

## **SECTION 2**

### **Group Lodging Function Checklists**



## TABLE OF CONTENTS

GROUP LODGING CHECKLISTS.....	2-1
GROUP LODGING MANAGER.....	2-3
SAFETY .....	2-7
LIAISON.....	2-8
INFORMATION.....	2-11
OPERATIONS SECTION.....	2-15
PRIMARY SERVICES BRANCH.....	2-19
CHECK IN/CHECK OUT .....	2-21
SLEEPING AREA .....	2-25
MEALS DISTRIBUTION .....	2-29
SPECIALIZED SERVICES BRANCH.....	2-33
RECREATION & LEISURE.....	2-35
MULTICULTURAL.....	2-37
TRANSPORTATION.....	2-39
HEALTH SERVICES BRANCH.....	2-41
FIRST AID.....	2-43
EMOTIONAL SUPPORT .....	2-45
SPECIAL NEEDS .....	2-47
PLANNING SECTION .....	2-49
SITUATION .....	2-53
DOCUMENTATION .....	2-55
ADVANCE PLANNING.....	2-57
DEMOBILIZATION .....	2-59
LOGISTICS SECTION .....	2-61
SUPPLY BRANCH.....	2-65
RESOURCE ACQUISITION.....	2-67
SHIPPING & RECEIVING.....	2-71
VOLUNTEER/STAFF MANAGEMENT BRANCH.....	2-75
GROUP LODGING SUPPORT BRANCH.....	2-79
FACILITY .....	2-81
CLERICAL.....	2-83
SECURITY.....	2-85
INFORMATION TECHNOLOGY BRANCH.....	2-87
TELEPHONES .....	2-89
AMATEUR RADIO .....	2-91
COMPUTER SYSTEMS.....	2-93
FINANCE SECTION .....	2-95
COST .....	2-99
TIME.....	2-101
COMPENSATION & CLAIMS.....	2-103
PROCUREMENT.....	2-105



## GROUP LODGING CHECKLISTS

This section provides response checklists for function(s) required for a Group Lodging facility.

Figure 1-2 illustrates the organizational structure of these functions for a fully expanded Group Lodging facility. Figure 1-3 shows position titles for each function when staffed.

**It is important to note that not all functions or positions are required for all emergencies.** Furthermore, for those functions that are activated, separate personnel are not always required. In other words, **one individual could fulfill multiple functions at the Group Lodging facility.**

Personnel should read the entire checklist once first before initiating action items.

As emergencies and exercises are reviewed, the applicability of the checklists should also be reviewed and revised as needed.



## GROUP LODGING MANAGER

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

**Reports to:** ESS Branch Coordinator at local EOC (normally performed by local ESS Director)

### **Responsibilities:**

1. Ensure that the Group Lodging facility has been approved for use (e.g., agreement in place, safe, etc.) by the EOC or designated authority.
2. Ensure the safety of all ESS responders and evacuees
3. Exercise overall management responsibility for the Group Lodging facility and ensure that all "required" functions are carried out (refer to the Figure 1-2 "Organization Chart in a Fully-Expanded Group Lodging Facility").
4. Establish the appropriate staffing level for the Group Lodging facility and continuously monitor organizational effectiveness to ensure that appropriate modifications occur as required.
5. Allocate space and workstations for each of the required Group Lodging functions.
6. Ensure that initial and ongoing briefings are provided to staff.
7. In consultation with General and Management staff, set objectives for the Group Lodging facility and ensure that all tasks for each objective are accomplished.
8. 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 Coordinator for final approval and release by EOC.
9. 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 5 workers needed or 10 etc.)

- Ensure that the appropriate personnel for the initial activation of the Group Lodging facility are called out and that they sign in on PEP Task Sheet.
- Ensure that facility is inspected for safety hazards and that any safety issues are promptly rectified.
- Assign a person to answer incoming telephone calls to the Group Lodging facility.
- 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 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 Branch Coordinator at the EOC.
- Maintain position log in chronological order describing actions taken during the shift.
- Maintain a receptionist position to answer all incoming telephone calls to the 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 Branch Coordinator at the EOC for final approval and release.
- Review and approve Situation Reports, Action Plans, Media Releases, exceptional resource requests etc. being forwarded to the EOC as required.

- Provide direction and support to Management and General Staff as required.
- Ensure ongoing monitoring of facility operations to ensure worker and evacuee safety.
- Ensure that appropriate worker care is implemented.
- 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 meetings/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 and identify outstanding action items or issues.

**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 returned, stored, replenished and/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.
- Complete Task Report form and forward to ESS Director.
- Access critical incident stress debriefing as needed.
- Be prepared to provide input to any post event processes (e.g., debriefs, reports etc.).

**Function Aids:**

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

## SAFETY

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

**Reports to:** Group Lodging Manager  
**Title (if function is staffed):** Safety Officer

### Responsibilities:

1. Ensure that all issues concerning the safety and well being of workers and evacuees in the Group Lodging facility are handled proactively.
2. Ensure that all buildings and other facilities used in support of the Group Lodging are in safe operating condition.
3. Ensure worker care measures are implemented.
4. Monitor operational procedures and activities in the Group Lodging facility to ensure they are being conducted in a manner that promotes safety and worker care considering the existing situation and conditions.
5. Enforce applicable local authority bylaws and WorkSafe BC regulations and reports.

### Activation Phase:

- Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- Report to the Group Lodging Manager 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.
- Tour the entire Group Lodging facility with the Facility Supervisor to evaluate and record current building conditions; advise the Group Lodging Manager of any conditions which might result in injury or liability (e.g., unsafe layout of equipment etc.).

### Operational Phase:

- Maintain communication with Group Lodging Manager.
- Provide status report information at management team meetings.
- Maintain position log in chronological order describing actions taken during the shift.
- Ensure worker care measures are activated:
  - ESS worker quiet room;
  - Buddy system;
  - Emotional support services;
  - Appropriate personnel scheduling.
- Ensure that appropriate worker care is maintained throughout the operation.

- Inspect the Group Lodging facility and document the locations of all fire extinguishers, emergency pull stations and evacuation routes and exits.
- Develop a brief Fire Safety Plan and ensure all exits are marked, fire extinguishers are charged, and evacuation routes are clear of obstructions.
- Post throughout the facility and inform everyone of evacuation routes and plans.
- Prepare and present safety briefings for the Group Lodging Management Team at appropriate meetings.
- Provide guidance to Group Lodging staff regarding actions to protect themselves from the emergency event, such as smoke from a wildfire or aftershocks from an earthquake.
- Ensure that the Group Lodging facility is free from any environmental threats (e.g., hazardous materials exposure, air purity, water quality etc.).
- Stop or modify all unsafe operations notifying the Group Lodging Manager of actions taken.
- Keep the Group Lodging Manager advised of unsafe conditions; take action when necessary.
- Coordinate with the Finance Section in preparing any personnel injury claims or records.
- Brief replacement for the next shift and identify outstanding action items or issues.

#### **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 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
- Status Report
- Shift Schedule
- ESS Resource Request Form
- Facility Safety Inspection Sheet
- ESS Worker Quiet Room Guidelines
- WorkSafe BC Forms (not provided in Section 3)
- OHS Guidelines (not provided in Section 3)

### **LIAISON**

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

**Reports to:** Group Lodging Manager  
**Title (if function is staffed):** Liaison Officer

**Responsibilities:**

1. Act as a point of contact for representatives from external agencies (e.g., ESS Mobile Support Teams, Canadian Red Cross, The Salvation Army, St. John Ambulance and other supporting agencies.) arriving at the Reception Centre.
2. Ensure workers from external agencies are properly integrated into the Group Lodging operation.
3. Provide information to workers about the role of external agencies.
4. Assist the Group Lodging Manager in ensuring proper procedures are in place for conducting VIP/visitor tours of the Group Lodging facility.

