



JIBC

EMERGENCY MANAGEMENT DIVISION

ESS

Introduction to Reception Centres

July 2015



Welcome

- Housekeeping
- Forms and paperwork
- Introductions
 - Your name
 - Your community/agency
 - Something I hope to learn
- Participant Guide
- Icebreaker



Introduction

- Course
 - Description
 - Goal
 - Learning outcomes
 - Prerequisites
 - Agenda



Reception Centre Services

- What are Reception Centres?



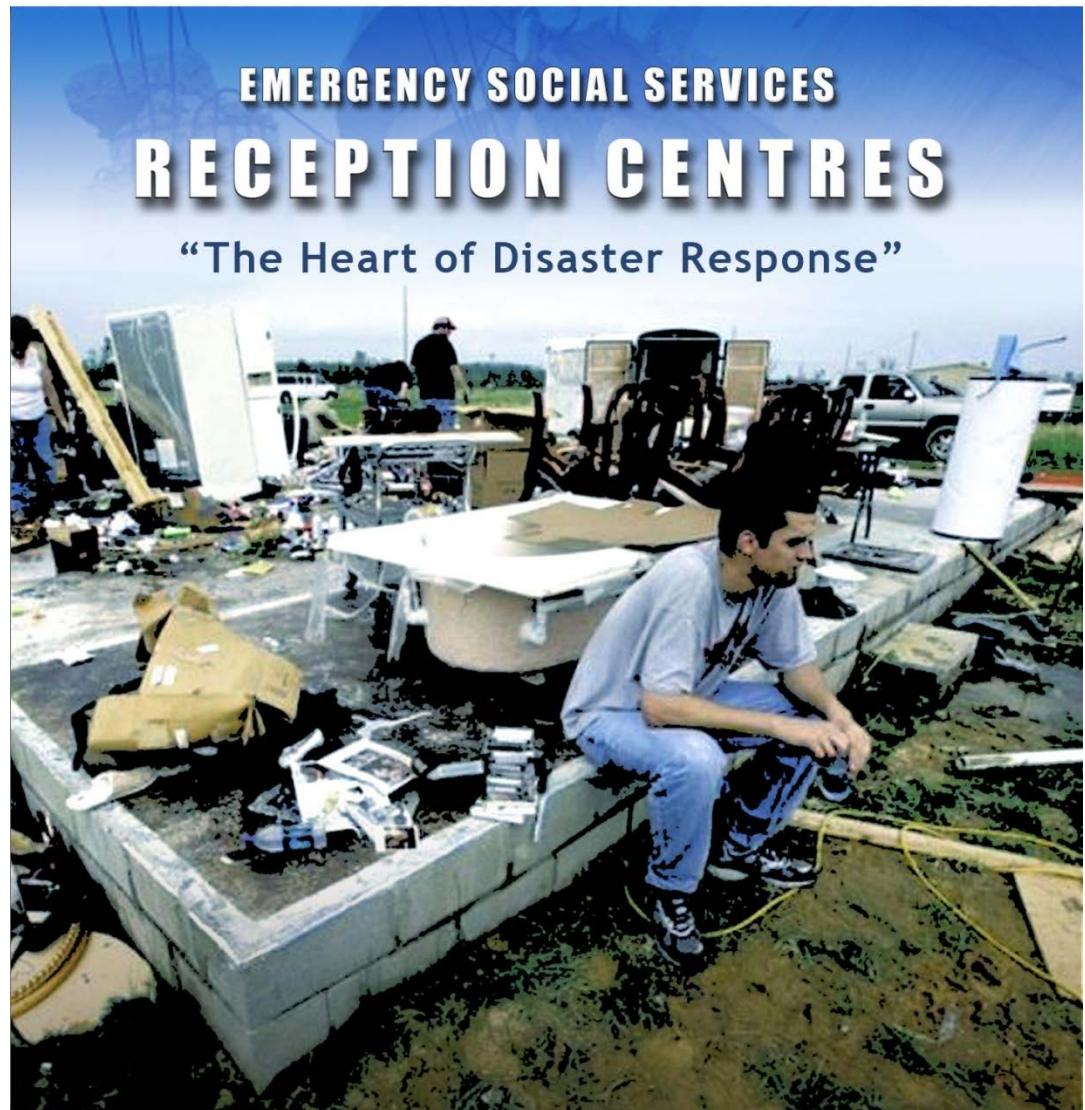
Reception Centre Services

- What services are provided?
- When is one opened?
- What are other emergency response centres?



