



GNWT RESPONSE TO

2022 AFTER-ACTION REVIEW

RECOMMENDATIONS

December 2025



K'áhshó got'jne xədə k'é hederı ɔedjhtl'é yerınıwę nı dé dúle.
Dene Kadá

ʔerıhtl'ıs Dēne Sųlıné yatı t'a huts'elkēr xa beyáyatı theɔɔ ɔat'e, nuwe ts'ēn yóftı.
Dēne Sųlıné

Edı gondı dehgáh got'je zhaté k'éé edatl'éh enahddhę nıde naxets'é edahlı.
Dene Zhaté

Jii gwandak izhii ginjik vat'atr'ijąhch'uu zhit yinohtan jı', diıts'at ginohkhıı.
Dinjii Zhu' Ginjik

Uvanittuaq ilitchurisukupku Inuvialuktun, ququaqluta.
Inuvialuktun

Ć'bd< nn^{sb}Δ^c ΛrlJΔr^c Δ^{sb}nc^{sb}rlı^{sb}, ɔ^cnc^{sb} ɔ^c ɔ^{sb}cl^{sb}Δ^{sb}nc^c.
Inuktitut

Hapkua titiqqat pijumagupkit Inuinnaqtun, uvaptinnut hivajarlutit.
Inuinnaqtun

kıspin ki nitawihtın ē nıhıyawıhk ōma ācimōwin, tipwāsinān.
nēhiyawēwin

Tłıchq yatı k'èè. Dı wegodı newq dè, gots'ó gonede.
Tłıchq

Indigenous Languages
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Introduction

After the 2022 flood, which affected the Town of Hay River and Kát'odeeche First Nation, MACA commissioned an independent After-Action Review (AAR). Stantec Consulting Limited was awarded the contract to prepare the AAR, which was released publicly on October 2, 2025.

AARs are a standard, essential process conducted after every disaster or significant emergency to assess response effectiveness, identify lessons learned, and inform continuous improvement of emergency management in the Northwest Territories (NWT). The AAR focused on resource management, training and exercises, information management, preparedness and response. Because of the significant impact of the flood on the Town of Hay River and Kát'odeeche First Nation, the AAR also considered recovery efforts.

The AAR includes 38 recommendations, of which five are directed to community governments and 33 are directed to the Government of the Northwest Territories (GNWT). Of the 33 recommendations directed towards the GNWT, the GNWT agrees with 29, partially agrees with three and disagrees with one.

The AAR emphasized the importance of strengthening both response and recovery capacity at the GNWT and local levels, and of increasing efforts in preparedness and planning activities. Many communities faced challenges due to limited local capacity and unclear integration between various governmental bodies and non-governmental organizations. While community governments are the lead in preparing for, responding to, and recovering from emergency events, the GNWT plays an important role in supporting them in these efforts. This response to the AAR reflects how the GNWT is continually taking steps to enhance its emergency response and recovery capacity, better support community governments in developing community emergency plans, and encourage planning and preparedness activities.

Many of the recommendations and action items in the 2022 AAR have already been addressed or are currently being addressed since the emergency event. The following document includes a table identifying the GNWT, the Department of Municipal and Community Affairs (MACA) and the NWT Emergency Management Organization (NWT EMO) operational and strategic responses to the AAR recommendations. It also identifies supports in place to assist community governments and local emergency management organizations in addressing the recommendations specific to them.