**Activation Phase:**

- Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- Report to Group Lodging Manager 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 Group Lodging Manager.
- Provide status report information at management team meetings.
- Maintain position log in chronological order describing actions taken during the shift.
- Ensure personnel from external agencies, who are working at the Group Lodging facility, sign the PEP Task Registration Form in Volunteer/Staff Management Branch and understand the daily sign-in/sign-out procedures.
- Ensure distribution of Volunteer/Staff Information Sheet to all external agency personnel upon their arrival.
- Direct the external agency representatives to the Volunteer/Staff Management Branch for work assignment.
- Ensure that all communications with appropriate emergency response agencies is established and maintained.
- Conduct VIP/visitor tours of the Group Lodging facility.
  - Brief replacement for the next shift and identify outstanding action items or issues.

**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 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
- Status Report
- Shift Schedule
- ESS Resource Request Form
- Volunteer/Staff Information Sheet

## INFORMATION

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

**Reports to:** Group Lodging Manager

**Title (if function is staffed):** Information Officer

Note: This position does not act independently; he/she must work in conjunction with the local authority EOC Information Officer.

### Responsibilities:

1. Works under the direction of the EOC Information Officer to manage and coordinate all public and media information needs regarding ESS.
2. Ensures the safety of all workers and members of the public in the operations section.
3. Ensure that complete, accurate and consistent information about the Group Lodging facility, which has been approved by the Group Lodging Manager, is provided to the EOC Information Officer.
4. Ensure that the Group Lodging Manager is kept fully apprised of all information coming and going to the Group Lodging facility.
5. Coordinate periodic meetings with residents giving them updated information.
6. Coordinate public information meetings in conjunction with the EOC Information Officer.
7. Maintain a positive relationship with the media representatives visiting the Group Lodging facility and control their access and information gathering activities as per direction from EOC.
8. Establish and maintain an information station/board in the Group Lodging facility.

### Activation Phase:

- Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- Report to Group Lodging Manager 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.
- Set up an information area.

- 
- Post bulletin boards in convenient locations.

**Operational Phase:**

- Maintain communication with Group Lodging Manager.
- Provide status report information at management team meetings.
- Maintain position log in chronological order describing actions taken during the shift.
- Provide television services to monitor the event if available.
- Post information on the event and Group Lodging activities. Keep posted information up-to-date.
- Obtain policy guidance from the EOC Information Officer regarding media releases concerning the Group Lodging facility.
- Coordinate any media visits to the Group Lodging facility with the Liaison Officer at the Group Lodging facility, the Group Lodging Manager, and the Information Officer at the EOC.
- Monitor media activities and remind media representatives that they must ask permission of residents before doing interviews or taking pictures.
- Keep the Group Lodging Manager advised of all unusual requests for information and of all major critical or unfavourable media comments regarding the Group Lodging operation.
- Coordinate with the Situation Unit and identify methods for obtaining and verifying significant information as it develops.
- Maintain up-to-date status boards and other references (e.g., information on ESS – see function aids) for media representatives.
- At the request of the Group Lodging Manager prepare media briefings.
- At the request of the Group Lodging Manager prepare the Resident Information Sheet.
- Ensure that a rumour control function is established to correct false or erroneous information concerning the Group Lodging facility.
- Ensure that announcements, information, and materials are translated and prepared for special populations (e.g., non-English speaking, hearing impaired etc.)
- Ensure that file copies are maintained of all information released.
- Provide copies of all media releases and media broadcasts to the Group Lodging Manager.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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 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
- Status Report
- Shift Schedule
- ESS Resource Request Form
- Media Relations Guide
- Emergency Social Services – Key Messages
- What is Emergency Social Services? – fact sheet
- Resident Information Sheet

## OPERATIONS SECTION

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

**Reports to:** Group Lodging Manager

**Title (if function is staffed):** Operations Section Chief

### Responsibilities:

1. Ensure that the following responsibilities of the Operations Section are carried out at the Group Lodging facility as required:
  - Check In/Check Out
  - Sleeping Area
  - Meals Distribution
  - Recreation & Leisure
  - Multicultural Services
  - Transportation
  - First Aid
  - Emotional Support
  - Special Needs
2. Establish the appropriate level of organization and staffing for the Operations Section and modify as required.
3. Exercise overall responsibility for the coordination of activities within the Section.
4. Ensure Section objectives as stated in the Group Lodging Action Plan are accomplished within the operational periods or deadlines.
5. Conduct Operations Section briefings and inform the Group Lodging Manager of significant issues affecting the Operations Section.
6. Supervise the Operations Section.

### Activation Phase:

- Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- Report to Group Lodging Manager 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.
- Obtain Task Number from Group Lodging Manager.

- Request Volunteer/Staff Management Branch call-out appropriate personnel for the initial activation of the Operations Section.
- Based on the situation, activate Branches and/or Units within the Section as needed and designate Branch Coordinators and/or Unit Supervisors as required:
  - Primary Services Branch
    - Check In/Check Out Unit
    - Sleeping Area Unit
    - Meals Distribution Unit
  - Specialized Services Branch
    - Recreation & Leisure Unit
    - Multicultural Unit
    - Transportation Unit
  - Health Services Branch
    - First Aid Unit
    - Emotional Support Unit
    - Special Needs Unit
- Ensure that the Section is set up properly and work with Logistics to ensure that appropriate people, equipment, workstations, and supplies are in place, including telecommunications, maps and status boards if required.
- Review responsibilities of Branches and/or Units in the Operations Section.
- Meet with all Branch Coordinators (or Unit Supervisors if Branches are not developed) and ensure that responsibilities are clearly understood.
- Ensure workers within the Section are given a checklist for their respective function(s).
- Assist Branch Coordinators (or Unit Supervisors if Branches are not developed) in determining objectives for the Section, as well as plans to accomplish their objectives within the first operational period, or in accordance with the Group Lodging Action Plan.
- Notify the Group Lodging Manager when the Section is operational.

### **Operational Phase:**

- Maintain communication with Group Lodging Manager.
- Provide status report information at management team meetings.
- Maintain position log in chronological order describing actions taken during the shift.
- Attend and participate in briefings and Action Planning meetings.
- Identify key issues currently affecting the Section; meet with Branch Coordinators and/or Unit Supervisors and determine appropriate Section objectives for each operational period.
- Based on the situation known or forecasted, determine likely future needs of the Section.
- Provide the Planning Section Chief with the Operations Section's objectives at least 30 minutes prior to each Action Planning meeting.
- Work closely with the Branches and Units to ensure that the Section's objectives, as defined in the current Action Plan, are being addressed.
- Ensure that situation information is provided to the Planning Section on a regular basis or as the situation requires.
- Establish shifts of Operations Section staff as appropriate to the emergency.
- Provide Section personnel with information updates as required.

- Ensure that all Section supervisory personnel maintain their position logs.
- Ensure that all equipment & supplies are tracked and accounted for.
- Ensure that the Branches and Units coordinate all resource needs through the Logistics Section.
- Assist, support and provide direction as required.
- Inform Group Lodging Manager of need for assistance from ESS Support Organizations if required.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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 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
- Status Report
- Shift Schedule
- ESS Resource Request Form



## PRIMARY SERVICES BRANCH

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

**Reports to:** Operations Section Chief

**Title (if this function is staffed):** Primary Services Branch Coordinator

### Responsibilities:

1. Ensure that the following primary services are arranged for and carried out at the Group Lodging facility as required:
  - Check In/Check Out
  - Sleeping Area
  - Meals Distribution
2. Oversee the functioning of these Primary Services.

