



# Emergency Social Services Plan

Assuring the essential needs of people affected by a significant emergency in Medicine Hat.

Community Development  
Social Development & Senior Services  
March 1, 2017



Medicine Hat  
The Gas City

## **Acknowledgements**

The 2017 revision of the Medicine Hat Region's Emergency Social Services Plan was developed with the input from the City of Medicine Hat's Community Development department, Director of Emergency Management for the City of Medicine Hat and generous information sharing by the Justice Institute of British Columbia.

We would like to acknowledge the contributions of James Shawana and Julie Drolet from the University of Calgary who undertook a review and update to this Plan in 2016.

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## **Executive Summary**

### ***A Region Committed to Emergency Preparedness***

The Medicine Hat Municipal Emergency Management Plan was formed by a commitment to emergency preparedness. The City of Medicine Hat, the Town of Redcliff, and Cypress County (the region) have pooled their resources to plan and prepare for emergencies on a regional basis. They share the Regional Emergency Management Plan and its multiple supporting plans including the Emergency Social Services (ESS) Plan.

### ***Emergency Social Services***

Emergency Social Services (ESS) oversees the human impact of emergency response. Specifically, ESS is responsible for securing the essential needs of food, shelter and clothing for evacuees and response workers in an emergency. ESS may also be involved as needed to provide or assist in the delivery additional services such as the evacuation, reentry and recovery phases of a disaster.

### ***ESS Plan***

The ESS Plan clearly defines roles, responsibilities, guidelines and procedures to follow in the event of an emergency impacting the city. Specifically, the plan details:

- Activation, deactivation, and post-deactivation procedures for the ESS Plan including different response stages according to the magnitude of the emergency;
- Procedures for evacuation, reentry and recovery;
- Guidelines for reception centres and volunteer centres, including designated and back-up locations;
- The provision of primary services to affected individuals, including emergency food, lodging, and clothing;
- The provision of specialized services to affected individuals, including transportation, personal services, and other services;
- Procedures for managing volunteers;
- Communication procedures for establishing and maintaining the flow of information within the agency and to everyone involved;
- An organizational structure that combines both the city's leadership role in ESS response and the integral role of assisting agencies;

- The roles, responsibilities, and job descriptions of ESS personnel and assisting agencies; and
- Protocols for ensuring that the ESS Plan remains up-to-date.

### ***Appendices***

The appendices are a toolkit of resources invaluable in an emergency. The appendices contain:

- ESS personnel and assisting agency contact lists including after-hours contact information;
- Lists of designated and back-up ESS facilities with facility contacts;
- Lists of ESS logistical resources for the City of Medicine Hat, assisting agencies, and commercial suppliers.

# Section 1

## Navigating the ESS Plan

While Emergency Social Services (ESS) responders are the primary audience for this plan, members of the general public are also invited to read the plan.

### ***If you are an employee with the City of Medicine Hat...***

You will want to understand this plan in its entirety. As an employee, you must "know the drill" before a significant emergency activates this plan. In particular, you will want to be clear about the role and responsibilities you may assume in an emergency response. For this reason, you may wish to start with Section 6, "Personnel Organization and Responsibilities" to confirm what is expected of you.

### ***If you are a member of an assisting agency or a supplier...***

You will want to see how the City of Medicine Hat plans to respond to emergencies of different magnitudes. In particular, you will want to understand how the City of Medicine Hat will draw upon your assistance and expertise when required. This is outlined in Section 5, "ESS Structures and Services" and Section 9, "Assisting Agencies."

### ***If you are a member of the public...***

You will want to gain a clear sense of how the City of Medicine Hat is prepared to assist you in an emergency. It is our hope that this plan will spur you to finalize your personal and/or family plan for dealing with an emergency.

## ***ESS Incident Command System Organization***

The Incident Command System is a standardized management system designed to enable effective, efficient incident management of ESS by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure.

### **ICS has three primary purposes:**

1. To provide for the orderly and predictable division of labour,
2. To provide for the overall safety and personal accountability at the incident or event, and
3. To ensure that the work at the incident or event is performed efficiently and effectively.

## **ICS Structure**

All incidents or events involve similar management tasks. The problem must be identified and assessed, a plan to deal with the problem developed and implemented, and the necessary resources acquired and paid for.

Most incidents or events require a division of labour to accomplish these tasks. The organization of the Incident Command System is built around five major management activities.

1. **Incident Command:** Sets the incident objectives, strategies, and priorities and has overall responsibility for the incident.
2. **Operations:** Conducts operations to reach the incident objectives. Establishes the strategies and tactics and directs all operational resources.
3. **Planning:** Supports the incident action planning process by tracking resources, collecting/analyzing information, and maintaining documentation.
4. **Logistics:** Provides resources and needed services to support the achievement of the incident objectives.
5. **Finance/Administration:** Monitors costs related to the incident. Provides accounting, procurement, time recording, and cost analyses.



## Section 2

### Introducing the ESS Plan

*The Emergency Social Services Plan derives its authority from the City of Medicine Hat Municipal Emergency Management Plan.*

Under the Alberta Emergency Management Act, local authorities are responsible for their own emergency response unless the provincial government assumes control. Local authorities are required to prepare their own emergency plans. They must also establish and maintain a municipal emergency management agency charged with responding to emergencies.

#### ***Part of an overarching regional plan***

A serious emergency could strike at any time and any place. Such an emergency would significantly impact the Region in many ways. To mitigate these effects, the Director of Emergency Management or designate would initiate an emergency response according to the guidelines set out in the Municipal Emergency Management Plan. The response would involve a cross-section of responders that may include Fire, Police, and Emergency Medical Services in addition to Municipal Works, Environmental Utilities, and Emergency Social Services (ESS). ESS is responsible for the human impact of an emergency response. As such, the ESS Plan supports the Municipal Emergency Management Plan.

#### ***Understanding Emergency Social Services***

Emergency social services are those services provided on a short-term basis to preserve the emotional and physical well-being of evacuees and response workers in emergency situations. ESS provides for essential needs such as emergency food, lodging, clothing, transportation, and personal services. ESS may also coordinate volunteers in an emergency response through the Volunteer/Staff Management Unit Coordinator.

When emergency social services are called for, the City of Medicine Hat moves quickly to mobilize its resources and will be operational in a matter of hours. In the event of a large disaster response, however, response time might be longer. Individuals and organizations

should be prepared to be self-sufficient for 72 hours or more. ESS is generally available for a maximum of 72 hours. During these first 72 hours evacuees should immediately plan their next steps by contacting their insurance agents, families, and friends or accessing other possible resources. Should further assistance be required, only under extenuating circumstances, a request is sent through the local Emergency Operations Centre (EOC) to the provincial or territorial ESS organization (in Alberta it's Alberta Emergency Management Agency) authorizing an extension of the services. For this reason, it is critical that individuals and organizations prepare their own emergency response plans.

### ***The ESS Plan***

The ESS Plan profiles the City of Medicine Hat action plan to meet short-term essential needs of individuals impacted by an emergency. The ESS Plan is not a how-to manual nor does it detail response to any particular type of emergency. Instead, the plan provides structured, yet flexible, response guidelines and a toolkit of community resources that, together, ensure an effective ESS response to any emergency.

In emergencies that extend beyond 72 hours, ESS may also coordinate and provide services to assist in the reentry and recovery phases.

The ESS Plan also includes volunteer management. As ESS is charged with the human impact of emergency response, ESS is also responsible for managing volunteers whose aid is invaluable in an emergency response. The Volunteer/Staff Management Unit Coordinator may be requested to take on the screening and initial orientation/training of convergent volunteers. Volunteers might be used for such things as assisting with ESS activities such as evacuation, sandbagging, or other aspects of the response and recovery efforts that do not require special training or qualifications. If this is requested, it is important to draw upon the expertise that exists within ESS and other volunteer agencies.

The ESS Incident Command Structure is provided in Diagram 1 on the following page.

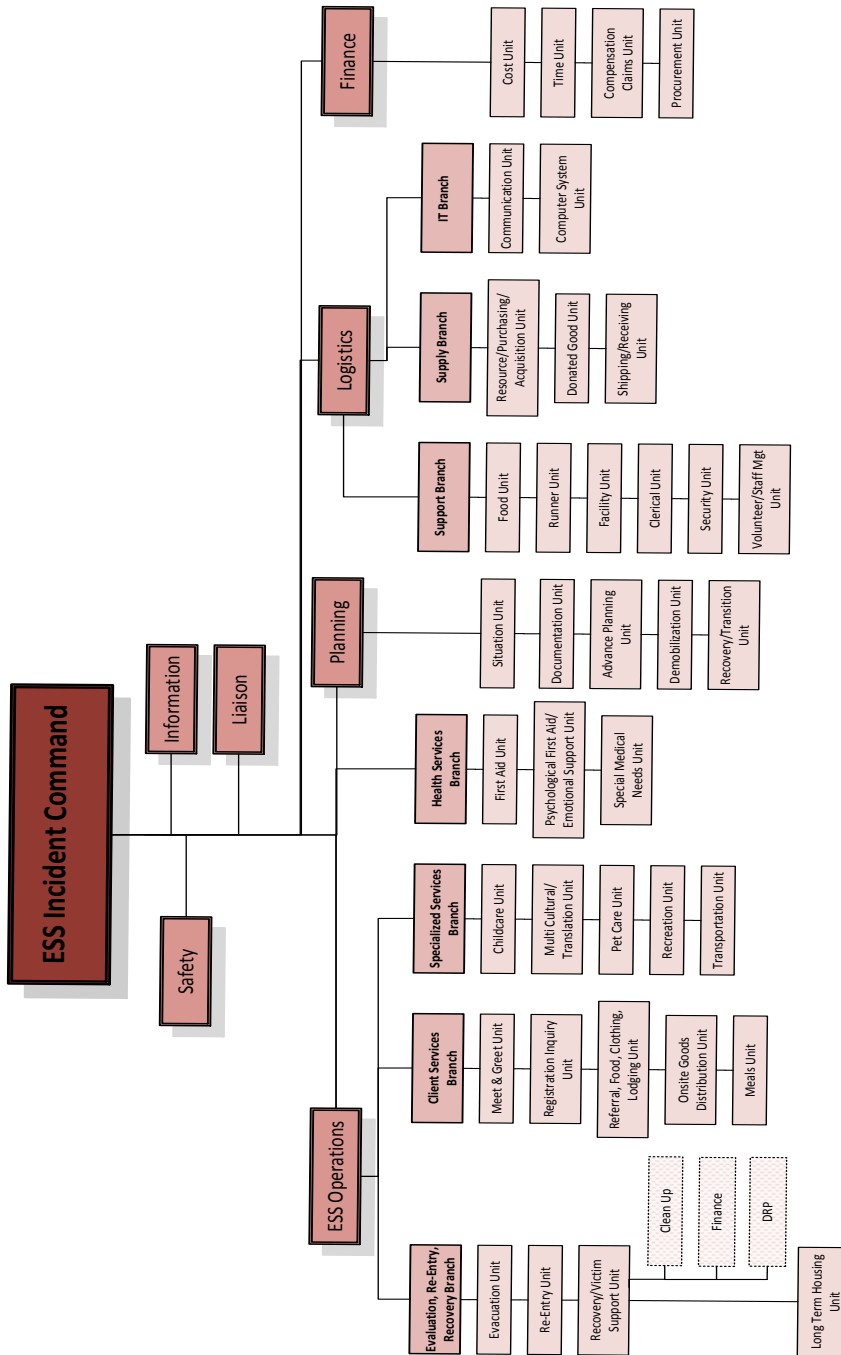


Diagram 1

### ***ESS in the Emergency Operations Centre (EOC)***

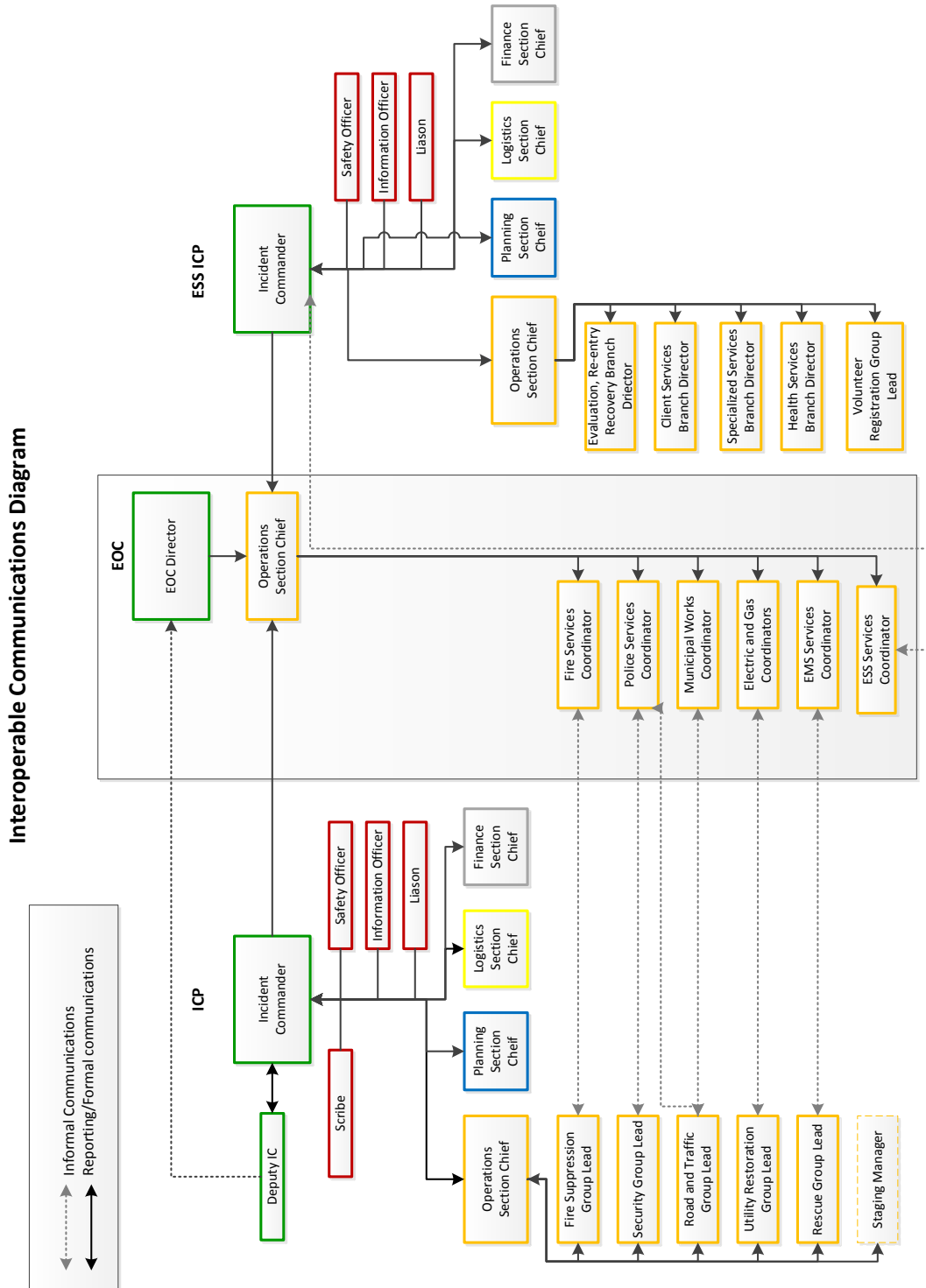
If the EOC is activated, the EOC Operations Section Chief and the ESS Incident Commander are the primary communications link between the EOC and the ICP. The EOC Operations Chief will confirm at the onset of an incident that they have direct and clear communications with the Incident Commander.

Two types of communications exist between the EOC and ESS ICP. They are as follows:

- **Reporting/Formal Communications:** Reporting/formal communications typically consist of formal status updates and resource requests. This type of communication is also typically accompanied with formal documentation (e.g. incident action plan, resource requests, briefing meetings).
- **Informal Communications:** Informal communications are encouraged between various ICP agencies and EOC Operations Branch Coordinators. Informal communications consist of operational guidance between the agencies and their corresponding Operations Branch Coordinator. Informal communications are not accompanied by formal documentation and should the need for formal documentation present itself, the abovementioned formal communications method must be utilized.

The ESS ICP and EOC communication methods and reporting lines are presented in Diagram 2 on the following page.

Diagram 2





**EOC**

The meeting place where members of the Emergency Management Agency coordinate the emergency response.

*Location*–Electrical Utility Building

*Activation Criteria*–Director of Emergency Management establishes Emergency Operations Centre (EOC).

**ESS Branch Coordinator**

The ESS Branch Coordinator facilitates communication between the ESS Incident Command and the EOC.

Staff- GM of Community Development or designate

*Activation Criteria*–Director of Emergency Management or EOC Operations Section Chief requests ESS presence at EOC.

**ESS Response**

Emergency Social Services are provided to both evacuees and response workers.

**Stage 1 Reception Centre**

A temporary shelter where evacuees receive referrals to service providers and services such as first aid, comfort food, and family reunification

*Staff*–ESS Incident Commander, facility staff, Red Cross staff, & volunteers

*Location*–Designated facility

*Activation Criteria*–Under 200 people require assistance

### Stage 2 Reception Centre

A larger centre that provides group lodging and food services directly to evacuees

*Staff*–ESS Incident Command, facility staff, Red Cross staff & volunteers

*Location*–Designated facility

*Activation Criteria*–A significant number of evacuees (over 200 people) require assistance.

### Volunteer Centre

A location where both local and out-of-town volunteers are managed, and receive services such as orientation and respite.

*Staff*–Volunteer Centre Manager, facility staff, Volunteer & Community Information Centre staff, & volunteers

*Location*–Designated facility

*Activation Criteria*–ESS must manage a significant number of volunteers

ESS coordinates with assisting agencies and local businesses to provide the following temporary services to affected residents:

- Family Reunification
- Food
- Clothing
- Lodging
- Transportation
- Personal Services e.g. Medical

## **Section 3**

### **Foundations of the ESS Plan**

#### **3.1 Emergency Requirements**

##### ***Our population***

The 2015 City of Medicine Hat Census shows that the population of Medicine Hat is 63,018.

- 22% of the city's population is under 19 years old
- 36% of the population is between 20 to 49 years old
- 36% of the population is 50 years and older
- 6% preferred not to answer the census

Seniors age 65+ have increased by 6% since 2012. The age group 85+ has experienced the highest growth of 16% and the age of 20 to 24 has the greatest decline of 14% since 2012.

In an emergency, the city must be ready, if requested to provide special or additional assistance our neighbors in the County and Redcliff.

The 2015 Cypress County Census shows a population of 7,709

The 2015 Town of Redcliff Census shows a population

The City of Medicine Hat has 21 elementary schools, six secondary/middle schools, and one post-secondary institution with a total enrolment of over 11,000 students.

<b>Area</b>	<b>Population</b>
West Crescent Heights	2, 691
East Crescent Heights	11, 194
Riverside	2, 687
River Heights/Harlow, South West Hill, Kensington, Downtown & Flats	11, 881
Norwood (including Marlborough/Meadowlands)	5, 034
Crescent View (North of Southview Drive, East of Dunmore Road)	3, 728
Ross Glen (South East of Southview Drive, East of Dunmore Road)	9, 694
South Ridge, South Vista Heights, Saamis Heights, & rural area (including Tower Estates)	16, 109
<b>TOTAL</b>	<b>63, 018</b>

***Medicine Hat Area Populations<sup>1</sup>***

<sup>1</sup> Most recent municipal census data (2015)

## 3.2 Key assumptions of the ESS Plan

### *Urging self-sufficiency, to the highest degree possible for . . .*

#### *. . . Individuals*

Individuals are encouraged to be prepared to Shelter in Place in the event of an emergency for at least 72 hours, until the normal infrastructure systems are accessible. Mass public notification will occur in the event individuals are directed to Shelter in Place. If individuals are not able to provide for themselves, they are urged to look for assistance on a neighborhood level. If such assistance is inadequate, individuals should then request assistance from the City of Medicine Hat.

#### *. . . Health Region*

All facilities coordinated or managed through Alberta Health Services South Zone have emergency plans. Alberta Health Services South Zone will shelter its patients within its care facilities when appropriate to do so. Alternatively, Alberta Health Services South Zone has designated back-up facilities. The City of Medicine Hat will provide assistance to Alberta Health Services South Zone as needed.

#### *. . . School Districts*

The School Districts have emergency plans in place in order to care for their student populations. The School Districts will place minimum demands on the City of Medicine Hat ESS efforts during a response.

#### *. . . the City of Medicine Hat resources*

The City of Medicine Hat has facilities and equipment, such as back-up generators, heavy machinery, and communications equipment which can be used during an emergency to maintain operations and assist the community. As well, the City of Medicine Hat has built relationships with local commercial suppliers and volunteer organizations who can supply resources to assist the City of Medicine Hat with its efforts.

#### *Securing assistance from others*

Representatives from key organizations and agencies have committed to providing assistance to the City of Medicine Hat, to the best of their ability, to address the needs of individuals in the event of an emergency. Their roles and responsibilities are detailed in Section 9, “Assisting Agencies”.

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## Section 4

### Activating the ESS Plan

#### 4.1 Activation Stages

Depending on the magnitude of the emergency, the ESS Plan may be activated.

##### *No Activation*

The ESS Plan will not be activated if the Director of Emergency Management (DEM) sees no need to call on ESS. This would occur when individuals can address their own personal needs by relying on family, friends, insurance providers, or community organizations. In such cases, emergency responders, the individuals concerned, and/or community organizations can respond to the event without further support.

##### *EOC Responsibilities*

The Emergency Operations Centre (EOC) is responsible for notifying response agencies and coordinating the activities of the various departments and organizations, which are needed to effectively respond to, and recover from the emergency event.

The EOC is responsible for providing policy direction and support to Incident Commanders and site personnel. It also acts as an information clearinghouse, collecting as much information as possible on the status of the emergency event, vetting the information, prioritizing it, evaluating it, summarizing it, disseminating/displaying it, and acting upon required needs.

The EOC establishes priorities, based on all the information gathered, and develops action plans that complement and enhance the response taken at the site level.

The EOC obtains, coordinates and manages payment of any additional resources (both personnel and equipment) needed to support site activity. It is responsible for communicating emergency information and warnings to the general public and for developing and distributing public information materials.

### ***EOC Response Goals***

The emergency response goals apply to all levels of response. In order of priority, they are:

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

### ***ESS Responsibilities***

ESS provides short-term temporary services for individuals and families affected by disasters so they can begin to plan their next steps following a disaster. Services may be provided on a site for small-scale events, or at a Reception Centre facility for a larger response and may include:

- Food
- Family Reunification
- Referrals
- Pet Care Assistance
- Evacuation
- Clothing
- Child Care
- Recovery
- Lodging/Housing
- Emotional Support
- Volunteer Services
- Recreation
- Reentry
- Translation Services
- Transportation

### ***Incident Complexity***

Incident and/or event complexity determines emergency and incident response personnel responsibilities. A Type 1 response is the most complex, with complexity decreasing to a Type 5 response being the lowest response.

#### **Type 1**

- This type of incident is the most complex, likely requiring national resources' for safe and effective management and operation.
- All command and general staff positions are filled.
- Operations personnel often exceed 500 per operational period and total personnel will usually exceed 1,000.
- There are multiple operational periods.
- Branches need to be established.
- A written Incident Action Plan is required for each operational period.
- The Director of Emergency Management or delegate will have briefings, and ensure that the complexity analysis and delegation of authority are updated.
- Use of resource advisors (content specialists) at the incident site may be recommended.
- There is a high impact on the local jurisdiction, requiring additional staff for administrative and support functions.

#### **Type 2**

- This type of incident extends beyond the capabilities for local resources to manage and is expected to go into multiple operational periods. A Type 2 incident may require the response of resources out of area, including regional and/or national resources, to effectively manage the operations, command, and general staffing.
- Most or all of the command and general staff positions are filled.
- A written Incident Action Plan is required for each operational period.
- Many of the functional units are needed and staffed.
- Operations personnel normally do not exceed 200 per operational period and total incident personnel do not exceed 500 (guidelines only).
- The Director of Emergency Management or delegate is responsible for the incident complexity analysis, administration briefings, and the written delegation of authority.

**Type 3**

- When incident needs exceed capabilities of the first responders, the appropriate Incident Command System positions should be added to match the complexity of the incident.
- Some or all of the command and general staff positions may be activated, as well as division/group supervisor and/or unit leader level positions.
- A Type 3 Incident Management Team or incident command organization manages initial action incidents with a significant number of resources, an extended attack incident until containment/control is achieved, or an expanding incident until transition to a Type 1 or 2 Incident Management Team.
- The incident may extend into multiple operational periods.
- A written Incident Action Plan may be required for each operational period.

**Type 4**

- Command staff and general staff functions are activated only if needed.
- Several resources are required to mitigate the incident, including a task force or strike team.
- The incident is usually limited to one operational period in the control phase.
- The DEM may have briefings, and ensure the complexity analysis and delegation of authority is updated.
- No written Incident Action Plan is required but a documented operational briefing will be completed for all incoming resources.
- The role of the (DEM) includes operational plans with objectives and priorities.

**Type 5**

- The incident can be handled with one or two single resources with up to six personnel.
- Command and general staff positions (other than the incident commander) are not usually activated.
- No written Incident Action Plan is required.
- The incident is contained within the first operational period and often within an hour to a few hours after resources arrive on scene.
- Examples include a vehicle fire, an injured person, or a police traffic stop.

The initial response to an event will be done at the lowest level possible. When required, other response functions and levels will be activated to deal with the situation. The activation stages are helpful guidelines but, ultimately, the EOC Director, the EOC Operations Chief in conjunction with the ESS Branch Coordinator and ESS Incident Commander will determine the ESS response.

## **4.2 ESS Plan Activation**

When an emergency occurs in the City of Medicine Hat, the following actions are taken:

### **1. Notification**

Authorized personnel report the emergency to 9-1-1 Communications who then notifies the Director of Emergency Management or designate.

### **2. City of Medicine Hat Emergency Management Plan Activation**

The Director of Emergency Management determines the level of response to the emergency. If necessary, the Director of Emergency Management will activate the Emergency Operations Centre and the City Council may declare a State of Local Emergency.

### **3. ESS Plan Activation**

When authorized by the EOC Director or EOC Operations Section Chief, ESS Branch Coordinator will notify the Emergency Social Services Incident Commander to activate the ESS Plan and initiate the ESS response. The Emergency Operation Centre is located at the Electric Utility Building unless the ESS Incident Commander is notified of a designated alternate location.

### **4. ESS Response**

The ESS Incident Commander will assess the situation and initiate the appropriate ESS procedures to assist the affected individuals with their emotional and physical needs, such as:

- Calling on Assisting Agencies (Appendix A)
- Reception Centre and/or Volunteer Centre Facility List (Appendix B)
- Contacting Suppliers to Secure Resources (Appendix C)

## **ESS Plan Deactivation**

The following steps must be taken to deactivate the ESS plan:

### **1. City of Medicine Hat Emergency Response Plan Deactivation/Downgrading**

The EOC Director communicates the deactivation of the plan or the downgrading of emergency levels to the agencies involved.

### **2. ESS Plan Deactivation**

The ESS Branch Coordinator and ESS Incident Commander, under the advice of the EOC Operations Chief can authorize the ESS Plan deactivation. The ESS Incident Commander will communicate the deactivation to the ESS Section Chief's.

### **3. Facility Demobilization**

The Facility Unit Coordinator will as per checklist:

- collect and finalize the appropriate documentation;
- ensure the facility is cleaned up and restored to working order;
- release staff and volunteers; and
- provide a summary report to the ESS Incident Commander.

### **4. ESS Demobilization**

The ESS Incident Commander will:

- collect and finalize the appropriate documentation;
- release staff and volunteers; and
- create a summary report and submit to the ESS Coordinator.



## 4.3 Post-Deactivation

### *Recovery Stage*

The ESS Plan provides for the temporary needs of people during the response stage to an emergency. During the ensuing recovery stage, ESS personnel or the City of Medicine Hat's Community Development Department may continue to attend to the ongoing needs of individuals. These ongoing needs may include shelter and clothing for displaced persons. The Long Term Housing Unit, when activated by the ESS Incident Commander, will assist with most of those needs during the recovery stage. The ESS Incident Commander must ensure the continuity of services as the service provider shifts from ESS to regional agencies.

In addition, volunteers will often continue to be invaluable during the recovery stage and cleanup of a disaster. For this reason, the volunteer management component of ESS can continue after the plan has been deactivated. Again, the ESS Incident Commander must ensure that the Volunteer and Staff Management Unit remains activated.

### *Evaluation*

Within three months of the deactivation of the ESS response, ESS staff must meet to debrief to evaluate and review the plan.

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## Section 5

### ESS Structure and Services

#### *Overview*

Depending on the emergency and the level of assistance required, ESS will:

- Utilize an Incident Command Structure
- Prepare for and assist in an area evacuation
- Activate the necessary facilities, including reception centers and volunteer centers
- Provide primary services including emergency food, clothing, and lodging
- Provide specialized services including transportation, mental health support, pet care, and other services, as necessary
- Manage local and out-of-town volunteers. If needed, there may be a Volunteer/Staff Management Unit Coordinator to manage and oversee volunteers.
- Inform the EOC Operations Section Chief and ESS Branch Coordinator when there is a need to call upon external assistance when the region's capabilities are exceeded
- Maintain the flow of information to all individuals involved
- Work with the EOC Operations Section Chief and ESS Branch Coordinator to coordinate and deliver Reentry and Recovery Phases if required.

#### **5.1 Services: Incident Command, Operations, Planning, Logistics, Finance/Administration**

As noted in Section One of this manual, Emergency Social Services is following the Incident Command System model. Under this model, there is a command staff assisting the Incident Commander consisting of the Information Officer, Safety Officer, and Liaison Officer. As well, there are four major management activities (Incident Command that oversees: Operations, Planning, Logistics and Finance/Administration). Each area provides a supportive role to one another. ESS will help provide both primary and specialized services to preserve the well-being of individuals affected by an emergency.

## ESS Command Staff

### ***Incident Commander***

Sets the incident objectives, strategies, and priorities and has overall responsibility for the incident. The ESS will align its priorities, objectives and strategies with the EOC through communications with the EOC Operations Section Chief and the ESS Branch Coordinator.

### ***Information Officer***

The Information Officer serves as the conduit for information to and from internal and external stakeholders. The Information Officer advises the Incident Commander on information dissemination and media relations although the Incident Commander still approves the information that is released by the Information Officer. The Information Officer works cooperatively with the Planning Section exchanging information. Only one Information Officer will be named to an incident, although the Information Officer may have assistants as necessary, the assistants may also represent other agencies or jurisdictions.

### ***Safety Officer***

The Safety Officer monitors safety conditions, assesses hazardous and unsafe situations and develops measures for assuring the safety of all assigned personnel. The Safety Officer advises the Incident Commander on issues regarding incident safety, however may exercise emergency authority to directly stop unsafe acts if personnel are in imminent danger. The Safety Officer works closely with the Operations Section to ensure the safety of tactical and support personnel. Only one Safety Officer will be named to an incident. The Safety Officer may have assistants as necessary, and the assistants may represent other agencies or jurisdictions.

### ***Liaison Officer***

The Liaison Officer serves as the primary contact for supporting or cooperating agencies assisting at an incident. The Liaison Officer assists the Incident Commander by serving as a point of contact for agency representatives who are helping to support the operation. The Liaison Officer provides briefings to and answers questions from the supporting agency representatives. There is only one Liaison Officer on any incident, although very large incidents may require the use of assistants.

## **Operations Section**

The Operations Section oversees the delivery of primary services. The Operations Section is responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the jurisdiction's Action plan. These services are organized in four Branches:

1. Evacuation, Re-entry and Recovery Branch
2. Client Services Branch
3. Specialized Services Branch
4. Health Services Branch

### **1. Evacuation, Re-entry and Recovery Branch**

The Evacuation, Re-Entry and Recover Branch provides services for the safe and orderly evacuation for at risk people, the re-entry of residents and housing support. These services include:

- Evacuation Unit
- Re-Entry Unit
- Recovery/Victim Unit
- Long Term Housing Unit

### **2. Client Services Branch**

The Client Services Branch provides services to address the needs of the affected individuals. These services including:

- Meet and Greet services
- Registration and Inquiry services
- Referral, Food, Clothing, & Lodging services
- Onsite Goods Distribution
- Meals

### **3. Specialized Services Branch**

Specialized services seek to address other areas in which people might require assistance, including:

- Childcare
- Multi-Cultural/Translation
- Pet Care
- Recreation

#### **4. Health Services Branch**

Health services seek to provide assistance to people in the areas of physical and mental health, including:

- First Aid
- Psychological First Aid/Emotional Support
- Special Medical Needs

### **Planning Section**

Planning section is responsible for collecting, evaluating, and disseminating information; developing the jurisdiction's Action Plan and Situational Status in coordination with other functions; and maintaining all ESS documentation. The Planning Section consists of five Units:

1. Situation Unit
2. Documentation Unit
3. Advance Planning Unit
4. Demobilization Unit
5. Recovery/Transition Unit

#### **1. Situation Unit**

The Situation Unit oversees the preparation, distribution and display of Situation Reports (data/information).

