

2024 HANDBOOK



NGO COUNCIL OF ALBERTA

Alberta's quick
reference guide to
Non-Governmental
Organizations with
active roles in
Emergency
Management

PURPOSE

Emergencies and disasters in Alberta are becoming more frequent, more complex, and are in need of a comprehensive, efficient, and cost-effective response and recovery strategy.

The Alberta NGO Council is a network of non-governmental organizations that are active participants in Alberta's Emergency Management landscape.

The purpose of the Alberta NGO Council is to support municipal and provincial emergency planning and preparedness, response and recovery efforts through coordination, cooperation, collaboration, and communication.

By valuing their independence and neutrality, and by utilizing their collective knowledge, experience and resources, the Council members remain committed to supporting municipal and provincial emergency management jurisdictions when disasters strike in the Province of Alberta.

PARTNER AGENCY CONTACTS



Adventist Development and Relief Agency

Office: 1-888-274-2372

adra.ca



Alberta Native Friendship Centres Association

Contact your local community-based Friendship Centre

anfca.com



Alberta SPCA

24-Hour Contact: 1-800-455-9003

albertaspca.org



Auxiliary Communication Services

Contact: 780-668-3218

rac.ca/acs/



Billy Graham Rapid Response Team

Office: 1-800-293-3717

billygraham.ca



Bridges Of Love Ministry Society

24 Hour Contact 403-616-0536

bridgesoflove.net



Canadian Disaster Response Organization

Office 1-888-398-CDRO (2376)

cdro.ca/



Canadian Red Cross

24-Hour Contact: 1-888-800-6493

redcross.ca

PARTNER AGENCY CONTACTS



The Church of Jesus Christ of Latter-Day Saints Welfare & Self Reliance Services

Office: 403-360-4514
churchofjesuschrist.org/



Food Banks Alberta

Office: 780-459-4598 After Hours: 780-720-0296
foodbanksalberta.ca



JustServe

Office: 780-893-6943
justserve.org



Mennonite Disaster Service

Office: 1-866-261-1274 24-hour Contact: 403-330-3917
Mds.mennonite.net



Samaritan's Purse

Office: 1-800-663-6500 24-hour Contact: 403-770-7470
samaritanspurse.ca



St. John Ambulance

St. John Ambulance

Office: 1-800-665-7114
sja.ca



Team Rubicon Canada

24-Hour Contact: 1-888-987-8716
team-rubicon.ca



The Salvation Army

24-Hour Contact: 780-780-215-8097 or 780-910-5704
salvationarmy.ca/alberta/eds

SERVICES BY PARTNER

	Animal Welfare	Clean-Up & Debris Mngt	Clothing	Communications	Donation Mgmt	Food Services	Health Support	Pet Therapy	Psychosocial Supports	Rebuilding	Shelter Services	Unmet Needs
Pages	7	8	9	10	11	12	13	14	15	17	18	19
Adventist Development & Relief Agency (ADRA)			✓		✓	✓						✓
Alberta Native Friendship Centres Association			✓			✓			✓		✓	
Alberta SPCA	✓											
Auxiliary Communication Service				✓								
Billy Graham Rapid Response Team									✓			
Bridges Of Love Ministry Society					✓				✓			✓
Canadian Disaster Response Organization (CDRO)												✓
Canadian Red Cross			✓		✓	✓	✓		✓			✓

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Church Of Jesus Christ Latter Day Saints Welfare & Reliance Services		✓										✓
Food Banks Alberta					✓	✓						
JustServe				✓	✓							✓
Mennonite Disaster Service (MDS)		✓								✓		
Samaritan's Purse		✓								✓		✓
St. John Ambulance							✓	✓				
Team Rubicon Canada		✓										✓
The Salvation Army			✓		✓	✓			✓			

ANIMAL WELFARE



Report Animal in Distress: 1-800-455-9003

When disaster strikes, the Alberta SPCA is the first point of contact for Alberta Emergency Management, and the provincial government's official liaison to assist municipalities requiring a needs assessment involving animals. The Alberta SPCA provides field support and coordination for animal-related emergencies.

The Alberta SPCA can send out a team of professionals to assist during the response stage of an emergency to assist with sheltering and evacuating animals. In the recovery stage, the Alberta SPCA will assist in the reunification of animals and their owners.

These services are open to all municipalities outside of the Edmonton and Calgary city limits. For assistance within the Edmonton and Calgary city limits municipalities are encouraged to call the Animal Care and Control Centre (780)-442-5311 and in Calgary, the Calgary Humane Society 403-205-4455.

