



# City of Meadow Lake Emergency Social Services Plan 2019



**Created By: Bolt from The Blue Management**

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## Revisions & Updates

| Date          | Page Number & Description of Section Edit                                   | Name & Signature |
|---------------|---|------------------|
| Dec. 12, 2018 | p. 7-8 2(1) 2(2) Org chart updated  | Anne Danielson   |
| Dec. 12, 2018 | p. 8-9 2(3) Overview of ESS Positions updated to reflect org chart changes. | Anne Danielson   |
| Dec. 12, 2018 | p. 15-16 4(5) updated to reflect ESS org chart changes.                     | Anne Danielson   |
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## Definitions

**CRC** - Canadian Red Cross.

**ECC** - Emergency Coordination Centre, a different term for the equivalent of an EOC.

**Emergency** - For the purpose of this plan refers to an emergency situation that exceeds the day-to-day operations and capability of first responders and response organizations. The words *emergency*, *incident* and *disaster* are used interchangeably throughout this document.

**Emergency Planning Act** - Refers to *The Emergency Planning Act* in the Province of Saskatchewan.

**EOC** - A pre-identified location for carrying out coordinated emergency response and recovery activities including planning, logistical and operational support functions of Incident Command as well as Emergency Social Services.

**ERP** - Emergency Response Plan. Which unless stated otherwise, refers to the City of Meadow Lake Emergency Response Plan.

**ESS** - Emergency Social Services. Provides basic essential items to victims, evacuees and affected residents by providing: lodging, food, water, personal services and other basic necessities as may be required.

**ICS** - Incident Command System.

**R&I** - Registration and Inquiry.

**SK** – Saskatchewan.

**SKHA** - Saskatchewan Health Authority.

**SOLE** - State of Local Emergency.

**Vulnerable Person** - Any person not capable of caring for themselves. This includes any unattended child under the age of majority, unattended adult dependents, people under the influence of drugs or alcohol and/or unfit to care for themselves.



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## Section 1: Introduction & Authority

### 1(1) Purpose

This plan outlines the roles and the responsibilities of Emergency Social Services (ESS) personnel and lays out guidelines for activation and operations of various types of evacuee centres. This plan is a foundation on which to build a strong ESS Team and local network capable of assisting people during or following an emergency and providing for their basic essential needs.

### 1(2) Authority

Under *The Emergency Planning Act*, each local authority is required to have a plan in place to respond to local emergencies. This includes care and welfare of evacuated people and/or livestock. Additionally, on the making of a state of local emergency and or its duration a local authority may provide, maintain and coordinate medical, welfare and other essential services. The local authority may delegate to any person or category of persons duties that may be imposed on it pursuant to *The Emergency Planning Act* with the exception of power to declare a State of Local Emergency.

Pursuant to: c.E-8.1 s. 21 a (vi) (vii)  
c. E-8.1 s. 21 (6)

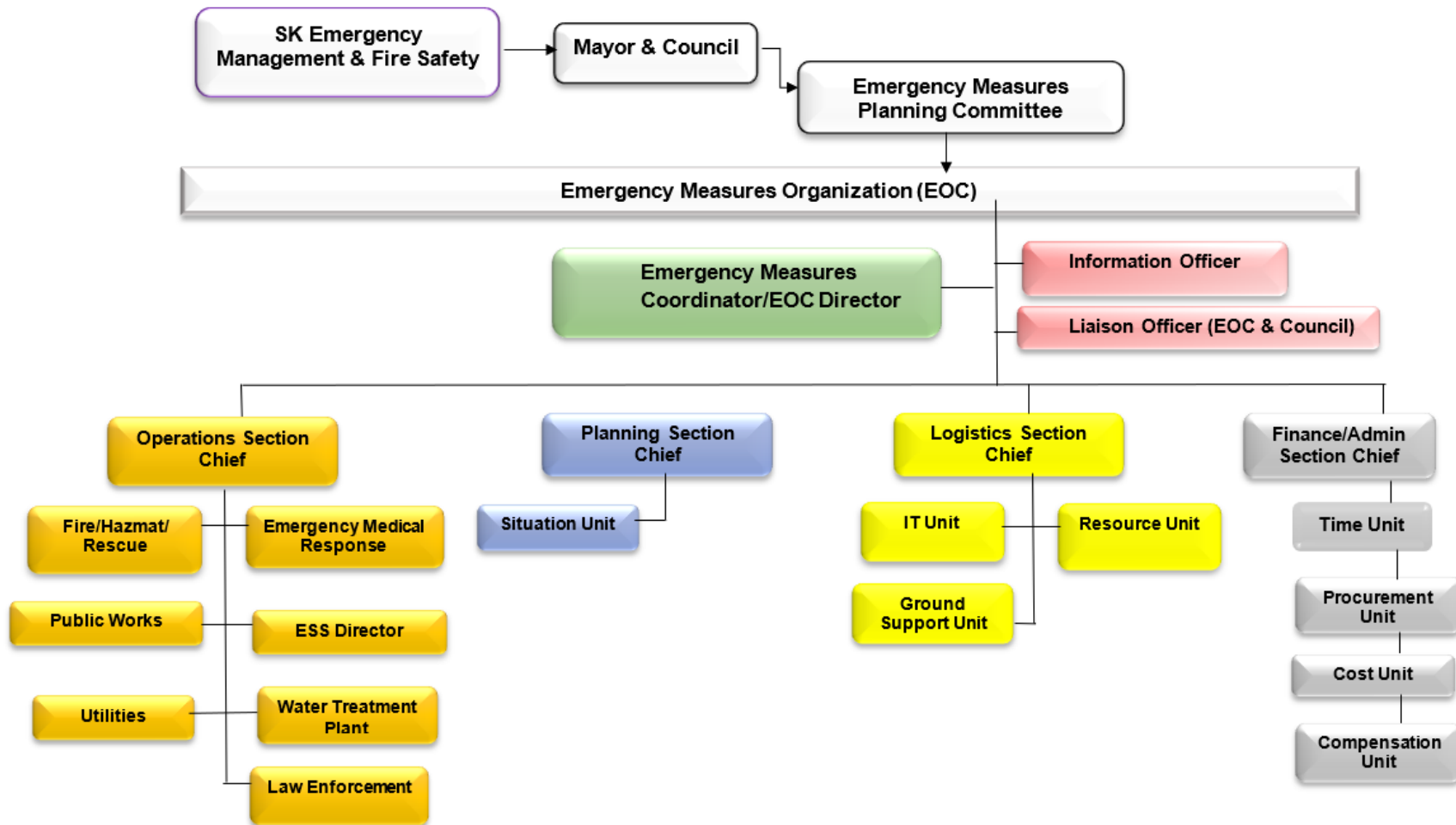
The City of Meadow Lake's Emergency Measures Bylaw further establishes an Emergency Planning Committee whose responsibilities include providing guidance, feedback and expertise regarding the City's emergency management plan and program and assistance with Emergency Social Service Centres as appropriate.

