

CORPORATE FLOOD WORK PLAN

STRATEGIES AND 2015 READINESS

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Calgary Emergency Management Agency

EM2015-0246

2015 April 01

CEMA

AGENDA

EM2015-0248
ATTACHMENT 1



EM2015-0248
ATTACHMENT 2




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 Work plan	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.	N3.2
	ii. CEMA's READYCalgary train-the-trainer sessions to empower the community are scheduled through 2015-2018 to build community resilience and preparedness.	N3.3
	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.	N2.4
	iv. Planning & Development will continue to monitor displaced persons and affected dwellings while providing education for impacted homeowners.	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.	P12.1, P12.2, P12.4
	ii. Continue to advance community non-profit preparedness framework through the Emergency Preparedness Initiative.	P12.1, P12.3
	iii. Support flood recovery of First Nations program through the confirmation of funding, scope, charter and research.	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.	N1.2
	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.	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

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1. Community Response
 2. Communications
 3. Business Continuity
 4. Resource Management
 5. Workforce Safety and Wellbeing
 6. Cutting Red Tape



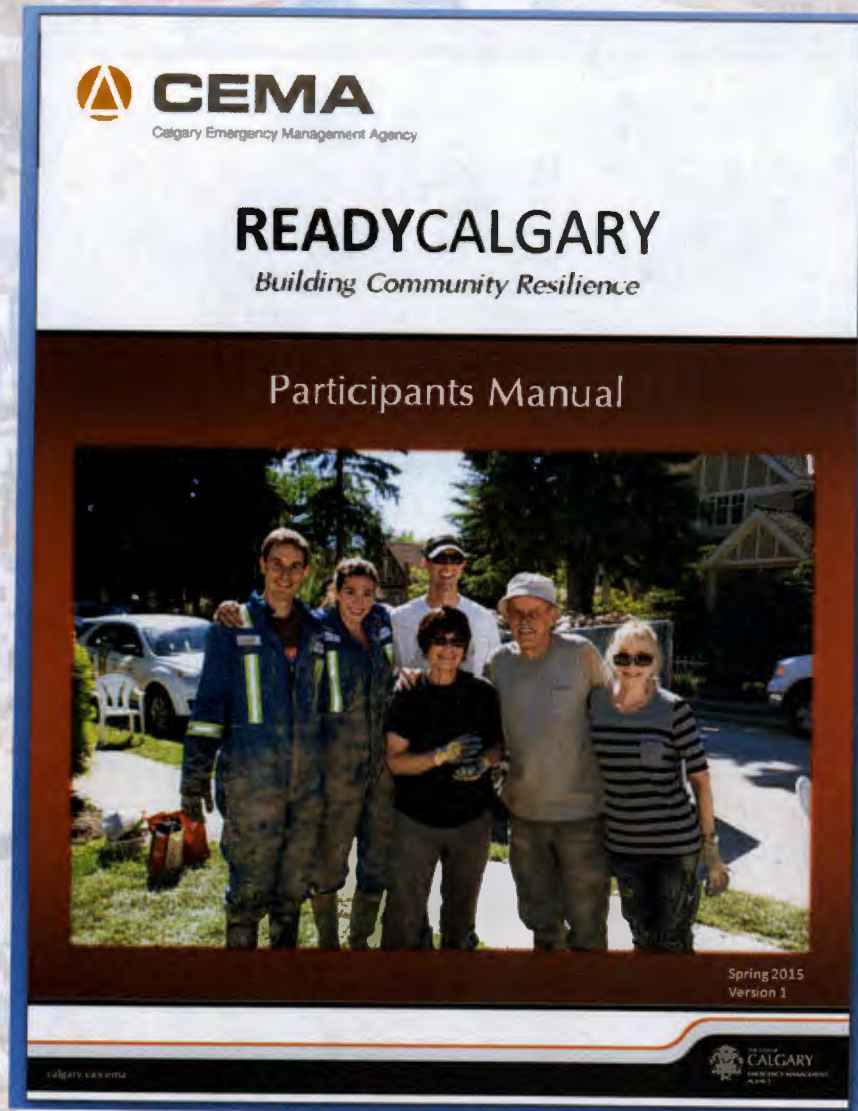


2015 READINESS

Select accomplishments



Community Response



- Actively engage and empower individuals to create a whole community
- Educate and inform Calgarians on the importance of emergency preparedness
- Develop forms of resilience to the negative impacts of future disasters

Community Response



STEP FOUR: MAKE A PLAN

Now that you have gained a better understanding of your business, its key functions, and its risks, it's time to put the knowledge together and make a Business Continuity Plan.