CLEAN-UP & DEBRIS MANAGEMENT



Office: 403-360-4514
<https://www.churchofjesuschrist.org/?lang=eng>

The Church of Jesus Christ of Latter-day Saints can provide assistance with post disaster clean up. The church's greatest resource is manpower and the ability to organize manpower quickly. With this manpower appropriate clean-up tools and equipment can also be provided.



Office: 1-866-261-1274
24-Hour Contact 403-330-3917
dscn@mds.mennonite.net

Mennonite Disaster Service specializes in clean-up of residences and neighbourhoods after floods, windstorms, and fires. MDS Can clean up and remove debris from yards and fields using a large pool of volunteers, leadership, equipment (tool trailer with pumps, generators, chainsaws, etc).



Office: 1-800-663-6500
24-Hour Contact 403-770-7470

Samaritan's Purse Canada can provide assistance to remove damaged and/or destroyed contents, clean out and remediate flooded basements, mold sanitization, installation of roof tarps to protect damaged roofs, cutting, chipping and removal of organic debris, and yard clean up. SPC operates a mobile disaster relief unit (DRU) equipped with tools and safety equipment to outfit and manage both community volunteers as well as deploying its own trained leadership teams.



Office & 24-Hour Contact: 1-888-987-8716
info@teamrubicon.ca

Team Rubicon leverages the abilities and experiences of our highly skilled volunteers to support communities and organizations affected by natural disaster. These capabilities include, but are not limited to, Incident Management Assistance Teams to aid in crisis planning and disaster management, infrastructure support, hazard mitigations, light demo, debris removal, and disaster mapping.

CLOTHING



Office: 1-888-274-2372
info@adra.ca

ADRA Canada is capable of coordinating the acquisition and distribution of clothing in the event of an emergency.



**Contact your local community-based
Friendship Centre**

Across Alberta, Friendship Centres provide access to clothing and apparel needs, laundry services, cleaning supplies and/or provide referrals to other supports when needed. Each Friendship Centre offers a different level of access to clothing needs and personal care items during times of emergency and crisis.



24 Hour Contact: 1-888-800-6493

The Canadian Red Cross can provide clothing to persons in need in an emergency to prevent harm from exposure and to meet immediate clothing needs. That may include coordinating clothing via agreements with commercial suppliers, laundry supplies/dry cleaning, or collaboration with partners to arrange clothing. We do NOT take in-kind donations.



24 Hour Contact: 780-215-8097 or 780-910-5704
Ben.lippers@salvationarmy.ca
Tim.Sharp@salvationarmy.ca

The Salvation Army assists people with clothing in a variety of ways. The provision of gift cards allows residents to meet their individual needs in their own timing and at the retailer of their choice. In certain locations, vouchers to one of The Salvation Army's Thrift Stores may also be provided. When the incident makes gift cards or vouchers impractical, Emergency Disaster Services personnel can establish a distribution centre, allowing survivors to select their own clothing and other provisions, sourced from in-kind donations.

COMMUNICATIONS



Contact: 780-668-3218
rac.ca/acs/

Auxiliary Communications Service when deployed, does not typically replace the systems in place to support agencies and recovery organizations. Instead, it augments existing communications infrastructure, providing added flexibility and capacity that is often needed during emergencies (for example, between emergency operations centers, community shelters, hospitals, evacuation points, and other facilities). ACS-SAC Canada provides a link between different groups, support agencies and NGO's that have their own communication systems. These systems may not reach to the EOC, or link together.



Contact: 780-893-6943

JustServe.org has disaster recovery features that allow for enhanced communication and collaboration in times of need. JustServe works with government and their local partners to prepare for emergencies through setting up an online space, “a disaster recovery centre” that can inform the community, including businesses and private individuals/groups, regarding needs that volunteers can meet in times of crisis. This enhances, instead of disrupting, the formal disaster relief processes.

DONATION MANAGEMENT



Office: 1-888-274-2372
info@adra.ca

ADRA Canada collaborates with our local volunteer network, overseen by our Alberta Regional Program Manager, to manage warehouse operations and donation processing. This includes sorting, packaging, temporary storage, transportation, and distribution of all donated items during emergencies and disasters. Our organization has a history of active involvement in previous disasters across the country, such as the Fort McMurray fire.



