EVACUATION RE-ENTRY PLAN

Appendix K of the City of Vaughan Emergency Plan

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1. Introduction

1.1 Preamble

As a result of an emergency situation in the City of Vaughan an evacuation may be the chosen form of protective action. A hazardous materials incident, flooding, a power outage, explosions, severe building damage, biological incidents, severe weather are examples of the types of emergencies that may require an evacuation to protect lives of Vaughan residents.

'Pre-incident' evacuation should be carried out only when the time remaining before an incident can be confidently predicted. This type of evacuation is typically used during the warning phase such as with severe storms, release of radiation, bomb threats etc.

'Post-incident' evacuation is traditionally the most common type of evacuation. This is done only if environmental conditions are deemed safe by emergency responders and if there is no threat of re-occurrence.

Once the area is deemed safe by civil authorities, a process for evacuees to re-enter the impacted area is undertaken. A planned re-entry process is aimed at reducing gridlock and chaos while providing security to the impacted area. The re-entry process is designed to ensure that only those who inhabit the impacted area, emergency personnel and approved personnel are the ones who gain access.

1.2 Purpose of the Plan

The purpose of the Evacuation/Re-Entry Plan is to outline the responsibilities of staff and agencies and procedures involved in alerting the community of the need to evacuate, movement of the population during the evacuation and re-entry of the population once the impacted area is deemed safe.

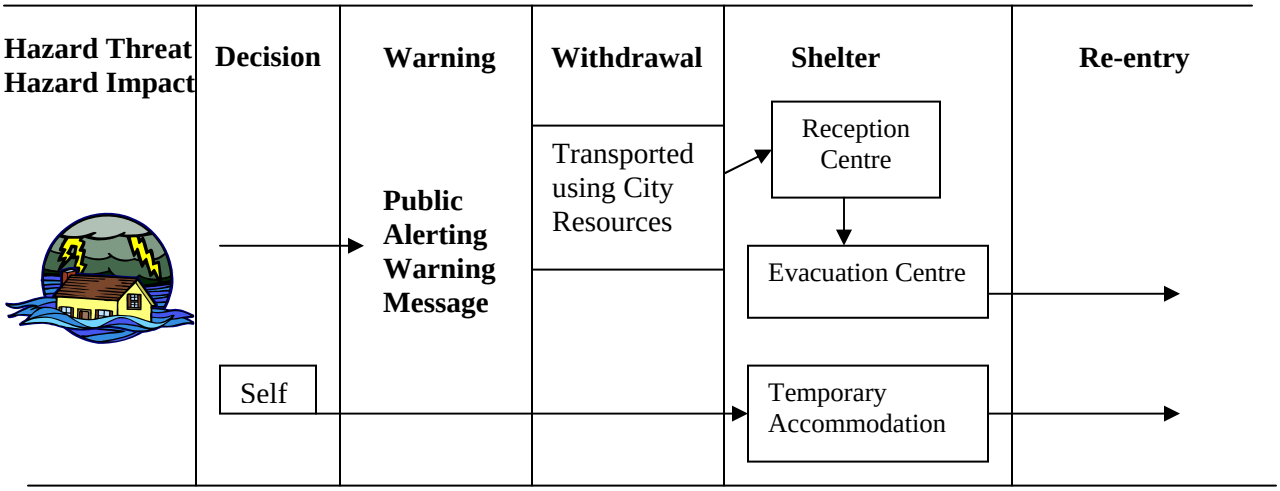
1.3 Definitions

a. General evacuation: involves the movement of the entire population located within a risk zone.
b. Selective evacuation: involves the movement of a portion of the risk zone population.
c. Controlled evacuation: Evacuation proceeds under the direction and control of authorities. Evacuees proceed to a staging area and are transported to evacuation/reception centers.
d. Self evacuation: Evacuation may or may not be directed by authorities. Evacuees exit the impacted area by their own means.
e. Upwind: In the opposite direction that the wind is blowing.
f. Downwind: In the direction the wind is blowing.
g. Immediate evacuation: an evacuation resulting from a hazard impact that forces immediate action, thereby allowing little or no warning and limited preparation time.

h. Pre-emptive evacuation: an evacuation resulting from an event that provides adequate warning and does not unduly limit the preparation time.
i. Re-Entry: on direction of civil authorities, inhabitants systematically return to the impacted area.

1.4 Evacuation Stages

a. Decision to Evacuate
b. Warning
c. Withdrawal
d. Shelter
e. Return/Re-entry



2.1 Authority

2.1 City of Vaughan Emergency Plan By-Law 348-2004 of which the Evacuation/Re-Entry Plan is an Appendix.

2.2 Emergency Management and Civil Protection Act and its regulations – The Province has the legal authority to order a mandatory evacuation in all or any part of Ontario.

2.2 Response Goals

To ensure the safety and security of the public and efficient and effective management of City resources, the Emergency Management Team utilizes response goals. The response goals numbered 1 through 4 are implemented in priority sequence, while response goals numbered 5 through 8 are implemented once the first 4 goals are addressed. Response goals 5 through 8 may be implemented out of sequence or simultaneously as the situation warrants.

1. Provide for the safety and health of all responders.
2. Save lives.
3. Reduce suffering.
4. Protect public health.
5. Protect government infrastructure.
6. Protect property.
7. Protect the environment.
8. Reduce economic and social loss.

3. Decision to Evacuate

3.1 Determining the Need

The decision to evacuate may be made by the on-scene Incident Commanders (Unified Command), the Emergency Management Team, the Fire Chief or their designated alternates. The decision to evacuate is made either prior to the incident occurring (i.e. hurricane, tornado) or after the incident has occurred (i.e. hazardous materials incident, explosion, fire). There are many factors that are considered when making the decision to evacuate any sized populations including;

- The threat to the lives and well-being of the inhabitants of the affected area..
- Environmental safety such as the presence of airborne toxins or debris.
- Climatological conditions such as heat, cold, precipitation, and wind.
- Scale of the incident – 50 versus thousands being evacuated.
- Time frame required to safely move the inhabitants from the affected area.
- Availability of timely and relevant information.
- Damage such that food, water and shelter are not immediately available.
- Damage is such that debris restricts movement along primary road systems.
- Damage is such that electrical power is/will not be available.
- Damage is such that local emergency and public communications is/will not be available.
- Damage is such that health services, medical facilities and medical transport is not available.
- Police, Fire, EMS and other responders will be greatly hampered..

In emergencies where the external environment poses a significant threat to the lives and well being of inhabitants of the affected area, decision makers may direct inhabitants to shelter-in place.

Members of the Emergency Management Team will be notified of evacuations that are medium to large scale (51 or more people). Activation of the Team will be determined by the degree of support needed by Unified Command. The Emergency Management Team can be convened in full or with only those members whose specific skill sets are required.

3.1.1 Scale

a. <u>Small – 1-50 People</u>

In situations where 50 or fewer people are evacuated, Unified Command may contact the Canadian Red Cross – York Region Branch Personal Disaster Assistance Team. The Red Cross is contacted by calling their emergency pager at

(905) 953-3644

The Red Cross Personal Disaster Assistance program deploys volunteers to the scene to provide care for evacuees for up to 72 hours. Red Cross will provide lodging, clothing, food, hygiene kits and personal assistance to those affected by a small scale evacuation. Red Cross volunteers will arrive at the scene within one hour of notification. Services are provided by the Red Cross Personal Disaster Assistance Team at no cost to the municipality.

The City will assist the Red Cross as needed, by providing space at a Community Centre for a temporary reception centre for the evacuees. Temporary reception centres will only operate for a maximum of 24 hours.