#### **2. Documentation Unit**

The Documentation Unit Ensures that Reception Centre ESS forms are distributed, collected, organized, duplicated, filed and/or archived. As well, it records information on Statistics records and distributes them to the Situation Unit.

#### **3. Advance Planning Unit**

The Advance Planning Unit reviews all available information to anticipate Reception Centre future needs and develops an advance plan for Reception Centre response.



#### **4. Demobilization Unit**

The Demobilization Unit creates a demobilization plan for the closing of the Reception Centre.

#### **5. Recovery/Transition Unit**

The Recovery/Transition Unit assists evacuees with the transition from the immediate emergency period to the longer recovery process where the community and individuals will begin to regain former stability or to build a new future.

### **Logistics Section**

Logistics Section is responsible for providing facilities, services, personnel, equipment and materials. The Logistics Section consists of three Branches:

1. Support Branch
2. Supply Branch
3. Information and Technology Branch

#### **1. Support Branch**

The Support Branch provides personnel to assist other Sections and is organized in the following areas:

- Food
- Runner
- Facility
- Clerical
- Security
- Volunteer/Staff Management

#### **2. Supply Branch**

The Supply Branch arranges for and oversees the functions dealing with supplies used for the effective operation of the Reception Centre. The Supply Branch is organized in the following areas:

- Resource, Purchasing, Acquisition
- Donated Goods
- Shipping & Receiving

### **3. Information and Technology Branch**

The Information and Technology Branch ensures the following information technology services are carried out at the Reception Centre as required:

- Communications
- Computer systems

## **Finance Section**

Finance Section is responsible for financial activities and other administrative aspects. The Finance Section has four Units:

1. Cost Unit
2. Time Unit
3. Compensation & Claims Unit
4. Procurement Unit

### **1. Cost Unit**

The Time Unit ensures the provincial organization responsible for ESS has provided a task/tracking number. It documents cost information and maintains records of all financial transactions.

### **2. Time Unit**

The Cost Unit keeps all time records and travel claims for ESS personnel.

### **3. Compensation & Claims Unit**

The Compensation & Claims Unit oversees the claims process for both personal injuries and loss or damage at the Reception Centre.

### **4. Procurement Unit**

The Procurement Unit oversees the setting up of new supplier agreements and the procurement of new supplies and equipment.

## 5.2 Evacuation Procedures

### ***Step 1: Evacuation preparations***

- The ESS Incident Commander consults with the ESS Branch Coordinator in the planning and implementation of an order by the EOC Director to evacuate an area of the region.
- The ESS Incident Commander will determine which facility will be used as the reception centre.
- The ESS Incident Commander will then follow the procedures for activating a reception centre.

### ***Step 2: Evacuation***

- Once the reception centre facility is identified, the EOC Public Information Officer will communicate the order to evacuate.
- The Police Service and/or volunteers will communicate the evacuation notice to residents in the area, if necessary.
- Medicine Hat Fire Department and EMS will also be notified and may attend to assist during an evacuation.
- ESS Incident Commander may also authorize activation of the Volunteer/Staff Management Unit to notify ESS personnel/volunteers from an established call-in list to assist with evacuation procedures, if necessary.
- Evacuation notices will be distributed to all residents in the affected areas.
- All personnel/volunteers assigned to notify residents of evacuation or impending evacuation will be given an orientation and training by the Volunteer/Staff Management Unit Coordinator on how and what to communicate with evacuated residents.
- Personnel/volunteers delivering evacuation notices will identify those homes/individuals who may require assistance to evacuate, or who have special circumstances to consider while evacuating (e.g., functional limitations, illness/medical needs, pet care needs, etc.)
- The Emergency Social Services Incident Commander will strive to meet the needs of residents.
- The Specialized Services Branch Director will coordinate with the Transportation Unit Coordinator to provide transportation to those who do not have a means of transport to the reception centre.
- Finally, the Police Service will ensure that the area is completely evacuated.

***Step 3: Registration at Reception Centre***

Evacuees who arrive at the reception centre will need to be registered by the Canadian Red Cross. The reception centre is a service site where ESS will assist the evacuees with their essential needs.

**5.3 ESS Facilities**

ESS facilities will be activated, as needed, to coordinate and deliver emergency social services. These facilities will include reception centre(s) and volunteer centre(s). These facilities will be staffed by a combination of City of Medicine Hat staff, volunteers, and assisting agency members.

The ESS Incident Commander will collaborate with the ESS Branch Coordinator to determine the location of ESS facilities from the list of designated locations. If these designated locations are inappropriate, Appendix B contains a list of backup facilities including schools, churches, and community facilities.

Cypress County and the Town of Redcliff maintain their own respective lists of possible ESS facilities.

**5.3.1 Reception Centres**

A reception centre is any safe gathering place where individuals may obtain information and receive assistance. All evacuated citizens should register with the Canadian Red Cross at the reception centre. Reception centres may offer all primary and specialized services. Typically, individuals will receive referrals to obtain services, such as meals and lodging, from commercial suppliers.

Reception centres must also include a quiet, private area for reception centre staff. In this room, staff and volunteers can receive up-to-date information, food, refreshments, and respite.

It is very important that ESS responders each have a personal preparedness plan. When the ESS plan and team have been activated, it is necessary to activate one's personal preparedness plan to ensure needs are addressed, such as those related to family, pets, home, work, etc. Once your personal response plan for you and your family has been activated and your needs have been taken care of, you can feel confident that you can report to the Reception Centre and focus on the disaster response and the tasks at hand.

### ***Reception Centre Activation***

The Logistics Chief will contact the facility contact person to arrange to open the facility and will ensure that any necessary start-up supplies are delivered to the facility.

Once you have been called out, there are a number of things you need to do before proceeding to the Reception Centre:

- Communicate with your family and employer — tell them that the ESS plan has been activated and how you will maintain contact with them
- Dress casual and in layers— wear appropriate clothes for the job, season, and work
- Take your grab and go bag
- Take a cell or smart phone if you have one, wall/vehicle charger, and contact lists
- Bring ID — vest, hat, t-shirt, jacket, name tag, photo ID card (local and provincial or territorial)

The ESS Incident Commander designates the Operations Chief to report to the facility and manage its operations. Prior to opening a Reception Centre, the ESS Safety Officer must evaluate the building to ensure that it can be safely occupied and used as intended.

### ***Reception Centre Set-Up***

Depending on many variables, including the size of the disaster and response expected, the entire facility may or may not need to be set-up. The ESS Incident Commander along with the Planning Section Chief will determine clear actions for the first operational period such as the services and set-up required. The ESS leadership team identifies services to be provided, equipment, supplies, and a floor plan suitable for the response. Each coordinator or supervisor is responsible for ensuring the set-up of his or her required workstations.

### ***One-Stop and Two-Stop Reception Centres***

There are two basic models for delivering registration and referral services within a Reception Centre — one-stop and two-stop. Although the recommended model for providing services to evacuees is the one-stop option, there may be times when it is necessary to consider a two-stop process. This decision may be based on the size of the community, the number of evacuees, the number of ESS responders, the number of walk-in volunteers, the Reception Centre floor plan, etc. The ESS team will need to decide which method will be the most effective, given the circumstances of the incident. Either

option is viable. In larger events, there may be an option to use a phone-in or online registration system.

### ***One-Stop Reception Centre***

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

If an evacuee or family requires registration and referrals (food, lodging, and/or clothing), a Meeter and Greeter will send them to Registration and Referrals, who will register them on the ESS File — Registration and Services Record and complete the appropriate ESS Referral Forms as needed. One responder, for Registration and Referrals, completes both the Registration and Referrals functions at one station or one stop.

If the evacuee or family does not require any assistance with food, lodging, and/or clothing, and only needs to register, then the Meeter and Greeter may send them to the Registration Only station. Registration is an express line, which can fast-track evacuees who only need to register.

### ***Two-Stop Reception Centre***

There may be situations when a community ESS team decides to move to a modified version of the one-stop service delivery. This two-stop option works as follows:

**Stop One:** All evacuees will be sent to Registration and Referrals.

**Stop Two:** After Registration and Referrals, only those evacuees requiring assistance with food, lodging, and/or clothing will be sent to a second station to be interviewed. ESS Referral Forms will be taken to local suppliers as needed. Completed ESS File — Registration and Referrals - need to be promptly processed.

## 5.4 Volunteer Centre

If a large number of volunteers are required during an emergency, ESS will establish a volunteer centre to manage volunteers. The volunteer centre will offer services that include volunteer registration, orientation, refreshments, and respite.

The Logistics Chief will determine the location of the volunteer centre, in consultation with the Support Branch Director and the Volunteer/Staff Management Unit Coordinator.

The Facility Unit Coordinator will contact the facility contact person to arrange to open the facility and will ensure that any necessary start-up supplies are delivered to the facility. The Volunteer/Staff Management Coordinator will report to the facility and manage the volunteer centre operations.

Encourage evacuees to help in the facility — there are many jobs that do not require special training. Evacuees who help maintain the Reception Centre can develop a sense of belonging.

### 5.4.1 Volunteer Management

In an emergency, area residents often feel compelled to assist in any way they can. Volunteers are often needed in an emergency response whether it be staffing reception centres or assisting community agencies. In these instances, ESS would activate its volunteer management component to effectively coordinate and care for volunteers.

If a volunteer centre is required, one will be activated according to the volunteer centre guidelines (5.4).

The Volunteer Registry structure incorporates three components: the intake unit, the research unit, and the reply unit. The intake unit registers volunteers and registers volunteer requests. The intake unit will register volunteers on-site at the volunteer centre, or will dispatch mobile registration teams to register volunteers off-site. The research unit matches volunteers to requests. The research unit finds volunteers by searching the database of registered volunteers, or by actively recruiting volunteers through, for example, agreements with community agencies. Finally, the reply unit will deploy the volunteers.

#### ***Worker Care***

Emergencies create unique and difficult conditions that strain response workers. Volunteers are no exception. For this reason, the ESS Plan provides for the safety and special care to registered volunteers through its worker care function. Worker care consists of six focus areas:

1. Morale
2. Nutrition & hydration
3. Workload

4. Critical Incident Stress Management (CISM)
5. Family support
6. Leisure

The Worker Care Coordinator is responsible for proactively and reactively addressing these areas. At the beginning of the emergency, the Worker Care Coordinator will evaluate the physical and psychological threat posed by the emergency, and will vary the level of worker care accordingly.

The Volunteer & Community Information Centre will provide worker care services to registered volunteers and staff on-site at the volunteer centre. Such services include providing a respite room, snacks, and refreshments. The City of Medicine Hat will provide worker care services to registered volunteers off-site, away from the volunteer centre.

The Salvation Army has committed to providing refreshments for volunteers. The Mental Health Support Team is committed to providing Critical Incident Stress Management (CISM), counseling, and debriefing to staff and volunteers.

#### ***Out-of-Town Responders***

Emergency response situations often require the assistance of out-of-town specialists and volunteers. The Worker Care Coordinator will also make any necessary provisions for out-of-town responders. These provisions include accommodations, food, transportation, worker care, awareness of local services, etc.

### **5.5 When the Region's Capabilities are Exceeded**

The ESS Incident Commander will notify the EOC Operations Chief and EOC ESS Branch Coordinator if ESS is unable to meet the demand for its services. The EOC Operations Chief will direct the EOC ESS Branch Coordinator in the EOC to make the necessary arrangements to call for additional help either internally or externally (neighboring communities, or the provincial or federal government).



## 5.6 Communications

The Municipal Emergency Management Plan details how communications will be maintained during an emergency. Normally, regular telephone, cell/smart phones, and faxes will be used to relay information from location to location. In addition, the use of social media (e.g. Twitter and Facebook) will be an important communication tool. Failing that, the City of Medicine Hat would call on amateur radio operators and runners to relay information between the Emergency Operations Centre and ESS facilities. In particular, ESS would request the assistance of the City of Medicine Hat Emergency Communications Service to provide amateur radio links.

The Medicine Hat Region will rely on the NotifyMeNow mass notification and the media to broadcast emergency public information to the public.

### Information Flow

#### ***Releasing information***

The EOC is responsible for releasing information to the general public and will ensure that Information Officers communicate with the ESS Information Officer to release this information to those who are at the ESS Facilities.

The ESS Information Officer is responsible for disseminating information to:

- ESS Incident Commander
- ESS Sections Chiefs , Facility Managers (Reception Centre Manager(s) and Volunteer Centre Manager(s))
- Assisting agencies

The Section Chiefs are responsible for disseminating information to:

- Response staff and volunteers
- Individuals within the facility

Please note that information cannot be released until it is authorized by the EOC. Furthermore, the ESS Information Officer must ensure the ESS Incident Commander has authorized all public information posted at ESS facilities.

#### ***Receiving information***

In an emergency, reliable public information is crucial to coordinating effective emergency response. Sometimes, in the scramble following an emergency, several information sources can present mixed messages that confuse and frustrate the public. As a result, the City of Medicine Hat seeks to disseminate public information efficiently through a single source: the EOC Information Officer.

Consequently, ESS Managers and assisting agencies are asked to pass on their public messages to the EOC through the ESS Information Officer. From there, the EOC Information Officer will release the information to the media and the public.

## **5.7 Long Term Housing Unit**

During the recovery stage of the emergency, the ESS Incident Commander will activate the Long Term Housing Unit.

The Long Term Housing Unit Coordinator will assist individuals whose households are affected by the emergency. The Long Term Housing Unit Coordinator will assess needs and coordinate the required financial assistance to provide accommodation on a short-term or long-term basis. The Long Term Housing Unit Coordinator will determine eligibility according to set criteria. The Long Term Housing Unit Coordinator will coordinate with community agencies, and the appropriate Government of Alberta departments (such as Alberta Works).

## **Section 6**

### **Personnel Organization and Responsibilities**

#### **6.1 Directing the ESS Response**

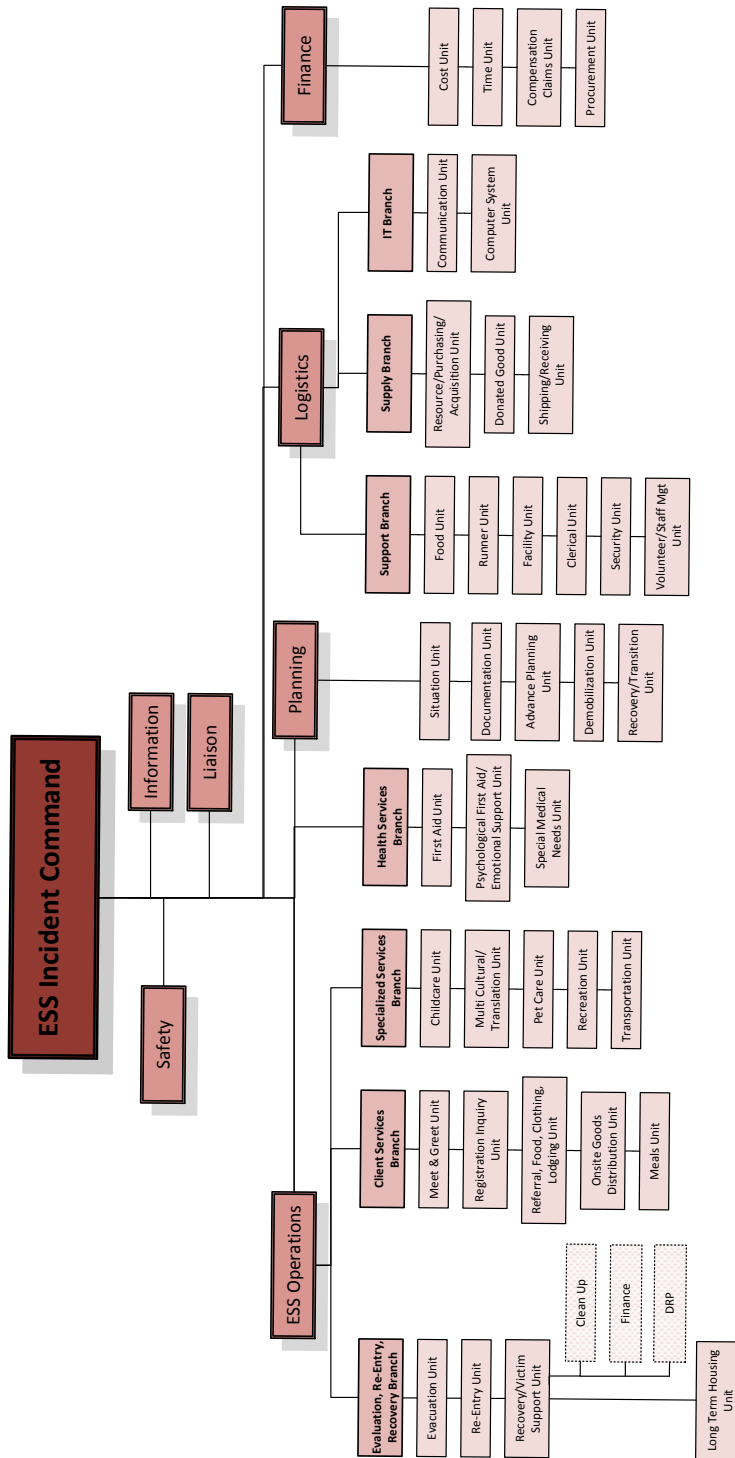
During all emergency responses, the Emergency Operations Centre (EOC) Director oversees the entire emergency response, including the ESS response.

#### **6.2 Organizing the ESS Response**

The ESS Incident Commander will direct the ESS response. This includes contacting the necessary staff such as ESS Management Team (including ESS Deputy Incident Commander), Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Finance Section Chief. The Section Chiefs, in turn, will contact appropriate personnel. The ESS Incident Commander will work collaboratively with the EOC ESS Branch Coordinator in organizing the ESS response.

Diagram 2: ESS Organizational Flow shows how the Medicine Hat Region would organize its staff and assisting agencies during an emergency.

Diagram 2



## **6.3 Workloads**

All ESS personnel are subject to maximum workload guidelines that are defined as follows:

- 60 hours per week
- 12 hours per day
- 10 hours between shifts
- 1 day off for every 6 days worked

These guidelines protect ESS personnel from becoming overworked and ensure the optimal performance of the whole ESS Agency.

## **6.4 Roles, Responsibilities and Checklists**

Each ESS staff member has a well-defined role that is integral to the entire ESS Agency. Section 6.6 explains the role and responsibilities of each ESS staff member. These descriptive sheets provide a checklist to ESS staff so that they can parachute into their role in an emergency.

## **6.5 ESS Incident Command System and Emergency Social Services Checklists**

This section provides checklists for all functions required for a fully expanded ICS and ESS operation.

### **ESS Incident Command System Organization**

The Incident Command System is a standardized management system designed to enable effective, efficient incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure.

ICS has three primary purposes:

1. To provide for the orderly and predictable division of labour.
2. To provide for the overall safety and personal accountability at the incident or event.
3. To ensure that the work at the incident or event is performed efficiently and effectively.

### ICS Structure

All incidents or events involve similar management tasks. The problem must be identified and assessed, a plan to deal with the problem developed and implemented, and the necessary resources acquired and paid for.

ICS provides the structure for effectively managing the following common incident tasks;

- Providing leadership and developing an organizational structure
- Setting goals, objectives, strategies and tactics
- Developing plans and clearly communicating those plans to all involved
- Ensuring the proper equipment and tools are available
- Ensuring the work is done safely
- Tracking the status of the incident
- Evaluating the plan and making adjustments
- Maintaining effective span of control and ordering additional resources as needed
- Tracking costs and ensuring accountability for equipment and personnel
- Managing information and keeping agencies updated
- Authorizing payroll and contract payments
- Processing claims
- Documenting the incident or event

Most incidents or events require a division of labour to accomplish these tasks. The organization of the Incident Command system is built around five major management activities.

1. **Incident Command:** Sets the incident objectives, strategies, and priorities and has overall responsibility for the incident.
2. **Operations:** Conducts operations to reach the incident objectives. Establishes the strategies and tactics and directs all operational resources.

3. **Planning:** Supports the incident action planning process by tracking resources, collecting/analyzing information, and maintaining documentation.
4. **Logistics:** Provides resources and needed services to support the achievement of the incident objectives.
5. **Finance/Administration:** Monitors costs related to the incident. Provides accounting, procurement, time recording, and cost analyses.

### **Assuming Command and Transfer of Command**

Usually, the person in charge of the first arriving units at the scene of an incident assumes the Incident Commander role. That person will remain in charge until formally relieved, or until transfer of command is accomplished.

Upon arriving at an incident a higher ranking person will either; assume command, maintain command as is, or transfer command to a third party. In some situations or agencies, a lower ranking but more qualified person (for that incident) may be designated as the Incident Commander.

As incidents expand or contract, change in jurisdiction or discipline, or become more or less complex, command may change to meet the needs of the incident.

A formal transfer of command at an incident always requires a transfer of command briefing for the incoming Incident Commander and notification to all personnel that a change in command is taking place.

### **Expanding the Organization**

As incidents grow, the Incident Commander may delegate authority for performance of certain activities to the Command Staff and General Staff. The Incident Commander will add positions only as needed.

## Command Staff

Depending upon the size and type of incident or event, it may be necessary for the Incident Commander to designate personnel to provide information, safety, and liaison services for the entire ICS organization. These personnel make up the Command Staff and consist of:

**The Information Officer** serves as the conduit for information to and from internal and external stakeholders. The Information Officer advises the Incident Commander on information dissemination and media relations although the Incident Commander still approves the information that is released by the Information Officer. The Information Officer works cooperatively with the Planning Section exchanging information. Only one Information Officer will be named to an incident, although the Information Officer may have assistants as necessary, the assistants may also represent other agencies or jurisdictions.

**The Safety Officer** monitors safety conditions, assesses hazardous and unsafe situations and develops measures for assuring the safety of all assigned personnel. The Safety Officer advises the Incident Commander on issues regarding incident safety, however may exercise emergency authority to directly stop unsafe acts if personnel are in imminent danger. The Safety Officer works closely with the Operations Section to ensure the safety of tactical and support personnel. Only one Safety Officer will be named to an incident. The Safety Officer may have assistants as necessary, and the assistants may represent other agencies or jurisdictions.

**The Liaison Officer** serves as the primary contact for supporting or cooperating agencies assisting at an incident. The Liaison Officer assists the Incident Commander by serving as a point of contact for agency representatives who are helping to support the operation. The Liaison Officer provides briefings to and answers questions from the supporting agency representatives. There is only one Liaison Officer on any incident, although very large incidents may require the use of assistants.

The Command Staff report directly to the Incident Commander.



## ESS Incident Command System Structure

Each structure is further broken down in a hierarchy in the Incident Command System as below:

- **Command Staff:** The Command Staff consists of the Public Information Officer, Safety Officer, and Liaison Officer. They report directly to the Incident Commander.
- **Section:** The organization level having functional responsibility for primary segments of incident management (Operations, Planning, Logistics, Finance/Administration). The Section level is organizationally between Branch and Incident Commander.
- **Branch:** That organizational level having functional, geographical, or jurisdictional responsibility for major parts of the incident operations. The Branch level is organizationally between Section and Division/Group in the Operations Section, and between Section and Units in the Logistics Section. Branches are identified by the use of Roman Numerals, by function, or by jurisdictional name.
- **Unit:** That organization element having functional responsibility for a specific incident planning, logistics, or finance/administration activity.
- **Single Resource:** An individual piece of equipment and its personnel complement, or an established crew or team of individuals with an identified work supervisor that can be used on an incident.

The ESS Supervisory Position Titles are provided in Table 1.

**ESS Supervisory Position Titles**

Table 1

<b>Organizational Level</b>	<b>Title</b>
Incident Command	Incident Commander
Command Staff	Officer
General Staff (Section)	Chief
Branch	Director
Unit	Coordinator
Single Resource	Worker

## 6.6 Emergency Social Services (ESS) Staff

### Roles and Responsibilities

#### Incident Commander and Management Staff

<b>Function</b>	<b>Roles and Responsibilities</b>
ESS Incident Commander	<ul style="list-style-type: none"> <li>• Responsible for overall coordination of ESS.</li> <li>• Reports Directly to the EOC Operations Section Chief</li> <li>• Works Collaboratively with the ESS Branch Coordinator in the EOC. Assumes responsibility for the overall management and safety of the ESS team and evacuees.</li> <li>• Ensures all required functions are activated and carried out.</li> </ul>
Information Officer	<ul style="list-style-type: none"> <li>• Works under the direction of ESS Incident Command</li> <li>• Regular communication with the EOC Public Information Officer to ensure ESS receives complete and accurate information.</li> <li>• Coordinates any media visits with the ESS Management Staff and EOC Information Officer.</li> <li>• Coordinates public meetings and media releases that are approved by the EOC.</li> <li>• Gathers and disseminates information.</li> </ul>
Liaison Officer	<ul style="list-style-type: none"> <li>• Acts as the point of contact for representatives from external agencies.</li> </ul>
Safety Officer	<ul style="list-style-type: none"> <li>• Proactively ensures safety of facility for the ESS team and evacuees.</li> <li>• Implements worker care measures.</li> <li>• Ensure all Alberta Occupational Health and Safety regulations are adhered to.</li> </ul>

**Operations Section: Evaluation, Re-entry, Recovery Branch**

<b>Function</b>	<b>Roles and Responsibilities</b>
Operations Section	<ul style="list-style-type: none"> <li>• Assumes overall responsibility for the coordination of activities within the section and delivery of direct services to evacuees.</li> </ul>
Evaluation, Re-Entry, Recovery Branch Director	<ul style="list-style-type: none"> <li>• Oversees the set-up and operations of the evaluation, re-entry, and recovery.</li> <li>• Ensure that the following primary services are arranged for and carried out as required:               <ul style="list-style-type: none"> <li>▪ Safe and Orderly Evacuation of Residents at risk or who have been impacted by the disaster.</li> <li>▪ Safe and Orderly Reentry of evacuated residents.</li> <li>▪ Recovery Support for evacuated residents including clean up, financial assistance and the Disaster Recovery Program (DRP).</li> <li>▪ Long-term housing.</li> </ul> </li> </ul>
Evacuation Unit Coordinator	<ul style="list-style-type: none"> <li>• Ensure that the following primary services are arranged for and carried out: Safe and Orderly Evacuation of Residents at risk or who have been impacted by the disaster.</li> <li>• Provide direction and support to staff and volunteers who are assisting with the evacuation.</li> </ul>
Re-Entry Unit Coordinator	<ul style="list-style-type: none"> <li>• Ensure that the following primary services are arranged for and carried out: Safe and Orderly Re-entry of Residents who have been evacuated during the disaster.</li> <li>• Provide direction and support to staff and volunteers who are assisting with the evacuation.</li> </ul>

<p>Recovery/Victim Unit Coordinator</p>	<ul style="list-style-type: none"> <li>• Ensure that the following services are arranged for and provided if needed and /or provided:             <ol style="list-style-type: none"> <li>1. Cleanup</li> <li>2. Financial Assistance (e.g. Provincial Government debit cards)</li> <li>3. Disaster Recovery Program</li> </ol> </li> </ul>
<p>Long Term Housing Unit Coordinator</p>	<ul style="list-style-type: none"> <li>• Assist residents who are unable to return to their residence in finding and accessing long term housing.</li> <li>• Provide direction and support to staff and volunteer workers who are assisting with the evacuation.</li> </ul>

**Operations Section: Client Services Branch**

<b>Function</b>	<b>Roles and Responsibilities</b>
Operations Section Chief (Reception Centre Manager)	<ul style="list-style-type: none"> <li>Assumes overall responsibility for the coordination of activities within the section and delivery of direct services to evacuees.</li> </ul>
Client Services Branch Director	<ul style="list-style-type: none"> <li>Oversees the set-up and operations of the primary services to evacuees.</li> </ul>
Meet and Greet Unit Coordinator	<ul style="list-style-type: none"> <li>Welcomes evacuees into the Reception Centre.</li> <li>Directs evacuees to the appropriate service area according to their physical and/or emotional needs.</li> </ul>
Registration and Inquiry Unit Coordinator	<ul style="list-style-type: none"> <li>Registers evacuees.</li> <li>Takes inquiries about the safety and whereabouts of Evacuees.</li> </ul>
Referral, Food, Clothing, & Lodging Unit Coordinator	<ul style="list-style-type: none"> <li>Interviews evacuees to determine immediate needs for food, clothing, lodging, etc.</li> <li>Provides referrals to community suppliers for assistance.</li> </ul>
On-Site Goods Distribution Unit Coordinator	<ul style="list-style-type: none"> <li>Distributes on-site goods such as comfort foods, comfort kits, and phone cards.</li> </ul>
Meals Unit Coordinator	<ul style="list-style-type: none"> <li>Ensures that comfort foods, for distribution to evacuees by On-Site Goods Distribution Unit, are available.</li> <li>Ensures that meals, snacks and water for ESS personnel are available.</li> <li>Oversees the implementation and operation of the Meal Unit as per Food Safe Standards.</li> </ul>

**Operations Section: Specialized Services Branch**

<b>Function</b>	<b>Roles and Responsibilities</b>
Operations Section Chief	<ul style="list-style-type: none"> <li>Assumes overall responsibility for the coordination of activities within the section and delivery of direct services to evacuees.</li> </ul>
Specialized Services Branch Director	<ul style="list-style-type: none"> <li>Oversees the set-up and operation of any specialized services provided to evacuees.</li> </ul>
Childcare Unit Coordinator (Should be qualified/certified appropriately)	<ul style="list-style-type: none"> <li>Provides care and activities for children in a safe, secure and nurturing environment while their parents or guardians are receiving services in the Reception Centre.</li> <li>Works with the provincial or territorial organization responsible for children's services (in Alberta it's the, Child and Family Services in the Ministry of Human Services) for the care and release of children not accompanied by their parents or guardians.</li> </ul>
Multi-Cultural/Translation Unit Coordinator	<ul style="list-style-type: none"> <li>Provides multicultural services as needed such as translators, ethnic foods, clothing, etc.</li> </ul>
Pet Care Unit Coordinator	<ul style="list-style-type: none"> <li>Provides care for domestic pets while their owners are receiving services in the Reception Centre.</li> </ul>
Recreation Unit Coordinator	<ul style="list-style-type: none"> <li>Provides suitable and safe recreation and leisure activities for evacuees in the Reception Centre.</li> </ul>
Transportation Unit Coordinator	<ul style="list-style-type: none"> <li>Consults with the ESS Incident Commander and EOC to organize and provide means of transportation for evacuees to the Reception Centre or from the Reception Centre to a place of lodging.</li> </ul>

**Operations Section: Health Services Branch**

<b>Function</b>	<b>Roles and Responsibilities</b>
Operations Section Chief	<ul style="list-style-type: none"> <li>Assumes overall responsibility for the coordination of activities within the section and delivery of direct services to evacuees.</li> </ul>
Health Services Branch Director	<ul style="list-style-type: none"> <li>Oversees the arrangements for setting up and providing health services as required for first aid, emotional support, and special needs.</li> </ul>
First Aid Unit Coordinator (Should be qualified/certified appropriately)	<ul style="list-style-type: none"> <li>Provides first aid to evacuees and responders in accordance with their level of training.</li> <li>Makes referrals to appropriate health care facilities when needed.</li> </ul>
Psychological First Aid/Emotional Support Unit Coordinator	<ul style="list-style-type: none"> <li>Provides emotional support for evacuees and responders, and provides referrals to appropriate agencies when needed.</li> </ul>
Special Medical Needs Unit Coordinator	<ul style="list-style-type: none"> <li>Provides assistance to evacuees with special needs, (e.g., pregnant women, nursing mothers, elderly, dependent adults, and special needs children).</li> </ul>



