



STRATHCONA COUNTY

Municipal Emergency Plan (MEP)

Glossary of Acronyms and Terms



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Common Strathcona County Emergency Management Acronyms

AARC	Alberta Agency Response Readiness Centre - 1-866-618-2362 (toll free)
AEAS	Alberta Emergency Alert System
AEMA	Alberta Emergency Management Agency
AHS	Alberta Health Services
ARES	Amateur Radio Emergency Services
BCP	Business Continuity Plan; documented collection of procedures and information that is developed, compiled and maintained in readiness for use in an incident to enable an organization to continue to deliver its critical and vital activities at an acceptable pre-defined level.
C-REPP	Capital Region Emergency Preparedness Partnership
DDEM	Deputy Director of Emergency Management
DEM	Director of Emergency Management
DRP	Disaster Recovery Program; provincial body under the direction of AEMA
EAC	Emergency Advisory Committee – comprised of the Mayor and Council
ECC	Emergency Communications Centre (9-1-1 PSAP / Dispatch) OR , depending on the context, Emergency Coordination Centre (similar to an EOC with a more strategic function)
EFAP	Employee & Family Assistance Program (Strathcona County)
EM	Emergency Management
EOC	Emergency Operations Centre (similar to an Emergency Coordination Centre [ECC]). Although the two concepts are different, Strathcona County has adopted the EOC acronym to refer to both, to avoid confusion with the 9-1-1 Dispatch Centre.
ERP	Emergency Response Plan
ESS	Emergency Social Services; Registry & Inquiry Bureau and evacuation / reception centre operations. Led by Family & Community Services (FCS)
GIS	Geographic Information Systems
HIRA	Hazard Identification and Risk Assessment; a qualitative assessment of the risks present in the community
IA	Individual Assistance Damage Assessment
ICP	Incident Command Post

Common Strathcona County Emergency Management Acronyms

ICS	Incident Command System; response management system mandated by the province of Alberta
MEP	Municipal Emergency Management Plan
NGO	Non-government organization
NR CAER	Northeast Region Community Awareness Emergency Response
PA	Public Assistance Damage Assessment
SCAlerts	Strathcona County Alert System [Everbridge Notification System]
SCEMA	Strathcona County Emergency Management Agency
SDMAP	Strathcona & District Mutual Aid Partnership
SOG / SOP	Standard Operating Guideline; Standard Operating Policy
SOLE	State of Local Emergency
UPDATEline	A 24-hour telephone information line where information is left by way of recorded messages for the public to access via a toll free number – 1-866-653-9959. Used for non-emergency information messages, such as situation updates or status reports.

Common Emergency Management and Business Continuity Terms

(Includes definitions from CSA Z1600-17)

Change management	The application of a structured process and set of tools for leading the people side of change to achieve a desired outcome.
Continuity Management	An integrated process involving the development and implementation of activities that provides for the continuation and/or recovery of critical service delivery and business operations in the event of a disruption
Continuity Plan	Documented collection of procedures and information that is developed, compiled and maintained in readiness for use in an incident to enable an organization to continue to deliver its critical activities at an acceptable pre-defined level
Crisis Management	The ability of an organization to manage incidents that have the potential to cause significant security, financial or reputational impacts
Disaster recovery plan	The document that defines the resources, actions, tasks and data required to manage the technology recovery effort
Emergency management	An ongoing process to prevent, mitigate, prepare for, respond to and recover from an incident
Evacuation	An emergency response procedure for the movement of people, animals, and/or materials from dangerous or potentially dangerous areas to a safe place
Full Simulation Exercise	A test of the MEP and response organization where a real incident is staged and the complete organization is mobilized to respond
Functional Exercise	A test of specific aspects and functions of the MEP and response organization, where only those aspects and functions being tested are mobilized with other interrelated aspects and functions simulated
Hazard	A potentially damaging physical event, phenomenon or human activity that could cause the loss of life or injury, property damage, social and economic disruption, or environmental degradation
Impact analysis	The process of analyzing activities and the effect that a disruption might have upon them
Incident	A situation that might be or could lead to a disruption, loss, emergency or crisis
Incident management system	A standardized way to manage events or incidents through the combined use of personnel, facilities, equipment, procedures and communications operating within a common organizational structure. The incident management system adopted by Strathcona County is the Incident Command System (ICS) under ICS Canada / Alberta standards
Infrastructure	A system of facilities, equipment and services needed for the operation of an organization

