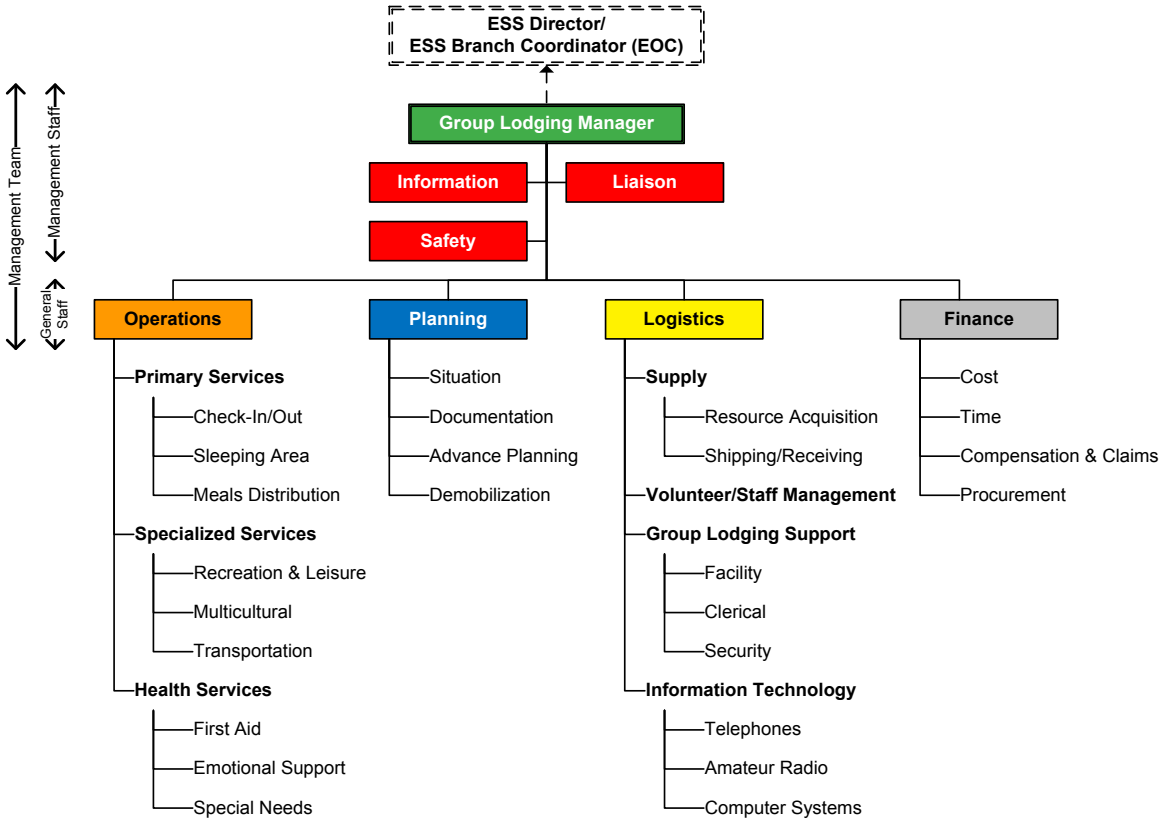
GROUP LODGING – FULLY EXPANDED ORGANIZATIONAL STRUCTURE



GL – FACILITY SANITARY STANDARDS

The following minimum standards of hygiene will provide an environment where the spread of communicable disease is reduced to a minimum. (*Emergency Lodging Service*, Public Health Agency of Canada, 2007)

Element	Standards
Space Allocation for Sleeping	• 3.5 square metres (10 cubic metres) or 40 square feet (5'x8') minimum sleeping area per person • 0.75 metres or 2.5 feet between beds, bunks or sleeping bags should be maintained
Ventilation	• 30 cubic metres per person per hour cubic capacity • Over 3 metre or 9.8 feet high ceilings, e.g., classrooms, gymnasiums, church halls, etc. • Average temperature of 20 degrees Celsius
Sanitation	• Toilet facilities: 5 toilets per 75-100 people, add 1 toilet for each additional 30 people • Washing facilities: 1 washbasin per 10 people, 1 shower per 50 people
Water Usage	• 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 and all floors should be 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

