



Medicine Hat



Operational Ease: Making Emergency Management Work at the City of Medicine Hat

What is Emergency Management?

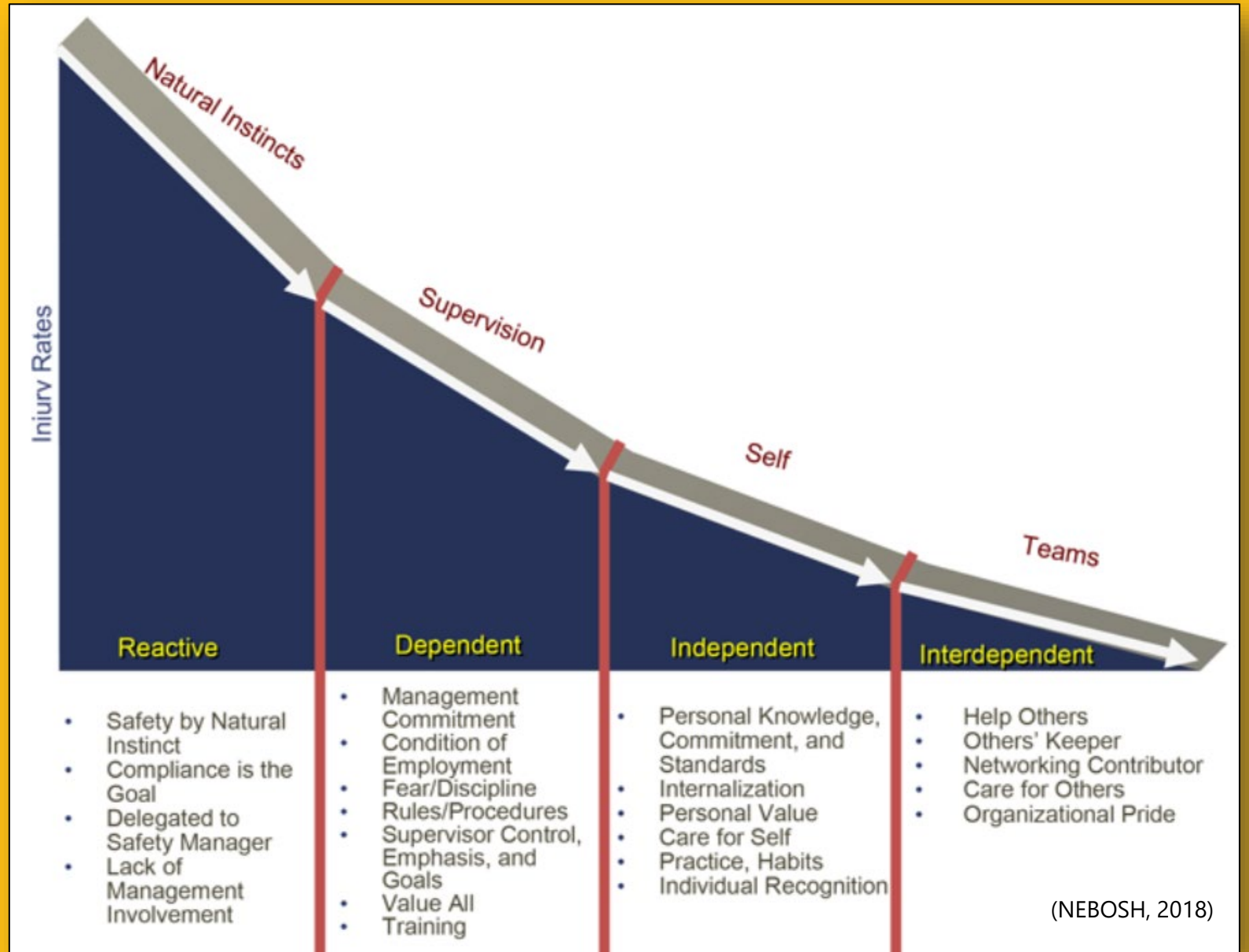
A management system describes the way in which companies organize themselves in their structures and processes in order to act systematically, ensure smooth processes and achieve planned results (DQS, n.d.).