Pursuant to s.7.1 s. 7.3



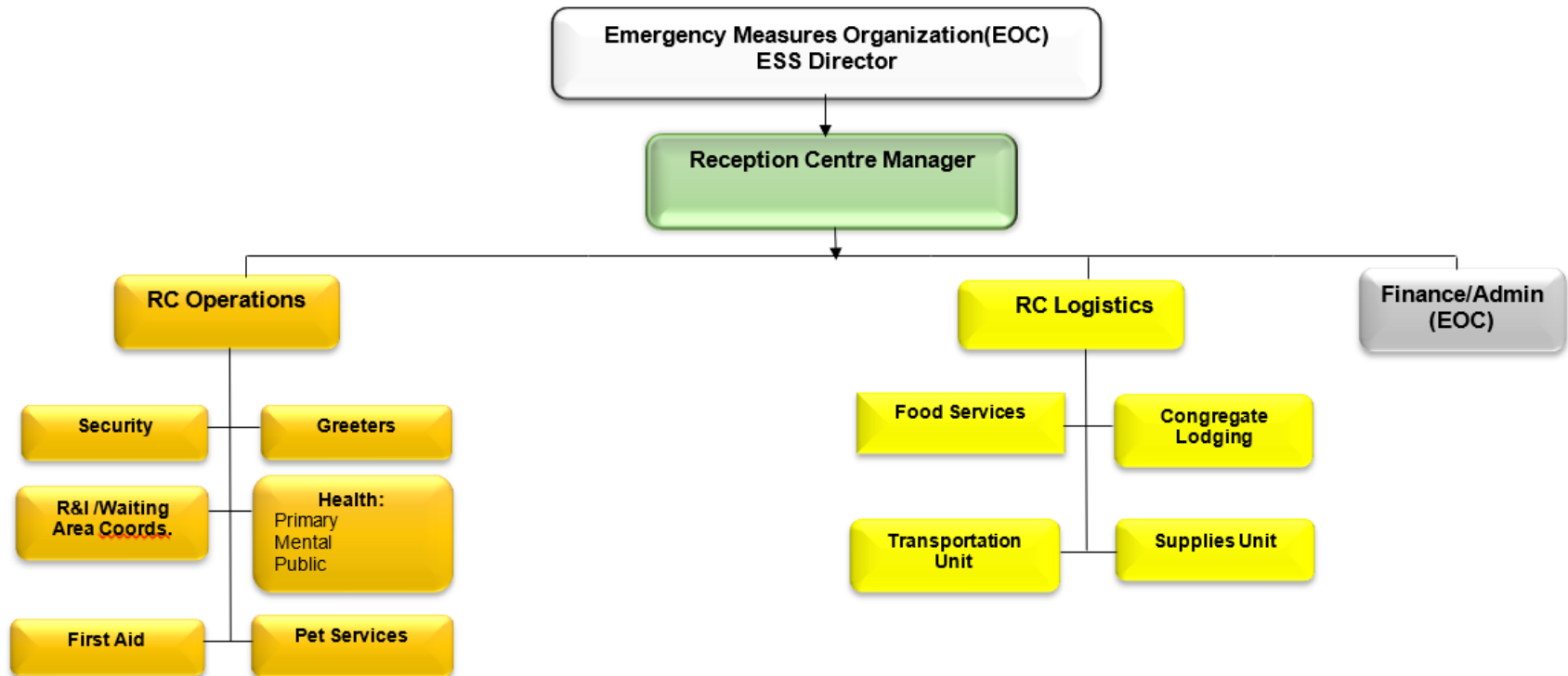
## Section 2: ESS Role Overview

### 2(1) Emergency Response Organizational Response Chart- EOC





## 2(2) Organizational Response Chart- ESS





### 2(3) Overview of ESS Roles

Emergency Social Services are most commonly set-up in a Reception Centre style facility in order to provide various essential services to evacuees. Appointed on-site to the Reception Centre is the Reception Centre Manager whose responsibility it is to oversee the operations of the Centre. The Reception Centre Manager reports to the ESS Director in the Emergency Operations Centre.

