

Manitoba Conference Presentation

- Good afternoon and welcome here. Thank you for taking the time to attend “reception Centre live.” On behalf of the Canadian Armed Forces who have generously provided us this space and the City of Winnipeg we hope you find this presentation helpful.
- My name is Joe Egan and I am the Public Aid Coordinator for the City of Winnipeg.
- As you know the local authority has responsible to set up a reception centre to provide care and comfort to evacuees following a disaster.
- The City of Winnipeg has opened a number of reception centre’s including the St James Civic Centre in 1989 and the St Vital arena in 1997, the Victoria Inn on 9/11. We have also opened smaller centre’s following fires and neighborhood evacuations. Many of these have been set up in local churches, community clubs and leisure centre’s
- Our experience has showed us how important it is to include a number of partnering organizations including Canadian Red Cross, Salvation Army, Winnipeg Regional Health Authority, Manitoba family Services and housing, (These last two work together under the umbrella of Winnipeg Integrated Services), Manitoba Emergency Rescue Animals, St John’s Ambulance, Winnipeg Transit. In the past we have included the federal unemployment insurance and old age pension. We also are currently working with DEMNET and seniors groups who can also be a

key partner at a RC. In addition the Aboriginal and New Comers community can also be valuable partners to assist people at a reception centre.

- You have had a chance to walk around for a few minutes so now I would like to take through a short presentation of our reception centre
- Prior to starting this presentation I want to emphasize the importance of everyone's role in working in a reception center. Whether you are the caretaker, or parking lot patrol or a runner, or the Reception Centre Manager...everyone has a job to do and they are all important and required to work together to collaboratively to deliver an effective reception centre experience to the evacuees.

- Let me take you through the process the City of Winnipeg uses
 - Arrival
 - Greeters
 - Security
 - Parking Lot
 - Information
 - Volunteer
 - Public Information
 - Registration & Inquiry
 - Canadian Red Cross
 - Lodging
 - Feeding/Clothing
 - Finance
 - Information Technology

- Personal Services
 - Health Services
 - St John's Ambulance
 - Salvation Army
 - Recreation
 - Other Services
 - Pet Information
 - Reception Centre Management Team
 - RCM
 - HR
 - Health & Safety Officer
 - Environmental Health
 - Process Team leader
 - Scribes & Admin Assistance
 - Support Services
 - Runners
 - Caretaking & Maintenance
 - Transportation
 - Headquarters
 - Emergency Operations Centre
 - Public Works
 - Police
 - Paramedic
 - Province of Manitoba Support
 - Federal Support
- I would like to take you through an R & I application.
 - Volunteer
 - Slides

- Questions
- Thanks

Arrival

- This is a critical step in the Reception process
- Often individuals are scared, confused, upset, disoriented, angry, and uncertain.
- These are all very normal reactions to the abnormal disaster that is taking place in the community.
- It is important to clearly identify the location and full address of the reception centre. It is important to ensure the media is providing the correct information.
- Mobile signs, reader boards if available should clearly identify the location.
- People will arrive by bus, by private vehicle and even by foot.
- People may come with minor injuries.
- We would like to ensure that the parking lot is properly supervised. Not only will evacuees be coming to your centre but there will also be public transport, deliveries, staff vehicles, volunteers. All of this needs a strategy and plan.
- We like to place greeters (members of our Personal Services team) directly in the parking lot and at the front door.
- They can quickly identify and assist people who may require special attention, unattended children, people who may be injured, disoriented, or overwhelmed, elderly, disabled. In particular if there has been some mass fatalities and or missing, we would like to quickly identify family members and re locate them to a area designated as a a family assistance centre.
- If public transit brings in a load of evacuees. Greeters will step on to the bus and explain the process for registering at the RC. They will also be looking for those at risk. They can also hand out printed information outlining the registration process and perhaps provide a much needed bottle of water.
- As you enter the reception Centre, staff will be sent to the HR representative, volunteers will be sent to the appropriate desk, deliveries to the appropriate desk, media and other visitors to the proper desk, and of course the evacuees will be assisted as required.
- This is a very labor intensive operational activity but can make the experience much more beneficial to the evacuated individuals.
- Generally people will be sent the registration desks however if lineup's are long they will be given a number and asked to get themselves something to drink and eat while waiting to be called for registration.
- At any time we have the resources to pull anyone who may be in need of special or immediate attention.

Let me take you through our Reception Centre.

Recreation Services

Hello my name is Ken Carpenter and I am the Coordinator _____ for the Community Services Department.

