



ADMINISTRATION POLICY:

Emergency and Disaster Assistance to Jurisdictions Outside Calgary

Policy Number:	GN-044
ALT Report:	ALT2018-0792
Approved By:	Administrative Leadership Team
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Department / BU:	Calgary Emergency Management Agency

BACKGROUND

The Corporation of The City of Calgary ("The City") provides a wide variety of services related to the health, safety and economic well-being of the community. Historically, The City has received requests to provide assets, employees and/or resources in support of other jurisdictions outside of Calgary during their times of emergency/disaster. As the largest city in Alberta, these requests are expected to continue in the future.

The City is committed to the development of a rigorous tracking and accountability process related to emergency/disaster management assistance and deployment of City assets and City employees outside of Calgary.

PURPOSE

The purpose of this Administration policy is to establish expectations regarding the coordination of deployed City assets and employees from The City to jurisdictions outside of the municipality of Calgary to assist during their emergencies/disasters.

DEFINITIONS

- **Business Continuity** - an ongoing process 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. (Administration Policy GN-039 (B))
- **City Assets** - include (but not limited to) City buildings and land, equipment, supplies, stores, vehicles, materials, technology resources, financial assets, information and work time. (Administration Policy HR-LR-004 (B))

- **City Employee** - an individual employed by The City, including on contract, but not including elected officials. (Administration Policy FA-033 (B))
- **Code of Conduct** - applies to all employees at The City of Calgary. This includes permanent, temporary and seasonal employees, on-call, Code 81 and 86 staff and all individuals employed directly by The City. The purpose of the Code of Conduct is to provide employees with a reference guide to key City policies that address risk areas an employee may encounter in their work. (Administration Policy HR-LR-005 (A))
- **Emergency/Disaster Management** - the management of emergencies/disasters concerning all hazards, including all activities and risk management measures related to prevention and mitigation, preparedness, response and recovery. (Administration Policy GN-039 (B))
- **Municipal Emergency Plan (MEP)** - The City's Municipal Emergency Plan (MEP) is to guide how The City responds to and recovers from major emergencies and disasters affecting Calgary. It is managed and updated by the Calgary Emergency Management Agency (CEMA).

INTENDED OUTCOMES OF THIS POLICY

1. Each business unit ensures relevant **employee safety procedures** are clearly explained, performed and adhered to in collaboration with The City's Occupational Health & Safety Policy (Administrative Policy HS-ESM-001) and Health and Wellness Policy (Administrative Policy HR-037) with Environmental & Safety Management (ESM) prior, during and immediately after deployment to a new location.
2. A **standardized, consistent** and **coordinated** process is applied to every business unit when agreeing to deploy City assets and employees outside of the jurisdiction of Calgary for emergency/disaster assistance. This refers to:
 - 2.1. Approving the request for, or offer of, City assets and employees to assist;
 - 2.2. Scheduling the deployment, arrival, duration and return of City assets and employees to The City;
 - 2.3. Deploying City assets and employees in a manner suitable for the task(s), including pre-deployment safety instructions and procedures from Environmental & Safety Management (ESM) in collaboration with The Calgary Emergency Management Agency (CEMA), as applicable;
 - 2.4. Accountability and tracking of City assets and employees for the duration of the agreement;
 - 2.5. Reclaiming assets and transporting returning City employees in a safe, secure and timely manner upon completion of agreement, and;

- 2.6. Financial accountability and potential cost recovery of emergency/disaster assistance to jurisdictions outside Calgary (including obtaining a Financial Activity Code and/or tasking numbers for the duration of the agreement).
3. To sustain essential service provision of municipal operations for the duration of the deployment agreement without compromise by conforming to Corporate standards of business continuity excellence.

POLICY STATEMENTS

1.0. Scope/Exceptions

1.1. Scope

This policy applies to:

- 1.1.1. All City of Calgary business units.
- 1.1.2. All City employees.
- 1.1.3. Contractors, suppliers and volunteers under the direction of The City of Calgary.

1.2. Exceptions

This policy has the following exceptions:

- 1.2.1. This policy does not supersede existing or future approved agreements (such as Mutual Aid Agreements and Memorandums of Understanding) between The City and other jurisdictions for the provision of routine City assets and employees.
- 1.2.2. This policy does not apply to members of the Calgary Police Service.