Common Emergency Management and Business Continuity Terms
(Includes definitions from CSA Z1600-17)

Lockdown	An emergency response procedure used in a serious emergency situation where the threat is inside the building or on or very near to the property, and results in a state of containment or restriction. A lockdown minimizes access and visibility in an effort to shelter individuals present in the facility in secure locations.
Maximum tolerable period of disruption (MTPD)	The time it would take for adverse impacts, which might arise as a result of not providing a product / service or performing an activity, to become unacceptable. Also referred to as “maximum allowable outage” (MAO), and “maximum tolerable outage” (MTO) as related in best practice and standards documents
Minimum continuity objective (MCO)	The minimum level of activities that are acceptable to the organization to achieve its objectives during a disruption
Mitigation / Preparedness	Phase of emergency management encompassing efforts to mitigate (and prepare for) the impact of potential disasters or emergencies, including planning, training and exercises
Mutual aid / mutual assistance agreement (MA)	A pre-arranged agreement developed between two or more organizations to render assistance to the parties of the agreement. Includes cooperative and partnership agreements, memoranda of understanding, intergovernmental compacts and other terms commonly used to describe the sharing of resources
Preparedness / Mitigation	Phase of emergency management encompassing efforts to prepare for (and mitigate) the impact of potential disasters or emergencies, including planning, training and exercises
Prevention	Phase of emergency management encompassing measures taken to prevent potential disasters or emergencies that can be prevented
Recovery	Phase of emergency management dealing with the necessary short- and long-term activities required to remediate the effects of the event
Recovery point objective (RPO)	The point to which the information used by an activity must be restored to enable the activity to operate on resumption
Recovery time objective (RTO)	The time goal set for the restoration and recovery of functions or resources based on the acceptable down time in case of a disruption of operations. It is less than the maximum tolerable period of disruption and can be applied to target time sets such as a) resumption of product or service delivery after an incident; b) resumption of performance of an activity after an incident; c) resumption of an operational process crucial to the organization’s delivery of goods and services; and d) recovery of an IT system or application after an incident

Emergency Management and Business Continuity Terms

(Includes definitions from CSA Z1600-17)

Response	Phase of emergency management encompassing the timely and effective actions taken during the actual event, using the Incident Command System (ICS)
Resilience	The adaptive capacity of an organization in a complex and changing environment
Risk	The combination of the likelihood and the consequence of a specified hazard(s) being realized, with reference to the vulnerability, proximity, or exposure to the hazard(s), which affects the likelihood of adverse impact
Risk Assessment	The overall process of risk identification, analysis and evaluation
Risk Reduction Report	Report which prioritizes and makes recommendations concerning identified hazard reduction actions
Shelter (sheltering)	An emergency response procedure used by people to take cover from a threat (i.e. severe weather, seismic events or other natural hazards)
Shelter-in-place (SIP)	An emergency response procedure used in situations where the threat or incident is internal or external to a facility or location and the people use the space(s) within the facility or location as an “insulator” against the threat. The threat can be safety (i.e. chemical spill, airborne hazardous material, etc), security / human-related (i.e. active assailant, protest, etc.) or animal
Situational analysis	The process of evaluating the severity and consequences of an incident
Situational awareness	The continual process of collecting, analyzing and disseminating intelligence, information and knowledge to allow organizations and individuals to anticipate requirements and to prepare and response appropriately
Supply Chain	A network of individuals, entities, activities, information, resources and technology involved in creating and delivering a product or service from supplier to end user
Table Top Exercises	Round table discussions of a potential emergency situation developed to practice elements of the MEMP and structured to meet specific objectives
Threat	The presence of a hazard and an exposure pathway. Can be natural, human-caused (intentional or non-intentional) or technological
Vulnerability	The conditions determined by physical, social, economic and environmental factors or processes, which increase the susceptibility of an organization to the impact of hazards. It is a measure of how well prepared and equipped an organization is to minimize the impact of or cope with hazards.

Common ICS Acronyms

Slightly different acronyms might be used by other agencies, but the function remains the same.

