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# Emergency Lodging Service

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## Foreword

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

The objective of the Emergency Lodging service is to provide, as quickly as possible, safe, temporary lodging to persons in need of this service in a disaster or emergency.

The information offered in this manual is based on current knowledge and practice derived from case reports, the practical experiences of Emergency Lodging volunteers and organizations, and 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 Lodging 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

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We are grateful, first of all, to volunteers and human service professionals from across Canada involved in the planning and delivery of Emergency Lodging 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.

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## 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 uprooted. 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.

---

## 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 Lodging Service

---

## 1.1 Introduction

On Tuesday evening, August 23, 1988, a fire ravaged a PCB warehouse located in Saint-Basile-le-Grand, Quebec. Five thousand residents from the communities of Saint-Basile-le-Grand, St-Bruno and Ste-Julie were forced from their homes when a toxic cloud of black smoke, generated by the fire, spread over their residential areas. The 5000 residents remained out of their homes for a total of 19 days while soil and water samples were analyzed to determine contamination levels.

In July 1989, more than 30 northern Manitoba communities, which were threatened by some 500 raging forest fires, were evacuated. More than 23 000 residents were forced to seek emergency lodging in Winnipeg, Thompson, Portage, Brandon, Dauphin, Gimli and several other Manitoba communities. Some evacuees remained displaced for more than two weeks.

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## 1.2 Purpose

The Emergency Lodging (EL) service is a planned emergency response organization designed to provide as quickly as possible, safe, temporary lodging to persons in need of this service in a disaster or emergency.

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## 1.3 Emergency Lodging Services

Emergency Lodging provides the following disaster services:

### 1.3.1 Assistance with Emergency Accommodation

Emergency Lodging personnel are stationed in Reception Centres\* to assist evacuees in securing temporary accommodation. Evacuees may be accommodated as follows:

- **Private Accommodation**  
Lodging with persons volunteering accommodation in their own homes.
- **Commercial Accommodation**  
Lodging in motels, hotels, hostels or commercial boarding homes.
- **Group Lodging Facilities**  
Group facilities are buildings such as schools, churches, community halls, arenas, auditoriums or other public facilities not normally used for living purposes, that are adapted as dormitory type accommodation for large numbers of people in an emergency.

### 1.3.2 Emergency Lodging for Residents of Special Care Facilities

In most communities, special care facilities such as homes for the aged, hospitals, or rehabilitation centres have their own emergency plans that call for the evacuation of one facility to a similar one.

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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.

However, in some municipalities or in certain emergency situations, this may not be possible and residents may have to be temporarily evacuated to a school, church hall or other community facility before being lodged in more adequate facilities. In such situations, Emergency Lodging provides this accommodation.

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## **1.4 Long-term Accommodation**

Emergency Lodging is responsible for the immediate accommodation of people during the emergency phase of a disaster. Short- and long-term housing is the responsibility of regular housing authorities.

## Chapter II

# The Emergency Lodging Organization

---

## 2.1 Planning

In order to meet the lodging needs of disaster victims quickly, Emergency Lodging (EL) must have a well-trained organization ready to begin operations immediately after a disaster occurs. This chapter outlines the steps needed to plan and organize Emergency Lodging in a community.

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## 2.2 Organization Chart

The size of the community determines the structure and scope of the organization. The organization should be flexible in order to respond to varying emergency situations and demands.

A suggested Emergency Lodging Organization Chart is included in **Appendix B**.

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## 2.3 Roles and Responsibilities of EL Personnel

Emergency Lodging staff must clearly understand their roles and responsibilities if they are to achieve a prompt, effective and coordinated response.

### 2.3.1 Chief of Emergency Lodging

The organization of EL in a community begins with the appointment and training of the chief of EL by the director of Emergency Social Services (ESS). The responsibilities of the chief of EL include:

#### Prior to a Disaster

- selecting an EL planning and organizing committee;
- selecting and training staff;
- organizing a survey of lodging resources available in the community and maintaining up-to-date records;

- in consultation with the municipal Emergency Planning coordinator and the director of ESS, selecting group lodging facilities;
- planning and organizing EL in the community; revising and updating the plan on a regular basis;
- testing the EL plan by participating in ESS exercises; and
- co-ordinating EL plans with those of the other four ESS and other municipal emergency services.

#### During a Disaster

- reporting to ESS headquarters and communicating with the director of ESS. If required, activating and directing the EL operation;
- maintaining an EL log and providing ongoing reports on victim needs, nature of activities or problems encountered to the director of ESS. (see **Appendix C – Emergency Lodging Operations Log**);
- requesting equipment, materiel, or human resources from director of ESS, e.g., telecommunication equipment, transportation, sanitation, etc.);
- keeping track of available and committed lodging resources and lodging space. (see **Appendix D – Emergency Lodging Record**);
- dealing with problems that arise in group lodging facilities or in private accommodation between the householder and evacuees; and
- consulting with the Chief of Personal Services, in assigning of evacuees to private and commercial accommodations when these are in short supply.

#### After a Disaster

- ensuring that EL staff are included, if required, in Critical Incident Stress Debriefing sessions;
- ensuring that all EL operational sites are restocked and borrowed equipment is returned, see **Appendix E for a list of EL Supplies and Equipment Required at Operational Sites**;
- turning over to the director of Emergency Social Services all registration cards, receipts, and outstanding invoices for processing; and

- preparing a report on EL activities for the director of ESS.

### 2.3.2 The EL Planning Committee

In large communities, the chief of EL may want to select a committee to assist in planning and testing the plan. Persons with knowledge and experience in the lodging field would usually be included in the planning committee.

### 2.3.3 EL Supervisors at Reception Centres

The chief of EL appoints an EL supervisor for each identified Reception Centre in the community. The EL supervisor reports to the Reception Centre manager for administrative matters and to the chief of EL at ESS headquarters for operational matters.

The responsibilities of the EL supervisor are to:

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

- plan the EL service at an assigned Reception Centre;
- determine the operating space, equipment and supplies that will be needed (**see Appendix E**);
- train EL staff; and
- ensure that EL personnel participate in emergency exercises.

#### **During a Disaster**

- mobilize staff when the plan is activated and co-ordinate EL service in the assigned Reception Centre; and
- prepare work schedules, maintain EL Operations log (**see Appendix C**) and report regularly on victim needs, nature of activities or problems encountered to EL chief.

#### **After the Disaster**

- prepare a report on EL activities and turn over completed documents to the chief of EL;
- restock equipment and supplies at assigned RC and ensure that all borrowed equipment is returned; and
- participate in the evaluation of the EL service.

### 2.3.4 EL Workers at Reception Centres

Under the direction of the supervisor, workers at Reception Centres:

- brief evacuees on services offered by EL;
- locate emergency accommodation for evacuees using the Emergency Lodging directory;
- record information from private citizens who have volunteered accommodation in their homes (**see Appendix F, Private Homes – Lodging Record and Assignment**);
- assign evacuees to private homes or commercial accommodations;
- maintain list of evacuees lodged and inform Registration and Inquiry service of location of evacuees; and
- ensure that relocated evacuees are informed of services available to them in Reception Centres or elsewhere in the community.

### 2.3.5 Group Lodging Manager

Under the direction of the chief of EL, the Group Lodging Manager:

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

- plans group lodging service in assigned facility;
- trains facility staff;
- ensures availability of necessary equipment and supplies (**see Appendix E**); and,
- makes an inventory of equipment and supplies in assigned facility **before** and **after** use.

#### **During a Disaster**

- reports to the chief of EL and, if required, initiates and manages the group lodging operations; and,
- maintains a log (**see Appendix C**) and provides reports on victim needs, nature of activities or problems encountered to the chief of EL.

#### **After a Disaster**

- prepares a report on the group lodging facility's activities for chief of EL; and,
- participates in the evaluation of EL service.

### 2.3.6 Group Lodging Workers

Under the direction of the facility manager, the workers:

- organize services and activities to be offered in the group lodging facility;
- compile and maintain an up-to-date list of evacuees lodged in the facility;
- establish and maintain facility records including those related to supplies used, expenditures made, donations received;
- duplicate, distribute or post rules and regulations, daily schedules and other information facility residents will require;
- monitor distribution of supplies;
- record and store personal property volunteered for safekeeping;
- assist in the facility operations; and,
- provide security services in the facility.

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## 2.4 Back-up Staff

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

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## 2.5 Recruiting EL Personnel

### 2.5.1 Suggested Sources of Personnel

Persons with knowledge and experience in the lodging or housing field are well-suited to organize and operate the EL service. These people, as part of their daily tasks, would be familiar with:

- providing or locating lodging for people;
- managing lodging facilities;
- processing information, data; and,
- setting up filing systems.

They could include hotel or motel personnel, real estate agents, recreation workers, school principals, managers of special-care facilities, and public housing managers.

### 2.5.2 Selection Criteria

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

- experience in the lodging field or related area;
- familiarity with the community;
- leadership and organizational ability;
- flexibility;
- ability to cooperate and to delegate responsibilities;
- good communication skills; and,
- training skills.

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

### 2.5.3 Desirable Personal Skills for EL Workers

In a major disaster, people inquiring about emergency lodging may be extremely anxious and upset. It is important, therefore, to recruit mature, sensitive EL 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 in writing; and,
- able to record information accurately and legibly.

### 2.5.4 Specialized Communication

The chief of EL 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 Lodging Resource Survey and Directory

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### 3.1 Introduction

The Emergency Lodging (EL) resource survey is used to collect specific information about the location and capacity of various lodging resources available in the community. The survey enables the EL service to compile and maintain a lodging directory to respond rapidly to the temporary lodging needs of displaced persons.

