

# Memorandum

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Date: February 12, 2025

To: ALL Alberta Health Services (AHS) and Contracted Home and Community Care and Continuing Care Home Service Providers

From: Robyn Maddox, Senior Provincial Director, Provincial Seniors Health & Continuing Care

RE: Emergency & Disaster Management Policy

I am writing to inform you of an important update regarding the Emergency Response Codes Policy (as referenced in the AHS Policies Schedule (Schedule B) of the Agreement). As part of our ongoing efforts to improve emergency preparedness across the healthcare system and streamline information, AHS has amalgamated content from the Emergency Response Codes Policy with the Emergency Disaster Management Policy.

Effective February 13, 2025, all continuing care contracted service providers (CSPs) will be required to adopt and align with the AHS Emergency Disaster Management Policy (policy) which went into effect February 10, 2025. The AHS Emergency Response Codes Policy will be available for reference until February 13, 2025.

Revisions were made to the policy to align with federal policy on Emergency Management and other legislation, such as the Public Health Act, Emergency Management Act, Occupational Health and Safety Act, and the National Fire Code (2023 Alberta Edition). Alignment with the AHS policy supports CSPs to meet their legislative requirements. The revised policy emphasizes the critical importance of collaboration and proactive planning to ensure the safety and well-being of all individuals within our care facilities.

In response to this policy change:

- Review and implement the AHS Emergency Disaster Management policy.
- Familiarize your leadership teams and staff with the resources and education available on the Continuing Care Connection website.
- Review any operational/organizational resources and education for alignment with the policy.
- Rescind/remove all references and links to the AHS Emergency Response Codes Policy.

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For more information, contact  
continuingcare@ahs.ca



## **Key Messages for Operators and Staff:**

### **Collaboration is Key to Success**

- Successful emergency disaster management occurs when there is seamless collaboration between stakeholders. This means a unified approach between contracted continuing care operators, AHS (Alberta Health Services) personnel, and other partners in responding to emergencies. Together, we must ensure that we are ready for any emergency situation, with clear communication, clear roles and responsibilities, and coordinated efforts.

### **Our Commitment to Preparedness**

- The E/DM Division within AHS remains dedicated to preparing the organization, its facilities, and our contracted partners to effectively respond to and recover from any major emergency or disaster. This preparation includes ongoing training, resource sharing, and the development of policies that ensure we are ready to act swiftly when needed. Resources have been added to the Continuing Care Connection website to support planning and education.

### **Operator Responsibility**

- While the E/DM Division provides guidance and support, the ultimate responsibility for the development, implementation, and evaluation of emergency response plans continues to fall on each contracted operator and their respective organizations. Each operator is required to ensure that emergency plans are in place, staff are trained, and procedures are regularly reviewed and updated.

We ask that you review your current emergency disaster management plans considering this updated policy and ensure that they align.

Please reach out to [continuingcare@ahs.ca](mailto:continuingcare@ahs.ca) for any support or clarification needed in this process.

Thank you for your continued dedication to the safety and care of those we serve.