



What is an ERC? An Emergency Rest Center offers hospitality, provides a temporary safe haven to the public, offers basic daily living services and shares critical emergency information during an emergency. An ERC supplements the existing emergency management and response system and assists a community to survive a disaster.

Learning Objectives: after completing this training, the participant will be able to:

1. Define an ERC and explain why an ERC is important to your community's preparedness.
2. Describe how the ERC connects and coordinates with the local Emergency Management Director (EMD) and emergency response system.
3. Explain ERC functions and understand how to use the resources in the ERC Tool Kit.
4. Describe an emergency tabletop exercise/drill and how to use these to practice your plans for setting-up, operating and closing an ERC.

<p>WHAT SERVICES ARE WE OFFERING?</p> <p>Use the ERC Tool Kit/Your Plan:</p> <ul style="list-style-type: none"> • Information about the emergency • A place for people to gather • Charging station for cell phones and other electronic equipment • A safe place to sit and rest • Warmth in winter/cooling in summer • Water, coffee, snacks • Basic First Aid • Referrals for additional assistance • Spiritual/emotional support • A place that welcomes pets (optional) 	<p>HOW DO WE FIT INTO ICS?</p> <p>Use the ERC Guide:</p> <ul style="list-style-type: none"> • ERCs are a partnership between a faith or civic organization and its host municipality. • ERCs function as part of the local emergency Incident Command System(ICS) • Work with your Local Emergency Management Director – EMD • After ERC planning with the EMD is complete, sign a Mutual Aid Agreement (MAA) to formally connect the ERC to the local ICS and ensure that all parties understand and agree how the ERC will function and get supplies. <p><i>Always check with the EMD before opening</i></p>	<p>HOW DO WE PLAN/ OPERATE OUR ERC?</p> <p>Use the ERC Toolkit to guide:</p> <ul style="list-style-type: none"> • Integration with your Local Emergency Management System - EMD • Accessibility to all with functional needs • Safety for children and elders • Spiritual/emotional care, but not religious proselytizing or activities • ERC Tool Kit Resources: <ul style="list-style-type: none"> • Guide Template • Job Action Sheets (JAS) • Forms and Lists • Standard Operating Guide (SOG) • Flyers • Mutual Aid Agreement 	<p>WHAT ARE THE MAIN ERC AREAS?</p> <p>Use the ERC Assessment Form:</p> <ul style="list-style-type: none"> • Parking: large, accessible • Reception/Registration: controlled • Large hall/gathering space • Basic kitchen • Accessible restrooms <p>Optional, but helpful:</p> <ul style="list-style-type: none"> • Faith/Quiet/Meditation Area • Childcare/Playroom, Family Room • First Aid station • Staff break room • Administration Office: • Pet area (optional) <p>Useful Facility Equipment:</p> <ul style="list-style-type: none"> • Backup generator; HVAC; Cable TV
<p>WHAT ARE THE MAIN ERC SUPPLIES?</p> <p>Use the ERC Supply List:</p> <ul style="list-style-type: none"> • Signs; Bulletin Board • Food/snacks; water/coffee • Sanitizer and soap • First aid supplies • Diapers, tissues, p. towels, toilet paper • A few cots with bedding/blankets • Office equipment, copier, phones • Games, books, movies, toys • Computer, Internet, printer, • Power strips for charging stations • Radio, TV, Video Player • Pet supplies (optional) 	<p>HOW DO WE FIND/ TRAIN OUR STAFF?</p> <p>Use Volunteers from other organizations:</p> <ul style="list-style-type: none"> • Other faith/community groups • Medical Reserve Corps (MRC) • Disaster Animal Response Team (DART) • Community Organizations Active in Disasters (COAD) • Community Emergency Response Team (CERT) • Use ERC Training Guide: • Work through the Training Guide • Show the short ERC video • Use the ERC Training PowerPoint • Practice/exercise your ERC Plan 	<p>WHAT ERC FORMS WILL WE USE?</p> <p>Use Forms to record what is happening:</p> <ul style="list-style-type: none"> • ERC Description – Info on the Facility • Partner Contact Information – phone # • Guest Registration – guest info • Rules and Routines – policies • Sign In and Out – ERC census/tracking • Resource Request Form – send to EMD • Expense Tracking – send to EMD • Activity Log – record all events at ERC • News Release Forms – announce opening • Use Lists/reminders of things to consider: • Supplies and Equipment Lists • Standard Operating Guide (SOG) 	<p>HOW DO WE USE JOB ACTION SHEETS?</p> <p>ERC Staff/Volunteers Job Descriptions:</p> <ul style="list-style-type: none"> • ERC Manager • Building/Facility Manager • Registration Team Leader • Services Team Leader • Initial Staff Briefing: • Modify as needed • Distribute to appropriate staff • Review at the beginning of each shift • Use as reference/reminder/checklist

WHAT ABOUT FUNDING?
 During declared emergencies some supplies or reimbursements may be available, but you should be willing to cover all costs, unless otherwise agreed in writing with your town/city.