Unified Command and/or a Senior Fire Official may notify Council and Senior Staff of the situation via email.

b. <u>Medium to Large Scale Evacuation – 51 to Thousands</u>

In situations where 51 to thousands of inhabitants must be evacuated, Unified Command, the Fire Chief or the Emergency Management Team will notify the Manager of Emergency Planning. The Manager of Emergency Planning will contact York Region Emergency Management Office to request assistance from York Region Community and Health Services. Evacuations of this nature will be specific to one or more of the communities that make up the City of Vaughan.

York Region Community and Health Services staff will coordinate with the Emergency Management Team to identify and establish a reception centre. York Region Community and Health Services will be the lead agency for provision of care to the evacuees

c. <u>Total Evacuation</u>

In a situation where all inhabitants of the city must be evacuated, the Emergency Management Team will coordinate with York Region Control Group and request assistance from the Provincial Emergency Control Group to facilitate the movement of citizens to receiving communities.

3.1.2 Considerations

The following factors are considered in the decision making process related to evacuations:

a. Risk analysis of the underlying cause of the incident such as toxicity of substances, explosive characteristics of substance(s), reactivity characteristics of substance(s), wind direction, topography, fire.
b. Debris and damaged infrastructure.
c. The number of persons to be evacuated.
d. The approximate number of persons requiring special assistance to evacuate.
e. Egress routes.

f. Time of day.
g. Available lead time.
h. Potential risk to evacuees during movement.
i. Safety of emergency workers.
j. Availability of resources to support the movement of evacuees.
k. Land use of area – residential, employment, mixed uses.

3.2 Emergency Notification System

3.2.1 Small Scale – 1-50 Evacuees.

The incident commander of any first response agency may contact the Canadian Red Cross Region of York Branch Personal Disaster Assistance Program (PDA) to attend the incident scene to provide care for the evacuees

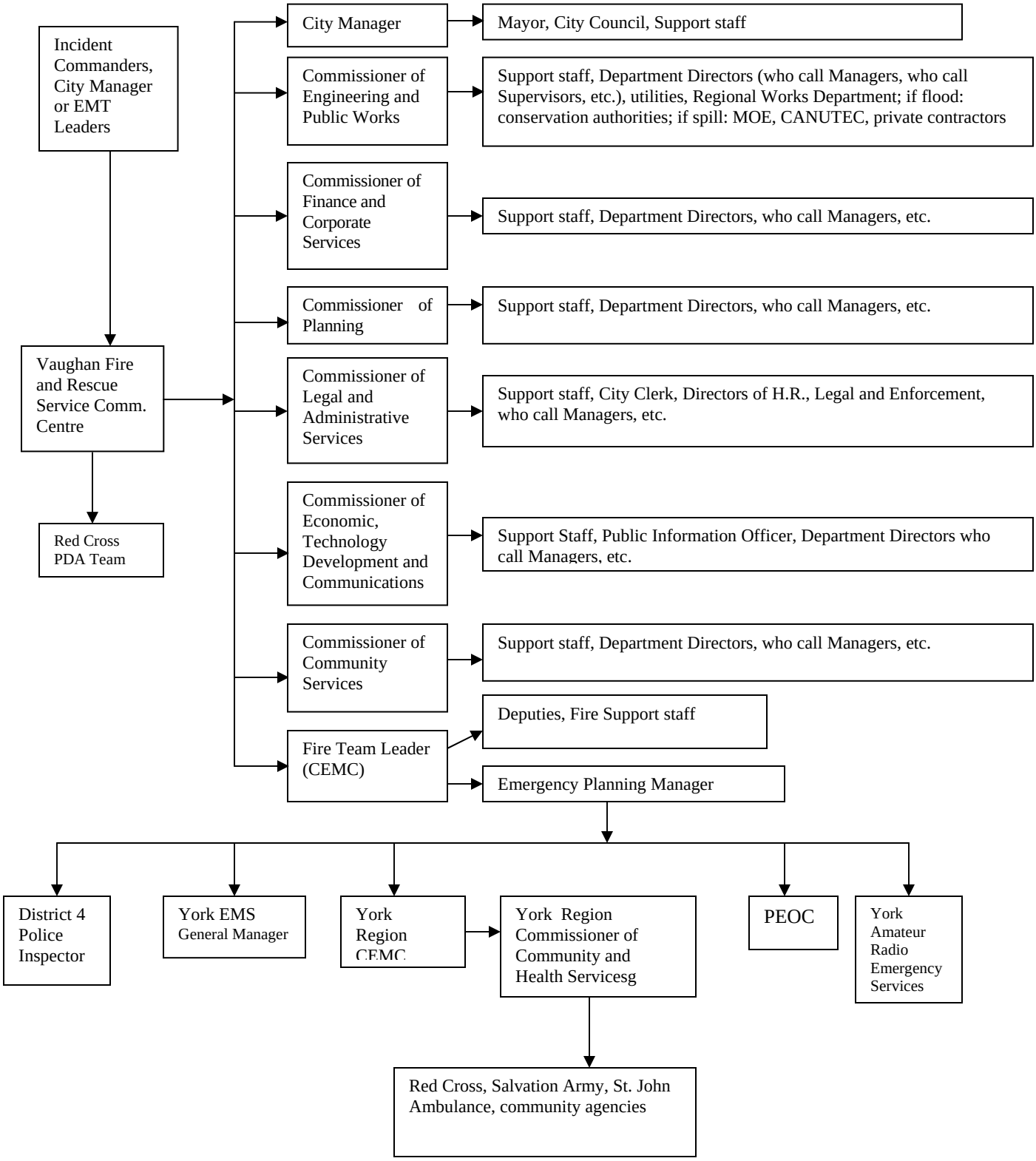
- Incident commander can directly call the PDA pager or request Fire Communications Operator to initiate the call.
- Call PDA pager at (905) 953-3644.
- Leave number for Red Cross to call back to.
- If a call back has not been received within 15 minutes, call the Disaster Services Pager at (905) 953-3645.
- Provide Red Cross personnel with the following details of the event;
    - On scene contact person
    - Location of Incident
    - Number of people affected
    - Where people are being held temporarily i.e. YRT bus, community centre
- Red Cross will provide the expected time of arrival of PDA team to Fire Communications – usually within 60 minutes of the notification.
- Fire Communications will provide ETA to incident commander.
- Incident Commander or designate will brief Red Cross PDA Team on incident and establish lines of communication with Red Cross for duration of the incident.
- If required, notify Buildings and Facilities Department or Manager of Emergency Planning to open a community centre and coordinate with Red Cross.

3.2.2 Medium/Large Scale or Total Evacuation – 51+ Evacuees

- The Emergency Notification System will be activated in accordance with the City of Vaughan's Emergency Notification Plan – Appendix C of the City of Vaughan Emergency Plan.

- Each City Department will initiate notification procedures in accordance with their departmental Sub Plans.

3.3 EMERGENCY NOTICATION FAN-OUT CHART



3.4 Protective Actions Assessment

Emergency situations affecting the community may require protective actions be implemented to ensure the safety and security of citizens. Protective actions are shelter in place, evacuation, public alerting, monitoring or no action required. The protective action assessment tool will assist the Emergency Management Team in analyzing an emergency situation to determine the appropriate actions to implement. It is important to note that in some emergency situations more than one protective action may be implemented.

In order to rank the severity, the hazard will be assessed using the criteria of exposure risk, probability of escalation and consequence. Each criteria has been assigned a quantative measure and the total of the measurement indicates risk severity.

Risk Exposure - the physical area of risk to health, safety, security, property and environmental impacts; the incident perimeter.

