



// INTRODUCTION TO GROUP LODGING

August 2015



JIBC

EMERGENCY SOCIAL SERVICES

EMERGENCY MANAGEMENT DIVISION

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Produced for:

Province of British Columbia

by

Emergency Management Division
Justice Institute of British Columbia

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Emergency Management Division
Justice Institute of British Columbia
715 McBride Boulevard
New Westminster BC V3L 5T4
Phone: 604.528.5790
E-mail: emergency@jibc.ca
Website: <http://www.jibc.ca/emergency>

Published 2002. Second Edition 2006. Third Edition 2009. Fourth Edition 2013.
Revised 2015.
Printed in Canada.

ISBN: 978-0-7726-6679-6



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// INTRODUCTION

Welcome

- Housekeeping
- Forms and paperwork
- Introductions
 - Your name
 - Your community/agency
 - One skill/strength you're bringing to group lodging
- Participant Guide
- Icebreaker



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Acknowledgements

The Emergency Management Division (EMD) of the Justice Institute of British Columbia (JIBC) and Emergency Management BC (EMBC) would like to thank the following groups for their knowledge and contribution in putting this guide together:

- City of Kelowna
- City of Nanaimo
- City of Vancouver
- City of Langford
- Fort Nelson, Northern Rockies Regional Municipality

The subject matter experts from these communities assisted with defining the appropriate context, content, and related references to ensure the applicability of the material to the diverse emergency social services community in British Columbia.



Course Introduction

Since disasters affect people, much of the planning centres around the welfare of community members. People forced to evacuate their homes on short notice may be in need of safe, temporary lodging and other emergency social services (ESS) as mentioned in the prerequisite courses.

Commercial accommodations, private homes, and facilities adapted to group lodging (GL) are all potential lodging resources. While commercial accommodations are generally the preferred choice for meeting people's lodging needs, the impact of a disaster, the resources within the community, and/or policy may necessitate the opening of facilities that can house large numbers of evacuees. This safe place provided as short-term shelter for evacuees is called group lodging.

**This guide
may be
used in
conjunction
with the
Group
Lodging
Operational
Guidelines
(GLOG) and
ESS Field
Guide as
references
at the group
lodging
facility**



Course Goal

The purpose of this course is to prepare ESS responders for working in local facilities designated as group lodging facilities.

Course Description

Learn how to adapt facilities to shelter style accommodation for people displaced from their homes during a disaster. This three and a half (3.5) hour course covers the fundamentals for ESS responders who may be called upon to work in or support the activities at a group lodging facility.

This course replaces the Group Lodging course.

Learning Outcomes

By the end of this course, you will be able to:

- Describe the services provided in group lodging
- Explain the roles and responsibilities of the functions in group lodging
- Outline how to set-up and work in group lodging

Prerequisite

The prerequisite for this course is:

- Introduction to Emergency Social Services

Recommended Course

- Introduction to Reception Centres



// **MODULE 1**

Group Lodging Services

By the end of this module, participants will be able to:

- Explain what group lodging is
- Describe the types of services provided at a group lodging facility
- Outline when group lodging is opened

Group Lodging Services

- What is Group Lodging?



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What Is Group Lodging?

Group lodging facilities are public facilities that are not normally used for living purposes, but have been adapted to provide shelter style accommodations for large numbers of people who have been displaced from their homes as a result of an emergency or disaster. These facilities, usually local community centres, school gymnasiums, and arenas, are designated by the local ESS team, in cooperation with the local authority. At a GL facility, individuals will normally be provided with a sleeping space, meals, as well as information about the emergency situation. Group lodging has sometimes been referred to as congregate lodging, evacuation centres, disaster or emergency relief centres, emergency shelters, emergency accommodations, or emergency housing.

Reception centres (RC) are sometimes confused with GL because GL may address all evacuee needs or sleeping accommodations are sometimes located in RCs. While both of these scenarios are possible, RCs and GL are separate entities with separate functional roles.

The planning to be completed in the pre-disaster phase by the ESS team for RCs must also be done for GL in order for an ESS team to effectively respond to a disaster. The ESS plan is part of the local emergency management plan and usually includes lists of local suppliers who have agreed to provide resources in the event of a disaster. Just like the planning for sites for RCs, sites to be used for GL will also have been identified during the pre-disaster planning phase, as well as contingency plans to deal with potential issues such as power outages, water shortages, and lack of resources. Note that some RC sites may not be suitable for GL or vice versa.

Group Lodging Services

- What services are provided?
- When is one opened?
- What is the link between group lodging and reception centres?



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SERVICES PROVIDED AT A GROUP LODGING FACILITY

GL facilities are set up in order to provide for essential housing needs of people affected by a disaster. Depending on the type and scope of the emergency, there are various services that may be available at a GL facility. These services may include those described in Table 1.

SERVICE	DESCRIPTION
Safety	<ul style="list-style-type: none"> Provides for the safety of facility for residents and responders, including implementing worker care measures
Check In/Out	<ul style="list-style-type: none"> Checks in and checks out as well as signs in and signs out individuals referred to the facility for accommodation
Sleeping Area	<ul style="list-style-type: none"> Assigns beds for residents in the sleeping area
Meals Distribution	<ul style="list-style-type: none"> Provides food and beverages for residents and responders
Recreation & Leisure	<ul style="list-style-type: none"> Organizes and provides activities for residents
Multicultural	<ul style="list-style-type: none"> Provides multicultural services as needed, such as translators, etc.
Information	<ul style="list-style-type: none"> Provides accurate, up-to-date, relevant information and print materials are available for residents and responders



SERVICE	DESCRIPTION
First Aid	<ul style="list-style-type: none"> Provides basic first aid support and makes referrals to appropriate health care facilities as necessary
Emotional Support	<ul style="list-style-type: none"> Provides and coordinates emotional support for residents and responders, and provides referrals to appropriate human services agencies when needed
Special Needs	<ul style="list-style-type: none"> Provides assistance to residents with special needs, e.g., pregnant women, nursing mothers, elderly, dependent adults, and special needs children
Resource Acquisition	<ul style="list-style-type: none"> Provides supplies and equipment for use by residents and responders
Volunteer/Staff Management	<ul style="list-style-type: none"> Coordinates the assignments for trained volunteers and trains walk-in volunteers to assist where needed
Security	<ul style="list-style-type: none"> Provides security of the residents and responders, building, and parking area

Table 1: Group Lodging Services

ESS is generally available for a maximum of **72 hours**. During these first 72 hours evacuees should immediately plan their next steps by contacting their insurance agents, families, and friends or accessing other possible resources. Should further assistance be required, only under extenuating circumstances, a request is sent through the local Emergency Operations Centre (EOC) to the provincial or territorial ESS organization (in BC it's EMBC) authorizing an extension of the services.

**Short-term,
usually
maximum
72 hours**

WHEN IS GROUP LODGING OPENED?

The ESS plan is an important part of the community's emergency plan. During an emergency response, the ESS plan can be activated, either in whole or in part, under the direction of the local ESS Director, Emergency Program Coordinator (EPC) or designate. Whether or not a GL facility will be opened is dependent on many factors including the size of the emergency, the number of evacuees, the availability of commercial lodging in a community, and the availability of trained ESS responders.

While commercial accommodations are generally the preferred choice for meeting evacuees' lodging needs, the impact of the disaster, the resources within the community, and/or other considerations may necessitate the activation of GL facilities. A GL facility may be activated during a large or complex event(s), or at an ESS Level 3 response. Generally, there are a large number of evacuees and the event typically involves multiple dwellings or neighbourhoods.



LINK BETWEEN GROUP LODGING AND RECEPTION CENTRES

A GL facility provides emergency shelter style accommodations, usually in community centres, school gymnasiums, arenas, etc.

A RC is a facility where evacuees are received, registered, and referred elsewhere depending on their immediate personal needs.

Ideally, RC personnel refer evacuees to the GL facility. In BC, evacuees give the white copy of the Referral Form to the responder at the Check In/Check Out desk at the GL facility. This copy authorizes the evacuee to stay at the GL facility.

GL would normally be located in a separate facility from the RC; however, the decision to separate or co-locate the RC and the GL facility will depend on a number of factors:

- Available space
- Geography
- Impact of incident
- Resources
- Suitability

The ESS management team carefully assesses all of these factors before making a decision on what is possible and feasible for an effective community response.



Group Lodging Services

- Module 1 review
 - What is group lodging
 - Types of services
 - When is group lodging opened



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Group Lodging Services

Activity – Matching Services

- Participant guide – end of Module 1
- Assign letter(s) to the space provided for each service. Each choice may be used more than once
- 5 minutes



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Activity: Matching Services

Assign letter(s) to the space provided for each service. Each choice may be used more than once. Your choices are:

- | | | | |
|-----------------------------|----------------------------|----------------------|-------------------------------|
| a. Commercial accommodation | b. ESSD, EPC, or designate | c. Emotional Support | d. Volunteer/Staff Management |
| e. Meals Distribution | f. Group lodging | g. Special Needs | h. Multicultural |
| i. Level 3 response | j. Check In/Out | k. Reception centre | l. Safety |

- _____ 1. What is the preferred accommodation choice for meeting evacuees' lodging needs besides having them stay with friends or family?
- _____ 2. What type of facility receives evacuees and provides registration and referral services to persons affected by a disaster?
- _____ 3. What service provides assistance for evacuees and responders who are distraught?
- _____ 4. What service trains walk-in volunteers?
- _____ 5. What service implements worker care measures?
- _____ 6. What service provides assistance to a senior with diabetes?
- _____ 7. What type of facility has been adapted to provide shelter style accommodations for large numbers of people who have been displaced from their homes as a result of an emergency or disaster?
- _____ 8. Who can activate the ESS plan?
- _____ 9. When is GL usually activated?
- _____ 10. What service provides food and beverages for residents and responders?
- _____ 11. What service provides assistance to a person who only speaks Spanish?
- _____ 12. What service provides assistance to someone who uses a wheelchair?



// **MODULE 2**

Group Lodging Structure

By the end of this module, participants will be able to:

- Differentiate between the five primary management functions
- Describe the group lodging structure
- Describe the role of each group lodging section and responsibilities of each function



The response structure in ESS involves activating the functions necessary to meet the immediate needs of evacuees based on the overall impact of the incident. Not every function will be filled or addressed in every emergency. For example, if evacuees arrive at the GL facility and there are no special needs issues, then the Special Needs Unit in the Health Branch does not need to be activated. As the situation changes, the organization should also change. Additional functions (Units, Branches etc.) should be activated as needed and deactivated when no longer required. For those functions that are activated, separate responders for each function are not required. In other words, one individual could fulfill multiple functions at the GL facility.

**Not every
function
will be filled
in every
emergency**

Only those functions that are needed should be activated. Other functions will be activated as needed. It is important to note that one responder can perform several functions. The GL Manager, along with the management team, will determine clear actions for the first operational period such as the services and set-up required.

Group Lodging Functions

The GL structure is organized around five primary functions based on the incident command system (ICS): Management, Operations, Planning, Logistics, and Finance. The management function, led by the GL Manager, is responsible for the overall decision-making and smooth-functioning of the GL facility and includes the functions of Information, Liaison, and Safety. The Operations, Planning, Logistics, and Finance sections are responsible for overseeing the internal functioning of their individual Sections and interacting with GL management and others to ensure an effective ESS response. A diagram of this GL structure is provided in Figure 1.

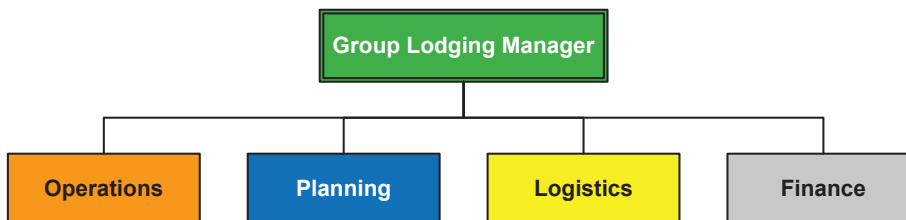


Figure 1: Group Lodging Organizational Structure — Five Primary Management Functions (PPT slide 8)



**One
responder
can perform
several
functions
— THINK
FUNCTIONS,
not # of
positions**

Although the functions are typically shown in an organizational chart, below is a list of all the functions that may be activated during a response. The functions activated and the number of responders performing the activated functions will depend on the incident and resources available. As mentioned earlier, one responder can perform many functions.

- Management function
 - Group Lodging Manager
 - Information
 - Liaison
 - Safety
- Operations function
 - Primary Services: Check In/Out, Sleeping Area, Meals Distribution
 - Specialized Services: Recreation & Leisure, Multicultural, Transportation
 - Health Services: First Aid, Emotional Support, Special Needs
- Planning function
 - Situation, Documentation, Advance Planning, Demobilization
- Logistics function
 - Supply: Resource Acquisition, Shipping/Receiving
 - Volunteer/Staff Management
 - Group Lodging Support: Facility, Clerical, Security
 - Information Technology: Telephones, Amateur Radio, Computer Systems
- Finance function
 - Cost, Time, Compensation, Procurement

The fully expanded GL organizational structure is shown in Figure 2.

The ESSD is shown as a dotted line because he/she is likely located at the local authority EOC as the ESS Branch Coordinator within the Operations Section.