WHAT ABOUT LIABILITY?
 Check with your insurance provider, but most often the ERC will be covered like any community dinner or other program hosted at your facility.

How do we fit into ICS? Start your staffing plan by learning a little bit about the Incident Command System (ICS). This system is used across the nation to help coordinate agencies, personnel, resources and tasks during emergencies. It is a standardized, all-hazards approach that provides a flexible, scalable structure with common processes for planning and managing equipment, supplies and people. Although you do not need to follow the ICS system exactly, using it will help to keep your ERC organized and running smoothly.

ICS IN YOUR COMMUNITY

During an emergency your community local emergency management system will likely use the ICS system. Below are the standard ICS positions:

Incident Commander (IC): The person in charge of the incident who sets the incident objectives, strategies, and priorities and has overall responsibility for the emergency. The IC has several people who help with specific functions:

A Safety Officer, who makes sure that all responders/operations are safe.

A Liaison Officer, who works with other agencies, like your ERC

A Public Information Officer (PIO) who makes sure that responders and the public have the information they need.

An Operations Section Chief, who develops the tactical objectives and organization, conducts tactical operations and directs all tactical personnel to carry out the plan.

A Logistics Section Chief, who provides support, resources, and all other services needed to meet the operational plan.

A Planning Section Chief, who monitors the situation, collects and evaluates information, prepares and documents the Incident Action Plan (IAP) for the next operational period to accomplish the IC's objectives.

A Finance Section Chief who collects data, monitors costs related to the incident and provides accounting, procurement, time recording, and cost analyses.

In a large incident, many of these positions will have team of people operating under them to take on more specific functions and roles. Here is what an ICS Chart looks like:



ICS AT THE EMERGENCY REST CENTER

The ICS system at the ERC can be quite simple. There are three basic ERC functions:

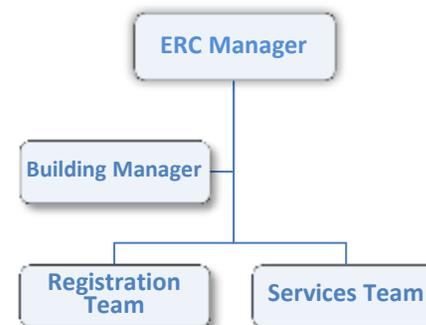
1. ERC Management: (Command/Planning/Safety/Finance/Public Information)
2. ERC Services: Staffing, Registration, Support, Referrals (Operations)
3. ERC Facility & Supplies (Logistics)

Set up your ICS organizational chart to support these functions.

ERC Manager	<ul style="list-style-type: none"> • Overall Management of the ERC • Liaison with EMD in the community • Plan for the next day's operations • Coordinate Volunteers • Ensure Health and Safety of guests and staff • Manage Finance and Administration: <ul style="list-style-type: none"> • Recommend expenditures; obtains supplies • Maintain records and completes reports • Ensure timely/accurate management of public information
Building Manager	<ul style="list-style-type: none"> • Maintain and operate the facility; sanitation
Registration Team Leader	<ul style="list-style-type: none"> • Welcome, orientation, registration and referrals
Services Team Leader	<ul style="list-style-type: none"> • Provide support services to guests, including food, water, comfort, child support, basic first aid, etc.

Before an Emergency that requires you to set up your ERC, it is a good idea to have people assigned to each of these roles. Complete this training with your team, or as self-learning instruction, so that everyone understands how the ERC runs and roles and responsibilities.

***Every ERC operation should have at least two volunteers on site at all times.**



How do we plan/operate our ERC? In order to keep everyone safe in the ERC it is a good idea to pre-plan and establish some basic policies. For example, everyone in the ERC should undergo a CORI-SORI check (criminal and sexual offender record information check). Also it is a really good idea to require all staff and volunteers to register when they first start to work at the ERC, so you have accountability. Guests should also register.