1. No risk of exposure to people and/or property.
2. Exposure to people and/or property is limited to a zone of 300 metres or less in radius.
3. Exposure zone impacting people and/or property is 301 to 500 metres in radius.
4. Exposure zone impacting people and/or property is 501 to 800 metres in radius.
5. Exposure zone impacting people and/or property is in excess of 801 metres in radius.

Probability of Escalation – risk of the situation becoming worse.

1. Situation is under control with no probability of escalation.
2. Situation is under control but factors are present that may cause the situation to destabilize.
3. Efforts to control the situation implemented, destabilizing factors are present but not impacting .
4. Situation is not under control, destabilizing factors are present and there is an imminent risk of escalation.
5. situation not under control, destabilizing factors have caused the situation to escalate.

Consequences – the affect of the situation on people and/or property with in the exposure area.

1. No injuries, deaths and isolated property damage.
2. Less than 5 people injuried, no deaths and property damage localized to a zone 300 metres or less in radius.
3. Injury rate of 6-50 people, possibility of fatalities, property damage more severe and extend out to a zone with a 500 metre radius.
4. Injury rate of 51-2000 people, fatalities and property damage more severe extending out to a zone with an 800 metre radius.
5. More than 2000 people injuried, fatalities greater than 11 and property damage extends beyond 800 metres.

Destabilizing factors can include climatological conditions, geological conditions, hazardous materials, technology, and human factors.

E(exposure)+P(probability) +C (consequence)=Total

The Total column represents the degree of severity for the incident being assessed. In some cases more than one possible effect may be present at the incident. For these situations, assessors are to total all effects being assessed. Should the final total exceed 15, protective actions must be implemented immediately.

Risk Ratings

Severe (11-15) – the hazard is placing a large section of the community in immediate danger of injury, death, property damage/loss and severe environmental impacts. Protective Actions are to be implemented immediately.

Moderate (6-10) – the hazard or impending hazard poses a risk to a localized area of the community that is or may affect health, safety, security, property and the environment. Protective actions implemented in localized areas.

Minor (3-5) – the hazard requires monitoring, public in immediate vicinity of hazard may be alerted to take protective actions.

In the ratings column, assessors will indicate the type of protective action being implemented.

- Shelter in Place (SIP)
- Evacuation
- Public alert to take safety precautions
- Monitoring
- No action needed

3.4.1 Protective Actions Assessment Tool

Type of Emergency (Check all that apply)

☐ Severe Weather ☐ Flooding ☐ Power Outage ☐ Biological
☐ Radiological ☐ Nuclear ☐ Terrorism ☐ Plane Crash
☐ Wild Fire ☐ Pipeline ☐ Building Collapse/Damage ☐ Water Contamination
☐ Grow Op/Drug Lab ☐ Subsidence/Slide ☐ Hazardous Materials (circle the one that applies)
Road Rail Fixed Site

POSSIBLE EFFECTS (check all that apply)	Exposure (1-5)	Probability (1-5)	Consequence (1-5)	Total	Rating (Serious, Moderate, Minor and protective action)
Explosive					
Gases					
Flammable Liquid					
Flammable Solid					
Spontaneously Combustible					
Water Reactive-Dangerous when wet					
Oxidizer					
Organic Peroxide					
Toxic Substance					
Infectious Substance					
Radioactive					
Corrosive					
Debris					
Structural Integrity					
Flood waters					
Ground Stability					

Population of Affected area _____ **Assembly Area**_____

Temperature _____ **Wind Direction** _____**Wind Speed** _____ **Precipitation** _____

Date _____ **Time** _____

3.5 Selection of an Evacuation Centre

York Region Community and Health Services has completed site assessments on a number of facilities in the City of Vaughan that could be used as reception and/or evacuation centres as attached in appendix B. The following factors will be considered when choosing an appropriate evacuation centre:

a. Location – it must be removed from the disaster .
b. Duration of the disaster – hours, days or weeks.
c. Potential number of evacuees.
d. Hazard risk analysis.
e. Accessibility of the facility.
f. Special needs of the evacuated population.

In a small localized emergency situation that requires sheltering of individuals for 24 hours or less, Unified Command in consultation with the Operations Team may request a City facility be selected for use as a reception centre. Staff from Buildings and Facilities and Recreation may be required to intake and monitor evacuees until Red Cross personnel arrive at the centre.

In large scale emergency events requiring sheltering of individuals in excess of 24 hours, the Operations Team will consult with York Region Community and Health Services to identify facilities to be used as evacuation/reception centres. City staff may be involved in the set-up, preparation, and maintenance of the facility an assisting with providing services to the evacuees for the duration for which the evacuation/reception centre will be in operation.

Current policy of York Region Community and Health Services regarding selection of an evacuation centre is to utilize the municipality's community centres first.

4. Warning Phase

The warning process is comprised of dissemination of public information in the form of advice or direction and staging of egress routes prior to withdrawal phase. The warning phase must be planned and structured to ensure positive results and reduce chaos.

4.1Public Notification Methods

To ensure that all members of the public receive notification and information procedures regarding evacuation, multiple notification strategies may be used. The following methods will be employed:

a. Radio messages.
b. Television messages.
c. York Region Police reverse 9-1-1 notification system.
d. Door-to-door notification – 4-hour walking routes.
e. Mobile public address systems.
f. City of Vaughan website.
g. Automated phone messages.
h. Pre-recorded phone line messages.
i. Loud hailer messaging from police helicopter.
j. Mobile electronic signs.

4.2 Key Messages

Public notification may provide the following information to the public:

a. The nature of the incident.
b. Inhabitants within specific geographic markers who should evacuate .
c. When they must evacuate – immediately or by a specific time.
d. Reception centre location.
e. Traffic routes to take and assembly areas where public transport can be accessed.
f. Items to take with them.
g. Pet evacuation or report any pets left behind.
h. Instructions on securing their homes for protection against looting.
i. Any other safety information related to the evacuation.

4.3 Key Considerations

The following are factors that may need to be considered when issuing public alerts and establishing egress routes.

a. Languages spoken and understood with in the affected area.
b. Familiarity of people in the impact zone to the area. Tourists visiting attractions in the City will not have the same knowledge level of their surroundings.
c. Time frame in which evacuation needs to be performed.
d. Attitude of people in the impacted area. Some people will refuse to leave.

e. Shadow effect – people who are outside of, but in close proximity to the outer perimeter of the impact area will self evacuate.

4.4 Traffic Control Planning

Traffic control ensures the orderly flow of traffic out of the affected area and the placement of traffic control measures, road barriers, designation of one-way streets, signs, and other traffic control aids at critical points to expedite a safe and orderly evacuation.

The following traffic control activities will be identified and conducted during the warning phase:

a. Identify city-owned routes to be used for evacuation.
b. Recall City of Vaughan vehicles for redeployment.
c. Assign staff to strategic locations to block traffic from entering areas.
d. Staff on outer perimeters of incident will caution people of the dangers of entering the area and encourage the public to move out of harms way.
e. Attempt to clear any congestion problems and activate alternate routes if necessary.
f. Deploy barricades, flashing signs, sandbags and traffic cones as needed to block roads.
g. Alter traffic signal modes to yellow/red flashing at appropriate intersections.
h. Coordinate with York Region traffic engineers to alter signal modes on Regional Roads.
i. Deploy snowplows or other special equipment to clear and/or block routes if requested by York Regional Police.
j. Coordinate with York Region Transit, School Boards and Private Carriers for buses.
k. Establish staging areas.
l. Encourage carpooling by evacuees.

5. Withdrawal Phase

The withdrawal process involves the removal of people from a dangerous or potential dangerous area to a safer location. Unified Command and/or the Emergency Management Team must consider the following factors in planning for the safe withdrawal of the affected population:

a. Prioritizing/Phasing,
b. Egress,
c. Assembly points,
d. Special needs populations,
e. Animals.