**Planning Section**

<b>Function</b>	<b>Roles and Responsibilities</b>
Planning Section Chief	<ul style="list-style-type: none"> <li>Assumes overall responsibility for the coordination of all planning activities within the section, which includes gathering and analyzing statistics, planning for future Reception Centre needs as well as for demobilization of the Reception Centre and the transition from response to recovery.</li> </ul>
Situation Unit Coordinator	<ul style="list-style-type: none"> <li>Oversees the preparation, distribution and display of Situation Reports (data/information).</li> </ul>
Documentation Unit Coordinator	<ul style="list-style-type: none"> <li>Ensures that Reception Centre ESS forms are distributed, collected, organized, duplicated, filed and/or archived.</li> <li>Records information on Statistics Record and distributes them to the Situation Unit.</li> </ul>
Advance Planning Unit Coordinator	<ul style="list-style-type: none"> <li>Reviews all available information to anticipate Reception Centre future needs and develops an advance plan for Reception Centre response.</li> </ul>
Demobilization Unit Coordinator	<ul style="list-style-type: none"> <li>Creates a Demobilization Plan for the closing of the Reception Centre.</li> </ul>
Recovery/Transition Unit Coordinator	<ul style="list-style-type: none"> <li>Assists evacuees with transition from the immediate emergency period to the longer recovery process where the community and individuals will begin to regain former stability or to build a new future.</li> <li>In larger events, the local authority may establish a recovery centre and the Recovery Transition Unit can help in the transition from the response phase (reception centre) to the recovery phase (recovery centre). Recovery centres are separate and distinct from reception centres and are outside the mandate of ESS.</li> </ul>

**Logistics Section: Support Branch**

<b>Function</b>	<b>Roles and Responsibilities</b>
Logistics Section Chief	<ul style="list-style-type: none"> <li>Assumes overall responsibility for providing support and resources to meet the needs of the Reception Centre.</li> </ul>
Support Branch Director	<ul style="list-style-type: none"> <li>Ensures the set up and oversees food, runners, facility, clerical, security, and volunteer/staff management functions.</li> </ul>
Food Unit Coordinator	<ul style="list-style-type: none"> <li>With consideration for special diets:           <ul style="list-style-type: none"> <li>Ensures that comfort foods for distribution to evacuees by on-site goods distribution unit are available.</li> <li>Ensures that meals, snacks, and water for ESS personnel within the Reception Centre are available.</li> <li>While pets are not normally allowed in a Reception Centre, registered assistance animals are permitted, so consideration should be given for having extra food and water for registered assistance animals that accompany people with disabilities.</li> </ul> </li> </ul>
Runner Unit Coordinator	<ul style="list-style-type: none"> <li>Transports paper and other small items within the Reception Centre.</li> <li>Accompanies evacuees or visitors in the Reception Centre if Meeters and Greeters are not available.</li> </ul>
Facility Unit Coordinator	<ul style="list-style-type: none"> <li>Ensures Reception Centre has needed furniture, space, accessibility, etc.</li> <li>Ensures maintenance and cleanliness, including restrooms and garbage collection.</li> </ul>
Clerical Unit Coordinator	<ul style="list-style-type: none"> <li>Ensures clerical services (scribes, receptionists, minute-taking, word processing, data entry, etc.) are available as required.</li> </ul>

Security Unit Coordinator	<ul style="list-style-type: none"><li>• Ensures security of individuals at the Reception Centre</li><li>• Provides security and parking lot traffic control for the Reception Centre.</li></ul>
Volunteer/Staff Management Unit Coordinator	<ul style="list-style-type: none"><li>• Manages and supports existing ESS team members as well as new walk-in volunteers.</li></ul>

**Logistics Section: Supply Branch**

<b>Function</b>	<b>Roles and Responsibilities</b>
Logistics Section Chief	<ul style="list-style-type: none"> <li>• Assumes overall responsibility for providing support and resources to meet the needs of the Reception Centre.</li> </ul>
Supply Branch Director	<ul style="list-style-type: none"> <li>• Arranges for and oversees the functions dealing with supplies used for the effective operation of the Reception Centre:               <ul style="list-style-type: none"> <li>▪ Resource acquisition</li> <li>▪ Donated goods.</li> </ul> </li> <li>• Shipping and receiving.</li> </ul>
Reception Centre Support Branch Director	<ul style="list-style-type: none"> <li>• Ensure the following support services are arranged for and carried out at the Reception Centre as required:               <ul style="list-style-type: none"> <li>▪ Food</li> <li>▪ Runners</li> <li>▪ Facility</li> <li>▪ Clerical</li> <li>▪ Security</li> </ul> </li> <li>• Oversee these functioning of these services.</li> </ul>
Resource/Purchasing/Acquisition Unit Coordinator	<ul style="list-style-type: none"> <li>• Assesses needs, and acquires, distributes, and tracks material resources, supplies, and equipment for use by evacuees and ESS responders.</li> <li>• Contacts existing suppliers to confirm availability to provide needed goods and services.</li> <li>• Ensures Reception Centre kit is ready for redeployment to next event.</li> </ul>

Donated Goods Unit Coordinator	<ul style="list-style-type: none"> <li>• Receives solicited donated goods for evacuees.</li> <li>• Forwards unsolicited donations as per EOC direction.</li> </ul>
Shipping & Receiving Unit Coordinator	<ul style="list-style-type: none"> <li>• Manages the process of receiving and shipping of supplies and equipment to and from the Reception Centre.</li> </ul>

**Logistics Section: Information Technology Branch**

<b>Function</b>	<b>Roles and Responsibilities</b>
Logistics Section Chief	<ul style="list-style-type: none"> <li>• Assumes overall responsibility for providing support and resources to meet the needs of the Reception Centre.</li> </ul>
Information Technology Branch Director	<ul style="list-style-type: none"> <li>• Ensures the following information technology services are carried out at the Reception Centre as required: <ul style="list-style-type: none"> <li>▪ Communications</li> <li>▪ Computer systems.</li> </ul> </li> </ul>
Communications Unit Coordinator	<ul style="list-style-type: none"> <li>• Gets information in and out of the Reception Centre by the most appropriate means (telephone, media, written, internet, amateur radio, etc.).</li> </ul>
Computer Systems Unit Coordinator	<ul style="list-style-type: none"> <li>• Oversees the installation of computers and Internet for the Reception Centre, as available.</li> <li>• Provides technical support for personnel working in the Reception Centre.</li> </ul>

**Finance Section**

<b>Function</b>	<b>Roles and Responsibilities</b>
Finance Section Chief	<ul style="list-style-type: none"> <li>• Assumes overall responsibility for the maintenance of financial and time records.</li> <li>• Determines spending limits.</li> <li>• Assists with setting up new supplier contracts.</li> <li>• Handles any workers' compensation or damage claims.</li> </ul>
Cost Unit Coordinator	<ul style="list-style-type: none"> <li>• Ensures provincial or territorial organization responsible for ESS (Alberta Emergency Management Agency) has provided a task/tracking number.</li> <li>• Documents cost information and maintains records of all financial transactions.</li> </ul>
Time Unit Coordinator	<ul style="list-style-type: none"> <li>• Keeps all time records and travel claims for ESS personnel.</li> </ul>
Compensation & Claims Unit Coordinator	<ul style="list-style-type: none"> <li>• Oversees the claims process for both personal injuries and loss or damage at the Reception Centre.</li> </ul>
Procurement Unit Coordinator	<ul style="list-style-type: none"> <li>• Oversees the setting up of new supplier agreements and the procurement of new supplies and equipment.</li> </ul>

## 6.7 Emergency Social Services Function Checklists

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**ESS Activation Checklist - For All Positions****Activation Phase Checklist**

- Check in with the Volunteer/Staff Management Unit (in Logistics) upon arrival at the ESS. Obtain an identification card and vest.
- Complete ESS Check-In List and Volunteer/ Staff Registration Form.
- If you are a representative from an outside (non-jurisdictional) agency, register with the Liaison Officer.
- Report to the ESS Incident Commander, Section Chief, or other assigned supervisor, to obtain current situation status and specific job responsibilities expected of you.
- Set up your workstation and review your position checklist, forms and flowcharts.
- Establish and maintain an ESS Position Log that chronologically describes the actions you take during your shift.
- Determine your resource needs, such as a computer, phone, fax, stationary, plan copies, and other reference documents.
- Participate in any facility/safety orientations as required.

## Section 7

### Emergency Social Services Checklists

**It is important to note that not all functions 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 in the delivery of ESS.**

All personnel should read the entire checklist before initiating action items. As emergencies and exercises are reviewed, the applicability of the checklists should also be reviewed and revised as needed.

## 7.1 Command

### ESS INCIDENT COMMANDER

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

#### Reports to

- EOC Operations Section Chief and communicates with the EOC ESS Branch Coordinator

#### Incident Commander Role

- The Incident Commander (IC) provides overall leadership for the incident response or management of an event. The IC delegates authority to others as the complexity of the incident or event dictates. The IC must be fully briefed and should have a written delegation of authority from the agency of jurisdiction. The IC takes general direction from the EOC Operations Section Chief and works collaboratively with the EOC ESS Branch Coordinator.
- The IC performs all major ICS command and general staff responsibilities unless the ICS functions are delegated and assigned.

#### Responsibilities

1. The Incident Commander has overall responsibility for managing the incident by objectives, planning strategies, and implementing tactics. **The Incident Commander is the only position that is always staffed in ICS applications.** During small incidents and events, one person, the Incident Commander, may accomplish all management functions.
2. In addition to having overall responsibility for managing the entire incident, the Incident Commander is specifically responsible for:
  - Ensuring incident safety.
  - Providing information services to internal and external stakeholders.
  - Establishing and maintaining liaison with other agencies participating in the incident.
3. The Incident Commander is also responsible for all activities and functions until delegated and assigned to staff.
4. The Incident Commander is also responsible for directing staff to develop the Incident Action Plan.

5. The IC may appoint one or more Deputies, if applicable, from the same agency or from other agencies or jurisdictions. Deputy Incident Commanders must be qualified as the Incident Commander.
6. Ensure that the ESS (Reception Centre) facility has been approved for use (e.g., agreement in place, safety, etc.) by the EOC or designated authority.
7. Ensure the safety of all ESS responders and evacuees.
8. Exercise overall management responsibility for the ESS operations and ensure that all "required" functions are carried out (refer to the Organization Chart).
9. Establish the appropriate staffing level for the ESS Operations and continuously monitor organizational effectiveness to ensure that appropriate modifications occur as required.
10. Allocate space and workstations for each of the required ESS functions.
11. Provide initial and ongoing briefings to General and Management staff (e.g., Operations, Planning, Logistics, Finance/Administration).
12. In consultation with General and Management staff (e.g., Operations, Planning, Logistics, and Finance/Administration), set objectives for the ESS Operations and ensure that all tasks for each objective are accomplished.
13. Approve press releases and other public information materials requested by EOC, and provided by the ESS Information Officer, before forwarding to the EOC for final approval and release.
14. Review and approve Situation Reports, Action Plans, and exceptional resource requests being forwarded to the EOC as required.

**Activation Phase:**

- Obtain instructions from the EOC Operations Section Chief
- Respond immediately to the ESS Incident Command or Reception Centre and determine operational status.
- Establish sign in/sign out procedure for staff and volunteers
- Obtain identification (e.g., Green Vest).
- Establish a workspace for operations.
- Establish communication with immediate supervisor to obtain latest briefing.
- Determine resource needs, such as people, equipment, phones, checklist copies and other reference documents.

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

### **Operational Phase:**

- Maintain contact with the EOC ESS Branch Coordinator and EOC Operations Section Chief
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Maintain a receptionist position to answer all incoming telephone calls to ESS operations and/or the Reception Centre.
- Ensure regular Action Planning meetings are conducted.
- Ensure that Operational Periods are established.
- Once Action Plans are completed by the Planning Section, review, approve and authorize implementation.
- Conduct periodic briefings with the Management and General Staff (e.g., Operations, Planning, Logistics, Finance/Administration) to ensure Reception Centre priorities and objectives are current and appropriate.
- Monitor Management and General Staff. (e.g., Operations, Planning, Logistics, Finance/Administration) activities to ensure that all appropriate actions are being taken.
- Approve press releases and other public information materials provided by the Information Officer at the Reception Centre, and forward to the EOC for final approval and release.

**Emergency Social Services**

- Review and approve Situation Reports, Action Plans, Media Releases, exceptional resource requests and other documents are being forwarded to the EOC as required.
- Provide direction and support to Management and General Staff (e.g., Operations, Planning, Logistics, Finance/Administration) as required.
- Ensure ongoing monitoring of facility operations to ensure worker and evacuee safety.
- Ensure that appropriate worker care is implemented.
- Request assistance from ESS Support Organizations through proper channels if needed.
- Brief replacement for the next shift and identify outstanding action items or issues.

**Deactivation Phase:**

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

**Function Aids:**

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

**ESS SAFETY OFFICER****\*\*\* Read This Entire Checklist Before Taking Action \*\*\***

**Reports to:** ESS Incident Commander  
**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 Reception Centre are handled proactively.
2. Ensure that all buildings and other facilities used in support of the ESS operations are in safe operating condition.
3. Ensure worker care measures are implemented.
4. Monitor operational procedures and activities in ESS to ensure they are being conducted in a manner that promotes safety and worker care considering the existing situation and conditions.
5. Enforce applicable municipal bylaws and Occupational Health and Safety regulations and reports.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff Registration Form. Obtain identification.
- Report to the ESS Incident Commander 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 an ESS Position Log to list the actions taken during the shift.
- Tour the entire Reception Centre facility with the Facility Supervisor and evaluate conditions; advise the ESS Incident Commander of any conditions which might result in injury or liability (e.g., unsafe layout of equipment, etc.).

**Operational Phase:**

- Maintain communication with ESS Incident Commander.



- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Ensure worker care measures are activated, including:
  - ESS worker quiet room
  - Buddy system
  - Emotional support services
  - Appropriate personnel scheduling
- Ensure that appropriate worker care is maintained throughout the operation.
- Inspect the Reception Centre 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.
- Prepare and present safety briefings for the ESS management team at appropriate meetings.
- Provide status report information at management team meetings.
- Provide guidance to ESS personnel regarding actions to protect themselves from the emergency event, such as smoke from a wildfire or aftershocks from an earthquake.
- Ensure that the Reception Centre is free from any environmental threats (e.g., hazardous materials exposure, air purity, water quality, etc.).
- Stop or modify all unsafe operations notifying the ESS Incident Commander of actions taken.
- Keep the ESS Incident Commander 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- ESS Facility Safety Inspection Sheet
- ESS Worker Quiet Room Guidelines
- ESS Incident HS 08 Public Patron Incident Report Form
- ESS Incident HS 09 Preliminary Incident Report Form

**ESS FACILITY INSPECTION SAFETY SHEET**

Prior to opening the Reception Centre facility during a disaster response, an initial walkabout of the facility should be made with the building owner/manager (such as the Facility Supervisor) and the Operations Section Chief or Safety Officer if function is activated. The purpose of this inspection is to identify any potential hazards, so that they can be dealt with prior to opening the facility for an Emergency Social Services operation.

**General Condition**

**Yes**                      **No**

- |  |       |       |
|--|-------|-------|
| 1. Are there any downed electrical, telephone or other such lines? | _____ | _____ |
| 2. Are there any gas line cracks or leaks?                         |       |       |

**Exits and Access**

- |   |       |       |
|---|-------|-------|
| 1. Are all exits visible and unobstructed?  | _____ | _____ |
| 2. Are all exits marked with a readily visible sign that is properly illuminated? | _____ | _____ |
| 3. Are there sufficient exits to ensure prompt escape in case of emergency?       | _____ | _____ |
| 4. Are there areas of the facility that should be locked?                         | _____ | _____ |
| 5. Do exit doors swing outward?   | _____ | _____ |

**Exterior**

- |   |       |       |
|---|-------|-------|
| 1. Are all exterior exits properly illuminated?   | _____ | _____ |
| 2. Are all sidewalks maintained with no large cracks or uneven surfaces?  | _____ | _____ |
| 3. Are the parking lots in good condition with no potholes or uneven surfaces?  | _____ | _____ |
| 4. Are all handicapped ramps maintained and equipped with proper rails?   | _____ | _____ |
| 5. In inclement weather (ice and snow), are all sidewalks and parking lot areas cleared to provide proper access to the building? | _____ | _____ |

**Walking and Working Surfaces**

- |   |       |       |
|---|-------|-------|
| 1. Are aisles and working areas clean and free of hazards?                                      | _____ | _____ |
| 2. Are floors clean, dry, sanitary, and free of slip hazards?                                   | _____ | _____ |
| 3. Are stand mats, platforms, or similar protection provided to protect people from wet floors? | _____ | _____ |
| 4. Where necessary, are non-skid surfaces applied to stair treads?                              | _____ | _____ |

**Emergency Social Services**

- 5. Are stairways in good condition and standard railings provided for every flight having four or more risers?
- 6. Are all areas of the building adequately illuminated?


***Kitchen***

- 1. Are the stove and hood free of grease accumulation?
- 2. Is there a properly serviced fire extinguisher in an accessible area?
- 3. Is the floor clean, dry, and free of slip hazards?
- 4. Do all electrical appliances have grounded plugs?
- 5. Are there proper containers available (e.g., metal garbage cans)?


***Signatures:***

\_\_\_\_\_

Building Owner / Representative

\_\_\_\_\_

Reception Centre Manager / Safety Officer

**ESS LIAISON OFFICER**

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

**Reports to:** ESS Incident Commander  
**Title (if function is staffed):** Liaison Officer

**Responsibilities:**

1. Act as a point of contact for representatives from external agencies (e.g., Search and Rescue, Canadian Red Cross, The Salvation Army, St. John Ambulance, Society for the Prevention of Cruelty to Animals and other supporting agencies.) arriving to assist ESS operations.
2. Ensure workers from external agencies are properly integrated into ESS operations.
3. Provide information to workers about the role of external agencies.
4. Assist the ESS Incident Commander in ensuring proper procedures are in place for conducting VIP/visitor tours of ESS operations.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign Volunteer/ Staff Registration Form. Obtain identification.
- Report to ESS Incident Commander 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 ESS Position Log to list the actions taken during the shift.

**Operational Phase:**

- Maintain communication with ESS Incident Commander.
- Provide ESS Status Report information at management team meetings (e.g., Operations, Planning, Logistics, and Finance/Administration).
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Ensure personnel from external agencies, who are working at the Reception Centre, sign the Volunteer/Staff Registration Form in Volunteer/Staff Management Unit and understand the daily sign-in/sign-out procedures.

- Ensure distribution of ESS Volunteer/Staff Information Sheet to all external agency personnel upon their arrival (see Function Aids).
- Direct the external agency representatives to the Volunteer/Staff Management Unit for work assignment.
- Ensure that all communications with appropriate emergency response agencies is established and maintained.
- Conduct VIP/visitor tours of ESS operations.
- 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- ESS Volunteer/Staff Information Sheet

**ESS INFORMATION OFFICER****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** ESS Incident Commander**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 in cooperation with 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. Ensures that complete, accurate and consistent information about the ESS operation is provided to the EOC Information Officer.
4. Ensures that the ESS Incident Commander is kept fully apprised of all information coming and going to the ESS operations.
5. Coordinates periodic meetings with evacuees giving them updated information.
6. Maintains a positive relationship with media representatives visiting the ESS operations and control their access and information gathering activities as per direction from EOC.
7. Establishes and maintains an information station/board in the Reception Centre.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff Registration Form. Obtain identification.
- Report to the ESS Incident Commander 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 an ESS Position Log to list the actions taken during the shift.

- Set up an information area for evacuee use.
- Post bulletin boards in convenient locations.

**Operational Phase:**

- Maintain communication with ESS Incident Commander.
- Provide ESS Status Report information at management team meetings (e.g., Operations, Planning, Logistics, and Finance/Administration).
- Maintain ESS 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 ESS activities. Keep posted information up-to-date.
- Coordinate any media visits to the ESS Incident Command site or Reception Centre with the ESS Liaison Officer, the ESS Incident Commander, 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.
- Obtain policy guidance from the EOC Information Officer regarding media releases concerning the ESS operations.
- Keep the ESS Incident Commander advised of all unusual requests for information and of all major critical or unfavourable media comments regarding ESS operations.
- Coordinate with the Situation Unit (Planning) and identify methods for obtaining and verifying the accuracy of significant information.
- Maintain up-to-date status boards and other references (e.g., information on ESS – see Function Aids) for media representatives.
- Prepare media briefings at the request of the Information Officer at the EOC and in cooperation with the ESS Incident Commander.
- Ensure that rumour control function is established to correct false or inaccurate information concerning the ESS operations.
- Ensure that announcements, Reception Centre 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 ESS Incident Commander and the EOC Information Officer
- 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 ESS Incident Commander.



- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- ESS Media Relations Guide
- Emergency Social Services – Key Messages
- What is Emergency Social Services?

## **MEDIA RELATIONS GUIDE**

The media people have a job to do. They serve the community by telling the story, and may be immensely helpful to the local ESS Team and to evacuees. Here are some simple guidelines to follow in your work with the media.

### **1. Remember there is no such thing as “off the record”**

### **2. Resist the temptation to “be candid” with the media**

### **3. Remember that you represent the local authority**

What you say can influence people’s perception about the ESS organization. Project the organization positively. Don’t allow inexperienced or untrained personnel to work with the media.

### **1. Welcome the interest of reporters**

Make sure an appropriate person helps them get correct information. Usually the best approach is to introduce yourself and express your willingness to help them get what they need. Offer to give them a short tour, before the centre is open and any evacuees arrive. Explain briefly what your role is and be sure to clearly identify yourself (or another assigned person) as the best source of information about this part of the operation.

If you can, give out a phone number. This builds rapport with the media and helps to encourage positive coverage. If you do not have all the answers just call the reporters back with the facts. Do not make promises for follow-up that you cannot keep.

### **2. Be positive as you establish the ground rules**

Here is an example statement you might make to set those ground rules: “You are welcome to speak with the evacuees, but only outside of the Reception Centre; please ask the evacuee first if they feel like talking. We consider most areas of the Reception Centre to be private, so please do not attempt to go into these areas.”

### **3. Establish a Designated Media Area outside of the Reception Centre**

Establish a designated media area outside of the Reception Centre and direct all media to conduct their interviews at that location only. Use the information board to post the location of the Designated Media area for all evacuees.

### **4. Give an overview of what ESS does and give lots of accurate information**

Try to give reporters a good overview of the ESS role in disaster so they can report accurately. Give as much accurate information as you can, discuss only what you are personally involved with such as: how many we have received at the Reception Centre, how

many meals have been served, how many personnel are involved. You might also give examples of local community organizations or businesses that have been especially helpful.

**5. Do not report information inappropriate to the ESS role**

For example, do not discuss the number of deaths, or where a fire will probably burn next, or whether dams will hold. Instead help reporters with other questions by referring them to the proper information source.

**6. Write down any commitments you make**

Pass commitments along if you are reassigned before you can complete them. Ask reporters to leave you a business card, check to see when the best time to reach them is.

**7. Respect the confidentiality of the evacuees – but...**

Allow them to talk to the media. Some of the very best media coverage comes from evacuees who share their stories. If you see an opportunity for such a story, make sure the evacuee wants to talk. Never give out confidential information without obtaining permission.

**8. Too much information is usually better than not enough**

**9. Never ask the public for food or clothing donations**

Local authority Emergency Operations Centre (EOC) may only make such requests.

**10. Obtain the latest ESS press release**

Have copies ready for members of the media when they come to your Reception Centre.

**EMERGENCY SOCIAL SERVICES – KEY MESSAGES****Responsibility for Emergency Preparedness:**

- In Alberta, local government authorities and First Nations are responsible for planning and operating emergency responses within their jurisdictions, including Emergency Social Services.

The provincial government is responsible for assisting communities, providing advice, covering ESS response costs, and supporting local government responses with additional provincial resources during large emergencies that overwhelm local capacity.

**Definition of ESS:**

- Emergency Social Services (ESS) is a community-based emergency response program and may involve both community volunteers and local authority staff.
- ESS is an essential component of the public safety lifeline in Alberta.
- ESS are those services required to preserve the immediate **well-being of people** affected by an emergency or disaster – ranging from a single-family house fire to a calamity involving mass evacuations.
- ESS includes such services as food, clothing, lodging, information, reuniting families, emotional support and other specialized services as required.
- Services are generally provided for up to 72 hours. In extenuating circumstances, the provincial government may authorize extensions.

**ESS Program Mandate:**

- The goal of ESS is to help people who have been displaced from their homes to begin re-establishing themselves as quickly as possible after a disaster.

**ESS Program Structure:**

- Local ESS teams that are primarily volunteers deliver ESS services – there are numerous trained volunteer ESS responders located throughout the province.
- Numerous communities in Alberta have an ESS team.

## 7.2 Operations

### **OPERATIONS SECTION CHIEF (RECEPTION CENTRE MANAGER)**

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

**Reports to:** ESS Incident Commander

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

**Responsibilities:**

1. Ensure that the following responsibilities of the Operations Section are carried out at the as required:
  - Meet & Greet
  - Registration
  - Referrals for Food, Clothing and Lodging
  - Inquiry
  - On-Site Goods Distribution
  - Child Care
  - Multicultural Services
  - Pet Care
  - Recreation
  - Transportation
  - Health Services
  - First Aid
  - Emotional Support
  - Special Needs
  - Evacuation
  - Re-Entry
  - Recovery/Victim Support
  - Long Term Housing
  
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 ESS Action Plan (Planning) are accomplished within the operational periods or deadlines.

5. Conduct Operations Section briefings and inform the ESS Incident Commander of significant issues affecting the Operations Section.
6. Supervise the Operations Section.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff Registration Form. Obtain identification.
- Report to ESS Incident Commander 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 an ESS Position Log to list the actions taken during the shift.
- Request Volunteer/Staff Management Unit 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 Directors and/or Unit Coordinators:
  - Evacuation, Reentry and Recovery Branch
  - Evacuation Unit
  - Reentry Unit
  - Recovery Unit
    - Resident Support (clean up)
    - Resident Support (financial)
    - Resident Support (DRP)
    - Resident Support (Long Term Housing)

Note the Evacuation, Reentry and Recovery Unit Responsibilities needs to be developed

- Primary (Client) Services Branch
  - Meet & Greet Unit
  - Registration and Inquiry Unit
  - Referrals for Food, Clothing and Lodging Unit
  - On-Site Goods Distribution Unit
  - Meals
- Specialized Services Branch
  - Child Care Unit
  - Multicultural/Translation Unit
  - Pet Care Unit
  - Recreation Unit
  - Transportation Unit

- Psychological First Aid
  - 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 Directors (or Unit Coordinators if Branches are not developed) and ensure that responsibilities are clearly understood.
  - Ensure workers within the Section are given a checklist for their respective functions(s).
  - Assist Branch Directors (or Unit Coordinators 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 ESS Reception Centre Action Plan (Planning).
  - Notify the ESS Incident Commander when the Section is operational.

**Operational Phase:**

- Maintain communication with ESS Incident Commander.
- Provide ESS Status Report information at management team meetings.
- Maintain ESS 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 Directors and/or Unit Coordinators 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 ESS Position Logs.
- Ensure that all equipment & supplies are tracked and accounted for.

- Ensure appropriate paperwork (e.g., completed ESS Files & Referrals) is given to the Documentation Unit (Planning) for processing in a timely manner.
- Ensure that the Branches and Units coordinate all resource needs through the Logistics Section.
- Assist, support and provide direction as required.
- Inform Liaison Officer 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 ESS Incident Commander.
- 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 Unit.
- 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:**

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



**Sample Demobilization Checklist**Checklist for a move to Minimum Staffing

- Have hours of the Reception Centre posted on the walls, doors, and lobbies of the building. Post the new hours on the City website. Notify the media of any changes in hours.
- Functions needed: Reception Centre Manager, Registration and Referrals, Meet and Greet, Resource Acquisition, Volunteer / Staff Management.
- Food – have food brought in, rather than cooked on-site, and only for lunch hours.
- Set-up a staffing schedule for the new hours.

Checklist for Full Demobilization

- Keep a log of all actions taken in the Demobilization Phase. Note where items are taken, etc.
- Determine if the Reception Centre is to be fully de-mobilized after the last evacuation order is lifted. If the centre is to remain set-up, but not staffed (on stand-by), determine what equipment can remain in the facility. Determine how long the facility will remain set-up. Think about which Volunteers/Staff will be available at the full de-activation phase (full physical take-down of equipment).
- In the EOC press release issue a note that evacuees needing further assistance can access alternate resources (e.g., Salvation Army).
- Notify the EOC and the media of the deactivation of the centre.
- Verify that Red Cross, Salvation Army, and St. John Ambulance (etc.) are all notified of the closure of the centre.
- Set a time/place for a general ESS de-briefing to take place within two weeks of the closure of the centre. Determine who to invite to this meeting.
- Contact all personnel and notify them of the centre's closure.
- Remove the food supplies from the centre.
- Return equipment to their owners.
- Have extra phone lines de-activated.
- Have each area submit their logs, paperwork, etc.
- Reception Centre Manager to create a brief after action report; include comments and recommendations.
- Have remaining donated goods removed; utilize donations partners.
- Order new ESS File, Referral forms, Rate Sheets and any other depleted supplies immediately.
- Verify that all signs are accounted for.
- Re-stock and ready all equipment for use.
- Do a tour of the facility with the facility operator and verify that the facility has been returned to its original state.

## ESS Team Building Handout

### ***Team Building***

One challenge ESS faces is changes to the staff composition. Individual organizations and agencies sometimes have high turnover rates, so that new people must be brought “up to speed” on emergency management issues and integrated into their new ESS roles.

In addition, there may be changes in inter-agency teams. We must often meet and work with new people from other agencies on a task-specific basis. There is a trend toward “temporary” ESS teams or task forces, which come together to deal with a specific emergency event and dissolve when the event is finished.

As an ESS staff member, you may be required to work with experts brought in to supplement existing team expertise, perhaps with knowledge and skills pertinent to handling or planning a specific emergency.

The changes in team membership and the challenge of developing a sound working relationship in a “temporary” environment is an important mission and can be stressful. On the other hand, longstanding teams are sometimes burdened by “history” of poor relations that hinders effective teamwork. Each situation calls for careful attention to group process and applications of skills to improve process where needed to better accomplish the task at hand. Whatever the circumstances, you need to know the principles of effective teamwork and help apply them, overcoming challenges such as:

- Temporary teams or task forces
- Changing leadership
- Changes in personnel
- Changes in agency involvement.

No matter what the nature of the ESS team, the same basic principles apply to effective teamwork.

### ***Characteristics of Effective Teams***

Mutual trust takes a long time to build yet it can be destroyed quickly. Unspoken “rules” in a team determine whether each member feels free to express his or her opinion about issues and to ask questions that may display ignorance or disagreement, without concern for retaliation or negative consequences.

Mutual support results from group members having genuine concern for one another's welfare, growth and personal success. If mutual support is established in a team, members need not waste time and energy protecting themselves or their functions from others.

Genuine communication has two dimensions –openness by the person who is speaking and equally open, unprejudiced listening by other members. Open, authentic communication takes place when mutual support and trust are well established that no member feels guarded or cautious about what to say.

Accepting conflicts as normal and working them through must be a factor because individuals are unique. They differ from one another and will not agree on all things. A good team (where mutual trust, support and genuine communication are well established) accepts conflict as normal, natural and, in fact, as an asset.

Mutual respect for individual differences must be present. In a goal-oriented team, some decisions require the commitment of all team resources and cannot be implemented without this commitment. However, a good team will not demand unnecessary conformity of its members.

### ***Managing Conflict in the ESS***

In any group, conflict is inevitable because people have varying perspectives and experience. The problems arise when someone denies the legitimacy of the other's perspective, or when there is no attempt to consolidate and use what each individual knows and sees as part of the solution.

Since conflict is natural, the goal of ESS personnel, as in other groups, is not to eliminate conflict but rather to view it as essentially healthy if it is handled and resolved constructively. Exploring differences based on new ideas and new learning can enhance the ESS team. Usually, when conflict arises and is dealt with openly, people are stimulated to creativity, alternatives are considered, and better ideas come forth and contribute to a better course of action.

The ESS Incident Commander has the ultimate responsibility for providing a safe and healthy environment for ESS staff to work within.

### ***Suggested Approaches to Solving Conflict***

The conflict avoidance approach is simply to ignore the conflict or at least not put any attention into trying to do anything about it. In certain situations where the conflict is a trivial one, this might be appropriate. This approach also carries the risk of the conflict not being

resolved successfully within the desired timeframe, or even becoming larger so that it will take more skill and time to resolve.

