

Tues. March 28
12 - 1 PM

Presenters:
Mike Grogan, CCVO and
Jennifer Whelly, City of
Toronto

**What happens after first
responders respond?**

**Emergency Planning
and the Nonprofit
Sector**



AGENDA

- Sector example: How the Calgary nonprofit sector responded to the 2013 Southern Alberta flood with a multi-sectoral partnership
- Role of the nonprofit sector in emergency situations
- Sector example: City of Toronto and Canadian Red Cross partnership
- Building capacity to provide continuity of service during emergencies, and respond and recover from emergencies
- Q&A

PRESENTERS

Mike Grogan

Vice President of Programs and Operations, Calgary Chamber of Voluntary Organizations

Over his 25 year career in the private and nonprofit sectors, Mike has become recognized for his ability to inspire multiple stakeholders to tackle complex challenges. His skills and experience stem from a diverse background that encompasses building effective organizations from the ground to up to leading backcountry wilderness adventures to developing cross-sectoral collaborations and partnerships.

Jennifer Whelly

Coordinator, Office of Emergency Management, City of Toronto

Jennifer Whelly is a Coordinator at the City of Toronto's Office of Emergency Management. She works primarily on the Emergency Social Services program, which provides support to those displaced by emergencies in Toronto. Before that, she spent several years with the Canadian Red Cross Disaster Management Program. Jennifer holds a Masters of Arts in International Affairs and a Masters of Disaster and Emergency Management.



BETTER TOGETHER: A CASE STUDY IN CROSS-SECTOR COLLABORATION

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CCVO
Calgary Chamber of
Voluntary Organizations

OVERVIEW

Creating a multi-sectoral partnership based on:

- Calgary's nonprofit context
- Nonprofit sector research and consultations from the 2013 Southern Alberta flood
- Incorporating lessons learned into new relationships and working models

2013 SOUTHERN ALBERTA FLOOD

“Canada’s costliest natural disaster” (Calgary Herald, Oct. 23rd, 2013)- Prior to the 2016 Fort McMurray fires

- Approximately \$6 billion in damage costs
- Immediate displacement of 100,000+ residents in 30 communities
- 22 local states of emergency declared
- Permanent damage of infrastructure, housing, and business

RESEARCH BASIS

CALGARY AND AREA NONPROFIT FLOOD IMPACT SURVEY



Propellus

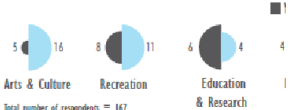
The past two weeks have been a challenging time as the impact of massive flooding. As we move beyond the impact, the impact will be extensive. While many organizations are returning, the impact will be felt in a number of areas.

In the immediate aftermath of the flooding, the Calgary (formerly Volunteer Calgary) began to assess the impact of the impact and changing situation, to help keep stakeholders of the disaster and, where possible, match resources to the impact.

With over 160 responses received from the following emerging trends have been identified:

- While many organizations were called upon to redirect their services towards flood relief, most local nonprofits and charities have not been directly affected by the floods.
- Many organizations reported increases in demand for services, particularly in the Social Services and Housing subsectors. The combination of increased need due to flood related issues, coupled with ongoing demand for services, has resulted in significant operational pressures for many organizations.

ORGANIZATIONS REPORTING



*This survey was intended to gauge the impact of the flooding on a sample representative of the entire sector.

Calgary's Nonprofit Sector AFTER THE FLOOD

A report on Calgary's flood impact, emergency preparedness and lessons learned

INTRODUCTION

Over the past eight months, CCVO has undertaken a number of research and engagement activities to gauge the impacts of the June floods on Calgary and area nonprofits.

The Calgary Nonprofit Flood Reports provide insight into the experiences of organizations from all parts of the sector and have been widely used by funders, governments, capacity builders and other stakeholders to develop informed responses to the crisis.

This four-part report emerged from a survey of 167 nonprofits in 2014. It provides a snapshot of the future through the eyes of the future.

THE KEY THEMES IN THIS REPORT INCLUDE:

Evidence exists to support the fears of many organizations that support were diverted from ongoing operations and recovery.

Emergency preparedness and business continuity planning were promoted and supported within the nonprofit sector.

There is a clear need for better coordination among nonprofits and government agencies during a crisis.

RISING ABOVE



Key learnings, insights and recommendations to improve the response of Alberta nonprofits in the event of (another) disaster or crisis.

PREPARE for the future



LEARN from the past



When disaster strikes: case studies from Calgary's 2013 flood
Prepared by the Calgary Chamber of Voluntary Organizations

NONPROFIT EXPERIENCES

Issues faced by nonprofits include:

- Increased demand for client service and support.
- Loss of capacity to deliver services – facilities, equipment / inventories, service delivery partners, staff & volunteer availability.
- Financial pressures and stresses.
- Complexity / evolution of service delivery from initial to long-term responses.

SECTOR FINDINGS

Does your organization currently have a plan that guides actions in the event of an emergency?

- A lack of useful and comprehensive emergency response and business continuity plans within the nonprofit sector
- Disparities in the ability of charities and nonprofits to access financial supports
- Disconnects between the public sector response to the flood and the nonprofit sector
- Deep willingness to create a better model.
- Staff fatigue / burn out

EMERGENCY PREPAREDNESS INITIATIVE of CALGARY



CCVO
Calgary Chamber of
Voluntary Organizations



THE CITY OF
CALGARY
COMMUNITY &
NEIGHBOURHOOD SERVICES



THE **CALGARY**
FOUNDATION



**CANADIAN
RED CROSS**



**Alberta Health
Services**



United Way
Calgary and Area



FEDERATION OF
CALGARY COMMUNITIES

EMERGENCY PREPAREDNESS INITIATIVE of CALGARY: Pillar 1

Build the capacity of nonprofit organizations to provide continuity of service during emergencies and effectively respond to and recover from emergencies.

