

**Emergency Procedures Plan**

### ISSUE DATE: September 1st, 2006 REVIEWED/UPDATED: July 1st, 2017

 **Adherence to Code**

This Emergency Procedures Plan recognizes the authority of B.C. Occupational Health and Safety Act and is governed by the associated legislation including Worksafe B.C. regulations.

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#  1. EMERGENCY FAN OUT LIST

Transitional Housing Manager

Shelter Assistant Mgr

Life Skills Instructor

SCU Supervisor

Outreach Workers

Life Skill Coordinator

Direct Care Workers

SCU Manager

Mental/Add Coordinator

Director of Residential

Services

Resident Coordinator

CRF Admin. Assistant

ECRF Manager

CRF Case Workers

CRF Desk Workers

Outreach Workers

Caseworker / Chaplains

Director of Environmental Services

Emergency Shelter Mgr

PDP Worker

Executive Director

Shelter Workers

Maintenance / HK Super.

Maintenance Worker

Manager, Food Services

Housekeepers

Cooks

Coordinator of Programs and Volunteers

Kitchen Volunteers

Administrative Assisitant

Volunteers

Business Admin. Coord.

Director of Support Services, IT & Comunication

Payroll Clerk

4

Support Svcs Workers

Front Desk Workers

Court Worker

 **2. BELKIN HOUSE PHONE LIST**

(department manuals: insert current departmental & management staff directory’s here) (department heads: ensure these listings remain current)

5

**Belkin House Directory**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Ext. No.** | **Direct Line No.** | **Cell or *Fax*** | **E.MAIL** |
| PRABATH PULLAY - Executive Director | 226 | 604.694.6630 | 778.840.7946 | prabath\_pullay@can.salvationarmy.org |
| ***Fax 604.694.6987*** |
| ALVIN CHONG | 231 | 604.694.6625 | 778.246.3663 | alvin@belkinhouse.ca |
| ANA MARIA HUAMAN | 228 | 604.694.6635 |  | amhuaman@belkinhouse.ca |
| ANGELA CHAN | 249 | 604.694.6643 |  | angela\_chan@can.salvationarmy.org |
| BEV BOATENG | 234 | 604.694.6637 | 778.840.0369 | bboateng@belkinhouse.ca |
| CARO LANDER | 223 | 604.694.6628 | 778.228.6355 | clander@belkinhouse.ca |
| DAVE BURROWS | 245 | 604.694.6633 | 778.955.7946 | dburrows@belkinhouse.ca |
| DAWN SAMSON | 225 | 604.694.6631 |  | dsamson@belkinhouse.ca |
| ERIC SALVADOR | 252 | 604-694.6642 |  | eric\_salvador@can.salvationarmy.org |
| FRAN BLISHEN | 258 | 604.694.6641 | 778-549-0973 | fblishen@belkinhouse.ca |
| JENNY TANG | 240 | 604.694.6626 | 778.878.2455 | jenny\_tang@can.salvationarmy.org |
| JOHN DEWSBURY | 242 | 604-694-6989 |  | jdewsbury@belkinhouse.ca |
| JOHN PAVEY | 251 | 604.694.6648 | 604.341.4374 | john\_pavey@can.salvationarmy.org |
| KAM TANG | 229 | 604.694.6644 | 778.838.5928 | kam\_tang@can.salvationarmy.org |
| LES MCAUSLAND | 227 | 604.694.6645 | 778.846.8083 | les\_mcausland@can.salvationarmy.org |
| MANUEL ULLIAC | 264 | 604.694.6984 |  | lifeskills@belkinhouse.ca |
| MARIA BULK | 278 | 604.694.6988 |  | mbulk@belkinhouse.ca |
| RAFIK DAUDJEE | 256 | 604.694.6646 |  | rdaudjee@belkinhouse.ca |
| SIKANDAR SHAH (Thu-Sat) | 276 | 604.694.6639 | 778.835.2024 | ecrfoutreach@belkinhouse.ca |
| SUSAN TANAKA | 246 | 604.694.6634 |  | stanaka@belkinhouse.ca |
| TOBIAS PATON (Mon-Thu) | 276 | 604.694.6639 | 778.835.2024 | ecrfoutreach@belkinhouse.ca |
| TURAI SOMASUNDERAM | 233 | 604.694.6627 | 778.846.7670 | turai@belkinhouse.ca |
| VIVIAN CHEN | 268 | 604.694.6622 |  | vivian\_chen@can.salvationarmy.org |
| **Other** |
| ADMINISTRATION (8th Flr.) | 221 | 604.681.3405 | ***Fax 604.681.3005*** |  |
| BOARDROOM (8th Flr.) | 253 |  |  |  |
| BUSINESS ADMINISTRATION |  |  | ***Fax 604.694.6649*** |  |
| COPIER/FAX ROOM (2nd Flr.) |  |  | ***Fax 604.694.6632*** |  |
| FINANCE OFFICE | 249 | 604.694.6643 |  | finance@belkinhouse.ca |
| FRONT DESK | 222 | 604.681.3405 | ***Fax 604.694.6624*** | frontdesk@belkinhouse.ca |
| KITCHEN | 273 |  |  |  |
| MAINTENANCE SHOP | 232 | 604.694.6620 |  |  |
| MEN'S SHELTER CLIENT PHONE | 236 |  |  |  |
| MEN'S SHELTER OFFICE (3rd Flr.) | 247 | 604.694.6636 |  | maleshelter@belkinhouse.ca |
| RESOURCE CENTRE: ADMIN | 261 | 604-694-6985 |  |  |
| RESOURCE CENTRE: COORDINATOR | 250 | 604-694-6981 |  |  |
| RESOURCE CENTRE: MH & A COORDINATO | 263 | 604-694-6680 |  |  |
| RESOURCE CENTRE: RECEPTION | 254 | 604-694-6986 |  |  |
| ROOM #119 | 259 |  |  |  |
| SERVER ROOM (8th Flr.) | 239 |  |  |  |
| WOMEN'S CLIENT PHONE (7th Flr.) | 255 |  |  |  |
| WOMEN'S CLIENT PHONE (6th Flr. East) | 241 |  |  |  |
| WOMEN'S SHELTER OFFICE | 238 | 604.694.6623 |  | femaleshelter@belkinhouse.ca |
| **ECRF Department** |
| ECRF OFFICE | 235/260 | 604.694.6638 | ***Fax 604.683.3455*** | ecrf@belkinhouse.ca |
| ECRF CLIENT PHONE |  | 604.662.3124 |  |  |
| BELKIN COMMUNITY LIVING PROGRAM | 276 | 604.694.6639 | 778.835.2024 | ecrfoutreach@belkinhouse.ca |
| ABORIGINAL SUPPORT PROGRAM |  |  | 604.220.6713 |  |
| **CSC Staff** |
| LAK SEHMBI (Parole Officer Supervisor) |  | 604.666.8191 | 604.785.9547 | lak.sehmbi@csc-scc.gc.ca |
| DIANE UMEZUKI |  | 604.666.9191 | 604.319.5405 | diane.umezuki@csc-scc.gc.ca |
| JIAN WANG |  | 604.666.8709 | 604.785.9546 | jian.wang@csc-scc.gc.ca |
| AMANDA SANTIAGO |  | 604.666.0175 | 604.314.4778 | amanda.santiago@csc-scc.gc.ca |
| ELISA STAPPLER |  | 604.666.8332 | 604.328.4884 | elisa.stappler@csc-scc.gc.ca |
| TAJPOUR ROYA (CM Assistant) |  | 604.666.8111 | ***Fax 604.666.9200*** | roya.tajpour@csc-scc.gc.ca |

**Updated: July 2017**

 **3. EXTERNAL EMERGENCY NUMBERS**

|  |  |  |
| --- | --- | --- |
| **Gas** | Fortis B.C. Gas | 1-800-663-9911 |
| **Electricity** | BC Hydro | 1-888-769-3766 |
| **Water** | City of Vancouver | 311604 323 7800 (Day)604 606 2676 (Evening) |
| **Kitchen Equipment** | Maestro Food Equipment | 604 623 7876 |
| **Elevators** | Richmond Elevator | 604 274 8440 |
| **Fire Extinguishers** | Chubb Edwards | 604 420 4436 |
| **Fire Panel** | Chubb Edwards | 604 420 4436 |
| **Fridge and Freezer** | Mega Hydronics | 604 441 2108 |
| **Locksmith** | Accurate Lock | 604 526 4291 |
| **Glass Repair** | Action Glass | 604 525 5965 |
| **Plumbing System** | National Plumbing | 604 232 4000 |
| **HVAC Mechanical System** | Mega Hydronic s | 604 441 2108 |
| **HVAC Control System** | Houle Controls | 604 434 2681 |
| **Electrical System** | Houle Electric | 604 434 2681 |
| **Fire Sprinkler System** | Chubb Edwards | 604 420 4436 |
| **Parkade Overhead Door** | Overhead Door | 604 420 4411 |
| **Security System** | Smart Tek | 604 718 1882 |
| **Elevator Phones** | Webb Solutions | 604 501 6652 |
| **Intercom System** | Algo Communications | 604 438 3333 |
| **Fire Alarm Monitoring** | Tyco Integrated Security | 604 683 4111 |
| **Emergency Generator** | Cummins Western | 604 882 5000 |

