



ESS Regional

Group Lodging

Field Guide

The Heart of Disaster Response

February 2010



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Introduction to Regional ESS Group Lodging

Vancouver, Richmond and the North Shore have developed a concept of operations for ESS Group Lodging activations during the 2010 Olympic & Paralympic Games.

The concept for group lodging responses during 2010 is a “Lower Mainland Venue City Team”. This team is comprised of volunteers from the 2010 Venue Cities, Vancouver, Richmond and the North Shore. The Group Lodging Team is comprised of highly trained ESS Volunteers from each of the 3 cities who are committed to responding to ESS events in these communities to provide Group Lodging.

Normal ESS Activation procedures will be followed and the Level 1 ESS teams will respond to the scene while the Regional ESS Group Lodging Team will respond to the selected site and activate the ESS Regional Group Lodging Plan. If additional assistance is required, the local ESS volunteers will be contacted to support the Regional Group Lodging Team.

Purpose and Scope

A Group Lodging facility is set up to provide dormitory style accommodation for evacuees who have been displaced from their homes as a result of an emergency or disaster. These services will be provided at Community Centres or Churches or other locations that have been identified as appropriate Group Lodging Sites.

At a Group Lodging facility evacuees will be provided with a cot and blanket for their sleeping space, group lodging identification, meals - either on site or by way of a referral to a local restaurant, updated information relating to the evacuation as well as other necessary services that may be required to assist the evacuee.

This Guide is intended to support ESS volunteers working at a Group Lodging facility. Group Lodging Manuals and the ESS Field Guide will be available at each of the Group Lodging sites.

How long is ESS provided for?

ESS is provided for up to 72 hours. During the initial 72 hours, evacuees should begin planning for recovery by contacting their insurance companies, families and friends, or accessing other possible resources.

Normally, when evacuees have insurance, it would cover additional living expenses such as hotels and meals and ESS would not be required to provide support. However, during the Olympics it is likely ESS may be called to assist evacuees as hotels will not be available and group lodging may be the only alternative for all evacuees.

What services are provided by ESS?

ESS services may be provided on site for small scale events, or at a Reception Centre or Group Lodging facility for larger responses, and may include:

- Meals
- Lodging
- Clothing
- Child Care
- Family Reunification
- Emotional Support
- Translation Services
- Pet Services
- Transportation

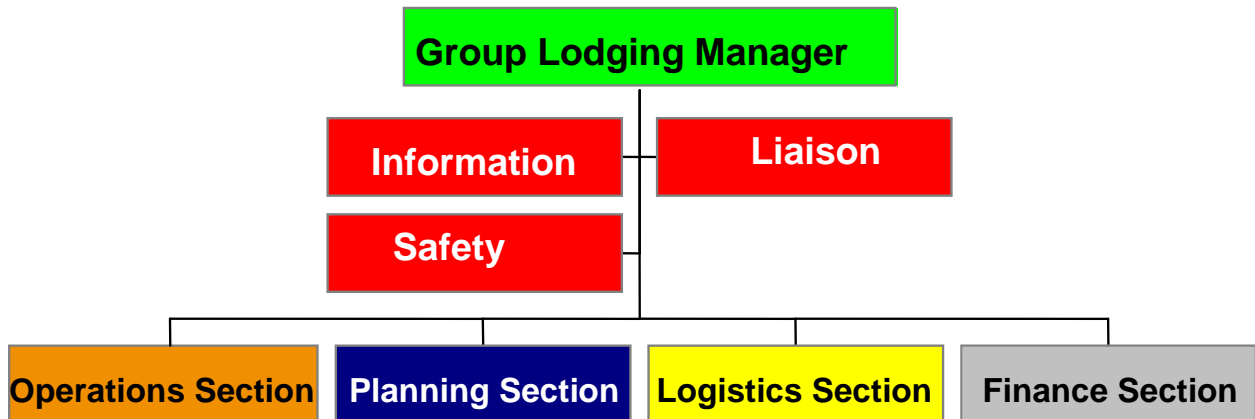
BCERMS Overview

The BC Emergency Response Management System [BCERMS] is a comprehensive management system that ensures a coordinated and organized response and recovery to all emergency incidents. It is based on the five primary management functions of the Incident Command System. This structure is used at the ESS site level as well as at the three levels of support and coordination. The diagram below shows the BCERMS response levels.

BCERMS Response Goals:

1. Provide for the safety and health of all responders
2. Save lives
3. Reduce suffering
4. Protect public health
5. Protect government infrastructure
6. Protect property
7. Protect environment
8. Reduce economic and social loss

Five Primary Management Functions



ESS Group Lodging Org Chart

It is important to remember that not all functions may be required. In smaller activations 1 person may be able to fill more than one function.