I am a member of the Emergency Recreation Services team.

We are generally only activated when the event is large in scale and involves multiple days and nights of activity.

We have an emergency plan which includes bringing equipment from our stores location on Watt Street and from our Millennium library to a reception center or other venues as required.

A team of recreation and library staff will set up a safe place for children to play.

We will be a distraction for children while their parents register and receive lodging and other services within the reception center

Activities will include things such as reading, arts and crafts, balls, play structures for the children.

If appropriate we will bring in entertainers to help the children and families cope with the disaster.

Trained ESS recreation workers will be watching for signs of stress among children and parents and referring to the appropriate personal services workers with suspected concerns.

In 1997 many parents returned to the St Vital arena with their children. They found the center to be a comfort zone, opportunity to meet others from their community, collect information. It was a familiar safe environment.

Finance

Hello my name is _____ and I am a _____ with the Community Services Department

I am a member of the Emergency Finance Team

Our finance team is responsible to deliver the financial service to evacuees

We have set up rate sheets based on the number of days of assistance, the number of family members. We follow the Provincial approved rate guidelines.

Our primary distribution of funds is through cheques.

We will make arrangements for people to cash the cheques at a local bank.

We will audit the process for the delivery of funds.

Feeding and Clothing

Hello my name is _____ and I am _____ in the Community Services department.

I am a member of the Emergency Feeding and Clothing team

Our workers will be assessing the food and clothing needs of the evacuees.

We will dispense the funds directly to the individuals.

We will also arrange for meals at congregate facilities.

We will also ensure people have comfort food while they are guests in the Reception Center

We also have someone designated to ensure staff are fed & watered.

We generally provide cheques to people requiring help.

We are conveniently located with R & I and lodging workers in order to deliver a one stop shop.

We have staff that assesses both individual and group needs in terms of culturally appropriate foods, and special diets.

We are closely linked to the Salvation Army who is a major partner in the delivery of food at the reception center.

We will also deliver a Personal Allowance to each individual upon approval of the public Aid coordinator or ESS Director. This will cover such things as telephone calls, laundry and toiletries.

Lodging

Hello my name is _____ and I am _____ in the Community Services Department.

I am a member of the Emergency Lodging Team.

We will ensure that people are adequately housed.

Those that are not going to family or friends will be placed in local hotels if available.

We also work closely with the local congregational facilities e.g. CMU, U of M, local schools and churches.

We have a team back at headquarters looking for available rooms.

As you can see today's people are being placed at the following _____

We are constantly assessing the individual needs of people and accommodate them as best we can e.g. disability, elderly, keeping families together

We are also located with Feeding and registration for one stop service.

Information Technology

Hello my name is _____ and I am the _____ for the Community Services Department

I am a member of the Emergency Information Technology team

We have brought computers and staff to the reception center to data enter all those registering with the Emergency Social Services operation

Up to date data is always needed by the Public Aid coordinator or ESS Director for e.g. How many children have been registered, how many elderly, how many staying at the U of M, how many registered today, how many from Morris etc

This information is needed to keep ahead of the disaster.

It is used for re-entry of people back to their neighborhood or community.

Canadian Red Cross

Hi my name is _____ and I am a Red Cross volunteer

We are a key partner with the local authority in ensuring people are cared for in a disaster.

We are primarily here to assist with the registration and inquiry services for evacuees.

It is important for people to register as it helps to know they have safely left the area and is vital in linking families separated because of the disaster.

We have trained and experienced volunteer disaster staff.

We also will help with the distribution of comfort kits at the centre

The Red Cross also collects monetary donations for the distribution to people affected by the disaster.

The Canadian Red Cross has stored 1000 cots, blankets and comfort kits in Winnipeg for use in Reception centers and congregate facilities. These goods can be deployed instantly.

Personal Services

Hello my name is _____ and I a _____ in the Community Services department

I am a member of the Emergency Personal Services team

We often have the most staff at a reception center

Our job is to help support the evacuees at the center and elsewhere

We are greeting people as they enter the area either by bus, car or other means, hanging out and mingling with people at the coffee area and so on.

We will assist those most in need.

Some of roles include

- Informing people of the immediate emergency help available.
- Offer temporary care for unattended children and dependent elderly.
- Identifying and assisting at risk people.
- Identifying language barriers
- Offer emotional support and comfort to those experiencing personal problems.

In addition to the reception center we can also be found at the disaster site, the call center, family center, at the hotels and congregate facilities, planning for re- entry and recovery.

