

Summer Village of Silver Sands ESS Plan

Council Approved: 04-24-2022

Emergency Social Services

Emergency Social Services (ESS) oversees the human impact of emergency response. Specifically, ESS is responsible for securing the essential needs of food, shelter and clothing for evacuees and response workers in an emergency. ESS may also be involved as needed to provide or assist in the delivery additional services such as the evacuation, re-entry and recovery phases of a disaster.

ESS Plan

The ESS Plan clearly defines roles, responsibilities, guidelines and procedures to follow in the event of an emergency impacting the S.V. Specifically, the plan details:

- Activation, deactivation, and post-deactivation procedures for the ESS Plan including different response stages according to the magnitude of the emergency;
- Procedures for evacuation, re-entry and recovery (Evacuation Plan is normally a separate detailed plan for evacuating summer village residents in an emergency);
- Guidelines for reception centres and volunteer centres, including designated and back-up locations;
- The provision of primary services to affected individuals, including emergency food, lodging, and clothing;
- The provision of specialized services to affected individuals, including transportation, personal services, and other services;
- Procedures for managing volunteers;
- Communication procedures for establishing and maintaining the flow of information within the agency and to everyone involved;
- An organizational structure that combines both the S.V.'s leadership role in ESS response and the integral role of assisting agencies;
- The roles, responsibilities, and job descriptions of ESS personnel and assisting agencies; and
- Protocols for ensuring that the ESS Plan remains up-to-date.

Appendices

The appendices are a toolkit of resources invaluable in an emergency. The appendices contain:

- ESS personnel and assisting agency contact lists including after-hours contact information;
- Lists of designated and back-up ESS facilities with facility contacts;
- Lists of ESS logistical resources for the Summer Village, assisting agencies, and

commercial suppliers.

Introducing the ESS Plan

The Emergency Social Services Plan derives its authority from the Summer Village Municipal Emergency Management Plan.

Under the Alberta Emergency Management Act, local authorities are responsible for their own emergency response unless the provincial government assumes control. Local authorities are required to prepare their own emergency plans. They must also establish and maintain a municipal emergency management agency charged with responding to emergencies.

Part of an overarching regional plan

A serious emergency could strike at any time and any place. Such an emergency would significantly impact the Region in many ways. To mitigate these effects, the Director of Emergency Management or designate would initiate an emergency response according to the guidelines set out in the Municipal Emergency Management Plan.

Understanding Emergency Social Services

Emergency social services are those services provided on a short-term basis to preserve the emotional and physical well-being of evacuees and response workers in emergency situations. ESS provides for essential needs such as emergency food, lodging, clothing, transportation, and personal services. ESS may also coordinate volunteers in an emergency response through the Volunteer/Staff Management Unit Coordinator.

When emergency social services are called for, the Summer Village moves quickly to mobilize its resources and will be operational in a matter of hours. In the event of a large disaster response, however, response time might be longer. Individuals and organizations should be prepared to be self-sufficient for 72 hours or more. ESS is generally available for a maximum of 72 hours. During these first 72 hours evacuees should immediately plan their next steps by contacting their insurance agents, families, and friends or accessing other possible resources. Should further assistance be required, only under extenuating circumstances, a request by the Incident Commander or DEM is sent through the local Emergency Operations Centre (EOC) to the provincial or territorial ESS organization (in Alberta it's Alberta Emergency Management Agency) authorizing an extension of the services. For this reason, it is critical that individuals and organizations prepare their own emergency response plans.

ESS Response

Emergency Social Services are provided to both evacuees and response workers.

Stage 1 Reception Centre (centre location is: Primary – Summer Village Quonset)

Secondary – Fallis Hall

A temporary shelter where evacuees receive referrals to service providers and services such as first aid, comfort food, and family reunification.

May allow for limited temporary lodging until more permanent lodging can be secured.

Also, provides as a Volunteer Centre for securing, training and hosting volunteer resources.

ESS coordinates with assisting agencies and local businesses for delivery of the following temporary services to affected residents:

- Family Reunification
- Food
- Clothing
- Lodging
- Transportation
- Personal services: example: Medical

Activating the ESS Plan

4.1 Activation Stages

Depending on the magnitude of the emergency, the ESS Plan may be activated.

No Activation

The ESS Plan will not be activated if the Director of Emergency Management (DEM) sees no need to call on ESS. This would occur when individuals can address their own personal needs by relying on family, friends, insurance providers, or community organizations. In such cases, emergency responders, the individuals concerned, and/or community organizations can respond to the event without further support.

ESS Activation Responsibilities

ESS provides short-term temporary services for individuals and families affected by disasters so they can begin to plan their next steps following a disaster. Services may be provided on a site for small-scale events, or at a Reception Centre facility for a larger response and may include:

- Food
- Family Reunification
- Referrals
- Pet Care Assistance
- Evacuation

- Clothing
- Child Care
- Recovery
- Lodging/Housing
- Emotional Support
- Volunteer Services
- Recreation
- Re-entry
- Translation Services
- Transportation

Post-Deactivation

Recovery Stage

The ESS Plan provides for the temporary needs of people during the response stage to an emergency. During the ensuing recovery stage, ESS personnel may continue to attend to the ongoing needs of individuals. These ongoing needs may include shelter and clothing for displaced persons. The Long-Term accommodations, when activated by the ESS Incident Commander, will assist with most of those needs during the recovery stage. The ESS Incident Commander must ensure the continuity of services as the service provider shifts from ESS to regional agencies.

In addition, volunteers will often continue to be invaluable during the recovery stage and cleanup of a disaster. For this reason, the volunteer management component of ESS can continue after the plan has been deactivated.