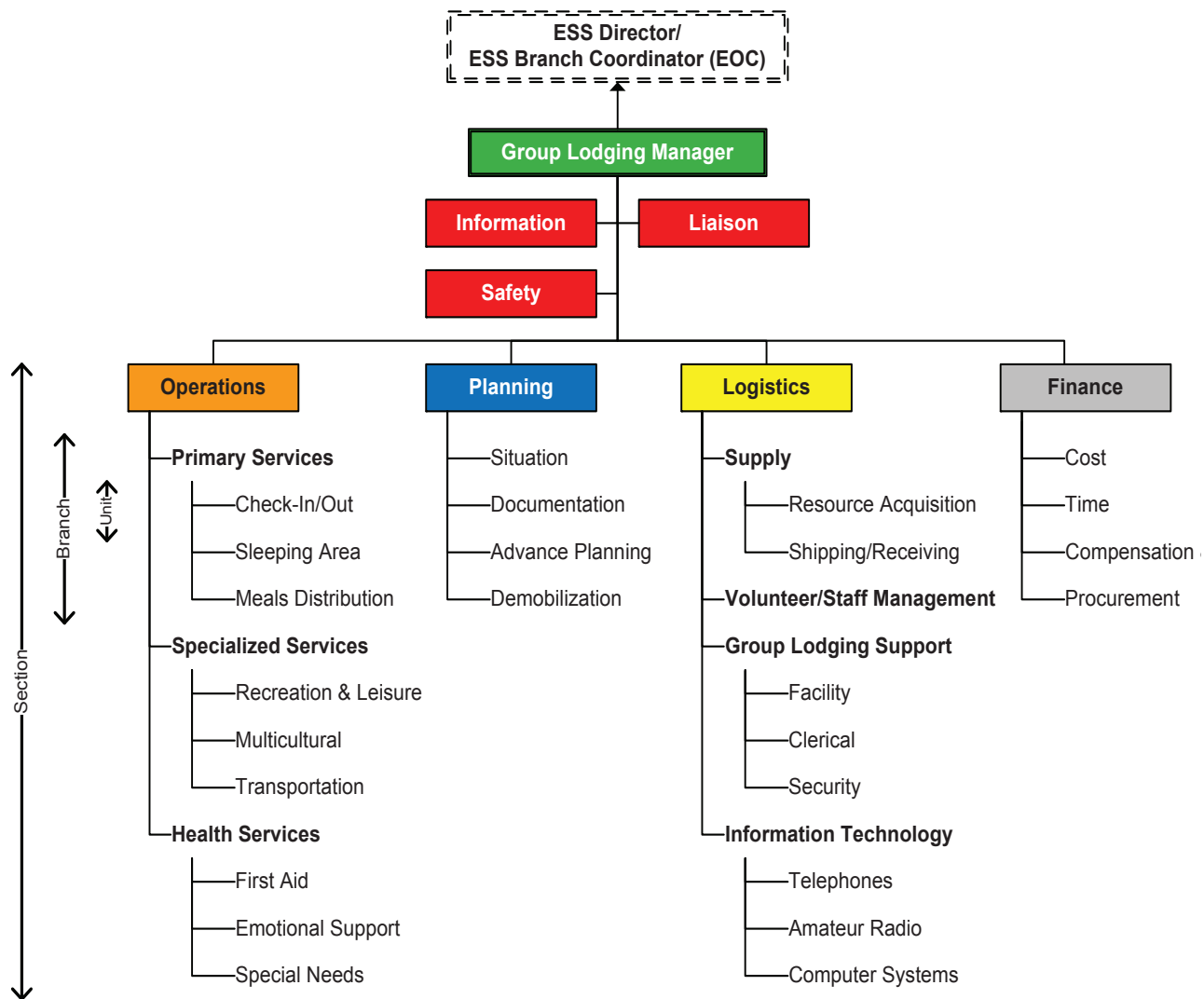


Figure 2: Group Lodging Organizational Structure — Fully Expanded (PPT slide 9)

The smallest elements in these organization charts are referred to as *units*. If more than one individual works within a unit, a Supervisor may be appointed to the unit (e.g., Check In/Out Supervisor). When the number of units in any particular section exceeds seven (maximum span of control), functional *branches* should be established. Each branch will have a Branch Coordinator (e.g., Primary Services Branch Coordinator). Each major function (Operations, Planning, Logistics, Finance) is referred to as a *section*. The title for each head of a section is Chief (e.g., Operations Section Chief). The head of GL is referred to as the GL Manager, and this position may appoint Officers (e.g., Information Officer) to address the management functions of Information, Liaison, and Safety, or the GL Manager may take on some or all of those duties.



**These
function
descriptions
can be found
in the Group
Lodging
Operational
Guidelines
(GLOG)**

ROLES AND RESPONSIBILITIES

The primary roles and responsibilities of each function are described in Tables 2 to 7. As an example, the function checklist for a Check In/Check Out Worker can be found in Appendix B. The full function descriptions for every function, with a checklist of tasks to be completed during activation, operations, and demobilization and the corresponding function aids, can be found in the GLOG (see Appendix B for a link to the GLOG).

FUNCTION	ROLES & RESPONSIBILITIES
ESS Director/ ESS Branch Coordinator (EOC)	<ul style="list-style-type: none"> Responsible for overall coordination for ESS Works with other key response groups in the Emergency Operations Centre (EOC)

Table 2: ESS Director Function & Responsibilities

Management Staff

FUNCTION	ROLES & RESPONSIBILITIES
GL Manager	<ul style="list-style-type: none"> Assumes responsibility for the overall management of a GL facility and the safety of its responders Ensures all required functions are activated and carried out Ensures the needs of GL residents are met
FUNCTION	ROLES & RESPONSIBILITIES
Information	<ul style="list-style-type: none"> Works under the direction of the EOC Information Officer to ensure GL receives complete and accurate information Coordinates any media visits with the GL Management Staff and EOC Information Officer Coordinates public meetings and media releases that are approved by the EOC Gathers and disseminates information
Liaison	<ul style="list-style-type: none"> Acts as the point of contact for representatives from external agencies
Safety	<ul style="list-style-type: none"> Proactively ensures safety of facility for residents and responders in GL Implements worker care measures

Table 3: Management Staff Functions & Responsibilities



Operations

FUNCTION	ROLES & RESPONSIBILITIES
Operations Section "The Doers"	<ul style="list-style-type: none"> Assumes overall responsibility for the coordination of activities within the section and delivery of direct services to residents
Primary Services Branch	<ul style="list-style-type: none"> Oversees the set-up and operations of the primary services to residents
Check In/Check Out	<ul style="list-style-type: none"> Greets evacuees/public as they enter the facility Checks in and checks out those individuals referred to the facility for accommodation
Sleeping Area	<ul style="list-style-type: none"> Distributes cots, bedding and personal hygiene kits Sets up the sleeping area Assigns residents to a sleeping space Supervises sleeping area during the night
Meals Distribution	<ul style="list-style-type: none"> Provides food and beverages for residents and responders
Specialized Services Branch	<ul style="list-style-type: none"> Oversees the set-up and operation of any specialized services provided to residents
Recreation & Leisure	<ul style="list-style-type: none"> Arranges for recreational/leisure activities for residents
Multicultural	<ul style="list-style-type: none"> Provides translation services for residents Advises GL staff on cultural/ethnic matters
Transportation	<ul style="list-style-type: none"> Consults with EOC to organize and provide means of required transportation by residents
Health Services Branch	<ul style="list-style-type: none"> Oversees the arrangements for setting up and providing health services as required for first aid, emotional support, and special needs Ensures water safe, food safe, sanitation standards are met
First Aid (should be qualified/ certified appropriately)	<ul style="list-style-type: none"> Provides first aid to residents and responders in accordance with their level of training Makes referrals to appropriate health care facilities when needed

FUNCTION	ROLES & RESPONSIBILITIES
Emotional Support (should be qualified/ certified appropriately)	<ul style="list-style-type: none"> Provides emotional support for residents and responders, and provides referrals to appropriate agencies when needed In some areas, organized Disaster Psychosocial volunteers may fulfill this role
Special Needs (should be qualified/ certified appropriately)	<ul style="list-style-type: none"> Provides assistance to residents with special needs, e.g., pregnant women, nursing mothers, elderly, dependent adults, and special needs children

Table 4: Operations Functions & Responsibilities

Planning

FUNCTION	ROLES & RESPONSIBILITIES
Planning Section "The Thinkers"	<ul style="list-style-type: none"> Assumes overall responsibility for the coordination of all planning activities within the section which includes gathering and analyzing statistics, planning for future GL needs as well as for demobilization of the GL
Situation	<ul style="list-style-type: none"> Oversees the preparation, distribution and display of Situation Reports (data/information)
Documentation	<ul style="list-style-type: none"> Ensures that GL paperwork is distributed, collected, organized, duplicated, filed and/or archived as required
Advance Planning	<ul style="list-style-type: none"> Reviews all available information to anticipate GL future needs and develops an advance plan for GL response
Demobilization	<ul style="list-style-type: none"> Creates a Demobilization Plan for the closing of the GL

Table 5: Planning Functions & Responsibilities



Logistics

FUNCTION	ROLES & RESPONSIBILITIES
Logistics Section "The Getters"	<ul style="list-style-type: none"> Assumes overall responsibility for providing support and resources to meet the needs of the GL
Supply Branch	<ul style="list-style-type: none"> Oversees the handling of material resources to meet the needs of residents and the facility
Resource Acquisition	<ul style="list-style-type: none"> Assesses needs, acquires, distributes, and tracks material resources, supplies, and equipment for use by residents and ESS responders Ensures GL kit is ready for redeployment to next event
Shipping and Receiving	<ul style="list-style-type: none"> Receives, records, distributes, stores and returns equipment
Volunteer/Staff Management Branch	<ul style="list-style-type: none"> Manages and supports existing ESS team members Recruits, screens, places, trains and supports residents and other volunteers to complete GL jobs/tasks
GL Support Branch	<ul style="list-style-type: none"> Ensures the set up and oversees the facility, clerical and security functions
Facility	<ul style="list-style-type: none"> Ensures GL has needed furniture, space, accessibility, etc. Ensures maintenance and cleanliness, including restrooms and garbage collection
Clerical	<ul style="list-style-type: none"> Ensures clerical services (scribes, receptionists, minute-taking, word processing, data entry, etc.) are available as required
Security	<ul style="list-style-type: none"> Provides security of the building, parking area, residents, and responders
Information Technology Branch	<ul style="list-style-type: none"> Ensures information technology services are carried out at the GL as required
Telephones	<ul style="list-style-type: none"> Provides adequate telephone services for residents and responders when possible
Amateur Radio	<ul style="list-style-type: none"> Provides communications via amateur radio as required

FUNCTION	ROLES & RESPONSIBILITIES
Computer Systems	<ul style="list-style-type: none"> Provides computer and internet service for residents and responders as required

Table 6: Logistics Functions & Responsibilities

Finance

FUNCTION	ROLES & RESPONSIBILITIES
Finance Section "The Payers" (should be staffed by local authority)	<ul style="list-style-type: none"> Assumes overall responsibility for the maintenance of financial and time records Assists with setting up new supplier contracts Handles any workers' compensation or damage claims
Cost	<ul style="list-style-type: none"> Ensures provincial or territorial organization responsible for ESS (in BC it's EMBC) has provided a task/tracking number Documents cost information and maintains records of all financial transactions
Time	<ul style="list-style-type: none"> Keeps all time records and travel claims for ESS personnel
Compensation & Claims	<ul style="list-style-type: none"> Oversees the claims process for both personal injuries and loss or damage at the GL
Procurement	<ul style="list-style-type: none"> Oversees the setting up of new supplier agreements and the procurement of new supplies and equipment

Table 7: Finance Functions & Responsibilities



Group Lodging Structure

Activity – Matching Functions & Roles

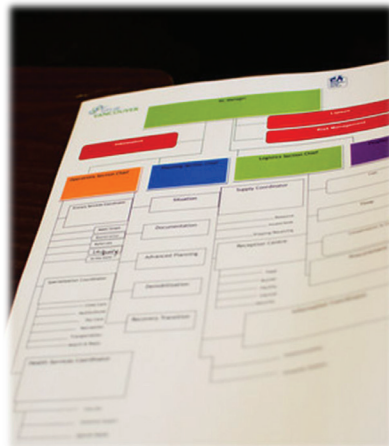
- Review task cards
- Post tasks/activities below the most appropriate GL function
- **Hint:** Reference Tables 2 – 7 in the guide
- 15 minutes
- As a larger group, review functions and make adjustments as needed



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Group Lodging Structure

- Module 2 review
 - 5 primary management functions
 - Group lodging structure
 - Roles and responsibilities



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// **MODULE 3**

Working in a Group Lodging Facility

By the end of this module, participants will be able to:

- Outline how to set-up group lodging
- List the function/service areas that may be set-up in group lodging
- Describe how to respond to some common challenges in group lodging



Working in Group Lodging

- Call out
- Personal preparedness
- Reporting to work



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ESS Call Out

During a call out, ESS responders may be contacted by any of the following means:

- Telephone call
- Email
- Text message
- Community Alert Network message
- Commercial radio

ESS responders may also be alerted for a standby situation, e.g., a severe weather event where there may be a potential for RC or GL response. In case there is a major disaster and the ESSD and/or GL Manager is unable to communicate with ESS responders, some local authorities may have pre-identified a location for ESS responders to report to.

It is very important that ESS responders each have a personal preparedness plan. When the ESS plan and team have been activated, you will need to activate your own personal preparedness plan to ensure your needs — family, pets, home, work, etc. — are addressed. Once your plan has been activated and your needs have been taken care of, you can feel confident that you can report to the GL facility and focus on the disaster response and the tasks at hand.

**Forms,
templates,
instructions,
etc. are
known as
function
aids and can
be found in
the Group
Lodging
Operational
Guidelines
(GLOG)**



Reporting to Work

Once you have been called out, there are a number of things you need to do before proceeding to the GL facility:

- Communicate with your family and employer — tell them that the ESS plan has been activated and how you will maintain contact with them
- Dress casual and in layers — wear appropriate clothes for the job, season, and work
- Take your grab and go bag (See Introduction to ESS)
- Take a cell phone if you have one, wall/vehicle charger, and contact lists
- Bring ID — vest, hat, t-shirt, jacket, name tag, photo ID card (local and provincial or territorial)

When you arrive on-site, all ESS responders can follow the checklist below to get started. Usually, the GL Manager will already be at the facility and the GL kit will have been located (your local authority's ESS plan will have more details specific to your community and GL facilities):

- Sign in on (EMBC) Task Registration Form (see Appendix B link to GLOG)
- Confirm work assignment and find out who you report to
- Wear your ESS identification (coloured vest, name tag, local and/or provincial/territorial ID card)
- Introduce yourself to your co-workers
- Set up workstation
- Buddy up with a co-worker to watch out for each other's well-being
- Listen for the call for the briefing and attend
- Take the time to sit down and review the function checklist and function aids (see Appendix B link to GLOG) for the function and/or functions you have been assigned to
- Notify your unit supervisor of any resource requirements
- Obtain equipment, supplies and required forms


Group Lodging Set-Up

Proper and timely set-up will ensure that the GL is ready to provide services to evacuees when they arrive.

