

Emergency Rest Center (ERC) Training

COAD Summit
April 30, 2015



Learning Objectives

Companion to the ERC Training Guide. Learn about:

- * ERC Services
- * Emergency Command System (ICS)
- * ERC Tool Kit
- * Practicing ERC Plans

Our ERC

1. At a Glance

What is an ERC?

Not an overnight shelter!

- * Sometimes called a warming/cooling center
- * Temporary place to gather
- * Open during the day
- * Limited services



What Services are Offered?

- * Accurate Information
- * Emotional Support
- * Charging Station
- * Water, Coffee, Snacks
- * Basic First Aid
- * Referrals to other Agencies for needed services
- * Pet Support (optional)

Does our Facility work as an ERC?

Use the ERC Assessment Checklist Form:

Assess your facility:

- ✓ Large, accessible parking lot
- ✓ Large room or hall
- ✓ Basic kitchen
- ✓ Accessible bathrooms

Optional... but helpful

- * Backup generator
- * Computer, copier/printer, phones, Internet, cable TV
- * Air conditioning
- * Radio, TV, video player

Keep in mind...

- * Occupancy limits
- * Health regulations and permits
- * Liability insurance
- * Expenses

Connect / Coordinate with the EMD

Use the ERC Tool Kit

ERC Essentials:

1. Plans, Policies, Agreements and Partnerships
2. Facility and Guest Areas
3. Staff/Volunteers
4. Supplies
5. Forms, Lists, Job Action Sheets, Flyers, Standard Operating Guide



EMERGENCY REST
CENTER GUIDE FOR
FAITH GROUPS AND
MUNICIPALITIES

Our ERC

2. Incident Command System (ICS) - Staffing

Incident Command System

ICS is a national emergency management system:

- * 1 person is in charge
- * A person supervises no more than 7 people.
- * Everyone knows who they report to and who reports to them.

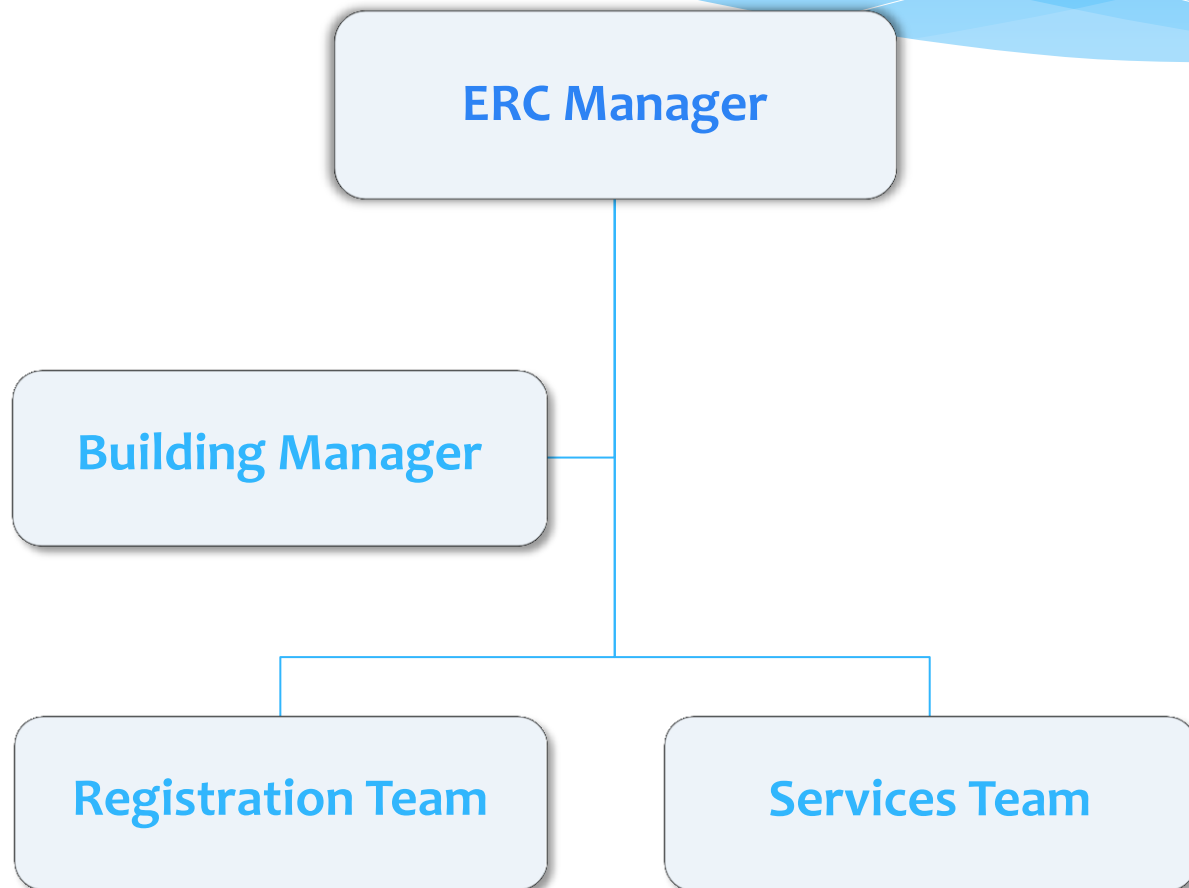


How do we fit into ICS?