Reception Centre Services

- Module 1
review –
Reception
Centre Video



Reception Centre Services

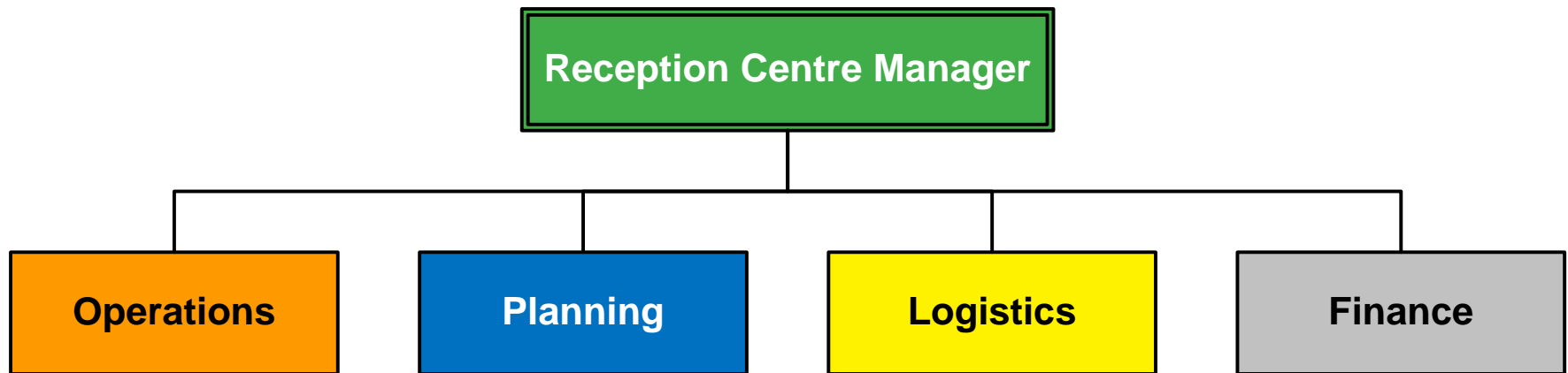
Activity – Services Scavenger Hunt

- Participant guide – end of Module 1
- Answer the questions in the table
- 5 minutes