 **EXTERNAL EMERGENCY NUMBERS (Continued)**

|  |  |
| --- | --- |
| **Provincial Emergency Program (PEP)** | 1-800-663-3456 |
| **Police (VPD)** |  |
| Emergency | 911 |
| Non-Emergency | 604-717-3321 |
| **Ambulance Service** |  |
| Emergency | 911 |
| Non-Emergency | 872-5151 or 708-7520 |
| **Fire Department** |  |
| Emergency | 911 |
| Non-Emergency | 604-665-6000 |

**Hospital**

Vancouver General Hospital 604-875-4111

St Paul’s Hospital 604-682-2344

**Poison Control Centre**

Emergency 604-682-5050

Non-Emergency 604-682-2344

###### B.C. Hydro Emergency Services

Emergency 1-888-769-3766

Power Outage 1-800-224-9376

###### Telus

Emergency 604-663-5000

###### Dangerous Goods

Emergency (24 hours) 613-996-6666

Information 613-996-4624

###### Fortis BC Gas Emergency Services

Emergency 604-298-1400

#  4. INTRODUCTION

#### PURPOSE OF THE MANUAL

The ***Belkin House Emergency Plan*** was developed to delineate authorities, responsibilities and procedures to be followed by staff in effectively responding to an emergency, either within Belkin House or within the community.

#### AUTHORITY

The authority to implement this plan, in whole or in part is vested in the Executive Director or designate of Belkin House.

#### DEFINITIONS

EMERGENCY

A sudden unforeseen occurrence requiring immediate action. An emergency may be a single incident event, which affects specific areas of Belkin House, but does not impact Belkin House’s regular operation; e.g., medical emergency or violence.

DISASTER

An event that has the potential to impact the entire operation of Belkin House; e.g., bomb threat, earthquake, off site hazardous material accident, fire in the building.

* Situations that seriously overtax or threaten to seriously overtax the routine operating capabilities of Belkin House.
* Such a situation creates:
	+ A need for emergency expansion of facilities
	+ A need to operate the expanded facility under relatively unfamiliar circumstances
* In the Event of a disaster, an Emergency Command Center is established and responsibilities for critical functions are assigned to appropriate persons.

TYPES OF EMERGENCIES AND DISASTERS

* Natural disaster; e.g., earthquakes and floods
* Severe weather conditions
* Hazardous material accident (on or off site)
* Hostage taking
* Bomb Threat
* Fire in a building
* Extensive or prolonged utility failure

**EMERGENCY SUPPLIES AND SUPPLIES LOCATIONS:** See Appendix Page 1

#### GENERAL RESPONSIBILITIES IN AN EMERGENCY OR DISASTER

###### The Belkin House Sr. Management Team of Directors is responsible for the following:

* Developing a Belkin House Emergency Plan with the Joint Health and Safety Committee AND management Team.
* Ensuring periodic drills and exercises with evaluations and debriefings.
* Reviewing the plan annually or more frequently and revising as required.
* Maintaining educational/training programs for all staff.
* Maintaining liaisons between Belkin House and other agencies involved in emergency planning in order to integrate Belkin House’s Emergency Plan with that of the local communities.

###### Directors/Managers are responsible for:

* Implementing emergency protocols pertinent to their departments.
* Submitting any updates/revisions of the Emergency Plan to the Management Team for review and comment.
* Implementing and testing the established plan.
* Ensuring that all staff in their areas are knowledgeable as to the manual’s contents and familiar with their roles and responsibilities.
* Ensuring that all staff participate in the testing of the plan on an annual basis.
* Ensuring that all department staff has the opportunity to participate in the building drills and exercises.

#### FUNCTION OF INCIDENT COMMAND CENTRE

Depending upon the nature and scope of the emergency, the Belkin House Incident Command Centre will be located in the following area:

* Initially or after hours – Front Desk area
* Severe emergency / power outage – 2nd floor lounge area.
* Otherwise – 8th floor boardroom
* At a designated location off-site in the event of an evacuation

The Incident Command Center is the location from which Belkin House emergency response personnel carry out the following key functions:

* Establish control and a chain of command.
* Assess the disaster situation.
* Liaise with emergency response organizations; e.g., Police, Fire Department.
* Develop and activate response strategies.
* Procure and allocate resources as needed.
* Order evacuation if required.
* Ensure that timely disaster information is provided to all Belkin House employees.
* Announce “All Clear” at the conclusion of the crisis.
* Organize a debriefing with the Command Centre Staff and other key personnel at the conclusion of the crisis.

#### STAFFING OF COMMAND CENTRE

Although the time, nature and extent of an emergency/disaster will have a direct bearing on those who will be able to report to the Incident Command Centre, if able, all members of Management will report to the Centre as quickly as possible when notified that an emergency/disaster has occurred and fill the positions for which they are assigned on the Incident Command Chart.

**Incident Command Positions include:** INCIDENT COMMANDER OPERATIONS OFFICER

PUBLIC INFORMATION & LIASON OFFICER EMOTIONAL & SPIRITUAL CARE OFFICER SAFETY & SECURITY OFFICER LOGISTICS SECTION CHIEF ADMINISTRATION SECTION CHIEF PLANNING SECTION CHIEF

#### Incident Command Chart

* The Incident Command Chart was developed on the assumption that during a major disaster; e.g. earthquake, Belkin House would need to be self-sufficient for a minimum of three days. During this time, no assistance from external emergency organizations will be available.
* The Organizational Chart is a flow chart that shows who needs to be contacted. Each person on the flow chart has specific duties in the event of an emergency.
* In the event of a major disaster, the assumption is made that the most qualified staff on site will take whatever position they are needed to take.

#### INCIDENT COMMAND CHART

***Incident Commander***

Primary: Executive Director Secondary: Director, Res. Services Third: senior on-site Director / Mgr. After hours (A.H): Front Desk Staff

***Operations Officer***

***Public Information & Liaison Officer***

Primary: Director, Res. Services Secondary: Mgr, Transitional H. Third: Mgr., Emergency Shelters A.H.: most senior Shelter Worker

Primary: Director of Program Secondary: Director, Support Services Third: Program & Volunteer Coord.

A.H.: not-filled / wait for support

***Emotional & Spiritual Care Officer***

***Safety & Security Officer***

Primary: Manager, Transitional H Secondary: Sr. Caseworker Chap. Third: Jr. Caseworker Chaplain A.H.: not-filled / wait for support

Primary: Support Services Supervisor Secondary: Manager, ECRF

Third: available OH&S Chairperson A.H.: Support Services staff

***Logistics Section Chief***

***Administration Section Chief***

***Planning Section Chief***

Primary: Director, Environ. Svcs. Secondary: Manager, Food Svcs Third: Supervisor, Hkpng & Maint. A.H.: Housekeeping staff

Primary: Business Admin Coord. Secondary: Employee Rel. Advisor Third: Payroll Admin. Assistant A.H.: not-filled / wait for support

Primary: Mgr, Emergency Sh. Secondary: Manager, SCU

Third: Asst. Mgr., Emerg. Shelters A.H.: not-filled / wait for support

#  5. DUTIES

Comprehensive “job descriptions” of each of the following Incident Command positions are located in the Appendix section of this document.

INCIDENT COMMANDER

Primary: Executive Director

Secondary: Director, Residential Services Third: senior on-site Director / Mgr.

After hours (A.H): Front Desk Staff

**DUTIES**

* Functions as the on-site Director of all emergency/disaster relief operations within the facility (see job description in Appendix for further details)

OPERATIONS OFFICER

Primary: Director, Residential Services Secondary: Mgr, Transitional Housing Third: Mgr., Emergency Shelters

* 1. .: most senior Shelter Worker

**DUTIES**

* + - Functions as the on-site manager of general Residential operations (see job description in Appendix for further details)

PUBLIC INFORMATION & LIASON OFFICER

Primary: Director of Program Secondary: Director, Pro Bono

Third: Program & Volunteer Coordinator A.H.: not-filled / wait for support

**DUTIES**

* + - Functions as the central point of contact between agencies, organizations and media (see job description in Appendix for further details)

EMOTIONAL & SPIRITUAL CARE OFFICER

Primary: Manager, Transitional Housing Secondary: Sr. Caseworker / Chaplain Third: Jr. Caseworker Chaplain

* 1. .: not-filled / wait for support

**DUTIES**

* + - Functions as the on-site supervisor and consultant for the spiritual and emotional support team (see job description in Appendix for further details)

SAFETY & SECURITY OFFICER

Primary: Support Services Supervisor Secondary: Manager, ECRF

Third: available OH&S Chairperson A.H.: Support Services staff

**DUTIES**

* Functions as the on-site person responsible for ensuring the basic health, safety and security of residents, staff and facilities (see job description in Appendix for further details)

LOGISTICS SECTION CHIEF

Primary: Director, Environmental Services Secondary: Manager, Food Services

Third: Supervisor, Housekeeping & Maintenance A.H.: Housekeeping staff

**DUTIES**

* Functions as the on-site person responsible for ensuring the coordination of critical supplies and equipment to departments and residents (see job description in Appendix for further details)

ADMINISTRATION SECTION CHIEF

Primary: Business Administration Coordinator Secondary: Employee Relations Advisor Third: Payroll Administrative Assistant

* 1. .: not-filled / wait for support

**DUTIES**

* + - Functions as the on-site manager of daily administrative operation of the center (see job description in Appendix for further details)

PLANNING SECTION CHIEF

Primary: Mgr., Emergency Shelters Secondary: Mgr., SCU

Third: Asst. Mgr., Emergency Shelters A.H.: not-filled / wait for support

**DUTIES**

* + - Functions as the on-site person responsible for assessing community needs and recommending appropriate assistance, programs and interventions to meet those needs (see job description in Appendix for further details)

 ***6. COMMUNICATION SYSTEMS***

Essential to all emergency/disaster situations is an effective communications system capable of supporting disaster response operations.