ERC:

- * Partnership between community and faith or civic group
- * Opens at the request of the local Emergency Management Director (EMD)
- * Has its own command structure

ICS at the ERC



Our ERC

3. Planning and Policies

ERC Planning Steps

1. Gather planning team
2. Connect with local EMD
3. Use the ERC Tool Kit
4. Assess building and layout of ERC Areas
5. Establish policies and safety rules

More.....

...More Planning Steps

6. Gather supplies
7. Recruit & credential staff/volunteers
8. Train staff/volunteers
9. Work with EMD to sign a Mutual Aid Agreement (MAA)
10. Practice and exercise the ERC Plan

ERC Policies

Consider:

- * Staff/guest health and safety first
- * Staff ID/Badges
- * CORI/SORI and credentialing checks
- * Unaccompanied minors
- * Supervision of individuals with functional needs
- * Confidentiality and media guidance/rules
- * Pets?

Confidentiality & the Media

Respect guest privacy :

- * Maintain confidentiality
- * No social media messages/pictures
- * Check with the ERC Manager before talking to the Media
- * ERC Manager may talk to Media about the ERC, but checks with EMD before talking about the emergency response to ensure accuracy and consistency

Individuals with Special Needs

When children are separated from their parents:

- * Parents are always responsible for their children
- * If an unaccompanied minor arrives, call the EMD
- * Never leave a child alone with 1 staff person

Extra help with special needs - call the EMD

CORI/SORI (Criminal/Sexual Offenders Registry)

Consider CORI/SORI for ALL staff/volunteers

- * Many already have CORI/SORI checks
- * If no CORI/SORI, ensure that volunteers work in teams of 2 or more
- * EMD may be able to help

Our ERC

4. Service Areas and Supplies

ERC Service Areas

Tour the Facility and map areas for :

- * Parking
- * Reception/ Registration
- * ERC Services
- * Family/ Play
- * Administration/ Breaks
- * Faith/ Quiet/ Meditation
- * First Aid
- * Kitchen
- * Pets, if able

ERC Supplies

Use the Supplies List

- * Food/Snacks
- * Water/Coffee/Tea
- * First Aid Kit
- * Cot/blankets, if able
- * Office Equipment and Supplies
- * Computer, Internet
- * Phone, power strips
- * TV, movies
- * Games, books, toys,
- * Pet Supplies (optional)

Our ERC

5. Staff Training

How many Volunteers?

Depends on the scope of the emergency

Never open with less than 2 people on site at all times:

- ERC Manager – always someone in charge
- Helper or Building Manager

Additional Staff

- * Next add the
 - Services Team Leader
 - Registration Team Leader
- * Finally add more helpers for the Service Team

***Don't forget to save some staff
for the next day's operation!***

Finding ERC Volunteers

- * Our faith/service organization
- * Voluntary agencies
- * Collaborations with local service groups
- * COAD
- * Unaffiliated volunteers are not recommended

What is a COAD?

(Community Organizations Active in Disasters)

- * Coordinates agencies, groups and businesses during and after a disaster
- * Part of the Incident Command System
- * Western Mass has two COADs:
 - * Berkshire County
 - * Pioneer Valley (Franklin, Hampshire, Hampden)

For information on COADs
www.westernmassready.org

Types of Training

1. **Orientation Training** - during the planning phase
2. **Just-in-Time Set-Up Training** - on opening day
3. **Just-in-Time Daily Operations Training** - before opening each day

Orientation Training

1. Welcome and thank you
2. Sign in all volunteers (accountability)
3. Outline organizational structure(ICS)
4. Walk through ERC facility: Areas/Safety Features
5. Review ERC plans/policies and functions/services
6. Review the ERC Tool Kit:
 - * ICS Plan and Contact Lists
 - * Job Action Sheets and Forms
 - * ERC Training Guide

Set- Up Training

- * Remind everyone that safety is first
- * Distribute Handouts
- * Ask everyone to set up their areas
- * Notify the ERC Manager when setup is complete

Now... the ERC Manager checks that set-up is complete and notifies the EMD that the ERC is ready to open.