ESS Group Lodging Organization Chart - Position Titles -

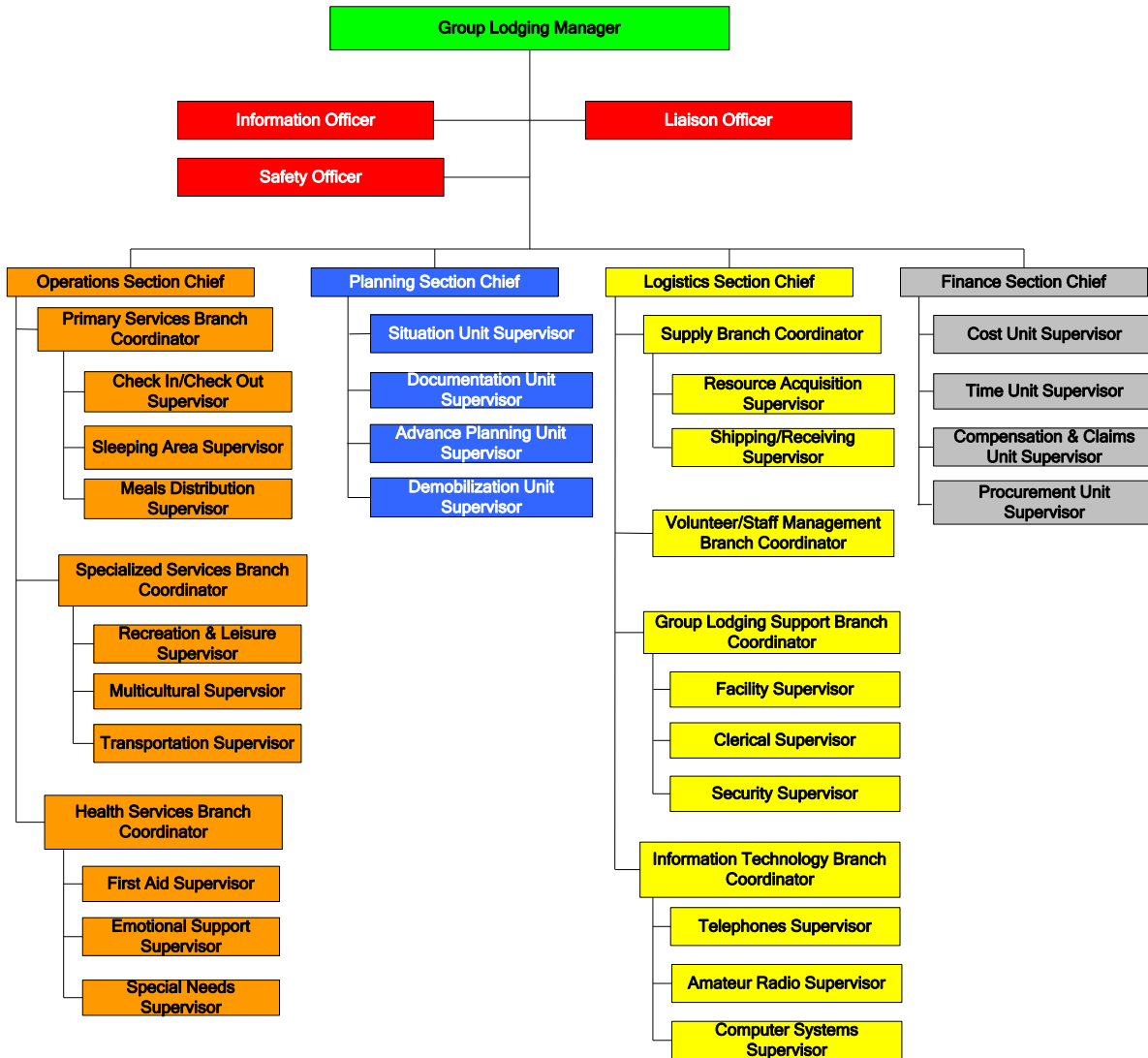


Figure 1-3: Organization Chart with Position Titles for a Fully Expanded Group Lodging facility

Function/Position Descriptions

Group Lodging Manager

The Group Lodging Manager is responsible for the overall management of a Group Lodging facility and ensuring that all required functions are activated and carried out.

Management Staff

Safety Officer

The Safety Officer monitors safety conditions and develops measures for assuring the safety of all personnel. This includes worker care.

Liaison Officer

The Liaison Officer is the primary contact for personnel from ESS Support Organizations and other external agencies arriving at the Group Lodging facility to work.

Information Officer

The Information Officer serves as a coordination point for media releases (approved by EOC), public meetings, information gathering and delivery. **Under no circumstances will volunteers speak with the press.** Inquiries from the media must be directed to the ESSD.

General Staff

The Chiefs for Operations, Planning, Logistics and Finance constitute the General Staff. They are responsible for overseeing the internal functioning of their section and interacting with others to ensure an effective ESS response.

Operations Section Chief

The Operations Section Chief is responsible for the direct service delivery to evacuees at the Group Lodging facility.

Planning Section Chief

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

Logistics Section Chief

The Logistics Section Chief is responsible for providing all support needs and resources required by the Group Lodging facility. This includes, but is not limited to, the following: supplies, equipment, personnel, refreshments, facility maintenance, and communications.

Finance Section Chief

The Finance Section Chief monitors Group Lodging costs, administers any EOC approved procurement contracts in conjunction with Logistics, and ensures that all financial records at the Group Lodging facility are maintained throughout the event. In most cases this will be an off site city employee who fills the role as Finance Section Chief.

General Info

Span of Control

When span-of-control (optimum span of control ranges between one (1) and five (5) subordinates per supervisor) is exceeded in the Operations, Planning, Logistics, and Finance Sections, functional Branches may be established in order to oversee the effective operation of each Unit.

Staff Meetings

Communications with people being supervised must be two-way; otherwise, the relationship will eventually break down. A staff meeting should be held at least once per shift. Even if meetings last for only 15 minutes, they still provide a chance to communicate, relieve stress, and resolve problems. Try to allow each function to have a few moments to give a status report. Make up a brief agenda of what you want to cover so that you can keep the meeting focused. Keep the meeting as positive and as non-judgmental as possible.

Shift Change Briefings

It is very important that the staff coming on shift be aware of what has taken place on the previous shifts. This is especially important to the security, and Group Lodging Manager functions. Each function should schedule about 30 minutes of “overlap” as the shift changes. This allows staff from both shifts to communicate with each other.

What to include in the initial briefing:

- Welcome & Thanks
- PEP Task #
- Did everyone sign in?
- Briefly explain incident
- Remind volunteers to have a positive attitude, respect each other & evacuees
- Confidentiality
- Organization chart
- Review layout –washrooms, staff area
- Discuss shift schedule & breaks
- Media reminders
- Volunteer self care
- Use buddy system

Action Plans

There are two general types of Action Plans - verbal and written. Action Plans contain objectives and tasks for one operational period.

For small incidents of short duration at the site level, an Action Plan might not be written. However, in a larger response when additional resources may be required, multiple agencies may be required, or the incident requires changes in shifts of personnel over another operational period, the Action Plan should be written. The Planning Section Chief facilitates the preparation and completion of the Action Plans and the Group Lodging Manager signs them off.

Position Logs

A position log is a legal document that must be maintained for each activated position within the GL facility. It is a written record of the actions taken during your shift and serves as a permanent record of your interpretation (memory) and understanding of what transpired. The original log will stay in the GL facility, in your section, at your position – for your replacement. You can make a photocopy of your log and take it with you if you wish.

When your shift ends you will sign off the position log notebook and have your replacement sign on. You also need to review your log with your incoming replacement and indicate items that require follow-up.