Emergency management is the managerial function charged with creating the framework within which communities reduce vulnerability to threats/hazards and cope with disasters (FEMA, n.d.).



The complexities...

Maturity Matters



(NEBOSH, 2018)

Breaking the Mould

Guiding Principles

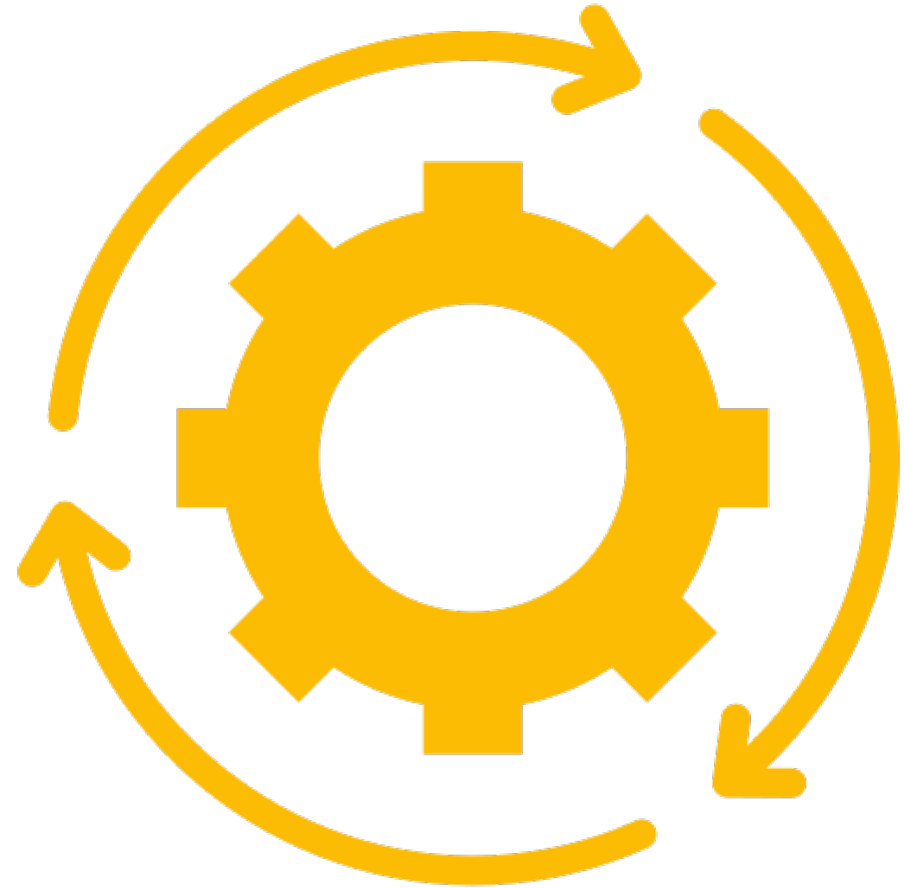
1. Continuity of command is necessary
2. We train in ICS, so we will use ICS
3. Operations is our focus
4. Nothing is missed
5. Emergency Management is a corporate service



