Emergency Social Services Framework

Framework #	EMBC.FRW.1	Revision number	2
Parent Policy	EP 1.0 Emergency Management and Business Continuity Policy	Parent Procedure/Plan	EP 1.1 Emergency Management Procedure
Framework Owner	Manager, EMBC	Created Date/ Last Review Date	June 2, 2023 March 1, 2024
Approver (s) role	Manager, EMBC	Approved Date	March 1, 2024

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1.0 General

1.1 Purpose

The Emergency Social Services (ESS) framework was designed to coordinate and provide a range of interim psychosocial or life-sustaining resources as well as essential services to impacted individuals. NAIT facilities may be requested as temporary centre's for information, food services, health services, and medical/psychological help for residents who have been evacuated from their homes due to natural or manufactured disasters. The institution will work with all interested parties and government agencies to coordinate activities related to ESS.

This document provides NAIT with ESS operational guidelines and identifies services for determining the best strategies to meet the requirements of the disaster impacting individuals in need. The ESS framework provides guidance and considerations on roles, responsibilities, coordination mechanisms, resource ordering and processes in support of NAIT's Integrated Emergency Management Plan (IEMP).

1.2 Scope

This framework is executed by NAIT employees to outline how to provide ESS resources during an incident. If the incident is manageable at NAIT, attempts to fulfill the resources and resolve logistical issues should be made within NAIT's capabilities.

1.3 Framework Objectives

The objectives of this framework are to:
   a) Ensure a clear and integrated structure of NAIT supports to assist the community.
   b) Describe the processes used by NAIT for ESS incidents that require our assistance.
   c) Provide clear and concise role descriptions and responsibilities during an ESS response.

1.4 Response Priorities

NAIT's priorities for an ESS response are:
   a) **People:** Protection of health and life safety.
   b) **Environment:** Protection of the environment.
   c) **Assets, Operations, and Essential Services:** Ensuring continuous high service to students, employees, and other interested parties; and mitigation of potential financial, operational and asset impacts (primary focus of the Business Continuity Plans).
   d) **Reputation:** Protection of the NAIT brand and reputation.

1.5   Supporting Documents

This framework is supported by the following documents at NAIT:

a) <u>EMBC.GDL.4- The Emergency Coordination Centre (ECC) Guideline</u>:
   The ECC Guideline outlines the Emergency Coordination Centre (ECC) 's structure and ensures that representatives understand their roles and responsibilities in the response and recovery of an emergency or disruptive event in a coordinated, safe, and timely manner. This document includes the operational tactics, roles, responsibilities, and activation that will be utilized if an event occurs.

b) <u>EMBC.EEI. (1-9) Emergency Events Instructions</u>:
   The immediate actions for the NAIT community in response to an incident (i.e., fire, lockdown, active aggressor, etc.). These instructions are available to the NAIT community through and within the public areas of the NAIT campus, on NAIT Alert App and on the [NAIT Emergency](#) [Portal.](#)

c) <u>EMBC.PLN.1- Integrated Emergency Management Plan (IEMP)</u>:
   The IEMP is the core NAIT emergency plan to guide actions, decision-making, communication, and overall coordination of response and initial recovery during emergency incidents and business disruptions. It is available to ECC members and First Responder audiences in unabridged format on the [NAIT Emergency Portal.](#)

d) <u>Business Continuity Management Program (BCMP)</u>:
   At NAIT the BCMP encompasses all the Business Continuity Plans for each Business Unit/School and Department. It also includes the yearly maintenance of those plans as well as the regular training and exercise cycle followed to ensure readiness in the event of a disruption to operations.

1.6   Framework Accountability and Responsibility

The Manager of Emergency Management and Business Continuity (EMBC) or ECC Director is responsible for the approval and activation of this framework. The Manager of EMBC will ensure regular updates and maintenance of the plan. The Manager of EMBC, in consultation with interested parties, will submit changes or updates for the framework.

1.7   Qualifications and Training

ESS team members should have a basic understanding of ESS operations and take the assigned EMB online training. All members of the ECC will receive basic ESS training through the ECC course series. Leadership will determine the employees appropriate for the services to be provided to evacuees during the event.