E.g. Transferred log John Smith Jan 10, 04:30/ LB/JS (both parties initial)

When demobilizing, the original logs notebooks are submitted to the Documentation unit in Planning.

Write legibly and use a pen. Make corrections by crossing out incorrect information. Never use white out or remove a page from the position log note book. All pages must be numbered.

Suggestions for how to make entries

- Enter a date and time for each entry.
- Briefly describe the actions you take during your shift.
- Enter all significant decisions, actions, requests, enquiries and recommendations.
- Include times of conversations, actions, decisions etc.
- Indicate items completed or requiring follow up.

Sample

Date/Time		Follow Up or Closed
Jan 20 0430	Rec'd call from _____@ (trying to make the formatting a bit better) # 604 _____ • • •	
Jan 22 1100	Smith family has a dog that has been staying with friends but it is not working out. Contacted Rondiville Kennels on Westminster Hwy, they can accommodate dog. Referral provided, family will transport	Closed

Worker Care

During your Shift

Who gets the oxygen first? - If you don't take care of yourself you won't be able to help others.

- Know when your shifts start and end
- Know who's in charge
- Check in with yourself several times during your shift. How am I doing? What do I need?
- Take 5 minutes alone or with a colleague
- Get up, stretch and take a deep breath
- Drink water, water, water
- Take toilet breaks!!
- Fuel yourself – eat healthy
- Look out for each other
- Talk clearly and calmly
- Take time to listen
- Address issues when they arise
- Remember to smile
- Ask for help if you need it

After Your Shift

- Know who is your emergency contact person
- Get together with colleagues
- Find some way to connect
- Get some sleep
- Get some exercise – walk, swim, run ...
- Fuel yourself- eat healthy
- Phone family and friends
- Do what is relaxing for you
- Talking helps
- Have a beer – not 10!

If you've had a bad day – Remember you've made a difference!

Developed by: British Columbia Disaster Worker Care Committee

Volunteer Code of Conduct

Commitment - I will:

- conduct myself with integrity and professionalism in all activities related to this team and will represent the best interests of the City of Richmond, the City of Vancouver and the North Shore at all times
- complete training as required and accept the need for supervision in the performance of my duties
- perform all assigned tasks to the best of my ability
- not report for duty while under the influence of alcohol or drugs

Self Care - I will:

- take care of my own physical and emotional health and support other team members to do the same
- report any unsafe conditions to my supervisor, ensuring the safety of myself and others
- perform my duties only when physically, mentally and emotionally fit

Behaviour and Quality of Service - I will:

- conduct myself according to acceptable social standards and contribute to an environment of mutual respect and dignity, free from discrimination or harassment
- provide service to individuals affected by disasters in a manner that is courteous, caring, and professional, while respecting the dignity of people receiving service
- not use my position for personal advantage for myself, friends or relatives
- never misrepresent myself, my training or my skills to any organization or individual
- follow operational guidelines and the established reporting structure
- obey all traffic signals and laws when responding for volunteer activities and while on these activities
- not accept any gratuity for services provided

Confidentiality - I will:

- acknowledge and confirm that as a volunteer, I may acquire confidential information and that such information will remain in the strictest confidence. The disclosure of such information to any unauthorized person, including making copies of any documents which contain or are derived from such information, is forbidden and is grounds for immediate dismissal
- keep contact information of other volunteers and staff, including telephone numbers and email addresses confidential and I understand this information is only to be used for the purposes of this team.
- agree to not discuss the details of my volunteer work, present or past with any representative of the media or any unauthorized person, or publicize any of the confidential aspects of my position by any medium of communication unless specifically given instruction to do so by my direct supervisor, and to direct all enquiries from the media to the designated supervisor.

Resident Information Sheet

Group lodging rules will be given to each evacuee and will be posted in the Group Lodging Centre for all evacuees to see. Copies of the Group Lodging Resident Information Sheet will be placed in the Group Lodging file kit. This sheet has also been translated into other languages.

Group Lodging Standards of Conduct

WELCOME!

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

EMERGENCY PROCEDURES AND EXITS

Please review the locations of emergency exits and external meeting points. It is important that you have this information prior to an emergency.

MEDICAL ISSUES

If you have a medical condition or are not feeling well, please let Group Lodging staff know immediately. This will help in the event of a medical emergency.

IF YOU HAVE ANY CONCERNS,

Please speak to the Group Lodging Manager on duty.

SIGN IN AND SIGN OUT

While you are a resident of the Group Lodging facility, you are requested to sign in and out of the Group Lodging, each time you leave and return to the facility.

RELOCATING OUT OF GROUP LODGING

If you no longer require accommodations and/or services, we request you to do a final check out so that our records will be accurate and so that we can offer your space to someone else in need.

SLEEPING AREAS

Sleeping areas are numbered. Cots cannot be rearranged or removed from the GL facility.

QUIET HOURS

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

WRISTBANDS

You must wear your wristband at all times. Persons without wrist bands will not be permitted in the Group Lodging facility.

FOOTWEAR AND CHANGING OF CLOTHES

Please wear appropriate footwear for health and safety reasons. This is a co-ed facility. Please respect others by changing your clothes within the washroom or shower areas only.

PERSONAL BELONGINGS

We cannot assume responsibility for your belongings. You may store your belongings underneath your cot. Keep valuable items with you.

CHILDREN

Parents are responsible for keeping track of and controlling the actions of their children at all times. Do not leave your children unattended.

HOUSEKEEPING

Please help us keep our temporary home clean. Pick up after yourself and help us with cleanup when possible. Food is not permitted in the sleeping area. You are responsible for keeping your sleeping area clean and organized.

PETS

We understand that your pets are very important to you. Public health codes do not permit pets in Group Lodging. The only exceptions to this rule are service animals for persons with disabilities. It is your responsibility to make provisions for your pet(s) before entering the Group Lodging. If you need help in locating a kennel for your pet, please see the *Reception Centre staff*. Some Group Lodging sites may have Pet Care nearby; if this is the case information about this Pet Care will be provided to you.

NO SMOKING ALLOWED

Standard City Bylaws are enforced in and around this facility. Smoking is permitted in designated smoking areas only. The use of matches, lighters and open flames is strictly prohibited inside the Group Lodging facility.

