



Reception Centre

ESS111

Participant Guide



JUSTICE INSTITUTE
of BRITISH COLUMBIA

Emergency Management Division



Emergency
ManagementBC

Revised December 2010

Standards of Conduct for ESS Workers



Responsibilities of ESS Workers

Commitment. Workers shall have a commitment to serve their community and the ESS mission to the best of their abilities, assuring the integrity of the program.

Confidentiality. Workers shall respect the confidentiality of information received during an emergency response to anyone other than authorized emergency workers. If necessary, clarification should be sought from appropriate authority. Confidential information must not be used for personal gains.

Quality of Service. Workers shall provide service to individuals affected by disasters in a manner that is courteous, caring, and professional, while respecting the dignity of people receiving services.

Behaviour. Workers shall:

- Conduct themselves in a manner that meets acceptable social standards and contribute to an environment of mutual respect and dignity, free from discrimination or harassment.
- Follow operational guidelines and established reporting structures.
- Exercise discretion with comments made in public about an incident, people, or other organizations involved.

Self Care. Workers shall:

- Take care of their own physical and emotional health and support team members to do the same.
- Report unsafe conditions to their supervisor, ensuring the safety of themselves and others.

Media Statements. Workers shall direct all enquiries from the media to the designated Information Officer.

Rights of ESS Workers

Orientation and Training. Workers shall have access to the appropriate training to ensure efficient and effective performance of duties.

Forum for Input. Workers shall be made aware of, and have access to, the proper chain of command for handling suggestions and complaints.

Support. Workers shall receive support from the local, regional, and provincial levels of the ESS Program.

Safe Conditions. Workers shall have a safe working environment, understanding that there is some inherent risk in responding to disasters.

Supplies and Equipment. Wherever possible, workers shall be equipped to do their job.

JUSTICE INSTITUTE OF BRITISH COLUMBIA

ESS 111
Reception Centre
Participant Guide

Produced for:

Provincial Emergency Program

Ministry of Public Safety and Solicitor General

by

Emergency Management Division
Justice Institute of British Columbia

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Justice Institute of British Columbia COURSE OUTLINE

Course Code: ESS111
Course Title: Reception Centre
Prerequisite Courses: ESS100 Introduction to ESS
Sponsoring Division: Emergency Management Division
Previous Course Code & Title: ESS200 Reception Centre
Course Effective Date:

# of Credits:	0.5
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Course Description:

Reception Centre is offered to ESS workers who will be working in, or supporting the activities occurring at, an emergency Reception Centre. Participants are given an overview of the functions, the staffing, and the planning of a Reception Centre. They will also have an opportunity to set up a Reception Centre.

Course Goal(s):

The goal of the Reception Centre course is to provide participants with an overview of Reception Centre planning and operations.

Course Learning Objectives:

Upon completion of this one-day course, participants will be able to:

1. Discuss what a Reception Centre (RC) is, where they are located, and when and why they are opened.
2. Discuss the functions of a Reception Centre.
3. Describe the roles and responsibilities of the Reception Centre staff and the chain of command in the Reception Centre.
4. Describe the planning process for a Reception Centre.
5. Describe how a Reception Centre works.

Course Topics/Content:

1. Introduction
 - Definition of ESS
 - ESS pre-disaster planning
 - ESS disaster response
 - BCERMS
 - Purpose of the course
2. Reception Centres: The facilities and services
 - Definition of Reception Centres
 - Types of facilities used and what makes a facility suitable
 - Services provided
 - When a Reception Centre is opened
 - Other types of response centres

3. Reception Centres: The staff
 - Functions
 - Reception Centre management team
 - Organization chart for a Reception Centre
4. Reception Centres: The planning
 - Setting up
 - Reception Centre inventory form
 - Sample floor plan

Text and Resource Materials: Use APA style; specify chapters where applicable. ([APA Style Guidelines](#))

Required:

Reception Centre Participant Guide will be provided to students at beginning of the course.

Recommended:

None.

Course Level:

	First Year		Second Year		Third Year		Fourth Year
X	Other (describe): Continuing education						

Equivalent Course(s) within the JIBC:

None

Class Delivery Methods:

Some courses are delivered using a range of methods within one class (course section) or alternative methods in different classes. Please outline the most common delivery options used for this course. The total class hours should be the same for each option.

Delivery Methods	Class Option A (Hours)	Class Option B (Hours)	Class Option C (Hours)	Class Option D (Hours)
Classroom/Lecture/Discussion	7			
Simulation/Lab				
Practicum/Fieldwork				
Online				
Correspondence				
Total Class Hours	7			

Comments on Delivery Methods:

None.

Related Program(s): (where applicable)

Not applicable.

Credit Transfer exists at: (List Institutions with official transfer agreements and name equivalent courses)

Not applicable.

Course Grading System:

Check the system that applies to this course:

Letter Grades	X	Percentage	Pass/Fail	Credit/No Credit
Complete/Incomplete		Attendance Only	Not Applicable	

Passing Grade:	70%
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JIBC Standard Grading Scale for Letter, Grade Point and % Grades:

Letter Grade	Grade Points	% Range	Letter Grade	Grade Points	% Range
A+	4.33	90-100	C+	2.33	64-67
A	4.00	85-89	C	2.00	60-63
A-	3.67	80-84			
B+	3.33	76-79	C-	1.67	56-59
B	3.00	72-75	D	1.00	50-55
B-	2.67	68-71	F	0.00	0-49

Evaluation Activities and Weighing: (complete the %'s which apply – total must equal 100%)

Final Exam	%	Assignments	100%	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	%	Other	%
Quizzes/Test	%	Simulations	%	Practicum	%	TOTAL	100%

Comments on Evaluation:

Academic credits are awarded only upon successful completion of Prior Learning Assessment and Recognition (PLAR). For more information on the PLAR process, go to http://www.jibc.ca/emergency/Programs_Courses/Certificates/docs/EMD_Cert_Program_PLAR_Information.pdf

Participants enrolled in the Emergency Management Certificate program may use this course as an elective.

Other Course Guidelines, Procedures and Comments:

View the Justice Institute of BC Policies listed below at:

<http://www.jibc.bc.ca/studentServices/main/AcademicServices/policies.htm>

Access Policy
Harassment Policy
Prior Learning Assessment Policy
Student Code of Conduct

Academic Appeals Policy
Intellectual Property Rights Policy
Research on Human Subjects: Ethics
Student Records

Table of Contents

Definition of Emergency Social Services	1
ESS Pre-Disaster Planning	1
ESS Disaster Response	1
BC's Emergency Response Management System (BCERMS).....	2
Purpose Of This Reception Centre (RC) Course	2
What Are Reception Centres?	3
What Types of Facilities Are Used?	3
What Makes a Facility Suitable?	4
What Are The Services Provided At a Reception Centre?	5
When Do You Open a Reception Centre?	5
What Other Emergency Response Centres Might Be Opened in the Community During a Disaster Response?.....	6
Think "Functions"	7
Think "Importance"	7
Reception Centre Management Team	7
BCERMS Fact Sheet	9
Organization Chart for Fully Expanded Reception Centre	10
Reception Centre (RC)	16
Reception Centre Manager Position Description	17

Reception Centre Manager Function Checklist.....	19
Challenges	22
Preparing To Set Up	25
Reception Centre Facility Survey	31
Ess Reception Centre Sample Floor Plan	35
Follow The Evacuee.....	40
Evacuee Information Sheet.....	42
Recreational Activity Lists	43
Estimating Staffing Needs	45
Stages of Disaster and Emotional Responses To Disaster.....	46
Worker Care.....	50
Evacuee Design Guidelines	53
Meeter and Greeter Exercise	54
Powerpoints	55
ESS Reception Centre Sample Floor Plan.....	65

Introduction

If a community is evacuated due to flood, toxic spill, wildfire, earthquake, or similar calamity, where do people go? Who will provide food and temporary accommodation for them when it is unsafe for them to be in their home or community? How will family members find each other? Where will people get the necessary information and support they need?

In Canada, planning and providing care for evacuees and emergency response workers is called Emergency Social Services.

Definition of Emergency Social Services

Emergency Social Services (ESS) are those services that are provided short term (generally 72 hours) to preserve the emotional and physical well being of evacuees and response workers in emergency situations. Physical needs are supported with the provision of food, clothing, lodging or first aid. ESS workers provide emotional support for evacuees by actively listening to the concerns or needs of evacuees; assisting people to contact their loved ones, and providing accurate and timely information about the disaster situation.

ESS Pre-Disaster Planning

In order for an ESS team to effectively respond to a disaster, the team must do considerable planning in the pre-disaster phase. An ESS Plan includes lists of local suppliers, contacted by the ESS team, who have agreed to provide resources in the event of a disaster. Identifying sites to be used for Reception Centres is another one of the responsibilities of the team during the pre-disaster phase. Contingency plans dealing with power outages, water shortages and lack of resources would also be made.

ESS Disaster Response

The community Emergency Plan outlines the emergency roles of local Law Enforcement, Fire and Rescue, Ambulance, Emergency Social Services, Transportation, Utilities and others.

During a disaster response, each of the emergency response agencies will be activated to carry out their specific emergency roles. For Emergency Social Services, the “specific emergency role” is helping people. When an evacuation is ordered, people will need a safe place to gather to receive vital information about the disaster (e.g.: how long they can expect to be out of their homes, how to access services, are there any health implications to be aware of, clean up procedures, etc). This safe place for evacuees to gather is called a Reception Centre. If residents have been given instructions on items to take with them as they prepare to leave their homes, the demand for services in the Reception Centre will be lessened. If, however, evacuees must flee without the opportunity to take personal belongings, the services provided by the Reception Centre may be stressed.

ESS requires careful management to provide both evacuees and response workers with needed resources. It requires management and administrative skills balanced with a great deal of understanding, caring and empathy.

BC’s Emergency Response Management System (BCERMS)

BC has an Emergency Response Management System that ensures a coordinated and organized provincial response and recovery to all emergency events.

Under the Local Authority Emergency Management Regulation, communities and regional districts must coordinate their own Emergency Social Services. The ESS Office of the Provincial Emergency Program (PEP) provides support to local ESS teams through training and consultation in plan development. Local ESS teams, as critical members of the local Emergency Management Program, train and respond using the BCERM’S model, as do all provincial government ministries, crown corporations, most municipalities and regional districts.

Purpose of this Reception Centre (RC) Course

ESS111 provides fundamental information for ESS Workers who develop plans for and work in local facilities designated as Reception Centres.

This RC Course material is to be used during training as well as for the planning and operation of a Reception Centre. During all levels of response, from a small scale incident to a large complex evacuation, this RC Course Manual can be used in conjunction with the RC Operational Guidelines, which is a comprehensive manual that will provide the organization structure, function checklists and function aids (e.g., forms, instructions, templates, etc.), to assist ESS Workers in the set-up and operation of a Reception Centre.

Reception Centres: The Facilities and Services

What are Reception Centres?

Reception Centres are locations designated by the local ESS team, in cooperation with the local authority, as safe gathering places for people displaced from their homes as a result of an emergency or disaster. At the Reception Centre, individuals can register and receive Emergency Social Services as well as information about the emergency situation.