Giving it back to those involved differs from avoidance in that the parties involved are charged with determining the solution within a certain timeframe. However, it is important to monitor the situation and not assume it has been successfully resolved. Section Chiefs have the responsibility to monitor conflict that arises between their staff. It is up to the Section Chief to try and mediate a resolution and/or forward to the ESS Incident Commander to handle.

Imposing a solution (authoritative), the ESS Incident Commander listens to both parties and unilaterally determines a solution, announces it to those involved, and makes sure they understand which solution has been chosen. This alternative may have to be used in a disaster situation when the time is short and the ESS Incident Commander clearly knows what solution he or she wants.

Compromise is when all parties think over their side of the issue and their critical needs, and then identify and accept the minimum they can live with to resolve the conflict. The primary goal is to stop the conflict, rather than a thorough working out of the issues in order to keep something like this from happening again.

Collaboration has each side working hard at stating their concerns, their goals, and their needs in the conflict situation, and then listens to the other party to do the same in an attempt to work through the conflict to a genuinely satisfactory outcome.

The ESS will operate more effectively if the staff members interact as a cohesive team. There are a number of advantages to working in teams, especially in terms of productivity and creativity.

Teams also present their own challenges, particularly in terms of changing composition and priorities. Different methods of dealing with conflict are available, and each has its advantages when employed appropriately. Although the term conflict has negative connotations, it can be used constructively and creatively in many problem-solving situations.

**EVACUATION, RE-ENTRY, AND RECOVERY BRANCH DIRECTOR**

**Reports to:** Operations Section Chief (Reception Centre Manager)

**Title (if this function is staffed):** Evacuation, Reentry and Recovery Branch Director

**Responsibilities:**

1. Ensure that the following primary services are arranged for and carried out as required:
  - Safe and Orderly Evacuation of Residents at risk or who have been impacted by the disaster
  - Safe and Orderly Re-entry of evacuated residents
  - Recovery Support for evacuated residents including clean up, financial assistance and the Disaster Recovery Program (DRP)
  - Long term Housing

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 ESS Position Log to list the actions taken during the shift.
- Establish workstations for each of the Client Services, as required.
- Ensure workers within the Branch are given a checklist for their respective function.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Ensure all Branch personnel sign the Volunteer/Staff Registration Form and understand the daily sign-in/sign-out procedures.
- Inform the Operations Section Chief (Reception Centre Manager) of any significant issues affecting the Evacuation, Reentry and Recovery Branch.
- Provide ESS Status Report information to the Operations Section Chief (Reception Centre Manager) prior to management team meetings.
- Attend Operations Section briefings.

- Brief Directors within Operations as needed.
- Prepare staff schedules as needed.
- Assist, support and provide direction to Unit Coordinators.
- 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- GIS Maps of Evacuation Areas
- ESS Resident Evacuation Form
- ESS Resident Evacuation Form (Comments)

**EVACUATION UNIT COORDINATOR**

**Reports to:** Evacuation, Reentry and Recovery Branch Director

**Title (if this function is staffed):** Evacuation Unit Coordinator

**Responsibilities:**

1. Ensure that the following primary services are arranged for and carried: Safe and Orderly Evacuation of Residents at risk or who have been impacted by the disaster.
2. Provide direction and support to staff and volunteers who are assisting with the evacuation.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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.
- Work collaboratively with law enforcement, first responders and allied professionals to plan and execute the evacuation.
- Obtain equipment, supplies and required forms.
- Establish and maintain an ESS Position Log to list the actions taken during the shift.
- Establish workstations for each of the Evacuation Unit workers, as required.
- Ensure workers within the Branch are given a checklist for their respective function.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Ensure all Branch personnel sign the Volunteer/Staff Registration Form and understand the daily sign-in/sign-out procedures.
- Ensure proper briefing and safety training for workers is provided prior to deployment.
- Inform the Evacuation, Reentry and Recovery Branch Director of any significant issues affecting the Evacuation Unit.
- Provide ESS Status Report information to the Evacuation, Reentry and Recovery Branch Director prior to management team meetings.
- Attend Operations Section briefings.
- Brief workers within as needed.

- Prepare staff schedules as needed.
- Assist, support and provide direction to workers 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- GIS Maps of Evacuation Areas
- ESS Resident Evacuation Form
- ESS Resident Evacuation Form (Comments)



**RE-ENTRY UNIT COORDINATOR**

**Reports to:** Evacuation, Reentry and Recovery Branch Director

**Title (if this function is staffed):** Re-Entry Unit Coordinator

**Responsibilities:**

1. Ensure that the following primary services are arranged for and carried: Safe and Orderly Re-entry of Residents who have been evacuated during the disaster.
2. Provide direction and support to staff and volunteers who are assisting with the evacuation.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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.
- Work collaboratively with law enforcement, first responders and allied professionals to plan and execute safe and orderly reentry.
- Obtain equipment, supplies and required forms.
- Establish and maintain an ESS Position Log to list the actions taken during the shift.
- Establish workstations for each of the Reentry Unit workers, as required.
- Ensure workers within the Branch are given a checklist for their respective function.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Ensure all Branch personnel sign the Volunteer/Staff Registration Form and understand the daily sign-in/sign-out procedures.
- Ensure proper briefing and safety training for workers is provided prior to deployment.
- Inform the Evacuation, Reentry and Recovery Branch Director of any significant issues affecting the Reentry Unit.
- Provide ESS Status Report information to the Evacuation, Re-entry and Recovery Branch Director prior to management team meetings.
- Attend Operations Section briefings.

- Brief workers as needed.
- Prepare staff schedules as needed.
- Assist, support and provide direction to workers 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- GIS Maps of Evacuation Areas
- ESS Resident Evacuation Form
- ESS Resident Evacuation Form (Comments)

**RECOVERY /VICTIM SUPPORT UNIT COORDINATOR**

**Reports to:** Evacuation, Reentry and Recovery Branch Director

**Title (if this function is staffed):** Recovery/Victim Support Unit Coordinator

**Responsibilities:**

1. Ensure that the following services are arranged for and provided if needed:
  - Clean-up
  - Financial Assistance (e.g., Provincial Government debit cards)
  - Disaster Recovery Program

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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.
- Determine external resources (e.g., Samaritans Purse, Mennonite Disaster Services, etc.) that are needed and communicate with Logistics to arrange.
- Work collaboratively with law enforcement, first responders and allied professionals to plan and execute safe and orderly reentry.
- Obtain equipment, supplies and required forms.
- Establish and maintain an ESS Position Log to list the actions taken during the shift.
- Establish workstations for each of the Reentry Unit workers, as required.
- Ensure workers within the Branch are given a checklist for their respective function.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Ensure all Branch personnel sign the Volunteer/Staff Registration Form and understand the daily sign-in/sign-out procedures.
- Ensure proper briefing and safety training for workers is provided prior to deployment.
- Inform the Evacuation, Reentry and Recovery Branch Director of any significant issues affecting the Recovery/Victim Support Unit.
- Provide ESS Status Report information to the Evacuation, Reentry and Recovery Branch Director prior to management team meetings.

- Attend Operations Section briefings.
- Brief workers as needed.
- Prepare staff schedules as needed.
- Assist, support and provide direction to workers 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- GIS Maps of Evacuation Areas
- ESS Resident Evacuation Form
- ESS Resident Evacuation Form (Comments)

**LONG TERM HOUSING UNIT COORDINATOR****Reports to:** Evacuation, Reentry and Recovery Branch Director**Title (if this function is staffed):** Long Term Housing Unit Coordinator**Responsibilities:**

1. Assist residents who are unable to return to their residence in finding and accessing long term housing.
2. Provide direction and support to staff and volunteer workers who are assisting with the evacuation.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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.
- Work collaboratively with law enforcement, first responders and allied professionals to plan and execute safe and orderly reentry.
- Obtain equipment, supplies and required forms.
- Establish and maintain an ESS Position Log to list the actions taken during the shift.
- Establish workstations as required.
- Ensure workers within the Branch are given a checklist for their respective function.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Ensure all Branch personnel sign the Volunteer/Staff Registration Form and understand the daily sign-in/sign-out procedures.
- Ensure proper briefing and safety training for workers is provided prior to deployment.
- Inform the Evacuation, Reentry and Recovery Branch Director of any significant issues affecting the Long Term Housing Unit.
- Provide ESS Status Report information to the Evacuation, Reentry and Recovery Branch Director prior to management team meetings.
- Attend Operations Section briefings.

- Brief workers as needed.
- Prepare staff schedules as needed.
- Assist, support and provide direction to workers 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- GIS Maps of Evacuation Areas
- ESS Resident Evacuation Form
- ESS Resident Evacuation Form (Comments)

**CLIENT SERVICES BRANCH DIRECTOR**

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

**Reports to:** Operations Section Chief (Reception Centre Manager)

**Title (if this function is staffed):** Client Services Branch Director

**Responsibilities:**

1. Ensure that the following primary services are arranged for and carried out at the Reception Centre as required:
  - Meet & Greet
  - Registration and Inquiry
  - Referrals for Food, Clothing, & Lodging
  - On-Site Goods Distribution
  - Meals
2. Oversee the functioning of these Client Services.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 an ESS Position Log to list the actions taken during the shift.
- Establish workstations for each of the Client Services, as required.
- Ensure workers within the Branch are given a checklist for their respective function.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Ensure all Branch personnel sign the Volunteer/Staff Registration Form and understand the daily sign-in/sign-out procedures.
- Inform the Operations Section Chief (Reception Centre Manager) of any significant issues affecting the Client Services Branch.
- Provide ESS Status Report information to the Operations Section Chief (Reception Centre Manager) prior to management team meetings.

- Attend Operations Section briefings.
- Brief Directors within Client Services Branch as needed.
- Prepare staff schedules as needed.
- Assist, support and provide direction to Unit Coordinators.
- 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 ESS Incident Commander.
- 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 Unit.
- 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:**

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



**MEET & GREET UNIT COORDINATOR**

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

**Reports to:** Client Services Branch Director

**Title (if this function is staffed):** Meet & Greet Unit Coordinator

**Responsibilities:**

1. Oversee the implementation and operation of the Meet & Greet function at the Reception Centre.
2. Provide direction and support to workers who are meeting and greeting evacuees.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 ESS Position Log to list the actions taken during the shift.
- Establish what areas of the centre require Meet & Greet personnel and determine what Meet & Greet positions will be necessary (see function aid titled Meeter & Greeter Positions Outline).
- Make note of any alternative entrances that may be needed for wheelchair access.
- Develop and implement a queuing system.
- Identify any concerns for worker safety and take immediate action to correct.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Ensure the queuing system is effective.
- Initiate request to assigned supervisor for call-out of ESS Support Organizations to assist if required.
- Attend briefings as requested.

- Provide ESS Status Report information to Client Services Branch Director prior to management team meetings.
- Brief workers within the Unit as needed.
- Prepare ESS Shift Schedule 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- ESS Meeter & Greeter Positions Outline
- ESS Evacuee Information Sheet

**ESS EVACUEE INFORMATION SHEET****Welcome**

Emergency Social Services (ESS) workers welcome you to the reception centre. Please take a few moments to read this sheet as it contains important information to help you get the services you need.

If you require further information please ask any ESS worker.

**Registration**

Please register at the Registration table. Registration is not mandatory, but it is strongly recommended, and will assist ESS workers to meet your needs. Registration information is confidential.

**Smoking**

Smoking is not permitted anywhere inside the Reception Centre.

**Personal Belongings**

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

**Children**

Parents are responsible for keeping track of and controlling the behaviour of their children. Do not leave children unattended.

**Medical Problems or Injuries**

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

**Pets**

We realize your pets are very important to you. Unfortunately, Public Health regulations do not allow pets in any areas of a reception centre where food is being prepared or served. An exception is made for certified assistance animals. It is your responsibility to make provisions for your pet(s) prior to entering the Reception Centre. If you need help in locating a kennel or making other arrangements for your pet, please see the Pet Care area in the Reception Centre.

**Bulletins Boards**

Information updates and bulletins will be posted on bulletin boards.

**Volunteering to Help**

Evacuees are encouraged to help in the Reception Centre. Some jobs require special training. Please see the staff if you would like to help.

**Telephones**

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

**Reception Centre Manager**

Please follow the instruction of the Reception Centre Manager and other ESS workers. Most of the ESS workers are volunteers that are giving their time to be here to help you. Your cooperation is appreciated.

**Problems and Complaints**

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

**Housekeeping**

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

**News Media**

News media representatives may visit the Reception Centre. They may request permission for interviews or to take photographs or video clips of you. You have the right to refuse, if you wish. Please report any problems or questions regarding the media to any of the workers in orange vests.

**Special Needs**

If you have any special needs (e.g., special diet, health, language, etc.) please let the ESS workers know.

**Alcohol**

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

**Meet & Greet Worker**

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

**Reports to:** Meet & Greet Unit Coordinator

**Title (if this function is staffed):** Meet & Greet Worker

**Responsibilities:**

1. Provide a welcoming presence at the main doors and throughout the Reception Centre.
2. Provide initial information to evacuees and others regarding the functions of the Reception Centre and the location of specific services.
3. Perform an initial screening (triage) of all evacuees to determine who will require immediate assistance.
4. Help to maintain order within the Reception Centre by implementing a queuing system with evacuees prior to entrance.
5. Assist evacuees with special needs to appropriate location (e.g., First Aid, Pet Care or Child Care, etc.).
6. Check with evacuees as they leave the Reception Centre to ensure that all of their needs have been met.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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.
- Become familiar with what services will be provided at the Reception Centre as well as the location of these services.
- Implement a queuing system.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Wear appropriate identification and/or vests at all times.
- Greet evacuees and other visitors in a welcoming and compassionate manner.
- Distribute the ESS Evacuee Information Sheet to evacuees as they arrive at the Reception Centre.
- Provide all evacuees with information regarding the services provided at the Reception Centre and be available to answer questions.
- Request that evacuees leave pets in their vehicles if possible. If an evacuee arrives with a pet but without a vehicle, request that the evacuee remain outside the centre and notify Pet Care for assistance. All inquiries regarding pets should be directed to Pet Care. Note: only guide/assistance animals are permitted within the Reception Centre.
- Encourage all evacuees to register.
- Quickly assess the evacuee's immediate needs and direct them to the appropriate area within the Reception Centre.
- Accompany any injured evacuee to First Aid.
- Accompany any emotionally distraught evacuee to Emotional Support.
- Accompany unattended children to Child Care.
- Direct parents/guardians to Child Care area if requested before they are queued into Registration & Referral areas.
- Refer all media to the Information Officer immediately.
- Direct questions regarding donations to the Donated Goods Unit in Logistics. **DO NOT ACCEPT DONATIONS.**
- Send all volunteers, regular or walk-in, to the Volunteer/Staff Management Branch.
- 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 Unit.
- 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:**

- ESS Meeter & Greeter Positions Outline
- ESS Evacuee Information Sheet

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## **MEET & GREET POSITIONS OUTLINE**

Given the numerous responsibilities of Meet & Greet workers, it may be useful to define several “positions” where volunteers can perform specific functions. These positions should be defined prior to the opening of the Reception Centre and may require some flexibility depending on the number of staff available and the layout of the facility. The following are guidelines that can be used to determine what functions are necessary:

### **1. “Outside” Meet & Greet Worker**

- If staffing levels permit, two individuals should be positioned outside of the Reception Centre prior to opening.
- The “outside” Meet & Greet worker(s) should be on hand to welcome groups of evacuees as they arrive.
- In situations where buses are used to transport evacuees, the volunteer should board the bus and provide a brief overview of the functions at a Reception Centre.
- An initial triage can be performed while evacuees are situated on the bus. Those individuals requiring immediate assistance should be identified and “fast-passes” or lettered cards can be distributed to seniors, families with young children, etc.
- The bus can also be used as a forum for questions and answers as needed.
- Upon receiving notification that the Reception Centre is open, the outside Meet & Greet worker can escort small groups of evacuees into the Centre in the following order:
  1. First Aid, unattended children, and any individuals requiring immediate assistance (e.g., emotional support, etc.)
  2. Individuals assigned a letter or “fast-pass”
  3. Remaining evacuees
- Once groups 1 and 2 are escorted into the Centre, the “outside” Meet & Greet worker(s) can join the “door” Meet & Greet worker(s) at the main entrance to help distribute numbers to remaining evacuees.
- In the event that buses are not used to transport evacuees, every effort should be made to greet groups with more than 10 individuals prior to reaching the Reception Centre entrance (weather permitting of course). A briefing and initial triage can then be performed as above before entering the facility.

The role of the “outside” Meet & Greet worker(s) is to ensure that evacuees are permitted into the Reception Centre in an organized and timely manner. It may be advantageous to take additional time with evacuees outside the Centre in order to control the flow of people entering the facility.

### **2. “Door” Meet & Greet Worker**

- The “door” Meet & Greet worker should be positioned at the entrance to the Reception Centre. The “outside” Meet & Greet worker will also be available to assist at the door once outside briefings and triage have taken place.

- The “door” Meet & Greet worker helps to ensure that all evacuees and visitors are greeted in a friendly and compassionate manner and that only those individuals allowed within a Reception Centre are permitted entrance.
- All media should be referred to the Information Officer or Reception Centre Manager immediately.
- Following the entrance of urgent and “fast-pass” evacuees, the “door” Meet & Greet worker can distribute numbers to evacuees as they enter the Centre.
- In the event that additional “walk-in” evacuees arrive, screening should be conducted to ensure that those individuals requiring immediate attention are directed to the appropriate services, followed by “fast-pass” evacuees and remaining evacuees.
- Evacuees requiring immediate assistance should be escorted directly to the appropriate area in the Reception Centre while Security and/or an alternate volunteer remains at the Reception Centre entrance.
- Hand out “Evacuee Initial Information Sheet”

The role of the “door” Meet & Greet worker(s) is to provide security at the Reception Centre entrance and to implement the queuing system once all urgent needs are met. This is also an opportunity for secondary triage to take place.

### **3. “Intermediate” Meet & Greet worker**

- Depending on the layout of the Reception Centre, it may be necessary to position a Meet & Greet worker between the outside entrance to the facility and the main access to the Reception Centre room(s) being utilized.
- “Intermediate” Meet & Greet worker(s) should be on hand to control traffic within the Reception Centre ensuring evacuees are directed to the appropriate service areas.
- This role can be combined with the role of the “inside” Meet & Greet.

The primary role of the “intermediate” Meet & Greet worker is to control traffic within the Reception Centre and to assist evacuees as needed.

### **4. “Inside” Meet & Greet worker**

- The “inside” Meet & Greet worker(s) should be on-hand to assist evacuees once they have entered the main area of the Reception Centre. This role can be combined with the “intermediate” Meet & Greet depending on staffing levels and facility layout.
- This individual should be available to assist in the queuing system implemented at the entrance by ensuring compliance with order within the waiting area.
- This role requires flexibility in order to meet the needs of evacuees within the Reception Centre as needed.

The primary role of the “inside” Meet & Greet worker(s) is to assist evacuees within the Reception Centre as needed in conjunction with “intermediate” Meet & Greet.

**REGISTRATION AND INQUIRY UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Client Services Branch Director**Title (if this function is staffed):** Registration and Inquiry Unit Coordinator (Red Cross)

Note: While this function is normally combined with the "Referrals for Food, Lodging, and Clothing" function, separate supervisors are recommended.

**Responsibilities:**

1. Oversee the implementation and operation of the Registration function.
2. Ensure that workers complete the ESS Volunteer/Staff Registration Form and Services Record Form correctly.
3. Provide direction and support to workers registering evacuees.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign Volunteer/Staff 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 ESS Position Log to list the actions taken during the shift.
- Working in conjunction with the Referrals Unit Coordinator, establish several tables where this service can be delivered to evacuees.
- Determine if a "Registration Only" desk for those who do not require ESS is needed for this event.
- Review checklist with workers.
- In a "one-stop model" where Registration and Referrals are combined (e.g., one worker registers the family and provides referrals for their immediate needs such as lodging and/or meals) do the following:
  - Meet with the Referrals Unit Coordinator to discuss the supervision of the Registration and Referrals area.
  - Set up a fast track Registration Only area (optional).

- In a “two-stop model” where Registration and Referrals are provided separately (e.g., a registration worker registers an evacuee family, and sends the family to see a second worker to obtain Referral forms) do the following:
  - Meet with the Referrals Unit Coordinator to ensure that the Registration area is located close to the Referrals area, and discuss how evacuees will be processed from the Registration area to the Referrals area.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Ensure Registration & Inquiry policies and procedures are followed.
- Ensure that all workers who are registering evacuees have received adequate training on completing the Registration.
- Supervise “Registration Only” tables if activated.
- Ensure complete ESS Files – Registration & Services Records are forwarded to Documentation Unit ASAP for further processing.
- Initiate request to assigned supervisor for call-out of ESS Support Organizations to assist if required.
- Attend briefings as requested.
- Provide ESS Status Report information to Client Services Branch Director prior to management team meetings.
- Brief workers within the Unit as needed.
- Prepare ESS Shift Schedule 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 ESS Incident Commander.
- 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 Unit.

- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Shift Schedule Form
- ESS Resource Request Form
- ESS Status Report
- ESS Inquiry Card Red Cross/Government of Canada
- ESS Registration Form Red Cross/Government of Canada

**Registration Worker****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Registration and Inquiry Unit Coordinator**Title (if this function is staffed):** Registration Worker**Responsibilities:**

1. Explain the purpose of registration to evacuees.
2. Ensure that the workers complete the Registration Form and Services Record Form correctly. Register evacuees on the ESS Registration Form and Services Record Form

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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.
- Interview evacuees and complete the ESS Registration Form – Registration and Services Record.
- Ensure that the "restriction" question is read to evacuees and if an evacuee restricts their information continue to complete the registration portion and then give the ESS File directly to the Registration and Inquiry Unit Coordinator.
- Forward completed ESS Files to the Documentation Unit as soon as possible.
- 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 Unit.
- 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:**

- ESS Registration Form Red Cross/Government of Canada
- ESS Inquiry Card Red Cross/Government of Canada

## **RESTRICTED REGISTRATIONS GUIDE**

Some evacuees, because of personal or family concerns, do not want their registration information given to anyone. A number of valid reasons may exist as to why evacuees do not want their name and location made available to others. This decision rests entirely with the person who is registering.

When registrants place restrictions on their registrations, Registration Workers must place a high level of security around those registrations. Although restricted registrations are usually few in number, they must be given special attention in the Family Reunification system.

### **Instructions for Registration Workers:**

- Read restricted box information to the evacuee **EXACTLY THE WAY IT IS WRITTEN**.
- Ask the evacuee if there is anyone who should not be informed that they have registered. You do not need to know who these people are.
- Mark the restricted box with a yes or no. Ensure the evacuee has listened and clearly understands the implications of the restriction box.
- Tell the evacuee that the file is now restricted. This means that no information on their whereabouts will be given out to inquirers. If an inquiry is received about them, the evacuee will be given the name and phone number of the inquirer and may make their own decision on how to handle it.
- When the restricted registration is completed, give evacuee the yellow copy and hand-deliver remaining ESS File immediately to the Registration Supervisor. Restricted registrations **must not** be mixed in with other registrations waiting to be processed.
- The Registration Supervisor delivers restricted files to the Search & Reply Supervisor.



**REFERRALS, FOOD, CLOTHING & LODGING UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Client Services Branch Director**Title (if this function is staffed):** Referrals, Food, Clothing, & Lodging Unit Coordinator

Note: While this function is normally combined with the "Registration" function, separate supervisors are recommended.

**Responsibilities:**

1. Oversee the implementation and operation of the Referrals function.
2. Ensure proper completion of Referral forms.
3. Provide direction and support to Referrals workers
4. Under the direction of the Operations Section Chief, communicate with the Client Services Branch Director to:
  - Address questions or concerns regarding completion of Referral forms or the ESS Payment Process, and
  - Request authorization for Referral expenditures beyond those services already described on the ESS Rate Sheet.
5. Liaise with the Resource/Purchasing/Acquisition Unit Coordinator (Logistics) and ensure Referrals Workers are kept advised of available resources (e.g., lodging spaces).

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 ESS Position Log to list the actions taken during the shift.
- Working in conjunction with the Registration Unit Coordinator, establish several tables where this service can be delivered to evacuees.
- Review checklist with volunteers.

- In a “one-stop model” where Registration and Referrals are combined (e.g., one volunteer registers the family and provides referrals for their immediate needs such as lodging, meals etc.) do the following:
  - Meet with the Registration Unit Coordinator to discuss the supervision of the Registration and Referrals area.
- In a “two-stop model” where Registration and Referrals are provided separately (e.g., a registration worker registers an evacuee family, and sends the family to see a second worker to obtain Referral forms) do the following:
  - Meet with the Registration Supervisor to ensure that the Referrals area is located close to the Registration area, and discuss how evacuees will be processed from the Registration area to the Referrals area.
- Make contact with Resource/Purchasing/Acquisition Unit Coordinator (Logistics) and request lists of food, clothing and lodging suppliers that volunteers can refer evacuees to.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Acquire lists of available resources/suppliers for evacuees from the Resource/Purchasing/Acquisition Unit Coordinator (Logistics) and distribute to volunteers as required.
- Oversee volunteers as they interview evacuees to determine immediate needs (e.g., food, lodging etc.).
- Ensure that Referral forms are completed correctly.
- Monitor resources/suppliers used and request additional lists of resources/suppliers from Resource/Purchasing/Acquisition Unit (Logistics) as required.
- Request authorization ESS Incident Commander on reasonable but unusual requests by evacuees for services/goods.
- Ensure that completed Referral forms are forwarded to the Documentation Unit (Planning) for processing as soon as possible.
- Reply to inquiries from suppliers about the ESS payment process.
- Attend briefings as requested.
- Provide ESS Status Report information to ESS Operations Section Chief (Reception Centre Manager) prior to management team meetings.
- Brief workers within the Unit as needed.
- Prepare ESS Shift Schedule as needed.
- Assist, support and provide direction to volunteers.
- 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Shift Schedule Form
- ESS Resource Request Form
- ESS Status Report
- ESS Rates Sheet
- ESS Tracking Record of Resources

**Referral, Food, Clothing, & Lodging Unit Worker****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Referrals, Food, Clothing, & Lodging Unit Coordinator**Title (if this function is staffed):** Referrals, Food, Clothing, & Lodging Unit Worker**Responsibilities:**

1. Interview evacuees to determine their immediate needs.
2. Refer evacuees with special requirements within the Reception Centre as needed.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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.
- Obtain a list of resources/suppliers that are able to assist evacuees with immediate needs (e.g., accommodations, meals, clothing).

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Indicate the services requested by completing the lower portion of the ESS File – Registration and Services Record.
- Interview evacuees to determine their immediate needs (e.g., food, lodging etc.).
- Refer evacuees to community suppliers or resources using ESS Referral forms.
- Maintain a record of resources/suppliers used (e.g., hotel rooms, restaurants) and request additional resources/suppliers from supervisor as needed.
- Seek assistance from Referrals, Food, Clothing, & Lodging Unit Coordinator for questions or special needs requests (e.g., medications over \$50.00).
- Respect the privacy of evacuees.
- Ensure that completed ESS Files and Referrals are forwarded to Documentation Unit for processing as soon as possible.
- Return unused, voided, and cancelled Referral forms to the Documentation 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 through the supervisor to the Planning Section, as appropriate, prior to departure.
- Clean up work area before leaving.
- Sign out with Volunteer/Staff Management Unit.
- 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:**

- ESS Information Sheet for Evacuees
- ESS Rates Sheet
- ESS Tracking Record of Resources

**ON-SITE GOODS DISTRIBUTION UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action****Reports to:** Client Services Branch Director**Title (if this function is staffed):** On-Site Goods Distribution Unit Coordinator

Note: For distribution of food, at least one worker with Food Safe certification must be on site at all times.

**Responsibilities:**

1. Work closely with Meeters & Greeters as well as Registration and Referrals workers to determine evacuee needs.
2. Oversee the distribution of on-site goods (e.g., comfort foods, blankets, comfort kits, calling cards, theatre/recreation centre tickets, etc.) to evacuees at the Reception Centre.
3. Ensure that enough resources/goods are available and contact the Support Branch and Food Unit for more as required.
4. Provide direction and support to workers who are distributing on-site goods.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 Branch of any resource requirements.
- Obtain equipment, supplies and required forms.
- Establish and maintain ESS Position Log to list the actions taken during the shift.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Maintain a record of resources/goods distributed and request additional resources/goods as needed from the Support Branch.

- In the case of food:
  - Arrange with the Meals Unit (Client Service Branch) to order food as needed.
  - Set-up a distribution area for comfort foods.
  - Establish which of your workers have Food Safe. At least one Food Safe certified worker must be on site at all times.
  - Ensure that proper food handling procedures are followed.
- Attend briefings as requested.
- Provide ESS Status Report information to Client Services Branch Director prior to management team meetings.
- Brief workers within the Unit as needed.
- Prepare ESS Shift Schedule 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Shift Schedule Form
- ESS Status Report
- ESS Resource Request Form
- Suggested Food for Distribution in a Reception Centre
- ESS Food Services Record

**SUGGESTED FOOD FOR DISTRIBUTION IN A RECEPTION CENTRE**

<p><b>Quick Ready Foods</b> (can purchase at 24 hour stores)</p>	<p>Donuts Cookies Granola bars Boost</p>	<p>Fruit Crackers Veggies</p>
<p><b>Foods to Order</b></p>	<p>Soup Sandwiches Pizza Spaghetti and meat balls Chili</p>	<p>Casseroles Wieners and beans Pancakes Oatmeal Hot dogs</p>
<p><b>Foods to Make on Site</b></p>	<p>Sandwiches</p>	<p>Soups</p>
<p><b>Beverages</b></p>	<p>Water jugs Water bottles Apple/orange juice Pop</p>	<p>Coffee Tea</p>
<p><b>Who in the community can help us if we run out of suppliers?</b></p>	<p>Church groups</p>	<p>Service groups</p>



**On-Site Goods Distribution Unit Worker****\*\*\*\* Read This Entire Checklist Before Taking Action**

Note: For food distribution, at least one Food Safe certified worker must be on site at all times.

**Reports to:** On-Site Goods Distribution Unit Coordinator

**Title (if this function is staffed):** On-Site Goods Distribution Worker

**Responsibilities:**

1. Provide comfort foods for evacuees.
2. Distribute on-site goods (e.g., blankets, comfort kits, clothing items, etc.) to evacuees.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 on-site goods to evacuees.
- Distribute comfort foods to evacuees.
- Maintain a record of resources distributed.
- Use proper food handling procedures.
- 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 Unit.
- 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:**

- Suggested Food for Distribution in a Reception Centre
- ESS Food Services Record

**MEALS UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Support Branch Director**Title (if this function is staffed):** Meals Unit Coordinator

Note: This function requires at least one Food Safe certified person on site at all times. Public Health should be contacted for advice.

**Responsibilities:**

1. Ensure that comfort foods, for distribution to evacuees by On-Site Goods Distribution Unit, are available.
2. Ensure that meals, snacks and water for ESS personnel are available.
3. Oversee the implementation and operation of the Meal Unit as per Food Safe Standards.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 ESS Position Log to list the actions taken during the shift.
- Arrange for Safety Officer to contact Public Health for advice and/or meal and water inspection.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Provide On-Site Goods Distribution Unit with comfort foods for evacuees as required.
- Determine when meals for ESS personnel and/or evacuees will be needed and make arrangements.
- Ensure Food Safe hygiene and sanitation guidelines are enforced.
- Attend briefings as requested.
- Provide ESS Status Report information to Client Services Branch Director prior to management team meetings.
- Brief workers within the Unit as needed.

- Prepare ESS Shift Schedule 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- ESS Food Services Record

**Meals Unit Worker****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Meals Unit Coordinator**Title (if this function is staffed):** Meals Unit Worker

Note: This function requires at least one Food Safe certified person on site at all times.