AOBD	Air Operations Branch Director
AREP	Agency Representative
ASGS	Air Support Group Supervisor
COML	Communications Unit Leader
COMP	Compensation / Claims Unit Leader
COST	Cost Unit Leader
CRWB	Crew Boss / Crew Supervisor
DIC	Deputy Incident Commander
DINS	Damage Inspection Technical Specialist
DIVS	Division / Group Supervisor
DMOB	Demobilization Unit Leader
DOCL	Documentation Unit Leader
DLSC	Deputy Operations Section Chief
DPRO	Display Processor
ENSP	Environmental Specialist
ENVL	Environmental Unit Leader
FACL	Facilities Unit Leader
FDUL	Food Unit Leader
FOBS	Field Observers
LSC	Finance Section Chief
GSUL	Ground Support Unit Leader
IC	Incident Commander
INTO	Intelligence / Investigative Officer
LOFR	Liaison Officer
LSC	Logistics Section Chief
MEDL	Medical Unit Leader
OPBD	Operations Branch Director
OSC	Operations Section Chief
PIO	Public Information Officer
PROC	Procurement Unit Leader
PSC	Planning Section Chief
RESL	Resources Unit Leader
SCKN	Status / Check in Recorder

Common ICS Acronyms

SCTL	Scientific Unit Leader
SITL	Situation Unit Leader
SOFR	Safety Officer
SPUL	Supply Unit Leader
ST	Strike Team
STAM	Staging Area Manager
STVE	Strike Team Leader, Vessel
SUBD	Support Branch Director
SVDB	Service Branch Director
TF	Task Force
TFLD	Task Force Leader
THSP	Technical Specialist
TIME	Time Unit Leader

ICS Terms

Affected Party:

Any entity that has been affected by the incident or event itself or has been affected in some way by the response effort. They may be private citizens, businesses, public entities, groups, users of systems (roads, waterways and utilities), land owners or a variety of other interests.

Agency:

A division of government with a specific function offering a particular kind of assistance. In the Incident Command System, agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources or other assistance). Governmental organizations are most often in charge of an incident, though in certain circumstances private sector organizations may be included. Additionally, nongovernmental organizations may be included to provide support.

Agency Executive:

The official responsible for administering policy for an agency or jurisdiction, having full authority for making decisions, and providing direction to the management organization for an incident.

Agency Dispatch:

The agency or jurisdictional facility from which resources are sent to incidents.

Agency Representative:

A person assigned by a primary, assisting, or cooperating government agency or private organization that has been delegated authority to make decisions affecting that agency's or organization's participation in incident management activities following appropriate consultation with the leadership of that agency

All-Hazards:

Describing an incident, natural or manmade, that warrants action to protect life, property, environment, public health or safety, and minimize disruptions of government, social, or economic activities.

Area Command:

An organization established to oversee the management of multiple incidents that are each being handled by a separate Incident Command System organization or to oversee the management of a very large or evolving incident that has multiple incident management teams engaged. An agency administrator/executive or other public official with jurisdictional responsibility for the incident usually makes the decision to establish an Area Command. An Area Command is activated only if necessary, depending on the complexity of the incident and incident management span-of-control considerations.

Area Command Operating Cycle:

A step by step planning process that the Area command Organization follows to ensure that ICs assigned to them are provided the appropriate direction and support needed to respond to incident requirements. The Operating Cycle "P" is referred to throughout this Job Aid.

ICS Terms

Area of Responsibility:

The domain within a specified set of boundaries, either geographic, functional or a combination thereof, for which you have been assigned incident management responsibility.

Assessment:

The evaluation and interpretation of measurements and other information to provide a basis for decision making.

Assigned Resources:

Resources checked in and assigned work tasks on an incident

Assignments:

Tasks given to resources to perform within a given operational period that are based on operational objectives defined in the Incident Action Plan.

Assistant:

Title for subordinates of principal Command Staff positions. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be assigned to unit leaders.

Assisting Agency:

An agency or organization providing personnel, services, or other resources to the agency with direct responsibility for incident management. See Supporting Agency.

Available Resources:

Resources assigned to an incident, checked in, and available for a mission assignment, normally located in a Staging Area

Base:

The location at which primary Logistics functions for an incident are coordinated and administered. There is only one Base per incident. (Incident name or other designator will be added to the term Base.) The Incident Command Post may be co-located with the Base.