ESS Structure and Services

Overview

Depending on the emergency and the level of assistance required, ESS will:

- Utilize an Incident Command Structure
- Prepare for and assist in an area evacuation
- Activate the necessary facilities, including reception centers and volunteer centers
- Provide primary services including emergency food, clothing, and lodging
- Provide specialized services including transportation, mental health support, pet care, and other services, as necessary
- Maintain the flow of information to all individuals involved
- Work with the EOC Operations Section Chief to coordinate and deliver Re-entry and Recovery Phases if required.

Evacuation Procedures (follow Evacuation Plan adopted by Council)

Step 1: Evacuation preparations

- The ESS Incident Commander consults with the appropriate Director in the planning and implementation of an order to evacuate an area or region.
- The ESS Incident Commander will determine which facility will be used as the reception centre.
- The ESS Incident Commander will then follow the procedures for activating a reception centre.

Step 2: Evacuation

- Once the reception centre facility is identified, the EOC will communicate the order to evacuate.
- The Police Service and/or volunteers will communicate the evacuation notice to residents in the area, if necessary.
- Evacuation notices will be distributed to all residents in the affected areas.
- All personnel/volunteers assigned to notify residents of evacuation or impending evacuation will be given an orientation and training by the Volunteer/Staff Management Unit Coordinator on how and what to communicate with evacuated residents.
- Personnel/volunteers delivering evacuation notices will identify those homes/individuals who may require assistance to evacuate, or who have special circumstances to consider while evacuating (e.g., functional limitations, illness/medical needs, pet care needs, etc.)
- The appropriate Branch Director will coordinate/provide transportation to those who do not have a means of transport to the reception centre.

Step 3: Registration at Reception Centre

Evacuees who arrive at the reception centre will need to be registered by the Volunteers. The reception centre is a service site where ESS will assist the evacuees with their essential needs.

ESS Facilities

ESS facilities will be activated, as needed, to coordinate and deliver emergency social services.

1. Reception Centre(s)

A reception centre is any safe gathering place where individuals may obtain information and receive assistance. All evacuated citizens should register at the reception centre. Reception centres may offer all primary and specialized services. Typically, individuals will receive referrals to obtain services, such as meals and lodging, from commercial suppliers.

Reception centres must also include a quiet, private area for reception centre staff. In this room, staff and volunteers can receive up-to-date information, food, refreshments, and respite.

It is very important that ESS responders each have a personal preparedness plan. When the ESS plan and team have been activated, it is necessary to activate one's personal preparedness plan to ensure needs are addressed, such as those related to family, pets, home, work, etc. Once your personal response plan for you and your family has been activated and your needs have been taken care of, you can feel confident that you can report to the Reception Centre and focus on the disaster response and the tasks at hand.

ESS Structure and Services

Reception Centre Activation

The Incident Commander/Logistics Chief will contact the facility contact person to arrange to open the facility and will ensure that any necessary start-up supplies are delivered to the facility.

Once you have been called out, there are a number of things you need to do before proceeding to the Reception Centre:

- Communicate with your family and employer — tell them that the ESS plan has been activated and how you will maintain contact with them
- Dress casual and in layers— wear appropriate clothes for the job, season, and work
- Take your grab and go bag
- Take a cell or smart phone if you have one, wall/vehicle charger, and contact lists
- Bring ID — vest, hat, t-shirt, jacket, name tag, photo ID card (local and provincial or territorial).
- Bring DEM Kit (also Logistic Chief Kit or kit provided for your SVEMA discipline).

Reception Centre Set-Up

Depending on many variables, including the size of the disaster and response expected, the entire facility may or may not need to be set-up. The ESS Incident Commander along with the Planning Section Chief will determine clear actions for the first operational period such as the services and set-up required. The ESS leadership team identifies services to be provided, equipment, supplies, and a floor plan suitable for the response. Each coordinator or supervisor is responsible for ensuring the set-up of his or her required workstations.

One-Stop Reception Centre

When evacuees come to a Reception Centre, they are greeted by a Meeter and Greeter who will assess their needs and send them to the appropriate station in the Reception Centre.

If an evacuee or family requires registration and referrals (food, lodging, and/or clothing), a Meeter and Greeter will send them to Registration and Referrals, who will register them on the ESS File — Registration and Services Record and complete the appropriate ESS Referral Forms as needed. One responder, for Registration and Referrals, completes both the Registration and Referrals functions at one station or one stop.

If the evacuee or family does not require any assistance with food, lodging, and/or clothing, and only needs to register, then the Meeter and Greeter may send them to the Registration Only station. Registration is an express line, which can fast-track evacuees who only need to register.

BRANCH DIRECTOR **** Read This Entire Checklist Before Taking Action

Reports to: ESS Operations Section Chief (Reception Centre Manager)

Responsibilities:

1. Ensure that the following specialized services are arranged for and carried out at the Reception Centre as required:
 - Child Care
 - Multicultural and Translation
 - Pet Care
 - Recreation
 - Transportation
 - Search & Reply
 - Psychological First Aid/ Emotional Support
2. Oversee the functioning of Services.

Activation Phase:

- Check in with Volunteer/Staff. Obtain identification.
- Determine resource needs, such as people, computers, phones, checklist copies, and other reference documents.
- Obtain equipment, supplies and required forms.
- Establish and maintain ESS Position Log to list the actions taken during the shift.
- Ensure workers are given a checklist for their respective functions.

Operational Phase:

- Maintain communication with assigned supervisor.
- Ensure that all Volunteer/Staff sign Registration Form and understand the daily sign-in/ sign-out procedures.

- Brief next shift and identify outstanding action items or issues.

Deactivation Phase:

- Complete all required forms, reports, and other documentation.
- Submit required list of borrowed equipment, personnel and hours worked