



Category: Administration Standard

Title:	Emergency and Disaster Assistance to Jurisdictions Outside Calgary
Approved by:	Director, Emergency Management and Community Safety
Effective Date:	2025 January 01
Last Updated:	2024 November 14
Responsible Service:	Emergency Management & Business Continuity

1. ASSOCIATED GOVERNANCE

- 1.1. This Standard does not have an associated Administration Policy but is affiliated with the Municipal Emergency Plan.
- 1.2. This Standard conforms to the Emergency Management legislation including:
 - a) the Alberta Emergency Management Act (the Act);
 - b) the Local Authority Emergency Management Regulation; and
 - c) the City of Calgary Emergency Management Bylaw 25M2002 that fulfils requirements under the Act.

2. PURPOSE

- 2.1. This Standard will be followed when:
 - a) A request is received by The City of Calgary to provide employees and/or assets to assist other municipalities / jurisdictions impacted during a disaster or emergency; and
 - b) When the deployment of resources exceeds regular support practices and/or would exceed a recall window of three hours.
- 2.2. This Standard is in effect regardless of the activation status of the Municipal Emergency Plan (MEP), and of applicable mutual aid agreements.
- 2.3. Following this Standard will uphold the fostering of public trust and preservation of The City’s reputation through:
 - a) Continuity of City services including protection of assets, resources and the environment; and
 - b) Support of the health, safety and wellbeing of employees.

3. DEFINITIONS

3.1. In this Administration Standard:

- a) **“Agency member”** means a business unit, section or organization that participates in emergency and disaster management training, exercises, planning, response and recovery activities with the Calgary Emergency Management Agency;
- b) **“Business Continuity”** means an ongoing process supported by senior management and adequately funded to ensure that the necessary steps are taken to identify the impact of potential losses and maintain viable recovery strategies and recovery plans for the continuity of services and operations, or continuity of government, following a disruptive event;
- c) **“Business Unit Approving Authority”** means the designated Supervisor or Exempt Supervisor from the business unit with the delegated authority to approve deployment of employees and assets;
- d) **“Calgary Emergency Management Agency (CEMA)”** means the agency established under the local authority to exercise powers and duties under the Emergency Management Act of Alberta. CEMA holds the responsibility for coordinating preparedness, mitigation, response, and recovery related to major emergencies and disasters, including the development of policies, systems and procedures as established by The City’s *Emergency Management Bylaw 25M2002*;
- e) **“Canada Task Force 2 (CAN-TF2)”** means the all-hazards disaster response team with diverse capabilities to respond to large-scale events, emergencies, or disasters, and support impacted communities across Canada. CAN-TF2 is a division of the Calgary Emergency Management Agency;
- f) **“CEMA Leadership”** means the Emergency Management and Community Safety service line stewards, including the Chief, Emergency Management Operations and 9-1-1, and the Manager, Optimization Services, or their assigned delegates;
- g) **“CEMA On Call”** means the employee scheduled under Emergency Management – Operations to respond 24 hours a day / seven days a week to the CEMA On Call phone. CEMA On Call is the liaison between the Calgary Emergency Management Agency, internal and external Agency members;
- h) **“City assets”** include but are not limited to, City buildings, and land, vehicles, equipment, supplies, stores, materials, technological resources, financial assets, information, intellectual property and work time;
- i) **“Deployment”** means the voluntary movement of qualified and available assets to support an emergency or disaster at the request of an impacted jurisdiction;
- j) **“Disaster”** means an event that results in serious harm to the safety, health or welfare of people, or widespread damage to property or the environment;

- k) **“Emergency”** means 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 or the environment;
- l) **“Emergency / Disaster Management”** means the coordinated response to emergencies / disasters concerning all hazards, including all activities and risk management measures related to prevention and mitigation, preparedness, response, and recovery;
- m) **“Employee”** means any person employed by The City and reporting to a City of Calgary business unit, department, the Chief Administrator’s Office, the City Auditor’s office, the Calgary Housing Company and the Calgary Police Service, including those working under an employment contract with The City;
- n) **“Municipal Emergency Plan (MEP)”** means the all-hazards consequence management plan outlining how The City responds to and recovers from major emergencies and disasters impacting Calgary;
- o) **“Official Record”** means recorded information, data, or a document, regardless of medium, created, received, and maintained by the Corporation as evidence of a business transaction, decision or activity. It has legal, operational, fiscal, or archival value;
- p) **“Recall Window”** means the number of hours for the deployed resource to be returned to and be available to respond in Calgary; and
- q) **“Safety Representative”** means the City of Calgary Agency member from Occupational Health & Safety identified to provide advice on safety issues related to deployment.

4. **APPLICABILITY**

4.1. This Administration Standard applies to all City employees, except City employees deploying as members of Canada Task Force 2 and employees of the Calgary Police Service.

