



**Town/County of St. Paul,
Town of Elk Point,
Summer Village of Horseshoe Bay**

**Emergency Social Services Plan
2016**

"A Region Prepared"

Introduction

The Regional Emergency Management Plan (REMP) and sub-plans have been developed by the Town/County of St. Paul; Town of Elk Point; and Summer Village of Horseshoe Bay with input and consultation from internal and external stakeholders. The plans were initiated in 2014, developed and endorsed in 2015.

These all hazard emergency response and recovery plans are a 'living' document. Given that, there will be a need for revisions and updating on a continuing and regular basis. This document is a sub-plan that is intended to support the REMP from which to build an effective; economic and coordinated response and recovery.

The integrated, region-wide program maximizes available resources, limits duplication and streamlines communication to provide the best solution for residents throughout the Region of St. Paul.

These plans meet the requirements for local authorities as set out in the Alberta *Emergency Management Act* and the Alberta *Government Emergency Management Regulation*.

For this plan to be effective, it is important that all users of the Regional Emergency Management Plan and sub-plans will interpret it reasonably and responsibly and in the best interest of safety.

For information or to request copies of the Regional Emergency Management Plan or sub-plans contact:

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Amendments/Revisions

[illegible]

Distribution List

[illegible]

Revision Request Form

Request Date: _____

Section Number(s): _____

Page Number(s): _____

Description of Revision: _____

Change requested by: _____

Reason for request: _____

Request reviewed by Director of Emergency Management:

Date: _____

Signature: _____

Approved: ☐

Approved with the following changes: ☐

Not Approved: ☐

Revision #: _____

Revision Date: _____

Distributed: _____

Town of St. Paul ESS Fan-Out Procedure

ESS activation fan-out procedure:

1. The use of the Region of St. Paul Notification/Alert System will be used by the RDEM/designate, and/or ESS Director to activate the ESS members. In the event the system is down;
2. The RDEM/designate calls the ESS Director who in turn phones their team members. The ESS Director will notify the ESS Director of the County of St. Paul to be on stand-by.

Information was removed for the protection of confidential material; is included in the operating manual.

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1 – Purpose and Scope

1.1 Purpose

This Emergency Social Services Plan is meant to act as a guide to ensure that the essential needs for the residents in the Region of St. Paul during an emergency are met and that the care of any evacuees are provided for. This plan is also meant to act as a guide in the event that the Region of St. Paul should become a host community thereby providing for the needs of residents from other evacuated communities.

ESS is responsible for the human side of an emergency response. As such, the ESS Plan is a specialized component and supports the Regional Emergency Management Plan. Since every emergency is different in nature, the ESS Plan is not a how-to manual nor does it detail response to any particular type of emergency. Instead, the plan provides structured, yet flexible, response guidelines and a toolkit of community resources that, together, ensure an effective ESS response to any emergency.

The ESS Plan is only effective if it is current and reflects local needs and circumstances. Suggestions for improvements to this plan are encouraged and should be directed through the Regional Director of Emergency Management, and/or the Emergency Social Services Director(s).

1.2 Scope

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

Specifically, the plan details:

- Activation, deactivation, and post-deactivation procedures for the ESS Plan
- Guidelines for reception center establishment and operation
- The provision of primary services to affected individuals including emergency food, lodging, and clothing
- The provision of specialized services to affected individuals, including transportation, personal services, and other services
- Procedures for managing volunteers
- Procedure for managing donations
- Communication procedures for establishing and maintaining the flow of information
- Roles and responsibilities for all ESS staff

2 – ESS Activation

2.1 Activating the Plan

The Regional Director of Emergency Management (RDEM) or designate may request that the Emergency Social Services Response Plan be activated in whole or in part, in response to an incident within the municipality or region where a large number of persons (over 200 persons) have been displaced from their place of residence, or if residents of another municipality are evacuated into the Region of St. Paul. Support and services will be provided for the public at one or multiple Reception Centers as required.

When an emergency or event occurs, the following actions are taken:

1. Notification

The public will report the emergency to 9-1-1 Communications. The emergency response agencies will be dispatched to respond. The agency in charge will then notify the RDEM or designate if support is required based on their assessment.

2. Regional Emergency Management Plan Activation

The RDEM or designate will determine the level of response to the emergency. If necessary, the RDEM or designate will activate the Emergency Coordination Centre and if warranted, will get the endorsements to declare a State of Local Emergency (SOLE) if required.

3. ESS Plan Activation

The ESS Director will be notified by the RDEM or designate to activate the ESS Plan either in whole or in part, depending on the extent of the emergency or event. The ESS Director will report to the Emergency Coordination Centre.

4. ESS Response

The ESS Director will assess the situation and begin calling out the ESS team to report for duty. The ESS Director will:

- Have the ESS team activated utilizing the Region of St. Paul Notification/Alert System, or call-out list
- Activate reception center(s) and/or volunteer center(s) (See REMP)
- Call on assisting agencies (See REMP)
- Contact suppliers to secure resources (See REMP)

Should additional assistance be required, The Region of St. Paul can call the Non-Government Organizations (NGO's) for assistance at any time during an emergency or disaster. All NGO's information can be found in the REMP under Support Services.

2.2 Roles & Responsibilities during Activation

This agency, which is made up of the representatives of emergency response groups, acts as the agent of the local authority to carry out the local authority's statutory powers and obligations under the Act (see table 1).

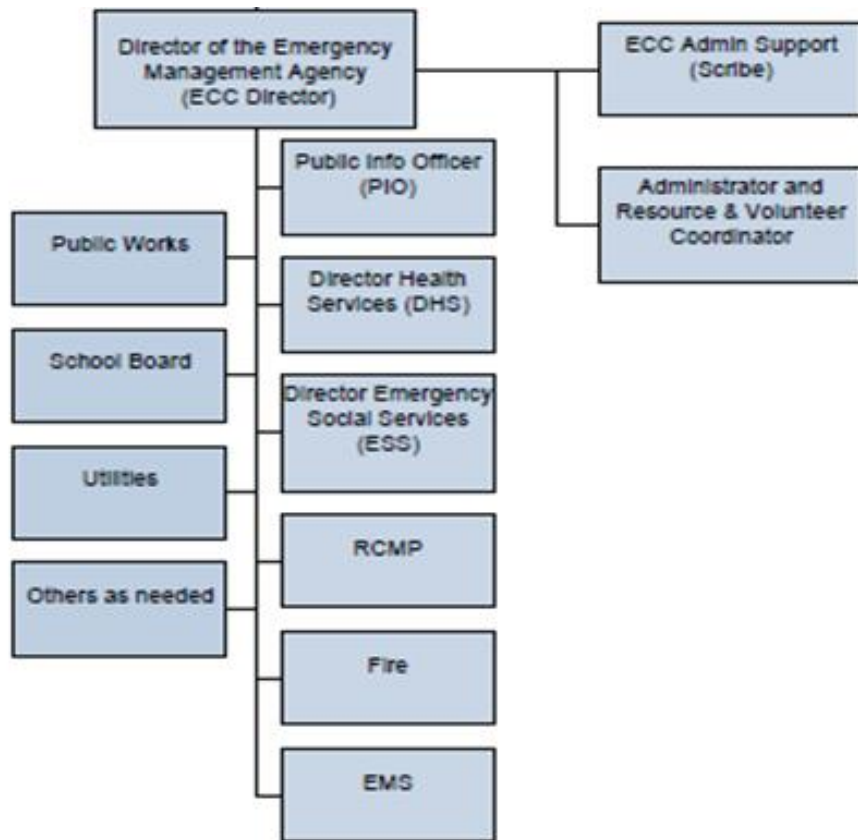


Table 1 – REMA Organization

Emergency response activities involving the REMP or any sub-plans will follow the ICS model that establishes procedures and guidelines to control personnel, facilities, equipment, and communication under the direction of an IC at an Incident Command Post. The ICS is "a systematic tool used for the command, control, and coordination of emergency response". An ICS is based upon a changeable, scalable response organization providing a common hierarchy within which people can work together effectively. (see Table 2)

The ECC is in place to support the IC on-scene at the Emergency Site. For large scale incidents, the IC on-scene will follow the ICS model to ensure we have command, control, and coordination of the overall emergency response. This allows for clear lines of communication between the roles, and allows the IC to focus on managing the response efforts.

The Table identifies the channel and lines of authority. For specific details on each of the roles and responsibilities refer to the REMP.