ERC PLANNING & POLICIES

1. Gather an ERC Planning Team
2. Connect with your local EMD
3. Use the ERC Tool Kit
4. Assess your facility (occupancy & areas)
5. Establish your ERC Policies/Safety Rules
 - Staffing ID – all staff /volunteers
 - Personal Health & Safety
 - Supervision – children/special needs
 - Unaccompanied Minors – 16 & over
 - Pets (optional)
 - CORI/SORI checks for staff
 - Confidentiality Agreements for Staff
 - Code of Conduct for staff & guests
 - Media Guidance for staff & guests
6. Gather ERC supplies
7. Recruit volunteers
8. Train staff/volunteers
9. Work with municipality/EMD to complete our Mutual Aid Agreement
10. Practice/exercise your plan

STAFF & VOLUNTEER ID

All staff and volunteers should be easily identifiable. Use:

- a name badge
- a vest, hat, t-shirt, armband, etc.
- If you choose to use spontaneous “Just in Time” unaffiliated volunteers (SUV), each should present a Government Issued Photo ID and be willing to undergo additional background checks as circumstances permit.

PERSONAL HEALTH / SAFETY

- Illness: If sick, stay away from everyone, cough into your elbow and wash your hands frequently.
- If afraid for the safety of yourself or someone else, ask for help or call 911
- PPE: If needed, use personal protective equipment (PPE) such as gloves, mask or eye protection and wash your hands frequently. The EMD or Board of Health can advise you about this.
- Practice food safety: keep it hot, keep it cold, keep it clean. (Review the Food Safety in Emergencies Training). If you will be serving food that needs refrigeration, someone at the ERC should have ServSafe Certification and you may need a Board of Health permit.

UNACCOMPANIED MINORS

- If a minor under 16 arrives unattended, contact the Incident Commander/ Emergency Management Director of the community for assistance. If in doubt, call child protection services hot line **800-792-5200**.

PETS

- Decide if your ERC will/can accept pets.
- Service animals must be accommodated at all times. Call the EMD if you are not able to do this.
- If your ERC takes pets, consider requiring cages and leashes
- Designate a pet room or area.

SUPERVISION

- Parents are responsible for their minor children and must supervise them at all times.
- You may have to remind parents to supervise their children.
- If this is not possible, two volunteers/staff should be present.
- Anyone not able to help themselves should come with a personal care attendant.
- Individuals care for their service animals.
- Individuals with medications should keep these secure at all times.

CONFIDENTIALITY/ CONDUCT

- Staff and volunteers must maintain the confidentiality of their guests.
- Social media messages or images about ERC operations or guests are not allowed.
- No volunteers or staff should talk to the media without the consent of the ERC Manager
- **Code of Conduct**
- Treat all with respect
- Communicate clearly; ask for more info if you don’t understand something
- Work within the scope of your credentials, training, comfort level and your policies and regulations.

CORI / SORI

- Check the ERC Guide for more info.
- Your organization may already conduct these Criminal/Sexual Offender Records Information checks.
- Make sure your primary Staff/volunteers are cleared to help ensure that children and vulnerable individuals in your ERC are safe.
- Spontaneous or “Just-in-Time” volunteers without these checks should never be left alone with children or vulnerable individuals.
- All Medical Reserve Corps (MRC) volunteers have had CORI/SORI checks.

MEDIA GUIDANCE / RULES

- The Incident Commander (IC) must approve all media messages.
- The ERC Manager should work closely with the Emergency Management Director or Incident Public Information Officer, who is responsible for coordinating all public information
- No other volunteers or staff should talk to the media.
- Volunteers and staff may not send social media messages or images regarding the ERC or its guests.
- Post signs/ announcements for your ERC services/operating hours.

EMERGENCY REST CENTER TRAINING GUIDE

4. AREAS / SUPPLIES

What service areas and supplies do we need? This depends on the size of the emergency, number/type of people expected.

