



# **EMERGENCY SHELTER SERVICES**

***(Emergency Social Services Plan)***

**Annex # 21**

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## 21.1 INTRODUCTION

Complex emergency situations (incidents exceeding the normal boundaries of emergency response) may require the municipality to evacuate persons from the emergency area or care for displaced persons until the incident has been resolved. The emotional, physical and material needs of evacuees will have to be addressed immediately through a coordinated, pre-planned process. In some instances, catastrophic damage to the community may result in lengthy delays in allowing residents to return home following an emergency. Therefore, the access to **emergency social services** will be vital in ensuring the well-being of disaster survivors.

**Emergency Social Services (ESS)** oversees the human component of emergency response. ESS secures the essential needs of evacuees and emergency response workers for 72 hours following an emergency. Emergency Social Services strives to preserve the emotional and physical well-being of persons displaced by a disaster.

## 21.2 EMERGENCY SOCIAL SERVICES PLAN

The Emergency Social Services & Shelter Services Plan may provide the following services:

- ✓ Group Lodging facilities and Emergency Shelter Services
- ✓ Emergency Reception Centre services where evacuees can register for assistance and receive information about the emergency
- ✓ Food
- ✓ Clothing
- ✓ Personal Services
- ✓ Family Reunification services
- ✓ Psychological first aid through counselling, critical incident stress management and mental health assistance
- ✓ First aid and medical assistance
- ✓ Other services, as required

### 21.3 ESS PROGRAM PARTNERS

The municipal emergency management program forms professional relationships with numerous stakeholders including community groups, non-governmental agencies (NGO's), faith-based organizations (FBO'S), registered charities (Red Cross), government agencies and other like-minded groups to form a safety net for disaster survivors.

The following organizations assist South Algonquin Township in providing emergency social services:

- ✓ District of Nipissing Social Services Administration Board
- ✓ Canadian Red Cross Society
- ✓ Renfrew County VCARS
- ✓ NOG Alliance of Ontario
- ✓ Others, as required

The NGO Alliance was formed in 2017 from several non-governmental agencies working cooperatively to form a reliable, credible and respected Alliance for members, municipalities, Province and other stakeholders to access and share information. The Alliance features a Director and its member organizations who can be contacted in an emergency. Each agency remains a separate identity with a common purpose. Municipalities may contact the Director of the NGO Alliance directly, or can contact any member agency as desired. Alliance members include:

- Canadian Red Cross Society
- Salvation Army
- Samaritan's Purse International Relief
- Mennonite Disaster Services
- World Renew
- St. John Ambulance
- Ontario S.P.C.A.
- Adventist Community Services (Disaster Response Ministry)

For contact information please refer to Annex # 1: Notification & Contacts.

## 21.4 AIM OF ESS PLAN

The Emergency Social Services Plan aims to provide the following:

- Provision of services including food, clothing, lodging, personal services and Registration & Inquiry services to evacuees
- Provision of specialized services to assist evacuees
- Procedures for drawing resources from assisting agencies when demand exceeds municipal capabilities

The plan is based on the notion that individuals should be prepared for 72 hours following the onset of an emergency and the plan urges “self-sufficiency” to the degree possible.

## 21.5 ESS OBJECTIVES

The Emergency Shelter Services Plan is designed to open and establish physical sites as Evacuation or Reception Centres and to commence relief operations in a timely manner. Each facility will be selected due to the availability of the following:

- ✓ Kitchen facilities
- ✓ Sufficient toilets
- ✓ Showers
- ✓ Sufficient floor space
- ✓ Accessibility (to accommodate wheelchairs & other assistive devices)
- ✓ 24 hour accessibility and ample parking

Facilities may be owned by the municipality or may be privately owned.

Each facility will have its own unique operating plans and procedures as established by the building owner. The municipality will ensure that agreements are in place for the use of such facilities and agreements will cover all operating and safety procedures and costs will be clearly outlined. The emergency management program committee for the Township of South Algonquin will ensure agreements are maintained and revised as necessary.