ALCOHOL, DRUGS AND WEAPONS

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

VISITORS

Visitors or guests are not permitted to enter the Group Lodging at any time.

TELEPHONES

Please keep your cell phones on vibrate. Cell phones are not to be used within the sleeping area at any time.

PHOTOGRAPHY

Photographs are not permitted to be taken with cameras or cell phones within the Group Lodging facility.

INTERNET

Please respect the privacy of others and limit any Facebook, Twitter and other social networking and internet blog posts to your personal experience only. It is not permitted to document and post the experience of other Group Lodging Residents.

MEDIA

News media representatives often visit Group Lodging facilities during a disaster. Media is not allowed in the facility but may request interviews or photographs. Group Lodging staff may ask you if you wish to participate – it is your right to refuse. Media interviews or photographs may not be done inside the facility. Please report any problems with the media to the Group Lodging Manager.

PARKING

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

VOLUNTEERING TO HELP

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

Policies and Procedures

ALWAYS SPEAK TO YOUR SUPERVISOR BEFORE TAKING ANY ACTION.

Belongings	<p>Security of residents' belongings is not the responsibility of GL volunteers.</p> <ul style="list-style-type: none"> • People need to take on this responsibility for themselves and their belongings. Residents can keep their belongings under their cot, but they should keep valuables with them.
Capacity	<p>When the facility is at 80% occupancy, advise the ESS Director that another GL facility may be required, depending on the number of evacuees still requiring accommodation.</p>
Care Homes	<p>Steps to take if a special care facility is evacuated to the GL facility.</p> <ul style="list-style-type: none"> • Ensure that staff from the care facility are accompanying their residents and remind these staff that it is their responsibility to look after their residents' medical concerns. • What we can offer is comfort food, a "listening ear" and reassurance. • Ensure GL volunteers are keeping an eye on this group and have emotional support, first aid, their care workers and volunteers on standby. • If some of the seniors are more anxious than others you will want to remove them from the general population and get them settled in a quiet area with one-on-one support.
Children/Youth separated from their caregivers	<p>GL volunteers will ensure that unattended children have appropriate supervision and care at the GL facility until they can be reunited with their family or until a social worker from the Ministry of Children and Families (MCF) makes an alternative plan.</p> <ul style="list-style-type: none"> • Children/youth may arrive at a GL facility unaccompanied by their parents or other caregivers. • MCF has the legal responsibility for unattended children (anyone under the age of 19). • MCF is to be contacted immediately by calling the Ministry's 24 hour After Hours Office for assistance (310-1234 – no area code needed). • All unattended children are to be registered with name, birth date, address and the name of parents or caregivers. The ESS file should be marked "restricted" – only social workers should be responsible for releasing information regarding unattended children.

	<p>Children under 13</p> <ul style="list-style-type: none"> • A separate space within the GL facility 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 are expected to remain with the children at the GL facility. • Children can only be released to their parents, adult siblings, foster parents or legal guardians – not to neighbours, friends of the family or other relatives. • Check ID before releasing a child to the care of an adult. <p>Youth aged 13 to 18</p> <ul style="list-style-type: none"> • Adult support is required but ongoing supervision is not mandatory. • Care should be provided in an area sufficiently open to allow outside observation. • Youth may be encouraged to become volunteers. • If a youth is a client of the Ministry, a Ministry social worker should be involved. • Youth are to be encouraged to remain at the GL facility 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. <p>MCF will make every attempt to ensure a social worker is available to assist. This worker can assist in interviewing distressed children, help find childcare resources to augment GL staff, or participate in on the spot training of volunteers dealing with traumatized persons.</p>
<p>Children/Youth – unsupervised</p>	<p>Parents are required to supervise their children/youth at all times.</p> <ul style="list-style-type: none"> • Children cannot be left in the GL by their parents unless there are qualified and licensed childcare workers on site. • Volunteers are only allowed to watch children for short periods of time such as while parents are completing paperwork. • If no childcare facilities are available, parents must take their children with them when they leave the GL. • If children have been left in the facility inappropriately, talk to the parents upon their return and ensure they understand their responsibility for supervision of their children at all times.

Children - Suspected Abuse	<ul style="list-style-type: none"> • Everyone who has a reason to believe that a child has been or is likely to be physically harmed, sexually abused or sexually exploited, or needs protection is legally responsible to report the matter to a child protection worker. • Notify ESSD and then contact the Ministry of Children and Families and determine what support can be provided to the family. • The Ministry will do a further assessment to determine what support is available.
Disputes	<p>Everyone within a GL facility is to be treated with respect and dignity, without discrimination.</p> <ul style="list-style-type: none"> • There is equal access for all. • Evacuees will be reminded that they can make alternate shelter arrangements if they are uncomfortable staying in our facility under those terms. • Conflict between residents needs to be dealt with immediately. • Notify supervisor and security. • If not able to de-escalate safely call police.
Drugs & Alcohol	<p>Drugs & Alcohol are not allowed but you may need to make a judgment call.</p> <ul style="list-style-type: none"> • Keep in mind that this is a stressful time for evacuees and people may have had a drink or two and are not handling it well. • Always ask for First Aid to assist, and assess the situation. There may be medical issues such as diabetes that may seem like an alcohol or drug issue. • If the evacuee is quiet and can be helped to a cot there may be no need for anything else to be done except to remind the person of the no alcohol rule. • If the evacuee is belligerent, ask security to assist. It may be necessary to ask the person to leave or to call the police to attend. • It may be possible to move an evacuee with these issues to a cot in the first aid room where they can be more closely monitored. • Discuss the group lodging rules with the evacuee the next morning to ensure it does not happen again. • If this involves children speak to the parents to have them stop this behaviour.
First Aid	<p>First aid is an important element of Group Lodging and should be available at all times.</p> <ul style="list-style-type: none"> • It is expected that the Reception Centre will do a certain amount of triage of evacuees as they are being interviewed and that evacuees with medical issues or the frail elderly will be directed elsewhere.

