



Chatham Islands Council

WELFARE CENTRE EMERGENCY PLAN

Completed 2005
First Review 2006
Second Review 2007

TABLE

INTRODUCTION	3
WELFARE STRUCTURE	4
WELFARE CENTRE ACTIVATION	5
CENTRE CO-ORDINATOR	6
CENTRE ADMINISTRATOR	9
COMMUNICATION	11
RECEPTION – REGISTRATION	12
CATERING	14
ANIMAL	15
FORM 1 SITUATION REPORT FORMS	17
FORM 2a ACCOMMODATION REQUIRED	18
FORM 2b BILLETS AVAILABLE	19
FORM 2c TEMP ACCOMMODATION	20
FORM 2d TEMP ABSENCE	21
FORM 3 SUPPORT SERVICES LIST	22
FORM 4a VOLUNTEER CO-ORDINATION	23
FORM 4b VOLUNTEER AVAILABLE	24
FORM 5 FIRST AID TREATMENTS	25

WELFARE CENTRE PLAN

INTRODUCTION

The Welfare Plan has been produced to cover the function, personnel, and procedures, of a Welfare Centre, and to assist the community to plan and prepare for response and recovery in the event of an emergency. Organisations and groups issued with copies of this plan are asked to inform the Emergency Response Co-ordinator of any changes that occur within the Plan that are relevant to them.

ACTIVATION SYSTEM

- Emergency Operation Centre notifies the Welfare Manager that they are on stand-by in which case key staff; for the centre is put on stand-by.
- Once confirmation from the Emergency Operations Centre comes through full activation of the Centre is initiated.
- Initiate call out procedures for the staff.
- Establish the sections within the centre.
- Liaise with the Emergency Operations Centre and advise when Centre is operational.
- Authorise Sitreps to be sent to the Emergency Operations Centre required.
- Liaise with section officers to co-ordinate the functioning of the Centre.

WELFARE ACTIVATION

Provision for the management of the Welfare Centre

WELFARE RESPONSE

Provision for the well-being of all people at the Welfare Centre

WELFARE RECOVERY

Provision for on going support during the Recovery Phase

*Changes maybe required from time to time, but a full review of the Plan is no longer than 2 years.

WELFARE STRUCTURE

Emergency Operation Centre

Welfare Centre

- Centre Co-ordinator
- Communication
- Aid/Clothing
- Communication
- Administrator
- Reception/Registration/First
- Catering

WELFARE CENTRE ACTIVATION

ACTIVATION PHASE

The Welfare Manager will contact the Centre Co-ordinator, to advise of the situation for standby or activation of the Centre.

Welfare Personnel include:

- Welfare Co-ordinator / Centre Administrator
- Communications / Information Contact
- Registration / Reception / First Aid Person /Clothing
- Animal Co-ordinator

*Note some personnel may have more than one role and area of responsibility depending on the size of the emergency.

*Welfare Manager is located at the Emergency Operations Centre.

CENTRE CO-ORDINATOR

LIAISE WITH

Welfare Manager/Emergency Operations Centre and all Centre Staff

RESPONSIBILITIES

The Centre Co-ordinator is responsible for Centre operations, and the well-being of Centre staff, volunteers and evacuees. The Co-ordinator is also responsible for maintaining communication between the Centre and Emergency Operation Centre.

- The Co-ordinator is responsible for maintenance, staffing, training staff and ensuring the Centre is well equipped.
- Ensuring the effective operation of the centre.
- Liaising with the Emergency Operations Centre and all section Officers.
- Providing for the well-being of all people at the Centre.
- Maintaining up to date records of team members on site, local resources, and call out procedures.
- Activating the Welfare Centre.
- Initiating call-out procedures for staff.
- Appointing people to key positions.
- Establishing the sections within the centre.
- Liaising with the Emergency Operations Centre and advising when the Centre is operational.
- Authorising Sitreps to be sent to the Emergency Operations Centre when required.
- Liaising with section officers to co-ordinate the functioning of the Centre.
- Averting any life threatening situations, where possible.
- Ensuring all communications are monitored.
- Monitor section officers and ensuring their duties are understood and achievable.
- Responsible for the initial welfare of the people.

PRE ACTIVATION PHASE CHECK LIST

- Maintain up to date records of team members on site, local resources, and call out procedures.
- Participate in training with the Emergency Management Office.
- Ensure team members are made aware of all training opportunities.
- Maintain all equipment provided for centre in good condition.

ACTIVATION PHASE CHECK LIST

- Activate the Welfare Centre.
- Initiate call out procedures for staff.
- Appoint people to the key positions if required.
- Establish the sections within the centre.
- Liaise with the Emergency Operation Centre and advise when centre is operational.
- Authorise sitreps to be sent to the Emergency Operation Centre required.
- Liaise with Section Officers to carry out the functions of the centre.