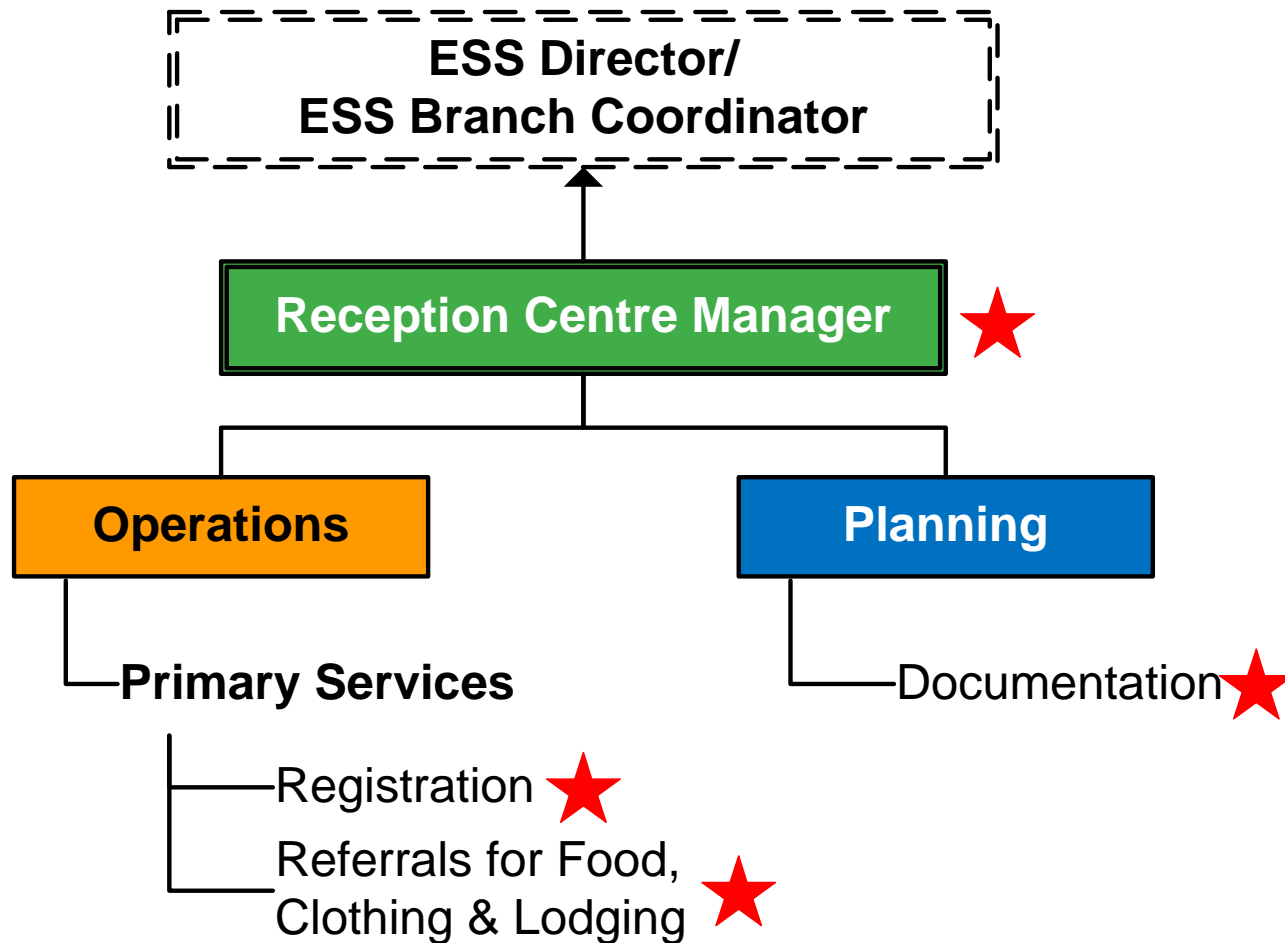
Reception Centre Structure

- 5 Primary Management Functions



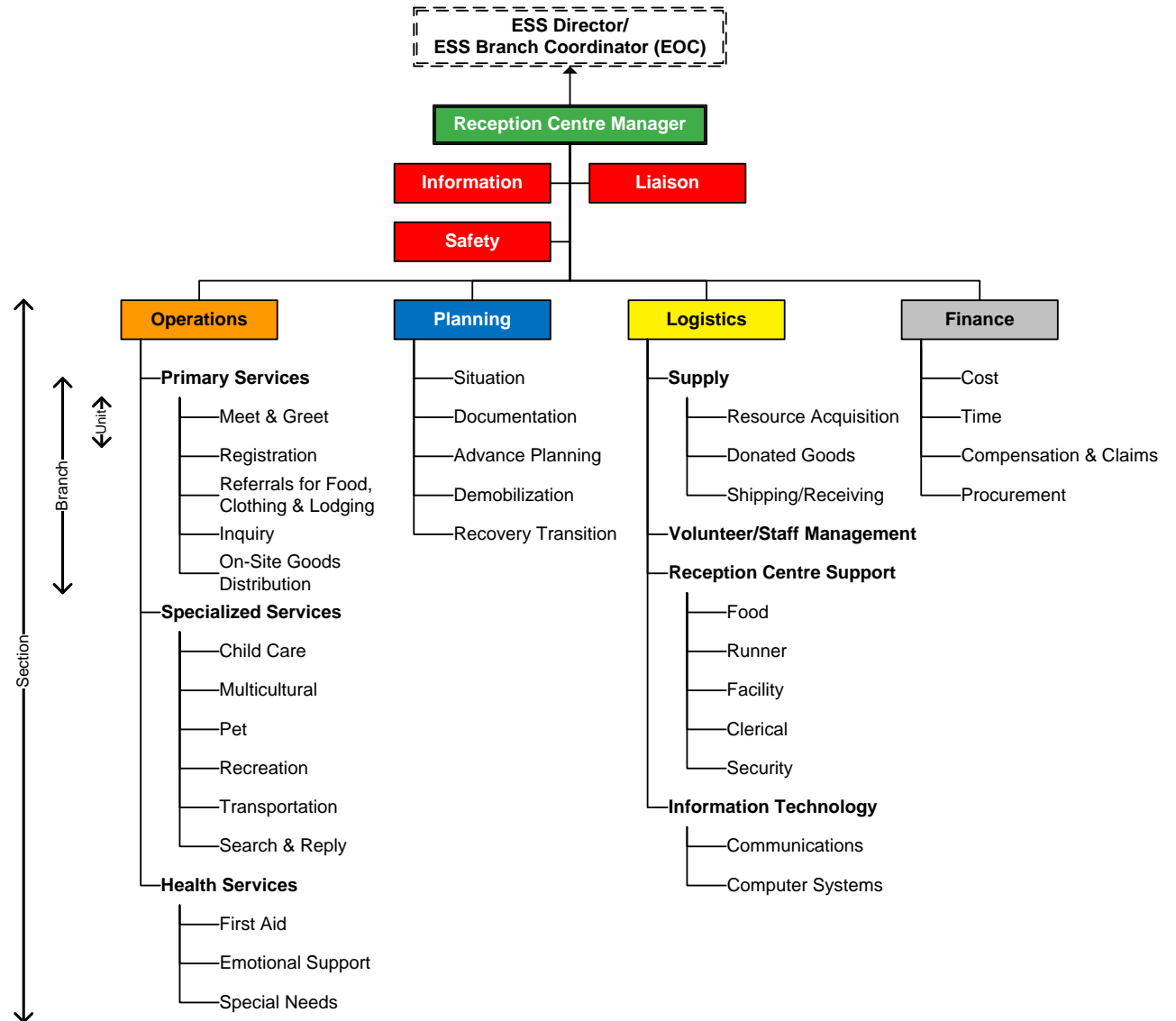
Reception Centre Structure

- 4 key functions



Reception Centre Structure

- Fully expanded



Reception Centre Structure

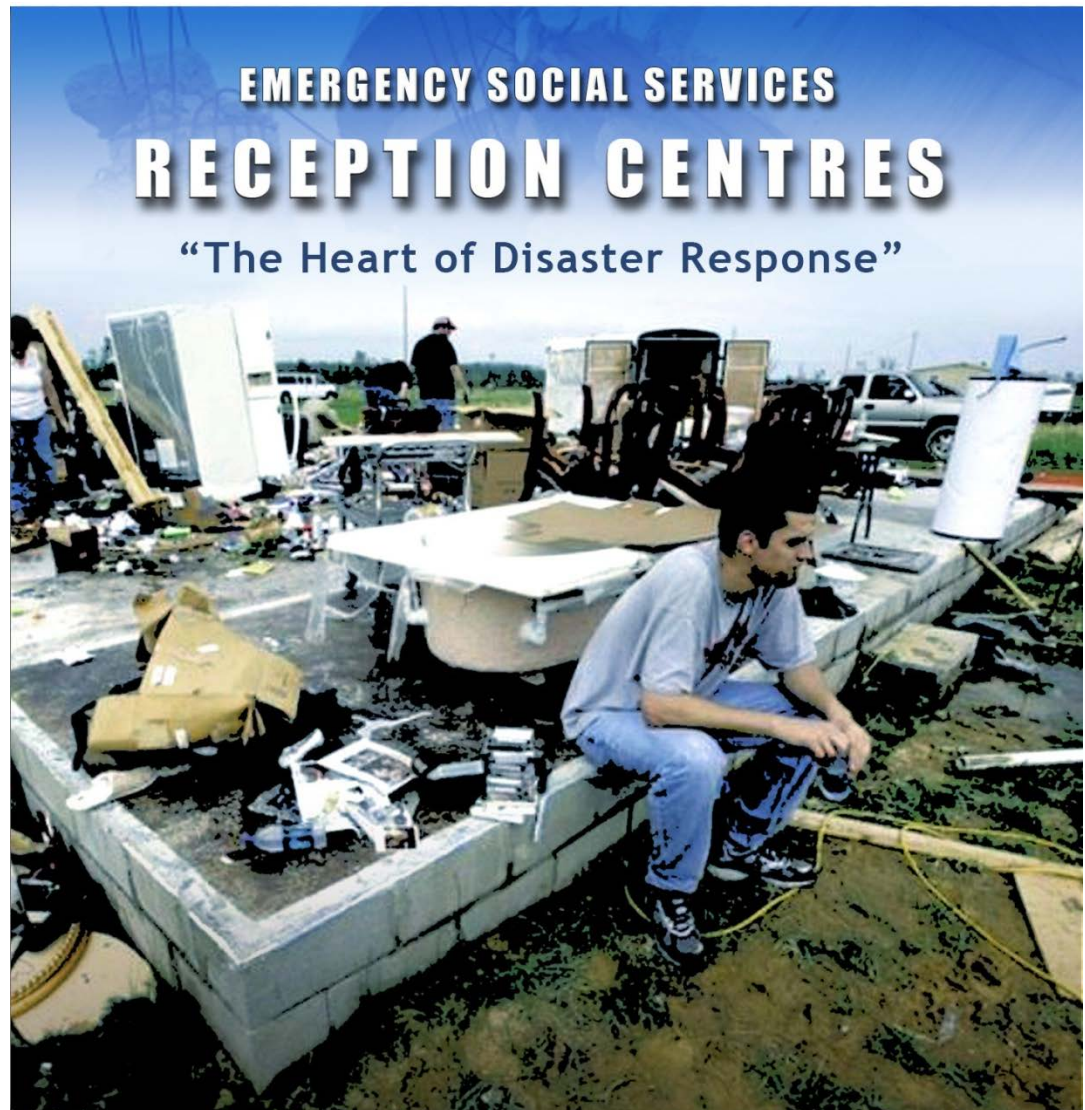
Activity – Matching Functions & Roles

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