Depending on many variables, including the size of the disaster and response expected, the entire facility may or may not need to be set-up. The GL Manager, along with the management team, will determine clear actions for the first operational period, such as the services and set-up required. After the management team has determined the services to be provided, equipment, supplies, and a floor plan that is suitable for this response are identified. Each coordinator or supervisor is responsible for ensuring the set-up of their required areas.

Working in Group Lodging

- Group lodging set-up
 - Group lodging kit
 - Additional equipment and supplies
 - Function/service areas



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GROUP LODGING KIT

In the planning stage, the ESS team should have put together a kit for GL. Ideally, there would be one GL kit within each designated GL facility. In some communities, however, one mobile GL kit is shared between the GL facilities. The mobile kit may be located off-site and at a central location such as a trailer, fire hall, or school. During an event that would require a GL opening, the GL Manager would be responsible for making arrangements for the delivery of the kit to the GL facility.

**Function
checklists
and aids can
be found in
the GLOG**

Possible contents for a basic GL kit include:

- **ESS Identification**
 - Colour coded vests (e.g., green for GL Manager, orange for Check In, workers' compensation standard for Security/Parking, etc)
 - Name tags with first name only and blank name tags
 - Colour coded lanyards (e.g., red for management staff, orange for operations, etc.)
- **Sign Set**
 - Large signs to identify the service/sectioned-off areas (e.g., GL outdoor sign, Check In/Check Out, Sleeping Area A/B/C, etc.)
 - Wristbands and bed assignment numbering
 - A sign reminding to protect the privacy of residents (e.g., To protect the privacy of residents within this group lodging facility, please DO NOT use video recording devices or photography devices of any kind including cell phone cameras. Thank you.)
 - Signs reminding to prevent infections diseases by handwashing, etc.
- **Stationary and Office Supplies**
 - Pens, pads of paper, clipboards, log sheets, message forms, flip chart, felt markers, masking tape, paper clips, rubber bands, scissors, stapler/staples, thumb tacks, file folders, filing boxes, etc.
- **Safety Equipment**
 - Flashlights, cones, AM/FM radio, batteries, extension cords, power bars (for charging stations), matches, whistles, 24-hour clock, out-of-bounds tape/flagging tape, etc.
- **First Aid**
 - Various sized bandages, gauze, cold packs, etc. or a basic or level 1 first aid kit
- **Personal Hygiene**
 - Soap, toothbrushes, toothpaste, razors, shaving cream, combs, hairbrushes, shampoo, sanitary napkins, tampons, disposable beverage cups, deodorant, hand wipes/sanitizer, etc. (can be acquired through local suppliers)
- **Recreation Supplies**
 - Playing cards, games, small toys for children, reading materials, etc.
- **Checklists, Aids, and Forms**
 - Supplier list with contact numbers
 - Function checklists and function aids (Appendix B link to GLOG)
 - Registration Forms, a few Referral Forms, Requisition Forms



ADDITIONAL EQUIPMENT AND SUPPLIES

The GL will need access to other critical equipment and supplies. In some cases, the ESS team may have purchased and stored these items in advance - for example, in a towable trailer — or they may need to obtain these resources from other sources (e.g., support organizations) as indicated in their ESS plan. Some items may be available through the facility.

- Office Equipment
 - Photocopier, computer, etc.
- Emergency Equipment
 - Emergency generator, portable PA system, fire extinguishers, etc.
- Sleeping/Lodging Equipment and Supplies
 - Towels, face cloths, cots, gym mats, rugs, mattresses, sheets, blankets, sleeping bags, pillows, ear plugs, glow sticks, etc.
 - May be acquired through ESS support organizations (in BC, it could be BC Housing)
- Sanitation
 - Brooms, mops, sponges, pails, garbage bins/cans with tight-fitting lids, household cleaning items, garbage bags (small, medium, large), commercial waste containers, ash trays for outside designated smoking area, rubber gloves, hand cloths, toilet paper, tissue, etc.
- Baby Supplies
 - Disposable diapers, creams/ointments, baby food, portable cribs, milk or formula, bottles and nipples, warmers, sheets, blankets, rubber pads, etc.
- Feeding Supplies and Equipment
 - Kitchen/cooking utensils, pots/pans, dishes, cups, cutlery, disposable gloves, coffee urn, napkins, etc.
- Water and Food
 - Sometimes, water is stored; however, food is usually acquired after GL activation



FUNCTION/SERVICE AREAS

The following is a list of the function/service areas that may be set-up in a GL facility. Depending on many variables, including the building itself, the size and complexity of the disaster, the number of residents, and the staffing capabilities, you may need some or all of these identified areas.

- Entrance/exit
- Waiting area for services
- Information area (bulletin boards, television, and/or internet)
- GL Manager's area
- Check In/Out and Sign In/Out of residents
- Sign in/out and orientation/training for volunteers and staff
- Staff quiet and break/lunch areas
- Washroom/shower
- Nursing area
- First aid area
- Emotional support area
- Child care area
- Activity/recreation/leisure area
- Shipping/receiving area
- Food storage, preparation and cooking area
- Food serving area
- Seating/dining area
- Food and waste compost/recycling/disposal area
- Sleeping area/quarters
- Storage area
- Designated outdoor smoking area
- Restricted area



SAMPLE FLOOR PLAN

Figure 3 is an example of a floor plan for an ESS GL facility with rooms and Figure 4 is an example of a floor plan without rooms, e.g., gymnasium. Keep in mind that these are only examples and the actual set up will be determined by a number of variables. For this reason, it is beneficial to consider optional set ups if the primary one, for whatever reason, is ineffective.

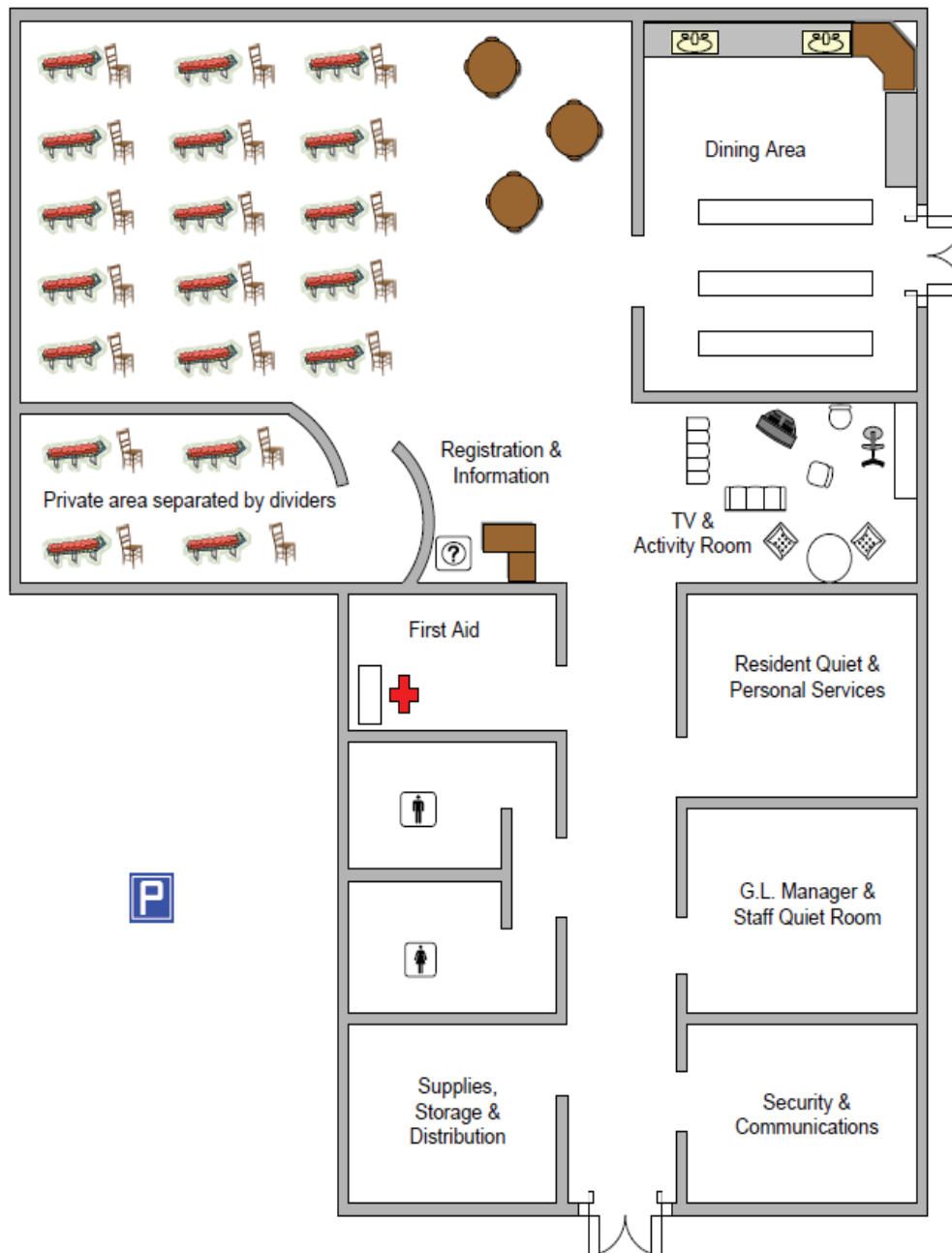


Figure 3: Sample Group Lodging Floor Plan with Rooms (PPT slide 14)

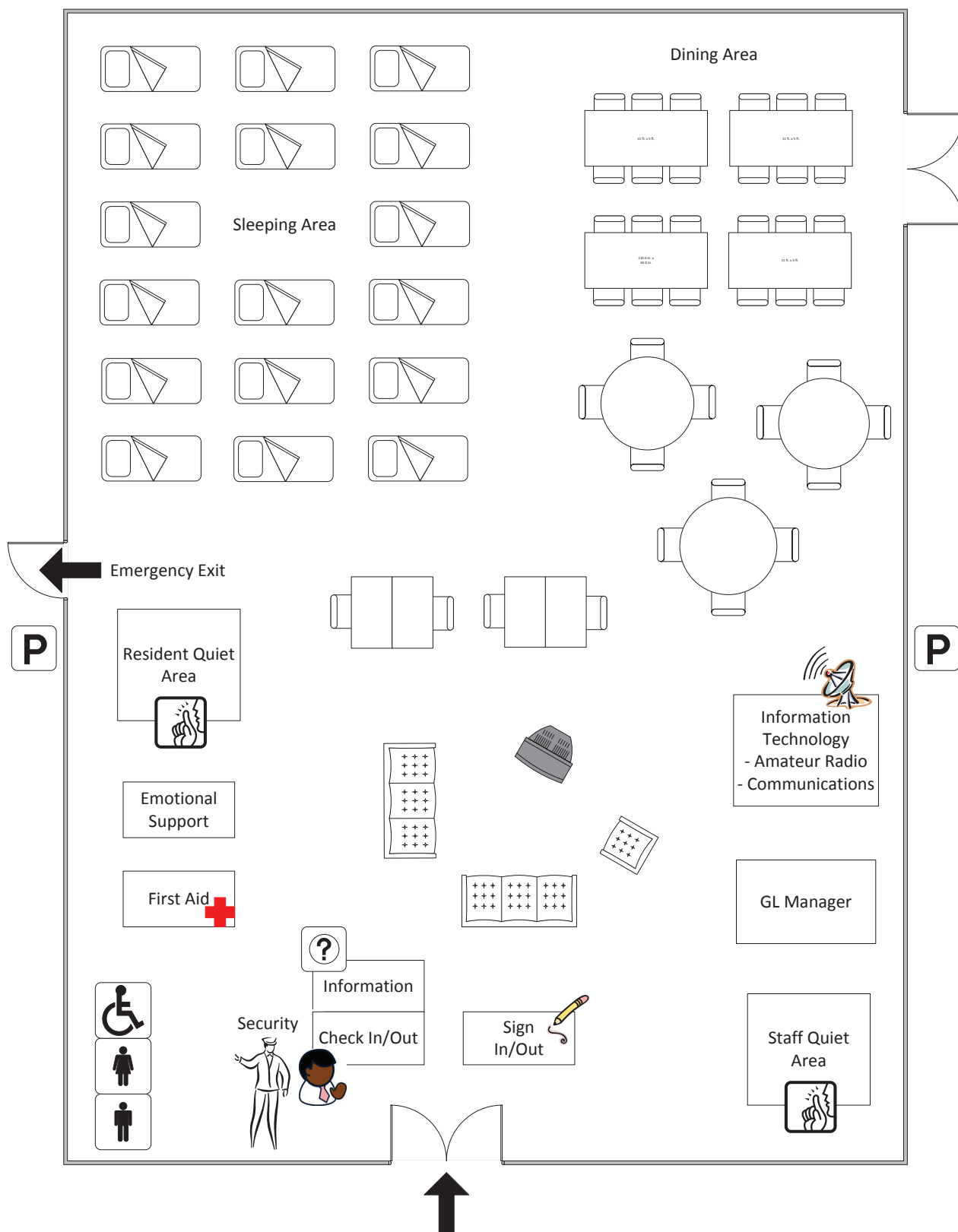


Figure 4 Sample Group Lodging Floor Plan without Rooms (PPT slide 15)



SLEEPING AREA SET UP

The Public Health Agency of Canada (PHAC)(2007) has set minimum standards of hygiene to provide an environment where the spread of communicable disease is reduced to a minimum. The minimum sleeping area per person is 3.5 square metres (1.5 metres x 2.5 metres) or 40 square feet (5 feet x 8 feet) when possible.