The extent and nature of the particular disaster will determine the types of communication available and the degree to which they are utilized.

The following communication systems are currently available at BELKIN HOUSE:

1. Telephone System on an Internal Exchange
2. Cellular Telephones
3. Facsimile Machine
4. Coin-Operated Pay Phones
5. 2–Way Radios
6. Hand-held microphone / paging system (Fire panel at lobby entrance)

**Telephone system overload**

* A disaster may precipitate a large volume of incoming, outgoing, and internal telephone calls.

The results may be:

* An inability to obtain a dial tone.
* All outgoing lines are busy, preventing urgent outgoing calls from being made.
* All incoming lines are busy, preventing urgent call from being received.

#### ALL STAFF – TELEPHONE USE

* In the event of a disaster, telephones are to be used for emergency calls only.
* **TELEPHONE LINES MUST BE KEPT CLEAR** in order to receive instructions from Management, Incident Command Officers or other emergency response organizations.

#### CELLULAR TELEPHONES

In the event of an emergency it is permissible for Staff to use their personal cell phones for the purposes of emergency communication.

Otherwise, please refer to the Staff Phone list located in this manual (Section 2) for official cell phone numbers of staff.

#### MEDIA RELATIONS

RELEASE OF INFORMATION AND AUTHORITY

* In the event of a disaster, the release of information to external sources will be handled by the **Public Information & Liaison Officer** in collaboration with The Salvation Army Public Relations Department.
* If possible, the Salvation Army will send a Public Relations Representative to the site to manage all requests for information.

ALL STAFF

* During an emergency/disaster, staff must refer all requests for information from the press to the **Public Information & Liaison Officer**.
* All staff must direct unescorted media representatives to the Incident Command Centre.

 7. EVACUATION – GENERAL INFORMATION

AUTHORITY

The order to evacuate may come from any one of the following:

* Executive Director or Designate
* Incident Commander
* Fire Officials
* Police Officials

**NOTE:** *Any Belkin House personnel may give the order to evacuate an area if they perceive imminent danger to residents, staff or visitors.*

##  8. LEVELS OF EVACUATION

Depending upon the nature and extent of the disaster, there are three levels of evacuation that may be required:

PARTIAL EVACUATION – VERTICAL

* Vertical evacuation is the movement of residents/staff to a safe area on another floor, preferably a floor below the disaster location, via accessible stairwells in the area.
* A vertical evacuation is usually ordered when a horizontal evacuation is not possible.

PARTIAL EVACUATION – HORIZONTAL

* Horizontal evacuation is the lateral movement of residents/staff to the other side of fire door(s) or to a safe refuge area on the same floor.
* A horizontal evacuation is usually ordered as a first and temporary measure.

**NOTE:** *See Map of Building highlighting Fire Doors, Extinguishers and Pull Stations*

BUILDING EVACUATION

**Building evacuation** is the total or complete evacuation of all residents/staff from an entire building to a designated location.

**SITE EVACUATION**

**Site evacuation** is the removal of all Belkin House residents/staff to a designated location(s) outside the boundaries of Belkin House.

#  9. EVACUATION PROCEDURES:

*SEE ALSO FIRE PROCEDURES*

ACTIONS – Incident Commander

* Establish the Incident Command Center.
* Gather Incident Command Team to the Incident Command Center
* Review the facts related to the disaster situation with Incident Command Team and with Emergency Response organizations; e.g., Police, Fire Department.
* Order the evacuation — Operations Officer to communicate evacuation orders to departments and residents units.
* Establish an off-site Incident Command Center when and where allowable and required
* Ensure that sufficient staff, supplies, and equipment are available where needed.
* Give the "All Clear" at the conclusion of the incident.
* Authorize re-occupation of the evacuated area(s) as instructed by emergency response organizations; e.g., Fire Department, Police.

**DEPARTMENTAL RESPONSIBILITIES**

FRONT DESK (SWITCHBOARD)

* Provide departments with evacuation orders as instructed by the Operations Officer (“ALL PAGE”).
* Notify BELKIN HOUSE emergency personnel as instructed by the Operations Officer.

DEPARTMENTS/UNITS

* Program managers are responsible for developing evacuation plans for their area(s) of responsibility. Specific plans will be determined by the nature of the emergency.
* The following departments will play a critical role if a building evacuation or site evacuation is ordered:
* Residential Services (Support Services and Shelter, PDP, CRF Program Staff)
* Food Services
* Maintenance & Housekeeping Services

These departments must have established evacuation plans in order to ensure continuity of resident care and services if a building or site evacuation is ordered.

##### EVACUATION RELOCATION SITE

RELOCATION TO OFF SITE BUILDINGS

* If a total or partial site evacuation is required, Belkin House residents and staff will be evacuated to The Salvation Army Harbour Light.
* An agreement has been made with The Salvation Army – Harbour Light to accept Belkin House residents in the event that evacuation of the premises is necessary. (short-term)

**The Salvation Army Harbour Light** 119 East Cordova Street Vancouver, BC

V6A 1K8

THE AGREEMENT WITH RECEIVING FACILITIES - GENERAL GUIDELINES:

* Wherever possible and practical, Staff will be sent with residents referred to outside agencies and receiving facilities.
* Medications to be sent if possible
* Belkin House will reimburse the facility for incidental expenses incurred

##### OFF SITE HAZARDOUS MATERIAL INCIDENT

Belkin House is located in the vicinity of shipping routes for dangerous goods. A large spill or accident involving these hazardous materials is a possibility. A hazardous material spill/accident can pose a risk to life, health or property.

In the event of a spill/accident, the nature and extent of the hazardous material spill/accident will determine the degree of impact on Belkin House operations.

In the event of an off site spill/accident which may present a risk to Belkin House staff, residents and property, the following notification procedure will apply:

##### FRONT DESK (SWITCHBOARD)

THE FACILITY WILL BE NOTIFIED BY THE FIRE DEPARTMENT AND/OR OTHER EMERGENCY RESPONSE ORGANIZATION THAT A HAZARDOUS MATERIAL SPILL HAS OCCURRED NEAR BELKIN HOUSE.

The Front Desk Worker needs to obtain the following information:

* Name and telephone number of person calling.
* Name and telephone number of person at scene (if different from above).
* Location of emergency.
* Nature of the emergency; e.g. leak, explosion, spill, fire, derailment, etc.
* Actions to be taken by Belkin House personnel.

**Then:**

* Notify the Incident Commander and provide the above information.
* Notify the Belkin House Incident Command Team.
* Notify program and support staff with directions as instructed by the Incident Commander
* Announce the "All Clear" as instructed by the Incident Commander.

##### EXECUTIVE DIRECTOR OR DESIGNATE

* Establish a Command Centre in the Board Room (803)
* Advise front desk that the Incident Command Centre has been established and the location
* Contact the fire department at the scene to determine the status of the emergency and the actions to be taken by Belkin House personnel.
* Review the facts related to the incident with Belkin House emergency response personnel.
* Order evacuation and/or in-place sheltering as directed by the fire department.
* Instruct front desk to give the "All Clear" at the conclusion of the incident.

##### STAFF

* Await instructions from your supervisor.
* Keep telephone lines clear.
* Assist in calming residents and visitors as required.
* Assist with the evacuation of residents as directed by the Executive Director/Designate.
* If instructed to seek in-place sheltering:
* Close doors and seal cracks with wet towels, blankets or tape.
* Move residents and staff to protected areas such as hallways/corridors away from exposed windows and doors.
* If possible, shut off all supply and/or exhaust fans.

