



North Shore Emergency Management Office

City of North Vancouver • District of North Vancouver • District of West Vancouver



ESS Group Lodging Plan

west vancouver

the **city** of north vancouver



NORTH VANCOUVER
DISTRICT



Forward

This manual, produced by North Shore Emergency Management Office, is a practical guide to planning, organizing, training for and delivering Group Lodging services.

The objective of the Emergency Social Services (ESS) Group Lodging plan is to provide, as quickly as possible, safe, temporary lodging to persons in need during a disaster or emergency.

Acknowledgements

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Township of Langley

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City of Vancouver

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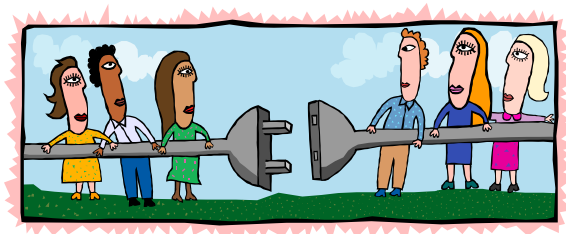
Provincial Emergency Program

BC Housing

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In addition, the North Shore Emergency Social Services volunteers are also thanked for their dedication, passion and willingness to support our community.

THANK YOU!



Amendment Record

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Registered Document Issue List

The following individuals/agencies have received a hard copy of this Emergency Social Services Guideline and will be provided with updated copies when available. Other organizations may also receive copies upon request.

Internal Copies

Agency, Department	Name, title	Issued (mm/yy)
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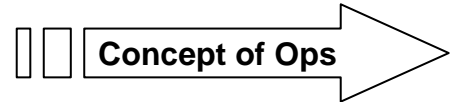
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PLAN AT A GLANCE

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Section 2 BCERMS, BCERMS Guiding Principles, Group Lodging Org Charts



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1 Introduction

1.1 Vision

The vision for the North Shore Emergency Management Office is ***A Disaster Resilient North Shore***. One of ways we actualize this vision is through the development and updating of plans to identify roles and responsibilities during emergencies and disaster and testing those plans through exercises.

1.2 Background

The North Shore is unique in the sense that although there are 3 separate municipalities; City of North Vancouver, District of North Vancouver and District of West Vancouver, many emergency management services are delivered jointly through the North Shore Emergency Management Office (NSEMO). For the purpose of this document, when the term “North Shore” is used, it is referring to these three municipalities.

NSEMO has provided emergency management services since 1978. Serving the North Shore community through one office provides efficiencies and effectiveness for emergency management programs, an increased volunteer pool, and coordinated planning, response and recovery strategies. Municipal bylaws establish and enable NSEMO to complete activities that meet municipal legislative requirements for emergency management.

NSEMO supports both municipal and regional North Shore response capabilities by coordinating effective and efficient preparedness, planning, response and recovery activities, and by bringing together resources from the three municipalities, response agencies, public safety lifeline volunteers and other organizations on the North Shore.

This document is a guide for ESS personnel activating a group lodging facility to address issues of large numbers of displaced people during a crisis.

This plan should be read in conjunction with the North Shore’s ESS Guideline, and the provincial ESS Field Guide and Group Lodging Operational Guidelines.

1.3 Definition of Emergency Social Services

Emergency Social Services (ESS) is a community-based emergency response program which provides those basic services required to ensure the immediate well-being of people affected by an emergency or major disaster.

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.

Whether displaced due to a single-family house fire or a calamity involving mass evacuations, ESS is an essential component of public safety network in BC. ESS includes such services as food, clothing, lodging, information, reuniting families, emotional support and other specialized services as required, generally for up to 72 hours.

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 Provincial Emergency Program provides overall leadership and coordination of ESS across BC.

On the North Shore, ESS is one component of the North Shore Emergency Management Office. The ESS organization for the three North Shore municipalities is based on volunteers. ESS volunteers are screened and trained prior to emergencies and although they are registered with the province, they are NSEMO volunteers.

1.4 Purpose and Scope

To create a process whereby a group lodging facility can be effectively established. A Group Lodging facility is the location designated by Emergency Management Team (EMT) * and Emergency Social Services Director (ESSD), 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 centers, churches, school gymnasiums, etc. At a Group Lodging facility individuals will be provided with a sleeping space, meals and other amenities as well as information about the emergency situation.

* The EMT is a group of NSEMO staff and key volunteers who assist NSEMO with its mandate to support the three municipalities in times of emergency. The EMT is usually activated by a direct phone call to the NSEMO office by a response agency such as police or fire.

This guideline provides the information, guiding principles, policies and procedures that are applicable to all ESS personnel.

1.5 Legal Authority

The requirement to provide Emergency Social Services is provided through the *British Columbia Emergency Program Act (1996)* and the regulations established under the Act which specify the responsibilities of Local Authorities in British Columbia for overall emergency preparedness, response and recovery.

It is specifically stated within section (3)(f) of the *Local Authority Emergency Management Regulation (1995)* that Local Authorities have a legal responsibility to provide services to evacuees:

"A local authority must, as part of the local emergency plan prepared by it under section 6(2) of the Act,

Coordinate the provision of food, clothing, shelter, transportation and medical services to victims of emergencies and disasters, whether that provision is made from within or outside of the local authority,"

The North Shore municipalities have further defined their emergency management obligations in municipal bylaws:

City of North Vancouver:

- Emergency Plan Bylaw, No. 7418
- North Shore Disaster Bylaw, No. 7809
- NSEMO Agreement Bylaw, No. 7417

District of North Vancouver:

- Emergency Plan Bylaw, No. 7304
- North Shore Disaster Bylaw, No. 7619
- NSEMO Agreement Bylaw, No. 7303

District of West Vancouver:

- Emergency Plan Bylaw, No. 4309
- North Shore Disaster Bylaw No. 4485
- NSEMO Agreement Bylaw, No. 4311

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2 Concept of Operations

2.1 BC Emergency Response Management System (BCERMS)

The Incident Command System (ICS) is recognized as an effective system for managing emergencies. The Province of British Columbia has adopted ICS as the standard for emergency site management as part of its BC Emergency Response Management System (BCERMS).

BCERMS is a comprehensive management system that helps to ensure a coordinated and organized response and recovery to emergency incidents.

This structure is used at the site level as well as at the provincial, regional and municipal levels of site support and coordination.

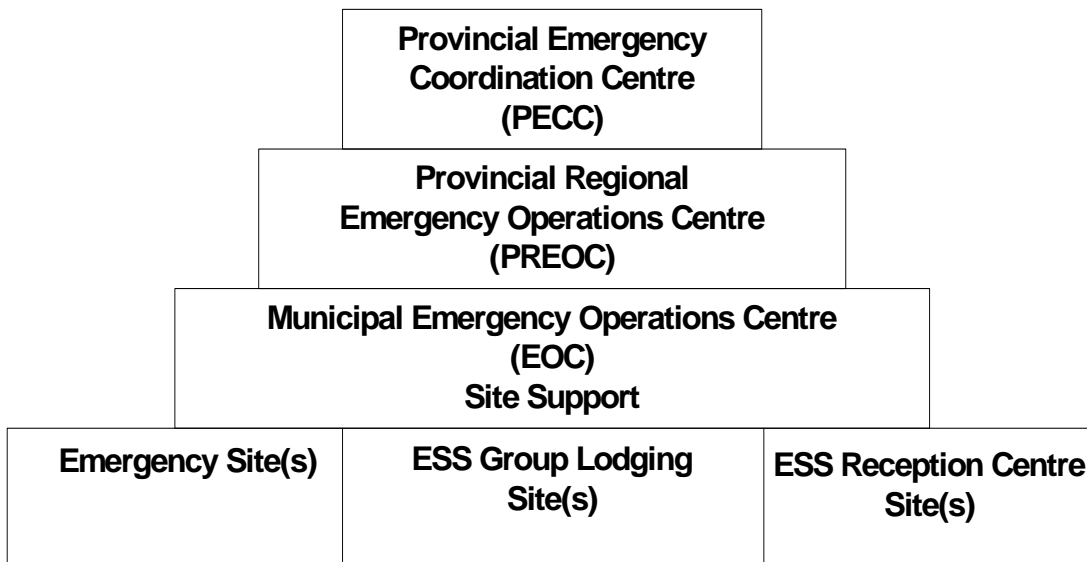


Figure 2-1: Diagram representing the levels of response in BCERMS

2.2 BCERMS Guiding Principles

2.2.1 Five Primary Management Functions

ESS in BC has adopted five essential management functions from the Incident Command System: Command/Management, Operations, Planning, Logistics, and Finance.

2.2.2 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.

2.2.3 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.

2.2.4 Action Plans

Action plans contain the objectives and tasks for group lodging for one operational period. An action plan may be verbal or written. Action Plans should be written for those responses where several ESS sites (RCs or GLs) are operational, resources from multiple agencies are required, and/or the incident requires changes in shifts of personnel during the operational period. The Planning Section Chief facilitates the preparation and completion of the Action Plans. The Group Lodging Manager signs them off.

2.2.5 Modular Organization

The Group Lodging organization expands and contracts to meet the needs of various ESS responses. Only those functional Branches/Units that are required to meet current objectives need to be activated. A supervisor may be in charge of more than one function branch/unit.

2.2.6 Command and Span of Control

The chain of command will be clear during every event. Each worker reports to and receives direction from one supervisor only. Maintaining a reasonable span of control is the responsibility of every ESS supervisor. Span of control should not exceed seven (7) subordinates for each supervisor. The optimum range is between one (1) and five (5) subordinates per supervisor.

2.2.7 Common Terminology

Where possible the Group Lodging organization uses the same BCERMS terms as those used at other operational sites (i.e. Reception Centres, the EOC, and the PREOC).

2.2.8 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 vest**
- Planning Section – **Blue vest**
- Logistics Section – **Yellow vest**
- Finance/Admin Section – **Grey vest**

2.3 Group Lodging Organization Charts

It is important to note that not every function will be filled or addressed in every emergency. The situation will dictate the functions required. An effective Group Lodging facility may only require a Manager.