---

### 3.2. Planning the EL Survey

The emergency lodging survey should be planned in conjunction with the municipal Emergency Planning coordinator and the director of Emergency Social Services. These emergency planners along with the chief of EL will determine what lodging resources are needed to be fully prepared. Once needs are established, lodging resources in the community are identified to meet these needs.

---

### 3.3 Resources Survey

#### 3.3.1 Private Homes

Because of the mobility of people within a community, a survey of private homes **is not recommended**. Previous experiences have shown that, after a disaster, concerned citizens will offer to share their homes, apartments or cottages. After a major disaster, where large numbers of homes are destroyed or uninhabitable, EL may have to appeal to the general public for assistance in accommodating survivors.

When people offer the use of their home either spontaneously or in response to a public appeal, basic information should be recorded. Refer to **Appendix F, Privates Homes, Lodging Record and Assignment**, for a checklist of information to be recorded.

#### 3.3.2 Commercial Accommodation

A physical survey of commercial establishments will be necessary to obtain information on lodging capacity, average vacancy rate and other resources. Refer to **Appendix G, Commercial Accommodation Record**, for a checklist of information required.

#### 3.3.3 Group Lodging Facility

The chief and staff of EL should complete a survey for each building it intends to use for group lodging purposes in a disaster. This comprehensive survey will provide EL with readily available information about the building in a useable written format.

Refer to **Appendix H, Group Lodging Facility – Accommodation and Resources Record**, for a checklist of information required

##### *(1) Completing the Group Lodging Facility Survey*

One way of completing the survey is to have the Group Lodging Manager or Supervisors assigned to a facility complete the survey so they will be thoroughly familiar with the building. Arrangements could be made with the owner or manager of the facility for EL personnel assigned to the building to complete the building survey while holding a regular meeting in the facility.



A second method is for the manager assigned to the facility to recruit members of a group already associated with the designated building to complete the survey. Such individuals might be a school principal, teacher, custodian or minister, people most familiar with the building and its equipment. This is especially important if members of that group have agreed to act as group lodging manager or workers.

### 3.3.4 Sit-up Space

The EL staff should complete a physical survey of facilities with sit-up spaces such as theatres, auditoriums, arenas and others. Use **Appendix H, Group Lodging Facility Accommodation and Resources Record** for a checklist of information required.

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## 3.4 Written Agreements

Once suitable lodging resources in the community are identified, EL personnel should contact the owners or managers of these resources and written agreements for their use in an emergency should be completed. With some lodging resources, such as commercial accommodation, compensation and methods of payment would have to be agreed upon ahead of time.

The most desirable facilities for group lodging purposes are particularly well-equipped high schools or community colleges. Because these are often used in a disaster situation, a recommended standard format for agreements between EL and school administration is offered in **Appendix J**.

Letters of agreement regarding the use of facilities for EL purposes should always be obtained from organizations such as community centres, churches and recreation facilities. The standard agreement recommended in **Appendix J** can be modified to fit the style of agreement necessary for a given group. The best agreement is one which spells out in clear, simple language what EL and other organizations are agreeing to do.

Written agreements should also specify financial liability due to damage, loss or injury.

---

## 3.5 Emergency Lodging Directory

Once a survey of emergency lodging resources in the community is completed, EL personnel should summarize the information collected in an EL directory. The directory facilitates the assignment of evacuees to appropriate lodging in an emergency.

**Appendix K** offers an example of an emergency lodging directory developed by the Hamilton-Wentworth Regional Social Services. The directory should be reviewed at least once a year to ensure the information is accurate and up-to-date.

To keep the information in their Emergency Lodging Directory accurate and up-to-date, the Hamilton-Wentworth Regional Social Services mails a letter (**Appendix L**) to the owner or manager of a particular facility accompanied by a photocopy of the latest Group Lodging Facility Accommodation and Resources Record on file. They are asked if the information in the Accommodation and Resources Record is accurate, and if not, to correct, sign and return it to the Emergency Lodging Services.

## Chapter IV

# General Guidelines

---

### 4.1 Introduction

The purpose of this chapter is to provide EL personnel with general guidelines to be followed in the operation of the EL services.

---

### 4.2 General Guidelines

#### 4.2.1

Keep families together.

#### 4.2.2

Lodge evacuees promptly. Delays have an adverse effect on their safety, well-being and morale.

#### 4.2.3

Lodge evacuees as close to their homes or place of work as possible.

#### 4.2.4

Return evacuees to their own homes or alternate housing as quickly as possible.

#### 4.2.5

House people in as normal a setting as possible with respect for their privacy.

#### 4.2.6

Referral of evacuees to private, commercial or group accommodation is initiated by EL staff in Reception Centres. Registration and Inquiry service must be informed of the emergency address of evacuees.

#### 4.2.7

If private and commercial accommodations are limited, evacuees are assigned to these facilities on a priority basis: e.g. elderly who require care, families with small children, workers who require undisturbed rest, etc.

#### 4.2.8

If possible, arrange for evacuees from the same community or neighbourhood to be lodged together in one facility. This will allow evacuees to:

- be with relatives and friends;
- discuss mutual problems;
- provide emotional support to one another;
- exchange services, e.g. babysitting, care of injured or sick family members; and
- pool resources, e.g. transportation.

Such arrangements will also facilitate EL operations.

#### 4.2.9

If authorities are unsure as to when evacuees can return home, rooms in commercial accommodations should be reserved for as long as possible.

#### 4.2.10

If evacuees are lodged in commercial accommodations spread out over a wide area, transportation may have to be arranged from the lodging sites to a central reception center. Municipal transit services should be involved in developing such plans.

#### 4.2.11

If a large number of evacuees are lodged in one major hotel, EL should arrange with Personal Services for the provision of such services as day care, recreation, financial assistance and emotional support.

#### 4.2.12

Computerize lodging data as soon as possible. It will make such information as number of evacuees, location, names, ages, etc. readily available for various administrative and operational purposes.

#### 4.2.13

Rate guidelines for meals, clothing, accommodation (commercial and private) should be determined ahead of time.

---

### **4.3 General Guidelines – Group Lodging Facilities**

#### 4.3.1

Group lodging facilities may be preferable for special care or institutional groups requiring professional support or supervision.

#### 4.3.2

Past disaster experiences indicate that:

- 15 to 20 percent of the affected population require group lodging. The majority of people usually provide for themselves or stay with friends or relatives;
- Group lodging facilities are usually occupied on average for three days; and
- Survivors prefer staying at emergency lodging facilities that are close to their previous homes.

#### 4.3.3

Avoid using elementary schools as much of the equipment (drinking fountains, toilets, etc.) is more suited for younger children. Such essential services as cafeterias, showers, etc. are also lacking.

#### 4.3.4

Experience has shown that the decision to evacuate an area is sometimes taken at the last minute and people arrive at group lodging facilities before staff. It is important, therefore, that the chief of Emergency Lodging alert and mobilise the EL personnel as soon as possible.

Chapter V

# Group Lodging Management\*

## 5.1 Group Lodging Management

Managing a group lodging facility is similar in many ways to running a hotel. The lodging personnel are basically responsible for the safety, comfort and welfare of all evacuees sent to the facility.

## 5.2 Purpose of Chapter

The purpose of this chapter is to familiarize group lodging personnel with the services, procedures and resources involved to ensure timely and effective response following a disaster.

This chapter provides checklists of priority actions that the group lodging personnel must carry out:

- as the facility is activated;
- as the population settles in; and
- continuing priorities.

Each checklist is followed by guidelines which briefly explain some of the priority actions recommended.

The success of group lodging management depends on having people with the necessary knowledge, skills, training and material to do the job.

## 5.3 Group Lodging Manager Responsibilities

The manager is responsible for coordinating the delivery of services to people lodged in the group facility.

\* Adapted from: U.S. Federal Emergency Management Agency. How to Manage Congregate Lodging Facilities and Fallout Shelters. Washington, D.C., Printing and Publications Division, Office of Administrative Support, 1981.

## 5.3.1 Priority Action Checklist

### First Priorities

- 1. Contact building owner/custodian to secure access.
- 2. Initiate staff call-out.

### Priorities – As Facility Is Activated

- 1. Establish manager’s office.
- 2. Start operations log. Record date and time of manager’s arrival and that of personnel.
- 3. Brief supervisors and staff on:
  - number of people expected and time of arrival;
  - problem areas; and
  - unusual resource requirements.
- 4. Check operational status \*\* of the following services:
 

<input type="checkbox"/> first aid	<input type="checkbox"/> telecommunication
<input type="checkbox"/> clothing	<input type="checkbox"/> administration
<input type="checkbox"/> registration	<input type="checkbox"/> maintenance
<input type="checkbox"/> food	<input type="checkbox"/> sanitation
<input type="checkbox"/> personal services	<input type="checkbox"/> security
<input type="checkbox"/> sleeping	
- 5. Ensure all staff wear some identification.

\*\* Personnel and supplies available or required, space allocation, operational procedures and so on.

- 6. Ensure staff check:
  - sanitation facilities;
  - fire exits – unlocked and easy to access;
  - operation of emergency generator;
  - operation of emergency lighting;
  - operation of heating;
  - ventilation or air conditioning operation; and
  - operational status of internal communications: switchboard, public address system.
- 7. Designate a first aid room or area as soon as possible. Room should have running water.
- 8. Post appropriate signs for services offered.
- 9. Arrange parking control if not provided by police.
- 10. Register occupants as they enter the facility.
- 11. Establish telecommunication centre close to manager's office. Maintain communication with the chief of EL.
- 12. Restrict use of telephone and two-way radio to authorized personnel.

