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# Emergency Clothing Service

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## Foreword

This manual, produced by the Emergency Services Division of Health Canada, is a practical guide to training staff as well as planning, organizing and delivering the Emergency Clothing Service in a disaster.

The objective of the Emergency Clothing Service is to provide clothing to persons in need in a disaster in order to:

- prevent loss of life from exposure; and
- meet clothing needs until normal sources of supply are available.

The information offered in this manual is based on current knowledge and practice derived from case reports, the practical experiences of Emergency Clothing volunteers and organizations, as well as the personal experiences of disaster victims.

It is hoped that this publication will be a useful tool for planners, trainers and workers responsible for the Emergency Clothing Service in communities across Canada.

Comments or suggestions that would help improve the delivery of this service are welcomed and should be sent to: Emergency Services Division, Medical Services Branch, Health Canada, 11<sup>th</sup> Floor, Jeanne Mance Building, Tunney's Pasture, Ottawa, Ontario, K1A 0L3.

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## Acknowledgements

This manual is the product of the commitment and dedication of many people. The Emergency Services Division, Health Canada, wishes to express its appreciation to all contributors.

We are grateful first to volunteers and human service professionals from across Canada involved in the planning and delivery of Emergency Clothing to survivors of disasters such as forest fires, tornadoes, floods, toxic spills, explosions and transportation accidents.

We are particularly indebted to provincial and territorial directors of Emergency Social Services and to the director of the Emergency Services Division, Lorraine Davies, for their assistance in the preparation of this manual.

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Raymond Lafond, Social Work Consultant with the Emergency Services Division, Health Canada, was responsible for researching and writing the manual.

## Introduction

# Emergency Social Services

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## 1. Human Consequences of Disasters

Every year a variety of natural and man-made disasters such as floods, fires, tornadoes, ice storms, blizzards, hazardous chemical spills, transportation crashes and industrial accidents strike communities across Canada.

Although disasters may cause destruction to the physical environment, they primarily affect people. Lives are lost, people injured, homes destroyed, and families dislocated. The resulting human grief as well as the social and economic disruptions affect the well-being of individuals, families and the community as a whole.

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## 2. Emergency Social Services

In a large-scale disaster, the volume, urgency and intensity of human needs and the degree of social disorganization are such that regular community social service resources are unable to cope. The situation requires the implementation of an emergency social services response system to meet urgent physical and personal needs until regular social services or special recovery programs are effectively in operation.

Emergency Social Services (ESS) is a planned emergency response organization designed to provide those basic services considered essential for the immediate and continuing well-being of persons affected by a disaster.

Five Emergency Social Services are considered essential:

**2.1 Emergency Clothing Service** supplies clothing or emergency covering until regular sources of supply are available.

**2.2 Emergency Lodging Service** arranges for safe, temporary lodging for homeless or evacuated people.

**2.3 Emergency Food Service** provides food or meals to those persons without food or food preparation facilities.

**2.4 Registration and Inquiry Service** assists in reuniting families, collects information and answers inquiries regarding the condition and whereabouts of missing persons.

**2.5 Personal Services** provide for the initial reception of disaster victims arriving at reception centres; inform them of immediate emergency help available; offer temporary care for unattended children and dependent elderly; assist with the temporary care of residents from special care facilities; provide or arrange for provision of financial and/or material assistance; and offer immediate and long-term emotional support to people with personal problems and needs created or aggravated by a disaster.

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## 3. Emergency Social Service (ESS) Planning

### 3.1 Municipal Planning

Responsibility for ESS planning rests with a community's existing human service agencies and organizations such as:

- municipal or provincial departments of social services, public health, mental health, family and children's services, etc.;
- private social service agencies;
- service clubs, church groups and branches of national organizations; and
- business and professional associations.

A community's ESS response organization is built from and integrally linked to the existing community human service organizations. Its role is to support and assist the local human service structure, not replace it.

### 3.2 ESS Organization Chart

An example of a suggested community ESS response organization is included in **Appendix A**.

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## 4. Community Emergency Response Plan

The Community Emergency Response Plan describes the measures that each municipal department – fire, police, health, transport, utilities, social services, etc. – is expected to carry out in an emergency.

Once written, the ESS response plan becomes part of the overall community emergency response plan and should be read in conjunction with the main plan.



## Chapter I

# Emergency Clothing Service

---

## 1.1 Introduction

In Canada, because of the climate, it is essential to provide for an immediate supply of emergency covering and clothing for disaster victims.

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## 1.2 Purpose

The Emergency Clothing (EC) service is a planned emergency response organization designed to provide clothing to persons in need in a disaster:

- to prevent loss of life from exposure; and
- to meet clothing needs until normal sources of supply are available.

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## 1.3 Emergency Clothing Responses in Disaster

Emergency Clothing provides the following disaster services:

### 1.3.1 In Reception Centres

Disaster victims directed to Reception Centres\* might be inadequately clothed. Those requiring immediate emergency covering would be given a blanket or other clothing items to protect them against exposure before assignment to temporary lodging.

Disaster victims who are inadequately clothed or whose clothing was lost or destroyed in a disaster or who are evacuated and have no access to the clothing left in their homes would be provided with basic clothing assistance.

### 1.3.2 In Damaged Areas

Mobile Emergency Clothing teams may have to proceed to the damaged area to provide emergency covering to survivors.

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## 1.4 Long-term Clothing Needs

Emergency Clothing is responsible for the immediate provision of clothing to people during the emergency phase of a disaster. Long-term clothing needs are the responsibility of regular social service authorities.

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\* A Reception Centre is a one-stop service site where evacuees are received and in which all five emergency social services are provided: clothing, lodging, food, registration and inquiry, and personal services.

## Chapter II

# Emergency Clothing Service Organization

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## 2.1 Planning

In order to meet the clothing needs of disaster victims quickly, a community must have a well-trained Emergency Clothing (EC) organization ready to begin operations immediately after a disaster occurs. This chapter outlines the steps to follow to organize EC in a community.

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## 2.2 Organizational Structure

The size of the community determines the structure and scope of the EC organization. It should also be flexible enough to respond to varying emergency situations and demands.