**Responsibilities:**

1. Provide food to evacuees and ESS personnel at the Reception Centre.
2. Meet Food Safe Standards.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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.
- Applying Food Safe Standards, make available beverages and snacks as soon as possible for distribution to evacuees by the On-Site Goods Distribution Unit.
- Locate the food storage area and obtain necessary supplies/equipment (may not be necessary if food is prepared off site and delivered (e.g., restaurant, caterer).
- Locate the food preparation area and obtain necessary supplies/equipment (may not be necessary if food is prepared off site and delivered (e.g., restaurant, caterer).
- Locate and prepare the ESS or Reception Centre worker eating area and obtain necessary supplies/equipment.
- Locate the dishwashing area and obtain necessary supplies/equipment.
- Locate the food and waste disposal area and obtain necessary supplies/equipment.
- Provide snacks and meals to ESS personnel on an ongoing basis.
- Check supplies and restock as necessary.
- 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 Unit.
- 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:**

- ESS Food Services Record

**SPECIALIZED SERVICES BRANCH DIRECTOR****\*\*\*\* Read This Entire Checklist Before Taking Action****Reports to:** ESS Operations Section Chief (Reception Centre Manager)**Title (If this function is staffed):** Specialized Services Branch Director**Responsibilities:**

1. Ensure that the following specialized services are arranged for and carried out at the Reception Centre as required:
  - Child Care
  - Multicultural and Translation
  - Pet Care
  - Recreation
  - Transportation
  - Search & Reply
  - Psychological First Aid/ Emotional Support
2. Oversee the functioning of these Specialized Services.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 ESS 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 ESS Position Log in chronological order describing actions taken during the shift.
- Ensure that all Branch personnel sign the Volunteer/Staff Registration Form and understand the daily sign-in/ sign-out procedures.
- Inform ESS Operations Section Chief (Reception Centre Manager) on any significant issues affecting the Specialized Services Branch.
- Attend ESS Operations Section briefings.

- Provide ESS Status Report information to ESS Operations Section Chief (Reception Centre Manager) prior to management team meetings.
- Brief Coordinators within Specialized Services Branch as needed.
- Prepare ESS Shift Schedule as needed.
- Assist, support and provide direction to Unit Coordinators.
- 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 ESS Incident Commander.
- 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 Unit.
- 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:**

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



**CHILD CARE UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action****Reports to:** Specialized Services Branch Director**Title (if this function is staffed):** Child Care Unit Coordinator

Note: Individuals assigned to work in this function must be qualified/certified Child Care providers.

**Responsibilities:**

1. Oversee the implementation and operation of the Child Care area.
2. Ensure the provision of care for unattended children.
3. Provide direction and support to Child Care workers.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff Registration Form. Obtain identification.
- Report to assigned supervisor to obtain current status and specific instructions.
- Establish and set up a Child Care 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 ESS Position Log to list the actions taken during the shift.
- Refer to the function aids for set up and operation of work area.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Notify Supervisor when Child Care area becomes operational.
- Ensure a worker is designated to sign-in/sign-out children within the Child Care area.
- Ensure unattended children are registered on an individual ESS File – Registration & Services Record.

- In conjunction with Liaison Officer, establish contact with the Ministry of Human Services, Child and Family Services for advice and support in terms of the care and release of unattended children in the Reception Centre.
- Ensure that children are supervised by at least two adults at all times. At no time will children be left with only one adult.
- Ensure personnel are working suitably with the children.
- Attend briefings as requested.
- Provide ESS Status Report information to assigned supervisor prior to management team meetings.
- Brief workers within the Unit as needed.
- Prepare ESS Shift Schedule as needed.
- Assist, support and provide direction to workers.
- Initiate request to assigned supervisor for call-out of ESS Support Organizations to assist if required.
- 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Shift Schedule Form
- ESS Resource Request Form
- ESS Status Report
- Child Care Guide – Detailed
- Child Care Guide – Summary
- Child Care Guide – Unattended Children
- Child Care Area – Parent Information Sheet
- ESS Child Care Check-In Sheet

## Child Care Worker

**\*\*\*\* Read This Entire Checklist Before Taking Action****Reports to:** Child Care Unit Coordinator**Title (if this function is staffed):** Child Care Worker

Note: Individuals assigned to work in this function must be qualified/certified Child Care providers.

**Responsibilities:**

1. Provide care for children while their parents or guardians are receiving services within the Reception Centre.
2. Provide care for unattended children.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff Registration Form. Obtain identification.
- Report to assigned supervisor to obtain current status and specific instructions.
- Establish and set up a Child Care area.
- 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.
- Care for and supervise children in the Child Care area.
- Provide a supportive and relaxed atmosphere and opportunities for children to play.
- Work with the Recreation Unit Coordinator to ensure the provision of activities appropriate for the age of the children, including rest periods.
- In the case of unaccompanied children:
  - Request that the Child Care Unit Coordinator contact the Ministry Human Services, Child and Family Services to provide advice and involvement for the care and release of unattended children
  - Offer reassurance, comfort and support
  - Ensure immediate needs are attended to (e.g., change of clothing, blankets, etc.)
  - Arrange for food and nutritional snacks and assure regular meal schedules and routines

- Ensure that children are always supervised by at least two adults; children are never to be left alone with one adult
- Assist with registering unattended children on an ESS File for family reunification purposes
- Assist with completing an Inquiry to facilitate family reunification
- 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 Unit.
- 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:**

- Child Care Guide - Summary
- Child Care Guide - Detailed
- Child Care Guide - Unattended Children
- Child Care Area - Parent Information Sheet
- ESS Child Care Check-In Sheet

**CHILD CARE AREA – SAMPLE PARENT INFORMATION SHEET**

(for distribution to parents/guardians of children within our care)

- Your children are welcome to remain in our Child Care area for the time required for you to access the services of the Reception Centre **ONLY**. Abuse of this time allotment may prevent the admittance of other children into the Child Care area.
- At all times the staff will strive to provide a safe and comfortable place for the children to simply be children.
- The Child Care workers will uphold a safe and appropriate ratio of workers to children and may refuse entry for reasons such as space, staff ability, and children's needs.
- All staff within the Child Care area have a Criminal Record Check.
- All children must be signed in at the Child Care area before entering. Parent and child will each receive an identification wrist band; children must be signed-out of the centre upon pick-up and corresponding wrist band must be shown to match.
- Please provide the Child Care staff with any information requested, and any other information that may be beneficial.
- Children with contagious illnesses will remain with parents/guardians outside of the Child Care area for the benefit of all the children within it.
- No medication will be distributed by any Child Care workers unless parents stipulate the use of emergency equipment such as an inhaler or Epi-Pen; in such a case a parent must indicate the condition for recording on the Check-In form.
- Snacks may be provided to the children in the centre; please ensure that the snacks are suitable for the health of your child.
- Please note that parents are responsible for ensuring that their own children are fed if meals are served at the Reception Centre.
- Please feel free to share knowledge and experience with our staff in a cooperative and respectful manner.

**Principles of the Child Care area**

- Within this Child Care area we rely on 4 basic rules in order to achieve success for everyone. Please take a moment to review these 4 rules with your child.
  - Stay in the Activity Area
  - Listen to the Leaders
  - Keep hands and feet to yourself
  - Respect the other people in the centre

**Behaviour Management**

- The repeated disregard for the above rules may result in the child being placed in a time-out, to sit quietly on their own for 2 minutes, followed by a discussion with a worker.
- In the event of unmanageable behaviour parents may be asked to retrieve their child and keep them in their care.

## **UNATTENDED CHILDREN**

An unattended child is one that comes into ESS care (arrives at the Reception Centre, Group Lodging, etc.) without knowing the whereabouts of parents or guardians, and without means to find them (that is, an ESS Inquiry does not find them registered somewhere else, and they cannot be otherwise reached). The following provides steps to help these children.

1. When an unattended child is sent to the Child Care area, notify the Child Care Supervisor promptly.
2. The Child Care Supervisor will inform the Specialized Services Branch Coordinator of the situation and a decision will be made to proceed with calling the Ministry of Human Services, Child and Family Services (phone 403-529-3657. If they are able to respond at the time that they are notified, proceed to the next step. If they are not able to respond, skip to number 3.
  - If Ministry of Human Services, Child and Family Services is able to assist the unattended child, they will take-on the guardianship of the child and will seek out the proper parents/guardians. Staff ID cards will identify Ministry of Human Services, Child and Family Services workers.
3. If the Ministry of Human Services, Child and Family Services cannot respond they should be able to provide advice. The Child Care Supervisor will carry-out this advice with utmost care, reverting to the Specialized Support Services Branch Coordinator for additional support, while keeping Child Care workers informed of the direction given by Ministry of Human Services, Child and Family Services.

**\*\*Throughout this process the unattended child should be admitted into the child area following the regular procedures. If the child is of a maturity that allows the identification of their own special needs (e.g., allergies) then they may also partake of snack and meals. If they do not know their limitations then feeding should occur at regular meal times and should proceed with extreme caution. The First Aid station should also be notified of the child, in the event that unforeseeable medical concerns arise.**

**\*\*If a parent/guardian arrives to retrieve an unattended child, Ministry of Human Services, Child and Family Services should again be called for guidance as to the appropriateness of releasing the child to the adult. The Reception Centre Manager can assist with this process.**

## **CHILD CARE GUIDE – DETAILED**

### **PURPOSE**

The purpose of the Child Care area is for children to be safe, while allowing them to be themselves in a relaxed and fun area. It is also to give parents and guardians an opportunity to Register their families and receive necessary services (a process that could take several hours). Children should return to their families when possible for their own health, safety and well-being. The size and scope of Child Care may grow as the disaster situation continues, but it is primarily a short-term care area.

### **GENERALLY**

- A Child Care area should NOT be opened with less than 2 people to operate it. One staff must always be designated to monitor the check-in table, and one must remain with the children.
- The Child Care area is for children developed enough to reasonably communicate their desires and with limited assistance required for bathroom use. Children not meeting this developmental stage should stay with their parents/guardians. Child Care workers are trusted to make decisions in the best interest of all children.
- Children with contagious illnesses will not be admitted into the Child Care area
- No bathing or changing of any children will be done by the Child Care workers; in such an event, children should be encouraged to change themselves in a private area and/or parents/guardians should be notified.
- No medication will be distributed by any Child Care worker. NOTE: an exception exists for vital medication in an emergency situation such as an inhaler or epi-pen; in this case a parent must fill-out a medical information sheet on their child and leave it with Child Care Check-In.

### **SETTING UP**

#### *Space*

- Be flexible as every Reception Centre will be different and each situation will need adaptation.
- Look for a spot close to amenities such as bathrooms and water supply, but away from high people traffic.
- Available space may limit the number of children you can receive; be creative and realistic with your space.
- Appropriately divide your space into play areas that won't inhibit one another.
- For safety reasons, strive to keep your space non congested and tidy.
- Use an outdoor set-up if safety considerations and weather permit; set clear boundaries, ensure protection from the elements, and remain near amenities.
- Any materials borrowed from the Reception Centre should be reported and documented to the Child Care supervisor, and returned upon closing of the centre.
- All Child Care areas must have a check-in desk monitored by a designated staff at all times.



**Other Considerations**

- ❑ In some cases it may be more beneficial to set-up 2 small Child Care areas over one big one.
- ❑ Ensure that you have a planned escape route from your Child Care area, and have every worker aware of the plan.
- ❑ Wash and disinfect all surfaces on a daily basis, or more often.
- ❑ Continually observe your space and watch for hazards such as sharp corners, open electrical outlets, unstable furniture, and other dangers that may arise.

**CHECK-IN**

- ❑ All Child Care areas need a Check-In Desk that is monitored by designated staff at all times.
- ❑ All information pertaining to children must be held confidential.
- ❑ At the Child Care Check-In Desk:
  - All children must get logged in upon entering the Child Care area
  - Ensure the child’s name is spelled correctly
  - Tell parents/guardians that the same person signing-in the child must also sign them out, and that a signature is required
  - Secure an identification item (wrist band), indicating child’s name, age and parent, to both child and parent; Parent must produce the correct band in order to pick up child
  - Ask about age of child, allergies and other special needs (including medications), and permission to give snacks

**AT WORK**

- ❑ The primary purpose is to keep children within the Child Care area safe.
- ❑ Maintaining adequate ratios of Child Care workers per given number of children is necessary, following this basic standard:

Age of Children	Ratio (Children: Worker)
< 5 years	3:1
5-10 years	5:1
>10 years	7:1

- ❑ This is a basic standard that may be altered based on situation, worker comfort, and needs of children. Children may be turned away if effective ratios can not be maintained.
- ❑ Taking regular breaks and developing reasonable and regular shift changes are essential for worker and child health and safety. It is not recommended that a Child Care worker should exceed a shift length of 8 hours without just cause.
- ❑ The 4 general rules of the Child Care area are these:
  - Stay in the Activity Area
  - Listen to the Workers

- Keep hands and feet to yourself
- Respect the other people in the centre
  
- Children maliciously breaking these rules may be placed in a 2 minute time out, followed by a talk with a worker.
- Children who are unmanageable and are a risk to the safety of the other children, the Child Care workers or themselves, may be asked to rejoin their parent/guardian.
- Child Care workers should follow these simple methods of conduct:
  - Establish rapport with children
  - Be calm and consistent
  - Engage children in play
  - Be non-judgmental
- Child Care workers with greater comfort levels in the centre may wish to (but are not required to) provide outreach in the form of:
  - Listening – to talk initiated by the child regarding the disaster
  - Support – verbal encouragement given to child that is emotionally upset
  - Hug/Hold – physical contact only as initiated by the child

*Note:* Children that are suffering obvious distress from the disaster situation need to be reported to the Child Care Supervisor, and may receive qualified support from a professional, if available.

## **FOOD**

### *Snack*

- Snack items should be listed and posted for parents to see at registration of the child.
- Snacks should only be served if the food item is safe for the health concerns of all the children in the Child Care area.

### *Meal*

- If the emergency situation necessitates the serving of a meal, parents should collect their children for this activity.
- Have parents initial the check-in sheet if they are taking their children for feeding with the belief that they will return to the Child Care area afterwards.

## **BATHROOM**

- Children needing to use the bathroom will be attended by at least two adults. No child should go to the bathroom alone; therefore either two workers or another child must always be with the child needing the bathroom.

**CHILD CARE GUIDE – SUMMARY**

(For more detailed information refer to the section Child Care Guide – Detailed)

**GENERALLY**

- All staff must have a recent Criminal Record Check to serve in Child Care.
- There must always be at least two adults present with children at all times. No child will be left alone with one adult at any time.
- Any young person may stay in our care as long as the need presents itself; children not at a certain developmental stage should remain with parents (See Child Care Guide Detailed).
- Child Care Supervisor reserves the right to refuse any child's admittance for the greater good of the Child Care area.
- The foremost purpose of our care is to provide a safe environment for children and youth to be themselves and remain comfortable during a difficult time.
- Child Care is essential to enable parents to quickly get through Registration and back on their feet and together as a family unit as quickly as possible.

**SETTING UP**

- Child Care staff will identify a safe area away from (potential and real) hazards and otherwise appropriate for child minding activities and designate it for Child Care.
- The Child Care area will include a Check-In Desk that will be monitored by a designated Child Care person at all times that children are present.
- Staff can gather all useful play things and/or equipment for the care centre from the Child Care Kit or Supply Container, from local resources or otherwise.

**CHECK-IN**

- Staff must retain from parents and guardians all necessary information regarding the child and record it in the ESS Child Care Check-In Sheet. This sheet will (at minimum) be used upon admission and again when the child is picked up.
- For the benefit of all, no child with a contagious illness may be left in the Child Care area.
- Each child admitted to the area (as well as the corresponding parent) will wear an identification item of some sort (determined and developed by local ESS Team).

**UNATTENDED CHILDREN**

- An unattended child must be reported to the Child Care Supervisor promptly.
- Unattended children will be checked into the Child Care area as any other child.
- An unattended child will be marked as such on their identification wrist band.

**AT WORK**

- Maintaining the safety of the children in our care is the primary objective.
- Each child should feel free and safe to be themselves and play, or to express their emotions in a healthy way.

**Emergency Social Services**

- Staff are open to provide various activities suitable for the abilities and characteristics of the group in a safe and respectful manner.
- The number of children in the Child Care area should not surpass the number that can be reasonably managed by the number of staff (aim for a 5:1 ratio)
- No Child Care staff should exceed a shift of 8 hours at any one stretch unless under severe circumstances.

**MULTICULTURAL/TRANSLATION UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Specialized Services Branch Director**Title (if this function is staffed):** Multicultural/Translation Unit Coordinator**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 Unit and sign the Volunteer/Staff 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 an ESS Position Log to list the actions taken during the shift.
- Determine if translators are needed on site.
- Notify the Resource/Purchasing/Acquisition Unit (Logistics), On-Site Goods Distribution Unit and/or Food Unit of any special clothing, food items, or other needs by a specific cultural group.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS 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 ESS Status Report information to assigned supervisor prior to management team meetings.
- Provide cultural information based on the demographics of evacuees attending the Reception Centre as needed.
- Determine if ethnic foods will be required in the Reception Centre. Work with Food Unit and On-Site Goods 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/Purchasing/Acquisition Unit (Logistics), and On-Site Goods Distribution 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 ESS Incident Commander.
- 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 Unit.
- 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:**

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

**PET CARE UNIT COORDINATOR****\*\*\* Read This Entire Checklist Before Taking Action \*\*\*****Reports to:** Specialized Services Branch Director**Title (if this function is staffed):** Pet Care Unit Coordinator

Note: Public Health by-laws forbid pets in Reception Centres in areas where food is being prepared, stored or eaten with the exception of assistance animals.

**Responsibilities:**

1. Oversee the implementation and operation of a Pet Care area.
2. Refer pets to pet care providers (e.g., SPCA, kennels, etc.).
3. Provide direction and support to pet care workers.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff Registration Form. Obtain identification.
- Report to assigned supervisor to obtain current status and specific instructions.
- Establish workspace as a Pet Care 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.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Establish ESS Shift Schedule as needed.
- Liaise with Meet & Greet, Registration and Referrals Unit Coordinators when pet issues arise. Liaise with local pet care providers to care for pets.
- Attend briefings as requested.
- Provide ESS Status Report information to assigned supervisor prior to management team meetings.
- Brief workers within the Unit as needed.
- Prepare ESS Shift Schedule as needed.

- Assist, support and provide direction to Pet Care 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- Animal Intake (SPCA Form)



**Pet Care Worker****\*\*\* Read This Entire Checklist Before Taking Action \*\*\*****Reports to:** Pet Care Unit Coordinator**Title (if this function is staffed):** Pet Care Worker

Note: Public Health by-laws forbid pets in Reception Centres in areas where food is being prepared, stored or eaten with the exception of assistance animals.

**Responsibilities:**

1. Set up an area where pets will be held until alternate arrangements can be made.
2. Provide food, water, and care for pets.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff Registration Form. Obtain identification.
- Report to assigned supervisor to obtain current status and specific instructions.
- Establish and set up a Pet Care area.
- Set up pet reception area. Utilize a tent, if available, as shelter.
- 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.
- Register pets being held at the Pet Care area.
- Provide safe and secure care for pets at the Reception Centre.
- Provide pet carriers to pet owners if needed.
- 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.

**Emergency Social Services**

- Clean up work area before leaving.
- Sign out with Volunteer/Staff Management Unit.
- 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:**

- Animal Intake Information (SPCA)

**RECREATION UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Specialized Services Branch Director**Title (if this function is staffed):** Recreation Unit Coordinator**Responsibilities:**

1. Provide suitable and safe recreation and leisure activities for evacuees at the Reception Centre.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 an ESS Position Log to list the actions taken during the shift.
- Contact the Facility Unit Coordinator and/or Supply Branch for access to any recreation items (if available). Assemble games and set up recreational equipment.
- Anticipate the age groups to serve according to information available.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Determine the need for and interest in recreational activities among evacuees.
- Develop recreational activities appropriate to the age groups of interest.
- Manage all equipment to ensure safety and the return of equipment.
- Consult the Safety Officer concerning activities that could result in harm (e.g., running games, basketball, etc.)
- Prepare ESS Shift Schedule as needed.
- Provide ESS Status Report information to ESS Operations Section Chief (Reception Centre Manager) prior to management team meetings.
- 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 ESS Incident Commander.
- 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 Unit.
- 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:**

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

**ESS RECREATIONAL ACTIVITY LISTS**

<b>Preschool</b>	<b>Pre-Teen (6-12 years)</b>
<ul style="list-style-type: none"> <li>• Play dough</li> <li>• Paper, Crayon, Felts</li> <li>• Puppets</li> <li>• Story Telling</li> <li>• Toddler Toys</li> <li>• Duplex</li> <li>• Action Toys</li> <li>• Videos</li> <li>• Sing-Alongs</li> <li>• Shadow Animals</li> <li>• Circle Games</li> <li>• Gym Activities</li> <li>• Simple Crafts – Glue, Macaroni, Cheerios</li> <li>• Musical Instruments</li> <li>• Water Play</li> <li>• Sticker Books</li> </ul>	<ul style="list-style-type: none"> <li>• Crafts – Glue String, Sticks, Pip Cleaners</li> <li>• Colouring Books</li> <li>• Books &amp; Comic Books</li> <li>• Toys – Figurines, Trucks, Dolls</li> <li>• Lego</li> <li>• Barbie Dolls</li> <li>• Internet</li> <li>• TV/Videos</li> <li>• Pet Care</li> <li>• Hair Braiding &amp; Face Painting</li> <li>• Snacks</li> <li>• Sports – Soccer, Skipping</li> <li>• Journal Writing</li> <li>• Music &amp; Dance</li> <li>• Group Games – Sack Races, 3-Legged Races</li> <li>• Puzzles</li> <li>• Sewing &amp; Knitting Lessons</li> <li>• Bingo</li> </ul>
<b>Teen</b>	<b>Adult</b>
<ul style="list-style-type: none"> <li>• Cards &amp; Board Games</li> <li>• TV &amp; Video &amp; CDs</li> <li>• Activities with Younger Children</li> <li>• Hair, Make-Up &amp; Nail Care</li> <li>• Music &amp; Dancing</li> <li>• Theatre Sports</li> <li>• Internet</li> <li>• Outside Sports – Basketball, Hockey Sac, In-Line Hockey, etc.</li> <li>• Ice Breakers</li> <li>• Kitchen Helpers</li> <li>• Construction, Building, Set Up</li> <li>• Karaoke</li> <li>• Runners</li> <li>• Car Wash</li> <li>• Bingo</li> </ul>	<ul style="list-style-type: none"> <li>• Books &amp; Magazines</li> <li>• Crossword &amp; Jigsaw Puzzles</li> <li>• Scrabble &amp; Board Games</li> <li>• TV &amp; Video</li> <li>• Outdoor Sports – Frisbee, Swimming</li> <li>• Internet</li> <li>• Exercise</li> <li>• Aerobics</li> <li>• Walking</li> <li>• Newspaper Discussion Groups</li> <li>• Specialized Lessons – Photography, Crafts</li> <li>• Dance Classes – Line Dancing, Country, etc.</li> <li>• Teaching Young People to Knit, Crochet, Crafts</li> <li>• Teaching Others Care</li> <li>• Bingo</li> </ul>

**TRANSPORTATION UNIT COORDINATOR****\*\*\* Read This Entire Checklist Before Taking Action \*\*\*****Reports to:** Specialized Services Branch Director**Title (if this function is staffed):** Transportation Unit Coordinator

Note: This function ensures that evacuees are provided with necessary transportation from a Reception Centre to locations where various Emergency Social Services are being provided (e.g., accommodations at a motel). It is not responsible for evacuating people from their homes but may assist in transporting if so directed.

**Responsibilities:**

1. In consultation with the ESS Incident Commander and Operations Section Chief (Reception Centre Manager) ensure transportation of evacuees from the Reception Centre to the locations where services are being provided (e.g., place of lodging).
2. Ensure the safety of all persons using transportation services.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 ESS 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.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Liaise with Referral, Food, Clothing, & Lodging Unit Coordinator (Client Services) on transportation needs of the evacuees. Determine if evacuees need to share taxis, or if there is an alternate way of transporting people (e.g., buses) from the Reception Centre.
- Provide ESS Status Report information to assigned supervisor prior to management team meetings.
- Ensure that transportation for evacuees 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 ESS Incident Commander.
- 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 Unit.
- 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:**

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

**HEALTH SERVICE BRANCH DIRECTOR****\*\*\* Read This Entire Checklist Before Taking Action \*\*\*****Reports to:** Operations Section Chief (Reception Centre Manager)**Title (if function is staffed):** Health Services Branch Director**Responsibilities:**

1. Ensure that the following Health Services are arranged for and carried out at the Reception Centre as required:
  - First Aid
  - Emotional Support
  - Special Needs
2. Oversee the functioning of these Health Services.
3. Address Public Health issues for the Reception Centre.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 an ESS 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 Alberta Health (Public Health) to ensure areas of concern (food, water, and sanitation) are addressed properly and/or to support others as needed,
- Liaise with Alberta Health (Mental Health and Addictions) to ensure counsellors are available to provide emotional support and psychological first aid.



**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Ensure that all Branch personnel sign the Volunteer/Staff Registration Form and understand the daily sign-in/sign-out procedures.
- Inform Operations Section Chief (Reception Centre Manager) on any significant issues affecting the Health Services Branch.
- Attend Operations Section briefings.
- Provide ESS Status Report information to Operations Section Chief (Reception Centre Manager) prior to management team meetings.
- Brief Supervisors within Health Services Branch as needed.
- Prepare ESS Shift Schedule as needed.
- Assist, support and provide direction to Unit Coordinators.
- 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 ESS Incident Commander.
- 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 Unit.
- 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:**

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

**FIRST AID UNIT COORDINATOR****\*\*\* Read This Entire Checklist Before Taking Action \*\*\*****Reports to:** Health Services Branch Director**Title (if function is staffed):** First Aid Unit Coordinator

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

**Responsibilities:**

1. Oversee the provision of First Aid to evacuees and personnel at a Reception Centre.
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 Unit and sign Volunteer/Staff 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 an ESS Position Log to list the actions taken during the shift.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS 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 ESS Status Report information to the Operations Section Chief (Reception Centre Manager) 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 ESS Shift Schedule 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 Operations Section Chief (Reception Centre 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 Unit.
- 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:**

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

**First Aid Worker****\*\*\* Read This Entire Checklist Before Taking Action \*\*\*****Reports to:** First Aid Unit Coordinator**Title (if function is staffed):** First Aid Worker

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

**Responsibilities:**

1. Provide First Aid services to evacuees and personnel at the Reception Centre.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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.
- Duties include the following:
  - Ensure first aid supplies are available
  - Perform primary and secondary examinations and treat patients in accordance with level of training
  - Refer or direct patients to clinic/hospital care if required
  - Keep records on all services provided. Present such records to the First Aid Unit Coordinator
  - Maintain a record of all treatments
- 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 ESS Incident Commander.
- 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 Unit.
- 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.)

**❑ PSYCHOLOGICAL FIRST AID/EMOTIONAL SUPPORT UNIT  
COORDINATOR****\*\*\* Read This Entire Checklist Before Taking Action \*\*\*****Reports to:** Health Services Branch Director**Title (if function is staffed):** Psychological First Aid/Emotional Support Unit Coordinator

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

**Responsibilities:**

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

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 an ESS Position Log to list the actions taken during the shift.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Inform all ESS personnel of the availability of emotional support services for evacuees.
- Liaise with Alberta Health (Mental Health and Addictions) for ongoing support as needed.
- Initiate request to assigned supervisor for call-out of ESS Support Organizations to assist if required.

- Attend briefings as requested.
- Provide ESS Status Report information to assigned supervisor prior to management team meetings.
- Brief workers within the Unit as needed.
- Prepare ESS Shift Schedule 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 ESS Incident Commander.
- 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 Unit.
- 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:**

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

**ESS WORKER QUIET ROOM GUIDELINES**

Area should have:

- Seating
- Tables
- Comfortable chairs such as couches
- Access to washrooms nearby
- Access to small breakout rooms to allow for quiet one-on-one defusing
- Doors to allow workers to talk freely away from the evacuees
- Kitchen supplies to distribute food



**Psychological First Aid/Emotional Support Worker****\*\*\* Read This Entire Checklist Before Taking Action \*\*\*****Reports to:** Psychological First Aid/Emotional Support Unit Coordinator**Title (if function is staffed):** Psychological First Aid/Emotional Support Worker

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

**Responsibilities:**

1. Provide emotional support to evacuees and ESS workers.
2. Deal with the mental health needs of evacuees.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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.
- 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.
- 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 Unit.
- 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.).

**SPECIAL MEDICAL NEEDS UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Health Services Branch Director**Title (if function is staffed):** Special Medical Needs Unit Coordinator

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

**Responsibilities:**

1. Arrange for medications, medical equipment, and health care supplies to be provided to evacuees as required.
2. Ensure the provision of care for dependent adults.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 an ESS Position Log to list the actions taken during the shift.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Ensure medications and other health care supplies & equipment for evacuees are obtainable. Confer with the Referrals Unit Coordinator on these issues.
- Provide special health care needs such as diapers and wheelchairs at the Reception Centre.
- Provide assistance to pregnant women, nursing mothers, special-needs children and the frail elderly as required.
- Provide care for dependent adults who arrive at the Reception Centre as required.
- Attend briefings as requested.

- Provide ESS Status Report information to assigned supervisor prior to management team meetings.
- Brief workers within the Unit as needed.
- Prepare ESS Shift Schedule 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 ESS Incident Commander.
- 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 Unit.
- 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:**

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

## 7.3 Planning

### PLANNING SECTION CHIEF

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

**Reports to:** ESS Incident Commander

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

**Responsibilities:**

1. Ensure that the following responsibilities of the Planning Section are carried out at the Reception Centre as required:
  - Prepare and distribute the ESS Reception Centre Action Plan for each operational period, and facilitate planning meetings
  - Collect, analyze and display situation information
  - Prepare periodic Situation Reports
  - Conduct Advance Planning activities
  - Document and maintain files on all ESS/ Reception Centre activities
  - Plan for Demobilization of the ESS/Reception Centre services
  - Plan for the Transition to Re-entry and Recovery
2. Establish the appropriate level of organization and staffing for the Planning Section and modify as required.
3. Ensures the safety of all workers and members of the public in the Planning Section.
4. Exercise overall responsibility for the coordination of activities within the Planning Section.
5. Ensure objectives as stated in the ESS and Reception Centre Action Plan is accomplished within the operational periods or deadlines.
6. Conduct Planning Section briefings and keep the ESS Incident Commander informed of significant issues affecting the Planning Section.
7. Supervise the Planning Section.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff Registration Form. Obtain identification.
- Report to ESS Incident Commander 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 an ESS Position Log to list the actions taken during the shift.
- Have Volunteer/Staff Management Unit 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.
  - Situation Unit
  - Documentation Unit
  - Advance Planning Unit
  - Demobilization Unit
  - Recovery Transition 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 Emergency Social Services Plan.
- Notify the ESS Incident Commander when the Section is operational.

**Operational Phase:**

- Maintain communication with ESS Incident Commander.
- Provide ESS Status Report information at management team meetings.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Identify key issues currently affecting the Section; meet with Unit Coordinators 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 ESS planning meetings.
- Work closely with the Units to ensure that the Section's objectives, as defined in the current ESS 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 ESS Action Plan meeting.
- Ensure that the ESS Action Plan is completed, signed off by the ESS Incident Commander 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 ESS Incident Commander.
- Ensure that status boards and other displays are kept current.
- Ensure that the Documentation Unit maintains files on all ESS activities and provides reproduction and archiving services for the ESS Incident Commander and Reception Centre.
- 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 ESS and Reception Centre.
- Review and implement a Demobilization Plan for ESS and Reception Centre.
- Ensure a process for Transition to Recovery is implemented.
- Ensure that the Information Officer has immediate and unlimited access to all ESS Status Reports and displays.
- Assist, support and provide direction to Unit Coordinators.
- 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- ESS Reception Centre Action Plan form



**SITUATION UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Planning Section Chief**Title (if function is staffed):** Situation Unit Coordinator**Responsibilities:**

1. Oversee the implementation and operation of the Situation Unit.
2. Compile statistics on the Reception Centre response.
3. Oversee the collection, organization and analysis of ESS situation information.
4. Ensure that information collected from all sources is validated prior to posting on status boards and Situation Reports.
5. Ensure that Reception Centre Situation Reports are developed for dissemination to ESS staff and the EOC.
6. Assist Planning Section Chief to ensure that an ESS 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 Unit and sign the Volunteer/Staff 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 an ESS Position Log to list the actions taken during the shift.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS 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 ESS 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 ESS 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 ESS Status Report information to the Planning Section Chief prior to management team meetings.
- Brief workers within the Unit as needed.
- Prepare ESS Shift Schedule 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 ESS Incident Commander.
- 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 Unit.
- 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:**

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

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**DOCUMENTATION UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Planning Section Chief**Title (if function is staffed):** Documentation Unit Coordinator**Responsibilities:**

1. Oversee the implementation and operation of the Documentation Unit.
2. Ensure the security and control of ESS forms (File forms, Referral forms, ESS Rates Sheets, Inquiry Cards, etc.), ESS Position Logs, Situation Reports, Action Plans, and other forms and documents 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 Unit and sign the Volunteer/Staff 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.
- Locate your ESS File Kits.
- Establish workspace (see function aids for sample set-up).
- Ensure secure storage, control and tracking of ESS File and Referral forms.
- Establish and maintain an ESS Position Log to list the actions taken during the shift.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Meet with the Planning Section Chief to determine what ESS materials/paperwork should be maintained as official records.
- Issue ESS File forms and Referral forms, current ESS Rates sheets and Inquiry Cards to the appropriate Operations Section Units.