Branch:

The organizational level having functional or geographical responsibility for major aspects of incident operations. A Branch is organizationally situated between the Section Chief and the Division or Group in the Operations Section, and between the Section and Units in the Logistics Section. Branches are identified by the use of Roman numerals or by functional area.

Cache:

A predetermined complement of tools, equipment, and/or supplies stored in a designated location, available for incident use.

ICS Terms

Camp:

A geographical site within the general incident area (separate from the Incident Base) that is equipped and staffed to provide sleeping, food, water, and sanitary services to incident personnel.

Certifying Personnel:

Process that entails authoritatively attesting that individuals meet professional standards for the training, experience, and performance required for key incident management functions.

Chain of Command:

A series of command, control, executive, or management positions in hierarchical order of authority.

Check-In:

Process in which all responders, regardless of agency affiliation, must report in to receive an assignment in accordance with the procedures established by the Incident Commander.

Chief:

The Incident Command System title for individuals responsible for management of functional Sections: Operations, Planning, Logistics, Finance/Administration, and Intelligence/Investigations (if established as a separate Section).

Command:

The general term used when referring to Incident Commander or Unified Command.

Command Direction:

A general term for the specific information provided by Command to the Command and General staff for action. Examples include priorities, objectives, tasks, policies, decisions and operating procedures.

Command Staff:

Consists of Information Officer, Safety Officer, Liaison Officer, and other positions as required, who report directly to the Incident Commander. They may have an assistant or assistants, as needed.

Common Terminology:

Normally used words and phrases-avoids the use of different words/phrases for same concepts, consistency.

Communications:

Process of transmission of information through verbal, written, or symbolic means.

ICS Terms

Communications/Dispatch Centre:

Agency or interagency dispatcher centres, 911 call centres, emergency control or command dispatch centres, or any naming convention given to the facility and staff that handles emergency calls from the public and communication with emergency management/response personnel.

Complex:

Two or more individual incidents located in the same general area and assigned to a single Incident Commander or to Unified Command.

Cooperating Agency:

An agency supplying assistance other than direct operational or support functions or resources to the incident management effort.

Coordinate:

To advance systematically an analysis and exchange of information among principals who have or may have a need to know certain information to carry out specific incident management responsibilities.

Critical Infrastructure:

Essential underlying systems and facilities upon which our standard of life relies.

Critical Resources:

A term used to identify response resources that are in high demand and in short supply. Normally, referred to as tactical resources but can also be logistical in nature, such as caterers, shower units, lodging, communications systems and buses.

Delegation of Authority:

A statement provided to the Incident Commander by the Agency Executive delegating authority and assigning responsibility. The Delegation of Authority can include objectives, priorities, expectations, constraints, and other considerations or guidelines as needed. Many agencies require written Delegation of Authority to be given to Incident Commanders prior to their assuming command on larger incidents. Same as the Letter of Expectation.

Demobilization:

The orderly, safe, and efficient return of an incident resource to its original location and status.

Deputy:

A fully qualified individual who, in the absence of a superior, can be delegated the authority to manage a functional operation or perform a specific task. In some cases a deputy can act as relief for a superior, and therefore must be fully qualified in the position. Deputies generally can be assigned to the Incident Commander, General Staff, and Branch Directors.

Director:

The Incident Command System title for individuals responsible for supervision of a Branch.

ICS Terms

Dispatch:

The ordered movement of a resource or resources to an assigned operational mission or an administrative move from one location to another.

Division:

The partition of an incident into geographical areas of operation. Divisions are established when the number of resources exceeds the manageable span of control of the Operations Chief. A Division is located within the Incident Command System organization between the Branch and resources in the Operations Section.

Emergency:

A present or imminent event that requires prompt coordination of actions concerning persons or property to protect the health, safety or welfare of people, or to limit damage to property or the environment.

Emergency management:

The management of emergencies concerning all-hazards, including all activities and risk management measures related to prevention and mitigation, preparedness, response and recovery.

Emergency Management/Response Personnel:

Includes Federal, Provincial, Territorial, and local governments, First Nations, private-sector organizations, critical infrastructure owners and operators, nongovernmental organizations, and all other organizations and individuals who assume an emergency management role. Also known as emergency responders.

Emergency Coordination Center (ECC):

The physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally takes place. An ECC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. ECCs may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction or some combination thereof. Sometimes referred to as Emergency Operations Centres (EOC).