A suggested EC organization chart is included in **Appendix B**.

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## 2.3 Roles and Responsibilities

EC staff must clearly understand their roles and responsibilities if they are to achieve a prompt and effective response.

### 2.3.1 Chief of EC

The organization of EC in a community begins with the appointment and training of the chief of EC by the director of Emergency Social Services.

The responsibilities of the chief of EC include:

#### **Prior to a Disaster**

- selecting an EC planning and organizing committee;
- selecting and training staff;

- establishing good working relations with retail, wholesale, and charitable clothing organizations in the community;
- planning with charitable organizations, churches, service clubs or other volunteer groups for the reception and distribution of used clothing;
- conducting surveys of the clothing suppliers in the community;
- developing the EC response plan and testing the plan by holding regular EC exercises, then revising and updating the plan;
- testing the plan by participating in ESS exercises;
- coordinating the EC plan with those of the other four ESS and municipal emergency services;
- ensuring that all EC operational sites have the necessary equipment and supplies (**see Appendix C**);

#### **During a Disaster**

- reporting to the director of ESS and, if required, initiating and directing EC operations;
- ensuring the maintenance of an EC log (**see Appendix D**) and providing ongoing reports on problems, needs, and status of activities to the director of ESS;
- requesting human resources, equipment and materiel from the director of ESS, e.g. telecommunication equipment, transportation, etc.

#### **After a Disaster**

- ensuring that EC staff are included in Critical Incident Stress Debriefing, if required;
- ensuring that all EC operational sites are restocked and borrowed equipment is returned; and,
- preparing a report on EC emergency activities for the director of ESS.

### 2.3.2 The EC Planning Committee

In large communities, the chief of EC may want to select a committee to assist in planning and testing the plan.

#### (i) Composition

In selecting members to form the planning committee, the chief should call upon experienced people in the clothing field or in related fields such as:

- retail or wholesale clothing outlets;
- local dry cleaning or laundry establishments;
- local or national charitable organizations experienced in used clothing operations;
- church groups, service clubs, volunteer organizations;
- social service agencies.

#### (ii) Responsibilities

The committee assists the chief in planning, testing and revising the EC response plan and making a continuing assessment of problems likely to arise in a disaster.

### 2.3.3 EC Supervisors at Reception Centres

The chief of EC appoints an EC supervisor for each Reception Centre in the community. The EC supervisor is responsible to the Reception Centre manager for administrative matters and to the chief of EC at the ESS coordination centre for operational matters.

The responsibilities of the EC supervisor are:

#### Prior to a Disaster

- plan the EC service at assigned Reception Centre;
- determine the operating space, equipment and supplies required;
- train EC staff and ensure availability of necessary EC equipment and supplies (see **Appendix C**);
- ensure that EC personnel participate in exercises.

#### During a Disaster

- mobilize staff when EC plan is activated and set up EC service in assigned Reception Centre;
- coordinate EC activities within the Reception Centre area;
- requisition additional supplies of clothing through the EC chief, as required;

- prepare work schedules, maintain EC log (see **Appendix D**) and report regularly on problems, needs, and status of activities to the chief of EC;
- maintain stock records as required;
- organize and dispatch, on direction from the EC chief, mobile EC teams.

#### After the Disaster

- turn over EC administrative records to the chief of EC;
- prepare a report on EC activities for the chief of EC;
- restock EC equipment and supplies at operational sites;
- participate in the evaluation of EC service.

### 2.3.4 EC Workers at Reception Centres

Under the direction of the EC supervisor, EC workers would:

- set up clothing issue and stock room as required;
- brief evacuees on services provided by EC;
- issue emergency covering such as blankets, coats, sweat suits and tops as required;
- be responsible for the receipt and storing of clothing supplies from retailers or other clothing sources;
- when directed, interview evacuees and make referrals for articles of clothing to be obtained;
- issue available clothing as required;
- record name and address of the individual or family assisted;
- maintain running records of stock on hand.

### 2.3.5 Mobile EC Teams

Each Reception Centre provides for one EC mobile team who, under the direction of the EC supervisor would:

- proceed to the fringe of the damaged or affected areas with emergency covering for evacuees pending their transportation to Reception Centres; and
- transport clothing to evacuees at group lodging facilities within the Reception Centre area.

## 2.4 Backup Staff

In a major disaster, the EC service may have to operate on a 24-hour basis. Backup staff will be required to replace initial response staff.

## 2.5 Recruiting EC Personnel

### 2.5.1 Suggested Sources of Personnel

Persons with knowledge and experience in the clothing field are well-suited to organize and operate the EC service. These persons, as part of their daily tasks, would be familiar with local clothing resources.

Such persons can be recruited from clothing businesses, cleaning services, charitable organizations, church groups, service clubs or social services agencies.

In some communities, voluntary organizations may accept overall responsibility for planning and operating the EC service.

### 2.5.2 Selection Criteria

In considering candidates for key EC positions, the following criteria are suggested for consideration:

- experience in the clothing field;
- familiarity with community;
- leadership and organizational ability;
- flexibility;
- ability to cooperate and to delegate responsibilities;
- good communication skills;
- training skills.

Regardless of their previous training and experience, candidates will need training in community Emergency Social Service planning.

### 2.5.3 Desirable Personal Skills for EC Workers

In a major disaster, people inquiring about emergency clothing may be extremely anxious and upset. It is important, therefore, to recruit mature, sensitive EC workers who are:

- caring individuals who can express genuine concern for the needs of the survivors;
- good listeners who can assess a survivor's emotional state and respond appropriately;
- able to remain calm under pressure;

- able to communicate clearly both orally and on paper;
- able to record information accurately and legibly.

### 2.5.4 Specialized Communication

The Chief of EC should ensure the availability of personnel who are capable of responding to persons who have specific communication needs: hearing-impaired, blind, persons who cannot read, or persons who may not speak or understand the language of the majority. Persons may have to be recruited from the evacuated community to assist.

## Chapter III

# Emergency Clothing Resource Survey and Directory

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### 3.1 Introduction

The Emergency Clothing (EC) resource survey is the means used to obtain detailed information regarding location, quantity, type and availability of clothing resources in the community. The survey enables the EC service to establish and maintain a clothing resource directory to respond rapidly to the emergency clothing needs of people in a disaster.