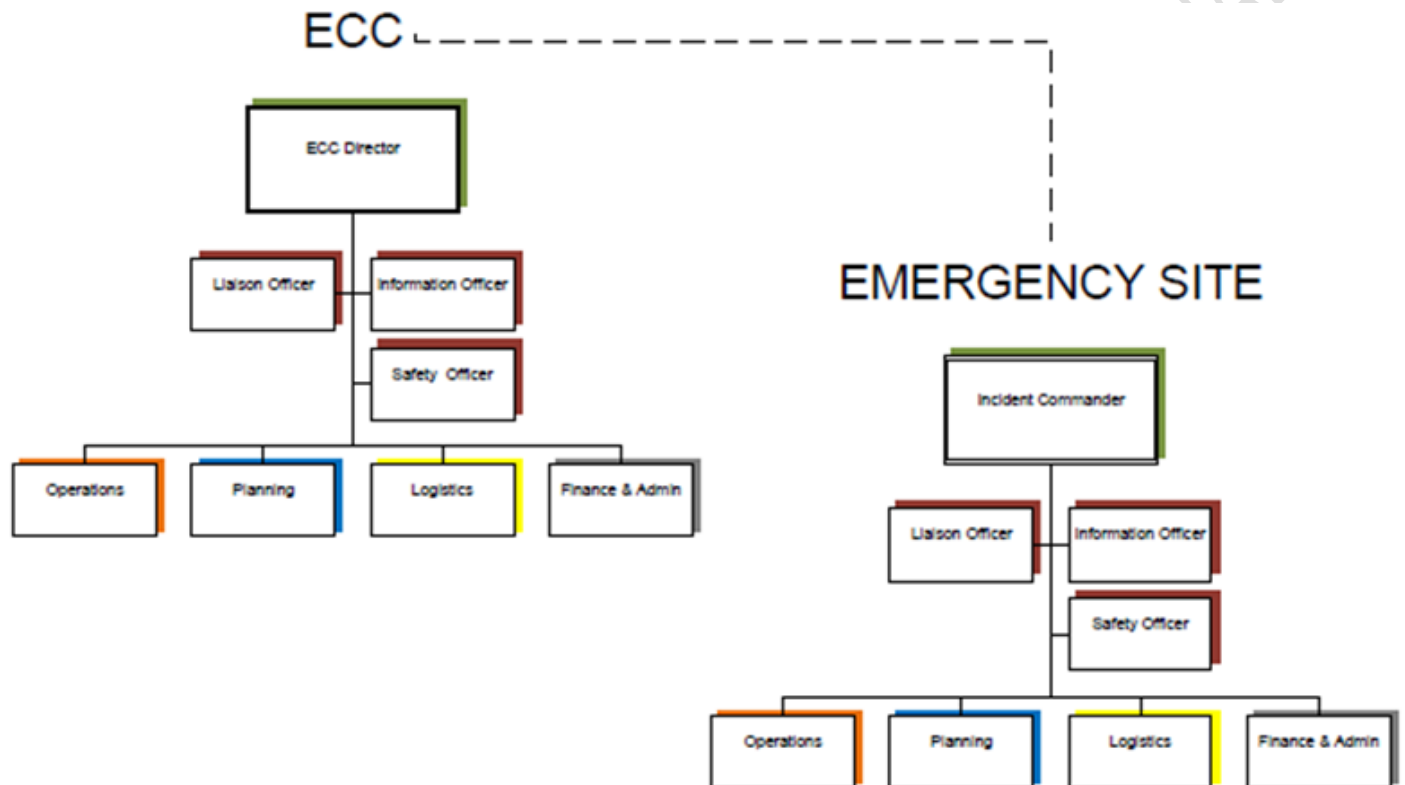


Table 2 – ICS Organizational Flowchart

Emergency Social Services Director – Active Response

Responsibilities

- 1) To activate the ESS Plan in whole or in part in response to an emergency.
- 2) To report to the Emergency Coordination Centre as requested by the RDEM (or designate). (In instances where the *ECC is not established*, the Emergency Social Services Director would report to the Reception Centre site and work with the Reception Centre Manager).
- 3) Provide org. chart to Reception Center Manager (refer to Table 3, page 44)
- 4) To be the liaison between the Reception Centre(s) and the RDEM (or designate).
- 5) In the event we host another municipality where the *ECC is not established*, the ESS Director will be the liaison between the Reception Centre(s) and officials of the host municipality.
- 6) Acquires resources and supplies for ESS functions as needed. (i.e.; NESS Equipment)
- 7) Authorized to put ESS staff on stand-by or issue a callout.

Implementation

- ☐ Report to the activated Emergency Coordination Centre and sign-in on arrival
- ☐ Pick-up ESS Kit, put on ICS Vest and set-up work station
- ☐ Receive briefing from RDEM or designate of the situation and work closely with all Agency Chiefs.
- ☐ Assess the need to activate the ESS Plan if necessary and manage the ESS response
- ☐ Determine which Reception Centre site(s) will be used, notify the building contact(s) and arrange for the building(s) to be opened
- ☐ Contact the **Reception Centre Manager** and have them bring out the ESS Reception Center Kit (Orange Crates) and other essential items. The Orange Crate at the Town of St. Paul main Reception Center is stored in the back storage room west of the MPR. The Orange Crate at the Town of Elk Point main Reception Center is stored in the Allied Arts Building in the north west storage room.
- ☐ Contact Reception Centre Manager and service supervisors (Registration & Inquiry, Clothing, Food Services, Lodging, Personal Services, and Volunteer Services) and notify them of the situation and actions they are to take. Record assignments on the Staff and Volunteer Assignment Sheet. **Make determination as to whether to call in additional NGO's for assistance, or recommend mutual aid assistance when required.**
- ☐ Ensure maps outlining the evacuated zones are available to all Reception Center staff – especially the R&I Services.
- ☐ Coordinate with assisting agencies and commercial suppliers to respond to the emergency/disaster
- ☐ Be the liaison between the Reception Centre(s), the RDEM or designate and other representatives at the Emergency Coordination Centre:
 - a) Request that **Public Information Officer** issue a news release early on as a high priority regarding the Reception Centre/ESS response. The news release would typically include the following information:

- Location of Reception Centre (name & address)
 - Purpose of Reception Centre and services provided
 - Hours of operation
 - Phone number for people inquiring about family members and friends
 - Request evacuees who have not registered in person to register by calling in
- b) Listen to what is going on around you at the Emergency Coordination Centre – when you hear discussions that may affect your area, ask for further information. Anticipate what might be needed and be proactive (for example, you may want to have staff and/or resources on standby).
 - c) Maintain regular contact with the Reception Centre Manager to provide information regarding the status of the event and to provide advice and support. You may want to forward copies of news releases issued by the municipality or region to the Reception Centre Manager so that they can update Reception Centre workers and evacuees.
 - d) Respond to requests from the Reception Centre Manager.
 - e) Ensure that arrangements are in place for the purchase of supplies, food, etc. and clarify who authorizes purchases, who is to receive the invoices, etc. Ensure that accurate records are maintained regarding purchases.
 - f) Provide updates to the RDEM or designate and other officials on the status of the ESS response.
 - g) Ask for assistance from other Emergency Coordination Centre members as required.
 - h) Keep a log of activities, decisions and expenditures.
 - i) Note areas of concern to be addressed following the emergency.
 - j) Arrange shift schedule with Alternate ESS Director.
 - k) Deactivate the ESS Plan when required.

Hosting outside of the Region

If mutual aid agreements are implemented and multiple reception centers are required outside of the Region (in case of town-wide or regional evacuation), ensure that:

- Host ESS staff are in place, host reception centers set-up and ready to receive evacuees.
- Ensure any lodging facilities in host communities are notified and ready to receive evacuees.
- Act as liaison between host reception center(s) and ECC.
- Collect daily updates from Reception Centre Manager(s) and report at daily briefing meeting
- Maintains log/daily journal of all activities and decisions made
- Participate in daily briefings with the ECC Agency members

Post-Deactivation

After the ESS Plan is deactivated, the ESS Director's responsibilities are to:

- ☐ Finalize all expenditures, financial claims, and appropriate documentation;
- ☐ Coordinate transition of ESS services to regional authorities to ensure follow-up and/or continued services for victims; and
- ☐ Oversee ESS re-entry & recovery services
- ☐ Complete a post-disaster final report.

DONATIONS

Refer to the Donations Policy identified in the REMP.

Experience has shown that large amounts of donated goods (clothing, furniture, blankets, bedding, toys, supplies, etc.) are likely to arrive in the impacted community, particularly if there has been widespread property damage and/or the event is receiving extensive media coverage. This in itself can be its own disaster.

To counter this, the Public Information Officer will advise the media and the public early into the event accordingly, that while all donations are appreciated they will not be accepted, and that financial donations are preferred and can be made at the local bank identified as required.

Reception Center Manager – Active Response

Responsibilities

- 1) On-site supervision and set-up of reception center
- 2) Ensures maintenance and overall functioning of reception center including: regular garbage removal, cleaning (ex: bathrooms) and adequate and organized parking
- 3) Liaise between Reception Centre and ESS Director at ECC
- 4) Meet and greet evacuees
- 5) Brief evacuees daily at set times
- 6) Monitor the morale of the evacuees
- 7) Monitor operational status of the facility
- 8) Respond to requests from reception center service providers and where necessary contact ESS Director for assistance

Implementation

- ☐ Open and sign in to Reception Centre and assist with set-up (refer to bldg. layout on pages 20, 21)
- ☐ Obtain briefing from EDSS Director if haven't received it already
- ☐ Put on Reception Centre vest
- ☐ Ensure Reception Centre service providers check-in and check-out daily or per shift
- ☐ Assess communications between Reception Centre, Congregate Lodging & ECC. If communications are needed, request through ECC
- ☐ Ensure identification (may assign vests) of any unmarked reception center volunteers
- ☐ Complete walk-through at earliest convenience with facility/building owner of the responder rest areas and/or separate food service areas and note any pre-existing conditions (damages etc.) and have them sign-off on these pre-existing conditions
- ☐ Keep a daily time event log of reception center activities, inquiries, concerns, etc.
- ☐ **Keep service providers updated of incident through regular updates from ESS Director**
- ☐ **Post Public Information Officer approved updates on incident in visible location for evacuees at Reception Centre and provides the same approved info to congregate lodging to post for evacuee info as well.**
- ☐ Record all receipts and expenditures and forward to Finance & Admin. on daily basis
- ☐ Coordinate and participate in 1 or more daily briefings for Reception Centre Staff
- ☐ Keep ESS Director informed of Reception Centre progress, activities concerns etc. through end-of-shift daily report or briefing
- ☐ Keeps ESS Director informed of Pet Shelter progress, activities, concerns etc. through end-of shift daily report briefing
- ☐ Maintain a time event log of all activities and decisions made

Post-Deactivation

After the ESS Plan is deactivated, the Reception Center Manager's responsibilities are to:

- ☐ Ensure proper take-down and clean-up of reception center
- ☐ Keep a daily log of activities, inquiries, concerns, etc.
- ☐ Arrange for inventories of supplies and equipment. Verify with the ESS Director as to disposition of some supplies.
- ☐ Restock and replenish equipment and supplies as required.
- ☐ Return any borrowed or rented equipment to suppliers. Obtain final invoices for equipment and supplies purchased or rented.
- ☐ Keep track of all receipts and expenditures and forwards to Finance on daily basis
- ☐ Keep ESS Director informed of Reception Center progress and activities through end-of-shift daily report or briefing
- ☐ Complete walk-through with building/facility manager to ensure building left in pre-emergency condition and have them sign off on it.
- ☐ Participate in emergency debrief as requested
- ☐ Submit final report to ESS Director, who will include in their report to the RDEM or designate for inclusion in feedback and overall final report.

