

NORTHUMBERLAND

Northumberland County Council

Reception / Rest Centre Guidance Version 4.0 August 2016

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Preface

Most emergencies involve people and the degree to which this affects them will vary. Their homes may have been flooded or they may have been injured or uninjured survivors of a major accident or terrorist incident. Whatever has happened, their lives have been changed in a way that was completely unforeseen by them. They need to adjust to that dramatic change and there is much evidence to show that relevant and appropriate support and help offered at an early stage assists in their psychological recovery.

The adjustments they have to make to cope with the often devastating consequences of their involvement start in the immediate aftermath. The arrangements that are planned for Rest Centres and Humanitarian Assistance Centre are hugely important to enable safe and timely support to be given. The way in which those affected experience these Centres can have a significant impact on their future recovery.

So it is vital that the staff and volunteers who are part of that provision understand how crucial their interaction with those affected can be. An understanding approach, maintained despite other pressures, and made with genuine concern for the position of those affected will do much to set them on a positive path towards a good recovery.

**Judi Evans
British Red Cross
August 2011**

CONTENTS

Part 1 AIMS AND OBJECTIVES

1. Introduction	1
2. What is a Reception / Rest Centre?	2
3. Criteria for Rest Centre	3
4. Activation of Rest Centres.....	6
5. Rest Centre Establishment Process – Phase 1.....	7

Part 2: SETTING UP A RECEPTION / REST CENTRE8

1. Introduction	9
2. Rest Centre Establishment Process – Phase 2.....	11

Part 3: MANAGEMENT OF THE REST CENTRE 14

1. Introduction	15
2. The role of the Rest Centre Manager.....	15
3. Role for Reception and Registration Staff	16
4. Role for Welfare Services Staff	17
5. Role for Information Point / Officer	18
6. Role for Catering Staff.....	19
7. Other Considerations	21
8. Close Down Procedure	23

Appendix 1 - Safety Assessment Form

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PART 1

AIMS AND OBJECTIVES

1. Introduction

- 1.1 This Guidance aims to provide those called upon to establish and manage a Reception / Rest Centre during an Emergency with a structured and agreed process for an effective and efficient method for doing so.
- 1.2 A Reception / Rest Centre or Centres may be required for the safe evacuation and shelter of people or uninjured survivors affected by an emergency or anticipated emergency situation which threatens life or property or the environment in their area.
- 1.3 Experience of emergency situations shows that the care and support for evacuees and uninjured survivors prior to, during and / or after any emergency situation is important to the individuals' and community's recovery and welfare.
- 1.4 It will usually fall to the local authority (County Council) to prepare for and establish a Reception / Rest Centre or Centres in response to a request, usually from the Police or other uniformed service, when dealing with an emergency situation.
- 1.5 It is acknowledged that due to the geographic size of Northumberland it may take time to get a full complement of Reception / Rest Centre personnel on site and the availability of the guidance to partners and the public may assist in promoting informed self help and community resilience until support becomes available.
- 1.6 The pre-designation of suitable premises and training and exercising of staff to prepare for such eventualities is critical to the effective and efficient handling of evacuees and uninjured survivors to make their distress and trauma as minimal as possible.
- 1.7 The reliance on the support of other agencies and the community / voluntary sector in delivering services to and in Reception / Rest Centres is also to be noted and acknowledged. Their agreement to the principles and processes contained in this guidance and participation of their staff in the training and exercising of the Guidance is also critical to ensuring the safety and welfare of the evacuees and survivors for whom it has been developed.
- 1.8 For the purposes of this guidance most references will be to "Rest" Centres throughout.