When reviewing allocation space for sleeping, a distance of 0.75 metres (2.5 feet) between beds, bunks or sleeping bags should be maintained. Such spacing has been shown to considerably reduce the spread of respiratory infections. When there is pressure on the use of space, recourse may have to be head-to-tailing of beds.

For GL facilities that can accommodate large sleeping areas, the sleeping areas can be separated into sections. Figure 5 shows an example of a large sleeping area set up, which was adapted from the North Shore Emergency Management Office ESS Group Lodging Plan (2009).

An ice surface in an arena can fit 150 cots comfortably

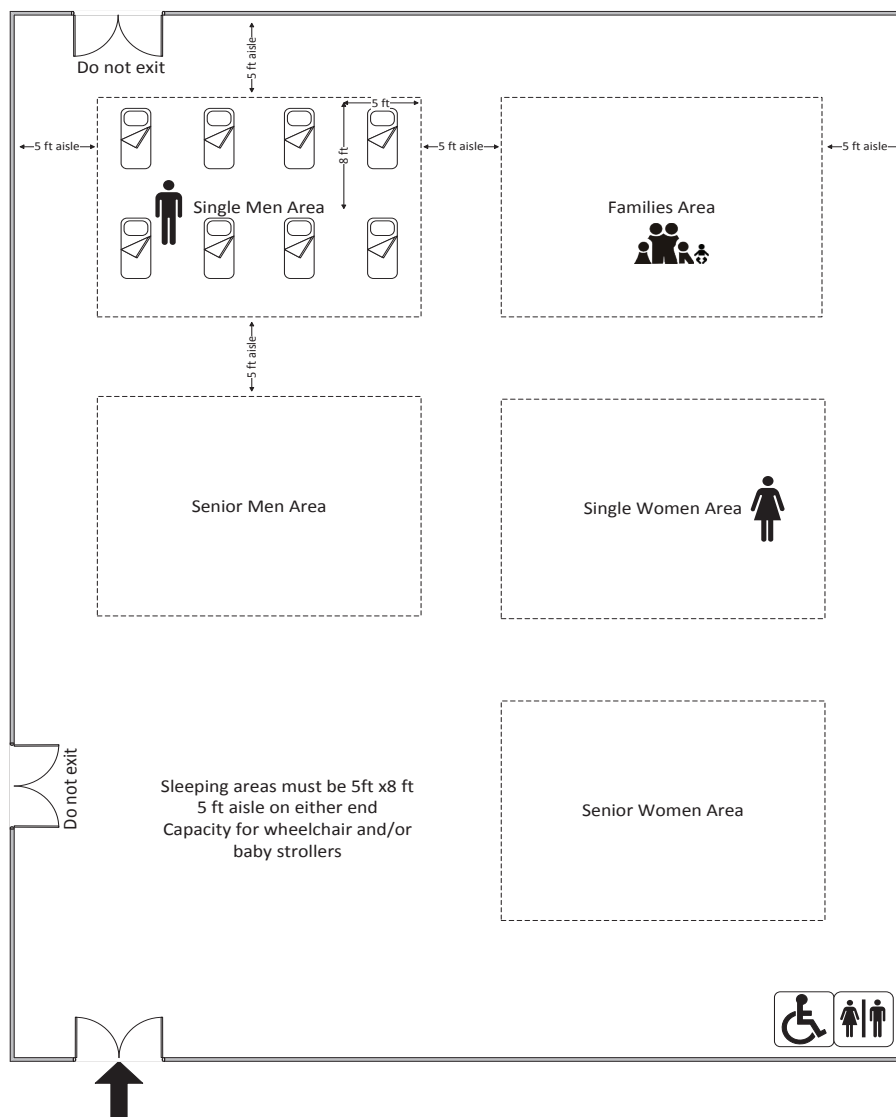


Figure 5: Sample Sleeping Area Set Up (PPT slide 16)



Figure 6 shows an example of a large sleeping area set up, which was used during the 2003 Kamloops fires.

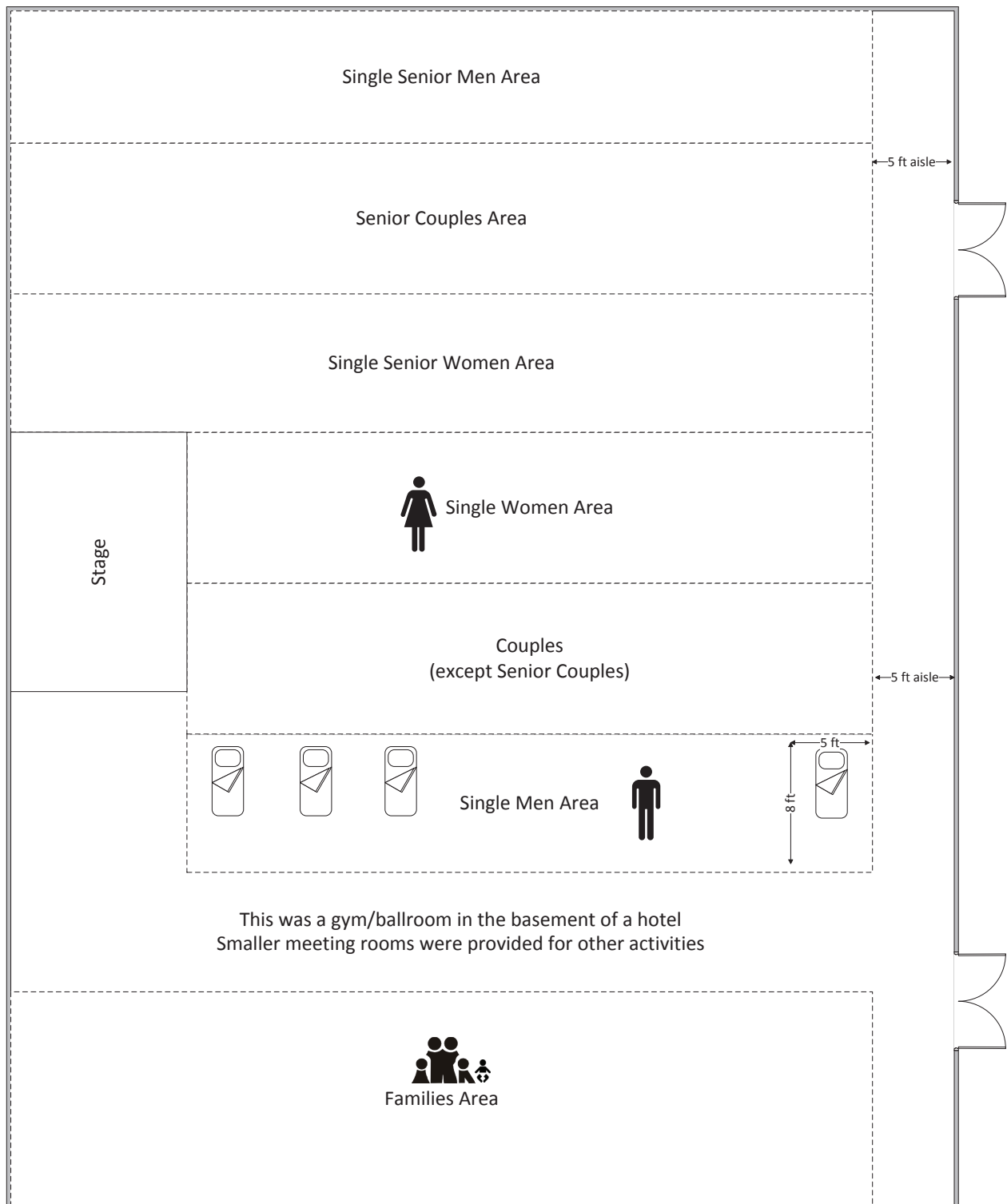


Figure 6: Sleeping Area Set Up — Kamloops 2003 (PPT slide 17)

Working in Group Lodging

- Guidelines
 - Adapted from the 2010 ESS Regional Group Lodging Field Guide
- Demobilizing



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Guidelines for Working in Group Lodging

Below are sample guidelines for ESS responders when working in GL, which were adapted from the policies and procedures developed by the City of Richmond, North Shore Emergency Management Office, and the City of Vancouver (2010).

BELONGINGS

Security of residents' belongings is the responsibility of the residents. Residents can keep their belongings under their cot, but valuables should be kept with them at all times.

CALLING 911

It is appropriate to call 911 in the following situations:

- An event that involves an immediate threat to person or property: screams, attacks, gunshots, fire, accident with injuries or any other medical emergency
- A substantive, in-progress crime; this includes fights, break and enters (if there is a suspect on scene) or a report of an impaired driver
- A serious crime has just occurred (e.g., sexual assault or robbery)
- A suspicious circumstance that may indicate an immediate criminal act (e.g., prowler, vandal)



Take note of the suspect/individual's descriptors:

- Height/weight
- Hair/eye colour
- Ethnicity/race
- Clothing
- Distinguishing features
- Name (if known)
- Vehicle descriptions/plate (if used)
- Weapon (if used)
- Suspected drug/alcohol/mental health issues

Please note that when you call 911, they will ask you the following: full name, date of birth, address and contact numbers. It is for the file and will not be divulged to the suspect/public.

CALLING NON-EMERGENCY

Call the appropriate non-emergency number for police/fire/ambulance for all events not described above, but still requiring emergency personnel attendance. Examples include:

- Reporting a crime with no suspect (e.g., theft)
- Reporting a crime with suspect, but suspect is not on the scene (e.g., fraud)
- Reporting a serious crime with suspect, but with a lengthy delay (e.g., assault that occurred last night)
- Non-emergency in-progress (e.g., drug use)
- On-going crime issues or crimes that are not in-progress (e.g., vandalism or ongoing drug dealing with no suspect on scene)

CAPACITY

When the facility is at 80% occupancy, advise your supervisor, who will talk to the GL Manager and/or ESS Director about potentially opening another GL facility, depending on the number of evacuees still requiring accommodation.



CARE HOMES

Generally care homes should have their own contingency plans for evacuation - GL may not be suitable. If a special care facility is evacuated to the GL facility, ensure that staff from the care facility are accompanying their residents and remind these staff that it is their responsibility to look after their residents' medical concerns. ESS responders can offer comfort food, a listening ear, and reassurance. ESS responders need to monitor this group and have emotional support, first aid, their care workers, and responders on standby. If some of the seniors appear to be more anxious than others, remove them from the general population and get them settled in a quiet area with one-on-one support.

CHECK IN/CHECK OUT

Check in evacuees at the beginning of their stay in the GL and check out evacuees at the end of their stay. Wristbands can be issued to identify the residents. An example of a check in/out process can be found in Appendix B, courtesy of the City of Richmond, North Shore Emergency Management Office, and City of Vancouver.

Sign In/Sign Out

In addition to checking in and out of a GL facility, residents must also sign in and sign out when they come and go from the premises. The primary reason for requiring sign in/out is for the safety and security of the residents. It allows staff to know that those in the facility belong there (beyond wristbands that should be issued) and also provides for accountability of the residents should the facility need to be evacuated. In some areas, signing in/out is a requirement by the local fire departments in order to keep track of who is on the premises. An example of a sign in/out log can be found in Appendix B.

**An example
of a Check
In/Out
Process
and Sign
In/Out Log
can be
found in
Appendix B**

CHILDREN/YOUTH SEPARATED FROM THEIR CAREGIVERS

Ensure that unattended children have appropriate supervision and care at the GL facility until they can be reunited with their family or until a social worker from the provincial/territorial children's services office (in BC, it's the Ministry of Children and Family Development [MCFD]) makes an alternative plan. Children/youth may arrive at a GL unaccompanied by their parents or other caregivers — advise your supervisor, who will consult with the GL Manager and/or the ESSD, who may contact the provincial/territorial children's services office since they have the legal responsibility for unattended children (anyone under the age of 19; in BC, call the Ministry's 24-hour After Hours Office for assistance: 310-1234 — no area code needed). All unattended children are to be registered with name, birth date, address and the name of parents or caregivers. The ESS file should be marked "restricted" — only social workers are responsible for releasing information regarding unattended children.



Children Under 13

A separate space within the GL facility should be set aside for child care. This space should be sufficiently open to allow outside observation. At all times there should be a minimum of two licensed and qualified child care providers looking after the children. If children arrive under the care of a teacher or day care provider these persons are expected to remain with the children at the GL facility. Children can only be released to their parents, adult siblings, foster parents, or legal guardians — not to neighbours, friends of the family, or other relatives. Check ID before releasing a child to the care of an adult.

If a caregiver must leave, first ask for confirmation regarding who has the authority to pick up the child.

Youth Aged 13 to 18

Adult support is required but ongoing supervision is not mandatory. Care should be provided in an area sufficiently open to allow outside observation. Youth may be encouraged to become volunteers. If a youth is a client of the provincial/territorial children's services office, a social worker should be involved. Youth are to be encouraged to remain at the GL facility but if they are determined to leave, responders should not attempt to stop them. If a youth leaves the centre, volunteers should attempt to learn where they are planning to go and how to reach them.

A social worker from the provincial/territorial children's services office should be requested for assistance. This social worker can generally assist in interviewing distressed children or help find childcare resources to augment GL staff.

CHILDREN/YOUTH — SUPERVISION

Parents are required to supervise their children/youth at all times. Children may not be left in the GL by their parents unless there are qualified and licensed childcare workers on site. Responders can only look after children for short periods of time while their parents are completing paperwork. If no child care facilities are available, parents must take their children with them when they leave the GL. If children have been left in the facility inappropriately, talk to the parents upon their return and ensure they understand their responsibility for supervision of their children at all times.

CHILDREN — SUSPECTED ABUSE

Everyone who has a reason to believe that a child has been or is likely to be physically harmed, sexually abused or sexually exploited, or needs protection, is legally responsible to report the matter to a child protection worker. Notify your supervisor, who will advise the GL Manager and/or ESSD, who will then contact the provincial/territorial children's services office and determine what support can be provided to the family. The provincial/territorial children's services office will do a further assessment to determine what support is available.



