Presentation Overview

- Alberta Emergency Management Agency
- Mandate
- Governance
- Business Continuity Program History
- Government of Alberta Business Continuity Plan
  - Cross-Government Coordination Team
- Summary

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The Alberta Emergency Management Agency (AEMA)

- Created through passage of Bill 30, *The Emergency Management Act* in June 2007
- Combined the former Emergency Management Alberta Branch of the Ministry of Municipal Affairs and the Fire Commissioner’s Office
- Mandate:
  
  To be accountable and responsible to our Government and to Albertans for effectively ensuring the protection of people, their property, their communities and industry, and their environment from the effects of emergency events

- Comprehensive EM framework
  
  - Municipalities, industry, GoA departments, other system partners
    
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Mandate

• Governance
  – Emergency Management Act
  – Government Emergency Management Regulation
  – Alberta Emergency Plan
  – Government of Alberta Business Continuity Plan
GEMR

- Regulations are: The administrative details of an act.
- Regulation came into force on Jan 1, 2008.
  - Business Continuity Plans
  - Consequence Management Plans
Government Emergency Management Regulation – AEMA Responsibilities

• be the coordinating agency for, and provide strategic policy direction and leadership to the Government and its emergency management partners.

• It is the Agency’s job to lead the Government and its partners to establish appropriate policies to deal with emergencies.

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Government Emergency Management Regulation – AEMA Responsibilities

• develop, implement, manage and maintain the Alberta emergency management system as described in the Alberta Emergency Plan,

• in consultation with one or more departments, co-ordinate the development of hazard-specific plans to be implemented and maintained under the responsibility of one or more of those departments,

• assist local authorities in the preparation, implementation and maintenance of their municipal plans,

• conduct or facilitate training for employees of the Government or of municipalities or for other persons who have functions and responsibilities under this Regulation.

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Government Emergency Management Regulation – AEMA Responsibilities

• in consultation with departments and emergency management partners, develop, implement and maintain a comprehensive plan to be known as the “Alberta Emergency Plan”, which shall include
  – a description of the Alberta emergency management system,
  – the Government of Alberta Business Continuity Plan and any hazard-specific plan required,
  – the roles and responsibilities of departments and emergency management partners,
    • generally in the Alberta emergency management system, and
    • specifically in the preparation, implementation and maintenance of plans required by departments and local authorities, and
  – the procedures for the co-ordination of emergencies,

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Government Emergency Management Regulation – *Other Department Responsibilities*

- Each department must prepare, implement and maintain plans, including reviewing the effectiveness of the plans, as required by the Agency under this regulation and the Alberta Emergency Plan.

- The Alberta Emergency Plan tells each department what it must do to be prepared for emergency operations and what services it must be able to provide in support of a government response effort.
Government Emergency Management Regulation – Other Department Responsibilities

• A department may require an agency, board, commission or Crown corporation that reports to the Minister of that department to prepare, implement and maintain emergency plans for that agency, board, commission or Crown corporation.

• Agencies, Boards and Commissions can be directed by the parent ministry to develop emergency plans, we just need to convince the “Ministry in Question” to do so.
Alberta Emergency Plan

• Revised version (current plan is dated 2000)
• Systems document which outlines roles of the following in preparing for, responding to and recovering from emergency events
  – Local authorities
  – Government of Alberta departments
  – Emergency Management Partners
  – Industry
  – NGOs
  – Federal Government

• Specific tasks/responsibilities related to BCP/EM are assigned to Government departments

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Business Continuity Program History

• Established following events of Sept. 11, 2001
• Identified priority Ministries (year 1 and year 2)
• Emergency Management Alberta Role:
  – Cross-Ministry Coordination:
    • Alternate sites
    • Training and awareness
    • Service level agreements with shared service providers
    • Cross-Government Coordination Team
    • Government of Alberta Business Continuity Plan

• Formal Plan Audits and Feedback
  – Accountability at DM level (as per regulation)

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Business Continuity Program History

• 2004
  – Program in maintenance mode
  – Challenges with plan “upkeep”

• Program was re-invigorated 2005/06 with H5N1 virus and interest in pandemic influenza planning
• Importance of all-hazards approach became clearer
• Awareness of BCP increased with media focus on major incidents as well
  – Blackouts in Eastern Canada/ US
  – Hurricane Katrina
  – Local events