5.1. Prioritizing/Phasing

The lead time available to complete the evacuation will affect the prioritizing and allocation of resources. The degree of urgency and/or time constraints in which the evacuation must be completed must be considered.

The size of the threatened area to be evacuated will be determined by conditions at the time of the emergency. Establishing phases of the evacuation may be required. Phasing is implemented by evacuation of the areas that are in closest proximity to the hazard first, if it is safe to do so. The withdrawal process proceeds in an outward manner ending with the area furthest away from the hazard being evacuated last. Phasing may also be implemented based on the needs of the population being evacuated.

The Emergency Management Team and Unified Command must take into consideration that people leaving the area in their own vehicles may not abide by the phased withdrawal procedures.

5.2 Egress

In order to facilitate an orderly evacuation of the population and to provide access for incoming emergency personnel and resources, clearly marked and identified routes are essential. Where possible and safe to do so, multi-lane roads will be made one way to aid in the rapid movement of vehicles. Specific routes will be designated for emergency vehicle use only.

Staff and resources will be deployed to establish signage, directional arrows, pylons and barricades for evacuation routes.

Vehicles experiencing mechanical problems during the egress or are abandoned will be moved off to the side of the road by the driver or tow companies. Occupants of disabled vehicles may be directed to the nearest assembly area by police or city staff.

Public alerting messages will identify egress routes, staging areas and road conditions.

Some inhabitants of the impacted area may refuse to evacuate. Where time permits and it is safe to do so, police and city personnel will record the name and/or address of the

inhabitants who remain. These inhabitants will be provided with shelter-in-place instructions (Appendix C).

5.3 Assembly Areas

Assembly areas are temporary stopping points prior to moving evacuees to reception/evacuation centres. Assembly areas are located close to the outer perimeter of the evacuation zone. Unified Command and/or the Emergency Management Team will designate the assembly areas. These areas will be at community centres, parks with large parking lots or municipal government buildings except for Fire Stations. Fire Stations may be designated as staging areas for emergency response personnel and equipment that is required in the emergency area.

The Transportation Officer will deploy a representative to the assembly area to coordinate with busing companies and other mass transit providers to transport evacuees from the impact area to reception/evacuation centres. The assembly area controller may also facilitate carpooling for evacuees if necessary.

5.4 Special Populations

Inhabitants of the impacted area may have specialized needs in evacuating. The aged, infirm, hospital patients, nursing home/home for the aged residents, daycares, schools etc may require specialized transport to evacuate. The facilities responsible for the care of special groups must have an evacuation plan for their site and a pre-selected destination where the needs of the special groups can be managed. A portion of the population with special needs, reside in family homes or their own homes and may not have a personal evacuation plan. Special populations under home care need to have a preparedness plan and identify themselves to emergency services personnel to ensure that they can be safely removed from danger.

EMS will coordinate with other emergency services to facilitate the evacuation of populations with special needs.

5.5 Pets/Livestock

Residents are encouraged to have an emergency plan for pets and to evacuate with the animal. Although pets are not permitted at the reception/evacuation centres, arrangements for their care can be made. Evacuees are required to provide for the basic needs of any pets they evacuate including food, leashes, collars, bedding, toys, medication, litter, crates/cages and medical records.

During an evacuation some pets will be left behind. Pet owners through the reception centre, must complete the Pet Record (Appendix D) and submit to the Enforcement Officers present. The Enforcement Officer will coordinate with emergency personnel, animal control and the OSPCA to arrange care or removal of the animals from the evacuation area if it is safe to do so and appropriate resources are available.

Livestock owners should have a plan on evacuation of livestock that includes method of transport, receiving location, care instructions and supplies. In some cases, it may be impossible to evacuate livestock. Should this be the case, livestock owners will provide the Enforcement Officer with detailed information on the livestock and their basic care needs. The Enforcement Officer will coordinate with emergency personnel, animal control and the OSPCA to arrange care or removal of the livestock from the evacuation area if it is safe to do so and appropriate resources are available.

The Provincial Government has the authority under the Emergency Management and Civil Protection Act, Section 7.0.2(4)-3 to issue an order for the evacuation of domestic animals. There are no provisions under the Act that compels the municipality to provide care for evacuated animals

Unified Command will report to the Emergency Management Team the completion of the evacuation. The evacuated area will need to be secured at the outer perimeter. Police will coordinate with the Emergency Management Team and provide a perimeter security plan.

6. Sheltering Phase

Sheltering is the process of providing for the basic needs of the affected people away from the immediate or potential effects of the hazard. Sheltering is managed in accordance with the Health Canada Guidelines for Emergency Social Services. The primary responsibility for managing the social services needs of evacuees lies with York Region Community and Health Services when more than 50 evacuees are involved. In situations where 50 or fewer evacuees require care, the City can request assistance from the Canadian Red Cross Region of York Personal Disaster Assistance Team.

Various City Departments, Vaughan Public Libraries Staff and community agencies can be called upon to support York Region Community and Health Services in providing care for the evacuees.

6.1 Types of Emergency Lodging Services

Evacuees may be accommodated as follows:

a. Private Accommodation: lodging with persons volunteering accommodation in their own home or with family or friends
b. Commercial Accommodation: lodging in motels, hotels, hostels or commercial boarding homes
c. Group Lodging Facilities: are buildings such as schools, churches, community centres, arenas, auditoriums or other public facilities not normally used for living purposes that are adapted as dormitory type accommodation for large numbers of people in an emergency.

6.2 Minimum Evacuee Care Requirements

The facility used as a shelter must be secure, in that it is a safe location that protects the evacuees from further danger. The minimum service delivery requirements for physiological needs of the evacuees are maintaining a normal body temperature, alleviation of thirst, provision of facilities for excretion (toilets), providing the opportunity for rest and sating hunger.

6.3 Shelter Activities

The following are activities that occur in Group Shelter Facilities:

- Registration of evacuees.
- Building security.
- Dormitory/rest areas.
- Sanitation facilities (washrooms/bathing).
- Food storage, preparation and service.
- Cleaning and maintenance.
- Preventative medicine, public health and first aid.
- Planning care of evacuees and shelter operations.
- Supervision of evacuees.
- Scheduling of activities, volunteers and staff.
- Coordination and liaison with on site agencies and Emergency Management Team.

- Recreation activities.
- Communications and information.
- Management of supplies, resources and records.

6.4 Pets

Residents are recommended to evacuate their pets if possible. Residents are responsible for providing for the care and housing of evacuated pets. Any pets arriving at reception/evacuation centres will be turned over to the care of animal control agencies with the exception of working dogs (i.e. seeing eye dogs, seizure dogs etc.)

Residents who are unable to evacuate pets can register with Enforcement Services at the reception/evacuation centres using the Pet Record Form in Appendix D. Enforcement Services will coordinate with Unified Command and animal control to arrange for care and/or removal of pets from the disaster area when the it is deemed safe to do so.