PARKING LOT	REGISTRATION AREA	MAIN ACTIVITY ROOM / HALL	FAMILY ROOM / PLAY ROOM
<p>Parking should be accessible, if possible.</p> <p>Good to Have:</p> <ul style="list-style-type: none"> • Signs for the ERC entrance • Handicap parking • Wheelchair access to the building) <p>Tasks</p> <ul style="list-style-type: none"> • Ensure the parking area is clearly marked • Make sure that ice and snow are removed • Make sure that someone checks on the parking area frequently • Make sure the handicapped parking is accessible and clearly marked, • Provide assistance entering and exiting the parking lot as needed 	<p>This is the welcome/reception area, where guests enter and exit the ERC.</p> <p>Good to Have:</p> <ul style="list-style-type: none"> • A table and chairs for registration • Chairs for guests who may need to wait • Office supplies • Registration Forms • ID badges • Message/information board <p>Tasks</p> <ul style="list-style-type: none"> • Begin/complete registration • Provide welcome and information about your ERC services • Provide guidelines, rules, if any • Identify those who might need additional support 	<p>This is where most activities will take place and guests will gather. If large enough, it can serve several functions e.g. one corner for food, another for families, another for a charging station. Guests are responsible for their own belongings.</p> <p>Good to Have:</p> <ul style="list-style-type: none"> • Charging station for cell phones and electronic equipment • Bulletin board • Chairs, tables • Snack/beverage area • Games, book, TV etc. <p>Tasks</p> <ul style="list-style-type: none"> • Supervise guests • Provide assistance as needed • Let guests know about services • Provide updates about the emergency • Provide emotional support 	<p>If there is a separate space in the hall or another room in the building, you can set up an area for families. This will help minimize disruption for the elderly and those who need a more settled environment.</p> <ul style="list-style-type: none"> • Parents must supervise their children at all times. • Staff/volunteers should never be alone with children without another staff/volunteer or a parent present. <p>Good to Have:</p> <ul style="list-style-type: none"> • Toys, games, books, art supplies • Tables and chairs • Diapers, tissues, wipes • Hand sanitizer <p>Tasks</p> <ul style="list-style-type: none"> • Ensure the space is safe and clean • Monitor frequently to ensure children are being supervised/safe
<p>ADMIN/STAFF ROOM</p> <p>A separate room for general administration and staff to rest and get briefings out of view and hearing of the ERC guests.</p> <ul style="list-style-type: none"> • Table and chairs • ERC Kit and Forms <p>Good to Have:</p> <ul style="list-style-type: none"> • Paper, pens, files • Snacks; Cot & blankets • Phone to call home • Computer, Internet, printer/copier • Safe place to keep belongings; purses, wallets and other valuables <ul style="list-style-type: none"> • should always be locked/secure 	<p>FAITH/QUIET MEDITATION AREA</p> <p>A private room for quiet activities, like reading, contemplation or prayer or for those who just need a peaceful space.</p> <p>Good to Have:</p> <ul style="list-style-type: none"> • Low lighting • Comfortable chairs • Reading materials • Trained emergency Chaplains, if available • Cots with bedding <p>PET AREA (OPTIONAL)</p> <ul style="list-style-type: none"> • Away from main assembly area • Place for cages • Plastic, towels, water bowls, food, toys 	<p>FIRST AID</p> <p>Be aware of the potential for delayed shock, unreported injuries or other emergent medical needs. Beyond minor issues, refer to physician or hospital for more help.</p> <p>Good to Have:</p> <ul style="list-style-type: none"> • First Aid kit for use by adult guests • Private room for non-acute medical care, provided by a nurse, the Medical Reserve Corps or other medical agency • Cot and blankets • Phone and emergency numbers • Separate room for those with suspected infectious diseases or send to a medical facility. 	<p>KITCHEN AREA</p> <ul style="list-style-type: none"> • Stove/hot plate • Sink with soap/towels • Water/Coffee • Snacks • Paper towels • Garbage bags • Good lighting <p>Good to Have:</p> <ul style="list-style-type: none"> • Complete/commercial kitchen • Refrigerator/Freezer • Microwave • Coffee Machine • Dishwasher with soap/towels • Hot soup/ice, depending on weather

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5. STAFF TRAINING

How do we find and train our ERC Staff? During an emergency, ERCs offer hospitality, provide a temporary safe haven, offer basic support services and share critical emergency information with the public. Connect with local service groups to find more volunteers. A little bit of training for your staff and volunteers will make the ERC run safely and smoothly.