2.0   Terms and Definitions

Campus Retail Solutions (CRS)	The (CRS) business area has four departments which include NAIT Parking, One at NAIT, Eat at NAIT (Chartwell's), and Shop at NAIT. Eat at NAIT (Chartwell's) includes catering and will be used to provide snacks, food, and beverages dependent on the size and duration of the event.
Emergency Assistance	Emergency assistance is comprised of: coordination of voluntary organizations and unsolicited donations and management of unaffiliated volunteers; essential community relief services; non- congregate and transitional sheltering; support to individuals with disabilities and others with access and functional needs in congregate facilities; support to children in disasters; support to mass evacuations; support for the rescue, transportation, care, shelter, and essential needs of household pets and service animals; and support the temporary transportation and shelter of household pets and service animals.
Emergency Coordination Centre (ECC)	The physical and/or virtual location from which strategic decisions are made and all activities of an event/incident/crisis are directed, coordinated and monitored.
Emergency Social Services (ESS)	Emergency Social Services (ESS) are the supports that meet the basic essential needs of individuals, households, and communities affected by emergencies. ESS refers to a wide range of humanitarian activities that provide life-sustaining support to individuals and families temporarily displaced or otherwise impacted by a disaster or emergency that disrupts their ability to provide for their basic needs. Emergency Social Services can begin as soon as a disaster is imminent or occurs and can continue through the recovery phase.
Evacuee	An individual who evacuated from a place of danger to somewhere safe.
Human Services	Assist evacuees in addressing unmet disaster-caused needs such as crisis counseling.
Incident Management System (IMS)	A standardized way to manage events or incidents through the combined use of personnel, facilities, equipment, procedures, and communications operating within a common organizational structure.
Information /Registration Services	A station where those who have been displaced can register themselves and their family members for specific services offered at the NAIT Campus. Information/Registration Services will provide the most up to date information regarding the services provided and updated information regarding the event from the Province of Alberta.

Integrated Emergency Management Plan (IEMP):	A clearly defined and documented plan of action for use at the time of an incident, typically covering the key personnel, resources, services and actions needed to implement the incident management process.
NAIT Community	"NAIT Community" means Employees, contractors, vendors, volunteers, clients, and students of the Institute.
Non-Government Organizations (NGO)	An organization that is independent from any government. NGOs can be not-for-profit organizations, associations, and groups, or even for-profit organizations.
Persons Requiring Assistance (PRA)	A person, due to a pre-existing condition, who needs assistance during an emergency event. This refers to those who have mobility or health limitations and require assistance, individuals who are blind or deaf, and those with restricted mobility using walkers, crutches, or wheelchairs.
Reception Centre	In coordination with the local authority, a Reception Centre will be placed at the NAIT Campus as a safe gathering area for those who have been evacuated from their homes and need temporary services.

3.0   Procedures

3.1   Approval

Upon receiving a request to utilize NAIT's facilities for ESS, the ECC Director or designate will make the decision to activate the ESS Framework. Depending on the scale of the request, NAIT activities will be altered to provide necessary services to all evacuees. The ESS team, in coordination with the ECC, must make the final determination as to the status of any regular campus activity. Events and/or activities must include but are not limited to the following: operation of laboratories, athletic events, dining halls, and other events.

3.2   Activation

An ESS activation will occur when the ECC Director determines that it is required. From there, the ESS Coordinator will be established and coordinate with the ECC for ESS requirements. The scale of the incident is defined by the number of those affected and the intensity of the event. The ESS Coordinator must determine which shortfalls identified in the meeting can be met, and what are the resource shortfalls; these must be identified by category (equipment, supplies, personnel, teams, services), type (capability of the resource), and quantity required. Refer to Appendix A: Activation Checklist.

3.3   Response Procedure

NAIT's overall response structure consists of three (3) possible teams – the Executive Management Committee, the ECC, and First Responders – as outlined in the IEMP. Depending on the incident scope, not all teams may be required. The ESS team is considered a first responders' team. See Appendix B: Pyramid Structure.