If there are mass fatalities we will be assigned to a family centre to care and comfort those experiencing loss.

We will also keep a close watch of all those emergency responders working in the reception center and assist with support as required.

Health Services

Hello my name is _____ and I am _____ with the
Winnipeg Regional Health Authority

We are a major partner in working with the local authority to ensure people are cared for
at the Reception Center

We will assign nurses both Public Health and Primary Health, Home Care coordinators
and Mental Health workers depending upon the needs of individuals affected by the
disaster.

We will help people with their medical needs including prescriptions and medical
appliances such as wheel chairs canes etc

We will connect people up with local medical clinics or hospitals as necessary.

St John's Ambulance

Hello my name is _____ and I am a member of the St> John's Ambulance.

We are a non government organization that is skilled in assisting people with minor injuries.

We will help people at the Reception Center as required.

Manitoba Emergency Rescue of Animals

Manitoba Search & Rescue Association (Elite K 9 Therapy Dog program)

Pet Information

Hello my name is -----and I am the _____ a MERA

Hello my name is _____ and I am the _____ MSRA

The City of Winnipeg has asked us to be a part of their Emergency Social Services plan.

People and pets are a fact of life.

People feel comfort in knowing that their pet is close by or that their pet is being cared for in times of crisis.

We will help care for the pets at the reception center and help make connections for care within the community.

We will take information regarding lost or missing pets and work with the proper authorities in rescuing or feeding and comforting them in disaster zone.

In past disasters therapy dogs have brought comfort to many evacuees at reception centers.

A therapy dog function is to help people, primarily in emotional ways, although physical benefits have been noted by raising morale for physical therapy as well as self care tasks.

Therapy dogs use their social instincts and learned social skills to bring people emotional benefits.

Volunteer Services

Hi my name is _____ and I work _____ in the Community Services department.

In a disaster I am a member of the Emergency Volunteer team.

It is a quality in many people that they always want to help in a disaster.

People often converge upon the scene including the reception center to offer their assistance and their goods.

I will register and help sort those that can be of valuable assistance in our operation.

Transportation

Hello my name is _____ and I am a _____ in the Community Services department.

I am a member of the Emergency Transportation team.

We will coordinate the movement of people and goods to and from the Reception Center.

We will assist people with their transportation needs including the use of cabs, buses, private vehicles and volunteers etc.

We may transport staff to and from the Center to their cars at parking lots located a short distance from the Reception center.

We will also the movement of goods and equipment to and from the centre. Some examples may include comfort kits, tables, chairs and food.

Public information

Hello my name is _____ and I am a _____ in the Community Services department.

I am a member of the Emergency Public Information team

I am here to help manage the media that will converge upon the Reception Center

I will help control the access of the media to the center.

I will provide general information to the media as well as help arrange interviews with the appropriate resource as required.

I will provide media tours and arrange for appropriate photos/video/documentation of the event including arranging interviews with those impacted by the disaster.

In 1997 well over 350 interviews took place at the City of Winnipeg ESS Center at St Vital arena.

I would like you to meet another member of my team

Video Specialist

Hello my name _____ and I am _____ in the Community Services department.

I am a member of the Public Information team

I will make a number of visits to the reception center to capture the activity on video and camera.

Photo and video footage of the event will serve well to assist and train for future incidents.

Photo and video footage will also help clarify what exactly happened at the centre

Reception Centre Manager

Hello my name is _____ and I am a _____ in the community Services department

In a disaster I will play the role of the Reception Center Manager

I am the person in charge of this newly created town.

I am responsible for the overall operation of the Centre.

It is my job to ensure that this is a safe and efficient operation.

This role includes

- Health and safety of everyone at the centre
- Staffing of the centre
- Efficient movement of people from the time they enter the parking lot until the time they leave
- Feeding and care of people at the centre
- Feeding and care of staff at the centre

I am also the link between the Reception Centre and our headquarters on Main Street and the Emergency Operations centre at City Hall

Process Team Leader

Hi my name is _____ and I am a _____ in the Community Services department.

In a disaster role I am a member of the reception center team.

I work very closely with the Reception Centre manager and can be considered their 2nd in command.

My role is to monitor the flow of activity in the reception center and make corrections as necessary.

This includes the parking lot, entrances, lineups for registration, food washrooms etc

I am the player that trouble shoots incidents, identify gaps, crowd control etc

I will call for additional human resources or equipment as required.

Province of Manitoba

Hello my name is _____ and I _____ in the province of Manitoba Family Services & Housing Department.