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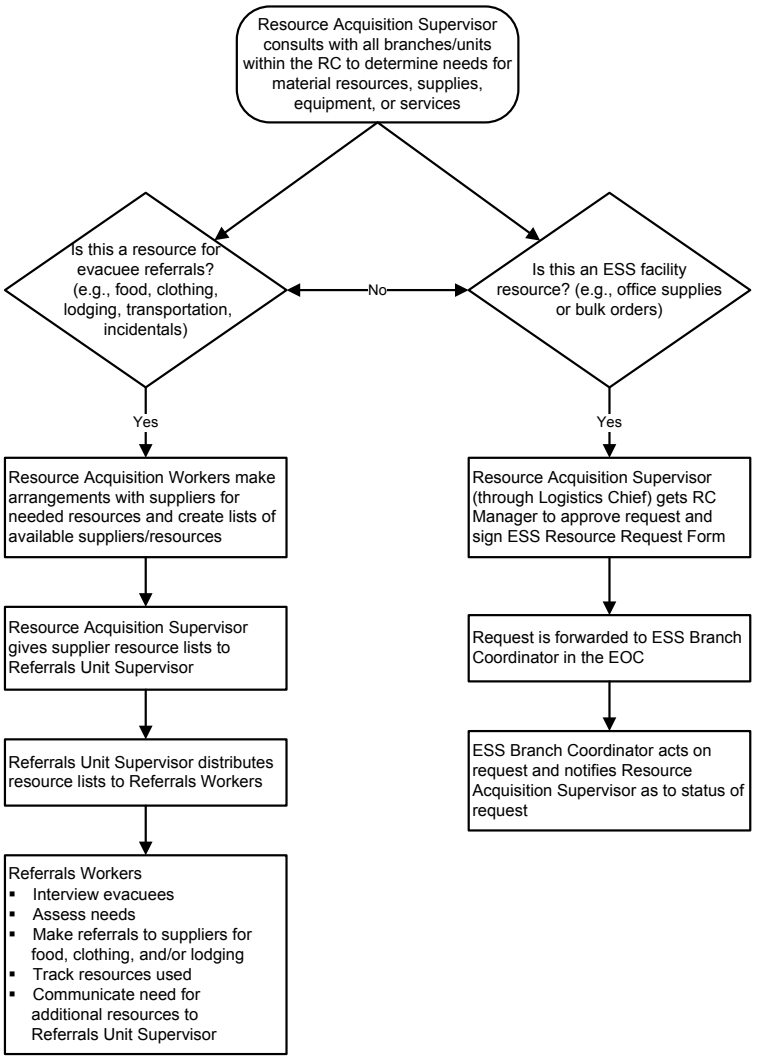
FLOW OF ESS RESOURCE REQUESTS



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

RESOURCE AUTHORIZATION

Type of Resource	Who Gives Payment Authorization
For evacuees: • Food • Clothing • Lodging • Transportation • Incidentals that fall within the ESS expenditure guidelines, as outlined on the ESS rates sheet and Referral Form from your P/T ESS office	ESS responders are pre-authorized to issue ESS Referral Forms to evacuees within set ESS limits as outlined on the ESS rates sheet
Additional or exceptional resources not specified in the ESS expenditure guidelines such as: • Medical aids • Eye wear, etc.	With approval of the RC/GL Manager and the local EOC ESS Branch Coordinator, the Referrals Unit Supervisor seeks authorization from the ESS Branch Coordinator at the P/T Regional EOC, or through the P/T ECC, if the P/T Regional EOC is not activated. **Note:** To expedite the approval process, these requests do not follow the usual route through Resource Acquisition
Bulk orders for evacuee needs, such as: • Snacks • Beverages • Personal hygiene items • Supplies & equipment for facility operations (e.g., telephones, tables/chairs) • Refreshments/ meals for ESS personnel • Generator • Flashlights • Photocopier • Port-a-potties • Toilet paper • Air-conditioning units, etc.	**RC/GL Manager or designate must confirm request first** Request is submitted to the EOC through the ESS Branch Coordinator These items should be provided by the local authority EOC; they are not eligible items on a Referral Form If EOC is not activated and there is no Logistics support available through the EPC or local authority, the P/T Regional EOC or P/T ECC may be contacted to request a one-time authorization to use a Referral Form as payment for these needs. Bulk order items and facility needs are not to be purchased using a Referral Form unless directed to do so by the EOC or P/T ESS office

