



Emergency
ManagementBC

GROUP LODGING OPERATIONAL GUIDELINES



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Amendment Record

For

Group Lodging Operational Guidelines

- Changes on individual pages are noted by shading of any word or section changed in the guide.
- Amendment date will also be noted in the page footer.

Footer Date	Guide Page Numbers	Context
January 2010	Cover Page	Replaced
January 2010	1-1	Remove History
January 2010	1-8	Change Activation Levels from 4 to 3
January 2010	1-8	Remove reference to DOC
January 2010	1-10	Change Activation Levels from 4 to 3
	SECTION 2	
January 2010	Table of Contents	Add Status Report
January 2010	2-3	Add “Ensure safety of all...”
January 2010	2-3	Remove reference to DOC
January 2010	2-4	Add Facility Safety Inspection
January 2010	2-4	Remove reference to DOC
January 2010	2-7	Change WCB to WorkSafe BC
January 2010	2-7	Add “Provide Status Report...” to Operational Checklist
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January 2010	2-7	Add OHS Guidelines reference to Function Aids
January 2010	2-9	Add “Provide Status Report...” to Operational Checklist
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January 2010	2-11	Add “Ensure safety of all...”
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January 2010	Table of Contents	Add Status Report to 3-75
January 2010	3-4	Remove BC Telephone Pioneers
January 2010	3-7	Revised Rates Sheet
January 2010	3-9/10	Revised Situation Report
January 2010	3-12	Corrected e-mail address in “Available From”
January 2010	3-17	Remove “Note” at bottom of page
January 2010	3-61	Revised Registration & Referrals Statistics Record
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SECTION 1

Introduction & Overview

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INTRODUCTION AND OVERVIEW

Purpose and Scope

A Group Lodging facility is the location designated by the local ESS team, in cooperation with the local authority, which provides dormitory style accommodation for people displaced from their homes as a result of an emergency or disaster. These services are usually performed in local community centres, school gymnasiums, arenas etcetera. At a Group Lodging facility individuals will be provided with a sleeping space, meals as well as information about the emergency situation.

This document is intended to assist ESS teams working at a Group Lodging facility. It includes the guiding principles, organization structure, function checklists, and function aids (e.g., forms, instructions etc.) for a fully expanded ESS Group Lodging response. These guidelines may also provide direction in the development of a Group Lodging Plan.

Please direct questions, comments, and requests for training on this organization and management framework to the ESS Office, Provincial Emergency Program (PEP) toll free at 1-800-585-9559 or by fax (250) 952-5831.

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

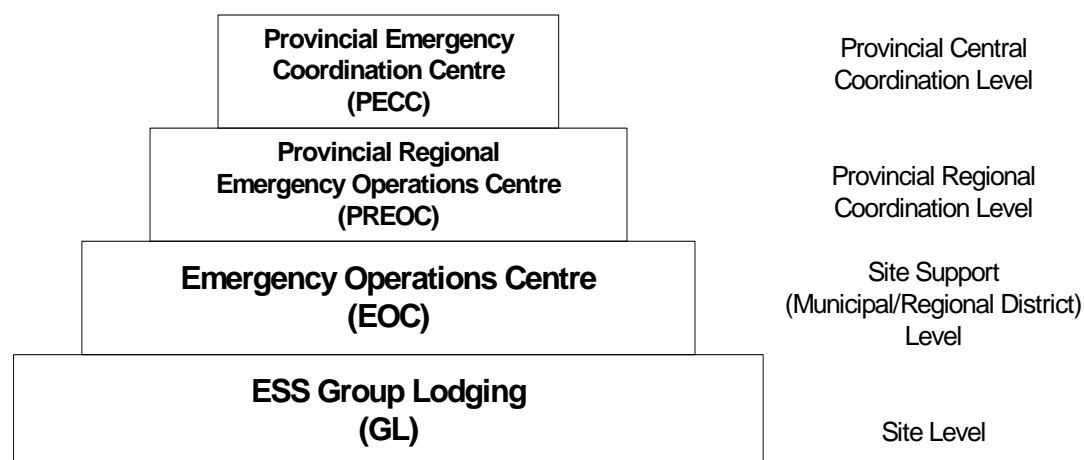


Figure 1-1: Diagram representing the levels of response in BCERMS

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 ESS Group Lodging operations.

Five Primary Management Functions

ESS in BC 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 Group Lodging facility, 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 ESS operations (Reception Centres and/or Group Lodging facilities) 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 Group Lodging Manager signs them off.

Modular Organization

The ESS Group Lodging organization expands and contracts to meet the needs of various ESS responses.

The organization chart provided in this document is for a fully expanded Group Lodging 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 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. Span of control should not exceed seven (7) subordinates for each supervisor. The optimum span of control ranges between one (1) and five (5) 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 Group Lodging organization uses the same terms as those used at other operational sites (i.e. Reception Centres, the EOC, the PREOC and the PECC).

Colour Coded Identification

The following chart outlines the colour scheme that for ESS identification purposes has been adopted:

Group Lodging Manager – Green vest			
Information Safety Liaison		Red vest	
Operations Section – Orange vests	Planning Section - Blue vests	Logistics Section – Yellow vests	Finance Section – Platinum/Grey vests

Group Lodging Organization Charts

The fully expanded organization for a Group Lodging response is shown in **Figure 1-2**.

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

Figure 1-3 shows the fully expanded Group Lodging 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, and Finance) is referred to as a *Section*. The title for each head of a Section is a *Chief*. The head of the Group Lodging is referred to as a Group Lodging *Manager*, and this position may appoint *Officers* to address the management responsibilities of Information, Safety and Liaison.

The ESS Director is not shown on these organization charts as during a response 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).