2. What is a Reception / Rest Centre?

- 2.1 A Reception / Rest Centre is a designated Building or Buildings for the temporary accommodation of evacuees or uninjured survivors. It should offer safe and secure shelter, at a safe distance from the incident site, with facilities for the provision of refreshments, access to welfare services and short term sleeping arrangements, if necessary, as a minimum.
- 2.2 A Reception / Rest Centre may be required due to a range of emergency situations such as precautionary evacuation due to gas leaks or fire or actual emergency such as severe weather; explosion, flooding or other threat but the principles for the Reception / Rest Centre will stay the same in relation to providing immediate welfare and assistance to those affected.
- 2.3 A Reception / Rest Centre should never be viewed as just a processing Centre for evacuees / uninjured survivors and the primary objective is to provide support and assistance to people affected by an emergency, whenever and wherever it may be required.
- 2.4 It is unlikely that any designated building will, in reality, have all the desired facilities and services identified in the Guidance and the Manager and staff of a Rest Centre will have to have regard to the principles set down in this guidance and use their discretion to achieve as much as possible with the resources available to them on the “day” they may be called into action.
- 2.5 Other terms used from time to time may be “Survivor Reception Centre” which is effectively a Rest Centre but used mainly after a specific type of incident, such as an explosion, building collapse, flood or crash, where survivors can be taken for shelter, first aid if required and interview in relation to the incident. It is not necessarily a situation where evacuation of residents has been / is required and some elements of the guidance may not therefore be applicable or required.
- 2.6 Similarly there may be need to establish “Relatives and Friends Reception Centre(s)” which are to be separately located to Rest or Survivor Reception Centres due to the possible need for security or confidentiality of evacuees and survivors and management of access. The basic elements of a Rest Centre will still apply in these Centres.

3. Criteria for Reception / Rest Centre

- 3.1 Ideally a Reception / Rest Centre should not be opened for more than 48 hours; after that time the local authority should be considering longer term provision and transfer of evacuees and uninjured survivors to more appropriate accommodation such as hotels, bed and breakfast or even return to their own home(s) if possible.
- 3.2 The decision to open a Reception / Rest Centre should have regard to the following:-
- 3.2.1 Type of incident – Size of safety / exclusion zone required e.g for toxic gaseous cloud, explosion, fire or flood? Have homes been damaged / destroyed requiring temporary / longer term shelter for victims?
 - 3.2.2 Likely duration of Incident – is the nature of the emergency likely to be short term only or prolonged?
 - 3.2.3 Time of Day / Night – what is available / accessible and are sleeping arrangements likely to be required? Use of a school in term / day time for example may create additional problems by displacement of pupils.
 - 3.2.4 Weather Conditions – do weather conditions create additional issues regarding safe travel due to cold, snow, high winds, rain and surface water or more severe flooding, Will evacuees / survivors require dry clothing, warm showers, hot refreshments etc.?
 - 3.2.5 Travel requirements – is the distance to Rest Centre(s) within walking distance for able bodied or is transport required; Do vulnerable / disabled /elderly people require special transport provision? Is car parking at designated Rest Centres available / adequate for those self evacuating?
 - 3.2.6 Vulnerable / Disabled People and / or Elderly – are the facilities suitable for accommodating vulnerable / disabled and /or elderly people with regard to disabled access, induction loops, private quiet areas etc?
- 3.3 Review and Pre-designation of Centres
- 3.3.1 To assist in the selection of a suitable Centre(s) a review of available premises has been undertaken in preparation of this Guidance and a schedule of the premises and contact details for access are held as an annex to the Northumberland County Council ECAP.
 - 3.3.2 In carrying out the review regard has been given to the following desirable criteria:-

Issues	Desirable Requirements
Building(s)	Large Hall or reception area with other rooms available, all preferably at ground floor level, which provide secure shelter with heat, light, water and sanitary facilities etc. with ability to control access and egress
Sanitation	Toilet and washing facilities (with showers desirable)
Medical	A suitable private and lockable room for treatment of minor injuries and storage of any medicines brought / required by evacuees.
Catering	A kitchen and dining area, preferably separate to the main reception / waiting area, with seating and water supply for continuous operation for minimum 48 hours – consider any ethnic / religious requirements relating to diet.
Mothers / Toddlers	A private room for nursing mothers if required
Creche / play area	An area for children to safely play separate to the main reception / waiting area with t.v. / dvd equipment for entertainment
Rest Area	For sleeping / quiet area with ability to control lighting and having regard to ethnic or religious diversity requirements where applicable
Recreation areas	Provision for radio / t.v. facilities for entertainment to avoid too many radios being played in communal areas creating potential noise nuisance and tensions
Telephone room	Access to private room for land line calls for those not having access to mobiles (provision of charging equipment for those with mobiles)
One to One room(s)	Suitable quiet room(s) for those requiring counselling or confidential advice, support from welfare support staff