- Collect completed, voided, and unused forms (as listed above) from Operations Section Units on a regular basis.
- Check all completed forms for accuracy and completeness.
- Separate completed copies and ensure that each is delivered to its intended destination or filed appropriately.
- Record information from the forms on the Registration and Referrals Statistics Record and distribute to the Situation Unit.
- Secure completed ESS File and Referral forms.
- Check facsimiles machine on a regular basis and deliver faxes to intended recipients.
- 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 ESS 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 ESS Status Report information to the Planning Section Chief prior to management team meetings.
- Brief workers within the Unit as needed.
- Prepare ESS Shift Schedule 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. ESS Files, Referral Forms and Change of Information Card to the ESS Incident Commander and the location for storage is to be determined by the ESS Incident Commander.
- Deactivate assigned position and close logs when authorized by the ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- Documentation Unit Setup – Sample
- ESS Registration and Services Record
- ESS Rates Sheet
- ESS Red Cross/ Government of Canada Inquiry Card
- ESS Change of Information Form & Instruction Guide
- ESS Registration and Referrals Statistics Record

**ADVANCE PLANNING UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Planning Section Chief**Title (if function is staffed):** Advance Planning Unit Coordinator**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 and particularly issues that might modify the overall ESS objectives.
3. Develop an Advance Plan consisting of the ESS response and related issues (e.g., anticipates future needs) likely to occur beyond the next operational period, generally within 24 to 72 hours.
4. Provide periodic briefings for the ESS Incident Commander, Officers, and Section Chiefs addressing Advance Planning issues.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 an ESS Position Log to list the actions taken during the shift.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Review Situation Reports and recent updates.
- Meet with the ESS 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 ESS 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 ESS Incident Commander and management team.
- Attend briefings as requested.
- Provide ESS Status Report information to Section Chief prior to management team meetings.
- Brief workers within the Unit as needed.
- Prepare ESS Shift Schedule 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- ESS Reception Centre Action Plan

**DEMOBILIZATION UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Planning Section Chief**Title (if function is staffed):** Demobilization Unit Coordinator**Responsibilities:**

1. Oversee the implementation and operation of the Demobilization Unit.
2. Develop a Demobilization Plan for ESS based on a review of all pertinent Planning Section documents and ESS Status Reports.
3. Initiate and oversee the demobilization of ESS.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 an ESS Position Log to list the actions taken during the shift.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Monitor the current situation reports.
- Meet individually with the Section Chiefs and create a draft Demobilization Plan for each section.
- Develop a draft Demobilization Plan and circulate to the ESS Incident Commander and Section Chiefs for review.
- Submit the Demobilization Plan for approval by the ESS Incident Commander.
- Plan for Demobilization at least once during each operational period for as long as ESS is formally staffed.

- Advise all Section Chiefs to ensure that demobilized staff complete all required forms, reports, other documentation in coordination with the Volunteer/Staff Management Unit prior to leaving ESS operations.
- Attend briefings as requested.
- Provide ESS Status Report information to Section Chief prior to management team meetings.
- Brief workers within the Unit as needed.
- Prepare ESS Shift Schedule 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- Sample Demobilization Checklist

**RECOVERY/TRANSITION UNIT CORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Planning Section Chief**Title (if function is staffed):** Recovery/Transition Unit Coordinator

Note: ESS is intended to provide short-term assistance to allow evacuees to make the transition to independence or assistance from other sources. ESS is generally available for a maximum of 72 hours. During these first 72 hours evacuees should immediately plan their next steps by contacting their insurance agents, families, and friends or accessing other possible resources. Should further assistance be required, only under extenuating circumstances, a request is sent through the local Emergency Operations Centre (EOC) to the provincial or territorial ESS organization (in Alberta it's Alberta Emergency Management Agency) authorizing an extension of the services. For this reason, it is critical that individuals and organizations prepare their own emergency response plans.

**Responsibilities:**

1. Assist evacuees go through the transition from the immediate emergency period to the longer process of recovery.
2. In a smaller event start the transition to recovery for evacuees by possibly arranging a public meeting consisting of the various organizations involved in the recovery process.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 an ESS Position Log to list the actions taken during the shift.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.

- Establish a list of the likely recovery agencies specific to the event. Recovery agencies may include insurance representatives, apartment owners (in the case of apartment fires), fire/police officials (for information), non-profit groups, appropriate government departments, etc.
- In larger events it will likely be a person appointed by the local EOC who will take the lead.
- Arrange to meet with the key recovery organizations. Establish what they can each do for the evacuees in the transition to recovery.
- Arrange access to appropriate recovery organizations for evacuees. This may be in an information meeting or it may be something more long term, such as an Information and Recovery Centre.
- Attend briefings as requested.
- Provide ESS Status Report information to Section Chief prior to management team meetings.
- Brief workers within the Unit as needed.
- Prepare ESS Shift Schedule 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 ESS Incident Commander.
- 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 Unit.
- 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:**

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

## 7.4 Logistics

### ESS LOGISTICS SECTION CHIEF

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

**Reports to:** ESS Incident Commander

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

Note: The Logistics Section Chief will liaise very closely with EOC Logistics.

#### **Responsibilities:**

1. The following duties include:
  - Acquire supplies and resources needed by evacuees and ESS personnel
  - Arrange for appropriate and sufficient ESS personnel
  - Arrange for the feeding of ESS workers
  - Arrange for ESS support services (e.g., runners, clerical) as required
  - Ensure that facility, sanitation, security and traffic control services are maintained
  - Ensure that communication systems are arranged and maintained for the ESS response
2. Establish the appropriate level of organization and staffing for the Logistics Section and modifying as required.
3. Ensure the safety of all workers and members of the public in the Logistics Section.
4. Exercise overall responsibility for the coordination of activities within the Section.
5. Ensure Section objectives as stated in the ESS Action Plan are accomplished within the operational periods or deadlines.
6. Conduct Logistics Section briefings and keep the ESS Incident Commander informed of all significant issues affecting the Logistics Section.
7. Supervise the Logistics Section.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff Registration Form. Obtain identification.
- Report to ESS Incident Commander to obtain current status and specific instructions.
- Establish workspace.
- Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Support Branch of any resource requirements.
- Obtain equipment, supplies and required forms.
- Establish and maintain an ESS Position Log to list the actions taken during the shift.
- Have Volunteer/Staff Management Unit 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 Directors and/or Unit Coordinators:
  - Supply Branch
    - Resource/Planning/Acquisition Unit
    - Donated Goods Unit
    - Shipping/Receiving Unit
    - Volunteer/Staff Management Unit
  - Reception Centre Support Branch
    - Food Unit
    - Runner Unit
    - Facility Unit
    - Clerical Unit
    - Security Unit
  - Information Technology Branch
    - Communications Unit
    - Computer Systems Unit
- Ensure that the Section is set up 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 Directors (or Unit Coordinators 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 Directors (or Unit Coordinators 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 ESS Action Plan.
- Notify the ESS Incident Commander 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 the ESS Incident Commander.
- Provide ESS Status Report information at management team meetings.
- Maintain ESS 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 Directors and/or Unit Coordinators 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 ESS Position Logs.
- Ensure that all equipment and supplies are tracked and accounted for.
- Ensure appropriate paperwork (e.g., forms) is given to the situation and Documentation Units in a timely manner.
- Ensure that the Supply Branch Directors closely with the Finance Section to ensure that all required documents and procedures are completed.
- Ensure that the Supply Coordinators address requests for material goods.
- Ensure that the Volunteer/Staff Management Unit addresses requests for ESS personnel.
- Ensure that the ESS Support Branch addresses issues of support for the delivery of ESS.
- Ensure that the Information Technology Branch addresses requests for communications and computer systems as available.
- Assist, support and provide direction as required.
- Inform ESS Incident Commander 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 ESS Incident Commander.
- 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 Unit.
- 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:**

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

**RECEPTION CENTRE SUPPORT BRANCH DIRECTOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Logistics Section Chief**Title (if this function is staffed):** Reception Centre Support Branch Director**Responsibilities:**

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

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 an ESS 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 ESS Position Log in chronological order describing actions taken during the shift.
- Ensure that all Branch personnel sign Volunteer/Staff Registration Form and understand the daily sign in/sign out procedures.
- Ensure that Food, Runners, Facility, Clerical, and Security staff is available on an ongoing basis or as required.

- Brief Logistics Section Chief on significant issues affecting the ESS Support Branch.
- Attend Logistics Section briefings.
- Provide ESS Status Report information to Logistics Section Chief prior to management team meetings.
- Brief Unit Coordinators within the Branch as needed.
- Provide ESS Status Report information to Logistics Section Chief prior to management team meetings. Prepare ESS Shift Schedule as needed.
- Assist, support and provide direction to Unit Coordinators.
- 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 ESS Incident Commander.
- 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:**

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

**SUPPORT BRANCH DIRECTOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Logistics Section Chief**Title (if this function is staffed):** Support Branch Director**Responsibilities:**

1. Ensure the following support services are arranged for and carried out at the Reception Centre as required:
  - Food
  - Runners
  - Facility
  - Clerical
  - Security
  - Volunteer/Staff Management Unit
2. Oversee these functioning of these services.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 an ESS 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 ESS Position Log in chronological order describing actions taken during the shift.
- Ensure that all Branch personnel sign Volunteer/Staff Registration Form and understand the daily sign in/sign out procedures.

- Ensure that Food, Runners, Facility, Clerical, and Security Volunteer/ Staff Management staff is available on an ongoing basis or as required.
- Brief Logistics Section Chief on significant issues affecting the ESS Support Branch.
- Attend Logistics Section briefings.
- Provide ESS Status Report information to Logistics Section Chief prior to management team meetings.
- Brief Unit Coordinators within the Branch as needed.
- Provide ESS Status Report information to Logistics Section Chief prior to management team meetings. Prepare ESS Shift Schedule as needed.
- Assist, support and provide direction to Unit Coordinators.
- 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 ESS Incident Commander.
- 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:**

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

**FOOD UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Support Branch Director**Title (if this function is staffed):** Food Unit Coordinator

Note: This function requires at least one Food Safe certified person on site at all times. Public Health should be contacted for advice.

**Responsibilities:**

1. Ensure that comfort foods, for distribution to evacuees by On-Site Goods Distribution Unit, are available.
2. Ensure that meals, snacks and water for ESS personnel are available.
3. Oversee the implementation and operation of the Food Unit as per Food Safe Standards.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 an ESS Position Log to list the actions taken during the shift.
- Contact Public Health for advice and/or meal and water inspection.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Provide On-Site Goods Distribution Unit with comfort foods for evacuees as required.
- Determine when meals for ESS personnel and/or evacuees will be needed and make arrangements.
- Ensure Food Safe hygiene and sanitation guidelines are enforced.
- Attend briefings as requested.
- Provide ESS Status Report information to Support Branch Director 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- ESS Food Services Record



**Food Unit Worker****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Food Unit Coordinator**Title (if this function is staffed):** Food Unit Worker

Note: This function requires at least one Food Safe certified person on site at all times.

**Responsibilities:**

1. Provide food to evacuees and ESS personnel at the Reception Centre.
2. Meet Food Safe Standards.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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.
- Applying Food Safe Standards, make available beverages and snacks as soon as possible for distribution to evacuees by the On-Site Goods Distribution Unit.
- Locate the food storage area and obtain necessary supplies/equipment (may not be necessary if food is prepared off site and delivered by a restaurant or caterer).
- Locate the food preparation area and obtain necessary supplies/equipment (may not be necessary if food is prepared off site and delivered by a restaurant or caterer).
- Locate and prepare the Reception Centre worker eating area and obtain necessary supplies/equipment.
- Locate the dishwashing area and obtain necessary supplies/equipment.
- Locate the food and waste disposal area and obtain necessary supplies/equipment.
- Provide snacks and meals to ESS personnel on an ongoing basis.
- Check supplies and restock as necessary.
- 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 Unit.
- 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:**

- ESS Food Services Record

**RUNNER UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Support Branch Director**Title (if this function is staffed):** Runner Unit Coordinator**Responsibilities:**

1. Consult with all ESS Branches and Units to determine “Runner” services needed.
2. Ensure that Runners are available as required.
3. In conjunction with the Volunteer/Staff Management Branch, assign Runners to other functions as required.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 ESS Position Log to list the actions taken during the shift.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Consult with Branches/Units in ESS to assess ongoing needs for Runners.
- Oversee assignments of Runners.
- Attend briefings as requested.
- Provide ESS Status Report information to Support Branch Director 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 ESS Incident Commander.
- 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 Unit.
- 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:**

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

**Runner Worker****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Runner Unit Coordinator**Title (if this function is staffed):** Runner Worker**Responsibilities:**

1. Assist ESS functions with transporting paper and other small items within ESS operations.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff Registration Form. Obtain identification.
- Report to assigned supervisor to obtain current status and specific instructions.
- Establish workspace or inquire about assigned work area.
- 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.
- Pick up and deliver forms, messages and other small items within ESS.
- Accompany evacuees or other visitors to services within the Reception Centre if Meeters & Greeters are unavailable.
- 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 Unit.
- 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.).

**FACILITY UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Support Branch Director**Title (if this function is staffed):** Facility Unit Coordinator

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

**Responsibilities:**

1. Ensure that adequate essential facilities for the ESS response are provided including space, furniture, etc.
2. Work in conjunction with the Safety Officer to ensure physical safety of facility for ESS workers and evacuees.
3. Ensure all facilities are returned to their original state when no longer needed.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 Operations Section Chief prior to the set-up of the Reception Centre.
- Establish access to areas within the facility for 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 an ESS 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 available for ESS use.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS 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 ESS response.
- Continuously monitor facility for safety and immediately rectify any deficiencies in coordination with Safety Officer
- 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 Reception Centre, coordinate with assigned personnel (e.g., Pet Care area, Group Lodging, etc.)
- Arrange for an ESS worker quiet room.
- Consult with Security to ensure that parking and traffic flow concerns are addressed.
- Provide ESS 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 ESS Incident Commander.
- 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 is returned to its original state when no longer needed.
- Sign out with Volunteer/Staff Management Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- Shift Schedule
- ESS Resource Request Form
- ESS Facility Safety Inspection Sheet
- ESS Worker Quiet Room Guidelines



**CLERICAL UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Support Branch Director**Title (if this function is staffed):** Clerical Unit Coordinator**Responsibilities:**

1. Consult with all the ESS Branches and Units to determine Clerical services needed.
2. Ensure that Clerical services (scribes, receptionist, minute-taking, word processing, data entry, etc.) are available as required.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 an ESS Position Log to list the actions taken during the shift.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Provide a scribe for the ESS Incident Commander on each shift.
- Consult with the ESS 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 ESS Status Report information to Support Branch Director 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- ESS Contact Log

**Clerical Worker****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Clerical Unit Coordinator**Title (if this function is staffed):** Clerical Worker**Responsibilities:**

1. Provide clerical support to ESS.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff Registration Form. Obtain identification.
- Report to assigned supervisor to obtain current status and specific instructions.
- Establish workspace or inquire about assigned work area.
- 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 required Clerical services to an assigned function.
- 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 Unit.
- 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:**

- Contact Log

**SECURITY UNIT COORDINATOR**

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

**Reports to:** Support Branch Director

**Title (if this function is staffed):** Security Unit Coordinator

**Responsibilities:**

1. Ensure security of ESS personnel and individuals at the Reception Centre.
2. Ensure measures are taken to secure the ESS operations and the Reception Centre 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 ESS operations through the EOC.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 an ESS Position Log to list the actions taken during the shift.
- Ensure all persons working in the traffic areas (roads, parking lots) wear Workers' Compensation Board (WCB) compliant high visibility vests at all times.

**Operational Phases:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Receive approval from Logistics Chief to arrange service contracts with private security companies to ensure that security is maintained throughout the event.
- Brief and assign Security personnel.

- Depending on the size of the event and the facility to be utilized, work closely with the Facility Supervisor to establish security requirements.
- Respond to requests from ESS personnel for assistance when there are reports of possible breaches of security.
- Develop and maintain patrol schedules for personnel security personnel.
- Record and/or investigate all reports of a security nature.
- Attend briefings as requested.
- Provide ESS Status Report information to Logistics 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- ESS HS 08 Form Patron Incident Form
- ESS HS 09 Form Preliminary Incident Report

## Security Worker

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

**Reports to:** Security Unit Coordinator

**Title (if this function is staffed):** Security Worker

Note: Volunteer security personnel do not have authority to physically detain or remove a person from the premises. Police authorities must perform these actions **only**.

**Responsibilities:**

1. Provide security and parking lot traffic control at ESS operations.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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.
- Report incidents of theft and vandalism to supervisor.
- Maintain surveillance at/or near the entrance(s) and exit(s) of ESS operations and the Reception Centre.
- Ensure integrity of security around the facilities and personnel. This includes calling police if required.
- Maintain clear access and egress routes for vehicle traffic.
- Regulate parking at the centre to ensure smooth traffic flow of emergency and supply vehicles.
- Maintain a visible presence by patrolling.
- 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 Unit.
- 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.).



**VOLUNTEER/STAFF MANAGEMENT UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Logistics Section Chief**Title (if this function is staffed):** Volunteer/Staff Management Unit Coordinator**Responsibilities:**

1. Oversee the implementation and operations of the Volunteer/Staff Management Branch.
2. Consult with all Branch Directors and Unit Coordinators within ESS 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 ESS personnel receive appropriate training and/or orientations.
5. Ensure all Reception Centre personnel sign in and out on the Volunteer/Staff Registration Form for each shift they work.

**Activation Phase:**

- Sign the Volunteer/Staff Registration Form. Obtain identification.
- Report to assigned supervisor to obtain current status and specific instructions.
- Establish workspace (to include orientation/training).
- 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 an ESS 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 ESS 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 Volunteer/Staff 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 ESS personnel receive a current situation and safety briefing upon sign-in.
- Ensure that all personnel sign out on Volunteer/Staff Registration Form at the end of each shift to help establish a time worked record for the Reception Centre.
- Assist with problem solving issues that arise from personnel recruitment and/or assignment.
- If additional ESS personnel are required to work at the Reception Centre, 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 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 Unit.
- Attend Logistics Section briefings.
- Provide ESS Status Report information to Logistics Section Chief prior to management team meetings.
- Brief Unit Coordinators within the Branch as needed.
- Prepare shift schedules as needed.
- Assist, support and provide direction to Unit Coordinators.
- 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 ESS Incident Commander.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- ESS Volunteer/Staff Assignment Form
- ESS Personnel Management Tracking Form
- ESS Volunteer/Staff Sign in Sign Out Log
- ESS Organization Recruitment Log
- ESS Volunteer Intake Centre – Sample Floor Plan
- ESS Volunteer/Staff Management Branch Screening Interview Questions
- ESS Volunteer/Staff Orientation
- ESS Volunteer/Staff Information Sheet
- ESS Volunteer/Staff Registration Form
- Standards of Conduct for ESS Workers

**STANDARDS OF CONDUCT FOR ESS WORKERS****Responsibilities of ESS Workers:**

- **Commitment** – Workers shall have a commitment to serve their community and the ESS mission to the best of their abilities, assuring the integrity of the program.
- **Confidentiality** – Workers shall respect the confidentiality of information received during an emergency response to anyone other than authorized emergency workers. If necessary, clarification should be sought from appropriate authority. Confidential information must not be used for personal gains.
- **Quality of Service** – Workers shall provide service to individuals affected by disasters in a manner that is courteous, caring, and professional, while respecting the dignity of people receiving services.
- **Behaviour** – Workers shall:
  - conduct themselves in a manner that meets acceptable social standards and contribute to an environment of mutual respect and dignity, free from discrimination or harassment;
  - follow operational guidelines and established reporting structures; and
  - exercise discretion with comments made in public about an incident, people or other organizations involved.
- **Self-Care** - Workers shall:
  - take care of their own physical and emotional health and support team members to do the same; and
  - report unsafe conditions to their supervisor, ensuring the safety of themselves and others.
- **Media Statement** – Workers shall direct all enquiries from the media to the designated Information Officer.

**Rights of ESS Workers:**

- **Orientation and Training** – Workers shall have access to the appropriate training to ensure efficient and effective performance of duties.
- **Forum for Input** – Workers shall be made aware of and have access to the proper chain of command for handling suggestions and complaints.
- **Support** – Workers shall receive support from the local, regional and provincial levels of the ESS Program.
- **Safe Conditions** – Workers shall have a safe working environment, understanding that there is some inherent risk in responding to disasters.
- **Supplies and Equipment** – Wherever possible, workers shall be equipped to do their job.

**ESS VOLUNTEER/STAFF INFORMATION SHEET**

*Thank you for being here to help. Here are a few points of information that will assist you at your assigned tasks.*

*This sheet provides general information only and may not answer all your questions. If you require further information, please ask your assigned supervisor.*

**1. Dress:**

It is best to wear casual clothes when working disaster response assignments. Always make sure your clothes are as clean and neat as the situation allows. It is recommended that you wear toed shoes and have a jacket available. Please leave jewelry and valuables at home or locked in your car. Fanny packs are very useful to carry personal items like keys, change, driver's license, etc.

Note: Please no army fatigues.

**2. Personal Identification (ID):**

You are a representative of the Emergency Social Services team while working on your assigned duties. You should be given some form of ID (name tag or vest). Please wear your ID at all times while on duty and return it at the end of your shift.

If you are using your vehicle as part of your assignment, it should also carry proper ID stickers.

Never wear the ID or display it on your car when off duty.

**3. Personal Conduct:**

Since you are representing ESS, always conduct yourself in a positive manner. Avoid being judgmental or argumentative.

**4. Media:**

Members of the media may approach you for information. Refer media representatives to the Information Officer or Reception Centre Manager.

Do not give out information or interviews.

### **5. Giving Information to Evacuees:**

You will be working closely with those who have recently experienced a disaster. They will look to you for information and reassurance.

When you are asked a question – give only information that you are sure of. Never pass on a rumor. If you are unsure of the answer to a question, check with a supervisor.

### **6. Work Assignments:**

Unfortunately not all work assignments are going to be fun or glamorous. Helping to clean up or setting up tables, for example, can be hard work. All work assignments are important. It takes all of us working together to make a Reception Centre run properly. Try to be flexible.

We are counting on all staff to show up on time and complete their assigned shifts. If you cannot meet a commitment you have made, please tell your supervisor immediately so other staffing arrangements can be made.

Hopefully, your supervisor will have time to give you a more extensive orientation and possibly some specific training. There may be a job description available for your assigned task – ask your supervisor.

### **7. Stress:**

You will find that disaster relief work can be very stressful. You are assuming the responsibilities for the wellbeing of a group of people, who are under stress themselves and can be quite demanding.

You should try to avoid stress burn-out by taking regular breaks, eating properly (avoid excessive caffeine and sugar) and getting enough sleep and exercise. It also helps to talk to someone about what you are feeling.

Never try to assume too much responsibility for resolving the situation, just do your best.

If you find yourself short-tempered, unable to sleep or starting to get overly emotional see your supervisor.

**SUPPLY BRANCH DIRECTOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Logistics Section Chief**Title (if this function is staffed):** Supply Branch Director**Responsibilities:**

1. Ensure the following services are arranged for and carried out for ESS as required:
  - Resource Acquisition, Purchasing
  - Donated Goods
  - Shipping & Receiving
2. Oversee the functioning of these services.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 ESS 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 ESS Position Log in chronological order describing actions taken during the shift.
- Ensure that all Branch personnel sign the Volunteer/Staff Registration Form and understand the daily sign-in/ sign-out procedures.
- Establish and maintain contact with EOC Logistics (if activated) and take direction.
- Determine and confirm spending limits with the Finance Section.
- Brief Logistics Section Chief on significant issues affecting the Supply Branch.
- Attend Logistics Section briefings.
- Provide ESS Status Report information to Logistics 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 Coordinators.
- 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 ESS Incident Commander.
- 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 Unit.
- 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:**

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



**RESOURCE/PURCHASING/ACQUISITION UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Supply Branch Coordinator**Title (if this function is staffed):** Resource/ Purchasing/Acquisition Unit Coordinator**Responsibilities:**

1. Oversee the implementation and operation of the Resource Acquisition Unit for ESS.
2. Coordinate actions with the Finance Section and EOC Logistics if operational.
3. Consult with all Branches/Units within ESS 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 as required.
7. Ensure suppliers are familiar with payment procedures.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 ESS Position Log to list the actions taken during the shift.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Maintain contact with EOC Logistics if activated.

- Liaise with the Operations and Planning Sections/Branches/Units to project ongoing or future needs of the evacuees.
- Ensure that material resources needed by evacuees are acquired.
- Ensure that existing suppliers are contacted for assistance.
- Work with the Procurement Unit (Finance) to establish new supplier agreements if needed.
- Ensure that a resource tracking process is established and maintained.
- Provide lists of resources/suppliers to the Referral, Food, Clothing, & Lodging Unit Coordinator in the Operations Section.
- In consultation with Referral, Food, Clothing, & Lodging Unit Coordinator address any supplier concerns.
- Attend briefings as requested.
- Provide ESS Status Report information to the Logistics 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 Reception Centre 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- ESS Tracking Record of Resources
- ESS Resource Acquisition Log & Status Board

**Resource/Purchasing/Acquisition Unit Worker****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Resource/Purchasing/Acquisition Unit Coordinator**Title (if this function is staffed):** Resource/Purchasing/Acquisition Worker**Responsibilities:**

1. Contact existing suppliers to confirm their ability to provide needed goods (supplies, equipment, etc.) and services (accommodations, meals, clothing, etc.).
2. Develop resource/supplier lists for Referral, Food, Clothing, & Lodging Unit.
3. Track resources distributed to Referral, Food, Clothing, & Lodging Unit.
4. Access pre-positioned equipment/containers with supplies (e.g., Reception Centre kits, emergency supplies containers, etc.)

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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.
- Determine what, if any, resources will be acquired and managed by EOC Logistics if activated.
- Identify supplier agreements already in place.
- Contact the suppliers to confirm availability to assist.
- When the pre-existing supplier agreements are exhausted, seek additional suppliers.
- Inform suppliers about established ESS Rates and process for reimbursement where applicable.
- Develop lists of resources/suppliers for the Referral, Food, Clothing, & Lodging Unit in the Operations 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 through the supervisor to the Planning Section, as appropriate, prior to departure.
- Clean up work area before leaving.
- Sign out with Volunteer/Staff Management Unit.
- 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:**

- ESS Resource Request Form
- ESS Resource Acquisition Log & Status Board
- ESS Tracking Record of Resources
- ESS Commercial Lodging Tracking Form

**DONATED GOODS UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Supply Branch Director**Title (if this function is staffed):** Donated Goods Unit Coordinator

Note: The Emergency Operations Centre should handle Donations. Unsolicited donations are generally not accepted at the Reception Centre.

**Responsibilities:**

1. In conjunction with the Information Officer disseminate public announcements and information about donated goods.
2. Redirect any donated goods from the general public to the appropriate location/organization (e.g., clothing, furniture to Salvation Army or The Post).
3. Ensure that the Volunteer/Staff Registration and Referrals workers are aware of any donated goods operations so they can refer evacuees.
4. Ensure that the donations policy is clear to all ESS personnel.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 ESS Position Log to list the actions taken during the shift.
- Contact EOC if operational to determine course of action for donated goods.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.

- In conjunction with the EOC Logistics determine a process for redirecting unsolicited donated goods that may arrive at Reception Centre.
- Inform the Information Officer on the organizations that are accepting donations on behalf of the evacuees so that he/she may share this information with others as directed.
- If the EOC is not activated, then contact local organizations that perform donation management for assistance.
- Initiate request to assigned supervisor for call-out of ESS Support Organizations to assist if required.
- Attend briefings as requested.
- Provide ESS Status Report information to Logistics 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 ESS Incident Commander.
- 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 Unit.
- 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:**

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

**SHIPPING & RECEIVING UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Supply Branch Director**Title (if this function is staffed):** Shipping & Receiving Unit Coordinator**Responsibilities:**

1. Oversee the implementation and operation of the Shipping & Receiving Unit at the Reception Centre.
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 Unit and sign the Volunteer/Staff 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 ESS Position Log to list the actions taken during the shift.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- As materials arrive at the Reception Centre complete the ESS Shipping & Receiving Record.
- Deliver materials to their intended destination within the Reception Centre or ESS.
- Make arrangements for shipping out materials as required. Complete the ESS Shipping & Receiving Record.
- Keep track of any receipts for delivery to the Finance Section.
- Attend briefings as requested.
- Provide ESS Status Report information to Logistics 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- ESS Shipping & Receiving Record

**Shipping & Receiving Unit Worker****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Shipping & Receiving Unit Coordinator**Title (if this function is staffed):** Shipping & Receiving Unit Worker**Responsibilities:**

1. Ship, receive and distribute supplies, food, and other materials that arrive at, or leave, the Reception Centre.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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.
- Access pre-positioned equipment/containers with supplies if applicable.
- Inventory all supplies and equipment that pass through the Unit that are for use in the Reception Centre and by ESS. Complete ESS Shipping & Receiving Record.
- Receive, record, tag and distribute all incoming supplies and equipment.
- Package, record, and ship all outgoing supplies and equipment.
- Arrange for the transportation of supplies and equipment to and from the Reception Centre if required.
- Store unused supplies and equipment for future use.
- 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 Unit.
- 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:**

- ESS Shipping & Receiving Record

**INFORMATION AND TECHNOLOGY BRANCH DIRECTOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Logistics Section Chief**Title (if this function is staffed):** Information Technology Branch Director**Responsibilities:**

1. Ensure that the following Information Technology services are carried out at the Reception Centre as required:
  - Communications
  - Computer Systems
2. Oversee the functioning of these services.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 ESS 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 ESS Position Log in chronological order describing actions taken during the shift.
- Ensure that all Branch personnel sign the Volunteer/Staff 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 ESS Status Report information to the Logistics Section Chief prior to management team meetings.

- Brief Unit Coordinators within the Branch as needed.
- Prepare shift schedules as needed.
- Assist, support and provide direction to Unit Coordinators.
- 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- ESS Radio Message Form

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**COMMUNICATIONS UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Information Technology Branch Director**Title (if this function is staffed):** Communications Unit Coordinator**Responsibilities:**

1. Oversee the installation of communication resources, such as telephones, cellphones, facsimile machines, hand-held radios etc. within the ESS operations.
2. Enable personnel in ESS to communicate with each other and with outside individuals, agencies, and organizations.
3. Assist in providing auxiliary communication (such as amateur radio) among ESS facilities (e.g., Reception Centre, Group Lodging) and the EOC when regular telephone or cellular phone service is out of order.
4. Supervise the Communications Unit.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 ESS Position Log to list the actions taken during the shift.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Determine communication 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.

- Work with the EOC Communications Unit Coordinator 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 ESS 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 ESS Incident Commander
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- ESS Radio Message Form



**COMPUTER SYSTEMS UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Information Technology Branch Director**Title (if this function is staffed):** Computer Systems Unit Coordinator**Responsibilities:**

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

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 ESS Position Log to list the actions taken during the shift.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS 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 evacuees if appropriate.
- Attend briefings as requested.
- Provide ESS Status Report information to the Logistics 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 ESS Incident Commander.
- 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 Unit.
- 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:**

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

## **7.5 Finance/Administration**

### **FINANCE SECTION CHIEF**

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

**Reports to:** ESS Incident Commander

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

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

#### **Responsibilities:**

1. In consultation with the EOC (if activated) and other Sections within the ESS, ensure that the following responsibilities of the Finance Section are addressed as required:
  - Maintenance of all financial records generated by ESS
  - Record of time worked by ESS personnel, including contractors (e.g., security)
  - Determination of spending limits
  - Administration of any necessary procurement contracts
  - Handling of the Workers' Compensation Board claims and other claims (e.g., building damage)
  - Ensures the safety of all workers and members of the public in the finance section
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 ESS Action Plan are accomplished within the operational periods of deadlines.
5. Keep the ESS Incident Commander informed of significant issues affecting the Finance Section.
6. Supervise the Finance Section (if staffed).