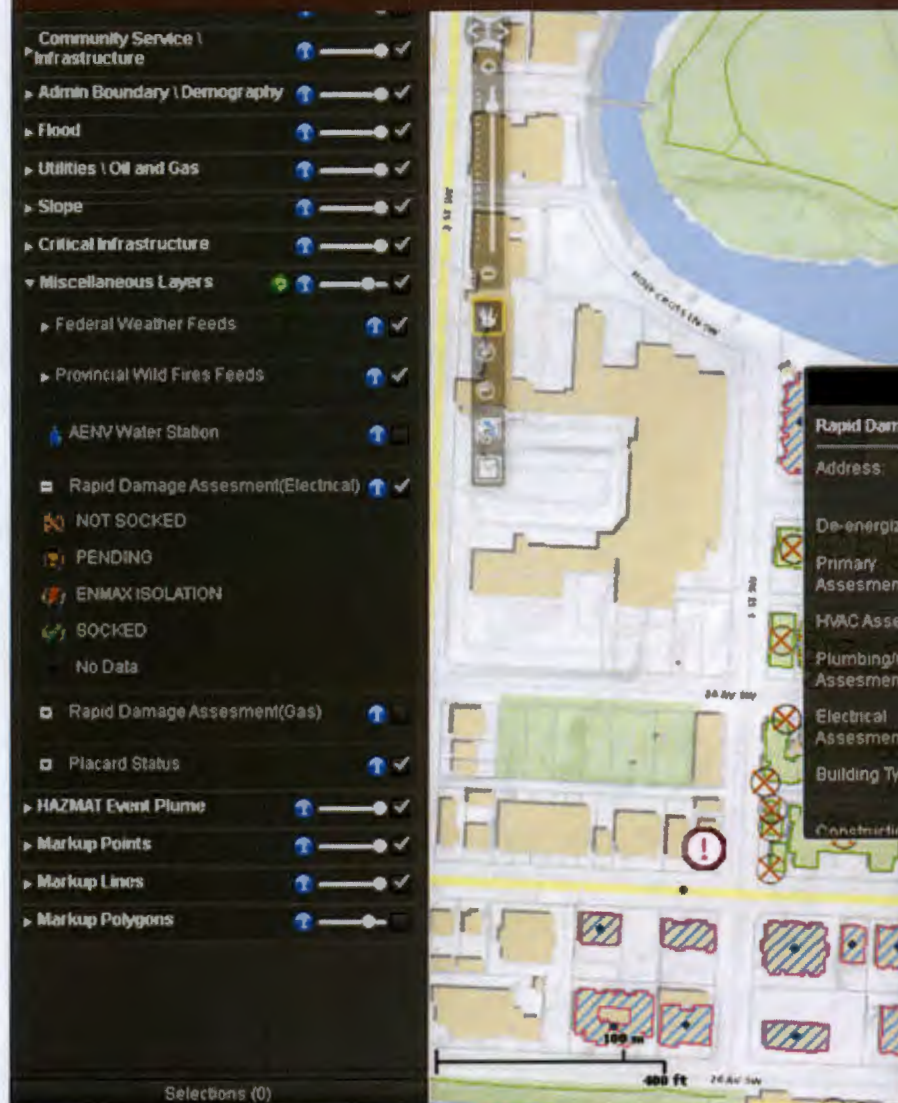
BUSINESS PLAN TEMPLATE

Following is a basic template to facilitate your planning. It is available to be as simple or as complex as your business requires. Prioritize your planning based on the criticality of your key business functions and the risk levels of potential threats.

PLAN	POWER OUTAGE
NAME LEVEL	1. Identify the critical functions of your business.
2. Identify the critical functions of your business.	
3. Identify the critical functions of your business.	
4. Identify the critical functions of your business.	
5. Identify the critical functions of your business.	
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8. Identify the critical functions of your business.	
9. Identify the critical functions of your business.	
10. Identify the critical functions of your business.	