### 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.
- Establish workstations for each of the Primary Services, as required.
- 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.
- Ensure all Branch personnel sign the PEP Task Registration Form and understand the daily sign-in/sign-out procedures.
- Inform the Operations Section Chief on any significant issues affecting the Primary Service Branch.
- Attend Operations Section briefings.
- Provide status report information to Section Chief prior to management team meetings.
- Brief Supervisors within Primary Services Branch as needed.
- Prepare staff schedules as needed.
- Assist, support and provide direction to Unit Supervisors.
- Monitor Unit personnel to ensure appropriate worker care is implemented.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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 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
- Status Report
- Shift Schedule
- ESS Resource Request Form

## 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 checking in to the facility.
- Initiate request to assigned supervisor for call-out of ESS Support Organizations to assist if required.
- Attend briefings as requested.
- Provide status report information to Section Chief prior to management team meetings.
- 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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
- Status Report
- Shift Schedule
- ESS Resource Request Form
- Group Lodging Resident Check In/Check Out Log
- Resident Information Sheet

## Check In/Check Out

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

**Reports to:** Check In/Check Out Supervisor

**Title (if this function is staffed):** Check In/Check Out Worker

### Responsibilities:

1. Greet evacuees/public as they enter the facility.
2. In conjunction with the Information Officer (if staffed, otherwise the Group Lodging Manager), address questions that those entering the Group Lodging facility have about the Group Lodging facility.
3. Check in and check out individuals/evacuees who have been sent by the Reception Centre to the facility for accommodations.
4. Refer evacuees to other areas within the Group Lodging facility.

### Activation Phase:

- Check in with Volunteer/Staff Management Branch at the Group Lodging facility and sign the PEP Task Registration Form. Obtain identification.
- Report to assigned supervisor to obtain current status and specific instructions.
- Establish workspace; place a table near the entrance of the Group Lodging facility for Check In/Check Out.
- 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.
- Post the Check In/Check Out sign above the table (signs may need to be posted in languages other than English).

### Operational Phase:

- Maintain communication with assigned supervisor.
- Make entries in the position log to list the actions taken during the shift as required.
- Welcome those entering the facility, answer their questions and record their names on the Group Lodging Resident Check In/Check Out Log if referred for accommodations by the Reception Centre (collect white copy of the Referral form from the evacuee and file alphabetically).
- Distribute a Group Lodging Resident Information Sheet to those checking in to the facility.
- If those entering the facility have not been sent by the Reception Centre, refer them back to the Reception Center (if practical and possible).

- Refer those who would like to volunteer for Group Lodging work to the Volunteer/Staff Management Branch at the Group Lodging facility.
- Attend briefings as required.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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
- 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.
- Determine the location of the sleeping quarters.
- If not predetermined, establish the total numbers of individuals that can be accommodated (see Function Aid: Group Lodging Facility Sanitation Standards).
- Determine how to group sleepers (e.g. families with small infants, the elderly, people with disabilities/special needs etc.)
- Obtain cots/mats and bedding from Logistics.
- 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 sleeping 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 the Group Lodging Management team are clearly posted and residents are advised of them.

- Attend briefings as requested.
- Provide status report information to Section Chief prior to management team meetings.
- 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

### **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
- Status Report
- Shift Schedule
- ESS Resource Request Form
- Sleeping Area Assignment Log
- Group Lodging Resident Information
- Group Lodging Facility Sanitary Standards

## Sleeping Area

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

**Reports to:** Sleeping Area Supervisor

**Title (if this function is staffed):** Sleeping Area Worker

### Responsibilities:

1. Set up the cots and blankets in the sleeping area at the Group Lodging facility.
2. Assign residents to a sleeping space.
3. Supervise the sleeping area.

### Activation Phase:

- Check in with Volunteer/Staff Management Branch at the Group Lodging facility and sign the PEP Task Registration Form. Obtain identification.
- Report to assigned supervisor to obtain current status and specific instructions.
- Establish workspace; set up a table to work from where the assignment of sleeping space can take place.
- 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.
- Set up cots/mats based on 3.5 square metres or 40 square feet (8 feet by 5 feet) per person when possible. A space of 0.75 metres between beds should be maintained.
- Obtain personal care/hygiene kits from Logistics for distribution.

### Operational Phase:

- Maintain communication with assigned supervisor.
- Make entries in the position log to list the actions taken during the shift as required.
- Allocate sleeping space to Group Lodging residents.
- Distribute a personal care/hygiene kit to each resident.
- Conduct security patrols/sleep watches of the sleeping area as directed by the Safety function.
- Remind residents of Sleeping Area rules as required (e.g. quiet hours, lights out time, no food in sleeping area, cleanliness, etc).
- Inform residents of evacuation routes within the sleeping area as directed by the Security function.
- Adjust sleeping arrangement if required.
- Attend briefings as required.
- Brief replacement for the next shift and identify outstanding action items or issues.

### 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
- 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 function requires at least one Food Safe certified individual on site at all times when food is being handled.

### 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.
- Provide status report information to Section Chief prior to management team meetings.
- Organize the preparation or ordering of regular meals for residents of Group Lodging facility, as required.
- Ensure a record of meals distributed is created and 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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
- Status Report
- Shift Schedule
- ESS Resource Request Form
- Suggested Food for Distribution in a Group Lodging
- Food Services Record
- Food Safe Information (not provided in Section 3)

## Meals Distribution

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

**Reports to:** Meals Distribution Supervisor

**Title (if this function is staffed):** Meals Distribution Worker

Note: This function requires at least one Food Safe certified individual on site at all times when food is being handled.

### Responsibilities:

1. Distribute catered and/or prepared meals to residents and staff of the Group Lodging facility.
2. Keep eating area clean as per Food Safe standards.

### 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.
- Distribute any catered meals to residents, if required.
- Prepare regular meals for residents of Group Lodging facility, as required.
- Maintain a record of meals distributed.
- Use proper food handling procedures.
- Clean up eating area regularly to maintain Food Safe standards.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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 Section 3)

## SPECIALIZED SERVICES BRANCH

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

**Reports to:** Operations Section Chief

**Title (If this function is staffed):** Specialized Services Branch Coordinator

### Responsibilities:

1. Ensure that the following specialized services are arranged for and carried out at the Group Lodging facility as required:
  - Recreation & Leisure,
  - Multicultural,
  - Transportation.
2. Oversee the functioning of these Specialized Services.

### 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 instruction.
- Establish workspace.
- 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.
- Establish workstations for each of the Specialized Services as required.
- 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.
- Ensure that all Branch personnel sign the PEP Task Registration Form and understand the daily sign-in/ sign-out procedures.
- Inform Operations Section Chief on any significant issues affecting the Specialized Services Branch.
- Attend Operations Section briefings.
- Provide status report information to Section Chief prior to management team meetings.
- Brief Supervisors within Specialized Services 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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
- Status Report
- Shift Schedule
- ESS Resource Request Form

## 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.
- Provide status report information to Section Chief prior to management team meetings.
- 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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
- Status Report
- Shift Schedule
- ESS Resource Request Form
- Recreational Activity Lists

## MULTICULTURAL

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

**Reports to:** Specialized Services Branch Coordinator  
**Title (if this function is staffed):** Multicultural Supervisor

### Responsibilities:

1. Oversee the provision of the following Multicultural services:
  - Translators
  - Ethnic foods
  - Specific clothing or
  - Other needs due to cultural practice and/or religious requirements.
2. Provide direction and support to Multicultural 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.
- 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.
- Determine if translators are needed on site.
- Notify the Resource Acquisition Unit and/or Meals Distribution Unit of any special clothing, food items, or other needs by a specific cultural group.

