Emergency
Social
Services

RECEPTION CENTRE
OPERATIONAL GUIDELINES

BRITISH COLUMBIA | Emergency ManagementBC

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SECTION 1

Introduction & Overview

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INTRODUCTION AND OVERVIEW

Purpose and Scope

A Reception Centre is the location designated by a local authority ESS Team as a safe gathering place for people displaced from their homes as a result of an emergency or disaster. At a Reception Centre, individuals may register and receive Emergency Social Services (food, clothing, and/or lodging), as well as information about the emergency situation.

This document is intended to assist those working at a Reception Centre. It includes the guiding principles, organizational structure, function checklists, and function aids (e.g., forms, instructions, etc.) for a fully expanded ESS Reception Centre response. These guidelines can be used not only to guide the actions of local ESS Team members during an ESS Reception Centre response, but also to provide direction to ESS Teams during the ESS planning stage.

Questions and comments relating to ESS Reception Centre model should be directed to the British Columbia Provincial Emergency Program, ESS Office in Victoria, toll free at 1-800-585-9559.

History

In 2002, a discussion paper was sent to ESS Directors, ESS Support Organizations, Ministry of Human Resources staff and Provincial Emergency Program (PEP) staff introducing the concept of organizing ESS response under the Incident Command System (ICS) model. The paper outlined the pros and cons of changing the ESS response model to conform to the British Columbia Emergency Response Management System (BCERMS), which is based on the ICS. Ninety-four percent of the respondents to the discussion paper were in favor of adapting BCERMS for ESS planning and response. As a result, a provincial working group was formed to develop and recommend to the ESS Office a basic BCERMS based organization and management framework, which would be available to all local authorities for ESS planning and response purposes. The ESS Program Office reviewed the recommendations made by the working group, made some minor modifications, and finalized the model.

At the 2003 Emergency Preparedness Conference in Vancouver, the ESS Program Office announced the formal adoption of BCERMS as the preferred model for providing ESS in BC. The ESS Program Office also committed to the development and distribution of Operational Guidelines for both an ESS Reception Centre response and an ESS Group Lodging response. This document addresses the former.

What is BCERMS?

BCERMS is a comprehensive management system that ensures a coordinated and organized response and recovery to all emergency incidents. It is based on the five primary management functions of the Incident Command System. This structure is used at the site level as well as at the three levels of support and coordination. The diagram below shows the BCERMS response levels.

BCERMS Response Levels

Provincial Emergency Coordination Centre (PECC)	Provincial Central Coordination Level
Provincial Regional Emergency Operations Centre (PREOC)	Provincial Regional Coordination Level
Emergency Operations Centre (EOC)	Site Support (Municipal/Regional District) Level
ESS Reception Centre (RC)	Site Level
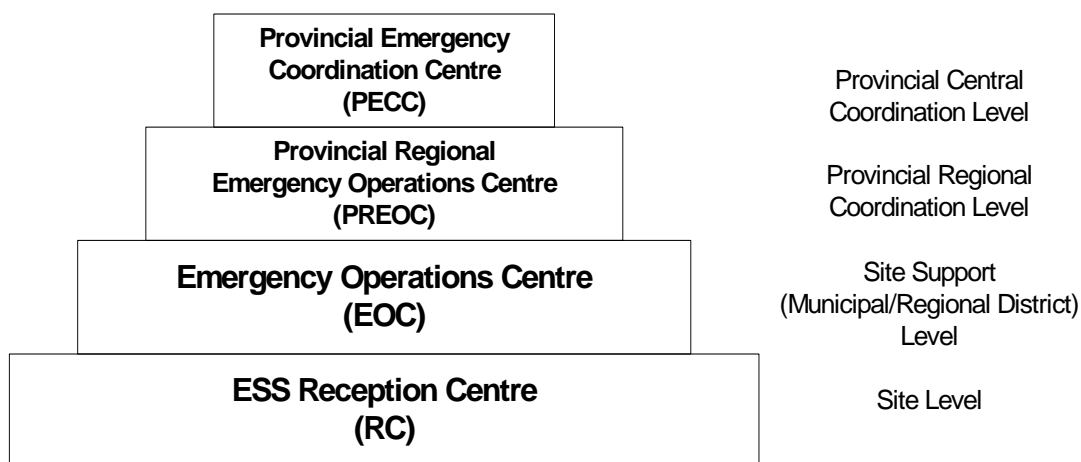
Figure 1-1: Diagram representing the levels of response in BCERMS

BCERMS Response Objectives

- provide for the safety and health of all responders,
- save lives,
- reduce suffering,
- protect public health,
- protect government infrastructure,
- protect property,
- protect the environment, and
- reduce economic and social losses.

Worker Safety

Ensuring the safety of ESS responders is always the first priority of ESS operations. Safety action items are identified throughout this document to reinforce the safety priority message and to help build safety consciousness into the culture of reception centre operations.

Guiding Principles

The following describes the ICS principles that apply to the new ESS Reception Centre model.

Five Primary Management Functions

The ESS Program has adopted five essential management functions from the Incident Command System. These five primary ICS management functions are Command/Management, Operations, Planning, Logistics, and Finance.

Management by Objectives

The management by objectives feature of ICS means that the ESS organization establishes objectives to be achieved for a given time frame, known as an "operational period." These objectives relate to the response goals. An objective is an aim or desired end result. It is commonly stated as "what" must be done. Each objective may have one or more strategies or tactical actions (commonly referred to as tasks) needed to achieve the objective. Strategies/tasks are stated as "how" actions should be performed.

Operational Periods

An operational period is the length of time set by Command/Management to achieve a given set of objectives. The operational period may vary in length and will be determined largely by the dynamics of the emergency situation.

Action Plans

There are two general types of Action Plans. At the Reception Centre, verbal or written Action Plans contain objectives and tasks for one operational period.

For small incidents of short duration at the site level, an Action Plan might not be written. However, in a larger response when several Reception Centres are involved, resources from multiple agencies are required, or the incident requires changes in shifts of personnel over another operational period, the Action Plan should be written. The Planning Section Chief facilitates the preparation and completion of the Action Plans. The Reception Centre Manager signs them off.

Modular Organization

The ESS Reception Centre organization expands and contracts to meet the needs of various ESS responses.

The organization chart provided in this document is for a fully expanded Reception Centre response. Only those functional Branches/Units that are required to meet current objectives need to be activated. In addition, Branches/Units within a Section may be arranged in a number of ways.

The functions of any non-activated element will be the responsibility of the next highest element in the organization. Each activated Branch/Unit must have a person in charge. However, one supervisor may take charge of more than one functional Branch/Unit.

Chain of Command

There is an orderly line of authority within the ranks of the organization, with lower levels subordinate to and connected to higher levels.

Unity of Command

Each person reports to and receives direction from one supervisor only.

Span of Control

Maintaining a reasonable span of control is the responsibility of every ESS supervisor. The command/management structure shall maintain an effective supervisory span of control at each level of the organization.

An effective span of control is determined by the ability of each supervisor to monitor the activities of assigned subordinates and to communicate effectively with them. At no time should span of control exceed seven subordinates for each supervisor. The optimum span of control ranges between one and five subordinates per supervisor. A larger span of control may be acceptable when the supervised positions or resources are performing similar activities.

Common Terminology

Where possible the Reception Centre organization uses the same terms as those used at other sites, the EOC, the PREOC and the PECC levels.

Colour Coded Identification

For ESS identification purposes a colour coding system has been developed. A green vest is worn by the Reception Centre Manager. Information, Safety and Liaison Officers wear red vests. Those working in the Operations Section wear orange; the Planning Section wears blue; the Logistics Section wears yellow, and the Finance Section wears grey.

Reception Centre Organization Charts

The fully expanded organization for a Reception Centre is shown in **Figure 1-2**.

It is important to note that <u>not</u> every function will be filled or addressed in every emergency. The situation at hand will dictate the functions required. As a minimum, an active Reception Centre requires only a Manager. Other functions will be activated as needed.

Figure 1-3 shows the fully expanded Reception Centre organization chart with appropriate position titles.

The smallest elements in these organization charts are referred to as *Units*. If more than one individual works within a unit, a *Supervisor* may be appointed to the unit. When the number of units in any particular section exceeds seven (maximum span of control), functional *Branches* should be established. Each Branch will have a *Branch Coordinator*. Each major function (Operations, Planning, Logistics, Finance) is referred to as a *Section*. The title for each head of a Section is a *Chief*. The head of the Reception Centre is referred to as a Reception Centre *Manager*, and this position may appoint *Officers* to address the management functions of Information, Safety and Liaison.

The ESS Director is not shown on these organization charts as he/she will likely be located at the local authority Emergency Operations Centre (EOC) as the *ESS Branch Coordinator* within the Operations Section (see EOC Operational Guidelines for more information).

ESS Reception Centre Organization Chart
- Functions -

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                          Reception Centre Manager

          Information                              Liaison

          Safety

Operations          Planning          Logistics          Finance

Primary Services    Situation         Supply             Cost
Meet & Greet        Documentation     Resource           Time
                                      Acquisition
Registration        Advance Planning  Donated Goods      Compensation & Claims
Referrals for Food, Demobilization    Shipping/Receiving Procurement
Clothing & Lodging
Inquiry             Recovery Transition
On-Site Goods                         Volunteer/Staff Management
Distribution

Specialized Services                  Reception Centre Support

Child Care                            Food
Multicultural                         Runner
Pet Care                              Facility
Recreation                            Clerical
Transportation                        Security
Search & Reply
                                      Information Technology
Health Services
                                      Communications
First Aid                             Computer Systems
Emotional Support
Special Needs
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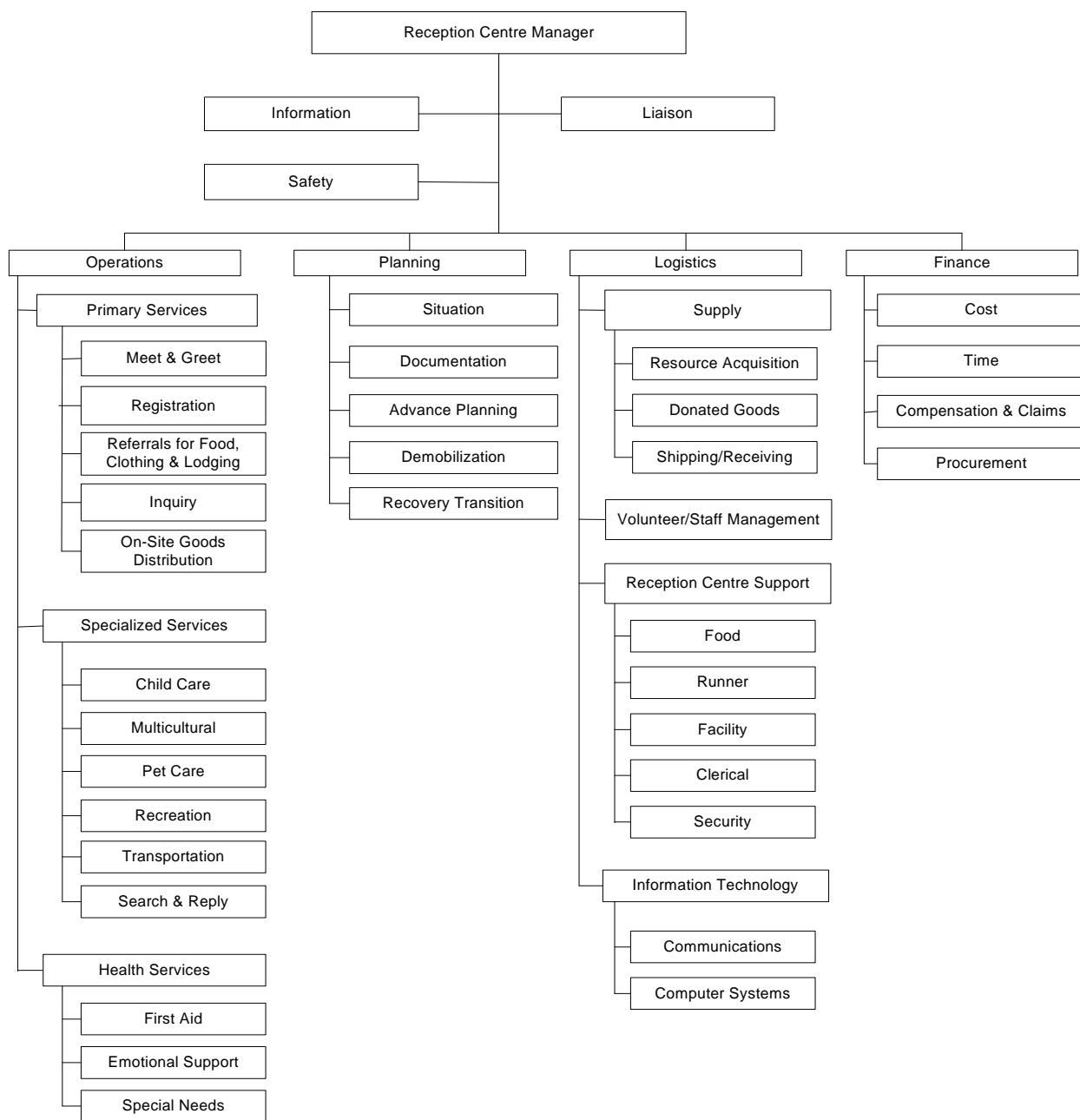*Figure 1-2: Organization Chart in a Fully Expanded Reception Centre*

ESS Reception Centre Organization Chart
- Position Titles -

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                          ┌─────────────────────────┐
                          │ Reception Centre Manager │
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- Information Officer
- Liaison Officer
- Safety Officer

Operations Section Chief
- Primary Services Branch Coordinator
  - Meet & Greet Supervisor
  - Registration Supervisor
  - Referrals Unit Supervisor
  - Inquiry Supervisor
  - On-Site Goods Distribution Supervisor
- Specialized Services Branch Coordinator
  - Child Care Supervisor
  - Multicultural Supervsior
  - Pet Care Supervisor
  - Recreation Supervisor
  - Transportation Supervisor
  - Search & Reply Supervisor
- Health Services Branch Coordinator
  - First Aid Supervisor
  - Emotional Support Supervisor
  - Special Needs Supervisor

Planning Section Chief
- Situation Unit Supervisor
- Documentation Unit Supervisor
- Advance Planning Unit Supervisor
- Demobilization Unit Supervisor
- Recovery Transition Unit Supervisor

Logistics Section Chief
- Supply Branch Coordinator
  - Resource Acquisition Supervisor
  - Donated Goods Supervisor
  - Shipping/Receiving Supervisor
- Volunteer/Staff Management Branch Coordinator
- Reception Centre Support Branch Coordinator
  - Food Unit Supervisor
  - Runner Unit Supervisor
  - Facility Supervisor
  - Clerical Unit Supervisor
  - Security Supervisor
- Information Technology Branch Coordinator
  - Communications Supervisor
  - Computer Systems Supervisor

Finance Section Chief
- Cost Unit Supervisor
- Time Unit Supervisor
- Compensation & Claims Unit Supervisor
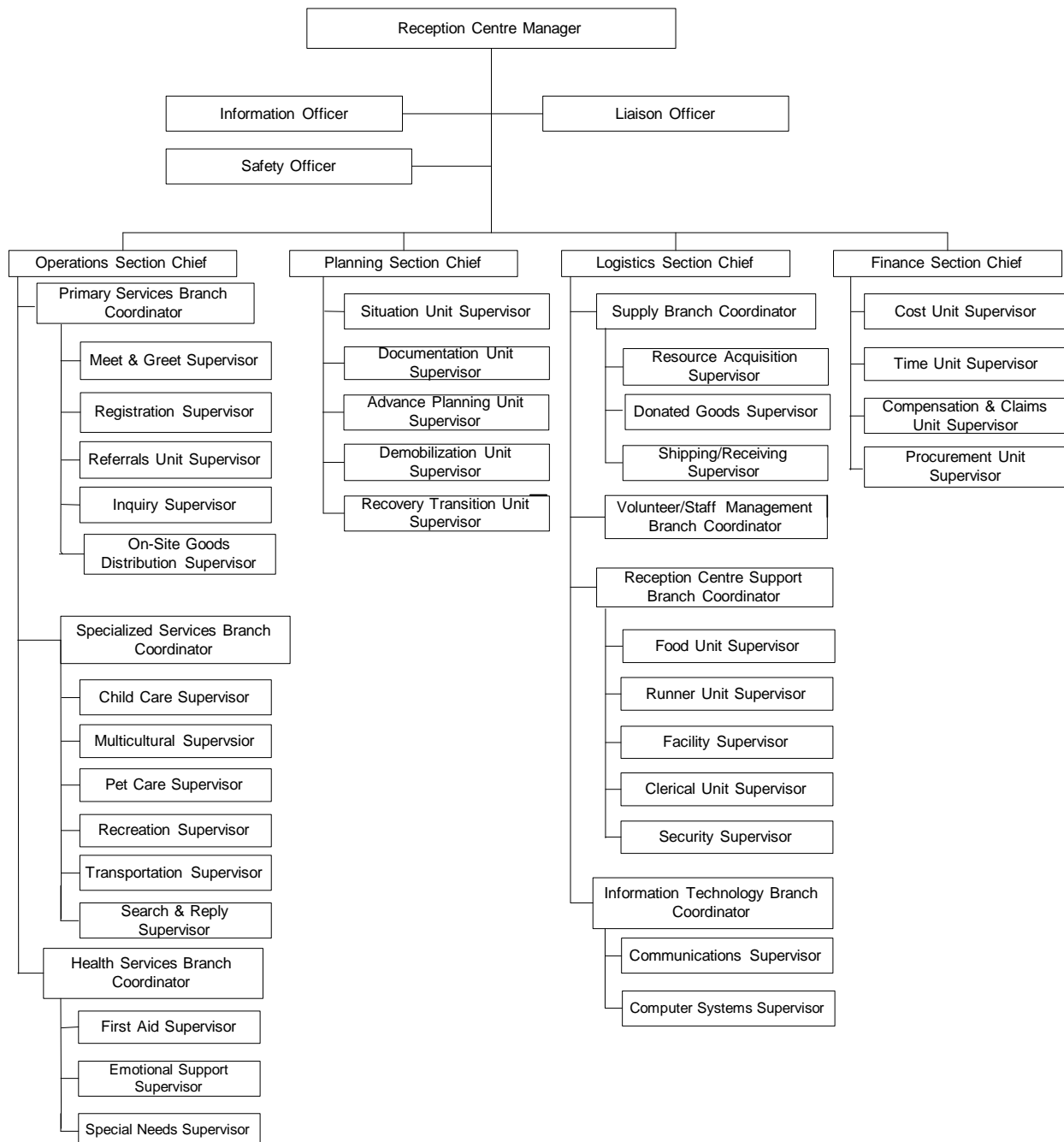- Procurement Unit Supervisor

Figure 1-3: Organization Chart with Position Titles for Fully Expanded Reception Centre

Reception Centre Management Team

In the fully expanded Reception Centre organization shown on the previous page, the Reception Centre Management Team consists of the following:

Reception Centre Manager

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

Management Staff

Safety Officer

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

Liaison Officer

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

Information Officer

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

General Staff

The Chiefs for Operations, Planning, Logistics and Finance constitute the General Staff. They are responsible for overseeing the internal functioning of their Section and interacting with others to ensure an effective ESS response.

When span-of-control is exceeded in the Operations, Planning, Logistics, and Finance Sections, functional *Branches* may be established in order to oversee the effective operation of each Unit.

Operations Section Chief

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

Planning Section Chief

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

Logistics Section Chief

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

Finance Section Chief

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

ESS Activation Levels

There are three levels of ESS activation.

Level 1:
A small localized event such as a fire affecting one or two households; usually less than 12 people. A Reception Centre is not normally established.

Level 2:
A significant event affecting more than 12 people, such as an apartment fire.
A reception centre is established – usually for a short duration. An EOC may be established.

Level 3:
A major emergency, such as large scale flooding or interface wild fires, involving a large scale evacuation. More than one reception centre may be established. Duration of operations may be days or weeks. An EOC is established.

Application of Operational Guidelines to ESS Activation Levels

These notes are intended to illustrate the applicability and versatility of the ESS organization structure to any given emergency event. The capacity of the organization to grow and/or compress is a key feature of the system; only those functions required for a particular ESS response should be activated. While most of these functions will take place at the Reception Centre, some may be conducted at the site level or EOC (if activated). Each response is unique. Furthermore, not every function required at the Reception Centre needs to be staffed by a separate person. For example, the same person may effectively assume the security and facility functions within the Logistics Section.

Level 1

Assistance for those impacted by single dwelling fire is an example of a Level 1 activation. The following scenario illustrates the activation of the functions required for an effective response. Due to the small size of a Level 1 event, one or two volunteers may fulfil all of the functions required (noted in parenthesis) and many of the action steps listed within each function checklist would not apply here. A Reception Centre is not normally opened.

- Fire department contacts ESS Level 1 volunteer to assist the family whose home has burned;
- The volunteer contacts PEP to get a task number for the event (Cost Unit)
- The volunteer travels to the family (Meet & Greet Unit)
- The volunteer gives each family member a blanket and each child a teddy bear (On-Site Goods Distribution Unit)
- The volunteer inquires about the family's immediate needs and provides a "listening ear" and reassurance (Emotional Support Unit)
- If the family has no other alternatives to meet their immediate needs, the volunteer contacts ESS suppliers to confirm their availability to assist the family (Resource Acquisition Unit)
- Upon confirmation from suppliers the volunteer completes the required Referral forms and briefs the family on the services they will be receiving (Referrals for Food, Clothing and Lodging Unit)
- The volunteer ensures that the family is transported to their assigned lodging if required (Transportation Unit)
- The volunteer sends the completed paperwork to the designated community place/authority for processing (Documentation Unit)

Level 2

A large apartment fire response with the opening of one Reception Centre is a typical Level 2 activation. An Emergency Operations Centre (EOC) may or may not be activated in support. Figure 1-2 shows a fully expanded Reception Centre operation where the ESS response is provided from one location, and the resources required for the ESS response can be provided for at the Reception Centre. This document includes all the checklists and aids for each function that may be required for a Level 2 response.

Not all function checklists and aids, however, will be used in every Level 2 response. One must first determine what functions are required for a particular ESS response and to activate only those functions that are needed.   For example, if evacuees arrive at the Reception Centre with no pets, the *Pet Care Unit* does not need to be activated. As the situation changes, the organization should also change. Additional functions (Units, Branches etc.) should be activated as needed and deactivated when no longed required.

Moreover, each function at a Reception Centre may not require a separate staff person. One individual may be able to fulfil the duties of more than one function (see Level 1 activation scenario).

Level 3

In a Level 3 activation more than one Reception Centre may be activated and n Emergency Operations Centre will be activated to coordinate additional support to meet the needs of evacuees. When an EOC is activated, some of the functions (Units) listed in this document may be conducted at the EOC rather than the Reception Centre. For example, procurement responsibilities of the Finance Section may be conducted at the EOC rather than the Reception Centre. In this case all that is required at the Reception Centre is a point of contact for passing on procurement information. The Finance Section Chief may fulfill this role.

SECTION 2

Reception Centre Function Checklists

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RECEPTION CENTRE CHECKLISTS

This section provides checklists for all functions required for a fully expanded Reception Centre operation.

Figure 1-2 illustrates the organizational structure for these functions. Figure 1-3 shows position titles for each function when staffed.

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 at the Reception Centre.

This section contains two separate checklists for those functions that are typically staffed by more than one person. In this case, a supervisor checklist is provided (function title is in UPPERCASE font), as well as a worker checklist (function title is in lowercase font). Other functions will only have a supervisor checklist.

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

RECEPTION CENTRE MANAGER

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

Reports to: ESS Branch Coordinator at EOC

Responsibilities:

1. Ensure that the Reception Centre facility has been approved for use (e.g., agreement in place, safe, etc.) by the EOC or designated authority.

2. Ensure the safety of all ESS responders and evacuees.

3. Exercise overall management responsibility for the Reception Centre and ensure that all "required" functions are carried out (refer to the "Fully-Expanded Reception Centre Organization Chart").

4. Establish the appropriate staffing level for the Reception Centre and continuously monitor organizational effectiveness to ensure that appropriate modifications occur as required.

5. Allocate space and workstations for each of the required Reception Centre functions.

6. Provide initial and ongoing briefings to General and Management staff.

7. In consultation with General and Management staff, set objectives for the Reception Centre and ensure that all tasks for each objective are accomplished.

8. Approve press releases and other public information materials requested by EOC, and provided by the Information Officer at the Reception Centre, before forwarding to the ESSD for final approval and release.

9. Review and approve Situation Reports, Action Plans, and exceptional resource requests being forwarded to the EOC as required.

Activation Phase:

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

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

Operational Phase:

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

❑ Review and approve Situation Reports, Action Plans, Media Releases, exceptional resource requests etc. being forwarded to the EOC as required.

❑ Provide direction and support to Management and General Staff as required.

❑ Ensure ongoing monitoring of facility operations to ensure woker and evacuee safety.

❑ Ensure that appropriate worker care is implemented.

❑ Request assistance from ESS Support Organizations through proper channels (e.g., EOC, PREOC etc.) if needed.

❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

❑ Authorize Reception Centre demobilization of Sections, Branches, and/or Units when they are no longer required.

❑ Identify and complete any open actions still pending.

❑ Ensure that all required forms, reports and other documentation are completed prior to demobilization.

❑ Deactivate assigned position and close logs when authorized by the ESS Director.

❑ Ensure the clean up of all work areas before leaving.

❑ Arrange for building review with facility manager.

❑ Ensure that ESS Kits are reassembled, restocked and returned to storage.

❑ Sign out with Volunteer/Staff Management Branch.

❑ Leave a forwarding number.

❑ Ensure building is closed and locked.

❑ Complete Task Report form and forward to ESS Director.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to provide input to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

SAFETY

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

Reports to: Reception Centre Manager
Title (if function is staffed): Safety Officer

Responsibilities:

1. Ensure that all issues concerning the safety and well being of workers and evacuees in the Reception Centre are handled proactively.

2. Ensure that all buildings and other facilities used in support of the Reception Centre are in safe operating condition.

3. Ensure worker care measures are implemented.

4. Monitor operational procedures and activities in the Reception Centre 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 WorkSafe BC regulations and reports.

Activation Phase:

❑ Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to the Reception Centre Manager to obtain current status and specific instructions.
❑ Establish workspace.
❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Logistics of any resource requirements.
❑ Obtain equipment, supplies and required forms.
❑ Establish and maintain a position log to list the actions taken during the shift.
❑ Tour the entire Reception Centre facility with the Facility Supervisor and evaluate conditions; advise the Reception Centre Manager of any conditions which might result in injury or liability (e.g., unsafe layout of equipment etc.).

Operational Phase:

❑ Maintain communication with Reception Centre Manager.
❑ Maintain 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 Reception Centre management team at appropriate meetings.

❑ Provide status report information at management team meetings.

❑ Provide guidance to Reception Centre 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 Reception Centre Manager of actions taken.

❑ Keep the Reception Centre Manager advised of unsafe conditions; take action when necessary.

❑ Coordinate with the Finance Section in preparing any personnel injury claims or records.

❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.

❑ Deactivate assigned position and close logs when authorized by the Reception Centre Manager.

❑ Submit a list, for delivery to the appropriate section, of the following:
   - Status of all borrowed equipment
   - All ESS equipment and supplies needing restocking
   - Names of personnel and hours worked

❑ Clean up work area before leaving.

❑ Sign out with Volunteer/Staff Management Branch.

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.)

Function Aids:

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

– Facility Safety Inspection Sheet
– ESS Worker Quiet Room Guidelines
– ESS Occupational Health and Safety Guidelines (not included in this manual)
– WorkSafe BC Forms (not included in this manual)

LIAISON

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

Reports to: Reception Centre Manager
Title (if function is staffed): Liaison Officer

Responsibilities:

1. Act as a point of contact for representatives from external agencies (e.g., ESS Mobile Support Teams, Canadian Red Cross, The Salvation Army, St. John Ambulance and other supporting agencies.) arriving at the Reception Centre.

2. Ensure workers from external agencies are properly integrated into the Reception Centre operation.

3. Provide information to workers about the role of external agencies.

4. Assist the Reception Centre Manager in ensuring proper procedures are in place for conducting VIP/visitor tours of the Reception Centre.

Activation Phase:

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

Operational Phase:

❑ Maintain communication with Reception Centre Manager.
❑ Provide status report information at management team meetings.
❑ Maintain position log in chronological order describing actions taken during the shift.
❑ Ensure personnel from external agencies, who are working at the Reception Centre, sign the PEP Task Registration Form in Volunteer/Staff Management Branch and understand the daily sign-in/sign-out procedures.
❑ Ensure distribution of Volunteer/Staff Information Sheet to all external agency personnel upon their arrival (see function aids).
❑ Direct the external agency representatives to the Volunteer/Staff Management Branch for work assignment.

❑ Ensure that all communications with appropriate emergency response agencies is established and maintained.
❑ Conduct VIP/visitor tours of the Reception Centre.
❑ 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 Reception Centre Manager.
❑ Submit a list, for delivery to the appropriate section, of the following:
  - Status of all borrowed equipment
  - All ESS equipment and supplies needing restocking
  - Names of personnel and hours worked
❑ Clean up work area before leaving.
❑ Sign out with Volunteer/Staff Management Branch.
❑ Leave a forwarding number.
❑ Access critical incident stress debriefing as needed.
❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

INFORMATION

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

Reports to: Reception Centre Manager
Title (if function is staffed): Information Officer

Note: This position does not act independently; he/she must work in conjunction with the local authority EOC Information 0fficer.

Responsibilities:

1. Works under the direction of the EOC Information Officer to manage and coordinate all public and media information needs regarding ESS.

2. Ensures the safety of all workers and members of the public in the operations section.

3. Ensure that complete, accurate and consistent information about the Reception Centre operation is provided to the EOC Information Officer.

