

# Summer Village of Ghost Lake

Emergency  
Social Services Plan

2024



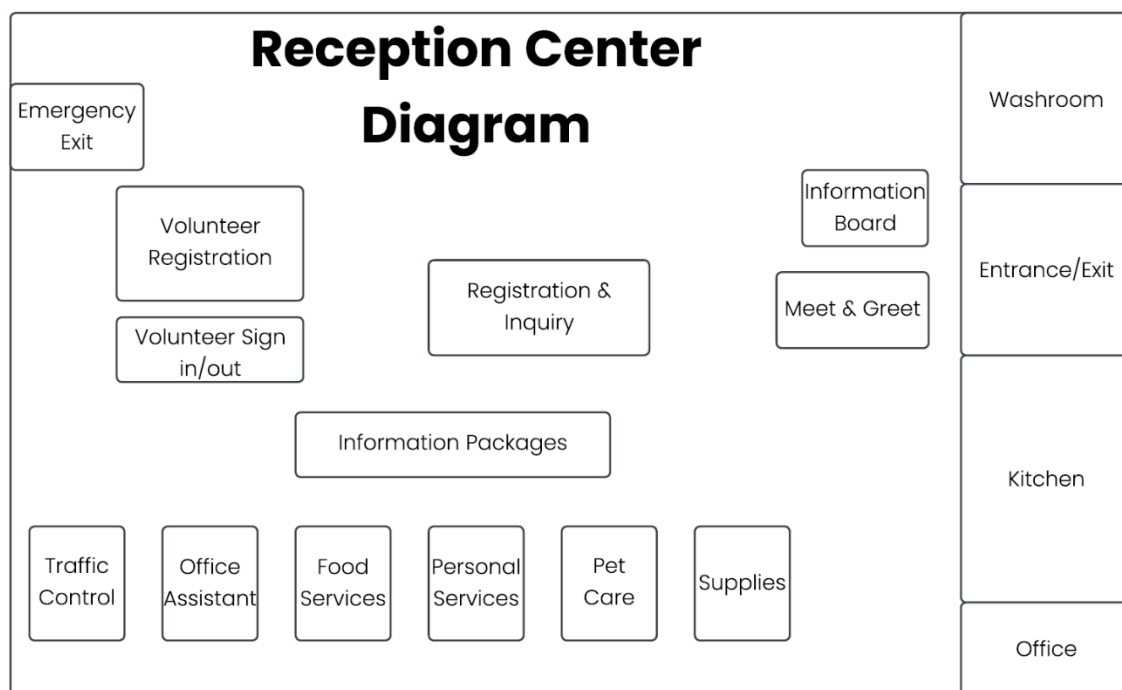
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# Reception Center



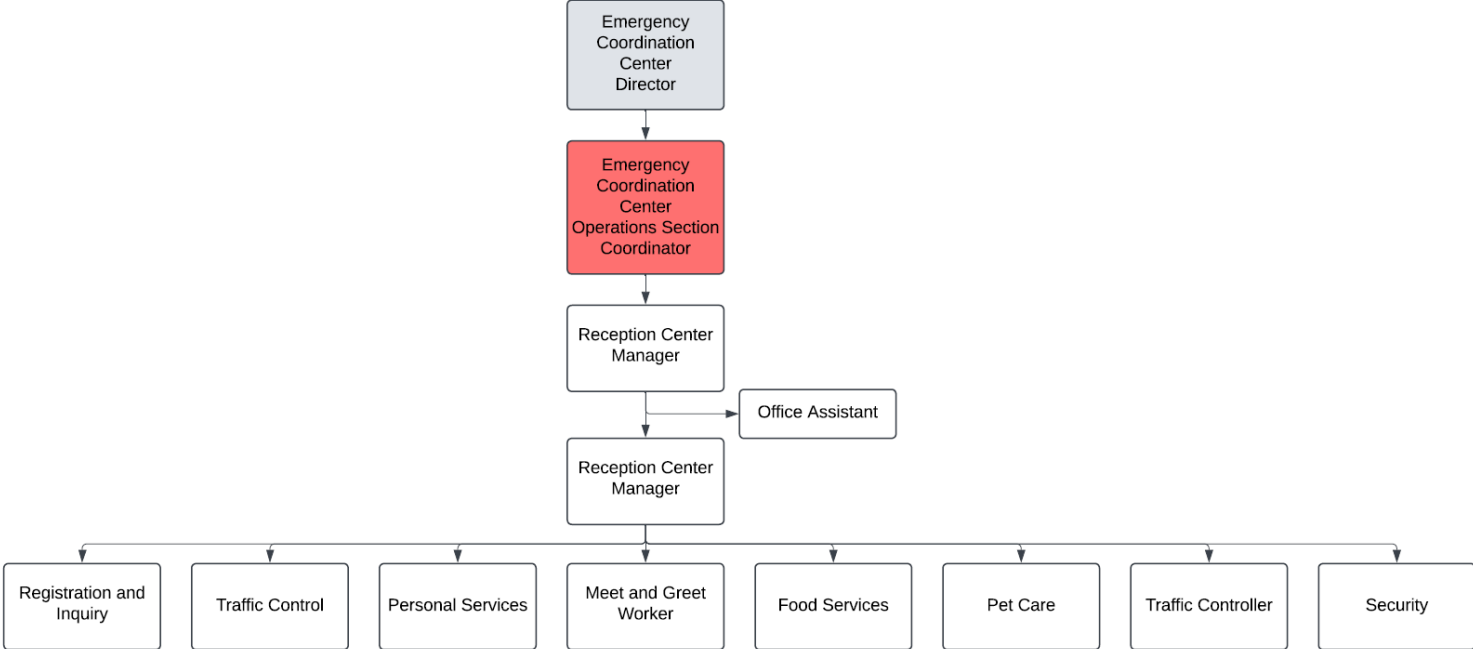
Location	Address	Contact Information	Comments
<a href="#">Beupre Hall</a>	263035 Beupre Creek Rd, Rocky View County, AB  SE 29 - 26 - 5 - W5M	Beupre Community Association PO Box 662 Cochrane, AB T4C 1A8 (403) 932-5497 beuprecommunity@gmail.com	Hall Capacity 120 seated with tables 140 seats only 180 standing  <b>Wheelchair accessible.</b>