WHERE/HOW MANY VOLUNTEERS?	HOW TO TRAIN STAFF	JUST-IN-TIME TRAINING	PSYCHOLOGICAL FIRST AID
<p>Recruit volunteers from churches, the MRC, COAD, schools, and service organizations.</p> <p>The number of volunteers needed will depend on the emergency and the number of days open. A small operation during a heat wave in the summer might only require two ERC volunteers, whereas an extended power outage might need many staff over a period of many days.</p> <p>Never operate with less than 2 on site</p> <ul style="list-style-type: none"> At a minimum you will need an ERC Manager to open and operate the ERC and a helper or the Building Manager to ensure the safety and cleanliness of the facility. Next add the Services Team Leader and, if possible, a Registration Team Leader. Then decide how many volunteers you need to help each of those Team Leaders Don't forget to plan for the next day's operation. Everyone needs time between shifts to take care of family business and recover from the emotional stress of an emergency. 	<p>Before an emergency find key people in your group who are willing to help. Use this Training Guide to host an ERC training meeting at your facility.</p> <p>ERC Orientation Training:</p> <ol style="list-style-type: none"> Welcome and thank your volunteers Register and check gov't issued photo ID. Explain the function of an ERC: <ul style="list-style-type: none"> Show short ERC video, www.wrhsac.org Describe the local ICS/ Emergency Management System structure. Walk through the areas in your facility to point out various service areas /exits and emergency phones. Review your ERC plan and policies: <ul style="list-style-type: none"> ERC activation procedures Contact lists Incident Command System plan Confidentiality; Childcare Media rules Rules and routines ERC IDs and other staff identifiers Review your ERC Tool Kit: <ul style="list-style-type: none"> ICS Staff Plan with contact numbers Job Action Sheets Forms you will use Distribute this ERC Training Guide 	<p>At the time of the emergency your trained staff/volunteers may not be available.</p> <p>Recruit volunteers from your group or outside agencies. Use a "Just-in-Time Training" -</p> <p>Just-in-Time Training (JITT): Set-Up</p> <ol style="list-style-type: none"> Begin with the Orientation Training Walk through ERC; note safety issues, phones, exits, Staff Areas, First Aid Review policies/rules for safety, media, confidentiality; Code of Conduct Review your ICS plan; assign jobs Hand out Job Action Sheets, Forms, ERC identifier such as t-shirt, badge, hat, armband (highly advised) Ask everyone to set-up their Area Notify the Manager when ready <p>Just-in-Time Training: Operations</p> <ol style="list-style-type: none"> Welcome guests Emphasize "Safety first for everyone" Track/log everyone as they arrive/leave Provide services: toilets, water, food, etc. Post important, accurate information Offer basic emotional support - listening Offer First Aid Kit for use by guests Maintain connection to EMD Work with service agencies to fill gaps 	<p>Emergencies are stressful times. Your staff/volunteers may have been affected by the emergency. It is normal for everyone to be more anxious and even angry. Be prepared.</p> <p>Personal Care: Your staff/volunteers should always make sure their own families are safe before they come to help.</p> <ul style="list-style-type: none"> Everyone should have a family emergency plan in place Your plan should include strategies for: <ul style="list-style-type: none"> contacting family members backup support for kids, pets, elderly ways to get drinking water; power Everyone should have food and basic emergency supplies in their homes <p>Compassionate Care:</p> <ul style="list-style-type: none"> Staff should be cautious and considerate with themselves and others at all times. Practice "active listening" Call 9-1-1 if in doubt or refer the person to a mental health provider. It is natural to feel frustrated or guilty that you can't fix everything. Keep it simple: work your shift, go home, rest and replenish. If you need help, ask for it <u>now</u>. Know your limitations: physical, emotional, psychological and spiritual

PRACTICE A MOCK SET-UP TABLETOP/EXERCISE: Think Of An Emergency Situation And Then Talk About How You Would:

- Work with the Emergency Management Director/ICS System in your community
- Train your staff and volunteers and obtain supplies and resources
- Welcome guests in times of crisis with compassion, reassurance, calm & maintain guest records
- Ensure public/staff safety, along with basic comforts like water, bathrooms, and snacks
- Provide accurate, official messages to inform all about the emergency
- Provide age-appropriate communications with respect to diverse languages and cultures
- Offer basic emotional and spiritual care through active listening and responding with empathy/ understanding
- Offer a basic first aid kit for adults to use (if you have this optional service) and practice "Universal Precautions" for blood and other bodily fluids
- Work with other agencies in your community
- Identify gaps in your plans and ways to fill these gaps

What ERC Forms we will use? Depending on the size of the emergency and the number and type of people expected, there are several forms that you might want to use.