The smallest elements in BCERMS are Units. If more than one individual works within a unit, a Supervisor may be appointed. 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 head of a Section is a **Chief**.

The person in charge of the Group Lodging facility is the Group Lodging **Manager**, and this position may appoint **Officers** to deal with Information, Safety and Liaison.

The ESS Director is not shown, as during a response he/she will be located at the local authority Emergency Operations Centre (EOC) as the ESS Branch Coordinator within the Operations Section (see EOC Operational Guidelines for more information).

ESS Group Lodging Organization Chart - Functions -

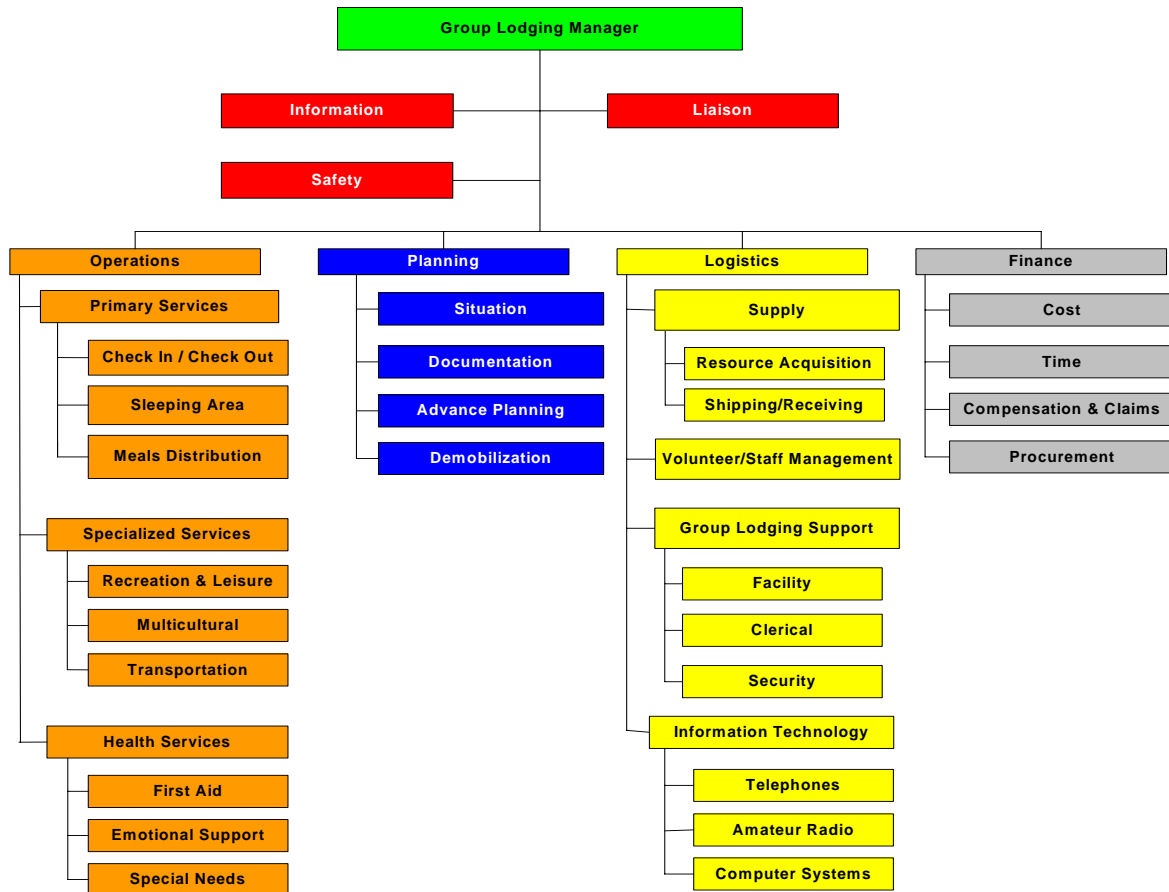


Figure 2 -2: Organization Chart in a Fully Expanded Group Lodging Facility

ESS Group Lodging Organization Chart - Position Titles -

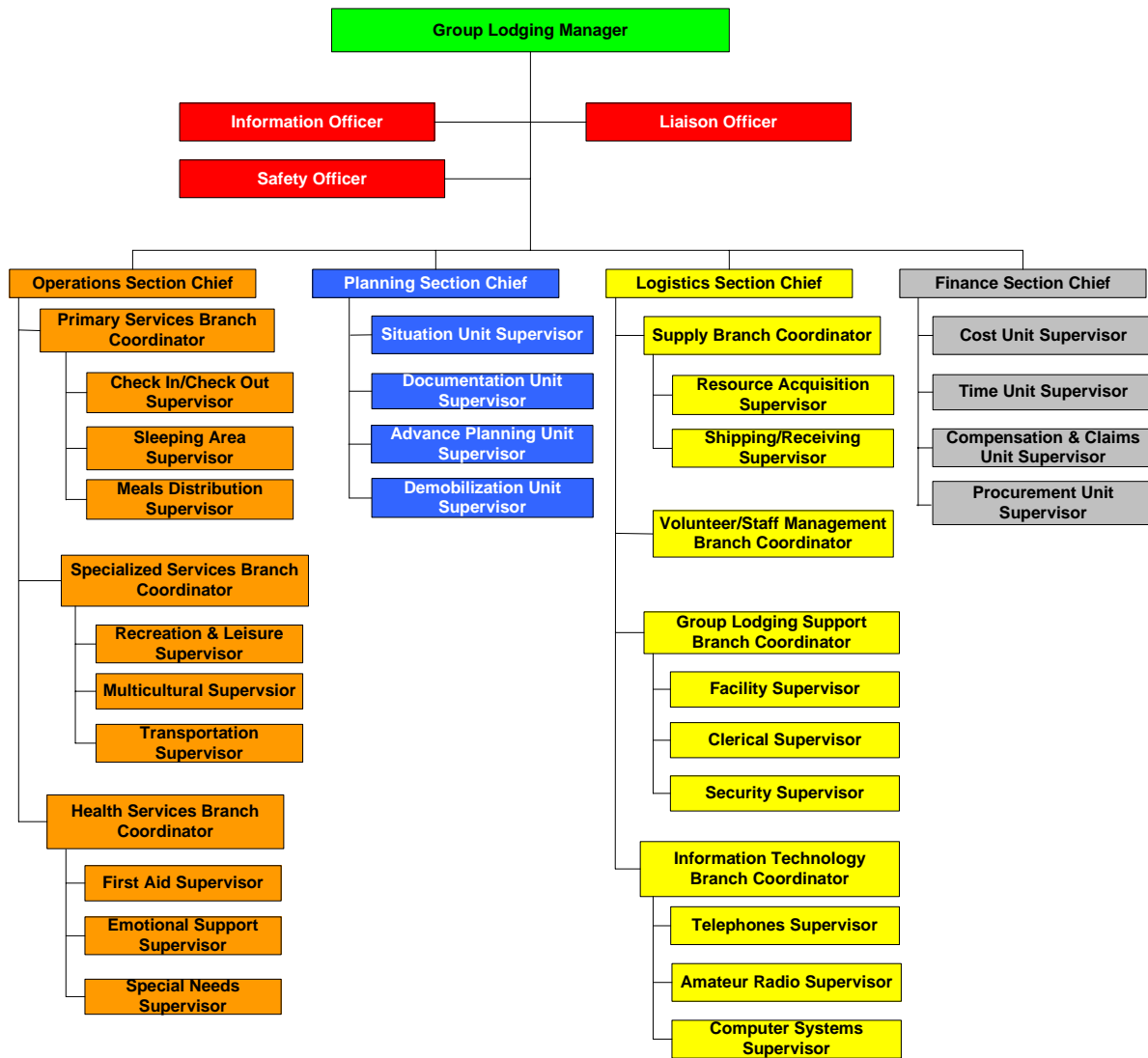


Figure 2 -3: Organization Chart with Position Titles for a Fully Expanded Group Lodging facility

ESS Group Lodging Organization Chart Simplified¹

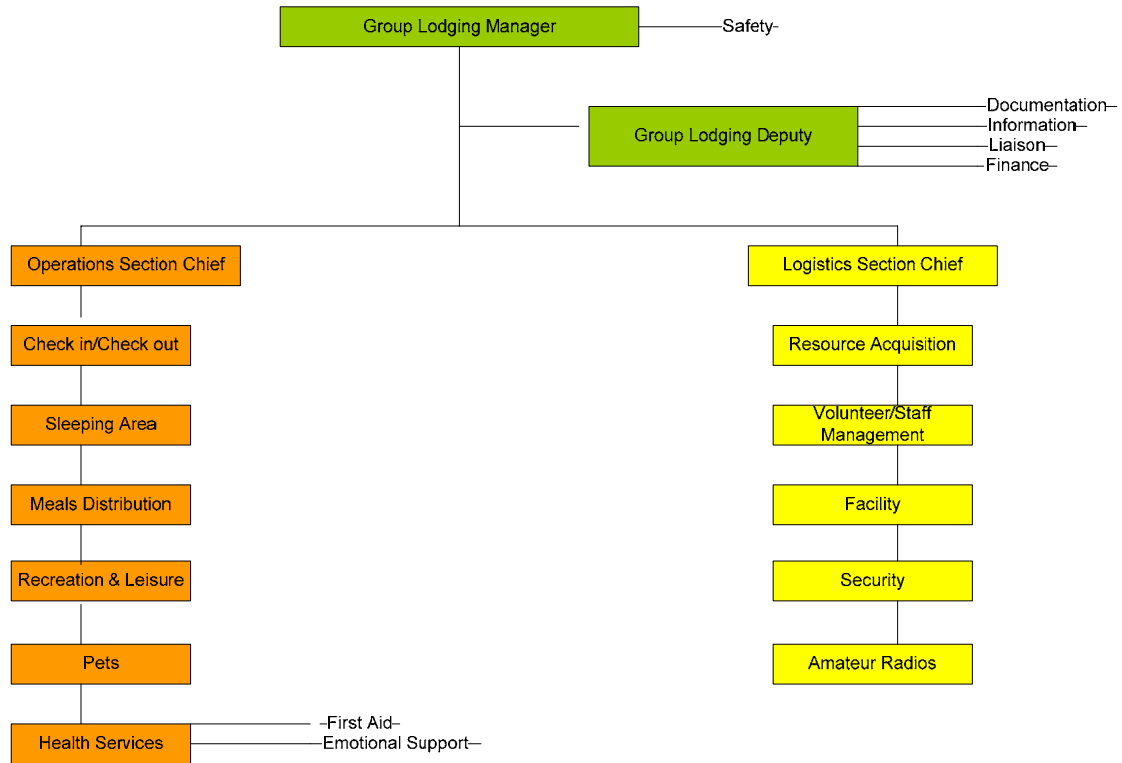


Figure 2-4 Simplified Organization Chart

¹ The North Shore has created this simplified org chart to identify how services could be provided with a minimum number of volunteers for those incidents that do not require all the functions identified in the expanded org charts in figures 2-2 and 2-3.