3.4   Reporting Structure and Coordination

The reporting structure and coordination between the teams is shown in the ECC Organizational Chart. The ESS team will be activated as soon as it is deemed necessary. The size and scale of the emergency or disaster dictates the scope of the ESS activities. The ESS Coordinator will establish and lead a modified incident management structure for the ESS activities and provide effective decision making and resource coordination during emergencies and disasters. The specific command structure established may vary depending on the type of incident. See Appendix C: ECC Organizational Chart.

3.5   Prior to Opening the Reception Centre

Prior to the Reception Centre opening, the ESS Coordinator should ensure:

a) Communications are established (method of communication will be determined by the ECC & Crisis Communications Team (CCT)).

b) Resource requests from the finance/logistics section of the ECC are completed.

c) Participation and coordination with support services: NGOs, , agencies, and organizations.

d) Accessibility of potential reception locations includes both physical access, as well as service access.

e) Participation in ESS coordination meetings and/or training events.

f) Procedures are in place to document costs for any potential reimbursement.

3.6   Resource Fulfillment Process

In an incident, NAIT may be contacted by various levels of government including Municipality, Provincial, or Federal, or by another Post-Secondary Institute. For any resources utilized, NAIT will be reimbursed. NAIT will attempt to fulfill resource requests and resolve logistical issues using their own capabilities. If the need is greater than can be done internally, it is then necessary to activate the ESS Framework. Once a request to activate has been issued, it must be approved through the ECC Director before it is fulfilled.

3.7   Attainment of Contracted Services

The general steps to be followed once determination of resources is made that will need to be procured via contract are:

a) The requestor will put the request directly through the ESS Coordinator.

b) The ESS Coordinator will put the request into the IMS.

c) The request is reviewed by the Finance/Logistics Section Lead.

d) The request is reviewed and approved by the ECC Director.

e) Contractors then provide the cost estimate.

f) Estimate is received and evaluated to see if it is attainable.

g) Once approved, notice to proceed is issued to the contractor.

3.8   Directing and Resource Integration

NAIT must be prepared to receive, integrate, and coordinate the resource once it is deployed. Certain resources, such as supplies and equipment, may be easier to integrate than others. The resources needed to meet the requirements must be directed to the appropriate delivery location.

3.9   Expansion/Contraction

The size and type of the ESS services must expand and contract to address an increase and decrease in the number and complexity of tasks that must be coordinated. It is the ESS Coordinator's, with approval, responsibility to request adjustments to these requirements.

Expansion will consider recruiting additional volunteers to support services to ensure that all evacuees receive services in a timely manner.

Contraction may happen when the number of expected evacuees arriving at the Reception Centre is lower, and the number of services may be reduced to accommodate the accurate number of individuals needing services.

3.10 ESS Communications

ESS communications are required to meet the urgent needs of evacuees. Some service information that will need to be disseminated may include transportation, equipment, technical assistance, and other services. Additionally, the request for volunteers will need to be circulated to the NAIT community. This notification can be communicated via email and NAIT's Emergency website. Once all volunteers have been confirmed, cell phone, email, and website communication tools will be used to update the volunteers and the NAIT Community of the Reception Centre and incident status. Other communication tools will include NAIT's social media platforms. Updates on the Reception Centre for contracting or expanding volunteers and services will continue until the Reception Centre is no longer required. The Crisis Communication Team (CCT) will be involved in all communication aspects.

3.11 Registration Process

All evacuees must be registered before entering the reception centre and receiving services. A colour-coded wristband (provided by NAIT) will be issued to every registered evacuee. Any evacuee discovered inside the shelter who does not have an official wristband and is attempting to receive services will be escorted back to the registration area for proper check-in. NAIT Protective Services (NPS) assistance will be requested if the evacuee resists check-in.

4.0   Support

4.1   Partnerships

Facilitation and coordination of various agencies is necessary to ensure that capabilities, resources, and services are integrated into the response. Assessing resource requirements and ensuring the IMS is up to date will help in identifying the key resources needed and requirements in affected areas and the identification of the most needed items. This could include outside assistance such as NGO's, psychosocial support, access to information (reunification and disaster welfare inquires), distribution of emergency supplies, mental health services, transportation equipment, technical assistance, or any other critical services.