4.2. This Standard applies to employees of companies under contract to The City.

5. **STANDARD**

5.1. Employees will:

- a) Only accept a request to deploy if they are fit to perform the outlined tasks, confirming they have the mental and physical readiness needed to fulfill the request without any need for accommodation;
- b) Notify their supervisor if they have any underlying health conditions that could impact their safety or their ability to fulfill the request;

- c) Stay in regular contact with their interim supervisor at the deployment site, their City of Calgary supervisor, and the Safety Representative for the duration of deployment;
- d) Follow all existing City of Calgary policies, and any other directions provided by their interim supervisor and take reasonable care to protect and actively manage their physical, mental and emotional health and safety, including but not limited to wearing all required personal protective equipment;
- e) Advise their interim supervisor if they feel they are not informed, adequately qualified, suitably trained, or have insufficient experience to safely perform assigned tasks;
- f) Report new hazardous conditions, near misses, incidents or changes to their mental or physical well-being that is impacting their ability to continue to participate in the deployment to their interim supervisor, and to the Safety Representative upon their return from deployment;
- g) Exercise their right to know, their right to participate and their right to refuse unsafe work. Employees will advise the Safety Representative if they apply their right to refuse unsafe work; and
- h) Advise the Safety Representative if the employee is involved in an Alberta Occupational Health & Safety (OHS) reportable incident and/or the employee is subject to a security threat or altercation at the deployment site.

5.2. The Business Unit Approving Authority will provide oversight and accountability for the deployed assets and employees. The Approving Authority will:

- a) Notify CEMA On Call that a request for assistance for an outside jurisdiction has been received;
- b) Prepare an agreement to render services, ensuring the agreement includes an indemnity and liability statement to The City regarding City assets and employees in support of an emergency / disaster for the duration of deployment;
- c) Prepare the *Resource Deployment Notification* form with:
 - i. The full details of the request and corresponding offer;
 - ii. Confirmation of approval from appropriate business unit authority;
 - iii. Details of City employees and/or assets being deployed;
 - iv. Location and anticipated duration of deployment;
 - v. Estimated resource recall timeframe;
- d) Provide a completed copy of the *Resource Deployment Notification* form to CEMA On Call;

- e) Provide updates to CEMA On Call throughout duration of deployment including but not limited to:
 - i. Additional asset and resource deployments; and
 - ii. Any amendments to the original request / offer;
- f) Manage official records documenting decisions, transactions and activities of the assistance provided. This includes financial tracking, and invoicing, unless otherwise directed;
- g) Ensure deployed City employees have received adequate training and support to manage the additional hazards in the field environment, and adequate controls and mitigations in place to protect their mental and physical well-being, including pre and post deployment safety information;
- h) Ensure deployed City employees have appropriate means for and understanding of expectations for communication with their interim supervisor, their City of Calgary supervisor, and Safety Representative;
- i) Ensure deployed City employees have been provided arrangements for travel/transportation, lodging, and meals; and
- j) Complete a Post Deployment Status Report at the conclusion of the deployment and share with CEMA On Call and the Business Unit Approving Authority.

5.3. CEMA On Call will:

- a) Share the completed copy of the *Resource Deployment Notification* form to CEMA Leadership;
- b) Share the completed copy of the *Resource Deployment Notification* form with the Safety Representative, to ensure compliance with safety legislation;
- c) Provide on-going updates to CEMA Leadership from the BU Approving Authority, to ensure the accuracy and timeliness of information needed for decisions with respect to The City's response;
- d) Facilitate connections to Agency members when requested for subject matter expertise; and
- e) Share the completed copy of the *Post Deployment Status Report* with CEMA Leadership upon receipt.

5.4. CEMA Leadership will:

- a) Apply a broad corporate overview of all assets, resources, and the environment, and use the information provided in the *Resource Deployment Notification* form for situational awareness, to identify potential disruptions to City services, and/or where The City's ability to respond may be impacted;

- b) Apply the information provided about deployed employees and assets to decisions that may be required for The City’s response to emergencies and disasters within its own jurisdiction; and
- c) Review the *Post Deployment Status Report* and assign action items from after-action reports which include deployed employees and assets with specific timelines for updates and/or amendments to applicable policies, standards, and procedures.

5.5. The Safety Representative will:

- a) Answer questions and receive information from the deployed employee to ensure their safety;
- b) Support the deployed employee if they are involved in an Alberta Occupational Health & Safety (OHS) reportable incident and/or the employee is subject to a security threat or altercation at the deployment site;
- c) Assist the deployed employee with entering reports of hazardous conditions, near misses, and/or incidents upon their return; and
- d) Provide guidance and support to the deployed employee if they apply their right to refuse unsafe work.

6. CONSEQUENCES OF NON-COMPLIANCE

6.1. Employees who fail to adhere to this Standard and any associated procedures may face disciplinary action in accordance with either the Labour Relations Policy or Exempt Staff Policy.

7. HISTORY

Action	Date	Approved by	Description
New	2024 November 14	Director, Emergency Management & Community Safety	New Standard, adapted from rescinded Emergency and Disaster Assistance to Other Jurisdictions policy. Effective January 01, 2025.