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Emergency Social Services
Quick Reference Guide

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

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

ESS RESPONSE ACTIVATION LEVELS

ESS Response Level	Event/Situation	Recommended Functions/ Staffing & Support Requirements
One (1) (Small Event)	• Involves no more than 12 evacuees • Generally 1-2 dwellings • No Reception Centre (RC) activated • Services provided at the site	• Minimum of 2 Level One responders • Level One supervisor available for support & consultation • Local authority Emergency Program Coordinator (EPC) available for support • No Emergency Operations Centre (EOC) activated • Provincial/Territorial (P/T) Regional Emergency Operations Centre (EOC) available for inquiries
Two (2) (Moderate Event)	• Involves more than 12 evacuees • Multiple dwellings (e.g., neighbourhood or apartment block) • 1 RC activated	• ESS Director (ESSD) (may be in EOC, if activated) • RC Manager, Registration, Referrals, Documentation • Other RC functions, as required • EPC available for support (if EOC not activated) • EOC may be activated • P/T Regional EOC may be activated
Three (3) (Large or Complex Event(s))	• Large number of people impacted • Multiple dwellings or neighbourhoods • 1 or more ESS facilities activated (e.g., Reception Centre (RC), Group Lodging (GL) facilities) • Resource support/coordination required	• ESSD (may be in EOC) • RC/GL Manager(s) • Management Staff • Section Chiefs • All functions may be activated • ESS Support Organizations may be required • EOC activated • P/T Regional EOC activated

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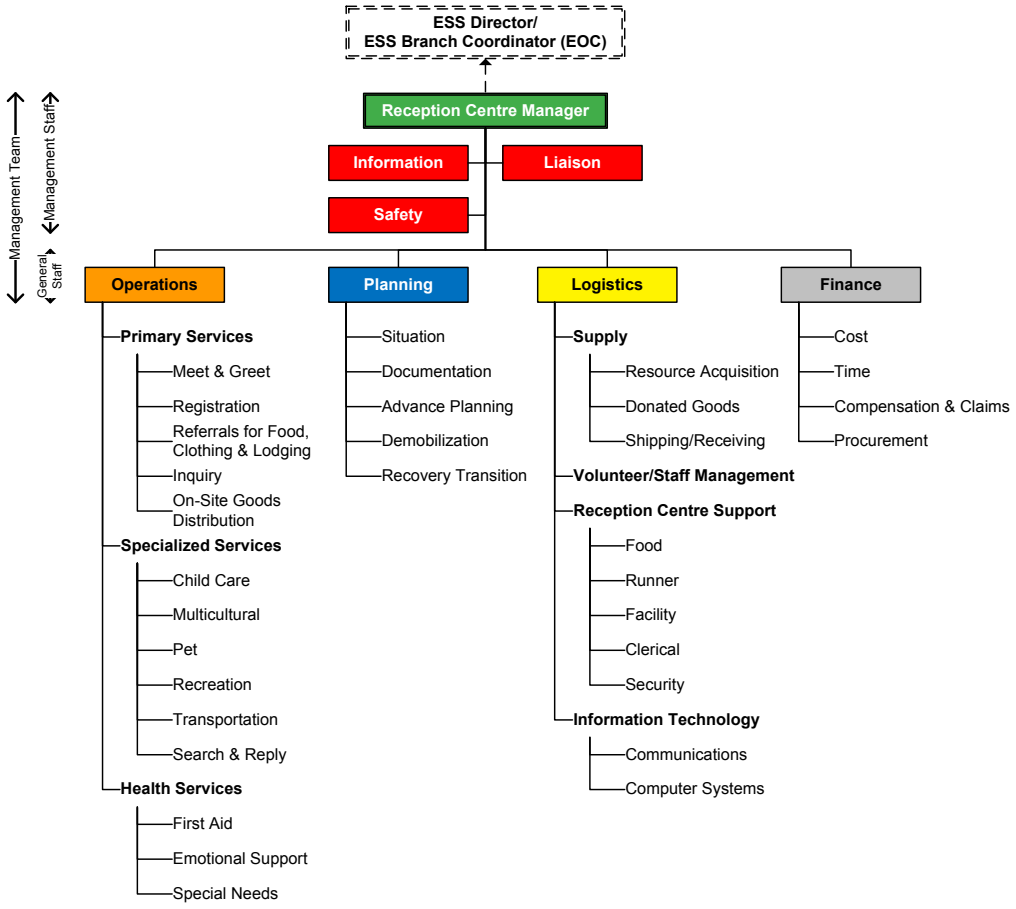
RECEPTION CENTRE – FULLY EXPANDED ORGANIZATIONAL STRUCTURE