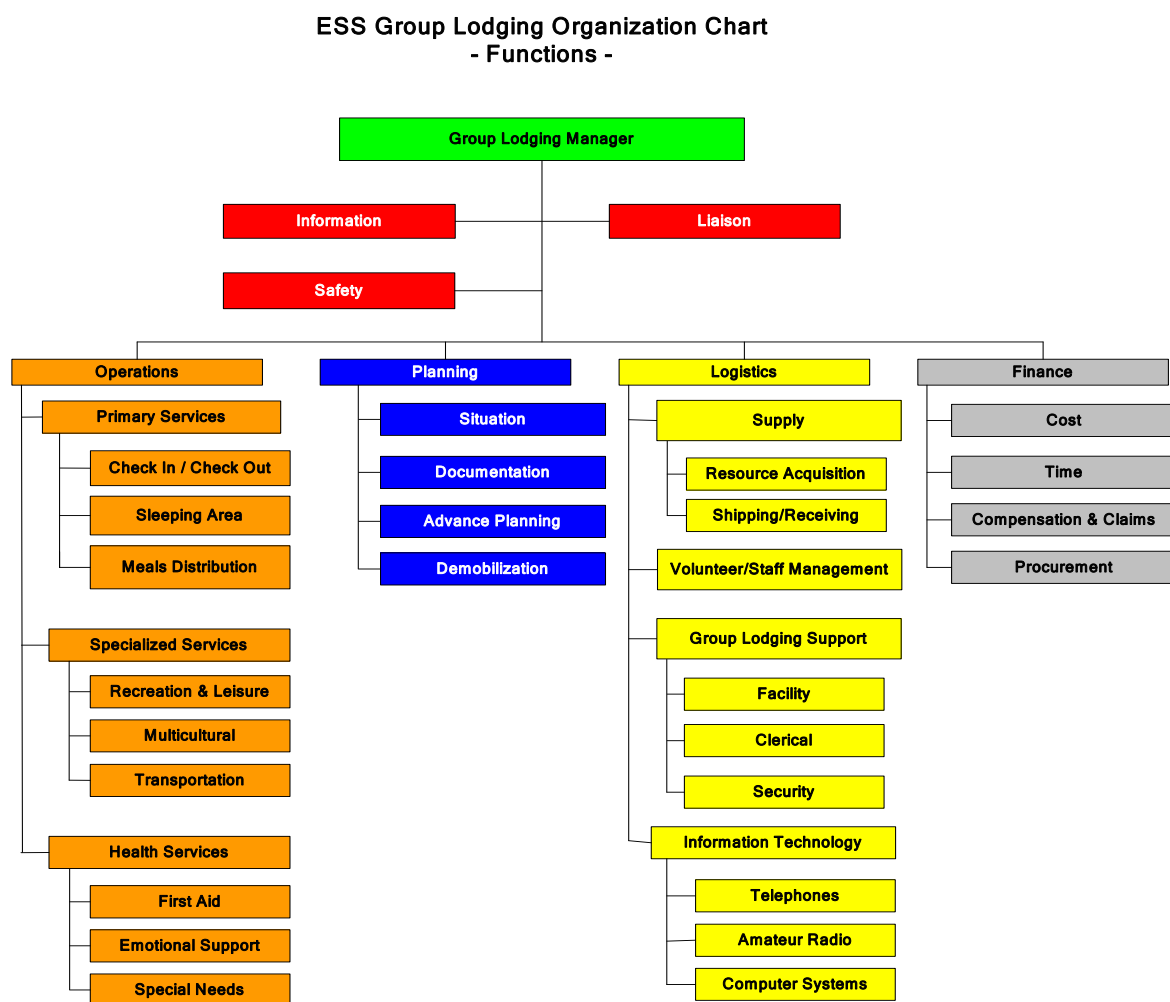


Figure 1 -2: Organization Chart in a Fully Expanded Group Lodging Facility

ESS Group Lodging Organization Chart - Position Titles -

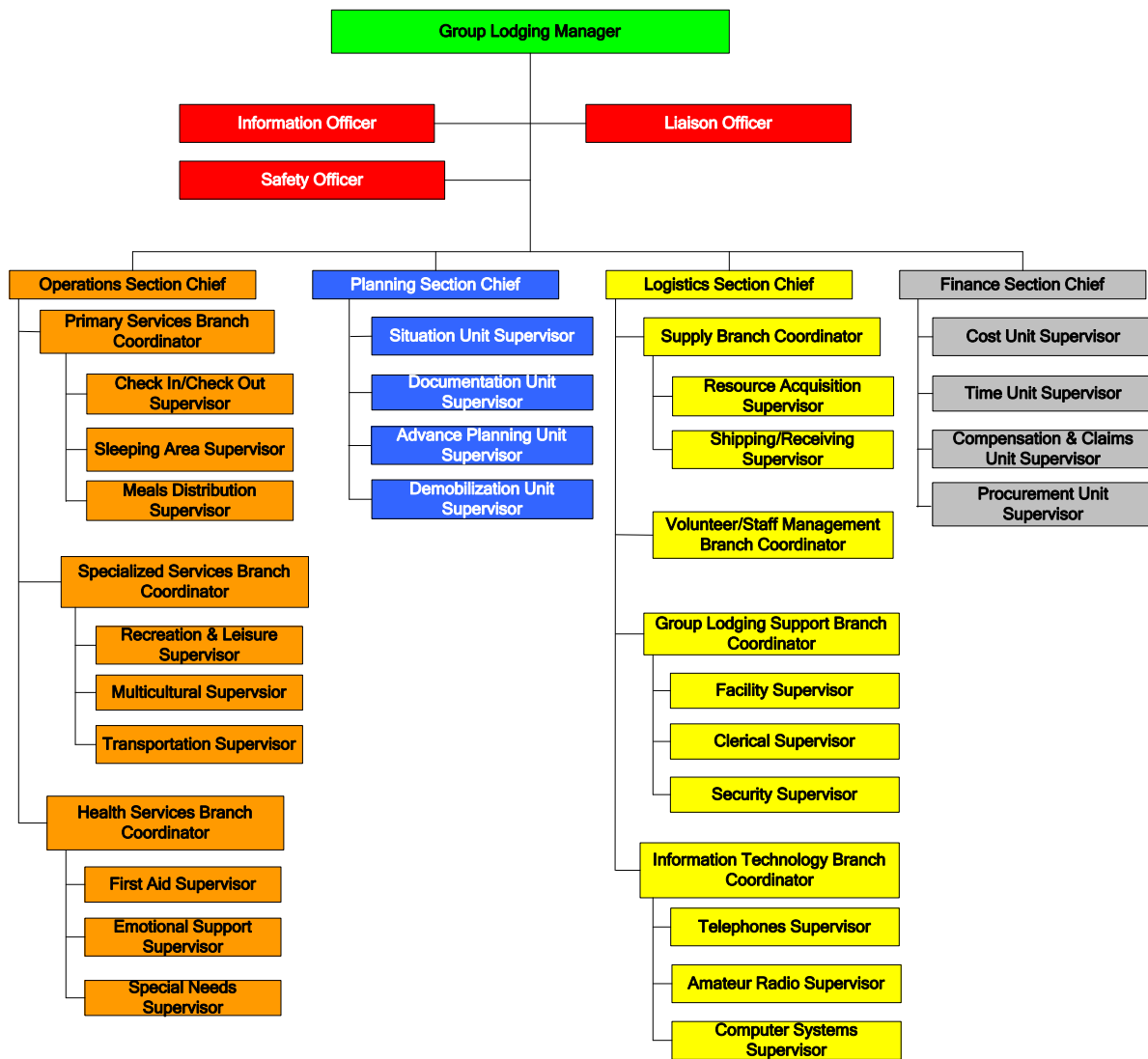


Figure 1 -3: Organization Chart with Position Titles for a Fully Expanded Group Lodging facility

Group Lodging Management Team

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

Group Lodging Manager

A Group Lodging Manager is responsible for the overall management of a Group Lodging facility 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 Group Lodging facility 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 Group Lodging facility.

Planning Section Chief

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

Logistics Section Chief

The Logistics Section Chief is responsible for providing all support needs and resources to the Group Lodging facility. 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 Group Lodging costs, administers any EOC approved procurement contracts in conjunction with Logistics, and ensures that all financial records at the Group Lodging facility 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 ESS facility may be established. Duration of operation may last days or weeks. An EOC is established.

Group Lodging Facilities and Reception Centres: What is the Link?

Many people use the terms Reception Centre and Group Lodging interchangeably. They believe that Group Lodging facilities will address all of evacuees' needs, or that dormitory sleeping accommodations are located in Reception Centres. While both of these scenarios are possible, generally this is not the case. Reception Centres and Group Lodging facilities are separate entities with separate functional organizations.

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

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

Ideally, Reception Centre personnel refer evacuees to the Group Lodging facility for accommodation needs. Evacuees give the white copy of the Referral form to the worker at the Check In/Check Out desk at the Group Lodging facility. This copy authorizes the evacuee to stay at the Group Lodging facility.

Can Reception Centres and Group Lodging facilities be co-located?

The answer, of course, is yes; however, the decision to separate or co-locate the Reception Centre and the Group Lodging facility will depend on a number of factors:

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

A careful assessment of all of these factors will assist the ESS Management Team to decide what is possible and feasible for an effective community response. Refer to Group Lodging training course and materials for more details and information.

Application of Operational Guidelines to ESS Activation Levels

These notes are intended to illustrate the applicability and versatility of the ESS organizational 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 that need to be activated for a particular ESS response should be activated. Each response is unique. Furthermore, not every function required at the Group Lodging facility 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 (commonly referred to as Level 1 ESS) is an example of an activation at this stage. Use of Group Lodging is not generally an appropriate accommodation option at this level of activation.

Levels 2 and 3

While commercial accommodations is generally the preferred choice for meeting evacuees' lodging needs, the impact of the disaster, the resources within the community, and/or other considerations may necessitate the activation of Group Lodging facilities. Figure 1-2 shows a fully expanded Group Lodging organization. The Group Lodging Operational Guidelines includes all the basic checklists and aids for each function that may be required for a Level 2 or 3 response.

Not all function checklists and aids, however, will be used in every Group Lodging activation. One must first determine what functions are required for a particular response and to activate only those functions that are needed. For example, if evacuees arrive at the Group Lodging with no special needs then the *Special Needs Unit* in the *Health Branch* 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 longer required.

Moreover, each function at a Group Lodging may not require a separate staff person. One individual may be able to fulfil the duties of more than one function.

