

STANDARD RESPONSE GOALS

1. Safety & Health of All Responders
2. Save Lives
3. Reduce Suffering
4. Protect Public Health
5. Protect Critical Infrastructure
6. Protect Property
7. Protect the Environment
8. Reduce Economic & Social Losses

24-HOUR CLOCK



WORKER CARE & SAFETY CHECKLIST

Before a Response

- Assemble grab & go bag
- Update personal preparedness plan
- Complete self-assessment
- Communicate with family/friends/ employer

During a Response

- Know when your shift starts/ends
- Know who is in charge
- Check-in with yourself regularly during your shift
- Take 5 minutes alone with a colleague
- Get up, stretch & take a deep breath
- Drink water & eat healthy
- Take toilet breaks
- Look out for each other – buddy system
- Talk clearly & calmly
- Take time to listen
- Address issues when they arise
- Remember to smile
- Ask for help if you need it

After a Response

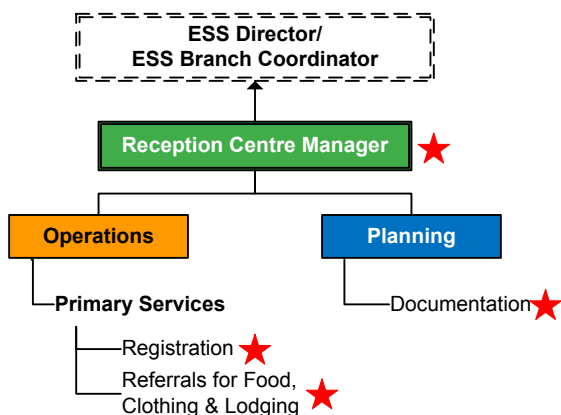
- Get together with colleagues
- Find some way to connect
- Get some sleep & exercise
- Fuel yourself – eat healthy
- Phone family & friends
- Do what is relaxing for you
- Talking helps
- If alcohol is used for relaxation, use in moderation

As a Supervisor

- Determine if a change in jobs will reduce stress level; ask specific questions to find out
- Provide more breaks & quiet time
- Emphasize importance of balancing nutrition, sleep, work & leisure
- If necessary, direct responders to seek further assistance from the Worker Care personnel or encourage them to go home to unwind if necessary
- Model desired behaviour

4 KEY FUNCTIONS

All Reception Centres (RC) must have these 4 functions when activated. Other functions are added, as needed