Reception Centre Structure

- Module 2
review –
Reception
Centre Video



Working in a Reception Centre

- Personal preparedness plan
- Call out
- Reporting to work
 - First-in



Working in a Reception Centre

- Reception centre set-up
 - Reception centre kit



- Function/service areas



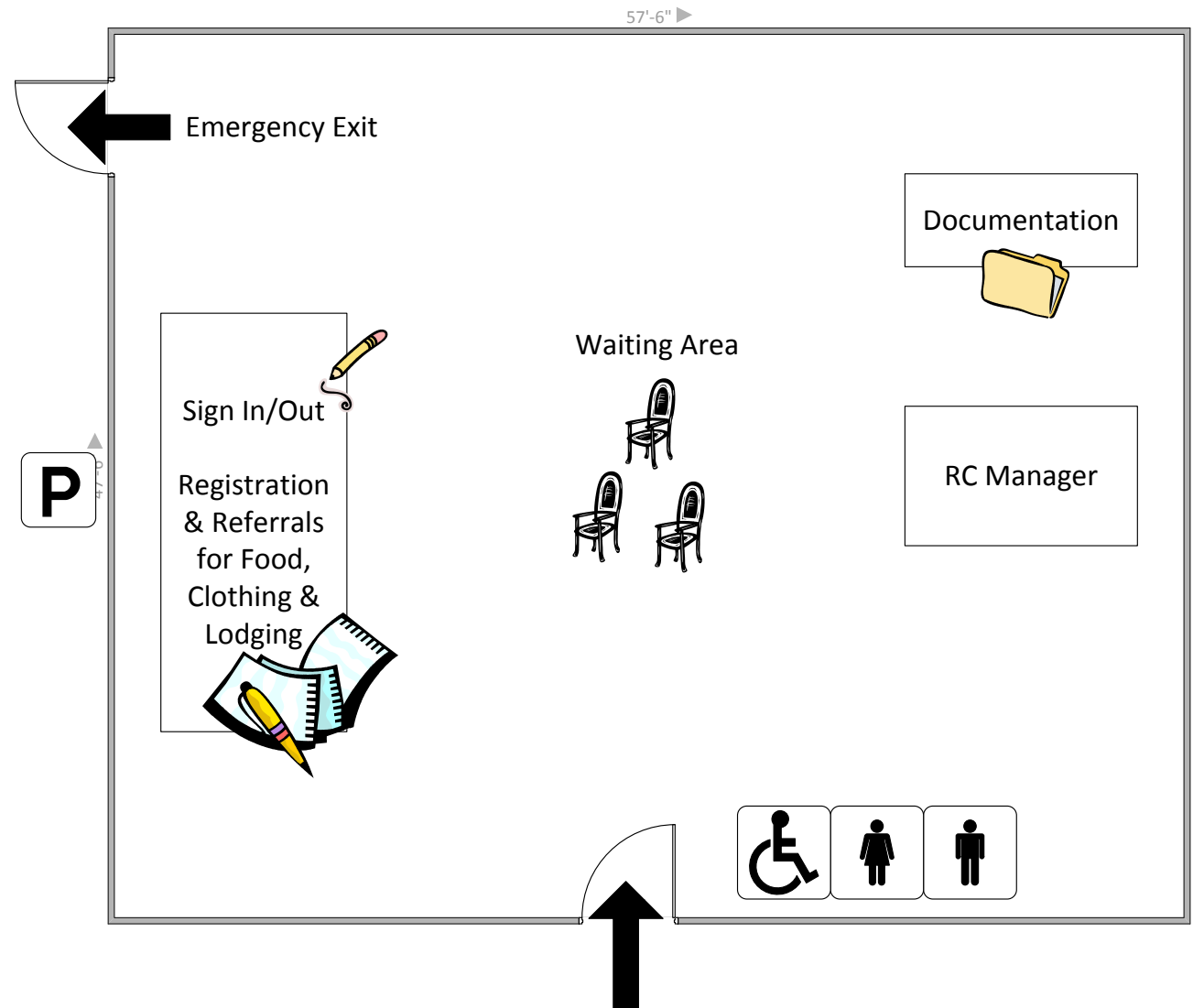
Working in a Reception Centre