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Group Lodging Function Checklists

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GROUP LODGING CHECKLISTS

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

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

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

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

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

GROUP LODGING MANAGER

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

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

Responsibilities:

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

Activation Phase:

- ☐ Obtain PEP task number and instructions from the ESS Director.
- ☐ Respond immediately to the Group Lodging facility and determine operational status.
- ☐ Sign the PEP Task Registration Form. Obtain identification.
- ☐ Establish a workspace to operate from.
- ☐ Establish communication with immediate supervisor (ESS Branch Coordinator at EOC) to obtain latest briefing.
- ☐ Determine resource needs, such as people, equipment, phones, checklist copies and other reference documents.
- ☐ Ensure that any Group Lodging kits are available and accessed.
- ☐ Obtain other supplies, equipment and any required forms.
- ☐ Determine staffing requirements based on functions to be activated (e.g., are 5 workers needed or 10 etc.)

- ☐ Ensure that the appropriate personnel for the initial activation of the Group Lodging facility are called out and that they sign in on PEP Task Sheet.
- ☐ Ensure that facility is inspected for safety hazards and that any safety issues are promptly rectified.
- ☐ Assign a person to answer incoming telephone calls to the Group Lodging facility.
- ☐ Determine which Sections are needed: Operations, Planning, Logistics and Finance.
- ☐ Assign Section Chiefs as appropriate and ensure they are staffing their Sections as required.
- ☐ Assign a scribe to take notes during the briefings and to list the actions taken during the shift in the position log.
- ☐ Ensure that Management functions - Information, Liaison, and Safety - are carried out and staffed as required.
- ☐ Complete "Personnel Management Tracking Form" and post a Group Lodging organizational chart with names of people (first name and initial only) responsible for the functions activated.
- ☐ Provide checklists to those working at the Group Lodging facility (Section Chiefs/Branch Coordinators/Unit Supervisors/Unit Workers) if needed.
- ☐ Ensure workstations are designated and set up.
- ☐ Ensure ESS signs are posted in appropriate locations throughout the facility.
- ☐ Ensure that internal and external communication links are operational (e.g., cell phones, handheld radios etc.).
- ☐ Conduct an initial briefing for Group Lodging staff before the facility is opened to evacuees.
- ☐ Schedule the initial Action Planning meeting.
- ☐ Advise ESS Director and Group Lodging staff when the facility is able to receive evacuees.

Operational Phase:

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

- ☐ Provide direction and support to Management and General Staff as required.
- ☐ Ensure ongoing monitoring of facility operations to ensure worker and evacuee safety.
- ☐ Ensure that appropriate worker care is implemented.
- ☐ Form a resident advisory committee and schedule to meet regularly with them.
- ☐ Ensure a “Resident Information Sheet” is developed and distributed to all Group Lodging facility residents. This sheet may be modified after input from residents.
- ☐ Ensure that ongoing resident information meetings/briefings take place.
- ☐ Ensure that daily activity schedules are posted/distributed, as required.
- ☐ Ensure that problematic situations/residents are dealt with appropriately.
- ☐ Request assistance from ESS Support Organizations through proper channels (Group Lodging to EOC to PREOC to PECC) if needed.
- ☐ Thoroughly brief replacement for the next shift before leaving workstation and identify outstanding action items or issues.

Deactivation Phase:

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

Function Aids:

- Position Log
- ESS Personnel Request Form
- Shift Schedule
- ESS Resource Request Form
- Personnel Management Tracking Form
- ESS Reception Centre/Group Lodging Situation Report
- PEP Expense Reimbursement Request Form
- PEP Expense Reimbursement Request Supplement Form
- PEP Equipment Repair/Replacement Request
- PEP Task Registration Form
- Resident Information Meeting/Briefing Agenda Template

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- Group Lodging Action Plan
 - Resident Information Sheet

SAFETY

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

Reports to: Group Lodging Manager

Title (if function is staffed): Safety Officer

Responsibilities:

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

Activation Phase:

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

Operational Phase:

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

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

Deactivation Phase:

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

Function Aids:

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

LIAISON

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

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

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

Deactivation Phase:

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

Function Aids:

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

INFORMATION

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

Reports to: Group Lodging Manager

Title (if function is staffed): Information Officer

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

Responsibilities:

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

Activation Phase:

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

- ☐ Post bulletin boards in convenient locations.

Operational Phase:

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

Deactivation Phase:

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

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

Function Aids:

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

OPERATIONS SECTION

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

Reports to: Group Lodging Manager

Title (if function is staffed): Operations Section Chief

Responsibilities:

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

Activation Phase:

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

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

Operational Phase:

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

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

Deactivation Phase:

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

Function Aids:

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

PRIMARY SERVICES BRANCH

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

Reports to: Operations Section Chief

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

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

Deactivation Phase:

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

Deactivate assigned position and close logs when authorized by the Group Lodging Manager. Submit a list, for delivery to the appropriate section, of the following:

- Status of all borrowed equipment
- All ESS equipment and supplies needing restocking
- Names of personnel and hours worked
- ☐ Clean up work area before leaving.
- ☐ Sign out with Volunteer/Staff Management Branch.
- ☐ Leave a forwarding number.
- ☐ Access critical incident stress debriefing as needed.
- ☐ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

CHECK IN/CHECK OUT

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

Reports to: Primary Services Branch Coordinator

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

- ☐ Maintain communication with assigned supervisor.
- ☐ Maintain position log in chronological order describing actions taken during the shift.
- ☐ Ensure that all workers who are registering evacuees have received adequate training on the Check In/Check Out function.
- ☐ Ensure that the Group Lodging Resident Information Sheet is distributed to those checking in to the facility.
- ☐ Initiate request to assigned supervisor for call-out of ESS Support Organizations to assist if required.
- ☐ Attend briefings as requested.
- ☐ Provide status report information to Section Chief prior to management team meetings.
- ☐ Brief workers within the Unit as needed.
- ☐ Prepare shift schedules as needed.
- ☐ Assist, support and provide direction to workers.
- ☐ Monitor unit personnel to ensure appropriate worker care is implemented.
- ☐ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

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

Deactivate assigned position and close logs when authorized by the Group Lodging Manager. Submit a list to the supervisor, for delivery to the appropriate section, of the following:

- Status of all borrowed equipment
- All ESS equipment and supplies needing restocking
- Names of personnel and hours worked
- ☐ Clean up work area before leaving.
- ☐ Sign out with Volunteer/Staff Management Branch.
- ☐ Leave a forwarding number.
- ☐ Access critical incident stress debriefing as needed.
- ☐ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

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

Check In/Check Out

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

Reports to: Check In/Check Out Supervisor

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

Responsibilities:

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

Activation Phase:

- ☐ Check in with Volunteer/Staff Management Branch at the Group Lodging facility and sign the PEP Task Registration Form. Obtain identification.
- ☐ Report to assigned supervisor to obtain current status and specific instructions.
- ☐ Establish workspace; place a table near the entrance of the Group Lodging facility for Check In/Check Out.
- ☐ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify supervisor of any resource requirements.
- ☐ Obtain equipment, supplies and required forms.
- ☐ Post the Check In/Check Out sign above the table (signs may need to be posted in languages other than English).

Operational Phase:

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

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

Deactivation Phase:

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

Function Aids:

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

SLEEPING AREA

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

Reports to: Primary Services Branch Coordinator

Title (if this function is staffed): Sleeping Area Supervisor

Responsibilities:

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

Activation Phase:

- ☐ Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- ☐ Report to assigned supervisor to obtain current status and specific instructions.
- ☐ Establish workspace.
- ☐ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Logistics of any resource requirements.
- ☐ Obtain equipment, supplies and required forms.
- ☐ Determine the location of the sleeping quarters.
- ☐ If not predetermined, establish the total numbers of individuals that can be accommodated (see Function Aid: Group Lodging Facility Sanitation Standards).
- ☐ Determine how to group sleepers (e.g. families with small infants, the elderly, people with disabilities/special needs etc.)
- ☐ Obtain cots/mats and bedding from Logistics.
- ☐ Establish and maintain a position log to list the actions taken during the shift.

