

JUSTICE INSTITUTE OF BRITISH COLUMBIA

ESS112
Group Lodging
Participant Guide

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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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Revised November 2010, 2nd Revision February 2011
Printed in Canada

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
COURSE OUTLINE**

Course Code: **ESS112**
Course Title: Group Lodging
Prerequisite Courses: ESS100 Introduction to ESS
ESS111 Reception Centre
Sponsoring Division: Emergency Management Division
Previous Course Code & Title: ESS201 Group Lodging
Course Effective Date:

# of Credits:	0.5
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Course Description:

This course is intended for ESS workers with group lodging responsibilities. Participants will learn how to adapt facilities to dormitory type accommodation for people displaced from their homes during a disaster. Course content includes both planning and operations tasks. The purpose of the course is to provide participants with the knowledge and skills required to work in, or manage, a group lodging facility.

Course Goal(s):

This course is intended to provide participants with the knowledge and skills required to work in, or manage, a Group Lodging facility.

Course Learning Objectives:

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

1. Identify the key functions and/or services of the Group Lodging facility
2. Identify Group Lodging planning tasks
3. Identify Group Lodging operations tasks
4. Address challenges that may arise in a Group Lodging facility

Course Topics/Content:

1. Group Lodging pre-disaster tasks
 - Functions and services
 - Link between Reception Centres and Group Lodging facilities
 - Surveying sites and buildings for Group Lodging use
 - Floor plans
 - Equipment and supplies
 - Staffing requirements
 - Group Lodging plan
2. Function checklists
3. Challenges

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

Required:

Group Lodging 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

Academic Appeals Policy

Harassment Policy

Intellectual Property Rights Policy

Prior Learning Assessment Policy

Research on Human Subjects: Ethics

Student Code of Conduct

Student Records

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Introduction

GLOBAL EMERGENCIES

Southern United States – 2005

Hurricane Katrina and Hurricane Rita

120,000 damaged homes

BC Interior – Summer 2003

Forest Fires

Approx. 50,000 people evacuated

Salmon Arm, BC - August 1998

Forest Fires

Approx. 7,000 people evacuated

Kobe, Japan - January 1995

7.1 Earthquake

Over 300,000 evacuated to shelters

600 shelters opened

The importance of planning for an emergency cannot be overstated! Every year communities in British Columbia and elsewhere are struck by natural and human-made disasters. These disasters often have a significant impact on the people who live in affected areas. While personal and community planning does not guarantee escape from the harms of a disaster, at the very least, it can minimize the trauma and confusion associated with these events.

Throughout British Columbia, communities are taking notice. Elected officials, government agencies, municipal departments, private businesses, service clubs, church groups and home dwellers are planning long before such calamities strike. Their plans are four-fold: to mitigate the effects of a disaster; to prepare for a disaster; to respond to a disaster; and to recover from a disaster.



Since disasters affect people, much of this planning centres around the welfare of community members. People forced to evacuate their homes on short notice may be in need of safe, temporary lodging and other Emergency Social Services such as food and clothing.

A community's ESS team is responsible for the provision of basic services considered essential for the well-being of persons affected by a disaster: Food, Clothing, Lodging, Registration and Inquiry, Emotional Support, and others.

The ESS team is responsible for looking after the lodging needs of evacuees. Commercial accommodations, private homes, and facilities adapted to Group Lodging are all potential lodging resources. While commercial accommodations are generally the preferred choice for meeting people's lodging needs, the impact of a disaster, the resources within the community, and/or policy may necessitate the opening of Group Lodging facilities.

Group Lodging facilities are public facilities not normally used for living purposes but are adapted in an emergency, as dormitory type accommodations for large numbers of people.

This manual addresses the planning and response needs of Group Lodging.

Group Lodging Pre-Disaster Tasks

WHY PLAN FOR GROUP LODGING?

Managing a Group Lodging facility is a big responsibility; however, pre-planning can alleviate some of the anxiety for those in charge. Many tasks can and should be completed well ahead of time: a survey of suitable buildings can be conducted; letters of agreement for use of buildings can be signed; Group Lodging functions and staffing requirements can be determined; individuals to manage and work in the Group Lodging facilities can be recruited and trained; floor plans can be drafted; necessary equipment and supplies can be identified and secured; plans to combine (if necessary and/or desirable) the Group Lodging facility with the Reception Centre can be made; and written Group Lodging plans can be prepared.

The following pages in the planning section of this manual discuss these planning tasks in detail.

GROUP LODGING FUNCTIONS AND SERVICES

The following chart lists the functions/services to be provided at a Group Lodging facility and the primary purpose of each function.

FUNCTION	PURPOSE
Group Lodging Management	<ul style="list-style-type: none"> • Provide direction and supervision in all areas of Group Lodging (GL) • Ensure the needs of GL residents are met
Safety	<ul style="list-style-type: none"> • Proactively ensure safety of facility for residents and workers in the GL facility • Implement “Worker Care” measures
Liaison	<ul style="list-style-type: none"> • Act as the “point of contact” for representatives from external agencies
Information	<ul style="list-style-type: none"> • Work under the direction of the EOC Information Officer to ensure the GL receives complete and accurate information
Operations Section	<ul style="list-style-type: none"> • Assume overall responsibility for the coordination of activities within the section
Primary Services Branch	<ul style="list-style-type: none"> • Oversee the set up and operations of the primary services to GL residents
Check In/Check Out	<ul style="list-style-type: none"> • Greet evacuees/public as they enter the facility • Check In and Check Out those individuals referred to the facility for accommodation
Sleeping Area	<ul style="list-style-type: none"> • Obtain and distribute cots, bedding and personal hygiene kits • Set up the sleeping area • Assign residents to a sleeping space • Supervise dormitory area during the night
Meals Distribution	<ul style="list-style-type: none"> • Provide food and beverages for GL residents and workers
Specialized Services Branch	<ul style="list-style-type: none"> • Oversee the set up and operations of the specialized services to GL residents
Recreation & Leisure	<ul style="list-style-type: none"> • Arrange for recreational /leisure activities for GL residents
Multicultural	<ul style="list-style-type: none"> • Provide translation services for GL residents • Advise GL staff on cultural/ethnic matters
Transportation	<ul style="list-style-type: none"> • Consult with EOC to organize and provide means of required transportation by GL residents
Health Services Branch	<ul style="list-style-type: none"> • Oversee the set up and operations of first aid, emotional support and special needs requirements to GL residents • Ensure water safe, food safe, sanitation standards are met

First Aid	<ul style="list-style-type: none"> • Provide first aid to GL residents and workers in accordance with their level of training • Make referrals to appropriate health care facilities when needed
Emotional Support	<ul style="list-style-type: none"> • Provide emotional support for GL residents • Make referrals to appropriate agencies when need
Special Needs	<ul style="list-style-type: none"> • Provide assistance to pregnant women, nursing mothers, the frail elderly, dependent adults and special needs children
Planning Section	<ul style="list-style-type: none"> • Assume overall responsibility for the coordination of all planning activities within the section
Situation	<ul style="list-style-type: none"> • Oversee the preparation, distribution and display of Situation Report (data/information)
Documentation	<ul style="list-style-type: none"> • Ensure that GL paperwork is distributed, collected, organized, duplicated, filed and/or archived as required
Advance Planning	<ul style="list-style-type: none"> • Review all available information to anticipate GL future needs and develop an advance plan to the GL response
Demobilization	<ul style="list-style-type: none"> • Create a Demobilization Plan for the closing of the GL
Logistics Section	<ul style="list-style-type: none"> • Assume overall responsibility for the coordination of all activities within the section
Supply Branch	<ul style="list-style-type: none"> • Oversee the handling of material resources to meet the needs of GL residents and the facility
Resource Acquisition	<ul style="list-style-type: none"> • Assess need, acquire, distribute and track material resources, supplies and equipment for use by GL residents and workers
Shipping and Receiving	<ul style="list-style-type: none"> • Receive, record, distribute, store and return equipment
Volunteer/Staff Management Branch	<ul style="list-style-type: none"> • Recruit, screen, place, train and support residents and other volunteers to complete GL jobs/tasks
Group Lodging Support Branch	<ul style="list-style-type: none"> • Oversee the facility, clerical and security units at the GL facility
Facility	<ul style="list-style-type: none"> • Ensure maintenance and cleanliness of GL facility
Clerical	<ul style="list-style-type: none"> • Provide clerical services (scribes, receptionists, minute-taking, word processing, data entry, etc.) are available as required
Security	<ul style="list-style-type: none"> • Provide security of the building, residents and workers
Information Technology Branch	<ul style="list-style-type: none"> • Ensure that telephones and/or amateur radio and/or computer systems are available within the facility
Telephones	<ul style="list-style-type: none"> • Provide adequate telephone services for GL residents and worker when possible
Amateur Radio	<ul style="list-style-type: none"> • Provide communications via amateur radio as required
Computer Systems	<ul style="list-style-type: none"> • Provide computer and internet service for GL residents and workers as required

Finance Section	<ul style="list-style-type: none"> • Assume overall responsibility for the coordination of all activities within the section
Cost	<ul style="list-style-type: none"> • Document cost information and maintain records of all financial transactions
Time	<ul style="list-style-type: none"> • Ensure that volunteer and paid worker time is recorded
Compensation & Claims	<ul style="list-style-type: none"> • Oversee the claims process for both personal injuries and loss or damage to the GL facility
Procurement	<ul style="list-style-type: none"> • Oversee the set up of new supplier agreements and procurement of new supplies and equipment

GROUP LODGING FACILITIES AND RECEPTION CENTRES: WHAT IS THE LINK?

Many people confuse Reception Centres with Shelters. They may believe that Shelters will address all evacuee needs, or that dormitory sleeping accommodations are located in Reception Centres. While both of these scenarios are possible, Reception Centres and Shelters are generally separate entities with separate functional roles. To help clarify these roles, we use the term Group Lodging facility rather than Shelter.

A **Group Lodging Facility** provides emergency dormitory style accommodations, usually in community centres, school gymnasiums, arenas, etc.

A **Reception Centre** is a location where evacuees are received, registered, and referred elsewhere depending on their immediate personal needs.