The Emergency Operations Centre is the nerve centre for coordination of operations, planning, information, logistics and financial matters pertaining to the emergency. The ESS Director within the EOC is responsible for overall ESS plans and operations including the Reception Centre. The Director provides a single point of contact for the Reception Centre Manager to contact for additional resources and support and ensures that all emergency personnel are kept informed of emergency social services operations and requests. This ensures that rather than be kept separate, ESS is integrated into the City's overall emergency management structure for a more effective and coordinated response.

Like the EOC, Meadow Lake's Emergency Social Services structure follows the Incident Command System as a way to define roles and organize personnel. Note that the following list of roles do not account for all possible roles within a reception centre but have been chosen based on local ESS personnel capacity and reception centre flow. The functions listed have been assigned to person(s)/organizations within the City's ESS organizational chart.

Since it is not possible to fill every possible position and due to limitations in capacity the Reception Centre Planning Section has been left vacant until it can be filled. Note that each person/organization that fills a Reception Centre function has been provided their own condensed and function-specific plan including position descriptions and emergency checklist.

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| <b>Reception Centre Manager</b> - Responsible for overall operation of the Reception Centre and acts as liaison between the Reception Centre and EOC.  |
| <b>Security</b> - Provides Security for the Reception Centre by ensuring public and media are kept out. May deal with difficult people, calls RCMP for assistance if determined necessary.   |
| <b>Greeters</b> - Welcome evacuees to the Reception Centre and provide information about the services available.   |
| <b>R&amp;/Waiting Area Coordinators</b> - Register evacuees and may process inquiries about evacuees. Also oversee Registration Waiting Area by managing line-ups, identifying any priority needs and interacting with evacuees waiting to register. |
| <b>Express R&amp;I</b> - May be set-up for evacuees not requiring lodging.   |
| <b>First Aid</b> - Provide first aid services to evacuees.   |
| <b>Primary Health</b> - Assist evacuees with prescriptions, doctor's appointments and functional aids (ex: walkers, glasses, hearing aids).  |
| <b>Mental Health</b> - Interact with evacuees and provide information on dealing with an emergency. May provide assessments and provide a listening ear for evacuees.  |
| <b>Public Health</b> - Advise on any public health issues including potentially contagious illnesses and public health outbreaks. May inspect or monitor food services.  |



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|  |                               |                         |               |
|--|-------------------------------|-------------------------|---------------|
| <b>Pet Services</b> - Not located in Reception Centre but in a separate facility. Register and provide for the care of evacuated (domestic) animals.   |                               |                         |               |
| <b>Food Services</b> - Provides food services in the form of snacks and meals to:  |                               |                         |               |
| Evacuees   | Reception Centre<br>personnel | Responders in the field | EOC personnel |
| <b>Congregate Lodging</b> - Manages and operates evacuee Congregate Lodging facilities.  |                               |                         |               |
| <b>Transportation Unit</b> -Coordinate transportation for evacuees to access services and any recreational opportunities. Also coordinates transportation as required by the EOC.  |                               |                         |               |
| <b>Supply Unit</b> - Responsible for identifying supply needs of the Reception Centre in consultation with other Reception Centre personnel. Provides supplies to Reception Centre (ex: diapers, formula, hygiene items) and implements tracking system to ensure supplies are equitably distributed. Works closely with Suppliers and Evacuees. |                               |                         |               |
| <b>Finance/Admin</b> - This position has not yet been filled within Reception Centre, however all financial tracking and approval will be issued by EOC Finance.   |                               |                         |               |

### Section 3: Escalation & Notification

See next page.



### 3(1) Escalation Guidelines


The following chart outlines disaster threshold and notification guidelines.