Operational Phase:

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

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

Deactivation Phase:

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

Function Aids:

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

Sleeping Area

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

Reports to: Sleeping Area Supervisor

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

Responsibilities:

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

Activation Phase:

- ☐ Check in with Volunteer/Staff Management Branch at the Group Lodging facility and sign the PEP Task Registration Form. Obtain identification.
- ☐ Report to assigned supervisor to obtain current status and specific instructions.
- ☐ Establish workspace; set up a table to work from where the assignment of sleeping space can take place.
- ☐ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify supervisor of any resource requirements.
- ☐ Obtain equipment, supplies and required forms.
- ☐ Set up cots/mats based on 3.5 square metres or 40 square feet (8 feet by 5 feet) per person when possible. A space of 0.75 metres between beds should be maintained.
- ☐ Obtain personal care/hygiene kits from Logistics for distribution.

Operational Phase:

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

Deactivation Phase:

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

Function Aids:

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

MEALS DISTRIBUTION

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

Reports to: Primary Services Branch Coordinator

Title (if this function is staffed): Meals Distribution Supervisor

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

- ☐ Maintain communication with assigned supervisor.
- ☐ Provide status report information to Section Chief prior to management team meetings.
- ☐ Organize the preparation or ordering of regular meals for residents of Group Lodging facility, as required.
- ☐ Ensure a record of meals distributed is created and maintained.
- ☐ Ensure proper food handling procedures are applied to this function.
- ☐ Ensure that clean up of eating area is done regularly to maintain Food Safe standards.
- ☐ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

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

Function Aids:

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

Meals Distribution

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

Reports to: Meals Distribution Supervisor

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

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

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

Deactivation Phase:

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

Function Aids:

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

SPECIALIZED SERVICES BRANCH

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

Reports to: Operations Section Chief

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

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

Deactivation Phase:

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

Function Aids:

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

RECREATION & LEISURE

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

Reports to: Specialized Services Branch Coordinator

Title (if this function is staffed): Recreation & Leisure Supervisor

Responsibilities:

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

Activation Phase:

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

Operational Phase:

- ☐ Maintain communication with assigned supervisor.
- ☐ Provide status report information to Section Chief prior to management team meetings.
- ☐ Maintain position log in chronological order describing actions taken during the shift.
- ☐ Determine the need for and interest in recreational activities among residents.
- ☐ Develop recreational activities appropriate to the age groups of interest.
- ☐ Manage all equipment to ensure safety and the return of equipment.
- ☐ Prepare shift schedules as needed.
- ☐ Assist, support and provide direction to workers.
- ☐ Monitor Unit personnel to ensure appropriate worker care is implemented.
- ☐ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

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

Function Aids:

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

MULTICULTURAL

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

Reports to: Specialized Services Branch Coordinator

Title (if this function is staffed): Multicultural Supervisor

Responsibilities:

1. Oversee the provision of the following Multicultural services:
 - Translators
 - Ethnic foods
 - Specific clothing or
 - Other needs due to cultural practice and/or religious requirements.
2. Provide direction and support to Multicultural workers.

Activation Phase:

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

Operational Phase:

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

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

Deactivation Phase:

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

Function Aids:

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

TRANSPORTATION

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

Reports to: Specialized Services Branch Coordinator

Title (if this function is staffed): Transportation Supervisor

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

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

Deactivation Phase:

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

Function Aids:

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

HEALTH SERVICES BRANCH

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

Reports to: Operations Section Chief

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

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

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

Deactivation Phase:

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

Function Aids:

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

FIRST AID

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

Reports to: Health Services Branch Coordinator

Title (if function is staffed): First Aid Supervisor

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

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

Deactivation Phase:

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

Function Aids:

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

EMOTIONAL SUPPORT

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

Reports to: Health Branch Coordinator

Title (if function is staffed): Emotional Support Supervisor

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

- ☐ Maintain communication with assigned supervisor.
- ☐ Maintain position log in chronological order describing actions taken during the shift.
- ☐ Inform all ESS personnel of the availability of emotional support services.
- ☐ Liaise with local health authority for ongoing support as needed.
- ☐ Initiate request to assigned supervisor for call-out of ESS Support Organizations to assist if required.
- ☐ Ensure that evacuees are provided with individual and/or group emotional support as needed.
- ☐ Facilitate discussion groups among evacuees who want to share experiences.
- ☐ Provide access to counselling materials, such as books and videos related to grieving.
- ☐ Provide contact information for those requiring off-site or long term emotional support.
- ☐ Keep records of all services provided and individuals receiving care.
- ☐ Attend briefings as requested.

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

Deactivation Phase:

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

Function Aids:

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

SPECIAL NEEDS

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

Reports to: Health Services Branch Coordinator

Title (if function is staffed): Special Needs Supervisor

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

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

Deactivation Phase:

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

Function Aids:

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

PLANNING SECTION

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

Reports to: Group Lodging Manager

Title (if function is staffed): Planning Section Chief

Responsibilities:

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

Activation Phase:

- ☐ Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- ☐ Report to Group Lodging Manager to obtain current status and specific instructions.
- ☐ Establish workspace.
- ☐ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Logistics of any resource requirements.
- ☐ Obtain equipment, supplies and required forms.
- ☐ Establish and maintain a position log to list the actions taken during the shift.
- ☐ Obtain Task Number from Group Lodging Manager.
- ☐ Have Volunteer/Staff Management Branch call-out appropriate personnel for the initial activation of the Planning Section.

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

Operational Phase:

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

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

Deactivation Phase:

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

Function Aids:

- Position Log
- ESS Personnel Request Form
- Status Report
- Shift Schedule
- ESS Resource Request Form
- Group Lodging Action Plan

SITUATION

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

Reports to: Planning Section Chief

Title (if function is staffed): Situation Unit Supervisor

Responsibilities:

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

Activation Phase:

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

Operational Phase:

- ☐ Maintain communication with assigned supervisor.
- ☐ Maintain position log in chronological order describing actions taken during the shift.
- ☐ Ensure that all situation information is recorded, posted and updated on status boards, maps etc.
- ☐ Oversee the preparation and distribution of the Situation Reports. Coordinate with the Documentation Unit for report distribution and reproduction as required.

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

Deactivation Phase:

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

Function Aids:

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

DOCUMENTATION

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

Reports to: Planning Section Chief

Title (if function is staffed): Documentation Unit Supervisor

Responsibilities:

1. Oversee the implementation and operation of the Documentation Unit.
2. Ensure that Position Logs, Situation Reports, Action Plans, and other forms and documents at the Group Lodging facility are distributed, collected, organized, duplicated, filed and/or archived.
3. Provide direction and support to Documentation Unit workers.

Activation Phase:

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

Operational Phase:

- ☐ Maintain communication with assigned supervisor.
- ☐ Maintain position log in chronological order describing actions taken during the shift.
- ☐ Meet with the Planning Section Chief to determine what Group Lodging materials/paperwork should be maintained as official records.
- ☐ Check all completed paperwork for accuracy and completeness. Return to function area supervisor if errors or omissions are found.
- ☐ Ensure that each form is delivered to its intended destination or filed appropriately.
- ☐ Check facsimiles machine on a regular basis and deliver faxes to intended recipients at the Group Lodging facility.
- ☐ Collect, organize and file all completed event or disaster related forms, such as Situation Reports, Action Plans, and any other related information as required.
- ☐ Provide word processing and document reproduction services to Group Lodging staff, if power and equipment are available.
- ☐ Reproduce the Situation Reports, Action Plans, and other documents as requested.
- ☐ Maintain a permanent archive of all Situation Reports and Action Plans associated with the event or disaster.

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

Deactivation Phase:

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

Function Aids:

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

ADVANCE PLANNING

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

Reports to: Planning Section Chief

Title (if function is staffed): Advance Planning Supervisor

Responsibilities:

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

Activation Phase:

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

Operational Phase:

- ☐ Maintain communication with assigned supervisor.
- ☐ Maintain position log in chronological order describing actions taken during the shift.
- ☐ Review Situation Reports and recent updates.
- ☐ Meet with the Group Lodging Management Team and determine best estimates of the future direction and outcomes of the event or disaster.
- ☐ Review Action Plan objectives submitted by each Section for the forthcoming operational period.
- ☐ Develop an Advance Plan identifying future policy and procedure related issues, significant resource needs, and any other key issues likely to affect the Group Lodging operations within a 24 to 72 hour time frame.