**Priorities – As Population Settles In**

- 1. Begin daily information meetings with evacuees – see communications at paragraph 5.13.
- 2. Ensure adequate telephone services are installed for the use of residents.
- 3. Call daily supervisors' meeting when necessary and check operational status of facility.
- 4. Establish shift schedule.
- 5. Establish daily schedule.
- 6. Request assistance of evacuees if required.
- 7. Maintain a record of equipment and supplies purchased or borrowed.

**Continuing Priorities**

- 1. Brief evacuees regularly, organize publication of a newsletter, if required.
- 2. Monitor morale of evacuees.
- 3. Monitor operational status of facility.
- 4. Maintain daily schedules for service.
- 5. Brief chief of EL on the needs of evacuees, nature of activities and problems encountered.

**Closing**

- 1. Upon completion of activities, follow checklist at paragraph 5.17 on "Closing the Group Lodging Facility."

**5.3.2. Guidelines**

*1. Lodging Operations Log*

The log, which lists and describes all significant events for each day, is essential for the smooth and effective operation of a group lodging facility.

The log assists in:

- briefing incoming replacement personnel;
- keeping track of equipment and supplies borrowed, received or purchased;
- referring to earlier decisions;
- briefing superior; and,
- maintaining continuity of services.

The log should include:

- major management decisions;
- daily summaries of facility status and problems encountered; and,
- change in facility population.

The manager may appoint a support person to log this information. Refer to **Appendix C**, for a sample operations log sheet.

## 2. *Staff Identification*

Personnel should wear identification such as name tags, armbands, vests, caps or buttons:

- so they can be readily identified by evacuees who need assistance or information; and,
- to allow personnel access to the disaster area or facility and to have unhampered movement through the facility.

## 3. *Daily Schedule*

(1) A regular schedule of activities for the group lodging facility:

- gives the residents a reassuring orderliness and rhythm for their days in a strange environment;
- makes it easier to manage the basic services required in the facility; and
- assures performance of necessary tasks on a daily basis.

(2) Scheduling priorities

The schedule establishes hours for sleeping, rising, lights out, cleanup, meals, quiet times, recreational activities, group meetings and health services. Schedules should be prepared in consultation with the residents.

(3) Other scheduling information

- Any special arrangements that are made for residents to utilize the community's recreational, educational, library, or other facilities on a planned basis. This will allow for maximum utilization without undue overcrowding; and
- Departure and arrival times for residents who return to their workplace or who have other regular work assignments outside the group lodging facility.

(4) The daily schedule should be posted throughout the facility.

(5) Naps and daytime rest periods

"The Quiet Activities Time" on the recommended schedules will provide adults as well as children with needed periods of rest or quiet activity.

## (6) Social and Recreational activities

Planned social and recreational activities, whether they are inside or outside the facility, help keep order and help make time go by more quickly. These should be blended into the schedule throughout the day.

Refer to **Appendix M**, for a sample daily schedule.

## 4. *Administrative Services*

Systematic administrative procedures – the paperwork or "red tape" – part of a facility's operation are necessary and important. They should be instituted at the beginning of the facility's operation and continued until people return home or are otherwise relocated.

Basic administrative services include:

- establishing and maintaining operations log, facility records, including those related to supplies, health services, expenditures (if any), equipment donated, borrowed or purchased, and special problems;
- tagging or recording all articles loaned or borrowed;
- duplicating and distributing regulations, daily schedules and other necessary information;
- establishing and maintaining office coverage to monitor phones, radio, etc., in conjunction with communications team; and
- in some situations, personal possessions such as important family records and valuables may be volunteered by evacuees for safekeeping. Accurate records must be kept of all items volunteered.

## 5. *Daily Supply Status*

The supervisor reports to the manager on a daily basis on what additional supplies are needed. Supplies are provided and coordinated by the chief of EL.

## 6. *Evacuee Assistance*

The manager should encourage maximum participation of evacuees in the operation of the facility. Such participation provides a meaningful opportunity to contribute to the general well-being of the facility.

Evacuees can assist by:

- providing emotional support to persons who are distressed;
- caring for infants or young children individually or in groups so parents can attend to disaster-related needs or enjoy temporary relief;
- helping to care for the dependent elderly;
- assisting with administrative and clerical work and records keeping; and
- assisting with food service, sanitation, maintenance, night watches, etc.

### 7. Registration

Registration of all occupants of the group facility is important:

- to help in locating missing persons or separated family members;
- to maintain an accurate list of who is in the facility;
- to report the number of occupants to the chief of EL;
- to determine feeding and sleeping arrangements;
- to determine any special requirements, such as health needs and persons requiring other special care;
- to determine general supply needs;
- to ascertain useful skills and interests;
- to assign people to special teams or other work assignments; and
- to provide data for possible post-evacuation use.

## 5.4 Emergency Social Services – Responsibilities

If required, the four following Emergency Social Services are responsible for planning, organizing and meeting the basic personal needs of people accommodated in the group lodging facility:

- Emergency Clothing
- Emergency Food Service
- Registration and Inquiry
- Personal Services

Please consult the appropriate manuals for detailed information on the operation of these services.

## 5.5 First Aid – Responsibilities

First Aid in the facility is planned, organized and operated by the municipality’s emergency health services. In some communities, this service may be provided by St. John Ambulance, Red Cross or other trained volunteers.

### 5.5.1 Priority Action Checklist

#### Priorities – As Facility Is Activated

- 1. Assess available first aid supplies and anticipate supplies that will be required.
- 2. Establish channels of communication with emergency health services if required.

#### Priorities as Population Settles In

- 1. Determine health needs of evacuees.
- 2. Ensure that transport to medical facilities is available for occupants who have serious health problems.

#### Continuing Priorities

- 1. Establish a referral service to meet emergent health needs.

### 5.5.2 Guidelines

#### 1. Importance of First Aid Services

Natural disaster experience demonstrates that:

- survivors with minor injuries may arrive in your facility because major health facilities are overloaded with the seriously injured. The group lodging facility must therefore be prepared to provide first aid to those persons; and
- many chronically ill people who are dependent on continued specialized medication, e.g. insulin, may arrive without it. First aid personnel ensure such individuals are referred or taken to local hospitals or doctors to obtain necessary medication.

## 5.6 Public Health – Responsibilities

The medical officer of health ensures that staff e.g. public health nurses, public health inspectors are assigned to monitor public health.

### 5.6.1 Guidelines

Public Health is responsible for:

- monitoring food, water, sanitation and other public-health-related areas;
- establishing a program of preventive health care to avoid the spread of communicable disease, respiratory infections and other illnesses;
- establishing procedures to detect and refer medical or health problems to appropriate specialists and facilities in the community; and
- carrying out water purification measures if required.

## 5.7 Pets

The local Society for the Prevention of Cruelty to Animals (SPCA), community animal control officers or other animal organizations should be consulted regarding the care of pets in an emergency.

### 5.7.1 Guidelines

Health and safety considerations do not permit lodging pets in the same space with people, with the possible exception of seeing-eye dogs. However, because people derive comfort and reassurance from their pets, lodging and care of pets demand management's early attention. People may refuse to relocate if they cannot bring their pets, or they may bring their pets even if forbidden to do so.

It is important, therefore, that appropriate planning measures for the emergency care of pets be discussed with SPCA workers or animal control officers in the community **during planning stages**.

If time and space permit, set aside or construct separate facilities for pets. Volunteers can create a compound by stretching plastic over wire fencing or using tennis courts. Arrange to provide water and food until owners can take custody of them.

## 5.8 Sleeping Arrangements

### 5.8.1 Priority Action Checklist

#### Priorities – As Facility is Activated

- 1. Establish sleeping arrangements within designated areas.
- 2. Provide canvas cots, blankets or improvised bedding.
- 3. Establish and maintain nighttime watches.

#### Priorities – As Population Settles In

- 1. Adjust initial sleeping arrangements if required.
- 2. Obtain additional bedding supplies if required.
- 3. Establish sleep schedule.

#### Continuing Priorities

- 1. Monitor ventilation in sleeping areas.
- 2. Maintain nighttime sleep area watches.

### 5.8.2 Guidelines

#### 1. *Why Sleeping Arrangements Are Important*

Because sleep requires more time and space than other activities, the facility's sleeping arrangements influence the physical organization of space in the building and the scheduling of other activities (**see Appendix I – Group Lodging Facility – Sanitary Standards**).

#### 2. *Where to Locate the Sleeping Area*

The size and layout of the building must be considered, including ventilation, noise and light, and location of toilets. Separate the sleeping area from the activity area either by a barrier or by physical distance. This separation will protect sleepers from ongoing activities in the building, and not limit those ongoing activities by restricting light and noise in the active area.



### 3. *How to Group Sleepers*

If required, designate separate sleeping areas for:

- family groups
- elderly
- unattended children
- families with small infants
- late arrivals

### 4. *Sleeping Equipment and Supplies*

Ensure that bedding meets appropriate fire codes. Avoid use of rubber mattresses as they are flammable and uncomfortable. Refer to **Appendix E**, for a checklist of sleeping equipment and supplies required.

### 5. *Sleep Problems*

- **Noise and Light.** Noise and lighting within the sleeping area must be kept down to a level that will not interfere with sleep. Discourage people from such activities as reading with flashlights after lights out.
- **Smoking.** Do not allow smoking in the immediate sleeping area, since it is a health and fire hazard. If required, a smoking area should be located near outside ventilation.

### 6. *Sleep Watch*

Sleep watches are important:

- for evacuees requiring assistance during sleeping hours;
- to keep watch for such hazards as fire; and
- to monitor activities in facility at night.