2.0. General Policy Statements

- 2.1. Upon receipt of a request for, or offer of, assistance to another jurisdiction to an emergency/disaster, the business unit will inform The Calgary Emergency Management Agency (CEMA) of:
 - 2.1.1. The full details of the request/offer;
 - 2.1.2. Confirmation of business unit approval;
 - 2.1.3. Details of City assets and employees being deployed;
 - 2.1.4. Expected duration of deployment;

- 2.1.5. Status updates to CEMA throughout the duration of the deployment, including but not limited to, shift rotations, additional asset and resource deployments, safety reports and any changes to the original agreement, and;
- 2.1.6. Provide a post-deployment status report on conclusion of agreement.
- 2.2. If the Municipal Emergency Plan for Calgary is **NOT** activated: Upon provision of City assets and employees to another jurisdiction for an emergency/disaster without activation of Calgary's Municipal Emergency Plan, the obligation and accountability remains with the business unit(s) responsible for all City assets and employees deployed.
- 2.3. If the Municipal Emergency Plan for Calgary is activated: Upon opening the Emergency Operations Centre, CEMA will act as the central coordinating point of contact for providing City assets and employees to other jurisdictions to assist in an emergency/disaster.
- 2.4. The City of Calgary shall adhere to sound business continuity practices to ensure the delivery of its own municipal services during deployment of any City assets and employees to jurisdictions outside of Calgary.
- 2.5. As part of the agreement to render assistance, the jurisdiction receiving assistance must provide an indemnity and liability statement to The City regarding City assets and employees in support of an emergency/disaster for the duration of the deployment. The agreement will be drafted with the assistance of The City's Law and Legislative Services business unit.

3.0. Consequences of Non-Compliance

Failure to adhere to this policy may result in the following consequences for The City, including City employees and contractors, and/or the supported jurisdiction:

- Loss of life or injury.
- Lack of safety and well-being preparedness and protection for deployed employees.
- Property and/or environmental damage.
- Increased operational costs and duplication of effort.
- Lack of indemnity and liability coverage for City assets and employees.
- Misuse and inefficiencies of City assets and employees.
- Inability for the City to deliver essential services to Calgarians.
- Discrepancy in data collection and corporate reporting.
- Damage to reputation for The City of Calgary and loss of stakeholder (i.e. Council, citizens, employees) trust and support.
- The matter being referred to the applicable business unit Director/Chief and may be escalated to the General Manager of Community Services.

- Disciplinary action against any employee found to be in violation of this policy. Business Units will be responsible to take appropriate action in the event of non-compliance by one of their employees.
- Contractors found to be in violation of this policy and its associated standards may be subject to suspension or termination of the contract.

4.0. Responsibilities

4.1. All business unit Directors/Chiefs are accountable for:

- Approving, tracking and reclaiming deployed City assets and employees within their responsibility whilst in an agreement to assist other jurisdictions for emergency/disaster management support.
- Ensuring deployed City employees receive adequate training and resources to managing the additional hazards in the field environment and controls and mitigations (e.g. procedures, checklists, training, monitoring, equipment etc.) in place to protect their mental and physical well-being.

4.2. City employees are responsible for:

- Informing if current fitness to perform tasks in the context of the field conditions is adequate prior to accepting deployment (e.g. mental readiness, underlying health conditions etc.);
- Participating in health screenings;
- Receiving and following direction to protect and actively manage their health and safety;
- Advising when they feel they are not informed, competent or equipped to handle assigned tasks safely, and;
- Reporting new hazardous conditions, near misses, incidents or changes to their mental or physical well-being impacting their ability to continue to participate in the deployment.
- Exercising their right to refuse unsafe work.

SUPPORTING REFERENCES AND RESOURCES

Please note that some of the items listed below may not be publicly available.

References to related corporate-wide procedures, forms and resources

- CEMA on myCity intranet web page
- Safety on myCity intranet web page
- OHS Roles and Responsibilities Standard

References to related [Council policies](#), bylaws and [Administration policies](#)

- Business Continuity Planning (Administration Policy GN-039)
- Code of Conduct (Administration Policy HR-LR-005)
- Health & Wellness Policy (Administration Policy HR-037)
- Labour Relations Policy (Administration Policy HR-LR-002)
- Occupational Health and Safety (Administration Policy HS-ESM-001)
- Reimbursement of Employee Travel, Vehicle, Parking, Insurance, Petty Cash and Other Expenses (Administration Policy FA-011)

REVISION HISTORY

Review Date	Description
2018/07/03	New Administration Policy