DISPUTES

Everyone within a GL facility is to be treated with respect and dignity, without discrimination. There is equal access for all. Evacuees will be reminded that they can make alternate shelter arrangements if they are uncomfortable staying in the GL facility under those terms. Conflict between residents needs to be dealt with immediately. Notify your supervisor and security. If you are not able to de-escalate safely, call the police.

DRUGS & ALCOHOL

Drugs and alcohol are not allowed in the GL facility. Keep in mind that this is a stressful time for evacuees and people may have had a drink or two and are not handling it well. Always ask for First Aid to assist, and assess the situation. There may be medical issues such as diabetes that may seem like an alcohol or drug issue. If the evacuee is quiet and can be helped to a cot there may be no need for anything else to be done except to remind the person of the no alcohol rule. If the evacuee is belligerent, ask security to assist. It may be necessary to ask the person to leave or to call the police to attend. Discuss the group lodging rules with the evacuee the next morning to ensure it does not happen again. If this involves children speak to the parents to have them stop this behaviour.

FIRST AID

First aid is an important element of GL and should be available at all times by a certified attendant. It is expected that the RC will do a certain amount of triage of evacuees as they are being interviewed and that evacuees with medical issues or special needs will be directed elsewhere.

FOOD DONATIONS

Health regulations do not make it possible for food donations to be accepted in a GL facility from the general public. If people show up on site with food donations, explain, as sensitively as possible, that the food cannot be accepted. If people insist on leaving the food, accept it then throw out on site. Advise your supervisor, who will advise the GL Manager and/or ESS Director that this is happening so that the EOC or the municipal hall (if the EOC is not open) can ensure that appropriate media messaging is going out.

Restaurants are Foodsafe certified, therefore, food donations from them can be accepted. Another option if restaurants want to contribute, is ask them for vouchers so that residents can be sent to the restaurant, and/or take their information, and if food needs to be ordered, it can be ordered from that restaurant. Ensure that the restaurant is not asking for compensation before accepting the food or vouchers.



INTERNAL COMMUNICATIONS

Accurate, timely, and appropriate communications can help support the recovery of those affected by an emergency/disaster. Below are some examples of GL communication techniques and how they can be used to help the GL facility operate properly.

Bulletin Boards

Bulletin boards are a method of communicating with both the residents and staff. For residents, they can be used to post information such as news releases, messages from friends and family, and lists of available resources such as housing. Staff bulletin boards can be placed in the staff break area. They can be used for many of the same purposes: news releases, notes from friends and family, staff schedules, thank-you notes, and operational memos.

Operational Memos

Operational information may be communicated to staff by all levels of the GL management team. This information may be a directive, a thank-you for a job well done, or a staff schedule. These memos may be posted on a bulletin board or delivered in a staff meeting.

Resident Advisory Committee Meetings

Residents benefit from being a part of the operation of the GL facility. They should be allowed not only to help, when possible, but also to be involved in managing the GL facility. Most GL facilities include members of already-established social groups who know each other and have established their communication patterns. Involving residents of the GL facility by establishing GL facility advisory committees can provide a more efficient method of communications. They can also assist the GL staff in resolving any problems that may occur.

Shift Change Briefings

It is very important that the staff coming on shift be aware of what has taken place on the previous shifts. This is especially important in the Security and GL Manager functions. Each function should schedule about 30 minutes of overlap as the shift changes. This allows staff from both shifts to communicate with each other.

Staff Meetings

Communications with your supervisor must be two-way; otherwise, the relationship will eventually break down. Your supervisor will hold a staff meeting at least once per shift. Even if meetings last for only 15 minutes, they still provide a chance to communicate, relieve stress, and resolve problems.



Training Sessions

There will be times you will be asked to perform duties you have no experience in. Sometimes your supervisor will hold training sessions on the spot. Always ask questions if you are unsure of a process.

LANGUAGE/TRANSLATION

When needed and available, translation services will be provided to residents. Usually, a youth or teen within the immediate family, other residents or staff on site will have translation skills. As a last resort, a request can be made to the provincial/territorial ESS office (in BC, it's Emergency Management BC [EMBC]) to cover the costs of hiring a translator. Also, the Resident Information Sheet has been translated into other languages.

MEDIA

Media are not permitted in a GL facility. GL is the equivalent of a private residence and only registered guests are permitted to enter at any time. Politely but firmly direct the media to speak with the Information Officer or ESSD who may or may not be on site. If off site, provide a location and/or contact number. All media inquiries are to go through the Information Officer. If media are insistent that they wish to speak to residents, advise them that you will ask residents if they would like to speak to the media — outside the GL facility. If media are resistant to leaving, call security or the police if necessary.

MEDICAL ISSUES

A GL facility is a microcosm of society; behaviors that exist in the community will also exist in the GL facility. Expect to see behaviors related to mental illness, substance abuse, etc.

Complaints About a Resident Who May Have a Disease

Health care professionals can be brought in to explain the facts around diseases. Residents complaining can be reminded they can make their own arrangements for lodging if they are not satisfied with the conditions within the GL facility.

A Resident Behaving Strangely

Refer to the Emotional Support Unit if activated. If not activated, advise your supervisor who will contact the GL Manager and/or the ESS Director to request assistance.

Infectious Diseases

High standards for sanitation and hygiene are required to prevent the spread of disease and to maintain morale in GL. If viruses such as H1N1, Norwalk or norovirus are a concern at the time GL is being set up, it will be crucial to have health authority staff involved in the operation right from the start, both at the GL facility and especially at the RC facility, as it should be possible to screen people who have infectious diseases out of the ESS system when they arrive at GL to register. GL facilities have limited capacity to manage contagious viruses. If an infection appears in the GL facility — take the following steps to contain the situation:

- Quarantine infected residents
- Clean area thoroughly
- Keep their family members informed
- Notify your supervisor immediately, who will advise the GL Manager and/or the ESSD, who will in turn contact the health authority for assistance
- Post signs and ensure everyone in the facility (staff and residents) knows the appropriate safety measures, e.g., washing hands regularly, maintaining distance, etc.

PETS

With the exception of registered assistance animals, pets are generally not allowed in GL. Some local authorities have access to larger facilities and may allow pets in a separate room. When pets are not allowed, every effort will be made to stage a pet care facility near the GL facility to accommodate pets. Resources such as the local animal shelters (e.g., SPCA) will be asked to assist as well. If people refuse to stay in the GL without their pets, then they are choosing not to stay in GL.

POWER

Facilities will only be opened up if they are suitable and have power. Very few GLs have back up power. ESS responders would only be asked to respond if it is safe or if safe transport can be arranged.

PRIVACY

Privacy is limited in GL. Explain to evacuees that lack of privacy is inevitable in congregate lodging when they register. Being aware of this information will help them manage their expectations. Tents will not be allowed, as responders need to be able to watch what is happening within the facility. Evacuees can be reminded that they are welcome to look for alternate accommodations if they do not wish to reside in a congregate facility. In some facilities where there is lots of space, it may be possible to separate groupings of people (e.g., families in one space, single men in another space, etc.).



Social Media/Photography/Video

Residents and 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. It is not permitted to document and post the experience of other residents or responders. Signage can be posted as a reminder.

SANITATION STANDARDS

PHAC (2007) recommends the following sanitation standards for the GL facility:

Residents should be provided with their own soap and towels or a linen service should be utilized. Residents should keep their bar of soap. Soap bars in common use increase the risk of contagious skin diseases.

Water Usage

For all uses — drinking, washing and food preparation — standard water supply in the group lodging facility should average as follows:

- 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 should be allowed 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.

SECURITY

Security is an important element of GL and will be required for night watches, traffic control, access to the facility, fire prevention, and control. In some circumstances, it may be necessary to request support from police or from a security agency.



Priorities as the facility is activated include:

- Directing traffic
- Directing movement into the facility
- Identifying and clearing fire exits so they are unobstructed and easy to access
- Establishing security patrols of the facility, designated parking area, and sleep watches

Continuing priorities include:

- Establishing regular security controls
- Ensuring security regulations are adhered to
- Maintaining security, fire and overnight fire watches (see Appendix B, link to GLOG for the Security Function Checklist for further details)

The Security person will need to have the list of all evacuees who have checked in with him/her at all times. The fire drill should be reviewed with each evacuee at the time of check in so if something happens during the night, they will not be confused.

The Security person will need to review each room where there may be people and must have the facility map with assembly areas, fire extinguishers, and exits labeled.

SLEEPING AREA

Assure evacuees that every effort will be made to accommodate their needs within the limitations of the facility.

Reserve Beds

It is important to keep families together, as this lessens stress and helps the recovery process; however, it may not always be possible to reserve beds for evacuees who have not arrived yet.

Moving Cots

Moving cots within a family's assigned space is allowed — within reason, as long as evacuees are not moving cots into someone else's space, into a walking aisle, or in front of a door. It is also fine to move cots within their family space. It is understandable that family members might want to be closer together within their assigned space.

Sharing A Cot

Sharing a cot is not allowed. Any residents engaging in this behavior are to be approached discreetly and asked to stop. If there is any resistance, security should be called to assist. Rules need to be enforced, but with discretion.



Lights Out — Shift Workers

If possible, there may be separate sleep areas for shift workers. If separate sleep areas are not possible, sleep masks may be provided to shift workers. Lights will be dimmed from 22:00 hours (10 p.m.) to 7:00 hours (7 a.m.) daily. Shift workers will be permitted to sleep during the day, and they can wear their sleep mask to block out the light.

SMOKING

Smoking is permitted in outside designated smoking areas only.

STANDARDS OF CONDUCT

A list of expectations for residents of the GL should be posted in a prominent area. An example of Group Lodging Rules is provided in Appendix B. The Standards of Conduct sheet, sometimes referred to as the Resident Information Sheet, is usually handed out to GL residents upon check-in and can be found in the GLOG (link to the GLOG is in Appendix B). A GL Resident Agreement can be used in conjunction with the Resident Information Sheet to ensure GL residents understand what kind of conduct is expected while staying in GL. An example of a GL Resident Agreement can be found in Appendix B.

**An example
of a
Resident
Information
Sheet can
be found in
the GLOG**

VANDALISM

If a minor is involved, address the issues with his/her parent(s) and make it their responsibility to stop the behaviour. Stress that this behaviour cannot continue and cannot reoccur. Provide a briefing to your supervisor immediately, and if necessary, contact security and/or the police. It is important to ensure the safety of your colleagues and GL residents and to make it obvious that we are aware of the behaviour and will address it.

**An example
of a GL
Resident
Agreement
can be
found in
Appendix B**

VOLUNTEERING TO HELP

Encourage residents to help in the facility — there are many jobs that do not require special training. Residents who help maintain GL can develop a sense of belonging and may take more responsibility for their actions.

WORKER CARE

Responders will be informed, educated, and supported in order to maximize their effectiveness as ESS responders while minimizing the risk of physical and emotional fatigue.

If you are having difficulty with your workload, please advise your GL supervisor. Worker care disaster response can result in working long hours helping people of all ages to understand and manage the many reactions, feelings and challenges triggered by these stressful circumstances. ESS responders need to look after themselves in order to be able to help others. (See the Worker Care section in EMRG-1610 Introduction to Reception Centres)

Demobilizing

When certain functions are no longer needed at GL, your supervisor will advise of when it is time to demobilize. Use the function checklist (link to GLOG is in Appendix B) to ensure you complete all of the demobilization activities before you leave. There are usually function specific activities as well as general activities such as the following:

- Identify/bring forward demobilization issues related to your assigned function
- Ensure incomplete/open actions are reported to your supervisor
- Complete all required forms, reports, and other documentation and submit all forms through your supervisor to the Planning Section, as appropriate, prior to departure
- Return equipment/supplies
- Clean up/organize your work area before leaving
- Participate in exit interview/debrief
- Sign out with Volunteer/Staff Management Branch
- Leave a forwarding number
- Access critical incident stress debriefing as needed
- Prepare to contribute to any post event processes (e.g., post-operational debriefs, after action reports etc.)

Working in Group Lodging

Activity – Addressing Challenges

- Participant guide – end of Module 3
- Write your answers on a flip chart
- **Hint:** Use guidelines
- 15 minutes
- Share with the class





Activity: Addressing Challenges



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

1. It is 9:00 p.m. and one of the GL residents is returning for the night. She stumbles her way in the door. You check to see if she is okay and you smell alcohol on her breath. How would you handle this situation?

2. You overhear an argument by two GL residents — a man and woman. The argument escalates to the point where the man starts yelling verbal threats at the woman. What would you do?

3. A man enters the building inquiring about his wife and child. He claims that he heard they were staying at the GL facility. How would you handle the situation?



4. It is 10:30 a.m. and you notice 3 children (between the ages of 5 and 8) chasing each other around the sleeping area unsupervised. You ask the children where their parents are and they reply that they have gone to town for the day. What would you do?

5. You observe a parent verbally lash out at her child. This is the fourth outburst in the last hour. What would you do?

6. A small group of residents approach you and start complaining about a minority group who is also residing in the GL facility. You inquire about their concerns but their complaints seem weak. After investigating, you suspect racism is behind their complaints. How would you handle this situation?



7. Two GL residents approach you complaining about another resident. Your investigation shows that there is a major conflict in the facility with several people on each side. The situation is escalating. How would you handle this situation?

8. Teenage children staying at the GL facility are found outside in a corner of the parking lot drinking beer. What would you do?

9. You are approached by a group of residents who insist that a male resident be “dismissed” from the GL facility as they have heard he has AIDS. What would you do?

10. A group of boys staying at the GL facility are found in the yard throwing rocks at the windows of the facility. What would you do?



11. A seniors' special care home had to evacuate to the group lodging facility. Some of the elderly are feeling anxious over the entire situation and are complaining of shortness of breath, racing heartbeats and light-headedness. What would you do?

12. A small number of those evacuated to the GL facility cannot speak English and some confusion arises. How can this situation best be handled?