##  10. ON SITE HAZARDOUS MATERIAL INCIDENT

In the event of an on site hazardous material spill/accident which may present a risk to Belkin House staff, residents and property, the following procedure will apply pending arrival of the fire department:

##### STAFF MEMBER WHO DISCOVERS A SPILL

* Move people away from the spill to prevent exposure.
* Assume that the spill is hazardous. Check Material Safety Data Sheets (Front Office MSDS Binder or the internet at [**http://whmis.healthandsafetycentre.org/s/MSDS.asp**](http://whmis.healthandsafetycentre.org/s/MSDS.asp)
* During regular hours call Housekeeping Services who will assess the spill and the chemical and call the Fire Department.
* After hours, call the Fire Department. Provide the following information:
* The name of the chemical if possible.
* An estimated volume of the chemical spilled if possible.
* Brief description of the nature of the spill
* Location of the spill
* Your name and telephone local

NOTE: ALLOW THE FIRE DEPARTMENT OFFICER TO HANG UP FIRST.

* Prevent access to the spill area.
* If applicable, implement departmental spill/clean up protocol.

##### Front Desk

IF NOTIFIED OF AN ON SITE HAZARDOUS MATERIAL SPILL:

* Notify the Executive Director/designate and relay the information regarding the spill.
* Notify designated Belkin House Emergency Response Team personnel as directed by the Executive Director/designate.
* Notify resident units/departments with directions as instructed by the Director/designate.
* Announce the "All Clear" as instructed by the Executive Director/designate.

##### EXECUTIVE DIRECTOR/DESIGNATE

* Establish a Command Centre in “Safe Area”
* Advise reception that an Incident Command Centre has been established and the location.
* Review the facts related to the hazardous material spill with Belkin House Incident Command Team.
* Contact senior member of the fire department at the scene to determine the status of the emergency.
* Order evacuation as directed by the fire department.
* Authorize re-occupation of the evacuated area as instructed by the fire department.
* Instruct reception to give the “All Clear" at the conclusion of the incident.

##### STAFF

* Await instructions from your supervisor.
* Keep telephone lines clear.
* Assist in calming residents and visitors as required.

##### HAZARDOUS MATERIAL INCIDENT - EXTERNAL AIR SHUT DOWN

PURPOSE

The air intake shutdown procedure is used when a toxic or hazardous substance is near Belkin House and may enter buildings through the Air Handling Units.

Please refer to Policy 8.1.25 Emergency External Air Shutdown.

**NOTIFICATION**

In the event that Belkin House is notified by an external source (i.e. Police, Fire Department) that the Air Handling Units must be shut down due to a toxic/hazardous material spill, the Director of Environmental Services and Executive Director must be notified immediately.

##### ALL DEPARTMENTS

Upon notification of External Air Shut Down:

* Close doors and windows.
* Shut down fans that draw air from outside.

##### ENVIRONMENTAL SERVICES DEPARTMENT

* Turn off ALL exhaust fans either electronically by way of DDC system – or manually.
* HVAC System (Air Conditioning System) must be turned off

#  11. SEVERE WEATHER

MAJOR SNOWSTORM

A major snowstorm could impact operations at Belkin House in the following way:

* Staff may have difficulty in reporting for work.
* Delivery of equipment and supplies may be disrupted.

Power outages may occur resulting in the reliance on emergency generators for power, where applicable.

**STAFF RESPONSE**

* Staff will be requested to remain on duty in resident care areas until relieved by the next shift.
* Communicate with immediate Supervisor for directions, scheduling and problem solving
* It is advised that staff remain on duty until such time as notification is received that the roads have been cleared to enable them to drive home safely.
* Should circumstances require the need for staff to stay overnight, there is limited accommodation available.

PRIORITY AREAS FOR SNOW REMOVAL

* Food Delivery areas
* Sidewalks and entrance to parkade

BELKIN HOUSE ROADS/PARKING

* The parkade may be blocked off temporarily until snow removal has been completed.
* Employees are not to park vehicles in areas where they will block traffic or hinder snow removal operations.

#  12. FIRE EMERGENCY

FIRE RESPONSE PROCEDURES

* Belkin House is monitored by a fire alarm and detection system.
* The fire alarm system includes several types of devices. These include fire alarm pull and key stations, smoke detectors, sprinkler system and an annunciator panel.
* The purpose and operating principle of each device is described below.
* Staff must be aware of the location of the fire alarm pull stations and fire extinguisher locations in the building (see Facility map).

FIRE ALARM PULL STATIONS

* The **purpose** of the manual pull stations is to allow the person who discovers a fire or smoke to activate the building fire alarm, thereby warning everyone else of the potentially dangerous situation.
* In Belkin House, pull stations are located throughout the building at all exits.
* Staff are required to know the locations of pull stations in your work areas particularly and on all resident areas. As well, you should familiarize yourself with all pull stations in the building

ANNUNCIATOR PANEL

* The purpose of the panel is to indicate where the fire alarm has originated.
* When an alarm sounds, it is essential that the annunciator panel be checked immediately. In Belkin House the annunciator panel is located at the main entrance.
* When an alarm sounds, staff in these areas must check the annunciator panel immediately.

**SMOKE DETECTORS**

* The purpose of smoke detectors is to detect smoke.
* When stimulated it activates the building's fire alarm system. When activated, the detector's status light will FLASH.
* In Belkin House smoke detectors are located on the ceiling in corridors, lounges and 4th and 7th floor residences.

**IDENTIFICATION OF A FIRE**

If you:

* Discover a fire,
* Suspect the presence of fire
* Are present when someone else discovers a fire

You must follow these steps: R.A.C.E.

**REMOVE**

* People from the immediate area of the fire.
* Close all doors if possible in order to contain the fire

**ALARM**

* Activate the fire alarm.
* Use the nearest pull box.

**CALL**

* Call Monitoring company (front desk)

###### EXTINGUISH

* Extinguish the fire only if safe to do so.

##### FIRE PROCEDURES

IN CASE OF FIRE RESPONSIBLE STAFF

1. Locate the fire (confirm there is a fire) Support Services and Staff on their respective floor.
2. Sound the alarm nearest the fire.
3. Call 911
4. Inform front office of location of fire and confirm Fire Department has been called.
5. Evacuate the building
	* Evacuate entire units. Make sure doors are closed. Floor Staff
	* Take radio(s).
	* Gather unit keys and client list. Ensure windows and doors are closed.

Food Services

* + Evacuate kitchen and dining room. Cook

**In addition to the above directive, please be aware of the following:**

1. Do not go back into the building for any reason until you have been advised to do so.
2. Get all residents out. Be aware that smoke rises. If there is dense smoke, have residents walk low or crawl out. This minimizes smoke damage to their lungs as the oxygen is close to the floor. If necessary, use a window; break it with a chair or something heavy. Do not use your hands or feet if possible. If hands or feet must be used, wrap in bedding or towels to minimize cutting. Clean the window area of as much glass as possible before residents crawl through. **IF INSIDE A ROOM AND THE DOOR FEELS WARM – DO NOT OPEN.**
3. Check all the rooms of the Belkin House that you can safely get to. Make sure all residents are out. This means checking closets and bathrooms as well. Be fast but thorough. Call out as you go through the building. **CLOSE DOORS**.
4. Assist persons who are unable to take stairs to the refuge area (elevator lobby) and push red call button
5. Remain as calm as possible. Always remember the Belkin House can be replaced - people cannot. Save property when possible and logical but **DO NOT RISK YOUR LIFE FOR PROPERTY**.

##### FIRE DRILLS

PURPOSE

* The purpose of fire drills is to test the preparedness of staff and to test the Fire Response Plan.
* All staff must participate in fire drills at regular intervals.
* Casual and agency staff must familiarize themselves with the Fire Safety Plan.
* Prior to and during a drill, precautions are taken to ensure the safety of residents, visitors and staff in the area.

SCHEDULE

* The Fire Safety Director will determine the location and time for each fire drill.
* Fire drills are held on an annual basis in resident care areas.
* All fire drills are announced.

EVALUATION

All fire drills are evaluated and documented by the Fire Safety Director.

*FIRE DRILL REPORT*

TIME: DATE:

1. Alarm sounded by:
2. Location of simulated fire:
3. Did staff return to assigned area?
4. Was front office notified of fire location?
5. Did fire doors work properly?
6. Were all doors and windows closed?
7. Did staff ensure corridors clear?
8. Were electrical appliances turned off in fire area?
9. Did residents/clients panic?
10. Was fire located quickly?
11. Did fire alarm bells work properly?
12. Were the Client and Guest Sign In/Out Books brought to the scene?
13. Did the staff follow proper procedures?
14. If answer is no to any of the above (except #9), please explain

Report prepared by: Location:

Reviewed by Fire Safety Director Signed

#  13. BOMB THREAT

* Any information received by Belkin House about a bomb placement should be considered a real threat.
* It is the responsibility of all Belkin House staff to follow the approved procedure upon discovering a suspicious item and/or receiving a threat of an explosive device in Belkin House.

##### BOMB THREAT - TELEPHONE

THE STAFF MEMBER WHO RECEIVES THE THREAT MUST REMAIN CALM.

* Keep the caller on the line as long as possible.
* Use the Bomb Threat Form available on page 33 of this document and ask the following questions:
* Where is the bomb located?
* When is it set to explode?
* What does it look like?
* What type of bomb is it?
* Why he/she is doing it?
* What is your name?
* Alert another staff member to help you by writing a note stating "Bomb Threat".
* Do not hang up - the call may be traceable even if the caller has disconnected.
* Using another phone, dial 911 stating:
* Bomb Threat
* Your name / location / telephone local
* Exact wording of the threat

NOTE: ALLOW THE OPERATOR TO HANG UP FIRST.