<p>Food Donations</p>	<p>Health regulations make it impossible for us to accept food donations in a GL facility.</p> <ul style="list-style-type: none"> • If people or restaurants show up on site with food donations, explain, as sensitively as possible that you cannot accept. • If people insist on leaving the food, accept it and it can be thrown out on site. • Advise your ESS Director that this is happening so that the EOC or the municipal hall (if the EOC is not open) can ensure that appropriate media messaging is going out. • If restaurants want to contribute, ask them for vouchers so that residents can be sent to the restaurant and/or take their information and if we need to order food, we can order from that restaurant.
<p>Language /Translation</p>	<p>We will do our best to provide translation services to all residents.</p> <ul style="list-style-type: none"> • Find a youth or teen within the immediate family, other residents or staff on site with translation skills. • Use the ESS Translation Guide which provides translations for typical questions in various languages. • As a last resort, make a request to PEP to cover the costs of hiring a translator. • The Resident Information Sheet has been translated into other languages.
<p>Media</p>	<p>Media are not permitted in a Group Lodging facility.</p> <ul style="list-style-type: none"> • Group Lodging is the equivalent of a private residence and only registered guests are permitted to enter at any time. • Politely but firmly direct the media to speak with the Information Officer or ESSD who may or may not be onsite. • If offsite, provide a location and/ or contact number. • Remind GL staff that all media inquiries are to go through the Information Officer. • If media are insistent that they wish to speak to residents, advise them that you will ask residents if they would like to speak to the media – outside the GL facility. • If media are resistant to leaving, call security or the police if necessary. • Residents and volunteers must respect the privacy of others and limit any Facebook, Twitter and other social networking and internet blog posts to their personal experience only. It is not permitted to document and post the experience of other Group Lodging Residents or volunteers.

<p>Medical Issues</p>	<p>NOTE: A GL facility is a microcosm of society; behaviors that exist in the community will also exist in the GL facility. Expect to see behaviors related to mental illness, substance abuse, etc.</p> <p>Complaints about a resident who may have a disease</p> <ul style="list-style-type: none"> • Residents can be reminded that they are able to make their own arrangements for lodging if they are not happy with conditions within the group lodging facility. • Health professionals can be brought in to explain the facts around diseases. <p>A resident is behaving strangely</p> <ul style="list-style-type: none"> • Refer to emotional support unit if activated. • If not activated, contact ESS Director and request assistance. <p>H1N1 infections in a GL facility.</p> <ul style="list-style-type: none"> • High standards for sanitation and hygiene are required to prevent the spread of disease and to maintain morale. • If H1N1 or Norwalk viruses are a concern at the time group lodging is being set up, it will be crucial to have Health Region staff involved in the operation right from the start both at the group lodging facility and especially at the RC facility as it should be possible to screen these people out of our system when they arrive at an RC to register. • GL facilities have limited capacity to manage contagious viruses. • If the infection appears in our GL facility – we should contain the situation – quarantine infected residents - keep their family members informed – notify your supervisor and health authority – ensure everyone in the facility (staff and residents know the appropriate safety measures i.e. washing hands regularly, maintaining distance from the infected resident) – have hand sanitizing supplies and information on prevention related to various contagious diseases in group lodging kits.
<p>Pets</p>	<p>Pets are not allowed in Group Lodging</p> <ul style="list-style-type: none"> • Every effort will be made to stage a pet care facility near the GL facility to accommodate pets. • Resources such as the SPCA and local animal shelters will be asked to assist as well. • If people refuse to be separated from their pets, then they have made a decision not to stay in Group Lodging.
<p>Police 911</p>	<p>It is appropriate to call 911 in the event:</p> <ul style="list-style-type: none"> • safety of self or others is at risk; • the suspect/individual's behaviour is criminal/serious in nature; is in progress; or there is a concern for continuation of that offence; • concern the suspect/individual is attempting to flee or has fled,

	<p>and/or the individual's identity is not known;</p> <ul style="list-style-type: none"> • you deem the matter to require an urgent response from Emergency Services (Police/Fire/Ambulance). • Take note of the suspect/individual's descriptors: height/weight, hair/eye colour, colour of skin/ethnicity/race, clothing, distinguishing features, name (if known), vehicle descriptions/plate (if used), weapon (if used), suspected drug/alcohol/mental health issues. • Please note that when you call the Police they will ask you the following: full name, date of birth, address and contact numbers. It is for the file and will not be divulged to the suspect/public.
Police Non-Emergency	<ul style="list-style-type: none"> • For all events not described above, but that still require police attendance, call the appropriate non-emergency number: <p style="padding-left: 40px;">North Vancouver RCMP – 24 hour non emergency 604-985-1311</p> <p style="padding-left: 40px;">West Vancouver Police - 24 hour non emergency 604-925-7300</p> <p style="padding-left: 40px;">Richmond RCMP – 24 hour non emergency 604-278-1212</p> <p style="padding-left: 40px;">Vancouver Police – 24 hours non emergency 604-717-3321</p>
Power	<p>Facilities will only be opened up if they are suitable and have power.</p> <ul style="list-style-type: none"> • Very few GLs have back up power. • Volunteers would only be asked to respond if it is safe or if we can arrange safe transport.
Privacy	<p>Privacy is limited in a GL.</p> <ul style="list-style-type: none"> • Evacuees are to be made aware of this when being registered. This should help to ensure that residents are in a good frame of mind to deal with the lack of privacy that is inevitable in this kind of congregate lodging. • Tents will not be allowed. • It will be necessary to manage evacuee expectations. • Staff needs to be able to watch what is happening within the facility and residents have to learn to deal with the lack of privacy if they wish to stay in the facility. • Evacuees can be reminded that they are welcome to look for