13. A religious group has converged on the GL facility offering counseling to the evacuees. What would you do?

14. Rumors are circulating that there may have been many injuries and there are several fatalities from the disaster. How would you handle these rumors?



15. Local restaurants have shown up with various kinds of refreshments, pizza, burgers, etc. How would you handle this convergence of food?

16. You notice that one of the GL residents is sitting on his bed rocking back and forth, chanting to himself. You approach him to see if he is okay and he does not respond. What would you do?

17. A resident is taking pictures and video of other residents and responders in the GL facility and refused to stop when asked. What would you do?

Working in Group Lodging

- Module 3 review
 - Setting-up
 - Dealing with common challenges



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Course Wrap-up

- Course summary
- Review learning outcomes
- Course debriefing
 - Comments
 - Questions
- Course exam
- Course evaluation survey
- Sign out on Task Registration Form



Thank you!

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// **APPENDIX A**

Acronyms



BCERMS	British Columbia Emergency Response Management System
CRCS	Canadian Red Cross Society
ECC	Emergency Coordination Centre
EMBC	Emergency Management BC
EOC	Emergency Operations Centre
EPC	Emergency Program Coordinator
ESS	Emergency Social Services
ESSD	Emergency Social Services Director
GL	Group Lodging
GLOG	Group Lodging Operational Guidelines
ICS	Incident Command System
JIBC	Justice Institute of British Columbia
MCFD	Ministry of Children and Family Development
MST	Mobile Support Team
NGO	Non-Government Organization
PHAC	Public Health Agency of Canada
PREOC	Provincial Regional Emergency Operations Centre
PSC	Public Safety Canada
RC	Reception Centre
RCOG	Reception Centre Operational Guidelines
SJA	St. John Ambulance
TSA	The Salvation Army





// **APPENDIX B**

Resources

- Check In/Out Worker Function Checklist
- Sample Check In/Out Process
- Sample Group Lodging Resident Sign In/Out Log
- Sample Group Lodging Resident Agreement
- Sample Group Lodging Rules
- Resources for Further Reference



Check In/Out Worker Function Checklist

**** Read This Entire Checklist Before Taking Action ****

Reports to: Check In/Check Out Supervisor

Title (if this function is staffed): Check In/Check Out Worker

Responsibilities:

1. Greet evacuees/public as they enter the facility.
2. In conjunction with the Information Officer (if staffed, otherwise the Group Lodging Manager), address questions that those entering the Group Lodging facility have about the Group Lodging facility.
3. Check in and check out individuals/evacuees who have been sent by the Reception Centre to the facility for accommodations.
4. Refer evacuees to other areas within the Group Lodging facility.

Activation Phase:

- ☐ Check in with Volunteer/Staff Management Branch at the Group Lodging facility and sign the (EMBC) Task Registration Form. Obtain identification.
- ☐ Report to assigned supervisor to obtain current status and specific instructions.
- ☐ Establish workspace; place a table near the entrance of the Group Lodging facility for Check In/Check Out.
- ☐ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify supervisor of any resource requirements.
- ☐ Obtain equipment, supplies and required forms.
- ☐ Post the Check In/Check Out sign above the table (signs may need to be posted in languages other than English).

Operational Phase:

- ☐ Maintain communication with assigned supervisor.
- ☐ Welcome those entering the facility, answer their questions and record their names on the Group Lodging Resident Sign In/Sign Out Log if referred for accommodations by the Reception Centre (collect Referral Form [in BC, it's the white copy] from the evacuee and file alphabetically).
- ☐ Distribute a Group Lodging Resident Information Sheet to those checking in to the facility.
- ☐ If those entering the facility have not been sent by the Reception Centre, refer them back to the Reception Center (if practical and possible).
- ☐ Refer those who would like to volunteer for Group Lodging work to the Volunteer/Staff Management Branch at the Group Lodging facility.
- ☐ Attend briefings as required.
- ☐ Brief replacement for the next shift and identify outstanding action items or issues.



Demobilization Phase:

- ☐ Complete all required forms, reports, and other documentation. All forms should be submitted through the supervisor to the Planning Section, as appropriate, prior to departure.
- ☐ Clean up work area before leaving.
- ☐ Sign out with Volunteer/Staff Management Branch.
- ☐ Leave a forwarding number.
- ☐ Access critical incident stress debriefing as needed.
- ☐ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

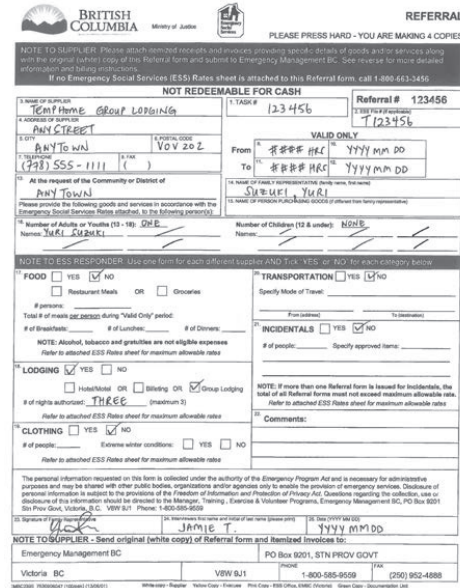
Function Aids:

- ESS Resource Request Form
- Group Lodging Resident Sign In/Sign Out Log
- Resident Information Sheet
- Standards of Conduct for ESS Responders

Sample Check In/Out Process

CHECK IN PROCESS

1. Introduce yourself and explain the Check In Process to the evacuee
2. Take the white copy of the Referral Form from the evacuee and turn it over
 - Attach the Check In sticker (or sheet) to the back of the form



BRITISH COLUMBIA Ministry of Justice
REFERRAL
 PLEASE PRESS HARD - YOU ARE MAKING 4 COPIES


NOTE TO SUPPLIER: Please attach itemized receipts and invoices showing specific details of goods and/or services along with the original (white) copy of the Referral form and submit to Emergency Management BC. See reverse for more detailed information and billing instructions.
 If no Emergency Social Services (ESS) Rates sheet is attached to this Referral form, call 1-800-663-3456