The term Reception Centre has often been referred to as Evacuation Centre, Registration Centre, or Disaster Relief Centre. The correct term, Reception Centre, describes the initial function of the centre – to “receive” evacuees who have been forced from their homes as a result of an emergency or disaster.

What Types of Facilities are Used?

Local ESS Workers, under the direction of the Emergency Program Coordinator and ESS Director, should undertake identification of potential locations/facilities for Reception Centres within each geographic area or sector under their jurisdiction.

A wide variety of facilities should be surveyed for appropriateness for use as Reception Centres. The most commonly used facilities are those owned by the local authority such as recreation centres or arenas; however, many other large buildings will be useful such as:

- School/college gymnasiums
- Church halls
- Fairground buildings
- Hotel conference rooms

- Private service group halls

In the event a safe, suitable facility is not available (such as following an earthquake), a site may be selected and tents or trailers may be erected for ESS Workers to provide the same Emergency Social Services for evacuees. Examples of sites include:

- Municipal parks
- Camp grounds
- School playing fields
- Parking lots

What Makes a Facility Suitable?

In determining the suitability of a particular facility to be designated as a Reception Centre, certain criteria should be considered, such as:

- Accessibility – how easily are vehicles able to access the facility
- Parking – how adequate is the parking for cars, buses, delivery trucks, etc.
- Availability – is the building available/usable round-the-clock and year-round (seasonal building without insulation or designated for another emergency response group)
- Emergency generator – for emergency power and lighting
- Handicapped accessible and elevators
- Adequate size to provide all emergency social services – multiple rooms are an asset for the various ESS functions
- Sufficient support amenities – kitchen, washrooms, showers, pay telephones, etc.
- Suitability of furniture, washrooms – elementary school equipment is often “child size”
- Support of local authority

Where several locations/facilities have been designated as Reception Centres, a directory can be made listing each of the facilities and the criteria met. A numerical rating of the preferred sequence of utilization can ensure optimum selection when all sites are not required.

For example:

- Reception Centre # 1 – Collingwood Leisure Services
- Reception Centre # 2 – Sunnyside Secondary School
- Reception Centre # 3 – Heritage Park Private School

What Are the Services Provided at a Reception Centre?

Emergency Social Services are those services that may be required to meet the basic survival needs of people who have experienced a disaster. A Reception Centre is the facility where the services are made available. ESS assistance is available for the first 72 hours following the disaster. Should further assistance be required, the ESS Office may authorize an extension of services. The services that may be provided at a Reception Centre may include some or all of the following:

- Emergency food
- Emergency clothing
- Emergency lodging
- Reuniting of family members
- Emotional support
- Assisting persons with special needs
- First aid and health services
- Multicultural services
- Pet care
- Others as needed

When Do You Open a Reception Centre?

The Emergency Social Services Plan is an important part of the overall community Emergency Plan. During an emergency response, part of or the entire ESS Plan can be activated under the direction of the local ESS Director, Emergency Program Coordinator or designate. Whether or not a Reception Centre will be opened is dependent on many factors including the size of the emergency, the number of evacuees, availability of facilities and the availability of trained ESS workers.

What Other Emergency Response Centres Might Be Opened in the Community During a Disaster Response?

Emergency Operations Centre (EOC). The focal point for the community's overall management of the disaster. Coordination and direction for the entire community response is provided by senior representatives from each of the key agencies involved in the response and may include Law Enforcement, Fire and Rescue, Ambulance, Engineering, Utilities, ESS, Health, Public Works, Office of the City Manager or the Chief Administrative Officer. Information from the Reception Centre is important to the EOC group. It will inform them as to the needs of evacuees and the assistance the Reception Centre has provided to the people who have experienced the disaster.

ESS Staffing Bureau. If a disaster overwhelms the local ESS team, workers from outside the community may be brought in to assist. The *Provincial Director of the Emergency Social Services Program* (or designated alternate) will direct the Canadian Red Cross to set up an ESS Staffing Bureau close to the disaster area. This ESS Staffing Bureau will receive all incoming, out-of-area ESS workers and ensure they are adequately prepared for their assignment. The Staffing Bureau provides pre-assignment briefings, ensures availability of healthcare services for workers and arranges housing and meals. When ESS workers are ready to return to their homes the ESS Staffing Bureau provides debriefing services and assists ESS workers with expense claim forms.

Group Lodging. A Group Lodging facility provides emergency dormitory style accommodations for persons affected by the disaster, either evacuees or emergency response workers. It could be co-located with the Reception Centre or at a separate location.

Volunteer Services Centre. When a disaster happens in a community, many people will simply walk in or phone the Reception Centre to offer assistance. The ESS team can set up a Volunteer Services area within the Reception Centre or they can set up a separate facility designated strictly to manage "walk-in" disaster volunteers.

Reception Centres: The Staff

Think “Functions”

Emergency Social Services is based on “functions” – the provision of food, temporary accommodation, clothing and personal care items, etc. In some situations, one or two workers can do these functions, and in some disasters it may require 20 or 200 ESS workers to provide these same services. If we think “functions” and ensure all required functions and services are covered, then we can increase or decrease the number of ESS workers required to do the job.

Note: It is important to note that **not** every function may be filled or addressed in every emergency. The situation at hand will dictate the functions required.

Think “Importance”

All functions within the Reception Centre are considered important. Each function contributes to the effective operating of the Reception Centre.

Reception Centre Management Team

The Reception Centre Management Team consists of the following positions:

Reception Centre Manager

A Reception Centre Manager is responsible for the overall management of a Reception Centre and ensuring that all required functions are activated and carried out.

Management Staff

Safety Officer

The Safety Officer monitors safety conditions and develops measures for assuring the safety of all personnel. This includes worker care.

Liaison Officer

The Liaison Officer is the primary contact for personnel from ESS Support Organizations and other external agencies arriving at the Reception Centre to work.

Information Officer

The Information Officer serves as a coordination point for media releases (approved by EOC), public meetings, and information gathering and delivery.

General Staff

The Chiefs for Operations, Planning, Logistics and Finance constitute the General Staff.

They are responsible for overseeing the internal functioning of their Section and interacting with others to ensure an effective ESS response.

Operations Section Chief

The Operations Section Chief is responsible for the direct service delivery to evacuees at the Reception Centre.

Planning Section Chief

The Planning Section Chief oversees the gathering and analysis of all data regarding Reception Centre activities, conducts planning meetings and prepares the Reception Centre Action Plan for each operational period.

Logistics Section Chief

The Logistics Section Chief is responsible for providing all support needs and resources to the Reception Centre. This includes, but is not limited to, the following: supplies, equipment, personnel, refreshments, facility maintenance and communications.

Finance Section Chief

The Finance Section Chief monitors Reception Centre costs, administers any EOC approved procurement contracts in conjunction with Logistics, and ensures that all financial records at the Reception Centre are maintained throughout the event.

Note: The ESS Director is not part of the organization chart for the Reception Centre as he/she will likely be located at the local authority Emergency Operations Centre (EOC) as the *ESS Branch Coordinator* within the Operations Section (see EOC Operational Guidelines for more information).

BCERMS Fact Sheet

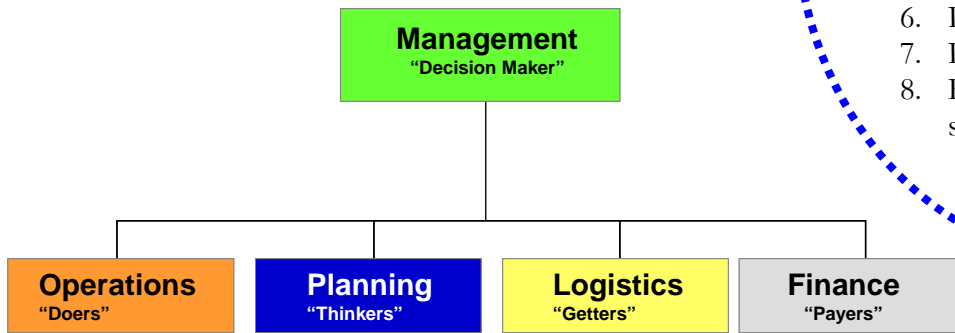
BCERMS Definition:

BCERMS, the BC Emergency Response Management System, is a comprehensive management scheme that ensures a coordinated and organized response and recovery to all emergency incidents. It provides a framework for a standardized response to all emergencies.

BCERMS Response Goals

1. Provide for the safety and health of all responders
2. Save lives
3. Reduce suffering
4. Protect public health
5. Protect government infrastructure
6. Protect property
7. Protect the environment
8. Reduce economic and social loss

