



PURPOSE OF EXERCISE

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

OBJECTIVES OF EXERCISE

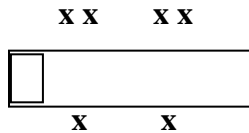
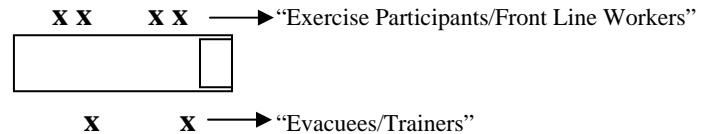
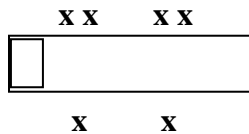
1. To practice interviewing an evacuee
2. To complete a Registration Form
3. To complete a Referral Form
4. To complete a Change of Information form
5. To complete an Inquiry form

SCENARIO

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

SET UP

- **Registration and Referrals Station**
 - Groups of tables with chairs
 - Orange vests to hang over each “Exercise Participant/Frontline Worker” chair



- For the purpose of the exercise, ensure blank forms are placed at each table
 - Registration Forms
 - Referral Forms
 - Change of Information Forms
 - Inquiry Forms
 - ESS Rate Sheets
 - Black Pens



INCLUDED IN YOUR PACKAGE

- ESS Forms Exercise 2009 – Overview
- Evacuee/Trainer Instructions
- 1 Evacuee Profile “Registration and Referral” card
- 1 Evacuee Profile “Inquiry” card
- 1 Evacuee Profile “Change of Information” card
- Evacuee Sticker

REGISTRATION AND REFERRALS SESSION – 45 MINUTES

Script:

*“First, you are going to interview me as an Evacuee. You will complete a Registration Form. You are going to start at Box 1 and work your way through to Box 34. You must use a black pen, **press hard** and print neatly. If you make a mistake you may cross the mistake out neatly and add the correct information. I will coach you through this process. Start with Box 1.”*

- Box 1:** “Exercise Participant/Front-line Worker” must read you the question in the Restriction Box and mark Yes or No with an X (*see your Evacuee Profile to determine if file is to be restricted or not*)
- Box 3:** “Exercise Participant/Front-line Worker” must look up at flipchart posted on wall to retrieve the PEP Task # and fill in Box 3 (*Explain that in a Reception Centre Activation, that the PEP Task # will be posted on wall*)
- Box 4:** “Exercise Participant/Front-line Worker” must ask you what your last name is. (*See your Evacuee Profile for name to be used. Ensure they fill the name in correctly*)
- Box 5:** “Exercise Participant/Front-line Worker” must ask you what your first name is. (*You give the first name of the name utilized above. Ensure they fill the name in correctly*)
- Box 6:** Ensure that the age is added (*Refer to Evacuee Profile for information to be given*)
- Box 7:** Ensure the appropriate gender is circled
- Box 9:** Ensure the **Richmond City Hall** is entered
- Box 10, 11, 12, 13, 14, 15, 16:** Give your information (*Refer to Evacuee Profile for information to be given*)
- Box 17, 18, 19, 20, 21, 22, and 23:** “Exercise Participant/Front-line Worker” should retrieve the information from Front-line Supervisor or flipcharts
- Have “Exercise Participant/Front-line Worker” read **“Please notify the reception centre or central registry if you change your location.”**



- Box 24:** “Exercise Participant/Front-line Worker” must read to you, **“What are the names of immediate family members who live within the same household whom you know are safe?”** (*Refer to Evacuee Profile for information to be given*)
- Box 25:** Refer to the Evacuee Profile for information to be written in this spot.
- Box 26:** “Exercise Participant/Front-line Worker” must ask you to sign as the family representative
- Box 27:** “Exercise Participant/Front-line Worker” must print their first name and initial only
“Exercise Participant/Front-line Worker” must fill in current time – 24-hour clock
“Exercise Participant/Front-line Worker” must fill in date

Note that boxes 28-34 may be left blank, there is no need to “strike” or cross them out. If you cross them out and the evacuee returns for services you will not have space to enter this information.

- Box 28** “Exercise Participant/Front-line Worker” must print ...(*Refer to Evacuee Profile for information to be given*)
“Exercise Participant/Front-line Worker” must ask two accompanying questions and mark the YES or NO boxes with an “X”
- Box 29:** “Exercise Participant/Front-line Worker” must “X” Hotel/Motel
- Box 30:** “Exercise Participant/Front-line Worker” must ask the medical and dietary questions and “X” YES or NO
- Box 31:** You do not require these referrals.
- Box 32:** No other agency referrals needed.
- Box 33:** Explain that you think your family will be moving in with relatives after the 72 hours at the hotel (they are out of town right now so you cannot stay there until the return).
- Box 34:** Explain the purpose of follow-up and give examples of what may be entered in this box.
- Top of Registration Form:** Ensure “Exercise Participant/Front-line Worker” prints the Reception Centre phone number (see flipchart) and circles.

As the “Exercise Participant/Front-line Worker” finishes off the Registration Form...



Script:

“Now you are going to complete a Referral Form for lodging only. You are going to start at Box 1 and work your way through to Box 25. Again, you must use a black pen, press hard and print neatly. In this case, if you make a mistake you must redo the form. You must draw a line through the form and write “VOID” in large letters across. Then begin again with a new form. (Explain that Referrals are like cash.) Now, begin with Box 1.”