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### 3.2 Planning the EC Survey

The chief of EC has the overall responsibility for planning the EC survey but can be assisted by members of the EC planning committee and EC personnel.

All survey workers should be briefed by the EC chief concerning a common approach and details to be recorded.

Each person or establishment to be contacted must be forewarned of the survey and know its purpose. This information could be conveyed in a letter signed by the chief of EC or director of Emergency Social Services.

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### 3.3 Conducting the Survey

An on-site survey of various clothing establishments will be necessary to obtain precise information on sources of clothing supply in a community.

The main supply sources would be:

(a) *Retail, Wholesale and Manufacturer's Establishments*

The retail, wholesale and manufacturing establishments would be the main sources of clothing, blankets, footwear, equipment and supplies essential to the EC service.

(b) *Used Clothing*

In many communities, charitable organizations operate used clothing stores and have on-hand supplies of clean clothing, blankets and footwear ready to be distributed.

(c) *Hotels, Motels, Special-Care Facilities*

A survey of potential sources of blankets and bedding such as hotels, motels and special-care facilities should also be completed.

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### 3.4 Clothing Survey Form

A suggested form for conducting a survey of clothing supplies available in local areas is attached as **Appendix E**.

This particular form merely indicates the estimated clothing in stock at the date indicated on the bottom of the page.

### **3.5 Written Agreements**

Once suitable clothing resources in the community are identified, EC personnel should contact the individuals or organizations which manage these resources and written agreements for their use in an emergency should be concluded. With some clothing resources, such as retail establishments, compensation and methods of payment would have to be agreed upon ahead of time.

**See Appendix F** for an example of a written agreement between the City of Edmonton Disaster Services and a clothing supplier.

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### **3.6 Emergency Clothing Directory**

Once a survey of emergency resources in the community is completed, EC personnel should summarize the information collected in an EC Directory. The Directory facilitates quick location and access to appropriate clothing supplies in an emergency. **Refer to Appendix G** for an example of an Emergency Clothing directory.

The directory should be reviewed at least once a year. This will ensure that recorded information is accurate and up-to-date.

**See Appendix H** for an example of a letter used to review and update the Emergency Clothing directory and agreements.

## Chapter IV

# Operational Guidelines

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### 4.1 Introduction

The purpose of this chapter is to provide Emergency Clothing (EC) personnel with general and specific operational guidelines to be followed in the operation of the EC services.

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### 4.2 General Operational Guidelines

#### 4.2.1

New clothing from regular suppliers will be the main source of supply in order to maintain the dignity of disaster victims. In some disasters, used clothing may have to be issued as a temporary measure. As soon as possible, clothing needs will be met through financial assistance so that persons may purchase new clothing and make their own decisions as to type, size and so on.

#### 4.2.2

If possible, attempt to advise people during the warning phase to bring essential clothing items with them if they are forced to evacuate. (See **Appendix I**).

#### 4.2.3

Label clothing items borrowed.

#### 4.2.4

Maintain records of clothing issued.

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### 4.3 Specific Operational Guidelines

#### 4.3.1 Emergency Covering Phase

Immediately following a disaster, the main objective is the provision of emergency covering in order to prevent loss of life. **SPEED** of service is all important. The supply items of greatest value during this phase would be woollen blankets and coats. Blankets can be used as:

- complete covering for a person until shelter is reached;
- tents, stretchers, ground sheets;
- covering to wrap children or casualties or as a wind-break.

In order to respond immediately when a disaster occurs, the EC service must have:

- a mobile EC team that can transport emergency covering to evacuees at the disaster site;
- a ready-to-go supply of blankets, sweat pants and tops (various sizes);
- ready access to identified retailers of blankets and clothing.

**The main objective in this first phase is to save lives.**

#### 4.3.2 Emergency Clothing Phase

When evacuees arrive at Reception Centres, EC staff should provide or arrange for identified clothing outlets to provide a basic outfit of clothing to those in need. The objective in this phase is to provide adequate warm clothing so that evacuees can work and care for themselves. There is no attempt at this stage to satisfy personal tastes.

In order to meet the immediate clothing needs of evacuees, the EC service at the Reception Centre should have a minimum supply of blankets or covering on hand or immediate access to clothing outlets.

### 4.3.3 Return to Normal Phase

In this last phase, people would wish to obtain clothing in accordance with their personal tastes from retail clothing stores in their normal manner if possible. Where financial assistance is required, this would be provided by social service agencies after interviews in which personal needs have been verified.

### 4.3.4 Blankets and Bedding Supplies

The EC service may be required to provide pillows, bedding and blankets for evacuees lodged in congregate facilities such as schools, churches, community halls or other sites. EC works in consultation with the Emergency Lodging Service which organizes and coordinates services to evacuees in group lodging facilities.

## 4.4 Special Clothing Issues

### 4.4.1 New Versus Used Clothing

The policy of issuing new rather than used clothing has been adopted because of a fundamental need to respect the dignity of people.

The policy is also based on the following practical reasons:

- (a) new clothing is readily available from local retail outlets, this avoids having to store large stocks and EC can speedily make use of these;
- (b) people can select clothing that fits and colours that are appropriate;
- (c) organizing clothing drives and sorting clothes is a time-consuming process and requires a great number of volunteers. Such a process cannot meet urgent clothing needs;
- (d) costs of handling, transporting and storing clothes are high;
- (e) purchasing clothing from local outlets following a disaster contributes to the economic recovery of the devastated area.

### 4.4.2 Unsolicited Clothing Donations

Past experience has shown that communities which are struck by a disaster become focal points for a flood of unorganized clothing donations. Tons of clothing, some of it unsuitable, arrive on the scene where there are seldom facilities, people, or time to clean, sort and classify it adequately. Under disaster conditions, this presents an additional problem for emergency clothing authorities. With careful planning, this unorganized flood of clothing donations can be avoided.