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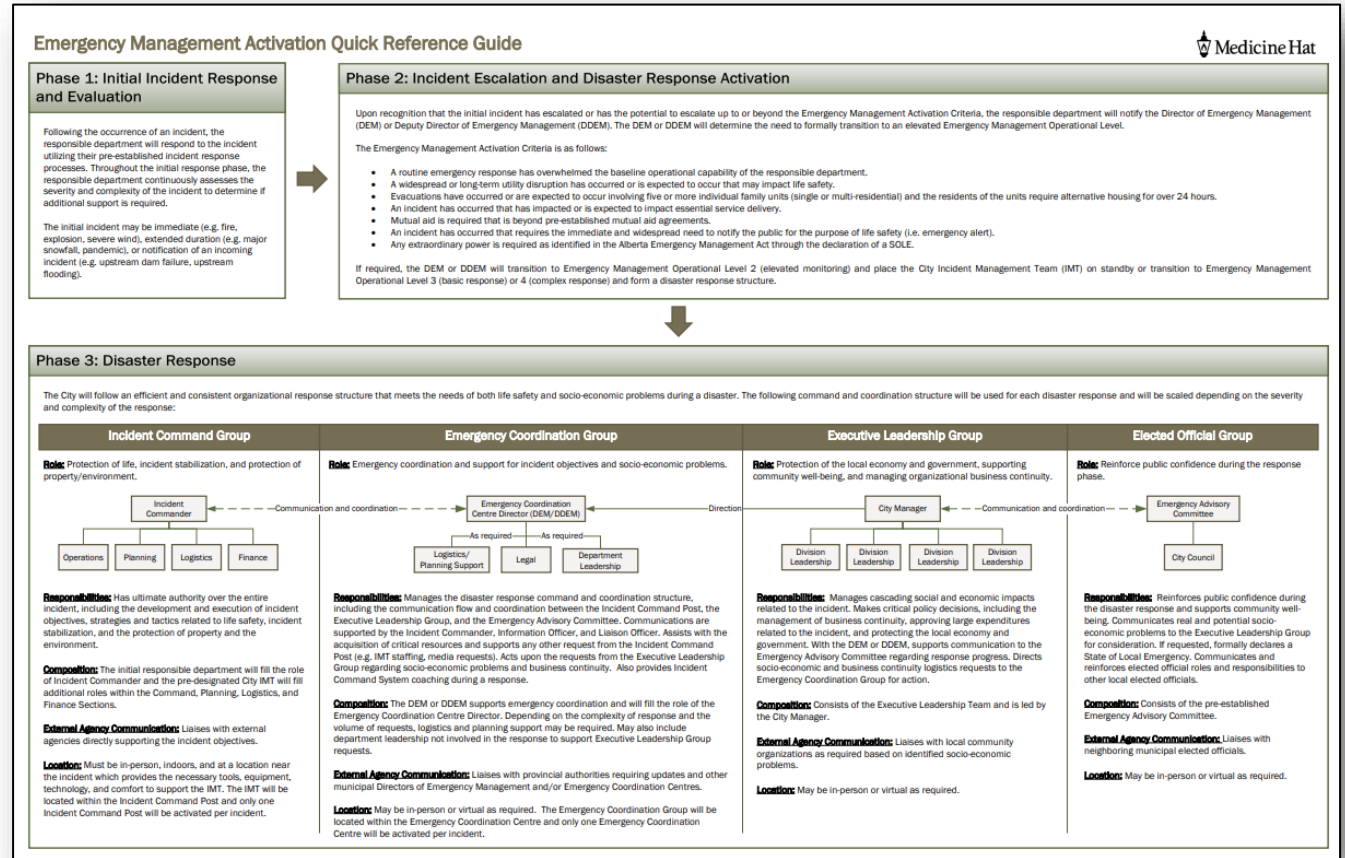
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- *A routine emergency response has overwhelmed the baseline operational capability of the responsible department.*
- *A widespread or long-term utility disruption has occurred or is expected to occur that may impact life safety.*
- *Evacuations have occurred or are expected to occur involving five or more individual family units (single or multi-residential) and the residents of the units require alternative housing for over 24 hours.*
- *An incident has occurred that has impacted or is expected to impact essential service delivery.*
- *Mutual aid is required that is beyond pre-established mutual aid agreements.*
- *An incident has occurred that requires the immediate and widespread need to notify the public for the purpose of life safety (i.e. emergency alert).*
- *Any extraordinary power is required as identified in the Alberta Emergency Management Act through the declaration of a SOLE.*

