

Module 3 Activity: Referrals Within the RC Answer Key

When evacuees arrive at the RC, they should be met at the door by a Meeter and Greeter and be directed to the most appropriate station in the RC. Based on the information given in the scenarios below, which service(s) should the evacuee be referred to? Assign letter(s) to the space provided for each situation. Your choices are:

- a. Registration & Referrals b. First Aid c. Information d. Pet Services
- e. Resource Acquisition f. Emotional Support g. Registration Only h. Inquiry
- i. Special Needs j. Transportation k. Communications l. Child Care
- m. Volunteer/Staff Management

h 1. An evacuated family, who has already registered and received services returns to the RC to check on the safety and whereabouts of their neighbour who is a single mom of two preschoolers.

f or b* 2. A gentleman appears visibly shaken and anxious.
(*in case man has medical condition & is in shock from no insulin, etc.)

l 3. A group of nine young teens (ages 13-15) approach the RC. They were told by the police to evacuate their community & report to the RC.

d 4. A retired couple can stay with friends but is asking what they can do with their two golden retrievers.

b 5. A young male approaches you, in obvious distress. He caught his finger in the car door as he was coming to the RC. He says his finger is throbbing.

i 6. Two older women slowly approach the RC. When you greet them, they tell you they didn't get a chance to bring their pills.

g 7. A young couple with an infant and a toddler indicates that if they can just use a phone, they can probably stay with a friend. If they can't reach the friend, they would need accommodation and food.

m 8. A young couple heard about the evacuation on the radio and has just arrived to see if they can be of any assistance.

c 9. A family wants to check out the rumour that there is a public meeting tonight regarding the disaster situation.