- ☐ Submit the Advance Plan to the Planning Section Chief for review and approval prior to communicating it to the Group Lodging Manager and Management Team.
- ☐ Attend briefings as requested.
- ☐ Provide status report information to Section Chief prior to management team meetings.
- ☐ Brief workers within the Unit as needed.
- ☐ Prepare shift schedules as needed.
- ☐ Assist, support and provide direction to workers.
- ☐ Monitor Unit personnel to ensure appropriate worker care is implemented.
- ☐ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

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

Function Aids:

- Position Log
- ESS Personnel Request Form
- Status Report
- Shift Schedule
- ESS Resource Request Form
- Group Lodging Action Plan

DEMobilIZATION

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

Reports to: Planning Section Chief

Title (if function is staffed): Demobilization Unit Supervisor

Responsibilities:

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

Activation Phase:

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

Operational Phase:

- ☐ Maintain communication with assigned supervisor.
- ☐ Maintain position log in chronological order describing actions taken during the shift.
- ☐ Monitor the current situation reports.
- ☐ Meet individually with the Section Chiefs or Unit Supervisors and create a draft Demobilization Plan for each section.
- ☐ Develop a draft Demobilization Plan and circulate to the Group Lodging Manager and Section Chiefs for review.
- ☐ Submit the Demobilization Plan for approval by the Group Lodging Manager.
- ☐ Plan for Demobilization at least once during each operational period for as long as Group Lodging facility is open.
- ☐ Advise all Section Chiefs to ensure that demobilized staff complete all required forms, reports, other documentation in coordination with the Volunteer/Staff Management Branch prior to leaving the Group Lodging facility.
- ☐ Attend briefings as requested.
- ☐ Provide status report information to Section Chief prior to management team meetings.
- ☐ Brief workers within the Unit as needed.

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

Deactivation Phase:

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

Function Aids:

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

LOGISTICS SECTION

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

Reports to: Group Lodging Manager

Title (if function is staffed): Logistics Section Chief

Responsibilities:

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

Activation Phase:

- ☐ Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- ☐ Report to Group Lodging Manager to obtain current status and specific instructions.
- ☐ Establish workspace.
- ☐ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Supply Branch of any resource requirements.
- ☐ Obtain equipment, supplies and required forms.
- ☐ Establish and maintain a position log to list the actions taken during the shift.
- ☐ Obtain Task Number from Group Lodging Manager.
- ☐ Have Volunteer/Staff Management Branch call-out appropriate personnel for the initial activation of the Logistics Section.

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

Operational Phase:

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

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

Deactivation Phase:

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

Function Aids:

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

SUPPLY BRANCH

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

Reports to: Logistics Section Chief

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

- ☐ Maintain communication with assigned supervisor.
- ☐ Maintain position log in chronological order describing actions taken during the shift.
- ☐ Ensure that all Branch personnel sign the PEP Task Registration Form and understand the daily sign-in/ sign-out procedures.
- ☐ Establish and maintain contact with EOC Logistics and take direction.
- ☐ Determine and confirm spending limits with the Finance Section if not provided by Logistics Section Chief.
- ☐ Brief Logistics Section Chief on significant issues affecting the Supply Branch.
- ☐ Attend Logistics Section briefings.
- ☐ Provide status report information to Section Chief prior to management team meetings.
- ☐ Brief Unit Supervisors within the Branch as needed.
- ☐ Prepare shift schedules as needed.
- ☐ Assist, support and provide direction to Unit Supervisors.
- ☐ Monitor Unit personnel to ensure appropriate worker care is implemented.
- ☐ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

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

Function Aids:

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

RESOURCE ACQUISITION

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

Reports to: Supply Branch Coordinator

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

- ☐ Maintain communication with assigned supervisor.
- ☐ Maintain position log in chronological order describing actions taken during the shift.
- ☐ Maintain contact with EOC Logistics.
- ☐ Liaise with the Operations and Planning Sections/Branches/Units to project ongoing or future needs of the evacuees.
- ☐ Ensure that material resources needed by residents and facility staff are acquired.
- ☐ Ensure that existing suppliers are contacted for assistance.

- ☐ Work with the Procurement Unit to establish new supplier agreements if needed. Inform suppliers about established ESS Rates and process for reimbursement where applicable.
- ☐ Ensure that a resource tracking process is established and maintained.
- ☐ Attend briefings as requested.
- ☐ Provide status report information to Section Chief prior to management team meetings.
- ☐ Brief workers within the Unit as needed.
- ☐ Prepare shift schedules as needed.
- ☐ Assist, support and provide direction to workers.
- ☐ Monitor Unit personnel to ensure appropriate worker care is implemented.
- ☐ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

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

Function Aids:

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

Resource Acquisition

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

Reports to: Resource Acquisition Supervisor

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

- ☐ Maintain communication with assigned supervisor.
- ☐ Make entries in the position log to list the actions taken during the shift as required.
- ☐ Order necessary supplies and equipment as directed by supervisor.
- ☐ Identify any supply problems and inform supervisor.
- ☐ Attend briefings as required.
- ☐ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

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

Function Aids:

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

SHIPPING & RECEIVING

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

Reports to: Supply Branch Coordinator

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

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

Deactivation Phase:

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

Function Aids:

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

Shipping and Receiving

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

Reports to: Shipping and Receiving Supervisor

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

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

Deactivation Phase:

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

Function Aids:

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

VOLUNTEER/STAFF MANAGEMENT BRANCH

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

Reports to: Logistics Section Chief

Title (if this function is staffed): Volunteer/Staff Management Branch Coordinator

Responsibilities:

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

Activation Phase:

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

Operational Phase:

- ☐ Maintain communication with assigned supervisor.
- ☐ Maintain position log in chronological order describing actions taken during the shift.
- ☐ Work closely with other functions to determine their personnel needs.
- ☐ Ensure that all personnel sign in on PEP Task Registration Form at the start of each shift.
- ☐ Provide appropriate identification and direction for arriving personnel.
- ☐ Coordinate with the Information Officer and Safety Officer to ensure that all Group Lodging personnel receive a current situation and safety briefing upon sign-in.
- ☐ Ensure that all personnel sign out on PEP Task Registration Form at the end of each shift to help establish a time worked record for the Group Lodging facility.

- ☐ Assist with problem solving issues that arise from personnel recruitment and/or assignment.
- ☐ If additional ESS personnel are required to work at the Group Lodging, ensure the following tasks are performed:
 - Recruitment
 - Screening
 - Orientation
 - Assignment/Placement
 - Training
 - Support and Feedback
 - Recognition
- ☐ Establish communications with personnel agencies and other organizations that can provide human resources if required.
- ☐ Initiate request to assigned supervisor for call-out of ESS Support Organizations and/or ESS Mobile Support Teams for assistance if required.
- ☐ Create and maintain a status board or other reference document to keep track of incoming personnel resources.
- ☐ Brief Logistics Section Chief on significant issues affecting the Volunteer/Staff Management Branch.
- ☐ Attend Logistics Section briefings.
- ☐ Provide status report information to Section Chief prior to management team meetings.
- ☐ Brief Unit Supervisors within the Branch as needed.
- ☐ Prepare shift schedules as needed.
- ☐ Assist, support and provide direction to Unit Supervisors.
- ☐ Monitor Unit personnel to ensure appropriate worker care is implemented.
- ☐ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

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

Function Aids:

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

GROUP LODGING SUPPORT BRANCH

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

Reports to: Logistics Section Chief

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

- ☐ Maintain communication with assigned supervisor.
- ☐ Maintain position log in chronological order describing actions taken during the shift.
- ☐ Ensure that all Branch personnel sign the PEP Task Registration Form and understand the daily sign in/sign out procedures.
- ☐ Ensure that Security, Facility and Clerical staff are available at the Group Lodging facility on an ongoing basis or as required.
- ☐ Brief Logistics Section Chief on significant issues affecting the Group Lodging Support Branch.
- ☐ Attend Logistics Section briefings.
- ☐ Provide status report information to Section Chief prior to management team meetings.
- ☐ Brief Unit Supervisors within the Branch as needed.
- ☐ Prepare shift schedules as needed.
- ☐ Assist, support and provide direction to Unit Supervisors.
- ☐ Monitor Unit personnel to ensure appropriate worker care is implemented.
- ☐ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

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

Function Aids:

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

FACILITY

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

Reports to: Group Lodging Support Branch Coordinator

Title (if this function is staffed): Facility Supervisor

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

- ☐ Maintain communication with assigned supervisor.
- ☐ Provide status report information to Section Chief prior to management team meetings.
- ☐ Maintain position log in chronological order describing actions taken during the shift.
- ☐ Work closely with the Sections/Branches/Units in determining facilities and furnishings required for the Group Lodging facility.
- ☐ Arrange for continuous maintenance of the facility.
- ☐ Maintain the cleanliness of the facility.
- ☐ Ensure restrooms are operating properly, and that garbage is collected and disposed of.