### Operational Phase:

- Maintain communication with assigned supervisor.
- Provide status report information to Section Chief prior to management team meetings.
- Maintain position log in chronological order describing actions taken during the shift.
- Act as a resource for other ESS workers who may encounter language or cultural situations.
- Arrange for translators as needed.
- Attend briefings with all personnel and remind people of the resource offered by this Unit.
- Provide cultural information based on the demographics of residents in the Group Lodging facility as needed.
- Determine if ethnic foods will be required in the Group Lodging facility. Work with Resource Acquisition Unit and the Meals Distribution Unit to arrange for and distribute these foods if required.

- Assess clothing needs based on culture. If there is a need for culturally specific clothing work with Resource Acquisition Unit to arrange for this need.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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
- Status Report
- Shift Schedule
- ESS Resource Request Form
- ESS Translation Guide from New Westminster team (not provided in Section 3)

## TRANSPORTATION

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

**Reports to:** Specialized Services Branch Coordinator

**Title (if this function is staffed):** Transportation Supervisor

Note: This function ensures that residents are provided with transportation from a Group Lodging facility to either the Reception Centre or for recreational activities organized by the Recreation & Leisure Unit. It is not responsible for evacuating people from their homes.

### Responsibilities:

1. In consultation with the EOC, provide the transportation of residents from the Group Lodging facility to the services planned and provided for during their stay.
2. Ensure the safety of all persons using transportation services.

### 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.
- Establish work area for Transportation personnel, including a parking area for vehicles.
- Select a staging area and map an efficient route for returning and leaving vehicles.
- Working with Security/Traffic set out high-visibility cones, signs or other markings to demark an area of vehicle traffic.

### Operational Phase:

- Maintain communication with assigned supervisor.
- Provide status report information to Section Chief prior to management team meetings.
- Maintain position log in chronological order describing actions taken during the shift.
- Liaise with Check In/Check Out Supervisor to advise of busloads of people before they arrive.
- Liaise with Specialized Services Branch Coordinator on transportation needs of the residents. Determine if residents need to share taxis, or if there is an alternate way of transporting people (e.g., buses) from the Group Lodging facility.
- Ensure that transportation for residents is available as required.
- Advise drivers of staging area and on-site route to manage traffic.
- Brief replacement for the next shift and identify outstanding action items or issues.

---

### **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
- Status Report
- Shift Schedule
- ESS Resource Request Form

## HEALTH SERVICES BRANCH

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

**Reports to:** Operations Section Chief

**Title (if function is staffed):** Health Services Branch Coordinator

### Responsibilities:

1. Ensure that the following Health Services are arranged for and carried out at the Group Lodging facility as required:
  - First Aid,
  - Emotional Support,
  - Special Needs.
2. Oversee the functioning of these Health Services.
3. Address Public Health issues for 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.
- Establish workstations for each of the Health Services as required.
- Ensure workers within the Branch are given a checklist for their respective function.
- Liaise with public health or local health authority to ensure areas of concern (e.g. food, water, and sanitation) are addressed properly and/or to support others as needed.

### Operational Phase:

- Maintain communication with assigned supervisor.
- Maintain position log in chronological order describing actions taken during the shift.
- Ensure that all Branch personnel sign the PEP Task Registration Form and understand the daily sign-in/sign-out procedures.
- Inform Operations Section Chief on any significant issues affecting the Health Services Branch.
- Provide status report information to Section Chief prior to management team meetings.
- Attend Operations Section briefings.
- Brief Supervisors within Health Services 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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 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
- Status Report
- Shift Schedule
- ESS Resource Request Form

## FIRST AID

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

**Reports to:** Health Services Branch Coordinator

**Title (if function is staffed):** First Aid Supervisor

Note: Individuals 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.
- Provide status report information to Section Chief prior to management team meetings.
- 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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
- Status Report
- Shift Schedule
- ESS Resource Request Form
- First Aid forms (not provided)
  - o 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 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 counselling 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.

- Provide status report information to Section Chief prior to management team meetings.
- 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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
- Status Report
- Shift Schedule
- ESS Resource Request Form

## SPECIAL NEEDS

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

**Reports to:** Health Services Branch Coordinator

**Title (if function is staffed):** Special Needs Supervisor

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

### Responsibilities:

1. Arrange for medical equipment, health care supplies and other specialised care needs (e.g. quiet room for nursing mothers) to be provided to residents as required.
2. Ensure the provision of care for our vulnerable populations such as:
  - dependent people (both frail or infirm elderly and special needs children)
  - people with disabilities
  - nursing mothers.

### 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 medications and other health care supplies & equipment for residents are obtainable. Confer with the Referrals Unit Supervisor in the Reception Centre on these issues.
- Provide special health care needs (e.g. baby diapers, adult diapers, wheelchairs, etc.) at the Group Lodging facility.
- Provide assistance to pregnant women, nursing mothers, the frail elderly, special-needs children etc. as required.
- Provide care for dependent adults who arrive at the Group Lodging facility as required.
- Attend briefings as requested.
- Provide status report information to Section Chief prior to management team meetings.
- Brief workers within the Unit as needed.
- Prepare shift schedules as needed.
- Monitor Unit personnel to ensure appropriate worker care is implemented.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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
- Status Report
- Shift Schedule
- ESS Resource Request Form

## PLANNING SECTION

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

**Reports to:** Group Lodging Manager

**Title (if function is staffed):** Planning Section Chief

### Responsibilities:

1. Ensure that the following responsibilities of the Planning Section are carried out at the Group Lodging facility as required:
  - Prepare and distribute the Group Lodging Action Plan for each operational period, and facilitate planning meetings,
  - Collect, analyze and display situation information,
  - Prepare periodic Situation Reports,
  - Document and maintain files on all Group Lodging activities,
  - Conduct Advance Planning activities,
  - Plan for Demobilization of the Group Lodging facility.
2. Establish the appropriate level of organization and staffing for the Planning Section and modify as required.
3. Exercise overall responsibility for the coordination of activities within the Section.
4. Ensure Section objectives as stated in the Group Lodging Action Plan are accomplished within the operational periods or deadlines.
5. Conduct Planning Section briefings and keep the Group Lodging Manager informed of significant issues affecting the Planning Section.
6. Supervise the Planning Section.

### Activation Phase:

- Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- Report to Group Lodging Manager 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.
- Obtain Task Number from Group Lodging Manager.
- Have Volunteer/Staff Management Branch call-out appropriate personnel for the initial activation of the Planning Section.

- Based on the situation, activate Units within the Planning Section as needed and designate a Supervisor for each Unit as required.
  - Situation Unit
  - Documentation Unit
  - Advance Planning Unit
  - Demobilization Unit
- Ensure that the Section is set up properly and work with Logistics to ensure that appropriate people, equipment, workstations, and supplies are in place, including telecommunications, maps and status boards if required.
- Review responsibilities of the Units in Planning Section.
- Meet with all Unit Supervisors and ensure that responsibilities are clearly understood.
- Ensure workers within the Section are given a checklist for their respective function(s).
- Assist Unit Supervisors in developing objectives for the Section, as well as plans to accomplish their objectives within the first operational period, or in accordance with the Group Lodging Action Plan.
- Notify the Group Lodging Manager when the Section is operational.