ERC DESCRIPTION FORM	PARTNER CONTACT INFO	REGISTRATION FORMS	RULES AND ROUTINES
<ul style="list-style-type: none"> This is a basic form to list the name, location and contact information for your ERC. It includes contact information for local emergency management staff such as the emergency Management Director, Police, Fire and Public Health. It also lists the location of your MOU with the town. Describes strengths and limitations of the ERC. For example if you have a back-up generator this is a strength - If you don't, this is a weakness. Both your institution and the EMD should have a copy of this form. 	<ul style="list-style-type: none"> This form lists all of the Local Partner Agencies that you might work with during this disaster, including Community Officials, other volunteer agencies and support agencies, such as the MRC and COAD. Add rows for other contacts you have. Add another page that lists the contact information for your volunteers and staff. 	<ul style="list-style-type: none"> This form is important for the Guest Census and keeping track of everyone All who stay at the ERC should fill out the Registration Form. If there are long line ups, just fill out the top of the form with the date, time and name of the person registering. When things settle down the rest of the Form can be completed. <ul style="list-style-type: none"> Includes more detailed contact information and lists medical issues; pets and other special accommodation requests. Helps in case follow up is needed 	<ul style="list-style-type: none"> There is a template in the plan outlining suggested Rules and Routines, designed to keep everyone in the ERC safe. Each emergency could require some modification to these, so review them before opening the ERC. Post them in all areas of the ERC. Make copies and have them available to hand out. All staff should be aware of the rules and help with enforcement.
CHECK IN-OUT FORM	RESOURC REQUEST FORM	COST TRACKING / FINANCE	ACTIVITY LOG
<ul style="list-style-type: none"> Everyone, who enters or leaves the ERC, should sign in and out every time. This includes all staff/volunteers and guests. List the date, time, name of the person and reason for leaving. A staff member should initial each entry. 	<ul style="list-style-type: none"> Each station should have a copy of this form and adjust it to request either equipment and supplies or more help of any kind. The ERC Manager will then have a record of everything needed at the ERC. If the Manager can't provide resources they should forward this to the Emergency Management Director or the Incident Commander. The ERC Manager needs to approve all requests. 	<p>It is always important to keep track of all expenses. This will provide documentation for reimbursement if it is available and for the monetary contribution that your organization made to the emergency response, and lets you know what the ERC costs overall</p> <p>Record:</p> <ul style="list-style-type: none"> Who requested/approved Date/time Name and quantity of the item Unit cost Total cost Vendor with address and contact information 	<p>Everyone should keep a record of their activities during each shift.</p> <ul style="list-style-type: none"> Include your name, date and time of your shift, the name of your unit; e.g. registration, first aid, family room. In the bottom half of the form keep track of major activities and event e.g. <ul style="list-style-type: none"> Daily number of participants Someone was sent to first aid You had to call for security for help with someone who was very upset

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7. JOB ACTION SHEETS

How do we use Job Action Sheets? In the plan, there is a Job Action Sheet (JAS) for each of the primary positions in the ERC: ERC Manager, Building Manager, Registration Team Leader and Services Team Leader. These should be reviewed in the planning phase and modified to meet the needs of your ERC facility, staffing and other variables. Each JAS lists the main job duties, contact information, required forms and other resources. Tasks are then divided into the stages of the emergency: Initial Planning Actions, Initial Response Actions, Daily Operations, and Closing.

ERC MANAGER

BUILDING MANAGER

REGISTRATION TEAM LEADER

SERVICES TEAM LEADER

MAIN DUTIES

- Responsible for all aspects of the ERC
- Coordinates volunteers
- Ensures health and safety
- Manages Finance and Administration
- Stays in touch with EMD/Local Emergency Management System
- Provides situational awareness and information
- Recommends all expenditures
- Collects and maintains all FORMS
- Supervises the ERC Team Leaders and Building Manager

- (Is usually already employed by the Facility, if not works with owner)
- Responsible for all aspect of maintaining and operating the ERC facility
- Works with ERC Services Team to ensure an adequate, safe space with appropriate utilities and cleanliness
- Helps the ERC Manager maintain safe and secure operations
- Ensures basic sanitation and utilities
- Supervises building management staff

- Responsible for the entrance/exit
- Maintains Registration FORM
- Monitors use of Check in/out FORM
- Responsible for welcoming, orientation and registration
- Ensures everyone feels welcome
- Completes registration forms
- Provides guest ID badges
- Distributes copies of Rules & Routines
- Assesses guests for special needs
- Escorts guests to service area
- Supervises registration staff
- Reports to ERC Manager