| Type          | Threshold   | Anticipated Emergency Management Response  | Notification   | EOC   | ESS  |
|---------------|---|--|--|---|--|
| <b>Type 5</b> | <b>Typical day-to-day emergency operations.</b>   | <ul style="list-style-type: none"> <li>Day-to-day first responder operations.</li> </ul>   |  |   | Canadian Red Cross Personal Disaster Assistance notified if needed.  |
| <b>Type 4</b> | <b>Incident is limited in length and scope.</b><br>Command and/or general staff positions activated only if needed.   | <ul style="list-style-type: none"> <li>Emergency Measures Coordinator notified.</li> <li>External contacts notified if needed.</li> <li>Council notified for informational purposes.</li> </ul>  | EOC staff may be put on stand-by.  | Partial EOC activation (key functions) possible over short-term.  | ESS staff may be put on stand-by.<br><br>Partial ESS activation possible over short-term.  |
| <b>Type 3</b> | <b>Major incident.</b> Command, General Staff and Unit Leader positions activated. May extend into several operational periods. May require mutual aid. Written Incident/EOC Action Plan required.                                | <ul style="list-style-type: none"> <li>Emergency Measures Coordinator notified.</li> <li>EOC &amp; ESS staff notified and activated.</li> <li>Council notified.</li> <li>Province notified.</li> <li>Additional organizations notified.</li> </ul> | <b>-SOLE declared</b><br>-Public notified.<br>-R.M. notified.<br><br>Regional/provincial media likely.   | <b>EOC fully activated.</b><br>-Mutual aid or neighboring area resources put on stand-by or activated.                            | <b>ESS fully activated.</b><br>-Mutual aid or neighboring area resources put on stand-by or activated.<br>-Reception Centre fully activated.<br>-Affects large number of people.<br>-Lodging arrangements for residents activated. |
| <b>Type 2</b> | <b>Beyond local and regional control,</b> may require provincial or national assistance. General Command and Unit positions filled. Written Incident/EOC Action Plan required for each operational period.                        | <ul style="list-style-type: none"> <li>Emergency Measures Coordinator notified.</li> <li>Council notified.</li> <li>Province notified.</li> <li>Additional organizations notified, liaison officers in place.</li> </ul>                           | <b>-SOLE declared.</b><br>-Public notified.<br>-Neighboring areas notified.<br>-Provincial and <b>national media attention.</b>                | <b>-EOC fully activated.</b><br><b>-Mutual aid fully activated.</b><br><b>-Additional assistance requested from the Province.</b> | <b>-ESS fully activated.</b><br>-Reception Centre activated.<br>-Affects large numbers of people requiring additional ESS assistance from Province.<br><b>-Hosting arrangements for residents activated.</b>                       |
| <b>Type 1</b> | <b>Catastrophic,</b> impacts/effects will be felt for extended period of time. May affect entire region. Requires national support/resources. Total personnel may exceed 1000. Additional ICS functions (ex: Branches) activated. | <ul style="list-style-type: none"> <li>Province notified</li> <li>Additional organizations notified, liaison officers in place.</li> </ul>   | <b>-SOLE declared.</b><br>-Public notified.<br>-Neighboring areas notified.<br>-Provincial, national and <b>international media attention.</b> | <b>-EOC fully activated.</b><br>-Mutual aid fully activated.<br>-Additional assistance requested from the Province.               | <b>-ESS fully activated.</b><br>-ESS coordination assistance from Province.<br>-Hosting arrangements for residents activated.  |



### 3(2) EOC & ESS Personnel Notification


- Notification will be initiated by the lead on-site emergency service by contacting the Emergency Measures Coordinator or in his or her absence, EOC Director or Deputy Director.
- After hours notification will follow the same information route.
- Emergency Measures Coordinator or designate will immediately implement staff call-out for personnel.
- In event that all communication systems are down, staff may be notified by door-to door notification.
- If not notified during significant incidents affecting entire City or a large area of the City (more than 50 people), EOC and ESS staff should assume communications are down and report to duty if safe to do so at designated EOC/Reception Centre.

 **The ESS Team and EOC Team may be partially or fully activated at any such time as deemed necessary.**

## Section 4: ESS Activation

### 4(1) Reception Centre Locations

1. **Primary Reception Centre:** Meadow Lake Civic Centre

 *An assessment of other appropriate educational, faith, community and recreational facilities has been completed. Please see the Appendix for a full list of potential Reception Centre Locations.*

### 4(2) Overview of Reception Centre Types

In general, a Reception Centre is set-up to respond to the needs of evacuees. However, there can be several different variables of a Reception Centre and site depending on the nature of the incident and location. Below are different examples of Reception Centres. **This is not an all-inclusive list and ESS personnel should be prepared to be flexible in how services are delivered.**


| Reception Centre Type    | Setting   |
|--------------------------|---|
| Evacuee Reception Centre | <p><u>Reception Centre located at same site as congregate lodging:</u></p> <ul style="list-style-type: none"> <li>• Used when high volume of evacuees is expected at congregate lodging.</li> <li>• Used in a host community when arriving evacuees do not have their own transportation and/or to decrease travel stress of evacuees with own transportation.</li> </ul> <p><u>Reception Centre located separately from congregate lodging:</u></p> <ul style="list-style-type: none"> <li>• Used when evacuees have own mode of transportation.</li> <li>• Used when congregate lodging is not required.</li> <li>• May be used when more than one community is evacuated.</li> <li>• May be used when more than one congregate facility is required.</li> <li>• May be used if facilities available cannot accommodate Reception Centre and congregate lodging in one location.</li> </ul> <p><b>Although they may be located at the same facility- note that the actual congregate eating and/or sleeping area should be separate from the main Reception Centre Area and be assigned its own 24-hour security.</b></p> |



|                             |   |
|-----------------------------|---|
| <b>Recovery Centre</b>      | <ul style="list-style-type: none"> <li>• Designated as a 1 stop location for evacuees that are returning home to access services and information.</li> <li>• Many of the same organizations that are present at a Reception Centre may offer services at a Recovery Centre.</li> <li>• Located in community in which emergency took place.</li> </ul>                           |
| <b>Family Centre</b>        | <ul style="list-style-type: none"> <li>• Typically, set-up to provide support and information to families following mass-casualty incidents.</li> <li>• Ideally families are staying in a central location (ex: 1 hotel) so that the Family Centre can be set-up there to eliminate need for additional travel and ensure a reinforced security perimeter around it.</li> </ul> |
| <b>Reunification Centre</b> | <ul style="list-style-type: none"> <li>• May be set-up as support to or in response to another external organization's emergency to assist with reunification of family members following a disaster (ex: school incident, mass casualty incident).</li> <li>• Security very important as these tend to be high-profile emergencies.</li> </ul>                                 |
| <b>Warming Centre</b>       | <ul style="list-style-type: none"> <li>• Ideally a location with back-up power that may provide some or all of the services within a typical Reception Centre depending on extent of incident.</li> <li>• Provided as a location for residents to warm-up in the event of extended winter power outages.</li> </ul>   |
| <b>Cooling Centre</b>       | <ul style="list-style-type: none"> <li>• Similar to a Warming Centre- ideally a location with back-up power that may provide some or all of the services within a typical Reception Centre depending on extent of incident.</li> <li>• Provided as a location for residents to keep cool and re-hydrate in the event of extended summer power outages.</li> </ul>               |