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3 Pre-Event Planning

3.1 Background

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

A Reception Centre is a location where evacuees are received, registered, and referred depending on their needs. They may stay with family or friends, go to a hotel or be referred to a group lodging facility.

In some cases Reception Centres and Group Lodging facilities can be co-located. This will depend on a number of factors:

- Available space
- Geography
- Impact of incident
- Resources
- Suitability

The goal of group lodging is to provide shelter for evacuees and protect their safety, health and welfare by meeting their basic needs. The needs of some evacuees may not be able to be met in a standard group lodging facility and alternate arrangements may need to be made.

3.2 Facility Identification

There are many things to consider when pre-selecting group lodging facilities. These include:

- Availability of multiple access routes to the facility
- Ability to shelter at least 50 people
- Accessibility for people with disabilities
- Ability to co-locate a pet care facility as the North Shore has identified that group lodging facilities on the North Shore shall be “pet friendly” and every effort will be made to accommodate pets in a facility attached to or near the group lodging facility. History demonstrates that residents may refuse to evacuate or may resist rescue if they are expected to leave their pets behind.
- Service Animals (guide dogs or other animals trained to provide assistance to persons with disabilities) require access to the same facilities as the people they serve. These animals must not be restricted from accessing any facility or area that their owner needs or wants to go.

Specific requirements to consider in a group lodging facility include:

- Kitchen facilities
- At least one entrance accessible via wheelchair, crutches, cane, walker, scooter or other mobility device
- Separate toilet/shower facilities for men and women
- At least one toilet/shower facility for men and women accessible via wheelchair, crutches, cane, walker, scooter or other mobility device
- Sufficient space for the activities that will take place in group lodging, including, but not limited to :
 - Check in/check out area
 - First aid area
 - Lounge area
 - Sleeping area
 - Dining area
 - Food preparation area
 - Office area for volunteers
 - Rest area for volunteers

See Facility Identification Checklist in the Appendix for complete details.

3.3 Group Lodging Agreements

Once a group lodging facility has been identified, a group lodging agreement should be signed with the facility. See sample group lodging agreement in the Appendix. Copies of signed group lodging agreements are in the Appendix (to be included in the future)

The following facilities have been designated as group lodging facilities on the North Shore. Verbal agreements are in place.

Mickey McDougal Gym
200 block East 23rd Street, North Vancouver
604-987-7529

Gleneagle Community Centre
6262 Marine Drive, West Vancouver
604-921-2102

Parkgate Community Centre
3625 Banff Court, North Vancouver
604-983-6370

3.4 Group Lodging Floor Plans

When creating Group lodging floor plans, remember that when possible, sleeping area should be 3.5 square meters (10 cubic metres) or 40 square feet (5'x8') per person, and a distance of 0.75 metres should be kept between sleeping areas.

The following diagram provides a sample overview floor plan for a facility. See the Appendix for facility floor plans.



3.5 Group Lodging Supplies

✓	These supplies will be stored in each designed group lodging facility:
	GL Signage including bed assignment numbering and sectioned off areas
	Painters tape and duct tape
	ESS Vests GL Manager (green), Check-In (2 orange), Security/Parking (2 WCB Standard)
	Lanyards (BCERMS colour 3 - red, 8-10 orange, 2 blue, 4 yellow, 1 grey) (1 box)
	Whistles (preferably for each lanyard)
	Out of bounds tape or flagging tape (1 roll)
	Name Tags -Plastic Name holders
	Registration Forms
	Referrals – a few
	Requisition Forms
	First Aid Kit
	Disposable Non-Latex Gloves (1 box each small, medium and large)
	Information/Brochures
	Clipboards
	Kleenex
	Cell Phone
	Flashlight (windup or battery powered), Battery-operated Radio or Windup, Batteries (both radio and flashlights should take the same size)
	20 Glowsticks
	100 pairs Earplugs (malleable children & adults)
	Flipchart and felt markers
	Copies of key forms: Sleeping assignment, GL Situation Report, Sign In/Out Form
	GL Ops Guidelines Manual and GL Participant Manual
	Wrist bands

3.6 Vulnerable Populations Emergency Planning Matrix

Municipalities must consider vulnerable populations in their group lodging planning. The following tool was developed by Suzanne McKinnon to assist communities in planning for their vulnerable populations.

Level	Population type	C	M	I	S	T	RC	GL	SGL	
1	Nursing home residents, hospital patients, assisted living facilities		X	X	X	X				
	Injured beyond basic First Aid (i.e., fractures)		X	X		X				
	Seriously ill (acute or chronic)		X	X	X	X				
	Prisoners (incarcerated)			X	X	X				
	Women Shelters				X	X				
2	Require extensive and complex medical support (chemotherapy, total care support)		X	X	X	X				
	Technology dependent (ventilator, etc)	X	X	X	X	X				
3	Children (in foster care, special needs, emancipated adolescents)	X		X	X	X	X		X	
	Requires regular life saving treatments (i.e., dialysis, oxygen)		X	X		X	X	X	X	
	People with disabling acute or chronic mental illnesses		X		X		X		X	
	Substance Abuse		X		X	X	X		X	
	People with functional limitations:	▪ Immobility			X		X	X	X	X
		▪ The deaf and hard of hearing	X		X			X	X	
▪ People who are blind		X		X	X	X	X	X		
▪ Cognitive Disabilities		X	X		X	X	X		X	
4	Medically fragile (frail elderly, home care)		X		X	X	X		X	
	Children (under 19 without adult supervision)				X	X	X		X	
	Special dietary or medication needs		X				X	X		
5	No transportation vehicle					X	X	X		
	Low socio and/or economic disadvantage					X	X	X		
	Homeless	X				X	X	X		
	Low language competence (i.e., non-English speaking, illiterate)	X					X	X		
	Culturally or geographically isolated (new immigrants, farmers)	X				X	X	X		
	Seasonal workers, transients, tourists	X				X	X	X		

Please note that arbitrary selection was conducted for a visual view of the planning tool therefore indicators should be validated before being utilized.

Legend:

C = Communications
M = Medical
I = Functional Independence
S = Supervision
T = Transportation

RC = Reception Centre
GL = Group Lodging
SGL = Specialized Group Lodging

3.7 ESS Support Organizations

An evacuation requiring activation of group lodging will require the cooperation of many different resources including the ESS support organizations. It is important to ensure these relationships are built prior to the event. The North Shore works closely with the following organizations:

- North Vancouver Recreation Commission – facility owner
- St. John Ambulance – first aid
- Canadian Red Cross
- Ministry of Children and Families
- Ministry of Social Development & Housing
- Coast Mountain Bus Company
- Tzu Chi
- Lower Mainland Pet Services Committee
- The Salvation Army
- North Shore Harvest Project
- Focus Humanitarian
- BC Housing

3.8 Training and Exercising

Training and exercising are critical components of group lodging. Volunteers interested in responding to a group lodging facility are required to have the following Justice Institute training:

- Intro to Emergency Social Services
- Reception Centre
- Registration & Referrals
- Group Lodging

In addition, these volunteers will be expected to participate in an annual group lodging refresher training session, and group lodging exercises which will be held every two years. Annual telephone callout drills are done annually through the North Shore's Community Alert Network (CAN) emergency notification system.

NSEMO volunteers have been screened and trained as North Shore ESS volunteers prior to the emergency. Some roles require specific certification. For example, the Food Unit personnel require Food Safe certification; all First Aid personnel require first aid certification; childcare, emotional support and communications workers also have appropriate training.

NSEMO may choose to approach specific agencies in the community whose members already have the skills and training in the various ESS roles in which additional assistance will be required.

ESS personnel (staff and volunteers) should be personally prepared for an emergency through NSEMO's Personal Preparedness workshops. In the event of an emergency, ESS personnel must first ensure their own and their family's safety. It is recommended that personnel pre-arrange with family members how they will communicate during an emergency response.

3.9 ESS Resource List

The North Shore ESS resource list provides up-to-date contact information for various suppliers who provide support to our ESS/GL response. This list is updated on a regular basis. See Appendix for a copy.

3.10 Regional Group Lodging Resource List

The North Shore is creating a regional group lodging resource list that will identify a variety of group lodging resources throughout the region. The Group Lodging Resource list will become a regional resource and the organization that will be the best steward for the information will be identified at a regional ESS Directors Committee meeting. See Appendix for a copy of the current list.

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4 Event Response

4.1 Activation of the Plan

When an emergency requires people to evacuate their homes and adequate commercial hotel space is not available, the North Shore ESS Group Lodging Plan will be activated.

