



Tuesday, June 16th 2009

Richmond City Hall Room M.2.002 and M.2.004

PURPOSE OF EXERCISE

To provide City of Richmond ESS Volunteers (“Exercise Participants/Frontline Workers”) with the opportunity to work together and practice basic Reception Centre and ESS Level 1 skills and build on team strengths and confidence.

OBJECTIVES OF EXERCISE

1. To practice interviewing an evacuee
2. To complete a Registration Form
3. To complete a Referral Form
4. To complete a Change of Information form
5. To complete an Inquiry form

SCENARIO

- Evacuation of apartment building due to fire
- A family of three with a dog has arrived at the Reception Centre and will require lodging

GENERAL INFORMATION

- Exercise should last 1 hour for each group
- It is the responsibility of the “Evacuees/Trainers” to ensure that the “Exercise Participants/Frontline Workers” are moved through the stations quickly – we are not to train these individuals – rather provide them with a framework and encourage them to take the appropriate training when available
- Overview of the paperwork required during a Reception Centre activation
- “Exercise Participants/Frontline Workers” will be walked through a **Registration Form**, a **Referral Form**, and a **Change of Information Form**
- PDA team volunteers will serve as the “Evacuees/Trainers”
- The “Evacuee/Trainer” will assist the exercise participants throughout the session
- Each “Evacuee/Trainer” will be assigned a blue card which includes set of names from the list below which will be used for the scenario
 1. **Abbot**, John / **Bush**, Ronald W. / **Chu**, John S.
 2. **Donnell**, David M. / **Elliot**, Susan / **Frances**, Barbara W.
 3. **Gates**, William P. / **Hulbert**, Catherine / **Isaak**, Jeremy
 4. **Jefferson**, Thomas / **Kwan**, Nancy S. / **Lu**, Joseph K.
 5. **MacDonald**, John A. / **Northrop**, Kathryn / **Oswald**, Lee H.
 6. **Pattison**, James D. / **Queen**, Elizabeth / **Rupert**, Prince B.
 7. **Streisand**, Barbra N. / **Taylor**, James S. / **Utterly**, John F.



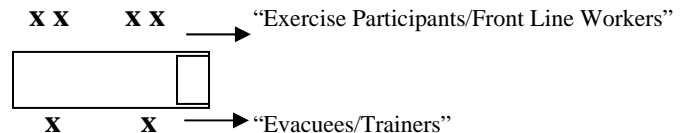
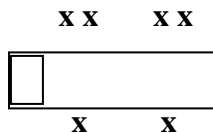
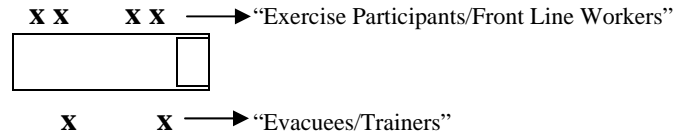
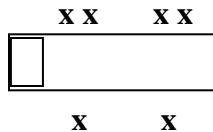
8. **Victor**, Veronica N. / **Wong**, Willie K. / **Xylem**, Flo D.
9. **Yee**, Xi Pau / **Zelman**, Yitzhak D. / **Alan**, Marna N.
10. **Bay**, Ben F. / **Chu**, Pei / **Doe**, John
11. **Ellis**, Parisa V. / **Fayhed**, Dodi / **Goh**, Li Hau
12. **Hafetz**, Shamir / **Izrhat**, Salman / **Jones**, David A.

PRE-EXERCISE INFORMATION

- Set-up Team members to arrive at 5pm to assist with set-up
- “Evacuees/Trainers” to arrive 20 minutes prior to shift for briefing

EXERCISE SET-UP

- Welcome signage
- Task Registration Forms
- Pens
- Felt Pens
- Name tags
- Chairs for Introduction Area set up at one end
- Refreshments, light snacks and a black **Inbox Tray** (for evaluations) should be placed in room M.2.002
- For Registration and Referrals Section need groups of tables with chairs
- 1 orange vest at each “Exercise Participant/Frontline Worker” chair



- Stack of forms placed on each table
 - Registration Forms
 - Referral Forms
 - Change of Information Forms
 - Inquiry Forms
 - ESS Rate Sheets
 - Black Pens



Flipcharts

○ Flipchart #1

FRONTLINE OPERATIONS

PEP TASK #:
DATE:
COMMUNITY:
FACILITY:
SUPERVISOR:
R/C TEL #:
R/C MANAGER
END DATE:

○ Flipchart #2

FRONTLINE SUPERVISOR

- Review all forms and referrals before client leaves
- Initial each registration by ESS Logo on top of form
- Secure all **restricted** files in red folder

○ Flipchart #3

Hotel Name:
Address:
Time of Incident:
Hotel Check out time:
Fee for Pets:
Other info:

EXERCISE FLOW

1. Arrival

- As “Exercise Participants/Frontline Workers” arrive, have all volunteers sign in on PEP Task Registration Form and check for ESS ID

2. Introduction and Housekeeping (5 minutes)

- Introduction will include the flow of the day, instructions and an explanation of the logistics and purpose of the exercise

3. Frontline Worker Section (50 minutes)

- Each “Exercise Participant/Frontline Worker” completes a **Registration Form**, **Referral Form** (for lodging), **Change of Information Form** and **Inquiry Form** (time permitting). The scenario is a husband and wife with one child and dog.
- “Exercise Participants/Frontline Workers” ensures paperwork is approved by Front-line Supervisor and then takes his or her paperwork with him to the break station. Paperwork goes into the tray.



4. Wrap-up

- “Exercise Participants/Frontline Workers” leave exercise room to have refreshments, and complete an *Evaluation Form*, Prize Draw Form, and then signs out upon completion.