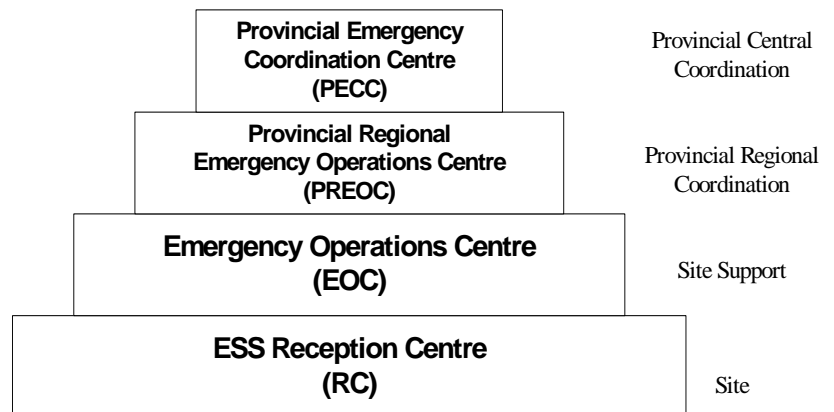
Five Primary Management Functions



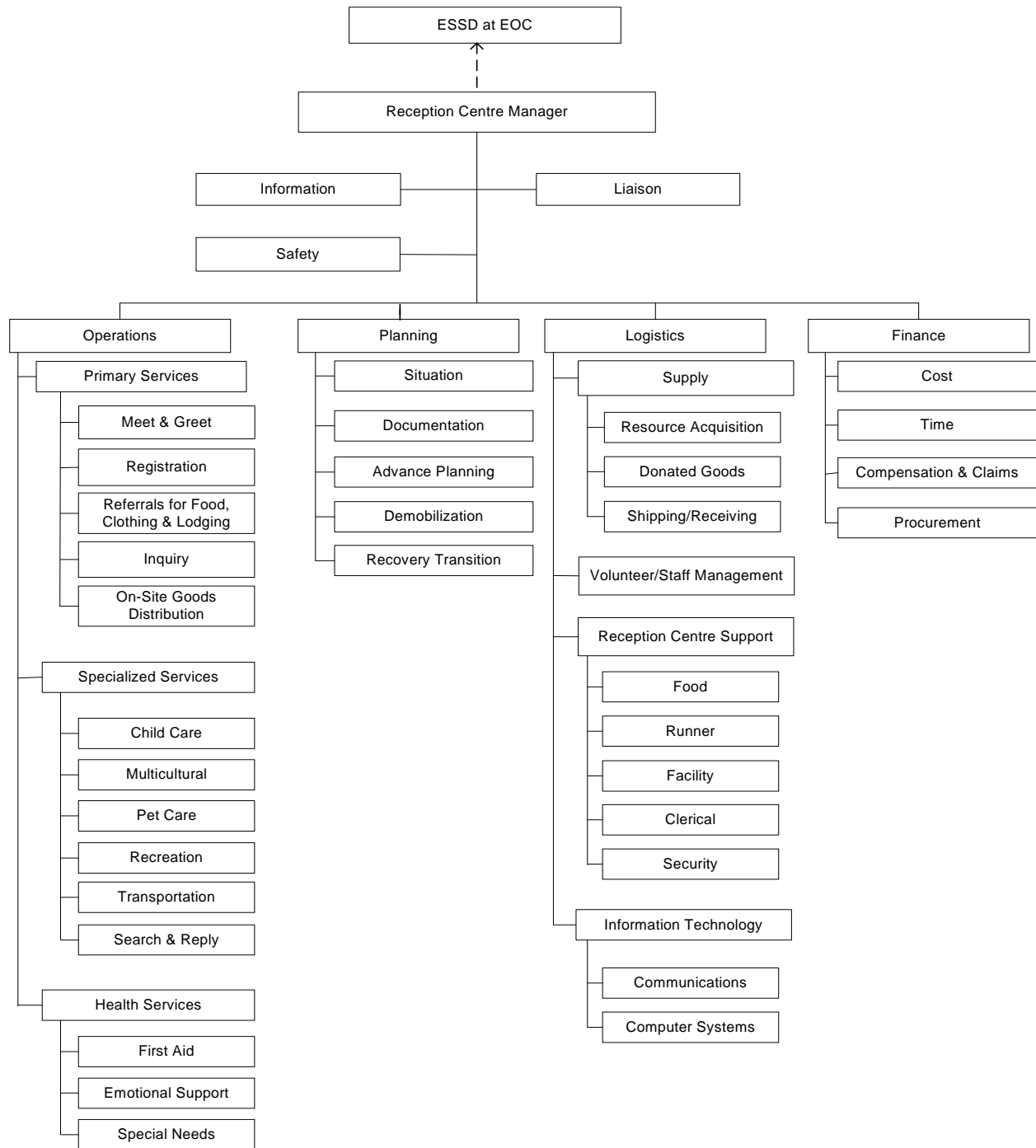
Guiding Principles

- Five Primary Management Functions
- Modular Organization
- Chain of Command
- Unity of Command
- Span of Control
- Common Terminology
- Colour-Coded Identification

BCERMS Response Levels



Organization Chart for Fully Expanded Reception Centre



KISS List of ESS Response Functions

(KISS – Keep It Super Simple)

ESS FUNCTIONS	DESCRIPTION
ESS Director	"In charge" of overall coordination and responsibility for ESS Works with other key response groups in the Emergency Operations Centre (EOC)
Reception Centre Management <i>"Decision Makers"</i>	"In charge" and responsible for the smooth running of the Reception Centre (RC)
Safety	Proactively ensures safety of facility for evacuees and workers in the RC Implements "Worker Care" measures
Liaison	Acts as the "point of contact" for representatives from external agencies
Information	Works under the direction of the EOC Information Officer to ensure the RC receives complete and accurate information Coordinates any media visits with the RC Management Staff and EOC Information Officer
Operations Section <i>"The Doers"</i>	Assumes overall responsibility for the coordination of activities within the section providing "front-line" services for the evacuees
Primary Services Branch	Oversees the set up and operations of the primary services to evacuees
Meet and Greet	Welcomes evacuees coming into the RC and directs them to the appropriate service area according to their physical or emotional needs
Registration	Registers evacuees
Referrals	Interviews evacuees to determine immediate needs for food, clothing, lodging, etc. and provides referrals to community suppliers for assistance

ESS FUNCTIONS	DESCRIPTION
Inquiry	Takes inquiries about the safety and whereabouts of evacuees
On-Site Goods Distribution	Distributes on-site goods such as comfort foods, comfort kits, phone cards
Specialized Services Branch	Oversees the set up and operation of any specialized services provided to evacuees
Child Care (Individuals assigned to work in this function must be qualified / certified Child Care Providers)	Provides care and activities for children in a safe, secure and nurturing environment while their parents or guardians are receiving services in the RC Works with the Ministry for Children and Family Development for the care and release of children not accompanied by their parents or guardians
Multicultural	Provides multicultural services as needed such as translators, ethnic foods and clothing etc.
Pet Care	Provides care for domestic pets while their owners are receiving services in the RC
Recreation	Provides suitable and safe recreation and leisure activities for all ages and special needs groups of evacuees in the RC
Transportation	Consults with EOC to organize and provide means of transportation for evacuees from the RC to a place of lodging
Search and Reply	Attempts to reunite families and friends by matching inquiry forms with registration forms
Health Services Branch	Oversees the arrangements for setting up and providing health services as required for first aid, emotional support and special needs
First Aid	Provides first aid to evacuees and RC workers in accordance with their level of training Makes referrals to appropriate health care facilities when needed
Emotional Support (Individuals assigned to work in this function must be qualified /certified appropriately)	Provides emotional support for evacuees and provides referrals to appropriate agencies when needed

ESS FUNCTIONS	DESCRIPTION
Special Needs	Provides assistance to pregnant women, nursing mothers, the frail elderly, dependent adults and special needs children
Planning Section <i>“The Thinkers”</i>	Assumes overall responsibility for the coordination of all planning activities within the section which includes keeping situation reports and gathering statistics, planning for future RC needs as well as for demobilization of the RC and the transition from response to recovery
Situation	Oversees the preparation, distribution and display of Situation Reports (data/information)
Documentation	Ensures that RC ESS forms are distributed, collected, organized, duplicated, filed and/or archived Records information on Statistics Record and distributes them to the Situation Unit
Advance Planning	Reviews all available information to anticipate RC future needs and develops an advance plan for RC response
Demobilization	Creates a Demobilization Plan for the closing of the RC
Recovery Transition	Assists evacuees with the transition from the immediate emergency period to the longer recovery process where the community and individuals will begin to regain former stability or build to a new future
Logistics Section <i>“The Getters”</i>	Oversees workers providing human and material resources to meet the needs of the evacuees and the RC
Supply Branch	Arranges for and oversees the functions dealing with supplies used for the effective operation of the RC <ul style="list-style-type: none"> ▪ Resource acquisition ▪ Donated goods ▪ Shipping and receiving
Resource Acquisition	Assesses need, acquires, distributes and tracks material resources, supplies and equipment for use by evacuees and ESS workers Contacts existing suppliers to confirm availability to provide needed goods and services

ESS FUNCTIONS	DESCRIPTION
Donated Goods (A local authority EOC responsibility)	Receives solicited donated goods for evacuees at RC Forwards unsolicited donations as per EOC direction
Shipping and Receiving	Manages the process of receiving and shipping of supplies and equipment to and from the RC
Volunteer / Staff Management Branch	Manages and supports existing ESS team members as well as new “walk-in” volunteers
RC Support Branch	Ensures the set up and oversees the functioning of the following: <ul style="list-style-type: none"> ▪ Food ▪ Runners ▪ Facility ▪ Clerical ▪ Security
Food	Ensures that meals, snacks and water for ESS personnel within the RC are available Ensures that comfort foods for distribution to evacuees by on-site goods distribution unit are available
Runner	Transports paper and other small items within the RC Accompanies evacuees or visitors within the RC if Meeters and Greeters not available
Facility	Ensures RC has needed furniture, space, etc. Ensures maintenance and cleanliness – including restrooms and garbage collection
Clerical	Ensures clerical services (scribes, receptionists, minute-taking, word processing, data entry, etc.) are available as required
Security	Ensures security of individuals at the RC Provides security and parking lot traffic control for the RC
Information Technology Branch	Ensures the following information technology services are carried out at the RC as required: <ul style="list-style-type: none"> ▪ Communications ▪ Computer systems
Communications	Gets information in and out of the RC by the most appropriate means (telephone, media, written, amateur radio, etc.)

ESS FUNCTIONS	DESCRIPTION
Computer Systems	Oversees the installation of computers and internet for the RC as available Provides technical support for personnel working in the RC
Finance Section Chief <i>“The Payers”</i> (should be staffed by local authority)	Oversees workers who will maintain financial records, records time worked by all RC personnel, determines spending limits, assists with setting up new supplier contracts and handles any WorkSafeBC or damage claims
Cost	Ensures PEP has provided a PEP Task Number Documents cost information and maintains records of all financial transactions
Time	Keeps all time records and travel claims for ESS personnel
Compensation and Claims	Oversees the claims process for both personal injuries and loss or damage at the RC
Procurement	Oversees the setting up of new supplier agreements and the procurement of new supplies and equipment

Reception Centre (RC)

Staffing Exercise

Match the “Function” in the right-hand column to the correct “Function Description” in the left-hand column by writing the letter of your choice in the space provided in the left-hand column. Each response may be used only once or not at all.

Function Description

1. Performs initial assessment and directs evacuees to the appropriate service area according to their physical and emotional needs _____
2. Coordinates media visits with the RC Management Staff and EOC Information Officer _____
3. Proactively ensures safety and well-being of workers and evacuees in the RC _____
4. Registers, orients, trains and assigns people wishing to help with the response _____
5. Acts as the “point of contact” for representatives from external agencies _____
6. Ensures that ESS forms are distributed, collected, organized, duplicated, filed and/or archived _____
7. Interviews evacuees to determine immediate needs for food, clothing and lodging, etc. and provides referrals to community suppliers for assistance _____
8. Oversees the installation of communication resources such as telephones, cell phones, fax machines, hand-held radios within the RC _____
9. Oversees the preparation, distribution and display of Situation Reports (data/information) _____
10. Provides refreshments, comfort kits and phone cards, etc. to evacuees _____
11. Provides care for domestic pets _____
12. Assesses needs and acquires, distributes and tracks material resources, supplies and equipment for use by evacuees and ESS Workers _____

Function

- a. On Site Goods Distribution
- b. Situation
- c. Documentation
- d. Liaison
- e. Registration
- f. Safety
- g. Meet and Greet
- h. Resource Acquisition
- i. Information
- j. Pet Care
- k. Volunteer / Staff Management
- l. Referrals
- m. Communications

Reception Centre Manager Position Description

Function: Reception Centre Manager

Reports to: ESS Director or designate

Description: Responsible for the overall operation of the Reception Centre

Responsibilities Before the Disaster

- Recruit at least two alternate RC Managers
- Establish a Reception Centre planning team and delegate planning responsibilities
- Ensure plans are in place for use of the facility as a Reception Centre, including:
 - Getting written authority to use the facility
 - Making a list of the contact names, addresses and phone numbers of persons who can gain access to the facility
 - Touring the facility and completing the RC Inventory Form
 - Developing a floor plan of the facility identifying work sites and areas that will be usable and non usable for ESS in a response
- Address security and fire regulations
- Ensure availability of RC Kits and needed resources
- Exercise the plan and make revisions as required