There are three levels of ESS response:

Response	Event/Situation	Minimum Staffing / Support
Level 1	<ul style="list-style-type: none"> ▪ A house fire or other small ESS event ▪ Involves no more than 10 evacuees ▪ Generally one or two dwellings ▪ No Reception Centre activated ▪ No EOC activated ▪ Services provided at the site 	<ul style="list-style-type: none"> <input type="checkbox"/> Minimum of two Level One responders <input type="checkbox"/> Level One Supervisor available for support and consultation <input type="checkbox"/> NSEMO ESSD, Director and Emergency Management Team available for support <input type="checkbox"/> PEP Emergency Coordination Centre available for inquiries
Level 2	<ul style="list-style-type: none"> ▪ An event requiring Reception Centre activation with resources coordinated within the centre or through the North Shore Emergency Management Office. ▪ Involves more than 10 evacuees ▪ Multiple dwellings (e.g. apartment block, neighbourhood) ▪ One Reception Centre. ▪ EOC may be activated ▪ Some external resources/ support required. ▪ PREOC may be activated 	<ul style="list-style-type: none"> <input type="checkbox"/> NSEMO ESSD, Municipal ESSD <input type="checkbox"/> NSEMO Director and Emergency Management Team available for support <input type="checkbox"/> ESS Level 1 Team <input type="checkbox"/> Reception Centre Manager <input type="checkbox"/> Registration personnel (depending on event) <input type="checkbox"/> Referrals personnel (depending on event) <input type="checkbox"/> Documentation personnel (depending on event) <input type="checkbox"/> Other Reception Centre functions, as required <input type="checkbox"/> EOC ESS Branch Coordinator (the municipal ESSDs) provide support if EOC activated. <input type="checkbox"/> Provincial Emergency Program
Level 3	<ul style="list-style-type: none"> ▪ Major event, multiple reception centres and/or group lodgings sites, regional disaster, and/or multiple agencies involved. ▪ Large number of people impacted ▪ Multiple dwellings or neighbourhoods ▪ One or more ESS facilities activated ▪ External resource support/coordination required. ▪ EOC activated ▪ PREOC activated. 	<ul style="list-style-type: none"> <input type="checkbox"/> NSEMO ESSD, Municipal ESSD <input type="checkbox"/> NSEMO Director and Emergency Management Team available for support <input type="checkbox"/> Reception Centre/ Group Lodging Manager(s) <input type="checkbox"/> ESS Section Chiefs <input type="checkbox"/> All functions may be activated <input type="checkbox"/> Provincial Emergency Program <input type="checkbox"/> EOC ESS Branch Coordinator (the municipal ESSDs) provide support if EOC activated <input type="checkbox"/> ESS Volunteers as required <input type="checkbox"/> External agencies as required

4.2 ESS Callout

During a call-out, ESS personnel will be contacted by whatever means is possible. This could include:

- Telephone call
- E-mail
- Text-message
- Community Alert Network message
- Commercial radio such as CKNW FM 94.5 or CBC AM 690 or CBC FM 105.7

ESS volunteers may also be alerted for a “standby” situation. For instance a severe weather event where there may be a potential for RC or GL response.

The North Shore ESS Team has created an ESS call centre to manage volunteer response. This facility, in the NSEMO office, will be staffed when required to manage ongoing staffing requirements and to provide all North Shore ESS volunteers with information on the event, as required.

4.3 Key Roles and Responsibilities

Detailed checklists are available for all positions in the provincial Group Lodging Guidelines document.

Group Lodging Manager

Responsible for the overall management of a Group Lodging facility and ensuring that all required functions are activated and carried out. Please note that on the North Shore in the simplified organization chart (see figure 2.4), the Group Lodging Manager will also take on the Safety Officer role.

GL Safety Officer - Management Staff

Monitors safety conditions and develops measures for assuring the safety of all personnel, including worker care.

GL Liaison Officer – Management Staff

Point of contact for external agencies.

GL Information Officer- Management Staff

Works in conjunction with EOC Information Officer to manage and coordinate public information and media.

Please note that on the North Shore, in the simplified organization chart (see figure 2.4) the Deputy Group Lodging Manager will take on the management staff roles.

GL General Staff

The Chiefs for Operations, Planning, Logistics and Finance constitute the General Staff.

GL Operations Section Chief

Responsible for the direct service delivery to evacuees at the Group Lodging facility.

GL 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.

GL Logistics Section Chief

Ensures the facility has the resources it requires, including but not limited to: equipment, personnel, refreshments, facility maintenance, and communications.

GL Finance Section Chief

Monitors costs, and ensures that all financial records at the Group Lodging facility are maintained throughout the event.

4.4 Group Lodging Code of Conduct for Volunteers and Staff

1. Volunteers/staff must sign in and out.
2. Volunteers/staff must be appropriately attired and wear vests and name tags.
3. Use of drugs or alcohol is not permitted while on duty.
4. Use of inappropriate language or profanity will not be tolerated.
5. No smoke is permitted in facilities.
6. Volunteers/staff must take care of their own physical and emotional health
7. Volunteers/staff 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
8. Volunteers/staff 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.
9. Children accompanying volunteers/staff must be put into the Child Care area.

Volunteer and staff are required to:

- a. Keep all areas tidy and free of hazards. Unsafe conditions must be reported to supervisors immediately.
- b. The Group Lodging Manager must be informed as early as possible about all incidents in the facility.
- c. All unaccompanied minors must be brought to the attention of the Group Lodging Manager ASAP.
- d. Two volunteers/staff must be present in the Child Care area at all times.

4.5 Convergent Volunteers

Convergent (walk-in) volunteers may appear on site wanting to help. They will not have been screened and trained. The Logistics – Volunteer/Staff Management Branch Coordinator will be responsible for determining if these volunteers can be placed in the Group Lodging facility. Please note that convergent volunteers will not be able to work with children or other vulnerable populations.

4.6 Staffing guidelines

Upon arrival, volunteers/staff will sign the PEP Task Registration form at the Volunteer/Staff Management table, which will ensure Worker's Compensation and personal liability coverage. They then report directly to their Section or Branch if they have not been assigned a different role by the Volunteer/Staff Management supervisor.

Regular shifts will usually be between 6 and 8 hours. All personnel should have at least a 1 hour break in an 8 hour shift; a shift 4.5 hours or more will have at least one ½ hour break. While working, personnel will be provided with meals and any special equipment or clothing as necessary and available. There is no compensation for lost wages if a volunteer has taken time away from work.

Identification

Volunteers/staff must bring ESS photo ID card; they may also be given identification to wear while on duty (should not be worn off duty).

Grab & Go kits

Volunteers / staff must bring their Grab & Go Bag with personal items such as change of cloths, any needed medication, personal cell phone, bottled water, food bars, etc.

ESS Personnel Attire

- Casual, comfortable clean & neat
- Toed walking shoes
- No jewellery or valuables

Worker Care

ESS work can be stressful and exhausting. Individual ESS workers, their supervisors and the Safety Officer all play a role to ensure the health and well-being of the reception centre team.

Workers should take their scheduled nutrition and rest breaks, watch for signs of exhaustion and burn-out (irritability, becoming overly emotional, unable to sleep, physical symptoms), and report these to their supervisor as soon as possible.

Supervisors must take such signs and symptoms of worker distress seriously, and ensure there is ample coverage should an individual require longer or additional breaks.

4.7 Communications (Amateur Radio)

In a major emergency, phone lines may be congested. Emergency personnel at the reception centre may need to rely on pay phones, cell phones and/or amateur radio operators to provide a link between facilities, external agencies and the EOC. In a level 2 or 3 emergency, clear and frequent communication between the EOC and/or DOC and the reception centre(s) is crucial to an effective emergency response.

4.8 Disaster Response Routes

There are pre-identified transportation routes within Metro Vancouver that are designated for emergency vehicle use during an emergency. Only personnel with proper identification will be allowed to access the Disaster Response Routes. These routes will not be available to the general public, unless this use is specifically identified at the time of the event.

4.9 Mutual Aid callout procedure

If the North Shore response capacity is overwhelmed, NSEMO will request mutual aid directly with neighbouring municipalities and/or through the PEP Regional Office.

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5 Post-Event

5.1 Deactivation of Group Lodging Facility

The ESS Branch Coordinator in the municipal EOC will make the final determination that the group lodging activities are to be deactivated. This will be done in consultation with other EOC staff and with the GL Manager.

Some of the activities required during deactivation include:

- All required documentation must be completed and submitted to Group Lodging Manager who will provide the documentation to the ESS Branch Coordinator in the EOC
 - Deactivate assigned position and close logs when authorized
 - Submit a list to the supervisor, for delivery to the appropriate section, of the status of all borrowed equipment; 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
 - Provide a forwarding phone number
 - Access critical incident stress debriefing as needed
 - Be prepared to contribute to any post-event processes
 - Stand down contracted services (i.e. security)
 - Return leased or borrowed equipment
 - Launder bedding

5.2 Debrief of Staff / Volunteers

Following the conclusion of any significant group lodging emergency event or exercise, the North Shore Emergency Management Office will conduct a post-incident or exercise review. Such reviews shall be in the form of a meeting or by requesting written inputs from participating departments and/or agencies regarding problems observed and recommendations for improvements in the Group Lodging plan, procedures, or training and exercising.

After activation of the Group Lodging Guideline the North Shore Emergency Management Office will follow up with Staff and volunteers to discuss what went right and what could be improved.

5.3 Post Event Responsibilities

After activation of the Group Lodging Guideline, an assessment must be made to determine its effectiveness. This will ensure that the guideline is continually improved and continues to be a valuable tool for the community. This is typically recorded in an 'after-action' report and should identify the following:

- what went well
- what needs to be improved
- suitability of facility(s)
- suitability of volunteer training
- recommendations and timeline to implement changes
- other items as required

Whenever possible, input should be obtained from the following groups:

- ESS volunteers (from all sections)
- EOC staff
- Municipal staff not directly involved but who may have been impacted by facility operation
- Facility maintenance personnel
- Evacuee feedback (where possible)
- Others as required

Appendices

- Group Lodging Forms
- Group Lodging Floor plans
- Group Lodging Agreements
- Group Lodging Position Checklists
- Group Lodging Resource lists

Appendices

Group Lodging Forms



TASK REGISTRATION FORM - ALL VOLUNTEERS



Task No. _____ Municipality: North & West Vancouver _____

Page ____ of ____

Region: South West

Task Description _____

Date _____

Name (please print)	Address	Phone #	Signature	Use 24 hour clock		Total Hrs
				Check In	Check Out	
TOTAL HRS						

Approved by:

Name: _____ Position: _____ Signature: _____ Date: _____
(Please print) (Please print)

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

Facility:		Date:	Time:
Operational Period:	PEP Task #:	Prepared by:	

Objectives in priority order (for this operational period):

Tasks:	Assigned Responsibility	Completion Time	
		Est.	Actual

Attachments (Check if Attached)

Organization Chart	Public Information
Other	

Important Note: Action Plan to be distributed to all Group Lodging Sections Chiefs

Approved by (Planning Section Chief):	Approved by (Group Lodging Manager):
--	---

ESS RECEPTION CENTRE/GROUP LODGING SITUATION REPORT



FROM: RECEPTION CENTER or GROUP LODGING

TO: ESS Office Fax #: **250-952-5831**

PEP Task # _____

ESS Director at EOC Fax # _____

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

<p>Approved by:</p> <p>_____ <input type="checkbox"/> Reception Centre Manager <input type="checkbox"/> Group Lodging Manager</p>
<p style="text-align: center;">FOR USE OF ESS Office or EOC ONLY</p> <p>Check One: This report was:</p> <p><input type="checkbox"/> Received by fax</p> <p><input type="checkbox"/> Created via phone call from facility contact</p> <p><input type="checkbox"/> Received via radio transmission</p> <p><input type="checkbox"/> Other specify: _____</p>

Group Lodging: Registration Form

Date	<input type="text"/>	PEP Task #	<input type="text"/>
First Name	<input type="text"/>	Referral#	<input type="text"/>
Last Name	<input type="text"/>	ESS File #	<input type="text"/>

The purpose of this form is to ensure you understand the **CODE OF CONDUCT** for Group Lodging. Please read and complete the following Group Lodging Registration Form, ensuring you initial each box and sign where indicated.