Detailed responses

Action Item	Recommendation	Action for GNWT and/or Partners	GNWT/NWT EMO Response
Resource Management – Human Resources			
1	NWT EMO should continue capacity building in support of communities and to increase available staff, training and knowledge in preparation for future events.	GNWT	<p>The GNWT agrees with this recommendation. The NWT EMO makes a wide range of tools, templates and training available to communities to assist in building local capacity for emergencies.</p> <p>NWT EMO offers Community Emergency Plan (CEP) workshops and tabletop exercises annually to all community governments (CGs) to assist them to update and test CEPs.</p> <p>Additionally, NWT EMO has fully staffed the Regional Emergency Management Coordinator positions and added both an Emergency Planner and a Training and Development Advisor to further enhance its capacity. The GNWT has also implemented an emergency management surge capacity protocol to provide increased staffing capacity to the Territorial Emergency Management Organization (TEMO) and Regional Emergency Management Organization (REMO)s during major emergency events.</p> <p>CG staff are encouraged to take Incident Command System (ICS) training to increase their knowledge in this area which will enhance coordination, clarify roles, and improve delivery of supports to residents during emergencies and evacuations. ICS 100 is available for free through the Local Government Administrators of the NWT's Online Learning platform.</p>
2	Conduct EOC training for TEMO and REMOs to train additional staff and increase capacity to sustain EOC and support operations.	GNWT	<p>The GNWT agrees with this recommendation. Since April 2023, NWT EMO has implemented a 4-year training plan for ICS and Emergency Operations Centre (EOC) training for all TEMO, REMOs and GNWT available surge capacity staff.</p>
3	Conduct an EOC informational session with leadership and other departments to establish an understanding of staffing requirements during emergency operations.	GNWT	<p>The GNWT agrees with this recommendation. NWT EMO has brought forward concerns on a lack of surge capacity to senior management across departments resulting in an GNWT emergency management surge capacity protocol to provide increased staffing capacity to the</p>

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			TEMO and REMOs during major emergency events. Currently there is approximately 115 surge staff identified and available to assist from across the GNWT.
4	<p>The GNWT should conduct research on the placement of the NWT EMO within government to ensure emergency management services are effectively coordinated across the territories including during major and complex events. (Example: Reassess NWT EMO placed within MACA, as opposed to being a standalone agency).</p>	GNWT	<p>The GNWT disagrees with this recommendation. The GNWT has carefully reviewed this recommendation and determined that establishing a standalone territorial Emergency Management Agency is not feasible or appropriate for the Northwest Territories (NWT) at this time.</p> <p>Current Structure and Justification: Under the <i>Emergency Management Act</i>, the GNWT has established an integrated emergency management structure that is both flexible and responsive. The Emergency Management Division within the Department of Municipal and Community Affairs (MACA) is responsible for administering the NWT EMO. This includes the TEMO and five REMOs, each based in a MACA regional office and led by a Regional Superintendent.</p> <p>This structure ensures:</p> <ul style="list-style-type: none"> • Operational capacity and scalability through surge staffing and interdepartmental coordination; • Strategic support through MACA’s broader administrative and corporate capabilities; • Clear governance and accountability within the GNWT framework; and • Cost efficiency while maintaining the ability to respond effectively when required. <p>Embedding the NWT EMO within MACA provides a strong foundation for supporting local authorities, who are responsible under the Act for leading emergency response at the community level.</p> <p>Community Leadership and Support: CGs, under the <i>Emergency Management Act</i>, must establish Local Emergency Management Organizations (LEMOs) and are responsible for developing, updating, and implementing local emergency plans. The REMOs and TEMO play a key role in building community capacity, including:</p>

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			<ul style="list-style-type: none"> • Delivering workshops and tabletop exercises; • Providing standardized tools such as the CEP template; • Offering educational resources, including a Community Emergency Management video series. <p>During emergencies, if a community's capacity is exceeded and assistance is requested, REMOs and TEMO provide direct operational support.</p> <p>Incident Command System Model: The NWT employs the Incident Command System (ICS)—a standardized, scalable emergency management structure. Under ICS:</p> <ul style="list-style-type: none"> • LEMOs lead responses until they request additional support; • REMOs activate Incident Management Teams (IMTs) to assist at the regional level; and • If a REMO capacity is exceeded, TEMO assumes coordination and stands up an IMT. <p>The Incident Commander, regardless of rank, is designated based on expertise. ICS principles of Chain of Command and Unity of Command ensure clear roles, reporting lines, and efficient decision-making.</p> <p>Clarification on Incident Management Teams and Operational Independence: Under the NWT's adoption of the ICS, IMTs are activated at the regional or territorial level when emergency events exceed the capacity of LEMOs. IMTs are composed of trained personnel who bring operational, planning, logistics, and communications expertise to the management of complex incidents.</p> <p>Once activated, IMTs are empowered to make operational decisions in real-time, based on the evolving circumstances of the emergency.</p> <p>It is a foundational principle of ICS—and a core strength of the NWT's emergency management system—that IMTs operate independently from day-to-day departmental</p>