Responsibilities During the Disaster

- Refer to Reception Centre Manager Function Checklist (in this document)
- Refer to Reception Centre Operational Guidelines
- Ensure building is authorized and opened for use
- Set up and manage facility to ensure RC operates smoothly and efficiently
- Ensure needed RC Kits, supplies and equipment are available
- Ensure the safety and well being of response workers and evacuees
- Facilitate meetings, briefings and debriefings

Responsibilities After the Disaster

- Maintain records pertaining to the RC response
- Ensure supplies and equipment are returned
- Ensure response workers are provided a debriefing

Qualifications

- Experience supervising staff and volunteers

- Good communication, leadership and organizational skills
- Decisive, resourceful
- Ability to prioritize
- Ability to delegate effectively
- Ability to remain calm under pressure
- Self starter with the ability to motivate team members
- Caring individual who can express concern for the needs of the response workers and evacuees

Training and Support Provided

- ESS Training Program
- Library support services with the Justice Institute of BC
- WorkSafeBC coverage
- 1-800-585-9559 ESS Program Information line

Time Commitment

- Dependent on the emergency or disaster

Length of Term

- Minimum of two year time commitment is requested

Accountability

- Written reports and verbal briefings to the ESS Director or designate

Reception Centre Manager Function Checklist

****** Read This Entire Checklist Before Taking Action ******

Reports to: ESS Branch Coordinator at EOC

Responsibilities:

1. Ensure that the Reception Centre facility has been approved for use (e.g., agreement in place, safe, etc.) by the EOC or designated authority.
2. Ensure the safety of all ESS responders and evacuees.
3. Exercise overall management responsibility for the Reception Centre and ensure that all "required" functions are carried out (refer to the "Fully-Expanded Reception Centre Organization Chart").
4. Establish the appropriate staffing level for the Reception Centre and continuously monitor organizational effectiveness to ensure that appropriate modifications occur as required.
5. Allocate space and workstations for each of the required Reception Centre functions.
6. Provide initial and ongoing briefings to General and Management staff.
7. In consultation with General and Management staff, set objectives for the Reception Centre and ensure that all tasks for each objective are accomplished.
8. Approve press releases and other public information materials requested by EOC, and provided by the Information Officer at the Reception Centre, before forwarding to the ESSD for final approval and release.
9. Review and approve Situation Reports, Action Plans, and exceptional resource requests being forwarded to the EOC as required.

Activation Phase:

- Obtain PEP task number and instructions from the ESS Director.
- Respond immediately to the Reception Centre and determine operational status.
- Sign the PEP Task Registration Form. Obtain identification.
- Establish a workspace to operate from.
- Establish communication with immediate supervisor (ESS Branch Coordinator at EOC) to obtain latest briefing.
- Determine resource needs, such as people, equipment, phones, checklist copies and other reference documents.
- Ensure that Reception Centre Kits are available and accessed.
- Obtain other supplies, equipment and any required forms.

- Determine appropriate level of activation based on known situation (e.g., are 20 workers needed or 40, etc.)
- Ensure that the appropriate personnel for the initial activation of the Reception Centre are called out.
- Ensure that facility is inspected for safety hazards and that any safety issues are promptly rectified.
- Assign a person to answer incoming telephone calls to the Reception Centre.
- Assign a scribe to take notes during the briefings and to list the actions taken during the shift in the position log.
- Ensure that Management functions - Information, Liaison, and Safety - are carried out and staffed as required.
- Determine which Sections are needed: Operations, Planning, Logistics and Finance.
- Assign Section Chiefs as appropriate and ensure they are staffing their Sections as required.
- Create and post a chart with names of people responsible for the functions activated.
- Provide checklists to Section Chiefs if needed.
- Ensure workstations are designated and set up.
- Ensure ESS signs are posted in appropriate locations throughout the centre.
- Ensure that internal and external communication links are operational (e.g., cell phones, handheld radios, etc.).
- Conduct an initial briefing for Reception Centre staff before the centre is opened to evacuees.
- Schedule the initial Action Planning meeting.
- Advise ESS Director and Reception Centre staff that the Reception Centre is able to receive evacuees.

Operational Phase:

- Maintain liaison/contact with the ESS Branch Coordinator at the EOC.
- Maintain position log in chronological order describing actions taken during the shift.
- Maintain a receptionist position to answer all incoming telephone calls to the Reception Centre.
- Ensure regular Action Planning meetings are conducted.
- Ensure that Operational Periods are established.
- Once Action Plans are completed by the Planning Section, review, approve and authorize implementation.
- Conduct periodic briefings with the Management and General Staff to ensure Reception Centre priorities and objectives are current and appropriate.
- Monitor Management and General Staff activities to ensure that all appropriate actions are being taken.
- Approve press releases and other public information materials provided by the Information Officer at the Reception Centre, and forward to the ESS Branch Coordinator at the EOC for final approval and release.
- Review and approve Situation Reports, Action Plans, Media Releases, exceptional resource requests etc. being forwarded to the EOC as required.
- Provide direction and support to Management and General Staff as required.
- Ensure ongoing monitoring of facility operations to ensure worker and evacuee safety.
- Ensure that appropriate worker care is implemented.

- Request assistance from ESS Support Organizations through proper channels (e.g., EOC, PREOC, etc.) if needed.
- Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

- Authorize Reception Centre demobilization of Sections, Branches, and/or Units when they are no longer required.
- Identify and complete any open actions still pending.
- Ensure that all required forms, reports and other documentation are completed prior to demobilization.
- Deactivate assigned position and close logs when authorized by the ESS Director.
- Ensure the clean up of all work areas before leaving.
- Arrange for building review with facility manager.
- Ensure that ESS Kits are reassembled, restocked and returned to storage.
- Sign out with Volunteer/Staff Management Branch.
- Leave a forwarding number.
- Ensure building is closed and locked.
- Complete Task Report form and forward to ESS Director.
- Access critical incident stress debriefing as needed.
- Be prepared to provide input to any post event processes (e.g., debriefs, reports, etc.).

Function Aids:

- Position Log
- ESS Personnel Request Form
- Shift Schedule
- ESS Resource Request Form
- Personnel Management Tracking Form
- ESS Reception Centre/Group Lodging Situation Report
- PEP Task Report Form
- PEP Task Check Sheet
- PEP Equipment Repair/Replacement Request

Challenges

As a member of the local ESS team, you may encounter some of the following challenges. What would you do if...?

1. As a new ESS worker you accompany the RC Manager to the community's only Reception Centre. It is cold, dark and raining when you arrive. There are people already lined up outside the facility. The RC Manager tries to open the doors with her keys but cannot gain access. What will you do?

2. You are the only member of the Communications team responding to a call-out. The RC Manager seeks your assistance, as he has not received any communication from the Emergency Operations Centre. He is feeling isolated and uninformed and is becoming frustrated. How can you help him?

3. You are a Resource Acquisition Worker and as you pass the refreshments area, the Food Unit Supervisor summons you. The kitchen has suddenly gone dark just as his team is getting organized. He asks you to find someone who can help. What will you do?

4. Mavis, well known in the community as a person with mental illness, shows up at the Reception Centre. As a Meeter and Greeter, you are very uncomfortable with her outbursts. How might you handle this situation?

5. You take a quick break from your Registration Only station, when you notice an elderly couple sitting alone on a bench. They appear lost and sad and are comforting one another. Something inside tells you to approach them. They don't speak English. You are busy, but you don't want to leave them – what can you do?

6. As Pet Care Supervisor you are concerned as most families are arriving at the Reception Centre with their pets. Your team has the capability of managing only 20 dogs and 20 cats. What should you start doing in preparation for more animals?

7. You are a female ESS worker who hears a frail call for help from the men's washroom. What will you do?

8. During a break, you are standing outside the RC where you witness several people passing a brown paper bag to each other and each person taking a drink. As RC Manager what action will you take?

9. Youngsters are chasing each other in the main reception area. Evacuees ask you to have them stop making so much noise and slow down as somebody may become injured. As a busy Registration and Referrals Worker how will you handle this?

10. A number of community residents show up at the Reception Centre with containers of home cooking. You know that a Reception Centre should not accept home cooking. As a Meeter and Greeter, how will you handle this situation?

Reception Centres: The Planning

Preparing to Set Up

Yourself

ESS workers must each have a Personal Preparedness Plan. Once the ESS Plan and team have been activated, you will activate your own Personal Preparedness Plan to ensure your needs are addressed. Once you have activated your own plan and taken care of your own needs – family, pets, home, work, etc. – you will feel confident that you can report to the Reception Centre and focus on the disaster response and the tasks at hand.

In the pre-disaster phase, a “Grab and Go” bag must be assembled to provide the essential personal care items you may need.

Items to Include in Your “Grab and Go” Bag

- Change of clothing (comfortable and seasonal) and walking shoes.
- Fanny pack with nametag, photo ID card, pens, etc.
- Personal items - toothbrush, toothpaste, deodorant, etc.
- Personal medication – minimum 7 day supply.
- Spare eye glasses, contact lens/solutions.
- First aid kit.
- Battery powered radio and flashlight.
- Bottled water, food bars, and snacks.
- Important personal papers including out-of-area contact phone #'s and coins for telephone calls.

- Photographs that you value.
- Book or any item that makes you comfortable.

Preparing to Report to Work at the Reception Centre Once You've Been Called Out

- Dress casual - wear appropriate clothes for the job, season, and work.
- Take your “Grab and Go” bag (see previous list).
- Take a cell phone if you have one.
- Communicate with your family and employer that the ESS Plan has been activated and how you will maintain contact with them
- Bring ID - vest, hat, t-shirt, jacket, name tag, photo ID card.
- Sign the PEP Task Registration Form prior to commencing work at the Reception Centre, ensuring WorkSafeBC Compensation and personal liability coverage.
- Introduce yourself to your co-workers and find out who you report to and “who’s in charge”.
- “Buddy up” with a co-worker to watch out for each others well-being.

The Reception Centre

Taking the time to set up the Reception Centre will ensure being ready to provide services to those who have experienced disaster. Attempting to work without setting up properly will cause problems and frustrations that may be lessened or avoided entirely. By thinking ahead and anticipating possible needs, you will be able to provide a quality ESS program that you will feel proud of.

Upon opening the Reception Centre, you will need to know what services will be offered. The Reception Centre Manager will determine the set up required. Depending on many variables, including the size of the disaster and response expected, you may or may not set up the entire facility. Having determined the services to be provided, you will decide on a floor plan suitable for this response, and identify the equipment and supplies needed. You will want to identify the needs ahead of time. Depending on the disaster, you may or may not get what you want when you want it, so flexibility, adaptability, creativity, and a sense of humour will help you through the waiting period!

Your Work Station

Each area of responsibility will dictate the supplies and equipment needed, but generally you will need some of the following items:

- Signage

- ❑ Tables and chairs
- ❑ Cots and blankets - for both emotional support and first aid
- ❑ Stationery items - pens, pencils, stapler, file folders, etc.
- ❑ Forms and paperwork – see ESS RC Operational Guidelines Function Aids
- ❑ ESS RC Operational Guidelines Function Checklists

Each coordinator or supervisor is responsible for ensuring set up of their required work stations.