Retailers and wholesalers may be contacted for additional stock dependent on the department and service provided at the Reception Centre.

Considerations for support:

a) Governments (local, provincial, and federal).
b) Emergency Services (Fire, police, ambulance).
c) Health Authorities.
d) Private Sectors (such as food services).
e) Buildings Security.
f) Community-based organizations.
g) Surrounding Jurisdictions.

h) Vendors.

i) Contractors.

j) Non-profits (Red Cross, Salvation Army, Samaritans Purse).

k) Media Agencies (the CCT should work closely with media agencies within the community so that emergency plans and protocols can be carried out effectively).

l) Unaffiliated volunteers, organizations, and unsolicited donated goods.

m) Schools.

n) Businesses.

o) Pet shelters.

5.0   Roles and Responsibilities

For an ESS activation, an ESS Coordinator must be designated within the ECC. Other roles may be activated as required. Any resources (documentation, support services, equipment and supplies, personnel, etc.) deemed necessary will be reported to the ESS Coordinator, who reports to the Finance/Logistics Lead in the ECC. The Finance/Logistics Section Lead will then determine the appropriate branch in the ECC to assist. Refer to Appendix D: Worker Care & Safety Checklist for various roles.

5.1   Volunteers

Volunteers will be contacted through email for their availability. If NAIT affiliated volunteers are available, they will be offered volunteer opportunities before non-affiliated individuals are requested. The use of affiliated volunteers allows the institution to have significantly more information on the volunteers (i.e., personal information, discipline records, etc.) than would otherwise be available. All non-NAIT and NAIT students who wish to volunteer must fill out a volunteer form with emergency contacts and personal information and complete the "EMB203: Emergency Social Services" course.. Refer to Appendix E: Volunteer Schedule Chart.

5.2   ESS Coordinator

The key function of the ESS Coordinator is to ensure that all partners have resources that they need for the response as well as coordinate decision making and resources with the ECC. They will assign appropriate employees to support the ESS services and will adapt to the event should it expand or contract.

5.3   ESS Liaison

Provides guidance and contact points for the NGO's and other external interested parties that traditionally deliver ESS services during a disaster.

5.4   Meet and Greet Team

5.4.1   Supervisor Responsibilities

The Meet and Greet Supervisor will ensure that those who are working in the Meet and Greet Section fulfill duties and responsibilities that may arise during a shift. Responsibilities of a Meet and Greet Supervisor may include:

a) Supporting workers during shift for inquiries they may receive.
b) Ensuring that all workers receive appropriate breaks, start times, and end times of the shift.
c) Supporting workers for any issues arising and escalating to management when necessary.
d) Ensure that the Meet and Greet Section operates efficiently, and problem solve any issues that may disrupt or delay services to the evacuated individuals.
e) If conflicts are unable to be solved, escalate the issue to the ESS Coordinator.

5.4.2   Team Member Responsibilities

a) Greet evacuated families and ensure that they are going to the correct area for Information/Registration Services.
b) Ensure they are welcoming when greeting the evacuated individuals.
c) For any issues regarding visitors or evacuated individuals, escalate to the Supervisor.

5.5   Information/Registration Services Team

5.5.1   Supervisor Responsibilities

The Supervisor will:

a) Ensure that all visitors who arrive to receive services are registered.
b) Support workers during their shift for inquiries they may receive.
c) Ensure that the Information/Registration Services Section operates efficiently, and problem solve any issues that may delay services.
d) Escalate any unresolved issues to the ESS Coordinator.

5.5.2   Team Member Responsibilities

The team member will:
a) Provide specific and accurate information regarding the event and the evacuation instructions.
b) Register individuals and families to their requested service with accurate information whether they are registering as an individual or a family.
c) Escalate any issues to the Information/Registration Services Supervisor.

5.6   Health Services

Health Services will coordinate mental health, non-emergent care, and first aid in ESS activation. Health Services can provide care to internal and external individuals (e.g., employees, volunteers, and

evacuees). For any emergency events, 911 and NPS will be contacted. Health Services will also provide emergency care while 911 and NPS are contacted.