# Emergency Social Services Functional Positions

The Incident Command System Organizational Structure is designed to adapt to the type of incident, and the number of personnel able to fill each function. Not all positions must be filled, only the positions that are needed to effectively manage the incident. One person may also be tasked with more than one function if required.

**Only those positions that are needed to effectively handle the emergency should be staffed.**



# ECC Director

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## **Responsibilities related to Emergency Social Services**

1. Exercise overall management responsibility for the coordination between emergency response and supporting agencies in the ECC. In conjunction with Incident Commander(s), ECC General Staff and Management Staff, set priorities for response efforts in the affected area.
2. Provide support to local authorities and provincial agencies and ensure that all actions are accomplished within the priorities established.
3. To notify ECC Operations Section Coordinator regarding the potential need to prepare Reception Centre.
4. To direct ECC Operations Section Coordinator (part of ECC team) regarding status of unfolding emergency and the need to officially open the Reception Centre to receive residents.

## **Implementation**

1. Assemble the ECC Team including the ECC Operations Section Coordinator
2. Hold regular ECC status updates and briefings, thereby informing the ECC Operations Section Coordinator of potential for evacuation and/or the need to officially open the Reception Centre.

# Operations Section Coordinator

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## **Responsibilities related to Emergency Social Services:**

1. Activate the ESS Plan in whole or in part in response to an emergency.
2. Report to the Emergency Coordination Centre as requested by the Director of Emergency Management and/or the ECC Director.
3. The liaison between the Reception Centre Manager, the ECC Director and others managing the emergency response.

## **Implementation:**

1. Ensure that you have the ECC Operations Section Coordinator package (see “Packages by Function” Section)
2. Contact Reception Centre Manager and volunteers to notify them of the situation and actions they are to take. Record assignments on the Staff and Volunteer Assignment Sheet.
3. Report to the Emergency Coordination Centre and be the liaison between the Reception Centre, the ECC Director and other representatives at the Emergency Coordination Centre:
4. Request that the Information Officer issue a news release early on as a high priority regarding the Reception Centre. The news release would typically include the following information:
  - a. Location of Reception Centre – Building name and address/location
  - b. Purpose of Reception Centre and services provided
  - c. Phone number for people inquiring about family members and friends
  - d. Request evacuees who have not registered in person to register by calling phone number provided
5. As part of the ECC team, anticipate what might be needed and be proactive (for example, you may want to have resources on standby).
6. Maintain regular contact with the Reception Centre Manager to

- provide information regarding the status of the event and to provide advice and support. Forward copies of news releases issued by the Information Officer to the Reception Centre Manager who will update Reception Centre workers and evacuees.
7. Respond to requests from the Reception Centre Manager.
  8. Ensure that arrangements are in place for the purchase of supplies, food, etc. and clarify who authorizes purchases, who is to receive the invoices, etc. Ensure that accurate records are maintained regarding purchases.
  9. Determine whether to call Red Cross (for help to feed, clothe or house evacuees and their pets), consulting with the ECC Director and Reception Centre Manager and make the call if needed.
  10. Provide updates to the ECC Director and other officials on the status of the Emergency Social Services response.
  11. Ask for assistance from other Emergency Coordination Centre members as required.
  12. Keep a log of activities, decisions and expenditures.
  13. Note areas of concern to be addressed following the emergency.
  14. Arrange shift schedules with other representatives at the ECC if the emergency is likely to last for more than 12 hours.