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

RC/GL 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/GL Manager in conducting VIP/visitor tours of the facility

SAFETY

- Proactively ensures safety of facility for evacuees & responders in the RC/GL
- 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

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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:

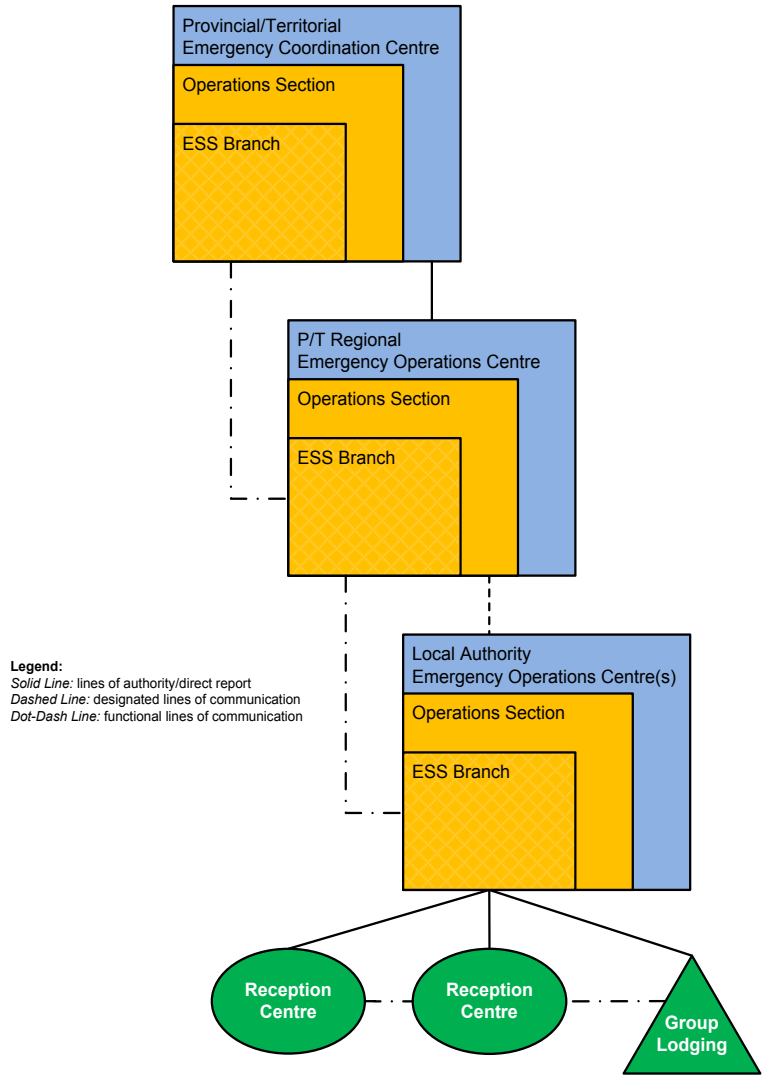
- Politely but firmly direct the media to speak with the Information Officer or RC/GL Manager
- Obtain the latest ESS press release – have copies ready for members of the media when they come to your RC/GL facility
- Provide a copy of the ESS Fact Sheet if they are looking for general background information
- 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/GL 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



RC/GL 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/GL 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/GL
- ❒ If travelling, report in once safely home

A PDF version of this guide can be freely downloaded from
www.myemresources.com

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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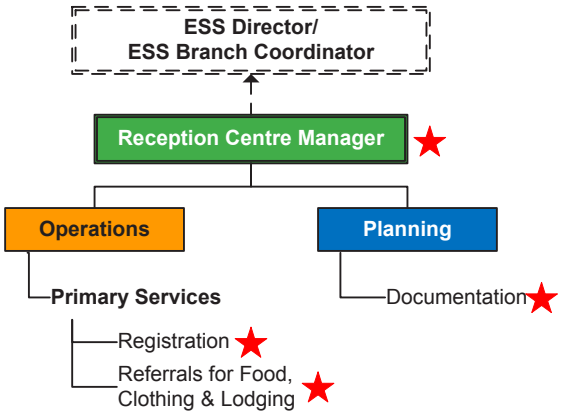
RECEPTION CENTRE – 4 KEY FUNCTIONS