Reception Centre Kits Suggested Contents

Categories

- ESS identification
- A set of signs
- Stationery items
- Equipment / miscellaneous
- First Aid
- RC Operational Guidelines – Function Checklists and Function Aids

ESS Identification

- ❑ Vests – colour coded
 - Reception Centre Manager – Green
 - Information Officer – Red
 - Safety Officer – Red
 - Liaison Officer – Red
 - Operations Section Chief and personnel – Orange
 - Planning Section Chief and personnel – Blue
 - Logistics Section Chief and personnel – Yellow
 - Finance Section Chief and personnel – Grey

- Name Tags (Photo ID – if possible) - with first name only

Signs (listed in alphabetical order)

Some signs have pictograms and all signs have enough space to write the words of the sign in another language.

- Blank sign (to make sign if needed)
- Child Care
- Communications
- Directional arrows
- First Aid
- Health Services
- Information
- Inquiry About Family and Friends
- Media
- Out of Bounds
- Personal Services (to be changed to Emotional Support)
- Pet Care
- Reception Centre – large outdoor sign with name of community and space to display signs of ESS Support Organizations
- Registration, Food, Clothing, Lodging and Other Needs
- Registration Only
- Staff
- Transportation
- Volunteer Services
- Washrooms

Stationery Items

- Assorted rubber bands
- Masking, duct, and scotch tape
- Clip boards
- Brown envelopes
- Paper clips (large), spring clips
- Pens, pencils, erasers and sharpeners
- Scissors
- Pads of lined paper
- Staplers, staples and staple removers
- Filing box
- Carbon paper
- Thumb tacks
- Ruler
- Package of file cards
- Felt marking pens

Equipment/Miscellaneous

- Antibacterial hand wipes
- Disposable gloves
- Flashlights with cones for use at night
- AM/FM transistor radio and batteries
- Megaphone
- Whistle
- Ziploc bags and large plastic garbage bags

- ❑ Ball twine, 3/8" nylon rope
- ❑ Plastic barrier tapes

First Aid

- ❑ First Aid kit
- ❑ Disposable gloves
- ❑ Cold packs
- ❑ Survival blankets
- ❑ Triangular bandages

Reception Centre Operational Guidelines

- ❑ Function Checklists and Function Aids

Reception Centre Facility Survey

1. Name of Facility _____

2. Address _____

STREET

CITY

POSTAL CODE

3. Telephone Numbers _____

4. Number of payphones available _____

5. When was the facility constructed (approx.)? _____

6. Is the facility accessible to persons with disabilities? Yes _____ No _____

7. Are separate offices available for use by ESS? Yes _____ No _____

8. Does the facility conduct evening activities? Yes _____ No _____

9. Does the facility conduct weekend activities? Yes _____ No _____

10. Are the facilities designated for any other disaster use? Yes _____ No _____

11. Does the facility have current insurance coverage? Yes _____ No _____

12. What is the occupant load for the facility under fire regulation? _____

13. Persons Authorized to Open Facility in Emergency

Name/Title _____

Home Address _____ Home Tel. _____

Work Address _____ Work Tel. _____

Name/Title _____

Home Address _____ Home Tel. _____

Work Address _____ Work Tel. _____

14. Facility Owner/ Manager/Coordinator _____

15. Space Available for Use: (indicate sizes in square feet) _____

of gymnasiums _____ Size(s) _____

of multipurpose rooms _____ Size(s) _____

of auditoriums/theatre _____ Size(s) _____

of other _____ Size(s) _____

16. Parking area(s) _____

For how many cars? _____

17. Area usable for animal control _____

18. Food Services Facility _____

Cooking facilities (describe) _____

Max. capacity of dining room _____

Max. servings prepared in one day _____

Food storage? Describe _____

19. Trapped Water Gals. drinkable _____

 Location _____

 Gals. non-drinkable _____

 Location _____

20. Sanitary Facilities Toilets # female _____

 # male _____

 Sinks # female _____

 # male _____

 Showers # female _____

 # male _____

 Laundry _____

21. Type of Heating _____

22. Electrical Power _____

23. Gas Power _____

24. Generator _____

25. First Aid Room Yes _____ No _____

 Equipped with _____

26. Do you have members of your organization who would like
to be trained to help run a Reception Centre at your facility?
Yes _____ No _____

Comments: Please note any factors or other information which might effect use as a Reception Centre

Form completed by: Name _____
Title _____
Date _____

Please retain a copy for your records and attach a written agreement for use of the facility.

Memorandum of Understanding Concerning the Use of Buildings as Reception Centres by the Collegeville Emergency Social Service Organization¹

Introduction

The city of Collegeville recognizes that emergencies may occur which will force large numbers of people from their homes and require their temporary evacuation to emergency Reception Centres such as schools, churches, community halls, arenas, auditoriums or other public or private facilities.

Mandate

As required by Collegeville By-law No. 52-84 and the Ontario Provincial Measures Act of 1983, the municipality of Collegeville, through its Emergency Measures Organization and its supporting municipal departments, is responsible for providing prompt assistance to its citizens or to persons evacuated from other communities in an emergency situation.

Memorandum of Understanding

The purpose of this Memorandum of Understanding is to confirm the willingness of (name of school, church, club or organization) to permit the use of its facilities for temporary Reception Centres when required by the municipality of Collegeville during emergency situations. It is therefore understood between the parties as follows:

The (name of organization) agrees to make its facility (name of facility) available for use as a temporary Reception Centre site when requested by the Collegeville municipality during an emergency situation. The municipality of Collegeville agrees that it shall exercise reasonable care in the conduct of its activities in this facility and further agrees to replace or reimburse the (name of organization) for supplies used and unusual damage incurred in the operation of the facility as an emergency Reception Centre.

In the event that either party no longer wishes to subscribe to the roles and principles espoused by this Memorandum of Understanding, that party shall accordingly advise the other party in writing.

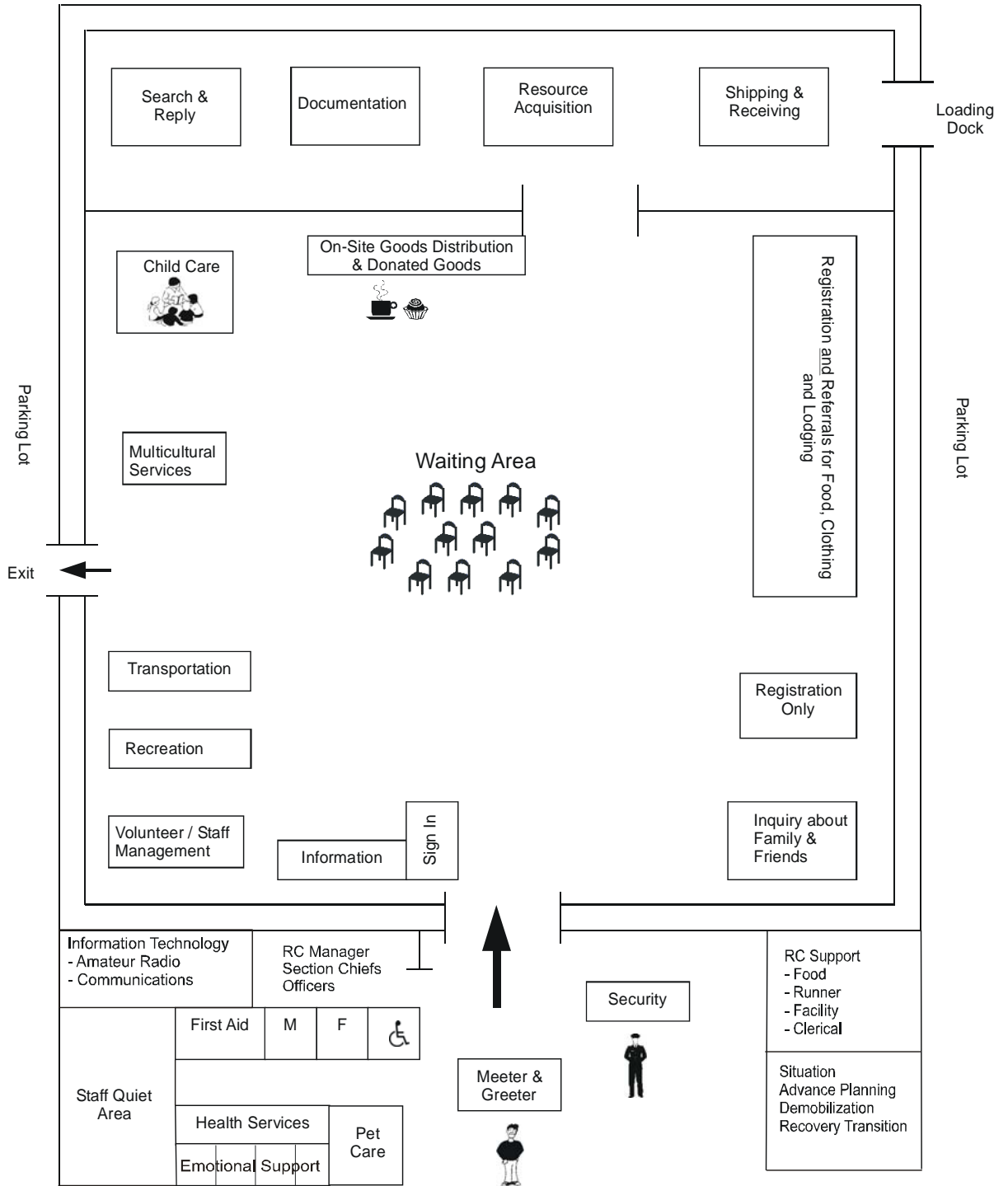
Joan Brown
Director, Collegeville ESS

Roxanna Moore
Chairperson, Collegeville School Board

¹ Source: Health Canada

© Ministry of Supply and Services Canada, 1994

ESS Reception Centre Sample Floor Plan



KISS List of ESS Function / Service Areas (KISS – Keep It Super Simple)

The following is a list of the function / service areas that may be set up in a Reception Centre. Depending on many variables, including the building itself, the size and complexity of the disaster, the number of evacuees and the staffing capabilities, you may need some or all of these identified areas.

- Meeters and Greeters – entry and exits
- Information
 - Desk / area
 - Bulletin boards
 - Television
 - Internet
- Waiting Area for Services
- Registration Only
- Inquiry About Family and Friends
- Registration and Referrals for Food, Clothing, Lodging and Other Needs
- Distribution Area for Clothing, Blankets and Personal Care Items, Comfort Foods / Refreshments, etc.
- Child Care
- Multicultural Services
- Pet Care
- Recreation
- Transportation
- Health Services / First Aid
- Emotional Support
 - Evacuee quiet area
 - Chapel

- Private counselling areas
- Special Needs
- RC Manager's Office
- Documentation and Situation Units
- Advance Planning, Demobilization, Recovery Transition Units
- Resource Acquisition
- Shipping and Receiving
- Volunteer / Staff Management Branch
 - Sign In / Sign Out
 - Orientation / Training Room
 - Staff Quiet area
- Amateur Radio area
- Security

Options for Setting Up Registration and Referrals Area at a Reception Centre

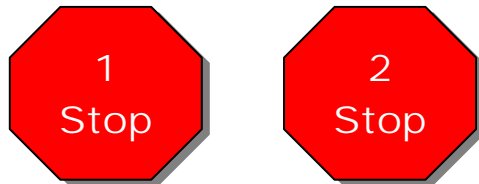
Although the provincial recommended model for providing services to evacuees is the 1-stop option, there may be times when you may want to move to a 2-stop process. This decision may be based on the size of the community, the number of evacuees, the number of ESS workers, the number of walk-in volunteers, the Reception Centre floor plan, etc. Your ESS team will need to decide which method will be most effective, given the circumstances of the incident. Either option is viable.