Emergency Operations Plan:

The ongoing plan maintained by various jurisdictional levels for responding to a wide variety of potential hazards.

Emergency Public Information:

Information that is disseminated primarily in anticipation of an emergency or during an emergency. In addition to providing situational information to the public, it also frequently provides directive actions required to be taken by the general public.

ICS Terms

Evacuation:

Organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.

Event:

See Planned Event.

Elected Official:

An official at any level of government such as sheriff, judge, city councilor or senator who holds his/her position by general election by the citizens. Elected Officials represent their constituents, the people in their district or other jurisdiction.

Finance/Administration Section: The Section responsible for all administrative and financial considerations surrounding an incident.

Function:

Refers to the five major activities in the Incident Command System: Command, Operations, Planning, Logistics, and Finance/Administration. The term function is also used when describing the activity involved (e.g., the planning function). A sixth function, Intelligence/Investigations, may be established, if required, to meet incident management needs.

General Staff:

A group of incident management personnel organized according to function and reporting to the Incident Commander. The General Staff normally consists of the Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Finance/Administration Section Chief. An Intelligence/Investigations Chief may be established, if required, to meet incident management needs.

Government Affairs Assistant:

Assists the LOFR as a specialist in interfacing with elected officials and their staffs.

Group:

Established to divide the incident management structure into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. (See Division.) Groups are located between Branches (when activated) and Resources in the Operations Section.

Hazard:

A potentially damaging physical event, phenomenon or human activity that may cause the loss of life or injury, property damage, social and economic disruption or environmental degradation.

ICS Terms

Incident:

An occurrence or event, natural or manmade, that requires a response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest, wildland and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, tsunamis, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

Incident Action Plan (IAP):

An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods.

Incident Command:

Responsible for overall management of the incident and consists of the Incident Commander, either single or unified command, and any assigned supporting staff.

Incident Command Post (ICP):

The field location where the primary functions are performed. The ICP may be co-located with the incident base or other incident facilities.

Incident Command System (ICS):

A standardized on-scene emergency management system specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.

Incident Commander (IC):

The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

Incident Management:

The broad spectrum of activities and organizations providing effective and efficient operations, coordination, and support applied at all levels of government, utilizing both governmental and nongovernmental resources to plan for, respond to, and recover from an incident, regardless of cause, size, or complexity.

Incident Management Team (IMT):

An Incident Commander and the appropriate Command and General Staff personnel assigned to an incident. IMTs are generally grouped in five types.

ICS Terms

Incident Objectives:

Statements of guidance and direction needed to select appropriate strategy(s) and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow strategic and tactical alternatives.

Incident Priorities:

Critical factors that influence the allocation of resources or actions necessary to achieve incident objectives, such as life safety, national security, environment, economy, infrastructure and transportation systems.

Information:

Processes, procedures, and systems for communicating timely, accurate, accessible information on the incident's cause, size, and current situation; resources committed; and other matters of general interest to the public, responders, and additional stakeholders (both directly affected and indirectly affected).

Information Management:

The collection, organization, and control over the structure, processing, and delivery of information from one or more sources and distribution to one or more audiences who have a stake in that information.

Information Officer:

A member of the Command Staff responsible for interfacing with internal clients, the public and media and/or with other agencies with incident related information requirements.

Interim Direction(s):

Specific tasking provided by Command to staff during periods of the response when more formalized direction has not yet been developed, the dynamics of the incident have suddenly changed, or at any other time Command deems necessary to fill gaps in their clarity of direction.

Initial Actions:

The actions taken by those responders first to arrive at an incident site.

Initial Response:

Resources initially committed to an incident.

Intelligence/Investigations:

Different from operational and situational intelligence gathered and reported by the Planning Section. Intelligence/Investigations gathered within the Intelligence/ Investigations function is information that either leads to the detection, prevention, apprehension, and prosecution of criminal activities (or the individual(s) involved) including terrorist incidents or information that leads to determination of the cause of a given incident (regardless of the source) such as public health events or fires with unknown origins.

ICS Terms

Interoperability:

The ability of emergency management/response personnel to interact and work well together. In the context of technology, interoperability is also defined as the emergency communications system that should be the same or linked to the same system that the jurisdiction uses for nonemergency procedures, and should effectively interface with national standards as they are developed. The system should allow the sharing of data with other jurisdictions and levels of government during planning and deployment.