Town of St. Paul Recreation Center – Reception Center Layout

Information was removed for the protection of confidential material; is included in the operating manual.

Town of Elk Point Allied Arts Center – Reception Center Layout

Information was removed for the protection of confidential material; is included in the operating manual.

Registration and Inquiry Supervisor (R&I) – Active Response

Responsibilities

- 1) Provide R&I trained volunteers/staff to the reception center to register evacuees
- 2) Register evacuees and make referrals to other services within the reception center
- 3) May need to issue change of address forms for those changing emergency lodging locations
- 4) Work closely with Provincial ESS staff (if applicable) to ensure only legitimate evacuees are registered
- 5) Responsible for collection, maintenance and confidentiality of all Registration & Inquiry forms from beginning to end of emergency

Central Registration and Inquiry Bureau (CRIB) will:

- 6) Complete the Registration Cards for evacuees who contact the CRIB
- 7) Complete the Inquiry Cards for people that contact the CRIB looking for family and friends
- 8) The CRIB functions are typically done by phone, the phone number and purpose will be publicized through the Public Information Officer

Implementation

- ☐ Sign-in
- ☐ Put on R&I vest
- ☐ Obtain briefing from Reception Centre Manager
- ☐ Assess number of anticipated evacuees and personnel capacity, request additional R&I personnel from NGO's if necessary (make request through Reception Centre Manager-> ESS Director)
- ☐ Assist with set-up of Reception Centre according to floor plans
- ☐ Ensure evacuees are spaced far enough apart for confidentiality purposes
- ☐ R&I should be paired up with Lodging (and provincial ESS staff if applicable) for efficiency
- ☐ Print clear, brief registration "refresher" instructions for filling out cards and tape to each R&I table for reference
- ☐ Businesses cannot register, but if any evacuated businesses stop by the R&I table record them on a separate list
- ☐ Report number of evacuees registered each day to Reception Centre Manager-> ESS Director and ensure ECC has this information for statistical, recording and reporting purposes
- ☐ Collect pink copies of R&I forms and file for statistical purposes
- ☐ Keep buff copies of R&I forms in case they need to be forwarded later for matching purposes
- ☐ If there are significant inquiries, have NGO's set-up an Inquiry Line and CRIB(Central Registration & Inquiry Bureau) as needed to match evacuees with inquiries, at this point buff copies of registration forms will need to be forwarded to NGO's for matching
- ☐ All R&I forms shall be stored in a secure and confidential location

- ☐ If people are unable to register in person you may have NGO's set-up a contact number for registration purposes as well by requesting through reception Centre Manager->ESS Director.
- ☐ Participate in daily reception center briefings and provide daily updates to the Reception Centre Manager-> ESS Director

Post-Deactivation

- ☐ Ensure proper storage and disposal of R & I forms and any carbons
- ☐ Complete follow-up phone calls as requested by the ESS Director -> RDEM or designate to evacuees and identify if any evacuees have not returned home
- ☐ NGO's may complete needs assessments if necessary and as requested by ESS Director -> RDEM or designate to identify outstanding, concerns, needs, etc. of evacuees. Bring recurring /significant evacuee needs and concerns to attention of ESS Director -> RDEM or designate so that they can be addressed by the Municipality or Region
- ☐ Participate in emergency debrief as required
- ☐ Submit report/evaluation of response as requested by Reception Center Manager ->ESS Director -> RDEM or designate for feedback and inclusion in overall report

Lodging Supervisor – Active Response

Responsibilities

- 1) Assign commercial and/or congregate lodging at the reception center including logging names of which evacuees are staying at which lodging facility
- 2) For significantly sized incidents, a minimum of 3 Lodging Coordinators will be assigned and an additional Coordinator assigned for hotels if needed (see Appendix D)
- 3) Maintaining accurate records of assigned lodging
- 4) Provide 24 hour staffing and staff schedules for all lodging facilities with pre-screened (criminal record check and child abuse registry check) staff
- 5) Ensure proper maintenance of facility including garbage removal and regular cleaning
- 6) Provide recreational and eating areas
- 7) Provide an information board with regular updates
- 8) Be aware of services offered at reception center
- 9) Make referrals to other Departments and organizations, as necessary
- 10) Ensure the safety and welfare of all evacuees staying at all lodging facilities
- 11) Act as liaison between Lodging and Reception Centre Manager-> ESS Director

Implementation

- ☐ Sign-in
- ☐ Put on Lodging vest
- ☐ Obtain briefing from Reception Centre Manager
- ☐ Assist with Reception Centre set-up
- ☐ Arrange for delivery of cots, blankets, etc. (NESS) through the Reception Centre Manager-> ESS Director
- ☐ Check-in each evacuee and issue evacuee lodging identification (ex: **Green wristbands for Lodging and Food services. Orange wristbands for Food Service only**)
- ☐ Post or provide each evacuee with rules and regulations for lodging facility as well as copy of the fire plan for that specific facility
- ☐ Lodging should be paired up with R&I (and provincial ESS staff if applicable) for efficiency
- ☐ In event hotels are to be used, identify which are on priority basis, assess and record hotel availability
- ☐ If possible, ensure special needs are centrally located in one accessible location so that their needs can be more easily and effectively met by other ESS staff and organizations
- ☐ Keep Reception Centre Manager regularly updated on amount of vacancy left at all facilities and provide lead-time if any additional facilities are anticipated to be needed
- ☐ Ensure 24 hour Security is in place or make request for it through Reception Centre Manager-> ESS Director

- ☐ Ensure First Aid services are on site and provided at the facility
- ☐ Record all complaints and incidents (no matter how small)
- ☐ Report all complaints and incidents outside of the volunteer capacity to the Reception Centre Manager-> ESS Director
- ☐ Maintain roster of hotels with availability, wheelchair accessible rooms and pet allowances
- ☐ If possible, ensure special needs are centrally located in an accessible location so that their needs can be more easily and effectively met by other ESS staff and organizations
- ☐ If required, coordinate transportation of evacuees with Transportation Services
- ☐ Any early check-outs or change in emergency lodging will require a change of emergency address form from Registration & Inquiry
- ☐ Ensure lodging staff are included in all daily briefings
- ☐ Where congregate lodging is provided, ensure that the request is made to the Reception Centre Manager-> ESS Director to have member of RCMP detachment review the list of evacuees registered in congregate lodging to ensure that there is no one in congregate lodging that shouldn't be housed in shared living/sleeping space
- ☐ Provide daily updates on Lodging to the Reception Centre Manager-> ESS Director to report at daily briefings
- ☐ Maintain accurate records of assigned evacuee lodging
- ☐ Maintain a log of all activities and decisions made

Post-Deactivation

- ☐ Complete walk-through with building/facility owner to ensure building is left in pre-emergency condition and have them sign-off on it
- ☐ Handle any unresolved matters such as lost and found and unclaimed luggage
- ☐ Confirm the return home of all documented evacuees staying at lodging facilities
- ☐ Arrange for cot cleaning, and blanket washing. Re-stock supply once sterilized.
- ☐ Participate in emergency debrief
- ☐ Submit report/evaluation of response as requested by Reception Center Manager ->ESS Director -> RDEM or designate for feedback and inclusion in overall report

Food Services Supervisor – Active Response

Responsibilities

- 1) Provide snack items and beverages at reception center for evacuees, volunteers & staff
- 2) Provide snack items and beverages at lodging facilities if requested for evacuees
- 3) Set-up & manage mass feeding center (full meals) for evacuees if necessary
- 4) Contact restaurants; catering services; and grocery stores identifying their services are required
- 5) Keep accurate records of food supplies purchased or ordered
- 6) Arrange for the provision of special meals to evacuees with dietary needs
- 7) Supervise the security of food preparation, handling, service and storage and liaising regularly with Public Health Inspectors
- 8) Ensure all food service operational sites have adequate equipment and supplies
- 9) Use mobile food service truck where necessary

Implementation

- ☐ Sign-in
- ☐ Put on Food Services vest
- ☐ Obtain briefing from Reception Centre Manager
- ☐ Assist with Reception Centre set-up
- ☐ Check-in each evacuee and issue evacuee food identification (ex: **Orange wristbands for Food Service only, and Green wristbands for Lodging and Food services**)
- ☐ Prepare nutritious snacks and hot or cold beverages for when evacuees arrive
- ☐ Track all hours and expenses
- ☐ Ensure all volunteers, and personnel track their hours by signing in and out of shifts
- ☐ Ensure significant number of volunteer runners to deliver food and water to volunteers on-site if necessary
- ☐ Schedule time, delivery & location of food services with Reception Center Manager ->ESS Director -> Logistics at ECC
- ☐ Ensure all food & food preparation meets all public health criteria and does not contain common allergens (ex: nuts, fish,)
- ☐ Record all complaints and incidents (no matter how small)
- ☐ Services may be requested in event that the Region of St. Paul hosts another community as well
- ☐ Maintain a daily log of all activities and decisions made
- ☐ Participate in daily reception center briefings
- ☐ Provide daily updates on Food Services to the Reception Centre Manager-> ESS Director to report at daily briefings at the ECC

Post-Deactivation

- ☐ Complete walk-through with building/facility owner to ensure building is left in pre-emergency condition and have them sign-off on it
- ☐ Participate in emergency debrief
- ☐ Submit report/evaluation of response as requested by Reception Center Manager ->ESS Director -> RDEM or designate for feedback and inclusion in overall report