6.5 Roles and Responsibilities – Small Scale (50 or Fewer Evacuees)

York Region Community and Health Services	**Canadian Red Cross - York Region Branch**	**Unified Command**	**Buildings and Facilities**	**Libraries**
▪ may be notified of situation by Manager of Emergency Planning, Red Cross or Unified Command ▪ May provide crises counsellors for evacuees on request ▪ May provide financial assistance and assist with procuring temporary housing for referred evacuees	▪Unified Command requests Personal Disaster Assistance Team to aid victims ▪ Red Cross Volunteers arrive on scene within 1 hour of notification ▪ Red Cross provides food, shelter, clothing, hygiene products, family reunification to evacuees for 72 hours based on a needs assessment ▪ Provides referrals and resource lists for additional aid to evacuees ▪ Establishes communications with Unified Command ▪ May establish a temporary receiving centre in a City Community Centre for evacuees - centre operations will not exceed 24 hours	▪ Notify Red Cross and request deployment to the scene ▪ Establish communications with Red Cross personnel ▪ Provide information to Red Cross for evacuees on status of situation ▪Notify Buildings and Facilities staff, or Manager of Emergency Planning of need to open a community centre after hours, or open using Knox box or Chubb keys	▪ open facility if requested ▪ Liaise with Red Cross and Unified Command to support care of evacuees.	▪ May be requested to provide space as a temporary receiving centre

6.6 Roles and Responsibilities for Medium to Large Scale (51 and Greater Evacuees)

York Region Community and Health Services	Canadian Red Cross - York Region Branch	York Amateur Radio Emergency Services	St. John Ambulance	Libraries
▪ Unified Command will notify Manager of Emergency Planning, who will initiate notification of York Region Community and Health Services through York Emergency Management ▪ YC&HS will assess the situation and determine the need for a reception/evacuation centre ▪ In consultation with the EMT, will identify a facility to be used as a reception/evacuation centre ▪ Coordinate with community agencies, Buildings and Facilities and Recreation Staff to set up reception/evacuation centre(s) ▪ Manage care of evacuees in accordance with Health Canada Guidelines for the 5 Emergency Social Services ▪ Coordinate with Buildings and Facilities for maintenance, cleaning services and additional resources as needed ▪ Assist evacuees with procuring long term temporary accommodations ▪ Coordinate with Buildings and Facilities and Recreation for close down of shelter and restoration to pre-disaster use.	▪ Provide family reunification services at reception/evacuation centres ▪ Provide volunteers and support in reception/evacuation centres as requested by YC&HS ▪ coordinate recruiting and screening of volunteers ▪ Coordinate with Buildings and Facilities to establish intake and distribution centres for life sustaining goods ▪ Establish liaison with EMT to provide reports on activities	▪ Establish HAM radio communications at Reception/evacuation centres	▪ On request from YC&HS, provide first aid services at the reception/evacuation centres	▪ Support YC&HS with care of evacuees by providing library space as quiet areas, offering mobile book carts and read-alongs, offer movies and internet access ▪ provide boardrooms to YC&HS, Red Cross etc for meetings and administration centres ▪ Provide quiet space for emergency workers ▪ Provide staff with special language skills as needed to assist with communicating to evacuees

7. Re-Entry Phase

Re-entry is a systematic approach to returning inhabitants to the affected area safely. The re-entry process is aimed at reducing gridlock and chaos and to provide security to the impacted area. Municipal officials and utility companies will perform an assessment of the impacted area to determine if it is safe for inhabitants to return. The assessment of the disaster area will include a ground and/or aerial survey to identify and prioritize the most seriously damaged areas, major routes, neighbourhoods, sensitive public facilities and staging areas for relief and recovery supplies. The final decision to allow re-entry into the disaster area lies with the Emergency Management Team.

Re-entry can be phased or unrestricted. A phased re-entry process involves allowing inhabitants to return to only those areas deemed safe after debris is removed, buildings inspected and identified safe and utilities have been restored. A phased re-entry traditionally starts at the outer perimeter moving in towards the most damaged areas. Unrestricted re-entry allows inhabitants of the disaster area to return enmass after they are verified at the checkpoints.

The Emergency Management Team in consultation with Unified Command will designate re-entry checkpoints and determine the type of re-entry.

7.1 Public Information

The Public Information Team will initiate announcements to alert inhabitants of the affected area through the media, website etc.; when it is safe to return home and the re-entry requirements. Public alerting messages can include identification procedures, areas deemed safe, location of checkpoints, progress of debris clean-up, safety information and personal residence clean-up/reconstruction information.

7.2 Identification Procedures

These general identification procedures are intended to provide guidance to police and city personnel directing access to the disaster area at the checkpoints.

a. <u>Residents:</u>
Proper identification for residents to gain access includes; a current driver's license, a current passport, utility bill, property tax documents, vehicle registration or any 2 pieces of identification that list the resident's name and address location.

b. <u>Business/Industry</u>
Proper identification for business operators includes a business license showing ownership, current utility bill or lease documents any of which lists and address or other identifier of the location of their property. Business owners will also provide a list of personnel on company letterhead with the company official's original signature, stating the form of identification employees will provide at the checkpoint (i.e. photo employee identification) and the need for the employee to access the site. Business owners will provide the Police an employee list to use for verification purposes.

c. <u>Provincial/Federal/Non-Government Organizations</u>

Employees and volunteers from Provincial, Federal and Non-Government Organizations providing assistance in the disaster area are required to show photo identification badges for their agency.

d. <u>Media</u>

Members of the media are required to have authorization from the Public Information Officer or Public Information Team Leader. The Public Information Officer or Public Information Team Leader will provide a list of approved media personnel to the checkpoint. Members of the media must present photo identification bearing the name of their media group.

7.3 Access Levels

The degree of damage in the disaster area will vary. To ensure that only essential personnel are permitted access for safety reason, access levels have been defined.

7.3.1 <u>Level 1</u>

Only public officials and personnel having key roles in life safety and restoration of critical services after a disaster will be allowed to enter the impacted area. All Level 1 personnel will be required to present and wear in full view an authorized employee identification badge. No personal vehicles will be allowed to enter the impacted areas during Level 1 access. Only emergency vehicles and vehicles used in critical service restoration will be permitted access. Level 1 personnel includes Fire, Police, EMS, Enbridge Gas, PowerStream, Hydro One, Public Works, Building Standards, Engineering, Parks and Forestry, Vegetation Removal Specialists, heavy equipment operators, waste collection agencies etc.

7.3.2 <u>Level 2</u>

Once Level 1 personnel have reduced the degree of danger in the disaster zone, relief workers, contracted security officers, healthcare personnel, business owners/essential business staff, insurance adjusters and any other person authorized by the Emergency Management Team to provide services to reduce economic loss will be permitted entry. Level 2 personnel will be required to present and wear authorized employee identification at the checkpoint. Level 2 personnel includes Health Inspectors, animal control, Enforcement, Insurance adjusters, Bell Telephone, Cable T.V., authorized Non-Government Organizations (Red Cross, Mennonite Relief etc.)

7.3.3 <u>Level 3</u>

Residents shall have access to areas that have been deemed safe by municipal officials. All residents must show the proper identification and documentation, as perscribe by York Regional Police to enter an impacted area.

7.4 Checkpoints

Checkpoints will be established by police at the outer perimeter of the evacuation zone. Traffic engineering staff will assist the police in identifying locations for checkpoints at major intersections that ensure continual movement of traffic that is not entering the disaster area. Police may request the assistance of city staff to help staff the checkpoints.

Minor roads leading into the disaster area may be barricaded with Vaughan vehicles, concrete highway dividers or other large blockades to prevent unauthorized entry.

York Regional Police will implement their re-entry protocols for individuals returning to the impactec area.