### **Operational Phase:**

- Maintain communication with Group Lodging Manager.
- Provide status report information at management team meetings.
- Maintain position log in chronological order describing actions taken during the shift.
- Attend and participate in briefings.
- Identify key issues currently affecting the Section; meet with Unit Supervisors and determine appropriate Section objectives for each operational period.
- Establish shifts of Planning Section staff as appropriate to the emergency.
- Provide Section personnel with information updates as required.
- Ensure that all Section supervisory personnel maintain their logs.
- Ensure that all equipment & supplies are tracked and accounted for.
- Facilitate Group Lodging Action Planning meetings.
- Work closely with the Units to ensure that the Section's objectives, as defined in the current Action Plan, are being addressed.
- Based on the situation known or forecasted, determine likely future needs of the Section.
- Ensure that objectives for each section are completed, collected and posted in preparation for the next Action Plan meeting.
- Ensure that the Group Lodging Action Plan is completed, signed off by the Group Lodging Manager and distributed prior to the start of the next operational period.
- Ensure that the Situation Unit prepare Situation Reports, as required, for sign off by the Group Lodging Manager.
- Ensure that status boards and other displays are kept current.
- Ensure that the Documentation Unit maintains files on all Group Lodging activities and provides reproduction and archiving services for the Group Lodging facility.

- Ensure that the Advance Planning Unit, based on information from EOC and/or other sources, forecasts events or conditions likely to occur beyond the forthcoming operational period, particularly those situations that may influence the overall priorities of the Group Lodging facility.
- Review and implement a Demobilization Plan for the Group Lodging facility.
- Ensure that the Information Officer has immediate and unlimited access to all status reports and displays.
- Assist, support and provide direction to Unit Supervisors.
- Inform Group Lodging Manager of need for assistance from ESS Support Organizations if required.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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, 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
- Status Report
- Shift Schedule
- ESS Resource Request Form
- Group Lodging Action Plan



## 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 and EOC.
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.
- Provide status report information to Section Chief prior to management team meetings.
- 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

#### **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
- Status Report
- Shift Schedule
- ESS Resource Request Form
- ESS Reception Centre/Group Lodging Situation Report

## DOCUMENTATION

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

**Reports to:** Planning Section Chief

**Title (if function is staffed):** Documentation Unit Supervisor

**Responsibilities:**

1. Oversee the implementation and operation of the Documentation Unit.
2. Ensure that Position Logs, Situation Reports, Action Plans, and other forms and documents at the Group Lodging facility are distributed, collected, organized, duplicated, filed and/or archived.
3. Provide direction and support to Documentation Unit 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.
- 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 workspace.
- 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.
- Meet with the Planning Section Chief to determine what Group Lodging materials/paperwork should be maintained as official records.
- Check all completed paperwork for accuracy and completeness. Return to function area supervisor if errors or omissions are found.
- Ensure that each form is delivered to its intended destination or filed appropriately.
- Check facsimiles machine on a regular basis and deliver faxes to intended recipients at the Group Lodging facility.
- Collect, organize and file all completed event or disaster related forms, such as Situation Reports, Action Plans, and any other related information as required.
- Provide word processing and document reproduction services to Group Lodging staff, if power and equipment are available.
- Reproduce the Situation Reports, Action Plans, and other documents as requested.
- Maintain a permanent archive of all Situation Reports and Action Plans associated with the event or disaster.

- Attend briefings as requested.
- Provide status report information to Section Chief prior to management team meetings.
- 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

**Deactivation Phase:**

- Complete all required forms, reports, and other documentation. All forms should be filed and packaged in preparation for demobilization prior to departure.
- Request storage instructions from the Planning Section Chief for all other operation documentation previously identified as official records which will be stored by the local authority.
- 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
- Status Report
- Shift Schedule
- ESS Resource Request Form

## ADVANCE PLANNING

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

**Reports to:** Planning Section Chief

**Title (if function is staffed):** Advance Planning Supervisor

### Responsibilities:

1. Oversee the implementation and operation of the Advance Planning Unit.
2. Review all available Situation Reports, Action Plans, and other significant documents/information to determine the potential future impact of the event or disaster on the Group Lodging facility, particularly issues that might modify the overall Group Lodging objectives.
3. Develop an Advance Plan consisting of the Group Lodging response and related issues (e.g., anticipates the Group Lodging future needs) likely to occur beyond the next operational period, generally within 24 to 72 hours.
4. Provide periodic briefings for the Group Lodging Manager, Officers, and Section Chiefs addressing Advance Planning issues.

### 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.
- Review Situation Reports and recent updates.
- Meet with the Group Lodging Management Team and determine best estimates of the future direction and outcomes of the event or disaster.
- Review Action Plan objectives submitted by each Section for the forthcoming operational period.
- Develop an Advance Plan identifying future policy and procedure related issues, significant resource needs, and any other key issues likely to affect the Group Lodging operations within a 24 to 72 hour time frame.

- Submit the Advance Plan to the Planning Section Chief for review and approval prior to communicating it to the Group Lodging Manager and Management Team.
- Attend briefings as requested.
- Provide status report information to Section Chief prior to management team meetings.
- 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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
- Status Report
- Shift Schedule
- ESS Resource Request Form
- Group Lodging Action Plan

## 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 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 or Unit Supervisors 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 facility is open.
- Advise all Section Chiefs to ensure that demobilized staff complete all required forms, reports, other documentation in coordination with the Volunteer/Staff Management Branch prior to leaving the Group Lodging facility.
- Attend briefings as requested.
- Provide status report information to Section Chief prior to management team meetings.
- 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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
- Status Report
- Shift Schedule
- ESS Resource Request Form

## LOGISTICS SECTION

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

**Reports to:** Group Lodging Manager

**Title (if function is staffed):** Logistics Section Chief

### Responsibilities:

1. In consultation with the EOC, ensure the following responsibilities of the Logistics Section at the Group Lodging facility are addressed as required:
  - Acquire supplies and resources needed (i.e. meals, cots, etc.) by residents and Group Lodging personnel,
  - Arrange for appropriate and sufficient Group Lodging personnel,
  - Arrange for Group Lodging support services (e.g. clerical) as required,
  - Ensure that facility, sanitation, security and traffic control services are maintained,
  - Ensure that communication systems are arranged and maintained for the Group Lodging facility.
2. Establish the appropriate level of organization and staffing for the Logistics Section and modifying as required.
3. Exercise overall responsibility for the coordination of activities within the Section.
4. Ensure Section objectives as stated in the Group Lodging Action Plan are accomplished within the operational periods or deadlines.
5. Conduct Logistics Section briefings and keep the Group Lodging Manager informed of all significant issues affecting the Logistics Section.
6. Supervise the Logistics Section.

### Activation Phase:

- Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- Report to Group Lodging Manager 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.
- Obtain Task Number from Group Lodging Manager.
- Have Volunteer/Staff Management Branch call-out appropriate personnel for the initial activation of the Logistics Section.