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

RC – MEAL CALCULATION CHART

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

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

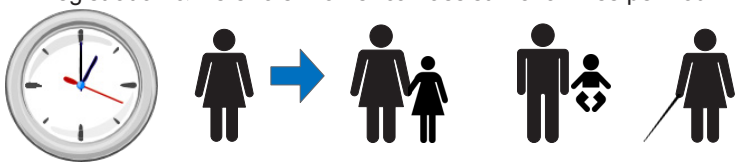
24 hours 48 hours 72 hours

RC/GL ACTIVATION CHECKLIST – UPON ARRIVAL

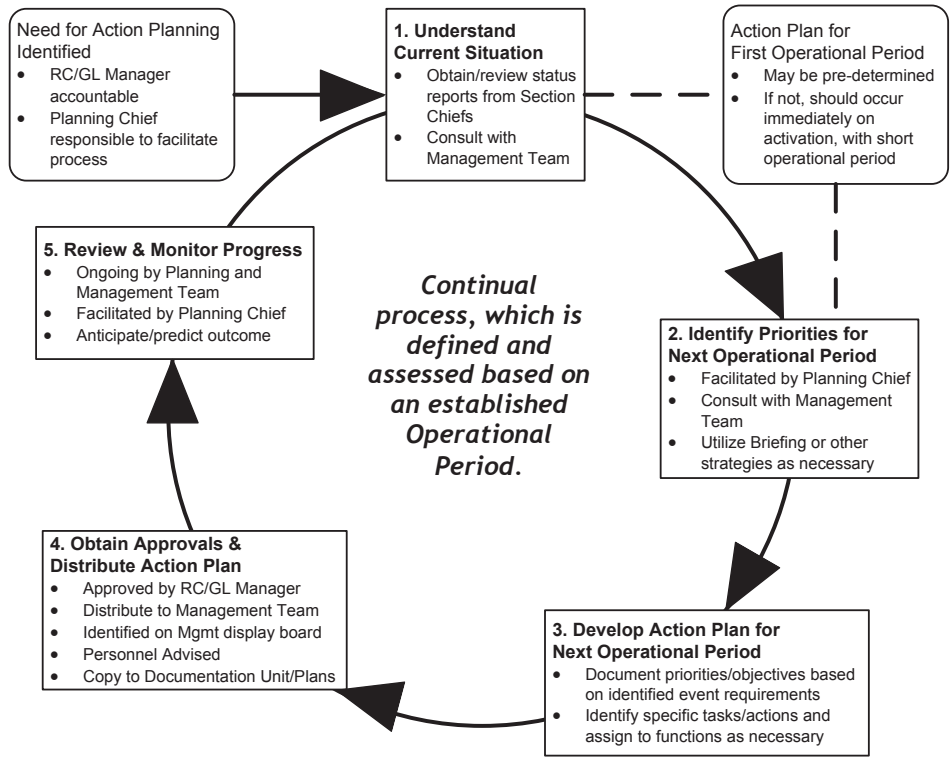
- ❒ Report in to ESS Director/ESS Branch Coordinator in the EOC, if activated
- ❒ Wear your ESS identification
- ❒ Check for any on-site instructions, e.g., legend, ESS floor plans, locations of ESS kits and equipment, how to make coffee, etc.
- ❒ Display the task/tracking number
- ❒ Locate RC/GL kit
- ❒ Put out the responder Task Registration Form & sign-in
- ❒ Put up the RC/GL 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/GL 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

RC – R&R WORKER STAFFING

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



RC/GL 5 STEP ACTION PLANNING PROCESS



OPERATIONAL PERIODS

- Length of time to achieve a given set of objectives
- Determined by RC/GL 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

1. Old Business
2. Status Reports/Updates
3. Resource Priorities
4. Projections
5. Public Information & Media
6. Action Plan Priorities
7. New Business

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