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 ESS Position Log to list the actions taken during the shift.
- Have Volunteer/Staff Management Unit 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 of ESS; obtain clarification on costs covered by the Province, 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:
  - 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 Coordinators (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 Coordinators (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 ESS Action Plan.
- Notify the ESS Incident Commander 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 ESS Incident Commander.
- Provide ESS Status Report information at management team meetings.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Attend and participate in ESS Action Planning meetings.
- Identify key issues currently affecting the Finance Section; meet with Unit Coordinators (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 ESS Action Planning meeting.
- Work closely with Units to ensure that the Section objectives, as defined in the current ESS 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 Coordinators (if activated) maintain their ESS 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 ESS Incident Commander 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.
- 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- ESS HS-08 Public - Patron Incident Form
- ESS HS-09 Preliminary Incident Report Form
- ESS Emergency Requisition Order Form

**COST UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Finance Section Chief**Title (if this function is staffed):** Cost Unit Coordinator**Responsibilities:**

1. Consult with the Documentation Unit to ensure that all disaster information for reimbursement through the Province 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 ESS response.
4. Oversee the implementation & operation of the Cost Unit.

**Activation Phase:**

- Check in with Volunteer/Staff Management Unit and sign the Volunteer/Staff 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 an ESS Position Log to list the actions taken during the shift.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- 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 Coordinator and review ESS 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 ESS Status Report information to the Finance Section Chief prior to management team meetings.
- Advise ESS Incident Commander 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 ESS Incident Commander.
- 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 Unit.
- 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:**

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



**TIME UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Finance Section Chief**Title (if this function is staffed):** Time Unit Coordinator**Responsibilities:**

1. In conjunction with the Volunteer/Staff Management Unit ensure that all on-duty time for personnel working at the Reception Centre 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 Unit and sign the Volunteer/Staff 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 an ESS Position Log to list the actions taken during the shift.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Working with the Volunteer/Staff Management Unit, initiate, gather, and/or update information on time worked by ESS personnel, including contractors and others paid (e.g., security). Ensure that time records are accurate and prepared.
- Provide instructions for all Chiefs, Directors and Coordinators in ESS operations 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.

- Provide ESS Status Report information to the Finance 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 ESS Incident Commander.
- 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 Unit.
- 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:**

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

**COMPENSATION & CLAIMS UNIT COORDINATOR**

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

**Reports to:** Finance Section Chief

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

**Responsibilities:**

1. Oversee the investigation of injuries and property/equipment damage claims from ESS operations.
2. Complete all required City of Medicine Hat Incident Report Forms and Workers' Compensation Board forms.
3. Maintain a file of injuries and illnesses associated with the ESS 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 Unit and sign the Volunteer/Staff 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 ESS Position Log to list the actions taken during the shift.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS Position Log in chronological order describing actions taken during the shift.
- Using existing City of Medicine Hat protocols, process any Incident Report Forms and Workers' Compensation Board Forms/Claims. Provide for all necessary paperwork using current City of Medicine Hat standards, policy, and procedures.
- Brief the Finance Section Chief on all significant issues affecting the Unit.
- Provide ESS Status Report information to the Finance 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 ESS Incident Commander.
- 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 Unit.
- 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:**

- ESS Position Log
- ESS Personnel Request Form
- ESS Status Report
- ESS Shift Schedule Form
- ESS Resource Request Form
- ESS HS-08 Public - Patron Incident Form
- ESS HS-09 Preliminary Incident Report Form

**PROCUREMENT UNIT COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** Finance Section Chief**Title (if this function is staffed):** Procurement Unit Coordinator**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 Unit and sign the Volunteer/Staff 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 ESS Position Log to list the actions taken during the shift.

**Operational Phase:**

- Maintain communication with assigned supervisor.
- Maintain ESS 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/Purchasing/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 pickup 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 ESS Status Report information to the Finance 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 ESS Incident Commander.
- 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 Unit.
- 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:**

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

## **VOLUNTEER/STAFF ORIENTATION**

Orientations need to be given out as often as needed. Do these in a quiet area. Use flip charts or white boards, if available.

- Welcome statement.
- Explanation of what the event is, who is involved, etc. Explain what agencies are involved in the response effort.
- A positive attitude is paramount. Respect is a must. Stress will exist, but with a positive and respectful attitude things will go better. Treat each other with respect and dignity. This extends to the evacuees.
- Explain the organizational chart. Always be sure you know who your supervisor is.
- All aspects of this response are confidential; as such there is NO talking to the media unless given permission. Be polite to the media if asked anything of them, but refer them to the Information Officer.
- Be sure to describe the layout of where things are in the Reception Centre. Perhaps a walkabout tour would assist with this.
- Practical Information:
  - Where are the washrooms
  - Shift schedule
  - Breaks
  - Worker rest areas
- Self-care:
  - Be careful and safe
  - Be aware of stress

**EMERGENCY SOCIAL SERVICES BRANCH COORDINATOR****\*\*\*\* Read This Entire Checklist Before Taking Action \*\*\*\*****Reports to:** EOC Operations Section Chief or EOC Director**Responsibilities:**

1. Manages the ESS Branch of the EOC.
2. Coordinates the delivery of Emergency social Services
3. Provides support to all activated ESS facilities (i.e., Reception Centres, Group Lodging facilities).
4. Provides situation reports to the Operations Section Chief, and the Situation Unit.
5. Requests mutual aid assistance and / or provincial ESS resources if required.

**Activation Phase:**

- Follow the Generic Activation Phase Checklist (as per the EOC Operational Guidelines Manual)
- Report to EOC facility as requested.
- Ensure alternates are identified for your position to allow for 24 hour extended operations.
- Obtain briefing from Operations Section Chief or EOC Director.
- Assess level of ESS services needed and initiate call-out of ESS staff and volunteers as required.
- If appropriate, activate the ESS ICP to coordinate delivery of ESS services
- If ESS ICP is activated, establish telephone and / or radio communications with Reception Centres, Group Lodging facilities, and other ESS organizations.
- If applicable, ensure communication is established with ESS Branch Coordinators in EOCs in other affected communities.

**Operational Phase:**

- Establish and maintain a position log or other necessary files.
- Maintain communications with and provide support to the ESS ICP
- Prioritize requests for ESS services if multiple ESS ICP's have been activated.
- Prepare objectives for the ESS Branch for each operational period; provide them to the Operations Section Chief prior to the Action Planning meetings.
- Maintain ESS resource status board, keeping track of number and type of ESS resources deployed and still available and share this information with Operations Section Chief and other EOCs upon request.



- Request and arrange for acquisition of provincial ESS resources when local and regional ESS resources are insufficient to meet needs.
- Prepare and forward ESS situation reports to Operations Section Chief.
- Actively share ESS information with other branches and sections in the EOC.
- Maintain adequate records of financial expenditures.
- Provide your relief with a briefing at shift change, informing him / her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.

**Demobilization Phase:**

- Determine demobilization status of ESS services (e.g. closing of Reception Centres, Group Lodging facilities) and advise the Operations Section Chief.
- Collect and store all completed ESS forms and paperwork from all the ESS facilities. Consult with Documentation Unit for appropriate storage location. Complete personal logs and documentation and forward to Documentation Unit.
- Ensure any open actions are assigned to appropriate staff or other EOC sections to follow up on.
- Ensure that all expenditures and financial claims have been coordinated through the Finance / Administration Section.
- Forward any input towards the EOC After Action Report to the Operations Section Chief.
- Follow the Generic Demobilization Phase Checklist. As per the EOC Operational Guidelines Manual.

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## **Section 8**

### **ESS Forms**

Forms are in alphabetical order following the “ESS” prefix.

### ESS CHANGE OF INFORMATION FORM

City of Medicine Hat Emergency Social Services Change of Information Form

EFFECTIVE DATE OF CHANGE:	(YYYY/MM/DD)		
CHANGE OF INFORMATION TAKEN:	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> BY PHONE	
AT:	<input type="checkbox"/> RECEPTION CENTRE	<input type="checkbox"/> CENTRAL REGISTRY	

ESS REGISTRATION #	PLACE OF REGISTRATION		
LAST NAME (FAMILY REPRESENTATIVE)	FIRST NAME (FAMILY REPRESENTATIVE)		
LAST NAME (PERSON REPORTING CHANGE IF DIFFERENT FROM ABOVE)	FIRST NAME (PERSON REPORTING CHANGE)		
PRE-DISASTER ADDRESS	POSTAL CODE	TELEPHONE	

CHANGE OF INFORMATION:  ADD       CHANGE       DELETE

<input type="checkbox"/> CHANGE OF ADDRESS	POSTAL CODE
<input type="checkbox"/> CHANGE OF CONTACT NUMBERS	
<input type="checkbox"/> OTHER CHANGES:	

INTERVIEWERS'S FIRST AND LAST NAME (PLEASE PRINT)	DATE (YYYY/MM/DD)

Pursuant to s. 33 (c) of the Freedom of Information and the Protection of Privacy Act, the personal information collected on this form is for the purpose of an operating program or activity of the City of Medicine Hat. Questions regarding the collection and use of personal information can be directed to the FOIPP Head of Local Body at 403.529.8234.

## ESS CHANGE OF INFORMATION INSTRUCTION GUIDE

Completed by	ESS worker, either by telephone or in person at the Reception Centre, or Central Registry by telephone.
Available from	Contained in ESS file kit.
Purpose	This form is used to record any changes of information after the person or family has already registered at a Reception Centre. Changes will usually involve relocation (addresses, contact phone numbers) but could also be adding a family member's name, or updating a referral to an outside agency.
Procedure for Processing	<p><b>Distribution:</b></p> <p><i>Copy</i> – Registration &amp; Inquiry – Reception Centre</p> <p><i>Copy</i> – ESS Admin. Support (Documentation Unit)</p> <p>Evacuees can report changes of information either directly to a Reception Centre (preferably the one where they registered) in person or by phone, or to Central Registry by phone. The form is completed by an ESS worker and then distributed as indicated, above.</p>
Identifying Information	<p>Complete as much information as possible, to ensure the correct ESS File is changed:</p> <ul style="list-style-type: none"> <li>• <i>Effective date of change</i>: this may be different from the date the information is taken;</li> <li>• <i>Change of Information taken</i>: mark either “in person” or “by phone”;</li> <li>• <i>At</i>: mark either Reception Centre or Central Registry;</li> <li>• <i>Name of Family Representative</i>: as noted on ESS File;</li> <li>• <i>ESS File #</i>: enter if person has a copy of the ESS File;</li> <li>• <i>Enter Name of person reporting change</i>: if different from above;</li> <li>• <i>Place of Registration</i>: this is the name of the facility where they first registered;</li> <li>• <i>Enter Pre-Disaster Address, Postal Code, and Telephone.</i></li> </ul>
Information to be Changed	<ul style="list-style-type: none"> <li>• Indicate whether this is to “add,” “change” or “delete” information;</li> <li>• If change of post-disaster address, be sure to get as much information as possible, (e.g., name of hotel or c/o relative's name);</li> <li>• If changing contact numbers, be sure to add area code;</li> <li>• Other changes add as much detail as possible;</li> <li>• Interviewer's First Name and Last Initial – enter name of ESS worker recording this information and date the information was received.</li> </ul>

**ESS CHILD CARE CHECK-IN SHEET**

**ESS CHILD CARE CHECK-IN SHEET**

Reception Centre Location: \_\_\_\_\_ Date: \_\_\_\_\_ Page: \_\_\_\_\_ of \_\_\_\_\_

Child's Name (Please Print)	Child/Parent Wrist Band Identification #	Time of Drop Off	Time of Pick Up	Special Needs (allergies, behaviour, meds, inhaler, epi-pen)	Parent/Guardian Name (at drop-off)	Parent/Guardian Signature (at pick-up)



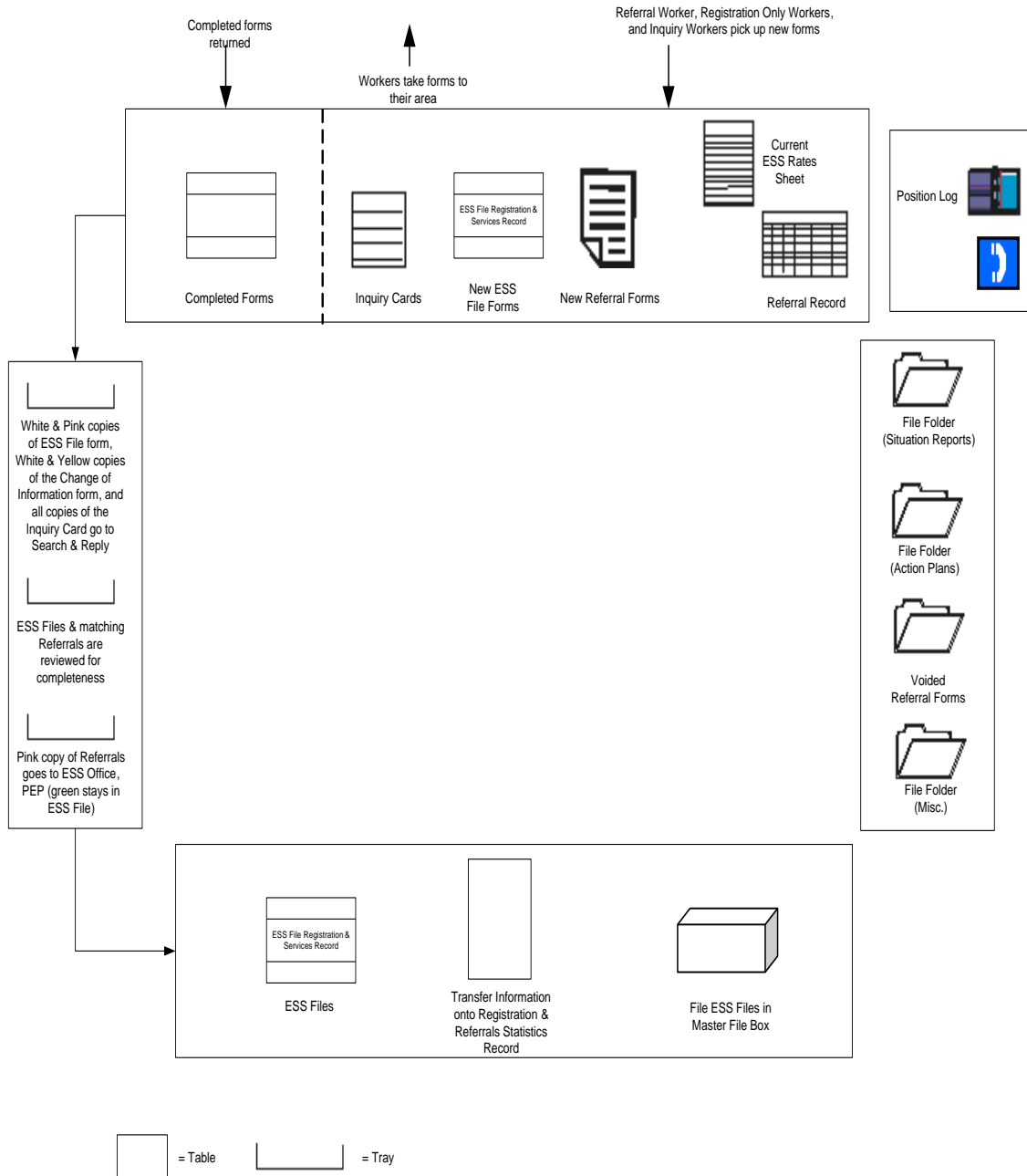
**ESS CONTACT LOG**
**ESS CITY OF MEDICINE HAT CONTACT LOG**

<b>Event:</b>	<b>Time:</b>	<b>Date:</b>
<b>Operational Period:</b>		<b>Function/Position:</b>
<b>Agency:</b>	<b>Agency:</b>	
<b>Contact Name:</b>	<b>Contact Name:</b>	
<b>Title:</b>	<b>Title:</b>	
<b>Business Phone:</b>	<b>Business Phone:</b>	
<b>Cell Phone:</b>	<b>Cell Phone:</b>	
<b>Pager:</b>	<b>Pager:</b>	
<b>After Hours Phone:</b>	<b>After Hours Phone:</b>	
<b>Fax:</b>	<b>Fax:</b>	
<b>e-mail:</b>	<b>e-mail:</b>	
<b>Location:</b>	<b>Location:</b>	
<b>Comments:</b>		
<b>Agency:</b>	<b>Agency:</b>	
<b>Contact Name:</b>	<b>Contact Name:</b>	
<b>Title:</b>	<b>Title:</b>	
<b>Business Phone:</b>	<b>Business Phone:</b>	
<b>Cell Phone:</b>	<b>Cell Phone:</b>	
<b>Pager:</b>	<b>Pager:</b>	
<b>After Hours Phone:</b>	<b>After Hours Phone:</b>	
<b>Fax:</b>	<b>Fax:</b>	
<b>e-mail:</b>	<b>e-mail:</b>	
<b>Location:</b>	<b>Location:</b>	
<b>Comments:</b>	<b>Comments:</b>	



ESS DOCUMENTATION UNIT SETUP – SAMPLE

Sample Documentation Unit Setup in a Reception Centre





**ESS Services Record**

Registration # from Red Cross Registration card:					
LAST NAME (Family Representative)			First Name	Initial	
Age:		Gender (Circle one)	M F	Nickname:	
<b>PERMANENT ADDRESS</b>					
Street Address			Community	Province	
Country	Postal Code	Telephone	Alternate Phone		
<b>POST DISASTER ADDRESS</b>					
Street Address			Community	Province	
Country	Postal Code	Telephone	Alternate Phone		
<b>Please notify the reception centre of central registry if you change your location.          (Interviewer should provide a phone number for evacuees to call with a change of location)</b>					
Family Information – “What are the names of immediate family members who live within the same household whom you know are safe?”					
<b>Last Name</b>	<b>First Name</b>	<b>Initial</b>	<b>Relationship</b>	<b>Gender</b>	<b>Age</b>
				<b>M F</b>	
				<b>M F</b>	
				<b>M F</b>	
				<b>M F</b>	
				<b>M F</b>	
				<b>M F</b>	
				<b>M F</b>	
Signature of Family Representative			Interviewer's First Name & Initial of Last Name (Please Print)		
Time (24 Hour Clock)			Date (yyyy/mm/dd)		
<b>Note to Evacuee: Please Keep a Copy as Proof of Registration</b>					
Brief statement of how the person/family was affected in the disaster. (Interviewer or evacuee may wish to begin with this statement.)					
Do you have insurance to cover your immediate needs? YES <input type="checkbox"/> NO <input type="checkbox"/>					
If no, provide services. If yes, assist them in contacting their insurance agent to confirm coverage for this event.					
Do you friends or family that you can stay with? YES <input type="checkbox"/> NO <input type="checkbox"/>					

**29. SERVICES REQUIRED**

RESTAURANT MEALS OR GROCERIES     CLOTHING     TRANSPORTATION     INCIDENTALS     Please specify \_\_\_\_\_  
 LODGING (TICK ONE)     HOTEL/MOTEL     BILLETING     STAYING WITH FAMILY/FRIENDS     GROUP LODGING (name) \_\_\_\_\_

**30. SPECIAL NEEDS**

**MEDICAL**  
 • "Do you take medications?" If "yes", then,  YES  NO  
 • "Do you have sufficient supply for the next 72 hours?" If "no", refer to Health Services for assistance.  YES  NO

**DIETARY**  
 • "Do you have special dietary requirements?" If "yes", please specify \_\_\_\_\_  YES  NO

**31. REFERRALS MADE WITHIN RECEPTION CENTRE**

	REASON	REFERRAL COMPLETED (please initial)	DATE
<input type="checkbox"/> INQUIRY	Reason		YYYY MM DD
<input type="checkbox"/> HEALTH SERVICES	Reason		YYYY MM DD
<input type="checkbox"/> FIRST AID	Reason		YYYY MM DD
<input type="checkbox"/> PERSONAL SERVICES	Reason		YYYY MM DD
<input type="checkbox"/> CHILD CARE	Reason		YYYY MM DD
<input type="checkbox"/> PET CARE	Reason		YYYY MM DD
<input type="checkbox"/> OTHER	Please Specify Reason		YYYY MM DD

**32. OTHER AGENCY REFERRALS MADE OUTSIDE RECEPTION CENTRE (e.g. Community services)**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**33. FAMILY RECOVERY PLANS (immediate and long term) (ESS provides short term assistance to give you and your family a chance to recover. Have you thought about what you will do after that time?)**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**34. FOLLOW-UP REQUIRED (if more space is required, write on the back of this folder)**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

HR2576(02/02)

**ESS FOOD SERVICES RECORD**

<b>Facility:</b>			<b>Prepared by:</b>			
<b>Function:</b>			<b>Task #:</b>	<b>Date / Time:</b>		
<b>FOOD</b>						
<b>B/L/ D/S</b>	<b>Date</b>	<b>Time</b>	<b>Menu</b>	<b>Supplier</b>	<b>Delivery /Pick-up</b>	<b>Qty</b>
<b>Comments:</b>						

**ESS GOODS DISTRIBUTION RECORD**

FOR ESS STAFF USE ONLY - To be completed by Finance or Logistics section

The \_\_\_\_\_ family of \_\_\_\_\_ adults and \_\_\_\_\_ children clothing and hygiene items.

Family Registration and Services form #: \_\_\_\_\_

Information recorded from the Clothing/Hygiene Goods Distribution Chit:

ITEM	Cost per item	NUMBER and/or SIZES RECEIVED	Item Total
<b>HYGIENE</b>			
Toothpaste			
Toothbrush			
Soap			
Razor			
Shaving Gel			
Shampoo			
Conditioner			
Deodorant			
Diapers			
Women's Sanitary Items			
Adult Hygiene			
Comb			
<b>CLOTHING – per person</b>			
Blanket			
Sweat Shirt			
T-shirts			
Sweat Pants			
Briefs			
Socks			
<b>Other:</b>			
✓ Pet supplies			
✓			
✓			
<b>TOTAL COST</b>			

**ESS HS – 08 PUBLIC/PATRON INCIDENT REPORT FORM**



**HS 08 – Public / Patron Incident Report Form**

All reports must be completed and submitted to the Department Manager and emailed to the HSE and Treasury and Risk Management groups at [HSE@medicinehat.ca](mailto:HSE@medicinehat.ca) within 24 hours of the incident occurring.

**NO WRITTEN STATEMENTS OR PHOTOGRAPHS ARE TO BE TAKEN FROM / OF THE PATRON INVOLVED IN THE INCIDENT**

Department:		Facility Name:	
Event Location:		Program Name:	
Event Date:		Event Time: <input type="checkbox"/> am <input type="checkbox"/> pm	
Reported to:		Reported By:	
Date Reported:		If not reported immediately, why not?	
Time Reported: <input type="checkbox"/> am <input type="checkbox"/> pm			
<b>Public / Patron Information</b>			
Name:		Address:	
Phone #		Age: <input type="checkbox"/> Male <input type="checkbox"/> Female	
Parent / Guardian/ Spouse Contacted		Name: Phone #	
<input type="checkbox"/> Yes	Contacted By:	Date	Time <input type="checkbox"/> am <input type="checkbox"/> pm
<input type="checkbox"/> No	Why?	<input type="checkbox"/> N/A	<input type="checkbox"/> Present <input type="checkbox"/> Contacted by other (Coach, paramedic, ect.)
<b>Witness Information</b>			
Name:		Address:	
Phone #		Position if City Employee:	
<b>Witness Information</b>			
Name:		Address:	
Phone #		Position if City Employee:	
<b>Witness Information</b>			
Name:		Address:	
Phone #		Position if City Employee:	

Description of Event and Actions Taken ( attach additional pages if needed)	
<input type="checkbox"/>	As Communicated to the employee by the victim
<input type="checkbox"/>	As Communicated to the employee by a witness
<input type="checkbox"/>	As witnessed by the employee
Other Information	
Describe any injuries:	
Was First Aid Provided? <input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, by whom:
Level of Qualification of the provider?	
Describe First Aid Provided:	
Was the injured person transported for medical attention? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Mode of Transport <input type="checkbox"/> N/A <input type="checkbox"/> Ambulance <input type="checkbox"/> Parent / Guardian <input type="checkbox"/> Refused <input type="checkbox"/> Other	
Reported to Police? <input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, Officer's Name:
Report Prepared By:	Position:
Supervisor / Manager Name:	Supervisor / Manager Signature:
Manager's Position:	Date:



**ESS HS – 09 PRELIMINARY INCIDENT REPORT FORM**



**HS 09 - Preliminary Incident Report Form**

<b>All Preliminary Reports:</b>		<ul style="list-style-type: none"> <li>Supervisor to complete and submit to the Department Manager,</li> <li>Email to the HSE group at <a href="mailto:HSE@medicinehat.ca">HSE@medicinehat.ca</a> within 24 hours of the incident occurring.</li> </ul>							
<b>All Injury/Illness Reports</b>		<ul style="list-style-type: none"> <li>Email to Occupational Health at <a href="mailto:OCH@medicinehat.ca">OCH@medicinehat.ca</a> within 24 hours.</li> </ul>							
<b>GENERAL EVENT INFORMATION</b>		<u>Incident Severity Level</u> _____							
<input type="checkbox"/> City of Medicine Hat Event	<input type="checkbox"/> Contractor Event (Contractor Name): _____								
Event Date:	Event Time: <input type="checkbox"/> am <input type="checkbox"/> pm								
Department:	Event Location:								
Reported to:	Reported By:								
Time Reported: <input type="checkbox"/> am <input type="checkbox"/> pm									
If not reported immediately, why not?									
<b>EVENT TYPE(S)</b> (please select all event types)									
<b>Injury/Illness</b>	<input type="checkbox"/> Environmental (Include pg 13 from HS 10)	<input type="checkbox"/> Motor Vehicle Collision (Include pg's 17-21 from HS 10)							
<input type="checkbox"/> No Treatment Provided	<input type="checkbox"/> Spill / Release	<input type="checkbox"/> Near Miss / Unsafe Condition							
<input type="checkbox"/> First Aid	<input type="checkbox"/> Property Damage	<input type="checkbox"/> Regulatory Violation							
<input type="checkbox"/> Medical Aid	<input type="checkbox"/> Security	Other _____							
<input type="checkbox"/> Modified Duties	<input type="checkbox"/> Violence / Harassment								
<input type="checkbox"/> Lost Time									
<b>COMPLETE THE FOLLOWING SECTION FOR ALL INJURY EVENTS</b>									
Type of Injury	<input type="checkbox"/> Abrasion	<input type="checkbox"/> Amputation	<input type="checkbox"/> Fracture	<input type="checkbox"/> Illness	<input type="checkbox"/> Laceration	<input type="checkbox"/> Sprain	<input type="checkbox"/> Burn	<input type="checkbox"/> Bite	
	<input type="checkbox"/> Allergy	<input type="checkbox"/> Chemical Exposure	<input type="checkbox"/> Irritation	<input type="checkbox"/> Contusion	<input type="checkbox"/> Puncture	<input type="checkbox"/> Hearing Loss	<input type="checkbox"/> Other: _____		
Part of the Body	<input type="checkbox"/> Head	<input type="checkbox"/> Eye	<input type="checkbox"/> Hand	<input type="checkbox"/> Wrist	<input type="checkbox"/> Torso	<input type="checkbox"/> Shoulder	<input type="checkbox"/> Leg	<input type="checkbox"/> Ankle	<input type="checkbox"/> Left
	<input type="checkbox"/> Face	<input type="checkbox"/> Ear	<input type="checkbox"/> Finger	<input type="checkbox"/> Arm	<input type="checkbox"/> Back	<input type="checkbox"/> Hip/Pelvis	<input type="checkbox"/> Knee	<input type="checkbox"/> Foot	<input type="checkbox"/> Right
Mechanism of Injury	<input type="checkbox"/> Caught In	<input type="checkbox"/> Caught Between	<input type="checkbox"/> Slip	<input type="checkbox"/> Pressure	<input type="checkbox"/> Collision	<input type="checkbox"/> Heat	<input type="checkbox"/> Fall	<input type="checkbox"/> Radiation	
	<input type="checkbox"/> Struck By	<input type="checkbox"/> Struck Against	<input type="checkbox"/> Trip	<input type="checkbox"/> Electrical	<input type="checkbox"/> Chemical	<input type="checkbox"/> Cold	<input type="checkbox"/> Other: _____		
<b>FIRST AID</b>									
Was first aid provided?		<input type="checkbox"/> Yes <input type="checkbox"/> No							
Is further medical attention required or expected?		<input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, email this Preliminary Report and completed WCB Employers and Workers Reports to Occupational Health at <a href="mailto:OCH@medicinehat.ca">OCH@medicinehat.ca</a> within 24 hours.					
<p>For referral to the Occupational Injury Service Clinic or other medical services, Call the Occupational Health Nurse at 403-529-8352 during normal business hours.</p>									



**HS 09 - Preliminary Incident Report Form**

Description of the Incident / Preliminary Investigation			
Immediate / Corrective Actions Taken			
Approved By:	Print Name	Date	
Manager / Supervisor			
APPROVAL – INVESTIGATION NOT REQUIRED			
Explanation:			
	Print Name	Signature	Date
<b>Superintendent</b>			
<b>Safety/Environmental Specialist</b>			
<b>Department Manager</b>			
<b>General Manager</b>			



ESS INQUIRY CARD RED CROSS/GOVERNMENT OF CANADA

**INQUIRY CARD — DEMANDE DE RENSEIGNEMENTS**  
PLEASE PRINT — EN LETTRES MOULÉES S.V.P.

LIST ONLY PERSONS WITH THE SAME FAMILY NAME AND ADDRESS. FILL OUT SEPARATE CARDS FOR OTHER PERSONS.  
INSCRIRE SEULEMENT LES PERSONNES AYANT LE MÊME NOM DE FAMILLE ET ADRESSE. REMPLIR UNE CARTE DISTINCTE POUR TOUTE AUTRE PERSONNE.

1. FAMILY NAME OF PERSON(S) YOU ARE INQUIRING ABOUT  
NOM DE FAMILLE DES PERSONNES RECHERCHÉES

2. FIRST NAME PRÉNOM	3. INITIAL INITIALE	4. SEX SEXE	5. AGE ÂGE

6. PERMANENT ADDRESS — ADRESSE PERMANENTE

7. TELEPHONE  
TÉLÉPHONE

8. ADDITIONAL INFORMATION — AUTRES RENSEIGNEMENTS

NAME OF PERSON MAKING THIS INQUIRY — NOM DU DEMANDEUR (DERESSE)  
12. FAMILY NAME — NOM DE FAMILLE 13. FIRST NAME — PRÉNOM 14. INIT.