Smoking

You are not allowed to smoke, use matches, or use lighters inside the Group Lodging facility. Please go to the designated smoking areas.

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.

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 contact Reception Centre personnel for assistance.

Parking

*There will be designated parking for Group Lodging residents and parking passes will be issued for **one vehicle per family**.*

Children

Parents are responsible for keeping track of and controlling the actions of their children. For safety reasons **Do Not** leave children unattended.

Visitors

*Visitors will not be permitted at Group Lodging. **Only those with wrist bands will be allowed access. Please make arrangements to meet off site.***

Signature of family representative: _____ *Witness _____*

Group Lodging Disclaimer:

The Guest does hereby indemnify, agree to defend, and hold the facility harmless from any and all loss, damage, or injury to any person or persons whatsoever, or property, arising from any cause or reason whatsoever in or about the facility of the described facilities; and the Guest further agrees to waive all the claims against the facility on account of any loss, damage, or injury from whatever cause which may occur to it on its property in the use and occupancy of the facility premises; and the Guest agrees to promptly and upon demand reimburse the facility for any damage done to the facility premises or equipment by the Guest or anyone attending its activities.

Signature of family representative: _____ *Witness _____*



**North Shore Emergency
Management Office**

City of North Vancouver • District of North Vancouver • District of West Vancouver



PARKING PASS

License plate: _____

Date: From _____ To _____

R/C name and address: _____



**North Shore Emergency
Management Office**

City of North Vancouver • District of North Vancouver • District of West Vancouver



PARKING PASS

License plate: _____

Date: From _____ To _____

R/C name and address: _____

Meals ticket

Date: _____

Breakfast:	Write # of meals given + initials	Write # of meals given + initials	Write # of meals given + initials
Lunch:	Write # of meals given + initials	Write # of meals given + initials	Write # of meals given + initials
Dinner:	Write # of meals given + initials	Write # of meals given + initials	Write # of meals given + initials

Names (adults):

Names (children):

ESS Animal Intake Form

Purpose

The Animal Intake Form is completed for all pets in the care of ESS during a disaster. It is used to record information regarding:

the description of the animal;

the permanent address or pick up location;

the owner information (if available);

the details about special needs of the animal or other special requirements.

Owners may leave pets in the temporary care of ESS Pet Services while they register at the Reception Centre, or request longer term fostering until they are able to return to their homes. Stray pets are registered with the goal of reunion with their owners.

Procedure for Processing

White Copy - Animal Intake Binder

Yellow Copy - Evacuee/Owner or person who brought in the animal

Pink Copy - Attach to cage

Green Copy - ESS File

When the Animal Intake Form is completed, the gold (bottom) copy is given to the Owner or person who brought in the animal. This is their proof of ownership or "receipt". The white (top) copy is filed in the appropriate Animal Intake binder. If the animal is a stray, the Animal Intake Form is matched against Lost Animal Information Forms in the same manner as Search & Reply is done for people. The yellow copy goes in a ziplock bag with other documents relating to the animal and attached to the cage. The pink copy is sent to the RC Documentation Unit for filing in the family's file.

Instructions for Completing the Animal Intake Form

Status of Animal on Arrival

This section identifies the status of the animal upon arrival.

Brought in by owner

Brought in by Pet Services Team

Stray dropped off

Dead on arrival

Brought in by Owner

The first part of this section verifies that the owner is requesting ESS provide fostering, the estimated length of time, and whether the owner agrees to foster offsite. Owner signature required.

If the owner decides to surrender the animal, mark the Owner Surrender box and have owner sign. This decision should be made only if the owner understands that Pet

Services will foster **for as long as it takes** until the owner can return home. If they surrender their animal, they will not get it back.

Brought in by Pet Services Team

Pet Services Team may be asked to pick up animals by the owner or if a request to rescue is received. During a disaster, residents may not be allowed to return to their homes but the authorities may give permission to Pet Services or other responders to enter the area.

Note if the animal was brought in as a response to a Rescue Request, a request by Owner, or Other. If Rescue Request, note Request number (RR#). If Owner or Other request, note Name and Phone number of the person who made the request.

Stray Dropped Off

Note the name of the person who dropped off the animal, their address, and phone numbers. Note whether Photo ID was seen, the type of ID and the issuing province. If ID is not available, note the reason.

Location of Pick Up

Be as specific as possible as this information is critical in reuniting animals with their owners.

Dead on Arrival

If a dead animal is brought in, note whether the Mortality Team was notified. Ensure Location of Pick Up is completed.

Owner Identification

This information is used to reunite owners and pets. As names of places and people may have several different spellings, ask the person to spell the name or spell the name back to the person. Permanent and Temporary Addresses are required. Note whether Photo ID was seen, the type of ID and the issuing province. If ID is not available, note the reason.

Print in CAPITAL letters the LAST Name of the owner and the FIRST name.

Animal Information

Complete information in this section is critical in the reunification of the owner and the animal. **Explain the importance of this information.** In disasters, there are unscrupulous people who "shop" for pets. Detailed information in this section makes it difficult for "shoppers" to get the animals.

Note species (dog, cat, other, puppy, kitten or litter), gender, neutered status, name and breed. If litter, list the number and genders if known. Litters may be registered on one Animal Intake Form. All other animals require separate Animal Intake Forms. In the

event that one of the litter is moved offsite (fostering or veterinarian), a separate Animal Intake Form must be completed and cross-referenced against the parent form. Unless purebred, cats are typically DSH, DMH, or DLH (domestic short, medium, or long hair) and

mixed breed dogs, if breeds are unknown, should be identified by the main breed or how they look (eg. LabX, BoxerX, etc.)

Appearance

Note size, colour, coat type, distinguishing marks, ears and tail description, and declawed status for cats.

Identification

Note description of collar (if any), ID tag, Tattoo, Microchip, with details. Note if contact was made with microchip company (for stray animals).

Temperament and Health

Safety of volunteers is a priority. If animal has shown aggression in the past, this should be noted on the cage to protect volunteers. Only experienced volunteers will deal with aggressive animals.

If animal is sick or injured; note the condition and whether it has been seen by a veterinarian. If more space is needed, use the Additional Information section of the Animal Intake form. If the animal has special needs, indicate and describe.

Status of Animal on Departure

Note date & the status

Reclaimed by Owner – Before animal is returned to owner, the volunteer **must** check the original copy of the Animal Intake Form (in the binder), Photo ID, and/or picture of animal & owner if taken. Signature of owner required.

Adopted – Animals surrendered by owner or unclaimed strays are transferred to the local humane society, or other responsible agency, and this should be noted.

Euthanized – An animal in care can only be euthanized with the consent of a veterinarian. Note name of veterinarian and reason for euthanization.

Status of Animal Offsite

Pet Services must account for all animals in its care. If animal is moved offsite for offsite fostering, veterinary care, or other, the date, location, and phone number must be completed. Details may be noted in the Additional Information section.

Additional Information (Medical, Special Needs)

This section is used to record medical or special needs information. It can also be used for any additional information for which there is no room in the related field.

Note cage number (this may change).

Hay Allotment

When an evacuation order is given, the Ministry of Agriculture assumes the cost of hay for farm animals. At the end of the disaster, copies of the Animal Information Form are sent to the Ministry for reimbursement.

Note the Date Evacuated, the Amount of Hay, and the ESS Rep who obtained the hay.

ESS Information

If the owner has an ESS Registration File number, it should be noted. Ask the owner if the information on the Animal Information Form may be shared with friends or relatives inquiring about the animals. If not, then check the Confidential "Yes" block. The **confidential** completed Animal Information Form is taken to the supervisor/shelter manager who will secure the form. A "restricted" form will be completed with limited information and filed in the appropriate binder and on the animal's cage.

PEP task number and First Nations blocks are to be completed.

Note Contact Number. This is the phone number that people can call to check on the status of their animals.

Complete date, time (24 hour clock). Print FIRST name and initial of last name.

CHILDREN OR YOUTH SEPARATED FROM THEIR CAREGIVERS

Guidelines for ESS responders

In some disaster situations, children or youth may appear at reception centers or other locations unaccompanied by their parents or other caregivers. Under the Provincial Emergency Program Act, the Ministry of Children and Family Development (MCFD) has the legal responsibility for unattended children (anyone under the age of 19). However, ESS volunteers will have the task of ensuring these children have appropriate supervision and care at the centre until they can be reunited with their family or until a social worker from the MCFD makes an alternative plan.

These guidelines are intended to protect both children and ESS volunteers.