### 7. *Space and Facilities for Staff*

Group lodging facilities staff need a separate area to go to for rest, coffee, and meal breaks.

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## 5.9 Sanitation Services

Sanitation services in the facility may be provided by regular maintenance staff or group lodging workers assisted by residents. The municipality's sanitation service could provide assistance with removal of garbage.

## 5.9.1 Priority Action Checklist

### Priorities – As Facility Is Activated

- 1. Post appropriate location signs for men and women's washrooms, if required.
- 2. Obtain additional portable toilets if needed.
- 3. Inventory stock of sanitary supplies: toilet paper, soap, sanitary napkins, towels, diapers, etc., and obtain additional supplies, if needed.
- 4. Determine how many trash cans, garbage cans, plastic trash bags, etc., are available and obtain additional supplies, if needed.
- 5. Determine the best possible waste disposal system and implement it immediately.

### Priorities – As Population Settles In

- 1. Keep toilet areas as clean as possible and keep portable toilets emptied.
- 2. Control use of limited water available for sanitary purposes.
- 3. Maintain cleanliness in all areas of facility.
- 4. Inform residents of need for their cooperation and assistance.

## 5.9.2 Guidelines

### 1. *Sanitation Standards*

The highest possible sanitation standards are necessary to prevent the spread of disease and to maintain morale.

Develop and post written sanitation and hygiene regulations.

Coordinate with Health Services for preventive sanitation measures.

### 2. *Shifts*

If the facility is large, the sanitation service team should be subdivided into toilet; trash and garbage; personal hygiene; general cleaning; and, perhaps, laundry teams. Depending upon the assignment, shifts should be short and rotated because of the unpleasantness of the tasks involved.

### 3. Toilet Facilities

Toilet must be kept constantly clean.

### 4. Garbage

Containers for garbage and trash should be placed throughout the facility. These should be emptied regularly to avoid fire and health hazards and maintain morale. Rental of large commercial garbage containers will facilitate garbage storage and removal.

### 5. Laundry

If residents must remain in the facility for an extended period, laundry services should be organized by utilizing coin laundries in the area, washing machines in hotels or motels, local hospitals or dry cleaning establishments.

### 6. Sanitation Supply Checklist

Refer to **Appendix E**, for a checklist of sanitation supplies and various other supplies required to maintain cleanliness.

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## 5.10 Maintenance

The maintenance staff of the facility is responsible for power and lighting and ensuring proper ventilation of building.

### 5.10.1 Priority Action Checklist

#### Priorities – As Facility Is Activated

- 1. If required, obtain and connect portable generators to provide power for heat, lighting, cooking, ventilation, communications and other essential activities.
- 2. Obtain a supply of lamps, flashlights and batteries for illumination purposes, and distribute them to essential areas in the facility.

#### Priority – As Population Settles In

- 1. Monitor air quality and temperature and keep them within comfortable limits.

## 5.10.2 Guidelines

### 1. Maintenance

People who own or operate the facility should provide technically competent persons to maintain such complicated equipment as air conditioning, power plants, water systems, heating, plumbing and electrical systems or improvised or specially installed systems provided to make the building usable for group lodging.

### 2. Why Proper Ventilation Is a Priority

With many more people than normal living in the building, it is essential that fresh air be evenly distributed throughout the facility. Ventilation with outside fresh air is important for both air quality and for temperature control (**see Appendix I**).

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## 5.11 Security

For normal security and safety functions, the manager may have to plan for in-facility security such as night watches, traffic control, access to facility, fire prevention and control. In some circumstances, it may be necessary to request support from the local police or from a security agency.

### 5.11.1 Priority Action Checklist

#### Priorities – As Facility Is Activated

- 1. Direct traffic in parking area if required.
- 2. Direct movement into the building through entrances as determined by the manager.
- 3. Identify and clear all fire exits so they are unobstructed and easy to access.
- 4. Establish security patrols and sleep watches.

#### Priorities – As Population Settles In

- 1. Establish regular security controls.

#### Continuing Priorities

- 1. Ensure that security regulations are adhered to.
- 2. Maintain security, fire and sleep watches.

## 5.11.2 Guidelines

### 1. *The Need for Basic Rules and Scheduling*

A facility will, in general, allow its occupants to come and go as they please as long as they respect the rules and schedules in place.

Written regulations for fire, security, smoking, sanitation and lights out should be posted and obeyed.

Occupants should be informed of the reasons for these schedules and should be asked to adhere to them voluntarily to maintain order and serve common welfare.

Residents should be involved in setting rules and regulations.

### 2. *Fire Watch*

A 24-hour fire watch must be assured and residents instructed in fire-prevention measures.

### 3. *Fire Prevention*

Brief residents as soon as possible on the critical importance of fire prevention and fire watch, and on the fire regulations that apply in the facility. Give oral or written instructions for fire drill procedures.

Carry out emergency fire drills, if circumstances warrant. If you do not have sufficient space, give oral instructions for fire drill procedures.

### 4. *Fire Watch's Immediate Protective Actions*

- Inspect all portable extinguishers to assure they are usable.
- **RESTRICT SMOKING:** Designate a specific area for smoking, preferably near a ventilation exhaust or outside.

### 5. *Use of Non-electrical Light or Heat Sources*

Kerosene lamps and heaters or candles **SHOULD NOT BE USED**. Light sources requiring an open flame are a fire hazard. Also some heat sources emit gases that are dangerous to health when they are allowed to build up in living spaces.

## 5.12 Telecommunication

Internal telecommunications, switchboard, telephones, should be operated by staff who normally work in the facility. Alternate telecommunications should be planned for with municipal telecommunication officers or services.

### 5.12.1 Priority Action Checklist

#### Priorities – As Facility Is Activated

- 1. Establish telephone or radio contact with the chief of EL and arrange for regular contacts.
- 2. Establish means of communicating with evacuees using public address system, portable loud speaker, or bulletin board.

#### Priority – As Population Settles In

- 1. Provide residents with daily newspapers, radio, TV, communication bulletins, newsletters, posters, personal messages and other communications in addition to meeting with them. Arrange to have information written in the languages spoken by various evacuees.

#### Continuing Priorities

- 1. Maintain routine and emergency communications with:
  - lodging population
  - supervisors of services
  - chief of EL
- 2. Log all important communications for the record.

## 5.13 Communication

### 1. *Communication with Residents Is Essential*

In a major disaster, evacuees will understandably be anxious and fearful about what has happened and what the future holds. They will also be inexperienced in adjusting to the crowded conditions and other disruptions in their normal lives. They will be hungry for official, reliable information. Such information will help reduce anxiety, control the spread of rumours and make their new, crowded living arrangements more acceptable.

### 2. *Communication from Management to Residents*

#### (1) Information to Provide during Entry Phase

An information meeting should be held **AS SOON AS POSSIBLE** with all residents of the facility to:

- introduce manager, supervisors and staff;
- reassure residents about the safety of the location;
- bring them up-to-date regarding the emergency;
- form an advisory committee;
- request assistance if required;
- announce important rules and regulations;
- inform them of daily schedule; and
- set schedules of daily briefings.

#### (2) Information During Occupancy Phase

- review of general conditions in the facility;
- special emergency notices issued by the local government;
- statement of human resources needed in the facility;
- reassurance and review of problems affecting major number of occupants;
- dispelling rumours; and
- directions for moving to another facility, if necessary.

#### (3) Daily Briefings to Evacuees Are Essential

Normally, schedule two or at least one briefing daily. It is vital that people know they will be brought up to date at least once a day, at a specific time.

Briefings are required even if there is no information to report, because:

- the lack of new information, or the fact there is no change in the situation, is important information;
- the briefing will help dispel rumours that can be damaging to morale and order; and
- the scheduled briefing indicates that management recognizes the importance of communicating with the population.

**Never withhold important information** from the occupants, but ensure that you present it in the proper context so that it will not be misinterpreted, cause unnecessary distress or loss of morale. Whatever the content of a message, you must convey it in terms of your having the general situation under control.

#### (4) Special Communication Needs

The manager may need to be aware of the specific communication needs of various people, e.g. hearing impaired, blind, persons who cannot read or persons who may not understand English well. Proper resource persons should be available to explain verbal or written rules and regulations to them.

### 3. *External Communication*

#### (1) Telephone Service

In the early phases of a disaster, do not use the telephone unless you have a real emergency to report. Do not tie up lines that may be urgently needed for emergency operations.

Ensure sufficient public telephones are installed to allow evacuees to contact concerned friends and relatives.

### 4. *Communication with the Media*

#### (1) Interviews with the manager

The manager may receive requests from the media for personal interviews or for interviews with residents.

All requests for interviews should be channelled through the community's information officer responsible for media relations.

(2) Interview with survivors

During the emergency phases, survivors' anguish, grief and terror quickly become the subjects of media attention. Survivors need privacy at this time, so they can work through and gain control over the strong emotional reactions triggered by the disaster. During this phase the needs of the media run counter to the needs of the survivors. Media scrums where survivors have to face flash bulbs, microphones, cameras and reporters can add to the emotional overload at a time when decrease in input is essential.

It is important, therefore, to encourage contact between media and survivors that produces sensitive coverage of the human impact of the disaster, respecting the vulnerability, privacy and confidentiality of survivors. Having reporters select one or two representatives from each medium to interview some survivors and then pool their information is one way of resolving this sensitive issue. Interviewees should always be consulted before arrangements are made with the media.

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## 5.14 Advisory Committee

An advisory group may be useful in a facility, particularly one with a large population. This group can act as liaison between residents and management by presenting the population's problems and suggestions to the manager and assisting in evaluating and resolving group and individual problems.

The committee should be established as soon as possible. Committee members are selected by management and residents.