Ideally, Reception Centre personnel refer evacuees to the Group Lodging Facility. Evacuees give the white copy of the “Referral Form” to the worker at the Check In/Check Out desk at the Group Lodging Facility. This copy authorizes the evacuee to stay at the Group Lodging Facility.

The question remains - Can these two ESS functions be co-located? The answer, of course, is yes; however, the decision to separate or co-locate the Reception Centre and the Group Lodging Facility will depend on a number of factors:

- available space
- geography
- impact of incident
- resources
- suitability

A careful assessment of all of these factors will assist the ESS management team in deciding what is possible and feasible for an effective community response.

SURVEY SITES AND BUILDINGS FOR GROUP LODGING USE

The identification of possible Group Lodging sites should be done during the pre-disaster planning stage. A number of factors must be considered:

- total potential number of evacuees in community
- demographics of community population
- geographical nature of the community (i.e. bridges)
- high risk areas (river valley, shoreline, etc.)
- community resources

For each anticipated location, a “Sample Group Lodging Facility Survey” should be completed (see Section 5). This survey gathers useful information: name, location, street address, telephone number(s), contact person and telephone number, sleeping capacity, kitchen facilities, washrooms, seating capacity, accessibility for disabled persons, parking, and other amenities.

The determination of an appropriate site should be based on several criteria:

- accessible by roads
- available 24 hours a day, year round
- large parking area
- sufficient internal space and support amenities:
 - sleeping facility/capacity (see Section 5)
 - washrooms (see Section 5)
 - showers
 - kitchen facilities
 - seating capacity
 - telephone lines/phones
 - public address system
 - emergency generator
 - handicapped facilities
 - general space (other than sleeping)
- Group Lodging Manager’s office/area
- check in/check out area
- information area
- first aid area
- health care/emotional support room
- storage area
- shipping and receiving area

- staff rest/break room
- activity/recreation leisure area(s)

WRITTEN AGREEMENT FOR USE OF BUILDINGS AND EQUIPMENT

Once a site and building survey has identified those locations or facilities with the capacity to be converted into temporary Group Lodging facilities, the local ESS Director (or delegate) needs to contact the building owner or manager to secure the use of the buildings at the time of a disaster. A letter of agreement should be drafted and both parties should sign it. (It may be necessary to involve the local authority - e.g. the mayor - with the approval and signing of the agreement.) The letter should include the following information: conditions for use; financial liability due to damage, loss or injury; who is responsible for utility costs; and who is responsible for building maintenance. An example of a written agreement for the use of a building for Group Lodging purposes can be found in Section 5, Example of a Memorandum of Understanding.

Written agreements should also be completed for the use of local equipment. Tents, portable toilets, cots, cooking equipment, etc. may be needed during a disaster and local organizations with access to these materials should be identified and contacted well in advance.

GROUP LODGING FLOOR PLANS

Once a building has been identified as a potential Group Lodging Facility, it is a good idea to predetermine the set up of the Group Lodging operation.

Floor plans of the facility should be made available (if not, then a rough sketch can be drafted) and the location of the various Group Lodging functions should be identified:

- Entrance/Exit
- Check In/Check Out Desk
- Volunteer/Staff Management Desk
- Information Desk
- Sleeping Area/Quarters
- Washroom and Shower Facilities
- First Aid Room/Area
- Emotional Support
- Child Care Area
- Nursing Room
- Smoking Area
- Restricted Areas
- Activity/Recreation/Leisure Area(s)
- Public Telephones
- Public Address System
- Fire Extinguishers and Alarms
- Breaker Boxes
- Food Storage, Preparation and Cooking Area (if needed)
- Food Serving Area
- Seating/Dining Area
- Food and Waste Disposal Area
- Shipping and Receiving Room/Area
- Storage Room/Area
- Group Lodging Manager's Office/Area
- Staff Break/Lunch Room

EQUIPMENT AND SUPPLIES REQUIRED AT A GROUP LODGING FACILITY

Sleeping Equipment and Supplies

- cots
- gym mats
- rugs
- mattresses
- sheets
- blankets
- sleeping bags
- pillows

Personal Hygiene

- soap, towels, face cloths
- toothbrushes, toothpaste
- shaving kits, razors, shaving cream
- combs and hairbrushes
- shampoo
- sanitary napkins, tampons
- disposable beverage cups
- deodorant
- hand wipes

Sanitation

- brooms, mops, sponges, buckets or pails
- wastepaper baskets
- garbage cans with tight-fitting lids
- household chlorine bleach, disinfectant, deodorizer
- garbage bags (large, medium, small)
- commercial waste containers
- ash trays if smoking is permitted
- rubber gloves
- hand cloths
- toilet paper and tissue

Baby Supplies

- disposable diapers
- creams or ointments
- baby food
- portable cribs
- milk or formula
- bottles and nipples, warmers
- sheets, blankets, rubber pads
-

Emergency Equipment

- flashlights
- battery-operated radio
- batteries
- emergency generator
- portable P.A. system
- matches
- fire extinguishers
- whistle
- first aid kit and handbook

Recreational Items

- playing cards
- games
- small toys for children
- reading materials

Tools and Equipment

- shovel
- hammer
- nails and screws
- screw driver
- buckets or pails
- rope
- twine
- wrench

Identification

- arm bands
- vests
- signage
- name tags

Stationery and Office Supplies

- pens
- felt markers
- clipboards
- pads of paper
- log sheets
- requisition forms
- message forms
- flipchart
- masking tape
- paper clips
- rubber bands
- scissors
- stapler, staples
- thumb tacks
- file folders
- filing boxes
- photocopier
- computer

Feeding Equipment and Supplies

- kitchen utensils
- cooking utensils
- pots and pans
- dishes
- cups and drinking glasses
- cutlery
- disposable gloves
- coffee urn
- napkins

Water

Food (see Meals Distribution)

Clothing (acquire through the Reception Centre)

STAFFING REQUIREMENTS

Group Lodging requires the efforts of ESS volunteers, public and private sector workers, and community professionals. The exact staffing requirements and mix will depend on the size, location and nature of the disaster, and the community affected. It should be noted, however, that volunteers should be recruited early in the planning stage, as it is volunteers who will be most likely managing and working at a Group Lodging facility. (Ideally volunteers should be recruited who have some experience, knowledge or skills in one or more of the Group Lodging functions.)

Not all the Group Lodging functions will be staffed by pre-disaster ESS volunteers though. Up to 85% of the work required to operate a Group Lodging facility can be done by the Group Lodging residents themselves. Moreover, the facility's personnel may maintain their responsibilities for sanitation and maintenance during the disaster.

A previous chart listed the functions to be provided at a Group Lodging facility. Not all functions require a separate staffing complement. One individual could supervise or fulfill the duties of a number of functional areas; conversely, the assistance of several people may be required to fulfill the duties of one particular function. The first couple of days of a Group Lodging facility may require the efforts of several people to set up and establish the facility. Once residents have settled in, maintaining the facility may require fewer ESS team members.

At the time of a disaster, Group Lodging staff should receive an on-site orientation prior to commencing their assignments. It is important to review the chain of command, the use of position logs, the procedures for each function, and the importance of confidentiality. Information specific to the incident and Group Lodging operation will also be shared at this time.

GROUP LODGING MANAGER'S KIT

The following are suggested items for a Group Lodging Manager's Kit:

- Group Lodging Plan which should include:
 - Call-out Procedures (List of Names and Telephone Numbers)
 - Other Important ESS and Emergency Management Telephone Numbers
 - List of Resources and Suppliers Telephone Numbers
 - Facility Floor Plans
- Group Lodging Operational Guidelines (which includes function checklists and function aids)
- Stationery and Office Supplies
- ESS Identification
- Signage
- Grab & Go Bag
- First Aid Kit

WRITTEN GROUP LODGING PLAN

A written Group Lodging plan is the best assurance for a prompt, organized and coordinated Group Lodging response. The ESS Director on an ESS team is responsible for recruiting a Group Lodging Manager and ensuring that the Manager has a written Group Lodging plan for the facility they are assigned to manage. The plan should be clear, concise, complete and up-to-date.

The plan should include the following information:

- Name and date of plan
- Purpose of plan
- Organization and line of authority
- When the plan is implemented
- Who implements the plan
- Call-out procedures
- Resources

ESS Management Personnel

- Name and contact number for ESS Director

Group Lodging Personnel

- Name and contact numbers of the Group Lodging Manager
- Names and contact numbers of alternate Group Lodging Managers
- Staff roster (including names, telephone numbers, role and responsibility)

Facility Personnel and Agreement

- Name and location of the facility
- Name and contact numbers of the building manager/owner
- Copy of the written agreement to permit use of the facility for temporary lodging

Supplies and Equipment

- Checklist and location
- Name and contact numbers of suppliers
- Procedures for obtaining additional resources

Floor Plan

- Space allocation for Group Lodging functions
- Restricted areas

Function checklists

Plan for parking

Schedule for Group Lodging meetings and training session

Schedule for reviewing and updating the plan

- Methods and procedures

Checklists

GROUP LODGING MANAGER'S CHECKLIST

Reports to:

ESS Branch Coordinator at local EOC (normally performed by local ESS Director)

Responsibilities:

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

Activation Phase:

- Obtain PEP task number and instructions from the ESS Director.
- Respond immediately to the Group Lodging facility 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 any Group Lodging kits are available and accessed.
- Obtain other supplies, equipment and any required forms.
- Determine staffing requirements based on functions to be activated (e.g., are 20 workers needed or 40, etc.).
- Ensure that the appropriate personnel for the initial activation of the Group Lodging facility are called out and that they sign in on the PEP Task Sheet.
- Determine which Sections are needed: Operations, Planning, Logistics and Finance.
- Assign Section Chiefs as appropriate and ensure they are staffing their Sections as required.
- Assign a person to answer incoming telephone calls to the Group Lodging facility.
- 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.
- Complete “Personnel Management Tracking Form” and post a Group Lodging organizational chart with names of people (first name and initial only) responsible for the functions activated.
- Provide checklists to those working at the Group Lodging facility (Section Chiefs/Branch Coordinators/Unit Supervisors/Unit Workers), if needed.
- Ensure workstations are designated and set up.
- Ensure ESS signs are posted in appropriate locations throughout the facility.
- Ensure that internal and external communication links are operational (e.g., cell phones, handheld radios, etc.).
- Conduct an initial briefing for Group Lodging staff before the facility is opened to evacuees.
- Schedule the initial Action Planning meeting.
- Advise ESS Director and Group Lodging staff when the facility is able to receive evacuees.