Issues	Desirable Requirements
Storage	Secure, lockable room where the evacuees / survivors can store their personal belongings with access only via the Manager or designated key holder
Administration	Office or offices where Manager and staff can access telephone / computer and fax equipment to transmit and receive information relating to the emergency and carry out administration tasks
Access	Suitable access for cars / 'buses and other vehicles attending the Centre with car parking
Disabled Access	Ramps or other aids required to assist access for disabled people into and around the facility (including toilets)
Prayer room(s)	Private room(s) where people can fulfil religious worship requirements
Multi Cultural Needs	Availability of translators or local community / religious leaders to assist with identifying any cultural needs not being met
Pets	Temporary housing and feeding requirements for any pets brought by evacuees with a suitable external area for exercise / toiletry requirements. Secure pet cages may be required from RSPCA or other animal welfare organisations.
Other	Private area for staff to brief and de-brief on shift changes

4. Activation of Reception / Rest Centres

4.1 The decision to establish a Reception / Rest Centre(s) will be taken in relation to a potential or actual emergency situation arising which it is considered requires the evacuation of potential victims and / or uninjured survivors.

4.2 In normal circumstances the following steps to establishing a Rest Centre will be implemented through the County Council's Emergency Community Assistance Plan (ECAP)

4.2.1 Action

- determine a Rest Centre(s) is required
- determine approximate number of people requiring evacuation / shelter
- determine suitable premises to be designated and confirm availability with premises Manager / Head
- advise Senior Co-ordinating Officer on site and all relevant agencies of decision, location and estimated time of full availability

4.2.2 Alert - Nomination of Rest Centre Manager and staff

The Guidance expects that a Rest Centre Manager will be nominated and attend at the designated Centre to manage the staff and processes to ensure effective and efficient operation throughout the event.

A pool of possible nominees will be available through the ECAP and their appointment will be made via the Duty Civil Contingency Officer (Duty Officer) on the day who will contact the nominated officer and advise him/her of :-

- type of event,
- location of the Rest Centre, and,
- likely number of evacuees / uninjured survivors to be accommodated,
- other relevant information relating to access to the Rest Centre such as possible blocked roads, weather conditions etc..