- Based on the situation, activate Branches and/or Units within the Logistics Section as needed and designate Branch Coordinators and/or Unit Supervisors as required,  
Supply Branch
  - Resource Acquisition Unit
  - Shipping/Receiving Unit
- Volunteer/Staff Management Branch
- Group Lodging Support Branch
  - Facility Unit
  - Clerical Unit
  - Security Unit
- Information Technology Branch
  - Telephones Unit
  - Amateur Radio Unit
  - Computer Systems Unit
- Ensure that the Section is set up properly and that appropriate people, equipment, workstations, and supplies are in place, including telecommunications, maps and status boards if required.
- Review responsibilities of Branches and/or Units within the Logistics Section.
- Meet with all Branch Coordinators (or Unit Supervisors if Branches are not developed) and ensure that responsibilities are clearly understood.
- Ensure workers within the Section are given a checklist for their respective function(s).
- Assist Branch Coordinators (or Unit Supervisors if Branches are not developed) in determining objectives for the Section, as well as plans to accomplish their objectives within the first operational period, or in accordance with the Group Lodging Action Plan.
- Notify the Group Lodging Manager when the Section is operational.
- Consult with the Finance Section to determine level of purchasing authority for the Logistics Section.

### **Operational Phase:**

- Maintain communication with Group Lodging Manager.
- Provide status report information at management team meetings.
- Maintain position log in chronological order describing actions taken during the shift.
- Attend and participate in briefings and Action Planning meetings.
- Identify key issues currently affecting the Section; meet with Branch Coordinators and/or Unit Supervisors and determine appropriate Section objectives for each operational period.
- Based on the situation known or forecasted, determine likely future needs of the Section.
- Provide the Planning Section Chief with the Logistics Section's objectives at least 30 minutes prior to each Action Planning meeting.
- Work closely with Branches and Units to ensure that the Section's objectives, as defined in the current Action Plan, are being addressed.
- Ensure that situation information is provided to the Planning Section on a regular basis or as required.
- Establish shifts of Logistics staff as appropriate to the emergency.
- Provide Section personnel with information updates as required.

- Ensure that all Section supervisory personnel maintain their position logs.
- Ensure that all equipment & supplies are tracked and accounted for.
- Ensure appropriate paperwork (e.g., Task Registration Forms) is given to the Documentation Units in a timely manner.
- Ensure that the Supply Branch coordinates closely with the Finance Section to ensure that all required documents and procedures are completed.
- Ensure that the Supply Branch addresses requests for material goods.
- Ensure that the Volunteer/Staff Management Branch addresses requests for ESS personnel.
- Ensure that the Group Lodging Support Branch addresses issues of support for the Group Lodging facility.
- Ensure that the Information Technology Branch addresses requests for communications and computer systems as available.
- Assist, support and provide direction as required.
- Inform Group Lodging Manager of need for assistance from ESS Support Organizations if required.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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 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
- Status Report
- Shift Schedule
- ESS Resource Request Form



## SUPPLY BRANCH

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

**Reports to:** Logistics Section Chief

**Title (if this function is staffed):** Supply Branch Coordinator

### Responsibilities:

1. Ensure the following services are arranged for and carried out at the Group Lodging as required:
  - Resource Acquisition,
  - Shipping & Receiving.
2. Oversee the functioning of these services.

### 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.
- Establish workstations for each function within the Branch as required.
- 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.
- Ensure that all Branch personnel sign the PEP Task Registration Form and understand the daily sign-in/ sign-out procedures.
- Establish and maintain contact with EOC Logistics and take direction.
- Determine and confirm spending limits with the Finance Section if not provided by Logistics Section Chief.
- Brief Logistics Section Chief on significant issues affecting the Supply Branch.
- Attend Logistics Section briefings.
- Provide status report information to Section Chief prior to management team meetings.
- 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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 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
- Status Report.
- 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.
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.
- 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.
- Provide status report information to Section Chief prior to management team meetings.
- 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

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

## Resource Acquisition

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

**Reports to:** Resource Acquisition Supervisor

**Title (if this function is staffed):** Resource Acquisition Worker

### Responsibilities:

1. Acquire material resources, supplies and equipment as directed.

### Activation Phase:

- Check in with Volunteer/Staff Management Branch at the Group Lodging facility 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.
- Make entries in the position log to list the actions taken during the shift as required.
- Order necessary supplies and equipment as directed by supervisor.
- Identify any supply problems and inform supervisor.
- Attend briefings as required.
- Brief replacement for the next shift and identify outstanding action items or issues.

### 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
- ESS Resource Acquisition Log & Status Board
- Local Authority Purchase Order (not provided)

## SHIPPING & RECEIVING

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

**Reports to:** Supply Branch Coordinator

**Title (if this function is staffed):** Shipping & Receiving Supervisor

### Responsibilities:

1. Oversee the implementation and operation of the Shipping & Receiving Unit at the Group Lodging facility.
2. Provide direction and support to workers who are shipping, receiving and distributing goods.
3. Ensure that safe work practices (e.g., loading docks etc.) are in place and being adhered to.

### 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.
- Ensure that the Shipping & Receiving Record is maintained.
- Ensure that materials are delivered to their intended destination within the Group Lodging facility.
- Make arrangements for shipping out materials as required. Complete the Shipping & Receiving Record.
- Keep track of any receipts for delivery to the Finance Section.
- Attend briefings as requested.
- Provide status report information to Section Chief prior to management team meetings.
- 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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
- Status Report
- Shift Schedule
- ESS Resource Request Form
- Shipping & Receiving Record

## Shipping and Receiving

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

**Reports to:** Shipping and Receiving Supervisor

**Title (if this function is staffed):** Shipping and Receiving Worker

### Responsibilities:

1. Receive, record, and distribute all incoming goods to the Group Lodging facility.
2. Ship outgoing goods.

### Activation Phase:

- Check in with Volunteer/Staff Management Branch at the Group Lodging facility 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.
- Make entries in the position log to list the actions taken during the shift as required.
- Record receipt of all incoming goods on the Shipping and Receiving Record.
- Deliver materials to their intended destination within the Group Lodging facility.
- Ship out materials as required.
- Attend briefings as required.
- Brief replacement for the next shift and identify outstanding action items or issues.

### 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
- Shipping & Receiving Record

## 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.
- Provide status report information to Section Chief prior to management team meetings.
- 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

### **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
- Status Report
- 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



## GROUP LODGING SUPPORT BRANCH

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

**Reports to:** Logistics Section Chief

**Title (if this function is staffed):** Group Lodging Support Branch Coordinator

### Responsibilities:

1. Ensure the following support services are arranged for and carried out at the Group Lodging as required:
  - Facility
  - Clerical
  - Security
2. Oversee the functioning of these services.

### 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.
- Establish workstations for each function within the Branch as required.
- 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.
- Ensure that all Branch personnel sign the PEP Task Registration Form and understand the daily sign in/sign out procedures.
- Ensure that Security, Facility and Clerical staff are available at the Group Lodging facility on an ongoing basis or as required.
- Brief Logistics Section Chief on significant issues affecting the Group Lodging Support Branch.
- Attend Logistics Section briefings.
- Provide status report information to Section Chief prior to management team meetings.
- 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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
- Status Report
- Shift Schedule
- ESS Resource Request Form

## 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 that the maintenance and sanitation of the facility is performed.
3. 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.
- Provide status report information to Section Chief prior to management team meetings.
- 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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:**

- Position Log
- ESS Personnel Request Form
- Status Report
- Shift Schedule
- ESS Resource Request Form
- Facility Safety Inspection Sheet
- ESS Worker Quiet Room Guidelines
- Group Lodging Facility Sanitary Standards
- Group Lodging Accommodations and Resource Record – example

## CLERICAL

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

**Reports to:** Group Lodging Support Branch Coordinator  
**Title (if this function is staffed):** Clerical Unit Supervisor

### Responsibilities:

1. Consult with all the Group Lodging Branches and Units to determine if Clerical workers are needed.
2. Ensure that Clerical personnel (e.g. scribes, receptionist, minute-taking, word processing, data entry etc.) are available to all functions as required.