5.7   Health, Safety and Environment (HSE)

HSE will consider environmental issues that may affect the overall health and safety of residents as well as the condition of facilities, food safety, sanitation, and drinking water.

5.8   NAIT Protective Services (NPS)

NPS provides security services after an ESS activation at the NAIT campus. If necessary, NPS may request support from a contracted third-party security service in the event a Reception Centre is activated, for support. Responsibilities of NPS may include:

a) Providing security surrounding the Reception Centre to prevent the non-impacted individuals from accessing the Reception Centre's services.
b) To prevent any possible criminal activity within the NAIT Campus as well as the Reception Centre.
c) To ensure that there is crowd control within the area to remain organized and efficient.

5.9   Campus Retail Solutions (CRS)

The CRS business area has five departments which include Parking Services, Onecard, Eat at NAIT (Chartwell's), Print Solutions, and Shop at NAIT. Eat at NAIT (Chartwell's) including catering will be used to provide snacks, food, and beverages dependent on the size and duration of the event. Shop at NAIT may have essential items to provide to evacuees if necessary. CRS will report to the ESS Coordinator the number of meals prepared and distributed, number of fixed or mobile feeding units, projected number of meals required, uncooked food product quantity, consumption rates, and resupply requests. Resupply of food, clothing, and resources that CRS would consider will be determined by NAIT's supply chain management team.

5.10   Transportation Coordinator (Liaison)

The Transportation Coordinator will act as a liaison to the City of Edmonton as well as the Province of Alberta should there be a need for Edmonton transit or other transportation services from the NAIT campus to a shelter that will be used for the evacuees.

5.11   Donation Management Coordinator

A Donation Management Coordinator may be required to manage drop off donations. Monetary donations will not be accepted at the NAIT Reception Centre. Any donations such as clothing, toiletries, blankets, and other essential items will be redirected to a nearby donation centre.

6.0   Facility Services and Locations

6.1   Floor Plans and Locations

During an ESS activation, a floor plan will be created to provide guidance for the various services that will be set up within the NAIT campus. The floor plan will include service areas such as:

- Meet and Greet.
- Registration/Information Services.
- Child Watch Area.
- Animal Services.
- Food, Water and Office Supply Area.
- Employees & Volunteer Break Area.
- Health Services.
- Washrooms.
- Transportation/Parking Areas.

6.1.1   ESS Reception Centre Primary Location:

Feltham Centre in the CAT Building located on 118th Ave. and 106 St. Edmonton, Alberta.

There will be parking available on the north entrance of the CAT building, street parking on 106 St., as well as a parkade on 118th Ave. and 103rd St. NW. The Feltham Centre has easy access from the main road of 106 St. and the parking lot. In addition, the Feltham Centre has an open lobby on the ground floor for all services to be provided to evacuees with an area to eat from Eat at NAIT.

6.1.2   ESS Reception Centre Secondary Location:

North Lobby: Main Floor, Building O – Central Building

NAIT's secondary location will be located on the main floor of the O building. The building is an open space made for eating and studying. There is a Designated Accessible Transit Service (DATS) just outside of the North Lobby on 106th St. with a bus stop South of the DATS location. Zone G will be the adjacent building of the North Lobby that has access to hourly parking, parking for Persons Requiring Assistance, and drop-off locations.

6.2   Services

6.2.1   Meet and Greet

The Meet and Greet area has NAIT Reception Centre employees and/or volunteers greeting and guiding evacuated individuals to the Registration/Information Services for further information of the event and the services provided.

6.2.2   Registration and Information Services

The Registration and Information Services will share the same station.

- Registration Services will ensure that all evacuees who enter the facility for services will be registered and given a wristband to identify them from the public. This station will ensure that those who are receiving wrist bands are from the area of evacuation and that all services provided to these individuals will be tracked.
- Information Services will provide the most accurate information regarding the evacuation and the event. They will confirm all information is approved prior to updating the evacuees. To ensure that the process of information flows correctly to employees and evacuees, a bulletin board may be posted at the Information Station with the current and the most up to date information regarding the event. The bulletin board will be updated throughout the duration of the Reception Centre as well as information about the services that will be available or unavailable.