# Reception Center Manager

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## **Responsibilities:**

1. Open a Reception Centre to provide for the emotional and physical needs of evacuees.
2. Ensure the safety of all ESS personnel and evacuees.
3. Establish the appropriate staffing level for the Reception Centre and monitor effectiveness throughout the response.
4. Allocate space and workstations for Reception Centre functions.
5. Review and compile documentation and create summary report.

## **Activation Phase:**

1. Confirm which facility (Beaupre Hall) will be used as the Reception Centre
2. Meet facility staff for access and walk through
3. Bring or ensure Reception Centre kit and Reception Centre Manager Package are being delivered to the Reception Centre
4. Based on current status and information from ECC, determine which ESS functions are required and ensure they are filled as soon as possible
5. Ensure all personnel receive the information and supplies they need to activate their section
6. Establish areas for an office, staff/volunteer sign-in and break area, and evacuee service areas including registration and inquiry, food services, personal services, and pet care
7. Arrange for a notice board for evacuees to post messages
8. Conduct an initial briefing for the Reception Centre staff before the Center is opened to evacuees
9. Report readiness to open to ECC
10. Log events in activation stage

**Operational Phase:**

1. Monitor general personnel activities to ensure that all appropriate actions are being taken
2. Facilitate regular briefing meetings with the Reception Centre Sections to review the situation, identify issues, adjust plans and share official information updates from the ECC.
3. Request assistance from support organizations if needed
4. Establish regular check-ins with ECC
5. Direct all media requests to the ECC
6. Log events in Operational phase
7. Brief replacement for the next shift and identify outstanding action items or issues

**Demobilization Phase:**

1. Upon direction from ECC, authorize demobilization of elements no longer required
2. Collect documentation from each section and compile a report
3. Ensure the clean up all work areas
4. Contact facility staff for walk through and lock-up
5. Ensure ESS kits are re-assembled, restocked and returned to storage
6. Ensure all equipment is returned to rightful owner

# Office Assistant

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## **Responsibilities:**

1. To provide clerical/administrative support for Reception Centre operations.

## **Implementation:**

1. Ensure that you have the Administration supplies (see section titled "Packages by Function").
2. Wear identification.
3. Work with the Reception Centre Manager to set up areas and to determine procedures for record keeping.
4. Supervise sign-up/registration and sign-in/out of volunteers at the volunteer table. Record assignments on the Staff and Volunteer Assignment Sheet.
5. Answer phone and record information received and given. Brief administration staff/volunteers on procedures to be implemented, such as:
  - a. making announcements over the public address system.
6. Process and file documents received from the service areas.
7. Assist with making and posting announcements to volunteers and evacuees.
8. Maintain a log of events.

# Meet and Greet Worker

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## **Responsibilities:**

1. To meet and direct the public entering the Reception Centre.

## **Implementation:**

1. Wear identification.
2. Direct people arriving at the Reception Centre:
  - a. If they are evacuees with urgent needs, immediately direct them to the appropriate service area.
  - b. If they are evacuees with no immediate needs, direct them to the Registration area or waiting area.
3. Do not leave your assigned position unattended, unless otherwise directed by a Reception Centre official.
4. Contact the Reception Centre Manager for advice and further instructions.

# Registration and Inquiry Worker

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## **Responsibilities:**

1. Complete Registration for evacuees who are at the Reception Centre.
2. Complete Inquiries for people at the Reception Centre who are looking for family members or friends.
3. Complete Evacuee Needs Assessment forms.

## **Implementation:**

1. Ensure you have Registration & Inquiry worker supplies (see "Packages by Function" Section)
2. Wear identification.
3. Registration and Inquiry Process:
4. Complete Evacuee Needs Assessment form for each evacuee.
  - i. Remind each evacuee to call the phone number indicated on the Evacuee Information Sheet if they relocate to a new emergency address.
5. If person registering also has an inquiry, complete inquiry process. Date, time and initial the Inquiry section of the Evacuee Needs Assessment form.
6. Pass out to each evacuee an Evacuee Information Sheet and an Evacuee Expense Claim form.
7. Direct evacuee to next appropriate service area. e.g. waiting area with access to Food Services, Pet Care, Personal Services.
8. Contact the Reception Centre Manager for advice or assistance.

## **CONFIDENTIALITY**

Client information on the R & I forms is confidential and is collected so that families can be reunited and so that information can be provided to people

inquiring about the condition and whereabouts of family and friends. In some circumstances, emergency response personnel (e.g. police) may have a requirement for this information. Contact The Summer Village of Ghost Lake Freedom of Information & Protection of Privacy (FOIP) Coordinator for assistance.

**NEVER NOTIFY OF A DEATH**

This is the job of a medical examiner and/or police. Please see sheet of related info.

# Personal Services Worker

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## Responsibilities:

1. Provide emotional and practical support to evacuees.
2. Make arrangements to provide support for people who require special care.
3. Assist the activities of Personal Services providers.