- Box 1** “Exercise Participant/Front-line Worker” must look up at flipchart posted on wall to retrieve the PEP Task #
- Box 2** Ensure “Exercise Participant/Front-line Worker” retrieves from Registration Form
- Box 3, 4, 5, 6, 7, 8** Ensure “Exercise Participant/Front-line Worker” retrieves hotel information from Front Line Supervisor.
- Box 9, 10, 11, 12** Ensure “Exercise Participant/Front-line Worker” retrieves date information off the flipchart
- Box 13** Ensure “Exercise Participant/Front-line Worker” enters “City of Richmond”
- Box 14** Enter name of Family Representative
- Box 15** Enter spouse’s name (*see Evacuee Profile*)
- Box 16** Applicable names entered from Registration Form (*Refer to Evacuee Profile for information to be given*)
- Box 17, 19, 20** “X” the NO box
- Box 18** “X” the YES box, “X” Hotel/Motel Box and fill in “three” not 3
- Box 21** “Exercise Participant/Front-line Worker” should ask whether “Evacuee/Trainer” needs any personal hygiene items or if they want to use their incidental funds to help with the cost of their pet at the hotel. For the purpose of this exercise the “Evacuee/Trainer” will use their funds towards their pet’s costs (*Refer to Evacuee Profile for information to be given*)
- Indicate in Box #21 that incidentals will be used for one dog for three nights @ \$25.00 per night. If the amount of the incidentals does not cover the entire cost of the pet it should be noted on the form that the “Evacuee will pay any additional pet fees.” Ensure the Front-line worker makes you (the evacuee) aware of this and asks if you are prepared to pay any additional costs.
- Box 22** This box can be used to write any special notes such as hotel check out time.
- Box 23** Signature
- Box 24** “Exercise Participant/Front-line Worker” first name and initial
- Box 25** Date



Explain the process for filling out a separate Referral Form for meals.

As the “Exercise Participant/Front-line Worker” finishes off the Referral Form...

Script:

*“Oh, I need to find my relative who lives two doors down from me. You will need to complete a green Inquiry Form. You are going to start at Box 1 and work your way through to Box 16. You must use a black pen, **press hard** and print neatly. If you make a mistake you may cross the mistake out neatly and add the correct information. I will coach you through this process. Start with Box 1.”*

Note: If Inquiry is urgent (e.g. elderly, illness, disabilities) write ****URGENT**** along the top of the Inquiry Form and explain the nature of the urgency in Block 8.

Box 1 “Exercise Participant/Front-line Worker” must ask you the family name of the person you are inquiring about. (*Refer to Evacuee Profile, Inquiry for information*). Please tell the worker “This form is completed differently than the ESS File Registration and Services Record. Only those persons with the same family name are listed on the same form. You must complete a separate Inquiry Form for each person who has a different family name.”

Box 2 to 5 “Exercise Participant/Front-line Worker” must ask you the first name, middle name, initial, gender and age of the person you are enquiring about. (*Refer to Evacuee Profile, Inquiry for information*).

Box 6 and 7 “Exercise Participant/Front-line Worker” must ask you the permanent address, city and telephone number, including area code. (*Refer to Evacuee Profile, Inquiry for information*).

Block 8 Any additional information that might help locate the person could be entered here (i.e. place of employment, physical description etc)

Block 9 “Exercise Participant/Front-line Worker” must enter the place and community where the Inquiry was taken. Inquiries can be made in person or by phone.

Block 10 and 11 “Exercise Participant/Front-line Worker” must enter date and time.



Block 12-14 “Exercise Participant/Front-line Worker” must ask for full name of the person making the Inquiry (*Refer to back of Evacuee Profile, Inquiry for information*).

Block 15 and 16 “Exercise Participant/Front-line Worker” must ask for the contact information for the response to the inquiry. (*Refer to back of Evacuee Profile, Inquiry for information*). The Specialized Services Branch of the Reception Centre will contact the Inquirer when they have made a match except for when the ESS File is “Restricted”. In this case the Search and Reply Supervisor will call the person who has placed the restriction on their file.

As soon as they complete the Inquiry Form.....

Script:

“I think I may have given you the wrong cell number. That is my daughter’s number. May I give you the correct number? ...Normally, if you have not split the Registration Form you could neatly cross out the mistake and neatly print in the correction. If you had already split the form then you would fill out the Change of Information Form. For the purpose of this drill and time restraints, you will fill out the Change of Information as if the Registration Form had already been split.”

- Walk through the completion of the **Change of Information Form**.

Upon completion of all forms, the “Exercise Participant/Front-line Worker” should put up their hand to get the Front-line Supervisor’s attention in order to check all the paperwork.

After the Front-line Supervisor initials the paperwork, walk through the splitting of the forms

- Registration Form: Yellow copy goes to Evacuee
- Referral Form: Yellow copy goes to Evacuee
White copy (with ESS Rate Sheet stapled to it) goes to Evacuee to take to vendor (this case the hotel)
Green copy goes inside Registration Form cover

Take the “Exercise Participant/Front-line Worker” and the rest of the paperwork over to break area. Place paperwork in **Inbox Tray** (to go to Documentation) located on table.