In a disaster I am the _____

The Provincial Emergency Social Services program will provide support to any local authority.

We can assist the local authority with human resources.

We can provide access to all other provincial services and also ensure requests for additional federal resources are made.

We can access the National stockpile which includes cots, blankets etc

We will assign staff to the reception centre and supervise them as required.

Human Resources

Hello my name is _____ and I am a _____ in the Community Services department.

I am a member of the Emergency Human Resources team.

I am registering everyone who is working at the reception center, both staff and volunteers. I will also provide an orientation session with each worker.

It is important to keep track of the hours worked by each individual, particularly if there is monetary compensation, but also because people are capable of working only so many hours without a rest.

Volunteers need to be registered in case they are injured.

I will be asked to provide to the feeding team the total number of staff requiring meals.

I will be planning for shift changes

Contracts and labor laws are still in effect during a disaster.

We can assist with bringing in interpreters as required.

Health & Safety Officer

Hell my name is _____ and I am the _____ in the Community Services department.

I am a member of the Emergency Human Resources team

Health & safety of everyone is a priority.

My role is to ensure the health & safety needs of everyone, staff, volunteers and evacuees are addressed.

I can do a safety audit of the venue.

I will make recommendations to the Reception Center Manager

Environmental Health

Hello my name is _____ and I am a _____ in the Community Services department.

I am a member of the Emergency Environmental Health team

One of my roles is to ensure a second disaster will not happen at the Reception centre

I have knowledge and experience in food handling.

I will be able to access safe air quality, building capacity, washroom issues etc

Scribes and Admin/Assistant

Hello my name is _____ and I am a _____ in the
Community Services department.

I am a member of the Emergency Scribes team

My role is to follow the Reception Centre Manager and log all activity.

I will constantly remind the Reception Centre Manager of issues that require attention.

I will assist in answering phones or returning calls.

I will gather information and bring forward to the Reception Center Manager as required.

Security

Hello my name is _____ and I am the _____ in the community services department.

I am a member of the Reception Center Management team

Security is a crucial consideration for the successful operation of a reception center

We will ensure staff and visitors have appropriate identification

We will be responsible to keep appropriate order and conduct in the facility and grounds.

We will assist in media control.

Maintain adequate parking and traffic flow

Maintain clear access points for service and emergency vehicles.

Prevent vehicle theft or damage.

Security is an essential factor in creating the desired safe and comforting environment needed in the aftermath of the emergency incident.

Registration & Inquiry

Hello my name is _____ and I am a _____ in the
Community services department

I am a member of the Emergency Registration & Inquiry team

I am responsible to ensure registration has taken place and an inquiry program has started

The Canadian Red Cross generally delivers this program for us.

I will be the connection between the Red Cross and City of Winnipeg.

The City of Winnipeg values its partners and wishes to keep closely connected.

Other Services

Service Clubs

Clergy

Old age pension

Unemployment insurance

Telephones

Donations management

Re -entry

The Salvation Army

Hello my name is _____ and I am a member of the Salvation Army

Our primary role here at the RC is to feed the evacuees.

We have food trucks that may be deployed immediately to the centre. These vehicles can also be deployed to other locations as required.

We also provide spiritual care and comfort to people as they arrive at the RC.

We also manage donated goods and distribute them to people in need, If required, we would open distribution centers.

Support Services

- Runners
- Caretaking & Maintenance

Headquarters

- Emergency Social Services Director
- Each emergency sector operational teams
- Policy and decision makers
- Logistics & Procurement
- Staff planning

This is a quieter environment where support teams can work to make sure the RC is operating in top form.

Emergency Operations Center

- All of the other municipal services in support of the operation
- Planning for the next day, next week
- Planning for re entry & recovery
- Policies & decision makers

Manitoba Disaster Management Conference

**Reception Centre Live
Minto Armouries
(Minto & St. Matthews)**

**Thursday, February 28, 2008
1:00PM to 4:30PM**

Good afternoon, my name is Larry Winestock with the Provincial Department of Family Services and Housing. I am the alternate provincial Emergency Social Services Coordinator.

In an emergency or a disaster – particularly when people are evacuated and displaced, if called upon to do so, FSH would provide support to the local authority. This support may come in the form of additional human resources or in the form of cots and blankets.

I can also facilitate a request for additional federal resources, in the form of cots and blankets from the Public Health Agency of Canada's National Emergency Stockpile System (NESS).

We will also assign staff to the municipal Reception Centre and supervise them as required.