* Report the Bomb Threat to:
* Front Desk during regular office hours
* Front Desk will call The Executive Director/Designate
* Complete the "Bomb Threat Checklist" located in the Emergency Plan and submit it to your supervisor. Refer to Appendix.
* Person receiving the call must remain on-duty to talk to the Police.

**BOMB THREAT - NOTE OR LETTER**

* Inform the Belkin House Executive Director/Designate of the bomb threat.
* Refrain from handling the note/letter or the envelope to avoid smearing fingerprints.
* Place the note/letter and the envelope inside a larger unused envelope.
* Record on the outside of the envelope
* The names of all individuals who handled the note
* How the note was delivered and by whom
* Description of the messenger who delivered the letter, if applicable
* Time the note was received Keep the envelope in a secure area for submission to the Police.

SUSPICIOUS PACKAGE

* If you find a suspicious object, device or package **DO NOT TOUCH IT OR MOVE IT**.
* Ask if anyone can identify the package.
* Inform the Executive Director/Designate of the suspicious package.
* Be prepared to provide the Executive Director/Designate with a description and exact location of the suspicious package.

NOTE: THE POLICE ARE RESPONSIBLE FOR DISPOSAL OF BOMBS.

**DO NOT USE RADIOS UNTIL ADVISED THAT IS SAFE TO USE THE RADIOS**

**BOMB THREAT PROCEDURE**

**FRONT DESK**

You are notified that a staff member has received a bomb threat:

* Obtain the staff member's name, location and telephone local.
* Instruct the staff member to stay on the unit in order to speak with the Executive Director/Designate and Police.
* Notify the POLICE 911.
* Notify Executive Director/designate of bomb threat.
* Notify the fire department and ambulance services to stand by.
* Page/phone the Executive Director/designate and provide the name and unit of the recipient of the threat.
* Notify resident units/departments with directions as instructed by Police and/or the Executive Director/designate.
* Announce the "All Clear" as instructed by the Director/designate.

EXECUTIVE DIRECTOR OR DESIGNATE

* Establish an Incident Command Center if necessary
* Advise reception that the Incident Command Centre has been established.
* Review the facts related to the bomb threat with Incident Command Team, the staff member receiving the threat and the Police.
* Based on information available order a visual search and/or evacuation. The decision to evacuate must be made in consultation with the senior Police official present.
* Authorize reoccupation of buildings at the direction of the Police.
* Instruct switchboard to give the "All Clear" at the conclusion of the incident.

STAFF

* Assist in calming residents and visitors as required.
* Keep telephone lines clear.
* Await instructions from the Incident Commander or Police.
* Employees who are familiar with an area may be requested to assist in a visual search of the area for the purpose of IDENTIFYING ONLY suspicious packages/objects.
* Staff participation in a visual search is not mandatory.
* Assist with evacuation of residents as directed by the Incident Commander and Police.

BOMB THREAT CHECK LIST

Date: Time:

**RECORD THE EXACT WORDING OF THE THREAT**

**CALLER’S IDENTITY**  } Male  } Female  } Adult  } Juvenile **ORIGIN OF CALL**  } Local  } Long Distance  } Both **BOMB FACTS**

When will it go off? Where is it located? Why did you place it? What is your name? What does it look like?

VOICE CHARACTERISTICS

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  } Loud |  } | High-Pitched |  } | Raspy |  } Intoxicated |
|  } Soft |  } | Deep |  } | Pleasant |  } Other |

**SPEECH**

 } Fast  } Distinct  } Stutter  } Distorted

 } Slow  } Slurred  } Nasal

**LANGUAGE**  } Excellent  } Good  } Fair  } Poor  } Foul

**ACCENT**  } Local  } Foreign Origin :

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **MANNER** |  } Calm |  } Coherent |  } Deliberate |  } Voice Familiar |
|  |  } Angry |  } Irrational |  } Emotional |  |

 } Appears knowledgeable regarding Belkin House layout, etc.

BACKGROUND NOISES

 } Factory  } Machines  } Music  } Quiet

 } Trains  } Airplanes  } Street Traffic

NAME:

Please Print Signature

**DEPARTMENT:** Local:

#  14. HOSTAGE TAKING

IF YOU ARE TAKEN HOSTAGE

* Remain calm and avoid aggressive behavior, language, stance, and gestures.
* Attempt to establish a sympathetic rapport with the hostage-taker.
* Remain alert for safe opportunities to escape but do not take chances.
* Refuse any offer of food or drink from the hostage-taker.
* Stay away from windows and doors in case a rescue attempt is made from outside the room.

IF A HOSTAGE TAKING OCCURS / THREAT OF HOSTAGE TAKING

* Dial 911 stating:
* Hostage taking
* Your name / location / telephone local
* Brief description of incident

NOTE: ALLOW THE OPERATOR TO HANG UP FIRST.

* Evacuate residents/staff/visitors from the immediate area. (Horizontal evacuation)
* Seal off the affected area.
* Appropriate staff member should remain to try to open and maintain a dialogue with the hostage-taker pending the arrival of the Police.
* Do not provide the hostage-taker with drugs, food, drinks, transportation or means of escape unless directed to do so by the Police.
* Prepare to fully cooperate with the Police.

FRONT DESK

**YOU ARE NOTIFIED OF A HOSTAGE TAKING SITUATION:**

* Notify the Police **911**
* Notify the fire department and ambulance services to stand by.
* Notify the Executive Director/designate or the On Call Manager/designate and provide him/her with the description of the incident.
* Notify units or departments with directions as instructed by the Executive Director or Designate.
* Announce the "All Clear" as instructed by the Executive Director/designate.

EXECUTIVE DIRECTOR OR DESIGNATE

* Establish an Incident Command Centre if necessary.
* Advise switchboard that the Command Centre has been established and the location
* Review the facts related to the hostage-taking situation with Belkin House Incident Command team and the Police.
* Order evacuation of the areas surrounding the hostage-taker's location.
* Make staff and material resources available to the Police.
* Instruct switchboard to give "All Clear" at the conclusion of the incident.

STAFF

* Await instructions from your supervisor.
* Keep telephone lines clear.
* Assist in calming residents and visitors as required.
* Assist with the evacuation of residents and staff as directed by the Incident Commander.

#  15. EARTHQUAKE

WHAT TO EXPECT IN THE EVENT OF A MAJOR EARTHQUAKE

* During the actual earthquake, people will experience shaking of buildings and an extremely loud noise.
* The motion may be severe - if you are standing, you may be thrown to the ground.
* Doors may violently swing back and forth.
* Doorframes may bend, jamming the doors closed.
* Pieces of ceiling and light fixtures may drop to the floor.
* Shattered glass from broken windows may fly across the room.
* There may be flooding from burst water pipes/mains.
* Freestanding furniture such as bookcases, filing cabinets, may fall to the floor.
* There may be fires from broken natural gas lines, electrical short circuits or other causes.
* There may be structural and/or non-structural damage to buildings.
* There may be injuries sustained by residents, staff and visitors.
* There may be power outages and other utility failures.
* Chemical spills are also a possibility.

**ACTIONS DURING THE SHAKING**

PROTECT YOURSELF FIRST. YOU NEED TO BE SAFE IN ORDER TO HELP OTHERS.

**IF INSIDE BUILDING**

* If you are inside, stay inside.
* Do not attempt to exit the building.
* Drop, cover and hold on, if possible get under a strong table, counter or desk and hold on.
* If you are in a corridor, stairway or other area where no cover is available, drop to your knees with your back to a wall and cover your head and neck with your hands to protect yourself. Assist others to do the same if possible.

**IF OUTDOORS**

* If you are outside, stay outside.
* Move into the open away from buildings, trees and power lines.
* Once in the open, stay there until the shaking stops.

ONCE THE SHAKING STOPS

* Remain in a secure area until the shaking stops.
* **Wait 60 seconds** after the shaking stops before moving from the secure area and then move carefully.
* Assess your surroundings.
* Be prepared for after shocks.

**LIFE SAFETY**

* Check yourself for injuries:
* Do not move seriously injured persons unless they are in immediate danger of further injury.
* Check for people who may be trapped.
* Inspect resident rooms, lounges and other locations in your area.
* Leave doors to rooms open.
* Calm residents and visitors:
* Instruct residents to remain calm.
* Assemble residents in hallways until a detailed damage assessment is completed.
* Keep residents and visitors away from windows, exterior walls, and objects that may fall.
* Administer first aid as needed.
* Assist Incident Command Team to do an assessment of facility and personnel.

BE PREPARED TO EVACUATE

* Prepare residents and visitors to evacuate.
* The Incident Command Team will decide if / when to evacuate, and the evacuation routes.
* Check evacuation route(s) for damage and debris in the event evacuation is required.
* Expect to clear corridors and doorways of debris, or navigate disabled stairways.