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## 5.15 Recreational and Social Activities

### 1. Need for Recreational Activities

Recreational and social activities will raise morale, help your population to cooperate and socialize, and reduce feelings of fear and anxiety.

### 2. Assistance with Recreational Activities

Use existing community facilities and staff to assist with recreation programs. Recreation workers from the community can organize activities for children, teens and the elderly.

Ask evacuees to pool any small board games they may have brought with them. These games can be enjoyed by both players and onlookers.

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## 5.16 Other Services Available

Refer to Appendix N, for a description of various services that may be provided to people lodged in group facilities and the municipal emergency response organizations responsible for each of these services.

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## 5.17 Closing the Group Lodging Facility

Plans for closing the GLF should begin as soon as evacuees return to their homes or are transferred to other residences.

### Closing Checklist

The group lodging manager would:

- 1. Inform the chief of EL who will contact the director of ESS, who will advise municipal emergency response services and other appropriate agencies of the closing of the facility.
- 2. Turn over to the chief of EL all receipts, registration cards and outstanding invoices for processing.
- 3. Arrange for inventories of supplies and equipment.
- 4. Restock equipment and supplies.
- 5. Return borrowed property and equipment to owners. Receipts for the return should be secured.
- 6. Ensure that building and grounds are clean.
- 7. Arrange for the inspection of the facility by owner. Report damage caused by use.

- 8. Turn over registry to chief of EL. Registration information will be useful in locating people and providing outreach services.
- 9. Arrange for letters of appreciation or recognition of staff, donors of goods, services and facilities used during the operation.
- 10. Prepare final report on the group lodging operation for the chief of EL.

## Chapter VI

# Training

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### 6.1 Training Responsibilities

The chief is responsible for ensuring that Emergency Lodging (EL) personnel receive training.

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### 6.2 Training Program

The content of the EL training program should include:

(1) *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; and
- an explanation of the role and responsibilities of the Emergency Planning coordinator.

(2) *Purpose and Role of Emergency Social Services*

- an explanation of the four other Emergency Social Services and their responsibilities.

(3) *The EL Service*

- purpose
- responsibilities
- organization

(4) *The EL Resources Survey and Directory*

- purpose of EL resources survey and directory; and
- EL resource survey records – explanation of their use and how to complete them.

(5) *EL General Guidelines*

(6) *Role of EL at Reception Centres*

(7) *Group Lodging Management*

- purpose of the group lodging facility
- role of the manager
- review of services offered
- review of equipment and supplies required
- priority checklists and guidelines

(8) *The EL Plan*

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

(9) *The Operations Log*

- purpose
- utilization

## Chapter VII

# Emergency Lodging Plan

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### 7.1 Planning Responsibilities

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

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

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### 7.2 Some Characteristics of the Plan

The EL 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. EL planners should, as part of their planning process, attempt to anticipate typical problems that could arise within the EL service in an emergency and develop alternate solutions.

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### 7.3 Content of the Plan

The following information is a guide that could be used in writing the plan. A brief explanation for each suggested main heading is provided, plus, where applicable, some typical appendices that may be included:

#### (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 channels of authority with specific details provided in appendices such as:

- organization charts
- 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 EL workers and their job assignments. Remember that you may require back-up staff if initial response staff become tired.
- **EL Resources**  
Address and telephone numbers of hotels, motels, hostels, 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 business numbers.



- **Supplies and Equipment**

Checklist of all EL equipment and supplies (see **Appendix E**) and their location. Name, address and telephone numbers\* of persons who have access to same.

- **Telecommunication**

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

- **Multilingual and Other Communication Services**

Name, address, telephone numbers\* and communication abilities of persons who have agreed to assist in providing specialized communication services. These services are part of the overall ESS response plan and are called on if required.

(7) *Training*

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

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

(8) *Testing the Plan*

A statement with an accompanying appendix to include:

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

(9) *Reviewing and Updating*

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

**Remember that the plan should be adjusted to meet the particular needs and resources of your community.**

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## 7.4 Written Agreement

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

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\* Home and business numbers.

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## 7.5 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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## 7.6 Testing of the Operation

After the EL 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 EL staff assigned to one Reception Centre or at a group lodging facility. 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 Director of Emergency Social Services.

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

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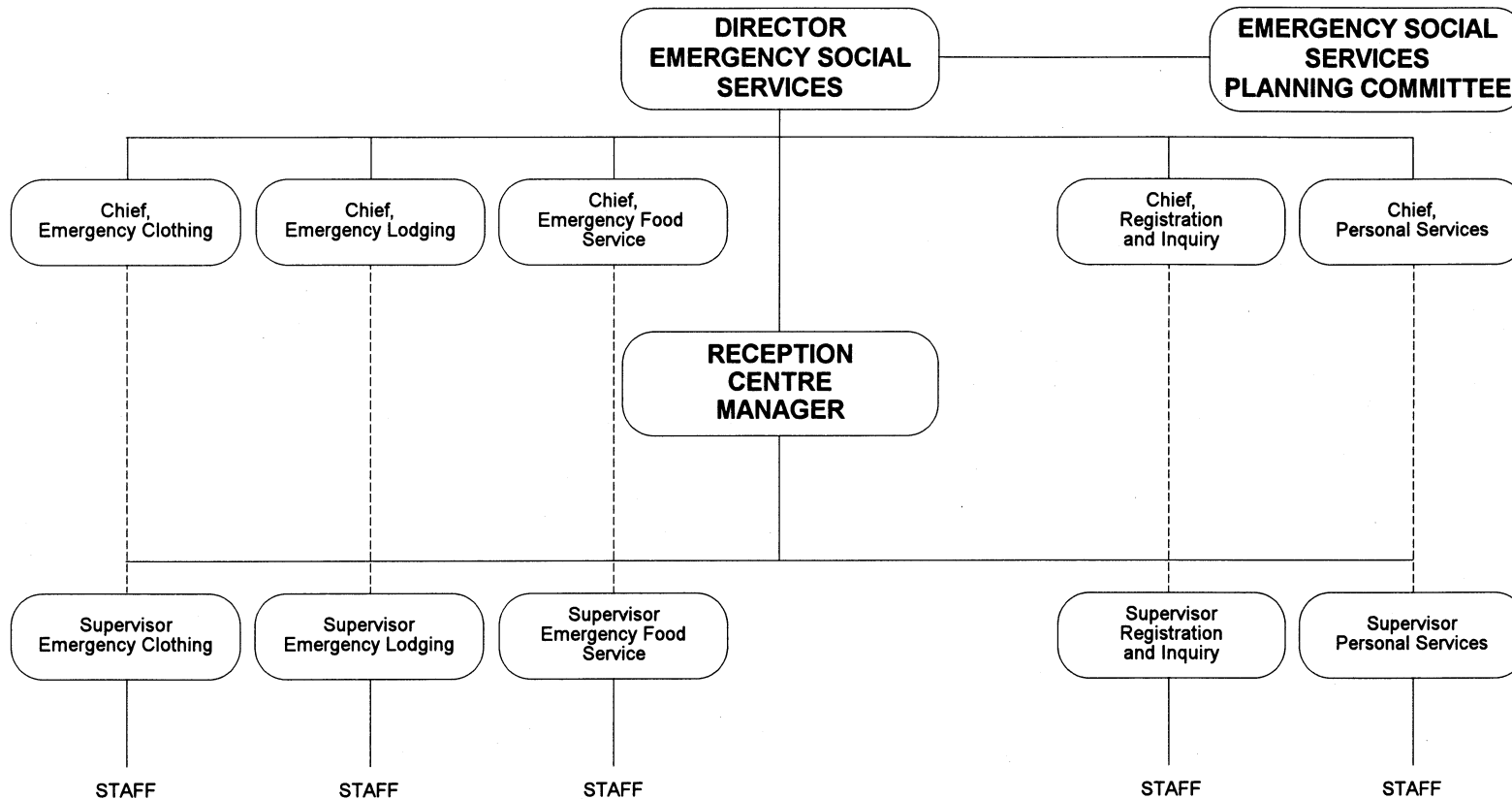
## 7.7 Distributing the Plan

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 EL plan should 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 EL plan to interested parties is paramount if the desired results are to be achieved during its implementation.