### 4(3) Reception Centre Activation

- The Reception Centre Manager will oversee set-up of the Reception Centre.
- Reception Centre Manager will complete a walk-through of the facility with the facility manager and make note of any existing damages and facility conditions.
- Each function should have its own emergency go-kit with supplies for set-up. External organizations may add items to these go-kits or bring their own additional kits with them.
- A general supply kit will also be provided with office supply material.
- Personnel will be required to bring their own laptops if required. Internet access is not guaranteed.
- Although a facility phone may be available there will not be phones for individual service providers.
- All personnel must be identified. Vests color-coded according to the ICS system are highly recommended for easy visibility. However, external organizations that have their own personalized identification (ex: Organizational ID cards or branded clothing) will also be admitted.
- All personnel- volunteer or otherwise, must have clear criminal background and vulnerable sector checks
- Security will turn away any personnel without proper identification.

 **The Reception Centre is considered open as soon as the doors are unlocked. Evacuees should not be kept waiting outside while set-up is completed.**



## 4(4) General Reception Centre Set-up

### A). Signage: 📋

- Large signage posted on all exterior doors indicating no media allowed.
- Parking signage for bus off-loading and handicap spaces posted.
- Large signage throughout Reception Centre posted indicating each service station as well as location of washrooms.

### B). Sanitary Requirements: 🚽

- 5 toilets/75-100 people. 1 toilet for each additional 30 people.
- 1 handwashing sink/ 10 people.
- 1 shower/50 people.
- Three- four 50 to 100-liter trash cans /100 people.

### C). General Service Provider Requirements: 👥

- No less than 2 tables and 4 chairs required for each service provider with exception of R&I.
- R&I will require 6 tables or more with 4-5 chairs at each in addition to a waiting area.
- Stanchions are highly recommended for registration area and are useful for greeters when high volumes of evacuees are arriving at once.
- Facilities must be cleaned daily or more often as needed- this should be arranged through existing janitorial staff.

**A list of specific service provider supplies as well as supplies for the General Reception Centre Kit can be found with the Emergency Measures Coordinator.**

### D). Information & Updates to Evacuees: 📢

It is important evacuees are kept updated about the emergency and any changes to Emergency Social Services through official sources. Below are several options for keeping evacuees updated. All or a combination of these may be used.

**Note: Only authorized and official information should be provided to evacuees to prevent misinformation.**

Any distributed information must first be approved by the Information Officer and/or the Authority leading ESS response operations if hosting evacuees.

#### TV/Radio/Information Board at Reception Centre and/or Congregate Lodging:

- Provide TV and or radio in quiet space in Reception Centre.
- Information Board- post officially updated information regularly.
- Let evacuees know where to find these updated by posting signage.

#### Hotel Information Boards:

- Create Information Boards in hotel lobbies if evacuees are staying in hotels.



**Evacuee Newsletters:**

- If evacuees will be out of their homes for an extended period of time, consider creating a weekly evacuee newsletter with information about weekly evacuee services and official updates about the disaster.
- Newsletters can be distributed door-to-door at hotels, in Reception Centres or congregate lodging.

**Designated Official Social Media Sources of Information:**

- Make computers available for evacuees to use to reach family/friends and receive updates.
- If hosting, the host community may issue updates via social media on Mayor, Chief or other elected official or community social media page.

**E). Responder Rest Area:** 

- An ESS personnel rest area should be provided and include comfortable seating and refreshments.
- The room should be quiet and allow ESS personnel a break from the main Reception area.
- ESS Personnel should not work more than three consecutive 12 hour shifts without being provided time off.
- ESS Personnel should monitor themselves and others and be alert to signs of mental exhaustion.
- Some personnel may need to be ordered to take rest or time off. Any such matters should be reported to the Reception Centre Manager.

**4(5) Reception Centre Layout:**

Location and set-up of reception centre is important to make it easy for evacuees who may be under increased stress to navigate and for personnel to be able to work together efficiently.

**i Subject to Change:** *Service provider locations are dependent on type of incident. For example, if an incident was known to have caused physical health effects on evacuees (ex: smoke inhalation) Primary Health may take priority and be placed as first station for evacuees to see.*