### 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.

### Operational Phase:

- Maintain communication with assigned supervisor.
- Maintain position log in chronological order describing actions taken during the shift.
- Provide a scribe for the Group Lodging Manager on each shift.
- Consult with the Group Lodging Management Team to assess needs for clerical support.
- Provide a receptionist for phone duties on each shift.
- Oversee assignments of Clerical workers.
- Attend briefings as requested.
- Provide status report information to Section Chief prior to management team meetings.
- 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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
- Status Report
- Shift Schedule
- ESS Resource Request Form
- Contact Log

## 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 reports from Group Lodging personnel 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.
- Provide status report information to Section Chief prior to management team meetings.
- Prepare shift schedules as needed.
- Assist, support and provide direction to workers.
- Monitor Unit personnel to ensure appropriate worker care is implemented.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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.
- Status Report
- Shift Schedule
- ESS Resource Request Form
- Incident Report Form

## INFORMATION TECHNOLOGY BRANCH

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

**Reports to:** Logistics Section Chief

**Title (if this function is staffed):** Information Technology Branch Coordinator

**Responsibilities:**

1. Ensure that the following Information Technology services are carried out at the Group Lodging facility as required:
  - Telephones
  - Amateur Radio
  - Computer Systems
2. Oversee the functioning of these services.

**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.
- Establish workstations for each Unit within the Branch as required.
- 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.
- Ensure that all Branch personnel sign the PEP Task Registration Form and understand the daily sign in/sign out procedures.
- Ensure that communication systems are available to all areas of the centre for internal and external purposes.
- Ensure that any required computer system is operational.
- Brief Logistics Section Chief on any significant issues affecting the Information Technology Branch.
- Attend Logistics Section briefings.
- Provide status report information to Section Chief prior to management team meetings.
- 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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 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
- Status Report
- Shift Schedule
- ESS Resource Request Form

## TELEPHONES

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

**Reports to:** Information Technology Branch Coordinator

**Title (if this function is staffed):** Telephones Supervisor

### Responsibilities:

1. Oversee the installation of communication resources, such as telephones, cellphones and facsimile machines within the Group Lodging facility.
2. Enable personnel in the Group Lodging to communicate with outside individuals, agencies, and organizations.
3. Supervise the Telephones Unit.

### 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.

### Operational Phase:

- Maintain communication with assigned supervisor.
- Maintain position log in chronological order describing actions taken during the shift.
- Determine telephone needs.
- Ensure telephone access for use by evacuees is available.
- Ensure telephone access for ESS personnel is available for communicating with emergency authorities and community suppliers.
- Attend briefings as requested.
- Provide status report information to Section Chief prior to management team meetings.
- 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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
- Status Report
- Shift Schedule
- ESS Resource Request Form

## AMATEUR RADIO

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

**Reports to:** Information Technology Branch Coordinator

**Title (if this function is staffed):** Amateur Radio Supervisor

### Responsibilities:

1. Enable personnel in the Group Lodging to communicate with each other and with outside individuals, agencies, and organizations.
2. Assist in providing auxiliary communication among ESS facilities (Reception Centre, Group Lodging) and the EOC when regular telephone or cellular phone service is out of order.
3. Supervise the Amateur Radio Unit.

### 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.

### Operational Phase:

- Maintain communication with assigned supervisor.
- Maintain position log in chronological order describing actions taken during the shift.
- Work with the EOC Communications Supervisor if activated to meet requirements for emergency radio communications.
- Assist with the set up of radio equipment as required.
- Send and receive messages efficiently, ensuring the logging of all traffic.
- Initiate request to assigned supervisor for call-out of ESS Support Organizations to assist if required.
- Attend briefings as requested.
- Provide status report information to Section Chief prior to management team meetings.
- 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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
- Status Report
- Shift Schedule
- ESS Resource Request Form
- Radio Message Form

## COMPUTER SYSTEMS

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

**Reports to:** Information Technology Branch Coordinator

**Title (if this function is staffed):** Computer Systems Supervisor

### Responsibilities:

1. Oversee the installation of computers provided to the Group Lodging facility.
2. Provide technical computer support for personnel working in the Group Lodging facility.
3. Ensure that the ability to communicate with outside individuals and organizations via the Internet, if appropriate, can be provided.

### 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.

### Operational Phase:

- Maintain communication with assigned supervisor.
- Maintain position log in chronological order describing actions taken during the shift.
- Ensure computer access for use by ESS personnel if required and available.
- Ensure computer access for use by residents if appropriate.
- Attend briefings as requested.
- Provide status report information to Section Chief prior to management team meetings.
- 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.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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
- Status Report
- Shift Schedule
- ESS Resource Request Form

## FINANCE SECTION

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

**Reports to:** Group Lodging Manager

**Title (if this function is staffed):** Finance Section Chief

Note: If this Section is required to be operational at a Group Lodging facility, ideally it should be staffed by a person from the local authority who normally operates in the financial department (e.g. Comptroller, Purchasing Officer, City Administrator etc.).

### Responsibilities:

1. In consultation with the EOC and other Sections within the Group Lodging facility, ensure that the following responsibilities of the Finance Section are addressed as required:
  - Maintenance of all financial records/costs generated by the Group Lodging facility,
  - Record of time worked by Group Lodging personnel, including contractors (e.g., security),
  - Determination of spending limits,
  - Administration of any necessary procurement contracts,
  - Handling of WorkSafe BC claims and other claims (e.g. building damage).
2. Establish the appropriate level of organization and staffing for the Finance Section and modify as required.
3. Exercise the overall responsibility for the coordination of activities within the Section.
4. Ensure Section objectives as stated in the Group Lodging Action Plan are accomplished within the operational periods of deadlines.
5. Keep the Group Lodging Manager informed of significant issues affecting the Finance Section.
6. Supervise the Finance Section (if staffed).

### Activation Phase:

- Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- Report to Group Lodging Manager to obtain current status and specific instructions.
- Establish workspace.
- Determine resource needs, such as people, equipment, 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.
- Obtain Task Number from Group Lodging Manager.

- Have Volunteer/Staff Management Branch call-out appropriate personnel for the initial activation of the Finance Section if needed.
- Establish contact with EOC to obtain spending limits for all Sections at the Group Lodging facility; obtain clarification on costs covered by PEP, and costs covered by the local authority.
- Based on the situation, activate Units within the Finance Section as needed and designate a Unit Supervisor for each Unit as required,
  - Time Unit
  - Cost Unit
  - Compensation & Claims Unit
  - Procurement Unit
- Ensure that the Section is set up properly and work with Logistics to ensure that appropriate people, equipment, workstations, and supplies are in place, including telecommunications, maps and status boards if required.
- Review responsibilities of the Units in the Finance Section.
- Meet with all Unit Supervisors (if Units are staffed) and ensure that responsibilities are clearly understood.
- Ensure workers within the Section (if Units are staffed) are given a checklist for their respective function(s).
- Assist Unit Supervisors (if Units are staffed) in developing objectives for the Section, as well as plans to accomplish their objectives within the first operational period, or in accordance with the Group Lodging Action Plan.
- Notify the Group Lodging Manager when the Section is operational.
- Meet with the Logistics Section Chief and review financial requirements and procedures; determine the level of purchasing authority to be delegated to Logistics Section.