Operational Phase:

- Maintain liaison/contact with the ESS Director at the EOC and/or the Group Lodging Coordinator at the ESS DOC if activated.
- Maintain position log in chronological order describing actions taken during the shift.
- Maintain a receptionist position to answer all incoming telephone calls to the Group Lodging facility.

- 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 Group Lodging facility 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 Group Lodging facility, and forward to the ESS Director for final approval and release.
- Review and approve Situation Reports, Action Plans, Media Releases, exceptional resource requests, etc. being forwarded to the EOC or ESS DOC as required.
- Provide direction and support to Management and General Staff as required.
- Ensure that appropriate worker care is implemented.
- Form a resident advisory committee and schedule to meet regularly with them.
- Ensure a "Resident Information Sheet" is developed and distributed to all Group Lodging facility residents. This sheet may be modified after input from residents.
- Ensure that ongoing resident information meeting/briefings take place.
- Ensure that daily activity schedules are posted/distributed, as required.
- Ensure that problematic situations/residents are dealt with appropriately.
- Request assistance from ESS Support Organizations through proper channels (Group Lodging to EOC to PREOC to PECC) if needed.
- Thoroughly brief replacement for the next shift before leaving workstation.

Deactivation Phase:

- Authorize Group Lodging demobilization of Sections, Branches, and/or Units when they are no longer required.
- Identify and complete any open actions still pending.
- Ensure all Group Lodging equipment and supplies are replenished, returned, stored or disposed of as applicable.
- 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 representative.
- Ensure that any used 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.
- 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 Expense Reimbursement Request Form
- PEP Expense Reimbursement Request Supplement Form
- PEP Equipment Repair/Replacement Request
- PEP Task Registration Form
- Resident Information Meeting/Briefing Agenda Template
- Group Lodging Action Plan
- Resident Information Sheet

CHECK IN/CHECK OUT

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

Reports to:

Primary Services Branch Coordinator

Title (if this function is staffed):

Check In/Check Out Supervisor

Responsibilities:

1. Oversee the implementation and operation of the Check In/Check Out function.
2. Ensure that all evacuees sent to the Group Lodging facility understand the importance of the Check In/Check Out function.
3. Provide direction and support to workers receiving evacuees into the Group Lodging facility.

Activation Phase:

- Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- Report to assigned supervisor to obtain current status and specific instructions.
- Establish workspace.
- Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Logistics of any resource requirements.
- Obtain equipment, supplies and required forms.
- Establish and maintain a position log to list the actions taken during the shift.
- Review checklist with workers.

Operational Phase:

- Maintain communication with assigned supervisor.
- Maintain position log in chronological order describing actions taken during the shift.
- Ensure that all workers who are registering evacuees have received adequate training on the Check In/Check Out function.
- Ensure that the Group Lodging Resident Information sheet is distributed to those entering the facility.
- Initiate request to assigned supervisor for call-out of ESS Support Organizations to assist if required.
- Attend briefings as requested.
- Brief workers within the Unit as needed.

- Prepare shift schedules as needed.
- Assist, support and provide direction to workers.
- Monitor unit personnel to ensure appropriate worker care is implemented.
- Thoroughly brief replacement for the next shift before leaving workstation.

Deactivation Phase:

- Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.
- Deactivate assigned position and close logs when authorized by the Group Lodging Manager.
- Submit a list to the supervisor, for delivery to the appropriate section, of the following:
 - Status of all borrowed equipment
 - All ESS equipment and supplies needing restocking
 - Names of personnel and hours worked
 - Clean up work area before leaving.
 - Sign out with Volunteer/Staff Management Branch.
 - Leave a forwarding number.
 - Access critical incident stress debriefing as needed.
 - Be prepared to contribute to any post event processes (e.g., debriefs, reports, etc.).

Function Aids:

- Position Log
- ESS Personnel Request Form
- Shift Schedule
- ESS Resource Request Form
- Group Lodging Resident Check In/Check Out Log
- Resident Information Sheet

SLEEPING AREA

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

Reports to:

Primary Services Branch Coordinator

Title (if this function is staffed):

Sleeping Area Supervisor

Responsibilities:

1. Ensure that cots are set up and blankets are provided in accordance with sleeping space standards (see function aids) in the Group Lodging facility.
2. Ensure residents are assigned cots and a sleeping area in the Group Lodging facility.
3. Establish and post Sleeping Area rules in consultation with Primary Services Branch Coordinator and Resident Advisory Committee.

Activation Phase:

- Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- Report to assigned supervisor to obtain current status and specific instructions.
- Establish workspace.
- Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Logistics of any resource requirements.
- Obtain equipment, supplies and required forms.
- Establish and maintain a position log to list the actions taken during the shift.

Operational Phase:

- Maintain communication with assigned supervisor.
- Maintain position log in chronological order, describing actions taken during the shift.
- Initiate request to assigned supervisor for call-out of ESS Support Organizations to assist if required.
- Ensure that the living spaces are properly laid out for the sleeping area.
- Ensure that specific spaces of the sleeping area are labeled for easy navigation of the incoming evacuees.
- Ensure that evacuees are assigned an appropriate location within the sleeping area (e.g. families in family area, single men and women in appropriate areas, etc.).
- Ensure that sleeping area rules developed with Group Lodging Management team are clearly posted and residents are advised of them.

- Attend briefings as requested.
- Brief workers within the Unit as needed.
- Prepare staff schedules as needed.
- Assist, support and provide direction to workers.
- Monitor Unit personnel to ensure appropriate worker care is implemented.
- Thoroughly brief replacement for the next shift before leaving workstation.

Deactivation Phase:

- Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.
- Deactivate assigned position and close logs when authorized by the Group Lodging Manager.
- Submit a list to the supervisor, for delivery to the appropriate section, of the following:
 - Status of all borrowed equipment
 - All ESS equipment and supplies needing restocking
 - Names of personnel and hours worked
- Clean up work area before leaving.
- Sign out with Volunteer/Staff Management Branch.
- Leave a forwarding number.
- Access critical incident stress debriefing as needed.
- Be prepared to contribute to any post event processes (e.g., debriefs, reports, etc.).

Function Aids:

- Position Log
- ESS Personnel Request Form
- Shift Schedule
- ESS Resource Request Form
- Sleeping Area Assignment Log
- Group Lodging Resident Information
- Group Lodging Facility Sanitary Standards

MEALS DISTRIBUTION

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

Reports to:

Primary Services Branch Coordinator

Title (if this function is staffed):

Meals Distribution Supervisor

Note: This position requires a current Food Safe Certificate.

Responsibilities:

1. Oversee distribution of catered and/or prepared meals to residents and staff of the Group Lodging facility.
2. Ensure workers keep eating area clean as per Food Safe standards.
3. Assist in the meal planning for the Group Lodging facility residents and personnel.

Activation Phase:

- Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- Report to assigned supervisor to obtain current status and specific instructions.
- Establish workspace.
- Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify supervisor of any resource requirements.
- Obtain equipment, supplies and required forms.

Operational Phase:

- Maintain communication with assigned supervisor.
- Organize the preparation or ordering of regular meals for residents of Group Lodging facility, as required.
- Ensure a record of meals distributed is maintained.
- Ensure proper food handling procedures are applied to this function.
- Ensure that clean up of eating area is done regularly to maintain Food Safe standards.
- Thoroughly brief replacement for the next shift before leaving workstation.

Deactivation Phase:

- Complete all required forms, reports, and other documentation. All forms should be submitted through the supervisor to the Planning Section, as appropriate, prior to departure.
- Clean up work area before leaving.

- Sign out with Volunteer/Staff Management Branch.
- Leave a forwarding number.
- Access critical incident stress debriefing as needed.
- Be prepared to contribute to any post event processes (e.g., debriefs, reports, etc.).

Function Aids:

- Position Log
- ESS Personnel Request Form
- Shift Schedule
- ESS Resource Request Form
- Suggested Food for Distribution in a Group Lodging
- Food Services Record
- Food Safe Information (not provided in manual)

RECREATION & LEISURE

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

Reports to:

Specialized Services Branch Coordinator

Title (if this function is staffed):

Recreation & Leisure Supervisor

Responsibilities:

1. Provide suitable and safe recreation and leisure activities for residents at the Group Lodging facility.

Activation Phase:

- Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- Report to assigned supervisor to obtain current status and specific instructions.
- Establish workspace.
- Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Logistics of any resource requirements.
- Obtain equipment, supplies and required forms.
- Establish and maintain a position log to list the actions taken during the shift.
- Contact the Facility Supervisor and/or Supply Branch for access to any recreation items (if available). Assemble games and set up recreational equipment.
- Anticipate the age groups to serve according to information available.

Operational Phase:

- Maintain communication with assigned supervisor.
- Maintain position log in chronological order describing actions taken during the shift.
- Determine the need for, and interest in, recreational activities among residents.
- Develop recreational activities appropriate to the age groups of interest.
- Manage all equipment to ensure safety and the return of equipment.
- Prepare shift schedules as needed.
- Assist, support and provide direction to workers.
- Monitor Unit personnel to ensure appropriate worker care is implemented.
- Thoroughly brief replacement for the next shift before leaving workstation.

Deactivation Phase:

- Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.
- Deactivate assigned position and close logs when authorized by the Group Lodging Manager.
- Submit a list to the supervisor, for delivery to the appropriate section, of the following:
 - Status of all borrowed equipment
 - All ESS equipment and supplies needing restocking
 - Names of personnel and hours worked
- Clean up work area before leaving.
- Sign out with Volunteer/Staff Management Branch.
- Leave a forwarding number.
- Access critical incident stress debriefing as needed.
- Be prepared to contribute to any post event processes (e.g., debriefs, reports, etc.).

Function Aids:

- Position Log
- ESS Personnel Request Form
- Shift Schedule
- ESS Resource Request Form
- Recreational Activity Lists

FIRST AID

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

Reports to:

Health Services Branch Coordinator

Title (if function is staffed):

First Aid Supervisor

Note: Individual assigned to this function must be a qualified/certified First Aid Attendant.

