



CORPORATE FLOOD WORK PLAN

COMMUNITY RESPONSE

Supports Conference Board of Canada recommendation: *Develop a comprehensive volunteer framework that can build a skill inventory and ensures people with appropriate skill sets are used for the right jobs; and Advance private sector preparedness and business continuity education.*

Strategy	Corporate Workplan	Business unit references in Action Plan
1. Build and maintain neighbourhood resiliency through personal preparedness, 72-hour kits and community preparedness and recovery plans.	i. Customer Service & Communications is developing a comprehensive and responsive, citizen-focused communication plan for 2015. ii. CEMA's READYCalgary train-the-trainer sessions to empower the community are scheduled through 2015-2018 to build community resilience and preparedness. iii. Planning & Development will continue making progress towards the goal of a sustainable city by regulating land use via changes to Bylaw 1P2007 and the Municipal Development Plan. iv. Planning & Development will continue to monitor displaced persons and affected dwellings while providing education for impacted homeowners.	- N3.2 - N3.3 - N2.4 - N1.2, N2.1, N2.2, H4
2. Support resiliency of vulnerable populations, including preparing for, responding to and recovering from a disaster.	i. Approve and implement Vulnerable Populations' Strategy. ii. Continue to advance community non-profit preparedness framework through the Emergency Preparedness Initiative. iii. Support flood recovery of First Nations program through the confirmation of funding, scope, charter and research.	- P12.1, P12.2, P12.4 - P12.1, P12.3 - P12.1, P12.5
3. Streamline response and recovery efforts for evacuees.	i. Evaluate self-registry program for those requiring enhanced support during emergencies and crisis. ii. Plan on engagement with agencies in Calgary to support evacuees at reception centres and group lodging centres. Continue to recruit Emergency Social Services (ESS) members from across The Corporation and develop a communication plan to engage City of Calgary Managers in the awareness of ESS. Develop a training plan for ESS members.	- N1.2 - N3.1, N3.2
4. Build a volunteer and donation management strategy that allows non-government organizations to support these needs during a large-scale emergency.	i. CEMA and partners will confirm and implement drafted Volunteer Framework & Donations Strategy.	N3.2, N3.3

COMMUNICATIONS

Supports Conference Board of Canada recommendation: *Enhance information-sharing between levels of government, partners and field operations.*

Strategy	Corporate Workplan	Business unit references in Action Plan
5. Strengthen information sharing to support stakeholder preparedness, response and recovery expectations and needs.	i. Customer Service & Communications will initiate recurring meetings with the communication leaders of The City's partner agencies in order to develop and strengthen relationships.	N2.1
	ii. Planning & Development will continue to align with 311 to ensure service requests remain current through ongoing process and bylaw changes.	N3.4
	iii. Information sharing will continue with flood affected community groups as required.	N2.1
	iv. Planning & Development will continue to redesign of the non-permit workflow in POSSE to accommodate data collection requirements for disaster recovery.	N3.4, N3.5
	v. Ongoing redesign of the non-Permit workflow in POSSE to accommodate data collection requirements for disaster recovery.	N2.2, N2.6
	vi. Developing a mechanism of reporting to the Province to ensure compliance with the South Saskatchewan Regional Plan and Land Stewardship Act.	N3.4, N3.5
6. Enhance mapping and website capability to support citizen and frontline staff access to accurate, timely information on road closures, impacted areas and available community services.	i. Continue to update evacuation zone maps to ensure they assist with understanding impacted areas.	N3.2
	ii. Continue to update flood fringe maps to provide critical information to emergency tactical resources regarding impacted properties and, where possible, to allow residents to return to properties that were safe.	N3.2
	iii. Continue to expand capability to live stream events and conferences from the Emergency Operations Centre (EOC).	N2.1
	iv. Implementation of the Water Expert Panel recommendation to publish updated, graduated flood maps for public information.	N2
7. Implement improvements to the EOC facility, communications infrastructure and information systems to support more timely, effective collaboration, decision making and information sharing.	i. Roll out Concept of Operations and EOC training program based on lessons learned from the 2013 Flood and corrective action reviews.	N1.1

BUSINESS CONTINUITY

Supports Conference Board of Canada recommendation: *Strengthen EOC relationships and communication with clearly defined roles, responsibilities and authority.*