8. Roles and Responsibilities of the Emergency Management Team

8.1 EOC Chair and EOC Manager Responsibilities

	EOC Management	
	EOC Chair	**EOC Manager**
Standard Duties	Initiate roles and responsibilities as identified in the City's Emergency Plan	Initiate roles and responsibilities as identified in the City's Emergency Plan
Warning Phase	▪Request Province declare an emergency in Vaughan and issue a mandatory evacuation order as needed	▪Duties as per Plan
Withdrawal Phase	▪Request province issue additional orders as per the Emergency Management and Civil Protection Act	▪Duties as per Plan
Re-Entry Phase	▪Duties as per Plan	▪Duties as per Plan

8.2 Unified Command Responsibilities

	Unified Command		
	Fire	**Police**	**EMS**
Standard Duties	Initiate duties as listed in the City's Emergency Plan and Departmental Sub Plan	Initiate duties as listed in the City's Emergency Plan and YRP Emergency Plan	Initiate duties as listed in the City's Emergency Plan and EMS Response Plan
Warning Phase	▪May determine the need to evacuate Coordinate with Police, EMS, York Region Community and Health Services and Red Cross ▪Redistribute Fire vehicles to ensure adequate coverage ▪Coordinate with industries regarding Hazardous Materials incidents ▪For small scale evacuations, notify Red Cross to provide aid	▪May determine the need to evacuate ▪ Alerts inhabitants of need to evacuate ▪Coordinates with EMT, CS&H and Red Cross to identify and open evacuation or reception Centres	▪May determine the need to evacuate ▪Assist with notification of special care institutions
Withdrawal Phase	▪Use non-emergency VFRS vehicles to aid in blocking access to impact area ▪Rescue Citizens ▪Assist EMS with triage and patient care of casualties ▪ Establish and maintain communications with Red Cross for small scale evacuations	▪Establish outer perimeter and set up strategic locations for traffic control ▪Monitor evacuation routes for vehicle break downs and stranded motorists ▪Implement crowd control operations as needed ▪Recommend alternate evacuation routes if necessary	▪Triage and stabilization of citizens rescued from disaster area ▪Coordinate with CS&H and health care institutions to evacuate citizens with special needs ▪Assist with evacuating citizens with special needs on home care
Re-Entry Phase	▪Coordinate with EMT to develop, implement and map the re-entry plan	▪Coordinate with EMT to develop, implement and map the re-entry plan ▪Establish checkpoints to restrict entry to disaster area at strategic locations ▪Ensure security of the evacuated area, arrange for regular patrols ▪Coordinate with Fire to check citizens who refused to evacuate ▪Coordinate with Enforcement and Animal Control to check/remove pets ▪Implement identification checks procedures for inhabitants returning to area.	▪Assist with returning special needs citizens to institutions and homes

8.3 Public Works Team

	Public Works Team	
	Public Works	**Engineering**
Standard	Initiate duties as listed in the City's Emergency Plan and Departmental Sub Plan	Initiate duties as listed in the City's Emergency Plan and Departmental Sub Plan
Warning	▪Provide and assist with placement of traffic control aids i.e. barricades, flashing signs and traffic cones	▪identify evacuation routes based on road capacity ▪Identify multi-lane roads to be one way ▪Provide data on residential population numbers in impacted areas
Withdrawal	▪Assist with clearing evacuation and emergency routes for first responders	▪Alter traffic signal modes on city-owned roads to yellow/red flashing if necessary ▪Coordinate with Region of York to alter traffic signals on arterial roads ▪Coordinate with Utilities for disconnect and reconnect of services to city-owned facilities in the impact zone ▪Provide support to public works staff
Re-Entry	▪Assist with the re-entry of evacuees ▪Clear traffic control aids	▪Coordinate with Police, Fire, Provincial Ministries, ITM-GIS and Building Standards to develop, implement and map the re-entry plan ▪Identify city-owned infrastructure that is damaged or destroyed and arrange for rehabilitation as appropriate

8.4 Administration Team Responsibilities

	Administration Team			
	Legal	**Clerks**	**Human Resources**	**Enforcement**
Standard Duties	Initiate duties as listed in the City's Emergency Plan and Departmental Sub Plan	Initiate duties as listed in the City's Emergency Plan and Departmental Sub Plan	Initiate duties as listed in the City's Emergency Plan and Departmental Sub Plan, ensure Critical Incident Stress Debriefing sessions are scheduled for staff	Initiate duties as listed in the City's Emergency Plan and Departmental Sub Plan
Warning Phase	• Duties as per Plans	• Duties as per Plans	• Identify 1-hour notification routes approx 4km in length for residential and industrial areas in evacuation zone for employees to follow. Maps may include voter lists, snowplow routes, aerial photos, zoning maps • Identify staff to be called in or reallocated and travel routes • Assess potential hazards for staff • Ensure staff have proper safety equipment	• Notify pre-identified towing companies that their services may be required • Deploy vehicles to perimeter with barrier signage
Withdrawal Phase	• Duties as per Plans	• Duties as per Plans	• Direct staff doing door to door notifications to maintain and submit a log of contacts and addresses where people refused to evacuate • Identify staff members with special skills who can assist with the withdrawal • Establish staff car pooling to aid in movement of staff from disaster zone or to staging areas	• Assist in setting up security at EOC, reception centres, and disaster area perimeter • Assist with access control as required • Arrange for stranded and disabled vehicles to be towed • Establish a pet registration centre to documents pets left in disaster area • Coordinate with Police, Animal Control and OSPCA to arrange restricted access for pet care/removal
Re-Entry Phase	• Duties as per Plans	• Duties as per Plans	• Coordinate with EAP provider to provide support for staff who may also be victims	• Assist police at check points with identification procedures as needed

8.5 Logistics Team Responsibilities

	Logistics Team					
	Finance	**Purchasing**	**IT**	**Building Standards**	**Planning**	**Ec Dev**
Standard Duties	Initiate duties as listed in the City's Emergency Plan and Departmental Sub Plan	Initiate duties as listed in the City's Emergency Plan and Departmental Sub Plan	Initiate duties as listed in the City's Emergency Plan and Departmental Sub Plan	Initiate duties as listed in the City's Emergency Plan and Departmental Sub Plan	Initiate duties as listed in the City's Emergency Plan and Departmental Sub Plan	Initiate duties as listed in the City's Emergency Plan and Departmental Sub Plan
Warning Phase	• Duties as per Plans	• Duties as per Plans	• Assist in mapping public alerting routes	• Duties as per Plans	• Provide data on industry types in disaster area	
Withdrawal Phase	• Duties as per Plans	• Duties as per Plans	• Assist in mapping perimeter	• Duties as per Plans	• Assist in mapping disaster zone	
Re-Entry Phase	• Duties as per Plans	• Duties as per Plans	• Coordinate with Unified Command and EMT to develop, implement and map the Re-entry Plan	• Coordinate with Unified Command to determine if area is safe for entry • assist in developing and mapping re-entry process • Schedule and deploy inspectors • perform building inspections to determine if it is safe for use	• Duties as per Plans	• Advise Industry on re-entry procedures

8.6 Public Information Team

	Public Information Team	
	Public Information	**Public Inquiry**
Standard	Initiate duties as listed in the City's Emergency Plan and Crises Communications Plan	Initiate duties as listed in the City's Emergency Plan and Departmental Sub Plan
Warning	• Duties as per Plans	• Duties as per Plans
Withdrawal	• Duties as per Plans	• Duties as per Plans
Re-Entry	• Duties as per Plans	• Duties as per Plans

