Municipal Emergency Plan (MEP)
Emergency Social Services (ESS) Plan

Function:	MEP Supporting Documentation		
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Document Library	MEP, ESS Annex		

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Approved By:

DEM	Date

Purpose / Background

As required under the LEMR and outlined in the Response segment of the MEP, Strathcona County shall develop an Emergency Social Services (ESS) Plan to guide the activation and operation of its emergency social services (ESS) response functions and components in support of an extraordinary event.

Scope

This plan shall describe corporate processes and procedures for emergency social services response functions during extraordinary events but excludes those of departments responding to emergency sites as part of their daily operations (i.e. RCMP, SCES, TAS, Utilities and industrial response personnel).

Detailed operational procedures, policies and decision trees are outlined in the ESS Annex linked and appended to this Plan.

Plan Objectives:

1. Provide a guide for consistent and effective activation of the emergency social services response component including:
    a. notification, activation, deployment, demobilization and/or transfer of leadership
    b. communication, coordination and participation at all levels of response
    c. linkages between the emergency site (IMTs/ICPs) and municipal (EOC, EAC) / provincial operations (POC and/or PESS[1])
2. Provide a framework for an effective records and crisis information management process
3. Identify processes for implementation, maintenance and continual improvement of both the Plan and supporting documentation

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[1] Provincial Operations Center and Provincial Emergency Social Services

Notification

Notification of any response component of the Strathcona MEP shall be accomplished via the Strathcona Alert System, according to related policies and processes found in the Communications and Warning Annex, and referred to in the various sections below.

Activation

For specific decision trees and steps for activation of notifications and response components, refer to the following Quick Reference Guides appended to the Emergency Operations Plan (EOP):

- Strathcona Response Decision Chart QRG
- Response Escalation Triggers (AEMA) QRG
- Incident Complexity Analysis (AEMA) QRG
- Key Emergency Management Linkages QRG

Step 1:   Decide to Activate ESS Response Components (the ESS IMT)

The decision to activate, and the responsibility for that decision is based on escalation order and criteria. For a quick overview, refer to the Strathcona Response Decision Chart QRG in the Emergency Operations Plan (EOP) Annex.

Step 2: Select Resources (Rosters)

The ESS IMT Roster will maintained by FCS specifically for an ESS response. For full details on other team membership, selection criteria, deployment expectations and supporting documentation, refer to the Roster Annex appended to this plan.

Step 3: Deploy Resources

Once the appropriate resources are selected, initiate team deployment via SC Alerts. Refer to the Communications and Warning Annex for full alert activation procedures or the Strathcona Response Decision Chart QRG for a quick overview.

Step 4: Manage the event

Using the applicable response component policies, plans, procedures, decision trees and other supporting documentation contained within the ESS Annex, manage the incident to achieve the objectives of the MEP.

Step 5:

a) Demobilize Resources

Using the applicable response component policies, plans, procedures, decision trees and other supporting documentation contained within the ESS Annex, effectively demobilize resources to achieve the objectives of the MEP. The ESS IMT will be responsible to amend the generic Demobilization Plan as appropriate, or develop and implement their own demobilization plan, based on ICS procedures and as determined by the needs of the incident.

b) Transfer Leadership (as needed)

▶ If transfer of leadership is required during an incident, Strathcona County ESS IMT will follow the ICS Transfer of Command process.

Key Emergency Management Linkages

For a quick overview of elements and relationships of plans, governance and incident management, see the Key Emergency Management Linkages QRG in the EOP QRG Annex.

Incident Records and Crisis Information Management

a) Documentation and Archive

Strathcona County will follow ICS policy with regard to incident documentation and archive.

▶ The ESS IMT will be responsible to amend the generic Documentation Plan as appropriate, or develop and implement their own documentation plan, based on ICS procedures and in consultation with the EOC Documentation or Planning Coordinator if applicable

▶ If an ESS IMT and EOC are concurrently activated, all ESS IMT and EOC incident records shall be submitted to the EOC Documentation Unit for incorporation into one cohesive and mineable archive

Further guidance can be found in the supporting documentation appended to EOP.

b) Crisis Information Communication

Strathcona County will follow ICS policy with regard to crisis information and communication.