### **Operational Phase:**

- Maintain communication with Group Lodging Manager.
- Provide status report information at management team meetings.
- Maintain position log in chronological order describing actions taken during the shift.
- Attend and participate in briefings.
- Provide status report information to Section Chief prior to management team meetings.
- Identify key issues currently affecting the Finance Section; meet with Unit Supervisors (if activated) and determine appropriate Section objectives for the each operational period.
- Based on the situation known or forecasted, determine likely future needs of the Section.
- Provide the Planning Section Chief with the Finance Section's objectives at least 30 minutes prior to each Action Planning meeting.
- Work closely with Units to ensure that the Section objectives, as defined in the current Action Plan, are being addressed.
- Ensure that situation information is provided to the Planning Section on a regular basis or as required.
- Establish shifts of Finance Section staff as appropriate to the emergency.
- Ensure that fiscal requirements are coordinated through the Finance Section.
- Provide Section personnel with information updates as required.
- Ensure that all Unit Supervisors (if activated) maintain their position logs.

- Ensure that all equipment and supplies are tracked and accounted for.
- Ensure appropriate paperwork is given to the Situation and Documentation Units in a timely manner.
- Brief Group Lodging Manager and Section Chiefs on the current financial situation and other related matters on an on-going basis.
- Ensure that all cost-recovery documentation is accurately maintained by the Cost Unit during the response, and submitted on the appropriate forms to the EOC.
- Assist, support and provide direction as required.
- Inform Group Lodging Manager of need of assistance from ESS Support Organizations if required.
- Ensure time worked by Group Lodging personnel is recorded.
- Ensure WorkSafe BC and/or other claims are dealt with appropriately.
- Administer any necessary procurement contracts in conjunction with EOC Finance Section.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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 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
- Status Report
- Shift Schedule
- ESS Resource Request Form
- PEP Expense Reimbursement Request
- PEP Expense Reimbursement Request Supplement
- PEP Equipment Repair/Replacement Request
- WorkSafe BC Forms (not provided)
- PEP WorkSafe BC Coverage and Claims Policy (not provided)
- Local Authority Purchase Order Form (not provided)



## COST

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

**Reports to:** Finance Section Chief

**Title (if this function is staffed):** Cost Unit Supervisor

**Responsibilities:**

1. Consult with the Documentation Unit to ensure that all disaster information for reimbursement through PEP and/or the local authority is maintained.
2. Coordinate all financial cost recovery applications with agencies offering emergency assistance.
3. Prepare and maintain a cumulative cost report for the Group Lodging response.
4. Oversee the implementation & operation of the Cost Unit.

**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 PEP has provided a Task Number for the incident.
- Compute costs for use of equipment owned, rented, donated or obtained through mutual aid.
- Ensure that each Section is documenting cost information from the onset of the event.
- Collect required cost documentation as required.
- Meet with the Documentation Unit Supervisor and review Position Logs, journals, Situation Reports and Action Plans to determine additional cost recovery items that may have been overlooked.
- Brief Finance Section Chief on all significant issues affecting the Cost Unit.
- Provide status report information to Section Chief prior to management team meetings.
- Advise Group Lodging Manager of the cumulative cost totals for the event if requested.
- Organize and prepare records for final audit.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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
- Status Report
- Shift Schedule
- ESS Resource Request Form
- PEP Expense Reimbursement Request
- PEP Expense Reimbursement Request Supplement
- PEP Equipment/Replacement Request

## TIME

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

**Reports to:** Finance Section Chief

**Title (if this function is staffed):** Time Unit Supervisor

### Responsibilities:

1. In conjunction with the Volunteer/Staff Management Branch ensure that all on-duty time for personnel working at the Group Lodging is tracked, recorded and reported.
2. Ensure that personnel time records, travel expense claims and other related forms are prepared and submitted.
3. Oversee the implementation and operation of the Time Unit.

### 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, 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.
- Provide status report information to Section Chief prior to management team meetings.
- Maintain position log in chronological order describing actions taken during the shift.
- Working with the Volunteer/Staff Management Branch, initiate, gather, and/or update information on time worked by Group Lodging personnel, including contractors and others paid (e.g., security).
- Ensure that time records are accurate and prepared for any local authority employees.
- Provide instructions for all Chiefs, Coordinators and Supervisors at the Group Lodging to ensure that time sheets and travel expense claims are completed properly and signed by each person prior to submitting them.
- Brief the Finance Section Chief on all significant issues affecting the Time Unit.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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
- Status Report
- Shift Schedule
- ESS Resource Request Form

## COMPENSATION & CLAIMS

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

**Reports to:** Finance Section Chief

**Title (if this function is staffed):** Compensation & Claims Unit Supervisor

### Responsibilities:

1. Oversee the investigation of injuries and property/equipment damage claims at the Group Lodging.
2. Complete all WorkSafe BC forms.
3. Maintain a file of injuries and illnesses associated with the Group Lodging response including results of the investigation.
4. Liaise and consult with the Safety Officer, and Health Services Branch – First Aid on all injury claims.

### 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, computers, equipment, 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.
- Using existing WorkSafe BC protocols process any WorkSafe BC claims. Provide for all necessary paperwork using current WorkSafe BC standards, policy, and procedures.
- Brief the Finance Section Chief on all significant issues affecting the Unit.
- Provide status report information to Section Chief prior to management team meetings.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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
- Status Report
- Shift Schedule
- ESS Resource Request Form
- WorkSafe BC Forms (not provided)
- PEP WorkSafe BC Coverage and Claims Policy (not provided)

## PROCUREMENT

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

**Reports to:** Finance Section Chief

**Title (if this function is staffed):** Procurement Unit Supervisor

### Responsibilities:

1. Oversee the procurement and allocation of supplies and materials not normally available.
2. Coordinate procurement activities, such as vendor/supplier contracts not previously addressed by existing agreements.
4. Oversee the implementation and operation of the Procurement Unit.

### 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.
- Consult with the Cost Unit, and/or EOC to establish procurement spending limits.
- Obtain pre-designated emergency purchase orders as required.
- In conjunction with the Resource Acquisition Unit, maintain a status board or other reference depicting Procurement actions in progress and their current status.
- Determine if the procurement item can be provided without cost from another jurisdiction or through the EOC.
- Verify costs in pre-established vendor/supplier contracts and/or agreements.
- Determine costs of supplies and material from new vendors/suppliers prior to completing the order and if they will accept purchase orders as payment. The Finance Section Chief must obtain approval from EOC for orders exceeding the purchase limit set by Cost Unit before the order can be completed.
- Determine if the vendor/supplier will deliver the ordered items. If delivery services are not available, coordinate pick up and delivery through the Supply Branch – Shipping & Receiving Unit.

- Prepare and sign contracts as needed; obtain authorization from the Finance Section Chief.
- Negotiate rental rates or purchase price with vendors/suppliers as required.
- Identify and report vendors/suppliers regarding unethical business practices, such as inflating prices for their merchandise or supplies during the emergency.
- In coordination with the Logistics Section, ensure that the Procurement Unit processes purchase orders and develops contracts in a timely manner.
- Brief the Finance Section Chief on all significant issue involving the Procurement Unit.
- Provide status report information to Section Chief prior to management team meetings.
- Brief replacement for the next shift and identify outstanding action items or issues.

**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 Resource Request Form
- ESS Personnel Request Form
- Status Report
- Shift Schedule
- Local Authority Purchase Order Form (not provided)