

# Reception Centre Manager

If the EOC Director or the Health and ESS Director has called for activation of a reception centre (RC) or group lodging (GL)...

- As soon as possible report to the community emergency operations centre (EOC) for briefing and assignment;
- Assume the role of **Health and ESS Reception Centre Manager** in the BCEMS structure.

Reception Centre Manager	
Responsibilities:	<p>The Reception Centre Manager, with internal and external assistance provides food, clothing, shelter and other essential services as required for evacuees, displaced persons, and disaster victims in the affected area.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure that the Reception Centre facility has been approved for use (e.g., agreement in place, safe, etc.) by the EOC Director or Risk Management Officer.</li> <li><input type="checkbox"/> Ensure the safety of all ESS responders and evacuees.</li> <li><input type="checkbox"/> Exercise overall management responsibility for the reception centre and ensure that all "required" functions are carried out.</li> <li><input type="checkbox"/> Establish the appropriate staffing level for the reception centre and continuously monitor organizational effectiveness to ensure that appropriate modifications occur as required.</li> <li><input type="checkbox"/> Allocate space and workstations for each of the required reception centre functions.</li> <li><input type="checkbox"/> Provide initial and ongoing briefings to the EOC team.</li> <li><input type="checkbox"/> In consultation with General and Management staff, set objectives for the reception centre and ensure that all tasks for each objective are accomplished.</li> <li><input type="checkbox"/> Approve press releases and other public information materials requested by EOC, and provided by the Information Officer at the reception centre, before forwarding to the ESS Director for final approval and release.</li> <li><input type="checkbox"/> Review and approve situation reports, action plans, and exceptional resource requests being forwarded to the EOC as required.</li> </ul>
Reports To:	EOC Operations Section Chief or EOC Director
Activation Phase	<ul style="list-style-type: none"> <li><input type="checkbox"/> Utilize the Common Duties Checklist.</li> <li><input type="checkbox"/> Obtain task number and instructions from the ESS Director.</li> <li><input type="checkbox"/> Respond immediately to the Reception Centre and determine</li> </ul>



Reception Centre Manager	
	<p>operational status.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure that facility is inspected for safety hazards and that any safety issues are promptly rectified.</li> <li><input type="checkbox"/> Sign the Task Registration Form. Obtain identification.</li> <li><input type="checkbox"/> As may be required, establish a Reception Centre, warming or cooling centre, or group lodging, and ensure that the building is safe for use;</li> <li><input type="checkbox"/> Establish a workspace to operate from.</li> <li><input type="checkbox"/> Establish communication with immediate supervisor (ESS Branch Coordinator at EOC) to obtain latest briefing.</li> <li><input type="checkbox"/> Obtain the Homes and Persons list.</li> <li><input type="checkbox"/> Establish the check-in registration process (Form 18), first aid post, and prepare for affected persons to arrive.</li> <li><input type="checkbox"/> Contact external ESS/Wellness providers as required</li> <li><input type="checkbox"/> Determine resource needs, such as people, equipment, phones, checklist copies and other reference documents.</li> <li><input type="checkbox"/> Ensure that Reception Centre Kits are available and accessed.</li> <li><input type="checkbox"/> Obtain other supplies, equipment and any required forms.</li> <li><input type="checkbox"/> Ensure that the appropriate personnel for the initial activation of the reception centre are called out.</li> <li><input type="checkbox"/> Ensure ESS signs are posted in appropriate locations throughout the centre.</li> <li><input type="checkbox"/> Ensure that internal and external communication links are operational (e.g., cell phones, handheld radios etc.).</li> <li><input type="checkbox"/> Conduct an initial briefing for reception centre staff before the centre is opened to evacuees.</li> <li><input type="checkbox"/> Schedule the initial Action Planning meeting.</li> <li><input type="checkbox"/> Advise ESS Director and Reception Centre staff that the reception centre is able to receive evacuees.</li> </ul>
Operational Phase	<ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain contact with the ESS Branch Coordinator at the EOC</li> <li><input type="checkbox"/> Maintain position log in chronological order describing actions taken during the shift.</li> <li><input type="checkbox"/> Support or participate in EOC operational periods and action planning meetings.</li> <li><input type="checkbox"/> Once action plans are completed by EOC Planning, review, approve and authorize implementation.</li> <li><input type="checkbox"/> Conduct periodic briefings with the Management and General Staff to ensure reception centre priorities and objectives are current and</li> </ul>