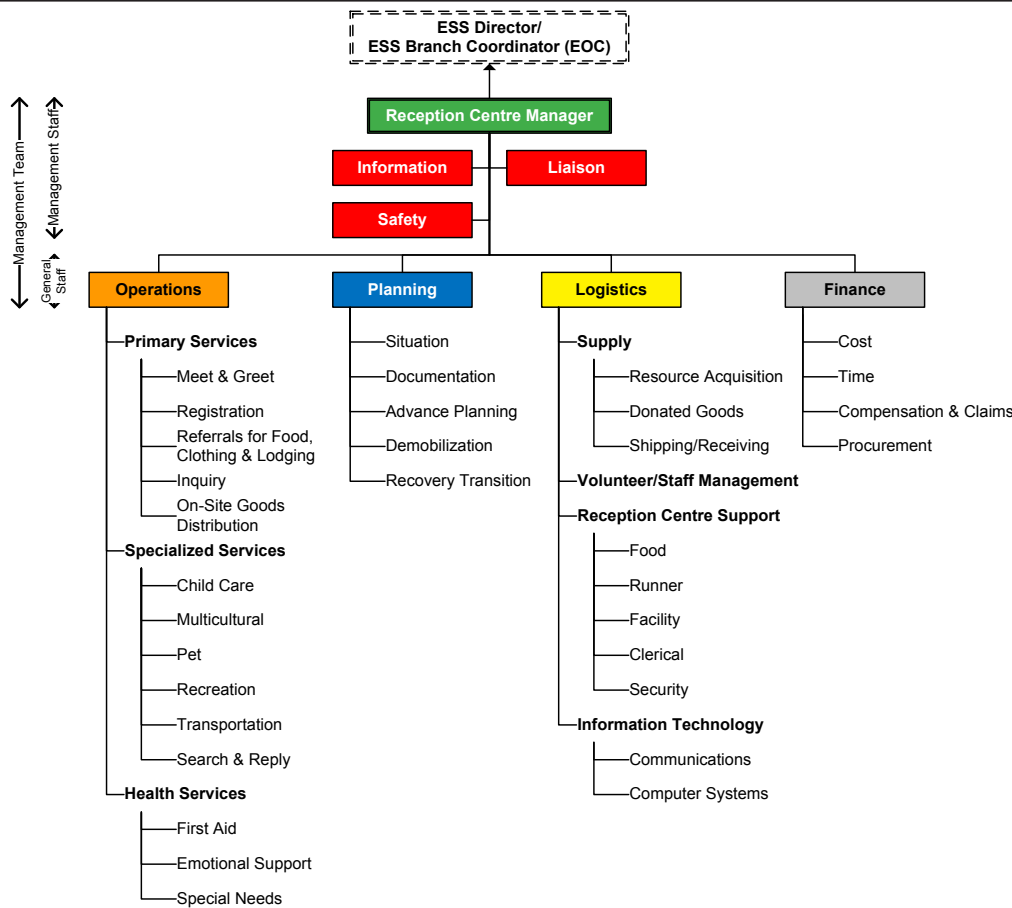


Note: These are functions & not number of responders

ACTIVATION CHECKLIST – UPON ARRIVAL

- Report in to ESS Director/ESS Branch Coordinator in the EOC, if activated
- Wear your ESS identification
- Check for any on-site instructions, e.g., legend, ESS floor plans, locations of ESS kits and equipment, how to make coffee, etc.
- Display the task/tracking number
- Locate RC kit
- Put out the responder Task Registration Form & sign-in
- Put up the RC organization chart (not in view of public)
- Locate chairs & tables & if able, set-up waiting area, functions by section/primary functions workstations based on the RC site plan
- Participate in facility orientation & safety briefing
- Report to assigned supervisor for specific job responsibilities
- Obtain function-specific briefing
- Review function checklist & other support documents
- Set-up/replenish your workstation & request/obtain necessary resources
- Establish position log documenting key activities, significant decisions, actions & inquiries

FULLY EXPANDED ORGANIZATIONAL STRUCTURE



MODULAR ORGANIZATION

- Think “functions”, not number of responders
- Activate only those functions that are required

SPAN OF CONTROL

- Number of staff that 1 supervisor can manage effectively
- Ranges from 1:3 to 1:7
- Optimal is 1:5
- Organization may be expanded or consolidated to meet adequate span of control

UNITY & CHAIN OF COMMAND

- Each person in an organization reports to only 1 supervisor
- There is an orderly line of authority within the ranks of the organization

MANAGEMENT TEAM – ROLES & RESPONSIBILITIES

MANAGEMENT/COMMAND STAFF

MANAGER

- Overall responsibility for facility mgmt & responder safety
- Ensures all required functions are activated & carried out
- Provides leadership to Management Team

INFORMATION

- Works in conjunction with EOC Information Officer to coordinate public & media information needs
- Coordinates periodic evacuee information meetings

LIAISON

- Acts as “point of contact” for representatives from external agencies
- Assists RC Manager in conducting VIP/visitor tours of the facility

SAFETY

- Proactively ensures safety of facility for evacuees & responders in the RC
- Implements worker care measures

GENERAL STAFF

OPERATIONS

- Ensures direct support & service delivery to evacuees
- Registers evacuees
- Assesses evacuee needs
- Makes referrals to appropriate resources

PLANNING

- Oversees the gathering & analysis of all data
- Prepares Action Plans and Situation Reports
- Plans for future needs
- Transitions from response to recovery
- Coordinates demobilization

LOGISTICS

- Provides all support needs & resources (e.g., supplies, equipment, personnel, refreshments, facility maintenance, communications, etc)
- Tracks resources

FINANCE

- Monitors costs
- Administers any EOC approved procurement contracts in conjunction with Logistics
- Ensures all financial records are maintained throughout the event

MEDIA TIPS

The media people have a job to do. They serve the community by telling the story, and may be immensely helpful to the local ESS team and to evacuees. Below are some tips to working with the media

Do:

