

## City of St. John's Corporate and Operational Policy Manual

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| <b>Policy Title:</b> Emergency and Continuity Management Policy        | <b>Policy #:</b> 01-01-11                            |
| <b>Last Revision Date:</b> N/A                                         | <b>Policy Section:</b> Organization > Administration |
| <b>Policy Sponsor:</b> Deputy City Manager, Finance and Administration |                                                      |

### 1. Policy Statement

- a) The City of St. John's vision is of a safe community with exceptional Emergency service.
- b) This policy establishes the elements of a continuous improvement process to develop, implement, maintain, and evaluate the Emergency and Continuity Management Program that addresses prevention, mitigation, preparedness, response, and recovery.

### 2. Definitions

**“Continuity”** means recovery and restoration activities of essential services to return them to normal operational status within an acceptable time frame, as detailed in the Business Continuity Plan, following an Emergency or disruptive event.

**“Department Head”** means all Deputy City Managers (DCMs) and the City Manager or their designate.

**“Emergency”** means a real or anticipated event or an unforeseen combination of circumstances which necessitates the immediate action or prompt co-ordination of action by the Mayor, Council, and/or City Departments.

**“Emergency Management Plan”** (EMP) means a plan, including any procedures, intended to (i) prepare for, respond to, mitigate the effects of, and recover from an Emergency, including recovery and restoration of essential City services; and (ii) provide for the health, safety, and

well-being of persons and the protection of property and the environment.

**“Emergency Coordination Centre”** (ECC) means the physical facility from which the Emergency Coordination Centre Committee supports the response effort of all the responding agencies to an Emergency.

**“Employee”** means any person employed by the City of St. John’s as a permanent, term, part-time, casual, contract, seasonal, temporary, or student worker.

### 3. Policy Requirements

#### 3.1 Emergency and Continuity Management Advisory Group

- a) The Emergency and Continuity Management Advisory Group (“the Advisory Group”) shall:
  - i. review the state of Emergency and Continuity management in the City;
  - ii. provide management oversight of associated program and planning activities; and
  - iii. report to and provide advice to Council on the development and implementation of the Program and related plans and activities; as further detailed in the **Emergency and Continuity Management Procedures**.
- b) The Advisory Group shall consist of the following, or their designates:
  - i. Mayor;
  - ii. City Manager;
  - iii. City Solicitor
  - iv. Deputy City Manager (DCM), Finance and Administration;
  - v. DCM, Community Services;
  - vi. DCM, Public Works;
  - vii. DCM, Planning, Engineering and Regulatory Services;
  - viii. Manager, Emergency and Safety Services; and
  - ix. Fire Chief/Director of Regional Fire Services.
- c) The City Manager shall be the Chair of the Advisory Group, and the Fire Chief/Director of Fire Services and the DCM, Finance and Administration shall be co-chairs.

### 3.2 Emergency Coordination Centre Committee

- a) The Emergency Coordination Centre (ECC) Committee shall direct and manage operations and provide support and resources to the Emergency Coordination Centre and other applicable/appropriate sites.
- b) The Committee shall consist of the persons representing the departments/agencies listed below:
  - i. ECC Manager;
  - ii. Manager, Emergency and Safety Services;
  - iii. Each City Department
  - iv. Office of the City Manager;
  - v. partner agencies, as required.
- c) The City Manager shall be the ECC Manager unless they otherwise appoint another person.
- d) The ECC Manager may request that other government officials or subject matter experts join the Committee.
- e) The Committee shall undertake activities as further detailed in the **Emergency and Continuity Management Procedures**.
- f) In anticipation of an event, as determined by the ECC Manager, or upon declaration of an Emergency, Employees may be assigned responsibilities for the implementation of the Emergency Management Plan (EMP) and/or the orders of the Committee.
- g) Notwithstanding that an Emergency has not yet been declared or that an Emergency declaration has been terminated, Employees and/or Committee members may be assigned to carry out directions of the Committee for the purposes of Emergency mitigation, prevention, response, or recovery, or for the purpose of implementing contents of the EMP intended to further such purposes.

### 3.3 Manager, Emergency and Safety Services

- a) The Manager, Emergency and Safety Services shall coordinate and maintain the Program and related plans and activities as further detailed in the **Emergency and Continuity Management Procedures**.

### **3.4 Emergency and Continuity Management Program**

- a) The Program shall include:
  - i. an EMP and Business Continuity Plan (BCP);
  - ii. a community hazard and risk assessment analysis;
  - iii. an Emergency Communications plan;
  - iv. training programs for Employees and others; and
  - v. public education on risks, safety, and preparedness; and
  - vi. any other related content deemed appropriate by the Advisory Group, ECC Committee, or Manager, Emergency and Safety Services;as further detailed in the **Emergency and Continuity Management Procedures**.

### **3.5 Business Continuity**

- a) The City shall develop a BCP for critical functions, including a Business Impact Analysis (BIA) and Departmental Business Continuity (DBC) Plans, as detailed in the **Emergency and Continuity Management Procedures**.
- b) The City shall include all internal City representatives of the ECC Committee in the development of the BCP, who shall form the Business Continuity Management Committee.

## **4. Application**

This policy applies to (i) all Employees, (ii) all Members of Council, and (iii) all City locations and operations, including the St. John's Transportation Commission (Metrobus).

## **5. Responsibilities**

### **5.1 Council** shall be responsible for:

- a) approving recommended changes to the policy, program, and/or plans.

**5.2 The Mayor** shall be responsible for:

- a) participating in the Advisory Group.

**5.3 The Emergency and Continuity Management Advisory Group** shall be responsible for:

- a) providing strategic input in coordinating the development, implementation, evaluation, maintenance, and continuous improvement of the policy, Program, and related plans; and
- b) implementing the policy and Program elements assigned to them.

**5.4 The Emergency Coordination Centre Committee and the Business Continuity Management Committee** shall be responsible for:

- a) implementing the policy and Program elements assigned to them.

**5.5 Department Heads** shall be responsible for:

- a) communicating this policy, Program, and related plans and procedures to all applicable Employees in their departments; and
- b) advising their departments to comply with this policy and all other associated requirements.

**5.6 The Manager, Emergency and Safety Services** shall be responsible for:

- a) coordinating all aspects of the policy, Program, and related plans.

**5.7 Employees** shall be responsible for:

- a) completing duties assigned by the ECC Committee, EMP, or BCP.

## **6. References**

- Business Continuity Plan
- [City of St. John's Act](#)
- Emergency and Continuity Management Procedures

- Emergency Management Plan
- [Emergency Services Act](#)

## **7. Approval**

- Policy Sponsor: DCM, Finance and Administration
- Policy Writers: Policy Analyst; Manager, Emergency and Safety Services
- Date of Approval from
  - Corporate Policy Committee: November 3, 2020
  - Senior Executive Committee: October 15, 2021
  - Committee of the Whole: October 20, 2021
- Date of Approval from Council: November 1, 2021

## **8. Monitoring and Contravention**

- a) The Emergency and Safety Services Division shall monitor the application of the policy, Program and related plans, and procedures.
- b) Any contravention of this policy and/or associated programs, plans, or procedures shall be reported to the St. John's Regional Fire Department, Department of Finance and Administration (including the Human Resources Division), the Office of the City Solicitor, and/or the City Manager for further investigation and appropriate action, which may include, but is not limited to legal action and discipline, up to and including dismissal.

## **9. Review Date**

Every five years