A prepared statement that can be immediately distributed to the media is one practical means of lessening the flow of unsolicited clothing to a disaster area. The statement should cover the following points:

- that the clothing needs of survivors have been met and clothing donations are no longer required;
- that people's generosity is appreciated;
- that people can best help survivors and the devastated community by making a financial donation to an officially recognized disaster relief fund;
- information should be made available regarding the:
  - name of the relief fund;
  - address (street, city, postal code); and
  - telephone number.

#### INSTRUCTION:

- If donor is insistent about donating goods, state that information on the goods offered will be entered in a database that local emergency responders in the field can access should the need arise.
- Donors should be discouraged from sending unsolicited donations directly to the disaster site.

### 4.4.3 Personal Comfort Kits

In some disasters, people may be forced to evacuate suddenly without prior warning. Evacuees arriving at Reception Centres would require personal care/toiletry items. The EC service should have on hand an adequate number of personal comfort kits (for men and women) for such a situation.



The personal comfort kits could include the following items:

- face cloth
- towel
- small bar of soap
- toothbrush and small tube of toothpaste
- comb
- package of facial tissue
- sanitary pack
- disposable razors

#### 4.4.4 Layettees

A second type of prepared kit would be baby layettes.

A suggested list of articles to make up a layette includes:

- three dozen disposable diapers
- two stretch sleepers
- towel
- washcloth
- blanket or bunting bag
- petroleum jelly
- baby wipes
- infant soap
- card of safety pins

Again, consideration should be given to the storing of a number of layettes for an unexpected emergency.

## Chapter V

# Training

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### 5.1 Training Responsibilities

The chief is responsible for ensuring Emergency Clothing (EC) personnel receive training.

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### 5.2 Training Program

The content of the EC training program should include:

- **Orientation to Community Emergency Planning**
  - an explanation of the roles and responsibilities of municipal emergency response organizations such as police, fire, health, public works, etc;
  - an explanation of the role and responsibilities of the Emergency Planning Coordinator.
- **Purpose and Role of Emergency Social Services**
  - an explanation of the four other Emergency Social Services and their responsibilities.
- **The EC Service**
  - purpose;
  - responsibilities;
  - organization.
- **The EC Resources Survey and Directory**
  - purpose of EC resources survey and directory;
  - EC resource survey records – explanation of their use and how to complete them.
- **EC Operational Guidelines**
- **Role of EC at Reception Centres**

- **The EC Plan**

- alerting and mobilizing;
- action to be taken upon mobilizing;
- lines of succession;
- operating procedures.

- **The Operational Log**

- purpose
- utilization

## Chapter VI

# Emergency Clothing Plan

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### 6.1 Planning Responsibilities

In order to respond promptly to the Emergency Clothing (EC) needs of disaster victims, the EC service must have a written plan that can be implemented in an organized and coordinated manner as soon as a disaster occurs.

The EC plan is developed by the EC chief and planning committee. Once written, the EC plan is an annex to the ESS response plan, which in turn is part of the overall community emergency response plan. Therefore, the EC plan should be read in conjunction with these plans.

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### 6.2 Some Characteristics of the Plan

The EC plan should be clear, concise, realistic and kept up-to-date. It should be flexible enough to allow on-site staff to improvise and make adjustments to meet changing situations. EC planners should, as part of their planning process, attempt to anticipate typical problems that could arise within the EC service in an emergency and develop alternate solutions.

---

### 6.3 Content of the Plan

The following information is a guide that could be utilized in writing the plan. A brief explanation for each suggested main heading is provided, including:

#### (1) *Name and Date*

The plan should have a name to distinguish it from other plans.

#### (2) *Purpose*

A statement giving the aim of the plan.

#### (3) *Organization and Line of Authority*

A statement on the organization and lines of authority with specific details provided in appendices such as:

- organization charts; and
- lines of succession and alternates.

#### (4) *Implementation of the Plan*

Specific details on when the plan is to be implemented and by whom.

#### (5) *Alerting Procedures*

A statement with specific details provided in appendices such as:

- the alert organization to include alternates and levels of response for agencies and individuals; and
- the fan out or recall procedures including an alternate method.

#### (6) *Resources*

A statement with specific details in appendices which should detail resources required such as:

- **Personnel**

Name, address and telephone numbers\* of all trained EC workers and their job assignments. Remember that you may require back-up staff if initial response workers become fatigued.

- **Emergency Lodging Resources**

Address and telephone numbers\* of Reception Centres and group lodging facilities. Name, address and telephone numbers\* of persons who have access to these facilities.

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\* Home and work numbers.

- **Supplies and Equipment**

Checklist of all EC equipment and supplies (see **Appendix C**) and their locations. Name, address and telephone numbers\* of persons who have access to these supplies.

- **Telecommunication**

Name, address, and telephone numbers\* of persons or organizations who have agreed to assist EC with their communication needs (amateur radio, CB clubs, telephone company, messenger service).

- **Multilingual and Other Communication Services**

Name, address, telephone numbers and communication skills of persons who have agreed to assist ESS with communication needs.

(7) *Training*

A statement with specific details provided in an appendix to include:

- who is responsible for the training program;
- when and where the training will be conducted;
- by whom the training will be carried out.

(8) *Testing the Plan*

A statement with an accompanying appendix to include:

- who is responsible for testing the plan;
- how often the plan will be tested.

(9) *Reviewing and Updating*

This section should include methods of review and procedures for updating the plan.

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## 6.4 Written Agreement

A written statement of agreement should be negotiated with organizations which have agreed to provide clothing, personnel, facilities and equipment to support or operate the EC service.

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\* Home and work numbers.

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## 6.5 Mutual Aid Agreements

Mutual aid agreements are recommended between adjacent communities to ensure that municipalities can promptly and effectively assist each other in the event of an emergency. These plans should be approved by the governing body of each community.

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## 6.6 Testing of the Operation

After the EC plan has been drawn up, workers recruited and trained, equipment and supplies located, the next logical step is to test the organizational and operational response plans, procedures, and workers' performance. One of the best ways to do this is to hold a series of exercises. The first ones should be "paper exercises." These could involve EC staff assigned to one Reception Centre. These should be followed by others more ambitious in size and scope involving all five Emergency Social Services. These exercises should be coordinated by the Emergency Social Services director.