Involved Party:

Any entity that has a need to interact with the IMT as a direct result of the effects of the incident or event, or as a direct result of response activities. This may be private citizens, businesses, public entities, groups, or a variety of others.

Job Aid:

Checklist or other visual aid intended to ensure that specific steps of completing a task or assignment are accomplished.

Joint Information Centre (JIC):

A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media. Public information officials from all participating agencies should co-locate at the JIC.

Jurisdiction:

A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority. Jurisdictional authority at an incident can be political or geographical or functional (e.g., law enforcement, public health).

Jurisdictional Agency:

The agency having jurisdiction and responsibility for a specific geographical area, or a mandated function.

Kind:

An Incident Command System resource classification that refers to similar resources. All fire engines for example are grouped as the same “Kind” of resource, their capability however is defined by “Type”.

Liaison Officer:

A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies or organizations.

Limitations and Constraints:

Influences that may hinder you from carrying out a planned action or something that may adversely affect how or when you can perform a task.

Logistics:

Providing resources and other services to support incident management.

ICS Terms

Logistics Section:

The Section responsible for providing facilities, services, and material support for the incident.

Management by Objectives:

A management approach that involves a five-step process for achieving the incident goal. The Management by Objectives approach includes the following: establishing overarching incidents objectives; developing strategies based on overarching incidents objectives; developing and issuing assignments, plans, procedures, and protocols; establishing specific, measurable tactics or tasks for various incident management, functional activities, and directing efforts to attain them, in support of defined strategies; and documenting results to measure performance and facilitate corrective action.

Managers:

Individuals within Incident Command System organizational Units that are assigned specific managerial responsibilities (e.g., Staging Area Manager or Camp Manager).

Metrics:

Measurable standards that are useful in describing a resource's capability.

Mitigation:

Sustained actions taken to eliminate or reduce risks and impacts posed by hazards well before an emergency or disaster occurs; mitigation activities may be included as part of prevention.

Mobilization:

The process and procedures used by all organizations-Federal, Provincial/Territorial, regional, and local-for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

Mobilization Guide:

Reference document used by organizations outlining agreements, processes, and procedures used by all participating agencies/organizations for activating, assembling, and transporting resources.

Multiagency Coordination (MAC) Group:

Typically, administrators/executives, or their appointed representatives, who are authorized to commit agency resources and funds, are brought together and form MAC Groups. MAC Groups may also be known as multiagency committees, emergency management committees, or as otherwise defined by the system. It can provide coordinated decision making and resource allocation among cooperating agencies, and may establish the priorities among incidents, harmonize agency policies, and provide strategic guidance and direction to support incident management activities.

ICS Terms

Multiagency Coordination System(s) (MACS):

Multiagency coordination systems provide the architecture to support coordination for incident prioritization, critical resource allocation, communications systems integration, and information coordination. The elements of multiagency coordination systems include facilities, equipment, personnel, procedures, and communications. Two of the most commonly used elements are emergency operations centres (EOC) and MAC Groups. These systems assist agencies and organizations responding to an incident.

Multijurisdictional Incident:

An incident requiring action from multiple agencies that each have jurisdiction to manage certain aspects of an incident. In the Incident Command System, these incidents will be managed under Unified Command.

Mutual Aid and Assistance Agreement:

Written or oral agreement between and among agencies/organizations and/or jurisdictions that provides a mechanism to quickly obtain emergency assistance in the form of personnel, equipment, materials, and other associated services. The primary objective is to facilitate rapid, short-term deployment of emergency support prior to, during, and/or after an incident.

Non-Governmental Organization (NGO):

An entity with an association that is based on interests of its members, individuals, or institutions. It is not created by a government, but it may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Examples of NGOs include faith-based charity organizations and the Canadian Red Cross

Objective:

The overarching purposes or aims of an incident response is expressed as an objective. Objectives are priority based, specific, measurable to a standard and a timeframe and are both reasonable and attainable.

Officer:

The ICS title for the personnel responsible for the Command Staff positions of Safety, Liaison, and Public Information.

Ongoing Operations:

The period after the initial response phase; all response activities are planned ahead of the operational period in which they will be executed. A continuous cycle of activities that results in development, execution, support and assessment of an IAP. The cycle that repeats until the incident is resolved. The circular portion of the Operational Planning "P" depicted throughout this Job Aid.