8.7 Operations Team Responsibilities

	Operations Team			
	Buildings and Facilities	**Parks**	**Recreation**	**Transportation**
Standard	Initiate duties as listed in the City's Emergency Plan and Departmental Sub Plan	Initiate duties as listed in the City's Emergency Plan and Departmental Sub Plan	Initiate duties as listed in the City's Emergency Plan and Departmental Sub Plan	Initiate duties as listed in the City's Emergency Plan and Departmental Sub Plan
Warning Phase	• Notify City-owned facilities in disaster area of need to evacuate • Initiate facility closure procedures • Initiate preparations to establish reception centres at designated facility(s) • Identify an assembly area for evacuees needing transportation	• Notify staff in disaster area to evacuate	• Notify staff and facility users in disaster area to evacuate • Assist in set up of reception centre(s)	• Initiate recall and redeployment of city vehicles to assist with evacuation • Procure buses to assist with evacuation • Deploy a staff person to assembly area to coordinate bussing of evacuees.
Withdrawal Phase	• Direct staff in disaster area to evacuate	• Direct staff in disaster area to evacuate • Assist as required in establishing barriers and evacuation of citizens	• Direct staff in disaster area to evacuate • Assist facility users with evacuating.	• Coordinate loading of buses and directing buses to receiving site
Re-Entry Phase	• Duties as per Plans	• Assist with vegetation debris removal	• Duties as per Plans	• Coordinate return of evacuees to homes once deemed safe for re-entry

9. Plan Maintenance

The Evacuation/Re-Entry Plan is maintained by the Manager of Emergency Planning. In consultation with the Emergency Planning Working Group the plan is reviewed annually and revised as necessary. The Evacuation/Re-Entry plan is approved by the Emergency Management Program Committee.

To ensure the plan is relevant and current it is exercised annually in conjunction with the City of Vaughan Emergency Plan.

APPENDIX A

Protective Actions Assessment Tool

Type of Emergency (Check all that apply)

- ☐ Severe Weather
- ☐ Radiological
- ☐ Wild Fire
- ☐ Grow Op/Drug Lap
- ☐ Flooding
- ☐ Nuclear
- ☐ Pipeline
- ☐ Subsidence/Slide
- ☐ Power Outage
- ☐ Terrorism
- ☐ Building Collapse/Damage
- ☐ Hazardous Materials (circle the one that applies)
  Road Rail Fixed Site
- ☐ Biological
- ☐ Plane Crash
- ☐ Water Contamination

HAZARD ANALYSIS

POSSIBLE EFFECTS (check all that apply)	Exposure (1-5)	Probability (1-5)	Consequence (1-5)	Total	Rating (Serious, Moderate, Minor and protective action)
Explosive					
Gases					
Flammable Liquid					
Flammable Solid					
Spontaneously Combustible					
Water Reactive-Dangerous when wet					
Oxidizer					
Organic Peroxide					
Toxic Substance					
Infectious Substance					
Radioactive					
Corrosive					
Debris					
Structural Integrity					
Flood waters					
Ground Stability					

Population of Affected area _____ **Assembly Area** _____

Temperature _____ **Wind Direction** _____ **Wind Speed** _____ **Precipitation** _____

Date _____ **Time** _____

APPENDIX B

EVACUATION/RECEPTION CENTRES – CITY OF VAUGHAN FACILITIES

FACILITY	ADDRESS	CAPACITY	RECOMMENDED USE
Father Ermanno Bulfon Community Centre	8141 Martingrove Rd Woodbridge	84	• Small Scale Evacuation Centre • Emergency Worker Centre
Joint Operations Centre	2800 Rutherford Road Maple	101	• Emergency Worker Centre
Al Palladini Community Centre	9201 Islington Ave Woodbridge	1298	• Reception/Evacuation Centre
Woodbridge Pool and Arena	5020 Highway 7 Woodbridge	480	• Evacuation Centre
Chancellor Park Community Centre	350 Ansley Grove Road Woodbridge	400 +	• Evacuation Centre
Rosemount Community Centre	1000 Westminster Drive Thornhill	527	• Evacuation Centre
Maple Community Centre	10190 Keele Street Maple	527	• Reception/Evacuation Centre
Garnet A. Williams Community Centre	501 Clark Ave West Thornhill	1000+	• Reception/Evacuation Centre
Dufferin Clark Community Centre	1441 Clark Ave West Thornhill	171	• Small Scale Evacuation Centre • Emergency Worker Centre
Vellore Village	1 Villa Royale Road Woodbridge	500+	• Evacuation Centre

EVACUATION/RECEPTION CENTRES – SCHOOL BOARDS

York Catholic District School Board

FACILITY	ADDRESS	CAPACITY	RECOMMENDED USE
Father Bressani Catholic High School	250 Ansley Grove Rd Woodbridge	500+	• Evacuation Centre • Reception Centre
Holy Cross Catholic Academy	7501 Martin Grove Rd Woodbridge	500+	• Evacuation Centre • Reception Centre
St. Elizabeth Catholic High School	525 New Westminster Dr Thornhill	500+	• Evacuation Centre • Reception Centre
St. Johan of Arc Ave Catholic High School	1 St. Joan of Arc Ave Maple	500+	• Evacuation Centre • Reception Centre

York Region District School Board

FACILITY	ADDRESS	CAPACITY	RECOMMENDED USE
Emily Carr Secondary School	4901 Rutherford Road Woodbridge	500+	• Evacuation Centre • Reception Centre
Maple High School	50 Springside Road Maple	500+	• Evacuation Centre • Reception Centre
Vaughan Secondary School	1401 Clark Ave West Thornhill	500+	• Evacuation Centre • Reception Centre
Westmount Collegiate Institute	1000 New Westminster Dr Thornhill	500+	• Evacuation Centre • Reception Centre
Woodbridge College	71 Bruce Street Woodbridge	500+	• Evacuation Centre • Reception Centre

APPENDIX C

SHELTER IN PLACE INSTRUCTIONS

During a disaster, it may not be safe to have the population of the affected area evacuate or during an evacuation, some inhabitants of the affected area will refuse to evacuate. Shelters in place directives are usually for situations that will last a few hours rather than days or weeks. The following directions are to be provided to these inhabitants to implement to increase their chances of survival:

HOME

1. Close and lock all windows and exterior doors.
2. Bring pets inside.
3. If you are told there is a danger of explosion, close the window shades, blinds or curtains.
4. Turn off all fans, heating and air conditioning systems.
5. Close the fireplace damper.
6. Use duct tape and plastic sheeting to seal all cracks around doors, windows and vents.
7. Move your family and pets to an interior room without windows that is above ground level and bring your 72 hour emergency kit. For some chemical related emergencies, the above ground location is safer as some chemicals are heavier than air and may seep into basements.
8. Seal the door and windows in your shelter in place room with plastic sheeting and duct tape and place a damp towel along the base of the door.
9. It is preferable to have a hard-wired land line telephone in the room you select to shelter in place.
10. Only use the telephone for emergencies.
11. Tune into a local radio station to receive updates on the situation.
12. Be ready to evacuate if direct to do so by civil authorities.

WORK

1. Notify all outside workers to come indoors.
2. Close the business.
3. Direct customers, clients or visitors to the building to your shelter in place area.
4. Turn on call-forwarding or alternative telephone answering systems or services. If your have voice mail or an automated attendant change the message to advise that the business in closed and staff/visitors are remaining in the building until civil authorities advise that the area is now safe.
5. Close and lock all windows, exterior doors and any other openings to the outside.
6. If there is a danger of explosion, close all blinds, shades or curtains.
7. Use duct tape and plastic sheeting to seal all cracks around doors, windows and vents.
8. Turn off all fans, heating and air conditioning systems, exhausts and air intakes. If possible seal any systems that exchange air from inside the building with air outside of the building.
9. Bring disaster supplies into shelter in place room such as non-perishable food, water, battery powered radio, flashlights, first aid kits, duct tape, plastic sheeting etc.
10. The shelter in place room should be an interior location with no or few windows, above the ground floor and have adequate space for everyone to sit on the ground. It may be necessary to select several rooms to avoid overcrowding
11. It is preferable to have a hardwired phone in the shelter-in-place room. Use phones only in an emergency.

