

NEIGHBOURHOOD PROGRAM  
Shelter  
& Care Giving  
RESPONSE UNIT WORKBOOK



## **SHELTER AND CARE GIVING RESPONSE UNIT WORKBOOK**

### **PURPOSE OF THE SHELTER AND CARE GIVING UNIT**

Provide shelter, warm surroundings, food, water and other amenities to neighbours in need.

To do this effectively the Unit should:

Designate one or more homes as temporary shelters.

Know what to do and how to do it under the overall coordination of the Team Leader

Keep this document up to date (as people move in and out of the neighbourhood)

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# NEIGHBOURHOOD PROGRAM RESPONSE UNITS

**Neighbourhood Leader-** provides the overall leadership and coordination of the neighbourhood's plan before, during and after disaster. The leader encourages, monitors and assists individual Response Unit Leaders to complete their pre-disaster plans and activities.

**First Aid** - this unit provides on-site first aid care and emotional support to injured neighbours. They select a location for a first aid station in the neighbourhood and plan ahead for any neighbours who may require special care.

**Utilities and Fire Suppression** - this unit reduces hazards from fire or damaged utilities. They shut off gas meters, electricity and water mains if necessary. They cordon off hazardous areas.

**Light Urban Search and Rescue** - this unit locates missing neighbours and rescues those trapped and/or injured.

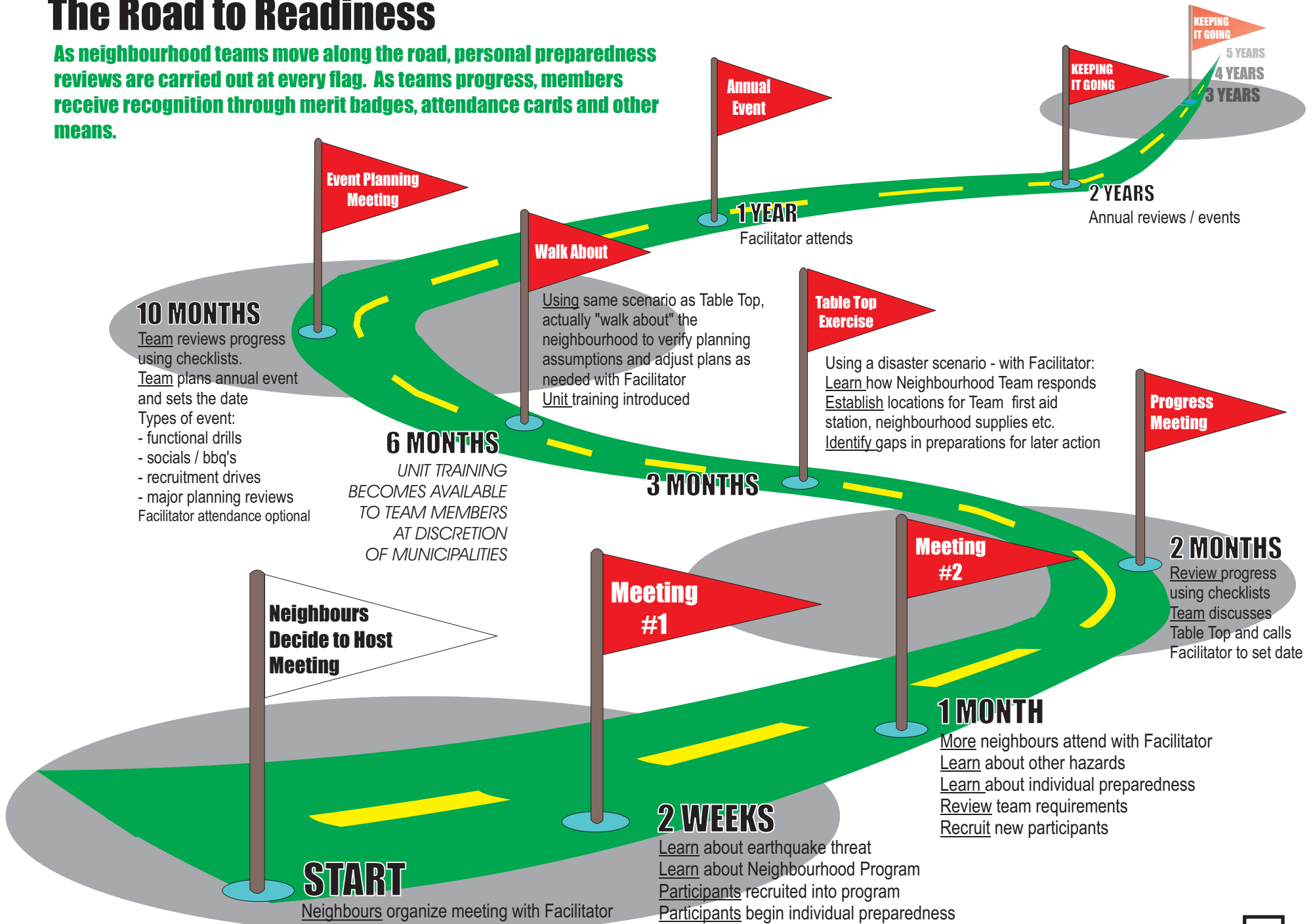
**Communications and Transportation** - this unit provides a communication link and transportation between teams, and between the Neighbourhood Team Leader and outside resources.