- Handbook
- Online risk assessment templates
- Partnership with the Calgary Chamber of Commerce & Calgary Economic Development

Communications



- Enhanced Common Operating Picture (COP) tool
- Trained key stakeholders & expanded (COP) users
- Incorporated into critical data flow projects

Business Continuity

Business Continuity Planning

Critical Infrastructure Identification

Hazard Identification & Risk Assessment

Essential Services Identification

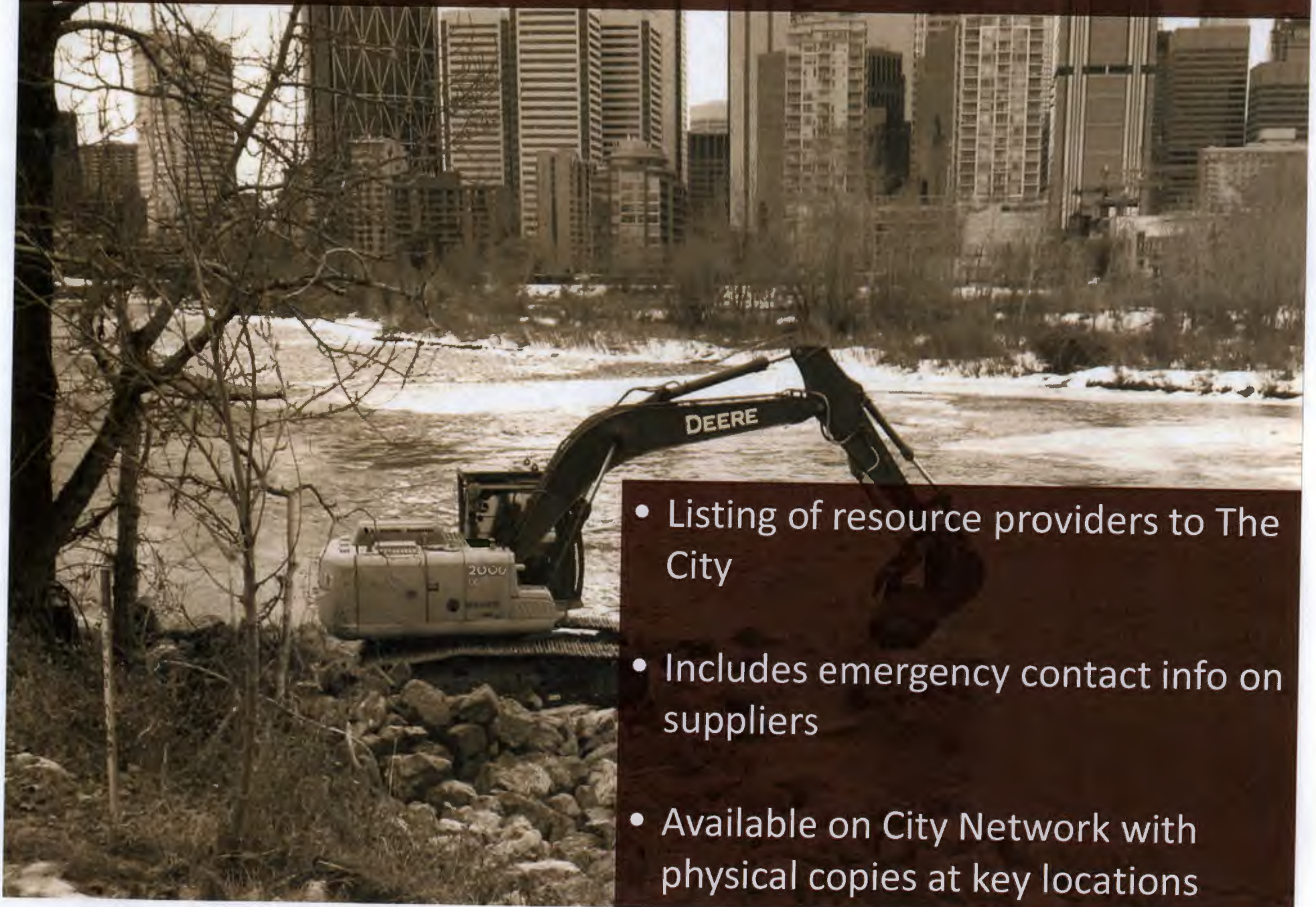
Business Impact Analysis

Business
Continuity Plans

Exercise /
Validation

- Approved Administration Policy on Business Continuity Planning
- Developed Corporate templates
- Ongoing Business Continuity Coordinator engagement