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			<p>bureaucracy and are shielded from political interference during emergency response. This ensures that response decisions are:</p> <ul style="list-style-type: none"> • Timely and based on the best available operational information; • Free from external or non-operational influence, including political or administrative delay; • Driven by clearly defined incident objectives, safety priorities, and resource constraints. <p>The Incident Commander within the IMT is selected based on qualifications, experience, and the specific nature of the emergency—not by political or hierarchical rank. The Incident Commander leads the operational response and exercises decision-making authority across all incident functions, reporting only to the designated executive authority as per the ICS structure.</p> <p>This model ensures a clear chain of command and supports the principle of unity of command, wherein every responder is accountable to a single supervisor. This eliminates confusion, supports coordination, and enables efficient resource deployment—especially critical during high-risk or rapidly evolving incidents.</p> <p>Maintaining Independence and Accountability: Although embedded within MACA, the Emergency Management Division operates with clear operational responsibilities under legislation and follows established protocols that ensure impartial and effective coordination during emergencies. Its role is further supported through:</p> <ul style="list-style-type: none"> • Legal authority in the <i>Emergency Management Act</i>; • Formal response protocols and activation procedures; • Delegated operational command during incidents; and • Interdepartmental coordination frameworks that draw upon surge capacity across the GNWT. <p>While the GNWT is firmly committed to strengthening emergency management across the territory, it must do so in a way that is practical, cost-effective, and responsive to northern realities—including our geography, community-based governance model, and available</p>

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			<p>resources. The current structure achieves the goals of coordinated response, operational flexibility, and local empowerment without the additional overhead of a standalone agency.</p> <p>Based on the lessons learned from the 2023 season, the GNWT began working with CGs and Non-Governmental Organizations (NGOs) to encourage and support specific planning for supports to vulnerable populations during emergencies and evacuations and to ensure that Emergency Plans include Emergency Social Services considerations. Additionally, NWT EMO has fully staffed the Regional Emergency Management Coordinator positions and added both an Emergency Planner and a Training and Development Advisor to further enhance its capacity. We will continue to improve the emergency management system by enhancing training, tools, and interagency coordination, and by supporting our CGs to lead emergency preparedness and response on the ground.</p>
5	<p>MACA should increase emergency management staffing for recovery to include permanent, full-time employees related to finance/administration and policy.</p>	GNWT	<p>The GNWT partially agrees with this recommendation. MACA frequently reassesses its staffing requirements for recovery depending on the complexity and volume of workloads. NWT EMO currently has a permanent full-time Manager of Recovery, and four term staff assigned to support recovery requirements. Hiring local pathfinders immediately after an event for periods of one to two years is the current approach in standing up recovery operations; however, the timeframe that local pathfinders are required is dependent on the length of the recovery activities.</p>
Resource Management – Supplies and Equipment			
6	<p>NWT EMO should continue to update and educate communities on processes and procedures for requesting GNWT resources during emergencies.</p>	GNWT	<p>The GNWT agrees with this recommendation. NWT EMO provides information on the resource request process during CEP Workshops and guidance on the formal process for requesting GNWT assistance is available on the Emergency Management Organization (EMO) Portal, available to communities, including the form to request GNWT assistance.</p> <p>NWT EMO has now fully staffed the Regional Emergency Management Coordinator positions and added both an Emergency Planner and a Training and Development Advisor to further enhance its capacity and ability to provide support to communities.</p>