## 21.6 ACTIVATION OF ESS/ SHELTER PLANS

The activation of the Emergency Social Services Plan and Shelter services will be:

- 1) **Site-driven** (Incident Commander at the emergency site will request plan activation to shelter displaced persons. The IC will contact the CAO/Clerk-Treasurer and issue an “emergency alert”).

or

- 2) **EOC-driven** (Municipal Control Group activates the plan).

The CAO (or the Municipal Control Group, if activated) will then select the appropriate location(s) and notify the building owner(s) that the municipality requires the use of the facility. The MCG will then notify the affected persons and/or the general public to report to designated Shelters or Reception Centres. The MCG may have to provide transportation to transport evacuees.

If an immediate “no-notice” evacuation is required then designated municipal staff may have to open Shelters or Reception Centres to protect people from harm. The aim initially will be to get people safely indoors away from the hazard. The Canadian Red Cross Society should be notified immediately to activate the Disaster Services Agreement. The Red Cross will then deploy their volunteers and resources as soon as practicable following notification.

Upon arrival, the Canadian Red Cross Society will assume responsibility for the management and operation of the evacuation and/or reception centres. Red Cross volunteers will follow the policies and procedures of the Red Cross and are considered “employees” of the Red Cross for W.S.I.B. purposes. The municipality has two agreements for service with the Red Cross which include:

- ✓ ***Personal Disaster Assistance Agreement (PDA)***
- ✓ ***Disaster Services Memorandum of Agreement (Shelter Services)***

## **21.7 SITE MANAGEMENT**

Facilities used as Evacuation or Reception Centres are designed to allow certain functions to occur within the same building. Site management describes the various operational areas of the Shelter or Reception Centre. They include:

### **Registration & Information**

The Red Cross will have a Registration Area and an Information Area established near the entrance to the Centre. Registration of evacuees, photo I.D. creating, inquiries and referrals will be dealt with in this area.

### **Food Services**

Meals will be provided in a designated eating area. Meal preparation will be performed in a designated area also. Food service providers will be responsible for the set up and cleaning of all eating areas. Records should be retained relating to special dietary requirements and records of food items ordered and used should be compiled.

### **Sleeping Area / Dormitory**

The Canadian Red Cross Society will supply and arrange sleeping areas with cots, blankets and pillows. Where possible sleeping areas should be closed off from other parts of the facility to maximize privacy and reduce noise and distractions.

### **First Aid / Medical Assistance**

The Red Cross may provide first aid services and organize medical assistance. Assistance may be provided by Nipissing EMS and the South Algonquin Fire Department, as needed or requested.

### **Counselling**

The emotional health of evacuees and first responders is important to maintain. Renfrew County VCARS (Victim Crisis & Referral Service), local Counsellors and Mental Health experts from Renfrew County & District Health Unit and others may provide added assistance. This area should be private to ensure confidentiality.

### **Security**

The MCG will ensure adequate security on-site from the O.P.P. or private security firms. Red Cross staff may also monitor evacuees, as policies permit.

## **21.7 SITE MANAGEMENT**

### **Transportation**

The Transportation Manager at the EOC will ensure adequate transportation services are in place for all facilities. Evacuation and Reception Centres should be easily accessible and have ample parking areas with handicap accessible entrances. Extra staff may be required to assume traffic control duties at such facilities.

### **Special Needs Populations**

Services may be brought in to assist special needs groups. Designated space in the facility may be required to accommodate such services (e.g. pregnant & nursing mothers, seniors, disabled persons, translation services etc.)

### **Recreation**

For longer term scenarios, recreational activity requires consideration. The needs of children, youth and adults will be quite different. A recreation area is essential for evacuees to pass time, combat boredom and avoid conflicts. Resources such as the Toy Bus and activities promoted by South Algonquin's Recreation Committee can help support this effort.

### **Pet Care**

Pet owners must make arrangements for the care of their pets in an emergency. No animals will be allowed on-site with the exception of Service Animals.

### **Smoking Areas**

No smoking is permitted in or very near the buildings. Designated Smoking Areas may be established outside the building, in accordance with local and provincial legislation.

## 21.8 ESS TRAINING

The Emergency Management Program Committee for the Township of South Algonquin will ensure that staff/volunteers will receive training in relation to Emergency Social Services.