## Implementation:

1. Ensure that you have the Personal Services Worker supplies (see section titled "Packages by Function").
2. Wear identification (e.g. vest, hat) to identify you as the Personal Services Worker.
3. Meet with the Reception Centre Manager to determine the number of evacuees, where they are being evacuated from and which Personal Services will be required, such as:
  - a. support for unattended children
  - b. support for dependent adults
  - c. immediate financial assistance
  - d. emotional/psychological/spiritual support
  - e. medical/health support and advice
  - f. amenities (newspapers, magazines, games, TVs, movies, toys)
  - g. first aid
4. Ensure that the assigned work area has signage, furnishings and supplies.
5. Contact Personal Services providers to notify them of the situation and actions needed from them. Be sure to contact Public Health and request nursing support to provide medical advice and health support at the Reception Centre.
6. Direct Personal Services providers to those relevant needs.

7. Locate special areas as needed (e.g. private area for counselling, area for unattended children).
8. Instruct Personal Services providers to complete Evacuee Needs Assessment Form (evacuees will be carrying this form with them) and direct the evacuee to the next service area indicated on their form.
9. Arrange for some of the Personal Services volunteers to circulate throughout the Reception Centre to identify any individuals who have an immediate need for personal services. Ensure that the Personal Services table is staffed at all times.
10. Notify the Reception Centre Manager of issues or concerns or need for more volunteers.
11. Arrange a shift schedule for your area.
12. Maintain a log of events

# Food Services Worker

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## **Responsibilities:**

1. To meet the immediate nourishment needs of evacuees and Reception Centre workers.

*Emergency responders normally have arrangements in place for the provision of food and refreshments. However, in some instances, they may task ESS with this function.*

## **Implementation:**

1. Ensure that you have the Food Service Worker supplies (see section titled "Packages by Function").
2. Wear identification (e.g. vest, hat) to identify you as the Food Service Worker.
3. Make coffee, tea, etc.
4. Meet with the Reception Centre Manager to determine the likely number of evacuees and personnel expected at the Reception Centre to identify an area for immediate refreshments and light nourishment and to determine whether food needs to be ordered in.
5. Contact food service provider(s) to order any needed food if expenditure approved by the ECC Operations Section Coordinator via the Reception Centre Manager.
6. Make note of and inform food providers of any special dietary needs and cultural food preferences and notify the food service provider.
7. Maintain a log of supplies ordered and expenses.
8. Contact the Alberta Health Services to ensure food service practices meet public health standards and to seek guidance on donated food. (Note: Beaupre Hall has an AHS approved kitchen.)
9. Notify the Reception Centre Manager of issues or concerns.

10. Arrange a shift schedule for your area.
11. Maintain a log of events.

# Pet Care Worker

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## **Responsibilities:**

1. Assist pet owners in the short term care of their pets during evacuation.
2. Assist pet owners in making plans for the long-term care of their pets during evacuation.

## **Implementation:**

1. Ensure you have the Pet Care Worker supplies (see Section titled "Packages by Function").
2. Wear identification (e.g. vest, hat) to identify you as the Pet Care Worker.
3. Determine areas in which to hold pets in the event that they cannot stay in owner's vehicles (e.g. East side of Beaupre Hall in shade of covered porch, areas for dog runs, leashed pets, pet toileting, etc).
4. Pre-feed and water supplies station which can be accessed by pet owners who will then care for their pets themselves.
5. Greet animals, providing kennels and penning as able, based on supplies, implementing registration and pet ID process and informing pet owners that they need to spend time with pet throughout evacuation to reduce stress on pet.
6. Encourage pet owners to make plans to house pets elsewhere. Assist where possible in the implementation of these plans.
7. Communicate with the Reception Centre Manager regarding appropriate time to call Cochrane and Area Humane Society for their assistance.
8. Be on the alert for stressed animals or for pet owners too stressed or preoccupied to care for their pets and do what can be done to mitigate the situation. Make the Reception Centre Manager aware of any developing situations.

# Traffic Controller

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## **Responsibilities:**

1. Maintain an orderly flow of vehicular traffic entering and leaving the Reception Centre grounds.

## **Implementation:**

1. Wear reflective vest.
2. Wave people in to parking area, directing those with mobility issues to east side of hall (handicapped parking). Alert Meet & Greet volunteer re: those with mobility issues and in need of assistance to enter building.
3. Direct private passenger vehicles to park.
4. Contact the Reception Centre Manager if additional information, manpower or resources are required.
5. Contact Police directly, if required, and advise the Reception Centre Manager.
6. Materials:
  - a. Reflective vest
  - b. Radio
  - c. Own cell phone
  - d. Phone numbers for police, Reception Centre Manager

# Appendix A Next-of-Kin of Death Procedure

***Notification of next-of-kin of a death is the responsibility of the Medical Examiner's Office and the police. It is not the responsibility of the Registration & Inquiry service.***

***Under no circumstance should Registration & Inquiry staff advise a caller that the person they are inquiring about is deceased.***

Registration & Inquiry workers should respond by saying:

***"Information on the whereabouts and condition of (Mr. John Doe) is not available. However, we will then attempt to provide information to you as soon as possible".***

As the Medical Examiner and/or police may be looking for next of kin, the Supervisor contacts the Medical Examiner or police to pass on the information collected.