Responsibilities:

1. Oversee the provision of First Aid to residents and personnel at a Group Lodging facility.
2. Ensure all required paperwork in the administration of First Aid is complete.
3. Provide direction and support to First Aid workers.

Activation Phase:

- Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- Report to assigned supervisor to obtain current status and specific instructions.
- Establish and set up a First Aid area.
- Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Logistics of any resource requirements.
- Obtain equipment, supplies and required forms.
- Establish and maintain a position log to list the actions taken during the shift.

Operational Phase:

- Maintain communication with assigned supervisor.
- Maintain position log in chronological order describing actions taken during the shift.
- Ensure adequate space, equipment and materials are available to provide First Aid as required.
- Refer or direct patients to clinic/hospital care if required.
- Attend briefings as requested.
- Brief workers within the Unit as needed.
- Initiate request to assigned supervisor for call-out of ESS Support Organizations to assist if required.
- Prepare shift schedules as needed.
- Assist, support and provide direction to workers.
- Monitor Unit personnel to ensure appropriate worker care is implemented.

- Thoroughly brief replacement for the next shift before leaving workstation.

Deactivation Phase:

- Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.
- Deactivate assigned position and close logs when authorized by the Group Lodging Manager.
- Submit a list to the supervisor, for delivery to the appropriate section, of the following:
 - Status of all borrowed equipment
 - All ESS equipment and supplies needing restocking
 - Names of personnel and hours worked
- Clean up work area before leaving.
- Sign out with Volunteer/Staff Management Branch.
- Leave a forwarding number.
- Access critical incident stress debriefing as needed.
- Be prepared to contribute to any post event processes (e.g., debriefs, reports, etc.).

Function Aids:

- Position Log
- ESS Personnel Request Form
- Shift Schedule
- ESS Resource Request Form
- First Aid forms (not provided)
 - Examples from St John Ambulance
 - Minor Treatment form – cuts and bruises
 - Treatment form – sprains, etc.
 - Patient Care Record – any service requiring ongoing or hospital care

EMOTIONAL SUPPORT

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

Reports to:

Health Services Branch Coordinator

Title (if function is staffed):

Emotional Support Supervisor

Note: Individuals assigned to this function must be qualified/certified appropriately.

Responsibilities:

1. Arrange for professionals (e.g., psychologists, therapists, clergy, victim services, etc.) skilled in defusing and crisis intervention to provide services to residents and workers at a Group Lodging facility.
2. Oversee the provision of Emotional Support Services to residents and ESS workers.
3. Provide direction and support to Emotional Support workers.

Activation Phase:

- Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- Report to assigned supervisor to obtain current status and specific instructions.
- Establish workspace, as well as a secure, private and quiet area to provide emotional support to others.
- Determine resource needs, such as people, computers, phones, checklist copies, and other reference documents. Notify Logistics of any resource requirements.
- Obtain equipment, supplies and required forms.
- Establish and maintain a position log to list the actions taken during the shift.

Operational Phase:

- Maintain communication with assigned supervisor.
- Maintain position log in chronological order describing actions taken during the shift.
- Inform all ESS personnel of the availability of emotional support services.
- Liaise with local health authority for ongoing support as needed.
- Initiate request to assigned supervisor for call-out of ESS Support Organizations to assist if required.
- Ensure that evacuees are provided with individual and/or group emotional support as needed.
- Facilitate discussion groups among evacuees who want to share experiences.

- Provide access to counseling materials, such as books and videos, related to grieving.
- Provide contact information for those requiring off-site or long term emotional support.
- Keep records of all services provided and individuals receiving care.
- Attend briefings as requested.
- Brief workers within the Unit as needed.
- Prepare shift schedules as needed.
- Assist, support and provide direction to workers.
- Monitor Unit personnel to ensure appropriate worker care is implemented.
- Thoroughly brief replacement for the next shift before leaving workstation.

Deactivation Phase:

- Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.
- Deactivate assigned position and close logs when authorized by the Group Lodging Manager.
- Submit a list to the supervisor, for delivery to the appropriate section, of the following:
 - Status of all borrowed equipment
 - All ESS equipment and supplies needing restocking
 - Names of personnel and hours worked
- Clean up work area before leaving.
- Sign out with Volunteer/Staff Management Branch.
- Leave a forwarding number.
- Access critical incident stress debriefing as needed.
- Be prepared to contribute to any post event processes (e.g., debriefs, reports, etc.).

Function Aids:

- Position Log
- ESS Personnel Request Form
- Shift Schedule
- ESS Resource Request Form

SITUATION

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

Reports to:

Planning Section Chief

Title (if function is staffed):

Situation Unit Supervisor

Responsibilities:

1. Oversee the implementation and operation of the Situation Unit.
2. Compile statistics on the Group Lodging facility operation.
3. Oversee the collection, organization and analysis of Group Lodging situation information.
4. Ensure that information collected from all sources is validated prior to posting on status boards and Situation Reports.
5. Ensure that Group Lodging Situation Reports are developed for dissemination to Group Lodging staff, EOC, ESS DOC (if operational) and ESS Office at PEP Headquarters.
6. Assist Planning Section Chief to ensure that a Group Lodging Action Plan is developed for each operational period based on objectives developed by each Section.
7. Ensure that all facility diagrams, status boards, and other displays contain current and accurate information.

Activation Phase:

- Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- Report to assigned supervisor to obtain current status and specific instructions.
- Establish workspace.
- Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Logistics of any resource requirements.
- Obtain equipment, supplies and required forms.
- Establish and maintain a position log to list the actions taken during the shift.

Operational Phase:

- Maintain communication with assigned supervisor.
- Maintain position log in chronological order describing actions taken during the shift.
- Ensure that all situation information is recorded, posted and updated on status boards, maps, etc.

- Oversee the preparation and distribution of the Situation Reports. Coordinate with the Documentation Unit for report distribution and reproduction as required.
- Ensure that each Section provides the Situation Unit with update reports on a regular basis.
- Meet with the Information Officer to determine the best method for ensuring access to current information.
- Prepare a situation summary for the Action Planning meeting.
- Ensure each Section provides their objectives at least 30 minutes prior to each Action Planning meeting.
- In preparation for the Action Planning meeting, ensure that all Group Lodging facility priorities are posted on chart paper, and that the meeting room is set up with appropriate equipment and materials (easels, markers, Situation Reports, etc.).
- Ensure that adequate staff members are assigned to maintain all maps, status boards and other displays.
- Attend briefings as requested.
- Brief workers within the Unit as needed.
- Prepare shift schedules as needed.
- Assist, support and provide direction to workers.
- Monitor Unit personnel to ensure appropriate worker care is implemented.
- Thoroughly brief replacement for the next shift before leaving workstation.

Deactivation Phase:

- Complete all required forms, reports, and other documentation. All forms should be submitted to the Documentation Unit, as appropriate, prior to departure.
- Deactivate assigned position and close logs when authorized by the Group Lodging Manager.
- Submit a list to the supervisor, for delivery to the appropriate section, of the following:
 - Status of all borrowed equipment
 - All ESS equipment and supplies needing restocking
 - Names of personnel and hours worked
- Clean up work area before leaving.
- Sign out with Volunteer/Staff Management Branch.
- Leave a forwarding number.
- Access critical incident stress debriefing as needed.
- Be prepared to contribute to any post event processes (e.g., debriefs, reports, etc.).

Function Aids:

- Position Log
- ESS Personnel Request Form
- Shift Schedule
- ESS Resource Request Form
- ESS Reception Centre/Group Lodging Situation Report

DEMOBILIZATION

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

Reports to:

Planning Section Chief

Title (if function is staffed):

Demobilization Unit Supervisor

Responsibilities:

1. Oversee the implementation and operation of the Demobilization Unit.
2. Develop a Demobilization Plan for the Group Lodging facility based on a review of all pertinent Planning Section documents and status reports.
3. Initiate and oversee the demobilization of the Group Lodging facility once approved by the Group Lodging Manager.

Activation Phase:

- Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- Report to assigned supervisor to obtain current status and specific instructions.
- Establish workspace.
- Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Logistics of any resource requirements.
- Obtain equipment, supplies and required forms.
- Establish and maintain a position log to list the actions taken during the shift.

Operational Phase:

- Maintain communication with assigned supervisor.
- Maintain position log in chronological order describing actions taken during the shift.
- Monitor the current situation reports.
- Meet individually with the Section Chiefs and create a draft Demobilization Plan for each section.
- Develop a draft Demobilization Plan and circulate to the Group Lodging Manager and Section Chiefs for review.
- Submit the Demobilization Plan for approval by the Group Lodging Manager.
- Plan for Demobilization at least once during each operational period for as long as Group Lodging Sections are formally staffed.

-
- Advise all Section Chiefs to ensure that demobilized staff complete all required forms, reports, and other documentation in coordination with the Volunteer/Staff Management Branch prior to leaving the Group Lodging facility.
 - Attend briefings as requested.
 - Brief workers within the Unit as needed.
 - Prepare shift schedules as needed.
 - Assist, support and provide direction to workers.
 - Monitor Unit personnel to ensure appropriate worker care is implemented.
 - Thoroughly brief replacement for the next shift before leaving workstation.

Deactivation Phase:

- Complete all required forms, reports, and other documentation. All forms should be submitted through the supervisor to the Documentation Unit, as appropriate, prior to departure.
- Deactivate assigned position and close logs when authorized by the Group Lodging Manager.
- Submit a list to the supervisor, for delivery to the appropriate section, of the following:
 - Status of all borrowed equipment
 - All ESS equipment and supplies needing restocking
 - Names of personnel and hours worked
- Clean up work area before leaving.
- Sign out with Volunteer/Staff Management Branch.
- Leave a forwarding number.
- Access critical incident stress debriefing as needed.
- Be prepared to contribute to any post event processes (e.g., debriefs, reports, etc.).