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			Regional Emergency Management Coordinators provide assistance to CGs with emergency preparedness, planning and capacity building, and are available to support CG requests for additional resources.
Training and Exercises – Training Requirements			
7	NWT EMO should conduct a tabletop exercise of the existing emergency plans with Health and Social Services, schools, Housing NWT and the THR. Results and outcomes can be used to improve plans as necessary.	GNWT	<p>The GNWT agrees with this recommendation. NWT EMO conducted a tabletop exercise with the Northwest Territories Health and Social Services Authority (NTHSSA) in May of 2023 and continues to support and encourage the remaining health authorities and the Housing authority in the development of their own plans and exercises.</p> <p>NWT EMO offers CEP workshops and tabletop exercises annually to all CGs to assist them to update and test CEPs.</p>
8	NWT EMO should conduct in-person information sessions/workshops with local EMOs pre-flood season to assess resource needs, update local EMOs on territorial EMO capabilities and provide awareness of various roles and responsibilities during emergency incidents.	GNWT	<p>The GNWT agrees with this recommendation. REMO staff provide opportunities annually to meet with flood prone communities prior to high-risk season, providing information and assistance on plans, readiness and supports available.</p> <p>In addition, NWT EMO offers CEP workshops and tabletop exercises annually to all CGs to assist them to update and test CEPs.</p> <p>CG staff are also encouraged to take ICS training to increase their knowledge in this area which will enhance coordination, clarify roles, and improve delivery of supports to residents during emergencies and evacuations. ICS 100 is available for free through the Local Government Administrators of the NWT's Online Learning platform.</p>
9	NWT EMO should develop detailed SOPs for pathfinders to ensure standardization of case management and alignment with policy and management direction, and just-in-time training on these SOPs should be provided to pathfinders when activated.	GNWT	The GNWT agrees with this recommendation. NWT EMO is developing recovery Standard Operating Procedures (SOPs) to provide standardization, alignment with policy and training requirements for pathfinder deployment and operations.
10	NWT EMO should develop and conduct a series of training activities for elected officials and appointed leadership to educate them on their role during emergencies, including the recovery process. Ongoing refreshers of this training	GNWT	The GNWT agrees with this recommendation. NWT EMO has developed an NWT Elected Officials Workshop which can be updated to provide clarity on recovery and made available to elected officials and appointed leadership upon request.

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	should be provided, including opportunities to engage emergency management officials on issues and concerns.		<p>ICS 402 - Incident Command System for Executives is now offered to NWT political leadership and GNWT senior staff. In addition, assistance can be provided to communities and Indigenous groups in arranging ICS 402 training for their own leadership.</p> <p>ICS 100 training is also free to complete and is available to CG and Indigenous governments (IGs) through the Local Government Administrators of the NWT's Online Learning platform.</p>
11	NWT EMO should develop a one-pager on the emergency management process, including roles and responsibilities, that can be shared with elected officials, appointed leadership, other departments and the public to share awareness and promote understanding of how the NWT EMO provides support following a disaster.	GNWT	<p>The GNWT agrees with the recommendation. The NWT EMO is working to develop a fact sheet on the NWT emergency management system to be used as part of its annual public awareness campaign on emergency preparedness. This document will include information on the emergency management process, including roles and responsibilities to promote understanding of how the emergency management system works during and after an emergency. This document will also be made available to elected officials, appointed leadership and other departments.</p> <p>Resources designed to support residents and CGs during and following a disaster are available on the MACA Disaster Recovery website.</p> <p>The NWT Emergency Plan was updated in 2024 to clarify the roles and responsibilities of all levels of government and agencies in the NWT. This Plan is reviewed, updated and communicated regularly. It is also publicly available online.</p>
Information Management – Information Exchange			
12	NWT EMO should review operational communications protocols on a regular basis and continue to build partnerships for the sharing of risk and operational information.	GNWT	<p>The GNWT agrees with the recommendation. The GNWT is committed to improving its framework for risk communications, including how to communicate with CGs, IGs, NGOs and other key partners more effectively. When the NWT Emergency Plan was updated in 2024, an Emergency Communications Protocol was included which outlines the roles, responsibilities, tools, and tactics that will be used at the territorial level to communicate to the public during an emergency.</p> <p>A communications protocol was also developed with IGs to outline how the GNWT will proactively communicate and engage with IGs in emergency response events to ensure effective emergency management.</p>