In general:

In most larger evacuations, when reception centres are activated, a Ministry social worker will be assigned to the centre and responsible for making decisions concerning the safety and welfare of unattended children. Upon their arrival, the social workers are instructed to report to the Reception Centre Manager. In situations where no worker is on site, there should be a local Ministry number to contact. If not ESS volunteers should telephone the Ministry's 24 hour Afterhours Office for assistance – 310-1234 (no area code needed)

All unattended children and youth should be registered with name, birth date, address, and name of parents or caregivers. The ESS File should be marked "Restricted" -- only social workers should be responsible for releasing information regarding unattended children.

Whenever an ESS volunteer has doubts about a child's legal status or who is responsible for providing care for a child, a Ministry social worker should be involved

If children or youth appear unduly distressed or disturbed by the disaster, a Ministry worker will assist in assessing their needs

Some children or youth may have special needs and/or may be developmentally delayed. A Ministry social worker will assist in identifying who has responsibility for the care of the child or youth.

Children under age 13 – see below....

Care provisions:

A separate space within the Reception Centre should be set aside for child care

This space should be sufficiently open to allow outside observation

At all times there should be a minimum of two adults providing care

If children arrive under the care of a teacher or day care provider, these persons should be asked to remain with the children at the reception centre

Release provisions:

ESS volunteers must only release children to their parents, adult siblings, foster parents or legal guardians, not to neighbours, friends of the family or other relatives

Decisions about releasing children to persons other than immediate family or guardians are the responsibility of Ministry social workers

When an ESS volunteer believes a parent or guardian may not be appearing, the Ministry social worker should become involved

The social worker should also be consulted if the child has not been claimed after several hours

Children may be released to their foster parents if the foster parents show documentation confirming they are Ministry approved foster parents. If the volunteer is in doubt, the Ministry social worker should be consulted.

Children who are 12 and under should not leave the Reception Centre on their own unless their safety can be assured. While very young children can be physically restrained from leaving, older school aged children should not be physically restrained by a volunteer, and if the child's safety is a concern Ministry social workers should be involved.

Youth aged 13 to 18

Care provisions:

Adult support is required, but ongoing supervision is not mandatory for adolescents

When care is provided, this should be done in an area open to observation from outside the care area and there should be a minimum of two adults present at all times

Youth may be encouraged to become volunteers, aiding in the operation of the reception centre

If a youth is a client of the Ministry, a Ministry social worker should be involved

Release provisions:

Youth are encouraged to remain at the reception centre, but if they are determined to leave, volunteers should not attempt to stop them.

If a youth leaves the centre, volunteers should attempt to learn where they are planning to go and how to reach them.

In disasters, the Ministry will make every attempt to ensure a social worker is available to assist you in your response. In addition to the worker's mandated responsibilities for making custody decisions concerning children, this worker can assist in interviewing distressed children, help find child care resources to augment the reception centre's staff, or participate in on the spot training of volunteers dealing with traumatized persons.

MCFD is here to help.

RESIDENTS 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.

Welcome to Group Lodging

While you are evacuated, Group Lodging will be your temporary home. To ensure the comfort of everyone, please take a moment to familiarize yourself with the following information.

Please give the yellow copy of your registration form & the Referral to Group Lodging to the Check in/Check out volunteer. You will be assigned a sleeping area, a parking pass, and a wrist band.

- The sleeping area is for sleep & rest only.
- Quiet hours in the sleeping area are from **7 pm to 8 am**.
- Meals are to be taken in the dining area.
- Residents are asked to help keep the lodging clean & free from clutter.
- Visitors **not** registered to stay in Group Lodging will not be admitted to the shelter.
- Parents are responsible for controlling the actions of their children at all times.
- If you have any concerns, please let our volunteers know.
- Pets are not allowed in the sleeping area, the dining room, or the resident lounge.
- Please advise the Check in/Check out volunteer when you are checking out of Group Lodging.

Group Lodging Facility Suggested Contents

Categories:

- ✓ Sleeping Equipment and Supplies
- ✓ Personal Hygiene
- ✓ Sanitation
- ✓ Baby Supplies
- ✓ Emergency Equipment
- ✓ Recreational Items
- ✓ Tools and Equipment
- ✓ Identification
- ✓ Stationary and Office Supplies
- ✓ Feeding Equipment and Supplies
- ✓ First Aid Kit and Handbook
- ✓ Water
- ✓ Food
- ✓ Clothing

Sleeping Equipment and Supplies

- | | |
|-------------------------------------|--|
| <input type="checkbox"/> cots | <input type="checkbox"/> sheets |
| <input type="checkbox"/> gym mats | <input type="checkbox"/> blankets |
| <input type="checkbox"/> rugs | <input type="checkbox"/> sleeping bags |
| <input type="checkbox"/> mattresses | <input type="checkbox"/> pillows |

Personal Hygiene

- | | |
|--|--|
| <input type="checkbox"/> soap, towels, face cloths | <input type="checkbox"/> sanitary napkins, tampons |
| <input type="checkbox"/> toothbrushes, toothpaste | <input type="checkbox"/> disposable beverage cups |
| <input type="checkbox"/> shaving kits, razors, shaving cream | <input type="checkbox"/> deodorant |
| <input type="checkbox"/> combs and hairbrushes | <input type="checkbox"/> hand wipes |
| <input type="checkbox"/> shampoo | |

Sanitation

- | | |
|---|--|
| <input type="checkbox"/> brooms, mops, sponges, pails | <input type="checkbox"/> commercial waste containers |
| <input type="checkbox"/> wastepaper basket | <input type="checkbox"/> ash trays if smoking is permitted |
| <input type="checkbox"/> garbage cans with tight-fitting lids | <input type="checkbox"/> rubber gloves |
| <input type="checkbox"/> household chlorine bleach,
disinfectant, deodorizer | <input type="checkbox"/> hand cloths |
| <input type="checkbox"/> garbage bags (large, medium, small) | <input type="checkbox"/> toilet paper and tissue |

Baby Supplies

- | | |
|---|--|
| <input type="checkbox"/> disposable diapers | <input type="checkbox"/> milk or formula |
| <input type="checkbox"/> creams and ointments | <input type="checkbox"/> bottles and nipples, warmers |
| <input type="checkbox"/> baby food | <input type="checkbox"/> sheets, blankets, rubber pads |
| <input type="checkbox"/> portable cribs | |

Emergency Equipment

- | | |
|---|---|
| <input type="checkbox"/> flashlights | <input type="checkbox"/> portable PA system |
| <input type="checkbox"/> battery-operated radio | <input type="checkbox"/> matches |
| <input type="checkbox"/> batteries | <input type="checkbox"/> fire extinguishers |
| <input type="checkbox"/> emergency generator | <input type="checkbox"/> whistle |

Recreational Items

- | | |
|--|--|
| <input type="checkbox"/> playing cards | <input type="checkbox"/> small toys for children |
| <input type="checkbox"/> games | <input type="checkbox"/> reading materials |

Tools and Equipment

- | | |
|---|---|
| <input type="checkbox"/> shovel | <input type="checkbox"/> buckets or pails |
| <input type="checkbox"/> hammer | <input type="checkbox"/> rope |
| <input type="checkbox"/> nails and screws | <input type="checkbox"/> twine |
| <input type="checkbox"/> screw driver | <input type="checkbox"/> wrench |

Identification

- | | |
|------------------------------------|------------------------------------|
| <input type="checkbox"/> arm bands | <input type="checkbox"/> signage |
| <input type="checkbox"/> vests | <input type="checkbox"/> name tags |

Stationary and Office Supplies

- | | |
|--|---|
| <input type="checkbox"/> pens | <input type="checkbox"/> paper clips |
| <input type="checkbox"/> felt markers | <input type="checkbox"/> rubber bands |
| <input type="checkbox"/> clipboards | <input type="checkbox"/> scissors |
| <input type="checkbox"/> pads of paper | <input type="checkbox"/> stapler, staples |
| <input type="checkbox"/> log sheets | <input type="checkbox"/> thumb tacks |
| <input type="checkbox"/> requisition forms | <input type="checkbox"/> file folders |
| <input type="checkbox"/> message forms | <input type="checkbox"/> filing boxes |
| <input type="checkbox"/> flip chart | <input type="checkbox"/> photocopier |
| <input type="checkbox"/> masking tape | <input type="checkbox"/> computer |

Feeding Equipment and Supplies

- | | |
|--|--|
| <input type="checkbox"/> kitchen utensils | <input type="checkbox"/> cutlery |
| <input type="checkbox"/> cooking utensils | <input type="checkbox"/> disposable gloves |
| <input type="checkbox"/> pots and pans | <input type="checkbox"/> coffee urn |
| <input type="checkbox"/> dishes | <input type="checkbox"/> napkins |
| <input type="checkbox"/> cups and drinking glasses | |

First Aid and Handbook

Water

Food

Clothing (acquire through the R/C)

Resources

- Group Lodging facilities, support agencies, vulnerable population

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. _____

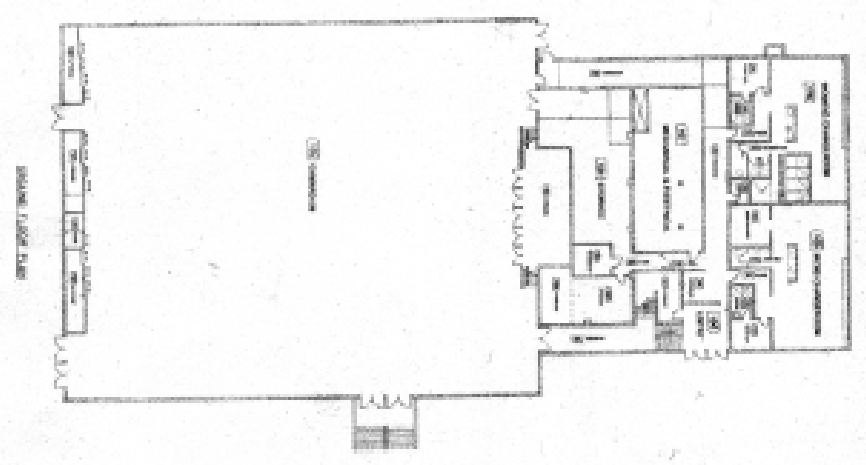
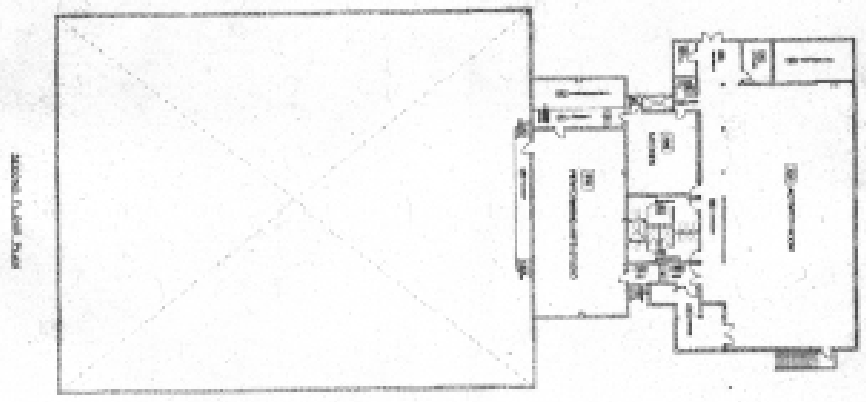
Signatures:

Building Owner / Representative

Group Lodging Manager / Safety Officer

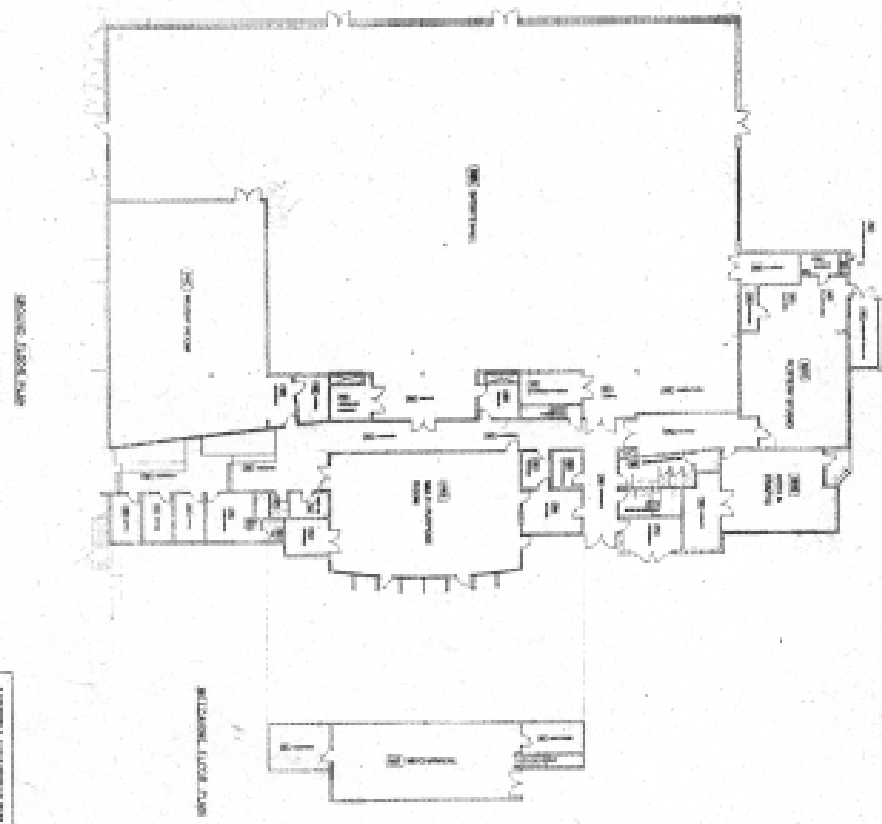
Appendices

Group Lodging Floor plans



NORTH VANCOUVER
PROFESSIONAL COMMISSION
 ROBERT MCGILL BUILDING
 1100 10th Ave. West
 Vancouver, B.C. V6P 6K6
 TEL: 604-273-1111
 FAX: 604-273-1112
 WWW: www.pccbc.ca





NORTH VANCOUVER RECREATION COMMISSION
 MAIN GATE - DETENTION AREA
 ARCHITECTURAL DRAWING
 DATE: 11/20/03
 SCALE: 1/4" = 1'-0"

Appendices

Group Lodging Agreements

REGISTRATION AND AGREEMENT

I, the animal owner signed below request the emergency housing of the animal being evacuated because of a pending or occurring disaster. **I must be housed at this shelter during my pets stay.** The animal owner hereby releases the person or entity who is receiving the animal from any and all liability regarding the care and housing of the animal during and following this emergency. The animal owner acknowledges that if emergency conditions pose a threat to the safety of the animal, additional relocation may be necessary, and this release is intended to extend to such relocation.

The animal owner acknowledges that the risk of injury or death to the animal during an emergency cannot be eliminated and agree to be responsible for any veterinary expenses which may be incurred in the treatment of their animal. It is also required that the owner or his/her agent take responsibility for the care, feeding and maintenance of their animal.

Check out is required when departing from the shelter.

Animal Owner Signature _____

WOULD YOU BE EVACUATING IF A PET FRIENDLY SHELTER WASN'T AVAILABLE? YES NO

Date _____

Animal Owner Name _____ Address _____

City _____ State _____ Home Phone _____

Cell Phone _____

Do you have your phone available now? _____

Emergency Contact Name (not in shelter) _____

Phone number (include area code) _____

Emergency Contact Person in shelter

(This person would provide care for your pets in the event an emergency would occur)

Name of person in charge of animals care **(must be staying at the shelter)**

Name of animal	Color	Sex	Breed & Age
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

(Only animals crated together on one sheet)

DO NOT WRITE UNDER THIS LINE

OFFICIAL USE ONLY

ASSIGNED CAGE # _____

Micro chip # _____

Spayed or Neutered _____

STAFF INITIALS _____

SIGNATURE BELOW INDICATES THAT THE OWNER OR GUARDIAN HAS CLEANED THEIR PETS CAGE, RECEIVED THEIR PET AND IS CHECKING OUT OF THE SHELTER.

DATE AND TIME CHECKED OUT _____

STAFF INITIALS _____

SIGNATURE _____

PLEASE TURN OVER, READ AND SIGN THE REGISTRATION AND AGREEMENT FORM

REGISTRATION AND AGREEMENT RULES

I, _____(the owner of the pet listed on the reverse side), understands that an emergency exists and that special arrangements have been made to allow my family and pets to remain together at this shelter facility. I understand and agree to abide by the pet care rules contained in this agreement and have explained them to any other family member accompanying me and my pet.

1. My pet will remain contained in a carrier approved by the animal care technician except at posted times when I will be able to exercise my pet (if appropriate) and clean its carrier.
2. I agree to provide adequate food and water and any necessary medication and to properly feed, water, medicate and generally care for my pet as instructed by the animal care technician or code enforcement officer.
3. I agree to properly sanitize the areas used by my pet, including performing proper waste disposal and disinfecting as instructed by the animal care technician or code enforcement officer.
4. I agree that only one designated person may be in charge of the animal and allowed in the animal housing area.
5. I certify that my pet is current on rabies and all other vaccinations recommended. I fully understand that if my animal should bite or scratch while housed at the shelter the said animal will have to undergo quarantine. State mandates will supercede any rules and Environmental Health will be notified to take over.
6. I will maintain proper identification on my pet at all times including but not limited to the neck band issued upon entry.
7. I will not permit any other shelter occupant to handle or approach my pet either while in its carrier or during exercise time. I will make sure the carrier door remains securely latched.
8. No aggressive animals will be allowed.
9. No animal will be allowed that show any sign of contagious disease (mange, etc.) I will permit the animal care technician, code enforcement officer or Veterinarian to examine my pet to make this determination.
10. I further understand that if my pet becomes unruly or aggressive or begins to show signs of a stress related condition it may be removed to a more appropriate location.
11. I understand that any decisions concerning the care and welfare of my pet and the shelter population as a whole are within the discretion of the animal care technician or code enforcement officer.

12. I agree that any equipment used by me or my pet must remain at the facility and maintained in good, clean condition while I utilize it. All equipment must be left at the shelter upon the removal of my pet.
13. I agree that when it is announced the shelter is closing I must remove my animal from the property. Any animals that are not reclaimed and removed from the shelter will be relocated to Humane Society of South Mississippi, 2615 25th Ave., Hwy 49, Gulfport, Ms. the pet will remain there as a stray as required by law.
14. I agree that if at anytime I fail to follow the rules as set forth my pet and I will be asked to leave the facility.

I certify that my pet has no previous history of aggressive behavior to humans or animals. I certify that my pet has not been diagnosed with any contagious diseases and is parasite free.

I hereby agree to hold harmless all persons, organizations, corporations, or government agencies involved in the care and sheltering of my animals. I further agree to indemnify any persons or entities which may have suffered any loss or damage as a result of the care and sheltering of my animal.

Animal Owner signature and date

Witness signature and date

Group Lodging Agreement



In the event of a major emergency or disaster within our community, people may be evacuated or may self-evacuate. As a result facilities must be set up as quickly as possible to give these people a place to stay if regular lodging arrangements are exhausted. To fill this need the North Shore Emergency Management Office looks to existing buildings, both public and private, within our community to serve as Group Lodging Centres when required. To be listed as a Group Lodging Centre facility we require that your facility meet certain criteria, as well as commit to having people available to be contacted 24/7 to open the building in the event of an incident requiring its use. The following is a summary of the purpose and description of the kind of space required:

The General Intake Area is where registered evacuees (registered at a Reception Centre or Emergency Personnel) will come to sign in and register for Group Lodging. This area may be a gymnasium or auditorium or multi-purpose room.

The Lounge is a common area where people can gather and talk, allowing for a natural debriefing process to occur as people gather to talk about the incident and exchange experiences. Normally coffee juices and snacks are provided in this area. Often this area will be a partitioned section of the General Intake area, and will offer up to date information on the event at hand.

The Gym is an area where people can sleep. Emergency Management Office volunteer or ESS volunteer will set up cots and type the floor with type for space purposes.

Personal Services may require a private area where people who are having difficulty coping with the situation can talk with a trained volunteer and work through difficulties.