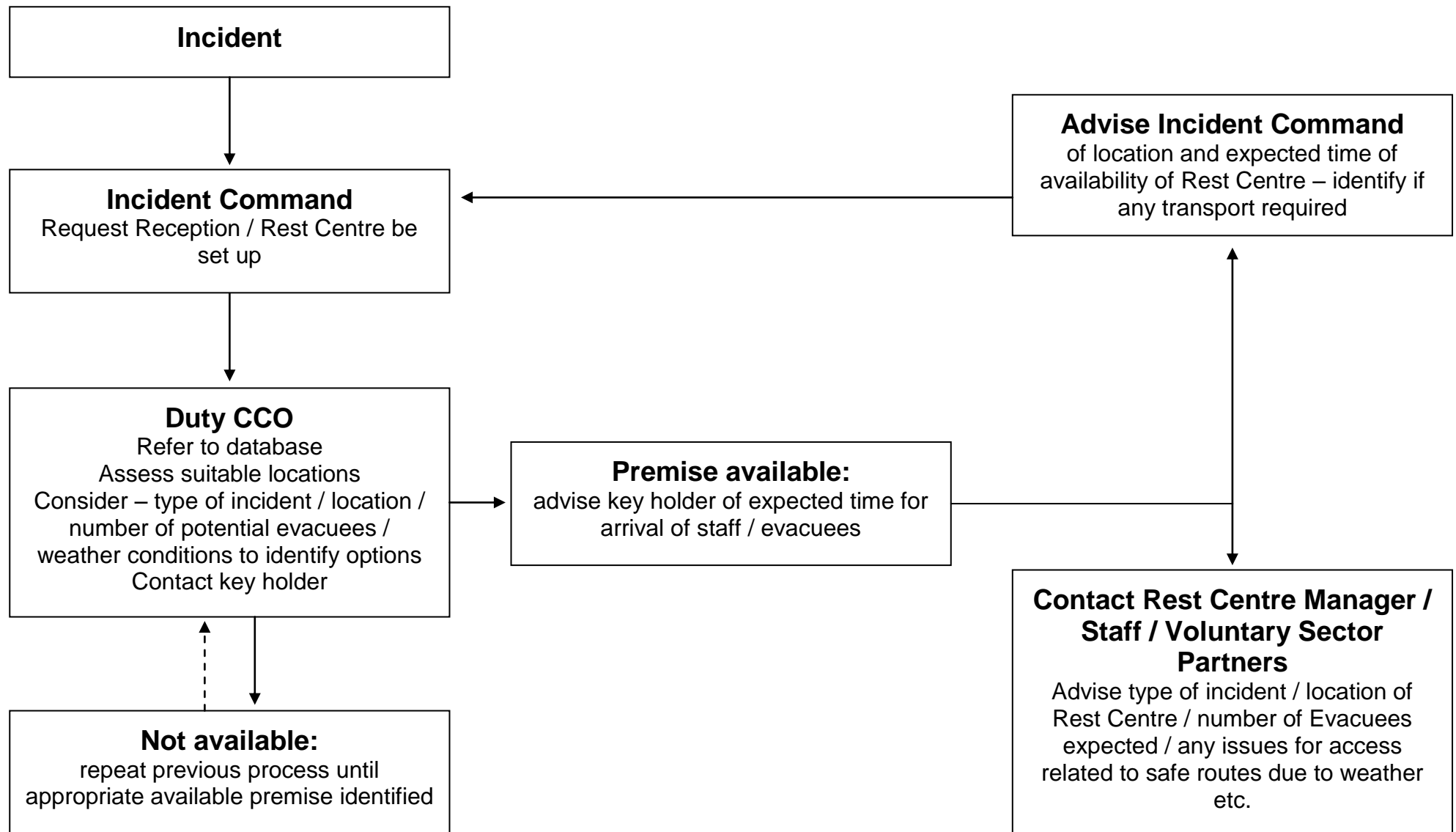
Whilst the Rest Centre Manager is in transit, the Duty Civil Contingencies Officer will alert other staff from the support team pool and/ or voluntary sector to assist at the Centre providing the information listed above.

4.3 Lead in time

In real time emergencies there may be a need for immediate evacuation of some people / survivors prior to the establishment of a Rest Centre and the Emergency Services will determine a suitable Evacuation Assembly Point to where evacuees / survivors will be directed or they may utilise nearby buildings as a holding Centre and move people in to it.

The Rest Centre Manager and staff attending will have to adapt to circumstances and determine if the building is suitable or if evacuees should be moved to other premises subject to weather or other conditions at the time.

5. Rest Centre Establishment Process – Phase 1



PART 2
SETTING UP A RECEPTION / REST CENTRE

1. Introduction

- 1.1 The processes and procedures detailed in this Guidance are to be used to establish and operate an effective and efficient Rest Centre. They are however not prescriptive and cannot take into account every eventuality which might face a Rest Centre Manager and staff when attending.
- 1.2 The effective and efficient running of a Rest Centre is therefore largely dependant on the staff who are there and who will have received training and exercised the processes and procedures within this Guidance to equip them to deal with the event better.
- 1.3 Staff must remember that the people (evacuees or uninjured survivors) coming to a Rest Centre may be anxious or disorientated. Upon arrival they should be greeted and staff introduce themselves and explain what is to happen and establish if they have any immediate needs and direct them towards support staff, the main reception or refreshment area.
- 1.4 The establishment and use of Rest Centres will usually follow three distinct phases

Phase 1 - Arrival

Evacuees / survivors should be greeted and escorted or directed to safe areas within the Rest Centre for seating / refreshment and given an individual ID number (raffle ticket) for reference for registration.

Staff acting as greeters should enquire if all members of the family are present – is anyone else expected / missing? – and alert Police if necessary for missing persons.