Option 1

When evacuees come to a Reception Centre, they are greeted by an ESS Meeter and Greeter who will assess their needs and send them to the appropriate station in the Reception Centre.

- If an evacuee or family requires registration and referrals (food, lodging and/or clothing), a Meeter and Greeter will send them to a Registration and Referrals Worker who will register them on the ESS File (Registration and Services Record) and complete the appropriate Referral forms as needed. One worker – the Registration and Referrals Worker – completes both the Registration and Referrals functions at one station or “1 Stop”.
- If the evacuee or family does not require any assistance with food, lodging and/or clothing, and only needs to register, then the Meeter and Greeter will send them to the Registration Only station. Registration Only is an express line, which can fast-track evacuees who only need to register.



Option 2

There may be situations when a community ESS team may decide to move to a modified version of the “1-Stop” service delivery. This “2-Stop” option works as follows:

Stop 1: All evacuees will be sent to the Registration station to register their safety and whereabouts.

Stop 2: Following registration, only those evacuees requiring assistance with food, lodging and/or clothing will be sent to a second station to be interviewed by a Referrals Worker, who in turn will provide Referral Forms to be taken to local suppliers.

Appendices

Acronyms

BCERMS	British Columbia Emergency Response Management System
CDCC	Canadian Disaster Child Care
CRIB	Central Registry and Inquiry Bureau
EMBC	Emergency Management British Columbia
EOC	Emergency Operations Centre
EPC	Emergency Program Coordinator
ESS	Emergency Social Services
ESSD	Emergency Social Services Director
GL	Group Lodging
JIBC	Justice Institute of British Columbia
MST	Mobile Support Team
PEP	Provincial Emergency Program
PHAC	Public Health Agency of Canada
PREOC	Provincial Regional Emergency Operations Centre
PSC	Public Safety Canada
RC	Reception Centre
PERCS	Provincial Emergency Radio Communications Service

Follow the Evacuee

Upon arrival at a Reception Centre, evacuees should be directed towards the Meeters and Greeters.

Meeters and Greeters quickly explain:

- What a Reception Centre is
- What types of services are available
- What the objectives of ESS are
- That the ESS program is a volunteer supported initiative
- The ESS Handout titled "Help When You Need it Most"

Meeters and Greeters do a rapid assessment of the evacuees by looking at both verbal and non-verbal cues and then refer them to the appropriate ESS service.

If evacuees need food, clothing, lodging or other services, the Meeters and Greeters will refer them to the “sign in” for service and waiting area. A place to sit, reading materials and refreshments should be made available in the waiting area. Evacuees' names will be called out when a Registration and Referrals Worker is available.

Note: If there isn't a waiting line for services, the Meeters and Greeters will refer evacuees directly to a Registration and Referrals Worker.

If an evacuee doesn't require any services (they have family or friends to stay with) Meeters and Greeters will encourage them to register at Registration Only. It is important that Meeters and Greeters emphasize the importance of registering (however it is not mandatory).

Anyone not needing any assistance and only wanting to inquire about missing family or friends is to be referred to Inquiry About Family and Friends.

If the evacuee is distraught and the Meeter and Greeter doesn't feel it appropriate to send them directly to a Registration and Referrals Worker, the Meeter and Greeter can escort the evacuee to Emotional Support Workers. Any evacuees requiring an extra hand because of a special need such as a physical and/or mental disability, or seniors requiring assistance, etc. may be escorted to a Special Needs Worker. Alternatively, a Special Needs Worker may be summoned to assist the evacuee at the entry door.

If an evacuee is injured or visibly sick, a Meeter and Greeter will escort them to First Aid.

A mobile Registration and Referrals Worker's team can assist with the completion of the ESS File Registration and Services Record at the other areas within the RC, (e.g., for those people with special needs). If however, a mobile team is not available, then the specialized services workers could start to complete the ESS File Registration and Services Record.

If evacuees bring their pets to the Reception Centre, the Meeters and Greeters will request that while they are being helped in the Reception Centre the pets remain in the owners' vehicle (if vehicle is at Reception Centre) or be taken to the secure area established for pets. Only assistance animals will be permitted inside the Reception Centre area.

If individuals coming into the Reception Centre are only looking for information on the disaster or the operation of the Reception Centre itself, Meeters and Greeters will refer them to Information Desk and/or the Information Officer or Reception Centre Manager depending on the request.

If the media arrives at the Reception Centre, Meeters and Greeters will escort them to the Information Officer or Reception Centre Manager.

Note: Each local authority should designate a trained Information Officer (IO) who will speak with the media on behalf of the local authority. The Reception Centre Manager will contact the Emergency Operation Centre for IO support.

Anyone coming into the Reception Centre to volunteer their services are to be directed to Volunteer / Staff Management.

Evacuee Information Sheet

Welcome

The Emergency Social Services (ESS) personnel welcome you and hope your time here will be made as pleasant as possible, under the circumstances. Please take a few moments to read this sheet as it contains important information that you will likely need regarding the Reception Centre.

This Information Sheet may not answer all your questions. If you require further information please ask any ESS personnel.

Registration

Please register at the Registration table. Registration is not mandatory, but it is strongly recommended, as it assists the ESS personnel to meet your needs. Registration information is considered confidential.

Smoking

Smoking is not permitted anywhere inside the Reception Centre.

Personal Belongings

We cannot assume responsibility for your belongings. We recommend that valuables be locked in your car, out of sight, if possible. If that is impossible, keep valuable items with you.

Children

Parents are responsible for keeping track of and controlling the actions of their children. Please don't leave them unattended.

Medical Problems or Injuries

If you have a medical condition that could require special consideration, i.e., heart condition, recent surgery, or pregnancy, please bring this to the attention of ESS personnel. All medically related information should be noted on your registration card.

Pets

We realize your pets are very important to you. Unfortunately, Public Health by-laws forbid pets in the Reception Centre. It is your responsibility to make provisions for your pet(s) prior to entering the Reception Centre. If you need help in locating a kennel or making other arrangements for your pet, please see the Pet Care area in the Reception Centre.

Bulletin Boards

Updates and bulletins will be posted for your information.

Volunteering to Help

Evacuees are encouraged to help in the Reception Centre. There are many jobs that require special training. Please see the staff if you believe that you can help.

Telephones

Evacuees are asked to use the designated phones or pay phones. Other Reception Centre phones are reserved for communications with emergency authorities and community suppliers. We do encourage you to notify one family member or friend as to your safety and then ask them to notify others that may be concerned about you.

Reception Centre Manager

Please follow the instruction of the Reception Centre Manager and personnel. They are the designated authorities in the Reception Centre. Please remember most of the personnel are volunteers that are giving their time to be here to help you. Your cooperation will make everyone's stay more pleasant.

Problems and Complaints

Please direct all comments regarding the Reception Centre operation to the orange vested Operations Section Chief.

Housekeeping

Please help us keep our Reception Centre facility clean. Please pick up after yourself and help us with clean-up when possible.

News Media

News media representatives often visit the Reception Centre during disaster operations. They may request interviews or photographs of you; however, they must ask your permission first. It is your right to refuse. Please report any problems or questions regarding the media to the red vested Information Officer or green vested Reception Centre Manager.

Special Needs

If you have any special needs, i.e., special diet, health, language, etc., please let the ESS personnel know.

Alcohol

You may not possess or consume alcohol in or around the Reception Centre.

Source: Reception Center Operational Guidelines, May 2004

Recreational Activity Lists

PRESCHOOL	PRE-TEEN (6-12 YEARS)
<ul style="list-style-type: none"> ▪ Play dough ▪ Paper, Crayon, Felts ▪ Puppets ▪ Story Telling ▪ Toddler Toys ▪ Duplex 	<ul style="list-style-type: none"> ▪ Crafts - Glue String, Sticks, Pipe Cleaners ▪ Colouring Books ▪ Books and Comic Books ▪ Toys - Figurines, Trucks, Dolls ▪ Lego

<ul style="list-style-type: none"> ▪ Action Toys ▪ Videos ▪ Sing-Alongs ▪ Shadow Animals ▪ Circle Games ▪ Gym Activities ▪ Simple Crafts - Glue, Macaroni, Cheerios ▪ Musical Instruments ▪ Water Play ▪ Sticker Books 	<ul style="list-style-type: none"> ▪ Barbie Dolls ▪ TV/Videos ▪ Pet Care ▪ Hair Braiding and Face Painting ▪ Snacks ▪ Sports - Soccer, Skipping ▪ Journal Writing ▪ Music and Dance ▪ Group Games - Sack Races, 3-Legged Races ▪ Puzzles and Bingo ▪ Sewing and Knitting Lessons
TEEN	ADULT
<ul style="list-style-type: none"> ▪ Cards and Board Games ▪ TV, Video, DVDs and CDs ▪ Activities with Younger Children ▪ Hair, Make-Up and Nail Care ▪ Music and Dancing ▪ Theatre Sports ▪ Internet ▪ Outside Sports - Basketball, Hackey Sac, In-Line Hockey, etc. ▪ Ice Breakers ▪ Kitchen Helpers ▪ Construction, Building, Set Up ▪ Karaoke ▪ Runners ▪ Car Wash ▪ Bingo 	<ul style="list-style-type: none"> ▪ Books and Magazines ▪ Crossword and Jigsaw Puzzles ▪ Scrabble and Board Games ▪ TV and Video ▪ Outdoor Sports - Frisbee, Swimming ▪ Pool ▪ Exercise ▪ Aerobics ▪ Walking ▪ Newspaper Discussion Groups ▪ Specialized Lessons - Photography, Crafts ▪ Dance Classes - Line Dancing, Country ▪ Teaching Young People to Knit, Crochet, Crafts ▪ Teaching Others Car Care ▪ Bingo

Developed by Vancouver ESS Team – Parks and Recreation

Source: Reception Center Operational Guidelines, May 2004

Estimating Staffing Needs

Experience from previous disasters tells us that:

1. Most evacuees will register when requested /directed to do so – between 70-75% is not uncommon.
2. About 10 – 25% of evacuees may require assistance (i.e.: accommodation, meals, clothing, etc.).
3. If it takes a Registration and Referrals Worker 20 - 30 minutes to register an evacuee and provide assistance, the ESS Worker can assist only 2 - 3 cases per hour.

