

**AGLG**

April 19, 2018

**EMERGENCY  
MANAGEMENT IN**

LOCAL GOVERNMENTS

**2018 AKBLG Convention**

ACCESSIBILITY ● INDEPENDENCE ● TRANSPARENCY ● PERFORMANCE

# PRESENTATION OUTLINE



AUDITOR GENERAL FOR  
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## ➤ MANDATE AND PURPOSE OF AGLG

Vision and Our Commitment

## ➤ Emergency Management and Business Continuity Audits

Why is it important

Learnings to date

## ➤ Perspective Series

Information for Elected Officials

## ➤ QUESTIONS?

# MANDATE AND PURPOSE OF AGLG



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- ▶ Conduct Performance audits of local government operations
- ▶ Provide objective information and relevant advice *to assist* local governments...



# VISION AND OUR COMMITMENT



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## OUR VISION

**TO BE A VALUABLE  
RESOURCE FOR LOCAL  
GOVERNMENTS AND  
OTHER  
STAKEHOLDERS**

## OUR COMMITMENT

**TO WORK  
COLLABORATIVELY  
WITH LOCAL  
GOVERNMENTS**

# EMERGENCY MANAGEMENT AND BUSINESS CONTINUITY: WHY IS IT IMPORTANT



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- Local governments provide critical services such as land use planning, drinking water and waste water, and public safety
  
- Need a comprehensive, coordinated and organized approach to provide services today and in the future
  
- What we looked for in our audit(s):
  - Emergency Management in alignment with legislative requirements
  - Emergency Management plans, programs and practices to respond to an emergency event in a timely manner and manage its consequences
  - Business Continuity management system with recovery procedures to resume critical operations in event of a disruption

# MANY GOOD PRACTICES FOR OTHERS TO DRAW FROM, BUT RISKS WE HAVE SEEN INCLUDE...



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- Lack strategic approaches to emergency management
- Lack organisation wide business continuity planning
- Focus primarily on the first three phases of emergency management  
(mitigation & prevention, preparedness and response procedures)  
with little emphasis on recovery strategies and resilience



# WHAT WE HAVE FOUND SO FAR...



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- ▶ Emergency management plans are often not reviewed and revised after initial development
- ▶ Emergency management plans often not tested, practiced or consistently implemented
- ▶ Do not recognize the impact of emergencies and recovery on vital systems such as IT services or communications
- ▶ Do not always have viable or accessible alternative water supplies available in the event of emergencies affecting drinking water services

# PERSPECTIVE BOOKLET FOR ELECTED OFFICIALS



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## EMERGENCY MANAGEMENT FRAMEWORK



# PERSPECTIVE BOOKLET FOR ELECTED OFFICIALS – HIGHLIGHTS



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## A snapshot of the contents...

### UNDERSTANDING THE EMERGENCY MANAGEMENT FRAMEWORK

WHAT IS EMERGENCY MANAGEMENT AND WHY IS IT IMPORTANT?

EMERGENCY MANAGEMENT FRAMEWORK

EMERGENCY MANAGEMENT PROGRAM

WHAT IS RESILIENCE AND HOW DOES IT RELATE TO EMERGENCY MANAGEMENT?

WHY IS IT IMPORTANT FOR LOCAL GOVERNMENTS TO FOSTER RESILIENCE IN THEIR COMMUNITIES?

### RESPONSIBILITIES IN EMERGENCY MANAGEMENT

WHAT IS THE ROLE OF ELECTED OFFICIALS?

WHO SHOULD BE INVOLVED IN EMERGENCY MANAGEMENT?

HOW DOES A LOCAL GOVERNMENT DETERMINE WHO IS RESPONSIBLE FOR WHAT IN THE EMERGENCY MANAGEMENT ORGANIZATION?

WHY SHOULD EMERGENCY MANAGEMENT BE INTEGRATED ACROSS LOCAL GOVERNMENT DEPARTMENTS?

WHY ARE INTER-AGENCY RELATIONSHIPS IMPORTANT TO EMERGENCY MANAGEMENT?

WHY IS IT IMPORTANT TO INVOLVE EMERGENCY MANAGEMENT AND DRINKING WATER DEPARTMENTS IN THE DEVELOPMENT OF EMERGENCY PLANS?

*Resilience in Communities*

*Roles & Responsibilities*

*Integration &  
Inter-agency Relationships*

*Resilient Programs and Plans*

*Importance of Training Staff &  
Testing Plans*

*Leverage Financial Resources*

### HOW PREPARED IS YOUR LOCAL GOVERNMENT TO HANDLE AN EMERGENCY?

DOES YOUR LOCAL GOVERNMENT HAVE A RESILIENT EMERGENCY MANAGEMENT PROGRAM?

DOES YOUR LOCAL GOVERNMENT HAVE A BUSINESS CONTINUITY PLAN?

DOES YOUR LOCAL GOVERNMENT HAVE AN ALTERNATIVE DRINKING WATER SUPPLY IN CASE OF AN EMERGENCY?

HOW DOES A LOCAL GOVERNMENT'S ASSET MANAGEMENT PLAN ASSIST IN EMERGENCY PLANNING?

DOES YOUR LOCAL GOVERNMENT HAVE A ROBUST COMMUNICATIONS PLAN?

WHY IT IS IMPORTANT TO TRAIN STAFF IN EMERGENCY RESPONSE PROCEDURES?

WHY IT IS IMPORTANT TO PRACTISE EMERGENCY RESPONSE PROCEDURES REGULARLY?

DOES YOUR LOCAL GOVERNMENT HAVE AN ADEQUATE RECORD KEEPING SYSTEM?

HOW CAN A LOCAL GOVERNMENT PREPARE TO FINANCIALLY SURVIVE AN EMERGENCY?

HAS YOUR LOCAL GOVERNMENT ESTABLISHED AN EMERGENCY OPERATIONS OPERATING BUDGET?

HAS YOUR LOCAL GOVERNMENT ESTABLISHED AN EMERGENCY RESERVE?

DOES YOUR LOCAL GOVERNMENT HAVE ADEQUATE INSURANCE?

WHAT PROVINCIAL RESOURCES ARE AVAILABLE TO SUPPORT EMERGENCY PREPAREDNESS?

WHAT FEDERAL RESOURCES ARE AVAILABLE TO SUPPORT EMERGENCY PREPAREDNESS?

EMERGENCY MANAGEMENT AND DRINKING WATER RESOURCES

# EMERGENCY MANAGEMENT AND BUSINESS CONTINUITY



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Local government commitment to emergency management through the following activities:

- Risk based all-hazards approach
- Emergency management plan
- Business continuity plan
- Robust communication plan
- Well-trained staff
- Routine emergency exercises
- Dedicated emergency management coordinator\*
- Asset management planning
- Sustainable financial resources
- Relationships with other key stakeholders
- Continuous learning and updates

\* Could be shared

# PERSPECTIVE BOOKLET GUIDES DISCUSSION ON ISSUES SUCH AS...



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- Importance of resiliency
- Responsibilities in emergency management, including role of elected officials
- Legislated mandates for emergency management
- Integration of emergency management across departments
- Importance of the business continuity plan
- How asset management plans assist emergency management
- Importance of a robust communication plan
- Why practicing emergency management response is important
- Funding and Reserves
- Insurance

# QUESTIONS?



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## CONNECT WITH US



The AGLG welcomes your feedback and comments.

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