

## Module 3 Activity: Addressing Challenges Answer Key

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As a member of the local ESS team, you may encounter some of the following challenges. Answer the questions in the space provided.

1. As a new ESS responder, you accompany the RC Manager to the community's only RC. It is cold, dark and raining when you arrive. There are people already lined up outside the facility. The RC Manager tries to open the doors with her keys but cannot gain access. What will you do?
  - **Make a public announcement to those waiting to get in**
  - **Try keys in another door**
  - **Use a cell phone to contact person who directed you to open the RC**
  - **Send a runner**
2. You are the only member of the Communications team responding to a call-out. The RC Manager seeks your assistance, as he has not received any communication from the Emergency Operations Centre. He is feeling isolated and uninformed and is becoming frustrated. How can you help him?
  - **Establish a communications site within the RC, co-located with the RCM**
  - **Establish communication link with the ESSD in the EOC**
  - **Send a runner to EOC with a written request and ask for written reply or**
  - **Request communication with the ESSD every 30-60 minutes at first or as required**
3. You are a Resource Acquisition Worker and as you pass the refreshments area, the Food Unit Supervisor summons you. The kitchen has suddenly gone dark just as his team is getting organized. He asks you to find someone who can help. What will you do?
  - **Report to the Facility Unit Supervisor or RCM of power outage**



4. Mavis, well known in the community as a person with mental illness, shows up at the RC. As a Meeter and Greeter, you are very uncomfortable with her outbursts. How might you handle this situation?
  - **Take away from the main area**
  - **Seek support from:**
    - **Another Meeter & Greeter**
    - **An Emotional Support Worker**
    - **Security**
  
5. You take a quick break from your Registration Only station, when you notice an elderly couple sitting alone on a bench. They appear lost and sad and are comforting one another. Something inside tells you to approach them. They don't speak English. You are busy, but you don't want to leave them – what can you do?
  - **Seek assistance from the Multicultural Services Workers**
  - **If there are no Multicultural Services Workers, then try and find a youth or another evacuee who speaks the same language to translate**
  - **Try using the ESS Translation Guide**
  - **If you have a smart phone, download a translator app like Google Translate**
  
6. As Pet Services Worker, you are concerned as most families are arriving at the RC with their pets. Your team has the capability of managing only 20 dogs and 20 cats. What should you start doing in preparation for more animals?
  - **Ask families coming in to the RC for assistance if they have a friend/family member that could care for their pet for a few days**
  - **Contact additional community animal welfare organizations for support**
  
7. You are a female ESS responder who hears a frail call for help from the men's washroom. What will you do?
  - **Call into the washroom to find out what is wrong and how you can help**
  - **Seek assistance from First Aid**
  - **If a male person is standing by, send them in to assess**
  - **If caller indicates a serious incident, disregard gender, assist caller**

8. During a break, you are standing outside the RC where you witness several people passing a brown paper bag to each other and each person taking a drink. As a Meeter and Greeter, what action will you take?
  - **Ask Security to approach**
  - **Call Police if necessary**
  
9. Youngsters are chasing each other in the main reception area. Evacuees ask you to have them stop making so much noise and slow down as somebody may become injured. As a busy Registration and Referrals Worker how will you handle this?
  - **Speak with Child Care workers to share concerns of others in the RC**
  - **Need for more activities for all ages and stages**
  - **RCM may make an announcement about the Child Care area being a “Care by Parent” area**
  
10. A number of community residents show up at the RC with containers of home cooking. You know that a RC should not accept home cooking. As a Meeter and Greeter, how will you handle this situation?
  - **To ensure public safety, foods need to be prepared in a commercial kitchen by persons trained in Foodsafe**
  - **Meeters and Greeters should alert the Food Unit Supervisor and the RCM**
  - **Guidance should be sought from the local Public Health Inspector**
  - **Advise your supervisor, who may ask the RCM and/or ESSD to have the media make an announcement regarding donations – what is being received and denied**