12. Once everyone is in the shelter in place room(s) use duct tape and plastic sheeting to seal the door, windows and vents. If available place rolled damp towels at the base of the door.
13. Write down the names of everyone in the room, their emergency contact name and number and their affiliation with the company. i.e. employee, client, visitor.
14. Listen to the radio to receive updates on the situation.
15. Be ready to evacuate if directed to do so by civil authorities.

IN YOUR VEHICLE

1. If you are very close to home, your office or a building, go there immediately and go inside. Follow the shelter in place instructions for home and/or work.
2. If you are unable to get to a building quickly and safely, pull over to the side of the road. Stop your vehicle in a shady area.
3. Turn on your four way flashing lights.
4. Turn off the engine, close windows and vents
5. If possible, seal the heating/air conditioning vents with duct tape.
6. Listen to the radio regularly for updates and instructions.
7. Stay where you are until civil authorities declare the area safe. Be aware that roads may be closed and/or traffic detoured. Follow directions provided by civil authorities.

PET RECORD

Fill in the information about your pet and provide a photo or description.

Type of Pet: _____

Pet's Name: _____

Temperament of animal:

Friendly Timid Aggressive Vicious

Contact Name: _____

Address: _____

_____

Phone Number: _____

Photo/description

Location of Animal in Home

_____

_____

Feeding/Special Instructions

_____

_____

_____

To Be Completed by Emergency Worker only

Dates animal Checked:

Animal Remains in Home ☐ **Animal Removed to Shelter** ☐

Owner notified by:

_____

Date: _____

Name/Address of Shelter

_____

_____

_____

APPENDIX E

STANDARDS FOR EVACUATION/RECEPTION CENTRES

(as perscribed by Health Canada)

Sleeping Area

- Adults: 4 sq m/ea (40 sq ft)
- Children: 3 sq m/ea (20 sq ft)
- Distance between beds, cots, sleeping bags: .75 m

Toilets

- Recommended 1 per 10 people
- Minimum - 1 per 30 for each group of 100 people
- Separate for men and women, screened for privacy

Wash Basins

- Recommended - 6 per 100 people
- Showers desirable

Water Supply

- Recommended - 46 l/ea per day (10 gallons)
- Minimum - 23 l/ea per day (5 gallons)
- Needed for drinking, washing, food preparation

Food Preparation and Service

Space	Stoves	Refrigerators	
Freezers	Dishwashers	Tables	Chairs

Storage Areas

- Accessible for delivery and use of supplies
- Able to secure

Administration

- General Office Space
- Communications area: Telephones and space for amateur radio personnel
- Media Area
- Public Relations Area
- Staff rest area
- Registration and Inquiry Area
- Billeting office with own phone

First Aid Station

- Separate Room with running water
- Should have room for a least one bed/cot

In Addition

- Recreation Area
- Nursery
- Parking
- Handicapped accessible

APPENDIX F

OPENING A SHELTER PROCEDURES
(as used by the Canadian Red Cross)

Evacuee may arrive before you do, so a rapid, well organized opening is necessary. Initial steps to open a shelter include the following:

Gather Information

- Circumstances of the disaster and how long it will last.
- What shelter?
- Where is it and how do you get there?
- Who is coming to the shelter, with what?
- How will they get there?
- Who owns the Shelter?
- Who is the contact?
- Who will let us in?
- Who will I have as staff?
- Who will be providing food?

Fan-out For Required Staff

A fan out will be done from the Branch office using lists of volunteers, many of whom will be from other programs. Municipal Fan-Out will be initiated as outlined in the Municipal Disaster Plan.

Planning

- Plan how to satisfy the human needs and shelter support requirements.
- Staffing.
- Operation of the Building.
- Acquisition of resources.
- Feeding.
- Determine need for first meal.
- Look down the road for potential problems.

Administration

- Bring a shelter manager's kit.
- Establish the shelter management team.
- Assign duties.
- Start a shelter log.
- Begin record keeping including staffing and shelteree records, financial expenditures, and shelter supply use.
- Review agreements and legalities with Head Quarters.
- Brief Shelter Staff as soon as possible.

- Establish communications.
- Report back to the Branch Office.
- Begin Shelter stocking.
- Ensure public announcements about shelter availability and location.
- Prepare to receive evacuees.
- Begin registration.
- Begin plan to close down shelter.

Take Over the Building From the Owner

- Gain access to the building.
- Walk through and inspect, note any existing damage.
- Agree which parts of the building to exclude or restrict.
- Determine equipment on hand, what is suitable.
- Determine security needs.
- Inventory.
- Fire doors and regulations.
- Find out how do you turn on and off lights and utilities, and adjust heating, ventilating, air conditioning.
- Confirm how to locate the building owner's representative.
- Erect shelter signs.

Delegation and concurrent action will telescope the time needed and shorten it appreciably.

APPENDIX G

OPERATING A SHELTER PROCEDURES
(as used by the Canadian Red Cross)

Administration

Maintain communications with HQ.
Begin reports as required.
Establish staff shift schedules.
Arrange staff communications - am briefing, shift briefing, training.
Establish a residents' Shelter Committee.
Maintain an inspection routine.
Monitor supplies.
Monitor food stocks.
Maintain an accounting of the owner's food and supplies used by the shelter.
Plan for continued staffing, feeding, supply.
Continue planning for closure.

Security

Reception desk.
Sign in and out.
Security patrols, posts.

Ground Rules

Ground rules should be produced in the form of a handout which can be given to the shelterees as soon as possible. Although this may seem bureaucratic, rules for living will foster a return to normalcy as well as making the shelter run more smoothly. The shelter committee should be consulted regularly about needed changes. Subjects include:

- Out of bounds areas.
- Signing in/out policy.
- Protection of valuables.
- Use of telephones, length of calls, hours, long distance calls.
- No smoking policy.
- No alcohol, drugs, or weapons policy.
- No pets policy.
- Need for restricting excessive noise, radios, TVs.
- Responsibility of shelterees to monitor their children.
- Use of inappropriate play areas.

Daily Routine

Wake up time.
Meal hours, 2 meals per day, menu.
Cleaning.
Public Health visits.

Lights out, separate area for shift workers, day sleepers.

Information

Ensure shelterees are kept informed about shelter operation, recovery process, resources available.
Set up a bulletin board.
Rumor control.
Provide information on the disaster trend.
Media visits.

Keeping Evacuees Busy

Recruit evacuees to perform routine chores.
Maintain family groupings.
Arrange Baby sitting.
Arrange day care.
Activities, Games, Recreation.
Mental Health support.

APPENDIX H

CLOSING A SHELTER PROCEDURES
(as used by the Canadian Red Cross)

Planning to close a shelter begins the minute you decide to open one.

When Closure Appears Likely

- Determine when the last meal is required.
- Start to run down the stocks of supplies and food.
- Begin to return borrowed and rented equipment.
- Ensure that shelterees are kept informed.
- Announce the possibility of the shelter closing as early as possible.
- Announce the firm closing date when known to the shelterees, to the community, and to HQ.

Steps to Close The Shelter

- Ensure placement of remaining evacuees is complete.
- Return borrowed and rented equipment.
- Dispose of food supplies.
- Self inspection of the facility.
- Repair of damage.
- Replacement.
- Arrange cleaning of the shelter.
- Release Staff.
- Remove Red Cross identification.
- Inspection with owner.
- Acknowledgment of damages, shortages.
- Handover, signing off.
- Return Red Cross equipment and supplies.
- Forward records to HQ.
- Prepare narrative report including problems and recommendations.
- Thank you letters to those who supported the shelter operation.
- Restock the Shelter Manager’s Kit.