# EMERGENCY SOCIAL SERVICES ORGANIZATION CHART

**APPENDIX A**



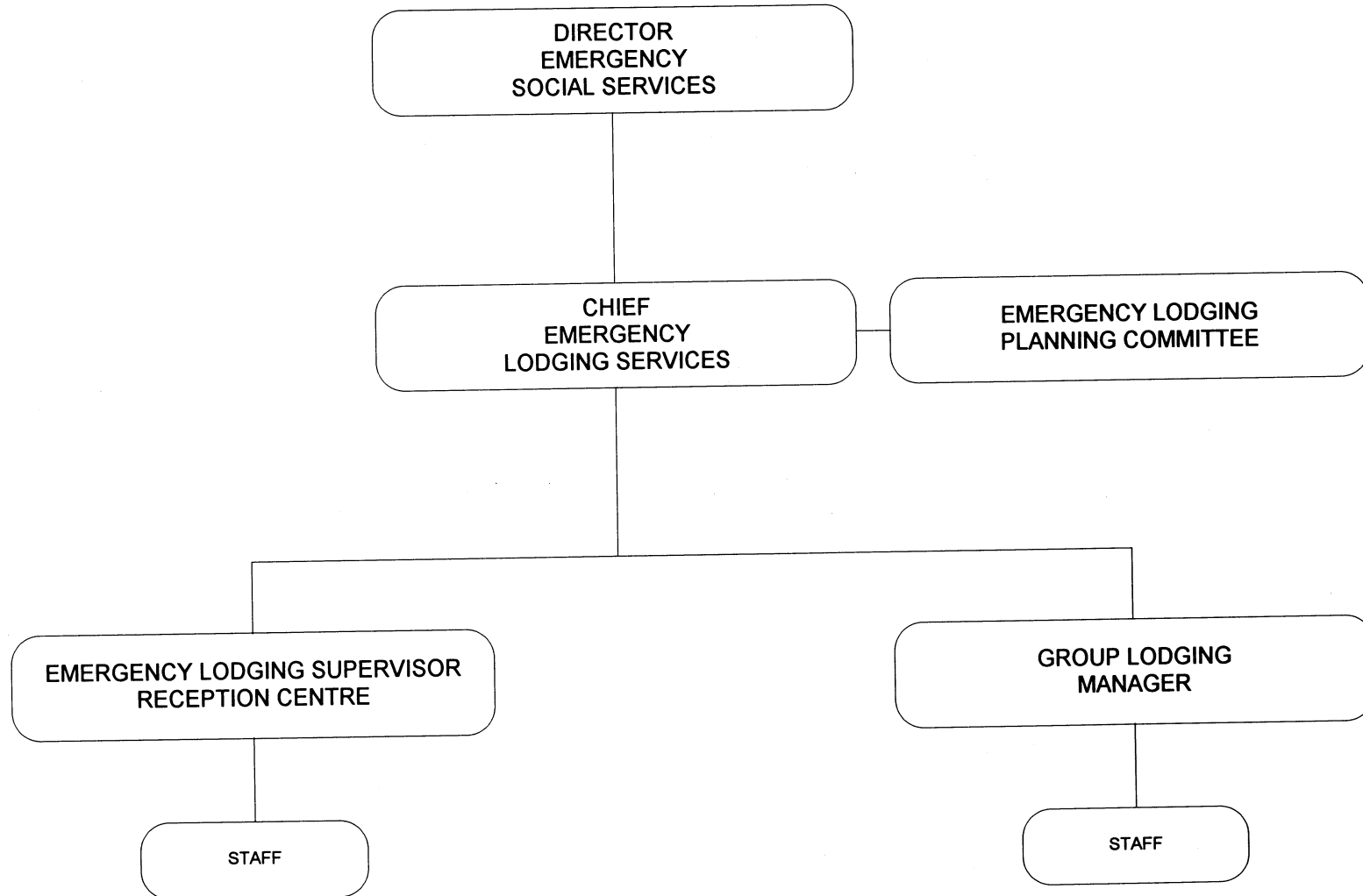
**NOTES:**

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 Lodging Service

# EMERGENCY LODGING SERVICES ORGANIZATION CHART

APPENDIX B







# Equipment and Supplies Required by Emergency Lodging at Operational Sites

The following is a list of basic equipment and supplies required by Emergency Lodging Services (EL) 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, are essential.

## 2. Reception Centre

### 2.1 Equipment and Supplies

- Emergency Lodging Service signs \*
- Directional and other signs \*
- Caps, badges and/or arm bands\*
- Chairs or benches
- Desk or table
- Paper, pencils\*, ballpoint pens, paper clips
- Stapler and staples
- Felt markers (various colours)\*
- Operations Log – see Appendix C\*\*
- Message form (round trip memos)
- Emergency Lodging Forms – see Appendices D,F,G,H\*\*

- 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

## 3. Group Lodging Facilities

In order to meet the immediate needs of evacuees, group lodging response personnel need to plan and maintain a minimum stock of equipment and supplies at all times. Information on location and how to access equipment and supplies should be familiar to key response personnel.

### 3.1 Sleeping Equipment and Supplies:

- cots, gym mats, rugs, mattresses
- sheets, blankets, sleeping bags, pillows.

### 3.2 Personal Hygiene:

- soap, towels, face cloths
- toothbrushes, toothpaste
- shaving kits, razors, shaving cream
- combs and hairbrushes
- sanitary napkins, tampons
- disposable beverage cups
- deodorant.

\* Items are available in the Reception Centre Kit.

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

### 3.3 Sanitation:

- brooms, mops, sponges, buckets or pails
- wastepaper baskets
- garbage cans with tight-fittings lids
- household chlorine bleach, disinfectant, deodorizer
- garbage bags (large, medium, small)
- commercial waste containers
- ash trays if smoking is permitted.

### 3.4 Baby Supplies:

- disposable diapers
- creams or ointments
- baby food
- portable cribs
- milk or formula
- bottles and nipples, warmers
- sheets, blankets, rubber pads.

### 3.5 Emergency Equipment:

- flashlights (batteries)
- candles
- emergency generator
- portable P.A. system (\*)
- lanterns (electric)
- matches
- battery-operated radio, batteries
- fire extinguishers.

### 3.6 Recreational Items:

- playing cards
- games
- small toys for children
- reading materials.

### 3.7 Tools and Equipment:

- shovel
- axe
- saw
- hammer
- nails and screws
- signs\*

- screw driver
- buckets or pails
- rope\*
- twine\*
- wrench
- whistle\*.

### 3.8 First Aid Kit\* and Handbook

### 3.9 Identification:

- arm bands\*
- vests (fluorescent)\*
- sign set\*
- name tags\*.

### 3.10 Stationary and Office Supplies:

- ballpoints
- clipboards\*
- felt markers\*
- flipchart
- cards indexes (20.5 cm x 12.5 cm)
- masking tape\*
- message forms (Round Trip Memos)
- photocopier
- computer
- paper clips
- pencils\*
- pencil sharpener\*
- rubber bands\*
- scissors
- scotch tape
- stapler, staples
- thumb tacks
- telecopier.

## 4. Supplementary Items

Supplementary items required to operate the Emergency Lodging Service or group lodging facility should be obtained locally.

## 5. Reception Centre Kits

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

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\* Items are available in the Reception Centre Kit.

## **6. 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 and Territorial 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/Territorial Emergency Social Services division.



## PRIVATE HOMES LODGING RECORD AND ASSIGNMENT

APPENDIX F

### ACCOMMODATION INFORMATION

Family Name	Given Name	Telephone Number
Address (Number, Street)		
(City, Town or Village)	(Province)	Postal Code
Number of occupants in Household	Language(s) spoken <input type="radio"/> English <input type="radio"/> French <input type="radio"/> Other _____	
<b>CAN ACCOMMODATE</b>		
a) ELDERLY	<input type="radio"/> Yes <input type="radio"/> No	<b>DESCRIPTION OF ACCOMMODATION</b> SINGLE ROOMS <input type="radio"/> Yes <input type="radio"/> No
b) FAMILY / CHILDREN	<input type="radio"/> Yes <input type="radio"/> No	DOUBLE ROOMS <input type="radio"/> Yes <input type="radio"/> No
c) HANDICAPPED	<input type="radio"/> Yes <input type="radio"/> No	BASEMENT SUITE <input type="radio"/> Yes <input type="radio"/> No
LODGING CAPACITY	PETS <input type="radio"/> Yes <input type="radio"/> No	
	<input type="radio"/> SMOKERS <input type="radio"/> NON-SMOKERS	
COMMENTS		

### EVACUEES LODGED OFFICE USE ONLY

FAMILY NAME	GIVEN NAME	Age	Sex
1)			
2)			
3)			
4)			
5)			
6)			
7)			
COMMENTS			

LODGING RECORD WORKER (PLEASE PRINT) \_\_\_\_\_

DATE  
DAY   MONTH   YEAR  
|   |   |

LODGING ASSIGNMENT WORKER (PLEASE PRINT) \_\_\_\_\_

DATE  
DAY   MONTH   YEAR  
|   |   |

# COMMERCIAL ACCOMMODATION RECORD

**APPENDIX G**

NAME OF ESTABLISHMENT			NAME OF CONTACT			ALTERNATE (Name)		
ADDRESS (Number, Street)			ADDRESS (Number, Street)			ADDRESS (Number, Street)		
City, Town or Village	Province	Postal Code	City, Town or Village	Province	Postal Code	City, Town or Village	Province	Postal Code
Telephone Number	Fax Number		Telephone Number (Home)	Telephone Number (Business)	Telephone Number (Home)	Telephone Number (Business)		

**LODGING CAPACITY**

**A) ROOM CAPACITY**

	NUMBER OF ROOMS	NUMBER OF PERSONS THAT CAN BE ACCOMMODATED
i. Single Rooms (One person and one single bed)	<input type="text"/>	<input type="text"/>
ii. Double Room (Two people and one bed in the room)	<input type="text"/>	<input type="text"/>
iii. Twin Room (Two people and two beds in the room)	<input type="text"/>	<input type="text"/>
iv. Quad Room (Four people and two beds in the room)	<input type="text"/>	<input type="text"/>
v. One bedroom suite @ kitchen	<input type="text"/>	<input type="text"/>
vi. Two bedroom suite @ kitchen	<input type="text"/>	<input type="text"/>
vii. Number of rollaway beds	<input type="text"/>	<input type="text"/>
<b>TOTAL</b>	<input type="text"/>	<input type="text"/>

**COMMENTS**

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**B) OTHER SLEEPING AREAS**  
(Meeting Rooms, Ballrooms, Recreation Rooms)

1. Name: \_\_\_\_\_

2. Type: \_\_\_\_\_

3. Floor Space in sq. m.: \_\_\_\_\_      4. Number of persons it could accommodate \*: \_\_\_\_\_

---

1. Name: \_\_\_\_\_

2. Type: \_\_\_\_\_

3. Floor Space in sq. m.: \_\_\_\_\_      4. Number of persons it could accommodate \*: \_\_\_\_\_

\* Divide total floor space by 3.5 sq. m = number of persons that can be accommodated.

