

---

## Module 3 Activity: Addressing Challenges Answer Key

---

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

1. It is 9:00 p.m. and one of the Group Lodging 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?

Ask her if she is OK. Ask her if she has been drinking. If she admits to drinking and is quite intoxicated, place her in a cot away from the other group lodging residents. Discuss your concerns with her the following morning and ask that it not occur in the future.

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

Separate them, gather information from each, mediate (if appropriate) and explain that yelling is not appropriate.

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

Direct him to the reception centre to place an inquiry at the Inquiry Desk.

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 into town for the day. What would you do?

Ensure that qualified and licensed child care volunteers/staff look after the children until their parents return to the facility. When the parents return, discuss with them their parental responsibility for the supervision of their children at all times while at the group lodging facility.

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

Have a qualified, licensed childcare worker watch the child while you take the mother into a private room. Assess the situation by asking questions, listening, reflecting feelings, etc. If, in your estimation, this behavior is stress induced, listening to her and offering assistance may defuse the situation. If, on the other hand, you suspect a pattern of child abuse, advise your supervisor, who will discuss with the GL Manager and/or ESSD.

6. A small group of residents approach you and start complaining about a minority group who is also residing in the group lodging 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?

Explain to the complainants that the group lodging facility is for the use of all residents regardless of cultural, ethnic, religious, economic (etc.) differences and respect and tolerance is required. If they do not accept your response, politely but firmly let them know that they are welcome to find their own accommodation.

7. Two group lodging 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?

Gather information so that you have an informed and balanced view of the escalating situation. Have a meeting of individuals representing both sides and attempt to mediate the situation to a satisfactory conclusion for both sides. For example; "There appears to be some tension in the building that we feel should be addressed and resolved...". Stress the importance of tolerance and patience by everyone.

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

Address this problem with their parents, make it their responsibility to stop the situation, and stress the importance that it not re-occur.

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

Refer this problem to the Health Branch and/or request a public health nurse or doctor speak to the concerned residents. This is an educational issue more than a medical issue.

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

Address this problem with their parents, let the parents know that it is their responsibility to stop the situation, and stress the importance that it not re-occur.

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?

Care home residents should be accompanied by their staff and it would be the responsibility of the care home staff to look after their resident's medical concerns. What we can offer is comfort food, a "listening ear", and reassurance.

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

- Attempt to provide interpreters from the community and/or from those staying at the group lodging facility. Most children of school age whose first language is not English can speak both English and their native language. Therefore these children can act as interpreters
- If you have a smart phone, download and use Google Translate
- Try and use the ESS Translation Guide

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

Ask for their address and/or telephone and inform them that you will post this information on a board so that group lodging residents can approach them if they wish.

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

Call a meeting of the group lodging residents and share with them that you are trying to verify the information. As soon as the information becomes available, they will be informed. Until that time, ask them not to pass on the information.

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

- Normally, we do not accept food that is not requested unless it is package or canned goods. Concerns may exist about food handling (e.g. food poisoning due to improper refrigeration) as well as billing for the food.
- Some local authorities do accept food donations from restaurants because they are Foodsafe certified, but before they do, they just need to make sure that the restaurant is not expecting compensation
- If a restaurant really wants to help, they can donate food vouchers instead to reduce the risk of food poisoning

16. You notice that one of the group lodging 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?

Refer to the Emotional Support Unit, if activated, at the group lodging facility. If it isn't activated, contact the Emotional Support Unit Supervisor at the reception centre or the ESS Director at the EOC and request assistance of counselors and activation of the Emotional Support Unit at the group Lodging facility.

Note: The group lodging facility is a microcosm of society; behaviors that exist in the community will also exist in the group lodging facility. Expect to see behaviors related to mental illness, substance abuse, etc. and plan to take appropriate action.

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

Remind the resident of privacy rules in GL – that GL is equivalent to a private residence and it is not allowed. Advise your supervisor. It is important that in the planning process, that this issue is addressed with the local police – what are they prepared to do if something like this happens?