Clothing Services Supervisor – Active Response

Responsibilities

- 1) Ensure short term clothing needs are provided to evacuees. Long term needs is the responsibility of Social Services.
- 2) Conduct surveys of the clothing suppliers in the region (see Appendix F)
- 3) Make arrangements with retail, wholesale, and other clothing organizations in the region
- 4) Assess clothing needs of evacuees arriving at the Reception Center using the guide of one complete outfit of clothing per person if required (Note – depending on circumstances clothing maybe provided onsite or people may be referred or transported to regular clothing distributors)
- 5) Provide Personal Comfort Kits for evacuees (grooming articles, toothbrushes and paste, and towels)
- 6) Sort and store supplementary clothing supplies and blankets brought to the Reception Center
- 7) Keep an accurate record of clothing articles that have been loaned, borrowed, rented or purchased (see Appendix F)
- 8) Organize and implement a system to distribute blankets and basic clothing

Implementation

- ☐ Sign-in
- ☐ Put on Clothing Services vest
- ☐ Obtain briefing from Reception Centre Manager
- ☐ Assist with Reception Centre set-up
- ☐ Brief evacuees on services provided
- ☐ Issue emergency covering such as blankets, coats, sweat suits and tops as required (request NESS equipment)
- ☐ Set up for the receipt and storing of clothing supplies from retailers or other clothing sources
- ☐ When directed, interview evacuees and make referrals for articles of clothing to be obtained
- ☐ Record name and address of the individual or family assisted; and maintain running records of stock on hand.
- ☐ Track all hours and expenses
- ☐ Ensure all volunteers, and personnel track their hours by signing in and out of shifts
- ☐ Record all complaints and incidents (no matter how small)
- ☐ Services may be requested in event that the Region of St. Paul hosts another community as well
- ☐ Maintain a daily log of all activities and decisions made
- ☐ Participate in daily reception center briefings
- ☐ Provide daily updates on Clothing Services to the Reception Centre Manager-> ESS Director to report at daily briefings at the ECC

Post-Deactivation

- ☐ Complete walk-through with building/facility owner to ensure building is left in pre-emergency condition and have them sign-off on it
- ☐ Ensure that equipment used from the NESS has been cleaned/sterilized and re-stocked
- ☐ Participate in emergency debrief
- ☐ Submit report/evaluation of response as requested by Reception Center Manager ->ESS Director -> RDEM or designate for feedback and inclusion in overall report

Personal Services Supervisor – Active Response

Responsibilities

- 1) Coordinate and recruit staff workers such as mental health professionals, health professionals, professional educators, members of the clergy and church groups, volunteer service groups (Victim Services, Suicide Prevention Staff), service groups (funeral directors, Canadian Legion, Lions), senior citizen groups, national organizations (Salvation Army)
- 2) Provide emotional support to persons experiencing strong emotional reactions as a result of the loss or serious injury of a loved one, of being separated from family members, of loss of home, pet, property, or fear of being killed or injured or because of the uncertainty created by the event
- 3) Care for unaccompanied children, dependent adults and the elderly
- 4) Prepare and set aside rooms where Personal Services can meet privately with person or families experiencing acute stress reactions or requiring special assistance
- 5) Issuing immediate financial aid to individuals or families requiring short term assistance with basic needs.

Implementation

- ☐ Sign-in
- ☐ Put on Personal Services vest
- ☐ Obtain briefing from Reception Centre Manager
- ☐ Assist with Reception Centre set-up
- ☐ Receive evacuees, assess initial needs and brief them on the emergency social services available at the reception center and elsewhere
- ☐ Arrange with the Regional Health Authority Public Health office to have nursing support at the Reception Center
- ☐ Answer questions and assist evacuees to get the help they require
- ☐ Provide support to evacuees who may be emotionally upset
- ☐ Supply accurate information to evacuees regarding the current situation so as to allay fears and prevent the spread of rumors
- ☐ Provide care, comfort and reassurance to unattended children who arrive at the reception center
 - a. Arrange for a speedy reunion with families where possible
 - b. Arrange for food, clothing, registration and other services as needed
 - c. Organize recreational activities if children have to remain at the reception center
 - d. Provide child care services so that parents can take care of disaster-related needs
- ☐ Provide care for dependent adults
 - a. Assist those who may be temporarily upset or confused
 - b. Arrange for food, clothing, registration and other services as needed
 - c. Provide as much privacy and comfort as possible

- d. Arrange for family members to reassume care as soon as possible
- ☐ Assist staff of evacuated special care facilities with residents who have additional needs caused by the disaster
 - a. Provide comfort, support and reassurance to evacuees who are emotionally upset
 - b. Arrange for the reunion of family members as soon as possible
 - c. Encourage people to talk about their emotional reactions and experiences
 - d. Orient those who are temporarily dazed or confused
 - e. Link evacuees to ongoing support services.
- ☐ Maintain a daily log of all activities and decisions made
- ☐ Participate in daily reception center briefings
- ☐ Provide daily updates on Personal Services to the Reception Centre Manager-> ESS Director to report at daily briefings at the ECC

Post-Deactivation

- ☐ Complete walk-through with building/facility owner to ensure building is left in pre-emergency condition and have them sign-off on it
- ☐ Participate in emergency debrief
- ☐ Arrange Critical Incident Stress Debriefing for all Personal Services staff
- ☐ Submit report/evaluation of response as requested by Reception Center Manager ->ESS Director -> RDEM or designate for feedback and inclusion in overall report

Volunteer Services Supervisor – Active Response

Responsibilities

- 1) Recruit, screen, register, coordinate and assigning volunteers to various tasks
- 2) Ensure all staff and volunteers sign-in and sign-out
- 3) Identifying and training volunteer agencies or volunteers that may be able to assist short notice
- 4) All volunteers will be required to fill out a volunteer forms (see Appendix B)
- 5) Track all staff and volunteers' hours
- 6) Ensure all volunteers working in evacuee centers, including but not limited to childcare providers will be required to show proof of current and clean criminal record check and vulnerable sector check prior to volunteering

Note: Any volunteer engaged in any emergency services work must be registered in order to be eligible for WCB benefits

Implementation

- ☐ Sign-in
- ☐ Put on Volunteer Services vest
- ☐ Obtain briefing from Reception Centre Manager
- ☐ Assist with Reception Centre set-up
- ☐ Provide proof of criminal and vulnerable sector check forms from all volunteers to Reception Centre Manager
- ☐ Ensure all volunteers sign in and out and that their hours are tracked
- ☐ Give clear direction on which group or areas the volunteers will be assisting with, and who they will report to
- ☐ Maintain a daily log of all activities and decisions made
- ☐ Participate in daily reception center briefings
- ☐ Provide daily updates on Volunteer Services to the Reception Centre Manager-> ESS Director to report at daily briefings at the ECC
- ☐ Report any incidents or concerns to Reception Centre Manager
- ☐ Work closely with other services in reception center, making referrals where appropriate

Post-Deactivation

- ☐ Complete walk-through with building/facility owner to ensure building is left in pre-emergency condition and have them sign-off on it
- ☐ Participate in emergency debrief
- ☐ Arrange Critical Incident Stress Debriefing for all Volunteer Services staff
- ☐ Submit report/evaluation of response as requested by Reception Center Manager ->ESS Director -> RDEM or designate for feedback and inclusion in overall report

Pet Services Supervisor – Active Response

Responsibilities

- 1) Sheltering of pets including set-up and overall responsibility of pet shelter if needed
- 2) Registering and discharging of pets
- 3) Provision of volunteers & personnel with adequate animal handling training to staff facility
- 4) Actively involved in the Evacuation Plan should the need arise.

Implementation

- ☐ Sign-in
- ☐ Put on Pet Services ID
- ☐ Obtain briefing from Reception Centre Manager
- ☐ Assess potential number of animals based on number of evacuees
- ☐ Provide personnel and trained volunteers to staff shelter
- ☐ Ensure all personnel sign in and out and track all hours
- ☐ All volunteers should have volunteer paperwork filled out, if not, direct to Volunteer Services
- ☐ Locate and arrange for opening of facility for sheltering animals, if one has not already been designated
- ☐ Arrange for transportation of animals if needed in cooperation with Municipality or Region
- ☐ Proper handling and care of animals at facility including, feeding animals and regular cleaning of facility
- ☐ Social interaction and walks for animals where possible (only those animals with leashes will be allowed outdoors for walks)
- ☐ Coordinating procedures for dead, ill, lost, found and/or abandoned domestic animals
- ☐ Coordinate services with neighboring animal rescue organizations and animal care providers where necessary and act as liaison between these organizations and the Municipality or Region
- ☐ Maintain a daily log of all activities and decisions made
- ☐ Participate in daily reception center briefings
- ☐ Provide daily updates on Pet Services to the Reception Centre Manager-> ESS Director to report at daily briefings at the ECC

Post-Deactivation

- ☐ Coordinate return of animals to owners and their homes
- ☐ Assist owners in arranging for extra care of pets if needed upon returning home
- ☐ Participate in emergency debrief
- ☐ Arrange Critical Incident Stress Debriefing for all Pet Services staff
- ☐ Submit report/evaluation of response as requested by Reception Center Manager ->ESS Director -> RDEM or designate for feedback and inclusion in overall report

Security Services (By-Law/RCMP/Outside Security Company) – Active Response

Responsibilities

- 1) Ensure confidentiality of facilities and privacy of evacuees
- 2) The Reception, Food and Lodging Centers are safe places for evacuees to go to access basic needs. It must remain confidential at all times; access should only be available to emergency response personnel, emergency social services personnel and evacuees
- 3) Media will not be allowed into the Reception, Food, Lodging or Rest areas unless specific arrangements have been made with, and they are accompanied by the Public Information Officer, RDEM or designate and/or Director of ESS
- 4) Similar to the Reception & Lodging Centre any Rest areas for responders are meant to be quiet places away from outside interruptions
- 5) Security should be posted at all entrances/exits, if needed
- 6) Be aware that stress levels of evacuees may run high, which can sometimes escalate into aggressive behavior. If possible, work with the other staff at reception center that may include: mental health, personal services, etc. If you feel the situation requires RCMP presence, you should call them
- 7) Ensure security have a direct line to RCMP, should any situation exceed their capacity or require police assistance