CHECK FOR HAZARDS

* Check for fires and extinguish them if safe to do so or call for help.
* Inspect all areas for hazards, e.g. chemical hazards, gas leaks and other broken utility lines.
* If you smell gas, open windows and doors if possible.
* Avoid all obvious hazards.
* Do not touch fallen or damaged electrical wires.
* Do not smoke or allow open flames (e.g. fighters, matches, burners).

TELEPHONES

* Check operating status of all telephones and replace receivers back on the bases.
* Resist making calls unless they are life saving. An overloaded telephone system becomes worthless in a disaster.

FOOD AND WATER CONSUMPTION

* CONSERVE WATER
* Do not flush toilets.
* Do not consume or distribute food or water unless you are certain it is free from contamination.

ASSESS THE DAMAGE

* Assess the damage to your designated area and inform the Incident Command Centre. (Refer to Appendices 1 4(a), 1 4(b) and 1 4(c) for Damage Assessment Forms).
* Use caution when opening doors to cupboards and rooms as objects may fall.
* Salvage essential supplies, equipment and records if you can do so safely.
* Post signs indicating dangerous areas, and notify the Incident Command Centre of any unsafe situations.

IF YOU ARE NOT AT BELKIN HOUSE

* Ensure your family is safe & if possible, report to the Belkin House to assist unless the radio broadcast instructs you to do otherwise.

##### DAMAGE ASSESSMENT FORM #1

Building: Department/Unit:

Assessment Performed by:

STRUCTURAL DAMAGE

|  |  |  |  |
| --- | --- | --- | --- |
| **TYPE OF DAMAGE** | **YES** | **NO** | **LOCATION OF DAMAGE (ROOM#)** |
| **WALLS** |  |  |  |
| Collapsed |  |  |  |
| Large Cracks |  |  |  |
| Walls separated from room |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **TYPE OF DAMAGE** | **YES** | **NO** | **LOCATION OF DAMAGE (ROOM#)** |
| **FRAMES** |  |  |  |
| Distort |  |  |  |
| Bent |  |  |  |
| Buckled |  |  |  |
| Stretched |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **TYPE OF DAMAGE** | **YES** | **NO** | **LOCATION OF DAMAGE (ROOM#)** |
| **ROOFS** |  |  |  |
| Collapsed (does not include fallen ceiling tiles) |  |  |  |
| Large cracks |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **TYPE OF DAMAGE** | **YES** | **NO** | **LOCATION OF DAMAGE (ROOM#)** |
| **FLOOR** |  |  |  |
| Collapsed |  |  |  |
| Large cracks |  |  |  |

TURN IN TO INCIDENT COMMAND CENTRE WITHIN 30 MINUTES

**DAMAGE ASSESSMENT FORM #2**

Building: Department/Unit:

Assessment Performed by:

NON-STRUCTURAL DAMAGE

|  |  |  |  |
| --- | --- | --- | --- |
| **TYPE OF DAMAGE** | **YES** | **NO** | **LOCATION OF DAMAGE (ROOM#)** |
| Fallen Light |  |  |  |
| Fallen Ceiling |  |  |  |
| File Cabinets or Storage Lockers Tipped Over |  |  |  |
| Damaged Computers |  |  |  |
| Partitions tipped over |  |  |  |
| Broken Glass |  |  |  |
| Water Leaking |  |  |  |
| Chemical Spills |  |  |  |
| Other |  |  |  |

TURN INTO INCIDENT COMMAND CENTRE WITHIN 30 MINUTES

**DAMAGE ASSESSMENT FORM #3**

Building: Department/Unit:

Assessment Performed by:

UTILITY SERVICES/DAMAGE OR OUTAGE

|  |  |  |  |
| --- | --- | --- | --- |
| **TYPE OF DAMAGE** | **YES** | **NO** | **LOCATION OF DAMAGE (ROOM#)** |
| Electrical Power |  |  |  |
| Telephones |  |  |  |
| Water (sinks, toilets) |  |  |  |
| Heating or Cooling |  |  |  |
| Sewage Backup |  |  |  |

TURN INTO INCIDENT COMMAND CENTRE WITHIN 30 MINUTES

 **16. APPENDICES**

**EMERGENCY SUPPLIES AND SUPPLY LOCATIONS**

|  |  |
| --- | --- |
| **Supply Item** | **Supply Location** |
| Incident Command Chart, Vests, and Materials | 2nd Floor Photocopy Room Cabinet |
| Food and Paper/Plastic products | Kitchen Supply Cupboard |
| Blankets & Pillows | Housekeeping Storage Room Laundry Room |
| First Aid Kits | Front Desk Security Office KitchenCRF Office8th Floor Copy Room Laundry Room Maintenance Room 3rd Floor Shelter Office7th Floor Shelter Offices |
| Flashlights | Front Desk Office (1st Floor Lobby) Director of ES’s Office (8th Floor - #806) CRF Office (4th Floor - #452)BCL Office (3rd Floor - #352)Male Shelter Offices (3rd Floor - #362) Female Shelter (7th Floor - #760) |
| Emergency Supplies Cabinets | 2nd Floor – Photocopy Room 3rd Floor – Elevator Lobby 4th Floor – Elevator Lobby 5th Floor – Elevator Lobby 6th Floor – Elevator Lobby 7th Floor – Elevator Lobby 8th Floor – Photocopy Room |

**THE SALVATION ARMY BELKIN HOUSE ICS POSITION DESCRIPTIONS**

**INCIDENT COMMANDER**

**Reports to:** Divisional Commander / Area Commander

General description

Every emergency/disaster relief operation will have an Incident Commander, and there can be only one Incident Commander for the emergency/disaster relief operation. The Incident Commander acts as Belkin House’s primary representative. Normally, the Executive Director, or in his/her absence, a the Director of Residential Services or most senior on-site member of the Management team will function as the Incident Commander.

**After-hours event**

In the event of an after-hours emergency/disaster event, the on-duty Front Desk staff member will temporarily assume the position of Incident Commander until such time as the Executive Director or a member of Management arrives to assume responsibility.

Front Desk staff acting as Incident Commander will have limited powers; restricted to overseeing safety and security, health and well-being of staff and residents, coordinating inter-departmental communication and the delivery of basic operations as required.

**Otherwise, the Executive Director or Management alternate acting as the Incident Commander will be the on-site manager of the emergency/disaster relief operation and will be responsible for the following:**

* managing the emergency/disaster relief operation
* assessment of the physical and emotional well-being of the operational staff
* ensuring that all aspects of the emergency/disaster relief operation reflect the mission, principles and policy of The Salvation Army Belkin
* interacting effectively with other agency leaders, the media, and the general public as required.

**Responsibilities**

* manage the overall emergency/disaster relief operation and coordinate all emergency service operations
* assess the scope of the emergency/disaster and implement assistance programs necessary to meet the needs of emergency/disaster survivors
* formulate requests for required personnel and equipment
* ensure that all standard reports are produced and disseminated, including statistical and financial reports
* ensure that the emergency/disaster relief operation is conducted commensurate with Salvation Army standards and principles
* actively participate in the recovery operations planning process with members of D.H.Q.
* evaluate the progress of the emergency/disaster relief operation and identify actions to correct deficiencies
* communicate critical information or issues to the Divisional Commander
* implement the Incident Command System (ICS) and authorize the expansion of the ICS structure with additional personnel as the emergency/disaster situation warrants

**These ICS sections are:**

° Operations

° Liaison & Public information

° Safety & Security

° Emotional and spiritual care

° Logistics

° Finance and administration

° Planning

**Qualifications:** a qualified Incident Commander should:

* possess emergency/disaster experience / taken appropriate emergency/disaster training.
* plan strategies to achieve designated objectives
* be proactive / identify problem areas and work to overcome them
* staff the emergency/disaster relief operation to meet the workload
* monitor span of control and expand ICS as necessary
* delegate authority to Command and General Staffs
* utilize Deputies appropriately
* appropriately integrate The Salvation Army operations with other emergency/disaster relief agencies
* identify policy differences between The Salvation Army and other agencies and work cooperatively to resolve differences
* represent The Salvation Army to other agency leaders, the media, and the general public

•communicate critical issues to divisional headquarters

* understand and abide by the limits of authority



**OPERATIONS OFFICER**

**Reports to:** Incident Commander

General description

The Operations Officer is responsible for managing all direct services during an emergency/disaster relief operation. This includes case management and sheltering. Normally, the Director of Residential Services, or in his/her absence, Manager of Transitional Housing, or in his/ her absence, the Manager of Emergency Shelters will function as the Operations Officer.

**After-hours event**

In the event of an after-hours emergency/disaster event, the most senior and available on-duty Emergency Shelter staff member will temporarily assume the position of Operations Officer until such time as the Director of Residential Services or a member of Management arrives to assume responsibility. Emergency Shelter staff acting as Operations Officer will have limited powers; restricted to the delivery of basic operations as required.