**Shelter and Care Giving** - this unit provides a safe, clean environment - in addition to shelter, food and care for neighbours who need help after disaster.

**Damage Assessment** - this unit conducts a rapid and accurate preliminary assessment of the damage in your neighbourhood and then reports their findings to the Neighbourhood Leader.

# The Road to Readiness

As neighbourhood teams move along the road, personal preparedness reviews are carried out at every flag. As teams progress, members receive recognition through merit badges, attendance cards and other means.



# THE NEIGHBOURHOOD TEAM STRUCTURE

**ALL UNITS REPORT TO  
NEIGHBOURHOOD ASSEMBLY POINT  
AS SOON AS POSSIBLE**

## **Shelter and Care Giving unit**

Based in undamaged home(s)

- provides food, shelter and care for neighbours with damaged homes, unattended children and frail elderly.
- organizes pet care.

## **First Aid unit**

- sets up First Aid Post
- works with SAR Unit

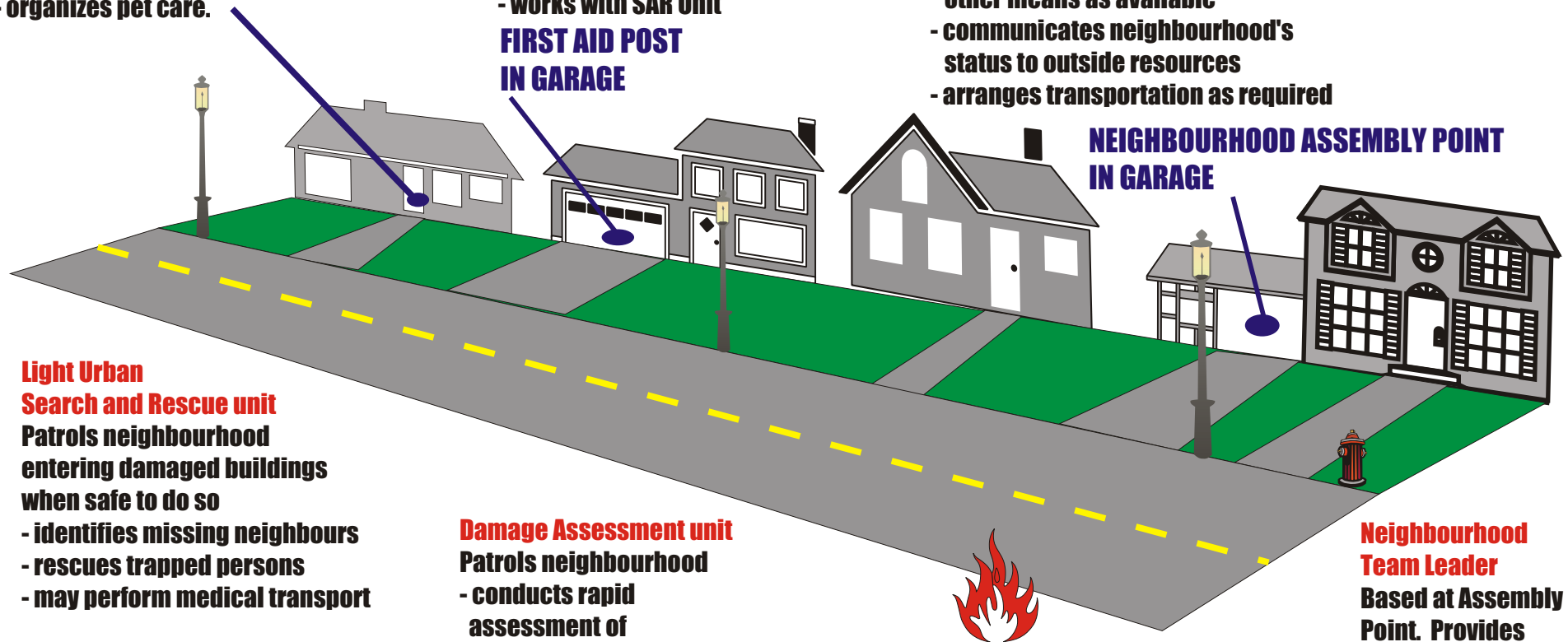
**FIRST AID POST  
IN GARAGE**

## **Communications / Transportation unit**

Based at Neighbourhood Assembly Point and supports Team's response

- uses runners, 2 way radio, or other means as available
- communicates neighbourhood's status to outside resources
- arranges transportation as required