Strategy	Corporate Workplan	Business unit references in Action Plan
8. Develop corporate business continuity policy, templates and coordination to mitigate service disruption, identify interdependencies and reduce supply chain vulnerability.	i. Further business continuity and emergency response plan development in adherence to the New Administration Policy, Business Continuity Framework.	N3.1
	ii. Continue to conduct regular meetings with business continuity coordinators from across The Corporation.	N3.1
	iii. Confirm, implement and maintain corporate workplace business continuity plans.	N3.1
9. Identify and improve stock management to expedite resource acquisition during times of crises and shortages.	i. Implement communication enhancements for warehouse operations and launch rental equipment tracking improvements.	N3.2, N3.3
	ii. Continue to evaluate and implement required actions arising from the June 2013 Flood audits.	N3, N4, N5
10. Enhance flood mitigation strategies for City facilities and critical infrastructure.	i. Implementation of the Water Expert Panel recommendation to create graduated flood protection level requirements for City infrastructure.	N2
	ii. Work to align land use policy as changes to improve resilience are made corporately and provincially.	N2.5
11. Expand workforce planning to include staffing plans that support business continuity during large-scale emergencies.	i. Human Resources and Calgary Emergency Management Agency are working together with business continuity coordinators to implement the roll out of the skills inventory tool to assist in staff planning during crisis.	N3.1 & N3.2
	ii. Continue to advance tomorrow's workplace.	N3.2, N3.2
12. Enhance emergency management, response and initial recovery.	i. Relationship development and information sharing with Technical Assistance Centre will continue to ensure alignment regarding ongoing process change.	N3.1
	ii. Business units continue to implement Tactical Operations Centres where needed to enhance response and business continuity.	N3
13. Provide regular testing and modification of roles, responsibilities and decision-making processes.	i. Deliver Crisis Communications Team training and conduct crisis communications exercises quarterly to reflect lessons learned.	N2.1
	ii. Continue to coordinate training and exercises for operations in the EOC.	N3.1

RESOURCE MANAGEMENT

Strategy	Corporate Workplan	Business unit references in Action Plan
14. Develop the ability to relocate staff based on a skills inventory to assist in emergency-related tasks.	i. Complete the Corporate Skills Inventory	N1.1
15. Strengthen Tangible Capital Asset (TCA) reporting to develop a cross-departmental database of resources, attributes and location.	i. Utilize current corporate networks to request specific items during activation, especially the Asset Management Network and TCA Department Lead network. .	N3.2

WORKFORCE SAFETY AND WELLBEING

Supports Conference Board of Canada recommendation: *Prioritize and address the mental health and wellbeing of EOC officials and first responders.*

Strategy	Corporate Workplan	Business unit references in Action Plan
16. Develop alternative compensation mechanisms for staff required to work overtime during large-scale emergencies that understands the increased demands placed upon staff while maintaining transparency with citizens.	i. Develop thresholds and parameters for overtime during emergencies and disasters. ii. Coordinate with the province to address Disaster Recovery Program (DRP) regulations and options for alternative methods of compensation.	- W9.7, W2.4 - W9.7, W2.4
17. Develop provisions for disaster response to be incorporated into the comprehensive employee health and safety system.	i. Continue to develop opportunities to promote and engage the Alberta Health Services Psychosocial Health Team and their Psychological First Aid program. ii. Develop protocols to manage operational periods, workload and stress in emergency situations.	- N3.1, N3.3 - N3.1, N3.3
18. Incorporate into operations strategies that monitor the work demands, shift schedules and work life balance of employees during large-scale emergencies.	i. Better promote and encourage access to the Employee Family Assistance Program. ii. CEMA to promote and implement the safety officer function within the EOC.	- W9.3 - W9.3

CUTTING RED TAPE

Supports Conference Board of Canada recommendation: *Strengthen EOC relationships and communication with clearly defined roles, responsibilities and authority; and enhance information-sharing between levels of government, partners and field operations.*

Strategy	Corporate Workplan	Business unit references in Action Plan
19. Recognize the ongoing impact of the flood on citizens and continue to identify opportunities to reduce bureaucracy while speeding up processes that aid recovery.	i. Continue to liaise with the Province to understand residential and neighbourhood impacts on provincially purchased homes.	N2.1, H4
	ii. Planning and Development will continue development to improve the availability of the types of remote applications available.	N2.2, N2.6
	iii. Continue ongoing updates to ensure technology and spaces at temporary public service counters remain viable options	N2.2, N2.6
	iv. Continue to utilize community based outreach and frontline service delivery models.	N2.2, N2.6
20. Advocate for efficient, sufficient and timely financial relief for flood-affected citizens in the Provincial Disaster Recovery Program.	i. Continue to lobby for sessions geared towards Calgary DRP applications and appeals.	N2, N4