	<p>alternate accommodations if they do not wish to reside in a congregate facility.</p> <ul style="list-style-type: none"> • In some facilities where there is lots of space, it may be possible to separate groupings of people (i.e. families in one space, single men in another space, etc.).
Security	<p>Security is an important element of Group Lodging and will be required for night watches, traffic control, access to the facility, fire prevention and control. In some circumstances, it may be necessary to request support from police or from a security agency.</p> <p>Priorities as facility is activated include:</p> <ul style="list-style-type: none"> • Directing traffic. • Directing movement into the facility. • Identifying and clearing fire exits so they are unobstructed and easy to access. • Establishing security patrols and sleep watches. <p>Continuing priorities:</p> <ul style="list-style-type: none"> • Establishing regular security controls. • Ensuring security regulations are adhered to. • Maintaining security, fire and overnight fire watches (see security checklist for further details) . • The Security person will need to have the list of all evacuees who have checked in with him/her at all times. The fire drill should be reviewed with each evacuee at the time of check-in so if something happens during the night; they will not be so confused. • The Security person will need to review each room where there may be people and must have the facility map with assembly areas, fire extinguishers and exits labeled.
Sleeping Area	<p>It may not always be possible to reserve beds for evacuees who have not arrived yet.</p> <ul style="list-style-type: none"> • We acknowledge that it is important to keep families together as this lessens stress and helps the recovery process. • We will assure evacuees that we will make every effort to accommodate their needs within the limitations of the facility. • It may not always to be possible to do this, depending on the situation. <p>Moving cots within a family’s assigned space is allowed – within reason.</p> <ul style="list-style-type: none"> • As long as evacuees are not moving cots into someone else’s space or into a walking isle or in front of a door, it is fine to move

	<p>cots within their family space.</p> <ul style="list-style-type: none"> • It is understandable that family members might want to be closer together within their assigned space. <p>Sharing a cot is not allowed.</p> <ul style="list-style-type: none"> • Any residents engaging in this behavior is to be approached discreetly and asked to stop. • If there is any resistance, security should be called to assist. Rules need to be enforced, but with discretion. <p>Lights out – shift workers</p> <ul style="list-style-type: none"> • Sleep masks will be provided to each person. Lights will be dimmed from 10 pm to 7 am daily. Shift workers will be permitted to sleep during the day, but they will have to wear their sleep mask to block out the light.
Vandalism	<p>Vandalism is not acceptable.</p> <ul style="list-style-type: none"> • If a minor is involved address the issues with his/her parent and make it their responsibility to stop the behavior. • Stress that this behavior cannot continue and cannot re-occur. • If necessary contact security and/or police. • It is important to ensure the safety of staff and GL residents and to make it obvious that we are aware of the behavior and will deal with it.
Workers	<p>Volunteers will be informed, educated and supported in order to maximize their effectiveness as ESS workers while minimizing the risk of physical and emotional fatigue.</p> <p>Volunteers having difficulty with workload</p> <ul style="list-style-type: none"> • GL Supervisor will need to be direct, supportive and inquisitive. • It is important to support volunteers as people but to deal with the inappropriate behaviour. • Remember to ask questions that cannot be answered with a “yes” or a “no”. <p>Worker Care</p> <ul style="list-style-type: none"> • Disaster response can result in working long hours helping people of all ages to understand and manage the many reactions, feelings and challenges triggered by these stressful circumstances. ESS volunteers need to look after themselves in order to be able to help others. See the Worker Care section of this manual for more details.

Activation Check List

What to bring Checklist

- Grab-and-Go Kit – with personal items and G/L items
- PEP Identification Card
- Group Lodging Manual
- Personal items such as glasses, prescription medicines, etc.
- Cell phone and charger
- Cash in case you need to purchase refreshments, meals, etc.

Checklist for reporting for at the Group Lodging

- Sign the PEP Task Registration Form
- Report to supervisor to obtain current status briefing, assigned function and specific instructions.
- Get vest & position log notebook
- Establish workspace (to include space for orientation/training sessions)
- Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents
- Notify unit supervisor of any resource requirements
- Obtain equipment, supplies and required forms
- Establish & maintain a position log notebook to list 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 closely with other functions

Deactivation Phase:

- Complete all required forms, reports and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure
- Hand in Position Log notebook
- Deactivate assigned position and close logs when authorized by the Group Lodging Manager
- Clean up work area before leaving
- Sign out on the PEP task form when leaving
- Leave a forwarding number or other contact information
- Access critical incident stress debriefing as needed
- Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.)

After Your Shift

- Ensure you follow worker care procedures (see page 10)

Resident Check in Process

1. Introduce yourself and explain the process to the evacuee.
2. Take the yellow copy of the ESS Registration Record and turn it over. Attach the check in sticker to the backside.

4. LAST NAME (family representative) Pierzietzi		5. FIRST NAME MONICA		6. INITIAL		7. GENDER M		8. NICKNAME		9. AGE 35		10. PLACE OF REGISTRATION Memorial Gym North Vancouver		11. PERMANENT ADDRESS #15-1725 Jones Ave North Vancouver		12. POST OFFICE ADDRESS 240 East 23rd St. North Vancouver		13. PROVINCE BC		14. COUNTRY Canada		15. POSTAL CODE V7M 1L2		16. TELEPHONE (604) 933-1325		17. ALTERNATE # cell (604) 340-6242		18. E.S.S. FILE REGISTRATION AND SERVICES RECORD ESS FILE # T 521478		19. PEP TASK # 032222									
*PLEASE NOTIFY THE RECEPTION CENTRE OR CENTRAL REGISTRY IF YOU CHANGE YOUR LOCATION! (INTERVIEWER SHOULD PROVIDE A PHONE NUMBER FOR EVACUEES TO CALL WITH A CHANGE OF LOCATION)																		20. FAMILY INFORMATION		21. ADDITIONAL COMMENTS																			
What are the names of immediate family members who live within the same household whom you know are safe?																		22. LAST NAME		23. FIRST NAME		24. INITIAL		25. RELATIONSHIP		26. GENDER		27. AGE		28. OFFICE USE ONLY		29. CHANGE OF INFORMATION FORM INSIDE FILE		30. CROSS REFERENCE		31. FOLLOW UP REQUIRED		32. CLOSED DATE	
Perez		Roberto		M		husband		M		40		Staying at Group Lodging - Mickey McDeugall																											
33. SIGNATURE OF FAMILY REPRESENTATIVE		34. INTERVIEWER'S FIRST NAME AND INITIAL OF LAST NAME (PLEASE PRINT)		35. TIME (24 HOUR CLOCK)		36. DATE		37. WHITE COPY - Registration & Inquiry - Reception Centre		38. PINK COPY - Central Registry		39. YELLOW COPY - Evacuee		40. CARD COPY - ESS Admin. Support																									
[Signature]		Kovic H.		1300 hrs		2010 01 12																																	