Implementation

- ☐ Sign-in
- ☐ Ensure you are well identified, if possible wear uniform
- ☐ Obtain briefing from Reception Centre Manager
- ☐ Ensure all service providers are visibly identified
- ☐ If you find it difficult to identify who is or isn't an authorized evacuee, ask the Reception Centre/Lodging Manager to ensure people are identified such as:
 - a) Evacuees- provide a copy of their Registration form and photo ID
- ☐ Participate in daily briefing of reception center staff
- ☐ Maintain a log of all activities and decisions made
- ☐ Fill out incident reports as necessary

Post-Deactivation

- ☐ Continue to provide security services if requested
- ☐ Participate in emergency debrief
- ☐ Submit report/evaluation of response as requested by Reception Center Manager ->ESS Director -> RDEM or designate for feedback and inclusion in overall report

Traffic Control Supervisor – Active Response

Responsibilities

- 1) Ensure adequate parking is available at the reception center
- 2) Ensure marked handi-cap parking is available
- 3) If public transportation is being provided to reception center, ensure marked easily accessible area for public transportation to offload /load evacuees and separate marked area for private vehicles

Implementation

- ☐ Sign-in
- ☐ Ensure you are well identified, put on high visibility vest
- ☐ Obtain briefing from Reception Centre Manager
- ☐ All volunteers should have volunteer paperwork filled out, if not, direct to Volunteer Services
- ☐ Ensure all volunteers sign in and out and track all hours
- ☐ Ensure all volunteers are visibly identified
- ☐ Take flashlight wands, and portable radios out of the Reception Center Kit and use for traffic control
- ☐ Direct buses arriving with evacuees to arrival area, as identified by the Reception Centre Manager
- ☐ Direct private passenger vehicles to park at designated areas, as identified by the Reception Centre Manager
- ☐ Direct Reception Centre staff/volunteers where to park, as identified by the Reception Centre Manager
- ☐ Contact the Reception Centre Manager if additional information, manpower or resources are required
- ☐ Contact Police directly, if required, and advise the Reception Centre Manager

Post-Deactivation

- ☐ Continue to provide traffic control services if requested
- ☐ Participate in emergency debrief
- ☐ Submit report/evaluation of response as requested by Reception Center Manager ->ESS Director -> RDEM or designate for feedback and inclusion in overall report

Administrative Supervisor – Active Response

Responsibilities

- 1) To provide clerical/administrative support for Reception Centre operations

Implementation

- ☐ Sign-in
- ☐ Ensure you are identified
- ☐ Obtain briefing from Reception Centre Manager
- ☐ Contact administration staff/volunteers to notify them of the situation and actions they are to take.
Record assignments on the Staff and Volunteer Assignment Sheet.
- ☐ Brief administration staff/volunteers on procedures to be implemented, such as:
 - a) Establishing a sign-in area for staff/volunteers
 - b) Clerical support for Reception Centre operations
 - c) Answering the telephones and directing callers to the appropriate service areas
 - d) Processing/filing of documents forwarded from the service areas, and
- ☐ Notify the Volunteer Services Supervisor if additional volunteers are needed for the administration office.
- ☐ Arrange shift schedule for your area.
- ☐ Participate in daily briefing of reception center staff
- ☐ Maintain a log of all activities and decisions made
- ☐ Fill out incident reports as necessary

Post-Deactivation

- ☐ Continue to provide administration services if requested
- ☐ Participate in emergency debrief
- ☐ Submit report/evaluation of response as requested by Reception Center Manager ->ESS Director -> RDEM or designate for feedback and inclusion in overall report

2.3 Priority Actions Checklist – Prior to Evacuees Arrival

Reception Centre Set-up before evacuees arrive.

The Reception Centre is OPEN when the doors are unlocked (evacuees should not be left waiting while set-up is completed)

- ☐ Contact bldg. owner to secure access
- ☐ Initiate ESS Team call-out
- ☐ Report to the Reception Center that's been identified
- ☐ Establish Reception Centre Manager and Administration Services office
- ☐ Start Reception Centre operations log. Record date and time of ESS Team arrival
- ☐ Brief ESS Team and support services on:
 - ☐ Type of emergency or event
 - ☐ Number of people expected and time of arrival
 - ☐ Special requirements or problem areas if any
 - ☐ Unusual resource requirements
- ☐ Check the operational status of all Services
- ☐ Reception Centre Manager(s) will oversee set-up of reception centers including Reception Center Kit, proper signage, office supplies, parking, phone lines, waiting areas and adequate space for each service provided at reception center
- ☐ Reception Center Kit can be found in the St. Paul Recreation Center MPR room in the west corner. Reception Center Kit can be found in the Elk Point Allied Arts Building in the north west storage room
- ☐ Ensure that all ESS Staff are wearing vests or ID
- ☐ Ensure all ESS Staff are aware that pets are not allowed into the Reception Center with the exception being to service animals only. All other pets should be referred to the Pet Services Supervisor
- ☐ Reception Centre Manager will ensure security is on site, if needed
- ☐ Reception Centre Manager will try to anticipate needs of evacuees and secure resources to meet these needs. Make sure to stay within Fire Code requirements. Request an additional Reception Center be opened and activated if require.
- ☐ Reception Centre Manager will ensure all receipts and expenditures are tracked and forwarded daily to Finance
- ☐ Ensure each service provider at Reception Centre is able to implement their respective emergency response plans.
- ☐ Post appropriate signs indicating locations of men and women's washrooms
- ☐ In consultation with Public Health Services obtain additional portable toilets if required
- ☐ Check inventory of sanitary supplies and obtain extra supplies if required

- ☐ Determine how many trash cans, recyclable bins are available and obtain extra if required
- ☐ In consultation with Public Health Services, determine best possible waste disposal system and implement it immediately
- ☐ Fire Exits are unlocked and easy to access
- ☐ Emergency Generator is ready for operation
- ☐ Emergency lighting is working
- ☐ Heating and cooling equipment is operational
- ☐ Obtain a supply of flashlights and batteries and distribute them to essential areas in the facility
- ☐ First Aid room or area has been designated and enough supplies are available, or arrange to obtain more. Ensure lines of communication are set-up with Emergency Health Services.
- ☐ Establish a shift schedule so First Aid volunteers are available on a 24/7 basis to provide basic services
- ☐ Arrange parking control
 - ☐ Post signs where to off-load
 - ☐ Flag off no parking areas
 - ☐ Designate parking attendants
 - ☐ Identify and clear all fire exits so they are unobstructed and easy to get out if required
- ☐ Establish communications from the Reception Center to the ECC. Restrict use of telephone and two-way radio to authorized personnel
- ☐ Ensure phone services are available and working for the evacuees
- ☐ Set-up a PA system or speaker with mic to communicate with the evacuees
- ☐ Use a video camera and record the entire facility prior to evacuee's arrival. Take an inventory of all equipment and supplies that belong to the facility with the video camera.

2.4 Priority Actions Checklist – As Evacuees Arrive

Reception Centre is Set-up and evacuees are arriving.

- ☐ ESS members are at the main entrance to Meet & Greet the evacuees and inform them of the various services available
- ☐ Personal Services volunteer should be on hand to Meet & Greet victims or evacuees to offer emotional support or personal care to unaccompanied children, dependent adults, elderly, or groups with special needs
- ☐ Accompany persons requiring First Aid or with any health concerns to the First Aid Room or Health Care Services
- ☐ Food Services will have hot drinks, juices, snacks, sandwiches, and fruit available for the evacuees
- ☐ Evacuees will be asked to go through R&I as soon as possible after they have arrived, **but not until their immediate basic needs have been met.**
- ☐ Once evacuees have been through the services and are settling in, the Reception Center Manager will hold an information meeting to:
 - ☐ Introduce him/herself and their supervisors
 - ☐ Reassure evacuees about the safety of the location
 - ☐ Bring them up to date regarding the emergency or event, even if there is no information to report, tell them what you know to this point (**Factual information only, don't speculate**)
 - ☐ Inform them of the services available, locations of emergency exits, smoking areas, and answer any questions from the evacuees
 - ☐ Discuss important rules and regulations that everyone must follow
 - ☐ Ask for assistance or volunteers if required
- ☐ Reception Center Manager will meet with all ESS staff on a regular basis to provide updates about the emergency or event, and to get an operation status update from each service in the Reception Center
- ☐ If we are acting as a host Reception Center, the Reception Center Manager will ensure that leaders from the evacuated municipality are involved in the briefing and caring for their own municipalities citizens as well as acting as a liaison for mutual problem solving
- ☐ Request assistance of evacuees is required
- ☐ Request the municipalities Parks and Recreation department to organize activities for the children if possible
- ☐ Ensure regular security controls are in place and are walking throughout the facility.
- ☐ Ensure that security and safety requirements are being met and adhered to by everyone
- ☐ Maintain accurate records of equipment and supplies purchased or borrowed

2.5 Priority Actions Checklist – Daily

Reception Centre is in full operation and is operating daily.

- ☐ Brief evacuees daily at set times
- ☐ Monitor the morale of the evacuees
- ☐ Monitor the air quality and temperature and keep within comfortable levels
- ☐ Monitor the operational status of the facility
 - ☐ Keep bathrooms as clean as possible, and portable bathrooms empty
 - ☐ Control the use of limited water available for sanitary purposes if the event or emergency is water related
 - ☐ Inform evacuees the need for their cooperation and assistance throughout the operation
- ☐ Maintain daily schedules for each of the services
- ☐ Reception Center Manager will brief the Director of ESS on the needs of evacuees, nature of activities in the Reception Center and any problems encountered

2.6 Priority Actions Checklist – Closing the Reception Center

Reception Centre is no longer operational and is preparing to close.

