Western Healthcare Infrastructure Summit

Alberta Health Services
Southern Alberta Floods 2013

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Flooding 2013 - Calgary
Flooding 2013...Town of High River

The River flows through downtown High River.

The Community of Sunrise, - was never supposed to flood.
AHS Operational Impact

- A number of Hospitals / Urgent Care Centers evacuated, isolated and / or damaged; secondary impact for receiving sites
- Several continuing care sites (Hospices, Drop In, etc.) and Long Term Care Facilities evacuated / received damage
- Multiple AHS Corporate/Community/EMS facilities/private Community Physician Offices/evacuated and/or sustained damage
- Hundreds of Home Care clients displaced
- Staff were displaced from places of work; many Staff had homes that were damaged or destroyed
- Multiple EMS Stations damaged
Impact....

Patient records were damaged by the flood waters.

Boats, motor homes, personal belongings, etc were moved by the raging flood waters.
AHS Response Efforts

- EMS activated their Emergency Management Plan
- Three Zone Emergency Operations Centers (ZEOCs) activated
- Provincial AHS Emergency Coordination Centre activated
- AHS Staff assigned 24/7 coverage within Municipal Emergency Operations Centers and later, Recovery Centers
- AHS Mental Health and Public Health staffed High River “Welcome Center” – provision of information, support
- Site evacuation plans were implemented for evacuating and receiving sites
- Staff were relocated and / or reassigned
AHS Response Efforts (cont)

• > 250 Community Health Nurses/Home Care Nurses and Mental Health Workers supported Community Evacuation Centers
• AHS Nursing and Aboriginal Health Staff supported First Nation Communities (e.g. Siksika Nation, Stoney Nations - Eden Valley and Morley)
• Messaging for Health Link Alberta; linkage to other call centers
• Posting / distribution of health related information and use of social media
• Establishment of alternate care location
Dear people in Calgary who got flooded out. I hope you're ok. If you're missing and you get out soon and Calgary gets all the water out of the area and here is a little pitcher to cheer you up. Love you from Justin.
AHS Response Efforts (cont)

Public Health response involved:

• Increased health surveillance / reporting
• Focus on key infrastructure (i.e. potable water & sewage systems)
• Working with AESRD for water, soil and air monitoring
• Provision of support to, and inspection of, facilities
• Support to the municipality to assess safety for re-entry into affected homes (posting of not for habitation (NFH) notices)
• Provision of information for homeowners and businesses
• Responding to health complaints/concerns about clean up activities
Structurally unsafe
Unfit for habitation
Unfit for habitation
Resource Impacts

- Out of zone Public Health Inspectors (PHI), Supervisors and Managers were cycled through Calgary and area
- On July 5: 12 out of province inspectors arrived
- Emergency Social Services staff from BC augmented AHS Community Mental Health resources
- Equipment (beds, geriatric chairs, stretchers, etc.) shipped from central stockpiles to sites receiving evacuees
- Personal protective supplies provided to Non Governmental Organizations for handout to residents / volunteers involved in cleanup
- Many staff displaced from their places of work; work from home or alternate sites
AHS Recovery Efforts (Ongoing)

- 6 temporary inspectors hired to assist with anticipated workload extending for at least one year
- Ongoing Mental Health support in the communities
- Attendance at community meetings to provide information / expertise
- Repatriation of displaced patients / LTC residents
- Relocation of displaced staff / services
- Reconstruction / renovation of impacted sites
- Post incident debrief sessions / surveys
- Stockpile recovery / replenishment
- Financial recovery / insurance
- Employee Family Assistance Program resources enhanced
Our People
Thank you!

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