|  |   |
|--|---|
| <b>Reception Centre Manager</b>          | <ul style="list-style-type: none"> <li>• A room or office space with phone in the Reception Centre but separate from the main Reception and Service Provider area.</li> <li>• Will spend time in main Reception and Service Provider Area, but will also require office space to coordinate, organize and support activities of all service providers.</li> </ul> |
| <b>Security</b>                          | <ul style="list-style-type: none"> <li>• Located at each entrance/exit being used.</li> <li>• Located in congregate lodging area and at all congregate entrances/exits in use.</li> <li>• Ensure Security has direct line to RCMP.</li> </ul>   |
| <b>Greeters</b>                          | <ul style="list-style-type: none"> <li>• Located just inside Reception Centre doors.</li> </ul>   |
| <b>R&amp;I/Waiting Area Coordinators</b> | <ul style="list-style-type: none"> <li>• First service provider evacuees must see.</li> <li>• Both waiting area and each table at this provider area <i>must</i> be separated far enough from each other to ensure privacy for each registrant/household.</li> </ul>  |
| <b>Provincial ESS</b>                    | <ul style="list-style-type: none"> <li>• May or may not be present.</li> <li>• Best located with R&amp;I and Lodging Teams. May ask same questions and able to address any special evacuee requests.</li> </ul>   |
| <b>Express R&amp;I</b>                   | <ul style="list-style-type: none"> <li>• Should also be located near entrance but in lower traffic area.</li> <li>• Space to allow for privacy of each registrant/household also required.</li> </ul>   |



|                                       |  |
|---------------------------------------|--|
| <b>Primary Health &amp; First Aid</b> | <ul style="list-style-type: none"> <li>• Second and third service provider stations after R&amp;I/Lodging/ Provincial ESS Teams.</li> <li>• Located near entrance so evacuees requiring immediate first aid/health needs can be easily escorted to health.</li> <li>• Many evacuees will require health services, so it is important to be easily accessible.</li> <li>• First Aid should be located near separate room with sink for sanitary and privacy reasons.</li> </ul> |
| <b>Mental Health</b>                  | <ul style="list-style-type: none"> <li>• Fourth station.</li> <li>• Mental Health should have access to a separate quiet room for privacy.</li> <li>• Personnel may mingle amongst evacuees in Reception Centre.</li> </ul>  |
| <b>Public Health</b>                  | <ul style="list-style-type: none"> <li>• Located after Mental Health and First Aid. May work closely with both stations.</li> </ul>  |
| <b>Food Services</b>                  | <ul style="list-style-type: none"> <li>• Grab-n-go snacks may be provided in Reception Centre, but full meals should be served in area separate from the main reception area.</li> </ul>   |
| <b>Supply Unit</b>                    | <ul style="list-style-type: none"> <li>• May require significant space.</li> <li>• Located in main reception centre but does not need to be near the entrance.</li> <li>• Provision of clothes is unlikely. However, in event clothing is required, supplies should be located near rooms that can provide privacy for changing and are male/female separate.<sup>1</sup></li> </ul>   |
| <b>Transportation</b>                 | <ul style="list-style-type: none"> <li>• A representative coordinating transportation should be in the Reception Centre to arrange transportation as required for evacuees.</li> <li>• If feasible, transportation will be coordinated in a shuttle fashion for groups of evacuees.</li> </ul>   |
| <b>Congregate Lodging</b>             | <ul style="list-style-type: none"> <li>• Located separately from Reception Centre- whether in same facility or separate facility.</li> </ul>   |
| <b>Pet Services</b>                   | <ul style="list-style-type: none"> <li>• Located off-site.</li> <li>• Large area capable of managing numerous kennels ideal.</li> <li>• Facility with outdoor area where animals can be walked.</li> <li>• Area that can be easily cleaned (ex: concrete floors).</li> </ul>   |
| <b>Finance</b>                        | <ul style="list-style-type: none"> <li>• Currently located in EOC.</li> <li>• All receipts, invoices and financial documents should be copied and submitted to Finance daily.</li> </ul>   |

#### **4(6) Overview of Saskatchewan Provincial Emergency Social Services**

Under *The Emergency Planning Act* each local authority is responsible for their own emergency response which includes the care of people evacuated from their homes. The Province, through Saskatchewan Emergency Management & Fire Safety may provide support to a local authority if requested. However, they will not take over a response unless requested by the municipality or directed by the Lieutenant Governor in Council. They may also oversee/direct care of evacuees who must be hosted in a community outside of their own.


<sup>1</sup> In most cases, evacuees will have brought some clothing with them. Where there is need, gift cards or vouchers may be provided instead through Provincial ESS and/or CRC.



In Saskatchewan, ESS is supported by the Ministry of Emergency Social Services which also retains responsibility for: social assistance, housing, child protection, services to people with disabilities, foster care, services to youth and community living services. If the Ministry of Social Services becomes involved in a local state of emergency they may provide staff oversight at a Reception Centre and may implement their provincial agreement with the Canadian Red Cross (CRC).

CRC holds a provincial agreement with the Ministry of Social Services to oversee and operate evacuee centres (reception centres and congregate lodging) across the province where requested. This means that in the event that the City of Meadow Lake were asked to host evacuees from another community, although the City may need to provide facilities and other resources, the Canadian Red Cross would be tasked with the overall operation of hosting. This includes managing the Reception Centre and any congregate facilities or hotel lodging for evacuee purposes. Therefore, the evacuated community and/or the Province ultimately is in charge, while the CRC may be the on-site authority.