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			<p>NWT EMO reviews the protocols in place for sharing of wildfire and flood risk information annually before high-risk season.</p> <p>While CGs are the lead for emergency communications in their communities, many CGs in the NWT do not have dedicated communications staff to assist during emergencies. NWT EMO develops communications supports as part of EMO programming to support CEP development, testing and review.</p>
Information Management – Public Information			
13	<p>NWT EMO should review and update public communications protocols to include high water level updates, warnings and alerts, and continue readiness campaigns with public education materials developed for flood risk communities.</p>	GNWT	<p>The GNWT agrees with this recommendation. NWT EMO reviews its public communications protocols annually and works with partners in developing readiness campaigns and education materials.</p> <p>NWT EMO conducts an annual public awareness campaign called “Be Ready” which includes information on flood risk and preparedness.</p>
14	<p>Review and update public alerting protocols including roles and responsibilities, share this information with community governments and conduct a public alerting test with THR and KFN to validate the process and educate community officials and the public on the system.</p>	GNWT	<p>The GNWT agrees with this recommendation. NWT EMO has updated the Public Alerting SOPs and in 2023-2024 conducted tabletop exercises and other engagement with Town of Hay River (THR) and Kát’odeeche First Nation (KFN), which included clarifications and further awareness on the Public Alerting process.</p> <p>The NWT Alert system is tested twice annually in May and November to ensure system functionality and alert delivery. The current standard for issuing of public alerts is up to 1 hour. The NWT Alert policy and protocols are reviewed annually and updated as required to ensure its effective use in supporting CGs.</p> <p>As the lead for emergency management and response in their respective communities, CGs may choose to adopt alert systems for their own use. In communities where the CGs have adopted their own alerting system, the NWT EMO works with relevant Regions and those CGs to develop clear protocols about who is using which system for which notifications to ensure the public is aware of critical notifications to avoid confusion.</p>

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15	As not all at-risk areas are indicated on current flood maps, update community risk assessments and document new areas at risk of flooding. Community governments should consider reviewing or adopting new community zoning bylaws to better reflect new risk profiles.	CGs	Accessible flood hazard information to communities and individuals enables informed decision-making and mitigation strategies. CGs are responsible for initiating reviews of their community land use planning tools, including community plan (land use plan) bylaws, and zoning bylaws. These reviews should incorporate available hazard maps, land management policies respecting environmentally sensitive lands, and awareness of lands subject to natural hazards such as flood or slope instability to inform land use development that supports safe, resilient and sustainable communities. MACA is currently developing a guide specific to development in areas at risk of flooding that will support safer development in such areas. MACA also continues to provide support with community land use and capital planning to CGs.
16	GNWT should create or update flood risk maps for all flood risk communities in the NWT.	GNWT	The GNWT agrees with this recommendation. The GNWT, through the Department of Environment and Climate Change, is working to update flood hazard maps for all high flood risk communities. This activity includes reviewing draft flood mapping with respective CGs.
17	Public information campaigns and warning information should be reviewed and updated to educate residents about the danger of rising flood waters and remind them of their personal responsibility to be prepared for emergencies, recognize the risk associated with hazardous conditions and to take appropriate action to protect themselves and their families.	GNWT	<p>The GNWT agrees with this recommendation. NWT EMO runs a public awareness campaign called “Be Ready” each year before the high-risk season to remind residents of the risks, the need to have a personal or family emergency plan and emergency kit, and what to do before and during an emergency.</p> <p>As the lead for emergency management and response in their respective communities, CGs may also conduct preparedness activities and public awareness campaigns. NWT EMO is available to assist and support these efforts through the REMOs.</p>
18	NWT EMO should ensure consistency of recovery forms and documentation terminology, and information requirements. Remove and update or replace all outdated recovery forms and documentation.	GNWT	The GNWT agrees with this recommendation. NWT EMO reviews and updates all recovery forms and documentation annually in readiness for wildfire and flood high risk season with the goal of having prepared and verified materials, and protocols in place for its use during a future event.
19	NWT EMO should develop a public messaging plan that guides consistent emergency public information during a disaster. This plan should be supported by a process for developing messages, choosing appropriate methods and rating efficacy.	GNWT	<p>The GNWT agrees with this recommendation. Timely, accurate and consistent messaging is crucial during an emergency event and the GNWT is exploring how to better manage communications across the continuum of communications platforms.</p> <p>The Emergency Communications Protocol was updated in April 2024 as part of the NWT Emergency Plan update.</p>