24 Hour Contact: 403-616-0536

The devastation inflicted on Northern Alberta Communities by the recent wildfires caused Bridges of Love to create a system to connect resources (donations) with wildfire victims. Donation management if not handled properly, can cause mounds of donated items, that may or may not be utilized at the time. Alberta Recovers, evolved from the disaster recovery model pioneered by Recovers.org which was used extensively during the 2013 Alberta Floods. Alberta Recovers connects donors/volunteers on-line with wildfire victims who post a need. Bridges of Love identifies the match and invites Faith Emergency Preparedness Initiative (FEPI) churches to help with deliveries, or wherever they can assist, allowing communities to be rebuilt "*at the speed of trust*".



**Canadian
Red Cross**

24 Hour Contact: 1-888-800-6493

The Canadian Red Cross has the capacity to support emergencies or disasters of various size and scope. In the event you feel the need for Red Cross support in donation management, please contact our 24-hour number.

DONATION MANAGEMENT



Office: 780-459-4598
food@foodbanksalberta.ca
executivedirector@foodbanksalberta.ca

FBA's Emergency Preparedness & Response Plan will be activated during an emergency event within Alberta, when food insecurity presents as an issue. This plan has provisions for the acceptance, sorting, storage, transportation and distribution of donated food and food adjacent products throughout the province. FBA will work in partnership with its community member food banks to ensure that donated product is managed and distributed in a timely and responsive manner.



24 Hour Contact: 780-215-8097 or 780-910-5704
Ben.lippers@salvationarmy.ca
Tim.Sharp@salvationarmy.ca

The Salvation Army is recognized as a leader in collecting, sorting, and distributing donated goods, primarily through its Thrift Stores. During times of disaster, the Emergency Disaster Services program makes use of that expertise and those facilities to accept, sort, transport, and distribute donated goods. The Salvation Army can also manage warehouse operations at other locations as warranted and required by the specific incident.

FOOD SERVICES



Office: 1-888-274-2372

info@adra.ca

ADRA Canada operates food service locations in Alberta that are ready to be mobilized in response to emergency situations. We have the capacity to scale up operations to meet the increased demand for essential food supplies.



Contact your local community-based Friendship Centre

Friendship Centres across Alberta provide access to food security, (food bank and pantry access), hampers, hot meal, brown bag and to go meals, snack packs, diabetic food packs/snack, and baby food. Each Friendship Centre offers a different level of access to food security during times of emergency and crisis.



24 – Hour Contact 1-888-800-6493

The Canadian Red Cross can provide emergency food services during emergencies. The Red Cross is careful to ensure to the best of its ability that food meets the nutritional needs of at-risk groups, in particular infants, children, pregnant and breast-feeding women, the elderly, individuals with dietary restrictions and emergency workers. We also work to respect the culture of the population affected.

FOOD SERVICES



Office: 780-459-4598
food@foodbanksalberta.ca
executivedirector@foodbanksalberta.ca

FBA's Emergency Preparedness & Response Plan will be activated during an emergency event within Alberta, when food insecurity presents as an issue. This plan has detailed procedures for moving food throughout Alberta to areas of need, quickly and effectively. We will work directly with the impacted community and its stakeholders to identify and meet their unique and specific needs for food and product. Additionally, FBA maintains an emergency food and product cache year-round for use during emergency events throughout the province. FBA will work in partnership with donors, government, local food banks, linked agencies and community reception centers to collaboratively meet the need as it is presented.



24 Hour Contact: 780-215-8097 or 780-910-5704
Ben.lippers@salvationarmy.ca
Tim.Sharp@salvationarmy.ca

The most visible service of the Salvation Army's Emergency Disaster services is the provision of hot meals and refreshing beverages to evacuees and emergency personnel. A fleet of dedicated mobile kitchens is positioned across Alberta with the ability to provide freshly prepared meals virtually anywhere with road access. Where deploying a mobile kitchen is not possible, trained food service teams can make use of any commercial kitchen in reception or evacuation centres to provide food and hydration services. Whenever possible, every attempt is made to address allergies, food sensitivities, and cultural considerations.