# OF REGISTRATION AND REFERRALS WORKERS	# OF FAMILIES	1 WORKER CAN ASSIST 2 FAMILIES / HOUR	ESTIMATED # OF HOURS TO COMPLETE ALL INTERVIEWS
10	100	10 workers can assist 20 families per hour	5
20	100	20 workers can assist 40 families per hour	2.5
10	200	10 can assist 20/hour	10
20	200	20 can assist 40/hour	5

4. As few as 1/3 of your trained ESS Workers may be able to assist during a disaster.

So:

- if your team has 20 trained ESS Workers - you may have 6 or 7 able to assist
- if your team has 100 trained ESS Workers - you may have 30 – 35 available

Note: If you have insufficient trained ESS Workers to do the functions of Registration and Referrals, ask early for additional personnel.

Stages of Disaster and Emotional Responses to Disaster

For over two decades, authorities have recognized that there are several distinct stages of individual and community response to a common crisis. While there is not unanimous agreement upon the integrity and duration of each stage, the research literature does support the notion that there is a range of predictable emotional responses. Such responses do not manifest themselves in the same fashion for all people. In addition to individual differences, the nature and context of the disaster will produce different levels of intensity.

Period of Alarm

1. In some disasters, particularly those involving sudden or unexpected onset (e.g., explosion, earthquake, flash flooding), the population may receive minimal warning of the potential threat.
2. In other circumstances, however, the slower approach and development of the potential disaster stimulus (e.g., the gradual rising of a river prior to a flood or the increasingly threatening weather and sky conditions which spawn tornadoes) cause increased public apprehension and warning of possible danger.
3. The natural human response to this potential threat involves heightened anxiety and gradually increasing apprehension.
4. The psychological coping mechanisms dealing with these feelings form the basis for the individual's response to the impact.
5. Generally, a person will not deviate radically from established behaviour and coping patterns. But, when a person's anxiety is heightened and his situation becomes ambiguous, he may exhibit atypical behaviour. Minor environmental changes can produce differing kinds of reactions as people struggle to maintain equilibrium.
6. Those individuals who have had past experience with a similar situation may handle the warning phase better than others; those who typically become helpless in threatening situations may experience severe stress.

Period of Threat

1. During the period the individual's problems remain the same, but there is now added an urgent warning of immediate danger. The person must decide whether there is a clear threat to life and possessions or whether the warning is premature, overcautious, or unnecessary.
2. An individual's choice of how to respond in face of the potential threat is influenced in varying degrees by a complicated network of personal considerations such as:

- Is the threat real? Will the potential threat materialize? How quickly?
 - Should the disaster actually strike, what is the likely effect upon him?
 - What possible avenues of escape or protection are available and how effective are they likely to be?
 - What will be the physical, material and emotional cost of efforts to escape?
 - What is the primary mode of response by those around him?
3. An individual is not driven solely by a desire for physical safety in assessing a disaster situation. A complex set of social and personal motivations also are interacting to motivate his behaviour.

Period of Impact

1. During the impact period, the full magnitude of the disaster is brought to bear on the stricken community; individuals may be killed or injured and substantial losses to property and personal possessions may be incurred. Some of those affected exhibit extremely emotional behaviour and are completely unable to cope with the situation or even to follow the effective leadership of others.
2. For the majority, there is no panic reaction. This group instinctively turns to recognized leaders for direction or guidance.
3. A much smaller percentage of the disaster-affected population assumes a planning or leadership role. In the absence of recognized leaders, they emerge from the group to do what is necessary. These people seem to have particular skills or abilities that are lacking, or needed, by the group. For this reason they receive support from the victims of the disaster.
4. In the period of impact, the range of responses may include: tension, disorganization, disorientation and confusion, feelings of hopelessness, or agitation.

Period of Inventory

1. Immediately after the impact of the disaster, the survivors try to assess and come to an understanding of what has really happened. In addition to the earlier responses, individuals may exhibit multiple physical complaints, withdrawal from reality, fantasy and delusions, apathy, nightmares, chronic anxiety or fear, depression, feeling overwhelmed, anger or social fragmentation.
2. During this stage, the majority will make rapid progress toward psychological recovery and will return to their previous condition. A few will stabilize at a level of moderate or serious disability.

3. In cases of severe and prolonged stress from the disaster, symptoms of some individuals appear to have been passed on to the children through distortions in interpersonal relations within the victims' families.
4. During this inventory period, the social scene becomes temporarily fragmented into isolated individuals, many of who feel overwhelmed. Almost immediately, however, many people become active in the rescue effort while others try to move through the area to better comprehend the situation. Research has indicated that the apparent mass confusion is not really what it seems to be. In fact, most individuals are engaged in highly purposeful individual activity, which simply is not socially coordinated.

Period of Rescue

The focus, during the rescue phase, is on helping the survivors to cope with the disaster's aftermath. While some will react with shock, only a few may be expected to manifest any continued serious emotional problems. This disaster syndrome usually takes the form of apathy, withdrawal, and regression in cognitive processes. The development of this kind of reaction seems likely with sudden, violent disaster, but even in these cases the occurrence is not very high.

Period of Remedy

The remedy phase may be the longest disaster time period. During this phase, the survivors and relief agencies begin organized activities designed to relieve the stricken community. Disaster victims begin to feel heightened morale, cooperative spirit (in an effort to solve problems and plan for the future), pressures of rehabilitation, and long-term emotional effects of the impact (emotional crises may occur even as late as six months after the disaster).

Period of Restoration

In the final phase of a disaster - the recovery period - the community and its individuals regain former stability or achieve a new level of equilibrium. It may involve an extended period of time, contingent upon the circumstances surrounding the disaster as well as the help and resources available.

Grief Over Losses

(Source: Personal Services Psychosocial Planning For Disasters – Health Canada – Chapter 5)

Grief over losses is a fundamental aspect of people’s reactions after a disaster. Grieving usually refers to the emotional process produced by the loss of an individual important in a person’s emotional life. However, the grieving that follows a disaster can be in reaction to not only loss of life but also loss of material possessions, a way of life, or other elements of our emotional well-being. This includes the following:

- home, possessions, neighbourhood
- employment, business, farm, independence
- sense of community, physical life space, way of life
- mementos, pictures, family heirlooms, pets

Factors That Affect a Person’s Response to Loss

Although there are similarities in our feelings and reactions to loss, human grief (like human pain) is highly personal. The following factors have been found to influence individual response to grief:

- the circumstances surrounding the loss
- the quality of the relationship with the deceased or object of attachment
- age
- previous life experience
- individual personality
- value systems, beliefs, and coping style
- available social and financial support

Helping Survivors Cope

In the weeks and months following the disaster, survivors will express a range of emotional reactions. They may be linked to the disaster event itself or to the daily problems of recovery: relocation, settling insurance claims, locating a reliable builder, or seeking compensation. Typical reactions include fear and distress, intrusive thoughts and nightmares, grief, anger, guilt, depression, loss of sense of invulnerability and various health problems.

The fear of recurrence is a “normal reaction” that will usually subside as time passes. Explaining to survivors that fear is a normal adaptive reaction, indeed a life-saving emotion, can be reassuring to them.

Survivors can learn ways to encourage themselves in difficult situations by giving themselves positive instructions or talking through an event. Saying to oneself that “It’s normal to feel anxious, to feel weak. It will go away” or “I’m normal! Having these feelings is OK even if they are uncomfortable.” Survivors need to give themselves permission to feel various things and accept them as normal.

Survivors need to realize that human beings are vulnerable and cannot always control a situation. However, we are not helpless. We can control our responses to a situation by being prepared or by using coping strategies. Survivors can be helped to see their anxiety as a normal part of their reaction to the disaster. They need to be encouraged to develop their own strategies for managing their fears.

Worker Care

(Source: Emotional Health Issues for Disaster Workers on Assignment – brochure available from PEP – phone 1-800-585-9559)

As disaster relief workers, we seek to meet the needs of victims and communities following any type of emergency. We are often surrounded by and exposed to disorganization, confusion, scenes of destruction, and the tears and pain of victims.

As disaster workers we have the potential to become secondary victims, working long, hard hours under poor conditions. In some cases, physical dangers exist. Accommodations may be poor when we are near or within the affected area, or may require hours of travel when located outside the affected area.

Our families and friends are left at home, and new friendships are formed while on the operation and while time is scarce. Supervisory styles are different from person to person. Administrative organizations and regulations often change with little warning, creating additional stresses as we try to satisfy the needs of the clients and the organization.

Most disaster workers are dedicated individuals who tend to be perfectionists. Because of this we are at risk of pushing ourselves too hard and not being satisfied with what we have accomplished.

Remember that you are giving those victimized by the disaster a gift of yourself—your time and your caring—a gift you could not do if you were also a victim.

It is critical that we understand the effects of stress and make every effort to deal with it. Stress-relieving activities are not as difficult or time consuming as we may think. A 15-minute walk during a lunch or coffee break; talking to a co-worker, supervisor, or mental health worker; going out to dinner or movie; or just using deep breathing exercises can significantly reduce stress.

During the operation, it is important to eat nutritional foods, avoid drinking large amounts of caffeine and alcohol, get some exercise whenever possible, and get as much sleep as you can. That way you’ll be able to continue meeting the challenges of the job.

Your supervisors will be attempting to juggle schedules so that you can have some time off to yourself to sleep, read or just sit in the sunshine. If you feel that you need time off before you are scheduled for it, just ask your supervisor. If you need a change of assignment or setting, just ask.

Worker Care Tips

Sources of Stress for ESS workers: ☹️

- **Event Stressors:**
 - Mass casualty incident with distressing sights, sounds or activities
- **Occupational Stressors:**
 - Time pressures
 - Responsibility overload – as a supervisor multitasking, priorities, pressures
 - Physical demands – requires strength, stamina, endurance, long work hours and adverse conditions
 - Emotional demands – workers are exposed to distressing stimuli and evacuees under stress
 - Mental demands – problem solving, decision making, priorities
 - Limited resources
 - High expectations
- **Environmental Stressors:**
 - Extreme weather conditions – heat, cold, rain
 - Environmental hazards – air and water quality

Common Stress Reactions as a Result of Disaster Work

Physical Reactions:

- ↑ BP, pulse and respirations
- fatigue
- nausea, upset stomach, diarrhea
- sweating, chills

Cognitive Reactions:

- concentration problems
- memory loss
- confusion

Emotional Reactions:

- strong identification with victims
- anger, blaming
- sadness, grief, depression, moodiness
- apathy and feelings of inadequacy,

Behavioural Reactions:

- withdrawal from family and friends
- ↑ alcohol and drug use
- hyperactivity, constant talking
- periods of crying
- sleep pattern changes

How You Can Help! ♥️

1. **Prevention** – training – be informed, have good support systems, positive self talk, team work



2. **Staff rotation and rest periods**
 - * limit worker time on high stress assignments
 - * provide more breaks and quiet time
 - * encourage worker to take a day off to re-energize

3. **Provide comfort and care**
 - * set up a respite centre
 - * shelter from the weather – hot or cold
 - * nutritious food and snacks
 - * an opportunity to talk about their feelings with co-workers or chaplain
 - * massage therapy

Critical Incident

A critical incident is any situation faced by emergency services personnel that causes them to experience unusually strong emotional reactions which have the potential to interfere with their ability to function at the scene or later.