Function Aids:

- Position Log
- ESS Personnel Request Form
- Shift Schedule
- ESS Resource Request Form

RESOURCE ACQUISITION

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

Reports to:

Supply Branch Coordinator

Title (if this function is staffed):

Resource Acquisition Supervisor

Responsibilities:

1. Oversee the implementation and operation of the Resource Acquisition Unit at the Group Lodging facility.
2. Coordinate actions with the Finance Section and EOC Logistics or ESS DOC if operational.
3. Consult with all Branches/Units within the Group Lodging facility to determine material resources, supplies and/or equipment needs.
4. Oversee the acquisition of material resources, supplies and equipment.
5. Ensure that existing suppliers are contacted for assistance.
6. Work with Procurement Unit to arrange for new supplier agreements or direct purchases as required.
7. Ensure suppliers are familiar with ESS payment procedures.

Activation Phase:

- Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- Report to assigned supervisor to obtain current status and specific instructions.
- Establish workspace.
- Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents.
- Obtain equipment, supplies and required forms.
- Establish and maintain a position log to list the actions taken during the shift.

Operational Phase:

- Maintain communication with assigned supervisor.
- Maintain position log in chronological order describing actions taken during the shift.
- Maintain contact with EOC Logistics or ESS DOC Logistics if activated.

- Liaise with the Operations and Planning Sections/Branches/Units to project ongoing or future needs of the evacuees.
- Ensure that material resources needed by residents and facility staff are acquired.
- Ensure that existing suppliers are contacted for assistance.
- Work with the Procurement Unit to establish new supplier agreements if needed. Inform suppliers about established ESS Rates and process for reimbursement where applicable.
- Ensure that a resource tracking process is established and maintained.
- Attend briefings as requested
- Brief workers within the Unit as needed.
- Prepare shift schedules as needed.
- Assist, support and provide direction to workers.
- Monitor Unit personnel to ensure appropriate worker care is implemented.
- Thoroughly brief replacement for the next shift before leaving workstation.

Deactivation Phase:

- Complete all required forms, reports, and other documentation. All forms should be submitted through the supervisor to the Planning Section, as appropriate, prior to departure.
- Deactivate assigned position and close logs when authorized by the Group Lodging Manager.
- Submit a list to the supervisor, for delivery to the appropriate section, of the following:
 - Status of all borrowed equipment
 - All ESS equipment and supplies needing restocking
 - Names of personnel and hours worked
- Clean up work area before leaving.
- Sign out with Volunteer/Staff Management Branch.
- Leave a forwarding number.
- Access critical incident stress debriefing as needed.
- Be prepared to contribute to any post event processes (e.g., debriefs, reports, etc.).

Function Aids:

- Position Log
- ESS Personnel Request Form
- Shift Schedule
- ESS Resource Request Form
- ESS Resource Acquisition Log & Status Board
- Local Authority Purchase Order (not provided)

VOLUNTEER/STAFF MANAGEMENT BRANCH

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

Reports to:

Logistics Section Chief

Title (if this function is staffed):

Volunteer/Staff Management Branch Coordinator

Responsibilities:

1. Oversee the implementation and operations of the Volunteer/Staff Management Branch.
2. Consult with all Branch Coordinators and Unit Supervisors within the Group Lodging facility to determine their personnel needs and provide personnel, as requested on ESS Personnel Request Forms.
3. Identify, recruit, screen, and assign additional personnel, as required.
4. Ensure that Group Lodging personnel receive appropriate training and/or orientations.
5. Ensure all Group Lodging personnel sign in and out on the PEP Task Registration Form for each shift they work.

Activation Phase:

- Sign the PEP Task Registration Form. Obtain identification.
- Report to assigned supervisor to obtain current status and specific instructions.
- Establish workspace (to include orientation/training sessions space).
- Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Supply Branch of any resource requirements.
- Obtain equipment, supplies and required forms.
- Establish and maintain a position log to list the actions taken during the shift.
- Ensure workers within the Branch are given a checklist for their respective function.

Operational Phase:

- Maintain communication with assigned supervisor.
- Maintain position log in chronological order describing actions taken during the shift.
- Work closely with other functions to determine their personnel needs.
- Ensure that all personnel sign in on PEP Task Registration Form at the start of each shift.
- Provide appropriate identification and direction for arriving personnel.

- Coordinate with the Information Officer and Safety Officer to ensure that all Group Lodging personnel receive a current situation and safety briefing upon sign-in.
- Ensure that all personnel sign out on PEP Task Registration Form at the end of each shift to help establish a time worked record for the Group Lodging facility.
- Assist with problem solving issues that arise from personnel recruitment and/or assignment.
- If additional ESS personnel are required to work at the Group Lodging, ensure the following tasks are performed:
 - Recruitment
 - Screening
 - Orientation
 - Assignment/Placement
 - Training
 - Support and Feedback
 - Recognition
- Establish communications with personnel agencies and other organizations that can provide human resources if required.
- Initiate request to assigned supervisor for call-out of ESS Support Organizations and/or ESS Mobile Support Teams for assistance if required.
- Create and maintain a status board or other reference document to keep track of incoming personnel resources.
- Brief Logistics Section Chief on significant issues affecting the Volunteer/Staff Management Branch.
- Attend Logistics Section briefings.
- Brief Unit Supervisors within the Branch as needed.
- Prepare shift schedules as needed.
- Assist, support and provide direction to Unit Supervisors.
- Monitor Unit personnel to ensure appropriate worker care is implemented.
- Thoroughly brief replacement for the next shift before leaving workstation.

Deactivation Phase:

- Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.
- Deactivate assigned position and close logs when authorized by the Group Lodging Manager.
- Submit a list, for delivery to the appropriate section, of the following:
 - Status of all borrowed equipment
 - All ESS equipment and supplies needing restocking
 - Names of personnel and hours worked
- Clean up work area before leaving.
- Sign out when leaving.

- Leave a forwarding number.
- Access critical incident stress debriefing as needed.
- Be prepared to contribute to any post event processes (e.g., debriefs, reports, etc.).

Function Aids:

- Position Log
- ESS Personnel Request Form
- Shift Schedule
- ESS Resource Request Form
- PEP Task Registration Form
- PEP Expense Reimbursement Request
- PEP Expense Reimbursement Request Supplement
- Volunteer/Staff Assignment Form
- Personnel Management Tracking Form
- Volunteer/Staff Intake Log
- Organization Recruitment Log
- Volunteer/Staff Management Branch Screening Interview Questions
- Volunteer/Staff Orientation
- Volunteer/Staff Information Sheet
- Volunteer Registration Form
- Standards of Conduct for ESS Workers

FACILITY

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

Reports to:

Group Lodging Support Branch Coordinator

Title (if this function is staffed):

Facility Supervisor

Note: The actual day-to-day facility manager (or designate) should staff this position.

Responsibilities:

1. Ensure that adequate essential facilities for the Group Lodging response are provided including space, furniture, etc.
2. Ensure facility is returned to original state when no longer needed.

Activation Phase:

- Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- Report to assigned supervisor to obtain current status and specific instructions.
- Conduct safety assessment tour of the facility with the Safety Officer and/or Group Lodging Manager prior to the set up of the Group Lodging facility.
- Establish access to areas within the facility for Group Lodging services/functions and designate any out of bounds restrictions.
- Establish workspace.
- Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Supply Branch of any resource requirements.
- Obtain equipment, supplies and required forms.
- Establish and maintain a position log to list the actions taken during the shift.
- Provide access to emergency supplies/containers stored on-site.
- Provide access to tables, chairs and other equipment that is stored on-site and make them available for Group Lodging use.

Operational Phase:

- Maintain communication with assigned supervisor.
- Maintain position log in chronological order describing actions taken during the shift.
- Work closely with the Sections/Branches/Units in determining facilities and furnishings required for the Group Lodging facility.

- Arrange for continuous maintenance of the facility.
- Maintain the cleanliness of the facility.
- Ensure restrooms are operating properly, and that garbage is collected and disposed of.
- If facilities are acquired away from the Group Lodging, coordinate with assigned personnel (e.g. Pet Care area).
- Arrange for an ESS worker quiet room.
- Consult with Security to ensure that parking and traffic flow concerns are addressed.
- Thoroughly brief replacement for the next shift before leaving workstation.

Deactivation Phase:

- Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.
- Deactivate assigned position and close logs when authorized by the Group Lodging Manager.
- Submit a list to the supervisor, for delivery to the appropriate section, of the following:
 - Status of all borrowed equipment
 - All ESS equipment and supplies needing restocking
 - Names of personnel and hours worked
- Clean up work area before leaving.
- Ensure the building(s) are returned to their original state when no longer needed.
- Sign out with Volunteer/Staff Management Branch.
- Leave a forwarding number.
- Access critical incident stress debriefing as needed.
- Be prepared to contribute to any post event processes (e.g., debriefs, reports, etc.).

Function Aids:

- | | |
|---|---|
| <ul style="list-style-type: none"> ▪ Position Log ▪ ESS Personnel Request Form ▪ Shift Schedule ▪ ESS Resource Request Form ▪ Facility Safety Inspection Sheet | <ul style="list-style-type: none"> ▪ ESS Worker Quiet Room Guidelines ▪ Group Lodging Facility Sanitary Standards ▪ Group Lodging Accommodations and Resource Record - example |
|---|---|

SECURITY

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

Reports to:

Group Lodging Support Branch Coordinator

Title (if this function is staffed):

Security Supervisor

Responsibilities:

1. Ensure security of individuals and their personal belongings while at the Group Lodging facility.
2. Ensure measures are taken to secure the Group Lodging facility from access by unauthorized individuals.
3. Work with the Facility Supervisor to ensure that parking and traffic flow concerns are addressed.
4. Determine and request any professional Security Services at the Group Lodging facility through the EOC.

Activation Phase:

- Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- Report to assigned supervisor to obtain current status and specific instructions.
- Establish workspace.
- Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Supply Branch of any resource requirements.
- Obtain equipment, supplies and required forms.
- Establish and maintain a position log to list the actions taken during the shift.
- Ensure all persons working in the traffic areas (e.g. roads, parking lots) wear WCB compliant high visibility vests at all times.

Operational Phases:

- Maintain communication with assigned supervisor.
- Maintain position log in chronological order describing actions taken during the shift.
- In conjunction with the Resource Acquisition and Procurement Units, and after receiving approval from EOC, arrange service contracts with private security companies to ensure that security is maintained throughout the event.
- Brief and assign Security personnel.