Phase 2 - Registration

After initial influx of evacuees / survivors a Door Supervisor should be nominated and stationed at the entrance / exit to ensure anyone seeking to enter / leave (apart from smoke breaks) is referred to the Registration staff/desk so that their information is checked and recorded.

Other than evacuees / survivors and staff, no other persons should be admitted without the approval of the Rest Centre Manager e.g. press reporters, who should be referred to the agreed PR liaison arrangements.

When sufficient staff are available Registration should begin using the forms within the Supply Box and using the ID Numbers to call people forward to register their name, address, etc.; it is important that this process is followed for every member in their party, and whether they want to remain at the Centre or make other arrangements for waiting.

They should be advised clearly of the purpose of the information at each stage and any questions that arise during the process answered or recorded

- identification of all evacuees present and any missing persons
- identification of any immediate medical or dietary needs
- identification of any issues regarding premises from which people have been evacuated – gas not switched off; dangerous items stored (Gas bottles / chemicals etc.), pets left behind
- All information will be subject to data protection principles in relation to confidentiality, use and safe storage

If translators or sign language interpreters are required ask if anyone is in the Centre who can assist before calling for specialist support via the ECAP.

Any special requirements / needs (medical / dietary / religious / cultural) identified during the registration process should be advised to the Rest Centre Manager as soon as possible so that steps can be implemented to address these at the earliest opportunity, persons identified with special needs should be advised of progress on meeting them.

A check that all ID numbers (tickets) issued have been registered should be undertaken periodically to ensure all persons are recorded.

Where and when available an electronic system will be used to transfer the information to a computerised database which can be shared with the Police and other Rest Centres for incident / survivor management purposes.