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Operations & Planning Section

- Risk, Plans & Consequence Management Program
  - Business Continuity
  - Hazard-Specific Planning
  - Government Emergency Operations Centre
  - Continuity Management Centre
  - Alberta Emergency Plan
  - Risk Assessment

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BCP Section - Annual Activities

- Plan updates and submissions
- Plan reviews
  - Established criteria, bi-annual review cycle
- Semi-annual exercise program
- Cross-Government Coordination Activities
  - GoA BCP (cross-government plan)
  - CGCT training
  - Refresher training/skills development
- Strategic BCP Initiatives
  - DRP
  - Crisis Communications

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Plan Reviews- What Are We Looking For?

- Essential Services- Defined? Appropriate?
- Activation/De-activation protocol?
- Incident Reporting? (to AEMA as well)
- Succession plan?
- Alternate site strategy? (Particularly for critical and vital services)
- Contact lists?
- Date of last update?
- Ability to support GEOC? CGCT?
- Date last exercised?
- Endorsed by the Deputy Minister (or equivalent)?
Defining Essential Services in Alberta

LIST OF SERVICES

- Desired Services
- Necessary Services
- Vital Services
- Critical Services

TIME

- Less than 24 hours
- 72 hours
- <10 business days
- > than 10 business days

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Essential Services Criteria

• **CRITICAL**
  – services that **MUST** be provided **IMMEDIATELY** or they will result in the loss of life, infrastructure destruction, loss of confidence, and significant loss of revenue. These services require resumption **WITHIN 24 HOURS** of interruption.

• **VITAL**
  – services that must be provided **within 72 hours** or will likely result in loss of life, infrastructure destruction, loss of confidence, and significant loss of revenue or disproportionate recovery costs.

• **NECESSARY**
  – services that must be resumed **within two weeks**, or could result in considerable loss, further destruction or disproportionate recovery costs.

• **DESIRED**
  – services that could be delayed **two weeks or longer**, but are required in order to return to normal operating conditions and alleviate further disruption or disturbance to normal conditions.

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Government of Alberta BCP

• Provides support to all departmental Business Continuity Plans upon activation
• Outlines the framework by which the Government manages the recovery of its own operations (for a single or multi-department disruptive event)
• Establishes the Cross Government Coordination Team (CGCT) as the organization that will coordinate the provision of resources during the response and recovery phases following a disruption
• Identifies the Solicitor General Staff College as a dedicated alternate facility for government BCP purposes
• Established under the Alberta Emergency Plan as a responsibility of the agency
Incident

Classify (Min/Mod/Maj)

Decision to Activate GoA BCP and CMC

Activate CMC and GoA BCP

Ministry A

Ministry B

Ministry C

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Cross-Government Coordination Team

• Team of subject matter experts representing corporate service areas in government with the ability to make decisions, provide advice and/or acquire resources to support departments in the implementation of their BCPs

• Upon activation may be required to make recommendations about the priority of the restoration of essential services

• Assist with issues related to HR policies, finance, risk management, insurance, accommodations etc. so that consistency of approach and maximum value are achieved during a cross-government incident
Government Emergency Operations Centre

Linked To Departmental Supporting Ops Centres

Linked To All Communications Partners

Linked To 314 Municipalities and 46 First Nations Communities
Current BCP Initiatives

• Publication of IT BCP Guide version 1.0
  – Addition to our BCP Guide (available on AEMA website shortly)
• Developing strategy & toolkits for municipal government use
  – Tied to Pandemic Influenza initiatives
• Examining application of Incident Command System to existing BCP “model” used within departments
• SharePoint site for Departmental BCP representatives
• Development of a database/information system to collect resource requirements/data linked to essential services
  – Confirmation of Cross-Government Essential Services List
• Integrating deliverables related to PI planning
  – Workplace health & safety guidelines and impacts on government service provision
  – HR policies

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Summary & Key Lessons

• Maturity through Co-operation
  – Learn, Share, Emulate
• Identify learning opportunities- e.g. real incidents
• Understand risk management (both process related and physical risk)
• Importance of training and exercising
• Coordinated Approach vs. Independent Projects
• Legislation & Regulation must support EM activities
Thank-you!

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