Exercises show up the strengths and weaknesses of the plan and performance of the workers. They indicate whether the service as it stands, can achieve its aims, and whether positions are properly defined. An evaluation with the staff should follow each exercise.

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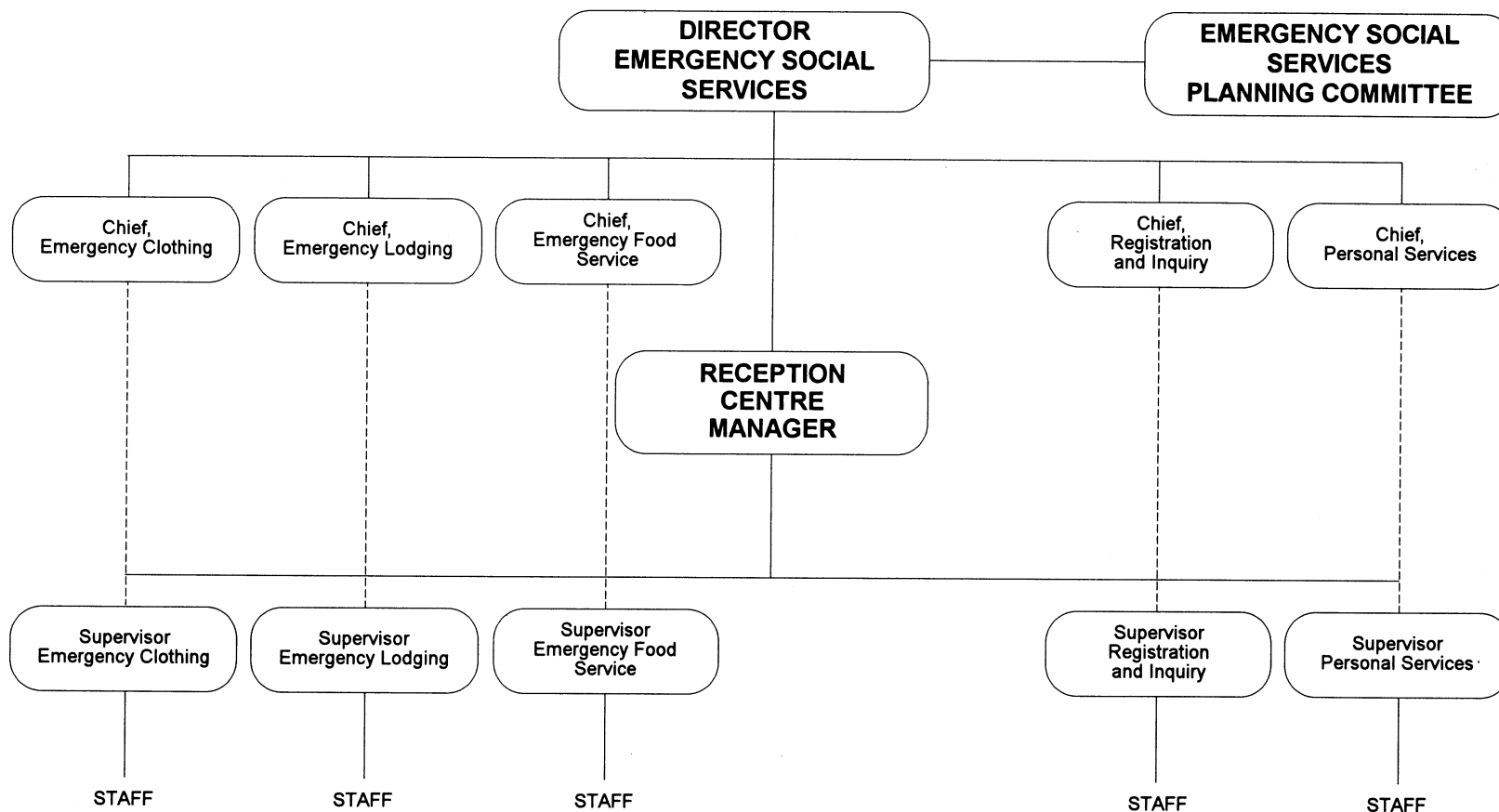
## 6.7 Distributing the Plan

The distribution of the plan is sometimes overlooked by emergency planners. An emergency plan is of no use if the plan and its provisions are only known to the person who prepared it.

To ensure coordination and cooperation in the event of an emergency, the content of the EC plan should therefore be made known to relevant emergency response organizations and agencies who will be involved or affected by its execution, such as police, fire, health, school board and so on. The distribution of the EC plan to interested parties is paramount if the desired results are to be achieved during its implementation.