- ☐ If facilities are acquired away from the Group Lodging, coordinate with assigned personnel (e.g. Pet Care area).
- ☐ Arrange for an ESS worker quiet room.
- ☐ Consult with Security to ensure that parking and traffic flow concerns are addressed.
- ☐ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

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

Function Aids:

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

CLERICAL

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

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

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

Deactivation Phase:

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

Function Aids:

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

SECURITY

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

Reports to: Group Lodging Support Branch Coordinator

Title (if this function is staffed): Security Supervisor

Responsibilities:

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

Activation Phase:

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

Operational Phases:

- ☐ Maintain communication with assigned supervisor.
- ☐ Maintain position log in chronological order describing actions taken during the shift.
- ☐ In conjunction with the Resource Acquisition and Procurement Units, and after receiving approval from EOC, arrange service contracts with private security companies to ensure that security is maintained throughout the event.
- ☐ Brief and assign Security personnel.
- ☐ Depending on the size of the event and the facility to be utilized, work closely with the Facility Supervisor to establish security requirements.
- ☐ Respond to reports from Group Lodging personnel of possible breaches of security.
- ☐ Report incidents of theft and vandalism to supervisor.

- ☐ Establish a Lost and Found service for the residents of the Group Lodging facility.
- ☐ Maintain surveillance at or near the entrance(s) and exit(s) of the Group Lodging facility.
- ☐ Ensure integrity of security around the facility and personnel. This includes calling police if removal of a person from the premises is required.
- ☐ Maintain clear access and egress routes for vehicle traffic to and from the facility.
- ☐ Regulate parking at the centre to ensure smooth traffic flow of emergency and supply vehicles.
- ☐ Maintain a visible presence by patrolling.
- ☐ Develop and maintain patrol schedules for security personnel.
- ☐ Record and or investigate all reports of a security nature.
- ☐ Attend briefings as requested.
- ☐ Provide status report information to Section Chief prior to management team meetings.
- ☐ Prepare shift schedules as needed.
- ☐ Assist, support and provide direction to workers.
- ☐ Monitor Unit personnel to ensure appropriate worker care is implemented.
- ☐ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

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

Function Aids:

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

INFORMATION TECHNOLOGY BRANCH

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

Reports to: Logistics Section Chief

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

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

Deactivation Phase:

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

Function Aids:

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

TELEPHONES

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

Reports to: Information Technology Branch Coordinator

Title (if this function is staffed): Telephones Supervisor

Responsibilities:

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

Activation Phase:

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

Operational Phase:

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

Deactivation Phase:

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

Function Aids:

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

AMATEUR RADIO

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

Reports to: Information Technology Branch Coordinator

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

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

Deactivation Phase:

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

Function Aids:

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

COMPUTER SYSTEMS

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

Reports to: Information Technology Branch Coordinator

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

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

Deactivation Phase:

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

Function Aids:

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

FINANCE SECTION

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

Reports to: Group Lodging Manager

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

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

Responsibilities:

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

Activation Phase:

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

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

Operational Phase:

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

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

Deactivation Phase:

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

Function Aids:

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

COST

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

Reports to: Finance Section Chief

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

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

Deactivation Phase:

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

Function Aids:

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

TIME

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

Reports to: Finance Section Chief

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

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

Deactivation Phase:

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

Function Aids:

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

COMPENSATION & CLAIMS

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

Reports to: Finance Section Chief

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

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

Deactivation Phase:

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

Function Aids:

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

PROCUREMENT

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

Reports to: Finance Section Chief

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

Responsibilities:

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

Activation Phase:

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

Operational Phase:

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

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

Deactivation Phase:

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

Function Aids:

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

SECTION 3

Group Lodging Function Aids



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**CONTACT LOG****CONTACT LOG**

Event:	Time:	Date:
Operational Period:	PEP task #	Function/Position:
Agency:	Agency:	
Contact Name:	Contact Name:	
Title:	Title:	
Business Phone:	Business Phone:	
Cell Phone:	Cell Phone:	
Pager:	Pager:	
After Hours Phone:	After Hours Phone:	
Fax:	Fax:	
e-mail:	e-mail:	
Location:	Location:	
Comments:		
Agency:	Agency:	
Contact Name:	Contact Name:	
Title:	Title:	
Business Phone:	Business Phone:	
Cell Phone:	Cell Phone:	
Pager:	Pager:	
After Hours Phone:	After Hours Phone:	
Fax:	Fax:	
e-mail:	e-mail:	
Location:	Location:	
Comments:		

EMERGENCY SOCIAL SERVICES – KEY MESSAGES

Responsibility for Emergency Preparedness:

- In BC, local government authorities are responsible for planning and operating emergency responses within their jurisdictional areas, including Emergency Social Services.
- The provincial government is responsible for assisting municipalities in this responsibility, and only if required (such as in major disasters) will the province take over control of the response.

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 network 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 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)
			()
			()
			()
			()
			()
			()
			()
			()
			()
			()
			()



Emergency
ManagementBC

EMERGENCY SOCIAL SERVICES (ESS) RATES

Effective April 1, 2009

NOT REDEEMABLE FOR CASH

**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)										
<div>FOOD</div> <div>Restaurant Meals</div> <div>--OR--</div> <div>Groceries</div>	<table><thead><tr><th></th><th>Breakfast</th><th>Lunch</th><th>Dinner</th><th>TOTAL</th></tr></thead><tbody><tr><td>Rate per person</td><td>\$10.00</td><td>\$13.00</td><td>\$22.00</td><td>\$45.00 (inc. pst)</td></tr></tbody></table> <p>Half the restaurant meal rate applies should the evacuee choose groceries.</p> <p>Daily rate per person \$22.50 (inc. pst)</p> <p>Gratuities, tobacco products and alcohol are not included.</p>		Breakfast	Lunch	Dinner	TOTAL	Rate per person	\$10.00	\$13.00	\$22.00	\$45.00 (inc. pst)
	Breakfast	Lunch	Dinner	TOTAL							
Rate per person	\$10.00	\$13.00	\$22.00	\$45.00 (inc. pst)							
<div>LODGING</div> <div>Hotel/Motel/B&B</div> <div>-- OR --</div> <div>Billeting in Private Homes</div>	<p>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.</p> <p>http://www.pc.gov.bc.ca/travel/Hotels/AccommodationListing/INDEX.html</p> <p>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).</p> <p>The Referral Form for billeting is issued to the billeting host (supplier). Billeting rate does not include meals.</p> <p>Billeting Rate: \$30 per night based on single person occupancy. Add \$10 for each additional adult and youth and \$5 for each additional child</p>										
<div>CLOTHING</div> <div>(to be issued when evacuees have not been able to pack necessities)</div>	<p>Adults, youth and children * up to \$150.00 maximum per person (inc. pst)</p> <p>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.</p> <p>* Where extreme winter conditions apply at the time of the incident, and on a needs basis, amount may be increased to \$200 per person.</p>										
<div>TRANSPORTATION</div>	<p>Transportation necessary to meet immediate needs (e.g. taxis, 3 day bus pass, gasoline)</p>										
<div>INCIDENTALS</div> <div>(to be issued when evacuees have not been able to pack necessities)</div>	<p>Adults, youth and children up to \$50.00 maximum per person (inc. pst)</p> <p>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.</p>										

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 CENTER** 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.)		