- Depending on the size of the event and the facility to be utilized, work closely with the Facility Supervisor to establish security requirements.
- Respond to requests from Group Lodging personnel of reports of possible breaches of security.
- Report incidents of theft and vandalism to supervisor.
- Establish a Lost and Found service for the residents of the Group Lodging facility.
- Maintain surveillance at or near the entrance(s) and exit(s) of the Group Lodging facility.
- Ensure integrity of security around the facility and personnel. This includes calling police if removal of a person from the premises is required.
- Maintain clear access and egress routes for vehicle traffic to and from the facility.
- Regulate parking at the centre to ensure smooth traffic flow of emergency and supply vehicles.
- Maintain a visible presence by patrolling.
- Develop and maintain patrol schedules for security personnel.
- Record and or investigate all reports of a security nature.
- Attend briefings as requested.
- Prepare shift schedules as needed.
- Assist, support and provide direction to workers.
- Monitor Unit personnel to ensure appropriate worker care is implemented.
- Thoroughly brief replacement for the next shift before leaving workstation.

Deactivation Phase:

- Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.
- Deactivate assigned position and close logs when authorized by the Group Lodging Manager.
- Submit a list to the supervisor, for delivery to the appropriate section, of the following:
 - Status of all borrowed equipment
 - All ESS equipment and supplies needing restocking
 - Names of personnel and hours worked
- Clean up work area before leaving.
- Sign out with Volunteer/Staff Management Branch.
- Leave a forwarding number.
- Access critical incident stress debriefing as needed.
- Be prepared to contribute to any post event processes (e.g., debriefs, reports, etc.).

Function Aids:

- Position Log
- ESS Personnel Request Form
- Shift Schedule
- ESS Resource Request Form
- Incident Report Form

Section
4

What if.....?

1. It is 9:00 p.m. and one of the Group Lodging residents is returning for the night. She stumbles her way in the door. You check to see if she is okay and you smell alcohol on her breath. How would you handle this situation?

2. You overhear an argument by two Group Lodging residents - a man and woman. The argument escalates to the point where the man starts yelling verbal threats at the woman. What would you do?

3. A man enters the building inquiring about his wife and child. He claims that he heard they were staying at the Group Lodging facility. How would you handle the situation?

4. It is 10:30 a.m. and you notice 3 children (between the ages of 5 and 8) chasing each other around the sleeping area unsupervised. You ask the children where their parents are and they reply that they have gone to town for the day. What would you do?

5. You observe a parent verbally lash out at her child. This is the fourth outburst in the last hour. What would you do?

6. A small group of residents approach you and start complaining about a minority group who is also residing in the Group Lodging facility. You inquire about their concerns but their complaints seem weak. After investigating, you suspect racism is behind their complaints. How would you handle this situation?

7. One of your volunteers is repeatedly having problems following through on assigned tasks. How would you handle this situation?

8. Two Group Lodging residents approach you complaining about another resident. Your investigation shows that there is a major conflict in the facility with several people on each side. The situation is escalating. How would you handle this situation?

9. Teenage children staying at the Group Lodging facility are found outside in a corner of the parking lot drinking beer. What would you do?

10. You are approached by a group of residents who insist that a male resident be “dismissed” from the Group Lodging facility as they have heard he has AIDS. What would you do?

11. A group of boys staying at the Group Lodging facility are found in the yard throwing rocks at the windows of the facility. What would you do?

12. A seniors' special care home had to evacuate to the Group Lodging facility. Some of the elderly are feeling anxious over the entire situation and are complaining of shortness of breath, racing heartbeats and light-headedness. What would you do?

13. The news media have converged on the Group Lodging facility with TV cameras and begin to interview the evacuees and staff. They are adamant that they are within their rights to report the situation. How would you handle this situation?

14. The dormitory supervisor advises you that two individuals are sharing one cot and that it is quite apparent that they are engaging in sexual behaviour. What would you do?

15. A small number of those evacuated to the Group Lodging facility cannot speak English and some confusion arises. How can this situation best be handled?

16. A religious group has converged on the Group Lodging facility offering counseling to the evacuees. What would you do?

17. Rumors are circulating that there may have been many injuries and there are several fatalities from the disaster. How would you handle these rumors?

18. Local restaurants have shown up with various kinds of refreshments, pizza, burgers, etc. How would you handle this convergence of food?

19. You notice that one of the Group Lodging residents is sitting on his bed rocking back and forth, chanting to himself. You approach him to see if he is okay and he does not respond. What would you do?

20. The Group Lodging facility cannot handle any further evacuees. Staff are concerned that another centre will have to be opened. Some reports indicate that further areas are being evacuated. How will you handle this situation?

Appendices

GROUP LODGING ORGANIZATION CHART- FUNCTIONS

ESS Group Lodging Organization Chart
- Functions -

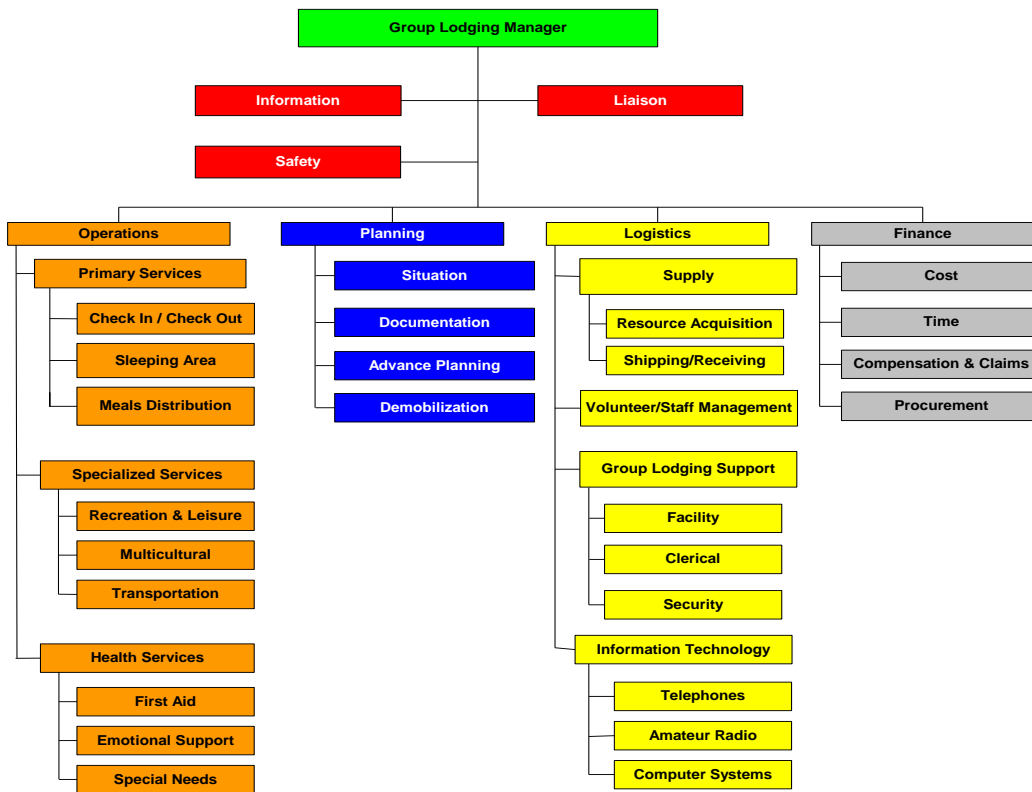


Figure 1 -2: Organization Chart in a Fully Expanded Group Lodging Facility

POSITION DESCRIPTION

Title

Group Lodging Manager

Reports to

ESS Director or designate

Description

Responsible for the overall operation of a group lodging facility that addresses the short-term emergency accommodation needs of people displaced from their homes due to an emergency or disaster.

Duties

See Function Checklist

Knowledge, Skills and Abilities*

- Experience supervising workers in a community-based social setting, preferably within a residential context.
- Ability to foster a positive working environment and delegate responsibilities.
- Caring manner and ability to express concern for the needs of the evacuees.
- Decisive, resourceful, with ability to prioritize.
- Excellent organizational and interpersonal skills.
- Leadership skills and ability to delegate.
- Strong communication and report writing skills, both written and oral.
- Organized, adaptable, calm and physically able to function in a high stress environment.

Suitability

- At least 19 years of age.
- Must be available to respond on short notice.
- Must be able to work long shifts as required.

General

- Be honest and open with other workers regarding your intent, needs and skills.
- Work in a professional manner and be respectful to evacuees and team members.
- Respect the confidentiality of evacuees and responders.

- Have a desire to be of assistance to others.
- Adhere to ESS Standards of Conduct at all times.

* On-site orientation and specific training will be provided whenever possible.

GROUP LODGING FACILITY SANITARY STANDARDS¹

When completing the Group Lodging facility survey, the following minimum standards of hygiene will provide an environment where the spread of communicable disease is reduced to a minimum.

Space Allocation for Sleeping

The minimum sleeping area per person is 3.5 square metres (10 cubic metres) or 40 square feet (5'x8') when possible.

When reviewing allocation of space for sleeping, a distance of 0.75 metres between beds, bunks or sleeping bags should be maintained. Such spacing has been shown to considerably reduce the spread of respiratory infections. When there is pressure on the use of space, recourse may be positioning of head-to-tailing of beds.

Ventilation Standards

Adequate ventilation is an important factor that should be taken into account when assessing sleeping and living space needs. A cubic capacity of 30 cubic metres per person per hour should be the aim. Ceilings which are over three metres high would provide the necessary ventilation space, e.g. classrooms, gymnasiums, church halls.

An average temperature of 20 degrees Celsius is regarded as comfortable in a Group Lodging facility.

Sanitation Standards

- Toilet facilities:
 - five toilets per 75-100 people
 - for each additional 30 people, add one toilet.
- Washing facilities:
 - one washbasin per 10 people
 - one shower per 50 people

Facilities with showers are most desirable. Personal cleanliness tends to boost morale.

- Occupants should be provided with their own soap and towels or a linen service should be utilized. Occupants should keep their bar of soap. Soap bars in common use increase the risk of contagious skin diseases.