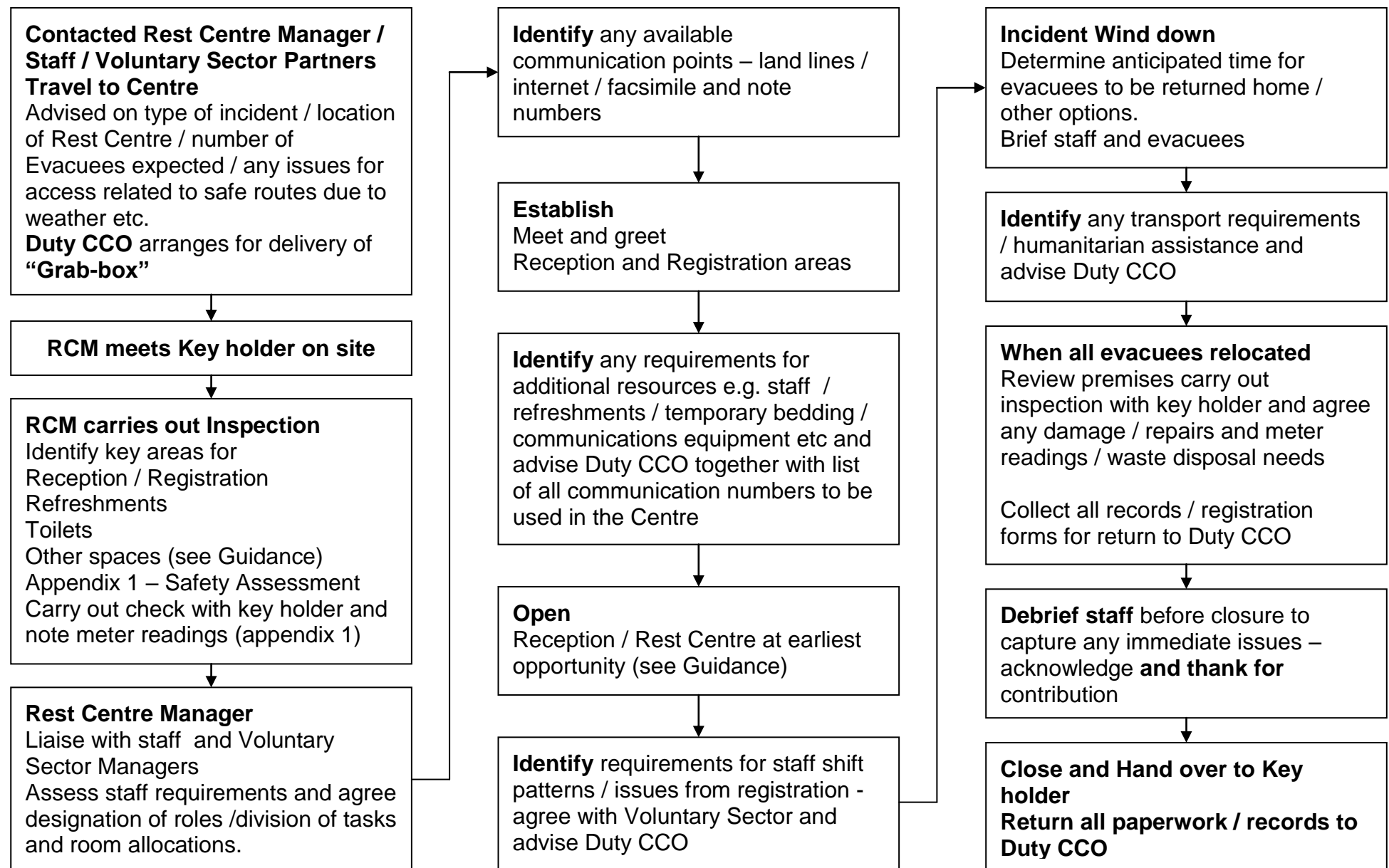
Phase 3 - Departure

Anyone looking to leave the Centre must be identified and their details recorded and their intended destination logged to avoid unnecessary Police searches for missing persons.

In identifying destination of leavers it might also be necessary to advise on safe routes if roads are flooded or blocked and they should be referred to the Information Officer before departure.

A schematic of a typical Rest Centre process flow is shown below:

2. Rest Centre Establishment Process – Phase 2



- 1.5 There are some fundamental elements which will ensure the Rest Centre offers a comfortable and reassuring environment to those who have to use it.

Issue	Possible solution
Staff Identification	<p>The supply box will contain tabards and identification badges for staff attending</p> <ul style="list-style-type: none"> - ensure you put your name on the badge and introduce yourself to people within the Centre using your first name – if the supply box isn't available use paper sheets and sellotape, if available, to stick a name badge on your clothing until more effective resources are available.
Signposting	<p>Some standard signage will be contained in the Supply box</p> <ul style="list-style-type: none"> -If not immediately available, use paper, a bold marker pen and sellotape or blue tack to identify key areas and routes within the Rest Centre. - Check signs on a regular basis to ensure they're still up
Reception	<p>If possible have a member(s) of staff as a greeter to direct people entering the Centre to appropriate areas</p> <p>Give them an information leaflet which will be available in the Supply Box and explain the layout, toilets and refreshment areas, and process.</p> <p>Give people using the Centre a number slip (raffle ticket) and explain that they will be called to give their details using the number in a little while.</p> <p>Identify if all members of their party are present – anyone missing? to alert Police if necessary.</p>
Registration	<p>Once staff are available start registration using number tickets as reference for calling evacuees to register.</p> <p>Explain the purpose is to assist them by identifying them and their needs to the relevant support services</p> <p>Standard forms are included in the Supply Box and where possible an electronic system will also be available via the County's intranet system</p> <p>Be clear, calm and understanding when asking for information.</p>
Roaming and Befriending	<p>Be seen to be available and supportive,</p> <p>Take time to sit with and answer questions for people seeking information – don't be afraid to say <i>"you don't know but will find someone who does"</i> if presented with a difficult question or request and be sure to follow up their enquiry</p> <p>Look for signs of stress or anxiety and alert the Manager and other staff if someone gives particular concern</p>

Issue	Possible solution
Entertainment	Try to access things for the evacuees to do, televisions / radios, dvd's for children, newspapers, board games but have regard to the noise impact and limits of premises to offer separate areas for children
One to one	Offer facility for confidential one to one discussions for any evacuees and offer to bring in specialist staff if necessary.
Information Points	Establish information boards or desks within the Centre where evacuees can go to get up to date information and leave messages A designated staff member should be assigned to act as information officer Staff should only give out information on the actual incident from approved releases not use hearsay or conjecture.
Other	

PART 3

MANAGEMENT OF THE RECEPTION / REST CENTRE

1. Introduction

- 1.1 The Guidance expects that a Reception / Rest Centre Manager and key staff will be nominated and attend at the designated Centre to manage the processes to ensure effective and efficient operation throughout the event for the safety and welfare of the evacuees / uninjured survivors.