Daily Operations Training

1. Welcome guests
2. Safety first
3. Track/log everyone as they enter/leave
4. Provide basic services: toilets, water, snacks
5. Post information
6. Offer emotional support/care
7. Offer basic First Aid Kit
8. Maintain connection with local EMD
9. Work with other service agencies to fill gaps

Hand Outs

- * Contact Lists
- * Job Action Sheets (JAS)
- * Forms
- * ERC badges, identifiers, armbands, t-shirts, hats, etc.

Psychological First Aid

Emergencies are stressful. It is normal for people to be anxious and even angry:

- * First... take care of your family and home – have a Personal Emergency Plan (PEP)
- * Be cautious and compassionate
- * Practice active listening
- * Take care of yourself – know your limits
- * Call 9-1-1 if in doubt

Our ERC

6. Forms

What ERC Forms will we use?

Forms remind us what to do/consider

- * ERC Description
- * Partner Contact Info
- * Registration
- * Rules and Routines
- * Check-in/out
- * Resource Request
- * Cost Tracking/Finance
- * Activity Log

Our ERC

7. Job Action Sheets

What are the Key ERC Staff Jobs?

- * **Manager** –in charge of operations
- * **Building Manager** – responsible for the building
- * **Registration Team Leader** – checks everyone in/out
- * **Services Team Leader** - provides the coffee/water

Common Responsibilities

Staff/Volunteers:

- * Responsible for their area of operations
 - * Area set-up
 - * Area clean-up
- * Staffing and staff training
- * Safety
- * ERC Guest Services
- * Supplies
- * Forms/Records

ERC Manager

Responsible for the entire ERC Operation – there is always a Manager

- * **Initial Response Actions**

- * Assess the facility
- * Staffing
- * Safety
- * Liaise with EMD

- * **Daily Operations**

- * Staffing
- * Safety
- * Briefings
- * Post information
- * Document everything significant

- * **Closing**

- * Return the facility to its normal operations
- * Debrief staff and participate in After Action Report process

Building Manager

Responsible for the ERC Facility and Maintenance

* Initial Response Actions

- * Facility walk-through of facility with owner to ensure safe operations
- * Train Building Staff
- * Facility set-up

* Daily Operations

- * Recruit and brief staff
- * Monitor utilities, service connections, alternative power HVAC
- * Ensure sanitation and trash pickup
- * Keep daily Activity Log

* Closing

- * Clean and return facility to normal operations
- * Conduct closing walk-through with facility owner
- * Turn in all Forms to ERC Manager

Registration Team Leader

Responsible for logging everyone In and Out

* Initial Response Actions

- * Registration staff
- * Set up Reception/Registration Area
- * Print Registration Forms and Logs

* Daily Operations

- * Ensure entrance/exit safety
- * Make guests feel welcome and safe
- * Sign in/out all guests and staff/volunteers – every time
- * Triage guests as they enter/leave
- * Make referrals to social services
- * Keep a daily Activity Log

* Closing

- * Clean up and return Registration Area to normal operations
- * Turn in all Forms to ERC Manager

Services Team Leader

Responsible for all the ERC Services

* Initial Response Actions

- * Set-up Guest Service Desk Area
- * Works with EMD and volunteers to acquire resources and adequate Staff

* Daily Operations

- * Service area staffing
- * Make guests feel welcome and safe
- * Provide safe, clean operations – work with Board of Health
- * Provide for service animals
- * Maintain Guest Services:
 - * Food, water, coffee, snacks
 - * Charging Stations
 - * Child play areas
 - * Quiet Areas
- * Keep a daily Activity Log

* Closing

- * Clean and return the building to normal

Our ERC

Mini Tabletop Exercise

Scenario #1

- * A major hurricane is about to hit our area. Our ERC facility is centrally located and out of the potential flood zones.
- * We call our EMD and let him/her know that our ERC Team is ready, just in case our ERC is needed.
- * Our EMD thanks us and asks us to stand-by for further instructions.

What do we do next?

Scenario #2

- * There is a severe ice storm in our area. The power is out in many parts of our town.
- * Our local EMD calls us and says that there is an immediate need for a warming center.
- * Could our group/church open its doors within a couple of hours?

Assuming our answer is yes, what are the next steps?

Scenario #2 - Opening

- * Volunteers have arrived at our ERC facility to help. Everyone is waiting for instructions.

Who is in charge?

Who should be included in our ERC Team?

What are the steps for opening our ERC?

What training should be conducted?

Further Info on ERCs

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<http://westernmassready.org/preparedness-projects/emergency-rest-centers/>