3. Begin to fill in the sticker (form).

- Sticker completion step one - Bed Assignments:

GL Check In Sticker
(place on back of yellow copy of registration)

Bed Assignment

JS-E1			
(example is John Smith in Bed E1)			

Parking Pass needed Yes No
(if yes, note licence plate # and fill in parking pass)

Vehicle Licence Plate # _____

Parking Pass provided Yes

Wrist Band Code (see example below for John Smith)

Jan 12-15, 2010 (date range from referral - boxes 10 & 12)
JS-E1-MM (first and last initial, bed #, facility code)

Wrist bands applied Yes

GL Resident Info provided Yes

(ESS worker's first name and initial of last name)

GL Check in Sticker - Bed Assignments

- Determine which bed assignments would be appropriate
- Write initials of evacuees on those bed assignments on the master bed list (posted on the wall behind your desks) or if another volunteer is in charge of the master bed list, ask that person for your for bed assignments. (We keep track of all bed assignments on this list to make sure we do not give the same bed away twice!)
- Write one bed assignments per box on the sticker. Use the evacuees initials first then a dash and then the bed assignment number
For example - John Smith is getting bed E1 - the code would be JS-E1
- Put a dash through all the boxes you do not use.

● Sticker completion step two – Parking Pass:

GL Check In Sticker

(place on back of yellow copy of registration)

Bed Assignment JS-E1
 (example is John Smith in Bed E1)

Parking Pass needed Yes No
 (if yes, note licence plate # and fill in parking pass)

Vehicle Licence Plate # _____

Parking Pass provided Yes

Wrist Band Code (see example below for John Smith)
 Jan 12-15, 2010 (date range from referral – boxes 10 & 12)
 JS-E1-MM (first and last initial, bed #, facility code)

Wrist bands applied Yes

GL Resident Info provided Yes

(ESS worker's first name and initial of last name)

GL Check in Sticker – Parking Pass

- Ask evacuees if parking pass is required
- Tick yes or no on the sticker
- If yes, write licence plate number on sticker and then fill in parking pass
- Once parking pass is complete - give it to the evacuee
- On sticker, tick yes beside “parking pass provided”

North Shore Emergency Management Office
 City of North Vancouver - District of North Vancouver - District of West Vancouver

PARKING PASS - GROUP LODGING

License plate: _____

From: _____ To: _____
 (Example: From Jan 1, 2010 To Jan 3, 2010)
 (take from boxes 10 and 12 on the referral form)

Facility name and address: _____
 (from boxes 3 and 4 on the referral form)

Notes:

- the licence plate number is written on the GL Resident Agreement which the evacuee has provided to you.
- The from and to dates required can be found on the referral form in boxes 10 and 12
- Facility name and address can be found on the referral form in boxes 3 and 4

Group Lodging Resident Agreement

Date: January 12, 2010 PEP Task # 032222

First Name: Monica Referral # 596336

Last Name: Price ESS File # 521478

License Plate: 433 KLP

Please read the following information. Prior to being registered in group lodging, you must agree in writing to abide by the following rules:

WRISTBANDS
 You will be provided with a wristband when you are registered. You must wear your wristband at all times. Persons without wrist bands will not be permitted in the Group Lodging facility.

NO SMOKING ALLOWED
 Smoking is not permitted in group lodging facilities. The use of matches, lighters and open flames is strictly prohibited inside the Group Lodging facility.

NO ALCOHOL, DRUGS AND WEAPONS
 You are not permitted to possess or use alcohol or illegal drugs in any part of a Group Lodging facility. No weapons are allowed in the Group Lodging, except those of designated police or security staff.

CELL PHONE USE
 Cell phones must be kept on vibrate within the group lodging facility. Cell phones are not to be used within the sleeping area at any time.

PERSONAL BELONGINGS
 Group lodging staff cannot assume responsibility for your belongings. You may store your belongings underneath your cot. Keep valuable items with you.

PETS
 Public health codes do not permit pets in Group Lodging. The only exceptions to this rule are service animals for persons with disabilities.

VISITORS
 Visitors or guests are not permitted to enter the Group Lodging at any time.

I have read and understand the above rules:

Signature of family representative: [Signature]

Witness: [Signature]

BRITISH COLUMBIA Ministry of Planning and Economic Development
EMERGENCY SOCIAL SERVICES REFERRAL

PLEASE PRINT HARD - YOU ARE MAKING 4 COPIES

NOTE TO SUPPLIER: GST number is 127596723. Please attach itemized receipts and receipts for the supply of goods and services along with the completed (white) copy of P.E. Referral form and submit to the Provincial Emergency Program. See reverse for more details and information and filing instructions.
 If no Emergency Social Services (ESS) Referral form is attached to this Referral form, call 1-800-455-2556

NOT REDEEMABLE FOR CASH

1. Name of person: Monica McDougall PEP Task # 032222 Referral # 596336

2. Address: 420 East 22nd Street

3. City: North Vancouver PEP Area: V7P 3B2

4. Telephone: 604-982-7440

5. At the request of the Community or District of: City of North Vancouver

6. Please include the following goods and services in accordance with the Emergency Social Services Subsidy Program in the following amount: same

7. Number of Adults or Youth (15 - 18): 2 Number of Children (12 & under): 2

8. Name: Monica Price

NOTE TO ESS WORKER: Use one form for each person in your A/D. Tick YES or NO in each category below.