6.2.3   Child Watch Area

The Child Watch area is provided for children whose parents or guardians may be unable to supervise at the time of registration or receiving services. The area will include workers who are able to supervise children for a short period of time or until the parent has received all their services. The workers who will supervise children must have a valid First Aid certificate, and there must always be two adults in the child watch area. This is a temporary child watch area and is not expected to be a long-term daycare.

6.2.4   Animal Services

The process for animals within the NAIT campuses has been detailed within the HS 1.7 Animals on NAIT Property Procedure. The procedure states that animals will no longer be allowed at the NAIT campus unless for the purposes of a scheduled appointment at the NAIT Animal Health Clinic. The Executive Director of RMS will formally approve the decision to override the procedure for animals to be allowed at the NAIT Campuses during emergent situations. All owners will be responsible for their pets and NAIT will not take responsibility and will not be liable for any pets on campus. Additional information can include below:

a) Resource availability: The Animal Services department may have limited capabilities due to the school/program responsibilities.
b) Space: The Animal Services department may house up to 10 small animals (should include size, weight, etc. here, this is subjective) but are unable to house larger animals (should include size, weight, etc. here, this is subjective) due to the size and capacity of the clinic.
c) Emergency Animal Services: This department will be unable to provide emergency services, however, if necessary, non-emergent services may be provided depending on the animal and the size.
d) External resources with nearby veterinarian clinics can be given to the evacuees.

6.2.5   Food and Water Supply area

Some supplies can be stored in or near the designated eating area, but a separate location for storing additional snacks, water, beverages, and shelf stable meals is ideal. The supply area may also include supplies such as paper, pens, notebooks, signage, and relevant documentation (IEMP, ESS Framework).

6.2.6   Employees & Volunteer Break Area

The break area is a space separate from the service areas where employees can go to take a break during the shift. The CAT Feltham Centre has Reflection Rooms as well as Glass Rooms for private areas for all employees and volunteers.

6.2.7   Health Services Stations

a)   Nurse Station

The Health Services department will be set up as non-emergent care, first aid or mental health stations at the Reception Centre. The NAIT Counselling department will have a representative present under Health Services to assist in any mental health matters. This station will ensure that those who are seeking medical help will be provided with privacy. The Health Services Station may provide external psychological and health resources, if necessary.

b)   Medically Fragile or Dependent Station

Designate a separate room or space (isolation area) within the facility for people who have health concerns (i.e., asthma, multiple chemical sensitivities, allergies, people with compromised immune systems, or cancer).

A medical area for evacuees who have been identified by health services as having an infectious illness will be provided to ensure that they are reasonably isolated from the rest of the general population.

6.2.8   Food Services

a)   Food Services

The size and duration of the event will determine the amount of food that will be provided to the evacuated families. Conference and Events will manage all food required for a reception centre activation. Food is provided by Chartwells. All feeding needs will be based on a nutritional standard while meeting dietary requirements for those with special restrictions. ESS workers are responsible for reporting to the ECC for a daily count of the number of meals prepared and distributed, the number of fixed and mobile feeding sites/routes, and the projected number of meals required. In addition, uncooked food, product quantity consumption rates and resupply requests should be considered and coordinated with onsite logistics planning efforts for future meal plans.

b)   Meal Schedule

The feeding schedule will be dependent on the severity of the event and the number of evacuees present at the NAIT campus.

An estimate of the maximum number of meals per day (per meal cycle: breakfast, lunch, dinner) should be determined. Other items such as snacks and water should be included in this. Dietary restrictions, cultural considerations and delivery method need to be taken into consideration as well as the use of on-site utilities such as water, power, sewer, gas, etc.

To be taken into consideration when preparing/planning for feeding:

- What utilities are required to be functioning?
- Is refrigeration and freezer space available?
- Is there significant storage space?
- Is dry storage space available?
- Trash disposal/garbage removal/sanitation.
- Shelf stable meals.
- Infant formula.
- Baby food.
- Food packages.
- Low sodium, low fat, vegetarian/vegan, halal, kosher, etc.