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: _____

**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	
4. ADDRESS OF SUPPLIER				2. ESS File # (if applicable)	
5. CITY	6. POSTAL CODE	VALID ONLY From 9. HH / MM (24 hour clock) 10. YYYY MM DD To 11. HH / MM (24 hour clock) 12. YYYY MM DD			
7. TELEPHONE ()	8. FAX ()				
13. At the request of the Community or District of		14. NAME OF FAMILY REPRESENTATIVE (family name, first name)			
Please provide the following goods and services in accordance with the Emergency Social Services Rates attached, to the following person(s):		15. NAME OF PERSON PURCHASING GOODS (if different from family representative)			
16. Number of Adults or Youths (13 - 18):		Number of Children (12 & under):			
Names:		Names:			

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

17. FOOD <input type="checkbox"/> YES <input type="checkbox"/> NO *** GST EXEMPT *** <input type="checkbox"/> Restaurant Meals OR <input type="checkbox"/> 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		20. TRANSPORTATION <input type="checkbox"/> YES <input type="checkbox"/> NO *** GST EXEMPT *** Specify Mode of Travel: _____ From (address) To (destination)	
18. LODGING <input type="checkbox"/> YES <input type="checkbox"/> NO *** GST EXEMPT *** <input type="checkbox"/> Hotel/Motel OR <input type="checkbox"/> Billiting # of nights authorized: (maximum 3) Refer to attached ESS Rates sheet for maximum allowable rates		21. INCIDENTALS <input type="checkbox"/> YES <input type="checkbox"/> 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	
19. CLOTHING <input type="checkbox"/> YES <input type="checkbox"/> NO *** GST EXEMPT *** # of people: Extreme winter conditions: <input type="checkbox"/> YES <input type="checkbox"/> NO 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. Interviewer's 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: ESS@pep.gov.bc.ca or by phone toll-free at: 1-800-585-9559 or Fax: 250-952-5831.
Purpose	<p>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 PEP Duty Regional Manager or PREOC for any bulk purchases.</p>
Procedures for Processing	<p>Distribution: <i>White Copy</i> – Supplier <i>Yellow Copy</i> – Evacuee <i>Pink Copy</i> – ESS Office, PEP HQ <i>Green Copy</i> – Documentation Unit</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Note: PEP does not have the ability to be reimbursed by an evacuee's insurance plan/company.</p>



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 it’s 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.



Instructions for Completing ESS Referral Form - Detailed

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 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 defusings
- If at all possible locate room away from public access or view
- Doors to allow workers to talk freely away from the evacuees
- Kitchen supplies to distribute food



FACILITY SAFETY INSPECTION SHEET

Prior to opening the Group Lodging 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 Group Lodging 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.

YES NO

General Condition

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

Group Lodging 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:						

Abbreviation Legend: **B**=breakfast, **L**=lunch, **D**=dinner, **S**=snack

GROUP LODGING ACTION PLAN

[illegible]

GROUP LODGING FACILITY ACCOMMODATIONS AND RESOURCES RECORD¹

APPENDIX H

GROUP LODGING FACILITY ACCOMMODATION AND RESOURCES RECORD

FACILITY		NAME OF OWNER / MANAGER	
NAME OF FACILITY		(City, Town or Village)	
ADDRESS (Number, Street)			
Postal Code	BUSINESS TELEPHONE NUMBER	FAX NUMBER	
(Province)	()	()	

CONTACT PERSON		ALTERNATE	
NAME OF PERSON		NAME OF PERSON	
ADDRESS (Number, Street)		ADDRESS (Number, Street)	
(City, Town or Village)		(City, Town or Village)	
Postal Code	BUSINESS TELEPHONE NUMBER	Postal Code	BUSINESS TELEPHONE NUMBER
(Province)	()	(Province)	()
HOME TELEPHONE NUMBER		HOME TELEPHONE NUMBER	
()		()	

AVAILABILITY		ACCESSIBILITY		WATER SUPPLY	
YEAR ROUND	FOR HANDICAPPED	FOR HANDICAPPED	FOR HANDICAPPED	MAIN	WELL
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> OTHER	<input type="radio"/> Yes <input type="radio"/> No
SPECIFY WHEN UNAVAILABLE		ELEVATORS		SWIMMING POOL	
		<input type="radio"/> Yes <input type="radio"/> No		<input type="radio"/> Yes <input type="radio"/> No	

UTILITIES		SANITATION	
EMERGENCY GENERATOR		TOTAL NUMBER OF INDIVIDUAL UNITS	
Natural Gas	Electricity	Toilets	Sinks
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
HEATING:	PROPANE	MALE:	SHOWERS
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
COOKING:	OTHER	LAUNDRY	WASHERS
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

¹ Source: Health Canada

© Ministry of Supply and Services Canada, 1994.

GROUP LODGING FACILITY ACCOMMODATION AND RESOURCES RECORD

FACILITY

NAME OF FACILITY		NAME OF OWNER / MANAGER	
ADDRESS (Number, Street)		(City, Town or Village)	
(Province)	Postal Code	BUSINESS TELEPHONE NUMBER ()	FAX NUMBER ()

CONTACT PERSON

NAME OF PERSON	
ADDRESS (Number, Street)	
(City, Town or Village)	
(Province)	Postal Code
BUSINESS TELEPHONE NUMBER ()	HOME TELEPHONE NUMBER ()

ALTERNATE

NAME OF PERSON	
ADDRESS (Number, Street)	
(City, Town or Village)	
(Province)	Postal Code
BUSINESS TELEPHONE NUMBER ()	HOME TELEPHONE NUMBER ()

AVAILABILITY

YEAR ROUND	<input type="radio"/> Yes	<input type="radio"/> No
SPECIFY WHEN UNAVAILABLE		

ACCESSIBILITY

FOR HANDICAPPED	<input type="radio"/> Yes	<input type="radio"/> No
ELEVATORS	<input type="radio"/> Yes	<input type="radio"/> No

WATER SUPPLY

MAIN	<input type="radio"/> WELL	<input type="radio"/> SWIMMING POOL
OTHER	<input type="radio"/>	<input type="radio"/> Yes
		<input type="radio"/> No

UTILITIES

Natural Gas	Electricity	Oil	Propane	Other
HEATING: <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
COOKING: <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EMERGENCY GENERATOR <input type="radio"/> Yes <input type="radio"/> No				
EMERGENCY LIGHTING <input type="radio"/> Yes <input type="radio"/> No				

SANITATION

TOTAL NUMBER OF INDIVIDUAL UNITS		HANDICAPPED FACILITIES	
Toilets	Sinks	Showers	
MALE: <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Yes <input type="radio"/> No
FEMALE: <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	LAUNDRY <input type="radio"/> Washers <input type="radio"/> Dryers

GROUP LODGING FACILITY SANITARY STANDARDS

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

Space Allocation for Sleeping

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

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

Ventilation Standards

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

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

Sanitation Standards

- Toilet facilities:
 - five toilets per 75-100 people;
 - for each additional 30 people, add one toilet.
- Washing facilities:
 - one washbasin per 10 people;
 - one shower per 50 people
 - Facilities with showers are most desirable. Personal cleanliness tends to boost morale.
 - Residents should be provided with their own soap and towels or a linen service should be utilized. Residents should keep possession of their own bar of soap. Soap bars in common use increase the risk of contagious skin diseases.

Water Usage

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

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

Dust Control

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

Garbage Collection

- one, 50-100 litre capacity can for every 12-25 people;
- three/four, 50-100 litre capacity cans for every 100 people.

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



GROUP LODGING MANAGER POSITION DESCRIPTION

Title

Group Lodging Manager

Reports to

ESS Director or designate

Description

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

Duties

- Refer to Function Checklist in the Group Lodging Operational Guidelines

Knowledge, Skills And Abilities*

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

Suitability

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

General

- Be honest and open with other workers regarding your intent, needs and skills;
- Work in a professional manner and be respectful to evacuees and team members;
- Respect the confidentiality of evacuees and responders;
- Have a desire to be of assistance to others;
- Adhere to ESS Standards of Conduct at all times.

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



GROUP LODGING RESIDENT CHECK IN/CHECK OUT LOG

Group Lodging Location: _____

DATE	NAME	TIME IN	TIME OUT	CONTACT # WHEN OUT	REMARKS



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 WCB Incident?

No

☐

Yes

☐

WCB Report Completed

☐



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 things 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 Group Lodging facility; please ask the evacuee first if they feel like talking. We consider most areas of the Group Lodging facility to be private, so please do not attempt to go into these areas.”