FOOD YES NO GST EXEMPT
 # of meals: 2 # of lunches: 0 # of dinners: 0

TRANSPORTATION YES NO GST EXEMPT
 Specify Make of Vehicle: _____

INCIDENTALS YES NO GST EXEMPT
 # of people: _____ Specify approved name: _____

LODGING YES NO GST EXEMPT
 # of nights: 3 # of nights: 0 # of nights: 0

CLOTHING YES NO GST EXEMPT
 # of people: _____

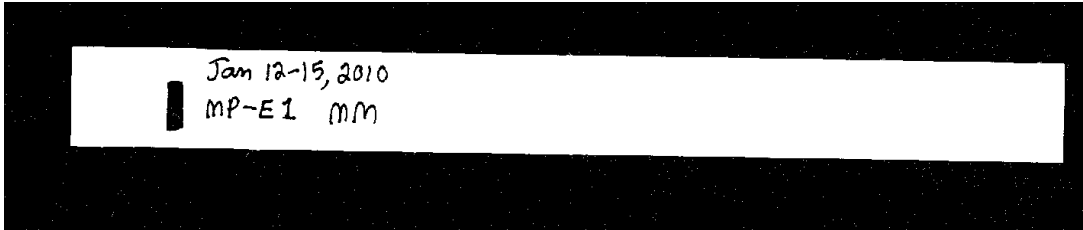
NOTE: If more than one Referral form is being filed for incidentals, list that of all Referral forms and not exceed maximum allowable rate. Refer to attached ESS Rules sheet for maximum allowable rates.

NOTE: If more than one Referral form is collected under the authority of the Emergency Program Act and is necessary for administrative purposes and financial reporting, the registrant and the registrant only need to provide the information on the first Referral form. The rest of the Referral forms are subject to the provisions of the Freedom of Information and Protection of Privacy Act. Discretion regarding the collection, use or disclosure of this information shall be determined by the registrant. Emergency Social Services Office, Provincial Emergency Program.

NOTE TO SUPPLIER: Send original (white) copy of Referral form and itemized invoices to:
 Emergency Social Services Office, Provincial Emergency Program PO Box 9201, STN PROV GOVT
 Victoria BC V8W 9J1 TEL: 1-800-556-0559 FAX: (250) 952-3531

3. **Completing the Evacuee Wristband:**

An example of how to complete the wrist band is provided on the sticker. Write up the required number of wrist bands using that example shown on the sticker. Also see sample below:



- Attach the wrist bands – do not just hand them to the evacuee(s)
 - On the GL Check in Sticker – tick off yes beside “wrist bands attached”
4. Resident Info sheet for each evacuee:
- Check to make sure the evacuees have a copy of the Group Lodging Resident Information sheet which has the detailed list of rules for living in group lodging. They should have received a copy at Group Lodging Meet and Greet. Give them a copy if they no longer have that one.
 - On the GL Check in Sticker – tick off yes beside Resident Info provided
5. Advise evacuees of Sign-in/out Procedures: evacuees must sign out each time they leave the facility and sign in each time they return to the facility. These sign out/sign in sheets will be kept at the Check in/check out desk.
6. **Finalize Paperwork:**
- Paperclip the ESS Registration Record, Referral form and GL Resident agreement together and place in the in basket for filing. Part of this process will be to fill in the bed assignment log which is our written record of bed assignments.
7. **Facility Tour:**
- Arrange for a volunteer to show the evacuee s to their bed assignments and provide them with a tour of the facility.

Facility Sanitary Standards

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

Space Allocation for Sleeping

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

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

Ventilation Standards

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

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

Sanitation Standards

Toilet facilities:

- five toilets per 75-100 people;
- for each additional 30 people, add one toilet.

Washing facilities:

- one washbasin per 10 people;
- one shower per 50 people

Facilities with showers are most desirable. Personal cleanliness tends to boost morale.

Residents should be provided with their own soap and towels or a linen service should be utilized. Residents should keep possession of their own bar of soap. Soap bars in common use increase the risk of contagious skin diseases.

Water Usage

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

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

Dust Control

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

Garbage Collection

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

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

Facility Info

Facility Name	ABC Site	
Facility Address	1160 Smith Road	
Facility Phone	604-555-1404	
Facility Fax	604-555-1402	
Facilities	<ul style="list-style-type: none"> • Kitchen • Parking • Music room for registration • Gym for sleep area • Volunteer room • Washrooms – disabled accessible • Shower facilities available at South Gate Community Centre 	
Restaurants	The Pantry 700 Old Town Road North Van V7J 2H5 Phone: 604-555-4777 Fax: 604-555-4427 Hours: 6 am to 10 pm	White Spot (Park Mall) 1100-333 Brook Avenue North Van V7J 2S5 Phone: 604-555-6717 Hours: 6 am to 11 pm
Pharmacies	Shoppers Drug Mart 154-3650 Seymour St North Van V7H 2Y5 Phone: 604-555-1788 Fax: 604-555-1758 Hours: M-F: 8am-9pm SAT: 9am-8pm SU: 10am-6pm	Save On Foods (Tilford Mall) 333 Bank Avenue North Van V6J 3S8 Phone: 604-555-3033 Hours: M-F: 8am-midnight
Directions	East on Parkway, turn left at Mountain Road. Turn into driveway on the right.	

Important Telephone Numbers

Vancouver	
Title:	ESS Director (Vancouver)
Name:	Jackie Kloosterboer
Cell:	604-555-9064
Home	604-555-0470
Work	604-555-4373
Title:	ESS Alternate / Deputy (Vancouver)
Name:	John
Cell:	604-555-2635
Pager:	604-555-1812
Home	604-555-4116
Work	604-555-6886
Richmond	
Title:	ESS Director (Richmond)
Name:	Deanna Selver
Cell:	555-555-8636
Title:	ESS Alternate / Deputy (Richmond)
Phone:	604-555-8721
North Shore	
Title:	ESS Director (North Shore)
Name:	Laurie Bean
Home:	604-555-0165
Work:	604-555-8902
Cell:	604-555-0397
If Laurie unavailable, call 604-555-7440 to page the 24/7 on duty manager who will contact Laurie's alternate	
North Vancouver RCMP – 24 hour non emergency	604-985-1311
West Vancouver Police - 24 hour non emergency	604-925-7300
Richmond RCMP – 24 hour non emergency	604-278-1212
Vancouver Police – 24 hours non emergency	604-717-3321

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Team Schedule

Feb 1-7		Feb 8-14		Feb 15-21		Feb 22-28		Mar 1-7	
1		1		1		1		1	
2		2		2		2		2	
3		3		3		3		3	
4		4		4		4		4	
5		5		5		5		5	
6		6		6		6		6	
7		7		7		7		7	
8		8		8		8		8	
9		9		9		9		9	
10		10		10		10		10	
11		11		11		11		11	
12		12		12		12		12	
13		13		13		13		13	

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