The Canadian Red Cross Society conducts training for its staff and has developed the “Emergency Lodging Workshop”. This training program provides knowledge and information on the operation of emergency shelters and emergency social services in general. This training opportunity is available to all municipalities.



## 21.9 PUBLIC HEALTH AGENCY OF CANADA

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AGENCE DE SANTÉ PUBLIQUE du CANADA

The Public Health Agency of Canada is responsible for establishing standards for Emergency Social Services in Canada. PHAC has documents archived on their website at [www.phac-aspc.gc.ca](http://www.phac-aspc.gc.ca) which explains the standards for Emergency Lodging, Food Services, Clothing Services, Personal Services and the Registration and Inquiry Service. The Canadian Red Cross Society also follows these same guidelines in the operation of their evacuation and reception centres. PHAC also publishes guides on helping children and teens cope with emergency situations and adult guides about self-care for care-givers, family members and the community at large. These manuals may be used as training guides for the purposes of training staff and volunteers in Shelter management operations.

The Public Health Agency of Canada also oversees the **NESS Program (National Emergency Strategic Stockpile)**. Health and social service supplies are distributed to the provinces and territories by NESS. They operate a central depot in Ottawa with a variety of warehouses and supply centres pre-positioned throughout the country. Beds, blankets, medical supplies and mobile medical units can be deployed on short notice. The municipality should contact the PEOC for assistance with NESS.



## 21.10 STAFFING SHELTERS AND RECEPTION CENTRES

According to Red Cross figures, staffing an emergency or reception centre will generally take between 5 -12 people for a smaller emergency. They include:

- a) Agency Lead (1)
- b) Check- In/ Check-Out (2)
- c) Dormitory Management (2)
- d) Procurement (1)
- e) Registration & Inquiry Service (2)

The nature of the emergency, the number of evacuees needing assistance and weather conditions will play a significant role in determining the amount of staff needed to operate emergency social service facilities. The Red Cross will determine their staffing needs and will procure Red Cross volunteers from Renfrew County & District, as required.

## 21.11 STAFF VALUES & CONDUCT

All ESS staff will conduct themselves in a manner that meets acceptable social standards and contributes to an environment of mutual respect and dignity, free from discrimination and harassment.

Self-care for emergency response workers is very important and everyone should protect their physical and emotional health and support team members to do the same.

Values:

- Ensure the Centre is a safe place (commitment)
- Respect evacuees (confidentiality)
- Quality of service

## 21.12 DE-ACTIVATING THE ESS PLAN

The Emergency Social Services Plan and Shelters will be de-activated when people affected by the emergency have been sufficiently assisted with services to address their immediate physical and emotional concerns. The CAO/Clerk-Treasurer and/or the Municipal Control Group (if activated) will consult with the Red Cross and will come to a mutual decision on when to terminate emergency social services. The Red Cross will follow their own policies and procedures for de-mobilization and de-briefing.

## 21.13 DONATIONS MANAGEMENT

Following the occurrence of a major disaster people will often spontaneously offer assistance in the form of donated goods, services and volunteer labour. Unsolicited donations (in large quantities) often hinder emergency response and recovery activities unless a *Donations Management Plan* has been established to deal with the arrival of unwanted or unneeded donations.

### Situation

- Municipality does not want to operate a system to solicit, collect and distribute donations to disaster victims
- Municipality will assist various community-based organizations in their efforts to provide such humanitarian services
- Recognized local and national charities have been accepting and distributing donations successfully for years. Therefore, these organizations should be the first recourse for collecting and managing donations
- **Cash Donations** to registered charitable organizations will allow for the purchase of specific items needed by disaster victims. Cash donations reduce the task of transporting, storing and distributing donated goods and “**cash**” is the preferred type of donation for disaster relief.

### Needs Assessment

A Needs Assessment is essential to the efficient management of donated goods and services. A Needs List should be prepared based on an assessment of the disaster area. Items needed immediately should be identified first and items required over the next 36-48 hours should also be arranged for.

## 21.13 DONATIONS MANAGEMENT

Senior municipal officials and/or the Municipal Control Group will determine if a donations management strategy is required.