**Otherwise, the Director of Residential Services or Management alternate acting as the Operations Officer will be the on-site manager of operations and will be responsible for the following:**

**Responsibilities**

* Supervise all direct services during a emergency/disaster relief operation.
* Supervise case management activities, including the opening of cases, eligibility determinations, and the disbursement of vouchers and other forms of direct financial assistance. Eligibility determinations and financial awards will be made in accordance with guidelines set by the Belkin House Policy & Procedures.
* Assess service gaps during the emergency/disaster relief operation and recommend additional direct services to the Incident Commander to meet any unmet needs of emergency/disaster survivors.
* Open and operate additional emergency shelter beds or other forms of temporary housing as necessary and appropriate.
* In coordination with the Logistics Section, distribute in-kind donations directly to individuals and families. This may be performed by distributing goods directly off trucks or other vehicles, using a “deliver-and-drop” method of establishing caches of goods at pre-designated facilities or locations, or by opening a bulk distribution centre.
* Manage additional direct services as the Incident Commander deems necessary and appropriate to relieve the suffering of emergency/disaster victims.
* Report appropriate statistical information to the Finance and Administration Section, including statistics on the number of meals and individuals served, vouchers written, shelters opened, and similar information.
* Monitor direct service activities daily and as numbers decline, consult with the Incident Commander to set thresholds for demobilization.

**Qualifications:** a qualified Operations Officer should have:

* Experience in managing programs that interact with the general public.

•Familiarity with Salvation Army standards for casework and rules regarding emergency/disaster victim confidentiality.

* Familiarity with Salvation Army processes for approving and issuing emergency relief vouchers.
* Experience in managing mass shelters.



**PUBLIC INFORMATION & LIAISON OFFICER**

**Reports to:** Incident Commander

**General description:** The Public Information & Liaison Officer is responsible for communicating critical information about The Salvation Army’s emergency/disaster relief activities to the media, the general public and internally, to other Salvation Army units.

This audience includes emergency/disaster survivors, who will need specific information about Salvation Army recovery programs, as well as a much wider audience of people more generally interested in The Salvation Army’s activities. This wider audience includes mass media outlets, in-kind and financial donors, and Salvation Army personnel.

In addition to working within the ICS structure, the Public Information & Liaison Officer will also work in conjunction with divisional public relations personnel who, unless specifically assigned to fill this position, may not be on-site and not a part of ICS organization.

The Public Information & Liaison Officer is The Salvation Army’s representative and point of contact to other emergency/disaster relief groups, including government agencies and community and volunteer organizations. Liaisons represent the Army’s interests in these interactions and seek to build cooperative partnerships between these groups and our own organization.

In addition, the Public Information & Liaison Officer may be assigned specific responsibilities, such as representing The Salvation Army in a local or provincial Emergency Operations Centre (EOC). The Public Information & Liaison Officer may also be assigned to an emergency/disaster Field Office (DFO) or interact with partnering emergency/disaster relief agencies and church groups. Normally, the Director of Programs, or in his/her absence, Director of Pro Bono & Justice Services, or in his/her absence, the Program & Volunteer Coordinator will function as the Public Information & Liaison Officer.

**After-hours event**

In the event of an after-hours emergency/disaster event, the Public Information & Liaison Officer position will not be filled.

**Otherwise, the Director of Programs or their alternate acting as the Public Information & Liaison Officer will be responsible for the following:**

**Responsibilities:**

* Function as the central point of contact for all media organizations.
* Function as the central dissemination point for all information related to The Salvation Army’s emergency/disaster relief operation.
* Establish and maintain continuing relationships with media personnel.
* Arrange media interviews.
* Prepare and distribute news releases to appropriate television, radio, print and Internet outlets.

•Maintain internal communications by disseminating media releases and feature stories to other Salvation Army units.

•Develop photographic and/or video documentation of the response effort.

•Protect emergency/disaster victims under the Salvation Army’s care from unwarranted media attention and ensure client confidentiality is maintained at all times.

* Establish and maintain contact with counterparts in other government agencies and volunteer organizations assisting in the relief effort.
* Function as a point of contact for personnel from agencies and organizations assisting The Salvation Army.
* Build partnerships between emergency/disaster relief groups and encourage cooperative efforts in dispensing aid.
* Ensure The Salvation Army is represented at key interagency planning meetings and that the Army is given an appropriate role or responsibility.

•Collect, evaluate and disseminate pertinent information or issues raised by other agencies. Report such information to The Salvation Army Incident Commander.

•Voice Salvation Army concerns to appropriate government and voluntary contact points and seek resolution to issues.

•Initiate and maintain contact with Non-Governmental Organizations such as the St. John Ambulance or Canadian Red Cross Liaison, and any provincial or local counterparts assigned to the emergency/disaster relief operation.

•Assist in the formation of community collaborations that will address the needs of emergency/disaster survivors who have “fallen through the cracks” or who require long- term assistance.

* Coordinate the recruitment, management and assignment of spontaneous volunteers and ensure that appropriate records are kept.

•Disseminate Salvation Army situation reports, statistical data, and other critical information to government and voluntary partner organizations.

**Qualifications:** a qualified Public Information & Liaison Officer should have:

* Experience in working with the media, including television, radio, print, and Internet outlets.
* Public speaking experience, the ability to speak clearly and concisely, and the confidence to conduct live interviews with television and radio reporters.
* Excellent writing skills and the ability to generate news releases, feature articles and other publications.
* Photography or video recording skills.
* Strong time management skills and the ability to meet media deadlines.
* Experience in working with government agencies, volunteer groups, and community- based organizations.
* A thorough understanding of standard EOC operations, and emergency/disaster assistance programs.
* A thorough understanding of Salvation Army emergency/disaster service programs and the ability to accurately explain these services to others.
* The ability to meet new people, build partnerships, and work as part of a team.
* A clear understanding of liaison’s limits of authority and ability to function under these



**SAFETY & SECURITY OFFICER**

**Reports to:** Incident Commander

General description

The Safety Officer is responsible for addressing issues related to safety and security during the emergency/disaster relief operation and ensuring, as much as possible, that emergency/disaster workers are not carelessly hurt or injured. The Safety Officer is authorized to review all aspects of the emergency/disaster relief operation, including direct service programs, equipment, facilities, and personnel practices, to determine possible hazards. The Safety Officer is also responsible for addressing security issues for the facility and for workers during the entire time they are deployed, both on- and off- duty hours. Normally, the Support Services Supervisor , or in his/her absence the ECRF Manager, or in his/her absence, the available OH&S Chair will function as the Operations Officer.

**After-hours event**

In the event of an after-hours emergency/disaster event, the on-duty Support Services staff member will temporarily assume the position of Safety & Security Officer until such time as the Support Services Supervisor or their alternate arrives to assume responsibility. Support Services staff acting as Safety & Security Officer will have limited powers; restricted to ensuring the basic health, safety and security of residents, staff and facilities.

**Otherwise, the Support Services Supervisor or their alternate acting as the Safety & Security Officer will be responsible for the following:**

**Responsibilities**

* Assess possible safety and security hazards during the emergency/disaster relief operation and propose appropriate corrective actions to the Incident Commander.
* Establish security protocols for Salvation Army emergency/disaster workers assigned to emergency/disaster relief operations related to a crime or other mass casualty scene. In conjunction with the Finance and Administration Chief, ensure such workers are properly screened and credentialed before they gain access to the site.
* Advise Salvation Army emergency/disaster workers of possible security concerns, including threats to their property, while they are deployed during the emergency/disaster operation. These concerns apply both on and off duty. The Safety Officer will advise workers of specific precautions to take for protection.
* In cooperation with the Logistics Officer, ensure all food on the emergency/disaster relief operation is being prepared, stored and served under sanitary conditions and in accordance with Public Health Department standards. If necessary, serve as the point- of-contact for local Public Health Department food inspectors.
* Inspect Salvation Army equipment, including vehicles, to ensure the equipment is being operated in accordance with CCOHS safety standards.
* Inspect the facility to assess possible hazards and ensure the facility meets appropriate fire, building code, or other safety standards.
* Arrange security guards, public or private, for Salvation Army facilities when necessary.
* With the concurrence of the Incident Commander, recruit Assistant Safety Officers to provide support or supervision for specific tasks.

**These tasks may include:**

° Equipment and facility safety

° Food handling safety

° On-site security

° Off-site security

° CCOHS compliance

**Qualifications:** a qualified Safety Officer should have:

* Training in food service safety requirements.
* Training in CCOHS workplace safety requirements.
* Training in personal and site security.
* The ability to communicate safety concerns in a constructive, but firm, manner.



**EMOTIONAL & SPIRITUAL CARE OFFICER**

**Reports to:** Incident Commander

General description

The Emotional and Spiritual Care Officer is responsible for managing spiritual and emotional support services on the emergency/disaster operation. This support includes external care for emergency/disaster victims, rescue workers, and the general public as well as internal care for Salvation Army officers, employees, and volunteers. These services may include prayer support and intervention with individuals or groups, conducting private or public memorial services, or holding specific defusing or debriefing meetings with internal or external personnel. The function is not qualified to provide professional mental health counselling and will refer victims in need of prolonged treatment to licensed providers. The Emotional and Spiritual Care Officer should utilize the services of trained individuals to serve on the spiritual and emotional support team and provide supervision and consultation for team members. This team should represent a balance of Emotional and Spiritual Care givers and mental health and social service professionals. All should have formal training in crisis counselling and Critical Incident Stress Management (CISM). Normally, the Transitional Housing Manager,, or in his/her absence the a Caseworker/ Chaplaincy will function as the Emotional and Spiritual Care Officer.