▶ The ESS IMT Information Officer (IO) will be responsible for information and communication from the incident site, in consultation with the EOC Information Coordinator if applicable

▶ The EOC Information Coordinator will be responsible for overall coordination of information and crisis communication for the incident, in consultation with the EOC Director, the D/DEM and/or the EAC, as determined by the needs of the incident

Further guidance can be found in the supporting documentation appended in the EOP Annex, and in the Communications and Warning Annex of the MEP.

Roles and Responsibilities:

Family and Community Services (FCS), in collaboration with SCEMA and other applicable County Departments, shall:

a) Develop, implement and maintain the County's ESS Manual and associated plans, procedures and documentation

b) Develop and maintain capability for a robust ESS IMT based on training and credentials to ensure familiarity and comfort with assigned functions and roles

c) Contribute to comprehensive and mineable incident Archives

d) Contribute to After Action Reports (AARs), make recommendations for improvements and/or implement corrective action plans as appropriate

SCEMA, in collaboration with all County Departments, shall:

a) Coordinate, develop, implement and maintain the county's overarching Emergency Social Services (ESS) Plan

b) Consult with and assist FCS in developing, planning and executing ESS-specific roles and processes related to the MEP and supporting plans

c) liaise with external agencies and surrounding municipalities as mutual aid partners to ensure a collaborative and efficient response

The D/DEM (SCEMA) shall, in collaboration with the EAC and senior County Leadership:

a) support the County's ESS Plan and associated plans and procedures by activation of the appropriate response components and levels promptly and in accordance with the ESS Plan and other associated plans and procedures

All County departments shall, in collaboration with Strathcona County Emergency Management Agency (SCEMA) :

a) support the County's ESS Plan through prompt notification to the D/DEM when an incident occurs, in accordance with the EOP and other associated plans and procedures

b) support the County's ESS Plan and associated plans and procedures by providing resources, equipment and subject matter expertise as required and requested

c) participate in periodic exercises and drills to maintain comfort and familiarity with roles, responsibilities and plans. Such training may include participation in functional or full scale operational exercises that test major portions, elements and responsibilities of the County MEP and supporting plans and processes, and regular drills that test readiness of warning and communication equipment

Participating County staff shall, in collaboration with SCEMA and their home department:

a) support the County's ESS Plan and associated plans and procedures by responding as required and requested

b) participate in periodic exercises and drills to maintain comfort and familiarity with roles, responsibilities and plans. Such training may include participation in functional or full scale operational exercises that test major portions, elements and responsibilities of the County MEP and supporting plans and processes, and regular drills that test readiness of warning and communication equipment

Supporting Plans and Resources

This overarching EOP is supported by the ESS User Manual. This manual documents specific policies and procedures for identification, development, implementation, tracking and maintenance of the ESS response component and other associated plans and processes, including general timelines, required resources and templates, and implementation of continual improvement of both the Plan and associated processes and records.

Evaluation

Audit and Review

Strathcona County Emergency Management Agency (SCEMA) shall conduct annual audits and reviews to determine conformance and effectiveness of the implementation and maintenance of the MEP and its component parts. Such audits and reviews shall include, but not be limited to in-depth After Action Reviews (AARs), Quality Management annual internal and external ISO audits, and the annual AEMA audit as required under the LEMR.

Corrective Action

The County's Emergency Management Agency (SCEMA) shall take corrective action on identified deficiencies, gaps, and limitations, to ensure that lessons documented in the various program evaluations, exercises, tests, and audit review processes become lessons learned and implemented.

Management Review

Senior Management Review

This Annex shall be included in the MEP Annual review by the County's Senior Leadership, including members of the EAC and SCEMA, as outlined in the MEP Executive Summary.

Continual Improvement

The program review process shall incorporate ongoing analysis and evaluation, as well as corrective action planning and review as outlined in the MEP.