- Reception centre set-up
 - Registration and referrals area set-up
 - Pros/cons



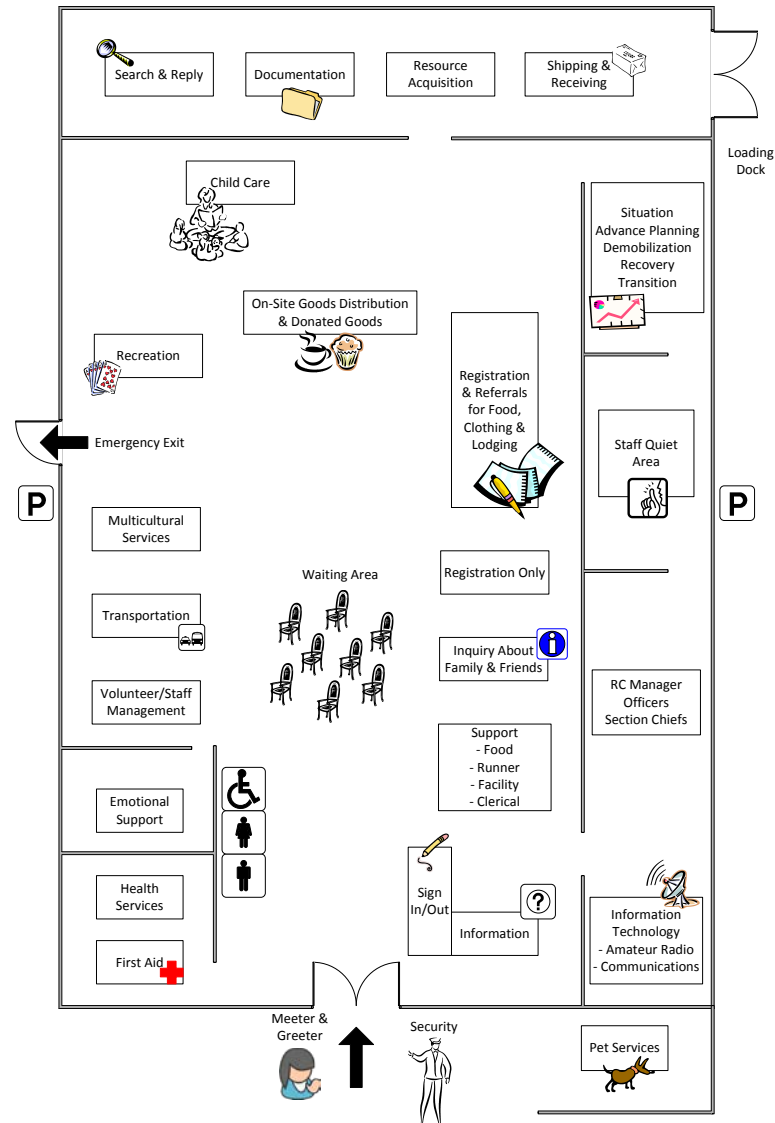
Working in a Reception Centre

- Sample floor plan – minimal services



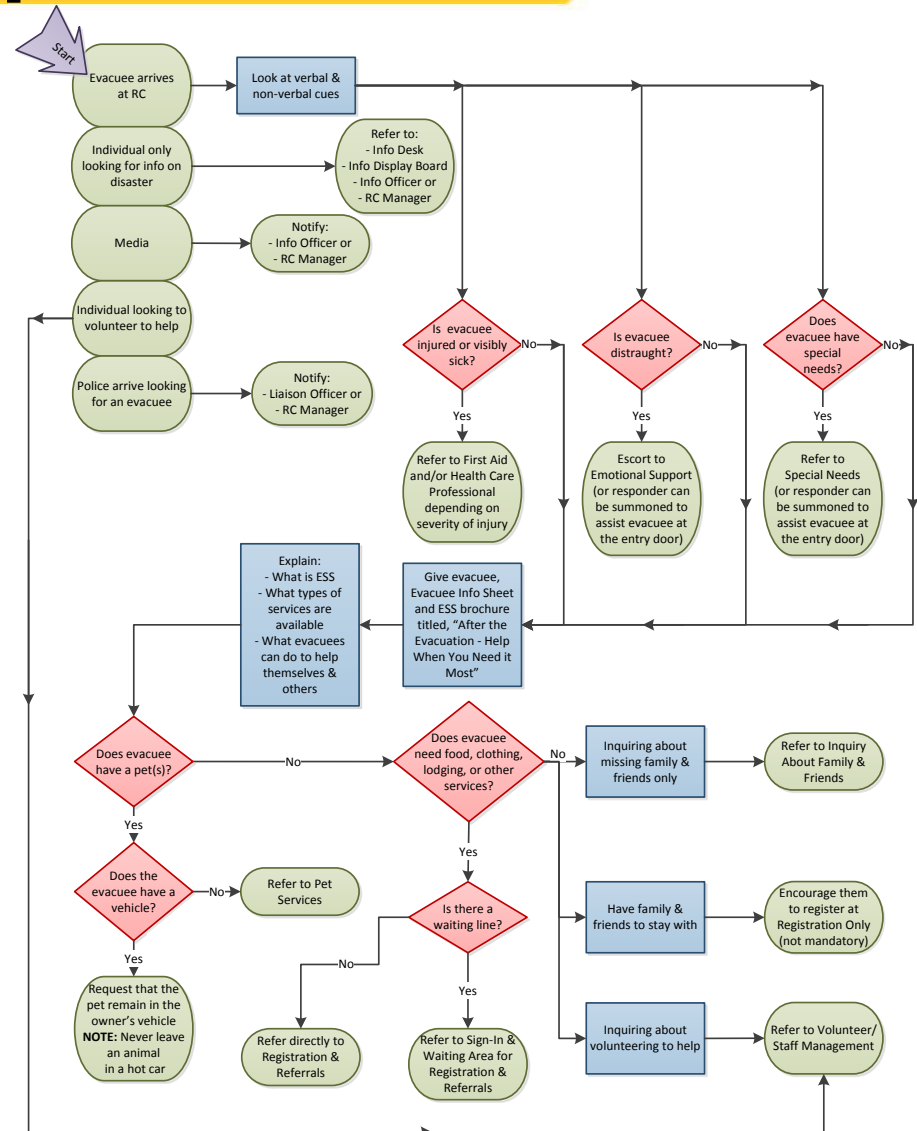
Working in a Reception Centre

- Sample floor plan – full services



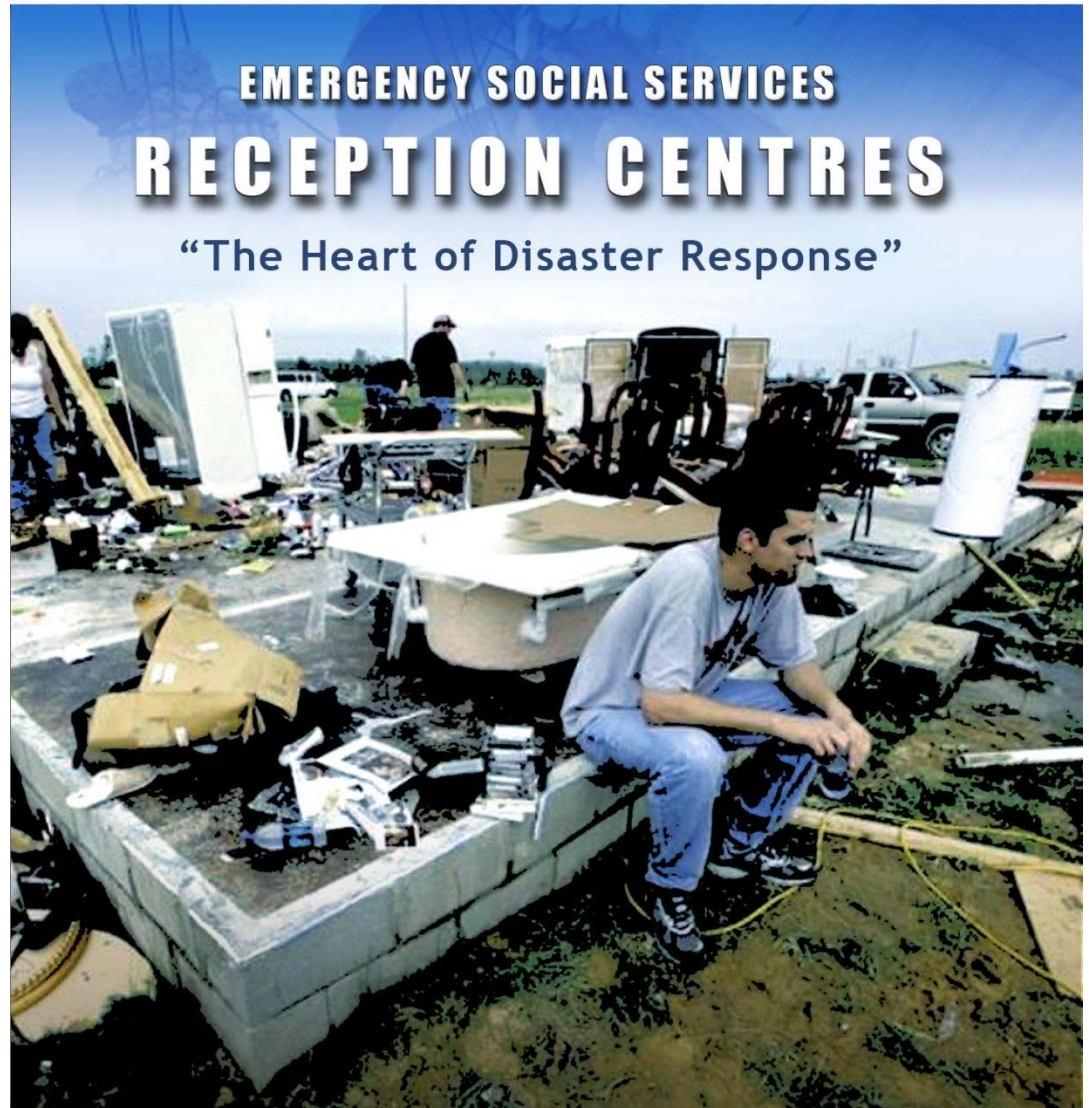
Working in a Reception Centre

- Guidelines
- Directing arrivals at the RC
 - Visitors to the RC
 - Flow chart
- Demobilizing



Working in a Reception Centre

- Module 3
review –
Reception
Centre Video



Working in a Reception Centre

Activity – Referrals Within the RC

- Participant guide – end of Module 3
- Assign a letter to the space for each situation
- ***Hint:*** Use guidelines & flow chart
- 5 minutes



Working in a Reception Centre

Activity – Addressing Challenges

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



Emotional Response

- Effects of disasters on people
 - Factors affecting reaction to loss
 - Common reactions
 - Helping survivors cope



Emotional Response

- Worker care
 - Sources of stress
 - Signs of stress
 - Looking after yourself
 - Before your shift
 - During your shift
 - After your shift



Emotional Response

Activity – Planning for Self-Care

- Participant guide – end of Module 4
- Write down the answers to the questions
- 10 minutes
- Share with the class



Course Wrap-up

- Review learning outcomes
- Course debriefing
 - Comments
 - Questions
- Course assessment
- Evaluation forms



Thank you!