HEALTH RESPONSE SUPPORT



24 – Hour Contact 1-888-800-6493

Personal Services provide immediate personal assistance to people dealing with physical, social, or emotional challenges created by or aggravated by an Emergency. This service also provides assistance to meet the functional requirements of beneficiaries such as children, dependent adults, and mobility-impaired adults. Based on assessments, services may include personal and hygiene products, baby supplies, prescriptions (provide the means to renew necessary medical prescriptions), special mobility aids (provide means to acquire special mobility aids necessary for healthy living), personal services and health care (provide the means to fulfill basic support and medical aid requirements, including to acquire eyeglasses, hearing aids, or dentures or referral to professional health services). Note that while Red Cross provides assistance in the form of the services, Red Cross does not assume the care of unaccompanied minors or dependent adults.



St. John Ambulance

Office: 1-800-665-7114

In times of disaster, public health crisis or civil emergency, St. John Ambulance Volunteer Medical First Response Services has the capability of providing First Aid, MFR, and health care support services; evacuation/reception centre support; and health-related screening.

PET THERAPY SERVICES



St. John Ambulance

Office: 1-800-665-7114

The St. John Ambulance Therapy Dog Services program is a recognized leader in animal-assisted intervention. Therapy dogs and their handlers offer companionship to those in need of comfort and emotional support. The program is a volunteer visitation program with a family pet and is not a service dog or workplace certification program. Following national standards, volunteers and their dogs undergo screening, training, and evaluation. In addition to their roles within hospitals, senior care centres, and other programs, Therapy Dogs and their handlers could provide specific roles within evacuation/reception centres, payment distribution centres or other areas as needed during times of emergency response incidents, such as "meeters and greeters" at designated locations

PSYCHOSOCIAL SUPPORT



Contact your local community-based Friendship Centre

Across Alberta, Friendship Centres provide access to psychosocial support which includes holistic supports (Elders, traditional medicine), mental health support in the form of counselling, and provide referrals to other supports when needed that are respectful of Indigenous Cultures and Teachings for the benefit of both Indigenous and Non-Indigenous people in the area. This includes connection to Elders for emotional and cultural support, traditional medicines, cultural workshops, holistic services, and language/translation supports during an emergency/crisis.



Office: 1-800-293-3717

Crisis trained Chaplains from the Billy Graham Evangelistic Association Rapid Response Team respond into communities impacted by a disaster or tragic event. Chaplains provide Spiritual and Emotional Care to those impacted within the community. Care is provided during the early stages of the disaster and Rapid Response Team Chaplains ensure that, if ongoing care is requested or indicated, that care is facilitated through referrals into the community's existing Spiritual and Emotional care networks. BG-RRT also offers Grief and Trauma training to communities in advance and after a crisis event, to strengthen the community's ability to care for its own members and build resiliency.

PSYCHOSOCIAL SUPPORT



Canadian
Red Cross

24 Hour Contact: 1-888-800-6493

Working alongside communities, the Red Cross can help people prepare for and recover from the effects of a disaster through providing emotional care and support to help people feel safe, connected and hopeful for their future. This may include the direct provision of psychosocial support, assessing needs, distributing information about relevant local and supportive resources, and referrals to local support services.



24 Hour Contact: 780-215-8097 or 780-910-5704
Ben.lippers@salvationarmy.ca
Tim.Sharp@salvationarmy.ca

The Salvation Army is on hand to provide psychosocial care to those impacted by the incident and their families, as well as first-responders coping with the stress of a disaster. Emergency Disaster Services takes a whole-person approach, ensuring every Salvation Army worker is trained in basic holistic care. Teams of trained, certified, and experienced personnel offer specialized support in the areas of Disaster Chaplaincy, CISM, Psychological First Aid, Grief Counselling, and Pastoral Care. In times when The Salvation Army, as a Christian Church, cannot meet the spiritual needs of an individual or community, it actively works with other faith groups to ensure survivors and responders are respected in their beliefs.

REBUILDING



Office: 1-866-261-1274
24-Hour Contact: 403-330-3917
mdscn@mds.mennonite.net

Mennonite Disaster Service offers free labour and leadership for repair or rebuilding of homes for homeowners who cannot rebuild with their own resources after floods, windstorms, and fires. MDS comes fully equipped with a tool trailer for restoration, rebuilding and finishing in collaboration with long-term recovery organizations.



Office: 1-800-663-6500
24-Hour Contact: 403-770-7470

Samaritan's Purse can provide no-cost, volunteer home repair and restoration services as part of an integrated recovery program post-disaster. Through effective case management, each homeowner receives an accurate needs assessment and is encouraged to utilize their own resources first towards their own rebuild. Samaritan's Purse can help fill the gap to get homes to safe, warm, and dry condition through the use of volunteer labour and occasionally funding materials.