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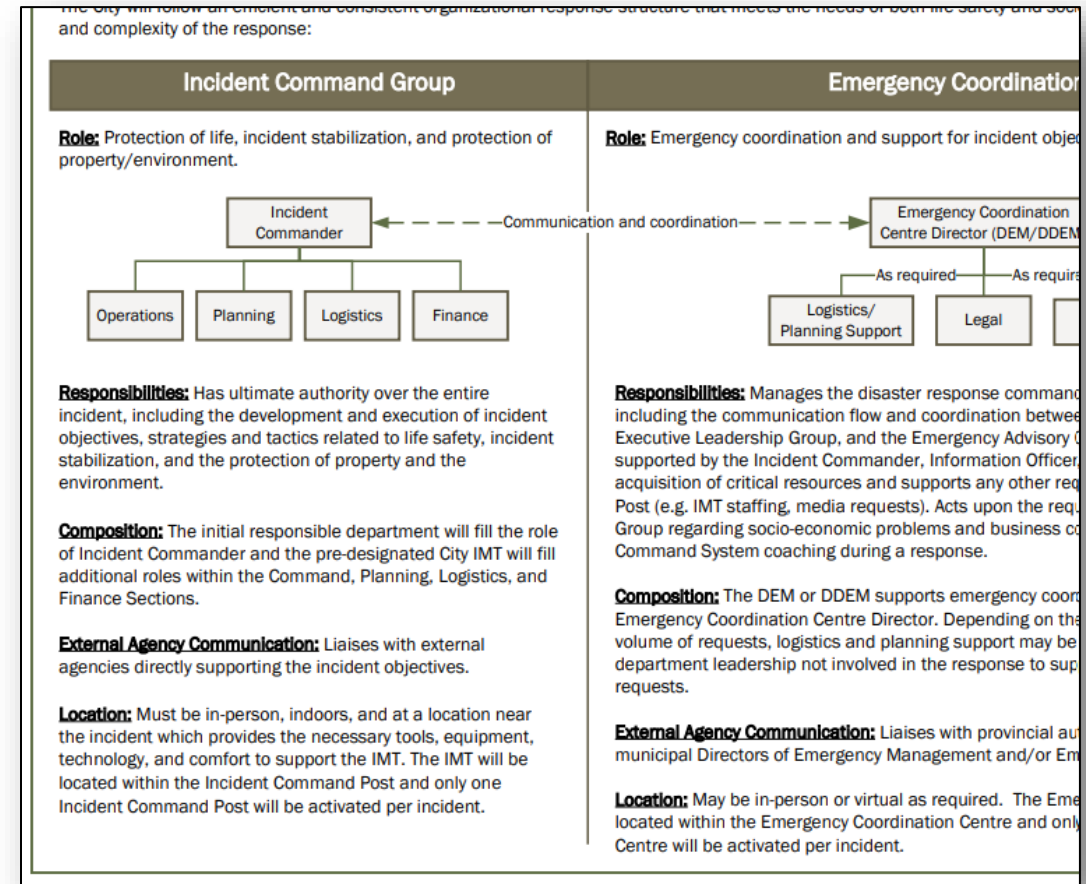
Severe Snow

Lead Agency	Municipal Works
Activation Criteria	When a major snowfall occurs with snow accumulation greater than 25 cm and/or combination of snow, freezing rain, and wind; and reduced mobility to the point that emergency vehicles cannot travel on city streets, mobility across the city is severely impacted, and the regular winter maintenance level of service applicable to typical winter snow events cannot be met.
Incident Command Post Location	188 Kipling Street SE (Municipal Works Building)