**After-hours event**

In the event of an after-hours emergency/disaster event, the Emotional and Spiritual Care Officer position will not be filled.

**Otherwise, the Manager of Transitional Housing or their alternate acting as the Emotional and Spiritual Care Officer will be responsible for the following:**

**Responsibilities**

* Provide supervision and consultation for the spiritual and emotional support team. This will include case consultation, defusing and debriefing services for team members.
* Coordinate the recruitment of qualified individuals to serve on the spiritual and emotional support team.
* Provide spiritual care and emotional support services for individuals impacted by the emergency/disaster.
* Respect and sensitively support persons of differing faiths, including non-Christians, and the “unchurched.”
* Use “engagement” care and CISM techniques to reach out and assist individuals traumatized by a emergency/disaster event.
* Respect the limits and capabilities of Salvation Army pastoral and CISM caregivers and be prepared to make immediate referrals to other professional mental health providers for victims who require a more substantive level of care.
* If the victim has a local pastor, assist the victim or their families in contacting that minister for spiritual support if requested.
* Arrange for hospital visitation with injured emergency/disaster victims and their families.
* Arrange and assist with public or private memorial services as required or requested.
* When appropriate, provide support to coroner offices, morgues, and Emergency/disaster Mortuary Assistance Teams (DMORT). Be prepared to assist government officials and families with issues of victim identification or death notification.
* Provide defusing services for Salvation Army emergency/disaster workers during and prior to their release from the emergency/disaster operation.

**Assistant Emotional and Spiritual Care Officers may be assigned to specific tasks, such as:**

° Chaplaincy

° Worship services

° Outreach

° Hospital / funeral visitation

° CISM intervention services

**Qualifications:** a qualified Emotional and Spiritual Care Officer will:

* be a committed Christian.
* have experience and basic understanding of pastoral care.



**LOGISTICS CHIEF**

**Reports to:** Incident Commander

General description

The Logistics Chief is responsible for obtaining and managing all resources, food services and equipment necessary to run the emergency/disaster relief operation. These critical assets may include vehicles, supplies, in-kind donations and facilities. In addition, the Logistics Chief coordinates and supervises all logistics personnel, including specialists in communications, information and technology, transportation, warehousing and vehicle maintenance. Normally, the Director of Environmental Services, or in his/her absence the Manager of Food Services, or in his/her absence, the Supervisor of Housekeeping & Maintenance will function as the Logistics Chief.

**After-hours event**

In the event of an after-hours emergency/disaster event, the on-duty Housekeeping staff member will temporarily assume the position of Logistics Chief until such time as the Director of Environmental Services or their alternate arrives to assume responsibility.

Housekeeping staff acting as Logistics Chief will have limited powers; restricted to ensuring the coordination of critical supplies and equipment to departments and residents.

**Otherwise, the Director of Environmental Services or their alternate acting as the Logistics Chief will be responsible for the following:**

**Responsibilities**

* Supervise the acquisition, inventory and disposition of all food, fuel, water, basic hygiene and other necessary equipment and materials necessary to support the emergency/disaster relief operation.
* In consultation with the Finance and Administration Chief, purchase, lease and/or solicit all needed equipment and supplies as authorized by the Incident Commander.
* Develop and maintain an inventory system for all acquired equipment and vehicles (donated, rented, leased or purchased).
* Supervise the connection and/or restoration of critical services and utilities, such as electricity, gas, water, waste management and telephone to Salvation Army emergency/disaster facilities.
* Operate warehouses and other facilities to receive and process equipment, supplies and in kind donations.
* Establish forward supply area(s) and/or staging area(s) as necessary.
* Supervise all communications activities, including the issuance of communications equipment (such as cellular phones or radios), the activities of amateur radio operators, and the establishment of radio-rooms and other communications hubs.
* Supervise the information and technology unit, including the deployment, setup and use of computers onsite and the installation of necessary infrastructure, such as power and telephone lines, to support needed computer equipment.
* Manage all transportation and shipping needs for the emergency/disaster relief operation including setting up accounts and pick-up points with commercial vendors and supervising staff as signed as truck drivers, couriers or other delivery personnel.
* Supervise all maintenance personnel, including vehicle maintenance providers.
* With the concurrence of the Incident Commander, establish Logistics units and arrange for supervisors (Coordinators) as needed.

**Frequently used units include:**

° Communications

° Information and technology

° Food, Fuel and other Supplies

° Transportation

° Vehicle maintenance

° Warehousing

**Qualifications:** a qualified Logistics Chief will have:

* Purchasing experience, including food supplies, emergency generator fuel supplies, and acquiring supplies and developing relationships with vendors.
* Familiarity with in-kind goods management plans and internal Salvation Army procedures for receiving in-kind goods.
* Warehousing management skills, including the ability to receive, sort and distribute products.
* Familiarity with procedures for negotiating lease and other purchase agreements.
* Communications experience with telephone systems, cellular and radio, including amateur radio operations.
* Fleet management experience, including vehicle procurement and vehicle maintenance.
* Information and technology experience.



**FINANCE & ADMINISTRATION CHIEF**

**Reports to:** Incident Commander

General description

The Finance and Administration Chief is responsible for managing many of the “paperwork” details necessary to support a emergency/disaster relief operation. These responsibilities can be categorized into two main areas: records and reports and accounting. The position is also responsible for supervising the daily administrative operation of the Incident Command Post. Normally, the Director of Business Administration, or in his/her absence the Sr. HR Administrative Assistant, or in his/her absence, the Jr. HR Administrative Assistant will function as the Finance and Administration Chief.

**After-hours event**

In the event of an after-hours emergency/disaster event, the Finance and Administration Chief position will not be filled.

**Otherwise, the Director of Business Administration or their alternate acting as the Finance and Administration Chief will be responsible for the following:**

**Specific responsibilities**

* Maintain all incident-related records and reports, including statistics, staffing patterns and resource lists.
* Compile, record and disseminate the daily Situation Report (SitRep) and National Statistical Service (NSS) information for the operation, contributing operational information and statistics to the reports.
* Maintain all records, including time sheets, for all emergency/disaster workers serving on the relief operation. This includes officers, employees and volunteers.
* Control the issuance of security credentials to emergency/disaster workers and operate on-site photo identification systems.
* Coordinate with the Logistics Chief to maintain all contracts and invoices or other financial records related to the acquisition of equipment, material, services and vehicles.
* Ensure all invoices, bills, vouchers and other requests for payment are appropriately recorded and forwarded for payment.
* Establish direct-bill accounts with

vendors to support the emergency/disaster relief operation.

* Establish procedures for processing travel vouchers and petty cash requests for on-site emergency/disaster personnel.
* Address all issues related to insurance claims, insurance coverage, workers’ compensation and similar issues.
* With the concurrence of the Incident Commander, establish Finance and Administration units and arrange for supervisors (Coordinators) as needed.

**Frequently used units include:**

° Accounting

° Clerical and office support

° Procurement

° Statistics and reports

° Staffing

° Volunteer management

**Qualifications:** a qualified Finance and Administration Chief will have:

* Familiarity with Salvation Army personnel and risk management policies.
* Experience with Salvation Army administration, finance and accounting practices, including processing in voices and vouchers.
* Experience in compiling reports and familiarity with The Salvation Army national statistical system.
* Excellent organizational and record-keeping skills.



**PLANNING CHIEF**

**Reports to:** Incident Commander

General description

The Planning Chief is responsible for assessing community needs during an emergency/disaster relief operation and recommending appropriate short- and long-term Salvation Army assistance programs to meet those needs. Normally, the Manager of Emergency Shelters, or in his/her absence the Manager, SCU, or in his/her absence, the Assistant Manager of Emergency Shelters will function as the Planning Chief.

**After-hours event**

In the event of an after-hours emergency/disaster event, the Planning Chief position will not be filled.

**Otherwise, the Manager of Emergency Shelters or their alternate acting as the Planning Chief will be responsible for the following:**

**Responsibilities**

* Collect and analyze information to help determine the severity of the current emergency/disaster situation and the extent of damage.
* Assess community needs and recommend appropriate Salvation Army assistance programs to meet those needs.
* When needed, prepare an incident emergency/disaster action plan for the Incident Commander’s approval.
* Assess the number and experience level of personnel needed to manage the emergency/disaster event and recommend divisional deployments as needed.
* With the concurrence of the Incident Commander, establish Planning units and arrange for supervisors (Coordinators) as needed.

**Frequently used units include:**

° Assessment planning

° Demobilization planning

° Service delivery planning

° Transition planning

**Qualifications:** a qualified Planning Chief will have:

* The ability to conduct a community needs and resources assessment.
* The ability to research and analyze data.