This is a valuable resource for SK communities who face evacuation. An ESS response that lasts more than several operational periods requires a significant amount of personnel resources and coordination to manage. Because the CRC is a volunteer-based organization volunteers are often deployed from other areas of SK, Canada and even North America. Deployment time for volunteers to arrive can be longer than the arrival time of evacuees. Local Meadow Lake ESS staff also have a local knowledge base that is extremely valuable in ensuring a smooth response. **For these reasons Meadow Lake ESS personnel should expect to be activated during any and all responses involving ESS regardless of authority for evacuation.**


 **The EOC should *always* be activated- partially or fully *any* time the ESS Team is activated for evacuee services. The EOC is *essential* in ensuring clear communications and providing support to both an incident site and the ESS Team.**

#### **4(7) Official Reception Centre Designation**

It is important to note that while a State of Local Emergency is **not** required in order for a local authority to submit response costs to the Province for reimbursement under the Provincial Disaster Assistance Program, all Reception Centres must be officially designated and approved by the Province in order for the local authority to submit any Reception Centre costs for possible reimbursement. Resources from the Province and/or CRC may not be provided to unofficial reception or evacuee centres.

#### **When to request official designation as reception or evacuee centre location:**

- If the City of Meadow Lake wants to set up a reception centre or congregate lodging in response to the need of another community, but has not been requested to do so or given approval by the Province.
- If the City of Meadow Lake begins receiving a large influx of evacuees from a disaster outside of the City and it is determined that ESS, City intervention or support is needed to better respond to the needs of evacuees and their impact on the community.

 **Note: Official designation can be requested and may be granted but is up to the discretion of the Province.**

## 4(8) Lodging


- Evacuees are encouraged to stay with friends and family first.
- If they require lodging they will be assigned congregate or hotel lodging.
- In some cases, a combination of the two lodging types are used. Ideally, hotels are used for priority needs evacuees (ex: special needs, etc.).
- Type of lodging used will be determined based on cost, number of evacuees and types of lodging facilities available. This will be decided by the EOC and/or the Province as to how evacuees will be lodged.
- If determined that congregate lodging will be used, the Canadian Red Cross will be delegated this responsibility to staff, manage and operate the congregate lodging facility as designated within the agreement between the SK Ministry of Social Services and the CRC. However, this does not exclude the local ESS Team from assisting with set-up or tear-down of a congregate lodging facility.
- If hotels will be used- it is recommended that special needs are lodged centrally if possible- that is within the same hotels. This will make provision of services more efficient for these evacuees.
- Hotel strike teams may be made-up of personnel from the ESS Team. Typically, these include a health representative and other services as determined. Strike teams visit each hotel daily to tend to evacuee needs and provide information and services.
- A copy of all congregate lodging lists should be submitted daily to RCMP for review. This helps to ensure any evacuees currently accused or charged with crimes in which they should not be provided congregate lodging or that may put other evacuees at increased risk are identified.

**i** *Evacuees are encouraged to stay with family and friends first. However, disasters exacerbate existing vulnerabilities within a community, meaning those with little or no resources (ex: social networks, financial supports) often end up with no choice but to utilize the provided congregate shelter.*

## Section 5: Vulnerable Persons

### 5(1) Working with Vulnerable Persons: Requirements

A vulnerable person is anyone not capable of caring for themselves and may include any unattended child or adult dependents and/or anyone under the influence of drugs or alcohol.

 **All personnel within a Reception Centre-volunteer or otherwise, must have clear criminal background and vulnerable sector checks.**

- ➡ At no time should a vulnerable person be supervised by less than 2 people. Supervision by 3 people is ideal to allow ESS personnel to switch off during breaks, etc.
- ➡ Any vulnerable person should be reported to the Reception Centre Manager. In cases where the person has been separated from their caregiver, the Reception Centre Manager will immediately notify the EOC.
- ➡ It is recommended a separate and private supervised area be assigned for anyone under the influence.



## 5(2) Unattended Children & Dependent Adults

All unaccompanied minors shall be reported **immediately** to RCMP and Child & Family Services. If an unattended child has not been collected by their legal guardian within an acceptable timeframe (by Reception Centre closing hours or 12 hours whichever comes first) contact the appropriate Child & Family Services Agency and ensure that the Reception Centre Manager has informed the EOC.

### Claiming an Unattended Dependent:

- A guardian claiming an unattended dependent must provide adequate identification. Identification and contact number for guardian **must be recorded.**
- Check the reaction of the dependent to the guardian collecting them.
- If the guardian does not provide enough identification, the dependent appears fearful of the guardian or **if for any reason you are unsure- contact the RCMP.**

## 5(3) Intoxicated & Aggressive Persons:

### Cooperative Intoxicated Persons:

- If the person has friends or family that are of legal age and capable of caring for the person, they shall be allowed to do so.
- Ensure that if the person is leaving the Reception Centre that a sober ride is provided to them and the friend or family member has agreed to supervise them until they have sobered up.
- If the person under the influence of drugs or alcohol does *not* have any sober friends or family that can assist they shall also be accompanied by 2- 3 persons as set out in the above guidelines. In this case the intoxicated person should be taken to a separate safe room and allowed time to sober up.
- Note that if the person falls asleep they still must be supervised by 2 persons to ensure that they do not choke or suffer any other medical distress.
- Personnel may wish to inform First Aid services of the person and their location in case first aid is needed.

### Aggressive Persons & Aggressive Intoxicated Persons

It is understandable that in an emergency, emotions may run high.

- Notwithstanding, all persons in a reception centre are expected to show the same respect to personnel and vice versa.
- Depending on the level of aggression, personnel are encouraged to separate the person from the larger Reception Centre area, perhaps in a quieter space where you may be able to use your communication skills to **de-escalate** the situation.
- **No less than 2 staff persons are required at all times.**
- Security shall be made aware of the situation and monitor closely.
- Staff persons accompanying any aggravated persons shall be **senior Reception Centre personnel with the authority to handle the situation** as well as to ask the individual to leave--*if sober* (Ex: Reception Centre Manager).
- If the person is intoxicated and there are no sober family or friends who can assist, RCMP shall be called.



