and after an emergency in functional areas, including but not limited to: maintaining independence, communication, transportation, supervision, and medical care. |
| **State of Emergency (provincial scale)** | This can be declared by the Lieutenant Governor in Council. The reasons for declaring a State of Emergency, and the powers such a declaration gives the Minister, are similar to those in the State of Local Emergency and the powers it provides to the local authority. A State of Emergency can affect more than one local authority. |
| **State of Local Emergency (local scale)** | Can be declared by the local authority. Notification of the declaration will be provided by the local authority to the Minister. The declaration is made by the elected official(s) within the appropriate jurisdiction with the advice of the AEMA. A State of Local Emergency is declared in order to exercise specific powers within the *Emergency Management Act*, without which a timely response could not be achieved, or in situations which may jeopardize life, property and/or the environment. In accordance with the *Emergency Management Act*, the Minister may revoke a State of Local Emergency if it is deemed that the declaration is inappropriate. |
| **Supporting Organization** | The organization or organizations primarily responsible through legislation, regulation, policy or emergency plan to assist the Lead Organization to resolve a particular emergency situation. |