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**C) TOTAL NUMBER OF PEOPLE THAT CAN BE ACCOMMODATED IN THIS FACILITY**

Number of Restaurants <input type="text"/>	Total Seating capacity <input type="text"/>	Average Vacancy Rate <input type="text"/>	
--	---	---	--

Emergency Generators  Yes  No      Swimming Pool  Yes  No      Agreement on File  Yes  No      Handicapped Accessibility  Yes  No

Survey Completed By (Name)	DATE DAY    MONTH    YEAR
Updated By (Name)	DATE DAY    MONTH    YEAR

Emergency Lodging Service

## GROUP LODGING FACILITY ACCOMMODATION AND RESOURCES RECORD

### FACILITY

NAME OF FACILITY		NAME OF OWNER / MANAGER	
ADDRESS (Number, Street)		(City, Town or Village)	
(Province)	Postal Code	BUSINESS TELEPHONE NUMBER (   )	FAX NUMBER (   )

### CONTACT PERSON

NAME OF PERSON	
ADDRESS (Number, Street)	
(City, Town or Village)	
(Province)	Postal Code
BUSINESS TELEPHONE NUMBER (   )	HOME TELEPHONE NUMBER (   )

### ALTERNATE

NAME OF PERSON	
ADDRESS (Number, Street)	
(City, Town or Village)	
(Province)	Postal Code
BUSINESS TELEPHONE NUMBER (   )	HOME TELEPHONE NUMBER (   )

### AVAILABILITY

YEAR ROUND	<input type="radio"/> Yes <input type="radio"/> No
SPECIFY WHEN UNAVAILABLE	

### ACCESSIBILITY

FOR HANDICAPPED	<input type="radio"/> Yes <input type="radio"/> No
ELEVATORS	<input type="radio"/> Yes <input type="radio"/> No

### WATER SUPPLY

<input type="radio"/> MAIN <input type="radio"/> WELL	SWIMMING POOL
<input type="radio"/> OTHER	<input type="radio"/> Yes <input type="radio"/> No

### UTILITIES

	Natural Gas	Electricity	Oil	Propane	Other	
HEATING:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	EMERGENCY GENERATOR <input type="radio"/> Yes <input type="radio"/> No
COOKING:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	EMERGENCY LIGHTING <input type="radio"/> Yes <input type="radio"/> No

### SANITATION

	Toilets	Sinks	Showers		
TOTAL NUMBER OF INDIVIDUAL UNITS	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	HANDICAPPED FACILITIES <input type="radio"/> Yes <input type="radio"/> No
MALE:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	LAUNDRY <input type="radio"/> Washers <input type="radio"/> Dryers
FEMALE:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

## GROUP LODGING FACILITY ACCOMMODATION AND RESOURCES (continued)

**FOOD SERVICE**

1. Number of Restaurants	Seating Capacity
2. Number of Cafeterias	Seating Capacity
3. Lunch Counter	<input type="radio"/> Yes <input type="radio"/> No
4. Kitchen Equipment	<input type="radio"/> Yes <input type="radio"/> No
5. Refrigeration Equipment	<input type="radio"/> Yes <input type="radio"/> No

**THEATRE / ARENA**

Number of Theatres <input style="width: 80%; height: 20px;" type="text"/>	Number of Arenas <input style="width: 80%; height: 20px;" type="text"/>
Seating Capacity	Seating Capacity
<input style="width: 80%; height: 20px;" type="text"/>	<input style="width: 80%; height: 20px;" type="text"/>

**TELECOMMUNICATIONS**

Main Telephone Number	Fax Number	Other Telephone Numbers
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Public Telephones		Public Address System
<input type="radio"/> Yes <input type="radio"/> No		<input type="radio"/> Yes <input type="radio"/> No
Number of Telephones		
<input style="width: 80%; height: 20px;" type="text"/>		

**GENERAL SPACE ALLOCATION  
(INDICATE ROOM OR AREA ASSIGNED FOR EACH SERVICE)**

MANAGER'S OFFICE	FIRST AID ROOM	SINK: <input type="radio"/> Yes <input type="radio"/> No	REGISTRATION AREA
FOOD AREA	SLEEPING AREA	SUPPLY / STORAGE AREA	CLOTHING AREA
AREAS OFF LIMITS TO PUBLIC (e.g. Vocational Rooms)			
1.	2.	3.	4.

AREAS AVAILABLE FOR SLEEPING						TOTAL SLEEPING CAPACITY *	NUMBER OF MATS AVAILABLE
GYMS / CLASSROOMS / OTHER	TOTAL sq. m.	SLEEPING CAPACITY *	GYMS / CLASSROOMS / OTHER	TOTAL sq. m.	SLEEPING CAPACITY *		
1.			3.				
2.			4.				

<b>PARKING</b> <input type="radio"/> Yes <input type="radio"/> No NUMBER OF PARKING SPACES: <input style="width: 50px; height: 20px;" type="text"/>	<b>WRITTEN AGREEMENT ON FILE</b> <input type="radio"/> Yes <input type="radio"/> No	<b>AUTHORIZATION TO USE FACILITY:</b> Name and Date <hr/> <b>FACILITY SURVEY COMPLETED BY:</b> Name and Date	<b>UPDATED: (Name and Date)</b> 1. <input style="width: 80%; height: 20px;" type="text"/> 4. <input style="width: 80%; height: 20px;" type="text"/> 2. <input style="width: 80%; height: 20px;" type="text"/> 5. <input style="width: 80%; height: 20px;" type="text"/> 3. <input style="width: 80%; height: 20px;" type="text"/> 6. <input style="width: 80%; height: 20px;" type="text"/>
--	---	---	--

INCLUDE ANY OTHER PERTINENT DETAILS REGARDING THE FACILITY: Fenced Yard, Cafeteria, First-Aid Supplies, Carpeted Rooms, Blankets, etc.)

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\* Divide total floor space by 3.5 sq. m to obtain the number of persons that can be accommodated in a sleeping area, e.g., 648 sq.m. divided by 3.5 sq.m. = 185

## Appendix I

# Group Lodging Facility Sanitary Standards

When completing the group lodging facility survey, the following minimum standards of hygiene will provide an environment where the spread of communicable disease is reduced to a minimum.

## 1. Space Allocation for Sleeping

### 1.1

The minimum sleeping area per person is 3.5 square metres (10 cubic metres).

### 1.2

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

## 2. Ventilation Standards

Adequate ventilation is an important factor that should be taken into account when assessing sleeping and living space needs. A cubic capacity of 30 cubic metres per person per hour should be the aim. Ceilings which are over three metres high would provide the necessary ventilation space e.g. classrooms, gymnasiums, church halls.

An average temperature of 20 degrees Celsius is regarded as comfortable in a group lodging facility.

## 3. Sanitation Standards

(1) Toilet facilities:

- five toilets per 75-100 people;
- for each additional 30 people, add one toilet.

(2) Washing facilities:

- one washbasin per 10 people;
- one shower per 50 people.

Facilities with showers are most desirable. Personal cleanliness tends to boost morale.

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

## 4. Water Usage

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

- drinking – 2 litres per day
- washing – 12 litres per day
- sanitation – 112 litres per day

## 5. Dust Control

- Softwood floors should be oiled to reduce dust. No dry sweeping should be allowed and all floors swept daily with damp sweeping compound;
- Bed forms, ledges and flat surfaces should be damp-dusted daily;
- Blankets and sleeping bags should be shaken outside once daily and rolled;
- Concrete floors should be scrubbed daily with warm, soapy water.

## **6. Garbage Collection**

- one, 50-100 litre capacity can for every 12-25 people;
- three/four, 50-100 litre capacity cans for every 100 people.

Garbage cans should have lids and be protected in screened fly-and-rodent-proof enclosures if possible.

## Appendix J

# Memorandum of Understanding Concerning the Use of Buildings as Group Lodging Facilities by the Collegetown Emergency Social Service Organization

### 1. Introduction

The city of Collegetown recognizes that emergencies may occur which will force large numbers of people from their homes and require their temporary placement in emergency lodging facilities such as schools, churches, community halls, arenas, auditoriums or other public or private facilities.

### 2. Mandate

As required by Collegetown By-law No. 52-84 and the Ontario Provincial Measures Act of 1983, the municipality of Collegetown, through its Emergency Measures Organization and its supporting municipal departments, is responsible for providing prompt assistance to its citizens or to persons evacuated from other communities in an emergency situation.

### 3. Memorandum of Understanding

The purpose of this Memorandum of Understanding is to confirm the willingness of (*name of school, church, club or organization*) to permit the use of its facilities for temporary lodging when required by the municipality of Collegetown during emergency situations. It is therefore understood between the parties as follows:

The (*name of organization*) agrees to make its facility (*name of facility*) available for use as a temporary lodging site when requested by the Collegetown municipality during an emergency situation.

The municipality of Collegetown agrees that it shall exercise reasonable care in the conduct of its activities in this facility and further agrees to replace or reimburse the (*name of organization*) for supplies used and unusual damage incurred in the operation of the facility as an emergency lodging site.

In the event that either party no longer wishes to subscribe to the roles and principles espoused by this memorandum of understanding, that party shall accordingly advise the other party in writing.