- ☐ Reception Center Manager will be informed by the Director of ESS that the doors to the Reception Center can be locked
- ☐ Ensure the Reception Center facility and grounds are cleaned by all ESS staff and volunteers
- ☐ Reception Center Manager will arrange for a joint inspection of the facility with the owner. Identify any problems and document any unresolved issues. If damage is significant, video tape and report it to the Director of ESS
- ☐ Arrange for inventories of supplies and equipment. Reception Center Manager will verify with the Director of ESS as to disposition of some supplies.
- ☐ Restock equipment and supplies once cleaned and sterilized
- ☐ Return borrowed and/or rented equipment to suppliers and obtain final invoices
- ☐ Arrange for disconnection and removal of any phone lines or utilities that were added
- ☐ Arrange for generator to be moved if it was brought over as back-up power
- ☐ Reception Center Manager will turn over the Operations Log, receipts and any outstanding invoices to the Director of ESS
- ☐ Post a notice on the Reception Center informing evacuees where further assistance is available
- ☐ Reception Center Manager will arrange for letters of appreciation or recognition of staff, volunteers, services and facilities used during the operation
- ☐ Reception Center Manager will prepare a final report on the Reception Center Operation with input from all services for the Director of ESS.

3 – Roles and Responsibilities

3.1 Non-Active Responsibilities

All ESS supervisors should be familiar with the ESS Plan as implemented within our jurisdiction. Supervisors are responsible for understanding each component and how they relate to each other and, how they fit into the ESS training, exercising and response framework.

“Supervisor” means a person with direction and control over ESS volunteers and other persons while preparing for or responding to a disaster or an emergency. This includes, but is not limited to: ESS Directors, Reception Centre Managers, and Supervisors. The responsibilities include, but are not limited to:

- take all reasonable and practical steps to ensure the safety of volunteers
- assign volunteers to activities that are consistent with their knowledge, skills, ability
- remove any volunteer from activities if the supervisor has concerns as to the volunteer’s ability to safely perform their duties
- make sure appropriate first aid services are provided or available to volunteers and volunteers are informed of the services available
- make sure hazards and unsafe conditions that are identified are eliminated or if not possible to eliminate, minimized
- report and investigate all incidents, including any near misses
- ensure only authorized, trained volunteers operate equipment
- ensure equipment is properly maintained
- ensure necessary personal protective equipment (PPE) is provided to volunteers and that PPE is used and maintained properly
- ensure the safe handling, storage and disposal of food items, and any type of hazardous materials (i.e.: cleaning supplies)

Responsibilities of ESS Volunteers

- advise their supervisor if they believe that their assigned activities cannot be safely performed
- immediately report all incidents of unsafe situations, hazards, incidents and injury to a designated supervisor
- participate in training activities required to safely undertake assigned roles and responsibilities
- provide records of completed training and certification to their ESS supervisor upon request
- cooperate with ESS supervisors and fellow volunteers on matters related to safety

Emergency Social Services Director – Non Active Response

The Emergency Social Services Director oversees the entire ESS operation. This individual will participate in any and all Regional Emergency Planning meetings, exercises, and training, and is the key point of contact between ESS and the Regional Director of Emergency Management.

The Emergency Social Services Director shall initiate and coordinate the planning or revision of the plan.

Non-emergent responsibilities include:

- Establishing a ESS Committee and chairing meetings,
- Overseeing the recruitment of individuals and alternates for key positions,
- Ensuring that the ESS Plan is developed, regularly updated and validated (e.g. through plan reviews and exercises),
- Maintaining contact with the ESS Manager(s), supervisors, & the RDEM concerning the status of the ESS Plan and its integration into the Regional Emergency Management Plan,
- Arranging training for the professional and volunteer responders identified in the plan,
- Participating in emergency planning activities, as required

Emergency Social Services Committee

The ESS Committee is responsible for having an ESS program in place prior to an emergency or disaster.

The Committee has the following responsibilities:

- To develop and maintain the regions emergency social services plan,
- To co-ordinate the plan within the regional emergency plan,
- To review the plan regularly and revise it as necessary; and
- To conduct regular practice drills or exercises to test the Plan.

ESS Committee members include:

- Emergency Social Services Director
- Reception Centre Manager
- Registration & Inquiry Supervisor
- Clothing Supervisor
- Food Service Supervisor
- Lodging Supervisor
- Personal Services Supervisor
- Volunteer Services Supervisor
- Pet Services Supervisor (as required)
- Security Services (as required)
- Traffic Control Supervisor (as required)

Under the overall supervision of the ESS Director and Reception Center Manager, function area supervisors are responsible for developing and contributing to their specific component of the ESS Plan (see Table 3). This includes recruiting and training staff and volunteers, as well as making arrangements with local agencies and organizations that have expertise and resources relevant to each service area.

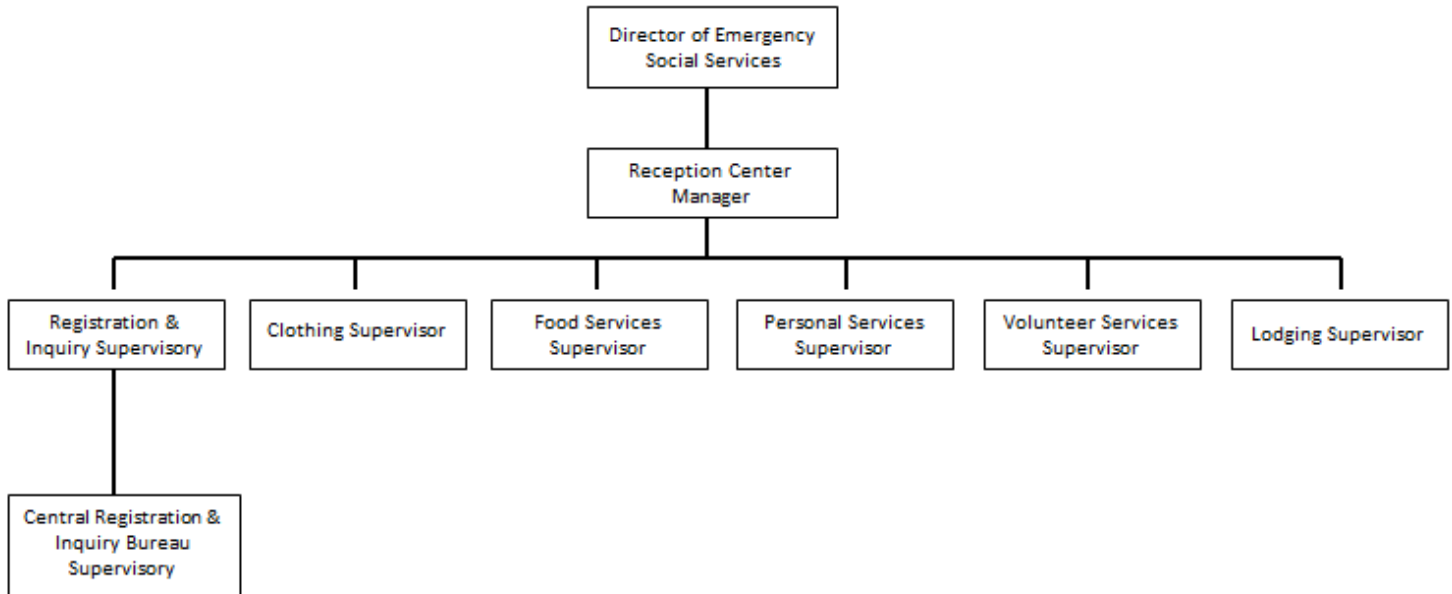


Table 3 – ESS Organizational Chart

Table 3 identifies the structure for emergency and non-emergency events. This structure will be used whether the ECC has been activated or not in the event that ESS is required.

If the Region of St. Paul ESS is supporting another community, this structure will be followed to ensure continuity and proper chain of command.

The ESS Directors have identified their teams and have placed individuals in specific roles based on numerous factors. The list of all personnel can be found on page 8 of the ESS Plan. The ESS teams have also been included in the Region of St. Paul Notification/Alert System to provide pre-warning if an activation response is required.

4 – De-Activating the Plan

4.1 ESS Plan is De-Activated

The following steps must be taken to deactivate the Emergency Social Services Plan:

1) REMP Deactivation/Downgrading

The RDEM or designate communicates the deactivation of the REMP or the downgrading of emergency levels to all agencies involved.

2) ESS Plan Deactivation

The Director of ESS, under the advice of the RDEM or designate, can authorize the ESS Plan Deactivation. The Director of ESS will communicate the deactivation to the Reception Centre Manager.

3) Facility Demobilization

The Reception Centre Manager (s) will:

- ☐ Collect and finalize the appropriate documentation
- ☐ Ensure the facility is cleaned up and restored to working order
- ☐ Release staff and volunteers, and
- ☐ Provide a summary report to the Director of ESS

4) ESS Demobilization

The Director of ESS will:

- ☐ Collect and finalize the appropriate documentation
- ☐ Release staff and volunteers, and
- ☐ Create a summary report for the RDEM or designate

POST - DEACTIVATION

Recovery Stage

The Emergency Social Services Plan provides for the temporary needs of people during the response stage to an emergency. During the recovery stage, The ESS Plan will remain active if required to provide assistance and guidance for the ongoing needs of individuals, including shelter and clothing for displaced persons. The Director of ESS must ensure the continuity of services as the service provider shifts from ESS to regional and local agencies.

In addition, volunteers will often continue to be invaluable during the recovery stage and cleanup of an emergency or event. For this reason, the volunteer management component of ESS can continue after

the plan has been deactivated. Again, the Director of ESS must ensure that the volunteer management component persists after the ESS plan is deactivated.

Evaluation

Within three weeks of the deactivation of the ESS Plan, ESS staff must meet to evaluate and review the plan.