# **Appendix B Contacts and Resources**

- B-1 ECC Management Team First Call List**
  
- B-2 Alberta Emergency Alert – Authorized Users**
  
- B-3 Municipal Council and Administration**
  
- B-4 Emergency Social Services Team**
  
- B-5 Resident Contact List**
  
- B-6 Royal Canadian Mounted Police**
  
- B-7 Regional Mutual Aid**
  
- B-8 Utility Providers and Industry**
  
- B-9 School Divisions**
  
- B-10 Government Agencies – Provincial and Federal**
  
- B-11 Services and Supplies**

## **B-1 ECC Management Team First Call List**

<b>Position</b>	<b>Name</b>	<b>Work</b>	<b>Cell</b>	<b>Home</b>
ECC Director				

## **B-2 Alberta Emergency Alert – Authorized Users**

<b>Name</b>	<b>Agency</b>	<b>Work</b>	<b>Cell</b>	<b>Home</b>

## **B-3 Municipal Council and Administration**

<b>Name</b>	<b>Position</b>	<b>Work</b>	<b>Cell</b>	<b>Home</b>
John Walsh	Mayor		403-554-5646	
Carey Fougere	Deputy Mayor/DEM		403-819-4080	
Karen Foudy	Councilor		403-971-0342	
Mustafa Hashimi	CAO		825-735-7224	

## **B-4 Emergency Social Services Team**

<b>Function</b>	<b>Name</b>	<b>Work</b>	<b>Cell</b>	<b>Home</b>
Reception Manager				

## B-5 Resident Contact List

Name	Address	Work	Cell	Home

## B-6 Royal Canadian Mounted Police

Name	Position	Admin	24 – Hr Emergency
Cochrane Department		403-932-2213	403-932-2211
Canmore Department		403-678-5519	403-6785516

## B-7 Regional Mutual Aid

Name	Position	Work	Cell
MD of Bighorn No. 8			
Shaina Tutt	CAO	403-673-3611 (ext. 229)	
Andrew Box	DEM/Fire Chief	403-673-3611 (ext. 233)	403-899-9666
Brad Coleman	Jamieson Firehall Chief	403-673-3611	587-435-2723
Rocky View County	Disaster Services (24hr)	403-291-1401	
Town of Cochrane	Town Office	403-851-2505	

	Fire/Rescue	403-851-2590	
Town of Canmore			
Lisa Desoto	CAO	403-678-1535	
Caitlin Miller	DEM	403-678-8922	403-679-1620
Canmore Fire/Rescue		403-678-6199	

## B-8 Utility Providers and Industry

Name	Details	Office	Cell
Alberta One-Call (Call before you dig)		1-800-242-3447	
Cochran Lakes Gas Coop		403-932-2707	
FORTIS Alberta	24-Hour Emergency	403-932-2241	
Shell Canada	24-Hour Emergency	1-800-661-7378	
Canlin Energy (Wildcat Hills Gas Plant)	24-Hour Emergency	1-866-409-2744	
TELUS	24-Hour Emergency	611	
TransAlta Power	24-Hour Emergency	1-877-967-2555	

## B-9 School Divisions

Office/School	Location	Office
Rocky View Public School District	Main Office, Airdrie	403-945-4000
	Elizabeth Barrett Elementary	403-932-3151
	Manachaban Middle School	403-932-2215
	Cochrane High School	403-932-2542
	Notre-Dames Des Vallees	403-851-0244
Calgary Catholic School District	Main Office, Calgary	403-500-2000
	Holy Spirit Elementary	403-500-2065
	St. Timothy High School	403-500-2106
	Steve Petingola (Area Director)	403-500-2535

## B-10 Government Agencies – Provincial and Federal

### Provincial

<b>Alberta Emergency Management Agency (AEMA)</b>			
<b>Name</b>	<b>Position</b>	<b>Phone</b>	<b>Email</b>
Provincial Emergency Coordination center (PECC)	24-Hour Emergency	1-866-618-2362	
Cheyenne Shubert	AEMA Field Officer		cheyenne.shubert@gov.ab.ca
Peter Genereux	AEMA Field Officer		peter.genereux@gov.ab.ca

<b>Alberta Energy Regulator (AER)</b>			
<b>Name</b>	<b>Position</b>	<b>Work</b>	<b>24-Hour</b>
24-Hour Response Line			1-800-222-6514
Calgary Head Office		1-855-297-8311	403-297-8311