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			NWT EMO works with CGs and partners to support effective use of Public Alerts, and develop and maintain communication protocols with partners, where appropriate.
Concept of Operations – Preparedness			
20	While the protection and evacuation of livestock is not a responsibility of the GNWT, efforts should be taken to increase awareness among livestock owners and residents of the responsibilities to have an emergency plan in place and resources available to evacuate livestock when required.	GNWT	<p>The GNWT agrees with this recommendation. NWT EMO will develop public messaging on livestock management during emergencies for use in known areas with farms and businesses related to livestock.</p> <p>Once completed, this information will be made available to relevant communities and Indigenous groups as the lead for emergency management and preparedness in their respective communities.</p>
21	NWT EMO should provide emergency management workshops focused on roles and responsibilities, and resource capacities during major emergencies to community governments, other GNWT departments and key partners.	GNWT	<p>The GNWT agrees with this recommendation. NWT EMO offers CEP workshops and tabletop exercises annually to all communities, which include discussion on roles and responsibilities and resource capacities during major emergencies. These activities often include other GNWT departments and key partners.</p> <p>ICS 100 training is also free to complete and is available through the Local Government Administrators of the NWT's Online Learning platform.</p> <p>The NWT Emergency Plan was updated in 2024 to clarify the roles and responsibilities of all levels of government and agencies in the NWT and is reviewed, updated and communicated regularly.</p>
22	THR and KFN should update their CEPs to include guidance and procedures for full-scale evacuations and associated activities.	CGs	NWT EMO offers CEP workshops and tabletop exercises annually to all communities to assist communities update and test CEPs.
Concept of Operations - Response			

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23	<p>NWT EMO should review public alerting protocols and work with community officials to identify opportunities within the alert process that can be streamlined in the future, including establishing trigger points and templates for use during evacuations.</p>	GNWT	<p>The GNWT agrees with this recommendation. NWT Alert is based on the national Alert Ready system, which is available across Canada. There are a number of limitations and restrictions on system messaging and processing, including limits on content length and formatting, language constraints, and the types of alerts that can be issued. These restrictions are set at the national level and are designed to ensure consistency across jurisdictions, but they can limit the amount of detailed information that can be shared in an alert.</p> <p>The NWT EMO manages the system and coordinates with impacted communities for their use of NWT Alert. The system is tested twice annually in May and November to ensure system functionality and alert delivery. The current standard for issuing of public alerts is up to 1 hour.</p> <p>NWT EMO has updated the Public Alerting SOPs and continues to work with community officials, ECC wildfire and flood experts and other key stakeholders to improve the process, identify trigger points and develop messaging templates for use during evacuations. It is important to keep in mind that trigger points can be very situational and, depending on the event, may only be determined in consultation with subject matter experts and community leadership at that point in time. When and where appropriate, pre-emptive trigger points are identified in advance of emergencies.</p> <p>As the lead for emergency management and response in their respective communities, CGs may choose to adopt alert systems for their own use. In communities where the CGs have adopted their own alerting system, the NWT EMO will work with relevant Regions and those CGs to develop clear protocols about who is using which system for which notifications to ensure the public is aware of critical notifications to avoid confusion.</p>
24	<p>NWT EMO should provide training to community governments to better understand roles and responsibilities during full community evacuations.</p>	GNWT	<p>The GNWT agrees with this recommendation. NWT EMO has updated the CEP workshops to include additional information around community evacuations. The Basic Emergency Management and ICS 100 courses are available online through the Local Government Administrators of the NWT's online learning platform.</p>

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			<p>Council orientations now include education on CEPs and related roles and responsibilities during emergencies. Further to this, a more detailed session can be provided through MACA Regional Emergency Management Coordinators and MACA Regional Superintendents.</p> <p>The NWT Emergency Plan was also updated in 2024 to clarify the roles and responsibilities of all levels of government and agencies in the NWT and is reviewed, updated and communicated regularly.</p>
25	<p>NWT EMO should support communities by providing workshops on the pre-registration process and the types of resources that may be required during evacuations.</p>	GNWT	<p>The GNWT agrees with this recommendation. NWT EMO offers CEP workshops and tabletop exercises annually to all communities which includes hosting and evacuation planning. The GNWT has developed an online pre-registration platform which is accessible by all residents and can make community-specific registration data available to community leadership and EMO partners on an as-needed basis.</p> <p>The CEP template includes forms for CGs to use for entering into arrangements with IGs, NGOs and critical businesses for the provision of services in the implementation of emergency plans or programs, including the provision of evacuation and hosting supports. These forms are intended to help CGs anticipate, plan for and ensure appropriate resources are in place ahead of an emergency event.</p>
26	<p>NWT EMO should work to increase hosting capacities (e.g., pre-stage resources, increase awareness and training) in communities outside of Yellowknife to ensure adequate space and services and minimize the impacts on host communities that may be receiving large numbers of evacuees.</p>	GNWT	<p>The GNWT agrees with this recommendation. NWT EMO offers CEP workshops and tabletop exercises annually to all communities which includes hosting and evacuation planning. Pre-staged emergency equipment is available in host communities and REMOs have additional hosting resources available through TEMO.</p> <p>The CEP template includes forms for CGs to use for entering into arrangements with IGs, NGOs and critical businesses for the provision of services in the implementation of emergency plans or programs, including the provision of evacuation and hosting supports. These forms are intended to help CGs anticipate, plan for and ensure appropriate resources are in place ahead of an emergency event.</p>
27	<p>Community governments should consider establishing a Memorandum of Understanding and pre-standing contracts with community partners and vendors to assist with</p>	CGs	<p>NWT EMO is available to assist communities with emergency planning and resourcing requirements.</p>