SHELTER SERVICE



Contact your local community-based Friendship Centre

Friendship Centres across Alberta provide access to emergency shelter supports before, during, and after an emergency. Friendship Centres can provide safe, supportive, temporary services to ensure base needs are being met during an emergency/crisis.



24 Hour Contact: 1-888-800-6493

The Canadian Red Cross provides *Registration Services* to facilitate family reunification, communication with emergency-affected persons, and the fast and accurate provision of direct assistance; *Reception and Information* to provide a place for people impacted by an emergency to go where they can receive services and information about services and other assistance available to them, whether from Red Cross or other agencies, as well as information about the emergency situation; *Lodging* to ensure individuals are provided with safe, temporary lodging away from an area affected by an emergency as well as support to people when they return to their homes; and *Family Reunification* to assist with reuniting families by collecting information and answering inquiries regarding the condition and whereabouts of missing persons

UNMET NEEDS



Office: 1-888-274-2372
info@adra.ca

ADRA Canada stands ready to address unmet needs that may arise during emergencies. Our national Emergency Response Team can be dispatched to the region as required to provide support.



Office 403-649-0087
bridgesoflove.ca

When disaster strikes, civil society is often first in line to offer a hand up. Community Emergency Response Team training enhances the capacity of civil society to provide immediate disaster assistance, bridging the critical gap between time of disaster, and arrival of emergency services. Community Emergency Response Team training offers a SAFE neighbour helping neighbours' response. CERT is a grass-roots strategy that is both practical and realistic, strengthening community safety and preparedness, through increased civic participation. Today, the intensity and frequency of disasters is making preparedness and training of local communities necessary to provide security until the first responders arrive on the scene.



Contact: 1-888-398-CDRO

Canadian Disaster Response Organization (CDRO) is a pan-Canadian emergency response and management organization consisting of Members of an All-Hazard Incident Management Team - Type 3 that will respond in situ, virtually or hybrid. CDRO Members are a diverse group with experience and expertise from deployments internationally, federally, provincially, locally, and organizationally. Members are comprised from many sectors; wildland and structural firefighting, law enforcement, emergency management, emergency medical services, petroleum sector, military, and non-governmental organizations which gives them the ability to provide assistance and support for all-hazard situations at both the strategic and operational levels through memorandums of understanding with our partners, we are able to meet your tactical needs.

UNMET NEEDS



Canadian
Red Cross

24 Hour Contact: 1-888-800-6493

The Canadian Red Cross can provide various types of personal assistance to people dealing with physical, social, or emotional challenges created or aggravated by a disaster. This service can also provide assistance to meet the specific needs of clients such as children, dependent adults, and mobility-impaired adults. Red Cross can also provide referrals to community agencies and organizations as appropriate.



Office: 403-360-4514
<https://www.churchofjesuschrist.org/?lang=eng>

The Church of Jesus Christ of Latter-day Saints can fill in those gaps that can arise during a time of emergency. Specifically, basic hygiene needs can be met for those impacted by disasters through the provision of basic hygiene kits.



Office: 780-893-6943

JustServe.org is a website where the volunteer needs of organizations are posted and volunteers search for opportunities to enhance the quality of life in the community.

UNMET NEEDS



Office: 1-800-663-6500
24-Hour Contact: 403-770-7470

Samaritan's Purse makes trained case managers available to disaster victims initially building off the beneficiary list from the immediate response as well as from referrals from other NGOs and the community. As part of long-term recovery management, SPC can function, where necessary, as a convener of Non-Government Organizations (NGOs), Not-for-Profits (NFPs) and local churches to bring efficiency and consistency to community recovery.



Office & 24-Hour Contact: 1-888-987-8716
info@teamrubicon.ca

Team Rubicon Canada is a non-profit disaster response organization that leverages the abilities and experiences of our highly skilled volunteers, comprised of Veterans, First Responders and Civilians, to support communities affected by natural disaster. These capabilities include, but are not limited to, Incident Management Teams to advise and assist in disaster management, disaster mapping and work-order management, damage and impact assessments, debris management, hazard mitigation, and spontaneous volunteer management. Team Rubicon Canada deploys as a self-sustaining unit with all the resources required to provide the above capabilities, including PPE, hand tools, data analysis and mapping suites, and sawyer teams.



NGO Council Of Alberta

www.ngocouncil.ca

Email Contacts

chair@ngocouncil.ca

cochair@ngocouncil.ca

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