4. Ensure that the Reception Centre Manager is kept fully apprised of all information coming and going to the Reception Centre.

5. Coordinate periodic meetings with evacuees giving them updated information.

6. Coordinate public information meetings with the EOC.

7. Maintain a positive relationship with media representatives visiting the Reception Centre and control their access and information gathering activities as per direction from EOC.

8. Establish and maintain an information station/board in the Reception Centre.

Activation Phase:

❑ Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to Reception Centre Manager to obtain current status and specific instructions.
❑ Establish workspace.
❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Logistics of any resource requirements.
❑ Obtain equipment, supplies and required forms.
❑ Establish and maintain a position log to list the actions taken during the shift.
❑ Set up an information area for evacuee use.
❑ Post bulletin boards in convenient locations.

Operational Phase:

- ❑ Maintain communication with Reception Centre Manager.
- ❑ Provide status report information at management team meetings.
- ❑ Maintain position log in chronological order describing actions taken during the shift.
- ❑ Provide television services to monitor the event if available.
- ❑ Post information on the event and Reception Centre activities. Keep posted information up-to-date.
- ❑ Coordinate any media visits to the Reception Centre with the Liaison Officer at the Reception Centre, the Reception Centre Manager, and the Information Officer at the EOC.
- ❑ Monitor media activities and remind media representatives that they must ask permission of residents before doing interviews or taking pictures.
- ❑ Obtain policy guidance from the EOC Information Officer regarding media releases concerning the Reception Centre.
- ❑ Keep the Reception Centre Manager advised of all unusual requests for information and of all major critical or unfavourable media comments regarding the Reception Centre.
- ❑ Coordinate with the Situation Unit 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.
- ❑ At the request of the Reception Centre Manager prepare media briefings.
- ❑ Ensure that rumour control function is established to correct false or inaccurate information concerning the Reception Centre.
- ❑ 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 Reception Centre Manager.
- ❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

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

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

Function Aids:

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

OPERATIONS SECTION

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

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

Responsibilities:

1. Ensure that the following responsibilities of the Operations Section are carried out at the Reception Centre as required:
   – Meet & Greet
   – Registration
   – Referrals for Food, Clothing and Lodging
   – Inquiry
   – On-Site Goods Distribution
   – Child Care
   – Multicultural Services
   – Pet Care
   – Recreation
   – Transportation
   – Search and Reply
   – Health Services
   – First Aid
   – Emotional Support
   – Special Needs

2. Establish the appropriate level of organization and staffing for the Operations Section and modify as required.

3. Exercise overall responsibility for the coordination of activities within the Section.

4. Ensure Section objectives as stated in the Reception Centre Action Plan are accomplished within the operational periods or deadlines.

5. Conduct Operations Section briefings and inform the Reception Centre Manager of significant issues affecting the Operations Section.

6. Supervise the Operations Section.

Activation Phase:

❑ Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to Reception Centre Manager to obtain current status and specific instructions.

❑ Establish workspace.
❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Logistics of any resource requirements.
❑ Obtain equipment, supplies and required forms.
❑ Establish and maintain a position log to list the actions taken during the shift.
❑ Obtain Task Number from Reception Centre Manager.
❑ Request Volunteer/Staff Management Branch call-out appropriate personnel for the initial activation of the Operations Section.
❑ Based on the situation, activate Branches and/or Units within the Section as needed and designate Branch Coordinators and/or Unit Supervisors:
   – Primary Services Branch
      – Meet & Greet Unit
      – Registration Unit
      – Referrals for Food, Clothing and Lodging Unit
      – Inquiry Unit
      – On-Site Goods Distribution Unit
   – Specialized Services Branch
      – Child Care Unit
      – Multicultural Unit
      – Pet Care Unit
      – Recreation Unit
      – Transportation Unit
      – Search & Reply Unit
   – Health Services Branch
      – First Aid Unit
      – Emotional Support Unit
      – Special Needs Unit
❑ Ensure that the Section is set up properly and work with Logistics to ensure that appropriate people, equipment, workstations, and supplies are in place, including telecommunications, maps and status boards if required.
❑ Review responsibilities of Branches and/or Units in the Operations Section.
❑ Meet with all Branch Coordinators (or Unit Supervisors if Branches are not developed) and ensure that responsibilities are clearly understood.
❑ Ensure workers within the Section are given a checklist for their respective functions(s).
❑ Assist Branch Coordinators (or Unit Supervisors if Branches are not developed) in determining objectives for the Section, as well as plans to accomplish their objectives within the first operational period, or in accordance with the Reception Centre Action Plan.
❑ Notify the Reception Centre Manager when the Section is operational.

Operational Phase:

❑ Maintain communication with Reception Centre Manager.
❑ Provide status report information at management team meetings.
❑ Maintain position log in chronological order describing actions taken during the shift.

- ❑ Attend and participate in briefings and Action Planning meetings.
- ❑ Identify key issues currently affecting the Section; meet with Branch Coordinators and/or Unit Supervisors and determine appropriate Section objectives for each operational period.
- ❑ Based on the situation known or forecasted, determine likely future needs of the Section.
- ❑ Provide the Planning Section Chief with the Operations Section's objectives at least 30 minutes prior to each Action Planning meeting.
- ❑ Work closely with the Branches and Units to ensure that the Section's objectives, as defined in the current Action Plan, are being addressed.
- ❑ Ensure that situation information is provided to the Planning Section on a regular basis or as the situation requires.
- ❑ Establish shifts of Operations Section staff as appropriate to the emergency.
- ❑ Provide Section personnel with information updates as required.
- ❑ Ensure that all Section supervisory personnel maintain their position logs.
- ❑ Ensure that all equipment & supplies are tracked and accounted for.
- ❑ Ensure appropriate paperwork (e.g., completed ESS Files & Referrals) is given to the Documentation Unit 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 Reception Centre Manager of need for assistance from ESS Support Organizations if required.
- ❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

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

Function Aids:

- Position Log
- ESS Personnel Request Form
- Status Report

- Shift Schedule
- ESS Resource Request Form

PRIMARY SERVICES BRANCH

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

Reports to: Operations Section Chief
Title (if this function is staffed): Primary Services Branch Coordinator

Responsibilities:

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

2. Oversee the functioning of these Primary Services.

Activation Phase:

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

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Maintain position log in chronological order describing actions taken during the shift.
❑ Ensure all Branch personnel sign the PEP Task Registration Form and understand the daily sign-in/sign-out procedures.
❑ Inform the Operations Section Chief of any significant issues affecting the Primary Service Branch.
❑ Provide status report information to Section Chief prior to management team meetings.
❑ Attend Operations Section briefings.
❑ Brief Supervisors within Primary Services Branch as needed.
❑ Prepare staff schedules as needed.
❑ Assist, support and provide direction to Unit Supervisors.
❑ Monitor Unit personnel to ensure appropriate worker care is implemented.

❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

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

Function Aids:

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

MEET & GREET

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

Reports to: Primary Services Branch Coordinator
Title (if this function is staffed): Meet & Greet Supervisor

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

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

Meet & Greet

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

Reports to: Meet & Greet Supervisor
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 Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to assigned supervisor to obtain current status and specific instructions.
❑ Establish workspace.
❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify supervisor of any resource requirements.
❑ Obtain equipment, supplies and required forms.
❑ 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 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 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 to First Aid.

❑ Accompany any emotionally distraught 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.

❑ 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 Branch.

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

– Meeter & Greeter Positions Outline
– Evacuee Information Sheet

REGISTRATION

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

Reports to: Primary Services Branch Coordinator
Title (if this function is staffed): Registration Supervisor

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

Responsibilities:

1. Oversee the implementation and operation of the Registration function.

2. Ensure that the Registration flimsies on the ESS File – Registration and Services Record are completed correctly by the workers.

3. Provide direction and support to workers registering evacuees.

Activation Phase:

❑ Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to assigned supervisor to obtain current status and specific instructions.
❑ Establish workspace.
❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Logistics of any resource requirements.
❑ Obtain equipment, supplies and required forms.
❑ Establish and maintain a position log to list the actions taken during the shift.
❑ Working in conjunction with the Referrals Unit Supervisor, 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 Supervisor 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 Supervisor 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 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 the registration flimsies of the ESS File – Registration & Services Record.
❑ Supervise "Registration Only" tables if activated.
❑ Ensure that RESTRICTED ESS Files are delivered by hand to the Search & Reply Supervisor.
❑ 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 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 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 Branch.
❑ Leave a forwarding number.
❑ Access critical incident stress debriefing as needed.
❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

– Position Log
– ESS Personnel Request Form
– Shift Schedule
– ESS Resource Request Form
– Status Report
– ESS File – Registration and Services Record
– ESS File Instruction Guide
– ESS File Form Restricted Registrations Guide
– Change of Information Form & Instruction Guide

Registration

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

Reports to: Registration Supervisor
Title (if this function is staffed): Registration Worker

Note: This function is normally combined with the "Referrals for Food, Lodging, Clothing" function; one worker at one desk handles both registrations and referrals.

Responsibilities:

1. Explain the purpose of registration to evacuees.

2. Register evacuees on the registration flimsies of the ESS File – Registration and Services Record.

Activation Phase:

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

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Interview evacuees and complete the flimsy portion of the ESS File – 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 Supervisor.
❑ 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 Branch.
- ❑ Leave a forwarding number.
- ❑ Access critical incident stress debriefing as needed.
- ❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

- ESS File – Registration and Services Record
- ESS File - Registration and Services Record Instruction Guide
- ESS File Restricted Registrations Guide
- Change of Information Form & Instruction Guide

REFERRALS FOR FOOD, CLOTHING & LODGING

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

Reports to: Primary Services Branch Coordinator
Title (if this function is staffed): Referrals Unit Supervisor

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 ESS Branch
Coordinator at the PREOC or the PEP Regional Manager for:
    -   addressing questions or concerns regarding completion of Referral forms or the ESS
Payment Process, and
    -   requesting authorization for Referral expenditures beyond those services already
described on the ESS Rate Sheet.

5. Liaise with the Resource Acquisition Unit and ensure Referrals Workers are kept advised of
available resources (e.g., lodging spaces).

Activation Phase:

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

❑ Obtain the PEP Task Number for the event and post or distribute to volunteers.

❑ Make contact with Resource Acquisition Supervisor and request lists of food, clothing and lodging suppliers that volunteers can refer evacuees to.

Operational Phase:

❑ Maintain communication with assigned supervisor.

❑ Maintain position log in chronological order describing actions taken during the shift.

❑ Acquire lists of available resources/suppliers for evacuees from the Resource Acquisition Supervisor 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 filled out are completed correctly.

❑ Monitor resources/suppliers used and request additional lists of resources/suppliers from Resource Acquisition as required.

❑ Request authorization from the PEP Regional Manager (or ESS Branch Coordinator at the PREOC if activated) on reasonable but unusual requests by evacuees for services/goods.

❑ Ensure that completed Referral forms are forwarded to the Documentation Unit for processing as soon as possible.

❑ Reply to inquiries from suppliers about the ESS payment process.

❑ Attend briefings as requested.

❑ Provide status report information to Section Chief prior to management team meetings.

❑ Brief workers within the Unit as needed.

❑ Prepare shift schedules as needed.

❑ Assist, support and provide direction to 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 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 Branch.
❑ Leave a forwarding number.
❑ Access critical incident stress debriefing as needed.
❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

– Position Log
– ESS Personnel Request Form
– Shift Schedule
– ESS Resource Request Form
– Status Report
– ESS Referral form
– ESS Referral Form Instruction Guide
– ESS Rates Sheet
– Invoice for Host Family (Billeting)
– ESS Referral Payment Process (refer to ESS Field Guide – Section 6 – ESS Expenditure Policy and Payment Process)
– Tracking Record of Resources

Referrals for Food, Clothing & Lodging

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

Reports to: Referrals Unit Supervisor
Title (if this function is staffed): Referrals Worker

Note: This function is normally combined with the "Registration" function; one worker at one desk handles both registrations and referrals.

Responsibilities:

1.   Interview evacuees to determine their immediate needs.

2.   Refer evacuees to suppliers by completing ESS Referral forms.

3.   Refer evacuees with special requirements within the Reception Centre as needed.

Activation Phase:

❑ Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to assigned supervisor to obtain current status and specific instructions.
❑ 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 PEP Task Number from supervisor.
❑ 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 Unit Supervisor 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 Branch.
❑ Leave a forwarding number.
❑ Access critical incident stress debriefing as needed.
❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

- Information Sheet for Evacuees
- ESS Referral form
- ESS Referral Form Instruction Guide
- ESS Rates Sheet
- Tracking Record of Resources

INQUIRY

**** Read This Entire Checklist Before Taking Action

Reports to: Primary Services Branch Coordinator
Title (if this function is staffed): Inquiry Supervisor

Note: This function may stand-alone or it may be combined with the Registration and Referrals functions.

Responsibilities:

1. To establish an Inquiry service to assist in the reunification of family members.

Activation Phase:

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

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Maintain position log in chronological order describing actions taken during the shift.
❑ Ensure Inquiry workers take inquiries from evacuees and others, and complete the Inquiry Card accurately.
❑ Ensure completed Inquiry Cards are sent to Documentation Unit for distribution to Search & Reply Unit for processing.
❑ Maintain an adequate supply of Inquiry Cards.
❑ Initiate request to assigned supervisor for call-out of ESS Support Organizations to assist if required.
❑ Attend briefings as requested.
❑ Provide status report information to Section Chief prior to management team meetings.
❑ Brief workers within the Unit as needed.
❑ Prepare staff schedules as needed.
❑ Assist, support and provide direction to workers.
❑ Monitor Unit personnel to ensure appropriate worker care is implemented.
❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.

❑ Deactivate assigned position and close logs when authorized by the 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 Branch.

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

– Position Log
– ESS Personnel Request Form
– Status Report
– Shift Schedule
– ESS Resource Request Form
– Inquiry Card
– Inquiry Card Instruction Guide

ON-SITE GOODS DISTRIBUTION

**** Read This Entire Checklist Before Taking Action

Reports to: Primary Services Branch Coordinator
Title (if this function is staffed): On-Site Goods Distribution Supervisor

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

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Maintain position log in chronological order describing actions taken during the shift.
❑ Maintain a record of resources/goods distributed and request additional resources/goods as needed from the Supply Branch.
❑ In the case of food:
  – Arrange with the Food Unit to order food as needed.
  – Set-up a distribution area for comfort foods.
  – Establish which of your workers have Foodsafe. 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 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 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 Branch.
- ❑ Leave a forwarding number.
- ❑ Access critical incident stress debriefing as needed.
- ❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

– Position Log
– ESS Personnel Request Form
– Shift Schedule
– Status Report
– ESS Resource Request Form
– Suggested Food for Distribution in a Reception Centre
– Food Services Record
– Food Safe Information (not provided in manual)

On-Site Goods Distribution

**** 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 Supervisor
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 Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to assigned supervisor to obtain current status and specific instructions.
❑ Establish workspace.
❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify supervisor of any resource requirements.
❑ Obtain equipment, supplies and required forms.

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Distribute 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 Branch.
❑ Leave a forwarding number.
❑ Access critical incident stress debriefing as needed.
❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

– Suggested Food for Distribution in a Reception Centre
– Food Services Record
– Food Safe Information (not provided in manual)

SPECIALIZED SERVICES BRANCH

**** Read This Entire Checklist Before Taking Action

Reports to: Operations Section Chief
Title (If this function is staffed): Specialized Services Branch Coordinator

Responsibilities:

1. Ensure that the following specialized services are arranged for and carried out at the Reception Centre as required:
   – Child Care,
   – Multicultural,
   – Pet Care,
   – Recreation,
   – Transportation,
   – Search & Reply.

2. Oversee the functioning of these Specialized Services.

Activation Phase:

- ❑ Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- ❑ Report to assigned supervisor to obtain current status and specific instruction.
- ❑ Establish workspace.
- ❑ Determine resource needs, such as people, computers, phones, checklist copies, and other reference documents. Notify Logistics of any resource requirements.
- ❑ Obtain equipment, supplies and required forms.
- ❑ Establish and maintain a position log to list the actions taken during the shift.
- ❑ Establish workstations for each of the Specialized Services as required.
- ❑ Ensure workers within the Branch are given a checklist for their respective function.

Operational Phase:

- ❑ Maintain communication with assigned supervisor.
- ❑ Maintain position log in chronological order describing actions taken during the shift.
- ❑ Ensure that all Branch personnel sign the PEP Task Registration Form and understand the daily sign-in/ sign-out procedures.
- ❑ Inform Operations Section Chief on any significant issues affecting the Specialized Services Branch.
- ❑ Attend Operations Section briefings.
- ❑ Provide status report information to Section Chief prior to management team meetings.
- ❑ Brief Supervisors within Specialized Services Branch as needed.
- ❑ Prepare shift schedules as needed.
- ❑ Assist, support and provide direction to Unit Supervisors.
- ❑ Monitor Unit personnel to ensure appropriate worker care is implemented.
- ❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

- ❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.
- ❑ Deactivate assigned position and close logs when authorized by the 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 Branch.
- ❑ Leave a forwarding number.
- ❑ Access critical incident stress debriefing as needed.
- ❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

Section 2 – Reception Centre Function Checklists

CHILD CARE

**** Read This Entire Checklist Before Taking Action

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

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 Branch and sign the PEP Task Registration Form. Obtain identification.
- ❑ Report to assigned supervisor to obtain current status and specific instructions.
- ❑ Establish and set up a 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 a 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 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 Children and Family Development (MCFD) 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.

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❑ Provide status report information to Section Chief prior to management team meetings.
❑ Brief workers within the Unit as needed.
❑ Prepare shift schedules as needed.
❑ Assist, support and provide direction to workers.
❑ 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 Reception Centre Manager.
❑ Submit a list, for delivery to the appropriate section, of the following:
  - Status of all borrowed equipment
  - All ESS equipment and supplies needing restocking
  - Names of personnel and hours worked
❑ Clean up work area before leaving.
❑ Sign out with Volunteer/Staff Management Branch.
❑ Leave a forwarding number.
❑ Access critical incident stress debriefing as needed.
❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

Child Care

**** Read This Entire Checklist Before Taking Action

Reports to: Child Care Supervisor
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 Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to assigned supervisor to obtain current status and specific instructions.
❑ Establish and set up a 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 Supervisor 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 Supervisor contact the Ministry of Children and Family Development (MCFD) 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 Branch.
❑ Leave a forwarding number.
❑ Access critical incident stress debriefing as needed.
❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

MULTICULTURAL

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

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

Responsibilities:

1. Oversee the provision of the following Multicultural services:
    - Translators
    - Ethnic foods
    - Specific clothing or other needs due to cultural practice and/or religious requirements.

2. Provide direction and support to Multicultural workers.

Activation Phase:

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

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

PET CARE

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

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

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 Branch and sign the PEP Task 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 position log in chronological order describing actions taken during the shift.
❑ Establish shift schedules as needed.
❑ Liaise with Meet & Greet, Registration and Referrals Unit Supervisors when pet issues arise.
❑ Liaise with local pet care providers to care for pets.
❑ Attend briefings as requested.
❑ Provide status report information to Section Chief prior to management team meetings.
❑ Brief workers within the Unit as needed.
❑ Prepare shift schedules as needed.
❑ Assist, support and provide direction to 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 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 Branch.
- ❑ Leave a forwarding number.
- ❑ Access critical incident stress debriefing as needed.
- ❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

- – Position Log
- – ESS Personnel Request Form
- – Status Report
- – Shift Schedule
- – ESS Resource Request Form
- – Animal Intake Information and Guide

Pet Care

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

Reports to: Pet Care Supervisor
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 Branch and sign the PEP Task Registration Form. Obtain identification.
- ❑ Report to assigned supervisor to obtain current status and specific instructions.
- ❑ Establish and set up a 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.
- ❑ Clean up work area before leaving.
- ❑ Sign out with Volunteer/Staff Management Branch.
- ❑ Leave a forwarding number.
- ❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

– Animal Intake Information and Guide

RECREATION

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

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

- ❑ Maintain communication with assigned supervisor.
- ❑ Maintain position log in chronological order describing actions taken during the shift.
- ❑ Determine the need for and interest in recreational activities among 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 shift schedules as needed.
- ❑ Provide status report information to Section Chief 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 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 Branch.

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

TRANSPORTATION

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

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

Note: This function ensures that 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.

Responsibilities:

1. In consultation with the EOC, 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 Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to assigned supervisor to obtain current status and specific instructions.
❑ Establish workspace.
❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Logistics of any resource requirements.
❑ Obtain equipment, supplies and required forms.
❑ Establish and maintain a position log to list the actions taken during the shift.
❑ Establish work area for Transportation personnel, including a parking area for vehicles.
❑ Select a staging area and map an efficient route for returning and leaving vehicles.
❑ Working with Security/Traffic set out high-visibility cones, signs or other markings to demark an area of vehicle traffic.

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Maintain position log in chronological order describing actions taken during the shift.
❑ Liaise with Referrals Unit Supervisor 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. In the latter case, contact EOC to make a request and/or to provide direction.
❑ Provide status report information to Section Chief 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 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 Branch.
❑ Leave a forwarding number.
❑ Access critical incident stress debriefing as needed.
❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

SEARCH & REPLY

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

Reports to: Specialized Services Branch Coordinator
Title (if function is staffed): Search & Reply Supervisor

Responsibilities:

1. Oversee the implementation and operation of the Search & Reply function.

2. Provide direction and support to Search & Reply workers.

Activation Phase:

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

Operational Phase:

- ❑ Maintain communication with assigned supervisor.
- ❑ Maintain position log in chronological order describing actions taken during the shift.
- ❑ Process and maintain control of any "restricted" ESS Files.
- ❑ Establish and maintain communication with Central Registration and Inquiry Bureau (CRIB) if activated.
- ❑ Liaise with Registration and Inquiry Supervisors to clarify any issues that may arise.
- ❑ Initiate request to supervisor for call-out of ESS Support Organizations to assist if required.
- ❑ Attend briefings as requested.
- ❑ Provide status report information to Section Chief prior to management team meetings.
- ❑ Brief workers within the Unit as needed.
- ❑ Prepare shift schedules as needed.
- ❑ Assist, support and provide direction to workers.
- ❑ Monitor Unit personnel to ensure appropriate worker care is implemented.
- ❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.

❑ Deactivate assigned position and close logs when authorized by the 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 Branch.

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

– Position Log
– ESS Personnel Request Form
– Shift Schedule
– ESS Resource Request Form
– Status Report
– Search & Reply: Procedures and Guidelines
– Search & Reply: Screening - Change of Information
– Search & Reply: Screening - Inquiry
– Search & Reply: Screening - Registration
– Search & Reply: Search Desk
– Search & Reply: Standardized Replies

Search & Reply

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

Reports to: Search & Reply Supervisor
Title (if function is staffed): Search & Reply Worker

Responsibilities:

1. Provide "Search & Reply" services.

Activation Phase:

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

Operational Phase:

- ❑ Maintain communication with assigned supervisor.
- ❑ Review completed forms for accuracy and completeness.
- ❑ Screen registration forms for missed "restrictions" and hand deliver any such ESS Files to Search & Reply Supervisor.
- ❑ Cross-reference ESS File – Registration and Services Record forms if necessary.
- ❑ Conduct searches by matching inquiries against registrations.
- ❑ Ensure inquiries matched with restricted registrations are passed to the supervisor.
- ❑ Where matches are made on unrestricted registrations, reply to inquirer with information regarding sought person's whereabouts.
- ❑ Send copies 2 & 3 of Inquiry Card to the CRIB (if activated) if a match is not made by a pre-arranged deadline, or if match is made and the case is closed.
- ❑ File copy 1 of Inquiry card in Inquiry Master file.
- ❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

- ❑ Complete all required forms, reports, and other documentation. All forms should be submitted through the supervisor to the Planning Section, as appropriate, prior to departure.
- ❑ Clean up work area before leaving.
- ❑ Sign out with Volunteer/Staff Management Branch.
- ❑ Leave a forwarding number.
- ❑ Access critical incident stress debriefing as needed.
- ❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

- – Search & Reply: Procedures and Guidelines
- – Search & Reply: Screening - Change of Information
- – Search & Reply: Screening - Inquiry
- – Search & Reply: Screening - Registration
- – Search & Reply: Search Desk
- – Search & Reply: Standardized Replies

HEALTH SERVICES BRANCH

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

Reports to: Operations Section Chief
Title (if function is staffed): Health Services Branch Coordinator

Responsibilities:

1. Ensure that the following Health Services are arranged for and carried out at the 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 Branch and sign the PEP Task Registration Form. Obtain identification.
- ❑ Report to assigned supervisor to obtain current status and specific instructions.
- ❑ Establish workspace.
- ❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Logistics of any resource requirements.
- ❑ Obtain equipment, supplies and required forms.
- ❑ Establish and maintain a position log to list the actions taken during the shift.
- ❑ Establish workstations for each of the Health Services as required.
- ❑ Ensure workers within the Branch are given a checklist for their respective function.
- ❑ Liaise with public health or local health authority to ensure areas of concern (food, water, and sanitation) are addressed properly and/or to support others as needed.

Operational Phase:

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

❑ Prepare shift schedules as needed.
❑ Assist, support and provide direction to Unit Supervisors.
❑ Monitor Unit personnel to ensure appropriate worker care is implemented.
❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

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

Function Aids:

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

FIRST AID

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

Reports to: Health Services Branch Coordinator
Title (if function is staffed): First Aid Supervisor

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

Responsibilities:

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

Operational Phase:

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

Deactivation Phase:

❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.

❑ Deactivate assigned position and close logs when authorized by the 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 Branch.

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

First Aid

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

Reports to: First Aid Supervisor
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 Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to assigned supervisor to obtain current status and specific instructions.
❑ Establish workspace.
❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify supervisor of any resource requirements.
❑ Obtain equipment, supplies and required forms.

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ 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 Supervisor.
  - 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 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 Branch.
❑ Leave a forwarding number.
❑ Access critical incident stress debriefing as needed.
❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

EMOTIONAL SUPPORT

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

Reports to: Health Branch Coordinator
Title (if function is staffed): Emotional Support Supervisor

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

Responsibilities:

1. Arrange for professionals (e.g., psychologists, therapists, clergy, victim services, etc.) skilled in defusing and crisis intervention to provide services to 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 Branch and sign the PEP Task Registration Form. Obtain identification.
- ❑ Report to assigned supervisor to obtain current status and specific instructions.
- ❑ Establish workspace, as well as a secure, private and quiet area to provide emotional support to others.
- ❑ Determine resource needs, such as people, computers, phones, checklist copies, and other reference documents. Notify Logistics of any resource requirements.
- ❑ Obtain equipment, supplies and required forms.
- ❑ Establish and maintain a position log to list the actions taken during the shift.

Operational Phase:

- ❑ Maintain communication with assigned supervisor.
- ❑ Maintain position log in chronological order describing actions taken during the shift.
- ❑ Inform all ESS personnel of the availability of emotional support services for evacuees.
- ❑ Liaise with local health authority for ongoing support as needed.
- ❑ Initiate request to assigned supervisor for call-out of ESS Support Organizations to assist if required.
- ❑ Attend briefings as requested.
- ❑ Provide status report information to Section Chief prior to management team meetings.
- ❑ Brief workers within the Unit as needed.
- ❑ Prepare shift schedules as needed.
- ❑ Assist, support and provide direction to workers.

❑ Monitor Unit personnel to ensure appropriate worker care is implemented.
❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.
❑ Deactivate assigned position and close logs when authorized by the 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 Branch.
❑ Leave a forwarding number.
❑ Access critical incident stress debriefing as needed.
❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

Emotional Support

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

Reports to: Emotional Support Supervisor
Title (if function is staffed): 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 Branch and sign the PEP Task Registration Form. Obtain identification.
- ❑ Report to assigned supervisor to obtain current status and specific instructions.
- ❑ Establish workspace.
- ❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify supervisor of any resource requirements.
- ❑ Obtain equipment, supplies and required forms.

Operational Phase:

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

SPECIAL NEEDS

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

Reports to: Health Services Branch Coordinator
Title (if function is staffed): Special Needs Supervisor

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

Responsibilities:

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

Operational Phase:

- ❑ Maintain communication with assigned supervisor.
- ❑ Maintain position log in chronological order describing actions taken during the shift.
- ❑ Ensure medications and other health care supplies & equipment for evacuees are obtainable. Confer with the Referrals Unit Supervisor on these issues.
- ❑ Provide special health care needs such as diapers, wheelchairs, etc. at the Reception Centre.
- ❑ Provide assistance to pregnant women, nursing mothers, the frail elderly, special-needs children etc. as required.
- ❑ Provide care for dependent adults who arrive at the Reception Centre as required.
- ❑ Attend briefings as requested.
- ❑ Provide status report information to Section Chief prior to management team meetings.
- ❑ Brief workers within the Unit as needed.
- ❑ Prepare shift schedules as needed.
- ❑ Monitor Unit personnel to ensure appropriate worker care is implemented.
- ❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.
❑ Deactivate assigned position and close logs when authorized by the 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 Branch.
❑ Leave a forwarding number.
❑ Access critical incident stress debriefing as needed.
❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

PLANNING SECTION

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

Reports to: Reception Centre Manager
Title (if function is staffed): Planning Section Chief

Responsibilities:

1. Ensure that the following responsibilities of the Planning Section are carried out at the Reception Centre as required:
   – Prepare and distribute the 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 Reception Centre activities,
   – Plan for Demobilization of the Reception Centre,
   – Plan for the Transition to 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 Section.

5. Ensure Section objectives as stated in the Reception Centre Action Plan are accomplished within the operational periods or deadlines.

6. Conduct Planning Section briefings and keep the Reception Centre Manager informed of significant issues affecting the Planning Section.

7. Supervise the Planning Section.

Activation Phase:

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

❑ Obtain Task Number from Reception Centre Manager.

❑ Have Volunteer/Staff Management Branch call-out appropriate personnel for the initial activation of the Planning Section.

❑ Based on the situation, activate Units within the Planning Section as needed and designate a Supervisor for each Unit.
- 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 Reception Centre Action Plan.

❑ Notify the Reception Centre Manager when the Section is operational.

Operational Phase:

❑ Maintain communication with Reception Centre Manager.

❑ Provide status report information at management team meetings.

❑ Maintain position log in chronological order describing actions taken during the shift.

❑ Identify key issues currently affecting the Section; meet with Unit Supervisors and determine appropriate Section objectives for each operational period.

❑ Establish shifts of Planning Section staff as appropriate to the emergency.

❑ Provide Section personnel with information updates as required.

❑ Ensure that all Section supervisory personnel maintain their logs.

❑ Ensure that all equipment & supplies are tracked and accounted for.

❑ Facilitate Reception Centre Action Planning meetings.

❑ Work closely with the Units to ensure that the Section's objectives, as defined in the current Action Plan, are being addressed.

❑ Based on the situation known or forecasted, determine likely future needs of the Section.

❑ Ensure that objectives for each section are completed, collected and posted in preparation for the next Action Plan meeting.

❑ Ensure that the Reception Centre Action Plan is completed, signed off by the Reception Centre Manager and distributed prior to the start of the next operational period.

❑ Ensure that the Situation Unit prepare Situation Reports, as required, for sign off by the Reception Centre Manager.

❑ Ensure that status boards and other displays are kept current.

❑ Ensure that the Documentation Unit maintains files on all Reception Centre activities and provides reproduction and archiving services for the 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 the Reception Centre.

❑ Review and implement a Demobilization Plan for the Reception Centre.

❑ Ensure a process for Transition to Recovery is implemented.

❑ Ensure that the Information Officer has immediate and unlimited access to all status reports and displays.

❑ Assist, support and provide direction to Unit Supervisors.

❑ 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 Reception Centre Manager.

❑ Submit a list, for delivery to the appropriate section, of the following:
  - Status of all borrowed equipment
  - All ESS equipment and supplies needing restocking
  - Names of personnel and hours worked

❑ Clean up work area before leaving.

❑ Sign out with Volunteer/Staff Management Branch.

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

SITUATION

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

Reports to: Planning Section Chief
Title (if function is staffed): Situation Unit Supervisor

Responsibilities:

1. Oversee the implementation and operation of the Situation Unit.

2. Compile statistics on the Reception Centre response.

3. Oversee the collection, organization and analysis of Reception Centre 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 Reception Centre staff and the EOC

6. Assist Planning Section Chief to ensure that a Reception Centre Action Plan is developed for each operational period based on objectives developed by each Section.

7. Ensure that all facility diagrams, status boards, and other displays contain current and accurate information.

Activation Phase:

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

Operational Phase:

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

❑ Oversee the preparation and distribution of Reception Centre 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 Reception Centre priorities are posted on chart paper, and that the meeting room is set up with appropriate equipment and materials (easels, markers, Situation Reports etc.).

❑ Ensure that adequate staff members are assigned to maintain all maps, status boards and other displays.

❑ Attend briefings as requested.

❑ Provide status report information to Section Chief prior to management team meetings.

❑ Brief workers within the Unit as needed.

❑ Prepare shift schedules as needed.

❑ Assist, support and provide direction to workers.

❑ Monitor Unit personnel to ensure appropriate worker care is implemented.

❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Documentation Unit, as appropriate, prior to departure.

❑ Deactivate assigned position and close logs when authorized by the 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 Branch.

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

– Position Log
– ESS Personnel Request Form
– Status Report

– Shift Schedule
– ESS Resource Request Form
– ESS Reception Centre/Group Lodging Situation Report

DOCUMENTATION

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

Reports to: Planning Section Chief
Title (if function is staffed): Documentation Unit Supervisor

Responsibilities:

1. Oversee the implementation and operation of the Documentation Unit.

2. Ensure the security and control of Reception Centre ESS forms (File forms, Referral forms, ESS Rates Sheets, Inquiry Cards etc.), Position Logs, Situation Reports, Action Plans, and other forms and documents at the Reception Centre are distributed, collected, organized, duplicated, filed and/or archived.

3. Provide direction and support to Documentation Unit workers.

Activation Phase:

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

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Maintain position log in chronological order describing actions taken during the shift.
❑ Meet with the Planning Section Chief to determine what Reception Centre 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 at the Reception Centre.

❑ 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 Reception Centre staff, if power and equipment are available.

❑ Reproduce the Situation Reports, Action Plans, and other documents as requested.

❑ Maintain a permanent archive of all Situation Reports and Action Plans associated with the event or disaster.

❑ Attend briefings as requested.

❑ Provide status report information to Section Chief prior to management team meetings.

❑ Brief workers within the Unit as needed.

❑ Prepare shift schedules as needed.

❑ Assist, support and provide direction to workers.

❑ Monitor Unit personnel to ensure appropriate worker care is implemented.

❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

❑ Complete all required forms, reports, and other documentation.

❑ All forms should be filed and packaged in preparation for demobilization prior to departure. ESS Files, Referral Forms and Change of Information Cards are sent to PEP Regional Offices. For other documentation, the location for storage is to be determined by local authority.

❑ 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 Branch.

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

– Position Log
– ESS Personnel Request Form
– Status Report
– Shift Schedule
– ESS Resource Request Form
– Documentation Unit Setup – Sample
– ESS Files Kit Contents
– ESS File – Registration and Services Record
– ESS File – Registration and Services Record Instruction Guide
– ESS Referral form
– ESS Referral form Instruction Guide
– ESS Referral Form Record and Instruction Guide
– ESS Rates Sheet
– Invoice for Host Family (Billeting)
– Inquiry Card
– Inquiry Card Instruction Guide
– Change of Information Form & Instruction Guide
– ESS Follow up Card and Instruction Guide
– ESS Out Card and Instruction Guide
– Registration and Referrals Statistics Record

ADVANCE PLANNING

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

Reports to: Planning Section Chief
Title (if function is staffed): Advance Planning Supervisor

Responsibilities:

1. Oversee the implementation and operation of the Advance Planning Unit.

2. Review all available Situation Reports, Action Plans, and other significant documents/information to determine the potential future impact of the event or disaster on the Reception Centre, particularly issues that might modify the overall Reception Centre objectives.

3. Develop an Advance Plan consisting of the Reception Centre response and related issues (e.g., anticipates the Reception Centre future needs) likely to occur beyond the next operational period, generally within 24 to 72 hours.

4. Provide periodic briefings for the Reception Centre Manager, Officers, and Section Chiefs addressing Advance Planning issues.

Activation Phase:

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

Operational Phase:

- ❑ Maintain communication with assigned supervisor.
- ❑ Maintain position log in chronological order describing actions taken during the shift.
- ❑ Review Situation Reports and recent updates.
- ❑ Meet with the Reception Centre 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 Reception Centre 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 Reception Centre Manager and management team.

❑ Attend briefings as requested.

❑ Provide status report information to Section Chief prior to management team meetings.

❑ Brief workers within the Unit as needed.

❑ Prepare shift schedules as needed.

❑ Assist, support and provide direction to workers.

❑ Monitor Unit personnel to ensure appropriate worker care is implemented.

❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Documentation Unit, as appropriate, prior to departure.

❑ Deactivate assigned position and close logs when authorized by the 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 Branch.

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

DEMOBILIZATION

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

Reports to: Planning Section Chief
Title (if function is staffed): Demobilization Unit Supervisor

Responsibilities:

1. Oversee the implementation and operation of the Demobilization Unit.

2. Develop a Demobilization Plan for the Reception Centre based on a review of all pertinent Planning Section documents and status reports.

3. Initiate and oversee the demobilization of the Reception Centre.

Activation Phase:

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

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Maintain position log in chronological order describing actions taken during the shift.
❑ Monitor the current situation reports.
❑ Meet individually with the Section Chiefs and create a draft Demobilization Plan for each section.
❑ Develop a draft Demobilization Plan and circulate to the Reception Centre Manager and Section Chiefs for review.
❑ Submit the Demobilization Plan for approval by the Reception Centre Manager.
❑ Plan for Demobilization at least once during each operational period for as long as Reception Centre Sections are 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 Branch prior to leaving the Reception Centre.
❑ Attend briefings as requested.
❑ Provide status report information to Section Chief prior to management team meetings.

❑ Brief workers within the Unit as needed.
❑ Prepare shift schedules as needed.
❑ Assist, support and provide direction to workers.
❑ Monitor Unit personnel to ensure appropriate worker care is implemented.
❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

❑ Complete all required forms, reports, and other documentation. All forms should be submitted through the supervisor to the Documentation Unit, as appropriate, prior to departure.
❑ Deactivate assigned position and close logs when authorized by the 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 Branch.
❑ Leave a forwarding number.
❑ Access critical incident stress debriefing as needed.
❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

RECOVERY TRANSITION

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

Reports to: Planning Section Chief
Title (if function is staffed): Recovery Transition Unit Supervisor

Note: Recovery is the responsibility of the local authority. ESS is intended to provide short term assistance to allow evacuees to make the transition to independence or assistance from other sources..

Responsibilities:

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

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Maintain position log in chronological order describing actions taken during the shift.
❑ 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, Ministry of Housing and Social Development, union representatives (if the area's employer is impacted) etc.
❑ A senior representative from the local authority should be in charge of the Recovery planning. 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 status report information to Section Chief prior to management team meetings.

❑ Brief workers within the Unit as needed.

❑ Prepare shift schedules as needed.

❑ Assist, support and provide direction to workers.

❑ Monitor Unit personnel to ensure appropriate worker care is implemented.

❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Documentation Unit, as appropriate, prior to departure.

❑ Deactivate assigned position and close logs when authorized by the 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 Branch.

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

LOGISTICS SECTION

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

Reports to: Reception Centre Manager
Title (if function is staffed): Logistics Section Chief

Note: If an EOC is activated, many of the Logistics functions may operate from there and not the Reception Centre. See Section 1 - Introduction and Overview - for more information.

Responsibilities:

1. In consultation with the EOC (if operational), ensure the following responsibilities of the Logistics Section at the Reception Centre are addressed as required:

   - Acquire supplies and resources needed by evacuees and ESS personnel,
   - Arrange for appropriate and sufficient Reception Centre personnel,
   - Arrange for the feeding of Reception Centre workers,
   - Arrange for Reception Centre 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 Reception Centre response.

2. Establish the appropriate level of organization and staffing for the Logistics Section and modifying as required.

3. Ensures 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 Reception Centre Action Plan are accomplished within the operational periods or deadlines.

6. Conduct Logistics Section briefings and keep the Reception Centre Manager informed of all significant issues affecting the Logistics Section.

7. Supervise the Logistics Section.

Activation Phase:

- ❑ Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- ❑ Report to Reception Centre Manager to obtain current status and specific instructions.
- ❑ Establish workspace.

❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Supply Branch of any resource requirements.

❑ Obtain equipment, supplies and required forms.

❑ Establish and maintain a position log to list the actions taken during the shift.

❑ Obtain Task Number from Reception Centre Manager.

❑ Have Volunteer/Staff Management Branch call-out appropriate personnel for the initial activation of the Logistics Section.

❑ Based on the situation, activate Branches and/or Units within the Logistics Section as needed and designate Branch Coordinators and/or Unit Supervisors:
  - Supply Branch
    - Resource Acquisition Unit
    - Donated Goods Unit
    - Shipping/Receiving Unit
  - Volunteer/Staff Management Branch
  - 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 properly and that appropriate people, equipment, workstations, and supplies are in place, including telecommunications, maps and status boards if required.

❑ Review responsibilities of Branches and/or Units within the Logistics Section.

❑ Meet with all Branch Coordinators (or Unit Supervisors if Branches are not developed) and ensure that responsibilities are clearly understood.

❑ Ensure workers within the Section are given a checklist for their respective function(s).

❑ Assist Branch Coordinators (or Unit Supervisors if Branches are not developed) in determining objectives for the Section, as well as plans to accomplish their objectives within the first operational period, or in accordance with the Reception Centre Action Plan.

❑ Notify the Reception Centre Manager when the Section is operational.

❑ Consult with the Finance Section to determine level of purchasing authority for the Logistics Section.

Operational Phase:

❑ Maintain communication with Reception Centre Manager.

❑ Provide status report information at management team meetings.

❑ Maintain position log in chronological order describing actions taken during the shift.

❑ Attend and participate in briefings and Action Planning meetings.

❑ Identify key issues currently affecting the Section; meet with Branch Coordinators and/or Unit Supervisors and determine appropriate Section objectives for each operational period.

❑ Based on the situation known or forecasted, determine likely future needs of the Section.

❑ Provide the Planning Section Chief with the Logistics Section's objectives at least 30 minutes prior to each Action Planning meeting.

❑ Work closely with Branches and Units to ensure that the Section's objectives, as defined in the current Action Plan, are being addressed.

❑ Ensure that situation information is provided to the Planning Section on a regular basis or as required.

❑ Establish shifts of Logistics staff as appropriate to the emergency.

❑ Provide Section personnel with information updates as required.

❑ Ensure that all Section supervisory personnel maintain their position logs.

❑ Ensure that all equipment & supplies are tracked and accounted for.

❑ Ensure appropriate paperwork (e.g., Task Registration Forms) is given to the situation and Documentation Units in a timely manner.

❑ Ensure that the Supply Branch coordinates closely with the Finance Section to ensure that all required documents and procedures are completed.

❑ Ensure that the Supply Branch addresses requests for material goods.

❑ Ensure that the Volunteer/Staff Management Branch addresses requests for ESS personnel.

❑ Ensure that the Reception Centre Support Branch addresses issues of support for the Reception Centre.

❑ Ensure that the Information Technology Branch addresses requests for communications and computer systems as available.

❑ Assist, support and provide direction as required.

❑ Inform Reception Centre Manager of need for assistance from ESS Support Organizations if required.

❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.

❑ Deactivate assigned position and close logs when authorized by the Reception Centre Manager.

❑ Submit a list, for delivery to the appropriate section, of the following:
  - Status of all borrowed equipment
  - All ESS equipment and supplies needing restocking
  - Names of personnel and hours worked

❑ Clean up work area before leaving.

❑ Sign out with Volunteer/Staff Management Branch.

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

SUPPLY BRANCH

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

Reports to: Logistics Section Chief
Title (if this function is staffed): Supply Branch Coordinator

Responsibilities:

1. Ensure the following services are arranged for and carried out at the Reception Centre as required:
   - Resource Acquisition,
   - Donated Goods,
   - Shipping & Receiving.

2. Oversee the functioning of these services.

Activation Phase:

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

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Maintain position log in chronological order describing actions taken during the shift.
❑ Ensure that all Branch personnel sign the PEP Task Registration Form and understand the daily sign-in/ sign-out procedures.
❑ Establish and maintain contact with EOC Logistics (if activated) and take direction.
❑ Determine and confirm spending limits with the Finance Section.
❑ Brief Logistics Secction Chief on significant issues affecting the Supply Branch.
❑ Attend Logistics Section briefings.
❑ Provide status report information to Section Chief prior to management team meetings.
❑ Brief Unit Supervisors within the Branch as needed.
❑ Prepare shift schedules as needed.
❑ Assist, support and provide direction to Unit Supervisors.
❑ Monitor Unit personnel to ensure appropriate worker care is implemented.
❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.

❑ Deactivate assigned position and close logs when authorized by the Reception Centre Manager.

❑ Submit a list, for delivery to the appropriate section, of the following:
  - Status of all borrowed equipment
  - All ESS equipment and supplies needing restocking
  - Names of personnel and hours worked

❑ Clean up work area before leaving.

❑ Sign out with Volunteer/Staff Management Branch.

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

RESOURCE ACQUISITION

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

Reports to: Supply Branch Coordinator
Title (if this function is staffed): Resource Acquisition Supervisor

Responsibilities:

1. Oversee the implementation and operation of the Resource Acquisition Unit at the Reception Centre.

2. Coordinate actions with the Finance Section and EOC Logistics if operational.

3. Consult with all Branches/Units within the Reception Centre 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 Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to assigned supervisor to obtain current status and specific instructions.
❑ Establish workspace.
❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents.
❑ Obtain equipment, supplies and required forms.
❑ Establish and maintain a position log to list the actions taken during the shift.

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Maintain position log in chronological order describing actions taken during the shift.
❑ Maintain contact with EOC Logistics 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 to establish new supplier agreements if needed.
❑ Ensure that a resource tracking process is established and maintained.
❑ Provide lists of resources/suppliers to the Referrals Unit Supervisor in the Operations Section.
❑ In consultation with Referrals Unit Supervisor address any supplier concerns.
❑ Attend briefings as requested
❑ Provide status report information to Section Chief prior to management team meetings.
❑ Brief workers within the Unit as needed.
❑ Prepare shift schedules as needed.
❑ Assist, support and provide direction to workers.
❑ Monitor Unit personnel to ensure appropriate worker care is implemented.
❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

❑ Complete all required forms, reports, and other documentation. All forms should be submitted through the supervisor to the Planning Section, as appropriate, prior to departure.
❑ Deactivate assigned position and close logs when authorized by the 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 Branch.
❑ Leave a forwarding number.
❑ Access critical incident stress debriefing as needed.
❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

– Position Log
– ESS Personnel Request Form
– Status Report
– Shift Schedule
– ESS Resource Request Form
– Supplier Consent Forms and Instruction Guide
– Tracking Record of Resources
– ESS Resource Acquisition Log & Status Board

Resource Acquisition

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

Reports to: Resource Acquisition Supervisor
Title (if this function is staffed): Resource Acquisition Worker

Responsibilities:

1. 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 Referrals Unit.

3. Track resources distributed to Referrals 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 Branch and sign the PEP Task Registration Form. Obtain identification.
- ❑ Report to assigned supervisor to obtain current status and specific instructions.
- ❑ Establish workspace.
- ❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify supervisor of any resource requirements.
- ❑ Obtain equipment, supplies and required forms.

Operational Phase:

- ❑ Maintain communication with assigned supervisor.
- ❑ 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 Referrals 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 Branch.
❑ Leave a forwarding number.
❑ Access critical incident stress debriefing as needed.
❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

– Supplier Consent Form and Instruction Guide
– ESS Resource Request Form
– ESS Resource Acquisition Log & Status Board
– Tracking Record of Resources
– Commercial Lodging Tracking Form

DONATED GOODS

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

Reports to: Supply Branch Coordinator
Title (if this function is staffed): Donated Goods Supervisor

Note: The local authority 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 as directed by the local authority EOC.

3. Ensure that the 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 Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to assigned supervisor to obtain current status and specific instructions.
❑ Establish workspace.
❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents.
❑ Obtain equipment, supplies and required forms.
❑ Establish and maintain a position log to list the actions taken during the shift.
❑ Contact EOC if operational to determine course of action for donated goods.

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Maintain 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 and the local authority is not addressing Donations Management, 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 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 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 Branch.

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

SHIPPING & RECEIVING

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

Reports to: Supply Branch Coordinator
Title (if this function is staffed): Shipping & Receiving Supervisor

Responsibilities:

1. Oversee the implementation and operation of the Shipping & Receiving Unit at the 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 Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to assigned supervisor to obtain current status and specific instructions.
❑ Establish workspace.
❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents.
❑ Obtain equipment, supplies and required forms.
❑ Establish and maintain a position log to list the actions taken during the shift.

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Maintain position log in chronological order describing actions taken during the shift.
❑ As materials arrive at the Reception Centre complete the Shipping & Receiving Record.
❑ Deliver materials to their intended destination within the Reception Centre.
❑ Make arrangements for shipping out materials as required. Complete the Shipping & Receiving Record.
❑ Keep track of any receipts for delivery to the Finance Section.
❑ Attend briefings as requested.
❑ Provide status report information to Section Chief prior to management team meetings.
❑ Brief workers within the Unit as needed.
❑ Prepare shift schedules as needed.
❑ Assist, support and provide direction to workers.
❑ Monitor Unit personnel to ensure appropriate worker care is implemented.
❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.

❑ Deactivate assigned position and close logs when authorized by the 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 Branch.

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

Shipping & Receiving

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

Reports to: Shipping & Receiving Unit Supervisor
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 Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to assigned supervisor to obtain current status and specific instructions.
❑ Establish workspace.
❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify supervisor of any resource requirements.
❑ Obtain equipment, supplies and required forms.

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ 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. Complete 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 Branch.
❑ Leave a forwarding number.
❑ Access critical incident stress debriefing as needed.
❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

– Shipping & Receiving Record

VOLUNTEER/STAFF MANAGEMENT BRANCH

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

Reports to: Logistics Section Chief
Title (if this function is staffed): Volunteer/Staff Management Branch Coordinator

Responsibilities:

1. Oversee the implementation and operations of the Volunteer/Staff Management Branch.

2. Consult with all Branch Coordinators and Unit Supervisors within the Reception Centre 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 Reception Centre personnel receive appropriate training and/or orientations.

5. Ensure all Reception Centre personnel sign in and out on the PEP Task Registration Form for each shift they work.

Activation Phase:

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

Operational Phase:

- ❑ Maintain communication with assigned supervisor.
- ❑ Maintain position log in chronological order describing actions taken during the shift.
- ❑ Work closely with other functions to determine their personnel needs.
- ❑ Ensure that all personnel sign in on PEP Task Registration Form at the start of each shift.
- ❑ Provide appropriate identification and direction for arriving personnel.
- ❑ Coordinate with the Information Officer and Safety Officer to ensure that all Reception Centre personnel receive a current situation and safety briefing upon sign-in.
- ❑ Ensure that all personnel sign out on PEP Task Registration Form at the end of each shift to help establish a time worked record for the 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 and/or ESS Mobile Support Teams for assistance if required.
❑ Create and maintain a status board or other reference document to keep track of incoming personnel resources.
❑ Brief Logistics Section Chief on significant issues affecting the Volunteer/Staff Management Branch.
❑ Attend Logistics Section briefings.
❑ Provide status report information to Section Chief prior to management team meetings.
❑ Brief Unit Supervisors within the Branch as needed.
❑ Prepare shift schedules as needed.
❑ Assist, support and provide direction to Unit Supervisors.
❑ Monitor Unit personnel to ensure appropriate worker care is implemented.
❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

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

Function Aids:

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

RECEPTION CENTRE SUPPORT BRANCH

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

Reports to: Logistics Section Chief
Title (if this function is staffed): Reception Centre Support Branch Coordinator

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

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Maintain position log in chronological order describing actions taken during the shift.
❑ Ensure that all Branch personnel sign the PEP Task Registration Form and understand the daily sign in/sign out procedures.
❑ Ensure that Runners, Food, Security, Facility and Clerical staff are available at the Reception Centre on an ongoing basis or as required.
❑ Brief Logistics Section Chief on significant issues affecting the Reception Centre Support Branch.
❑ Attend Logistics Section briefings.
❑ Provide status report information to Section Chief prior to management team meetings.

❑ Brief Unit Supervisors within the Branch as needed.
❑ Provide status report information to Section Chief prior to management team meetings.Prepare shift schedules as needed.
❑ Assist, support and provide direction to Unit Supervisors.
❑ Monitor Unit personnel to ensure appropriate worker care is implemented.
❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

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

Function Aids:

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

FOOD

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

Reports to: Reception Centre Support Branch Coordinator
Title (if this function is staffed): Food Unit Supervisor

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 within the Reception Centre 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 Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to assigned supervisor to obtain current status and specific instructions.
❑ Establish workspace.
❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Supply Branch of any resource requirements.
❑ Obtain equipment, supplies and required forms.
❑ Establish and maintain a position log to list the actions taken during the shift.
❑ Contact Public Health for advice and/or meal and water inspection.

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Maintain 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 Reception Centre personnel will be needed and make arrangements.
❑ Ensure Food Safe hygiene and sanitation guidelines are enforced.
❑ Attend briefings as requested.
❑ Provide status report information to Section Chief prior to management team meetings.
❑ Brief workers within the Unit as needed.
❑ Prepare shift schedules as needed.
❑ Assist, support and provide direction to workers.
❑ Monitor Unit personnel to ensure appropriate worker care is implemented.
❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

- ❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.
- ❑ Deactivate assigned position and close logs when authorized by the 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 Branch.
- ❑ Leave a forwarding number.
- ❑ Access critical incident stress debriefing as needed.
- ❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

Food

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

Reports to: Food Unit Supervisor
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 Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to assigned supervisor to obtain current status and specific instructions.
❑ Establish workspace.
❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify supervisor of any resource requirements.
❑ Obtain equipment, supplies and required forms.

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ 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 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 Reception Centre 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 Branch.
❑ Leave a forwarding number.
❑ Access critical incident stress debriefing as needed.
❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

− Food Services Record

RUNNER

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

Reports to: Reception Centre Support Branch Coordinator
Title (if this function is staffed): Runner Unit Supervisor

Responsibilities:

1. Consult with all the Reception Centre 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 Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to assigned supervisor to obtain current status and specific instructions.
❑ Establish workspace.
❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Supply Branch of any resource requirements.
❑ Obtain equipment, supplies and required forms.
❑ Establish and maintain a position log to list the actions taken during the shift.

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Maintain position log in chronological order describing actions taken during the shift.
❑ Consult with Branches/Units in the Reception Centre to assess ongoing needs for Runners.
❑ Oversee assignments of Runners.
❑ Attend briefings as requested.
❑ Provide status report information to Section Chief prior to management team meetings.
❑ Brief workers within the Unit as needed.
❑ Prepare shift schedules as needed.
❑ Assist, support and provide direction to workers.
❑ Monitor Unit personnel to ensure appropriate worker care is implemented.
❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.

❑ Deactivate assigned position and close logs when authorized by the 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 Branch.

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

Runner

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

Reports to: Runner Unit Supervisor
Title (if this function is staffed): Runner
Responsibilities:

1. Assist other Reception Centre functions with transporting paper and other small items within the Reception Centre.

Activation Phase:

❑ Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to assigned supervisor to obtain current status and specific instructions.
❑ Establish workspace 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 the Reception Centre.
❑ 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 Branch.
❑ Leave a forwarding number.
❑ Access critical incident stress debriefing as needed.
❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

FACILITY

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

Reports to: Reception Centre Support Branch Coordinator
Title (if this function is staffed): Facility Supervisor

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

Responsibilities:

1. Ensure that adequate essential facilities for the Reception Centre response are provided including space, furniture, etc.

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

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Maintain position log in chronological order describing actions taken during the shift.
❑ Work closely with the Sections/Branches/Units in determining facilities and furnishings required for the Reception Centre 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 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 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.
❑ Ensure the building is returned to its original state when no longer needed.
❑ Sign out with Volunteer/Staff Management Branch.
❑ Leave a forwarding number.
❑ Access critical incident stress debriefing as needed.
❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

CLERICAL

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

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Reports to: Reception Centre Support Branch Coordinator
Title (if this function is staffed): Clerical Unit Supervisor

Responsibilities:

1. Consult with all the Reception Centre 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 Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to assigned supervisor to obtain current status and specific instructions.
❑ Establish workspace.
❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Supply Branch of any resource requirements.
❑ Obtain equipment, supplies and required forms.
❑ Establish and maintain a position log to list the actions taken during the shift.

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Maintain position log in chronological order describing actions taken during the shift.
❑ Provide a scribe for the Reception Centre Manager on each shift.
❑ Consult with the Reception Centre Management Team to assess needs for clerical support.
❑ Provide a receptionist for phone duties on each shift.
❑ Oversee assignments of Clerical workers.
❑ Attend briefings as requested.
❑ Provide status report information to Section Chief prior to management team meetings.
❑ Brief workers within the Unit as needed.
❑ Prepare shift schedules as needed.
❑ Assist, support and provide direction to workers.
❑ Monitor Unit personnel to ensure appropriate worker care is implemented.
❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

- ❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.
- ❑ Deactivate assigned position and close logs when authorized by the 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 Branch.
- ❑ Leave a forwarding number.
- ❑ Access critical incident stress debriefing as needed.
- ❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

Clerical

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

Reports to: Clerical Unit Supervisor
Title (if this function is staffed): Clerical Worker

Responsibilities:

1. Provide clerical support to the Reception Centre.

Activation Phase:

- ❑ Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- ❑ Report to assigned supervisor to obtain current status and specific instructions.
- ❑ Establish workspace 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 Branch.
- ❑ Leave a forwarding number.
- ❑ Access critical incident stress debriefing as needed.
- ❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

– Contact Log

SECURITY

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

Reports to: Reception Centre Support Branch Coordinator
Title (if this function is staffed): Security Supervisor

Responsibilities:

1. Ensure security of individuals at the Reception Centre.

2. Ensure measures are taken to secure 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 the Reception Centre through the EOC.

Activation Phase:

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

Operational Phases:

❑ Maintain communication with assigned supervisor.
❑ Maintain position log in chronological order describing actions taken during the shift.
❑ In conjunction with the Resource Acquisition and Procurement Units, and after receiving approval from EOC, arrange service contracts with private security companies to ensure that security is maintained throughout the event.
❑ Brief and assign Security personnel.
❑ Depending on the size of the event and the facility to be utilized, work closely with the Facility Supervisor to establish security requirements.
❑ Respond to requests from Reception Centre personnel for assistance 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 status report information to Section Chief prior to management team meetings.
- ❑ Prepare shift schedules as needed.
- ❑ Assist, support and provide direction to workers.
- ❑ Monitor Unit personnel to ensure appropriate worker care is implemented.
- ❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

- ❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.
- ❑ Deactivate assigned position and close logs when authorized by the 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 Branch.
- ❑ Leave a forwarding number.
- ❑ Access critical incident stress debriefing as needed.
- ❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

Security

<div style="border: 1px solid black;">

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

</div>

Reports to: Security Supervisor
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. These actions must be performed by police authorities **only.**

Responsibilities:

1. Provide security and parking lot traffic control of the Reception Centre.

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

Operational Phase:

- ❑ Maintain communication with assigned supervisor.
- ❑ Report incidents of theft and vandalism to supervisor.
- ❑ Maintain surveillance at or near the entrance(s) and exit(s) of 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 to and from the Centre.
- ❑ 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 Branch.
- ❑ Leave a forwarding number.
- ❑ Access critical incident stress debriefing as needed.
- ❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

INFORMATION TECHNOLOGY BRANCH

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

Reports to: Logistics Section Chief
Title (if this function is staffed): Information Technology Branch Coordinator

Responsibilities:

1. Ensure that the following Information Technology services are carried out at the Reception Centre as required:

   - Communications,
   - Computer Systems.

2. Oversee the functioning of these services.

Activation Phase:

❑ Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to assigned supervisor to obtain current status and specific instructions.
❑ Establish workspace.
❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Supply Branch of any resource requirements.
❑ Obtain equipment, supplies and required forms.
❑ Establish and maintain a position log to list the actions taken during the shift.
❑ Establish workstations for each Unit within the Branch as required.
❑ Ensure workers within the Branch are given a checklist for their respective function.

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Maintain position log in chronological order describing actions taken during the shift.
❑ Ensure that all Branch personnel sign the PEP Task Registration Form and understand the daily sign in/sign out procedures.
❑ Ensure that communication systems are available to all areas of the centre for internal and external purposes.
❑ Ensure that any required computer system is operational.
❑ Brief Logistics Section Chief on any significant issues affecting the Information Technology Branch.
❑ Attend Logistics Section briefings.
❑ Provide status report information to Section Chief prior to management team meetings.
❑ Brief Unit Supervisors within the Branch as needed.
❑ Prepare shift schedules as needed.
❑ Assist, support and provide direction to Unit Supervisors.
❑ Monitor Unit personnel to ensure appropriate worker care is implemented.
❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.

❑ Deactivate assigned position and close logs when authorized by the Reception Centre Manager.

❑ Submit a list, for delivery to the appropriate section, of the following:
- Status of all borrowed equipment
- All ESS equipment and supplies needing restocking
- Names of personnel and hours worked

❑ Clean up work area before leaving.

❑ Sign out with Volunteer/Staff Management Branch.

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

COMMUNICATIONS

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

Reports to: Information Technology Branch Coordinator
Title (if this function is staffed): Communications Supervisor

Responsibilities:

1. Oversee the installation of communication resources, such as telephones, cellphones, facsimile machines, hand-held radios etc. within the Reception Centre.

2. Enable personnel in the Reception Centre 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 Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to assigned supervisor to obtain current status and specific instructions.
❑ Establish workspace.
❑ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Supply Branch of any resource requirements.
❑ Obtain equipment, supplies and required forms.
❑ Establish and maintain a position log to list the actions taken during the shift.

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Maintain position log in chronological order describing actions taken during the shift.
❑ Determine 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 Supervisor if activated to meet requirements for emergency radio communications.
❑ Assist with the set up of radio equipment as required.
❑ Send and receive messages efficiently, ensuring the logging of all traffic.

❑ Initiate request to assigned supervisor for call-out of ESS Support Organizations to assist if required.

❑ Attend briefings as requested.

❑ Provide status report information to Section Chief prior to management team meetings.

❑ Brief workers within the Unit as needed.

❑ Prepare shift schedules as needed.

❑ Assist, support and provide direction to workers.

❑ Monitor Unit personnel to ensure appropriate worker care is implemented.

❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.

❑ Deactivate assigned position and close logs when authorized by the 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 Branch.

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

COMPUTER SYSTEMS

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

Reports to: Information Technology Branch Coordinator
Title (if this function is staffed): Computer Systems Supervisor

Responsibilities:

1. Oversee the installation of computers provided to the Reception Centre.

2. Provide technical support for personnel working in the Reception Centre.

3. Ensure that the ability to communicate with outside individuals and organizations via the Internet, if appropriate and can be provided.

Activation Phase:

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

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Maintain position log in chronological order describing actions taken during the shift.
❑ Ensure computer access for use by ESS personnel if required and available.
❑ Ensure computer access for use by evacuees if appropriate.
❑ Attend briefings as requested.
❑ Provide status report information to Section Chief prior to management team meetings.
❑ Brief workers within the Unit as needed.
❑ Prepare shift schedules as needed.
❑ Assist, support and provide direction to workers.
❑ Monitor Unit personnel to ensure appropriate worker care is implemented.
❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.

❑ Deactivate assigned position and close logs when authorized by the 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 Branch.

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

FINANCE SECTION

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

Reports to: Reception Centre Manager
Title (if this function is staffed): Finance Section Chief

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

Responsibilities:

1. In consultation with the EOC (if activated) and other Sections within the Reception Centre, ensure that the following responsibilities of the Finance Section are addressed as required:
   - Maintenance of all financial records generated by the Reception Centre,
   - Record of time worked by Reception Centre personnel, including contractors (e.g., security),
   - Determination of spending limits,
   - Administration of any necessary procurement contracts,
   - Handling of WorkSafe BC claims and other claims (e.g., building damage).
   - 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 Reception Centre Action Plan are accomplished within the operational periods of deadlines.

5. Keep the Reception Centre Manager informed of significant issues affecting the Finance Section.

6. Supervise the Finance Section (if staffed).

Activation Phase:

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

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

Operational Phase:

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

❑ Establish shifts of Finance Section staff as appropriate to the emergency.
❑ Ensure that fiscal requirements are coordinated through the Finance Section.
❑ Provide Section personnel with information updates as required.
❑ Ensure that all Unit Supervisors (if activated) maintain their position logs.
❑ Ensure that all equipment and supplies are tracked and accounted for.
❑ Ensure appropriate paperwork is given to the Situation and Documentation Units in a timely manner.
❑ Brief Reception Centre Manager and Section Chiefs on the current financial situation and other related matters on an on-going basis.
❑ Ensure that all cost-recovery documentation is accurately maintained by the Cost Unit during the response, and submitted on the appropriate forms to the EOC.
❑ Assist, support and provide direction as required.
❑ 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 Reception Centre Manager.
❑ Submit a list, for delivery to the appropriate section, of the following:
  - Status of all borrowed equipment
  - All ESS equipment and supplies needing restocking
  - Names of personnel and hours worked
❑ Clean up work area before leaving.
❑ Sign out with Volunteer/Staff Management Branch.
❑ Leave a forwarding number.
❑ Access critical incident stress debriefing as needed.
❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

– Position Log
– ESS Personnel Request Form
– Status Report
– Shift Schedule
– ESS Resource Request Form
– PEP Expense Reimbursement Request
– PEP Expense Reimbursement Request Supplement
– PEP Equipment Repair/Replacement Request
– WorkSafe BC Forms (not provided in manual)
– PEP WorkSafe BC Coverage and Claims Policy (not provided in manual)
– Purchase Order Form (not provided in manual)

COST

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

Reports to: Finance Section Chief
Title (if this function is staffed): Cost Unit Supervisor

Responsibilities:

1. Consult with the Documentation Unit to ensure that all disaster information for reimbursement through PEP and/or the local authority is maintained.

2. Coordinate all financial cost recovery applications with agencies offering emergency assistance.

3. Prepare and maintain a cumulative cost report for the Reception Centre response.

4. Oversee the implementation & operation of the Cost Unit.

Activation Phase:

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

Operational Phase:

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

Deactivation Phase:

❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.
❑ Deactivate assigned position and close logs when authorized by the 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 Branch.
❑ Leave a forwarding number.
❑ Access critical incident stress debriefing as needed.
❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

– Position Log
– ESS Personnel Request Form
– Status Report
– Shift Schedule
– ESS Resource Request Form
– PEP Expense Reimbursement Request
– PEP Expense Reimbursement Request Supplement
– PEP Equipment/Replacement Request

TIME

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

Reports to: Finance Section Chief
Title (if this function is staffed): Time Unit Supervisor

Responsibilities:

1. In conjunction with the Volunteer/Staff Management Branch ensure that all on-duty time for personnel working at the 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 Branch and sign the PEP Task Registration Form. Obtain identification.
❑ Report to assigned supervisor to obtain current status and specific instructions
❑ Establish workspace.
❑ Determine resource needs, such as people, equipment, checklist copies, and other reference documents. Notify Logistics of any resource requirements.
❑ Obtain equipment, supplies and required forms.
❑ Establish and maintain a position log to list the actions taken during the shift.

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Maintain position log in chronological order describing actions taken during the shift.
❑ Working with the Volunteer/Staff Management Branch, initiate, gather, and/or update information on time worked by Reception Centre personnel, including contractors and others paid (e.g., security). Ensure that time records are accurate and prepared.
❑ Provide instructions for all Chiefs, Coordinators and Supervisors at the Reception Centre 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 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 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 Branch.

❑ Leave a forwarding number.

❑ Access critical incident stress debriefing as needed.

❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

COMPENSATION & CLAIMS

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

Reports to: Finance Section Chief
Title (if this function is staffed): Compensation & Claims Unit Supervisor

Responsibilities:

1. Oversee the investigation of injuries and property/equipment damage claims at the Reception Centre.

2. Complete all required WorkSafe BC forms.

3. Maintain a file of injuries and illnesses associated with the Reception Centre response including results of the investigation.

4. Liaise and consult with the Safety Officer, and Health Services Branch – First Aid on all injury claims.

Activation Phase:

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

Operational Phase:

❑ Maintain communication with assigned supervisor.
❑ Maintain position log in chronological order describing actions taken during the shift.
❑ Using existing WorkSafe BC protocols, process any WorkSafe BC claims. Provide for all necessary paperwork using current WorkSafe BC standards, policy, and procedures.
❑ Brief the Finance Section Chief on all significant issues affecting the Unit.
❑ Provide status report information to Section Chief prior to management team meetings.
❑ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.
❑ Deactivate assigned position and close logs when authorized by the 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 Branch.
❑ Leave a forwarding number.
❑ Access critical incident stress debriefing as needed.
❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

– Position Log
– ESS Personnel Request Form
– Status Report
– Shift Schedule
– ESS Resource Request Form
– WorkSafe BC Forms (not provided in manual)
– PEP WorkSafe BC Coverage and Claims Policy (not provided in manual)

PROCUREMENT

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

Reports to: Finance Section Chief
Title (if this function is staffed): Procurement Unit Supervisor

Responsibilities:

1. Oversee the procurement and allocation of supplies and materials not normally available.

2. Coordinate procurement activities, such as vendor/supplier contracts not previously addressed by existing agreements.

4. Oversee the implementation and operation of the Procurement Unit.

Activation Phase:

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

Operational Phase:

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

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

Deactivation Phase:

- ❑ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.
- ❑ Deactivate assigned position and close logs when authorized by the 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 Branch.
- ❑ Leave a forwarding number.
- ❑ Access critical incident stress debriefing as needed.
- ❑ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

- Position Log
- ESS Resource Request Form
- ESS Personnel Request Form
- Status Report
- Shift Schedule
- Purchase Order Form (not provided in manual)

SECTION 3

Reception Centre Function Aids

TABLE OF CONTENTS

CHANGE OF INFORMATION FORM

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
Additional copies available the ESS Office by Email note to mailto:ess@pep.gov.bc.ca, by phone toll-free at: 1-800-585-9559 or Fax: 250-952-5831.

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   **Distribution:**

White Copy – Registration & Inquiry – Reception Centre   } keep these two copies together
Yellow Copy – Central Registry

Pink Copy – ESS Admin. Support (Documentation Unit)

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 three-part form is completed by an ESS worker and then distributed as indicated, above.

Identifying Information   Complete as much information as possible, to ensure the correct ESS File is changed:
- *Effective date of change*: this may be different from the date the information is taken;
- *Change of Information taken*: mark either "in person" or "by phone";
- *At*: mark either Reception Centre or Central Registry;
- *Name of Family Representative*: as noted on ESS File;
- *ESS File #:* enter if person has the pink copy of the ESS File;
- Enter *Name of person reporting change*: if different from above;
- *Place of Registration*: this is the name of the facility where they first registered;
- Enter *Pre-Disaster Address, Postal Code, Telephone*.

Information to be

Changed

- Indicate whether this is to "add," "change" or "delete" information;
- 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);
- If changing contact numbers, be sure to add area code;
- Other changes add as much detail as possible;
- Interviewer's First Name and Last Initial – enter name of ESS worker recording this information and date the information was received.

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

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)

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 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 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
- ❑ 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.

CHILD CARE GUIDE - 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 Children and Family Development (MCFD). If they are able to respond at the time that they are notified, proceed to next step. If they are not able to respond, skip to number 3.
    - If MCFD is able to assist the unattended child, they will take-on the guardianship of the child and will seek out the proper parents/guardians. The MCFD workers must be identified by Staff ID cards.
3. If MCFD 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 MCFD.

**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 (ie. 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, MCFD 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.

COMMERCIAL LODGING TRACKING FORM

Use this form to track commercial lodging (rooms).
Keep this form at the Resource Acquisition area to verify the rooms available.
Notify the Referrals Unit Supervisor of blocks of rooms available for their use.

Supplier	Number and Type of Rooms Available	Referrals Unit Supervisor Notified of These Rooms?

CONTACT LOG

Event:	Time:	Date:
Operational Period:	PEP task #	Function/Position:

Agency:	Agency:	Agency:
Contact Name:	Contact Name:	Contact Name:
Title:	Title:	Title:
Business Phone:	Business Phone:	Business Phone:
Cell Phone:	Cell Phone:	Cell Phone:
Pager:	Pager:	Pager:
After Hours Phone:	After Hours Phone:	After Hours Phone:
Fax:	Fax:	Fax:
e-mail:	e-mail:	e-mail:
Location:	Location:	Location:
Comments:	Comments:	Comments:

DOCUMENTATION UNIT SETUP – SAMPLE

Sample Documentation Unit Setup in a Reception Centre

Completed forms returned

Workers take forms to their area

Referral Worker, Registration Only Workers, and Inquiry Workers pick up new forms

Completed Forms

Inquiry Cards

ESS File Registration & Services Record

New ESS File Forms

New Referral Forms

Current ESS Rates Sheet

Referral Record

Position Log

White & Pink copies of ESS File form, White & Yellow copies of the Change of Information form, and all copies of the Inquiry Card go to Search & Reply

ESS Files & matching Referrals are reviewed for completeness

Pink copy of Referrals goes to ESS Office, PEP (green stays in ESS File)

File Folder (Situation Reports)

File Folder (Action Plans)

Voided Referral Forms

File Folder (Misc.)

ESS File Registration & Services Record

ESS Files

Transfer Information onto Registration & Referrals Statistics Record

File ESS Files in Master File Box

= Table   = Tray

EMERGENCY SOCIAL SERVICES – KEY MESSAGES

Responsibility for Emergency Preparedness:

- In BC, 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 and as well as providing advice and paying ESS response costs the province cans support localgovernment 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 BC.

- 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:

- The ESS Program operates within the overall emergency management framework established by the Provincial Emergency Program (PEP), Ministry of Public Safety and Solicitor General.

- The ESS Office of the Provincial Emergency Program provides overall leadership and coordination of ESS across BC.

- ESS services are delivered by local ESS teams that are primarily volunteers – there are over 5,000 trained volunteer ESS responders located throughout the province.

- More than 150 communities in British Columbia have an ESS team.

ESS Support Organizations:

The following organizations support the work of ESS in British Columbia:

- BC Housing (BC Housing)
- Buddhist Compassion Relief Tzu Chi Foundation of Canada (Tzu Chi)
- Canadian Red Cross Society (CRCS)
- Canadian Disaster Child Care (CDCC)
- Emergency Social Services Association (ESSA)
- Justice Institute of BC (JIBC)
- St. John Ambulance (SJA)
- The Salvation Army (TSA)

ESS FILE – REGISTRATION AND SERVICES RECORD

Page 1 View

E.S.S. FILE
REGISTRATION AND
SERVICES RECORD

2. ESS FILE # T 123456

3. PEP TASK #

BRITISH COLUMBIA Ministry of Human Resources

Personal information is collected under the authority of the Emergency Program Act and may be shared with other organizations to enable the provision of emergency services. Questions regarding the collection, use or disclosure of this information should be directed to: Director, ESS Program Office, Ministry of Human Resources, P.O. Box 9942 STN PROV GOVT, Victoria, B.C. V8W 9R2 Phone: 1-800-585-9559

1. RESTRICTION
Concerned family and friends may inquire about you and your family because of the emergency. We would like to provide these people with some information about you. May we disclose your location and the contact information for you and your family members? Yes ☐ No ☐

4. LAST NAME (family representative) INITIAL

5. FIRST NAME

6. AGE 7. GENDER (Circle one) M F 8. NICKNAME

9. PLACE OF REGISTRATION FACILITY COMMUNITY

PERMANENT ADDRESS
10. APT# & STREET ADDRESS
11. COMMUNITY
12. PROVINCE
13. COUNTRY
14. POSTAL CODE
15. TELEPHONE ( )
16. ALTERNATE # ( )

POST DISASTER ADDRESS
17. APT# & STREET ADDRESS
18. COMMUNITY
19. PROVINCE
20. COUNTRY
21. POSTAL CODE
22. TELEPHONE ( )
23. ALTERNATE # ( )

"PLEASE NOTIFY THE RECEPTION CENTRE OR CENTRAL REGISTRY IF YOU CHANGE YOUR LOCATION."
(INTERVIEWER SHOULD PROVIDE A PHONE NUMBER FOR EVACUEES TO CALL WITH A CHANGE OF LOCATION)

24. FAMILY INFORMATION "What are the names of immediate family members who live within the same household whom you know are safe?"

25. ADDITIONAL COMMENTS Use this area to add any information that may help to identify this person if an inquiry is made or that will help explain this persons situation.

LAST NAME	FIRST NAME	INITIAL	RELATIONSHIP	GENDER	AGE
				M F	
				M F	
				M F	
				M F	
				M F	
				M F	
				M F	
				M F	

OFFICE USE ONLY:
35. CHANGE OF INFORMATION FORM INSIDE FILE ☐
36. CROSS REFERENCE LAST NAME FIRST NAME ESS FILE #
37. FOLLOW-UP REQUIRED ☐ YES (see details below) ☐ COMPLETED
38. CLOSED DATE YYYY | MM | DD

26. SIGNATURE OF FAMILY REPRESENTATIVE
27. INTERVIEWER'S FIRST NAME AND INITIAL OF LAST NAME (PLEASE PRINT) TIME: (24 HOUR CLOCK) DATE YYYY | MM | DD

White Copy - Registration & Inquiry - Reception Centre Pink Copy - Central Registry Yellow Copy - Evacuee Card Copy - ESS Admin. Support

NOTE TO EVACUEE: PLEASE RETAIN THIS COPY AS PROOF OF REGISTRATION

28. 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 ☐ NO ☐
(IF NO, PROVIDE SERVICES. IF YES, ASSIST THEM IN CONTACTING THEIR INSURANCE AGENT TO CONFIRM COVERAGE FOR THIS EVENT)
"DO YOU HAVE FRIENDS OR FAMILY THAT YOU CAN STAY WITH?" YES ☐ NO ☐

Page 2 View

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?" [ ] YES [ ] NO
  If "yes" then,
- Do you have sufficient supply for the next 72 hours? [ ] YES [ ] NO
  If "no", refer to Health Services for assistance.

DIETARY

- "Do you have special dietary requirements?" [ ] YES [ ] NO
  If "yes", please specify _____

31. REFERRALS MADE WITHIN RECEPTION CENTRE

		REFERRAL COMPLETED (please initial)	DATE		
			YYYY	MM	DD
INQUIRY	Reason		YYYY	MM	DD
HEALTH SERVICES	Reason		YYYY	MM	DD
FIRST AID	Reason		YYYY	MM	DD
PERSONAL SERVICES	Reason		YYYY	MM	DD
CHILD CARE	Reason		YYYY	MM	DD
PET CARE	Reason		YYYY	MM	DD
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 FILE - REGISTRATION AND SERVICES RECORD INSTRUCTION GUIDE

Completed by	ESS workers

Available from   Contained in ESS File Kit
Additional copies available from the ESS Office by E-mail note to
 mailto:ess@pep.gov.bc.ca by phone toll-free at: 1-800-585-9559 or Fax:
250-952-5831.

Purpose   The ESS File Registration and Services Record is used to record necessary information regarding the identity, location and needs of persons who are affected as a result of an emergency. This form is completed by a Registration worker and is designed to guide the interviewer through an interview with evacuees to identify their immediate needs and provide services. If evacuees only need to register and require no other services, such as food, clothing or lodging, the ESS File may be completed by a trained ESS worker in the "Registration Only" function area.

Procedure for Processing

Distribution:
White Copy – Registration & Inquiry – Reception Centre   } keep these two copies together
Pink Copy – Central Registry
Yellow Copy – Evacuee
Card Copy (file) – Documentation Unit

Once the file is completed and the family representative has received the yellow copy of the registration form, the rest of the file is forwarded intact to the Documentation Unit (formerly ESS Admin. Support). An ESS worker removes the top stub, separating the card copy from the flimsies. The card copy becomes a file to hold all documentation relating to that family. The two flimsies are forwarded to the Screening Unit in the Search and Reply area. Once the cross-referencing is done (if applicable) at the Search and Reply area, the new flimsies are separated, with the card copy going to the Documentation Unit and all the flimsies staying with Search and Reply.

Instructions for Completing ESS File Form – General

IMPORTANT: Because of the sensitive nature of this responsibility, the ESS file should only be completed by ESS workers who have been specifically trained for this task.

The ESS File is Completed for People affected by the disaster who:
a. are at a Reception Centre or other ESS delivery location and require emergency services;
b. are already lodged at a private or commercial location and wish to inform Central Registry of their present whereabouts;
c. have no firm plans as to where they will stay, but wish to leave the

name, address and telephone number of a contact person (friend, relative, employer, etc.) whom they will inform of their eventual emergency address;

d. phone in to register that they are safe and away from the disaster area.

One ESS File is used to **register all those immediate family members who live within the same household, whose whereabouts and safety are known.** Once the Screening Unit, Search and Reply receives the flimsies, ESS workers there will check for family members with different last names, and complete another ESS File for each family member with a different last name.

Key points for completing the ESS File are:

- Use a ballpoint pen (preferably black ink) and **press firmly**. All pages are self-duplicating.
- Registration Supervisor should check the card for completeness, ensuring all necessary services available within the Reception Centre are provided, before evacuees leave the Centre.
- Strive for quality of service and not quantity. Take the time required (20-25 minutes) to complete the form and identify the needs of the evacuees.
- Ask each question and put a diagonal line over any box number being left blank, indicating the question has been asked.
- Freedom of Information Statement at the top of the form does not need to be read to the evacuee by ESS workers. However, upon completion of the form, the evacuee will be asked to review and sign the completed form, including the FOI Statement.

Instructions for Completing ESS File Form – Specific

Information should be recorded by Registration worker or in extreme circumstances, a family representative:

Freedom of Information and Protection of Privacy Statement

This statement provides evacuees with information about:
the authority under which the information is collected;
how the information will be used and who it will be shared with;
who evacuee can call with questions regarding the collection, use or disclosure of the information.

Although this statement does not need to be read to evacuees, it should be drawn to their attention prior to them signing at the bottom.

Block 1 (Restriction)

- Because of personal or family concerns, some evacuees will not want their registration information given to anyone. This decision

- Read the information in the restriction box to the evacuee **EXACTLY THE WAY IT IS WRITTEN**. Ensure the evacuee has listened and clearly understands the implications of the restriction box.
- "Concerned family and friends may inquire about you and your family because of the emergency. We would like to provide these people with some information about you. May we disclose your location and the contact information for you and your family members?"
- If the evacuee says yes, mark the "YES" box in the restriction block with a large "✓". The file **IS NOT** restricted.
- If the evacuee says no, mark the "NO" box in the restriction block with a large "✓". Tell the evacuee that the file is now restricted. This means that no information on their whereabouts will be given out to anyone. If an inquiry is received about the evacuee, the evacuee will be contacted and given the name and phone number of the inquirer and decide how to handle it.
- Advise the evacuee that if they require any further service they should tell the worker their file is restricted so it can be obtained from the Search and Reply Supervisor.

Note: Once a restricted registration is completed, hand-deliver it to the Registration Supervisor, who will pass it on to the Search & Reply Supervisor (if Search and Reply Unit is activated).

Block 2 (ESS File Number)	This number is used to cross-reference the file to other forms. It is already pre-printed.
Block 3 (PEP Task Number)	Every disaster is issued a task number by the Provincial Emergency Program. The task number permits emergency responders to make approved expenditures on the disaster relief effort. Be sure this number appears in Block 3. You will receive this number at the Reception Centre.
Block 4 & 5 (Name)	Family name/First name (family representative). This is the person registering the family. Print one letter per block.
Block 6 – 8 (Age/Gender/ Nickname of Family Representative)	These blocks must be completed in order to help make a positive identification. If someone doesn't want to give out their age, put a line through the block.
Block 9 (Place of	The facility or name of the Reception Centre or specific place, such as a hospital, where the registration is taking place and the community where the

Registration)	facility is located.
Block 10 – 16 (Permanent Address)	This is the **permanent address** of the evacuee. If the evacuee is a tourist/visitor, record their home address (even if outside the disaster area). Use the street address. Enter additional address information (e.g., mailing address, box number or location where tourist/visiting person was staying) in Block 25 "Additional Comments."
Block 17 – 23 (Post Disaster Address)	This is where the person will be staying until they can return to their home.
	For Registration workers only (when Registration and Referrals are separate functions). If the evacuee needs lodging, write "L" (for lodging) in the margin beside Block 17. This will indicate to Search and Reply volunteers that they will need to find the completed form in the files to fill in Blocks 17-23.
	Impress upon evacuees that if they change their post-disaster address (evacuees may move from a hotel to a friend's home, or return home etc.), they must phone or go to the Reception Centre, or call the Central Registry and Inquiry Bureau's 800 number. People may be inquiring about them and if they move without letting us know, we cannot tell friends and relatives where they are. A separate "Change of Information" form must be completed. You will receive the forms at the Reception Centre.
Block 24 (Family Information)	**Read the statement exactly as it is written on the form**. - List immediate family members who live in the same household and whose whereabouts and safety are known. - List all family members on the same card regardless of their family name. The information will be separated onto different forms later. - If you have any doubt whether someone should be included on the same form (e.g., student, boarders), fill out a separate registration form for that person. Do not register a person twice.
Block 25 (Additional Comments)	It is not always necessary to use this space.
	Include information that will assist in identifying the evacuee **if address or phone number is not available** (e.g., treaty number, PO Box, physical description), and assist the ESS worker to understand their needs.
Block 26 (Signature of Family Representative)	- The ESS File – Registration and Services Record includes text related to the collection, use, and disclosure of information gathered during the registration process. Information is collected under the authority of the *Emergency Program Act* and may be shared with other organizations. - Evacuees should read and understand all of the information on the

registration form, including the Freedom of Information (FOI) text in the top centre of the form prior to signing their name in "Block 26."
- The person registering the family should sign the ESS File – Registration and Services Record once it has been completed.
- Upon completion of "Block 25" (additional comments), the registration worker should turn the record around so that it faces the evacuee.
- The worker should ask the evacuee to review the record, check that the documented information is correct, and ask if there are any questions about the information contained on the record.
- Once the information has been reviewed, the evacuee should sign his or her name.
- Further questions from the evacuee about the collection, use or disclosure of their personal information should be referred to the ESS Office at PEP HQ in Victoria.
- Give evacuee the yellow copy of the ESS File – Registration and Services Record.

Note: Refusal to sign the form does not mean service will be denied. ESS will still provide service and reunite loved ones. However, the file will be restricted because Canadian Red Cross Society and/or ESS cannot be certain an evacuee who refuses to sign the form has understood how the information will be used. While a restricted form won't prevent family reunification, it may slow down the process.

Block 27 (Interviewer)	Print your FIRST name only and the initial of your last name and the time and date of the interview.
Block 28 (Brief statement of how the person was affected in disaster)	Does family have friends or other family that they can stay with? Yes/No. Does the family have insurance to cover immediate needs? Yes/No. An ESS worker may decide to start the interview with this question, since it gives the family a chance to debrief. It gives the family the opportunity to explain how they were affected by the disaster and helps the ESS worker assess the immediate needs of the family, such as if they have friends or family to stay with and/or if the person/family has insurance coverage for temporary lodging, food and clothing replacement. If time permits, try to include: • where family members were at time of disaster; • if any injuries were sustained; • what they were able to retrieve; • how they got to the Reception Centre; • what instructions or information they received from first responders; • what they perceive to be their immediate needs. This is a good chance to assess the emotional state of the person and

suggest Emotional Support if necessary.

If the family **has insurance** that can cover their costs, instruct them to make necessary purchases, keep all receipts and contact their insurance agent immediately to arrange for payment of services. If their home is unfit to live in, they will want to confirm their coverage for **additional living expenses**. Where the evacuee is denied access to their home by civil authorities, for instance under a mass evacuation order, they should ask their agent specifically if they have **prohibited access** coverage. if they have difficulties contacting their insurance agent or are uncertain about their coverage, services should be provided as usual, pending clarification of insurance.

Assistance in resolving insurance related concerns is available by calling the Insurance Bureau of Canada Consumer Information Line at 604 684-3635 ext. 222, or toll free at 877-772-3777.

Note: PEP does not have the ability to be reimbursed by an evacuee's insurance plan/company.

Block 29 (Services Required)	Identify whether the person/family requires restaurant meals or groceries, clothing, transportation, or incidentals such as personal hygiene products. Place a "✓" in appropriate boxes.

Depending on availability of accommodation, indicate where the person/family will be staying. The hotel name and address or friend's name and address should be added to the top section "Post Disaster Address"

Boxes 17 to 23. If Group Lodging is provided, the name and location of the Group Lodging Facility should be noted in Box 17, as well as Box 29, as indicated.

Pre-authorization must be obtained from PEP in regards to any unusual items, services or amounts in excess of those listed on the ESS Rate Sheet.

Block 30 (Special Needs)	**Medical** – Some people may be reluctant to explain their medical concerns to an ESS worker, but need to be referred to Health Services Branch. As well, they may not have necessary medication with them or enough to last for 72 hours. Use the questions on the form to try to determine their medical needs and refer them to Health Services Branch if assistance is required.

Dietary – Make note of any dietary restrictions the person or any members of their family may have. This will be especially important if they are referred to a Group Lodging facility.

Block 31	Many Reception Centres will offer a variety of services such as First Aid,

(Referrals made within Reception Centre)	Emotional Support, etc. Review each service available with the family representative in case they are either not aware they are available, or have forgotten to mention a possible need.
	Mark a "4" in the necessary services required that are available within the Reception Centre and state the reason why the referral is requested. Where possible, the ESS Worker should escort the person to these services and hand the ESS File to the appropriate response worker. Prior to taking the ESS File to another function area, the Registration worker should tear off the top two flimsies and pass to Search and Reply. It is important that Search and Reply receive the top two flimsies as quickly as possible, in case there are emergencies. Once the person has been satisfactorily attended to, the response worker initials and dates the referral. The response worker then either takes the person to the next referral marked on the card, or returns the ESS File immediately to the Documentation Unit.
Block 32 (Other Agency Referrals Made Outside Reception Centre)	A person may require services not available within the Reception Centre. Examples of this may be a family resource centre, Mental Health or other community agencies. The ESS worker should make note in this space what agencies the person was referred to and any follow-up needed.
Block 33 (Family Recovery Plans – immediate and long range)	This section helps the family representative focus on what other needs they may have in the short-term, and then what recovery plans they need to make for the long-term. This may include getting in touch with their insurance agents, getting the children back to school as soon as possible, arranging for contractors or clean-up, contacting relatives and friends to let them know they are safe.
Block 34 (Follow-up Required)	The Registration worker should give detailed information about the follow-up requirements.
	For example, the family may have been referred to community services and the ESS worker may want to follow-up to ensure the family needs were addressed. This would be the appropriate place to note this on the file.
	If all immediate needs of the family are met, the ESS worker should write in this space: **"Evacuee states that all immediate needs have been met. Recommend file be closed."**
	The Registration Supervisor will review file and if everything is satisfactory, will close the file by adding the date in the top section of the form.

Office Use Only

Block 35 (Change of Information Form Inside File)	If the family moves from one post-disaster address to another, they should immediately contact either the Reception Centre where they registered or Central Registry.
	An ESS worker will complete a Change of Information form (HR2622), with one copy for the Search & Reply Unit at the Reception Centre, one copy for Central Registry, and the third copy to be added to the family's ESS file at the Documentation Unit. When a Change of Information form is added to the file, an "X" should indicate this in Box #35 on the top part of the ESS File.
Block 36 (Cross Reference)	For use by Search and Reply Area only. When an immediate family member living in the same household, such as a spouse, child, stepchild or accompanying dependent, has a different last name on the Family Information List, the Intake Unit (Search and Reply) will complete a new card for each person with a different last name. This box is then used to indicate the last name, first name and ESS File # of the family representative for this person. This will help to facilitate the Inquiry task and reunite families more quickly.
Block 37 (Follow-up Required)	When follow-up is required as indicated at the bottom of the form (Box 34) an "X" should be added to the "yes" box in this box at the top of the form. This will alert ESS workers in the Documentation Unit that follow-up is required and a Follow-up Card will be added to the File prior to it being placed in the Master File.
Block 38 (Closed Date)	Once all immediate needs of the person/family are met and no follow-up is required, the Registration Supervisor adds the closed date to the file.
Close of Reception Centre	Once the Reception Centre is closed, all ESS Files and all copies of Referrals and Change of Information forms must be delivered to your PEP Regional Office to be stored according to standard government procedures. Contact your Regional PEP Office for instructions or contact the ESS Office at 1-800-585-9559.

ESS FILE - 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.

Instructions for Search & Reply Supervisor:

 ➢ Search & Reply Supervisor at the Reception Centre makes out a duplicate copy of the registration file form with the first and family name only and the words "See Supervisor" in large caps across the form. Include the ESS File # from original registration.
 ➢ This **"See Supervisor" copy** is distributed as follows:

White copy	to	Registration File in Search & Reply
Pink & yellow copies	to	Discard (shred)
Card	to	Documentation Unit in the Planning Section

 ➢ The **original restricted registration** (containing all the information about the evacuee) remains with the Search & Reply Supervisor and is not to be removed from that area, unless requested by the Registration Supervisor in order to provide additional services.

White & Card copies	to	Search & Reply Supervisor
Pink copy	to	CRIB in sealed envelope separate from unrestricted registration copies
Yellow copy	to	Evacuee

When a file has been restricted, Search & Reply does not give out information to anyone inquiring about that family. Even if the registrant is only concerned about being located by one particular individual, Search & Reply has no way of verifying the identity of inquirers.

If an inquiry is made about a restricted registration, the Search & Reply Supervisor (or designate) contacts the registered evacuee and provides the inquirer's location or phone number. The evacuee then decides whether or not to make contact.

Important Note: In the event that there is no Search & Reply Unit on site at the Reception Centre, the Registration Supervisor will take responsibility for processing and safeguarding any restricted ESS Files, as these files must remain accessible in case the evacuee returns for additional services.

ESS FILES KIT CONTENTS

Available from   The ESS Office by E-mail note mailto:ess@pep.gov.bc.ca or by phone, toll-free at: 1-800-585-9559 or fax 250-952-5831.

Contents

- Instructions for completing and processing ESS Files
- 300 ESS Files (Registration and Services Record)
- One Set A-Z Guides (8 ½" x 11")
- "OUT" Cards (8 ½" x 10") and Follow-Up Cards (8½" x 10")
- 50 Change of Information Forms
- 12 Medium black ball-point pens
- File box for Registration copies (for Search and Reply)
- 1 Set A-Z Guides (7" x 11") for Search and Reply
- Blow-up of ESS File to be used to train volunteers or, in extreme circumstances, groups of evacuees self-registering

Purpose   For convenience and efficiency in setting up the Registration filing system in the Documentation Unit, the ESS Office will provide a limited number of complete ESS File Kits to ESS teams. Kit contents as listed above are packed into a two piece cardboard box, with each half of the box serving as a file box – the larger half for the ESS Files and the smaller half for the Search and Reply flimsies.

Procedures   The Registration area will need the ESS File forms, instructions for completing them, the Change of Information forms and pens.

The blown-up poster version of the ESS File form is used to train volunteers, if necessary, or may be used in extreme circumstances to assist groups of evacuees with self-registration. The remainder of the kit, the small half of the kit box and the smaller set of A-Z guides are for the use of Search and Reply personnel.

Instructions   File kits are very costly to produce; therefore, the ESS Office reserves the right to limit the quantity issued to any single community. You may request one ESS File Kit for each of the primary Reception Centres designated for your community. Additional forms may be ordered separately to supplement those forms supplied with the kit, or to replace used or out of date forms. A new kit should only be ordered when the file boxes themselves are no longer serviceable.

ESS FOLLOW-UP CARD

ESS - FOLLOW-UP REQUIRED

- This card should be placed in a ESS File when follow-up is required.

- Be sure to write the date, action taken and your initials on the "Follow-up Required" section at the bottom of the evacuee's ESS File.

HR2576A(01/07) 7530906056

ESS FOLLOW-UP CARD INSTRUCTION GUIDE

To be used in conjunction with ESS files

To Be Completed By: During a disaster the Registration and/or Referrals Unit
                           Supervisors and Documentation Workers

Available From: Contained in ESS Files Kit, Additional supplies available from the
                           ESS Office by phone 1-800-585-9559 or fax (250) 952-5831.

Purpose

This card is inserted into an ESS File prior to being filed in the Master Files to identify that follow-up with a person/family is required.

Procedure For Processing

When the Registration or Referrals Unit Supervisor receives the file, if follow-up is required, a blue Follow-up card is inserted to indicate that additional assistance is required at a later date. An example of this may be if a family is referred to an outside agency, to check if they received the assistance they required. These are reviewed by ESS Documentation workers when time permits and assigned to the Registration or Referrals Unit Supervisor to follow-up. Once all needs are met, the "FOLLOW-UP" Card is removed and reused for other files.

Instructions For Completing

Add "FOLLOW-UP" Card to ESS File for easy identification.
A detailed explanation of situation and why follow-up is required should be noted in Box #34 of the ESS File. There may be more than one attempt made to provide service and each action should be recorded on the ESS File by each ESS worker dealing with the file. This will ensure each volunteer working with the file has all the information.

ESS INCIDENT REPORT

Date of Report: _____

Person Completing Report: _____

Position Title: _____

Telephone: _____ Work Location: _____

Incident Information: (continue on additional sheet, if necessary)

- Location: _____

- Date: _____ Start Time: _____ End Time: _____

- Description of Incident -- may include, but is not limited to, the following:

  - ➢ Property or equipment loss/damage/stolen
  - ➢ Personal injury or illness, violence, fire
  - ➢ Persons affected by the incident
  - ➢ Possible cause(s) or contributing factors
  - ➢ Apparent unsafe conditions

_____

_____

_____

_____

Actions Taken: (continue on additional sheet, if necessary)

_____

_____

_____

Investigator Contact Information:

Name: _____ Telephone: _____

Witness Contact Information:

Name: _____ Telephone: _____

Copy sent to: Safety Officer or RCM: _____   Is this a WorkSafe BC Incident? No   Yes

WorkSafe BC Report Completed _____

ESS OUT CARD

ESS OUT CARD

ESS FILE #	NAME OF FAMILY REP (LAST/FIRST NAME)	SIGNED OUT TO	DATE OUT	DATE IN

HR2576B(01/07) 7530906056
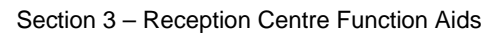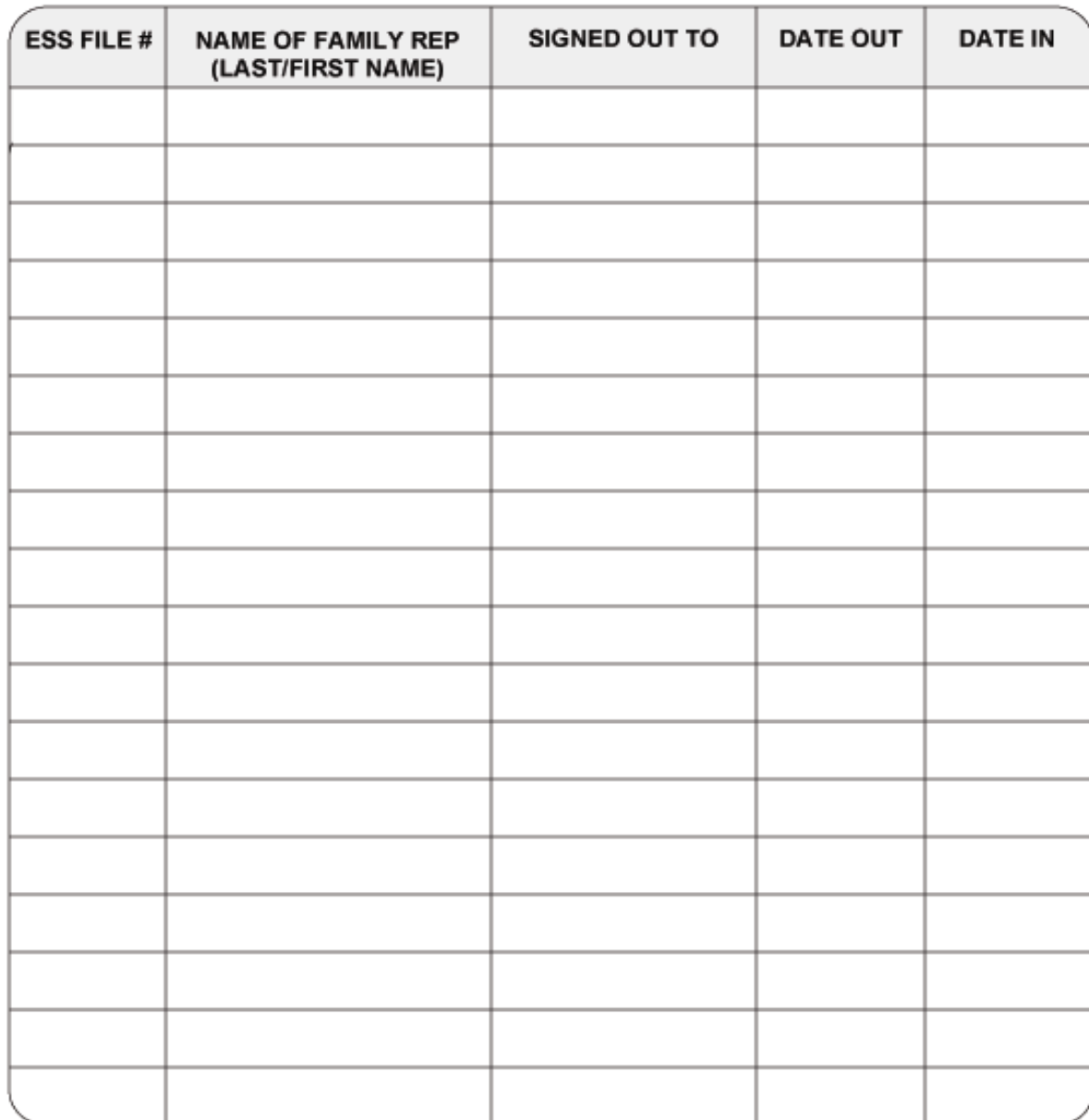
ESS OUT CARD INSTRUCTION GUIDE

To be used in conjunction with ESS Files during a disaster

To Be Completed By: Documentation Unit

Available From: Contained in ESS File Kit. Additional supplies available from the ESS Office by phone 1-800-585-9559 or fax (250) 952-5831

Purpose

This card is used to replace an ESS File when it is removed from the Master File. An example of this may be if a person returns to the Reception Centre for additional services and the file needs to be reviewed by the Referral worker. This "OUT" card stays in the Master File and indicates who has the file and when it was taken out.

Procedure For Processing

If an ESS File needs to be removed from the files, this card replaces the ESS File while it is out. The Documentation Unit worker completes the necessary information on a blank line of this card and puts the OUT card in place of the ESS File. Once the ESS File is returned, the DATE IN is recorded, the OUT card is removed and the ESS File is back in its place. The OUT card can be reused several times.

Instructions For Completing

If an ESS File needs to be removed from the filing area by an ESS worker, the Documentation Unit worker completes an "OUT" card, registering:

- ESS File Number;
- Name of family representative;
- Full name of who the file is signed out to;
- Date Out.

When the ESS File is returned, the Date In is completed. This "OUT" card can then be used again for another ESS File that is signed out.

ESS PERSONNEL REQUEST FORM

ESS PERSONNEL REQUEST FORM

Request From: (Name) _____ Section / Unit _____ Date _____ Time (24-hour) _____

# of Personnel Required	Tasks to Perform (location, duration)	Types of Skills Required	Time Needed (check if urgent)
			◯
			◯
			◯
			◯
			◯
			◯
			◯
			◯
			◯
			◯
			◯
			◯

ESS RATES SHEET

EMERGENCY SOCIAL SERVICES (ESS) RATES
Effective April 1, 2009
NOT REDEEMABLE FOR CASH

BRITISH COLUMBIA
The Best Place on Earth

Emergency
ManagementBC

NOTE TO SUPPLIER: Services to meet immediate needs should be provided in the **most cost-effective manner**. Rates below are **maximum amounts** – no additional surcharges are allowable. Extra costs incurred by the evacuee beyond the approved items listed below are the responsibility of the evacuee. See "NOTE TO SUPPLIER" on Referral form for reimbursement process, and "Information for Suppliers and ESS Responders" on the back of the Referral form for more detailed information.

NOTE TO ESS WORKER: A current ESS Rates sheet must accompany each Referral Form. The Provincial Emergency Program (PEP), Emergency Coordination Centre must be consulted when extraordinary requirements are needed to provide for immediate needs 1-800-663-3456.

ITEMS OF ASSISTANCE	ALL ITEMS ARE GST EXEMPT (#107864738)			
FOOD		Breakfast	Lunch	Dinner	TOTAL
Restaurant Meals	Rate per person	$10.00	$13.00	$22.00	$45.00 (inc. pst)
--OR--	Half the restaurant meal rate applies should the evacuee choose groceries.				
Groceries	Daily rate per person	$22.50 (inc. pst)			
	Gratuities, tobacco products and alcohol are not included.				

(Note: the FOOD table has sub-columns Breakfast, Lunch, Dinner, TOTAL)

ITEMS OF ASSISTANCE	Details
LODGING **Hotel/Motel/B&B** -- OR -- **Billeting in Private Homes**	Emergency Social Services is eligible for approved Provincial Government Rates from commercial accommodations supplier listed in the Ministry of Labour and Citizens' Services Business Travel Accommodation Listings for government travel. http://www.pss.gov.bc.ca/csa/categories/accommodation/search/ **Only the cost of the room is covered.** The evacuee is responsible for all other charges (e.g. video rentals, damages, parking, local and long distance calls). The Referral Form for billeting is issued to the billeting host (supplier). Billeting rate does not include meals. **Billeting Rate:** $30 per night based on single person occupancy. Add $10 for each additional adult and youth and $5 for each additional child
CLOTHING (to be issued when evacuees have not been able to pack necessities)	Adults, youth and children *up to $150.00 maximum per person (inc. pst) Clothing is provided as needed to preserve health and modesty. This **is not wardrobe replacement**. Clothing may include footwear or special needs items such as baby diapers. *Where extreme winter conditions apply at the time of the incident, and on a needs basis, amount may be increased to $200 per person.
TRANSPORTATION	Transportation necessary to meet immediate needs (e.g. taxis, 3 day bus pass, gasoline)
INCIDENTALS (to be issued when evacuees have not been able to pack necessities)	Adults, youth and children up to $50.00 maximum per person (inc. pst) May include miscellaneous items such as personal hygiene products, laundry supplies, pet food and lodging, medications for a 3 day period, and other immediate needs as required. For extraordinary needs, see "NOTE TO ESS WORKER" above.

Support is provided for a *maximum of 72 hours immediately following an evacuation*, unless otherwise authorized.

PEP2395R (09-04-01)
7530906079 (50/PD)

ESS
RECEPTION CENTRE/GROUP LODGING
SITUATION REPORT

FROM: ☐ **RECEPTION CENTRE** or ☐ **GROUP LODGING**

TO: ESS Director at EOC Fax # _____PEP Task #_____

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: ( )

Services Provided Statistics:	**How Many this report**	**Running Total**
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: _____		
Number of ESS workers activated in this report :		
Local Volunteers		
Community Staff		

Financial Estimates of Event:	**How much this report ($)**	**Running Total ($)**
Estimated cost of referrals (food, lodging, clothing, transportation, incidentals)		
Estimated cost of other on-site ESS operations (food services, equipment rental, etc.)		

Page 1 of 2

Comments/Issues: (for completion by Group Lodging Manager or Reception Centre Manager)

PLEASE NOTE: THIS REPORT DOES NOT CONSTITUTE A REQUEST FOR ADDITIONAL RESOURCES

Approved by:

_____   ❑ Reception Centre Manager   ❑ Group Lodging Manager

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: _____

Page 2 of 2

ESS REFERRAL FORM

BRITISH COLUMBIA

Ministry of Public Safety and Solicitor General

REFERRAL

PLEASE PRESS HARD - YOU ARE MAKING 4 COPIES

NOTE TO SUPPLIER: GST exempt # 107864738. Please attach itemized receipts and invoices providing specific details of goods and/or services along with the original (white) copy of this Referral form and submit to the Provincial Emergency Program. See reverse for more detailed information and billing instructions.
If no Emergency Social Services (ESS) Rates sheet is attached to this Referral form, call 1-800-663-3456

NOT REDEEMABLE FOR CASH

3. NAME OF SUPPLIER

1. PEP TASK #

Referral #   123456

2. ESS File # (if applicable)

4. ADDRESS OF SUPPLIER

5. CITY

6. POSTAL CODE

VALID ONLY

From
9. HH / MM (24 hour clock)
10. YYYY MM DD

7. TELEPHONE
( )

8. FAX
( )

To
11. HH / MM (24 hour clock)
12. YYYY MM DD

13. **At the request of the Community or District of**

Please provide the following goods and services in accordance with the Emergency Social Services Rates attached, to the following person(s):

14. NAME OF FAMILY REPRESENTATIVE (family name, first name)

15. NAME OF PERSON PURCHASING GOODS (if different from family representative)

16. **Number of Adults or Youths (13 - 18): _____**

Names: _____ _____

_____ _____

Number of Children (12 & under): _____

Names: _____ _____ _____

_____ _____ _____

NOTE TO ESS WORKER: Use one form for each different supplier AND Tick "YES" or "NO" for each category below

17. **FOOD** [ ] YES [ ] NO   *** GST EXEMPT ***

[ ] Restaurant Meals   OR   [ ] Groceries

# of adult/youths: _____   # of children: _____

Total # of meals per person during "Valid Only" period:

# of Breakfasts: _____   # of Lunches: _____   # of Dinners: _____

NOTE: Alcohol, tobacco and gratuities are not eligible expenses
Refer to attached ESS Rates sheet for maximum allowable rates

18. **LODGING** [ ] YES [ ] NO   *** GST EXEMPT ***

[ ] Hotel/Motel   OR   [ ] Billeting

# of nights authorized: _____ (maximum 3)

Refer to attached ESS Rates sheet for maximum allowable rates

19. **CLOTHING** [ ] YES [ ] NO   *** GST EXEMPT ***

# of people: _____   Extreme winter conditions: [ ] YES [ ] NO

Refer to attached ESS Rates sheet for maximum allowable rates

20. **TRANSPORTATION** [ ] YES [ ] NO *** GST EXEMPT ***

Specify Mode of Travel: _____

_____   _____
From (address)   To (destination)

21. **INCIDENTALS** [ ] YES [ ] NO   *** GST EXEMPT ***

# of people: _____   Specify approved items: _____

_____

_____

NOTE: If more than one Referral form is issued for incidentals, the total of all Referral forms must not exceed maximum allowable rate.
Refer to attached ESS Rates sheet for maximum allowable rates

22. **Comments:**

The personal information requested on this form is collected under the authority of the *Emergency Program Act* and is necessary for administrative purposes and may be shared with other public bodies, organizations and/or agencies only to enable the provision of emergency services. Disclosure of personal information is subject to the provisions of the *Freedom of Information and Protection of Privacy Act*. Questions regarding the collection, use or disclosure of this information should be directed to the Manager, Emergency Social Services Office, Provincial Emergency Program, PO Box 9201 Stn Prov Govt, Victoria, B.C. V8W 9J1 Phone: 1-800-585-9559

23. Signature of Family Representative

24. Interviewers first name and initial of last name (please print)

25. Date (YYYY MM DD)

NOTE TO SUPPLIER - Send original (white copy) of Referral form and itemized invoices to:

Emergency Social Services Office, Provincial Emergency Program

PO Box 9201, STN PROV GOVT

Victoria BC

V8W 9J1

PHONE
1-800-585-9559

FAX
(250) 952-5831

PEP2395(05/11/01)   White copy - Supplier   Yellow Copy - Evacuee   Pink Copy - ESS Office, PEP (Victoria)   Green Copy - Documentation Unit

ESS REFERRAL FORM INSTRUCTION GUIDE

Completed by   Referrals workers at Reception Centre or Level One ESS Responders

Available from   The ESS Program Office by E-mail note to: mailto:ess@pep.gov.bc.ca or by phone toll-free at: 1-800-585-9559 or Fax: 250-952-5831.

Purpose   Referral forms are given to evacuees to provide for their immediate needs, such as food, clothing and lodging. At a Reception Centre, ESS workers register evacuees and provide ESS by completing and issuing Referral forms in accordance with rates set out on the ESS Rates sheet. The forms are then taken to merchants, restaurants or lodging facilities for goods or services. If additional assistance is required that cannot be covered by a Referral form, evacuees should be referred to the Referrals Unit Supervisor. The Referral form is not intended for bulk purchases. If no other payment option is available, pre-approval must be obtained from the ESS Office or PREOC for any bulk purchases.

Procedures for Processing   **Distribution:**
White Copy – Supplier
Yellow Copy – Evacuee
Pink Copy – ESS Office, PEP HQ
Green Copy – Documentation Unit

Once a Reception Centre is set up and prior to serving evacuees, each Referrals worker will report to the Documentation Unit to sign out a supply (10 to 20) of Referral forms.

Once the Referrals worker has completed an ESS File with a family representative, the necessary Referral forms are filled out. If the family **has insurance** that can cover their costs, instruct them to make necessary purchases, keep all receipts and contact their insurance agent immediately to arrange for payment of services. If their home is unfit to live in, they will want to confirm their coverage for **additional living expenses**. Where the evacuee is denied access to their home by civil authorities, for instance under a mass evacuation order, they should ask their agent specifically if they have **prohibited access coverage**. if they have difficulties contacting their insurance agent or are uncertain about their coverage, services should be provided as usual, pending clarification of insurance.

Assistance in resolving insurance related concerns is available by calling the Insurance Bureau of Canada Consumer Information Line at 604 684-3635 ext. 222, or toll free at 1 877-772-3777.

Note: PEP does not have the ability to be reimbursed by an evacuee's insurance plan/company.

Use of Referral Form	**Use one Referral form for each different supplier**, indicating by checking the "YES" boxes for those goods or services to be provided by that supplier. **Be sure to check the "no" boxes for those goods and services NOT to be provided by that supplier.** The evacuee receives the top two copies (white and yellow), the pink copy and the green copy stay in the ESS File which is sent to the Documentation Unit. In turn, the pink copy is forwarded to the ESS Office at PEP and the green copy is kept in the ESS File for that family.
Voiding a Referral Form	If an error is made when completing the Referral form (e.g., the wrong supplier is written in), void all four copies by putting a line diagonally through the middle and write "VOID" in large letters. Only use "VOID" when all four copies are still intact.
Cancelling a Referral Form	If a Referral form has already been issued to the evacuee but they return to have it changed, this should be "CANCELLED." An example of this would be if a family was unable to obtain the goods from a particular supplier. The evacuee must bring in two copies of the Referral form, which are matched with the copy in their file. (The fourth copy is already on its way to the ESS Office at PEP.) Put a line diagonally through the middle and write, "CANCELLED." Write on the new Referral form "Replacing Referral form #----, issued to (Family Rep's Name)" so that PEP can match those two documents.
	There may also be situations where evacuees are not able to obtain all goods from one supplier and return to the Reception Centre to be referred to another supplier. An example of this would be when a family of four people is unable to get necessary sizes for one family member. When they return to the Reception Centre, complete an additional Referral form, documenting in the "Comments" section the reason for the additional Referral form.

General Procedure for Reimbursement to Suppliers	Once evacuees have received the goods or services, suppliers send invoices to: Emergency Social Services Office
	        Provincial Emergency Program
	        PO Box 9201 STN PROV GOVT
	        Victoria BC V8W 9J1
	Invoices must be supported by:
	➢ original copies of Referral forms;
	➢ description of goods or services provided (take from supplier consent);
	➢ original itemized invoice/till tape;
	➢ GST Exempt #; and/or
	➢ total costs.
	
	Incomplete or incorrect invoices received by PEP may result in payment delay.

Press hard – you are making 4 copies.

Block 1 (PEP Task Number)	This is the identity number assigned to a particular incident. Since all response costs are billed to this number it is important the correct number be placed in this block.
Block 2 (ESS File #)	If an ESS File has been completed for this individual or family, enter the File # here to ensure the Referral form copies are filed in the correct ESS File.
Block 3 - 8 (Name and Address of Supplier)	Fill in the full name of the company, (e.g., Best Western, Coquitlam) and the full address, phone and fax numbers.
Block 9 - 12 (Valid Only)	The **period of eligibility** for ESS begins on the date and time that the **actual incident** began, and extends for a **maximum** of 72 hours (e.g. from 1100 hrs 2005/06/24 to 1100 hours 2005/06/27) *unless* PEP has *pre-approved* a longer period of service. When an incident is known to be short-term, sometimes only 24 or 48 hours may be approved. Using the 24 hour clock, insert in the "from" fields (Box 9 and 10) the time and date that the services are requested (e.g. if the evacuee does not contact the ESS worker until the next day to request services, enter the time and date that contact is made). In the "to" fields (Box 11 and 12), insert the time and date that eligibility for ESS ends, which is a **maximum** of 72 hours **after the actual incident began,** unless a different period of eligibility was approved by PEP at the beginning of the incident. In short, in any given incident, the "from" date **may** vary from one evacuee to another, depending on when service is requested, but the "to" date will remain the same for **all** people receiving services as a result of the same incident.
Block 13 (Community or District of)	This identifies the local authority responsible for managing the response, but in no way holds them responsible to reimburse the supplier.
Box 14 (Name of Family Representative)	This is the person designated to make decisions on behalf of the family.

Block 15 (Name of Person Purchasing Goods)	(If different from family representative) A person other than the family representative may be doing the shopping for the family's needs. For example, the mother may be the family representative but the grandmother may be doing the shopping. If the family representative is purchasing the goods, enter "N/A" in the "Name of Person Purchasing Goods" box.
Block 16 (Number of Adults, Youths and Children)	Insert the number of adults and youths 13 and over (including the family representative), and number of children 12 and under who are to receive services on this Referral form. When entering the number write it out in full (e.g., "two" rather than "2") in order to prevent unauthorized alterations.
	List the names of all persons in the family unit who are to receive services. If the surname of other adults in the party differs from that of the designated family representative, please include those surnames in the listing (you may use an extra line to do this, if necessary). Surnames of children or dependent youths are not required, but may be entered if known. This will help ESS responders and suppliers to keep track of the individuals who have been approved to receive services, particularly where no ESS File is completed. Please indicate "N/A" in each unused name space.
	DO NOT list different family units on the same Referral form.
Block 17 - 21 GST Exempt	All goods and services purchased are GST exempt. Suppliers should quote GST #107864738 on all invoices. You will notice that this statement is repeated in each of the service boxes. This emphasis is necessary because one of the most common errors on supplier invoices in the past has been the inclusion of GST, which is difficult for the supplier to correct once it has been invoiced.
Block 17 - 21 Use One Form for Each Different Supplier	A separate Referral form needs to be completed for each different supplier. It may be necessary to complete five different Referral forms for one family, if they require all the services. Wherever possible, use only one supplier for each of the required services. If it is absolutely necessary to use more than one supplier for the same service (i.e., the family will be eating at a restaurant, but their newborn infant requires a separate food Referral for baby formula), please document the circumstances in the Comment section.
	Referral forms are **not redeemable for cash**.
Block 17 - 21 Tick Either "YES" or "NO" for Each Category	Check "YES" for the items the supplier noted on the form will provide for that family, and then check "NO" for everything else. For example, if the supplier is the Holiday Inn, providing lodging and restaurant meals, then check "YES" for those two services. For all other services, check "NO."
	Note: Do not assume that the hotel also owns the restaurant that is on site. If the restaurant is under different ownership, you will need to complete a

separate Referral form for meals at the restaurant.

Block 17 (Food)	Indicate whether you are approving restaurant meals or groceries. Also enter the total number of meals per person during the entire "Valid Only" period (e.g., for a 72 hour period, each person would need 3 breakfasts, 3 lunches and 3 dinners). Again, this serves to emphasize to the supplier that there are three different meal rates being approved, and will ensure the supplier has (in conjunction with the attached ESS Rates sheet) ready access to all the information necessary to calculate the total amount authorized.
Block 18 (Lodging)	Indicate the type of lodging being approved, and the number of nights authorized. Due to the method of billing for most hotels and motels, there are some circumstances where a 72-hour authorization can appear to cover four nights of accommodation, when only 3 nights are actually approved, so it is important that this information is clear.
Block 19 (Clothing)	If family members require clothing to maintain health and modesty, check "YES" in the clothing box. Clothing is issued only as required, and is not intended as a wardrobe replacement. Enter the number of people approved for clothing (this may differ from the total number of people receiving services if some had grab–and–go bags or were able to gather a change of clothing before evacuating). If **extreme winter conditions** exist and the family requires the higher rate in order to provide appropriate winter clothing, indicate approval for the higher rate by ticking "YES" in the designated box, otherwise tick "NO." Document rationale for the higher rate in the Comments section.
Block 20 (Transportation)	If the family requires assistance with transportation, check "YES" and then indicate what mode of transportation will be used, (e.g., taxis, bus passes, etc.,) as well as stating the approved destination(s).
Block 21 (Incidentals)	In addition to the costs of lodging, food and clothing, other legitimate miscellaneous costs may be incurred. The incidental amount may be used to cover items such as personal hygiene products, laundry supplies, pet food and lodging, three day supply of medications and other immediate needs as required. Enter the number of people requiring incidental costs and list approved items in the space provided. Where ESS responders are unsure about an expenditure, they should consult with the Referrals Unit Supervisor (RUS) if a Reception Centre has been activated; the ESS Branch Coordinator at the Provincial Regional Emergency Operation Centre (PREOC) if a PREOC has been activated; or contact the ESS Office through the PEP ECC by calling 1 800 663-3456.

Note: If more than one Referral form is issued for Incidentals (e.g., one for personal hygiene items and another for pet lodging), the total of all Referral forms issued must not exceed the maximum allowable rate. If you are approving less than the maximum allowable ESS rate, enter and highlight the approved amount in either the Incidentals or the Comments section.

Block 22 (Comments)	Use this space to document authorizations obtained for exceptional needs, or other pertinent messages to the supplier or PEP staff regarding the services provided. If the space provided is insufficient, an additional sheet of paper may be attached.
Certification of Goods and Services Rendered	**Note**: If older Referral forms are being used, do not fill out any part of this section. This box is no longer in use, and has been removed from the Referral forms as of November 2005.
Block 23 (Applicant's Signature)	Please have the family representative sign in this block.
Block 24 (Interviewer's First Name and Initial of Family Name)	The ESS worker must print their name legibly and date this form. To protect the worker's privacy, a full family name is not required.
Block 25 (Date)	Enter date that Referral form was completed by ESS worker.
PEP Contact Name, Address & Contact Numbers	This information is pre-printed on the Referral form as of November 2005. **Note**: If older Referral forms are being used, the following address for submitting invoices must be inserted: Emergency Social Services Office Provincial Emergency Program PO Box 9201 STN PROV GOVT Victoria BC V8W 9J1 Phone: 1-800-585-9559 Fax: 250-952-5831
ESS Rates Sheet	Once the Referral form is completed, an ESS Rates sheet must be attached to the back of the white supplier copy of the Referral form before issuing the form to the evacuee. If no ESS Rates Sheet is attached, the supplier will not be able to provide service until they have confirmed current rates.

Information for
Suppliers and ESS
Responders
(back of white copy
of referral)

Suppliers frequently require reminders of the critical information they will need when providing ESS goods and services. ESS workers may also find some of the information to be a helpful reminder.

Invoice Checklist
(back of white copy
of referral)

This checklist reminds suppliers of steps required before submitting the Referral for reimbursement.

ESS REFERRAL FORM RECORD

ESS REFERRAL FORM RECORD

PEP TASK #

DATE ISSUED YYYY/MM/DD	ISSUED BY DOCUMENTATION WORKER PRINT NAME	INITIALS	RECEIVED BY REFERRALS WORKER PRINT NAME	INITIALS	FORM # SEQUENCE FROM	TO	# OF FORMS USED	# OF FORMS NOT USED	# OF FORMS VOIDED/ CANCELLED	# OF FORMS LOST/STOLEN	RETURNED BY: (REFERRALS WORKER INITIALS)	RECEIVED BY: (DOC WORKER INITIALS)

PEP2395A(08/09) 7530906048 (25/Pd)

ESS REFERRAL FORM RECORD INSTRUCTION GUIDE

To Be Completed By: During a large-scale disaster with full Reception Centre set-up:
                             Documentation Unit

Available From: From the ESS Office by phone 1-800-585-9559 or fax (250) 952-
                             5831.

Purpose

This form is used to record Referral forms issued to Referrals workers during a response.

Procedure For Processing

When a stock of Referral forms (usually 10 to 20 or more) are given out to a Referrals worker,
(either by an ESS Director in a small scale emergency or Documentation Unit in Reception
Centre), the necessary information is recorded. At the end of the response or Referrals worker's
shift, all unused Referral forms are returned to the Documentation Unit.

Instructions For Completing

When distributing Referral forms, complete the ESS Referral Form Record as follows:

- Add the PEP Task Number to the top of form;

- Add date that Referral forms are issued to Referrals worker – e.g. 2009/07/05;

- Documentation Unit worker should sign next column;

- Referrals worker should sign next column;

- Record the actual numbers (sequence) of the Referral forms issued to each Referrals
  worker

When Referrals workers complete their shift and are returning Referral forms to the
Documentation Unit, complete the right side of the ESS Referral form Record as follows:

- Indicate the # of forms given out to evacuees, e.g. 15;

- Indicate the # of forms being returned to Documentation Unit unused, e.g. 3

- Indicate the # of forms voided or cancelled, e.g. 2

- Indicate # of forms lost/stolen, e.g. 0

- Referrals worker should then add their initials that the information is correct;

- Documentation Unit worker then initials as having recorded the information.

ESS RESOURCE ACQUISITION LOG & STATUS BOARD

ESS RESOURCE ACQUISITION LOG & STATUS BOARD

# (see below)	Date MM/DD	Time Request Received (24hr)	Item Requested	Time Needed by	Time Processed	Estimated Time of Arrival	Comments

- in numerical order, assign a number to each request when it is received and logged.

ESS RESOURCE REQUEST FORM

Facility (RC or GL):_____   Date/Time:_____

Requested by: (Name & Position): _____

Contact Number: _____ Task#:_____

Item Requested & Quantity (Provide Details)	Time Needed By	Delivery Location & Contact Person

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 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 de-fusing

- Doors to allow workers to talk freely away from the evacuees

- Kitchen supplies to distribute food

EVACUEE INFORMATION SHEET

Welcome

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

 If you require further information please ask any ESS workers..

Registration

Please register at the Registration table. Registration is not mandatory, but it is strongly recommended, as it assists the 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 could require 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

Inforation 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 one family member or friend as to your safety and then ask them to notify others that may be concerned about you.

Reception Centre Manager

Please follow the instruction of the Reception Centre Manager and 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 wearing the orange vest.

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 thwe workers in orange vests.

Special Needs

If you have any special needs, i.e., 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.

FACILITY SAFETY INSPECTION 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 (may be the Facility Supervisor) and the Reception Centre Manager 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?   _____   _____
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) for disposal of cigarette butts and garbage.

Signatures:

_____   _____
Building Owner / Representative   Reception Centre Manager / Safety Officer

FOOD SERVICES RECORD

Facility:			Prepared by:			
Function:			Task #:		Date / Time:	
FOOD						
B/L/ D/S	Date	Time	Menu	Supplier	Delivery /Pick-up	Qty
Comments:						

INQUIRY CARD

INQUIRY CARD — DEMANDE DE RENSEIGNEMENTS
PLEASE PRINT — EN LETTRES MOULÉES S.V.P.

HC PROTECTED   NO.
PROTÉGÉ SC   N° **1572900**

READ CAREFULLY BEFORE COMPLETING — LIRE ATTENTIVEMENT AVANT DE REMPLIR

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.

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

1. FAMILY NAME OF PERSON(S) YOU ARE INQUIRING ABOUT
NOM DE FAMILLE DES PERSONNES RECHERCHÉES

REPLY — FOR OFFICE USE ONLY
RÉPONSE — À L'USAGE DU BUREAU SEULEMENT

2. FIRST NAME PRÉNOM	3. INITIAL INITIALE	4. SEX SEXE	5. AGE ÂGE	17. CONDITION ÉTAT	18. EMERGENCY ADDRESS AND TELEPHONE NUMBER ADRESSE ET NUMÉRO DE TÉLÉPHONE TEMPORAIRES

6. PERMANENT ADDRESS — ADRESSE PERMANENTE   7. TELEPHONE TÉLÉPHONE

19. REMARKS / REPLY — REMARQUES / RÉPONSE

8. ADDITIONAL INFORMATION — AUTRES RENSEIGNEMENTS

9. PLACE OF INQUIRY LIEU DE LA DEMANDE   10. DATE D-J M Y-A   11. TIME — HEURE   20. ANSWER — RÉPONSE D-J M Y-A   21. SIGNATURE

HC/SC 3090 (09-95)

Health Canada
Medical Services Branch
Emergency Services

Santé Canada
Direction générale des services médicaux
Services d'urgence

COPY 1 — PLACE OF INQUIRY
COPIE 1 — LIEU DE DEMANDE

INQUIRY CARD INSTRUCTION GUIDE

Completed by   ESS workers trained in Inquiry

Available from   The ESS Office by E-mail note to mailto:ess@pep.gov.bc.ca, by phone toll-free at: 1-800-585-9559 or Fax: 250-952-5831.

Purpose   The Inquiry Card is used to record necessary information from inquirers regarding friends or relatives living in the disaster area that they have been unable to contact. If Search & Reply is able to match the inquiry with a registration and there are no restrictions on file, the inquirer is notified of the evacuee's whereabouts.

Procedure for   **Distribution:**
Processing   *Green Copy* – to be retained at Place of Inquiry (i.e. Reception Centre – Search and Reply Unit)

Buff Copy
Yellow Copy } To be forwarded to Central Registry & Inquiry Bureau (CRIB)

Note: Buff & Yellow copies must not be separated.

➢ One card may be used to inquire about all members of one family who have the same family name and address. A separate card must be completed for each person with a different family name and/or address.
➢ ESS workers should use a ballpoint pen when completing the card and **press firmly** as three copies are being made.
➢ Cards should be checked for completeness before inquirers leave the Inquiry area.
➢ Inquiry cards must not be separated until the buff and yellow copies are sent to the CRIB at the pre-arranged daily deadlines.

IMPORTANT: Because of the sensitive nature of this responsibility, Inquiry Cards should only be completed by ESS workers who have been specifically trained for this task.

Completed by Inquiry Interviewer

a) **Family name of person(s) you are inquiring about (Block 1):**
    Inquiry worker prints the family name of the person(s) about whom s/he is inquiring about.
b) **First Name (Block 2):**
    Inquiry worker prints the first or given names of person(s) about whom they are inquiring about.
c) **Permanent Address (Block 6):**
    Inquiry worker records the permanent address of the person(s) about whom they are inquiring about.
d) **Additional Information (Block 8):**

May be used by Inquiry worker to provide additional information regarding:

- names of additional family members;
- relationship of inquirer to person(s) about whom they are inquiring;
- additional information that could assist in locating missing person such as names of employer, friends, distinguishing features, names of schools that children attend, etc.
- information that would identify an urgent inquiry

e) **Date (Block 10) and Time (Block 11):**
The recording of time and date on the Inquiry Card will assist inquiry workers in determining which card is the most recent.

f) **Return Answer to (Block 15):**
Inquiry worker records the inquirer's permanent address or emergency address if he or she is also an evacuee.

g) **Telephone (Block 16):**
Inquiry worker should record the inquirer's home and business telephone number as well as the area code.

Completed by Search and Reply Personnel

h) **For office use only (Blocks 17, 18, 20, 21):**
Specially trained Search and Reply workers at will complete information blocks in this section. Block 17 is left blank – under no circumstances is the condition of an evacuee requested or released by Reception Centre Search and Reply or CRIB personnel

i) **Remarks/Reply (Block 19)**
Used by Search and Reply staff to provide additional information regarding:

- Whereabouts of evacuees;
- Evacuation details – means of transportation, destination, date of departure and arrival, special needs, etc.;
- Details regarding intended address:
  - Efforts made to locate missing person(s) if unable to locate;
  - Details regarding reply to inquirer.

Restricted ESS Files

When an inquiry has been matched with a restricted ESS registration and services record (the "NO" box in Block 1 has been checked off) immediately hand deliver the inquiry for the restricted registration to the Search and Reply Supervisor. The Supervisor will follow-up with the person who placed the restriction on their file.

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INVOICE FOR HOST FAMILY (BILLETING)

As a host family providing accommodation to those in need during a disaster, you may be compensated for the additional expenses you may have incurred at that time. You will need to complete this invoice and attach it to the white copy of the ESS Referral form. Submit both this invoice and the white copy of the ESS Referral form to the address indicated on the bottom of the ESS Referral form. Please allow 6-8 weeks for receipt of payment. Please keep a photocopy of these forms for your personal records.

Date: _____   PEP Task # _____
                                                    (take from the top of the ESS Referral form)

Name of Supplier: *(your name)* _____

Mailing Address: *(your address)* _____

Phone Number*: (your phone #)* _____

Name of Family Representative: *(same name as appears on the ESS Referral form)*

Date of Accommodation provided: From: _____   To: _____

Daily Allowable Rates: $30.00 for first adult
                               $10.00 each additional adult and youth 13-18, and
                               $ 5.00 for each child 12 and under

Accommodation provided for: _____ adults/youth
                                    _____ children 12 years and under

Please pay: _____ x $30 for first adult   = _____
                _____ x $10.00 each additional adult/youth   = _____
                _____ x $ 5.00 for each child 12 and under   = _____
                                              TOTAL   _____

Name: *(Please print)* _____

Signature: _____

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.

4. **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.

5. **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."

6. **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

7. **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.

8. 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.

9. 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.

10. 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.

11. Too much information is usually better than not enough

12. Never ask the public for food or clothing donations
Such requests may only be made by local authority Emergency Operations Centre (EOC).

13. Obtain the latest ESS press release
Have copies ready for members of the media when they come to your Reception Centre.

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 & Greeter 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 (i.e. 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 can join the "door" Meet & Greet 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 should be positioned at the entrance to the Reception Centre. The "outside" Meet & Greet will also be available to assist at the door once outside briefings and triage have taken place.
- The "door" Meet & Greet helps to ensure that all evacuees and visitors are greeted in a friendly and compassionate matter 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.

ORGANIZATION RECRUITMENT LOG

ORGANIZATION RECRUITMENT LOG

Form Compiled By: _____

DATE	CONTACT ORGANIZATION	ADDRESS	TELEPHONE	CONTACT\ NAME	# OF VOLUNTEERS	AVAILABILITY	COMMENTS

PEP EQUIPMENT REPAIR / REPLACEMENT REQUEST

Region: **Area:** **Task Number:**

Team Equipment	Personal Equipment	Claimed By:			
Item Description		**Unit**	**Qty**	**Cost**	**Total**
		Approved		**Not Approved**	
Owner		**Certified equipment loss/damage was a result of an operational task** **SAR Manager**			
Justification		**Approved**		**Not Approved**	
		PEP Regional Manager			

Team Equipment	Personal Equipment	Claimed By:			
Item Description		**Unit**	**Qty**	**Cost**	**Total**
		Approved		**Not Approved**	
Owner		**Certified equipment loss/damage was a result of an operational task** **SAR Manager**			
Justification		**Approved**		**Not Approved**	
		PEP Regional Manager			

Team Equipment	Personal Equipment	Claimed By:			
Item Description		**Unit**	**Qty**	**Cost**	**Total**
		Approved		**Not Approved**	
Owner		**Certified equipment loss/damage was a result of an operational task** **SAR Manager**			
Justification		**Approved**		**Not Approved**	
		PEP Regional Manager			

Page __ of __

EXPENSE REIMBURSEMENT REQUEST

ge___ of _____

Claimant Name: (print or type)_____

Mailing Address:_____

City: _____ **Postal Code:** _____

Task No._____**Date Incurred:** (from) _____ (to) _____

PERSONAL/VOLUNTEER/MUNICIPAL/SOCIETY EXPENSES				
To Whom Paid	Travel[2] Mileage @ km	Meals[1]	Vehicle/ Equipment[2]	Total
	km=			
	km=			
	km=			
	km=			
	km=			
	km=			

1. *Calculated to a maximum of four per 24-hour period. See current PEP Reimbursement and Allowance Rate Chart*
2. *Rates as per current PEP Reimbursement and Allowance Rate Chart*

SUBTOTAL	$

Miscellaneous Expenses (attach receipts)	$
Balance Forward from Supplements	$
TOTAL CLAIM	$

Signature of Claimant: (use ink) _____**Date:**_____

Position:_____ **Telephone:**_____

_____

PEP USE ONLY
EQUIPMENT REPLACEMENT/REPAIR REQUEST APPROVAL   **YES/NO**

Goods and Services Received:

_____
PEP Regional Staff

_____
Date

September 2006

> PEP HEADQUARTERS USE ONLY
>
> *I do hereby certify that the amount to be paid is correct, complies with the appropriate statute or other authority where required, the goods have been received and/or other conditions have been met:*
>
> Spending Authority:_____
>
> Resp:_____ Account:_____ STOB:_____ Project #:_____
>
> Commitment t#:_____Supplier #:_____INV#_____
>
> Entered by:_____Date:_____

PEP EXPENSE REIMBURSEMENT REQUEST SUPPLEMENT

Task No. _____ **Date Incurred:** (from**)** _____ (to) _____

PERSONAL/PERSONNEL/MUNICIPAL/SOCIETY EXPENSES				
To Whom Paid	**Mileage @ km**	**Meals**	**Other**	**Total**
	km=			
	km=			
	km=			
	km=			
	km=			
	km=			
	km=			
	km=			
	km=			
	km=			
Please Note: Meals are calculated to a maximum of 4 per 24-hour period.				
SUBTOTAL (transfer to Page 1)				**$**

MOTOR VESSEL EXPENSES				
VESSEL TYPE:			**LENGTH:**	
DATE	**TIME ON WATER**	**TIME OFF WATER**	**TOTAL CONVERSION**	**TOTAL**
metres x $6.25 per metre=**TOTAL (transfer to Page 1)**				$

CONVERSION OF MINUTES TO DECIMALS				
0–6 mins=.10	13–18 mins= .30	25–30 mins=.50	37–42 mins=.70	49–54 mins=.90
7–12 mins=.20	19–24 mins= .40	31–36 mins=.60	43–48 mins=.80	55–60 mins=1.00

Page___ of ___

PEP TASK CHECK SHEET

Task # _____   RCC Incident # _____   Submission # _____

Group _____   Region _____   Area _____

Date Submitted _____

Task Report Attached	Yes	No	
			(Circle)
Task Registration Form Attached	Yes	No	

	TASK EXPENDITURE SUMMARY	
A.	**FUNDS COMMITTED FOR TASK**	
B.	**INVOICES ATTACHED AS FOLLOWS**	
	Personal Expenses	
	Municipal/Society Expenses	
	Inland Waters	
	Air Services (Not RCC)	
	Contracts	
	Miscellaneous	
	TOTAL OF ATTACHED INVOICES	
C.	**TOTAL OF PREVIOUS INVOICES SUBMITTED**	
D.	TOTAL FUNDS EXPENDED TO DATE	
E.	OUTSTANDING INVOICES (i.e., Equip, Requisitions)	
F.	**FUNDS WHICH CAN BE DECOMMITTED**	

Hold Task Open   Close Task

Regional Manager Comments _____

_____

Regional Manager Signature _____ Date _____

PEP TASK REGISTRATION FORM

PEP TASK REGISTRATION FORM

Task #: _____ RCC/RCMP/BCAS # _____ Local Authority _____

Region: _____ Task Description: _____

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 ____

PEP TASK REPORT FORM

BRITISH COLUMBIA

Provincial Emergency Program

Task Number:_____ RCC/RCMP/BCAS File Number:_____

TO BE COMPLETED BY TASK LEADER

Group:_____ _____ Region:_____ Area:_____

Task Type: _____

Date Task Commenced:_____ Time Task Commenced:_____

Date Task Completed:_____ Time Task Completed:_____

Number of Registered Personnel Involved:_____ Number of Person Hours :_____

Number of Other Response Personnel Involved:_____ Number of Person Hours:_____

Number of Victims:_____ Injured:_____ Fatalities:_____ Still Missing:_____

Details of Task (attach additional pages if required):

_____

_____

_____

Equipment Used/Lost (Equipment Repair/Replacement Request attached YES/N0)

_____

_____

_____

Task Leader's Name: _____ Signature:_____ Date:_____

Where applicable
EP Coordinator's Name: _____ Signature: _____Date:_____

TO BE COMPLETED BY PEP REGIONAL MANAGER

Comments/Recommendations:
_____

_____

Regional Manager Signature: _____

Date:_____

PERSONNEL MANAGEMENT TRACKING FORM

Facility: **Date / Shift:**   **Task #**

Title	Name of Person Responsible
Reception Centre Manager	
Liaison	
Safety	
Information	

Operations Section Chief	
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	

Planning Section Chief	
Situation	
Documentation	
Advance Planning	
Demobilization	
Recovery Transition	

Logistics Section Chief	
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	

Finance Section Chief	
Cost	
Time	
Compensation & Claims	
Procurement	

PET CARE – ANIMAL INTAKE INFORMATION

ANIMAL INTAKE INFORMATION

STATUS OF ANIMAL ON ARRIVAL

☐ BROUGHT IN BY OWNER
Requests fostering ☐   Est. Time for Fostering:
Permission to foster offsite: Yes ☐   No ☐   If No, Cage Number
If yes, Owner's Signature ___ NAME ___ DATE

☐ OWNER SURRENDER
Owner's Signature ___ NAME ___ DATE

☐ BROUGHT IN BY PET SERVICES TEAM
By Rescue Request   Yes ☐   No ☐   RR#
Requested by Owner   Yes ☐   Other ☐
___ NAME ___ PHONE

☐ STRAY DROPPED OFF
Dropped of by:
Address
Phone (Home, Work, Message)
Photo ID Seen ___ Type ___ Province
LOCATION OF PICKUP (ADDRESS IF POSSIBLE, LANDMARKS, ROAD NAMES)

☐ DEAD ON ARRIVAL   Mortality Team Contacted   Yes ☐   No ☐

OWNER INFORMATION

Address (Permanent) ___ City ___ Province ___ Postal
Phone Number (Permanent) ___ Phone Number (Temporary)
Address (Temporary) ___ City ___ Province ___ Postal
Photo ID Seen ___ Type ___ Province
NAME (Last) ___ (First)

AIIF 01/2009

ANIMAL INFORMATION

☐ DOG   ☐ CAT   ☐ OTHER
☐ PUPPY   ☐ KITTEN   ☐ LITTER ___ NUMBER IN LITTER
☐ FEMALE   ☐ MALE   ☐ Intact   ☐ Spayed   ☐ Neutered   ☐ Unknown

NAME (if known) ___ Breed:

APPEARANCE
☐ Small   ☐ Medium   ☐ Large   Colour(s):
Coat Type, Length of Fur: ___ Distinguishing Marks:

Tail   ☐ Long   ☐ Short   ☐ Smooth   ☐ Bushy   ☐ Curly   ☐ Docked
Ears   ☐ Erect   ☐ Flop   ☐ Cropped   If Cat, is it declawed?   ☐ Yes   ☐ No

IDENTIFICATION
Is Animal wearing a collar   ☐ Yes   ☐ No
Colour/Kind Initials
ID Tag ☐ Yes ☐ No   Tattoo ☐ Yes ☐ No   Microchip ☐ Yes ☐ No
COLOUR/KIND ___ NUMBER ___ NUMBER
Contact made with microchip company ☐ Yes ☐ No   Date
NAME ___ PHONE NUMBER

TEMPERAMENT AND HEALTH
Has the animal shown aggression?   ☐ Yes   ☐ No   (If yes, mark cage)
If yes, what is animal aggressive towards?   ☐ People   ☐ Other Animals
Has animal bitten anyone?   ☐ Yes   ☐ No   (If yes, mark cage)
Is the animal sick or injured?   ☐ Yes   ☐ No   (If yes, please describe)
Has animal seen veterinarian?   ☐ Yes   ☐ No   (If yes, name of vet)
Is the animal special needs? (Senior, blind, on meds, etc.)   ☐ Yes   ☐ No   (If yes, please describe)

STATUS OF ANIMAL ON DEPARTURE

Date
☐ Reclaimed by Owner
Owner's Signature
☐ Adopted
☐ Euthanized
Reason:
Veterinarian:

STATUS OF ANIMAL OFFSITE
DATE ___ LOCATION ___ PHONE NUMBER

ADDITIONAL INFORMATION (Medical/Diet/Special Needs)

CAGE NUMBER:

HAY ALLOTMENT
DATE EVACUATED ___ HAY AMOUNT ___ ESS REP

ESS/AGENCY INFORMATION
ESS File No.   Confidential File: ☐ YES   ☐ NO
PEP Task No: First Nations: ☐ Yes   ☐ No
Contact Number:
Date ___ Time (24 HR CLOCK)   Volunteer (PLEASE PRINT FIRST NAME)
M M / D D / Y Y   #

white - binder   yellow - evacuee   pink - cage   green - ESS

ANIMAL INTAKE INFORMATION GUIDE

Note: Users of this form are encouraged to make photocopies of the form.

Purpose

The Animal Intake Form is completed for all pets in the care of ESS during a disaster. It is used to record information regarding:

- the description of the animal;
- the permanent address or pick up location;
- the owner information (if available);
- the details about special needs of the animal or other special requirements.

Owners may leave pets in the temporary care of ESS Pet Services while they register at the Reception Centre, or request longer term fostering until they are able to return to their homes. Stray pets are registered with the goal of reunion with their owners.

Procedure for Processing

- White Copy   - Animal Intake Binder
- Yellow Copy - Evacuee/Owner or person who brought in the animal
- Pink Copy   - Attach to cage
- Green Copy   - ESS File

When the Animal Intake Form is completed, the gold (bottom) copy is given to the Owner or person who brought in the animal. This is their proof of ownership or "receipt". The white (top) copy is filed in the appropriate Animal Intake binder. If the animal is a stray, the Animal Intake Form is matched against Lost Animal Information Forms in the same manner as Search & Reply is done for people. The yellow copy goes in a ziplock bag with other documents relating to the animal and attached to the cage. The pink copy is sent to the RC Documentation Unit for filing in the family's file.

Instructions for Completing the Animal Intake Form

Status of Animal on Arrival

This section identifies the status of the animal upon arrival.

- Brought in by owner
- Brought in by Pet Services Team
- Stray dropped off
- Dead on arrival

Brought in by Owner

The first part of this section verifies that the owner is requesting ESS provide fostering, the estimated length of time, and whether the owner agrees to foster offsite. Owner signature required.

If the owner decides to surrender the animal, mark the Owner Surrender box and have owner sign. This decision should be made only if the owner understands that Pet Services will foster **for as long as it takes** until the owner can return home. If they surrender their animal, they will not get it back.

Brought in by Pet Services Team

Pet Services Team may be asked to pick up animals by the owner or if a request to rescue is received. During a disaster, residents may not be allowed to return to their homes but the authorities may give permission to Pet Services or other responders to enter the area.

Note if the animal was brought in as a response to a Rescue Request, a request by Owner, or Other. If Rescue Request, note Request number (RR#). If Owner or Other request, note Name and Phone number of the person who made the request.

Stray Dropped Off

Note the name of the person who dropped off the animal, their address, and phone numbers. Note whether Photo ID was seen, the type of ID and the issuing province. If ID is not available, note the reason.

Location of Pick Up

Be as specific as possible as this information is critical in reuniting animals with their owners.

Dead on Arrival

If a dead animal is brought in, note whether the Mortality Team was notified. Ensure Location of Pick Up is completed.

Owner Identification

This information is used to reunite owners and pets. As names of places and people may have several different spellings, ask the person to spell the name or spell the name back to the person. Permanent and Temporary Addresses are required. Note whether Photo ID was seen, the type of ID and the issuing province. If ID is not available, note the reason.

Print in CAPITAL letters the LAST Name of the owner and the FIRST name.

Animal Information

Complete information in this section is critical in the reunification of the owner and the animal. **Explain the importance of this information**. In disasters, there are unscrupulous people who "shop" for pets. Detailed information in this section makes it difficult for "shoppers" to get the animals.

Note species (dog, cat, other, puppy, kitten or litter), gender, neutered status, name and breed. If litter, list the number and genders if known. Litters may be registered on one Animal Intake Form. All other animals require separate Animal Intake Forms. In the event that one of the litter is moved offsite (fostering or veterinarian), a separate Animal Intake Form must be completed and cross-referenced against the parent form. Unless purebred, cats are typically DSH, DMH, or DLH (domestic short, medium, or long hair) and mixed breed dogs, if breeds are unknown, should be identified by the main breed or how they look (eg. LabX, BoxerX, etc.)

Appearance

Note size, colour, coat type, distinguishing marks, ears and tail description, and declawed status for cats.

Identification

Note description of collar (if any), ID tag, Tattoo, Microchip, with details. Note if contact was made with microchip company (for stray animals).

Temperament and Health

Safely of volunteers is a priority. If animal has shown aggression in the past, this should be noted on the cage to protect volunteers. Only experienced volunteers will deal with aggressive animals.

If animal is sick or injured; note the condition and whether it has been seen by a veterinarian. If more space is needed, use the Additional Information section of the Animal Intake form. If the animal has special needs, indicate and describe.

Status of Animal on Departure

Note date & the status
- Reclaimed by Owner – Before animal is returned to owner, the volunteer **must** check the original copy of the Animal Intake Form (in the binder), Photo ID, and/or picture of animal & owner if taken. Signature of owner required.
- Adopted – Animals surrendered by owner or unclaimed strays are transferred to the local humane society, or other responsible agency, and this should be noted.
- Euthanized – An animal in care can only be euthanized with the consent of a veterinarian. Note name of veterinarian and reason for euthanization.

Status of Animal Offsite

Pet Services must account for all animals in its care. If animal is moved offsite for offsite fostering, veterinary care, or other, the date, location, and phone number must be completed. Details may be noted in the Additional Information section.

Additional Information (Medical, Special Needs)

This section is used to record medical or special needs information. It can also be used for any additional information for which there is no room in the related field.
Note cage number (this may change).

Hay Allotment

When an evacuation order is given, the Ministry of Agriculture assumes the cost of hay for farm animals. At the end of the disaster, copies of the Animal Information Form are sent to the Ministry for reimbursement.
Note the Date Evacuated, the Amount of Hay, and the ESS Rep who obtained the hay.

ESS Information

If the owner has an ESS Registration File number, it should be noted. Ask the owner if the information on the Animal Information Form may be shared with friends or relatives inquiring about the animals. If not, then check the Confidential "Yes" block. The **confidential** completed Animal Information Form is taken to the supervisor/shelter manager who will secure the form. A "restricted" form will be completed with limited information and filed in the appropriate binder and on the animal's cage.

PEP task number and First Nations blocks are to be completed.

Note Contact Number. This is the phone number that people can call to check on the status of their animals.

Complete date, time (24 hour clock). Print FIRST name and initial of last name.

POSITION LOG

Facility:	**Date:**		
Function:	**Task Number:**		
Name:			
Activity Log			
Time (24hr)	**Activities/Issues and Required Actions**	**Responsibility**	**Action Outcome**

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 mmmdd
	Emergency **P**riority **W**elfare **R**outine						

To (Addressee Name)

Originator is responsible for area inside **bold lines** (Please Print-Capital Letters Only)

Phone (optional)

_____   _____   _____   _____   _____

_____   _____   _____   _____   _____

_____   _____   _____   _____   _____

_____   _____   _____   _____   _____

_____   _____   _____   _____   _____

_____   _____   _____   _____   _____

_____   _____   _____   _____   _____

From (Sender Name)

Title (If any)

Phone (optional)

Received From: Sent To:

	Time hhmm	Date mmmdd
Call sign		
Operator	Frequency	Method

	Time hhmm	Date mmmdd
Call sign		
Operator	Frequency	Method

RECEPTION CENTRE ACTION PLAN

Facility:		Date:	Time:
Operational Period:	PEP Task #:	Prepared by:	

Objectives in priority order (for this operational period):

Tasks:	Assigned Responsibility	Completion Time	
		Est.	**Actual**

Attachments (Check if Attached)

Organization Chart	Public Information
Other	

Important Note: Action Plan to be distributed to all Reception Centre Sections Chiefs

Approved by (Planning Section Chief):	Approved by (Reception Centre Manager):

RECREATIONAL ACTIVITY LISTS

Preschool	Pre-Teen (6-12 years)
• Play dough • Paper, Crayon, Felts • Puppets • Story Telling • Toddler Toys • Duplex • Action Toys • Videos • Sing-Alongs • Shadow Animals • Circle Games • Gym Activities • Simple Crafts – Glue, Macaroni, Cheerios • Musical Instruments • Water Play • Sticker Books	• Crafts – Glue String, Sticks, Pip Cleaners • Colouring Books • Books & Comic Books • Toys – Figurines, Trucks, Dolls • Lego • Spice Girls, Barbie Dolls • TV/Videos • Pet Care • Hair Braiding & Face Painting • Snacks • Sports – Soccer, Skipping • Journal Writing • Music & Dance • Group Games – Sack Races, 3-Legged Races • Puzzles • Sewing & Knitting Lessons • Bingo
Teen	Adult
• Cards & Board Games • TV & Video & CDs • Activities with Younger Children • Hair, Make-Up & Nail Care • Music & Dancing • Theatre Sports • Internet • Outside Sports – Basketball, Hackey Sac, In-Line Hockey, etc. • Ice Breakers • Kitchen Helpers • Construction, Building, Set Up • Karaoke • Runners • Car Wash • Bingo	• Books & Magazines • Crossword & Jigsaw Puzzles • Scrabble & Board Games • TV & Video • Outdoor Sports – Frisbee, Swimming • Pool • Exercise • Aerobics • Walking • Newspaper Discussion Groups • Specialized Lessons – Photography, Crafts • Dance Classes – Line Dancing, Country, etc. • Teaching Young People to Knit, Crochet, Crafts • Teaching Others Care • Bingo

REGISTRATION AND REFERRALS STATISTICS RECORD

Emergency Social Services

Emergency Management BC

REGISTRATION AND REFERRALS STATISTICS RECORD

PEP TASK #:

Reporting Period: From: _____ (YYYY/MMM/DD) / _____ Time (24 Hour) TO: _____ (YYYY/MMM/DD) / _____ Time (24 Hour)

Page _____ of _____ (for this Reporting Period)

Facility Name

Community

Facility Address

Name(s) of worker(s) completing this form

ESS File #	# Registered	Food		Lodging			Clothing		Transportation	Incidentals	
		rate x # of individuals x # of days	Subtotal $	# in family in commercial lodging	(commercial) rate x # of rooms x # of days	Subtotal $	rate x # served	Subtotal $	(estimated cost) $	rate x # served	Subtotal $
TOTALS	Total #		Food: $	Total #		Lodging: $	Clothing: $		Transportation: $	Incidentals: $	

WHEN THE REPORTING PERIOD HAS ENDED Add totals from the bottom of each page completed for this reporting period and enter below:

Number of evacuees registered this reporting period: _____

Number of evacuees referred to commercial lodging this reporting period: _____

Total cost of Referrals for this reporting period: $ _____ (Food, Lodging, Clothing, Transportation and Incidentals)

Revised November 7, 2009

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 note that evacuees needing further assistance can access alternate resources e.g. Salvation Army.
- ❑ Notify the EOC, the PREOC (PEP) and the media of the deactivation of the centre.
- ❑ Verify that Red Cross, Salvation Army, 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.
- ❑ Seek advice from the PEP Regional Office on where to send the ESS File, Referral and Change of Information forms.
- ❑ 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.

SEARCH & REPLY: PROCEDURES AND GUIDELINES

1. SCREENING DESK:

Copies 1&2 (white and pink) of the ESS File – Registration and Services Record and all copies of the Inquiry forms processed at the Reception Centre arrive at Search & Reply through the Screening process. Screening workers are responsible for:

➢ Ensuring efficient delivery of ESS File - Registration and Services Records from Documentation Unit Delay in receiving the 'flimsies' from Documentation Unit can undermine the effective operation of the Family Reunification service.

➢ Ensuring completion of ESS File – Registration and Services Record and Inquiry forms by checking that block numbers have been crossed out (this identifies that the Registration worker has asked for information in that block, and if the block was left blank, that there was no relevant information).

➢ Double checking for restrictions. Restricted files should have been handed directly to the Registration Supervisor by the Registration worker; however, double-checking will help ensure all restricted files are removed from the regular Family Reunification process. Found restricted files should be handed back to the Registration Supervisor immediately.

➢ Cross-referencing. If there are people listed in Block 24 with different family names than Block 4, complete a new ESS File – Registration and Services Record form for each different family name by printing the person's name in Blocks 4 & 5. Complete Block 36 of the new form by copying information from Blocks 2, 4, & 5 of the original ESS File - Registration and Services Record. Attach all white copies with paperclip and all pink copies with a paperclip. Forward all white copies to Search process, forward all pink copies to CRIB if activated. Forward the card copies of the cross-referenced file back to Documentation Unit for filing.

➢ Checking for urgent inquiries. Urgent inquiries will be marked "URGENT" by the Inquiry worker. Check Block 8 for special information. Urgent inquiries can be made for several reasons, including for children, persons with special needs and the elderly. Urgent inquiries are highlighted and the Search desk is notified.

➢ Checking that Inquiries are made for people in the geographic area affected by the disaster.

➢ Filing the pink copy of the ESS File - Registration and Services Record in alphabetical-order, ready to be sent to the CRIB. Even if the CRIB is not operational, these forms should be filed and be ready for shipment in case a CRIB opens up later during the response. The CRIB will provide instructions on how the information is to be sent.

2. SEARCH DESK

The Search desk is where the white flimsies of the registration part of the ESS File – Registration and Services Record forms and Inquiry forms are kept. It is here matching of the forms takes place and other research processes are used in order to reunite families. Search desk workers are responsible for:

➤ Separating all paper clipped, cross referenced registrations

➤ Filing the white copy of the ESS File - Registration and Services Record in alphabetical order, letter by letter, at the Reception Centre. These files are never removed from this file box. The Inquiry form does the traveling.

➤ Conducting searches and trying to match inquiries with registrations using a variety of means and research tools.

SEARCH & REPLY UNIT PROCEDURES:

I small operations, with only one Reception Centre operating:

➤ Keep all copies of the Inquiry form together.

➤ To conduct a search, take the Inquiry form and attempt to match against all registrations already filed.

- If a match is made, record information in Block 18 (shaded area) of the Inquiry form and initial your comments so follow up is possible. Forward Inquiry form to the Reply desk.
- The Reply worker contacts the Inquirer, notes the time and date when contact was made in Block 19, enters date and prints name in Blocks 20 & 21.
- Puts a red "C" in the top right hand corner of the inquiry form to indicate the file is closed.
- Puts the closed inquiry form in the "Closed Inquiries" tray.
- If no match is made, return the Inquiry form to the Inquiry File. Depending on volume of registrations, determine how often the registration file should be re-searched.

In a large operation, with one or more Reception Centres and/or a CRIB activated:

➤ File the white copy of the ESS File - Registration and Services Record in alphabetical order in the registration file at the Reception Centre. These files are never removed from this file box.

➤ To begin with, keep all copies of the Inquiry form together.

➢ To conduct a search, take the Inquiry form, and attempt to match it against registrations in the registration file.

If a match is made
- Record information in Block 18 (shaded area) of the Inquiry form and initial your comments so follow up is possible. Forward Inquiry form to Reply desk.
- The Reply worker contacts the Inquirer, notes the time and date of when contact was made in Block 19,
- Dates and prints name in Blocks 20 & 21,
- Puts a red "C" in the top right hand corner of the Inquiry Form to indicate the file is closed,
- Places closed Inquiry in tray marked "Closed Inquiries".
- The closed Inquiry will be returned to the Search desk to be separated and filed.
  - Separate the green copy of the Inquiry form and file.
  - Forward yellow and buff copies of Inquiry form to the CRIB.

If no match is made,
- Separate the green copy of the Inquiry Form and file in Inquiry File in alphabetical order.
- Keep the yellow and buff copies of Inquiry form and forward to the CRIB at designated times (e.g. every few hours, or daily, depending on volume).

Note: Search & Reply functions in the Reception Centre could be minimal in a situation where a CRIB has been established.

Recommendation: Maintain only one file for Inquiries, rather than maintaining two Inquiry files (one for pending cases and one for closed cases). Mark closed Inquiries with a large red "C" in the top right corner and file in the Inquiry file. The red "C" will indicate to the Search worker that the file is closed.

SEARCH & REPLY: SCREENING
CHANGE OF INFORMATION

Change of Information forms will be delivered to Screening desk from the Documentation Unit.

1.   Check that all information is legible

2.   Separate forms as follows:

> -<u>WHITE </u>copy in tray to **SEARCH**
> -<u>YELLOW</u> copy in tray to **CRIB**
> -<u>PINK</u> copy will be kept at **DOCUMENTATION UNIT**

SEARCH & REPLY: SCREENING - INQUIRY

Inquiry forms will be delivered to **Screening desk** by a runner from the Inquiry Unit.

1. **DO NOT SEPARATE INQUIRY FORMS**

2. Review form to check if inquiry is URGENT (check information in Block 8) - if inquiry is urgent (elderly, unattended children, disabled) hand deliver to Search desk.

3. Check if permanent address of sought person/s is in affected area.

4. If address is <u>NOT</u> in affected area indicate with a note in Block 18 and send Inquiry form in tray to Reply desk.

5. If address <u>IS</u> in affected area place all copies of Inquiry form in tray to Search desk.

SEARCH & REPLY: SCREENING - REGISTRATION

1. Check that all information on white and pink flimsies (from ESS File – Registration and Services Record) that are passed from the Documentation Unit are legible and complete

2. **RESTRICTED REGISTRATIONS** - Check for RESTRICTED registrations (Block 1 of the form) - IF THE "NO" BLOCK is checked off, hand deliver the registration to your Supervisor.

3. **CROSS REFERENCE** - If there are different family names in Block 24 than in Block 4 complete a new ESS File for each person in Block 24 with a different family name.
    -   On new ESS File Form, print the person's name in Blocks 4 & 5.
    -   Complete Block 36 of the **NEW** form by copying information from BLOCKS 2, 4 and 5 of the **ORIGINAL** registration form.
    -   Separate the cross-referenced ESS File Form as follows:
        -   **WHITE** copies paperclip together and put in tray to **SEARCH**
        -   **PINK** copies paperclip together and put in tray to **CRIB**
        -   **YELLOW** copy in box to **SHRED**
        -   **CARD** copy sent to **DOCUMENTATION UNIT** for filing.

4. **NOT RESTRICTED & NO CROSS REFERENCING REQUIRED**

    -   Separate Registration form as follows:
        -   **WHITE** copy in tray to S**EARCH**
        -   **PINK** copy in tray to **CRIB**

YELLOW copy was given to evacuee at time of Registration.
CARD copy was kept by Documentation Unit.

SEARCH & REPLY: SEARCH DESK

REGISTRATION FORMS

1. File **WHITE** copy of ESS File – Registration and Services Record, letter by letter in registration file .
 These forms are never removed. The Inquiry Form does the traveling.

2. Separate the paper clipped cross-referenced forms from the original Registration forms and file each form letter by letter (by family name) in the registration file.

INQUIRY FORMS

3. DO NOT SEPARATE INQUIRY FORM - Inquiry form is not separated until copies are forwarded to the CRIB (match made & case closed, or no match was made and it is time to forward copies to the CRIB)

4. Check Inquiries against filed Registrations to try and make a match

5. MATCH MADE - copy information from Registration form to Inquiry form (Block 18) and forward Inquiry to Reply Desk.

   A match is made when the **NAME & ADDRESS**, or **NAME & PHONE NUMBER** etc. are the same. Name only is not sufficient to determine a match.

6. NO MATCH MADE:
   a) file Inquiry form in the Inquiry file - recheck for matches as per instructions by Supervisor
   b) if there is no match by pre-determined deadline SEPARATE Inquiry form as follows:
      copies 2 & 3 (yellow and buff) to CRIB
      copy 1(green) Inquiry file at Reception Centre

7. RESTRICTED REGISTRATION - If a match is made give Inquiry directly to Supervisor

CHANGE OF INFORMATION FORMS

8. Attach the WHITE copy of the Change of Information form to the front of the corresponding Registration Form. **The most current information must be on top.**

9. If there is more than one Change of Information form, attach all to the top of the Registration form with the MOST current one on top.

SEARCH & REPLY: STANDARDIZED REPLIES

The following pages outline guidelines for standard responses to be used when responding to Inquiries. Replies to Inquiries should never be made 'on the spot.' Always complete an Inquiry form, complete a Search, and then respond to the Inquirer.

1.   A successful match as been made:

"Hello, this is (name) calling from the (Reception Centre name, or CRIB). (Person's name) who you made an inquiry about has registered at (name) Reception Centre. You can locate (name of registered person) at (location and number). Would you please share this information with other family members and friends. We wish you luck in contacting (name)."

2.   Person is missing but does not reside in the disaster affected area:

"Thank you for your inquiry concerning (name). The address provided with the Inquiry is not in the affected area. Do you have reason to believe that the person you are seeking was in the affected area (e.g. job, travel)? We will continue our efforts to locate (name). If you hear from (name), please contact us and other friends and family so that we can use our resources to work on other cases."

3.   Sought person has not registered:

"We have been unable to contact the person you are looking for, and they may not have registered yet. We will continue our efforts to locate (name). If you hear from (name), please contact us and other friends and family so that we can use our resources to work on other cases."

4.   Sought person is in hospital:

In the unlikely event a Search & Reply worker has access to hospital admission lists, any Inquiries for people in hospital should be referred to the Supervisor. The Family Reunification service does not provide information on the health condition of individuals.

5.   Inquiry made where a match is made against a Coroner's list:

Since the Supervisor might have access to the Coroner's lists, the Supervisor should immediately contact Police, Coroner or other Officials. Under no circumstances is any information given out about deceased individuals.

6. Match is made on a restricted file:

The Family Reunification service does not respond to Inquiries made on restricted persons. Contact your Supervisor who will be in touch with the Registration Supervisor regarding the Inquiry. The Registration Supervisor will then take care of contacting the registrant regarding the Inquiry.

7. Reply worker encounters an answering machine:

It is permissible to leave information about the location of evacuees on answering machines when the registration is not restricted. Document in Block 19 of Inquiry Form that you left a message. Also, give your name and phone number in the event the inquirer would like to follow-up with the reply worker.

CLOSING THE FILE

After you contact the Inquirer or leave a message, close the file by doing the following:

➢ note the result of your conversation with Inquirer or that you left a voice message in **Block 19** e.g. "Inquirer will contact sought person."
➢ enter date and print your name in **Blocks 20 & 21**
➢ put a **red "C"** in the top right hand corner of the Inquiry form to indicate the file is closed
➢ put the Inquiry in the tray marked "**Closed Inquiries**". It will be returned to the **Search desk** to be separated. (The green copy will be filed in the Inquiry file. The two copies (yellow and buff) will be sent to the CRIB.)

SHIFT SCHEDULE

Facility: _____   **Function:**_____

Date: _____   **Task #**: _____

Duties / Position Title	Shift 1 - time frame from:_____ to:_____ Person assigned	Shift 2 – time frame from:_____ to:_____ Person assigned	Shift 3 – time frame from:_____ to:_____ Person assigned

SHIPPING & RECEIVING RECORD

FACILITY:					Task #:	
Date/Time	**Item**	**In (3)**	**Out (3)**	**Supplier**	**Destination**	**Shipper/Receiver Name**

STANDARDS OF CONDUCT FOR ESS WORKERS

Responsibilities of ESS Workers:

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

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

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

➢ **Behaviour** – Workers shall:

- conduct themselves in a manner that meets acceptable social standards and contribute to an environment of mutual respect and dignity, free from discrimination or harassment;

- follow operational guidelines and established reporting structures;

- exercise discretion with comments made in public about an incident, people or other organizations involved.

➢ **Self Care** - Workers shall:

- take care of their own physical and emotional health and support team members to do the same;

- report unsafe conditions to their supervisor, ensuring the safety of themselves and others.

➢ **Media 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.

STATUS REPORT

STATUS REPORT		
[for internal Reception Centre/Group Lodging use]		
Event:		**Status Report Source/Type:** ☐ **Section/Function** ☐ **Branch/Unit**
Date:	**Time:**	**Section/Function:**
Operational Period:	**PEP Task #:**	**Branch/Unit:** **(if applicable)**

Current Situation: (Actions taken, resource/personnel status…)

Outstanding Issues/Challenges/Problems:

Anticipated Priorities/Activities: (For future operational periods)

Other Comments/Issues:

Distribution: ☐ RC/GL Manager   ☐ Operations Section Chief
                    ☐ Safety Officer   ☐ Planning Section Chief
                    ☐ Liaison Officer   ☐ Logistics Section Chief
                    ☐ Information Officer   ☐ Finance Section Chief
                                             ☐ Other _____

SUGGESTED FOOD FOR DISTRIBUTION IN A RECEPTION CENTRE

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

SUPPLIER CONSENT FORM

BRITISH COLUMBIA
Ministry of Public Safety
and Solicitor General

Emergency Social Services

SUPPLIER CONSENT

The personal information requested on this form is collected under the authority of the *Emergency Program Act* and is necessary for administrative purposes and may be shared with other public bodies, organizations and/or agencies to enable the provision of emergency services. Disclosure of personal information is subject to the provisions of the *Freedom of Information and Protection of Privacy Act*. Questions regarding the collection, use or disclosure of the information should be directed to: ESS Office, PO Box 9201 Stn Prov Govt, Victoria, B.C. V8W 9J1 Phone: 1-800-585-9559

Please Note: The Supplier Consent form does not constitute a legal agreement. It is intended for use by community ESS teams prior to an emergency to establish the willingness of a potential supplier to provide goods or services to people affected by a disaster.

The Supplier understands that during an emergency or disaster local Emergency Social Services volunteers or

staff representing the Community of _____ may request

NAME OF SUPPLIER	to provide the following goods or services:
ADDRESS IF SUPPLIER	
PHONE ( ) FAX ( )	

The Supplier will provide these goods or services and receive payment in accordance with the Emergency Social Services Rates **(all GST exempt #107864738)** listed on attached sheet. For reimbursement, submit invoices to the Provincial Emergency Program, ESS Office, along with itemized original receipts or till tapes for goods or services provided and the original (WHITE) copy of the Referral form (PEP2395).

ESS Office - Provincial Emergency Program	PO Box 9201 STN PROV GOVT		
VICTORIA BC	V8W 9J1	PHONE 1-800-585-9559	FAX (250) 952-5831

Questions or updates in regards to this Supplier Consent may be directed to the following community contacts:

CONTACT NAME	PHONE ( )	ALTERNATE CONTACT NAME	PHONE ( )
ORGANZATION / AGENCY	TITLE	ORGANZATION / AGENCY	TITLE

In the event of an emergency the supplier's contact persons are:

PRIMARY CONTACT
NAME

HOME PHONE ( )	WORK PHONE ( )
CELLULAR PHONE ( )	FAX ( )

HOME ADDRESS

EMAIL ADDRESS

ALTERNATE CONTACT
NAME

HOME PHONE ( )	WORK PHONE ( )
CELLULAR PHONE ( )	FAX ( )

HOME ADDRESS

EMAIL ADDRESS

ALTERNATE CONTACT
NAME

HOME PHONE ( )	WORK PHONE ( )
CELLULAR PHONE ( )	FAX ( )

HOME ADDRESS

EMAIL ADDRESS

SUPPLIER'S SIGNATURE	PRINT NAME	DATE (YYYY MM DD)

PEP2396(05/11/01)   White Copy - Supplier   Yellow Copy - ESS Team   Pink Copy - Other response agency, if applicable

INFORMATION FOR SUPPLIERS

General Information

! Refer to the attached ESS Rates sheet for a description of eligible goods and services and maximum rates.

! All goods and services provided are GST exempt **(GST exemption # 107864738)**

! Charges for goods and services, including PST, **must not exceed** the attached Emergency Social Services Rates.

! Ensure that services are provided only to those individuals listed on the Referral form.

! Check "Valid Only" dates carefully. Services provided outside this time period will not be covered.

! Make note of any additional instructions that may be provided in the "Comments" section.

! An invoice is required with each Referral form, in addition to the corresponding itemized original receipts or till tapes.

! Alcohol, tobacco and gratuities are not covered.

! Groceries, clothing and incidentals are "one-time only" purchases.

! It is recommended that the supplier make copies of all documentation for their records.

Additional Lodging Information

! Other than the basic room charge and room tax, all extra costs -- including but not limited to, phone calls, movies, parking, damage or theft -- are the responsibility of the evacuee.

! If the evacuee can bill meals to their room, please ensure the restaurant has an ESS Rates sheet and is aware of the meal allowances and restrictions. Itemized bills for meals provided must be included with the invoice.

! Billeting rate does not include meals. A Referral form for **either** groceries or restaurant meals may be issued.

Additional Restaurant Information

! Maximum meal allowances are set per meal, not per day. Meal allowances for the entire day cannot be combined into one large food order, unless prior authorization is obtained from the provincial ESS Office.

! An itemized bill for each meal must be included with your invoice.

Inquiries regarding reimbursement process should be directed to the
ESS Office of the Provincial Emergency Program. 1-800-585-9559

EMERGENCY SOCIAL SERVICES (ESS)

SUPPLIER PROCEDURES FOR REIMBURSEMENT
INSTRUCTION SHEET

During an emergency, evacuees will present ESS Referral forms (see sample on reverse) issued by community volunteers or staff, authorizing the provision of goods and services for evacuees. The Referral form may also be used for bulk goods and services required for ESS facilities during a response.

Prior to agreeing to provide goods or services, it is recommended that suppliers read the "Information for Suppliers" found on the reverse side of the Supplier Consent form. This information is also provided on the reverse side of the ESS Referral form that accompanies each evacuee when goods and services are being requested.

Amounts for goods and services must not exceed Emergency Social Services Rates, as noted on attached ESS Rates sheet. All goods and services are GST exempt (#107864738).

ESS rates are changed periodically, so if the attached ESS Rates sheet is dated earlier than the current fiscal year, confirm the current rates with your local ESS contact. In the days following a disaster, once evacuees have received all authorized goods and services, suppliers can apply for reimbursement by completing the following steps:

STEP 1   **MAKE OUT AN INVOICE TO:**

Provincial Emergency Program
Ministry of Public Safety & Solicitor General

STEP 2   **INCLUDE WITH THE INVOICE:**

WHITE or original copy of the completed ESS Referral Form (PEP2395)

ITEMIZED ORIGINAL RECEIPTS or till tapes, showing detailed breakdown of total costs.

STEP 3   **SEND INVOICES TO:**

Emergency Social Services Office
Provincial Emergency Program
PO Box 9201 STN PROV GOVT
Victoria BC V8W 9J1
1-800-585-9559

Once received, PEP staff will review and confirm all invoices for receipt of goods and services. Staff will generally contact the supplier regarding any discrepancies before processing for payment.

PLEASE ENSURE ALL NECESSARY INFORMATION IS INCLUDED WITH YOUR IN VOICE TO AVOID DELAYS IN PROCESSING PAYMENT.

REIMBURSEMENT CHEQUES ARE MAILED DIRECTLY TO THE SUPPLIER.

For clarification of rates or procedures for reimbursement, you may contact your local Emergency Social Services contact (as noted on your copy of the Supplier Consent), or the ESS Office, Victoria at **1-800-585-9559.**

SUPPLIER CONSENT FORM INSTRUCTION GUIDE

Completed by   **Prior to a disaster:** ESS workers.

Available from   The ESS Office by Email note mailto:ess@pep.gov.bc.ca or by phone toll-free at: 1-800-585-9559 or Fax: 250-952-5831.

Purpose   **Prior to an emergency:** This form is used by ESS volunteers to establish informal agreements with various suppliers so that during an emergency suppliers will provide services required in an ESS response. This establishes the intent to provide services and does not constitute a legal agreement.

The purpose of the Supplier Consent is to establish who the contact people of the organization are, what goods or services they are able to provide and contact information. The Instruction Sheet explains procedures to be followed for reimbursement and on the reverse of that sheet is a sample ESS Referral form. A current ESS Rates sheet showing pre-authorized maximum rates should accompany the Supplier Consent and be kept on file by the Supplier.

ESS volunteers may request a letter confirming the ministry's involvement and encouraging support from the supplier. The form letter titled "Letter of Intent" is available from the ESS Office.

During an emergency: This form is used by Resource Acquisition workers to identify and set up required resources in the community. In a Reception Centre resources are then given to the Referrals Unit Supervisor, who in turn allocates these resources to the Referrals workers.

Procedure for   **Distribution:**
Processing   *Top Copy* – Instruction Sheet for Suppliers
White Copy – Supplier
Yellow Copy – ESS Team
Pink Copy – Other response agency, if applicable

ESS workers complete this form with suppliers, indicating what goods or services can be provided, who the supplier's contact persons are, and reviewing the Emergency Social Services Rates to be paid (all GST exempt #107864738), listed on the accompanying sheet. The Instruction Sheet, indicating procedures to be followed for reimbursement with a sample Referral form on the reverse, should be left with the supplier.

Once the supplier has signed the form, copies are distributed as indicated above and kept on file until they are renewed and replaced. Supplier Consents should be renewed annually to ensure accuracy of information.

Community of | This represents the name of the municipality or regional district in which the ESS team operates, but in no way holds the local authority responsible to reimburse the supplier.

Name and Address of Supplier | Fill in the full name of the company, (e.g., Best Western Coquitlam) and the full address, phone and fax numbers.

To provide the following goods or services | Specify the types and range of goods or services the supplier is able to provide. For example, "Sportswear, including casual shoes and boots, for men, women and children."

Local ESS Contact | This should be the name(s) of the person(s) the supplier contacts if the Supplier Consent needs to be revised or if the supplier has any questions. It may or may not be the ESS worker who escorts evacuees to receive goods or services.

Supplier's Primary and Alternate Contacts | Identify persons with authority to dispense goods or services to evacuees and responders in an emergency. Include addresses, telephone or pager numbers, E-mail addresses and radio call numbers if available.

Supplier's Signature, Name and Date | If the person is also named in the contact list, have them sign, add their position title and date. If the person signing the Supplier Consent is different from the contact list, have the person sign, print their name in brackets, so that it is legible, then add their position title and date.
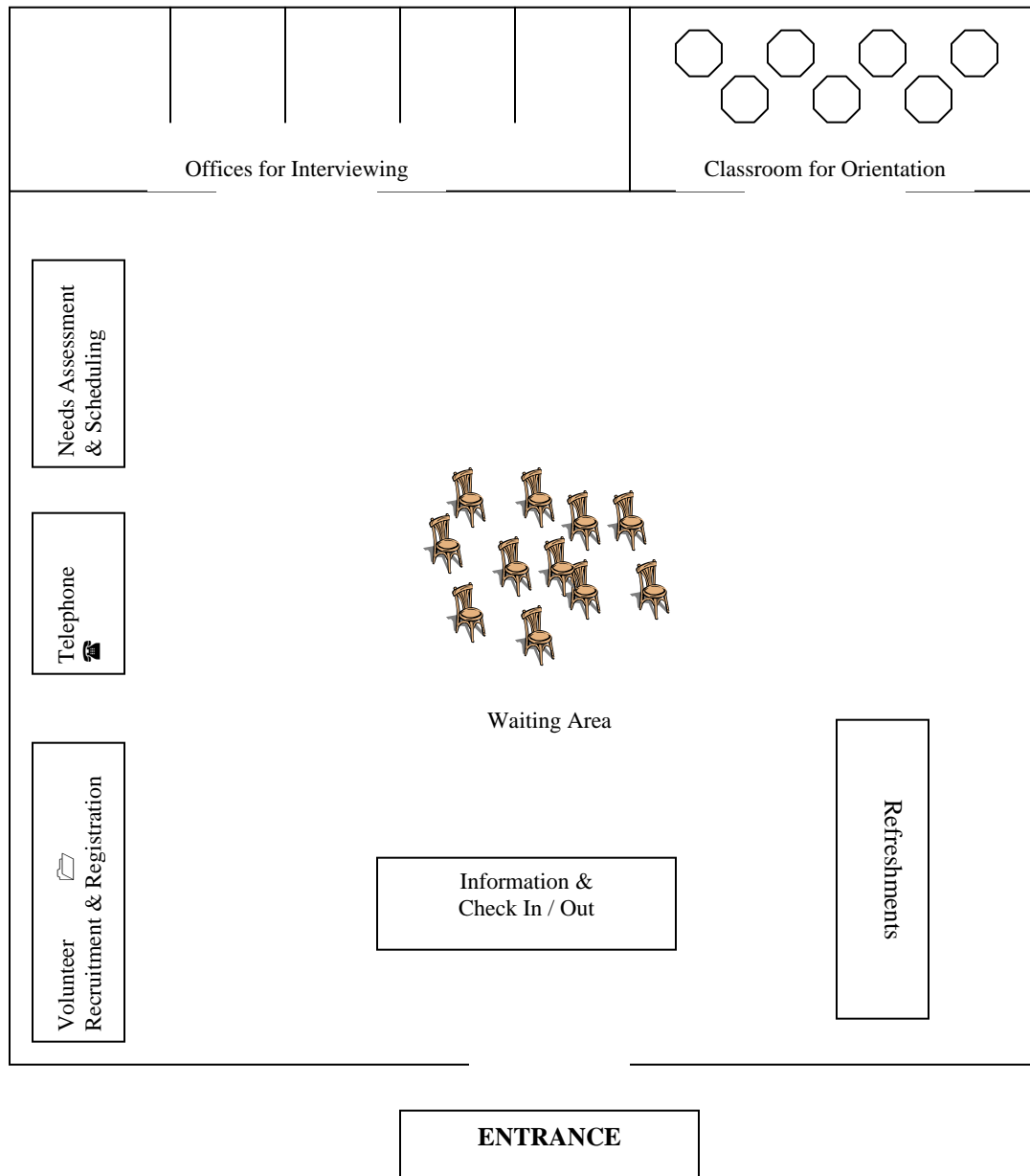
Note: The above instructions relate to the November 2005 revision of the form. If older versions of the Supplier Consent are being used, the PEP Headquarters address will have to be inserted as the mailing address for invoices:

Emergency Social Services Office
Provincial Emergency Program
PO Box 9201 Stn Prov Govt
Victoria BC V8W 9J1
Phone: 1-800-585-9559
Fax: 250-952-5831

TRACKING RECORD OF RESOURCES

TRACKING RECORD OF RESOURCES

* 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)

VOLUNTEER INTAKE CENTRE – SAMPLE FLOOR PLAN

Offices for Interviewing

Classroom for Orientation

Needs Assessment & Scheduling

Telephone

Waiting Area

Volunteer Recruitment & Registration

Information & Check In / Out

Refreshments

ENTRANCE

VOLUNTEER REGISTRATION FORM
(for pre-disaster & disaster volunteer registration)
(please print clearly)

Personal Information

Last Name:	Given Name(s):	Name(s) You Go By:	[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 BC Driver's Licence? [ ] Yes   [ ] No   Class _____

Driver Licence 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   [ ] Willing to provide translation service

Experience: Do you have any of the following skills or training? (indicate with a check mark)

[ ] Amateur Radio	[ ] Food Safe Certificate	[ ] Pet Care
Call Sign: _____	[ ] BC Games Society – Northern, Winter, Summer, Seniors, or Disability Games	[ ] Recreation Instructor
[ ] Child Care (qualified/certified)		[ ] Search and Rescue
[ ] Clothing Services/Retail	[ ] Homemaker Services	[ ] Security
[ ] Computer Skills	[ ] Interviewing	[ ] Teacher
[ ] Counselling Services	[ ] Sign Language	[ ] Tourism & Hospitality
[ ] Editor/Writer	[ ] Lodging Services	[ ] Traffic Control
[ ] Financial Services	[ ] Managerial Services	[ ] Volunteer Services
[ ] First Aid (current certification)	[ ] Medical Services (please specify)	[ ] Other (please specify)
[ ] Food Services	_____	_____

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).*

Meet & Greet – welcome evacuees and direct them to the appropriate service area.		**Child Care** – provide therapeutic play for children (criminal record check required).	
Registration, Inquiry & Referrals Worker– register evacuees, take inquiries about friends and family members and provide referrals for services required.		**Pet Care** – register, feed, exercise and care for domestic pets.	
Resource Acquisition – acquire and manage sources of food, clothing and lodging.		**Transportation** – assist with driving if licensed and insured.	
Emotional Support Services – provide emotional support for evacuees and ESS Workers.		**First Aid** – specify certification.	
Special Needs – assist people with special needs, eg. frail elderly, people with disabilities.		**Information Technology** – computer technical skills, amateur radio.	
Food Services – provide refreshments for evacuees.		**Recreation** – provide activities for all ages and special needs groups.	
Volunteer Services – recruit, train, assign and support volunteers.		**Runner** – pick up and deliver supplies from one station to another.	
Administrative Services - clerical support including data entry.		**Other**	

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.**

_____   _____
Signature of Applicant   Date

_____   _____
Parent or Guardian (if applicant is age 13 to 18 years inclusive)   Date

OFFICE USE ONLY

Starting Date: _____   Area Placed: _____

Comments: _____

Interviewer: _____   Date: _____

VOLUNTEER/STAFF ASSIGNMENT FORM

Facility:		Task #:
Date:	**Shift:** from: _____ to _____ (24hr)	

Name	Section	Branch/Unit

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 jewellery 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 rumour. 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 well-being 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.

VOLUNTEER/STAFF INTAKE LOG

DATE: _____

NAME (print clearly)	ADDRESS	TELEPHONE		AVAILABILITY		SKILLS	CALL BACKS	MISC.
		HOME	WORK	DAYS	HOURS			

VOLUNTEER/STAFF MANAGEMENT BRANCH
SCREENING INTERVIEW QUESTIONS

Applicant's Name:_____ Date:_____

Applicants 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

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.

➢ 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. 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.

WHAT IS EMERGENCY SOCIAL SERVICES?

Emergency Social Services (ESS) is a community-based provincial emergency response program. ESS are those services required to preserve the well-being of people affected by an emergency or disaster – ranging from single house fire or calamities involving mass evacuations.

ESS in BC

The goal ESS is to help people begin to re-establish themselves as quickly as possible after a disaster. ESS plays an important role in emergency management in BC by:

- Helping people meet their immediate basic needs during a disaster ;
- Reuniting families separated by disaster and;
- Providing people affected by a disaster with accurate and up-to-date information.

What services are provided by ESS?

ESS provides temporary relief to individuals and families so they can begin to plan their next steps after a disaster. Services may include:

Primary Services	Specialized Services
- food - lodging - clothing and - family reunification.	- emotional support - volunteer services - child care - first aid or information and - transportation services.

Who provides ESS?

In BC, local authorities and first Nations are responsible for planning and operating ESS as part of their overall emergency plan. More than 150 municipalities in BC have an ESS team. Approximately 5,000 volunteers donate their time and energy as members of ESS teams located in communities throughout BC. In some communities, municipal staff may also be involved in providing services. ESS Support Organizations also have important roles in providing ESS.

How is ESS provided?

ESS teams assist evacuees, usually at Reception Centres. Reception Centres are often located in community recreation centres, churches, or schools. In some communities ESS teams also provide services in other settings, such as outreach to those unable to leave their homes, or on-site services to response workers.

How long is ESS provided for?

ESS is generally available for **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. ESS may be extended in exceptional circumstances only..

SECTION 4

Acronyms & Glossary

Common Acronyms

BCERMS	BC Emergency Response Management System
CBRN	Chemical, Biological, Radiological, Nuclear
CCG	Central Coordination Group
CDCC	Canadian Disaster Child Care
CRCS	Canadian Red Cross Society
CRIB	Central Registry and Inquiry Bureau
DFA	Disaster Financial Assistance
DND	Department of National Defence
ECC	Emergency Coordination Centre
EHS	Emergency Health Services
EMBC	Emergency Management BC
EOC	Emergency Operations Centre
EPC	Emergency Program Coordinator
ESS	Emergency Social Services
ESSA	Emergency Social Services Association
ESSD	Emergency Social Services Director
FR	Family Reunification
ICS	Incident Command System
GL	Group Lodging
IEPC	Inter-Agency Emergency Preparedness Council

JEPP	Joint Emergency Preparedness Program
JIBC	Justice Institute of BC
MCFD	Ministry of Children and Family Development
MST	Mobile Support Team
NGO	Non-Government Organization
NESS	National Emergency Stockpile System
OC	Operations Centre
PECC	Provincial Emergency Coordination Centre
PEP	Provincial Emergency Program
PIO	Public Information Officer
PHAC	Public Health Agency of Canada
PREOC	Provincial Regional Emergency Operation Centre
PSEPC	Public Safety and Emergency Preparedness Canada
RC	Reception Centre
R & I	Registration and Inquiry
RUS	Referrals Unit Supervisor
SAR	Search and Rescue
SJA	St. John Ambulance
TSA	The Salvation Army

Glossary

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

-A-

Action Plan:
Contains objectives and specific tasks for the operational period. The Action Plan may be oral or written. When written, the Action Plan may have a number of forms as attachments (e.g., traffic plan, safety plan, communications plan, map, etc.).

Advance Planning Unit:
Unit within the Planning Section responsible for anticipating future needs of the Reception Centre or Group Lodging operations and developing objectives and specific tasks to meet these needs.

Allocated Resources:
Resources dispatched to an incident.

Area Command:
An organization established to: 1) oversee the management of multiple incidents that are each being handled by an Incident Command System organization; or 2) to oversee the management of a very large incident that has multiple Incident Management Teams assigned to it. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources based on priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed.

Assigned Resources:
Resources checked in and assigned work tasks on an incident.

Assignments:
Tasks given to resources to perform within a given operational period, based upon tactical objectives in the Incident Action Plan.

Assistant(s):
Title for subordinates of the Command/Management Staff positions. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions.

Available Resources:
Incident-based resources that are ready for deployment.

-B-

Branch:
The organizational level having functional or geographic responsibility for major parts of incident operations.

The British Columbia Emergency Response Management System (BCERMS):
The British Columbia Emergency Response Management System is a comprehensive management scheme that ensures a coordinated and organized Provincial response and recovery to any and all emergency incidents. The broad spectrum of components of the BCERMS includes: operations and control management, qualifications, technology, training and publications.

-C-

Chain of Command:
A series of management positions in order of authority.

Chief:
The title for individuals responsible for command and/or management of functional sections: Operations, Planning, Logistics, and Finance. The term Chief is used at all BCERMS response levels.

Child Care Unit:
Unit within the Operations Section responsible for providing a safe and nurturing environment for children at the Reception Centre.

Clear Text:
The use of plain English in all communications. No "Ten Codes" or organization-specific codes are used when utilizing Clear Text.

Clerical Unit:
Unit within the Logistics Section responsible for providing personnel to function as scribes, minute takers, data entry clerks etc. in other function areas.

Command:
The act of directing and/or controlling resources by virtue of explicit legal, organization, or delegated authority.

Command/Management Staff:
The Command/Management Staff consists of the Information Officer, Safety Officer, and Liaison Officer. They report directly to the Reception Centre Manager. They may have an assistant or assistants, as needed.

Computer Systems Unit:
Unit in the Logistics Section responsible for providing computer systems.

Compensation/Claims Unit:
Unit within the Finance Section responsible for dealing with property damage and injuries.

Coordination:
The process of systematically analyzing a situation, developing relevant information, and informing appropriate command/management authority of viable alternatives for selection of the most effective combination of available resources to meet specific objectives. The coordination process (which can be either intra- or inter-organization) does not involve dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within the limits established by specific organization delegations, procedures, legal authority, etc.

Cost Unit:
Unit within the Finance Section responsible for tracking costs, analyzing cost data, making cost estimates, and recommending cost-saving measures.

Critical Resource:
Material, personnel and finances that are in short supply and are needed by more than one incident management team, or are needed for high priority assignments.

-D-

Delegation of Authority:
A statement provided to the Incident Commander by the Organization Executive delegating authority and assigning responsibility. The Delegation of Authority can include objectives, priorities, expectations, constraints, and other considerations or guidelines as needed. Organizations may require written Delegation of Authority to be given to Incident Commanders prior to their assuming command on larger incidents.

Deputy:
A fully qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In some cases, a Deputy could act as relief for a superior and therefore must be fully qualified in the position. Deputies can be assigned to the Manager, General Staff, and Branch Coordinators. Deputies can be utilized at the site and site support level e.g.: RC, GL, EOC, PREOC, and PECC.

Demobilization Unit:
Unit within the Planning Section responsible for assuring controlled, orderly, safe, and efficient demobilization of incident facilities and resources.

Disaster:
A calamity caused by accident, fire, explosion, or technical failure, or by the forces of nature that has resulted in serious harm to the health, safety or welfare of people, or in widespread damage to property (as defined in the Emergency Program Act).

Dispatch:
The implementation of a command decision to move a resource or resources from one place to another.

Documentation Unit:
Unit within the Planning Section responsible for collecting, recording, and safeguarding all documents relevant to the response.

Donated Goods Unit:
Unit within the Logistics Section responsible for controlling the receiving donated goods in the Reception Centre.

-E-

Emergency:
A present or imminent event that is caused by accident, fire, explosion, or technical failure, or by the forces of nature and requires prompt coordination of action or special regulation of persons or property to protect the health, safety and welfare of people, or to limit damage to property (as defined in the Emergency Program Act).

Emergency Management:
An organized effort to mitigate against, prepare for, respond to, and recover from an emergency.

Emergency Medical Assistant (EMA):
A health-care specialist licensed under the Health Emergency Act with particular skills, knowledge, and certification in pre-hospital emergency care and transportation.

Emergency Operations Centre (EOC):
A designated facility established by an organization or jurisdiction to coordinate the overall organization or jurisdictional response and support to an emergency response.

Emergency Program Coordinator:
The individual within a local authority who has coordination responsibility for jurisdictional emergency management.

Emergency Response Plan:
The plan that each jurisdiction has and maintains for responding to incidents based on a hazard and risk analysis.

Emergency Social Services (ESS):
Those services provided on a short-term basis to preserve the emotional and physical well being of evacuees and response workers in emergency situations.

Emotional Support Unit:
Unit within the Operations Section responsible for counselling services to evacuees and ESS personnel.

ESS Director (ESSD):
The individual responsible for the management and coordination of a local ESS program/team. He/she is also responsible for ESS planning and response activities.

ESS Support Organization:
The term used to designate assisting and cooperating organizations.

Event:
A planned, non-emergency activity. ICS can be used as the management system for a wide range of events, e.g., parades, concerts, or sporting events.

F-

Facility Unit:
Unit within the Logistics Section that provides facilities for the ESS response.

Finance Section:
The Section responsible for all incident costs and financial considerations including the Time Unit, Procurement Unit, Compensation/Claims Unit, and Cost Unit.

First Aid Unit:
Unit within the Operations Section responsible for providing emergency First Aid.

Food Unit:
Unit within the Logistics Section responsible for providing food services for ESS personnel and evacuees at a Reception Centre.

Function:
In BCERMS, function generally refers to the five major activities e.g., Command/Management, Operations, Planning, Logistics, and Finance (In some instances, Sections, Branches and Units are loosely referred to as functions as well). The term function is also used when describing the activity involved, e.g., the planning function.

-G-

General Staff:
A group of management personnel reporting to the Group Lodging Manager. The General Staff consist of:

- Operations Section Chief
- Planning Section Chief
- Logistics Section Chief
- Finance Section Chief

Group Lodging:
Congregate care facility for the lodging and feeding of evacuees.

-H-

Health Services Branch:
Branch within the Operations Section responsible for health related functions delivered within the Group Lodging facility. (First Aid, Emotional Support, Special Needs).

-I-

Incident(s):
An occurrence either human caused or by natural phenomena, that requires action by response personnel to prevent or minimize loss of life or damage to property, environment and reduce economic and social losses.

Incident Commander/Manager:
The individual responsible for the management of all incident operations at the incident site. The term 'Incident Commander,' shall be deemed to include Unified Command.

Incident Command Post (ICP):
The location at which the primary command functions are executed. The ICP may be co-located or shared with the incident base or other incident facilities.

Incident Command System (ICS):
A standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries.

Incident Management Team:
The Incident Commander/GL Manager and appropriate Command/Management and General Staff personnel assigned to an incident.

Incident Name:
When multi-organizations are responding to one incident the jurisdictional organization will name the incident (in clear text) using a common geographical or functional reference. All cooperating and assisting organizations will use the identified incident name.

Incident Objectives:
Statements of guidance and direction necessary for the selection of tasks. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been assigned. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

Information Officer:
A member of the Command/Management Staff responsible for interfacing with the public and media or with other organizations requiring information directly from the incident. There is only one Information Officer per incident. The Information Officer may have assistants.

Information Technology Branch:
Branch within the Logistics Section that coordinates the Telephones, Amateur Radio and Computer services for the Group Lodging facility.

Initial Action:
The actions taken by resources, which are the first to arrive at an incident.

Initial Response:
Resources initially committed to an incident.

Inquiry Unit:
Unit within the Operations Section of a Reception Centre where one can inquire about the whereabouts of a family member or friend for the purpose of Family Reunification.

-J-

Jurisdiction (Jurisdictional):
The range or sphere of authority. Organizations have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation.

Jurisdictional Organization:
The organization having jurisdiction and responsibility for a specific geographical area, or a mandated function and includes key ministries as defined in the Emergency Program Act.

-K-

-L-

Level One ESS:
ESS Level One response provides lodging, meals and clothing referrals for up to 72 hours for one or two families (12 people or less) whose homes are made uninhabitable by events beyond their control and who do not have alternate resources.

Liaison Officer:
A member of the Command/Management Staff responsible for coordinating with representatives from external cooperating and assisting organizations.

Logistics Section:
The Section responsible for providing resources (material and human) and support to the response.

-M-

Management by Objectives:
In BCERMS, this is a top-down management activity that involves a process to achieve the goals. The steps are establishing the incident objectives, selecting the appropriate strategies/tasks to achieve the objectives, and implementing the strategies/tasks.

Management Staff:
The ESS management staff consists of the Manager, Information Officer, Safety Officer, and Liaison Officer. They may have an assistant or assistants as needed.

Management Team:
The management team consists of the Manager, Officers (Information, Safety, Liaison) and General Staff (Section Chiefs).

Meet & Greet Unit:
Unit within the Operation Section of a Reception Centre responsible for initial triage and welcoming of evacuees to the centre.

Mobilization:
The process and procedures used by all organizations activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

Mobilization Centre:
An off-incident location at which emergency service personnel and equipment are temporarily located pending transfer to the site. This is not a staging area.

Mobile Support Team (MST):
Upon the request of a community and approval by PEP Regional Manager, an MST (comprising trained ESS volunteers) will travel to the community and assist in organizing ESS during a response.

Multicultural Unit:
Unit within the Operations Section responsible for providing translators and advice regarding various cultural food, clothing and other issues.

Multi-Organization Incident:
An incident where one or more organizations assist a jurisdictional organization. May be single or unified command.

Multi-Jurisdiction Incident:
An incident requiring action from multiple organizations that have statutory responsibility for incident mitigation. In ICS these incidents should be managed under Unified Command.

Mutual Aid Agreement:
Written agreement between organizations and/or jurisdictions in which they agree to assist one another upon request by furnishing resources.

- N -

-O-

Officer:
The title for the personnel responsible for the Command/Management Staff positions of Safety, Liaison, and Information.

On-Site Goods Distribution Unit:
Unit within the Operations Section responsible for the delivery of comfort foods and other material goods (i.e. blankets, teddy bears) to the evacuees in a Reception Centre.

Operational Guidelines:
An organizations' written procedure(s) that establishes a commonly accepted course of action and specifies the functional limitations of personnel in performing emergency operations.

Operational Period:
The period of time scheduled for execution of a given set of operational actions as specified in the action plan. Operational Periods can be of various lengths, although usually not over 24 hrs.

Operations Section:
The Section responsible for all tactical operations (services direct to evacuees) at the Reception Centre or Group Lodging facility.

Organization Executive or Administrator:
Chief executive officer (or designate) of the organization or jurisdiction that has responsibility for the incident.

Organization Representative(s):
An individual assigned to an incident from an assisting or cooperating organization who has been delegated authority to make decisions on matters affecting that organization's participation at the incident. Organization Representatives report to the Liaison Officer.

Out-of-Service Resources:
Resources allocated to an incident but temporarily unable to respond for mechanical, rest, or staffing reasons.

-P-

Pet Care Unit:
Unit within the Operations Section of a Reception Centre, responsible for a safe and secure location to temporarily house domestic pets while evacuees are at the Reception Centre and/or place of lodging.

Planning Meeting:
A meeting held as needed throughout the duration of an incident, to select specific tasks for incident operations, and for service and support planning. On larger incidents, the planning meeting is a major element in the development of the Action Plan.

Planning Section:
The Section responsible for the collection, evaluation, and dissemination of information related to the incident, and for the preparation and documentation of Action Plans.

Primary Services Branch:
Branch within the Operations Section responsible for Meet & Greet, Registration, Referrals for Food, Clothing and Lodging, Inquiry and On Site Goods Distribution.

Provincial Central Coordination Level:
A coordination level within the BC Emergency Response Management System, which is activated to coordinate all provincial resources. This level interacts with the Provincial Regional Coordination Level.

Provincial Emergency Coordination Centre (PECC):
Provincial Emergency Coordination Centre will be established to manage activities at the Provincial Central Coordination Level. The five functions provided by PECC are Management, Operations Coordination, Planning, Logistics, and Finance/Administration. The PECC level follows the same basic organizational support levels in the BCERMS.

Provincial Emergency Program (PEP):
The Provincial Emergency Program is responsible for developing and maintaining provincial emergency preparedness, response and recovery measures.

Provincial Regional Coordination Level:
A coordination level within the BC Emergency Response Management System which is activated to coordinate provincial resources on a regional basis. This level interacts with local authorities and Ministry EOCs.

Provincial Regional Emergency Operations Centre (PREOC):
A Provincial Regional Operations Centre manages activities at the Provincial Regional Coordination Level and coordinates the joint efforts of government and non-government organizations.

Procurement Unit:
Unit within the Finance Section responsible for financial matters involving supplier contracts.

- Q -

-R-

Radio Cache:
A supply of radios stored in a pre-determined location for assignment to incidents.

Reception Centres (RC):
A safe gathering place where evacuees can register, are interviewed to determine their immediate emergency needs, and are referred to suppliers for assistance.

Reception Centre Manager:
The individual responsible for the overall management at the Reception Centre.

Recreation Unit:
Unit within the Operations Section responsible for coordinating any recreation or leisure activities required in a Reception Centre facility.

Recreation & Leisure Unit:
Unit within the Operations Section responsible for coordinating any leisure activities required in a Group Lodging facility.

Referrals (for Food, Clothing and Lodging) Unit:
Unit in Operations Section of a Reception Centre that refers evacuees to community suppliers to meet their immediate needs.

Referrals Unit Supervisor (RUS):
The RUS assists and supports Referral volunteers in completing ESS Referral forms for evacuees, and seeks approval for expenditures beyond ESS rates.

Registration Unit:
Unit within the Operations Section of a Reception Centre that records the whereabouts of evacuees for the purpose of Family Reunification.

Resources:
Personnel and equipment available, or potentially available, for assignment to incident(s).

Resource Acquisition Unit:
Unit within the Logistics Section responsible for confirming the availability of services and supplies to meet the needs of the evacuees and Reception Centre or Group Lodging operation.

Risk Management:
Risk Management is the process of making and carrying out decisions that will minimize the adverse effects of injuries, accidental losses and liability upon an organization. Making these decisions requires the five steps in the decision process. The five steps in the decision process are:

- identifying exposure to loss,
- examining alternative techniques for dealing with the exposures,
- selecting the best techniques,
- implementing the chosen techniques, and
- monitoring and improving the response.

Carrying out these decisions requires the four functions in the management process. The four functions in the management process are:

- planning,
- organizing,
- leading, and
- controlling.

-S-

Safety Officer:
A member of the Command/Management Staff responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for ensuring personnel safety and worker care. The Safety Officer may have assistants.

Search & Reply Unit:
The process of matching Inquiries with Registrations for the purpose of Family Reunification n a Reception Centre.

Section:
That organization level with responsibility for a major functional area of the Reception Centre or Group Lodging facility, e.g., Operations, Planning, Logistics, Finance.

Security Unit:
The unit with in Logistics Section providing traffic control and general security to the facility.

Shipping & Receiving Unit:
Unit within Logistics Section responsible for the acceptance and dispatch of materials to and from the Reception Centre or Group Lodging facility.

Single Command:
Single Command has one Incident Commander.

Single Resource:
An individual, a piece of equipment and its personnel complement.

Site Support Level:
A coordination level within the BC Emergency Response Management System that is activated to provide policy direction and resources support to an Incident Commander.

Situation Unit:
Unit within the Planning Section responsible for the collection, organization, and analysis of information, and for analysis of the situation as it progresses.

Span of Control:
To maintain supervisory levels within the command structure an effective span of control is required. Span of Control is within the range of 1 to 3 and 1 to 7 individuals reporting to a supervisory level. The range of 1 to 5 is considered the optimum number of individuals reporting to the next higher supervisory level.

Special Needs Unit:
Unit within the Operations Section responsible for delivery of health related services to evacuees with long-term conditions (e.g. dependant adults, frail elderly, mobility-challenged people etc.).

Specialized Services Branch:
Branch within Operations Section that deals with Recreation and Leisure, Multicultural and Transportation functions.

Supervisor:
Individuals within organizational units that are assigned specific managerial responsibilities, e.g., Check In/Check Out Unit or Meals Distribution Unit.

Supply Branch:
Branch within Logistics Section that provides the material goods and services for the Reception Centre or Group Lodging facility.

Support Branch (Group Lodging):
A Branch within the Logistics Section responsible for providing services to support the facility, for example, facility management, clerical support and security.

Supporting Materials:
Refers to the several attachments that may be included with an Action Plan, e.g., communications plan, map, safety plan, traffic plan, and medical plan.

Support Resources:
Non-tactical resources under the supervision of the Logistics, Planning, Finance Sections, or the Management Staff.

-T-

Task(s):
Specific actions taken to achieve operational objectives for an operational period.

Task Number:
A control number assigned by PEP to each response or training event for the purpose of tracking an approved response and providing support for ESS workers with WorkSafe BC and personal liability coverage.

Technical Specialists:
Personnel with special skills that can be used where required within the ICS organization.

Telephones Unit:
Unit in the Logistics Section responsible for providing telecommunications services.

Time Unit:
Unit within the Finance Section responsible for recording time worked by personnel.

Transportation Unit:
Unit within the Operations Section responsible for coordinating the movement of evacuees from the Reception Centre or Group Lodging facility to accommodations or approved activities.

-U-

Unified Area Command:
A Unified Area Command should be established when incidents under an Area Command are multijurisdictional. (See Area Command and Unified Command.)

Unified Command:
In ICS, Unified Command is a unified team effort which allows all organizations with jurisdictional responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives, strategies and action plans. This is accomplished without losing or abdicating organization authority, responsibility, or accountability. The term 'incident command,' when used throughout this standard, shall be deemed to include Unified Command.

Unit(s):
The organizational element having functional responsibility for a specific function within the Sections of Operations, Planning, Logistics, or Finance.

Unity of Command:
The concept by which each person within an organization reports to and receives direction from only one supervisor.

-V-

Volunteer/Staff Management Branch:
Branch within Logistics Section that is responsible for the management of personnel at the Reception Centre or Group Lodging facility. This includes the recruitment, screening, orientation, assignment, training, evaluation and recognition of personnel.

- W -

- X -

- Y -

- Z -