POST ACTIVATION PHASE CHECK LIST

- Debrief all Centre Staff.
- Attend debriefing at the Emergency Operations Centre.
- Priorities
- Avert any life threatening situations, where possible.
- Ensure all communications are monitored.
- Monitor Section Officers and ensure their duties are understood and achievable.
- Initial welfare of the people.

SITUATION REPORTS

- Situation report (Sitrep) will be completed by the information office, in conjunction with the Centre Co-ordinator.
- Sitreps are to be forwarded on a regular basis, or as the situation changes, to the Emergency Operations Centres communications person, by fax or whichever is most practical at the time.
- Wear clear identification tags so staff and volunteers know your role.
- Liaise with the sections, obtain briefings from them, and provide regular information back to them.
- Hold team meetings when required, in particular for preparing sitreps.
- Provide regular verbal briefings to all people at the centre.
- Overview of current situation in moving temporary accommodation, advise registration when you leave, and contact Emergency Operations Centre for any further assistance.

CENTRE ADMINISTRATOR

LIAISE WITH

Centre Co-ordinator and all Centre Staff including Support Services

RESPONSIBILITIES

Assist the Centre Co-ordinator with the management of the Centre, ensuring all administrative functions within the centre are undertaken in a timely manner. Depending on the size of the emergency the role of the Administrator may also be undertaken as part of the Centre Co-ordinators role.

- Create a floor plan of the centre (place floor plan on the notice board).
- Ensure log books are kept (recording all decisions and actions, dates, times, sitreps sent, staff changes etc).
- Co-ordinate resource requests.
- Organise couriers and runners if required.
- Organise security if required.
- Maintain Staff rosters (if more than 12hrs).
- Assist with transport arrangements.
- Assist with administrative duties as required.
- Assist the Centre Co-ordinator and other Officers to establish their sections.
- Co-ordinate support service agencies.
- Ensure a record of support services is available.
- Co-ordinating evacuees waiting for support services.
- Ensure privacy where possible.

CHECK LIST

- Assist Centre Co-ordinator, Section Officers and Support services to establish their sections.
- Provide layout and suitable location of sections.

- Create floor plan including the sections and main facilities. Keep this updated as the centre changes. This should be a basic layout and should include:
Registration / Reception /First Aid / Animal welfare /Support Services / Catering / Sleeping areas/ Bathrooms / restricted areas, etc.
- Maintain Log, recording all decisions and actions, dates, times, sitreps sent, staffs change over's, etc.
- Ensure all requests for resources are in written format (keep records).
- Organise runners or couriers to obtain and distribute supplies and resources, and keep a record of the runners.
- Ensure security of the centre is maintained, including main doors, frequent building checks.
- Organise staff member or volunteer to do the security. Ensure they are wearing identification.
- Roster only required if the centre is opened for more than 12 hours.
- Work with each section officer to put together a roster for that section.
- Liaise with the reception, who may have volunteers willing to help.
- Keep a day shift – using the same people preferably. Some may want to leave to be with families.
- Have a smaller shift at night.
- Assist with finding transport, but avoid travelling in dangerous situations.

COMMUNICATIONS INFORMATION

LIAISE WITH

Centre Co-ordinator

RESPONSIBILITIES

Monitoring of the radio, and all other communications, including incoming and outgoing messages

- Maintaining communications equipment.
- Recording all messages in communication log.
- Establishing Communication with the Emergency Operations Centre.
- Staff Communications training.
- Maintaining notice board.
- Providing correct and confirmed Public information.

CHECK LIST

- Establish contact with Emergency Operations Centre.
- Set up communications and information section including log books.
- Keep radio transmissions clear and concise.
- Only use phones if urgent.
- Establish communications plan on a white board.
- List all important contacts.
- Maintain communications log.
- Put up notice board for public information.
- All information must be verified by the Centre Co-ordinator before public is updated.
- Current situation updates including locations affected roading status, weather, floor plan of the facilities in the centre, and any relevant information.

RECEPTION - REGISTRATION

LIAISE WITH

Centre Co-ordinator and other Centre staff.

Reception will require 2-3 staff members to assist with First Aid, clothing and registration depending on the size of the emergency.

RESPONSIBILITIES

Registration of all evacuees, and establishing a temporary absence register.