NOT REDEEMABLE FOR CASH

1. NAME OF SUPPLIER: **TEMP HOME GROUP LODGING**
 2. ADDRESS: **ANY STREET**
 3. CITY: **ANYTOWN**
 4. PROVINCE: **BC**
 5. POSTAL CODE: **V0V 20Z**
 6. PHONE: **(250) 555-1111**
 7. FAX: **(250) 555-1111**
 8. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 9. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 8): **ANYTOWN**
 10. NUMBER OF ADULTS (18 & over): **ONE**
 11. NUMBER OF CHILDREN (12 & under): **NONE**
 12. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 13. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 12): **ANYTOWN**
 14. DATE OF REFERRAL: **2014-04-01**
 15. REFERRAL # **123456**
 16. ISSUED BY: **ANYTOWN**
 17. SIGNATURE: **ANYTOWN**
 18. DATE: **2014-04-01**
 19. NAME OF SUPPLIER: **ANYTOWN**
 20. ADDRESS: **ANY STREET**
 21. CITY: **ANYTOWN**
 22. PROVINCE: **BC**
 23. POSTAL CODE: **V0V 20Z**
 24. PHONE: **(250) 555-1111**
 25. FAX: **(250) 555-1111**
 26. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 27. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 26): **ANYTOWN**
 28. NUMBER OF ADULTS (18 & over): **ONE**
 29. NUMBER OF CHILDREN (12 & under): **NONE**
 30. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 31. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 30): **ANYTOWN**
 32. DATE OF REFERRAL: **2014-04-01**
 33. REFERRAL # **123456**
 34. ISSUED BY: **ANYTOWN**
 35. SIGNATURE: **ANYTOWN**
 36. DATE: **2014-04-01**
 37. NAME OF SUPPLIER: **ANYTOWN**
 38. ADDRESS: **ANY STREET**
 39. CITY: **ANYTOWN**
 40. PROVINCE: **BC**
 41. POSTAL CODE: **V0V 20Z**
 42. PHONE: **(250) 555-1111**
 43. FAX: **(250) 555-1111**
 44. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 45. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 44): **ANYTOWN**
 46. NUMBER OF ADULTS (18 & over): **ONE**
 47. NUMBER OF CHILDREN (12 & under): **NONE**
 48. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 49. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 48): **ANYTOWN**
 50. DATE OF REFERRAL: **2014-04-01**
 51. REFERRAL # **123456**
 52. ISSUED BY: **ANYTOWN**
 53. SIGNATURE: **ANYTOWN**
 54. DATE: **2014-04-01**
 55. NAME OF SUPPLIER: **ANYTOWN**
 56. ADDRESS: **ANY STREET**
 57. CITY: **ANYTOWN**
 58. PROVINCE: **BC**
 59. POSTAL CODE: **V0V 20Z**
 60. PHONE: **(250) 555-1111**
 61. FAX: **(250) 555-1111**
 62. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 63. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 62): **ANYTOWN**
 64. NUMBER OF ADULTS (18 & over): **ONE**
 65. NUMBER OF CHILDREN (12 & under): **NONE**
 66. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 67. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 66): **ANYTOWN**
 68. DATE OF REFERRAL: **2014-04-01**
 69. REFERRAL # **123456**
 70. ISSUED BY: **ANYTOWN**
 71. SIGNATURE: **ANYTOWN**
 72. DATE: **2014-04-01**
 73. NAME OF SUPPLIER: **ANYTOWN**
 74. ADDRESS: **ANY STREET**
 75. CITY: **ANYTOWN**
 76. PROVINCE: **BC**
 77. POSTAL CODE: **V0V 20Z**
 78. PHONE: **(250) 555-1111**
 79. FAX: **(250) 555-1111**
 80. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 81. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 80): **ANYTOWN**
 82. NUMBER OF ADULTS (18 & over): **ONE**
 83. NUMBER OF CHILDREN (12 & under): **NONE**
 84. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 85. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 84): **ANYTOWN**
 86. DATE OF REFERRAL: **2014-04-01**
 87. REFERRAL # **123456**
 88. ISSUED BY: **ANYTOWN**
 89. SIGNATURE: **ANYTOWN**
 90. DATE: **2014-04-01**
 91. NAME OF SUPPLIER: **ANYTOWN**
 92. ADDRESS: **ANY STREET**
 93. CITY: **ANYTOWN**
 94. PROVINCE: **BC**
 95. POSTAL CODE: **V0V 20Z**
 96. PHONE: **(250) 555-1111**
 97. FAX: **(250) 555-1111**
 98. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 99. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 98): **ANYTOWN**
 100. NUMBER OF ADULTS (18 & over): **ONE**
 101. NUMBER OF CHILDREN (12 & under): **NONE**
 102. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 103. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 102): **ANYTOWN**
 104. DATE OF REFERRAL: **2014-04-01**
 105. REFERRAL # **123456**
 106. ISSUED BY: **ANYTOWN**
 107. SIGNATURE: **ANYTOWN**
 108. DATE: **2014-04-01**
 109. NAME OF SUPPLIER: **ANYTOWN**
 110. ADDRESS: **ANY STREET**
 111. CITY: **ANYTOWN**
 112. PROVINCE: **BC**
 113. POSTAL CODE: **V0V 20Z**
 114. PHONE: **(250) 555-1111**
 115. FAX: **(250) 555-1111**
 116. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 117. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 116): **ANYTOWN**
 118. NUMBER OF ADULTS (18 & over): **ONE**
 119. NUMBER OF CHILDREN (12 & under): **NONE**
 120. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 121. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 120): **ANYTOWN**
 122. DATE OF REFERRAL: **2014-04-01**
 123. REFERRAL # **123456**
 124. ISSUED BY: **ANYTOWN**
 125. SIGNATURE: **ANYTOWN**
 126. DATE: **2014-04-01**
 127. NAME OF SUPPLIER: **ANYTOWN**
 128. ADDRESS: **ANY STREET**
 129. CITY: **ANYTOWN**
 130. PROVINCE: **BC**
 131. POSTAL CODE: **V0V 20Z**
 132. PHONE: **(250) 555-1111**
 133. FAX: **(250) 555-1111**
 134. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 135. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 134): **ANYTOWN**
 136. NUMBER OF ADULTS (18 & over): **ONE**
 137. NUMBER OF CHILDREN (12 & under): **NONE**
 138. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 139. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 138): **ANYTOWN**
 140. DATE OF REFERRAL: **2014-04-01**
 141. REFERRAL # **123456**
 142. ISSUED BY: **ANYTOWN**
 143. SIGNATURE: **ANYTOWN**
 144. DATE: **2014-04-01**
 145. NAME OF SUPPLIER: **ANYTOWN**
 146. ADDRESS: **ANY STREET**
 147. CITY: **ANYTOWN**
 148. PROVINCE: **BC**
 149. POSTAL CODE: **V0V 20Z**
 150. PHONE: **(250) 555-1111**
 151. FAX: **(250) 555-1111**
 152. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 153. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 152): **ANYTOWN**
 154. NUMBER OF ADULTS (18 & over): **ONE**
 155. NUMBER OF CHILDREN (12 & under): **NONE**
 156. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 157. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 156): **ANYTOWN**
 158. DATE OF REFERRAL: **2014-04-01**
 159. REFERRAL # **123456**
 160. ISSUED BY: **ANYTOWN**
 161. SIGNATURE: **ANYTOWN**
 162. DATE: **2014-04-01**
 163. NAME OF SUPPLIER: **ANYTOWN**
 164. ADDRESS: **ANY STREET**
 165. CITY: **ANYTOWN**
 166. PROVINCE: **BC**
 167. POSTAL CODE: **V0V 20Z**
 168. PHONE: **(250) 555-1111**
 169. FAX: **(250) 555-1111**
 170. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 171. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 170): **ANYTOWN**
 172. NUMBER OF ADULTS (18 & over): **ONE**
 173. NUMBER OF CHILDREN (12 & under): **NONE**
 174. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 175. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 174): **ANYTOWN**
 176. DATE OF REFERRAL: **2014-04-01**
 177. REFERRAL # **123456**
 178. ISSUED BY: **ANYTOWN**
 179. SIGNATURE: **ANYTOWN**
 180. DATE: **2014-04-01**
 181. NAME OF SUPPLIER: **ANYTOWN**
 182. ADDRESS: **ANY STREET**
 183. CITY: **ANYTOWN**
 184. PROVINCE: **BC**
 185. POSTAL CODE: **V0V 20Z**
 186. PHONE: **(250) 555-1111**
 187. FAX: **(250) 555-1111**
 188. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 189. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 188): **ANYTOWN**
 190. NUMBER OF ADULTS (18 & over): **ONE**
 191. NUMBER OF CHILDREN (12 & under): **NONE**
 192. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 193. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 192): **ANYTOWN**
 194. DATE OF REFERRAL: **2014-04-01**
 195. REFERRAL # **123456**
 196. ISSUED BY: **ANYTOWN**
 197. SIGNATURE: **ANYTOWN**
 198. DATE: **2014-04-01**
 199. NAME OF SUPPLIER: **ANYTOWN**
 200. ADDRESS: **ANY STREET**
 201. CITY: **ANYTOWN**
 202. PROVINCE: **BC**
 203. POSTAL CODE: **V0V 20Z**
 204. PHONE: **(250) 555-1111**
 205. FAX: **(250) 555-1111**
 206. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 207. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 206): **ANYTOWN**
 208. NUMBER OF ADULTS (18 & over): **ONE**
 209. NUMBER OF CHILDREN (12 & under): **NONE**
 210. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 211. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 210): **ANYTOWN**
 212. DATE OF REFERRAL: **2014-04-01**
 213. REFERRAL # **123456**
 214. ISSUED BY: **ANYTOWN**
 215. SIGNATURE: **ANYTOWN**
 216. DATE: **2014-04-01**
 217. NAME OF SUPPLIER: **ANYTOWN**
 218. ADDRESS: **ANY STREET**
 219. CITY: **ANYTOWN**
 220. PROVINCE: **BC**
 221. POSTAL CODE: **V0V 20Z**
 222. PHONE: **(250) 555-1111**
 223. FAX: **(250) 555-1111**
 224. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 225. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 224): **ANYTOWN**
 226. NUMBER OF ADULTS (18 & over): **ONE**
 227. NUMBER OF CHILDREN (12 & under): **NONE**
 228. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 229. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 228): **ANYTOWN**
 230. DATE OF REFERRAL: **2014-04-01**
 231. REFERRAL # **123456**
 232. ISSUED BY: **ANYTOWN**
 233. SIGNATURE: **ANYTOWN**
 234. DATE: **2014-04-01**
 235. NAME OF SUPPLIER: **ANYTOWN**
 236. ADDRESS: **ANY STREET**
 237. CITY: **ANYTOWN**
 238. PROVINCE: **BC**
 239. POSTAL CODE: **V0V 20Z**
 240. PHONE: **(250) 555-1111**
 241. FAX: **(250) 555-1111**
 242. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 243. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 242): **ANYTOWN**
 244. NUMBER OF ADULTS (18 & over): **ONE**
 245. NUMBER OF CHILDREN (12 & under): **NONE**
 246. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 247. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 246): **ANYTOWN**
 248. DATE OF REFERRAL: **2014-04-01**
 249. REFERRAL # **123456**
 250. ISSUED BY: **ANYTOWN**
 251. SIGNATURE: **ANYTOWN**
 252. DATE: **2014-04-01**
 253. NAME OF SUPPLIER: **ANYTOWN**
 254. ADDRESS: **ANY STREET**
 255. CITY: **ANYTOWN**
 256. PROVINCE: **BC**
 257. POSTAL CODE: **V0V 20Z**
 258. PHONE: **(250) 555-1111**
 259. FAX: **(250) 555-1111**
 260. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 261. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 260): **ANYTOWN**
 262. NUMBER OF ADULTS (18 & over): **ONE**
 263. NUMBER OF CHILDREN (12 & under): **NONE**
 264. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 265. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 264): **ANYTOWN**
 266. DATE OF REFERRAL: **2014-04-01**
 267. REFERRAL # **123456**
 268. ISSUED BY: **ANYTOWN**
 269. SIGNATURE: **ANYTOWN**
 270. DATE: **2014-04-01**
 271. NAME OF SUPPLIER: **ANYTOWN**
 272. ADDRESS: **ANY STREET**
 273. CITY: **ANYTOWN**
 274. PROVINCE: **BC**
 275. POSTAL CODE: **V0V 20Z**
 276. PHONE: **(250) 555-1111**
 277. FAX: **(250) 555-1111**
 278. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 279. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 278): **ANYTOWN**
 280. NUMBER OF ADULTS (18 & over): **ONE**
 281. NUMBER OF CHILDREN (12 & under): **NONE**
 282. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 283. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 282): **ANYTOWN**
 284. DATE OF REFERRAL: **2014-04-01**
 285. REFERRAL # **123456**
 286. ISSUED BY: **ANYTOWN**
 287. SIGNATURE: **ANYTOWN**
 288. DATE: **2014-04-01**
 289. NAME OF SUPPLIER: **ANYTOWN**
 290. ADDRESS: **ANY STREET**
 291. CITY: **ANYTOWN**
 292. PROVINCE: **BC**
 293. POSTAL CODE: **V0V 20Z**
 294. PHONE: **(250) 555-1111**
 295. FAX: **(250) 555-1111**
 296. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 297. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 296): **ANYTOWN**
 298. NUMBER OF ADULTS (18 & over): **ONE**
 299. NUMBER OF CHILDREN (12 & under): **NONE**
 300. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 301. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 300): **ANYTOWN**
 302. DATE OF REFERRAL: **2014-04-01**
 303. REFERRAL # **123456**
 304. ISSUED BY: **ANYTOWN**
 305. SIGNATURE: **ANYTOWN**
 306. DATE: **2014-04-01**
 307. NAME OF SUPPLIER: **ANYTOWN**
 308. ADDRESS: **ANY STREET**
 309. CITY: **ANYTOWN**
 310. PROVINCE: **BC**
 311. POSTAL CODE: **V0V 20Z**
 312. PHONE: **(250) 555-1111**
 313. FAX: **(250) 555-1111**
 314. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 315. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 314): **ANYTOWN**
 316. NUMBER OF ADULTS (18 & over): **ONE**
 317. NUMBER OF CHILDREN (12 & under): **NONE**
 318. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 319. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 318): **ANYTOWN**
 320. DATE OF REFERRAL: **2014-04-01**
 321. REFERRAL # **123456**
 322. ISSUED BY: **ANYTOWN**
 323. SIGNATURE: **ANYTOWN**
 324. DATE: **2014-04-01**
 325. NAME OF SUPPLIER: **ANYTOWN**
 326. ADDRESS: **ANY STREET**
 327. CITY: **ANYTOWN**
 328. PROVINCE: **BC**
 329. POSTAL CODE: **V0V 20Z**
 330. PHONE: **(250) 555-1111**
 331. FAX: **(250) 555-1111**
 332. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 333. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 332): **ANYTOWN**
 334. NUMBER OF ADULTS (18 & over): **ONE**
 335. NUMBER OF CHILDREN (12 & under): **NONE**
 336. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 337. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 336): **ANYTOWN**
 338. DATE OF REFERRAL: **2014-04-01**
 339. REFERRAL # **123456**
 340. ISSUED BY: **ANYTOWN**
 341. SIGNATURE: **ANYTOWN**
 342. DATE: **2014-04-01**
 343. NAME OF SUPPLIER: **ANYTOWN**
 344. ADDRESS: **ANY STREET**
 345. CITY: **ANYTOWN**
 346. PROVINCE: **BC**
 347. POSTAL CODE: **V0V 20Z**
 348. PHONE: **(250) 555-1111**
 349. FAX: **(250) 555-1111**
 350. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 351. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 350): **ANYTOWN**
 352. NUMBER OF ADULTS (18 & over): **ONE**
 353. NUMBER OF CHILDREN (12 & under): **NONE**
 354. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 355. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 354): **ANYTOWN**
 356. DATE OF REFERRAL: **2014-04-01**
 357. REFERRAL # **123456**
 358. ISSUED BY: **ANYTOWN**
 359. SIGNATURE: **ANYTOWN**
 360. DATE: **2014-04-01**
 361. NAME OF SUPPLIER: **ANYTOWN**
 362. ADDRESS: **ANY STREET**
 363. CITY: **ANYTOWN**
 364. PROVINCE: **BC**
 365. POSTAL CODE: **V0V 20Z**
 366. PHONE: **(250) 555-1111**
 367. FAX: **(250) 555-1111**
 368. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 369. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 368): **ANYTOWN**
 370. NUMBER OF ADULTS (18 & over): **ONE**
 371. NUMBER OF CHILDREN (12 & under): **NONE**
 372. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 373. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 372): **ANYTOWN**
 374. DATE OF REFERRAL: **2014-04-01**
 375. REFERRAL # **123456**
 376. ISSUED BY: **ANYTOWN**
 377. SIGNATURE: **ANYTOWN**
 378. DATE: **2014-04-01**
 379. NAME OF SUPPLIER: **ANYTOWN**
 380. ADDRESS: **ANY STREET**
 381. CITY: **ANYTOWN**
 382. PROVINCE: **BC**
 383. POSTAL CODE: **V0V 20Z**
 384. PHONE: **(250) 555-1111**
 385. FAX: **(250) 555-1111**
 386. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 387. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 386): **ANYTOWN**
 388. NUMBER OF ADULTS (18 & over): **ONE**
 389. NUMBER OF CHILDREN (12 & under): **NONE**
 390. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 391. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 390): **ANYTOWN**
 392. DATE OF REFERRAL: **2014-04-01**
 393. REFERRAL # **123456**
 394. ISSUED BY: **ANYTOWN**
 395. SIGNATURE: **ANYTOWN**
 396. DATE: **2014-04-01**
 397. NAME OF SUPPLIER: **ANYTOWN**
 398. ADDRESS: **ANY STREET**
 399. CITY: **ANYTOWN**
 400. PROVINCE: **BC**
 401. POSTAL CODE: **V0V 20Z**
 402. PHONE: **(250) 555-1111**
 403. FAX: **(250) 555-1111**
 404. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 405. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 404): **ANYTOWN**
 406. NUMBER OF ADULTS (18 & over): **ONE**
 407. NUMBER OF CHILDREN (12 & under): **NONE**
 408. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 409. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 408): **ANYTOWN**
 410. DATE OF REFERRAL: **2014-04-01**
 411. REFERRAL # **123456**
 412. ISSUED BY: **ANYTOWN**
 413. SIGNATURE: **ANYTOWN**
 414. DATE: **2014-04-01**
 415. NAME OF SUPPLIER: **ANYTOWN**
 416. ADDRESS: **ANY STREET**
 417. CITY: **ANYTOWN**
 418. PROVINCE: **BC**
 419. POSTAL CODE: **V0V 20Z**
 420. PHONE: **(250) 555-1111**
 421. FAX: **(250) 555-1111**
 422. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 423. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 422): **ANYTOWN**
 424. NUMBER OF ADULTS (18 & over): **ONE**
 425. NUMBER OF CHILDREN (12 & under): **NONE**
 426. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYTOWN**
 427. NAME OF PERSON RECEIVING GOODS OR SERVICES (if different from item 426): **ANYTOWN**
 428. DATE OF REFERRAL: **2014-04-01**
 429. REFERRAL # **123456**
 430. ISSUED BY: **ANYTOWN**
 431. SIGNATURE: **ANYTOWN**
 432. DATE: **2014-04-01**
 433. NAME OF SUPPLIER: **ANYTOWN**
 434. ADDRESS: **ANY STREET**
 435. CITY: **ANYTOWN**
 436. PROVINCE: **BC**
 437. POSTAL CODE: **V0V 20Z**
 438. PHONE: **(250) 555-1111**
 439. FAX: **(250) 555-1111**
 440. NAME OF FAMILY OR INDIVIDUAL TO WHOM THIS FORM IS ISSUED: **ANYT**

3b – Parking Pass

- Ask evacuee if parking pass is required
- If no, tick no beside “Parking Pass Needed”
- If yes,
 - Tick Yes beside “Parking Pass Needed”
 - Write licence plate number on sticker
 - Fill in parking pass
 - Give completed parking pass to the evacuee
 - Tick Yes beside “Parking Pass Provided”


GROUP LODGING PARKING PASS

Licence Plate #: _____

From: _____ To: _____
(YYYY/MM/DD) (box 10 on Referral Form) (YYYY/MM/DD) (box 12 on Referral Form)

Facility Name: _____
(box 3 on Referral Form)

GL Check In Sticker <small>(place on back of white copy of Referral Form)</small>		
Bed Assignment(s) <small>(e.g., Yuri Suzuki in row E, bed 1 would be YS – E1)</small>	-	-
	-	-
	-	-
Parking Pass Needed <small>(if yes, fill in info below)</small>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Vehicle Licence Plate #		
Parking Pass Provided	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Wristband Code Instructions <small>(start writing to the right of the sticker # – you only have a 4 inch space to write in – if you go beyond 4 inches, the writing may be covered when the wristband is applied)</small> <small>(e.g., YYYY/MM/DD – YYYY/MM/DD, Referral Form Box 10 & 12 YS – E1 – T, first & last initial – bed# – facility code)</small>		
Wristband(s) Applied	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Resident Agreement Provided	Yes <input type="checkbox"/>	No <input type="checkbox"/>
ESS Responder Name <small>(first name & last name initial)</small>		
	<small>20140501</small>	

3c – Complete evacuee wristbands

- An example of how to complete the wristband is provided on the Check In sticker
- Write up a wristband for each person, using the example shown on the sticker (sample below)
 - Make sure you leave about an inch before you start writing or if there’s a sticker number, start just to the right of the sticker number and keep within the first 4 inches so that the writing is not covered up once you attach the wristband