Water Usage

For all uses - drinking, washing and food preparation - standard water supply in the Group Lodging facility should average as follows:

¹ Source: Health Canada

© Ministry of Supply and Services Canada, 1994.

- drinking - 2 litres per day
- washing - 12 litres per day
- sanitation - 112 litres per day

Dust Control

- Softwood floors should be oiled to reduce dust. No dry sweeping should be allowed and all floors should be swept daily with damp sweeping compound.
- Bed forms, ledges and flat surfaces should be damp-dusted daily.
- Blankets and sleeping bags should be shaken outside once daily and rolled.
- Concrete floors should be scrubbed daily with warm, soapy water.

Garbage Collection

- One 50-100 litre capacity can for every 12-25 people.
- Three/four, 50-100 litre capacity cans for every 100 people.

Garbage cans should have lids and be protected in screened, fly-and-rodent-proof enclosures if possible.

Sample Group Lodging Facility Survey

		Area:						
Name and type of facility (arena, rec. centre, conference hall, hotel, etc.):		Normal hours of operation						
		Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
Address:								
Telephone Number(s):		Does the facility conduct evening activities?				Can open after hours?		
Fax number(s):		Does the facility conduct weekend activities?				Notice required to open (hrs):		
MOU signed: Yes No		Floor plan completed: Yes No						

CONTACT INFORMATION

Facility owner/manager/coordinator:	Tel. (home):	Tel. (Bus.):	Mobile:	Email:
Home address:		Work address:		
Person authorized to open facility:	Tel. (home):	Tel. (Bus.):	Mobile:	Email:
Home address:		Work address:		
Person authorized to open facility:	Tel. (home):	Tel. (Bus.):	Mobile:	Email:
Home address:		Work address:		

DETAILS OF FUNCTIONAL SPACE

Section 1: Room types & capacities (Supply dimensions and record total floor space in either m ² or ft ² . Divide by 3.5m ² or 40ft ² to obtain number of sleeping spaces—minimum of 1.4m x 2.5m or 5ft x 8ft per person.)								Section 2: Assigned spaces (office, first aid, supply/storage, food, registration, etc.—specify room name and assigned use)
Room type/name	Dimensions (m/ft)	Total (m ² /ft ²)	Sleeping spaces	# Mats / cots	♿	Seating spaces	Total capacity	Room 1:
								Room 2:
								Room 3:
								Room 4:
								Room 5:
								Room 6:
								Room 7:

SUPPLEMENTARY INFORMATION

Food services (for details, see food service inventory)	Utilities	Sanitation
# Restaurants: Capacity:	Heating: Gas <input type="checkbox"/> Elect. <input type="checkbox"/> Oil <input type="checkbox"/> Propane <input type="checkbox"/> Other:	# Toilets: # Male: # Female:
# Lunch counters: Capacity:	Cooking: Gas <input type="checkbox"/> Elect. <input type="checkbox"/> Oil <input type="checkbox"/> Propane <input type="checkbox"/> Other:	# Sinks: # Male: # Female:
Stove <input type="checkbox"/> Grill <input type="checkbox"/> Microwave <input type="checkbox"/>	Water: Tap <input type="checkbox"/> Well <input type="checkbox"/> Bottled <input type="checkbox"/> Other:	# Showers: # Male: # Female:
Fridges <input type="checkbox"/> Freezers <input type="checkbox"/> Coolers <input type="checkbox"/>	Trapped water (amount & location):	Laundry: # Washers: # Dryers:
Dishwasher <input type="checkbox"/> Other:		Emergency generator: <input type="checkbox"/> Emergency lights: <input type="checkbox"/>
Phones: # Public: # Private:	PA System <input type="checkbox"/> Total parking spaces:	Pool: Indoor <input type="checkbox"/> Outdoor: <input type="checkbox"/>
Elevator: <input type="checkbox"/> Wheelchair access: <input type="checkbox"/>	Shuttle service: <input type="checkbox"/> Fitness centre: <input type="checkbox"/>	Pets allowed: Yes <input type="checkbox"/> No: <input type="checkbox"/> Specifics:
Equipment available for ESS use: Photocopier <input type="checkbox"/> Fax machine <input type="checkbox"/> # Tables: # Chairs:		
Other (list):		
Is there storage space for a GL kit? If yes, where?		
Age of building (approx.):	Does the building have insurance coverage:	Occupant load under fire regulations:
Is the facility designated for other disaster use? If yes, what?		
Is there a group associated with the facility? Are members of the organization willing to be trained to help run a group lodging?		

COMMENTS**SURVEY RECORD**

Survey completed by (name and title):	Date (yy/mm/dd):
Update completed by (name and title):	Date (yy/mm/dd):
Update completed by (name and title):	Date (yy/mm/dd):

EXAMPLE OF A MEMORANDUM OF UNDERSTANDING²

Introductions

The city of Collegeville recognizes that emergencies may occur which will force large numbers of people from their homes and require their temporary placement in emergency lodging facilities 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 lodging 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 lodging 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 lodging site.

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 Emergency Social Services

Roxanna Moore, Chairperson
Collegeville School Board

² Source: Health Canada © Ministry of Supply and Services Canada, 1994.

INTERNAL COMMUNICATIONS³

Staff Notice

Accurate, timely, and appropriate communications can help support the recovery of those affected by an emergency/disaster. Here are some examples of Group Lodging communication techniques and how they can be used to help the Group Lodging facility operate properly.

Staff Meetings

Communications with people being supervised must be two-way; otherwise, the relationship will eventually break down. A staff meeting should be held at least once per shift. Even if meetings last for only 15 minutes, they still provide a chance to communicate, relieve stress, and resolve problems. Try to allow each function to have a few moments to give a status report. Make up a brief agenda of what you want to cover so that you can keep the meeting focused. Keep the meeting as positive and non-judgmental as possible.

Shift Change Briefings

It is very important that the staff coming on shift be aware of what has taken place on the previous shifts. This is especially important in the Security and Shelter Manager functions. Each function should schedule about 30 minutes of “overlap” as the shift changes. This allows staff from both shifts to communicate with each other.

Log Sheets

Just as the shift change briefing allows the different shifts to be aware of what happened on the previous shift, log sheets provide a method of communicating between shifts. They also document problems, commitments, solutions, and other important information. The log sheet allows you not only to document problems and solutions, but also to communicate information “upward.” Information about problems and possible solutions at your Group Lodging facility may also be helpful to other locations.

Group Lodging Resident Meetings

Group Lodging residents benefit from being a part of the operation of the Group Lodging facility. They should be allowed not only to help, when possible, but also to be involved in managing the Group Lodging facility. Most Group Lodging facilities include members of already-established social groups who know each other and have established their communication patterns. Involving residents of the Group Lodging facility by establishing “Group Lodging facility advisory committees” can provide a more efficient method of communications. They can also assist the Group Lodging staff in resolving any problems that may occur.

Bulletin Boards

Bulletin boards are another method of communicating with both the Group Lodging residents and staff. They can be used to post information such as news releases, messages from friends and family, and lists of available resources such as housing. Staff bulletin boards can be placed in the

³ Adapted from: ARC 5021A – Attachment 15

staff break area. They can be used for many of the same purposes: news releases, notes from friends and family, staff schedules, thank-you notes, and operational memos.

Operational Memos

All levels of the Group Lodging management team need to communicate operational information to their staff. The information may be a directive, a thank-you for a job well done, or a staff schedule. The memo can be posted on a bulletin board or delivered in a staff meeting.

Training

There will be times when your staffing needs cannot be filled with experienced personnel. Sometimes you will have to hold training sessions on the spot. The training can be brief, covering a specific skill such as how to complete a form, or it can be a more comprehensive program to train additional staff.

Facility Management

Allowing a facility to be used as a Group Lodging facility is a major commitment on the part of facility owners or managers. We must respect their commitment and their needs for involvement and information. You should meet regularly with the representative(s) of the facility.

GROUP LODGING RESIDENT INFORMATION⁴

Welcome

We hope that your stay here will be as pleasant as possible under the circumstances. Please take a few minutes to read this sheet, as it contains important information that you will need about living in this Group Lodging.

Registration

Please sign in if you have not already done so. The sign in/sign out function is required so we have the records necessary to help you. All registration information is kept confidential. Please leave a forwarding address when relocating out of the Group Lodging. This will allow our Emergency Social Services personnel to continue to assist you.

Smoking

You are not allowed to smoke, use matches, or use lighters inside the Group Lodging.

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.

Pets

We understand that your pets are very important to you. Unfortunately, public health codes forbid pets at our Group Lodging. It is your responsibility to make provisions for your pet(s) before entering the Group Lodging. If you need help in locating a kennel for your pet, please see the Group Lodging staff.

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

Notify our staff of any medications that you are taking and any medical conditions you have.

Alcohol, Drugs, and Weapons

You are not allowed to possess or use alcohol or illegal drugs in any part of this Group Lodging. No weapons are allowed in the Group Lodging, except those of designated police or security staff.

Volunteering to Help

Group Lodging residents are encouraged to help in the Group Lodging. There are many jobs that do not require special training. Please see the staff if you would like to help.

⁴ Adapted from: American Red Cross 5021A Attachment 14

Telephones

Group Lodging residents are asked to use the public pay phones. The other Group Lodging phones are reserved for communications with emergency authorities and the Emergency Social Services headquarters.

Problems and Complaints

Please direct all comments about Group Lodging operations to the Group Lodging Manager on duty.

Housekeeping

Please help us keep our temporary home clean. Please pick up after yourself and help us with cleanup when possible. Food is not allowed in the sleeping area.

Quiet Hours

Quiet hours are enforced in the sleeping area(s) between the posted hours (normally between 11:00 p.m. and 7:00 a.m.). However, sleeping areas should be kept as quiet as possible at all times of the day. Some Group Lodging residents may work night shifts or may not feel well and want to sleep during the day.

News Media

News media representatives may visit Group Lodgings during disaster operations. If they are permitted to access the Group Lodging facility, the media may request an interview and/or photographs. The media representatives need to ask your permission first and it is your right to refuse. Please report any problems with the media to the Group Lodging Manager.

Special Needs

If you have any special needs, such as a special diet, please contact the Food Services staff.