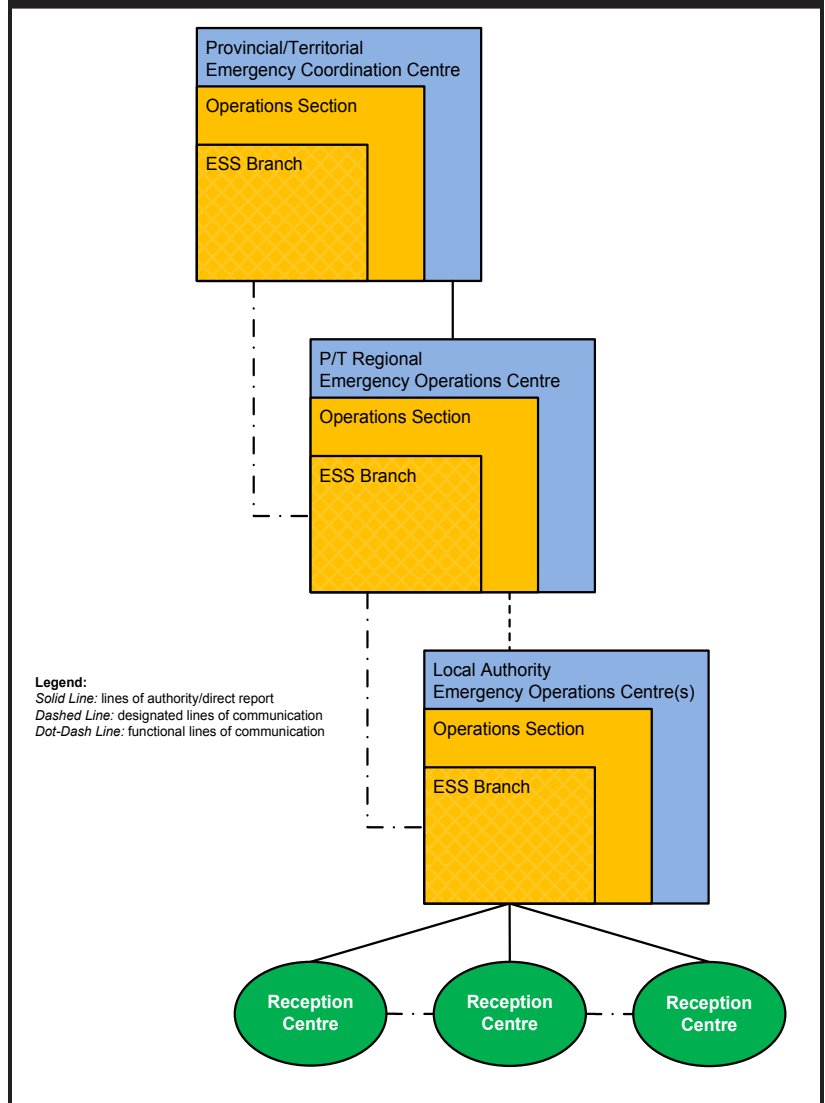
- Politely but firmly direct the media to speak with the Information Officer or RC Manager
- Obtain the latest ESS press release – have copies ready for members of the media when they come to your RC facility
- Provide a copy of the ESS Fact Sheet if they are looking for general background information
- Refer them to the Incident Commander for event-specific information
- Respect the confidentiality of the evacuees, but allow them to talk to the media if they want to – outside the RC facility

Do not:

- Block cameras or say “no comment”
- Disclose personal/confidential information of evacuees or responders
- Speculate on the incident – causes, damage, future developments, etc.

Evacuees & responders must respect the privacy of others and limit any Facebook, Twitter, and other social networking and internet blog posts to their personal experience only

ESS COMMUNICATIONS – MULTI-LEVEL RESPONSE



DEMOBILIZATION CHECKLIST

- Identify/bring forward demobilization issues related to your assigned function
- Ensure incomplete/open actions are reassigned
- Advise Finance Section of outstanding financial commitments
- Close out position log & forward to Planning when deactivating function
- Forward all original documentation to Documentation Unit in Planning
- Return equipment/supplies
- Clean-up/organize your work area
- Prepare the RC kit so that it is ready for the next call-out
- Prepare to participate in post-operational debriefs and/or After Action Report
- Participate in exit interview/debrief
- Sign-out of RC
- If travelling, report in once safely home