The Volunteer Room is a place where volunteers can relax and take breaks. Reception Centres can be stressful environments and it is important that volunteers can temporarily remove themselves from the stress and unwind. This room should be lockable so volunteers may safely store their belongings.

Reception Centre Manager requires an office with a telephone where he/she can easily be found when needed. This is especially important in a large facility. Volunteers may use this same space or another office type space to carry out the logistical arrangements for the residents.

Security is established in the main entry area of the facility. Volunteers will be registered at the security desk as they arrive as well those requiring assistance can be directed.

It should be noted that pets are not permitted in Group Lodging Centres and must be maintained at the evacuees' arrangements. The exceptions are 'Guide Dogs'.

Facility Criteria

Buildings being considered for use as a Group Lodging Centre should have:

Kitchen facilities

Separate toilet facilities for men and women

Multiple rooms for above mentioned space requirements

Wheelchair accessibility

Should be sprinklered and all fire exits marked and clear

An electrical survey of the building should be performed to establish electrical priorities, and size of generator required to service those priorities, in the event of a power outage.

A copy of the current floor plan for the building

Staffing

As previously discussed, Group Lodging Centres are staffed by volunteers or municipal staff who are part of the North Shore Emergency Management office (Emergency Management Team and/or Emergency Social Services Team). They are cross trained in the basic functions of a Group Lodging Centre and are usually very versed in many facets, such as Communications, Personal Services and First Aid, etc.

Damage Cost Recovery

An issue that concerns most organizations, considering allowing their building to be used for a Group Lodging is the issue of cost recovery. In the event costs are incurred as a result of your building being used as a Group Lodging Centre, the incremental and extraordinary costs are normally funded by the authorizing and funding agency under provisions of the Emergency Program Act. Normal wear and tear, or damage resulting from the actual event disaster would not be covered.

I/We understand and accept the proposed use set out for a Group Lodging Centre. I/We are willing to have our facility serve as a Group Lodging Centre in the event of major emergency or disaster, and will provide information and assistance to that end.

Name of Facility

Address

Organization's signing Authority - Date signed

Emergency Coordinator - Date signed

Appendices

Group Lodging Position Checklists

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. Activate the Group Lodging facility location which has been approved for use (e.g., agreement in place, safe, etc.) by local authority EOC.
2. 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").
3. Establish the appropriate staffing level for the Group Lodging facility and continuously monitor organizational effectiveness to ensure that appropriate modifications occur as required.
4. Allocate space and workstations for each of the required Group Lodging functions.
5. Ensure that initial and ongoing briefings are provided to staff.
6. In consultation with General and Management staff, set objectives for the Group Lodging facility and ensure that all tasks for each objective are accomplished.
7. 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 Supervisor for final approval and release by EOC.
8. Review and approve Situation Reports, Action Plans, and exceptional resource requests being forwarded to the EOC and/or ESS DOC as required.

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.

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 person to answer incoming telephone calls to the Group Lodging facility.

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 Director at the EOC and/or the Group Lodging Coordinator at the ESS DOC if activated.

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 Director for final approval and release.

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

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

- 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.

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.
- 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
 Group Lodging Action Plan
 Resident Information Sheet

Safety

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

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 WCB 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.

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.
- Study 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.
- Thoroughly brief replacement for the next shift before leaving workstation.

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
- Shift Schedule
- ESS Resource Request Form
- Facility Safety Inspection Sheet
- ESS Worker Quiet Room Guidelines
- WCB Forms (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:

Act as a point of contact for representatives from external agencies (e.g., ESS Mobile Support Teams, Canadian Red Cross, The Salvation Army etc.) arriving at the Group Lodging facility.

Ensure workers from external agencies are properly integrated into the Group Lodging operation.

Provide information to workers about the role of external agencies.

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.

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.

Thoroughly brief replacement for the next shift before leaving workstation.

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
- 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. 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.
3. Ensure that the Group Lodging Manager is kept fully apprised of all information coming and going to the Group Lodging facility.
4. Coordinate periodic meetings with residents giving them updated information.
5. Coordinate public information meetings in conjunction with the EOC Information Officer.
6. 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.
7. 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.

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.

Thoroughly brief replacement for the next shift before leaving workstation.

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
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.
- 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.
- Thoroughly brief replacement for the next shift before leaving workstation.

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

Shift Schedule

ESS Resource Request Form

Check In/Check Out

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

Reports to: Operations Section Chief

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

Responsibilities:

Greet evacuees/public as they enter the facility.

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.

Check in and check out individuals/evacuees who have been sent by the Reception Centre to the facility for accommodations. Ensure that all evacuees understand the importance of Check in and Check out.

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.
- Thoroughly brief replacement for the next shift before leaving workstation.

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: Operations Section Chief

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.
- 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). Post it in a visible place and give a copy to the evacuees.
- Inform residents of evacuation routes within the sleeping area as directed by the Security function.
- Adjust sleeping arrangement if required.
- Attend briefings as required.
- Thoroughly brief replacement for the next shift before leaving workstation.

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: Operations Section Chief

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

Note: This position requires a current Food Safe Certificate.

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.
- Thoroughly brief replacement for the next shift before leaving workstation.

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)

RECREATION & LEISURE

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

Reports to: Operations Section Chief

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.
- 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.
- Thoroughly brief replacement for the next shift before leaving workstation.

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
- Shift Schedule
- ESS Resource Request Form
- Recreational Activity Lists

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.

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.
- 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.
- Thoroughly brief replacement for the next shift before leaving workstation.

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
- Shift Schedule
- ESS Resource Request Form

FIRST AID

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

Reports to: Operations Section Chief

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.
- 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.
- Thoroughly brief replacement for the next shift before leaving workstation.

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
- 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: Operations Section Chief

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.
- 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.
- Thoroughly brief replacement for the next shift before leaving workstation.

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
- Shift Schedule
- ESS Resource Request Form

SPECIAL NEEDS

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

Reports to: Operations Section Chief

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.
- Brief workers within the Unit as needed.
- Prepare shift schedules as needed.
- Monitor Unit personnel to ensure appropriate worker care is implemented.
- Thoroughly brief replacement for the next shift before leaving workstation.

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
- Shift Schedule
- ESS Resource Request Form

DOCUMENTATION

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

Reports to: Group Lodging Manager

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.
- 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.
- Thoroughly brief replacement for the next shift before leaving workstation.

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
- 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 and/or ESS DOC (if operational), 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.
 - 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.
- Thoroughly brief replacement for the next shift before leaving workstation.

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
- Shift Schedule
- ESS Resource Request Form

RESOURCE ACQUISITION

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

Reports to: Logistics Section Chief

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.
- Thoroughly brief replacement for the next shift before leaving workstation.

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)

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.
- 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.
- Thoroughly brief replacement for the next shift before leaving workstation.

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
- 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

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.
- 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.
- Thoroughly brief replacement for the next shift before leaving workstation.

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
- 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

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.
- Prepare shift schedules as needed.
- Assist, support and provide direction to workers.
- Monitor Unit personnel to ensure appropriate worker care is implemented.
- Thoroughly brief replacement for the next shift before leaving workstation.

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
- Shift Schedule
- ESS Resource Request Form
- Incident Report 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, ESS DOC) 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.
- 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.
- Thoroughly brief replacement for the next shift before leaving workstation.

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
- Shift Schedule
- ESS Resource Request Form
- Radio Message 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, ESS DOC (if activated) 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 WCB 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.
 - Maintain position log in chronological order describing actions taken during the shift.
 - Attend and participate in briefings.
 - 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 WCB and/or other claims are dealt with appropriately.
- Administer any necessary procurement contracts in conjunction with EOC Finance Section.
- Thoroughly brief replacement for the next shift before leaving workstation.

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
 Shift Schedule
 ESS Resource Request Form
 PEP Expense Reimbursement Request
 PEP Expense Reimbursement Request Supplement
 PEP Equipment Repair/Replacement Request
 WCB Forms (not provided)
 PEP WCB Coverage and Claims Policy (not provided)
 Local Authority Purchase Order Form (not provided)

Appendices

Group Lodging Resource lists

Regional Group Lodging Supply Inventory

This document is based on an inventory provided by BC Housing. The Group Lodging Resource list will become a regional resource and the organization that will be the best steward for the information will be identified at a regional ESS Directors Committee meeting. See Appendix for a copy of the current list.

Municipality	How many cots	Willing to share	Contact	Location	Transportation
Coquitlam	15 cots 1 blanket per cot	yes	Barry Elliott Work: 604-933-6091 cell: 604-377-5384 home: 604-936-6217 email: belliott@coquitlam.ca	Pine Tree Community Centre 1260 Pine Tree Way Burnaby, BC	None dedicated to ESS They may be able to do it through Works Yard
Lions Bay	100 cots 200 blankets 100 pillows	yes	Lisa Turpin Home: 604-921-9365 Cell: 604-910-5437 lisaturpin@telus.net		Don't have trucks, requires forklift. They are in pallets
Mission	100 cots 2 blankets and 1 pillow per cot	yes	Laurel Exner Work: 604-820-3788 Cell: 604-855-6349 Home: 604-826-2082 email: lexner@mission.ca	Play Station 33100 - 10th Ave Mission, BC	No truck available, cots in boxes. Will need a truck with cover
Port Coquitlam	300 cots blanket pillow sheet	yes	Cheryl Lalonde Work: 604-927-5460 home: 604-941-1214 cell: 604-861-4598 email: lalondec@portcoquitlam.ca	Port Coquitlam fire & emergency Services #1 Fire Hall 1725 Broadway St. Port Coquitlam, BC	If requested yes. They have a trailer
Vancouver	4500	yes	Jackie Kloosterboer Work: 604-829-4379 Cell: 604-377-9064 Home: 604-988-0470 email: jackie.kloosterboer@vancouver.ca	The majority of cots are stored at the Community Centres. Some cots are also stored at Works Yard	Depending on the numbers of cots, they are easy to transport. It will be up to the municipality who needs the cots to come and pick them up.
Whistler	46 cots	yes	Erin Marriner 24 hr Emergency phone 604-966-4845	Spring Creek Community School ESS trailer, Spruce Grove School	These are the only cots north of Lions Bay and will generally be Kept in the Sea to Sky Corridor.