6.2.9   Sanitation/Maintenance

Facilities Management and Development (FMD) will be responsible for the cleaning and maintenance of the Reception Centre and washrooms during the duration of the service. These services will continue throughout the duration of the Reception Centre. FMD will, to the best of their ability, maintain these services while focusing on the everyday maintenance of the NAIT Campuses.

6.2.10   Transportation

During the operational period of the Reception Centre, transportation may be required to and from the Centre. A Transportation Coordinator will be designated as a liaison to an external agency for transportation such as The City of Edmonton.

6.2.11   Parking

NAIT Parking Services under the Campus Retail Solutions (CRS) department must provide the necessary resources (i.e., manpower, signage, etc.) to direct evacuees and vehicles to the appropriate locations on campus. The number of personal vehicles will likely be small compared to the number of evacuees, but accommodations must be made to ensure no tickets are issued to evacuees.

Busses will require a clear path to and from the shelter for the purpose of dropping off and picking up evacuees.

7.0   Disaster Welfare Information, Reunification, and Communication

7.1   Disaster Welfare Information

It is critical to provide updated information on the current disaster to those receiving services. Independent reunification programs or systems may appear at the time of a disaster. All evacuated individuals must register to receive services. Due to family conflict, and domestic disputes, the NAIT employees and volunteers will not share any information without consent. An ESS Release Waiver and Release Agreement Form will be required by the evacuated individuals at the time of registration.

7.2   Reunification and Communication

During an evacuation, the focus is on supporting immediate emergency need; thus, reunification may not be a priority until after the initial movement of the affected population is complete. Reuniting unaccompanied minors who are separated from their parents/guardians, and adults requiring care who are separated from a required caregiver, will be the priority.

Family assistance centres may have been established externally, for those who need family assistance.

7.2.1   Unaccompanied Minors

Unaccompanied minors may become separated from their families. A secure and supervised location for minors will be under the Child Watch station and mental health resources and services will be provided for them.

7.2.2   Unaccompanied Adults

Unaccompanied adults requiring care may become separated from their caregivers. If an adult requiring care arrives at the Reception Centre without a caregiver, obtain as much information about the caregiver (i.e., name, phone number, and last known whereabouts). Consider mental health support for these adults, as needed.

7.3   At Risk/Vulnerable Populations

Some members of the community including, but not limited to, seniors, children, disabled, homeless, non-English speakers, low-income, or otherwise in need of ongoing support, may be more vulnerable during and after a disaster. NAIT will work diligently to:

- Monitor disproportionate impacts to vulnerable populations.
- Mitigate barriers that may be preventing access to any services.
- Address communications and medical, mental health and other human services needs of these most vulnerable residents.
- Develop and distribute language and graphic translations of shelter and human service needs.
- Plan for unaccompanied minors and adults requiring care/supervision.

8.0   Administration

The Administration Section in the ECC must keep accurate administrative records, including personnel and time; tracking of food, supplies, and repairs; and other expenses incurred by the ESS operation.

Discussions should occur during planning phases to identify what types of administrative records will need to be shared with the ECC. NGOs may have protocols that need to be considered.

8.1   Records

The records resulting from the ESS process are to be maintained by EMBC and are to be kept for a minimum of three (3) years following the event.

8.2   Reception Centre Stand Down and After-Action Report

Incorporate and plan for the following key components of recovery:

- Make necessary adjustments to resume normal operations.
- Re-stock essential equipment and supplies.
- Conduct follow-up communications and debriefings.
- Complete cost analysis and file for reimbursement.

Other recovery activities may include assisting evacuees in returning to their homes or providing information on temporary or permanent housing if they cannot return home and information on recovery programs that may be available. Refer to Appendix F: Stand Down Checklist.

8.3   Framework Review and Maintenance

This framework should be reviewed and updated annually or as changes are required. Incidents, exercise After Action Reports, and Improvement Plans may direct additional review as needed. The appendices may be updated more frequently as changes are identified.