DAILY SCHEDULE – EXAMPLE⁵

Morning	
07:00	Wake up
07:30	Breakfast
08:30	Clean up
09:00	Health Services
10:00	<i>COFFEE BREAK</i>
10:30	Group meeting, or continuation of sick call, or recreation, daily briefing
11:30	Free time for quiet activities
12:00	<i>LUNCH</i>
Afternoon	
01:00	Clean up
01:30	Nap for children, free-time for quiet activities
02:00	Information session, group meetings, recreation, daily briefing
02:30	Recreational activities
03:00	<i>COFFEE BREAK</i>
03:30	Recreational activities
05:00	<i>DINNER</i>
06:00	Clean up
06:30	Daily Briefing
07:00	Recreational activities
09:00	Free time for quiet activities
09:30	<i>COFFEE BREAK</i>
10:00	Free time for quiet activities
10:30	Prepare for sleep
11:00	Lights out

⁵ Source: Health Canada

© Ministry of Supply and Services Canada, 1994.

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 • Duplo • 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"> • Crafts – Glue String, Sticks, Pipe Cleaners • Colouring Books • Books & Comic Books • Toys – Figurines, Trucks, Dolls • Lego • Spice Girls, Barbie Dolls • TV/Videos • Pet Care • Hair Braiding & Face Painting • Snacks • Sports – Soccer, Skipping • Journal Writing • Music & Dance • Group Games – Sack Races, 3-Legged Races • Puzzles • Sewing & Knitting Lessons • Bingo
Teen	Adult
<ul style="list-style-type: none"> • Cards & Board Games • TV & Video & CDs • Activities with Younger Children • Hair, Make-Up & Nail Care • Music & Dancing • Theatre Sports • Internet • Outside Sports – Basketball, Hacky Sack, In-Line Hockey, etc. • Ice Breakers • Kitchen Helpers • Construction, Building, Set Up • Karaoke • Runners • Car Wash • Bingo 	<ul style="list-style-type: none"> • Books & Magazines • Crossword & Jigsaw Puzzles • Scrabble & Board Games • TV & Video • Outdoor Sports – Frisbee, Swimming • Pool • Exercise • Aerobics • Walking • Newspaper Discussion Groups • Specialized Lessons – Photography, Crafts • Dance Classes – Line Dancing, Country, etc. • Teaching Young People to Knit, Crochet, Crafts • Teaching Others Care • Bingo

GROUP LODGING STANDARDS OF CONDUCT



WELCOME!

We hope your stay here will be as pleasant as possible. Please take a few minutes to read this, as it contains important information that you will need about living in this Group Lodging facility.

SIGN IN AND SIGN OUT

While you are a resident of the Group Lodging facility, you are requested to sign in and out of the Group Lodging, each time you leave and return to the facility.

RELOCATING OUT OF GROUP LODGING

If you no longer require accommodations and/or services, we request you to do a final check out so that our records will be accurate and so that we can offer your space to someone else in need.

SLEEPING AREAS

Sleeping areas are numbered. Cots cannot be rearranged or removed from the GL facility.

QUIET HOURS

Quiet hours are enforced in the sleeping area(s) between the hours of 11:00 p.m. and 7:00a.m. However, sleeping areas should be kept as quiet as possible at all times of the day. Some Group Lodging residents may work night shifts or may not feel well and want to sleep during the day. Please respect your neighbours.

WRISTBANDS

You must wear your wristband at all times. Persons without wrist bands will not be permitted in the Group Lodging facility.

FOOTWEAR AND CHANGING OF CLOTHES

Please wear appropriate footwear for health and safety reasons. This is a co-ed facility. Please respect others by changing your clothes within the washroom or shower areas only.

PERSONAL BELONGINGS

We cannot assume responsibility for your belongings. You may store your belongings underneath your cot. Keep valuable items with you.

CHILDREN

Parents are responsible for keeping track of and controlling the actions of their children at all times. Do not leave your children unattended.

EMERGENCY PROCEDURES AND EXITS

Please review the locations of emergency exits and external meeting points. It is important that you have this information prior to an emergency.

MEDICAL ISSUES

If you have a medical condition or are not feeling well, please let Group Lodging staff know immediately. This will help in the event of a medical emergency.

IF YOU HAVE ANY CONCERNS,

Please speak to the Group Lodging Manager on duty.

HOUSEKEEPING

Please help us keep our temporary home clean. Pick up after yourself and help us with cleanup when possible. Food is not permitted in the sleeping area. You are responsible for keeping your sleeping area clean and organized.

PETS

We understand that your pets are very important to you. Public health codes do not permit pets in Group Lodging. The only exceptions to this rule are service animals for persons with disabilities. It is your responsibility to make provisions for your pet(s) before entering the Group Lodging. If you need help in locating a kennel for your pet, please see the *Reception Centre staff*. Some Group Lodging sites may have Pet Care nearby; if this is the case information about this Pet Care will be provided to you.

NO SMOKING ALLOWED

Standard City Bylaws are enforced in and around this facility. Smoking is permitted in designated smoking areas only. The use of matches, lighters and open flames is strictly prohibited inside the Group Lodging facility.

ALCOHOL, DRUGS AND WEAPONS

You are not permitted to possess or use alcohol or illegal drugs in any part of a Group Lodging facility. No weapons are allowed in the Group Lodging, except those of designated police or security staff.

VISITORS

Visitors or guests are not permitted to enter the Group Lodging at any time.

TELEPHONES

Please keep your cell phones on vibrate. Cell phones are not to be used within the sleeping area at any time.

PHOTOGRAPHY

Photographs are not permitted to be taken with cameras or cell phones within the Group Lodging facility.

INTERNET

Please respect the privacy of others and limit any Facebook, Twitter and other social networking and internet blog posts to your personal experience only. It is not permitted to document and post the experience of other Group Lodging Residents.

MEDIA

News media representatives often visit Group Lodging facilities during a disaster. Media is not allowed in the facility but may request interviews or photographs. Group Lodging staff may ask you if you wish to participate – it is your right to refuse. Media interviews or photographs may not be done inside the facility. Please report any problems with the media to the Group Lodging Manager.

PARKING

There will be designated parking for Group Lodging residents and parking passes will be issued for **one vehicle per family**.

VOLUNTEERING TO HELP

Group Lodging residents are encouraged to help in the facility. There are many jobs that do not require special training. Please see the staff if you would like to help.

SAMPLE OF GROUP LODGING RULES

1. You must register at the Reception Centre to stay at the facility.
2. Children **MUST** be accompanied by adults at **ALL** times in the shelter. **DO NOT** leave the building without your children.
3. Shoes must be worn at **ALL** times.
4. **NO** smoking in the building!
5. **NO** food outside the cafeteria.
6. Supper is the last meal of the day. It is served from 5:30 p.m. to 8:00 p.m. Snacks will be served from 8:00 p.m. to 10:00 p.m.
7. **CURFEW:** Lights off at 11:00 p.m. in the sleeping quarters. Cafeteria visiting only until 11:00 p.m. Doors will be locked at **MIDNIGHT**.

SAMPLE OF GROUP LODGING STANDARDS OF CONDUCT POSTER

SIGN IN AND SIGN OUT

Sign in and out each time you leave and return to the facility.

RELOCATING OUT OF GROUP LODGING

If you no longer require accommodations and/or services, please let Group Lodging staff know.

WRISTBANDS

For security reasons, please wear your wristband at all times.

PERSONAL BELONGINGS

Keep valuable items with you at all times.

VISITORS

Visitors are not permitted to enter the Group Lodging facility at any time.

SLEEPING AREAS

Cots/Mattresses: Do not rearrange or remove cots/mattresses from the Group Lodging facility.

Housekeeping: Food is not permitted in the sleeping area. Please keep your sleeping area clean and tidy.

Lights Out: Quiet hours are enforced in the sleeping area(s).

FOOTWEAR AND CHANGING OF CLOTHES

For health and safety reasons, please wear appropriate footwear. And as this is a co-ed facility, please respect others by changing your clothes in the washroom or shower areas only.

CHILDREN

Parents are responsible for their children at all times. Do not leave your children unattended.

PETS

Public health codes do not permit pets in Group Lodging facilities. The only exceptions to this rule are service animals for persons with disabilities.

TELEPHONES

Please keep your cell phones on vibrate and do not use them in the sleeping area.

MEDIA

Media is not allowed in the facility but may request interviews or photographs outside of the facility.

PARKING

Parking passes for designated parking areas will be issued for 1 vehicle per family.

VOLUNTEERING TO HELP

Group lodging residents are encouraged to help in the facility. Please see the staff if you would like to help.

EMERGENCY PROCEDURES AND EXITS - Please review the locations of emergency exits and external meeting points.

MEDICAL ISSUES - If you have a medical condition or are not feeling well, please tell Group Lodging staff immediately.

IF YOU HAVE ANY CONCERNS - Please speak to the Group Lodging Manager on duty.

NO

- SMOKING
- ALCOHOL OR DRUGS
- WEAPONS
- PHOTOGRAPHY
(with cell phones or cameras)

WEBSITES FOR FURTHER REFERENCE

Provincial Emergency Program (PEP) Website – www.pep.bc.ca

Provides information regarding emergency management in BC, including:

- Preparedness, planning, response, and recovery
- Emergency management training
- Funding programs, including Disaster Financial Assistance
- Public safety lifeline volunteers

Public Safety Lifeline Volunteers – <http://pep.bc.ca/volunteer/volunteer.html>

This section on the PEP website provides information required by ESS response personnel, including:

- PEP policies, bulletins, and forms
- Emergency Services Volunteers Injury, Disability, Accidental Death, Liability and General Insurance Coverage (2008)
- PEP Interim Policy and Procedures Bulletin – Expense Reimbursement and Allowance Rates – Volunteers and Volunteer Groups
- Public Safety Lifeline Volunteers Safety Program Policy
- ESS Safety Program Guide
- Worker Care Material and Tools

Emergency Social Services (ESS) Website – www.ess.bc.ca

Refer to the ESS website for the most current updates to the following publications:

- ESS Field Guide
- Reception Centre Operational Guidelines
- Group Lodging Operational Guidelines
- Public Relations Toolkit

Notes: