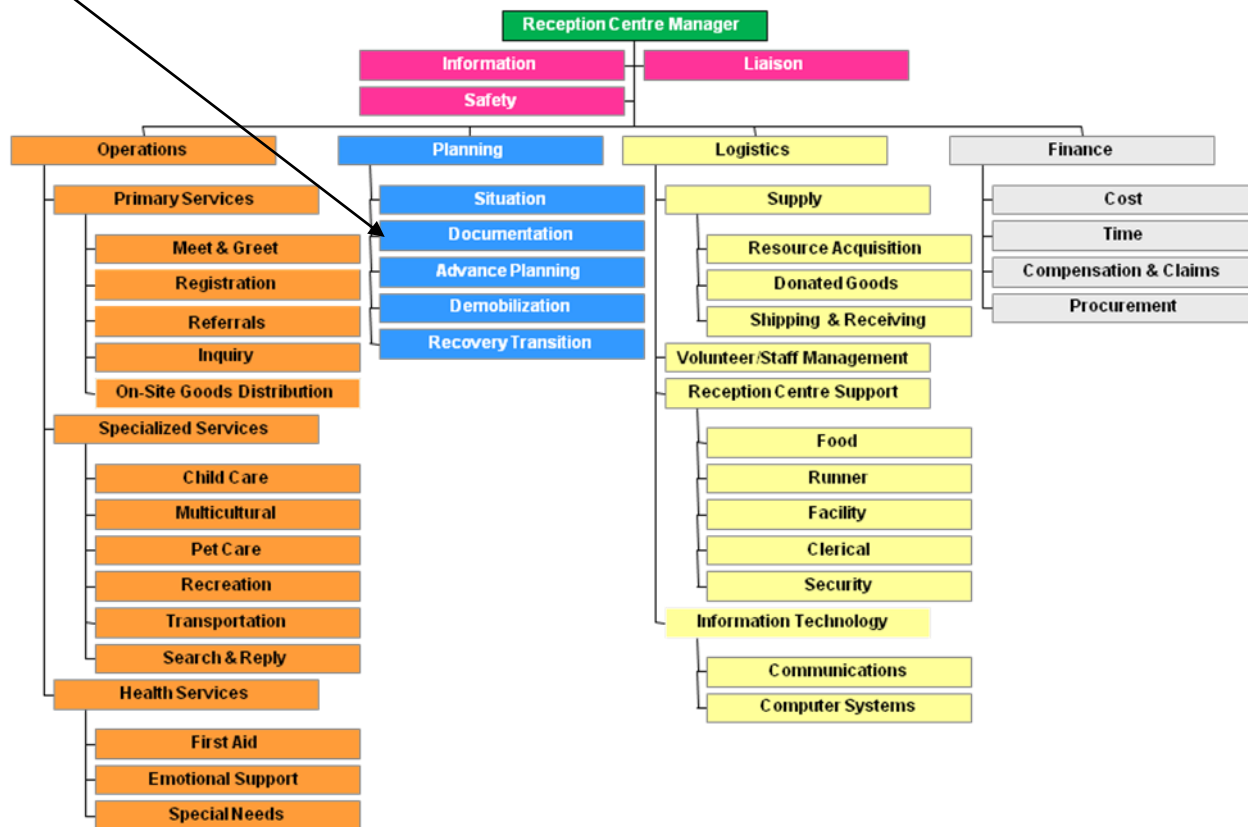


Emergency Social Services

Supervisor's Guide –

Documentation Unit



ESS Planning

Documentation Unit

Regardless of the level of ESS response, it is imperative that all information about the response be documented. This includes details of the evacuees' whereabouts and any financial matters, whether that be referrals or costs directly related to the response.

An effective Documentation Unit helps to ensure that a system is in place to assist in family reunification, evacuees' whereabouts are known, supplier payments are facilitated, statistical information is gathered and the necessary forms are distributed to Registration, Referrals and Inquiry workers.

How to use this guide

This guide is intended for use as an aid to Supervisors of a Documentation Unit for any level of ESS response. It can also be used as a training tool for team meetings or training sessions

This guide will lead you, step by step, through the role of the Documentation Unit Supervisor and Worker. While the forms will be identified, the process for completing and processing the required documentation will not be covered in this guide as it is adequately explained in the ESS Field Guide, Reception Centre Operational Guidelines and Supervisor's Guide for Referrals Unit.

<http://www.ess.bc.ca/pubs/ESSFieldGuide.pdf>

http://www.ess.bc.ca/receptions_oper.htm

<http://www.ess.bc.ca/docs/ReferralsUnitSupervisorsGuide.pdf>

NOTE: All forms in this guide can be downloaded in Word format for printing from the Reception Centre Operational Guidelines, Section 3 – Function Aids

Table of Contents

Step 1 - Page 6

- Review the Function of the Documentation Unit
 - Protection of Privacy and Document Security
 - Loss or Theft of ESS Documents or Personal Information – Reporting Procedures

Step 2 – Page 8

- Review the Documentation Unit Supervisor Checklist

Step 3 – Page 12

- Review the process for conducting **Family Reunification**

Step 4 – Page 13

- Review the Documentation Unit Supervisor's Function Aids
 - Position Log – Page 14
 - ESS Personnel Request Form – Page 16
 - ESS Resource Request Form - Page 18
 - Shift Schedule – Page 20
 - Status Report – Page 22

Step 5 – Page 24

- Forms Distribution

Step 6 – Page 26

- Form Collection & Review

Step 7 – Page 28

- Statistics

Step 8 – Page 30

- Destination of Forms

Step 9 – Page 32

- Replenish Supplies

Appendices – Page 34

- Sample Documentation Unit Set Up – Page 36
- Sample Reception Centre Set Up – Page 38
- What if? Questions – Page 40
- Tips on Documentation - Page 44

STEP 1 – Function of the Documentation Unit

The Documentation Unit, like other Units, is a function. This function may be performed during a Level One response concurrent with the other functions by two or three ESS responders. When a reception centre is established during Level Two or Three responses, the Documentation Unit will generally be established in a location away from the general population. This allows for greater privacy as Documentation Unit workers will be handling confidential and often sensitive information.

Protection of Privacy and Document Security

Emergency Social Services (ESS) workers are responsible for the security of documentation and the protection of confidential information.

- ESS documents and personal information of evacuees and ESS volunteers and staff (contact lists, etc.) must be kept in a safe, secure location between activations and deployments.
- During deployments and activations, ESS documents and personal information of evacuees or ESS volunteers and staff (contact lists, etc.) must not be left unattended in a vehicle or any non secure location.
- At the end of a deployment or activation, ESS documents and any personal information of evacuees or ESS volunteers and staff must be returned to a safe, secure location.

Loss or Theft of ESS Documents or Personal Information – Reporting Procedures

Organizations that collect and hold personal information are responsible for notifying affected individuals when a privacy breach occurs. For loss or theft of ESS documents or personal information of evacuees or ESS volunteers or staff, the following procedures will apply:

1. The ESS worker discovering the loss or theft will immediately report the event to their immediate supervisor with the following details:
 - a. Time of loss or theft (if known).
 - b. Type of documents or information lost or stolen – (documents or information of concern are Blank ESS File Forms and Referral Forms and information in any format that contains personal information of evacuees or ESS volunteers and staff).
 - c. Number of documents and serial numbers for documents (if known).
2. Supervisors will report loss or theft of documents or information of concern through the ESS chain of command to the ESS Director.
3. The ESS Director will report the loss or theft of documents or information of concern to the Emergency Program Coordinator (EPC), or to the EOC Director if the EOC is activated.
4. The EPC or EOC Director will report the loss or theft to:
 - a. During business hours, to the EMBC Regional Office or PREOC if activated.
 - b. After hours, to the EMBC Emergency Coordination Centre at 1 800 663 3456.

Supervisor's Guide – Documentation Unit

5. The Local Authority EPC will use the Breach Notification Assessment Tool (http://www.oipc.bc.ca/pdfs/Policy/ipc_bc_ont_breach.pdf) to determine the most effective method of notifying individuals whose privacy has been breached.
6. The EPC will provide a summary report of the incident to the EMBC Regional Office.

Supervisor's Guide – Documentation Unit

STEP 2 – The Documentation Unit Supervisor

The Documentation Unit Supervisor must have a full understanding of the roles and responsibilities of Documentation Unit workers.

These checklists are guidelines only, based on a fully expanded Reception Centre activation. For smaller responses they can be modified to include only those responsibilities that are required.

**** 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.

Supervisor's Guide – Documentation Unit

- ☐ 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 facsimile 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 EMBC 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.).

Supervisor's Guide – Documentation Unit

Function Aids:

- Position Log
- ESS Personnel Request Form
- Status Report
- Shift Schedule
- ESS Resource Request Form
- Documentation Unit Setup – Sample
- ESS File 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.

STEP 3 – Family Reunification

Given that the ESS File Registration and Service Records are maintained in the Documentation Unit, inquiries about family or friends can usually be managed within the Unit. Assign one or two people to match inquiries with registrations on file to facilitate the reunification process.

It is important to remember to check for Restricted Files. If the registered evacuee has indicated that they do not want their personal information shared, no information is to be relayed to the inquiring party. The Restricted File is to remain in the possession of the Documentation Unit Supervisor who will notify the evacuee that someone has made an inquiry and relay the contact information of the person making the inquiry to the evacuee.

In most cases, the number of inquiries is small enough to be managed with minimal staffing. If the number of inquiries becomes more than what can be handled easily, the Documentation Unit Supervisor should request set up of a separate Search and Reply Unit under the Operations Section. The staff performing the Search and Reply function may, for convenience, be co-located with the Documentation Unit.

For events that generate more inquiries than can be readily handled by the Reception Centre, The Reception Centre Manager should request that the Emergency Operation Centre submit a request to EMBC for establishment of a Canadian Red Cross Central Registration and Inquiry Bureau (CRIB).

STEP 4 – Supervisor's Function Aids

There are a number of forms used by all Supervisors in a Reception Centre. Each of these forms is given a brief description here. The forms presented here have been filled out as an example of the required information.

At the end of each shift the Supervisor should ensure that any forms that have been completed and returned by each Unit are maintained in a file dedicated to each form.

Position Log

Purpose

The purpose of the Position Log is to record details of position activity. The file of these logs provides a basic reference from which to extract information for inclusion in any after-action report.

Initiation of Form

The Position Log is initiated and maintained by the Documentation Unit Supervisor.

Distribution

The Documentation Unit maintains a file of all Position Logs. It is necessary that one copy of each log be retained by the Documentation Unit.

The following example of a Position Log is adequate for most situations. However, it is not uncommon to find properly bound log books designed for that purpose. Such log books cannot easily have pages removed, thereby maintaining the integrity of the Position Logs.

March, 2012	14
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Supervisor's Guide – Documentation Unit

Personnel Request Form

Purpose

The purpose of the Personnel Request Form is to initiate the assignment of more workers to the Documentation Unit.

Initiation of Form

The Personnel Request Form is initiated and maintained by the Documentation Unit Supervisor. The Request Form is forwarded to the Logistics Section for action.

Distribution

The Logistics Section, Volunteer/Staff Management Unit maintains a file of all Personnel Requests.

ESS PERSONNEL REQUEST FORM

Request From: (Name) _____ Darrel P. _____ Planning/Documentation _____ Jan. 2, 2001 _____ 10:15 _____
 Section / Unit _____ Date _____ Time (24-hour) _____

# of Personnel Required	Tasks to Perform (location, duration)	Types of Skills Required	Time Needed (check if urgent)
2	Runners	Capable of carrying up to 20 lbs.	1600 hrs ()
4	Filing Clerks	Ability to alphabetize to 4 letters	1600 hrs()
			()
			()
			()
			()
			()
			()
			()
			()
			()
			()

Supervisor's Guide – Documentation Unit

ESS Resource Request Form

Purpose

The purpose of the ESS Resource Request Form is to initiate the provision of resources required for the operation of the Documentation Unit.

Initiation of Form

The ESS Resource Request Form is initiated and maintained by the Documentation Unit Supervisor. The Request Form is forwarded to the Logistics Section for action.

Distribution

The Logistics Section, Resource Acquisition Unit maintains a file of all Request Forms.

Supervisor's Guide – Documentation Unit

ESS Resource Request Form

Facility (RC or GL): Bridgewater HS RC Date/Time: Jan. 2, 2011 1315 hrs

Requested by: (Name & Position): Darrel P. Documentation Unit Supervisor

Contact Number: (250) 987-6543 Task#: 123456

Item Requested & Quantity (Provide Details)	Time Needed By	Delivery Location & Contact Person
14 packs Referral Forms	1200, Jan. 3	Documentation Unit Cathy K.

Approved by: Darrel P, Documentation Unit Supervisor
(Name & Position)

Response to Request (Completed by Logistics – Resource Acquisition)

Resource available? YES NO (circle one)

Comments: _____

Estimated Arrival: _____

Request Filled By: _____ Date/Time: _____

Shift Schedule

Purpose

The purpose of the Shift Schedule is to maintain a record of the amount of time ESS workers have contributed to the response and serves as a reference for Workers and Supervisors on assigned shifts.

Initiation of Form

The Shift Schedule is prepared and maintained by the Referrals Unit Supervisor. The Shift Schedule is forwarded to the Volunteer/Staff Management Unit with a copy to the Documentation Unit.

Distribution

The Documentation Unit maintains a file of all Shift Schedules.

Supervisor's Guide – Documentation Unit

Shift Schedule

Facility: Bridgewater RC

Function

Documentation Unit

Date: Jan. 4, 2001

Task #:

123456

Duties / Position Title	Shift 1 - time frame	Shift 2 – time frame	Shift 3 – time frame
	from: 08:00	from: 14:00	from: 18:00
	to: 14:15	to: 18:15	to: 24:00
	Person assigned	Person assigned	Person assigned
D.U. Supervisor	Darrel P.	Winnie J.	Constance L.
File Clerk (Supervisor Alt.)	Sara L.	Denis D.	Astrid B.
File Clerk	Audrey D.	Clarice V.	Danny M.
File Clerk	Petra H.	Roche K.	Garth H.
File Clerk	Yvette H.	Allison W.	Dave Y.
Runner	Lyn T. Sean M.	Alf B. Donna Q.	Laura J. Adrienne R.

Supervisor's Guide – Documentation Unit

Status Report

Purpose

The purpose of the Status Report is to provide an update on the function of the Documentation Unit, including actions to date and unmet needs

Initiation of Form

The Status Report is prepared by the Documentation Unit Supervisor for use by the Planning Section Chief in Management Team meetings.

Distribution

The Documentation Unit maintains a file of all Status Reports.

Supervisor's Guide – Documentation Unit

STATUS REPORT		
[for internal Reception Centre/Group Lodging use]		
Event: Maurice River flood		Status Report Source/Type: <input type="checkbox"/> Section/Function <input checked="" type="checkbox"/> Branch/Unit
Date: January 3, 2001	Time: 18:00	Section/Function: Planning
Operational Period: 8	PEP Task #: 123456	Branch/Unit: Documentation (if applicable)
Current Situation: (Actions taken, resource/personnel status...)		
16 volunteers rotating on 6 hour shifts 286 evacuee files processed		
Outstanding Issues/Challenges/Problems:		
Running low on Referral forms – Resource request submitted but forms have not arrived yet		
Anticipated Priorities/Activities: (For future operational periods)		
May require someone with skill in compiling statistics. Requirement to be determined tomorrow Morning.		
Other Comments/Issues:		
May need to consider going to 4 hour shifts as 6 hours is proving to be too long for the volunteers		

Distribution:

- ☐ RC/GL Manager
- ☐ Safety Officer
- ☐ Liaison Officer
- ☐ Information Officer

- ☐ Operations Section Chief
- ☒ Planning Section Chief
- ☐ Logistics Section Chief
- ☐ Finance Section Chief
- ☐ Other _____

STEP 5 – Forms Distribution

It is the responsibility of the Documentation Unit to ensure all the necessary forms required in the Reception Centre are made available to the appropriate functions (e.g. Referrals Unit). The most common forms required in a Reception Centre include:

- ESS File
- Referral Form
- ESS Rate Sheet
- Invoice for Host Family (Billeting)
- Change of Information Form
- Inquiry Card
- Supplier Consent Form
- ESS Incident Report
- Resource Request Form
- Personnel Request Form

It is important to ensure that an adequate supply of these forms is on hand at all times. Consider assigning a Documentation Unit Worker the responsibility of monitoring the inventory and initiating a request for more as required. These forms can be ordered through Logistics using a Resource Request Form. Initiate the request to replenish the inventory well before the supply is depleted as it may be a day or more before the request can be filled.

Forms for use within the Documentation Unit:

- Referral Form Record
- ESS Out Card
- Registration and Referrals Statistics Record
- Follow Up Card
- Inquiry Card

Supervisor's Guide – Documentation Unit

Step 6 – Form Collection & Review

The Documentation Unit must have an organized method for collection of the forms. Consider assigning a Documentation Unit Worker with experience in office procedures to oversee the layout of the collection system.

As some of the forms used in Reception Centres consist of several copies, separate trays or boxes will be required. Each of these trays should be clearly marked.

Separate files should be maintained for collection of Situation Reports, Action Plans, and copies of other forms generated in the Reception Centre. Remember that the Documentation Unit is the central collection point for all documentation generated.

One role of the Documentation Unit is to ensure all completed forms returned to the Unit are fully and accurately filled out. The forms used during an ESS Response have been modified over the years and will likely continue to be adapted to suit lessons that have been learned, naming conventions or policy changes. As such, it is more important to understand the **intent** of the documents than the details of every field to be filled out.

Keeping in mind the intent of the forms, it is not important whether a field that is not applicable is struck through, marked N/A or otherwise obscured. It is important, however, that such fields are, in some way, marked as not applicable so that they cannot be altered after the form has been completed. Similarly, while best practices dictate the manner in which forms are completed, there needs to be some flexibility to accommodate the individual styles and practices of individual front line ESS workers.

Activity

As a team exercise, practice filling out various ESS forms and determine a standard of practice that ensures the forms are filled out accurately and legibly. This practice should allow for various personal styles while still adhering to the intent of the form, which is to serve the needs of the evacuee while capturing the required information to provide services, pay suppliers and ensure there is adequate information for follow-up.

As forms are collected from Registration and Referrals Units, Documentation Unit Workers review the forms to ensure they have been properly completed. All Documentation Unit Workers should be familiar with the proper procedures for completing each form as described in Section 7 of the ESS Field Guide. <http://www.ess.bc.ca/pubs/ESSFieldGuide.pdf>.

Copies of Section 7 of the ESS Field Guide should be made readily available to Documentation Unit Workers at the Unit's workstation.

Step 7 – Statistics

Certain information collected on ESS forms is of statistical importance. Knowing the number of evacuees, resources used, approximate expenditures and ESS worker hours is helpful locally, regionally and provincially.

- Local: Provides information used for planning purposes. This is particularly helpful for anticipating needs for future responses.
- Regional: Provides EMBC with a snapshot of response activities. This is helpful in determining or anticipating resource requirements that may be beyond the capacity of local authorities.
- Provincial: The Provincial Emergency Coordination Centre (PECC) is required to submit regular updates to the provincial government on response costs and the number of people assisted.

Collecting the hours committed by ESS workers in a response highlights the value of having trained responders. This helps when seeking support for the ESS program at all levels.

Collation of statistics is best achieved by having a Documentation Unit worker with skills in bookkeeping or similar background.

The information to be compiled is entered on the following forms:

ESS Referral Form Record:

The Referral Forms act as a type of currency and are sequentially numbered. To ensure security and control of the forms, their distribution is tracked on the Referral Form Record.

Registration and Referrals Statistics Record:

The Statistics Record captures numbers of evacuees and approximate expenditures. As dollar amounts per evacuee may vary widely, a reasonable estimation of costs is acceptable. This information can be transferred to the *ESS Reception Centre/Group Lodging Situation Report* for submission to the Emergency Operations Centre (EOC). This record is provided as an example of a hard copy method of collecting the necessary statistics. The same information can be captured using electronic means through a spreadsheet that contains the same fields.

Step 8 –Destination of Forms

Once completed forms have been collected by the Documentation Unit and separated accordingly, their final destination needs to be understood. Some are to be kept by the local authority providing ESS while others are to be forwarded to Emergency Management BC (EMBC) for storage per provincial government policies. This is because the information gathered on some of the forms contains private and confidential information that is collected under the authority of the *Emergency Program Act* and, as such, is subject to the requirements of the *Freedom of Information and Privacy Act*.

Forms to be forwarded to the Regional EMBC Office upon completion of the event include:

(Note: "Completion of event" is identified as that point at which all required services have been provided to the evacuee, both ESS and Recovery support has been concluded and the information contained is no longer required by the local authority)

- Emergency Social Services File – Registration and Services Record
- Referral Forms
- Change of Information Forms

These forms will be retained by the EMBC Regional Office for a period of 6 months following conclusion of the event and then sent to secure off-site government storage for a period of three years, after which they are destroyed. The BC Government Document Disposal Act requires that the files are: *".....arranged by reception centre or PEP task number, then by evacuee"*.

All other files generated by ESS are to be retained by the local authority having jurisdiction in accordance with local policies and procedures. Incident reports, task registrations, action plans, operational financial documents, etc. may be required by the local authority when completing final submissions to EMBC.

Step 9 – Replenish Supplies

Expendable supplies used during the ESS response are eligible for replacement. Forms can be ordered through normal channels on the ESS Supply Order Form:

http://www.ess.bc.ca/docs/supply_order.pdf

Please ensure that the task number for which the supplies were expended is included on the order form.

All other supplies used that are directly related to the ESS response can be included in the response costs submitted by the responding jurisdiction. Items such as copy paper, staples, extra filing boxes purchased, and other expendable stationery items can be included. Not included are items that are used by a facility for the purpose of daily operations unrelated to the response.

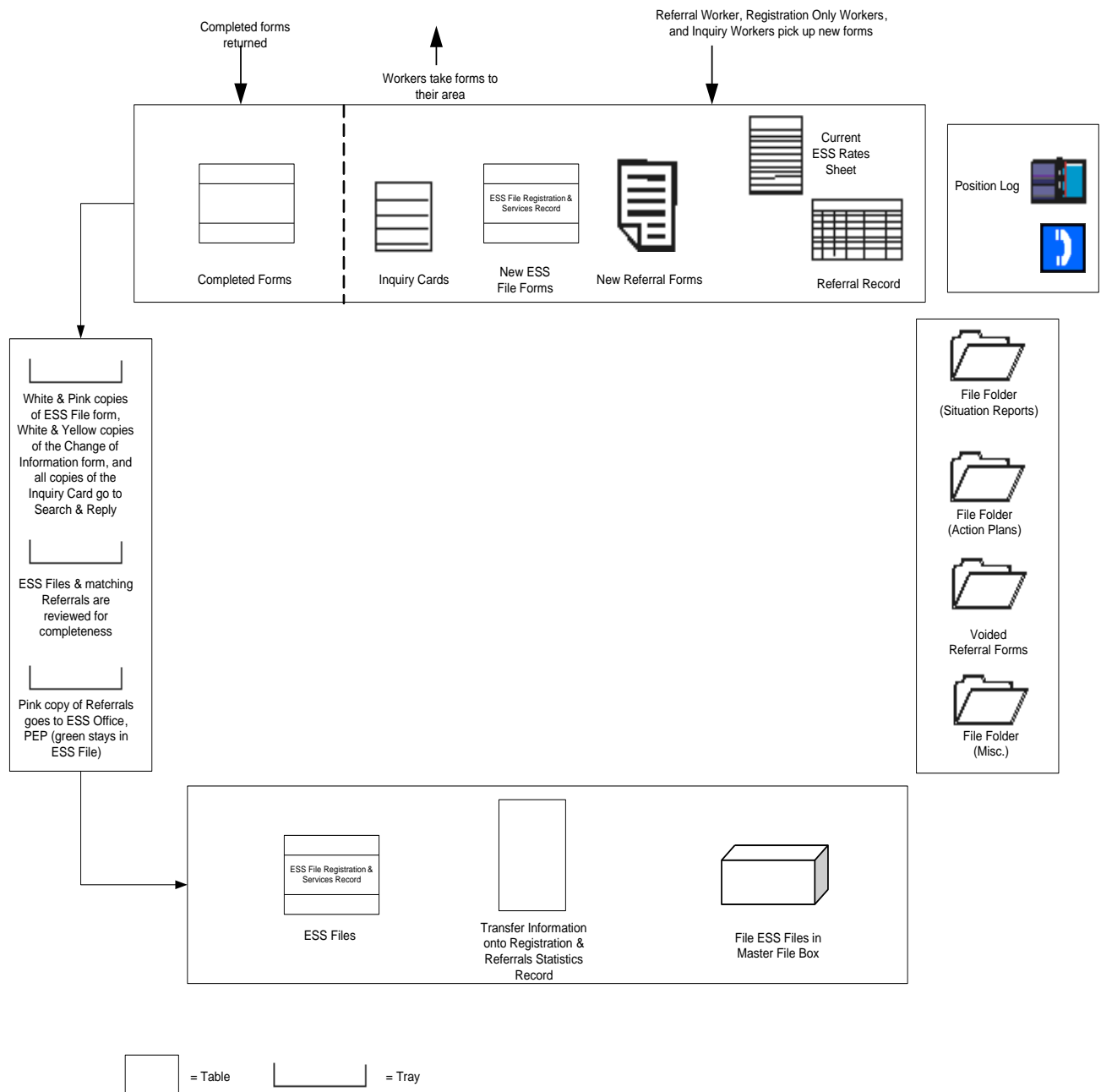
Activity

Conduct an inventory of items to be used in a Documentation Unit. This list should be retained for reference when compiling a list of items used during a response.

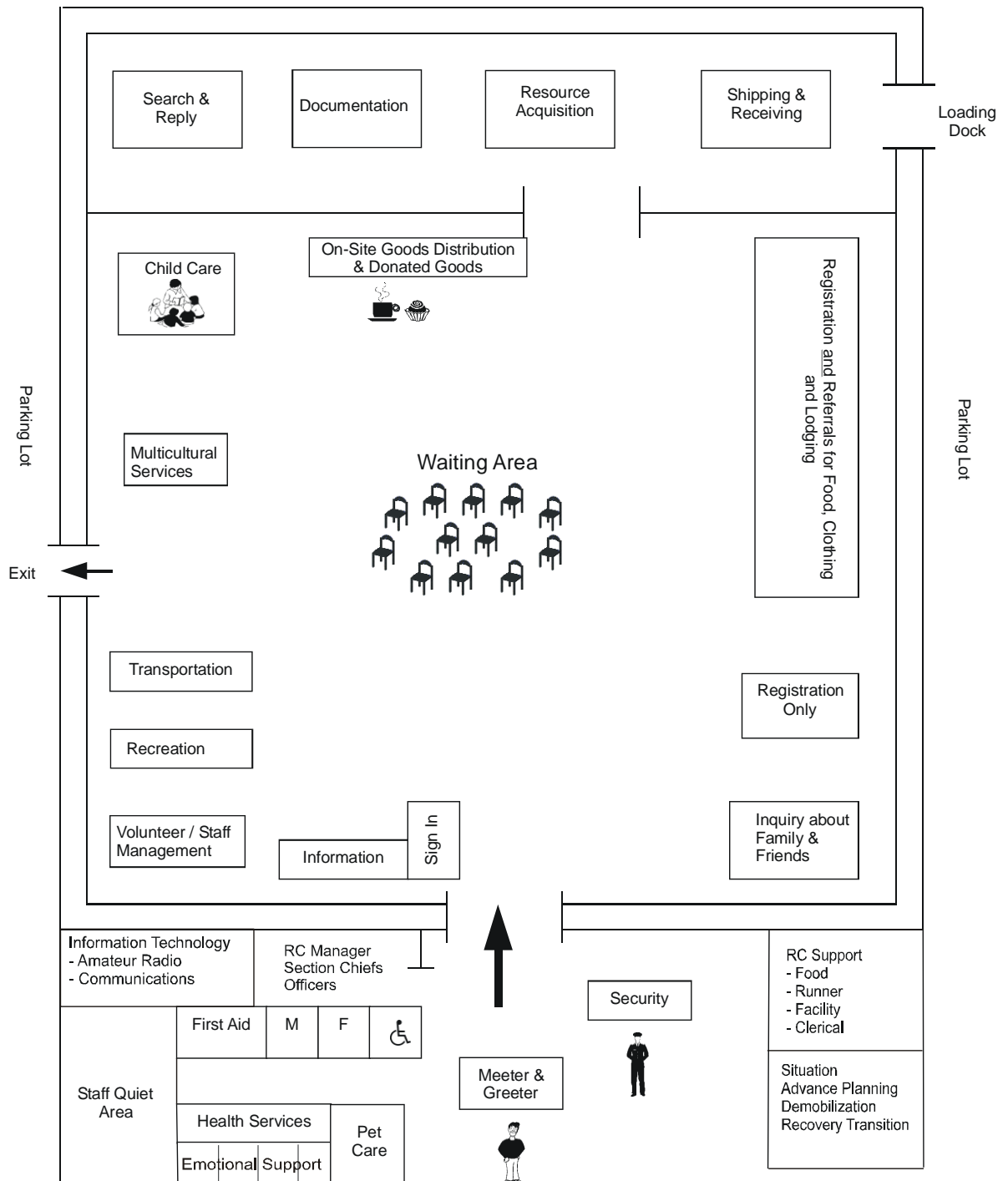
APPENDICES

- **Sample Documentation Unit Set Up**
- **Sample Reception Centre Set Up**
- **What If? Questions**
- **Tips on Documentation**

Sample Documentation Unit Setup in a Reception Centre



Sample ESS Reception Centre Floor Plan



Supervisor's Guide – Documentation Unit

What If.....

1. You are distributing Referral Forms to Referral Workers when you discover that you have come to the end of your supply. In fact, there are no more Referral Forms to be found anywhere in the Reception Centre. What would you do?
 - Request more forms from EMBC by submitting a Resource Request through Logistics
 - Check your supply of forms on an ongoing basis and request additional forms before the supply is depleted
 - Check with neighbouring ESS teams.
2. You are processing completed ESS File Forms when you come across a “Restricted” file. What would you do?
 - The ESS File is to be hand delivered to the Documentation Unit Supervisor for safekeeping. It would not be filed in the “Master File” at the Documentation Unit workstation.
 - If there is a Search and Reply Unit established, the Search and Reply Unit Supervisor takes possession of the Restricted file.
3. You are checking the ESS File and Referral Forms for accuracy and completeness when you discover that the Referral Form is not complete. What would you do?
 - Hand deliver the Referral Form to the Referrals Unit Supervisor and point out the area of concern. This will allow the Referrals Unit Supervisor to rectify the problem with the worker who is completing the paperwork incorrectly.
4. You receive an ESS file with no “flimsy” copies. What would you do?
 - Check the follow-up area on the form, as well as the inside of the folder for new Referral Forms, to determine if the individual/family returned to the Reception Centre for further services. In this case, the flimsy copies would have been removed on the first visit.
 - Discuss with the Registration Supervisor to ensure the Registration Workers are not removing the white and pink copies of the flimsies.
5. A Referrals Worker delivers two voided Referral Forms to the Documentation Unit workstation. What would you do?
 - Record them on the Referral Form Record and file them in a folder marked “Voided Referral Forms”.
6. A Referrals Worker approaches you at the Documentation Unit workstation requesting a File Form for an evacuee that has returned to the Reception Centre for further services. You cannot find the File in the Master file Box. What would you do?
 - Have the Referrals Worker confirm with the evacuee that they received services at this Reception Centre and not another (if more than one Reception Centre is open).
 - Check to see if Search and Reply (if established) has the flimsy copy from the File Form.
 - Check with the Search and Reply or Documentation Unit Supervisor – it may be a “Restricted” file.
 - If nothing turns up, complete a new form and if the original is found, combine the two.

Supervisor's Guide – Documentation Unit

7. The Reception Centre Manager has asked you to set up a Documentation Unit workstation in an area that would appear to have direct access to the public. What would you do?
 - Share your concern regarding the location with your Supervisor and /or Reception Centre Manager and suggest moving to a more private location.
 - If no other area is available, block off the area with screens or dividers, if possible.
8. The ESS File Forms are piling up and you are having difficulty processing the forms in a timely manner. What would you do?
 - Ensure that the flimsy copies of the ESS File are removed and placed in a box/tray for Search and Reply as soon as possible. By not doing so, the Family Reunification process may be delayed. Everything else can wait if needed.
 - Request additional assistance with a Personnel Request Form through Logistics.
 - Assess the process to see if changes can be made to expedite the process.
9. You receive an ESS File Form with no flimsy copies and little information completed on the File Form. In fact, the only information completed on the form is the individual's last name, first name, and a name and file number in the cross reference section. What would you do?
 - File the ESS File Form in the Master File Box. Workers in the Search and Reply Unit (if established) complete additional File Forms (for cross referencing purposes) where different last names appear in Block 24 on the original File Form. If no Search and Reply Unit is set up, Documentation Unit workers perform this function.
10. You notice that one of the volunteers working with you in the Documentation Unit workstation is repeatedly having difficulty gathering statistical information on the forms. What would you do?
 - Approach the individual, inquire as to any difficulty, and offer assistance if possible.
 - Switch tasks if they are better suited elsewhere.
 - Discuss with your Supervisor.
11. You receive an ESS File Form from a registration Worker with a "Change of Information" Form, with all copies still intact, in the folder. What would you do?
 - Tear off the white and yellow copies and place them in the Search and Reply box/tray. Keep the pink copy in the ESS File Form "folder" and file in the Master File Box.
12. You are reviewing an ESS File that indicates follow up is required. What would you do?
 - Process as usual, however, before filing in the Master File Box ensure that a blue Follow-Up Card is placed inside the file folder. Review these file folders when time permits and bring to the attention of the Registration or Referrals Unit Supervisor for follow up purposes. Once all needs are met the Follow-Up Card is removed and it is available to reuse for other files.
13. You have come to the end of your shift but your replacement has not arrived. What would you do?
 - Notify your Supervisor.
 - Stay until a replacement arrives (if possible).
 - Notify your family that you will be late arriving home.

Supervisor's Guide – Documentation Unit

14. Where would you send completed ESS Files, Referral Forms and Change of Information Forms once the Reception Centre is closed?
- Once the Reception Centre is closed, all ESS Files and all copies of Referrals must be delivered, within five days, to the nearest EMBC Regional Office to be stored according to government procedures.

TIPS ON DOCUMENTATION

Roles and Responsibilities

- Oversee paperwork – “**Paperwork – R – Us**”
- Ensure records are kept secure / confidential
- Sign out forms to Registration and Referral workers and collect them back
- Complete statistical reports, using ESS Forms
- Receptionist duties, minute/report taking as required by RC Management staff.

Refer to the
Reception Centre
Operational
Guidelines for
function checklists
and function aids.

Use the “**Follow The**”
series to tell you how to
process ESS Forms ~

- Follow the ESS File
- Follow the Referral

Helpful Hint: Look at
the bottom of each form
to see where copies are
to be sent.

Need More Forms?

- Request ESS Files & Referral forms through Logistics – **DO NOT Photocopy**
- Statistical or Situation Report Forms can be photocopied.

Need Office Supplies & / or Equipment?

- Send a request for fax, photocopier, computer to Resource Acquisition Unit who will send request to EOC.

VOID – when an error is made while completing a form – VOID all 4 copies.

CANCEL – if an evacuee returns a form to be reissued to another supplier, CANCEL the 4 copies and reissue new form – write “Replacing Referral Form #.... Issued to (Family Rep’s name)” on the new Referral Form.

Documentation Unit should
not be left unattended –
evacuee information must be
kept secure.