TITLE
EMERGENCY AND DISASTER MANAGEMENT

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SPONSOR Vice President & Chief Health Operations Officer, Central and Southern Alberta and Chief Audit Executive, Internal Audit & Enterprise Risk Management	**REVISION EFFECTIVE DATE** Not applicable
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NOTE: The first appearance of terms in bold in the body of this document (except titles) are defined terms – please refer to the Definitions section.

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OBJECTIVES

- To ensure that Alberta Health Services (AHS) emergency and disaster management measures:

    o support the safety of AHS employees, members of the medical and midwifery staffs, students, volunteers, patients, visitors, and others acting on behalf of AHS (including contracted service providers as necessary);

    o enable continuity of patient care services and critical business operations; and

    o mitigate potential negative health consequences (physical and psychological) of an emergency/disaster.

- To promote a standardized, integrated, whole organization approach to emergency management planning, preparedness, response, and recovery.

PRINCIPLES

- Legislation/Regulation Compliance: Emergency and disaster management measures comply with applicable legislation, regulations, and standards.

- Operational Practice: Emergency and disaster management is part of the organization's integral and normal business practices.

- Program Responsibilities: A comprehensive AHS Emergency/Disaster Management (E/DM) Program coordinates and integrates activities necessary to build, sustain, and improve the

capability of and capacity for the prevention/mitigation of, preparedness for, response to, and recovery from emergencies/disasters.

- Standardized Approach: Standardized emergency and disaster management organizational structures, functions, processes, tools, forms, resources and terminology exist for use at all levels of emergency response.

- Policy Alignment: This Policy is informed by the AHS' *Enterprise Risk Management* Policy and aligns with the *Business Continuity Management* Policy.

APPLICABILITY

Compliance with this document is required by all Alberta Health Services employees, members of the medical and midwifery staffs, Students, Volunteers, and other persons acting on behalf of Alberta Health Services (including contracted service providers as necessary).

ELEMENTS

1. **Program Management**

    1.1 Alberta Health Services' E/DM Program is directed by *AHS' Framework for Emergency and Disaster Management* that supports the four inter-dependent pillars of emergency management – mitigation, planning/preparedness, response and recovery.

2. **Legislative Adherence**

    2.1 The E/DM Program shall keep abreast of, and work with Provincial, Zone, and Program/Service Department leaders to promote adherence with current applicable federal, provincial, and municipal legislation, regulations, and standards.

3. **Incident Management System (IMS)**

    3.1 AHS employs an **Incident Management System** that:

    a) is "**all hazards**" based and represents a core set of concepts, principles, terminology, and organizational processes that enable effective, timely, and collaborative management of any emergency or disaster incident;

    b) utilizes an organizational structure based on the Incident Command System, which enables rapid integration and connectivity between sites, services, zones, external partners, and stakeholders; and

    c) is coordinated and integrated with incident management structures used by Alberta Health, the Government of Alberta, and related external agencies' Incident Management Systems.

3.2   The E/DM Program acts as the AHS 24/7 on-call single point of contact for Alberta Health, the Government of Alberta, and external agencies regarding emergencies or disasters.

4.   Business Continuity Management

4.1   The E/DM Program incorporates a *Business Continuity Management Framework* and Policy to assure that critical health services are continually delivered to patients and the community.

5.   Standardized Emergency Response and Contingency Plans

5.1   The E/DM Program incorporates a standardized approach to planning, response and recovery plans, procedures and forms.

    a)   The *Emergency Response Codes* Policy outlines the standardized emergency response codes used throughout AHS.

    b)   Standardized resources and tools shall be housed on the E/DM Program webpage.

5.2   E/DM Provincial, Zone, Site, Program/Service Department leaders shall customize applicable AHS Emergency Response Codes and associated procedures, and emergency response and contingency plan templates relevant to their respective area(s) of responsibility.

5.3   AHS employees, members of the medical and midwifery staffs, Volunteers and Students shall familiarize themselves with AHS Emergency Response Codes and associated procedures during orientation to their respective area(s) of work.

5.4   AHS employees, members of the medical and midwifery staffs, Volunteers and Students should familiarize themselves with emergency response and contingency plans, and related procedures relevant to their respective area(s) of work.

6.   Education and Training

6.1   The *E/DM Program's Education Strategy and Framework* outlines emergency and disaster management strategic goals, objectives, competencies, course inventory, and performance measures for education and training efforts.

6.2   The E/DM Program supports, prepares, and/or facilitates regular discussion/operations-based emergency/disaster exercises and drills at department, site, zone, and provincial levels as well as facilitating participation in external agency exercises.

6.3   Provincial, Zone, Site, Program/Service Department leaders, and emergency and disaster planners shall be knowledgeable of and complete applicable AHS Incident Management System training.

6.4   AHS employees, members of the medical and midwifery staffs, Students and Volunteers shall complete Emergency and Disaster Management Annual Continuing Education (ACE) on-line learning modules to support their knowledge and response to an emergency/disaster.

6.5   AHS employees, medical and midwifery staffs, Students and Volunteers should complete non-ACE Emergency and Disaster Management on-line learning modules to support their knowledge and response to an emergency/disaster.

6.6   AHS employees, members of the medical and midwifery staffs, Students and Volunteers (where applicable) should participate in emergency and disaster exercises and drills relevant to their respective area(s) of work.

7.   Emergency/Disaster Equipment and Supplies Stockpile

7.1   The E/DM Program in conjunction with Contracting, Procurement and Supply Management oversees the management of the AHS provincial Stockpile inventory of critical supplies and equipment available to support business continuance in the event of an emergency/disaster and/or communicable disease outbreak/pandemic.

8.   Quality Improvement

8.1   The E/DM Program shall:

a)   identify and apply benchmarked best practices in emergency management during prevention/mitigation, preparedness, response, and recovery; and

b)   apply a systematic approach of quality improvement across all phases of emergency management for understanding and measuring performance, identifying solutions to performance shortfalls, and implementing changes to improve outcomes.

DEFINITIONS

All Hazards means an approach for prevention, protection, preparedness, response, and recovery that addresses a full range of threats and hazards, including domestic terrorist attacks, natural and man-made disasters, accidental disruptions, and other emergencies.

Business Continuity Management means a holistic management process that identifies potential impacts that threaten an organization and provides a framework for building resilience with the capability for an effective response that safeguards the interests of its key stakeholders, reputation, brand and value creating activities. It is the management of recovery and continuity of critical business and technology services in the event of a disaster. Also the management of the overall program through training, rehearsals, and reviews to ensure the plan stays current and up to date.

Incident Management System means an approach aimed at incorporating consistent and integrated best practices into a comprehensive framework for use by emergency management and response personnel in an all-hazards context across AHS.

REFERENCES

- Alberta Health Services Governance Documents:
  - *Business Continuity Management* Policy (#1183)
  - *Emergency Response Codes* Policy (#1132)
  - *Enterprise Risk Management* Policy (#1125)
- Alberta Health Services Resources:
  - *AHS' Framework for Emergency and Disaster Management*
  - *Business Continuity Management Framework*
  - *Emergency/Disaster Management Education Strategy and Framework*
  - *Incident Management System*

VERSION HISTORY

Date	Action Taken
April 10, 2019	Non-substantive change
Click here to enter a date	Optional: Choose an item