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	evacuation registration and tracking, support requirements, and traffic control for future flooding events.		In addition, the CEP template includes forms for CGs to use for entering into arrangements with IGs, NGOs and critical businesses for the provision of services in the implementation of emergency plans or programs, including the provision of evacuation and hosting supports. These forms are intended to help CGs anticipate, plan for and ensure appropriate resources are in place ahead of an emergency event.
28	Communities should undertake pre-registration for residents in advance of a potential civil emergency to ensure readiness to address anticipated needs.	CGs	The GNWT has developed an online pre-registration platform which is accessible by all residents and can make community-specific registration data available to community leadership and EMO partners on an as-needed basis.
29	NWT EMO should consider providing up-front nominal payments to evacuees as opposed to providing government-arranged services, where it makes sense during evacuations.	GNWT	<p>The GNWT partially agrees with this recommendation. NWT EMO updated the NWT Emergency Plan and related Evacuation Guidelines in April 2024 which now identifies that commercial accommodations will be used where adequate commercial lodging is available. Where commercial accommodations are limited, priority will be given to evacuees based on health and safety needs.</p> <p>The NWT EMO is working with Information Systems Shared Service (ISSS) in the Department of Finance to develop an improved registration tool for residents who require disaster assistance and recovery after an emergency event. This will include a thorough analysis of privacy impacts and consent requirements, and increased functionality, for use during future emergency events that cause widespread damage.</p> <p>The GNWT acknowledges the potential benefits of providing up-front nominal payments to evacuees in certain circumstances. In 2023, the GNWT did offer evacuee support payments; however, for these events, the majority of evacuee support costs were delivered through services provided by the Government of Alberta, with subsequent reimbursement by the GNWT. This approach was necessary to ensure eligibility for cost recovery through federal disaster assistance programs.</p> <p>MACA, through the NWT EMO, is actively working with the Department of Infrastructure's ISSS division to improve the electronic system used to support evacuee tracking and financial assistance.</p>

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			MACA remains open to exploring alternative approaches that balance flexibility for evacuees with the need to ensure coordinated service delivery and financial accountability. Any new models must also align with the eligibility requirements of federal disaster assistance programs to ensure continued cost recovery for territorial expenditures.
30	NWT EMO should review and update the evacuation guidelines in the NWT Emergency Plan to clarify the phases of evacuation, from initial movement to a staging area, and then to the formal evacuation centre.	GNWT	<p>The GNWT agrees with this recommendation. The GNWT recognizes the importance of clear communication related to evacuation plans and routes and is committed to working with all partners to explore ways to improve this aspect of emergency planning.</p> <p>MACA updated the NWT Emergency Plan and related Evacuation Guidelines in April 2024 which outlines how the GNWT will support CGs when capacity is exceeded, and assistance is requested during evacuations.</p> <p>The NWT Emergency Plan supports CEPs which are intended to identify designated reception, hosting facilities and staging areas. Evacuation routes and methods are situational dependent at the time of an emergency incident. This means decisions on where to evacuate and how are made in the context of what is available at the time. NWT EMO works with CGs who may be impacted in the lead up to a possible evacuation to develop contingency (just-in-time) plans for evacuation coordination.</p> <p>NWT EMO can assist CGs to test various scenarios to better inform planning and communications with their residents.</p>
31	Communities should review and update community emergency plans to include the phases of an evacuation, identify staging areas and triggers for when people should move from staging areas to evacuation locations. These procedures should be reviewed and tested on an annual basis, and this information should be socialized to residents in areas potentially impacted by evacuations.	CGs	NWT EMO is available to assist communities with emergency planning and exercise requirements.
Concept of Operations – Recovery			
32	Invest in psychological first aid, vendors, or other resources to ensure psychosocial support services are provided to the	GNWT	The GNWT agrees with this recommendation. The GNWT understands that community evacuations can have traumatic impacts on residents as well as on the staff and first