Operational Period:

The time scheduled for executing a given set of operation actions, as specified in the Incident Action Plan. Operational periods can be of various lengths, although usually they last 12-24 hours.

ICS Terms

Operations Section:

The Section responsible for all tactical incident operations and implementation of the Incident Action Plan. In the Incident Command System, it normally includes subordinate Branches, Divisions, and/or Groups.

Organization:

Any association or group of persons with like objectives. Examples include, but are not limited to, governmental departments and agencies, private-sector organizations, and nongovernmental organizations.

Overhead:

Personnel assigned to supervisory positions, including incident commander, command staff, general staff, branch directors, supervisors, unit leaders, managers and staff.

Personal Responsibility:

All responders are expected to use good judgment and be accountable for their actions.

Personnel Accountability:

The ability to account for the location and welfare of incident personnel. It is accomplished when supervisors ensure that Incident Command System principles and processes are functional and that personnel are working within established incident management guidelines.

Plain Language:

Communication that can be understood by the intended audience and meets the purpose of the communicator. Plain language is designed to eliminate or limit the use of codes and acronyms, as appropriate, during incident response involving more than a single agency.

Planned Event:

A planned, non-emergency activity (e.g., sporting event, concert, parade, etc.).

Planning Meeting:

A meeting held as needed before and throughout the duration of an incident to select specific strategies and tactics for incident control operations and for service and support planning. For larger incidents, the Planning Meeting is a major element in the development of the Incident Action Plan.

Planning Section:

The Section responsible for the collection, evaluation, and dissemination of operational information related to the incident, and for the preparation and documentation of the Incident Action Plan. This Section also maintains information on the current and forecasted situation and on the status of resources assigned to the incident.

Position Task Book (PTB):

Listing of the critical behaviors/activities, competencies, and associated performance requirements and tasks necessary to become certified in a specific incident management or incident support position. Evaluators sign off the PTB for personnel certification

ICS Terms

Pre-Positioned Resources:

Resources moved to an area near the expected incident site in response to anticipated resource needs.

Preparedness:

Actions that involve a combination of planning, resources, training, exercising, and organizing to build, sustain, and improve operational capabilities. Preparedness is the process of identifying the personnel, training, and equipment needed for a wide range of potential incidents, and developing jurisdiction-specific plans for delivering capabilities when needed for an incident.

Prevention:

Actions taken to avoid the occurrence of negative consequences associated with a given threat; prevention activities may be included as part of mitigation.

Private Sector:

Organizations and entities that are not part of any governmental structure. The private sector includes for-profit and not-for-profit organizations, formal and informal structures, commerce, and industry.

Protocols:

Sets of established guidelines for actions (which may be designated by individuals, teams, functions, or capabilities) under various specified conditions.

Recovery:

The development, coordination, and execution of service- and site-restoration plans; the reconstitution of government operations and services; individual, private-sector, nongovernmental, and public-assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration; evaluation of the incident to identify lessons learned; post incident reporting; and development of initiatives to mitigate the effects of future incidents.

Recovery Plan:

A plan developed to restore the affected area or community.

Reimbursement:

Mechanism used to recoup funds expended for incident-specific activities.

Resource Management:

Efficient emergency management and incident response requires a system for identifying available resources at all jurisdictional levels to enable timely and unimpeded access to resources needed to prepare for, respond to, or recover from an incident.

Resource Tracking:

A standardized, integrated process conducted prior to, during, and after an incident by all emergency management/response personnel and their associated organizations.

ICS Terms

Resources:

Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an emergency operations center.

Response:

Immediate actions to save lives, protect property and the environment, and meet basic human needs. Response also includes the execution of emergency plans and actions to support short-term recovery.

Risk:

The combination of the likelihood and the consequence of a specified hazard being realized; refers to the vulnerability, proximity or exposure to hazards, which affects the likelihood of adverse impact.

Risk-based:

The concept that sound emergency management decision-making will be based on an understanding and evaluation of hazards, risks and vulnerabilities.

Risk management:

The use of policies, practices and resources to analyze, assess and control risks to health, safety, environment and the economy.

Safety Officer:

A member of the Command Staff responsible for monitoring incident operations and advising the Incident Commander on all matters relating to operational safety, including the health and safety of emergency responder personnel.