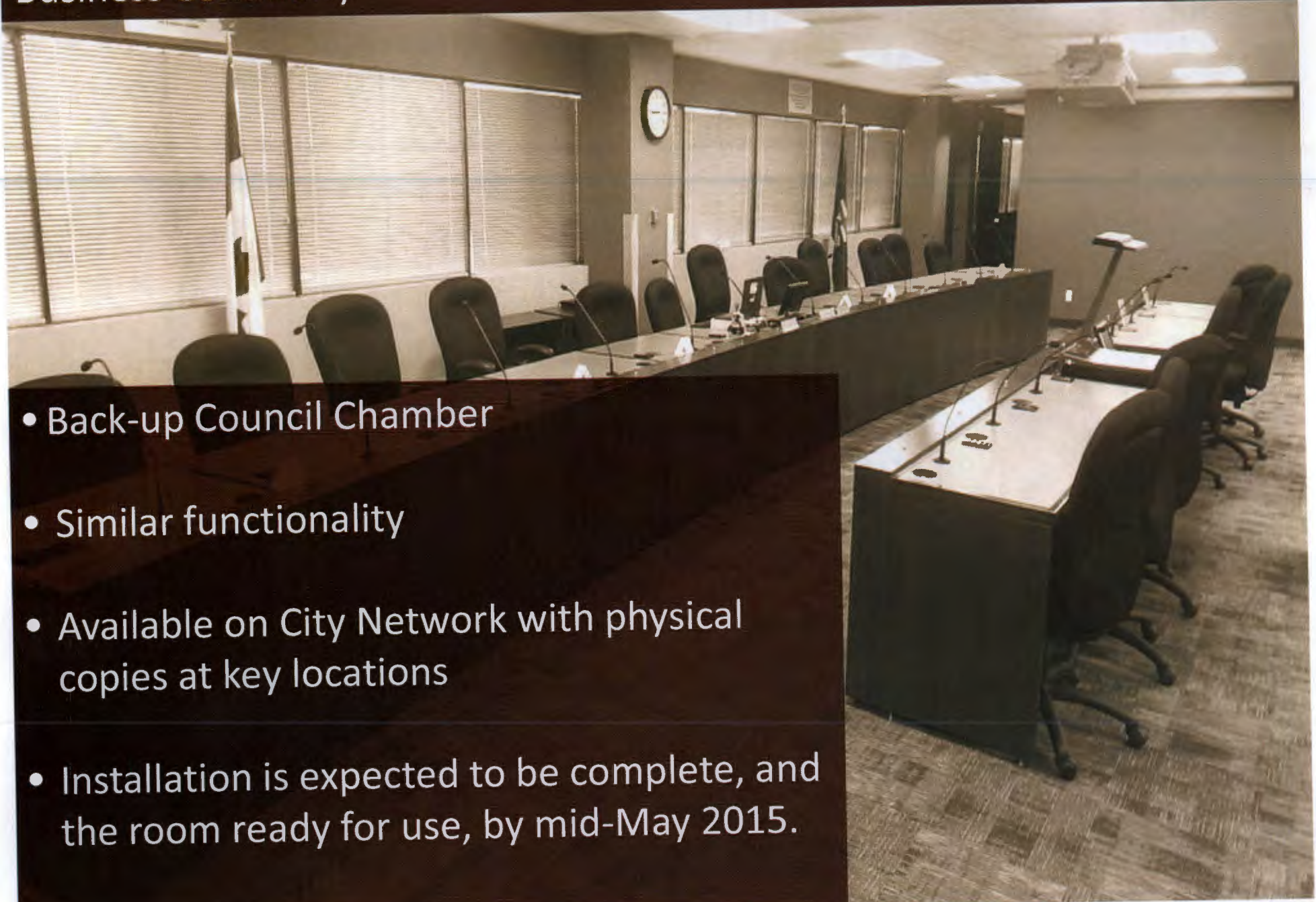
Business Continuity



- Listing of resource providers to The City
- Includes emergency contact info on suppliers
- Available on City Network with physical copies at key locations

Business Continuity

- Back-up Council Chamber
- Similar functionality
- Available on City Network with physical copies at key locations
- Installation is expected to be complete, and the room ready for use, by mid-May 2015.



Resource Management

Corporate Skills Inventory

- Identifies competencies, education, licenses and training required
- Human Resources with CEMA and Business Continuity Coordinators

Torching the Tape

A photograph of a person from behind, standing on a porch. They are wearing a dark vest with 'INSPECTIONS' written on the back and a large white 'X' graphic. The porch has a white railing and a window with vertical blinds. A tree is visible to the right.

Critical data collection & reporting

- Consistent and timely process to collect, analyze and disseminate information across various stakeholders
- Shares information with the EOC and COP
- Citizens to access to real time data on their property

Torching the Tape

Disaster Recovery Advocacy

- Additional DRP staff and outreach in the Calgary office to expedite application processing
- Continuation of Property Tax Relief Program
- Extension of the Flood Permit Grant Program
- Collaborative sharing of information with stakeholders to raise issues and identify solutions

Administration Recommendation(s):

That the Emergency Management Committee recommends that Council receive this report for information.



CEMA



Thank you