# EMERGENCY SOCIAL SERVICES ORGANIZATION CHART

**APPENDIX A**

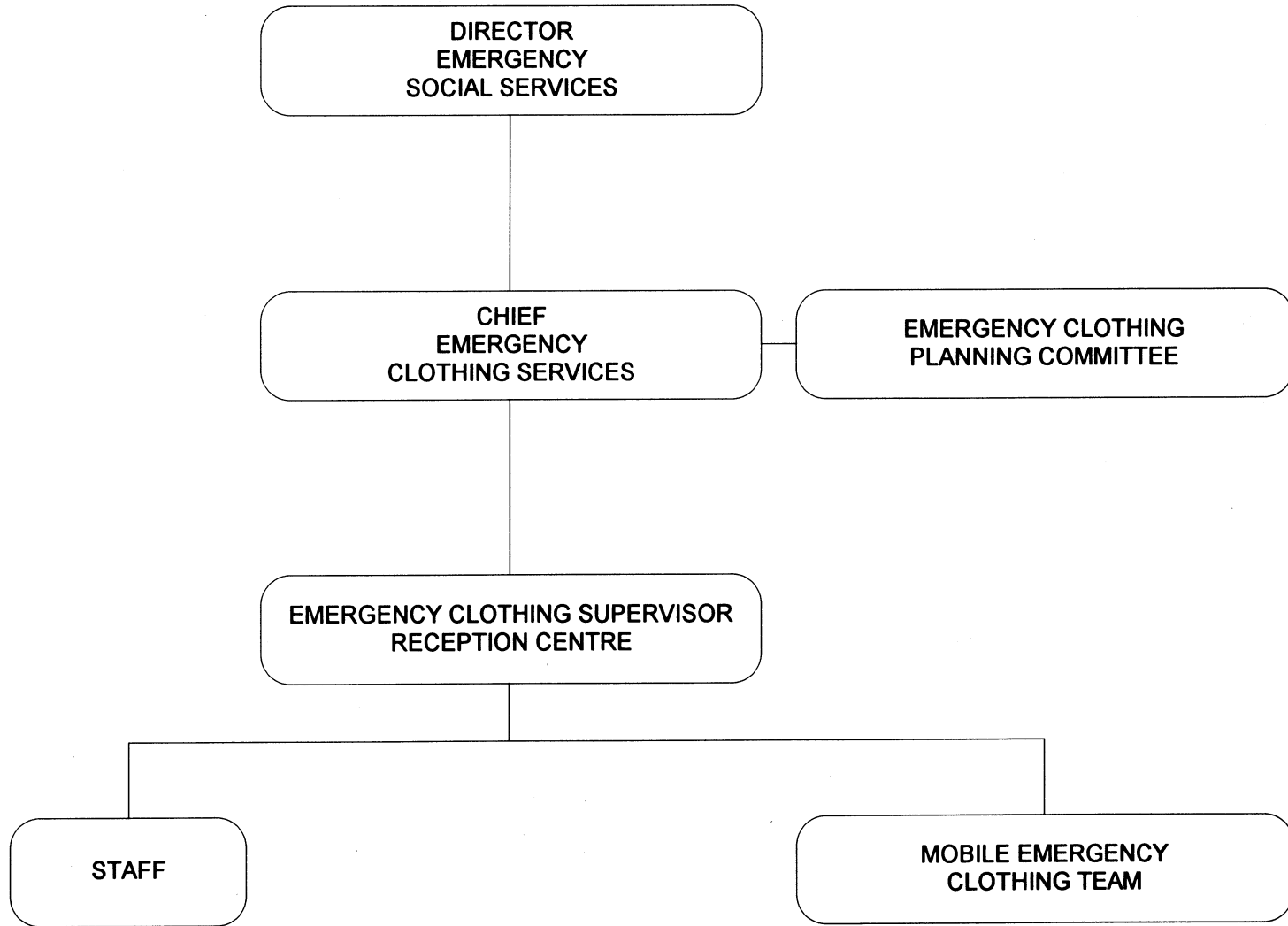


Emergency Clothing Service

- NOTES:**
1. Supervisors of each service at Reception centres report to the:
    - Chief of their assigned services for functional matters.
    - Reception Centre manager for administrative matters.
  2. Depending on the number of evacuees to be received, some of these positions may require assistants.
  3. In small municipalities some of the above positions may be combined.
  4. Replacement staff are required for all positions.

# EMERGENCY CLOTHING SERVICES ORGANIZATION CHART

APPENDIX B



# Equipment and Supplies Required by the Emergency Clothing Service at Operational Sites

The following is a list of basic equipment and supplies required by the Emergency Clothing Service (EC) staff at operational sites.

## 1. Emergency Social Services – Headquarters

### 1.1 Equipment and Supplies

In addition to the usual office equipment, special equipment such as maps of the community, overlays, resources boards, message forms, log sheets and regular or cellular phone should be available. Records, such as the Emergency Lodging Plan and manual, are essential.

## 2. Reception Centres

### 2.1 Space

Space would be required for two clothing issue rooms and for reserve stock. For issuing purposes, an average classroom size room with entrance and exit doors would be suitable.

### 2.2 Equipment and Supplies

- Emergency Clothing Service signs \*
- Directional and other signs \*
- Caps, badges and/or arm bands \*
- Chairs or benches
- Desks or tables
- Metal coat racks
- Coat hangers
- Large plastic or paper bags
- Paper, pencils \*, ballpoint pens, paper clips
- Stapler and staples

- Felt markers (various colours)
- Operations Log – see appendix D \*\*
- Message form (round trip memos)
- Emergency Clothing Form – see appendix E \*\*
- Blank filing cards (20.5 cm x 12.5 cm)
- File drawers, card indexes
- Envelopes or boxes to ship forms
- Tape – cellulose, masking
- Telephones (regular and cellular), telecopier, computer, photocopier
- Emergency Lodging Manual\* and plan

### 2.3 Clothing and Blankets

Each Reception Centre should have on hand a reserve of:

- Blankets (minimum of 25)
- Coats
- Jogging outfits (various sizes)

## 3. Supplementary Items

Supplementary items required to operate the Emergency Clothing Service should be obtained locally.

## 4. Reception Centre Kits

The Reception Centre Kit is a plywood case containing the basic operational forms, stationery supplies, and equipment necessary to set up and operate the five Emergency Social Services in a Reception Centre or Group Lodging Facility.

\* Items are available in the Reception Centre Kit.

\*\* Supplies of Emergency Lodging forms can be produced locally ahead of time by photocopying the suggested form.

## **5. Location of Kits**

A limited number of Reception Centre kits are strategically located throughout the country. Should an emergency occur, provincial authorities may obtain and use them in accordance with existing arrangements respecting federally owned equipment.

Provincial Emergency Social Services directors may obtain one Reception Centre kit to be used for demonstration, display and training purposes. Further information regarding supplies and equipment may be obtained by writing to the Provincial Emergency Social Services division.







# **City of Edmonton Disaster Service Social Services Department Blankets and Clothing Supplier**

## **Organization Name**

The Bay  
10230 Jasper Avenue  
Edmonton, Alberta  
T5J 1Y4

<b>Contact Names</b>	<b>Business</b>	<b>Phone</b>	<b>Residence</b>
R. Pickford, Operations Manager	424-0121		438-1234
N. Walker, Loss Prevention Manager	424-0121		429-5670
C. Yates, Southgate Store Manager	435-9211		438-9012
Edmonton Social Service Contact Margaret Dewhurst	428-5928		435-3456
Emergency Services Control Room	428-7990		

## **Supplies Available and Time Lines**

Clothing or home furnishings needs as carried by the store...2...3 hours lead time.