<b>Alberta Environment and Protected Areas</b>			
<b>Name</b>	<b>Position</b>	<b>Work</b>	<b>24-Hours</b>
River Forecast Center		780-427-8173	
Energy and Environmental Response Line (24/7)		1-800-222-6514	780-422-4505
Fish & Wildlife (Report a Poacher)	Provincial Dispatch		1-800-642-3800
Calgary Environment and Protected Areas (EPA) Office		403-297-6674	

<b>Forestry and Parks</b>			
<b>Name</b>	<b>Position</b>	<b>Work</b>	<b>24-Hour</b>
Calgary Forest Area Wildfire Management Branch	Calgary Duty Officer (24/7)		403-297-8822
Wildfire Reporting			310-3473 (FIRE)
Public Land/Safety Reporting			310-5263 (LAND)
Kananaskis Emergency Services	Dispatch Center (24/7)		403-591-7755

<b>Alberta Health Services</b>			
<b>Name</b>	<b>Position</b>	<b>Work</b>	<b>24-Hour</b>
Cochrane Community Health Center		403-851-6000 (switchboard)	
Canmore Hospital		403-678-5536 (switchboard)	
Foothills Hospital		403-944-1110	
Air quality/Water Sampling		403-943-2295	
Environmental Health		403-943-2288	403-264-5615
Health Link Alberta			1-866-408- 5465
Poison Centre		403-944-1414	1-800-332- 1414
STARS Air Ambulance			1-888-888- 4567 (*4567 on cell)

<b>Alberta Occupational Health and Safety (AOHS)</b>			
<b>Name</b>	<b>Position</b>	<b>Work</b>	<b>24-Hour</b>
OHS Contact Center	Provincial Center (Edmonton)	780-415-8690	1-866-415- 8690

<b>Alberta Transportation</b>			
<b>Name</b>	<b>Position</b>	<b>Work</b>	<b>24-Hour</b>
Alberta Environmental and Dangerous Goods Emergencies (EDGE)		780-422-9600	1-800-272-9600
Alberta Transportation	Calgary Operations Office	403-297-6311	
Volker Stevin	Emergency Center		1-888-877-6237

## **Provincial**

<b>Parks Canada</b>			
<b>Name</b>	<b>Position</b>	<b>Work</b>	<b>24-Hour</b>
Banff National Park	Dispatch Center		403-762-1470

## **B-11 Services and Supplies**

<b>Clothing and Blankets</b>			
<b>Name</b>	<b>Location</b>	<b>Work</b>	<b>Cell</b>
Canadian Red Cross Society	Edmonton	1-888-800-6493	
The Clothesline	Cochrane	932-5984	

<b>Telecommunications</b>			
<b>Name</b>	<b>Location</b>	<b>Work</b>	<b>Cell</b>
Five Star Communication	Cochrane	932-5335	
Pathcom Wireless	Cochrane	932-2559	

<b>Electrical &amp; Plumbing</b>			
<b>Name</b>	<b>Location</b>	<b>Work</b>	<b>Cell</b>

Big Hill Electrical Services	Cochrane	403-932-3377	
Cochrane Electric	Cochrane	403-966-4900	
Alberta Bound Plumbing & Heating	Cochrane	403-701-5557	
ProStar Plumbing & Heating	Cochrane	403-250-7232	
Royal Mechanical Services	Cochrane	403-899-9925	
Cochrane Hydronics	Cochrane	403-835-9890	

### Rental Services

Name	Location	Work	Cell
Cochrane Rental Center	Cochrane	403-851-9997	
Rogers Rent-All	Calgary	403-276-5501	

### Food Service Providers

Name	Location	Work	Cell
Cochrane Activettes Club (Food Bank)	Cochrane	403-932-9290	
Safeway	Cochrane	403-851-1290	
Save-On Foods	Cochrane	403-932-3222	
No Frills	Cochrane	1-866-987-6453	
Walmart	Cochrane	403-851-3040	

### Heavy Equipment

Name	Location	Work	Cell
OnGrowing Works Ltd.	Cochrane	403-932-3766	
SCS Construction Services	Cochrane	403-816-1190	
Slimdor Contracting	Cochrane	403-932-4666	

### Helicopters

Name	Location	Work	Cell
Alpine Helicopters	Canmore	403-678-4802	403-678-8152
Elbow River Helicopters	Springbank	403-202-2019	403-689-9509
Great Slave Helicopters	Springbank	403-286-2040	
Stoney Nakoda Sightseeing (Alpine)	Morley	403-881-9901	403-845-0066

LR Helicopters	Springbank	403-286-4601	403-669-1294
Mountain View Helicopters	Springbank	403-286-7186	

<b>Hotels</b>			
<b>Name</b>	<b>Location</b>	<b>Work</b>	<b>Cell</b>
Days Inn & Suites	Cochrane	403-932-5588	
Super 8	Cochrane	1-844-838-0484	
Ramada	Cochrane	403-932-6355	
Bow River Inn	Cochrane	403-932-7900	