Section:

The organizational level having responsibility for a major functional area of incident management (e.g., Operations, Planning, Logistics, Finance/Administration, and Intelligence/Investigations (if established)). The Section is organizationally situated between the Branch and the Incident Command.

Sector:

On large incidents such as wildland fires, a Division can be further geographically subdivided into sectors. Sectors can be managed by a Task Force Leader or Strike Team Leader depending on the resources assigned.

Single Resource:

Individual personnel, supplies, and equipment items, and the operators associated with them.

Situation Report:

Document that often contains confirmed or verified information regarding the specific details relating to an incident.

ICS Terms

Span of Control:

The number of resources for which a supervisor is responsible, usually expressed as the ratio of supervisors to individuals. (An appropriate span of control is between 1:3 and 1:7, with optimal being 1:5.)

Staging Area:

Established for the temporary location of available resources. A Staging Area can be any location in which personnel, supplies, and equipment can be temporarily housed or parked while awaiting operational assignment.

Stakeholder:

A general term for any entity that has an interest in a response effort. May include agencies, involved parties, affected parties, and/or interested parties.

Standard Operating Guidelines (SOG):

A set of instructions having the force of a directive, covering those features of operations which lend themselves to a definite or standardized procedure without loss of effectiveness.

Standard Operating Procedure (SOP):

Complete reference document or an operations manual that provides the purpose, authorities, duration, and details for the preferred method of performing a single function or a number of interrelated functions in a uniform manner.

Status Report:

Relays information specifically related to the status of resources (e.g., the availability or assignment of resources).

Strategy:

The general overall plan or direction selected to accomplish specific incident objectives.

Strike Team:

A set number of resources of the same kind and type that have an established minimum number of personnel, common communications, and a leader.

Supervisor:

The Incident Command System title for an individual responsible for a Division or Group.

Supporting Agency:

An agency that provides support and/or resource assistance to another agency. See Assisting Agency.

System:

An integrated combination of people, property, environment, and processes that work in a coordinated manner to achieve a specific desired output under specific conditions.

ICS Terms

Tactics:

The set of specific, measurable actions or tasks for various incident management functional activities that support the defined strategies.

Task Force:

Any combination of resources assembled to support a specific mission or operational need. All resource elements within a Task Force must have common communications and a designated leader.

Technical Specialist:

Individual with special skills that can be used anywhere within the Incident Command System organization. No minimum qualifications are prescribed, as technical specialists normally perform the same duties during an incident that they perform in their everyday jobs, and they are typically certified in their fields or professions.

Tracking and Reporting Resources:

A standardized, integrated process conducted throughout the duration of an incident. This process provides incident managers with a clear picture of where resources are located; helps staff prepare to receive resources; protects the safety of personnel and security of supplies and equipment; and enables the coordination of movement of personnel, equipment, and supplies.

Type:

An Incident Command System resource classification that refers to capability. Type 1 is generally considered to be more capable than Types 2, 3, or 4, respectively, because of size, power, capacity, or (in the case of incident management teams) experience and qualifications. (Type) Typing Resources: Resources are organized by kind, and type, including size, capacity, capability, skill, and other characteristics. This makes the resource ordering and dispatch process within and across organizations and agencies, and between governmental and non-governmental entities, more efficient, and ensures that the resources received are appropriate to their needs.

Unified Approach:

A major objective of preparedness efforts is to ensure mission integration and interoperability when responding to emerging crises that cross functional and jurisdictional lines, as well as between public and private organizations.

Unified Area Command:

Command system established when incidents under an Area Command are multijurisdictional. See Area Command.

Unified Command (UC):

An Incident Command System application used when more than one agency has incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the UC, often the senior person from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single Incident Action Plan.

ICS Terms

Unit:

The organizational element with functional responsibility for a specific incident Planning, Logistics, or Finance/Administration activity.

Unit Leader:

The individual in charge of managing Units within an Incident Command System (ICS) functional section. The Unit can be staffed by a number of support personnel providing a wide range of services. Some of the support positions are pre-established within ICS (e.g. Base or Camp Manager), but many others will be assigned as Technical Specialists.

Unity of Command:

Principle of management stating that each individual involved in incident operations will be assigned to only one supervisor

Adapted from: <http://www.icscanada.ca/en/+AHJ.html>.