## **Additional Information**

Payment through City of Edmonton "L" Requisition

City of Edmonton Signing Authority

Name: Margaret Dewhurst (Mrs)

Title: Director of Personnel and Support Services

Signed as correct: \_\_\_\_\_  
Supplier Date

## EMERGENCY CLOTHING RESOURCE DIRECTORY CARLINGWOOD DISTRICT - OTTAWA WEST

APPENDIX **G**

CLOTHING SUPPLIER Name and Address Telephone Number	CLOTHING SUPPLIES IN STOCK *									CONTACT PERSONS
	MEN	WOMEN	BOYS	GIRLS	INFANTS	BEDDING	BLANKETS	WORK CLOTHES	FOOTWEAR	KEY HOLDERS
1. Zeller's Carlingwood Shopping Centre 2000 Carling Avenue Ottawa, Ontario 829-3131	G	G	G	G	G	M	S	G	G	Ron West 829-2093 ** Sue Preston 743-5096 **
2. Sears Carlingwood Shopping Centre 2000 Carling Avenue Ottawa, Ontario 829-3084	G	G	G	G	M	M	S	S	G	Don Cameron 832-6547 ** Joe Collins 876-3232 **
3. Woolco Store Lincoln Field Heights Centre 3010 Carling Avenue Ottawa, Ontario 829-3984	G	G	G	G	G	G	S	G	G	Liz Martin 834-5828 ** Bill Korman 834-9998 **
4. Andy's Shoe Store 9324 Anthony Avenue Ottawa, Ontario 829-4136	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	G	Andy Fraser 733-5020 ** June Kerr 821-5939 **
5. Robertha's Clothing Store 949 Richmond Road Ottawa, Ontario 743-040	NIL	M	NIL	NIL	NIL	NIL	NIL	NIL	M	Lorraine Sims 729-4040 ** Maggie Sharp 732-3030 **
6. St-Vincent de Paul 139 Richmond Road Ottawa, Ontario 743-2381	S	S	S	S	S	NIL	NIL	S	S	Frances Moore 661-5054 **

\* Quantity in stock    **S** - Small    **M** - Moderate    **G** - Great

\*\* Home telephone numbers

# Emergency Clothing Directory Update\*

Dear:

The Province of \_\_\_\_\_ introduced the Emergency Measures Act in (year). As required by that Act, the (name of municipality) Emergency Social Services, along with a number of other government and community agencies located in this municipality (or region), have been actively involved in formulating an Emergency Response Plan for the municipality.

The preparation of an Emergency Clothing Directory is integral to this plan. People forced to leave or those stranded from their homes due to natural or technological disasters may be faced with the basic need for emergency covering or clothing.

To meet this need, your retail outlet has been included in our emergency plan as a potential emergency clothing source.

Prior to developing the Emergency Clothing Directory, Emergency Clothing Service personnel contacted retail clothing outlets, social service outlets or their representatives. Contact persons were informed of the purpose of the region's emergency measures plan. Information pertaining to clothing available was then gathered with the aim of identifying the critical clothing resources available in this community.

Retail outlets selected by this process were then listed in the Emergency Clothing Directory.

To ensure that information about each clothing outlet remains accurate and up-to-date, the Emergency Clothing Services mails out, in October of each year, a photocopy of the latest Emergency Clothing Service Record on file. Enclosed is the Survey Record of your clothing outlet for your review and verification as to currency.

**Within the next two weeks, please verify the attached Survey Record, correct it if necessary, and return it in the envelope provided.**

**Please note that your reply will be understood by the Emergency Clothing Service as an acknowledgement of your willingness to continue to provide emergency clothing should you be called upon.**

If you should have any questions regarding any of the above, do not hesitate to contact

\_\_\_\_\_ at \_\_\_\_\_.

Your interest, co-operation and efforts in assisting the \_\_\_\_\_ Emergency Social Services is greatly appreciated.

Yours truly,

Bill Jones,  
Commissioner of Social Services.

sbb

\* Adapted from: Hamilton-Wentworth Emergency Social Service manual.

## Appendix I

# Emergency Preparedness – Checklist

In the event of a major disaster – flood, fire, tornado, earthquake, hurricane, winter storm, toxic leak – basic supplies and services may not be available or you may have to evacuate your residence or community. You may not have much time to act. Prepare now to protect yourself and your family for a sudden emergency.

## Prepare an Emergency Pack

An emergency pack consists of such essential items as *water, food, clothing and first aid supplies* for 3 to 5 days that are set aside in easy-to-carry containers, ready to take with you. Your emergency pack should include the following items:

### Water

Water is essential for survival. Plan on a minimum of one litre per person per day for drinking purposes only. Store water in unbreakable containers such as plastic bottles. Record storage date and replace every six months.

### Food

Choose foods that require no refrigeration, cooking or preparation, are compact and lightweight, and familiar to users. If food must be cooked, include stove and fuel.

- Ready-to-eat canned meals: stews, baked beans, spaghetti, meat, fish, poultry, fruits, vegetables, cereals, trail mix, oatmeal cookies, candies or jellies
- Canned milk, juices, coffee, tea
- Staples such as sugar, salt, pepper
- Baby formula, food and diapers
- Cutlery, non-electric can opener

## Clothing and Bedding

The secret of protection from extreme cold lies in wearing multiple layers of clothing which prevent the loss of body heat. Most of the body's heat is lost through the head and neck. During the summer, provide protection against sun and heat.