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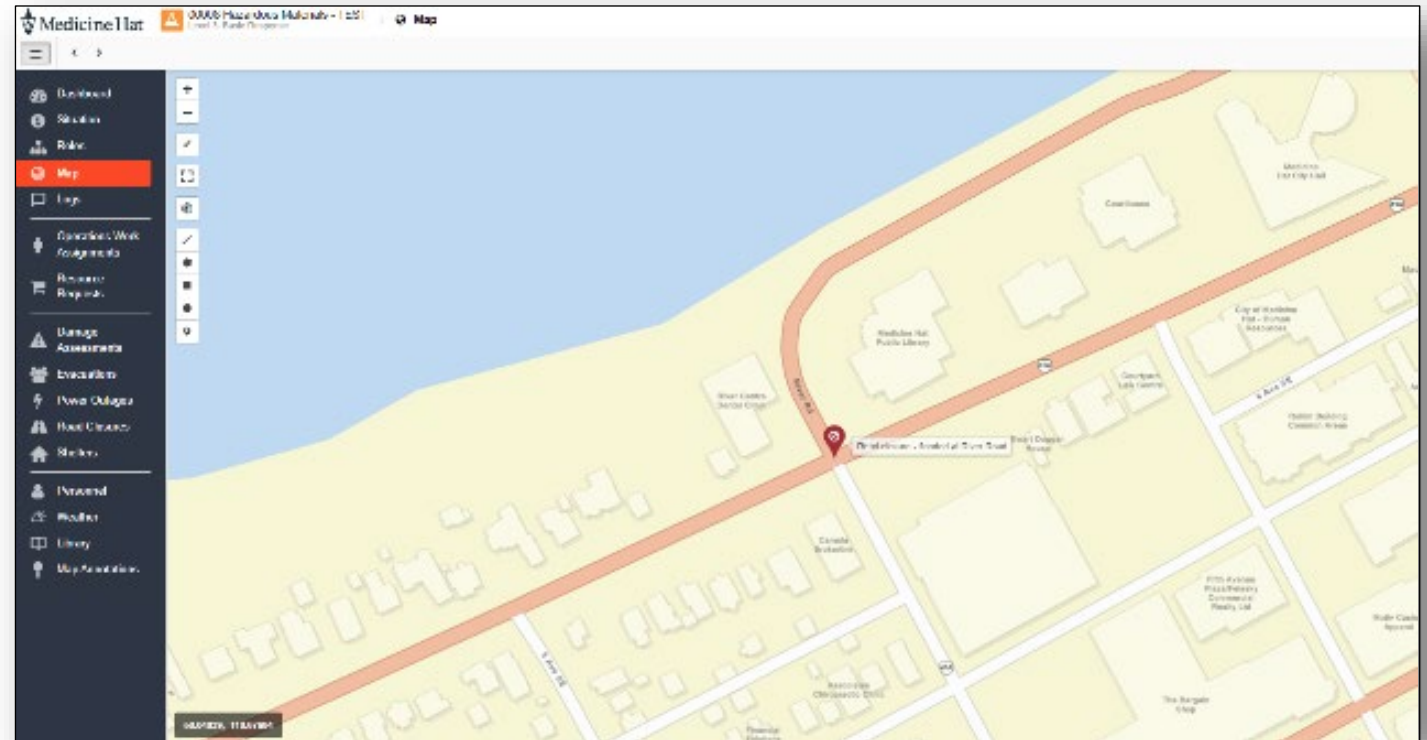
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Operational Level	Conditions	Organizational Expectations	Functional Operations	Authority to Activate
Level 1: Routine Monitoring	Monitoring emerging events for situational awareness.	Regular monitoring through the Emergency Management Department.	Regular monitoring through the Emergency Management Department.	Director of Emergency Management
Level 2: Elevated Monitoring & Preparation for Significant Event	Heightened level of monitoring for situational awareness and potential event escalation (e.g., notification of future severe weather events such as tornado, snow, or wind).	Mandatory preparation and/or partial activation.	Director of Emergency Management issues standby notice to all impacted departments and informs City Manager of potential significant event. Dependent on potential event, may require partial activation.	Director of Emergency Management
Level 3: Basic Response	A Type 3 incident requiring a basic response (e.g., major weather event exceeding normal operational response), or high risk planned event (e.g., high ranking public official visit, large protests).	Mandatory coordination of pre-identified City departments. Non-critical services/ operations of all pre-identified City departments are postponed at the discretion of the Director of Emergency Management as required for assistance to the response.	Incident Command Post and Emergency Coordination Centre are partially staffed as required.	City Manager upon recommendation from the Director of Emergency Management
Level 4: Complex Response	A Type 2 or 1 incident requiring a complex response (e.g., overland flooding, severe tornado, widespread terrorist acts, critical industrial incidents).	Mandatory coordination of all City departments. Non-critical services/ operations of all City departments are postponed at the discretion of the Director of Emergency Management as required for assistance to the response.	Incident Command Post and Emergency Coordination Centre are fully staffed.	City Manager upon recommendation from the Director of Emergency Management