(Jeffrey T. Mitchell, PhD)

Critical Incident Stress Management

The aim is to lessen the impact of traumatic events on emergency personnel and to support the recovery of people who are experiencing common stress reactions after experiencing disturbing events or incidents.

The healing process takes:

3 T's ~ Time ~ Talk ~ Tears

Evacuee Design Guidelines

In this activity you will role play an evacuee who needs help from ESS Workers at a Reception Centre. The idea is to develop your character and the unique situation you find yourself in after disaster has struck. As an evacuee, you will then prepare a number of questions and concerns to ask the ESS Workers.

Select a name _____ and age _____

Select a family situation

- single, married, divorced, tourist, frail elderly

Describe where you were when the disaster struck

- at home
- at work
- shopping
- driving
- other _____

What condition are you in?

For example, you:

- are hungry
- have health concerns
- are worried about loved ones
- have nowhere to stay tonight
- have pets
- are cold, because your clothing is inadequate

Tailor your situation to conditions or needs that an ESS Worker can help you with. These conditions include food, clothing, accommodation and help to find family and friends, etc.

Now work out your questions for the ESS Workers

For example: *"My spouse is at work 20 miles away; how can I let him/her know I am OK? By the way, I have nowhere to stay tonight."*

- 1.
- 2.
- 3.

Meeter and Greeter Exercise

As a Meeter and Greeter you are often the first contact the evacuee encounters at the Reception Centre. You will be asked many questions that require a referral to an ESS Worker or service for assistance. Based on the little information you are given here, which service(s) would you direct the evacuee to? Your choices are:

- | | | | |
|--------------------------------|-----------------------|-----------------------|----------------|
| (a) Registration and Referrals | (b) First Aid | (c) Information | (d) Pet Care |
| (e) Resource Acquisition | (f) Emotional Support | (g) Registration Only | (h) Inquiry |
| (i) Special Needs | (j) Transportation | (k) Communications | (l) Child Care |
| (m) Volunteer/Staff Management | | | |



1. An evacuated family, who has already registered and received services returns to the RC to check on the safety and whereabouts of their neighbour who is a single mom of two preschoolers.



2. A gentleman appears visibly shaken and anxious.

3. A group of nine young teens (ages 13-15) approach the RC. They were told by the police to evacuate their community and report to the RC.



4. A retired couple can stay with friends but is asking what they can do with their two golden retrievers.



5. A young male approaches you, in obvious distress. He caught his finger in the car door as he was coming to the RC. He says his finger is throbbing.

6. Two older women slowly approach the RC. When you greet them, they tell you they didn't get a chance to bring their pills.



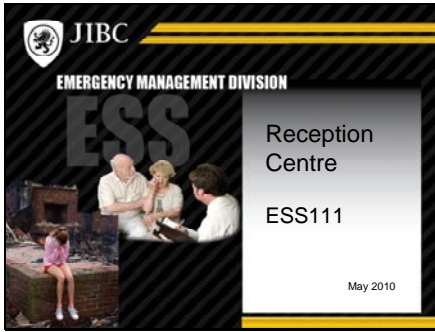
7. A young couple with an infant and a toddler indicates that if they can just use a phone, they can probably stay with a friend. If they can't reach the friend, they would need accommodation and food.

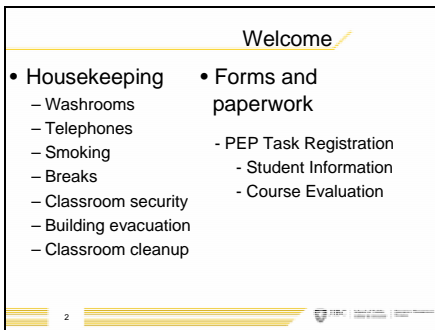


8. A young couple heard about the evacuation on the radio and has just arrived to see if they can be of any assistance.

9. A family wants to check out the rumour that there is a public meeting tonight regarding the disaster situation.

POWERPOINTS







Course Objectives

Course Objectives

- Explain the purpose of a reception centre
- Discuss the ESS functions at a reception centre
- Identify key staff, their roles & responsibilities and chain of command
- Develop a floor plan for a designated reception centre
- Assist with the set up and operation of a reception centre

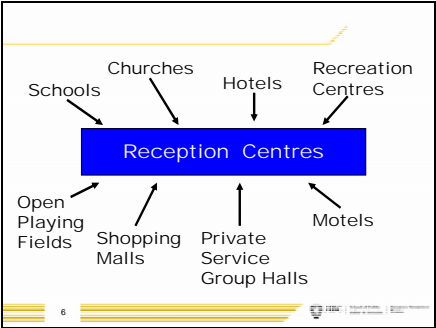
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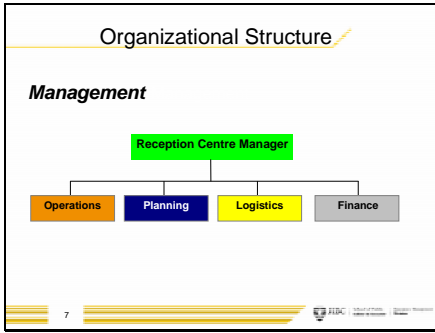
Reception Centres — What Are They?

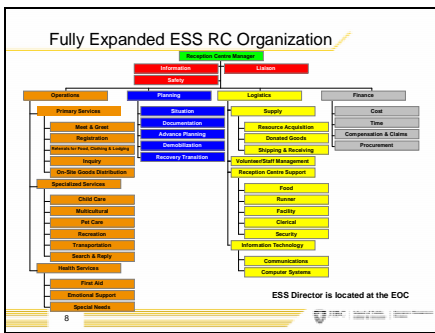
- A safe place to gather
- A place to provide information regarding the disaster
- A place to assess needs and provide for the immediate survival needs of evacuees
- A place to make referrals to community resources



5








Reception Centre Management

- “In charge” and responsible for smooth running of the RC
- Assigns work spaces to the teams
- Ensures required functions are carried out
- Sets objectives and priorities for the RC
- Plans for future activities for the RC
- Provides initial and ongoing briefings

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Safety Officer

- Ensures safety of ESS workers and evacuees in the RC
- Implements worker care measures
 - buddy system
 - quiet room
 - emotional support
- Prepares and presents safety briefings



10

Liaison Officer


- Ensures required external agencies are on site
- Acts as the “point of contact” for external agencies
- Ensures integration of the external agency representatives into the RC operations
- Conducts VIP tours

11

Information Officer


- Works under the direction of the EOC Information Officer
- Ensures RC Manager is kept fully informed of all information coming and going to the RC
- Maintains up-to-date information boards and display tables
- Coordinates public information meetings with EOC
- Controls rumours
- Coordinates media visits to the RC




12


Operations Section 

Primary Services:

- Meet & Greet
- Registration
- Referrals for Food, Clothing & Lodging
- Inquiry






13   

Operations Section 

Cont'd

- On-Site Goods Distribution
 - comfort foods
 - comfort kits
 - blankets
 - teddy bears
 - telephone cards
 - clean up kits



14   


Operations Section 

Specialized Services

- Child Care
- Multicultural
- Pet Care
- Recreation
- Transportation
- Search & Reply






15   


Operations Section 

Health Services


- First Aid
- Emotional Support
 - provides emotional support for evacuees
- Special Needs
 - ensures medications & health care aids are available
 - assists pregnant women, frail elderly, dependent adults and persons with disabilities






16


Planning Section 

- Situation
 - collects RC statistics and completes Situation Reports
- Documentation
 - distributes, collects, organizes, files, and archives ESS forms and paperwork
- Advance Planning
 - anticipates future needs for RC functions
- Demobilization
 - develops demobilization plans for the RC
- Recovery Transition
 - assists evacuees with going from response to recovery





17



Logistics Section 

Supply Branch


- Resource Acquisition
 - conducts needs assessment for material resources
 - works with existing suppliers and provides resource lists for Referrals workers
- Donated Goods
 - receives solicited donated goods for evacuees at the RC
 - redirects unsolicited donated goods as per EOC decision
- Shipping & Receiving
 - receives, records, tags, distributes all incoming supplies, etc.






18



Logistics Section 

Volunteer/Staff Management






- Ensures all ESS workers sign in and out daily
- Recruits, screens, trains and assigns new ESS workers as required


19   

Logistics Section 

RC Support Branch


- Food Unit
 - provides meals, snacks and water for ESS workers as well as comfort foods for evacuees in the RC
- Runner
 - runs paper and other small items into RC
- Facility
 - ensures maintenance and cleanliness
- Clerical
 - acts as scribes, receptionists, data entry, etc. as required
- Security
 - ensures security of facility
 - regulates parking and traffic flow
 - reports incidents of theft and/or vandalism




20   

Logistics Section 


Information Technology

- Communications
 - assesses communication needs
 - ensures telephones available for ESS workers and evacuees
 - includes amateur radio
- Computer Systems
 - ensures installation of computers in RC as available
 - provides internet services
 - provides technical support




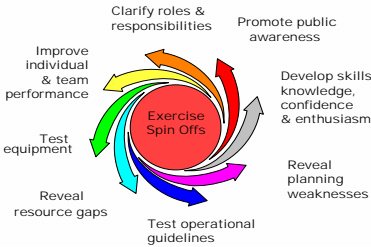
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Finance Section



- **Cost**
 - ensures PEP Task # is issued
- **Time**
 - ensures recording and tracking of Volunteer / Staff hours
- **Compensation & Claims**
 - oversees any WCB claims and/or lost or damaged item claims
- **Procurement**
 - establishes new supplier / vendor contracts not already in place


22





23


Purpose of the ESS Exercise

- Low stress "hands-on set up" of a RC based on a relevant scenario
- Familiarize ESS volunteers with supplies and equipment
- Practice decision-making skills in determining how to help evacuees coming to the RC for assistance
- Participate in an operation debriefing



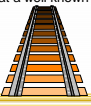
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Scenario #1

At 0610, Thursday Nov. 18, residents were awakened by a large explosion that occurred when a CN train containing chlorine gas left the tracks and exploded.

An immediate evacuation of 500 condominium units and 200 single-family dwellings in a nearby residential area is ordered by the local fire department.

Residents are instructed to report to a Reception Centre that will be opened at a well known church hall.




25

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Scenario #2

It is 1030 Saturday, May 22 of the holiday long weekend when the river overflows its banks and washes out the residents of three trailer parks, a residential area of 200 homes, and part of the main commercial area of town. It continues to threaten the community. Waters have been rising slowly, so residents have been taking personal belongings out of the area for several days.

The ESS team has been on standby for several days but now will set up a Reception Centre.




26

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Scenario #3

After weeks of temperatures in the high 80s and 90s, residents have had their worst fears confirmed. The fires and smoke surrounding the community continue to escalate and an evacuation of the entire town of 750 residents has been ordered. With only one exit road from town, local officials are requesting that residents take only what is needed and leave as quickly as possible.

ESS in the neighbouring community is setting up a Reception Centre at their local recreation centre. Residents are being asked to go to the Reception Centre to register their safety and make arrangements for their needs.



27

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Closing ✓

- Review objectives
- Course debriefing
 - Comments
 - Questions
- Evaluation forms



Thank you!

ESS Reception Centre Sample Floor Plan