5 – ESS Plan Maintenance

5.1 Plan Maintenance and Audit

The RDEM or designate and the Directors of ESS may amend and update the plan, and may add supporting documents or appendices, as necessary. The ESS Plan will follow the Maintenance of the REMP Part 6.

General Maintenance

To ensure that the plan remains current, the Director of ESS will undertake the following activities:

- ☐ Review the ESS Plan annually to update information
- ☐ Review the ESS Plan after any part of the plan has been activated, in order to incorporate recommendations
- ☐ Continue to facilitate training and exercises to engage staff and assisting agencies
- ☐ Maintain equipment to be used at the Reception Centers
- ☐ Renew agreements with assisting agencies and oversee the renewal for each of the Reception Centers

Training

The RDEM or designate and the Directors of ESS will establish a training plan on an annual basis for all ESS personnel and their alternates according to available funding. This training program will ensure that ESS personnel are adequately trained and that this training is current. All training records will be kept on file with the RDEM.

APPENDIX A

Shift Schedule

Incident: _____

Page ____ of ____

Unit: _____

Location: _____

Day: _____ of _____

Date: _____

[illegible]

APPENDIX B

Volunteer Worker Registration

Incident:

Date:

Page ____ of ____

Name	Address	Phone	Remarks
Volunteer Service Supervisor (Print Name)		Approved (Signature)	

Volunteer Information Form

Name:	Occupation:
Address:	Organizational Membership:
Home Number:	Special Training:
Cell Number:	Languages Spoken:
Work Number:	

Experience: In What Capacity, and what preference

Food Services	Clerical Services
Lodging Services	Heavy Equipment Services
Counselling Services	Communication Services
Children's Services (See Office Use)	Financial Services
Homemaker Services	Security Services
Adult (elderly/handicap) Services	Medical Services
Clothing Services	Interpretation (language) Services
Other Pertinent Information:	

For Office Use Only

Name:	Date:	Time (24 hr):
Assigned to (Service):		Unit:
Reception Center Manager:	Service Supervisor:	
Remarks:		
Criminal Records/Vulnerabilities Check completed for Child Services Role: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Arrived @ Destination: <input type="checkbox"/> Yes <input type="checkbox"/> No	Date:	Time (24 hr):
Signature of Processor:		

Volunteer Request Form

Service Supervisors: To request additional volunteers for your service, complete the top portion of this form and forward to the Volunteer Services Supervisor.

Name of person making the request:	
# of volunteers required:	
Date(s)/Times(s) required:	
Approximate length of assignment:	
Skills required:	
Name of person volunteers are to report to:	

Volunteer Service Supervisor: Complete the bottom portion and forward to the person requesting additional volunteer. Keep a copy for your records.

Volunteers that have been assigned to you are as follows:

APPENDIX C

EVACUEE INFORMATION SHEET

Should you move from the temporary address and phone number shown on the Reception Center Records, it is extremely important that you advise us immediately of your new information. You can do this in person at the Reception Center or by phoning _____.

We need your co-operation in keeping our records current so that we can respond to inquiries from your relatives and friends who may be concerned about your safety and whereabouts.

APPENDIX D

Guidelines for Assigning Hotel Rooms

Considerations

- Evacuees are encouraged to stay with friends and family first
- If evacuees do not have friends/family to stay with, they will be assigned congregate lodging. In some cases it is impracticable and may actually cause the evacuee significantly more damage to be assigned to congregate lodging. The following are potential scenarios in which hotels may be assigned if there are rooms available. Remember there will likely be a very limited number of hotel rooms available so you will have to identify if the evacuees' need is great enough to justify assigning a hotel room.

You might consider:

- Will the damages caused by lodging them in a congregate outweigh those of being placed in a hotel?
- If the evacuee is placed in a hotel, are they capable of caring for themselves and/or will any special support services they may need be available at a hotel?
- Does assigning the evacuee to congregate lodging pose a significant risk to their health or put them at an increased and unjustifiable risk for injury?
- **Note:** you may consider other options if they make more sense for the evacuee. For example, many of the congregate lodging facilities the Region has identified not only have large congregate sleeping area, but also have several smaller rooms that could be utilized for private use by an individual or family on priority basis. Billeting IS NOT an option for safety reasons.

Some things to consider on a case-by-case basis:

- Mobility – will the evacuee be able to get around the congregate lodging facility easily and safely (for example cots will be set up in rows with narrow aisles running between- not always convenient for those in wheelchairs). Will providing them assigned hotel room alleviate this challenge?
- Expectant mothers – is the mother on bed rest? How far along is she in her pregnancy? These are not necessarily questions you can ask due to Freedom of Information and Privacy Act, but they may self-volunteer this info
- Special needs – not all special needs require hotel lodging- never assume. We want to provide lodging that the evacuee is comfortable with and that is safe for each evacuee's circumstance. However, special needs might include special medical needs (ex: is the person on routine dialysis or have a compromised immune system? Do they require specialized medical equipment? Hotel Lodging over congregate might be better)

- Other special needs may also be better in a hotel- however; it will depend on the severity and the individual evacuee. If you are unsure, you might consult with Mental Health who may be able to help determine what would be best for these unique situations
- Special family situations – For example, single parent families with young kids that may be difficult to safely take care of and keep an eye on in a large congregate facility. Families in which the second generation is the care provider for the first generation
- Effects of lodging an evacuee in a congregate facility with other evacuees – there may be rare situations in which lodging an evacuee within a congregate facility with other evacuees would have a negative effect on the other evacuees being lodged at the congregate shelter
- Hostile/Violent situations – unfortunately depending on the incident, some evacuees may want to lay blame for the incident on other evacuees. In this case, for their own safety, it may be better to lodge those being assigned blame in private lodging for their own safety

Assigned Lodging Tracking Form

***** Lodging & Registration should fill out forms together for efficiency and accuracy of information**

[illegible]

LODGING

Volunteered Lodging Information Form	
Name:	Languages Spoken:
Address:	
Home Number:	
Cell Number:	Date of Birth:
Work Number	(D.O.B Needed for Criminal Record Check)

	Type of Accommodation	House R/V	Apartment
	Location of Accommodation		
	Number of Room		
	Number of Beds		
Y/N	Pets / Restriction		
Y/N	Wheelchair Accessible		
Y/N	Smoking		
	Length of Availability		

Please note we will be providing your name to the RCMP to conduct a Criminal Record Check prior to the approval of the temporary Lodging application. By Signing below, you are giving approval to the ESS Team to Complete a Criminal Record Check.

X _____

Placement	
Name of Evacuee:	Date:
Reg. Number:	
Comments:	



Date: _____

To Whom It May Concern:

RE: Security Clearance

Name: _____

Date of Birth: _____

The Above Named person has Volunteered Lodging Placement to Evacuees During _____ (Name of Disaster). With their permission we are requesting a Criminal Record check be completed before the consideration of lodging.

Sincerely,

Lodging Manager for ESS

Hotels

Hotel Name: _____

Registration #: _____

Check in Date: _____

Lodging Information Form

Name:

Family Members:

Address:

Phone Number:

Room Information

	Room Number	
	Number of Beds	
Y / N	Pets/ Restriction	
Y / N	Wheelchair Access	

Comments

St. Paul Evacuation Center Representative:

Name: _____

Signature: _____

Hotel Availability

Hotel Name / Phone #	Date/Time	Space	Date/Time	Space	Date/Time	Space	Date/Time	Space
St. Paul, AB								
Kings Motel 780-645- 5656								
Woodland Motel 780-645- 2245								
Galaxy Motel 780-645- 4441								
St. Paul Lodge 780-645- 2202								
Super 8 780-645- 5581								
Elk Point, AB								
Elk Point Motor Inn 780-724- 3505								
Hill Top Inn 780-724- 4001								

Comments

Pet Information

Owner's Name: _____ Spouse/Other: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Home Phone #: _____ Work Phone #: _____ Other Phone #: _____

Email Address: _____

Animal Medical History - Please complete information for all your pets

	Pet # 1	Pet # 2	Pet# 3
Pet's Name			
Species (Canine, Feline, Avian etc.)			
Breed			
Characteristic (Temperament, Good with other dogs etc.)			
Color and Markings			
Age or Date of Birth			
Sex	Male / Female	Male / Female	Male / Female
Neutered or Spayed?	Yes / No	Yes / No	Yes / No

Vaccinations - Please note the dates the following vaccines were given

DOGS: DA2PP, Bordetella, Rabies			
CATS: FVRCP, Leukemia, Rabies			
Special needs			

Signature: _____ Date: _____

APPENDIX E

Supplies Tracking Form

ESS Supply Tracking Form No. _____

Supplier Name: _____

Personal Service Manager:

Name of Volunteer Ordering: _____

[illegible]

APPENDIX F

CLOTHING SERVICES REQUEST FORM

NAME: _____ DATE: _____

(Last)

(First)

SEX: Male ☐ Female ☐ AGE: _____ PHONE NO.(S): _____

CLOTHING SIZE: Shirts/T-Shirts/Tops _____ Pants/Slacks/Joggers _____

UNDERGARMENT SIZES: Boxers/Briefs _____ Socks _____ Bra _____

FOOTWEAR SIZE: _____ SOCK SIZE: _____

OTHER PERSONAL NEEDS:

COMMENTS:

Emergency Clothing Survey Record

Name of Clothing Outlet		Name of Contact		Name of Alternate	
Address		Address		Address	
City/Town/Village		City/Town/Village		City/Town/Village	
Province		Province		Province	
Postal Code		Postal Code		Postal Code	
Telephone	Fax	Telephone	Fax	Telephone	Fax

Clothing in Stock

Clothing in Stock								
Quantity: Amount In Stock			S – Small		M – Moderate		G – Great	
Men	Women	Boys	Girls	Infants	Blankets	Bedding	Work Clothing	Footwea r

Compensation Discussed:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Agreement on file:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments:					

Survey Completed	Updates	
Name: Date:	Updated: (Name/Dates)	

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APPENDIX G

Transportation Record

Incident: _____

Page ____ of ____

[illegible]

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APPENDIX H

Worker Care Guide

Responding to Stressful Events

Self-Care for Caregivers

Natural or human-caused disasters such as health emergencies, terrorist attacks or large scale incidents can engage caregivers (physicians, psychologists, social workers, nurses, psychiatrists, teachers, counsellors, and other health workers) in working long hours helping people of all ages to understand and manage the many reactions, feelings and challenges triggered by these stressful circumstances.