15. RETURN ANSWER TO — ENVOYER RÉPONSE À  
ADDRESS — ADRESSE 16. TELEPHONE  
TÉLÉPHONE


REPLY — FOR OFFICE USE ONLY  
RÉPONSE — À L'USAGE DU BUREAU SEULEMENT

17. CONDITION  
ÉTAT 18. EMERGENCY ADDRESS AND TELEPHONE NUMBER  
ADRESSE ET NUMÉRO DE TÉLÉPHONE TEMPORAIRES

19. REMARKS / REPLY — REMARQUES / RÉPONSE

20. ANSWER — RÉPONSE 21. SIGNATURE  
D-J M Y-A

MS 8111 (5-85)



Health and Welfare Canada  
Medical Services Branch  
Emergency Services

Santé et Bien-être social Canada  
Direction générale des services médicaux  
Services d'urgence

**COPY 1 — PLACE OF INQUIRY**  
**COPIE 1 — LIEU DE DEMANDE**

**ESS PERSONNEL MANAGEMENT TRACKING FORM**

<b>Facility:</b>	<b>Date / Shift:</b>	<b>Task #</b>

<b>Title</b>	<b>Name of Person Responsible</b>
<b>Reception Centre Manager</b>	
Liaison	
Safety	
Information	

<b>Operations Section Chief</b>	
Primary Services Branch	
Meet & Greet	
Registration	
Referrals	
Inquiry	
On-Site Goods Distribution	
Specialized Services Branch	
Child Care	
Multicultural	
Pet Care	
Recreation	
Transportation	
Search & Reply	
Health Services Branch	
First Aid	
Emotional Support	
Special Needs	

<b>Planning Section Chief</b>	
Situation	
Documentation	
Advance Planning	
Demobilization	
Recovery Transition	

<b>Logistics Section Chief</b>	
Supply Branch	
Resource Acquisition	
Donated Goods	
Shipping/Receiving	
Volunteer/Staff Management Branch	
RC Support	
Food	
Runner	
Facility Management	
Clerical	
Security	
Information Technology Branch	
Communications	
Computer Systems	

<b>Finance Section Chief</b>	
Cost	
Time	
Compensation & Claims	
Procurement	

**ESS Personnel Request Form**

**ESS PERSONNEL REQUEST FORM**

Request From: (Name)		Date	Time (24-hour)
# of Personnel Required	Tasks to Perform (location, duration)	Types of Skills Required	Time Needed (check if urgent)
			( )
			( )
			( )
			( )
			( )
			( )
			( )
			( )
			( )
			( )
			( )
			( )
			( )





**ESS RADIO MESSAGE FORM**

Shaded Area for Message Clerk or Radio Operator Use Only

Number	Precedence (Circle one)	HX	Station of Origin	Check	Place of Origin	Time Filed hhmm	Date Filed mmdd
	<b>Emergency</b> <b>Priority</b> <b>Welfare</b> <b>Routine</b>						
To (Addressee Name)				Originator is responsible for area inside <b>bold lines</b> (Please Print-Capital Letters Only)			
Phone (optional)							
_____		_____	_____	_____	_____	_____	_____
_____		_____	_____	_____	_____	_____	_____
_____		_____	_____	_____	_____	_____	_____
_____		_____	_____	_____	_____	_____	_____
_____		_____	_____	_____	_____	_____	_____
_____		_____	_____	_____	_____	_____	_____
_____		_____	_____	_____	_____	_____	_____
From (Sender Name)							
Title (If any)							
Phone (optional)							

Received From:

Call sign	Time hhmm	Date mmmdd
Operator	Frequency	Method

Sent To:

Call sign	Time hhmm	Date mmmdd
Operator	Frequency	Method



**ESS RECEPTION CENTRE/GROUP LODGING SITUATION REPORT**

<b>FROM:</b> <input type="checkbox"/> <b>RECEPTION CENTRE</b> or <input type="checkbox"/> <b>GROUP LODGING</b>
<b>TO:</b> ESS Incident Command and ESS Director at EOC Fax # _____
Update #: _____

Completed by: Name of person compiling report _____ _____	This Update Covers Dates and Times: (DD/MM/YR – 2400 Hr)  From: _____ _____ To: _____ _____
---	---

Facility Name:	Community:
Facility Address:	
Designated Facility Contact:	Position:
Phone Number: (        )	Fax Number: (        )

<b>Services Provided Statistics:</b>	<b>How Many this report</b>	<b>Run-ning Total</b>
Number of evacuees registered (on ESS File Form) at this Reception Center		
Number of evacuees provided with commercial lodging		
Number of evacuees using billeting resources		
Number of evacuees currently lodged in Group Lodging		
Maximum lodging capacity of this facility: _____		
<b>Number of ESS workers activated in this report :</b>		
Local Volunteers		
Community Staff		

**Emergency Social Services**

<b>Financial Estimate of Event:</b>	<b>How much this report (\$)</b>	<b>Running Total (\$)</b>
Estimated cost of referrals (food, lodging, clothing, transportation, incidentals)		
Estimated cost of other on-site ESS operations (food services, equipment rental, etc.)		

**Comments/Issues:** (for completion by ESS Operations Chief)


**PLEASE NOTE: THIS REPORT DOES NOT CONSTITUTE A REQUEST FOR ADDITIONAL RESOURCES**

Approved by: \_\_\_\_\_  ESS Operations Chief

**FOR USE OF EOC ONLY**


**Check One:** This report was:

- Received by fax
- Created via phone call from facility contact
- Received via radio transmission
- Other specify: \_\_\_\_\_

ESS – REGISTRATION FORM RED CROSS/GOVERNMENT OF CANADA

REGISTRATION CARD — CARTE D'INSCRIPTION				HC PROTECTED PROTEGE PAR SC		RESTRICTION <input type="checkbox"/>	
PLEASE PRINT — EN LETTRES MOULEES S.V.P.				12. PERMANENT ADDRESS — ADRESSE PERMANENTE			
1. FAMILY NAME — NOM DE FAMILLE			2. AGE	3. CITY — VILLE	4. PROV. — TERRIT.	5. TELEPHONE	
6. FIRST NAME — PRENOM	7. NICKNAME — SURNOM	8. SEX — SEXE	9. AGE	16. EMERGENCY ADDRESS AND TELEPHONE NUMBER ADRESSE ET NUMÉRO DE TÉLÉPHONE TEMPORAIRES PLEASE INFORM CENTRAL REGISTRY BUREAU IF YOU MOVE. AVERTIR S.V.P. LE BUREAU DU FICHIER CENTRAL SI VOUS VOUS DEPLACEZ.			
LIST ONLY THOSE FAMILY MEMBERS WHO ARE WITH YOU AND WHO HAVE THE SAME FAMILY NAME AS YOU. FILL OUT SEPARATE CARDS FOR OTHER PERSONS. INSCRIRE SEULEMENT LES MEMBRES DE LA FAMILLE QUI VOUS ACCOMPAGNENT ET PORTENT LE MÊME NOM DE FAMILLE QUE VOUS. REMPLIR UNE CARTE DISTINCTE POUR TOUTE AUTRE PERSONNE.				10. RELATIONSHIP LIEN DE PARENTE	11. SEX SEXE	12. AGE ÂGE	
13. FIRST NAME PRENOM	14. INIT.	15. RELATIONSHIP LIEN DE PARENTE	16. SEX SEXE	17. AGE ÂGE			
17. SPECIAL MEDICAL NEEDS — BESOINS MEDICAUX PARTICULIERS							
18. ADDITIONAL INFORMATION — AUTRES RENSEIGNEMENTS							
19. PLACE OF REGISTRATION LIEU D'INSCRIPTION				20. DATE D-J M Y-A	21. TIME — HEURE	22. CROSS-REFERENCE — RENVOI	

READ CAREFULLY BEFORE COMPLETING — LIRE ATTENTIVEMENT AVANT DE REMPLIR


 Health Canada  
 Direction générale des services médicaux  
 Emergency Services  
 Services d'urgence

Santé Canada  
 Direction générale des services médicaux  
 Services d'urgence

COPY 1 — PERSON REGISTERED  
 COPIE 1 — PERSONNE INSCRITE

## CONSENT FORM

Date: \_\_\_\_\_

To whom it may concern:

This will authorize **the City of Medicine Hat Emergency Social Services**, to access and release information to and from federal, provincial and community organizations, to facilitate access to all potential programs, services and benefits. This consent remains valid until revoked in writing or two years from today, whichever comes first.

Information can only be disclosed to other parties (including family members) with the informed consent of a client, clients' legally authorized representatives or when required by a provincial or federal Act or law or by court order. Confidentiality does not apply when disclosure is necessary to protect against a clear and substantial risk that the client will inflict imminent serious harm on self or others.

\_\_\_\_\_  
Signature Telephone: \_\_\_\_\_

Print Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

Social Insurance Number: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

### **Specific Agencies and/or Individuals**

\_\_\_\_\_  
Initials Agency/Individual\_\_\_\_\_  
Initials Agency/Individual

\_\_\_\_\_  
Initials

\_\_\_\_\_  
Agency/Individual

\_\_\_\_\_  
Initials

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Agency/Individual

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Agency/Individual

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Agency/Individual

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Initials

\_\_\_\_\_  
Agency/Individual

\_\_\_\_\_  
Initials

\_\_\_\_\_  
Agency/Individual







**ESS RESOURCE REQUEST FORM**

<b>Facility (RC or GL)</b>			
<b>Date/Time:</b>			
<b>Requested by: (Name &amp; Position)</b>			
<b>Contact Number:</b>		<b>Task #:</b>	
<b>Item Requested &amp; Quantity</b> (Provide Details)	<b>Time Needed By</b>	<b>Delivery Location &amp; Contact Person</b>	
Approved by: _____ (Name & Position)			

**Response to Request (Completed by Logistics – Resource Acquisition)**

Resource available?      YES NO (circle one)

Comments:

\_\_\_\_\_

Estimated Arrival: \_\_\_\_\_

Request Filled By: \_\_\_\_\_ Date/Time: \_\_\_\_\_

**ESS Resident Evacuation Form (SAMPLE)**

address
✕

## 9 1 ST NE

Comments
Evacuation
Safety Codes
Safety Codes 2
Gas
Electric
EU

Occupant Name

Contact Number

Residential?

Res. Rental?

Owner Name

Owner Contact

# of Occupants

Commercial use?

Describe use

Was Contacted

No Answer

Note Left

Resisting

Date Evacuated

Date Returned

Most Recent Visit

Other Residents

Extra Contact Info

Evacuation Plans

Pets

Medical Conditions

Comments

**ESS RESIDENT EVACUATION FORM (COMMENTS)**

address

9 1 ST NE

Comments Evacuation Safety Codes Safety Codes 2 Gas Electric EU

Comments

Add Comment

8/3/2016









ESS STATUS REPORT

<b>ESS STATUS REPORT</b>		
[for internal Reception Centre/Group Lodging use]		
<b>Event:</b>		<b>Status Report Source/Type:</b> <input type="checkbox"/> Section/Function <input type="checkbox"/> Branch/Unit
<b>Date:</b>	<b>Time:</b>	<b>Section/Function:</b>
<b>Operational Period:</b>	<b>Task #:</b>	<b>Branch/Unit:</b> (if applicable)
<b>Current Situation:</b> (Actions taken, resource/personnel status, etc.)		
<b>Outstanding Issues/Challenges/Problems:</b>		
<b>Anticipated Priorities/Activities:</b> (For future operational periods)		
<b>Other Comments/Issues:</b>		

- Distribution:**
- |  |   |
|--|---|
| <input type="checkbox"/> RC/GL Manager       | <input type="checkbox"/> Operations Section Chief |
| <input type="checkbox"/> Safety Officer      | <input type="checkbox"/> Planning Section Chief   |
| <input type="checkbox"/> Liaison Officer     | <input type="checkbox"/> Logistics Section Chief  |
| <input type="checkbox"/> Information Officer | <input type="checkbox"/> Finance Section Chief    |
| <input type="checkbox"/> Other _____         |   |

**ESS TASK REGISTRATION FORM**

**ESS TASK REGISTRATION FORM**

Task #: \_\_\_\_\_

NAME	ADDRESS	NEXT OF KIN NAME & TEL #	SIGNATURE	TIME IN	TIME OUT

I certify that the people listed above attended this task:

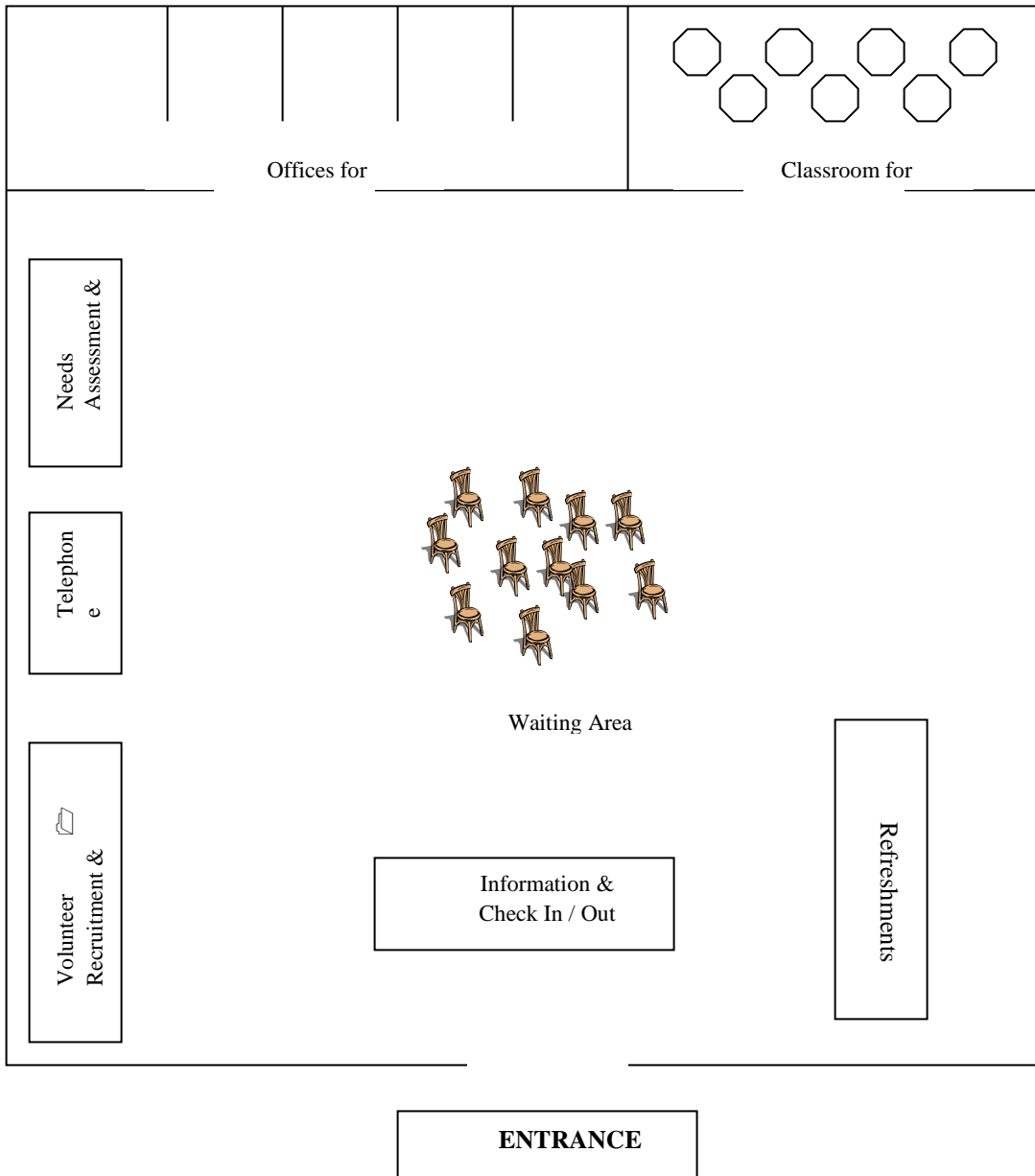
Task Leader Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Page: \_\_\_\_\_ of \_\_\_\_\_

**ESS TRACKING OF RESOURCES**

<b>ESS TRACKING RECORD OF RESOURCES</b>						
* Service	* Supplier	* Address / Telephone	* Special Consideration	* Availability	♦ Resources Used	
* To be completed by Resource Acquisition worker when assigning resources to Referrals workers ♦ To be completed by Referrals workers when evacuees are referred to a supplier _____ Name of Resource Acq. worker      _____ Date (YY/MM/DD)      _____ Name of Referrals worker      _____ Date (YY/MM/DD)						

<b>ESS VOLUNTEER/STAFF ASSIGNMENT FORM</b>		
<b>Facility:</b>		<b>Task #:</b>
<b>Date:</b>	<b>Shift:</b> from: _____ to _____ (24hr)	
<b>Name</b>	<b>Section</b>	<b>Branch/Unit</b>

**ESS VOLUNTEER INTAKE CENTRE – SAMPLE FLOOR PLAN**



**ESS VOLUNTEER/STAFF REGISTRATION FORM**  
**(for pre-disaster & disaster volunteer registration)**

(Please print clearly)

**Personal Information**

Last Name:	Given Name(s): By:	Name(s) You Go	[Mr] [Ms] [Miss] [Mrs]
Street Address:		City:	Postal Code:
Mailing Address (if different):		City:	Postal Code:
Home Phone ( )	Home Fax: ( )	Cell/Pager: ( )	
Date of Birth (optional):  YYYY/MM/DD		Home Email Address:	

**Employment Information (optional)**

Place of Employment:			
Work Address:	City:		Postal Code:
Work Phone: ( )	Work Fax: ( )		Cell/Pager: ( )
Occupation:		Work Email Address:	

**In case of emergency notify:**

Last Name:	First Name:		Relationship:
Address:	City:	Home Phone: ( )	Work Phone: ( )

**Do you have a valid AB Driver's License?**  Yes  No  
 Class \_\_\_\_\_

Driver License Number: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

**Are you willing to travel outside your community?**  Yes  No

**Do you have personal transportation?**  Yes  No

**Fluency Level of English:**

Speak Only  Read Only  Fluent

**Languages other than English (specify):**

Speak Only  Read Only  Fluent  Translation service



## Emergency Social Services

**Experience: Do you have any of the following skills or training?** (indicate with a check mark)

<input type="checkbox"/> Amateur Radio Call Sign: _____	<input type="checkbox"/> Food Safe Certificate	<input type="checkbox"/> Pet Care
<input type="checkbox"/> Child Care (qualified/certified)	<input type="checkbox"/> Homemaker Services	<input type="checkbox"/> Recreation Instructor
<input type="checkbox"/> Clothing Services/Retail	<input type="checkbox"/> Interviewing	<input type="checkbox"/> Search and Rescue
<input type="checkbox"/> Computer Skills	<input type="checkbox"/> Sign Language	<input type="checkbox"/> Security
<input type="checkbox"/> Counselling Services	<input type="checkbox"/> Lodging Services	<input type="checkbox"/> Teacher
<input type="checkbox"/> Editor/Writer	<input type="checkbox"/> Managerial Services	<input type="checkbox"/> Tourism & Hospitality
<input type="checkbox"/> Financial Services	<input type="checkbox"/> Medical Services (please specify)	<input type="checkbox"/> Traffic Control
<input type="checkbox"/> First Aid (current certification)	_____	<input type="checkbox"/> Volunteer Services
<input type="checkbox"/> Food Services	_____	<input type="checkbox"/> Other (please specify)

**List any previous ESS training or emergency/disaster experience:**

---



---

**Are you an active member of:**

ESS Team   
  Canadian Red Cross   
  St. John Ambulance   
  The Salvation Army

Other (specify) \_\_\_\_\_

**Possible Assignment:**

Volunteers are needed for the following duties. **Please select 3 areas that you would be willing to work in and indicate your preferences by numbering them 1-3 (with 1 being your first choice).**

<b>Meet &amp; Greet</b> – welcome evacuees and direct them to the appropriate service area.	<b>Child Care</b> – provide therapeutic play for children (criminal record check required).
<b>Registrations, Inquiry &amp; Referrals Worker-register</b> evacuees, take inquiries about friends and family members and provide referrals for services required.	<b>Pet Care</b> – register, feed, exercise and care for domestic pets.
<b>Resource Acquisition</b> – acquire and manage sources of food, clothing and lodging.	<b>Transportation</b> – assist with driving if licensed and insured.
<b>Emotional Support Services</b> – provide emotional support for evacuees and ESS Workers.	<b>First Aid</b> – specify certification.
<b>Special Needs</b> – assist people with special needs, eg. frail elderly, people with disabilities.	<b>Information Technology</b> – computer technical skills, amateur radio.
<b>Food Services</b> – provide refreshments for evacuees.	<b>Recreation</b> – provide activities for all ages and special needs groups.
<b>Volunteer Services</b> – recruit, train, assign and support volunteers.	<b>Runner</b> – pick up and deliver supplies from one station to another.
<b>Administrative Services</b> - clerical support including	<b>Other</b>

**Emergency Social Services**

data entry.			
-------------	--	--	--

**Willing to work anywhere needed?**

Yes       No

**Do you have any health problems or restrictions that might affect your volunteer work?**

Yes  No  If yes, please specify: \_\_\_\_\_

**Availability:** (Please state preferences – days/times)

\_\_\_\_\_

**I have read and agree to adhere to the Standards of Conduct for ESS Workers. If I do not do so, I may be subject to dismissal.**

X	
Signature of Applicant	Date

X	
Parent or Guardian (if applicant is age 13 to 18 years inclusive)	Date

**OFFICE USE ONLY**

Starting Date:

Area Placed:

Comments: \_\_\_\_\_

Interviewer:

Date:

**ESS VOLUNTEER SCREENING INTERVIEW QUESTIONS**

**Screening Interview Questions**

Applicant's Name: \_\_\_\_\_

Date: \_\_\_\_\_

Applicant's Phone Number: \_\_\_\_\_

Interviewer's Name: \_\_\_\_\_ Time: \_\_\_\_\_

1. Why do you want to help? \_\_\_\_\_  
\_\_\_\_\_

2. What skills and training do you have? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Is there a particular area you wish to volunteer in? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Recommend this person for placement as a worker in this Reception Centre – Yes/No



## **Section 9**

### **Assisting Agencies**

Contact Information for each of these agencies is in Appendix C

#### **9.1 Regional Assisting Agencies**

In an emergency, the City of Medicine Hat depends on several community partners to help deliver Emergency Social Services. Listed below are some of these agencies and a summary of their responsibilities or abilities in an emergency response.

##### **Alberta Works**

*Assistance: Financial assistance*

Alberta Works provides assistance to unemployed people to find and keep jobs, to employers to meet their need for skilled workers, and to Albertans with low incomes to cover their basic costs of living.

##### **Canadian Red Cross**

*Assistance: Registration and family reunification & inquiry.*

The Canadian Red Cross is responsible for the service of family reunification and inquiry. It operates registration and inquiry tables as well as the Central Registration & Inquiry call-in centre and website. The Red Cross will set up a call centre, and dispense blankets and personal care kits, if required.

##### **CORE Association**

*Assistance: Support for persons with disabilities and Food Service facility*

CORE Association is able to provide assistance in reception centres to persons with disabilities who may require additional supports. CORE also has staff knowledgeable in sign language. In addition, CORE's main facility is capable of preparing and serving meals for up to 50 people or more.

##### **Medicine Hat Family Services**

*Assistance: Crisis debriefing & on-call mental health support*

The Medicine Hat Family Services will provide group and individual disaster debriefing services to disaster victims and volunteers, when called upon. It will also act as an on-call mental health support service for evacuees.

**Medicine Hat Regional Emergency Communications Service**

*Assistance: Communication*

In the event that traditional communication lines are unavailable, the Regional Emergency Communications Service will provide radios and amateur radio operators to maintain communication between ESS facilities and the ESS Office.

**Canadian Mental Health**

*Assistance: Mental Health support*

Canadian Mental Health will assist by providing mental health support.

**Medicine Hat and District Ministerial Association**

*Assistance: Spiritual guidance & mental health support*

The Medicine Hat and District Ministerial Association consists of spiritual leaders of most denominations. The Ministerial Association will provide spiritual guidance and mental health support to people affected by a disaster.

**Medicine Hat Community Housing Society**

*Assistance: Lodging*

The Medicine Hat Community Housing Society will place evacuees requiring housing, if it has vacancies. Furthermore, it can assess community housing to seek additional lodging for displaced persons.

**Next Step Residential Services (Medicine Hat) Ltd.**

*Assistance: Resource and support for persons with developmental disabilities*

Next Step is able to provide resource information, supports and some specialized equipment (e.g., walkers, wheelchair and transfer belts) in reception centres, to persons with developmental disabilities and specific needs.

**Alberta Addiction and Mental Health Services**

*Assistance: Mental health support & CISM for evacuees*

Alberta Health Services through Addiction and Mental Health Services employs several therapists who will provide mental health support and Critical Incident Stress Management for victims of an emergency.

**Mental Health Help Line**

1-877-303-2642

Staffed 24/7 by health professionals, the Mental Health Help Line provides crisis intervention, information on programs and services to help you manage stress and anxiety, and referral to other agencies where appropriate.

**Home Care**

*Assistance: Dependent adults*

Home Care provides assistance in reception centres to homebound adults forced out of their homes. It will help evacuate homebound community residents. Home Care will also assist electrically-dependent individuals, such as individuals on oxygen.

**REDI Enterprises Society**

*Assistance: Temporary shelter location; special transit; and transport vehicles for large supplies.*

REDI is able to provide a back-up facility for emergency temporary shelter, accessible vehicles for transport of persons with accessibility needs, and the use of their Ryder trucks to transport large number of supplies.

**Saamis Immigration Services Association**

*Assistance: Language interpretation & cross-cultural relations*

Saamis Immigration Services Association assists recent immigrants to Canada in the Medicine Hat region. At any given time, Saamis Immigration has translators for approximately 40 languages. Their employees also possess invaluable cross-cultural communication skills.

**St. John Ambulance**

*Assistance: First aid*

St. John Ambulance personnel provide first aid in reception centres or at the incident site. St. John can also identify qualified first aid volunteers to provide additional assistance.

**The Salvation Army**

*Assistance: Emergency clothing & lodging*

The Salvation Army also plays a major role in ESS delivery. The Salvation Army is responsible for the roles of emergency clothing and emergency lodging. In the emergency clothing role, it will provide new or used clothing for people who require them. In the emergency-lodging role, it will refer displaced people to commercial suppliers (hotels, motels, etc.) or to billets.

As well, the Salvation Army will provide refreshments for volunteers and response workers, dispatch childcare workers to reception centres, and provide mental health support to affected people, as required.

**SPCA**

*Assistance: Pet care*

The SPCA will accept a limited number of pets, when evacuees cannot place their pets with friends or relatives, or in commercial boarding facilities. If these resources are overwhelmed, the SPCA will manage the Pet Care Assistance function of ESS. It and will register and care for pets in a “pet care area” near the reception centre(s).

**Victim’s Assistance**

*Assistance: Mental health support*

Victim’s Assistance will provide mental health support.



## 9.2 Provincial Assisting Agencies

Several non-governmental organizations (NGOs) are committed to responding to disasters anywhere in Alberta. They have joined to form the NGO Council of Alberta, which publishes The Disaster Help Book for Alberta. This publication contains contact information for the members of the NGO Council and is contained in Appendix A. An overview of its members is presented below.

### **Adventist Development and Relief Agency (ADRA)**

*Assistance: Donated goods management*

The Adventist Development and Relief Agency will sort, size, store, and distribute clothing, furniture, and other donated dry goods.

### **Christian Reformed World Relief Committee (CRWRC)**

*Assistance: Reconstruction & needs assessment*

The Disaster Response Services arm of the Christian Reformed World Relief Committee can assist in a variety of recovery operations including rapid response, organizational capacity building, needs assessment, reconstruction, estimating, and emotional and spiritual care.

### **Disaster Child Care**

*Assistance: Child care*

Disaster Child Care will provide child care in disaster settings by setting up and maintaining child care centres, and providing information and support for parents. Disaster Child Care uses trained and screened volunteers to provide specialized child care to help children cope with the trauma of a disaster.

### **Mennonite Disaster Services**

*Assistance: Reconstruction & cleanup*

Mennonite Disaster Services will assist during the recovery stage. It provides voluntary labor that will clean up after natural disasters, repair homes, and help people rebuild their physical and emotional lives.

### **Samaritan's Purse**

*Assistance: Needs Assessment & cleanup*

Samaritan's Purse will provide assistance during recovery phase to those not eligible for assistance from an insurance company. It coordinates and proves voluntary labor that will clean up after natural disasters.

The Canadian Red Cross, the Salvation Army, and St. John Ambulance are also members of the NGO Council. These community organizations have parent organizations nationwide that can provide them with additional assistance.

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## Section 10

### Managing and Maintaining the Plan

#### *Administration*

The City of Medicine Hat Community Development General Manager and Manager of Social Development and Senior Services may amend and update the plan, and may add supporting documents or appendices, as necessary.

#### *General Maintenance*

To ensure that the plan remains current, the Manager of Social Development and Senior Services will undertake the following activities:

- Review the ESS Plan annually to update information;
- Review the ESS Plan, after any part of the plan has been activated, in order to incorporate recommendations;
- Continue to facilitate training and exercises to engage staff and assisting agencies;
- Maintain equipment to be used;
- Renew agreements with assisting agencies; and
- Update demographic information to reflect changes in the region.

#### *Training*

The City of Medicine Hat Community Development General Manager will institute a training program for ESS personnel and their alternates, according to available funding. This training program will ensure that ESS personnel are adequately trained and that this training is current.

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## Section 11

### Glossary

Term	Abbreviation	Definition
Client Services Branch	<b>CSB</b>	The central site that collects and processes copies of the registration and inquiry cards from the reception centres and registration and inquiry sites and respond to inquiries.
Council		The Council of the City of Medicine Hat.
Director of Emergency Management	<b>DEM</b>	The person appointed by Council resolution as the Director of Emergency Management. The person who coordinates all services and resources used in an emergency on behalf of the Mayor and the Council.
Disaster/Emergency		A present or imminent event outside the scope of normal operations that requires prompt coordination of resources to protect the health, safety, and welfare of people and to limit damage to property and the environment. AB EM Act - An event that requires prompt coordination of action or special regulation of persons or property to protect the safety, health or welfare of people or to limit damage to property.
Emergency Advisory Committee (EAC)	<b>(EAC)</b>	The EAC is a small committee of elected officials that advise council on the development of <i>emergency</i> plans and programs that are managed and implemented by EMA. The DEM participates in the EAC as an advisor.

<b>Term</b>	<b>Abbreviation</b>	<b>Definition</b>
Emergency Management Agency	<b>EMA</b>	The Emergency Management Agency is comprised General Managers and/or designated internal personnel, and external partners, and is the agent of the local authority to exercise the powers and duties of the local authority under the Act, as per Section 11.2. ESS has a representative on the EMA.
Disaster Volunteer Registry	<b>DVR</b>	Receives volunteer registrations and volunteer requests, matches volunteers to requests, and deploys volunteers.
Emergency		A present or imminent event that requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of people, or to limit damage to property.
Emergency Operations Centre	<b>EOC</b>	The location where representatives from Emergency Management Services coordinate emergency operations.
Emergency Operations Centre Director	<b>EOC Director</b>	The EOC Director is initially the DEM or designate. Throughout the incident the EOC Director will to oversee the response.
Incident Command	<b>IC</b>	The person who has the authority to command and control operations at the site of the emergency or disaster. ESS operates under an Incident Command structure.
Emergency Social Services	<b>ESS</b>	Those services provided on a short-term basis to preserve the emotional and physical well-being of evacuees and response workers in emergency situations.
Emergency Social Services Office	<b>ESS Office</b>	The physical location where the ESS Team meets to coordinate the ESS response.
Alberta Emergency Management Agency	<b>AEMA</b>	The Alberta Municipal Affairs department that ensures that Alberta communities are prepared to respond to disaster and emergencies. AEMA also provides assistance to municipalities in an emergency, upon request.

<b>Term</b>	<b>Abbreviation</b>	<b>Definition</b>
Long Term Housing	<b>LTH</b>	Assistance provided to individuals whose households are affected by a disaster consisting of financial assistance, for those who qualify, with short-term or long-term accommodation.
Office of Critical Infrastructure Protection and Emergency Preparedness	<b>OCIPEP</b>	The federal government organization that develops programs and policies to prepare for national disasters through the Emergency Measures Act.
Public Information Officer	<b>PIO</b>	The person responsible for alerting the public and media to an emergency and keeping them informed of the emergency response. The ESS IO works in coordination with the IO at the EOC.
Registration and Inquiry	<b>R&amp;I</b>	The core of the family reunification service. The location of emergency victims is registered (i.e. reception centre, hospital, etc.). Concerned relatives can then make inquiries as to the location of their family.
Incident Command Post	<b>ICP</b>	The location near the emergency or disaster, from which emergency operations are coordinated by the Incident Commander. ESS will operate as a separate ICP that reports to the EOC Operations Chief.
Volunteer Centre	<b>VC</b>	A place to manage emergency response volunteers. At the centre, volunteers are registered, assigned, oriented, and debriefed.
Worker Care Function		The function that supports the self-care efforts of emergency responders by supporting their physical and psychological health. Critical Incident Stress Management will be provided.

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## Section 12

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## **Section 13**

### **Distribution List**

#### **13.1 Distribution List**

The following individuals and organizations will receive an electronic copy of the ESS Plan:

- Director of Emergency Management
- ESS Incident Commander
- ESS Safety Officer
- ESS Liaison Officer
- ESS Information Officer
- ESS Operations Chief
- ESS Planning Chief
- ESS Logistics Chief
- ESS Finance Chief
- Commissioner of Public Services
- General Manager of Community Development
- Manager of Social Development and Senior Services
- Assisting Agencies
  - Superintendent, Medicine Hat School District No. 76
  - Superintendent, Medicine Hat Catholic Separate Regional Division No. 20
- Alberta Health Southern Zone
  - Medicine Hat Hospital
  - Public Health Services

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