- Establish a registration section.
- Ensure all Centre Staff and emergency workers are registered.
- Provide training for volunteers in registration procedures.
- Ensure all Logs and forms are updated, completed and filed.
- Complete temporary absence register.
- Provide general information covering Centre services and location.
- Arrange luggage storage.
- Direct those with pets brought to the Centre to the Animal Co-ordinator.
- Arrange temporary emergency shelter and accommodation.
- Maintain first aid supplies, note anyone assisting with first aid must hold current first aid certificate.
- Treat patient with basic first aid or refer to St. Johns.
- Maintain people's privacy.
- Manage volunteers.
- Maintain register for volunteers and work available.

CHECK LIST

- Put up sign to identify where reception, registration, first aid, and clothing areas are located.
- Wear identification tags.

- Set up area/sign to identify the registration area, there may be a need for donations, first aid and volunteers areas.
- Organise privacy where possible.
- All persons coming into the Centre must be registered including Centre staff.
- Establish whether people clearly need help, are here to help, need accommodation or for some other reason.
- Use Red Cross registration forms.
- Maintain a register for volunteers.
- Advise Emergency Operations Centre there are volunteers available.
- Check work available for volunteers, in the Centre.
- Ensure that volunteers report back to reception once task is completed.
- Ensure forms are fully completed and update.
- One form per person, including children.
- Advise evacuees to register when they leave or return and details of new location if they are leaving the Centre.
- Master copy kept and put in main envelope or box. These will be collected by or delivered to the Emergency Response Co-ordinator for data entry.
- One copy to the person registering – advise them to keep their copy – one copy held at point of registration.
- Obtain relevant information – some additional information may be necessary.
- Point them in the directions of the next area they need to go.
- Assess needs and direct them towards help.
- Respect confidential information.
- Establish those with special needs. (i.e. special diet, medication, etc)
- Advise the Centre Co-ordinator if are person is absent longer than they indicated.
- Record all first aid treatment given.
- Receive clothing, bedding, and personal items.
- Distribute necessities as required.

* Note anyone assisting with first aid must have proof of first aid certificate, or other medical identification.

CATERING

LIAISE WITH

Centre Co-ordinator

RESPONSIBILITIES

The delivery of catering services in the centre, to evacuees and emergency workers

- Receive food
- Store Food
- Organise Food and Drinks
- Ensure personal hygiene is practiced
- Pest control and Refuse
- Source food and water

Check List

- Put out a sign showing people to hand washing facilities
- Organise food preparation
- Organise Receiving and storage of food
- Maintain pest control

ANIMAL

LIAISE WITH

Clothing/Registration/Reception

RESPONSIBILITIES

- People may bring animals along to the centre.
- Where possible they should take them home or to consenting neighbours or friends and make provisions there.
- Owners need to be aware that noise, smell, hygiene all affect the other evacuees and the well being of the evacuees is most important.
- Advise information section who can find a volunteer to help with animal welfare.
- Refer to animal welfare section.
- Oversee the co-ordination and well-being of the animals brought to the centre.
- The welfare of animals being moved to a suitable holding area at the centre.
- Liaise with authorities and animal owners on the movement of animals to controlled holding facilities.
- Liaise with animal owners that bring an animal to the centre.
- Explain the animal welfare and registration process.
- Determine which animal is suitable to stay with its owner in the centre and which is not.
- Register the animal before moving them from the owner.
- Liaise with animal control officer to assist them with the transfer of animals if need be.

CHECK LIST

- Put up the animal welfare sign at eye level.
- Set up animal registration area.
- Find an area outside with some shelter to put animals until collected.
- Owners can stay with their pets.
- Owners and animals must be register if held at the Centre.
- Owners must hold a copy of the animal registration form.

- Upon transfer of location, the holding facility will be written on the animal welfare registration form.

Situation Report		Information Section
Centre Location:		Date:
Incident:	Assessment:	
Report No.		
Prepared by:		
Name and Location:		
Time:		
Contact Details:		
Valid until:		
Current situation: (casualties, homeless, serious damage)		
Resources required: (food, agencies, supplies, first aid materials, clothes, etc)		
Factors affecting situation: (weather, location, buildings, services, etc.		
Overview/Observations: (possible threats, effectiveness, problem areas)		
Centre Form 1		

Accommodation Required				Accommodation Section
Centre Location:				Date:
Registration No:	Name:	Current Location:	Contact details:	Temporary/Long-term:
Centre Form 2a				

Billets Available			Accommodation Section	
Current Location:			Date:	
Billet Name:	Billet Contact	Billet Address:	Type/No of room and people:	Assigned to:
Centre Form 2b				

Support Services List			Welfare Information Centre	
Centre Location:			Date:	
Agency Name:	Name:	Date:	Hours:	
Centre Form 3				

Volunteer Available		Information Section
Centre Location:		Date:
Work available:	Volunteer assigned:	
Centre Form 4b		