The massive effort put forth by caregivers in response to the psycho-social effects of catastrophic events is a critical contribution to their community and region's recovery. However, caregivers sometimes need to be reminded that a sustained response can also lead to physical and emotional wear and tear.

Without conscious attention to self-care, caregivers' effectiveness and ultimately their health will suffer.

Common Sources of Stress for Caregivers

Here are common sources of stress that caregivers may be faced with:

- Trying to live up to the municipality/region's high expectations and/or their own
- Intensive caring for others at the expense of self-care
- Inability to set appropriate boundaries
- Pushing themselves too hard
- Mental and physical demands
- Heavy workloads
- Long hours on the job
- Time pressures
- Limited resources
- Competing priorities
- Media requests
- Political and organizational pressures

Be on the Alert for Signs of Stress

Caregivers are usually alert to the stresses of people they help. They are not, however, always as alert to the stress and fatigue that can slowly surface in their own lives, and need to be reminded of normal stresses that may affect them

Common Physical/Behavioral Reactions:

Fatigue, loss of appetite, difficulty falling asleep, restlessness, headaches, changes in sleeping, increased blood pressure, changes in eating habits, increased susceptibility to colds, flu, infection, change in libido, changes in smoking habits, changes in alcohol and drug consumption.

Common Emotional Reactions:

Feeling helpless, overwhelmed, inadequate, fragile, vulnerable, unable to cope or go on, increased mood swings, decreased motivation, feeling burned out, crying more frequently and easily, isolation, changes in communication patterns and other relationship dynamics, withdrawal.

Common Cognitive Reactions:

Confusion, difficulty making decisions, difficulty problem solving, memory blanks, having ambiguous feelings, questioning why this happened in a world that is supposed to be safe, difficulty concentrating or paying attention.

Caregivers are not immune to the above reactions and need to remind themselves that these are normal human responses to stressful circumstances. Although many of the underlying stresses cannot be prevented, you can increase your resistance by taking care of yourself and staying healthy. It is important to pace yourself and know your limits so you can continue to be available to the public, your municipality and the region.

Here are some stress-relieving activities:

- **Go for a 15-minute walk** during a lunch or coffee break. Take other opportunities to be physically active.
- **Eat sensibly.** Avoid excessive use of caffeine and alcohol. Drink plenty of water and juices.
- **Know and respect your limits.** If you feel exhausted and need time off, take it. Respect commitment for regularly scheduled time off.
- **Spend time with family and friends.** Talk to them. Listen to their stories. Listen to them if they become concerned with your health and well-being.
- As much as possible, continue to **participate in previous social and recreational activities.**
- **Get some rest.** If you have trouble sleeping, get up and do something relaxing or enjoyable.
- **Be on the lookout for any changes** in your habits, attitudes and moods.
- **Share your own and clients' reactions** and issues with colleagues. Don't hesitate to ask others for advice.
- **Include yourself on the list of people you are taking care of.** Take some time to do something just for yourself every day. Taking care of yourself will put you in better shape to give care to others.
- **Be self-nurturing** and don't forget to laugh.

Delayed Stress Reactions

Past experiences have shown that after tragic events, it may take several weeks to adjust to "regular" routines. This is normal. Following the tips on self-care given above will help you deal with delayed reactions.

Taking care of our families

- Reassure family members who may be worried about their safety and about the future.
- Take time to talk about the events. Relax together. For example, go to a movie or Taking Care of Ourselves, Our Families and Our Communities for a meal. Remember, taking time out is not a cop-out.
- Everybody needs to be heard and understood.
- Visit with relatives and friends.

When to Seek Help

The information offered is a reference point to help you to understand some of the stress reactions you or other family members or friends may experience. If, at any time, you feel overwhelmed and unable to cope it is important to seek out additional assistance. Here are some circumstances which indicate that it is time to get help by speaking to a health professional such as a psychologist, family doctor, psychiatrist, social worker or nurse:

- Can't return to a normal routine
- Feeling extremely helpless
- Having thoughts of hurting yourself or others
- Using alcohol and drugs excessively

Resources which may be available in your community to call for help:

- Distress or crisis centers
- Hospital in your community
- Family service agency
- Bereavement group
- Leader of your faith community
- Include family and friends you can call to talk things over.

Personal Services

Personal Services

Name: _____

Date: _____

Registration Number OR Red Cross #: _____

Concern: _____

Action: _____

Personal Services

Name: _____

Date: _____

Registration Number OR Red Cross #: _____

Concern: _____

Action: _____

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APPENDIX I

REGISTRATION CARD – CARTE D'INSCRIPTION

PLEASE PRINT – EN LETTRES MOULÉES S.V.P.

NO.
N°

RESTRICTION ☐

1. FAMILY NAME – NOM DE FAMILLE				12. PERMANENT ADDRESS – ADRESSE PERMANENTE			
2. FIRST NAME – PRÉNOM	3. INIT	4. NICKNAME – SURNOM	5. SEX SEXE	6. AGE ÂGE	13. CITY – VILLE	14. PROV. – TERRIT.	15. TELEPHONE TÉLÉPHONE
LIST ONLY THOSE FAMILY MEMBERS WHO ARE WITH YOU AND WHO HAVE THE SAME FAMILY NAME AS YOU. FILL OUT SEPARATE CARDS FOR OTHER PERSONS. INSCRIRE SEULEMENT LES MEMBRES DE LA FAMILLE QUI VOUS ACCOMPAGNENT ET PORTENT LE MÊME NOM DE FAMILLE QUE VOUS. REMPLIR UNE CARTE DISTINCTE POUR TOUTE AUTRE PERSONNE.					16. EMERGENCY ADDRESS AND TELEPHONE NUMBER ADRESSE ET NUMÉRO DE TÉLÉPHONE TEMPORAIRES PLEASE INFORM CENTRAL REGISTRY BUREAU IF YOU MOVE. AVERTIR S.V.P. LE BUREAU DE FICHIER CENTRAL SI VOUS VOUS DÉPLACEZ.		
7. FIRST NAME PRÉNOM	8. INIT	9. RELATIONSHIP LIEN DE PARENTÉ	10. SEX SEXE	11. AGE ÂGE			
17. SPECIAL MEDICAL NEEDS – BESOINS MÉDICAUX PARTICULIERS							
18. ADDITIONAL INFORMATION – AUTRES RENSEIGNEMENTS							
19. PLACE OF REGISTRATION LIEU D'INSCRIPTION		20. DATE D-J M Y-A	21. TIME – HEURE	22. CROSS REFERENCE – RENVOI			

COPY 1 – PERSON REGISTERED
 COPY 2 – PLACE OF REGISTRATION
 COPY 3 – CENTRAL REGISTRY

COPIE 1 – PERSONNE INSCRITE
 COPIE 2 – LIEU D'INSCRIPTION
 COPIE 3 – FICHIER CENTRAL

INQUIRY CARD – DEMANDE DE RENSEIGNEMENTS

PLEASE PRINT – EN LETTRES MOULÉES S.V.P.

NO.
N°

LIST ONLY PERSONS WITH THE SAME FAMILY NAME AND ADDRESS, FILL OUT SEPARATE CARDS FOR OTHER PERSONS. INSCRIRE SEULEMENT LES PERSONNES AYANT LE MÊME NOM DE FAMILLE ET ADRESSE, REMPLIR UNE CARTE DISTINCTE POUR TOUTE AUTRE PERSONNE.		NAME OF PERSON MAKING THIS INQUIRY – NOM DU DEMANDEUR (DERESSE) 12. FAMILY NAME – NOM DE FAMILLE 13. FIRST NAME – PRÉNOM 14. INIT.	
1. FAMILY NAME OF PERSON(S) YOU ARE INQUIRING ABOUT NOM DE FAMILLE DES PERSONNES RECHERCHÉES		15. RETURN ANSWER TO – ENVOYER RÉPONSE À ADDRESS – ADRESSE 16. TELEPHONE TÉLÉPHONE	
REPLY – FOR OFFICE USE ONLY RÉPONSE – À L'USAGE DU BUREAU SEULEMENT			
2. FIRST NAME PRÉNOM	3. INITIAL INITIALE	4. SEX SEXE	5. AGE ÂGE
6. PERMANENT ADDRESS – ADRESSE PERMANENTE		7. TELEPHONE TÉLÉPHONE	
8. ADDITIONAL INFORMATION – AUTRES RENSEIGNEMENTS			
9. PLACE OF INQUIRY LIEU DE LA DEMANDE		10. DATE D-J M Y-A	11. TIME – HEURE D-J M Y-A
		20. ANSWER – RÉPONSE D-J M Y-A	
		21. SIGNATURE	
19. REMARKS / REPLY – REMARQUES / RÉPONSE			

COPY 1 – PLACE OF INQUIRY
COPY 2 – CENTRAL REGISTRY
COPY 3 – CENTRAL REGISTRY

COPIE 1 – LIEU DE DEMANDE
COPIE 2 – FICHER CENTRAL
COPIE 3 – FICHER CENTRAL

References

The following references were used in the development of this Emergency Management Plan, as well as adopting the various aspects of the multiple ESS/DSS Plans available:

- Province of Alberta, Alberta Emergency Management Agency – Alberta Emergency Plan
- Public Health Canada Emergency Social Services Manuals – Components from each manual were utilized
- Public Health Agency of Canada
- City of Medicine Hat Emergency Social Services Plan
- City of Lloydminster Disaster Social Services Plan
- Town of Banff Emergency Social Service Plan