- Responsible for all ERC guest support services such as snacks, rest areas, charging stations, pet area
- Ensures communication system such as phones and internet for guests
- Connects guests to additional support services
- Reinforces ERC Rules and Routines
- Reports to ERC Manager

INITIAL PLANNING ACTIONS

- Determines need for ERC with EMD
- Determines if ERC wishes/can open
- Starts an Activity Log (FORM)
- Establishes days/hours of operation

- Starts Activity Log (FORM)
- Works with ERC Manager to set up the ERC and maintain building operations and basic utilities and sanitation

- Starts Activity Log (FORM)
- Sets-up message/information board
- Sets-up Registration Desk
 - Table, chairs
 - Pencils, stapler, folders, markers
 - Phone
 - Signage
 - Rules and Routines Policies
 - Guide, FORMS, JAS, LISTS, JITT

- Starts Activity Log (FORM)
- Sets-up Guest Service Desk
- Liaises with Building Manager to maintain kitchen, charging stations etc.

ERC MANAGER	BUILDING MANAGER	REGISTRATION TEAM LEADER	SERVICES TEAM LEADER
INITIAL RESPONSE ACTIONS			
<ul style="list-style-type: none"> Assesses/walks-through the ERC. Use the FORM in the plan Determine safety needs Recruit staff and assign tasks (JAS) Conducts Just-in-Time (JIT) Staff Training Ensures ERC set-up is completed Holds initial staff briefing Confirms set-up with EMD 	<ul style="list-style-type: none"> Recruits staff and assign tasks (JAS) Conducts an ERC Risk Assessment using the Walk-through Form Determines safety needs Holds initial Staff briefing Ensures ERC set-up completed Confirms set-up with ERC Manager 	<ul style="list-style-type: none"> Checks in and registers staff Distributes badges, t-shirts, hats, or other identifiers Holds staff Briefing Distributes Job Action Sheets (JAS) Makes copies of Registration FORMS 	<ul style="list-style-type: none"> Sets up Guest Service Areas: <ul style="list-style-type: none"> Food, water Quiet Space Game Space Social/Gathering Space Pet space (optional) Works with EMD and volunteers to acquire needed resources
DAILY OPERATIONS			
<ul style="list-style-type: none"> Ensures adequate staffing Monitors staff for burnout Holds shift change staff briefings Keeps a daily Activity Log (FORM) Monitors ERC operations for safety Documents all activities, expenses Maintains record of volunteer hours Maintains ERC guest census 	<ul style="list-style-type: none"> Ensure adequate staffing Monitors staff for burnout Holds shift change staff briefings Keeps a daily Activity Log (FORM) Coordinates with ERC Services Team Leader Monitors utilities/fuel Monitors charging stations Provides internet and phone service Maintains appropriate temperatures Ensures sanitation: cleaning and trash 2/per day Maintains back-up generators Secures building when not in use 	<ul style="list-style-type: none"> Ensures adequate staffing Monitors staff for burnout Holds shift change staff briefings Ensures Registration Desk Operations Ensures entrance/exit safety Makes guests feel welcome Signs guests/staff in and out – every time! 	<ul style="list-style-type: none"> Ensures adequate staffing Monitors staff for burnout Holds shift change staff briefings Provides safe, clean food operations: <ul style="list-style-type: none"> Work with the Board of Health Coordinates transportation as needed Assesses guest needs and liaises with to community services (Check with the EMD/Board of Health) Provides for service animals. Provides for pets, if this service is offered Maintains charging stations Provides phone and Internet for guests Coordinates games and recreation
CLOSING			
<ul style="list-style-type: none"> Monitors for safety Debriefs staff Remove and store signs and equipment Assists with cleanup Conducts closing walk-through (FORM) Turns in paperwork to EMD Participates in After Action Report 	<ul style="list-style-type: none"> Monitors for safety Assists with cleanup Debriefs staff Conducts facility closing walk-through Turns in logs Participates in After Action Reports 	<ul style="list-style-type: none"> Removes and store signs Assists with cleanup and equipment return Debriefs staff Turns in all forms to ERC Manager Participates in After Action Reports 	<ul style="list-style-type: none"> Debriefs staff Turns in Forms and Logs to ERC Manager Participates in After Action Reports