6. Establish a Designated Media Area outside of the Group Lodging Facility

Establish a designated media area outside of the Group Lodging facility 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 Group Lodging facility, 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 is the best time to reach them.

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 Group Lodging facility.



ORGANIZATION RECRUITMENT LOG

Form Compiled By: _____

ORGANIZATION RECRUITMENT LOG								
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 __



PEP EXPENSE REIMBURSEMENT REQUEST



Page ___ of ___

Claimant Name: (print or type) _____

Mailing Address: _____

City: _____ Postal Code: _____

Task No. _____ Date Incurred: (from) _____ (to) _____

PERSONAL/PERSONNEL/MUNICIPAL/SOCIETY EXPENSES				
To Whom Paid	Travel Mileage @ km	Meals ¹	Vehicle/ Equipment ²	Total
	km=			
	km=			
	km=			
	km=			
	km=			
	km=			
<i>Calculated to a maximum of four per 24-hour period. Rates as per PEP Policy and Procedure Manual Article 6.07 and 6.08</i>				
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

March 2000

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=			
SubTOTAL (transfer to Page 1)				\$

Please Note: Meals are calculated to a maximum of 4 per 24-hour period.

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 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 _____

**PERSONNEL MANAGEMENT TRACKING FORM****Facility:****Date / Shift:****Task #**

Title	Name of Person Responsible
Group Lodging Manager	
Liaison	
Safety	
Information	

Operations Section Chief	
Primary Services Branch	
Check In / Check Out	
Sleeping Area	
Meals Distribution	
Specialized Services Branch	
Recreation & Leisure	
Multicultural	
Transportation	
Health Services Branch	
First Aid	
Emotional Support	
Special Needs	

Planning Section Chief	
Situation	
Documentation	
Advance Planning	
Demobilization	

Logistics Section Chief	
Supply Branch	
Resource Acquisition	
Shipping/Receiving	
Volunteer/Staff Management Branch	
GL Support Branch	
Facility	
Clerical	
Security	
Information Technology Branch	

Telephones	
Computer Systems	
Amateur Radio	

Finance Section Chief	
Cost	
Time	
Compensation & Claims	
Procurement	

**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 Priority Welfare Routine						
To (Addressee Name)				Originator is responsible for area inside bold lines (Please Print-Capital Letters Only)			
Phone (optional)							
<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>							
From (Sender Name)							
Title (If any)							
Phone (optional)							

Received From:

Sent To:

Call sign	Time hhmm	Date mmmdd
Operator	Frequency	Method

Call sign	Time hhmm	Date mmmdd
Operator	Frequency	Method

RECREATIONAL ACTIVITY LISTS

Preschool	Pre-Teen (6-12 years)
<ul style="list-style-type: none"> • Play dough • Paper, Crayon, Felts • Puppets • Story Telling • Toddler Toys • Duplex • Action Toys • Videos • Sing-Alongs • Shadow Animals • Circle Games • Gym Activities • Simple Crafts – Glue, Macaroni, Cheerios • Musical Instruments • Water Play • Sticker Books 	<ul style="list-style-type: none"> • Crafts – Glue String, Sticks, 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
<ul style="list-style-type: none"> • Cards & Board Games • TV & Video & CDs • Activities with Younger Children • Hair, Make-Up & Nail Care • Music & Dancing • Theatre Sports • Internet • Outside Sports – Basketball, Hackey Sac, In-Line Hockey, etc. • Ice Breakers • Kitchen Helpers • Construction, Building, Set Up • Karaoke • Runners • Car Wash • Bingo 	<ul style="list-style-type: none"> • Books & Magazines • Crossword & Jigsaw Puzzles • Scrabble & Board Games • TV & Video • Outdoor Sports – Frisbee, Swimming • Pool • Exercise • Aerobics • Walking • Newspaper Discussion Groups • Specialized Lessons – Photography, Crafts • Dance Classes – Line Dancing, Country, etc. • Teaching Young People to Knit, Crochet, Crafts • Teaching Others Care • Bingo

[illegible]

RESIDENT INFORMATION MEETING/BRIEFING AGENDA TEMPLATE

1. Introduce Group Lodging facility Staff to residents
 - should consider this action for each shift/operational period.
2. Provide updated information regarding the situation of the emergency or disaster, resources available, recovery process, etc.
3. Announce rules and regulations for the facility after consultation with residents of the facility.
4. Announce daily schedules or changes to the planned schedule.
5. Recruit resident volunteers for facility functions.
6. Dispel rumours.
7. Discuss and resolve problems.



RESIDENT INFORMATION SHEET

Welcome

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

Check In/Check Out

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

Smoking

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

Personal Belongings

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

Pets

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

Children

Parents are responsible for keeping track of and controlling the actions of their children. Please don't leave them unattended.

Medical Problems or Injuries

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

Alcohol, Drugs, and Weapons

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

Volunteering to Help

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

Telephones

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

Problems and Complaints

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

Housekeeping

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

Quiet Hours

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

News Media

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

Special Needs

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

SHIFT SCHEDULE

Facility: _____

Function: _____

Date: _____

Task #: _____

[illegible]

SHIPPING & RECEIVING RECORD

Facility:**Task #:**[illegible]

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: <input type="checkbox"/> Section/Function <input type="checkbox"/> 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
- ☐ Safety Officer
- ☐ Liaison Officer
- ☐ Information Officer

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

**SUGGESTED FOOD FOR DISTRIBUTION IN A GROUP LODGING FACILITY**

Quick Ready Foods (can purchase at 24 hour stores)	Donuts Cookies Granola bars Meal replacements (e.g. Boost)	Fruit Crackers Veggies
Foods to Order	Soup Sandwiches Pizza Spaghetti and meat balls Chili	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

**VOLUNTEER REGISTRATION FORM****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/Fax: ()	
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/Fax: ()	
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)

<input type="checkbox"/> Amateur Radio	<input type="checkbox"/> Food Safe Certificate	<input type="checkbox"/> Pet Care
<input type="checkbox"/> Call Sign: _____	<input type="checkbox"/> BC Games Society – Northern, Winter, Summer, Seniors, or Disability Games	<input type="checkbox"/> Recreation Instructor
<input type="checkbox"/> Child Care (qualified/certified)	<input type="checkbox"/> Homemaker Services	<input type="checkbox"/> Search and Rescue
<input type="checkbox"/> Clothing Services/Retail	<input type="checkbox"/> Interviewing	<input type="checkbox"/> Security
<input type="checkbox"/> Computer Skills	<input type="checkbox"/> Sign Language	<input type="checkbox"/> Teacher
<input type="checkbox"/> Counselling Services	<input type="checkbox"/> Lodging Services	<input type="checkbox"/> Tourism & Hospitality
<input type="checkbox"/> Editor/Writer	<input type="checkbox"/> Managerial Services	<input type="checkbox"/> Traffic Control
<input type="checkbox"/> Financial Services	<input type="checkbox"/> Medical Services (please specify)	<input type="checkbox"/> Volunteer Services
<input type="checkbox"/> First Aid (current certification)		<input type="checkbox"/> Other (please specify)
<input type="checkbox"/> 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: _____

[illegible]



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 causal 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 Group Lodging 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 Group Lodging facility run properly. Try to be flexible.

We are counting on all volunteers 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: _____

VOLUNTEER/STAFF INTAKE LOG

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 Group Lodging facility – 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 by them, but refer them to the Information Officer.
- Be sure to describe the layout of where things are in the Group Lodging facility. 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
<ul style="list-style-type: none">• food• lodging• clothing and• family reunification.	<ul style="list-style-type: none">• emotional support• volunteer services• child care• first aid or information and• transportation services.

Who provides ESS?

In BC, local authorities 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, often at Reception Centres. Reception Centres can be 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 Group Lodging facility.

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 Group Lodging 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 Group Lodging facility.

-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 building upkeep 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 Group Lodging facility.

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 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 Reception Centre or 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 (rule of thumb is 12 people) 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 (comprised of 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 Group Lodging facility, responsible for a safe and secure location to temporarily house domestic pets while evacuees are at the 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 Check In/Check Out, Sleeping Area and Meals Distribution Units.

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 in 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 within 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:

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 -