<b>Media &amp; Public Communication</b>			
<b>Name</b>	<b>Location</b>	<b>Work</b>	<b>Cell</b>
Cochrane Times	Cochrane	403-932-3500	
Cochrane Eagle	Cochrane	403-932-6588f	
91.5 FM Cochrane Now	Cochrane	403-851-0017	
106.1 FM Mountain Radio	Canmore	403-678-2222	

<b>Pet Care and Boarding</b>			
<b>Name</b>	<b>Location</b>	<b>Work</b>	<b>Cell</b>
Town of Cochrane Animal Services	Cochrane	403-851-2272	
Cochrane and Area Humane Society (CAHS)	Cochrane	403-932-2072	
Springfield Kennels	Cochrane	403-932-0037	

<b>Spills &amp; Environmental Cleanup</b>			
<b>Name</b>	<b>Location</b>	<b>Work</b>	<b>Cell</b>
Western Canada Spill Services	Calgary	587-393-9620	

<b>Septic Services</b>			
<b>Name</b>	<b>Location</b>	<b>Work</b>	<b>Cell</b>
Cochrane Septic	Cochrane	403-932-5515	
Rockyview Aqua	Calgary	403-239-4163	

### Transportation

<b>Name</b>	<b>Location</b>	<b>Work</b>	<b>Cell</b>
Southland Transportation (School Bus)	Cochrane	403-932-7100	
Cochrane Cabs	Cochrane	587-576-4433	
Helping Hands of Society	Cochrane	403-948-2887	
SWIFT Mini Thini Transit	Morely	403-703-6731	

### Vacuum Trucks

<b>Name</b>	<b>Location</b>	<b>Work</b>	<b>Cell</b>
The Suck Truck	Calgary	403-650-5451	
Inertia Hydrovac	Calgary	587-596-2224	

### Volunteer

<b>Name</b>	<b>Location</b>	<b>Work</b>	<b>Cell</b>
Canadian Red Cross	Edmonton	1-888-800-6493	

### Water Trucks

<b>Name</b>	<b>Location</b>	<b>Work</b>	<b>Cell</b>
Big Dropper Water Hauling	Cochrane	403-851-1003	
Big Rock Water Hauler	Calgary	403-804-5551	
Steelhead Ventures Ltd.	Cochrane	587-493-0598	

### Welding

<b>Name</b>	<b>Location</b>	<b>Work</b>	<b>Cell</b>
Alberta Metal Works	Cochrane	403-932-5511	
Big Hill Welding	Cochrane	403-679-9987	
Big Blue Portable Welding	Calgary	403-295-0909	

# Appendix C: ESS Forms

<b>Form #</b>	<b>Form Name</b>	<b>Position</b>
	Staff and Volunteer Assignment Sheet	Reception Centre Manager
	Evacuee Needs Assessment Form	Meet & Greet
	Evacuee Information Sheet	Meet & Greet
	Commercial Accommodation Assignment List	Personal Services
	Billet Accommodation Assignment Record	Personal Services
	Transportation Record	Personal Services
	Volunteer Request Form	All
	Volunteer Registration Form	Reception Centre Manager
	Log of Events	All
	Registration Form	Registration & Inquiry
	Inquiry Form	Registration & Inquiry
	Packages by Function	All



## EVACUEE NEEDS ASSESSMENT FORM

\_\_\_\_\_  
 Evacuee Name

SERVICES REQUIRED		SERVICES PROVIDED*		
		DATE	TIME	INITIALS
Registration	Yes___ No ___			
Inquiry	Yes___ No ___			
Clothing	Yes___ No ___			
Lodging	Yes___ No ___			
Personal Services	Yes___ No ___			
Does any family member have special dietary needs? Yes _____ No _____ <b><i>If yes, please refer to the Food Service Supervisor.</i></b>				

\* The worker fills in this section when the service has been provided and then directs the evacuee to the next required service area.



## BILLET ACCOMMODATION ASSIGNMENT RECORD

ACCOMMODATION INFORMATION			EVACUEES LODGED (office use only)		
Family Name	Given Name	Telephone Number	FAMILY NAME	GIVEN NAME	MIDDLE INITIAL
			1)		
Address (Number, Street)			2)		
(City, Town or Village) (Province)		(Postal Code)	3)		
			4)		
Number of occupants in household _____	Language(s) spoken English ____ French ____ Other _____		5)		
<b>Can Accommodate</b> ____ Elderly ____ Family with children ____ Couple with no children ____ Handicapped _____ _____ ____ Smokers    ____ Non-smokers		<b>Description of Accommodation</b> ____ Single rooms ____ Double rooms ____ Basement suite _____ _____ _____ Can you accommodate pets? _____ _____	<b>1.1 COMMENTS</b>		
COMMENTS					
LODGING RECORD WORKER (Please Print)		DATE	LODGING ASSIGNMENT WORKER (Please Print)		DATE