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Joan Brown  
Director  
Collegetown Emergency  
Social Services

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Roxanna Moore  
Chairperson  
Collegetown School Board

# GROUP LODGING DIRECTORY

## REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH \*

**APPENDIX K**

NAME, ADDRESS & TELEPHONE NUMBER	CONTACT PERSONS	TELEPHONES LINES / PHONES	P.A. SYSTEM	KITCHEN FACILITIES	SLEEPING FAC./ CAP.	SEATING CAPACITY	WASHROOMS	SHOWERS	EMER. GENER.	HAND. FAC.	PARKING SPACES	COMMENTS
Amalgamated Clothing and Textile Workers Union Hall, 545 Main East Hamilton, Ontario	Mrs. Nowacki 521-8042 Caretaker Mr. Fournier 565-6263	L 4 T 4	YES	YES	NO	144	M 1 F 1 Handicapped <input type="checkbox"/> YES <input type="checkbox"/> NO	NO	NO	NO	15	N / C
Benetto School 444 Hughson North Hamilton, Ontario 526-7666	Principal Ken Brake 327-7062 Ass. Principal Anne Manson 255-7463	L 2 T 4	YES	YES	GYM (26)	1 000	M 5 F 5 Handicapped <input type="checkbox"/> YES <input type="checkbox"/> NO	YES	NO	NO	30	Auditorium - capacity 500 Gym - capacity 500 2 stoves - 3 fridges 2 carpeted rooms adjacent to Benetto Recreational Centre
Firestone Veterans Hall 67 Kenilworth North Hamilton, Ontario 544-3198	President Pat Lawyer 226-0377 Ralph Balor Treasurer 615-0645	L 3 T 3	YES	YES	YES	536	M 2 F 2 Handicapped <input type="checkbox"/> YES <input type="checkbox"/> NO	NO	NO	NO	60	2 Commercial kitchens Stoves / fridges 2 halls
Hill Park Secondary 465 East 16th Street Hamilton, Ontario 385-3257	Principal Lee Swan 726-0465 Caretaker Ed Porter	L 3 T 14	YES	YES	2 GYMS (347)	1 400	M 2 F 2 Handicapped <input type="checkbox"/> YES <input type="checkbox"/> NO	YES	YES	YES	150	Versa Foods Caterers Telephone 582-5638 Handicapped facilities - ramps, washrooms
Lutheran Church of the Messiah 450 Hwy # 8 Stoney Creek 664-6565	Rev. Stan Diehl 446-6173 John McFarlane 466-2254	L 1 T 2	NO	YES	NO	100	M 1 F 1 Handicapped <input type="checkbox"/> YES <input type="checkbox"/> NO	NO	NO	NO	50	Stoves / fridge Recreational facilities for Pre-school Single building, Basement available
Wesdale Secondary 700 Main Street West Hamilton, Ontario 522-1387	Principal Douglas Watson 826-3192 Caretaker Russel Patterson 945-5392	L 3 T 27	YES	YES	3 GYMS (564)	970	M 2 F 2 Handicapped <input type="checkbox"/> YES <input type="checkbox"/> NO	YES	YES	YES	100	Versa Foods Caterer Residence - 945-1474 Cafeteria for 250 Emergency generator - Power pack - 30 mats gyms
Y.M.C.A. 52 Ottawa Street North Hamilton, Ontario 545-9922	Jill Rumble 445-8545 Maintenance Person Joe Fatalin 445-0023	L 4 T 12	NO	YES	GYM (15)	250	M 1 F 1 Handicapped <input type="checkbox"/> YES <input type="checkbox"/> NO	M 5 F 5	NO	YES	NO	3 kitchens with fridges / stoves, kitchenettes Handicapped facilities - ramp, elevator, hyd. lift - 40 day care beds / 6 mats

Emergency Generator (Yes / No)  
Handicapped Facilities (Yes / No)

Kitchen Facilities (Yes / No)  
Parking Capacity (Number of Spaces)

Public Address System (Yes / No)  
Showers (Male / Number - Female / Number)

Sleeping Facility (Gym, Basement, etc.) Capacity  
Telephones L = (Number of Lines, T = Number of Telephones)  
Washrooms (Males / Number - Female / Number)

\* We wish to thank the Hamilton - Wentworth Regional Social Services for permission to reprint the Group Lodging Directory in this manual.

Emergency Lodging Service



## Appendix L

# Emergency Lodging Directory Update\*

Dear:

The Province of Ontario introduced the Emergency Measures Act in 1983. As required by that Act, the Department of Social Services, along with a number of other government and community agencies located in this Region, has been actively involved in formulating an Emergency Response Plan for the Hamilton-Wentworth area.

The formalization of an Emergency Lodging Directory is integral to this plan. People forced to leave or unable to return to their homes due to natural or man-made disasters such as severe weather conditions, uncontrollable fires and major chemical spills are all faced with the basic need of safe and, in some instances, immediate lodging alternatives.

To meet this need, one hundred and forty group lodging facilities, such as schools, church halls and community halls have been incorporated into the Region's Emergency Lodging Directory. Your building has been included in that plan as a potential emergency lodging site.

Prior to developing the Emergency Lodging Directory, Regional Social Service and Hamilton Red Cross staff consulted with school principals, clergymen and community hall managers or their representatives. Contact persons were informed of the purpose of the Region's Emergency Measures Plan. Information pertaining to each building was then gathered with the aim of identifying the critical accommodation resources available in this community.

Facilities selected by this process were then listed in the Emergency Lodging Directory as either primary (denoted by\*), or secondary lodging sites. This designation took place after each facility administrator was surveyed in regards to the availability of the accommodation facilities within their building.

To ensure that information about each Group Lodging facility remains accurate and up-to-date, the Hamilton-Wentworth Social Services Department mails out, in October and April of each year, a photocopy of the latest Group Lodging Facility Accommodation and Resources Record on file. Enclosed is a Survey Record of your Group Lodging facility 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 Social Services as an acknowledgement of your willingness to continue to participate as an emergency lodging site should you be called upon.**

If you should have any questions regarding any of the above, do not hesitate to contact Bill Hone at 526-4373.

Your interest, co-operation and efforts in assisting the Hamilton-Wentworth Regional Social Services Department is greatly appreciated.

Yours truly,

Michael J. Schuster,  
Acting Commissioner.

BH:ng

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\* We wish to thank the Hamilton-Wentworth Regional Social Services Department for permission to reprint the Emergency Lodging Directory Update letter.

# Daily Schedule – Example

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## Morning

07:00	Wake up
07:30	Breakfast
08:30	Clean up
09:00	Health Services
10:00	<i>COFFEE BREAK</i>
10:30	Group meeting, or continuation of sick call, or recreation, daily briefing
11:30	Free time for quiet activities
12:00	<i>LUNCH</i>

## Afternoon

01:00	Clean up
01:30	Nap for children, free-time for quiet activities
02:00	Information session, group meetings, recreation, daily briefing
02:30	Recreational activities
03:00	<i>COFFEE BREAK</i>
03:30	Recreational activities
05:00	<i>DINNER</i>
06:00	Clean up
06:30	Daily briefing
07:00	Recreational activities
09:00	Free time for quiet activities
09:30	<i>COFFEE BREAK</i>
10:00	Free time for quiet activities
10:30	Prepare for sleep
11:00	Lights out

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## Appendix N

# Services Provided to Disaster Victims in Group Lodging Facilities by Community Emergency Organizations

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<b>Emergency Social Services</b>	<b>Services Provided to Group Lodging Facility</b>
1. Personal Services	<ul style="list-style-type: none"><li>• reception of evacuees;</li><li>• provide information on available services;</li><li>• care of unattended children and dependent adults;</li><li>• assist residents from special care facilities if required;</li><li>• emotional support to evacuees;</li><li>• information on financial assistance and other social services.</li></ul>
2. Registration and Inquiry	<ul style="list-style-type: none"><li>• register evacuees;</li><li>• help reunite separated families;</li><li>• assist evacuees seeking information on the condition or whereabouts of other disaster victims;</li><li>• maintain registry.</li></ul>
3. Emergency Clothing	<ul style="list-style-type: none"><li>• supply clothing to those requiring it;</li><li>• supply bedding, blankets;</li><li>• supply toiletries, baby supplies.</li></ul>
4. Emergency Food Service	<ul style="list-style-type: none"><li>• organize and supervise food service to evacuees in group facility and emergency workers at various operational sites.</li></ul>

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<b>Municipal Emergency Services</b>	<b>Services Provided to Group Lodging Facility</b>
1. Transportation	<ul style="list-style-type: none"><li>• transportation of evacuees to emergency accommodation or other sites.</li></ul>
2. Health	<ul style="list-style-type: none"><li>• supervision and advice on sanitary standards, water quality;</li><li>• first aid or other necessary health care services.</li></ul>
3. Hydro	<ul style="list-style-type: none"><li>• assistance in hooking up emergency generator, stoves, or other electrical appliances;</li><li>• repair to electrical equipment.</li></ul>
4. Public Works	<ul style="list-style-type: none"><li>• repair to facility;</li><li>• convert available space in facility into habitable accommodation;</li><li>• improvise sanitary facilities in or outside group lodging facilities;</li><li>• repair disrupted utilities.</li></ul>
5. Fire	<ul style="list-style-type: none"><li>• fire inspections and patrols in group facility. Train and advise evacuees responsible for fire watch.</li></ul>
6. Sanitation	<ul style="list-style-type: none"><li>• provide metal garbage containers;</li><li>• garbage collection.</li></ul>
7. Communication	<ul style="list-style-type: none"><li>• provide communications between group lodging facility and Reception Centres.</li></ul>
8. Police	<ul style="list-style-type: none"><li>• maintenance of order. Patrol of facility if required.</li></ul>
9. Supply and Services	<ul style="list-style-type: none"><li>• continued supply of essential items for group facilities.</li></ul>
10. Recreation	<ul style="list-style-type: none"><li>• organize recreational and social activities for evacuees.</li></ul>

## Appendix O

# 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"/>	