**NEIGHBOURHOOD ASSEMBLY POINT  
IN GARAGE**



## **Light Urban**

### **Search and Rescue unit**

Patrols neighbourhood entering damaged buildings when safe to do so

- identifies missing neighbours
- rescues trapped persons
- may perform medical transport

## **Damage Assessment unit**

Patrols neighbourhood  
- conducts rapid assessment of damaged structures

## **Utilities and Fire Suppression**

Patrols neighbourhood

- attending to any signs of fire
- cordons off hazards and downed power lines
- turns off utilities where necessary

## **Neighbourhood Team Leader**

Based at Assembly Point. Provides overall Team coordination

**All Team Members on patrol**

**or in action could use whistles to call for help.**

**Unit Leaders may have 2 way radios**

**They regularly report in to the Neighbourhood Team Leader**



# **SHELTER AND CARE GIVING UNIT PREPAREDNESS PLAN**



First let's review what your unit is working towards. The last section of this workbook provides your unit's Response Plan. It is in four parts: Personnel, Action Guide (for the response), Supplies and Key Locations. All of the preparations your unit is going to make are aimed at completing those four pages.

As you will see from reviewing the Response Plan there is quite a lot to do. But that does not mean that you have to do it all at once! In fact it is expected that your unit will take a year or more to fill in the Response Plan completely. The approach we suggest, is that you and your fellow unit members pick out some actions you feel you can manage, set a date to complete them, and go to work. When you complete them, make sure you update your Response Plan and inform your Neighbourhood Team Leader of your progress.

## **Personnel Recruitment**

At first you may be the only member of your unit. It is really important to spread the load however, so try to recruit neighbours to help you. As you recruit other people for your unit, make sure you update the Personnel part of the Response Plan.

## **Unit Meetings**

Although your unit will meet with the others at general Team Meetings from time to time, it is a good idea to meet as a unit to review progress and decide what to do next.

## **Skills and Training**

If you know of neighbours who have relevant skills and training for your unit, they should be approached first in your recruitment work. Specialized training will need to be organized through the Neighbourhood Program Facilitator. But before you begin to think about specialized training, it is important to attend to other aspects of your Response Plan.

## **Supplies**

As you and your unit acquire personal supplies like work boots, whistles etc. note them on the Personnel sheet of your Response Plan. For the supplies your unit needs on behalf of the neighbourhood, perhaps you might start by taking an inventory of supplies you and your neighbours already have. Note the locations etc. on the Supplies sheet of your Response Plan. For supplies you don't have, you will need to decide how to share the cost. Perhaps these items should be discussed at a full Team meeting with the Team Leader. It is also important to decide where your supplies will be stored. This too may need Team discussion.

## **Key Locations**

The Neighbourhood Assembly point is selected by the Team at a general meeting.

Your unit is responsible for selecting Neighbourhood Shelter location(s). When you have decided, complete the information in the Key Locations part of the Response Plan, including consideration of emergency heat, light and water and areas for children, pets and those requiring emotional support.

## **Action Guide**

Review the Action Guide in your unit's Response Plan with the other members of your unit. Consider the actions listed under the "Reporting for Duty" heading. Are you prepared to carry out the actions listed?

Most of the other parts of the Action Guide will require practice in the form of exercises or drills.

# SHELTER AND CARE GIVING - UNIT RESPONSE PLAN



## PERSONNEL

LAST NAME / FIRST NAME			
ADDRESS			
TELEPHONE			
RELEVANT TRAINING OR EXPERIENCE			

EQUIPPED WITH:

- WORK BOOTS
- WORK GLOVES
- HARD HAT
- JACKET
- WHISTLE
- OTHER DEVICE FOR COMMUNICATIONS




LAST NAME / FIRST NAME			
ADDRESS			
TELEPHONE			
RELEVANT TRAINING OR EXPERIENCE			

EQUIPPED WITH:

- WORK BOOTS
- WORK GLOVES
- HARD HAT
- JACKET
- WHISTLE
- OTHER DEVICE FOR COMMUNICATIONS




# **SHELTER AND CARE GIVING - UNIT RESPONSE PLAN**



## **ACTION GUIDE CHECKLIST**

This sheet provides some specific actions that your Unit may be expected to carry out in time of disaster. It is very important to remember that you and your fellow team members are not expected to take the place of professional responders. Rather you must be prepared to do the best you can under the circumstances that will prevail. And you must also be very flexible, since depending on the condition of your neighbourhood, your skills may be needed in another Unit as determined by the Team Leadership.