Contact us for further information on ESS training and to order full colour, UV coated copies of this & other quick reference guides or to arrange for a customized version of this guide:

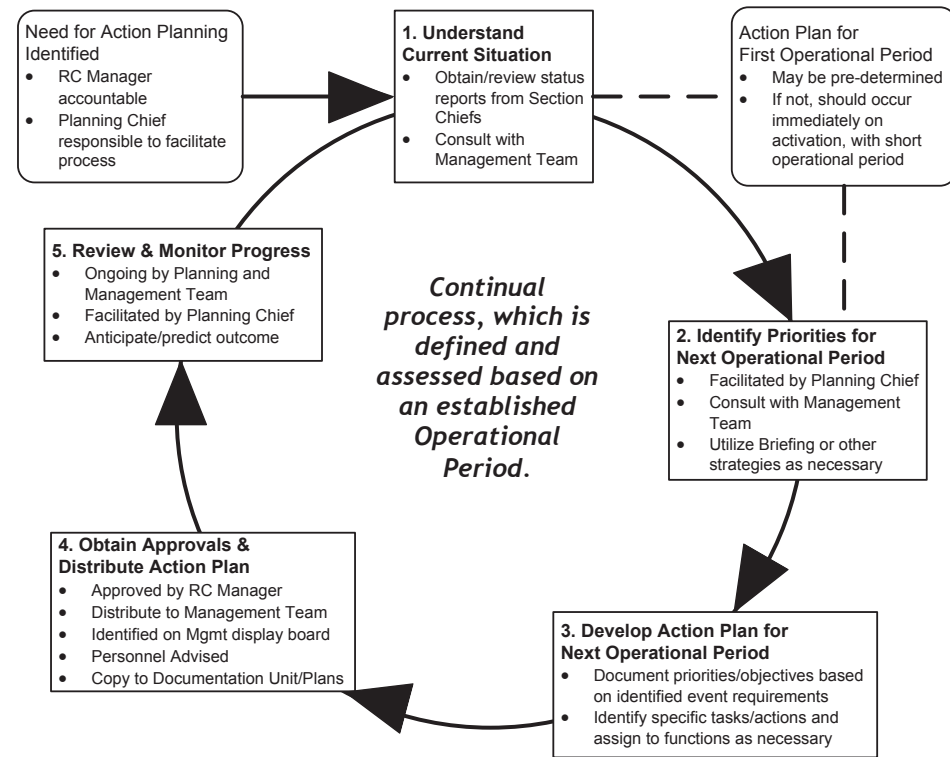


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5 STEP ACTION PLANNING PROCESS



OPERATIONAL PERIODS

- Length of time to achieve a given set of objectives
- Determined by RC Mgmt Team
- Initially 1-2 hours for critical/life safety issues
- Ongoing length varies depending on objectives/priorities
- Commonly 8-12 hours in length
- Not to exceed 24 hours
- Sequentially numbered
- Time period identified

MGMT TEAM BRIEFING AGENDA

- Old Business
- Status Reports/Updates
- Resource Priorities
- Projections
- Public Information & Media
- Action Plan Priorities
- New Business

TRANSITION TO RECOVERY CHECKLIST

- Work with the local authority EPC to ensure a public meeting is held for all evacuees (if possible, within 24 hours of the incident)
- Request media assistance with publicizing the meeting
- Encourage attendance from:
 - evacuees
 - ESS personnel
 - representatives from the emergency responder agencies
 - community service agencies
 - relevant ministries
 - Provincial/Territorial ESS office
- Consider the needs of evacuees with disabilities, seniors, and people who speak English as a second language in your public information plan
- Plan for the termination of ESS services after 72 hours
- Ensure evacuees understand the expectation to have a personal plan in place when ESS assistance ends

MEAL CALCULATION CHART

Incident Start Date/Time: Day 1 at 15:00hrs

Day	Day 1 15:00hrs	Day 2 15:00hrs	Day 3 15:00hrs	Day 4 15:00hrs
Meal				
Breakfast	X	✓	✓	✓
Lunch	X	✓	✓	✓
Dinner	✓	✓	✓	X
Accommodation	✓	✓	✓	X

24 hours 48 hours 72 hours

REGISTRATION & REFERRALS WORKER STAFFING

1 Registration & Referrals Worker can assist 2-3 families per hour