### Concept of Operations

- ✓ Determine what is needed and where it should be distributed
- ✓ Find users for unsolicited goods, services and volunteers
- ✓ Coordinate media responses and emergency information announcement
- ✓ Return calls to prospective donors and either accept or decline donations
- ✓ Coordinate transportation requirements for donation offers
- ✓ Establish a data base and tracking system for donations received
- ✓ Maintain an updated list of needed goods and services and identify any unmet needs
- ✓ Coordinate warehouse activities and arrange for security to protect donations.

## 21.14 CANADIAN RED CROSS DISASTER AGREEMENTS

The Township of South Algonquin has signed two separate agreements with the Canadian Red Cross Society involving disaster assistance.

The ***Personal Disaster Assistance Program (PDA)*** is usually activated by municipal officials (police, fire, emergency management) by calling **1-866-637-4263 (Ottawa based Call Centre –bilingual 24/7/365)**.

A call for assistance can also be initiated by the individual needing assistance or a friend or family member.

Any situation that forces an individual or family from their home can be a reason to call the Red Cross P.D.A. Program. The Red Cross P.D.A. brochure is included in this document.

## 21.14 RED CROSS DISASTER SERVICES M.O.A.

A Memorandum of Agreement has been signed and is in force for the Canadian Red Cross Society to provide “disaster services” to South Algonquin Township. This agreement is designed to handle larger emergencies (in excess of 20 people) for the provision of Emergency Lodging, Food, Clothing, Personal Services and Registration & Inquiry Services. Under the agreement the municipality will pay the Red Cross for services provided during the emergency. Each party to the agreement has specific roles and responsibilities as defined in the MOA.

The decision to activate the Red Cross Disaster Services Agreement will be made by senior municipal officials. The Head of Council, CAO/Clerk-Treasurer, or the Community Emergency Management Coordinator may activate the Red Cross. The Municipal Control Group will usually be activated for this more complex situation and will assist in the coordination of such activities.

This agreement is managed by the Disaster Management Division at the Ottawa Office at 340 Catherine Street.

Contact: Jay DeBernardi

613-295-9326

[Jay.DeBernardi@redcross.ca](mailto:Jay.DeBernardi@redcross.ca)

### ***Emergency Contacts: (call in order shown)***

- 1. 613-787-2686 Local emergency pager-Renfrew County**
- 2. 613-239-4590 Duty Pager for Renfrew County, Lanark County and Ottawa**
- 3. 613-209-0432 Provincial Duty Officer**

Local Team Volunteers may be contacted at: [renfrewDM@redcross.ca](mailto:renfrewDM@redcross.ca)

## 21.15 EVACUATION CENTRES IN SOUTH ALGONQUIN

The **primary Evacuation Centre** for the Township of South Algonquin is the **Madawaska Municipal Complex** at 26A Major Lake Road in Madawaska. This facility includes the following:

- Large function room for 225 persons in the Community Centre
- Large commercial style kitchen facilities
- Bar and refreshment storage area
- Stage and public address sound system, telephones
- Portable wall-mounted AED and first aid kit
- Spacious front lobby with accessible washrooms, custodial closet
- Madawaska Public Library with television and internet/computers
- Ample parking
- Diesel generator for emergency backup power
- 4 bay fire station at rear of building with a training room, Chief's office, showers and furnace room. VHF radio is located in fire station.

Located beside the M&L Complex is the Mervin Dupuis Rink Building. This area features an outdoor arena and the building houses a kitchenette, washrooms and recreation room.

In August 2013, the Canadian Red Cross performed a Shelter Survey at this facility. This survey allows the Red Cross to set up and operate the evacuation centre based on the unique characteristics of the facility. Each area of the Municipal Complex was assigned a specific function or designated as a specific area of operation. The survey resulted in the following conclusions:

- ✓ Meal preparation available for up to 225 persons in a single sitting
- ✓ The main function room will be divided into two separate areas. A dormitory of 35-40 cots will occupy one half while a common/ recreation area will occupy the other half of the community centre
- ✓ The bar area will be used as a first aid station
- ✓ The front entrance lobby will be used as a Registration & Inquiry Area and an Information Area. Security will be located at the front entrance also.
- ✓ The Library may be used as a Counselling Area, Office Area or a Recreation Area and the computers/internet/telephone will assist evacuees and shelter staff with communications.
- ✓ Two showers are located in the fire-hall
- ✓ Fire Department Training Room can be used for meetings ,briefings and/or training when not in use by the fire service

## 12.15 EVACUATION CENTRES IN SOUTH ALGONQUIN

The Mervin Dupuis rink building may have several functions based on the needs of shelter staff. The rink building may function as a rest area for staff and responders or could act as a recreational area as intended. It could also act as a media centre.