- Include one change of clothing and footwear per person
- Sweaters, woollen socks, tuque or hat, scarf, mittens, and thermal underwear
- Rain gear
- Sturdy, waterproof shoes or boots
- Sleeping bag or two warm blankets per person

## First Aid Kit

- Keep a complete first aid kit in your home and car
- Include over-the-counter medications such as aspirin or non-aspirin pain reliever, antiseptic, etc. List of family physicians, style and serial number of medical devices such as pacemakers
- Be sure to take prescribed medications such as heart and high blood pressure medication, insulin etc., with you when you evacuate
- Denture needs, contact lens, hearing aids, mobility aids
- Basic first-aid manual

## Supplies and Tools

- Battery operated transistor radio, extra batteries
- Candles and candle holders
- Flashlight (one per person), extra batteries
- Hammer and nails, crowbar
- Lantern and fuel
- Matches (in waterproof container)
- Mosquito repellent
- Plastic sheeting
- Pliers

- Pocket knife
- Rope
- Shovel (small)
- Tape
- Whistle

## Sanitation

- Toilet paper, wet ones, facial tissues, liquid detergent
- Personal items: soap, shampoo, deodorant, toothpaste, toothbrushes, sanitary napkins and tampons, towels and face cloth, comb and brush, lip balm
- Plastic garbage bags and ties

## Special Items

- Cards, games and books
- Colouring books

## Family Records and Documents

Store important family documents and records in waterproof container

- Will, insurance policies, contracts, deeds, stocks and bonds
- Passports, social insurance cards, health cards, immunization records
- Money or cash
- Savings and checking account numbers
- Credit card account numbers and companies
- Important telephone numbers
- Family records (birth, marriage, death certificates)

## Prepare an Emergency Car Kit

- Battery powered radio and extra batteries
- Blanket
- Booster cables
- First aid kit and manual
- Fire extinguisher (2A-IOBC type)
- Flares or reflectors
- Flashlight and extra batteries
- Food: non perishable high energy foods such as granola bars, raisins, etc.
- Maps
- Shovel
- Tire repair kit and pump
- Water

## People with Special Needs

*REGISTER IN ADVANCE.* In case of evacuation, some people may require transportation assistance to Reception Centres or Group Lodging Facilities. People who require this help may have a physical, neurological or psychological disability or have mobility problems. Persons who are unable to respond independently to an emergency situation which requires them to evacuate their home should register in advance for assistance with a homecare program, local seniors organization or emergency measures organization.

*SOME HEALTH CARE PATIENTS.* Persons who receive home health care should discuss emergency plans with their caregiver or home care agency. Persons should also check with their physician if prior arrangements would be necessary for evacuation to a hospital.

*ELECTRICAL LIFE SUPPORT.* If a member of the household is bedridden and requires constant medical care or has electrical life support equipment at home, discuss this NOW with his physician or local emergency measures organization.

## Family Emergency Plan

If a major disaster strikes your community, you may be separated from members of your family who are at home, at work, or at school. If your family should become separated in a disaster, here are some suggested measures that you can take to help reunite them:

- Identify ahead of time two family meeting places: one outside your home in case of fire and one outside your neighbourhood in case of disaster.
- Decide ahead of time on a system of communication. Pick one out of province and one local friend or relative for family members to call if separated because of a disaster. It is often easier to call out of province than within the affected area.
- All members of your family should have a means of identification on them at all times: e.g., clothing label, wallet card, bracelet with name and address.
- Take a basic first aid and CPR class.
- Involve all family members in planning for an emergency.
- Test your plan. Chances of survival are improved if you practise your plan.

## **Pets**

Pets may not be allowed in Reception Centres or Group Lodging Facilities for health and space reasons. If you must leave them behind:

- Prepare an emergency pen for the pets in the home. Ensure there is adequate ventilation.
- Tag your pet with proper identification and inoculation information.
- Arrange a layer of plastic and paper or cardboard for the pet.
- Leave enough dry food and water for three days.
- Do not leave pets in a car outside of a shelter.

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Adapted from:

Are You Prepared in Case of Disaster?  
Health and Welfare Canada. Reprinted 1992.

Self Help Advice  
Emergency Preparedness Canada, 1988.

Federal Emergency Management Agency  
U.S.A. Background and Fact Sheets.

Hurricane Counselling Center, Fort Lauderdale, Florida.  
Dade County (Florida) Hurricane Evacuation Plan  
Summary. 1992.



# Emergency Kit – Evacuation Checklist

<b>Water</b>	1 litre per person per day for drinking		<input type="checkbox"/>	
	Water purification tablets		<input type="checkbox"/>	
<b>Food</b>	Canned meals: stews, baked beans, spaghetti, meat, fish, poultry, fruits, vegetables, cereals, trail mix, oatmeal cookies, candies or jellies		<input type="checkbox"/>	
	Canned milk, juices, coffee, tea		<input type="checkbox"/>	
	Staples such as sugar, salt, pepper		<input type="checkbox"/>	
	Baby formula, food and diapers		<input type="checkbox"/>	
	Cutlery, non-electric can opener		<input type="checkbox"/>	
	Stove and fuel		<input type="checkbox"/>	
<b>Clothing</b>	Sweaters, woollen socks, tuque or hat, scarf, mittens, and thermal underwear		<input type="checkbox"/>	
	Rain gear		<input type="checkbox"/>	
	Sturdy, waterproof shoes or boots		<input type="checkbox"/>	
	Sleeping bag or two warm blankets per person		<input type="checkbox"/>	
<b>First Aid Kit and Manual, Medication</b>			<input type="checkbox"/>	
<b>Supplies and Tools</b>	Battery operated transistor radio, extra batteries	<input type="checkbox"/>	Plastic sheeting	<input type="checkbox"/>
	Candles and candle holders	<input type="checkbox"/>	Pliers	<input type="checkbox"/>
	Flashlight (one per person), extra batteries	<input type="checkbox"/>	Pocket knife	<input type="checkbox"/>
	Hammer and nails, crowbar	<input type="checkbox"/>	Rope	<input type="checkbox"/>
	Lantern and fuel	<input type="checkbox"/>	Shovel (small)	<input type="checkbox"/>
	Matches (waterproof container)	<input type="checkbox"/>	Tape	<input type="checkbox"/>
	Cards, games, books	<input type="checkbox"/>	Whistle	<input type="checkbox"/>
	Mosquito repellent	<input type="checkbox"/>	Colouring books	<input type="checkbox"/>
	<b>Sanitation</b>	Toilet paper, wet ones, facial tissues, liquid detergent		<input type="checkbox"/>
		Personal items: soap, shampoo, deodorant, toothpaste, toothbrushes, sanitary napkins and tampons, towels and face cloth, comb and brush, lip balms		<input type="checkbox"/>
		Plastic garbage bags and ties		<input type="checkbox"/>
	<b>Family Records and Documents</b>			<input type="checkbox"/>