8.4   Awareness, Training, and Preparedness

The framework highlights the type and frequency of training that will be implemented across various teams and roles that support the ECC. Training and exercise requirements for ESS incidents are detailed specifically below.

Document History

Date	Action/ Change
June 2, 2023	Updated vernacular pertaining to ECC (organizational chart, structure, and titles).
March 1, 2024	Updated as per EMBC's current processes and information.

Appendix A: Activation Checklist

Activation Checklist

☐ Report to the ESS Coordinator when activated.

☐ Wear any NAIT or ESS identification.

☐ Ensure that all on-site instructions have been looked over with Supervisors and workers (ESS floor plans, emergency exits, locations of ESS equipment).

☐ Ensure that you are aware of the ESS organizational chart (not in view of the public).

☐ Locate chairs, tables, and set-up the various stations and functions/workstations based on the ESS floor plan.

☐ Participate in facility orientation and safety briefing.

☐ Report to your assigned Supervisor for specific job responsibilities.

☐ Obtain function-specific briefing.

☐ Review function checklists and other support documents.

☐ Replenish your workstation and request necessary resources.

☐ Establish documentation that includes key activities, significant decisions, actions and inquiries.

Appendix B: Pyramid Structure

Strategic Support — Exec Mgmt Committee: The Executive Management Committee (EMC) provides the strategic-level support to the Emergency Coordination Centre (such as special circumstance policy revisions and government relations) and provides direction and approval. Consists of the Executive Management Committee with key specialists and support staff.

Operational Decisions — Emergency Coordination Centre (ECC) Team: The ECC Team serves as the decision-maker responsible for all operational level coordination and communication during a response. The ECC Team will reach for direction and approval from the EMC. This team supports the tactical response of first responders, informs and receives strategic support from the Executive Management Team. During an ECC emergency or a business interruption event, this team leads resumption activities.

Initial Response — First Responders: This team provides immediate response at an incident scene. First Responders receive initial notification of an incident, assesses the incident, and follows procedures to safely mitigate the impact.

NAIT Community: The NAIT community members ensure that all their plans for business continuity and safety are up to date. All community members are responsible to understand what plans apply to them, where to locate these plans, and how to activate them in the event of an emergency incident. All community members are also responsible for keeping up to date on NAIT emergency information and procedures.

Appendix C: ECC Organizational Chart

Appendix D: Worker Care & Safety Checklist

Worker Care & Safety Checklist	
Before a Response: □ Put together a grab and go bag. □ Ensure that your personal plans are in physical copy and are updated. □ Complete a self-assessment prior to responding to an event.	**After a Response:** □ Fuel yourself – drink lots of water and eat healthy food to refuel. □ Do what is relaxing for you and take time to yourself. □ Get lots of rest – sleep, relax, prior to your next shift (if necessary). □ If needed, get together with colleagues/friends. □ Reach out for professional help if necessary.
During a Response: □ Know when your shift starts and ends. □ Know who your Supervisor will be. □ Consistently get up, stretch, and breathe. □ Talk clearly and calmly to other workers and evacuees. □ Address any issue when they arise and escalate when necessary. □ Ask for help from your Supervisor when necessary.	**As a Supervisor:** □ Determine if a change in jobs will reduce stress level; ask questions to find out. □ Provide more breaks/quiet time. □ Ensure that all workers understand the importance of nutrition, sleep, and work during response hours. □ If necessary, direct workers to seek further assistance or encourage them to go home and unwind. □ Model desired behavior.

Appendix E: Volunteer Schedule Chart

Date	Location	Time	Volunteer #1	Volunteer #2

Appendix F: Stand Down Checklist

Stand Down Checklist

- □ Bring forward any deactivation issues related to your function/workstation.

- □ Ensure that all incomplete assignments are reassigned and/or completed.

- □ Return all equipment/supplies.

- □ Clean up and organize your workstation.

- □ Prepare to participate in post-operational debriefs and/or After-Action Report.

- □ Participate in the exit debrief.

- □ If travelling, report in when arrived at your location.

- □ Put away all chairs, tables, to return the area to its original state.