30179

YYYY/MM/DD to YYYY/MM/DD
 YS – E1 – T

- On the wristband, write the resident’s initials, the bed space they were assigned to, and the initials of the centre. The example shown is as follows:

YS – stands for resident’s name, Yuri Suzuki

E1 – the centre may have a section for families, seniors, men, women, persons with disabilities, etc. This guest was assigned to bed 1 in section E

T – the centre use in this example is Temphome. There may be times when more than one centre is opened so this verifies they were checked into Temphome

- Attach wristbands – do not just hand them to the evacuee(s)
- On the GL Check in Sticker – tick Yes beside “Wristbands Attached”

Check In/Out Process Adapted from the City of Richmond, North Shore Emergency Management Office, and City of Vancouver
2014-04-01



5. Place the GL Check Out sticker on the back of the back of the white Referral Form (beside the Check In sticker)

- This will be filled out when the residents check out at the end of their stay

6. Arrange for resident(s) to be shown to their bed assignment and have a facility tour

7. Finalize paperwork

- Paperclip/staple the Referral Form and GL Resident Agreement together and place in basket for filing
- Part of this process will be to fill in Sleeping Area Assignment Log which is our written record of bed assignments

GL Check Out Sticker (place on back of white copy of Referral Form)	
Date (yyyy/mm/dd)	
Family Rep (signature)	
Required for updating bed inventory	
<input type="checkbox"/>	Update Sleeping Area Assignment Log by placing blank white label over previous bed assignment(s)
<input type="checkbox"/>	Dispose of/sanitize all bedding from cot(s)
<input type="checkbox"/>	Tag cot(s) for cleaning and arrange for cot(s) to be cleaned as per Group Lodging procedures
<input type="checkbox"/>	Arrange for replacement cots, if required
<input type="checkbox"/>	Place a red post it flag at the top left hand corner of the white copy of the Referral Form prior to refilling
Comments	
ESS Responder Name (first name & last name initial)	
201.40501	

CHECK OUT PROCESS

1. Find paperwork (Referral Form and attached GL Resident Agreement)

- Should be filed in a box in alphabetical order or if not filed yet, then look in the basket for filing

2. Complete Check Out sticker (or sheet)

- Write in the date
- Have the Family Rep sign
- Tick items "Required for updating bed inventory" as you complete them
- Print your name under "ESS Responder Name"



GL Check Out Sticker (place on back of white copy of Referral Form)	
Date (yyyy/mm/dd)	
Family Rep (signature)	
Required for updating bed inventory	
<input type="checkbox"/>	Update Sleeping Area Assignment Log by placing blank white label over previous bed assignment(s)
<input type="checkbox"/>	Dispose of/sanitize all bedding from cot(s)
<input type="checkbox"/>	Tag cot(s) for cleaning and arrange for cot(s) to be cleaned as per Group Lodging procedures
<input type="checkbox"/>	Arrange for replacement cots, if required
<input type="checkbox"/>	Place a red post it flag at the top left hand corner of the white copy of the Referral Form prior to refilling
Comments	
ESS Responder Name (first name & last name initial)	
201.40501	

3. Finalize paperwork

- Paperclip/staple the Referral Form and GL Resident Agreement together and place in basket for filing

Check In/Out Process Adapted from the City of Richmond, North Shore Emergency Management Office, and City of Vancouver
2014-04-01



Sample Group Lodging Resident Sign In/Out Log

Group Lodging Location: _____

DATE	NAME	TIME IN	TIME OUT	CONTACT # WHEN OUT	REMARKS



Sample Group Lodging Resident Agreement

Group Lodging Resident Agreement

Name (Last, First): _____ Date: _____

Read the Resident Information Sheet that is given to you by the ESS responder. Signing this form is strictly voluntary, however, you must agree in writing to abide by the rules on the Resident Information Sheet before you can be registered into Group Lodging.

By signing this agreement, I acknowledge that I have read and agree to the Resident Information Sheet rules.

Signature of family representative: _____

ESS Responder Witness: _____



Sample Group Lodging Rules

1. You must register at the reception centre to stay at the facility.
2. Children **MUST** be accompanied by adults at **ALL** times in the shelter. **DO NOT** leave the building without your children.
3. Shoes must be worn at **ALL** times.
4. **NO** smoking in the building!
5. **NO** food outside the designated eating area.
6. Supper is the last meal of the day. It is served from 5:30 p.m. to 8:00 p.m. Snacks will be served from 8:00 p.m. to 10:00 p.m.
7. **CURFEW:** Lights off at 10:00 p.m. in the sleeping quarters. Visiting the eating area only until 10:00 p.m.
8. Taking photos/video is **NOT PERMITTED** inside group lodging.





Resources for Further Reference

ESS Field Guide — EMBC

- Provides information regarding the BC structure for the provision of ESS and clarification on the various procedures and guidelines for use by local authority ESS teams
- www.ess.bc.ca/ under *Publications*

ESS Mobile Guide iOS (iDevice) & Android Apps, ESS2go — JIBC & EMBC

- designed for RC and GL management team members, this App can be used during an emergency or disaster as a practical tool. Create and store your team contacts, use function checklists, refer to guides/standards, plan with interactive maps, and more!
- available for free



ESS Quick Reference Guide — JIBC

- Provides those on the management team who are learning about and working in the RC and GL, with some basic prompts and reminders of the RC and GL operations, tasks, and activities
- Full-colour, UV coated, and customized copies of this quick reference guide are available for purchase from the JIBC
- An electronic version can be freely downloaded from the My EM Resources site below

ESS Training Program — JIBC & EMBC

- Provides information regarding ESS courses that are offered by the JIBC in partnership with EMBC
- www.jibc.ca/ess



Group Lodging Operational Guidelines (GLOG) — EMBC

- A comprehensive manual that provides the BC organizational structure, function checklists, and function aids (e.g., forms, instructions, templates, etc.) to assist ESS responders in the operation of a GL during all levels of response, from a small scale incident to a large complex evacuation
- www.ess.bc.ca/ under *Publications*

Group Lodging Video — JIBC & EMBC

- A training tool that is being developed to assist ESS teams in the operation of group lodging. The video describes the planning, set up, functions and services of group lodging. ESS teams are encouraged to make use of the video for in-house training and review, or as a reference in the set up of a group lodging facility
- https://www.youtube.com/watch?v=CE_oix5pamE

My Emergency Management Resources — JIBC

- A free-access portal created and maintained by the JIBC Emergency Management Division. Designed to meet the needs of all communities, agencies and private businesses across Canada, My EM Resources is of particular benefit to remote organizations and those with limited access to funding for training or exercising
- View, download, save, and print training videos, virtual interactive training tools, dynamic forms/charts, exercise packages, course materials, documents, posters, and quick reference guides
- <http://www.myemresources.com>

Reception Centre Operational Guidelines (RCOG) — EMBC

- A comprehensive manual that provides the BC organizational structure, function checklists, and function aids (e.g., forms, instructions, templates, etc.) to assist ESS responders in the operation of a RC during all levels of response, from a small scale incident to a large complex evacuation
- www.ess.bc.ca/ under *Publications*

Reception Centre Video — JIBC & EMBC

- A training tool that has been developed to assist ESS teams in the operation of reception centres. The 15 minute video, narrated by Marke Driesschen, describes the planning, set up, functions and services of a reception centre. ESS teams are encouraged to make use of the video for in-house training and review, or as a reference in the set up of a reception centre
- <http://www.youtube.com/watch?v=X14k-zYF0dM>



// **APPENDIX C**

Course Outline



COURSE OUTLINE

Course Code:	EMRG-1612
Short Title:	Introduction to Group Lodging
Long Title:	Introduction to Group Lodging
Prerequisites:	EMRG-1600 Introduction to Emergency Social Services
Co-requisites:	N/A
School:	Public Safety
Division/Academy/Centre:	Emergency Management Division
Previous Code & Title:	ESS115 Introduction to Group Lodging, ESS112 and ESS201 Group Lodging
Course First Offered:	April 2013

Credits:	0
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Course Description

Learn how to adapt facilities to shelter style accommodation for people displaced from their homes during a disaster. This three and a half (3.5) hour course covers the fundamentals for ESS responders who may be called upon to work in or support the activities at a group lodging facility.

Course Goals

To prepare ESS responders for working in local facilities designated as group lodging facilities.

Learning Outcomes

Upon successful completion of this course, the learner will be able to:

1. Describe the services provided in group lodging
2. Explain the roles and responsibilities of the functions in group lodging
3. Outline how to set-up and work in group lodging

Course Topics/Content

- Group lodging services
- Function roles and responsibilities in group lodging
- Group lodging set-up and work

Text & Resource Materials

Province of BC. (2013). *Introduction to Group Lodging Participant Guide*. New Westminster, BC: Emergency Management Division, Justice Institute of British Columbia.

Equivalent JIBC Courses

None.

COURSE OUTLINE

Instructional Method(s)* (select all that apply)	Total Hours	Instructional Factor	Total Factored Hours
<input checked="" type="checkbox"/> Direct Instruction (lecture, seminar, role plays, independent study, etc.)	3.5	1	3.5
<input type="checkbox"/> Supervised Practice (includes simulations & labs)		.5	
<input type="checkbox"/> Practice Education, Field Placement, Internship or Co-op		.33	
Totals	3.5		3.5

*Refer to http://www.jibc.ca/sites/default/files/governance/policies/pdf/Procedure_Credit-Value.pdf

This course is available online and face-to-face.

Course Evaluation

The evaluation criteria used for this course are represented below. Specific course evaluation information will be provided by the instructor at the start of the course.

Criterion	% of Final Grade (may be represented as a range)
Course work (activities, assignments, essays, reports, etc.)	
Quizzes and exams	100%
Simulations/Labs	
Attendance/Participation (in class or online)	
Practice Education/Internships	
Total	100%

Comments on Evaluation

None.

Course Grading Scheme*

☐ JIBC1 (A to F) ☐ JIBC2 (MAS/NMA) ☒ JIBC3(CM/IN) ☐ JIBC4 (P/F)

(* <http://www.jibc.ca/policy/3304> Grading policy)



COURSE OUTLINE

Other Course Guidelines, Procedures and Comments

View official versions of related JIBC academic regulations and student policies in the JIBC Calendar on the following pages of the JIBC website:

Academic Regulations:

<http://www.jibc.ca/programs-courses/jibc-calendar/academic-regulations>

Student Academic Integrity Policy
Academic Progression Policy
Admissions Policy
Academic Appeals Policy
Evaluation Policy
Grading Policy

Student Policies:

<http://www.jibc.ca/about-jibc/governance/policies>

Access Policy
Harassment Policy – Students
Student Records Policy
Student Code of Conduct Policy

JIBC Core Competencies

The JIBC promotes the development of core and specialized competencies in its programs. Graduates of our programs will demonstrate high levels of competence in the following areas:

- ☐ **Critical thinking:** Identify and examine issues and ideas; analyze and evaluate options in a variety of fields with differing assumptions, contents and methods.
- ☐ **Communication, Oral and written:** Demonstrate effective communication skills by selecting the appropriate style, language and form of communication suitable for different audiences and mediums.
- ☐ **Leadership:** Inspire individuals and teams to reach their potential by embracing innovation through strategic thinking and shared responsibility.
- ☐ **Independent learning:** Show initiative by acting independently in choosing effective, efficient and appropriate applied learning, research and problem solving strategies.
- ☐ **Globally minded:** Self-aware of own identity and culture, recognize the interconnectedness of world events and issues; interact respectfully and authentically across cultures; value multiple perspectives; utilize curiosity to learn with and from others.
- ☐ **Problem solving:** State problems clearly; effectively and efficiently evaluate alternative solutions; choose solutions that maximize positive and minimize negative outcomes.
- ☐ **Interpersonal relations:** Know and manage ourselves; recognize and acknowledge the needs and emotions of others including those with diverse cultures, backgrounds and capabilities.
- ☐ **Inter-professional teamwork:** Understand and work productively within and between groups, respect others' perspectives and provide constructive feedback with special attention to inter-professional relationships.
- ☒ **Information literacy:** Recognize and analyze the extent and nature of an information need; efficiently locate and retrieve information; evaluate it and its sources critically, and use information effectively and ethically.





// **APPENDIX D**

References



- American Red Cross. (2007). *Building Community Response: Partner Agency Shelter Operations Workshop* Participant's Resources.
- BC Coalition of People with Disabilities. (2008). *A Roadmap to Emergency Planning for People with Disabilities*. Retrieved January 10, 2013 from <http://www.bccpd.bc.ca/docs/emergpreproadmap.pdf>
- City of Richmond, North Shore Emergency Management Office, City of Vancouver. (2010). *ESS Regional Group Lodging Field Guide: The Heart of Disaster Response*. Retrieved January 10, 2013 from <http://www.essa.ca/resources/ESS-Regional-Group-Lodging-Field-Guide.pdf>
- Ministry of Justice, Emergency Management BC. (2011). *Emergency Management in BC: Reference Manual*. Retrieved January 10, 2013 from http://www.embc.gov.bc.ca/em/training/reference_manual.pdf
- Ministry of Justice, Emergency Management BC. (2010). *ESS Field Guide*. Retrieved January 10, 2013 from www.ess.bc.ca/pubs/fieldguide.htm
- Ministry of Justice, Emergency Management BC. (2010). *Group Lodging Operational Guidelines*. Retrieved January 10, 2013 from http://www.ess.bc.ca/group_lodging_guidelines.htm
- Ministry of Justice, Emergency Management BC. (2009). *Evacuation Operational Guidelines*. Retrieved January 10, 2013 from http://embc.gov.bc.ca/em/management/Evacuation_Operational_Guidelines.pdf
- North Shore Emergency Management Office. (2009). *ESS Group Lodging Plan*. Retrieved January 10, 2013 from www.essa.ca/resources/North-Shore-Group-Lodging-Plan.pdf
- Public Health Agency of Canada. (2007). *Emergency Lodging Service*. Retrieved January 10, 2013 from <http://www.essa.ca/Toolkit-2012/Emergency-lodging-service.pdf>