MADAWASKA MUNICIPAL COMPLEX: 26A Major Lake Road.

Hall: 613-637-1109 Library: 613-637-1099 Fire Hall: 613-637-5533



Main Function Room in Community Centre: Accommodates 225 people.



Above: Main Entrance Foyer-Madawaska Municipal Complex



Community Centre: Main Kitchen & Food Preparation Area



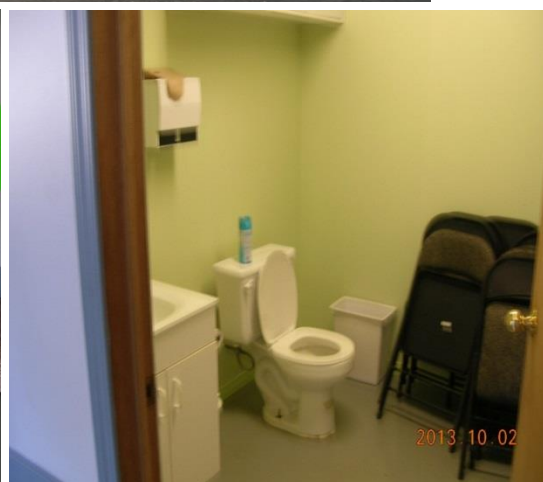
Fully Accessible Washrooms in main foyer of Community Centre.



Madawaska Library: Computer stations & office area.



Mervin Dupuis Rink Building





Kitchenette: Mervin Dupuis Canteen

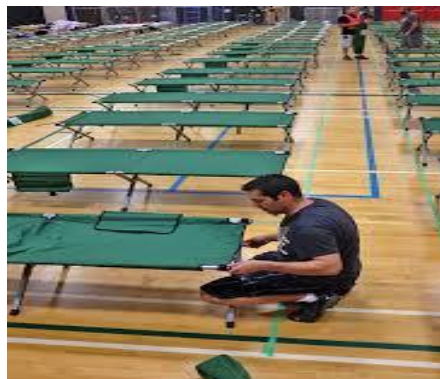


Outdoor Arena –Madawaska Municipal Complex

A public ball diamond and a public boat launch on the Madawaska River is located beside the rink.



**Canadian Red Cross**



## 12.15 EVACUATION CENTRES IN SOUTH ALGONQUIN

The Township of South Algonquin has an agreement with the Algonquin and Lakeshore Catholic District School Board (ALCDSB) for the use of **St. Martin of Tours Catholic School** in Whitney as an **Emergency Evacuation and/or Emergency Reception Centre**. The school can be used as an evacuation centre by converting the gymnasium into a dormitory, or can be used as a Reception Centre or Warming Centre by arranging seating in the gym. A new diesel generator has been installed on site to provide emergency back-up power.

Whitney Public School (Renfrew County & District School Board) and St. Martin's Catholic School share the same building and are responsible to their own school board for protecting their student bodies and staff. The municipality will attempt to limit its intrusiveness when requesting the use of this facility so that the school population is not unduly affected should an emergency occur.

St. Martin of Tours School will supply the municipality with a copy of the policies and procedures to be followed when using the facility. Both school boards are responsible for supplying the municipality with a copy of their current emergency response plan and contact information.



The school gymnasium pictured above is an Alternate Evacuation Centre

## 12.16 ASSEMBLY POINTS

The ***Lester Smith Building***, Hay Creek Road in Whitney, is a municipally-owned recreation centre. This location has no showers and cannot be used as an evacuation centre but it may be suitable for a Reception Centre or Warming Centre under certain conditions. ***Please note, the Lester Smith Building is the Alternate Evacuation Centre location for both school boards should St. Martin's Parish Hall become unusable.***