**⚠ If at any time, the safety of yourself, other personnel and/or other evacuees becomes a concern, RCMP shall be called. If unsure, call the RCMP.**

## Section 6: Deactivation

### 6 (1) Deactivation

- The Reception Centre Manager will be informed of any deactivation.
- Deactivation may occur when all evacuees return home or when there are no longer enough evacuees utilizing services to continue full Reception Centre activation.
- All facilities that were utilized (congregate, reception and/or pet) must have a walk-through completed with Reception Centre Manager/ ESS Director and the facility manager to ensure the facility is left in same conditions as it was when activated.
- Any outstanding issues will be documented and communicated to the Emergency Measures Coordinator.

#### Partial Deactivation:

- After the initial response phase, services required at the Reception Centre may decline and number of evacuees seeking services may also decline. Some services may then be deactivated from the centre and/or reception centre hours of operation may be shortened.
- ESS personnel will be notified of any partial deactivation by the Reception Centre Manager.
- Evacuees must be given reasonable notice and notified of any changes in hours or deactivations.
- ESS personnel should ensure there is a plan in place for any remaining evacuees requiring services and communicate this plan to evacuees.
- A phone number with a contact person that can refer remaining evacuees to services should be designated.

## Section 7: Recovery Planning

### 7(1) Recovery Planning

Recovery planning should begin in the response phase. This should include scheduling of personnel as many social service organizations active in the response will also be active during the recovery phase. Ensure that personnel active in the response phase are given adequate time off before assigned during the recovery phase or if possible assign alternate personnel to assist with recovery phase.

The ESS Director and Reception Centre Manager in coordination with the Emergency Measures Coordinator shall ensure that a debrief for all ESS personnel takes place soon after deactivation. Personnel should be provided the opportunity to participate in group discussion as well as provided feedback forms on which to confidentially and anonymously provide constructive feedback and/or concerns. These should be included in the overall emergency report and identified as part of corrective actions.



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## Section 8: Program Evaluation

### 8(1) Program Evaluation

The City's emergency management plans will be reviewed and updated annually. Regular testing, training and participation of all emergency management personnel is key in building confidence and maintaining competency. Such events also help to build teamwork, creating coordinated and effective teams and contributing to both the City's capacity to respond and its resiliency to recover. Training, exercises and other opportunities for stakeholder involvement create opportunity for constructive feedback. Feedback will be incorporated into corrective actions and plan updates to continually build and improve the emergency plans.

EOC & ESS exercises should increase in complexity each year and must include a variety of exercise types (tabletops, drill, functional/full-scale) for maximum effectiveness and personnel engagement. The guidelines below are *minimum* frequency requirements applicable to the ESS Team.

| Type   | Frequency |
|--|-----------|
| Staff Training/Workshop Opportunities            | Annually  |
| ESS Exercise (may be combined with EOC Exercise) | Annually  |
| EOC Exercise (may be combined with ESS Exercise) | Annually  |



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**Appendix 1**  
**Hosting & Local Evacuation ESS Checklist**  
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## Appendix 2

### Congregate/Reception Centre Facility Contacts

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## Appendix 3

### A). Lodging Agreement

- By signing this agreement, I hereby accept responsibility for my actions and the actions of any family members listed on my registration form while staying within assigned evacuee lodging.
- In the event that my family members or myself are asked to leave a lodging facility due to unacceptable behavior or damages to premises, I hereby acknowledge that neither my family members nor myself will be provided additional or alternate accommodations and that it will be our sole responsibility to make arrangements for our own lodging including any costs associated with such lodging.
- Furthermore, I understand that if there are damages caused to the hotel room by my actions or those of any family members staying in the room or guests I may allow in, it is my responsibility to pay for any and all repairs.

Name of Evacuee: \_\_\_\_\_ Registration Number: \_\_\_\_\_  
(Printed- First and Last Name)

Date: \_\_\_\_\_ Evacuee Signature: \_\_\_\_\_






## B). Guidelines for Assigning Evacuee Hotel Rooms

### Guidelines for Assigning Hotel Rooms:

- Evacuees are encouraged to stay with friends and family first.
- If evacuees do not have friends/family to stay with, they will be assigned congregate lodging. In some cases, it is impracticable and may cause the evacuee significantly more damage to be assigned to congregate lodging. The following are potential scenarios in which hotels may be assigned if there are rooms.
- Remember hotel rooms may be limited so you will have to identify if the evacuees' need is great enough to justify assigning a hotel room.

 All hotel costs must be approved by appropriate City and/or Provincial authority before being assigned.

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## Appendix 4 Evacuee Reception Centre Hand-outs

**Important:**

- All evacuees are encouraged to register.
- Registration is the first step in order to access other services within the Reception Centre.
- Please wait in line to register.
- Registration personnel will work as quickly as possible.
- Registration is on first come-first serve basis- however \*priority situations may cause people to be bumped.

\*Priority situations are considered *critical* safety/medical issues. We appreciate your patience and understanding.

*Our personnel will work hard to make your time in the Reception Centre as comfortable as possible.*

***If you have questions or concerns, please ask one of our Reception Centre personnel.***



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