- Build the capacity of nonprofit organizations through collaborative approaches to emergency preparedness planning and business continuity.
- Develop networks of communication support and service continuity between organizations to facilitate service coverage during an emergency.

EMERGENCY PREPAREDNESS INITIATIVE of CALGARY: Pillar 2

Increase collaboration and coordination between the public and nonprofit emergency response systems.

- Develop and maintain working relationships with key nonprofit partners to facilitate emergency planning and response.
- Coordinate the development of a emergency response system that is responsive to the unique needs of vulnerable Calgarians.
- Support the development of collaborative funding models for community based disaster preparedness planning and recovery.

EMERGENCY PREPAREDNESS INITIATIVE of CALGARY: Pillar 2

- **Critical Service Providers Group** is a collaborative of nonprofit organizations who may be called upon to contribute to a joint response action.
- It is a platform for information sharing, joint-planning, and coordination between the nonprofit and public sector.
- Preparedness activities– Communication, Planning, Coordination & Capacity Building
- Emergency Response –Communication, Planning, Coordination & Joint-Action

NON-PROFITS IN EMERGENCY MANAGEMENT

Jennifer Whelly
Coordinator, Office of Emergency Management
City of Toronto



Office of Emergency Management



Emergency Response

Curbside

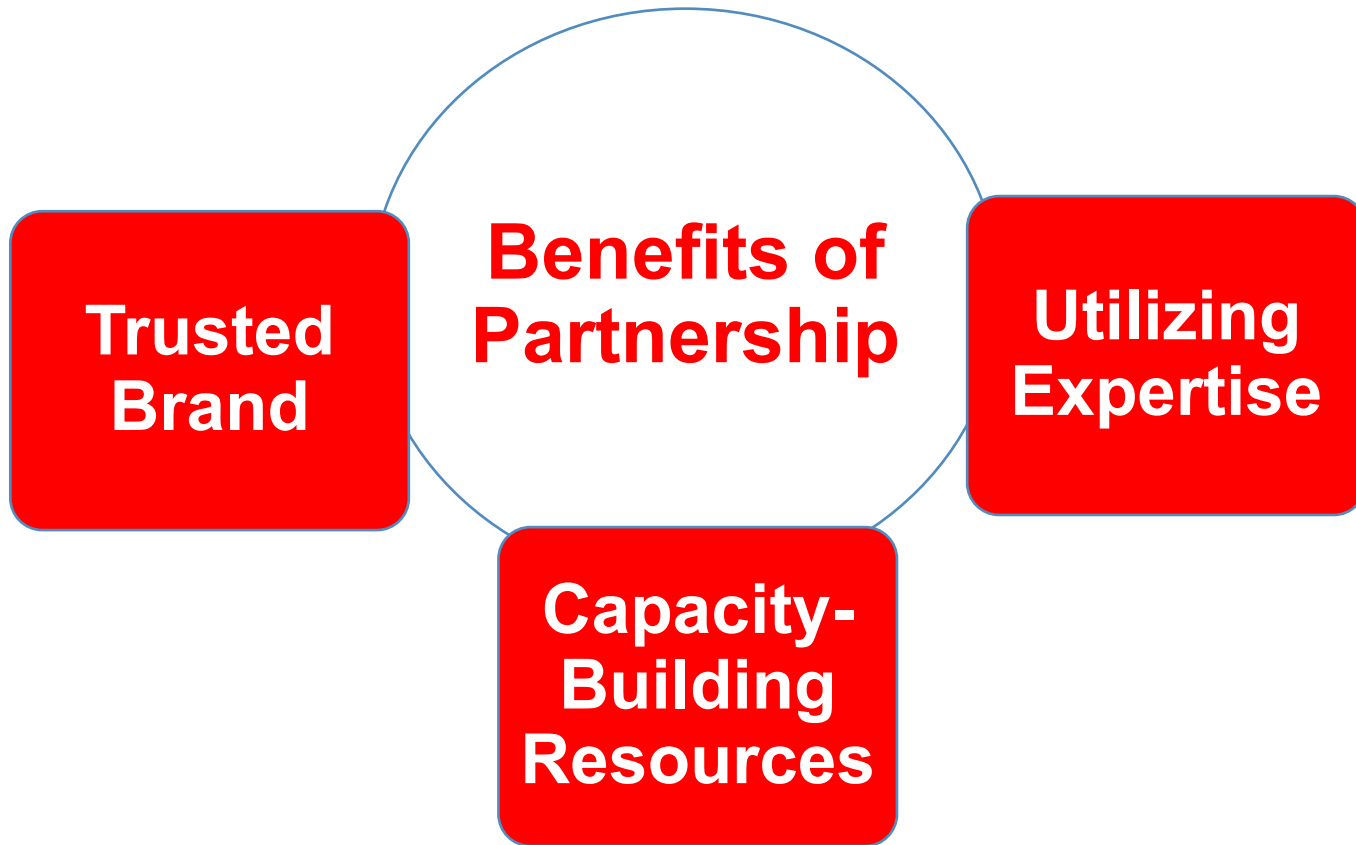
Standard Services	Specialized Services
 CANADIAN RED CROSS	 TORONTO

Emergency Reception Centres

Standard Services	Specialized Services
 CANADIAN RED CROSS	 TORONTO



**CANADIAN
RED CROSS**



Other Non-profit partners



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Questions?