Action Item	Recommendation	Action for GNWT and/or Partners	GNWT/NWT EMO Response
	public and recovery personnel throughout the recovery period of an emergency.		<p>responders who support the response effort, many of whom are personally impacted by the emergency. Under the NWT Emergency Plan, the Department of Health and Social Services and the Health and Social Services Authorities provide mental health supports and critical incident stress debriefings (CISD) for impacted residents and individuals. Supports for GNWT staff and first responders, including CISD, are provided by the respective employer.</p> <p>The Disaster Assistance Policy and Disaster Financial Assistance Policy are being reviewed and updated based on new federal Disaster Financial Assistance Arrangements and recommendations from AAR reports. Consideration will be given to integrating psychosocial support services into recovery operations.</p>
33	The NWT EMO should continue to coordinate damage assessments as part of recovery response.	GNWT	The GNWT agrees with this recommendation. The Disaster Assistance Policy and Disaster Financial Assistance Policy are being reviewed and updated based on new federal Disaster Financial Assistance Arrangements and recommendations from AAR reports. The NWT EMO has SOPs in place for the coordination of damage assessments as part of recovery operations when required.
34	The NWT EMO should maintain core recovery staffing including the Recovery Manager and hire local pathfinders immediately after an event for periods of 1-2 years.	GNWT	The GNWT agrees with this recommendation. MACA frequently reassesses its staffing requirements for recovery depending on the complexity and volume of workloads. NWT EMO currently has a permanent full-time Manager of Recovery, and four term staff assigned to support recovery requirements. Hiring local pathfinders immediately after an event for periods of 1-2yrs is the current approach in standing up recovery operations; however, the timeframe that local pathfinders are required is dependent on the length of the recovery activities.
35	The Disaster Assistance Policy should be reviewed and updated with input from elected officials and appointed leadership and consider perspectives of front-line staff delivering the program.	GNWT	The GNWT agrees with this recommendation. The Disaster Assistance Policy and Disaster Financial Assistance Policy are being reviewed and updated based on new federal Disaster Financial Assistance Arrangements and recommendations from AAR reports. This will include front line perspectives and review by elected officials and appointed leadership.
36	The NWT EMO should establish a formal policy that ensures oversight of contractor activities associated with disaster recovery efforts. In addition, it should consider taking a broader approach to fight fraud and abuse following a disaster.	GNWT	The GNWT agrees with this recommendation. The Disaster Assistance Policy and Disaster Financial Assistance Policy are being reviewed and updated based on new federal Disaster Financial Assistance Arrangements and recommendations from AAR reports. An SOA for contractor oversight services has been developed to support updated policies. Strategies to mitigate against fraud and abuse will be considered as part of the policy updates.

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37	Streamlining mitigation assessments and minimizing the number of steps that need to be completed prior to contracting repair work, could speed up the process and allow the GNWT to work with clients to implement mitigation measures in a timelier manner.	GNWT	The GNWT agrees with this recommendation. The Disaster Assistance Policy and Disaster Financial Assistance Policy are being reviewed and updated based on new federal Disaster Financial Assistance Arrangements and recommendations from AAR reports. An SOA for mitigation assessments has been developed to streamline the process and support updated policies.
38	Any update to the DAP should maintain current principles and funding amounts.	GNWT	The GNWT partially agrees with this recommendation. The Disaster Assistance Policy and Disaster Financial Assistance Policy are being reviewed and updated based on new federal Disaster Financial Assistance Arrangements and recommendations from AAR reports. Current principles and funding amounts will be reviewed as part of that process.