### TRANSPORTATION RECORD

<b>Date</b>	<b>Time</b>	<b>Evacuee Name (please print)</b>	<b>Method of Transportation</b>	<b>Destination</b>

**VOLUNTEER REGISTRATION FORM**

**PLEASE PRINT**

Name of volunteer: \_\_\_\_\_ Occupation: \_\_\_\_\_

Address: \_\_\_\_\_ Employer: \_\_\_\_\_

Phone #: Home \_\_\_\_\_ Cell \_\_\_\_\_ Special Skills/Training: \_\_\_\_\_

Work \_\_\_\_\_

Date/time available: \_\_\_\_\_ Language(s) Spoken: \_\_\_\_\_

What type of work would you like to volunteer for? \_\_\_\_\_

**In which areas do you have experience?**

- Food services
  - Lodging/accommodation service
  - Volunteer recruitment/deployment
  - Special needs (e.g. elderly, handicapped)
  - Clothing services
  - Recreation
  - Security
  - Traffic control
  - First aid/medical
  - Translation services
  - Clerical/administration
  - Pet care
- Other: \_\_\_\_\_

**FOR OFFICE USE ONLY**

Area assigned to: \_\_\_\_\_ Name of Supervisor: \_\_\_\_\_

Comments: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Signature of Processor: \_\_\_\_\_

**LOG OF EVENTS**

Prepared by: \_\_\_\_\_ Function: \_\_\_\_\_

<b>Date</b>	<b>Time</b>	<b>Situation</b>	<b>Action Taken</b>

**RECEPTION CENTRE REGISTRATION FORM**

<b>NAME (LIST ALL NAMES IN PARTY)</b>	<b>MAP NO. Address</b>	<b>CHECK IN TIME</b>	<b>DESTINATION</b>	<b>DESTINATION PHONE NUMBER</b>	<b>REMARKS (Please list all household members not in attendance and any other pertinent issues information)</b>

# Registration Card

DATE

TIME

FAMILY NAME

EMERGENCY ADDRESS AND TELEPHONE NUMBER

FIRST NAME

INIT

SEX

AGE

FIRST NAME

INIT

SEX

AGE

FIRST NAME

INIT

SEX

AGE

FIRST NAME

INIT

SEX

AGE

SPECIAL MEDICAL NEEDS

ADDITIONAL INFORMATION

# INQUIRY CARD

DATE

TIME

FAMILY NAME OF PERSON YOU ARE INQUIRING ABOUT

NAME OF PERSON MAKING THIS INQUIRY

RETURN ANSWER TO - ADDRESS

FIRST NAME

INIT

SEX

AGE

FIRST NAME

INIT

SEX

AGE

FIRST NAME

INIT

SEX

AGE

FIRST NAME

INIT

SEX

AGE

PERMANENT ADDRESS

TELEPHONE

ADDITIONAL INFORMATION

PLACE OF INQUIRY

# Appendix D Packages by Function

## **ECC Operations Section Coordinator**

- Position Checklist related to ECC Operations Section Coordinator Emergency Social Services duties
- Log of Events
- Call-out list of ESS Team
- Staff and Volunteer Assignment Sheet
- Identification (hat/vest)

## **Reception Centre Manager**

- Position Checklist – Reception Centre Manager
- Log of Events
- Call-out list of ESS Team
- Staff & Volunteer Assignment Sheet
- Volunteer Registration forms
- Identification (hat/vest)

## **Office Assistant**

- Position Checklist – Office Assistant
- Staff & Volunteer Assignment Sheet
- Log of Events
- Identification

## **Meet & Greet**

- Position Checklist – Meet & Greet
- Identification
- Radio

## **Traffic Control**

- Position Checklist – Traffic Controller
- Identification reflective vest
- Phone numbers for Police, Reception Centre Manager
- Radio

### **Food Service Worker**

- Position Checklist – Food Service Supervisor
- Log of Events
- Contact List – Food Service Providers
- Identification

### **Security**

- Position Checklist – Security
- Identification

### **Registration & Inquiry**

- Position Checklist – Registration & Inquiry
- Reception Centre Evacuation Registration Form & Registration Card Instructions
- Evacuee Needs Assessment Form
- Notification of Next of Kin of a Death Procedure
- Registration Cards and Instructions
- Inquiry Card & Instructions
- Expense Claim form
- Identification
- Summer Village of Ghost Lake Civic Address Map

### **Personal Services Worker**

- Position Checklist – Personal Services Worker
- Log of Events
- Contact List – Personal Services Providers
- Identification

### **Pet Care Worker**

- Position Checklist – Pet Care Worker
- Log of Events
- Pet Registration & ID forms
- High Quality dog and cat food
- Dog runs, leashes, muzzles
- Cardboard kennels
- Pet Care Providers phone list
- Identification

# **Appendix E Civic Map**

# Summer Village of Ghost Lake