### **Reporting for Team Duty**

- ☐ Ensure your family is safe before you report to the Assembly Point
- ☐ Leave a note on the door indicating family status and your role in the response
- ☐ Wear your workboots and other appropriate clothing and take any personal equipment
- ☐ Take your Unit Response Plan and report to the Assembly Point
- ☐ Report condition of your family and home and any observations you made along the way
- ☐ Set your Unit's priorities under the coordination of the Team Leader and together with other Units
- ☐ Assume your Unit responsibilities and rapidly action your Unit's priorities

### **Setting Up the Emergency Shelter(s)**

#### **RULE #1 ALWAYS GO WITH A BUDDY**

- ☐ Conduct a rapid reconnaissance and decide where to set up Primary Emergency Shelter
- ☐ Advise Team Leader of Shelter location and mark it on Neighbourhood map at Assembly Point
- ☐ Place "Shelter" sign(s) at location
- ☐ Assemble all supplies and other planned equipment at the Shelter
- ☐ If there are many neighbours requiring shelter, establish a Secondary Shelter or, under the Coordination of the Team Leader, assist with evacuation to ESS Reception Centre or ESS Shelter
- ☐ Maintain Coordination and Communication with Team Leader
- ☐ Account for all elderly, children, disabled and those with special needs in the Neighbourhood

### **Food Water Heat and Light**

- ☐ Implement alternate power and heating sources as planned
- ☐ Implement water supply plan
- ☐ Implement emergency menu plan
- ☐ Set up food station if needed

### **Special Areas**

- ☐ Establish a Quiet Area for any residents requiring emotional support
- ☐ Establish a Children's Play Area
- ☐ Establish a secure area for pets

### **Sanitation**

- ☐ Make necessary arrangements for waste disposal and, if necessary, set up a neighbourhood sanitation station
- ☐ When possible people should be encouraged to stay in their own homes
- ☐ Be prepared to assist people with special needs or disabilities to locate essential medications or equipment



# SHELTER AND CARE GIVING - UNIT RESPONSE PLAN



## SUPPLIES

THE FOLLOWING LIST IS A GUIDE TO THE TYPES OF SUPPLIES YOU SHOULD HAVE AVAILABLE. IT IS IMPORTANT TO IDENTIFY THE LOCATIONS WHERE THEY ARE KEPT AND HOW TO ACCESS THEM IN AN EMERGENCY. CONSIDERATION SHOULD BE GIVEN TO KEEPING THEM TOGETHER AT AS FEW LOCATIONS AS IS PRACTICAL.

SUPPLIES	LOCATION	ACCESS / WHO HAS THE KEYS
Heat sources (fire places, wood burning stoves etc.)		
Heating Fuel (72 hours supply minimum)		
Fire Extinguishers types / numbers available		
Emergency Lighting Supplies (candles, battery lamps, spare batteries, storm lanterns, etc.)		
Emergency Cooking Equipment (camp stoves, barbecues etc.)		
Emergency Menu Plan (Canned and Dried Food)		
Drinking and Cooking Water		
Sanitation/ Waste Disposal Arrangements (buckets, garbage sacks, shovels etc.)		
Bedding		
Children's play area (toys and books)		
Quiet area (for emotional support)		
Outside Pet Care Area (warm and sheltered with water)		

# **SHELTER AND CARE GIVING - UNIT RESPONSE PLAN**

## **KEY LOCATIONS AND CONTACTS**

LOCATION OF NEIGHBOURHOOD ASSEMBLY POINT	
WHO HAS THE KEYS	
AMBULANCE SERVICE PHONE NUMBER	

SHELTER - PRIMARY LOCATION	
WHO HAS THE KEYS	
EMERGENCY LIGHTING AND HEATING PROVISIONS	

SHELTER - SECONDARY LOCATION	
WHO HAS THE KEYS	
EMERGENCY LIGHTING AND HEATING PROVISIONS	

PRIORITY HOMES IN THE NEIGHBOURHOOD WHERE PEOPLE RESIDE, OR MAY BE, UNATTENDED	PRIORITY HOMES IN THE NEIGHBOURHOOD WHERE PEOPLE RESIDE, OR MAY BE, UNATTENDED

# NEIGHBOURHOOD TEAM LEADERSHIP RESPONSE UNIT REGISTRATION

**Team Name:**

Neighbourhood Group #:

Team Leader	Name	Address	Telephone
Co-Leader	Name	Address	Telephone

## TEAM MEMBERS

[illegible]

Form Last Updated On: (Y/M/D)\_\_\_\_/\_\_\_\_/\_\_\_\_