Reception Centre Manager	
	<p>appropriate.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Monitor Management and General Staff activities to ensure that all appropriate actions are being taken.</li> <li><input type="checkbox"/> Review and approve Situation Reports, Action Plans, Media Releases, exceptional resource requests etc. being forwarded to the EOC as required.</li> <li><input type="checkbox"/> Provide direction and support to Management and General Staff as required.</li> <li><input type="checkbox"/> Ensure ongoing monitoring of facility operations to ensure worker and evacuee safety.</li> <li><input type="checkbox"/> Ensure that appropriate worker care is implemented.</li> <li><input type="checkbox"/> Request assistance from ESS Support Organizations through proper channels (e.g., EOC, PREOC etc.) if needed.</li> <li><input type="checkbox"/> Brief replacement for the next shift and identify outstanding action items or issues.</li> </ul>
Deactivation Phase	<ul style="list-style-type: none"> <li><input type="checkbox"/> Authorize Reception Centre demobilization.</li> <li><input type="checkbox"/> Identify and complete any open actions still pending.</li> <li><input type="checkbox"/> Ensure that all required forms, reports and other documentation are completed prior to demobilization.</li> <li><input type="checkbox"/> Deactivate assigned position and close logs when authorized by the ESS Director.</li> <li><input type="checkbox"/> Ensure the cleanup of all work areas before leaving.</li> <li><input type="checkbox"/> Arrange for building review with facility manager.</li> <li><input type="checkbox"/> Ensure that ESS Kits are reassembled, restocked and returned to storage.</li> <li><input type="checkbox"/> Leave a forwarding number.</li> <li><input type="checkbox"/> Ensure building is closed and locked.</li> <li><input type="checkbox"/> Complete Task Report form and forward to ESS Director.</li> <li><input type="checkbox"/> Access critical incident stress debriefing as needed.</li> <li><input type="checkbox"/> Be prepared to provide input to any post event processes (e.g., debriefs, reports etc.).</li> </ul>
Function Aids:	<p><b><u>Aids</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> ESS Program Guide 2022</li> <li><input type="checkbox"/> Reception Centre Operational Guidelines 2009</li> </ul> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> ESS Situation Report (EOC Form 17)</li> </ul>



**Reception Centre Manager**

- Task Registration Form (EOC Form 19)
- Position Log (EOC Form 22)
- Request for Resources or Assistance (EOC Form 20)
- Staffing Log (EOC Form 14)
- EOC Check In/Check Out (EOC Form 18)



# Registration Worker

- As soon as possible report to the Reception Centre as directed.
- Assume the role of **Registration Worker** in the BCEMS structure.

Registration Worker	
Responsibilities:	<ul style="list-style-type: none"> <li><input type="checkbox"/> Explain the purpose of registration to evacuees.</li> <li><input type="checkbox"/> Register evacuees on the registration flimsies of the ESS File – Registration and Services Record.</li> </ul>
Reports To:	Reception Centre Manager
Activation Phase	<ul style="list-style-type: none"> <li><input type="checkbox"/> Utilize the Common Duties Checklist.</li> <li><input type="checkbox"/> Check in with the RC Manager and sign the Task Registration Form. Obtain identification.</li> <li><input type="checkbox"/> Establish workspace.</li> <li><input type="checkbox"/> Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify supervisor of any resource requirements.</li> <li><input type="checkbox"/> Obtain equipment, supplies and required forms.</li> </ul>
Operational Phase	<ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain communication with assigned supervisor.</li> <li><input type="checkbox"/> Interview evacuees and complete the ESS File – Registration and Services Record.</li> <li><input type="checkbox"/> Ensure that the "restriction" question is read to evacuees and if an evacuee restricts their information continue to complete the registration portion and then give the ESS File directly to the Reception Centre Manager.</li> <li><input type="checkbox"/> Forward completed ESS Files to the Reception Centre Manager as soon as possible.</li> <li><input type="checkbox"/> Attend briefings as required.</li> <li><input type="checkbox"/> Brief replacement for the next shift and identify outstanding action items or issues.</li> </ul>
Deactivation Phase	<ul style="list-style-type: none"> <li><input type="checkbox"/> Complete all required forms, reports, and other documentation. All forms should be submitted through the supervisor to the Planning Section, as appropriate, prior to departure.</li> <li><input type="checkbox"/> Clean up work area before leaving.</li> <li><input type="checkbox"/> Sign out with Volunteer/Staff Management Branch.</li> </ul>



Registration Worker	
	<ul style="list-style-type: none"> <li><input type="checkbox"/> Leave a forwarding number.</li> <li><input type="checkbox"/> Access critical incident stress debriefing as needed.</li> <li><input type="checkbox"/> Be prepared to contribute to any post event processes (e.g., debriefs, reports <i>etc.</i>).</li> </ul>
Function Aids:	<p><b><u>Aids</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> ESS Program Guide 2022</li> <li><input type="checkbox"/> Reception Centre Operational Guidelines 2009</li> </ul> <p><b><u>Forms</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> ESS Situation Report (EOC Form 17)</li> <li><input type="checkbox"/> Task Registration Form (EOC Form 19)</li> <li><input type="checkbox"/> Position Log (EOC Form 22)</li> <li><input type="checkbox"/> Request for Resources or Assistance (EOC Form 20)</li> <li><input type="checkbox"/> Staffing Log (EOC Form 14)</li> <li><input type="checkbox"/> EOC Check In/Check Out (EOC Form 18)</li> <li><input type="checkbox"/> ESS-02 ESS Registration Form EMBC2576</li> <li><input type="checkbox"/> ESS-03 Registration Help Guide</li> <li><input type="checkbox"/> ESS-04 Billeting Invoice</li> <li><input type="checkbox"/> ESS-05 Rate Sheet</li> <li><input type="checkbox"/> ESS-06 Change of Information</li> <li><input type="checkbox"/> ESS-07 Referral Form Record</li> <li><input type="checkbox"/> ESS-08 Supplier Consent</li> </ul>