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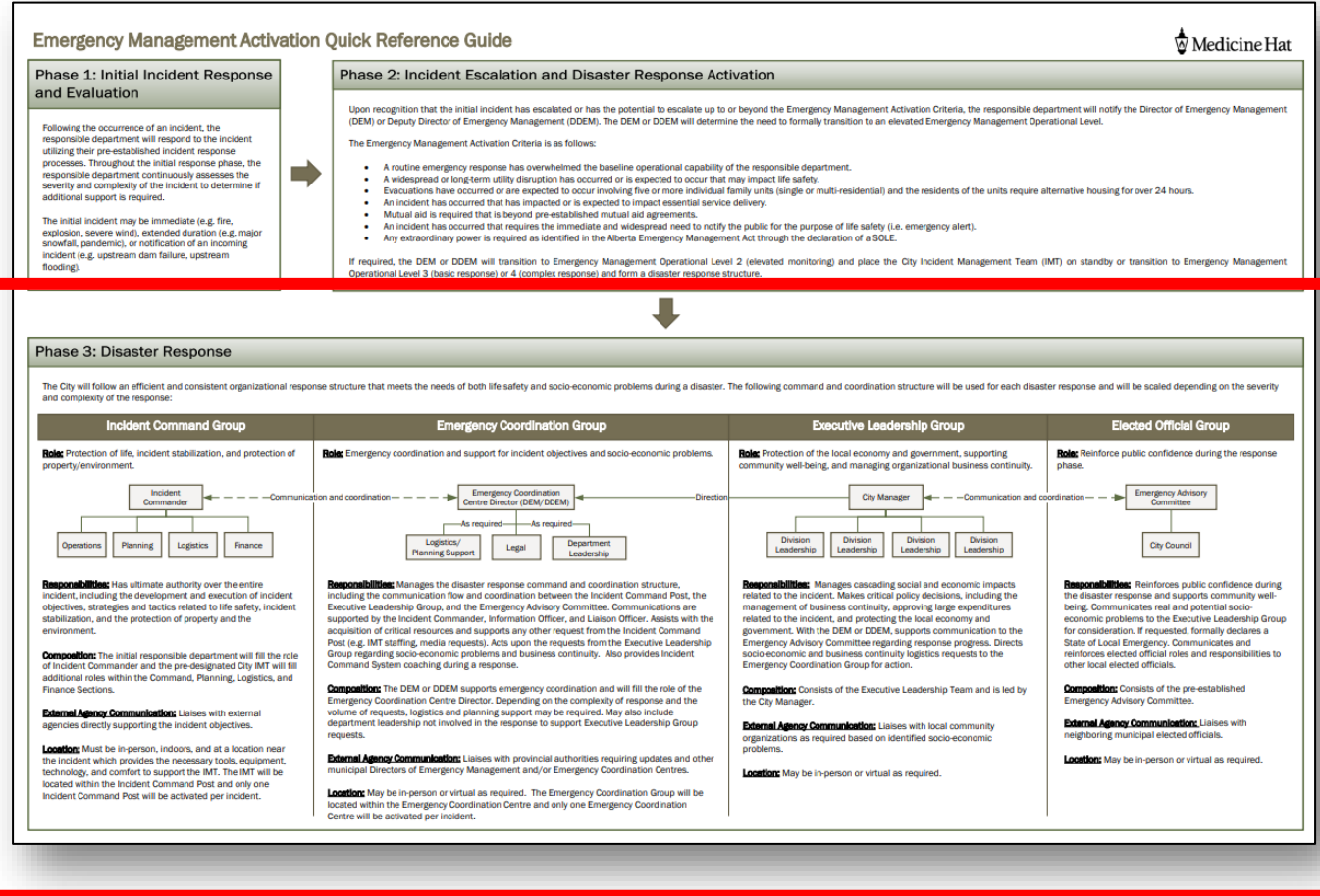
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Questions?

References

Emergency management definition. (n.d.). Federal Emergency Management Agency. https://emilms.fema.gov/is_0230e/groups/999.html

How to improve safety culture through sub-committees. (2018, November 29). NEBOSH. <https://www.nebosh.org.uk/our-news-and-events/our-news/improving-safety-culture-through-sub-committees/>

What is a management system? (n.d.). DQS Holding GmbH. <https://www.dqsglobal.com/intl/learn/dqs-knowledge-center/what-is-a-management-system>