2. The role of the Rest Centre Manager

- 2.1 The Rest Centre Manager will have total responsibility for the safety, security and welfare of the evacuees / uninjured survivors and all staff and visitors within the Centre whilst it is operating.

Key tasks:

- To ensure premises are adequate in terms of capacity and facilities for the numbers of persons within the Centre;
- To ensure premises are safe and secure at all times;
- To establish communication channels with the Duty Civil Contingencies Officer / Incident Command structure
- To carry out an early inspection with the Centre Key Holder and identify access / egress points, fire safety equipment and record any “snags” and meter readings and any issues of concern;
- To identify key areas and facilities (canteen / toilets etc.) and have these signposted for easy identification by users;
- To ensure staff are assigned to welcome evacuees / uninjured survivors into the Centre and identify their immediate needs;
- To ensure that, at the earliest opportunity, evacuees / uninjured survivors are registered and any missing persons identified and information on those in the Centre is passed to the Police;
- To ensure that staff attending at the Centre are briefed as to the nature of the incident, layout of the building, fire safety equipment points and number of evacuees expected;
- To ensure staff are logged-in and assigned appropriate roles and a shift pattern is established and communicated to staff and Duty Officer for alerting replacement staff;
- To maintain overview of the operation of the Centre and request support / resources from the Duty Civil Contingencies Officer as necessary for the safe functioning of the Centre
- To maintain a log of events and actions within the Centre;

- To maintain a record of any expenditure incurred for food supplies / other provisions required either by use of existing Centre stock or purchase;
- To ensure an information point is established within the Centre for evacuees / uninjured survivors to gain information and to submit requests;
- To respond to any special need requests or issues identified from the Registration process;
- To establish security of the premises through restricting access / egress to one point if possible and appointing a Door Supervisor;
- To provide regular updates / briefings for staff and evacuees / uninjured survivors on the incident and likely timetable for return to home or move on to more longer term facilities if known;
- To liaise with the Building Management / Head teacher on a regular basis on the likely length of use and operation of the Centre;
- To prepare for decommissioning of the Centre with identification of transport requirements for evacuees / uninjured survivors and welfare needs and communicate these through the Duty Civil Contingencies Officer to relevant services;
- To organise a closing inspection with Building Management / Head teacher / Key holder and identify any damage cause as result of use, any provisions used and meter readings for utility services at close;
- To organise, through the Duty Civil Contingencies Officer, special refuse collection for all waste materials arising from the use of the Centre during the incident and on closure.

3. Role for Reception and Registration Staff

- 3.1 The Reception and Registration processes are critical to the effective and efficient operation of the Centre for the safety and welfare of the evacuees / uninjured survivors.
- 3.2 If possible one member of staff should be designated Reception / Registration Supervisor to manage staff and oversee these processes.

Key Tasks

- To issue a registration number (wrist band) to evacuees / uninjured survivors for use when formally registering them and directing them to a refreshment point for tea / coffee / soft drinks / food if available;

- To establish a registration desk(s) and call evacuees / uninjured survivors forward using the identification number and ensure all members of the family / party are registered individually and any missing persons identified and information passed to the Police;
N.B. If easier, register evacuees where they are seated to avoid congestion.
(Set pro forma and wrist bands are available within the Supply box for registration)
- To identify any special needs or requirements as part of the registration process if not previously identified and advise the Rest Centre Manager as soon as possible of these so that they can be met at the earliest opportunity;
- To transfer key information from Registration pro forma for communication to the Police / Incident Control when possible;
- To log any person(s) choosing to leave the Centre for alternative accommodation and their destination and ensuring they are referred to the Information point for guidance on safe routes etc.;
- To store Registration information in a secure area, not open to public access.

4. Role for Welfare Services Staff

- 4.1 The role of Welfare Services staff within the Rest Centre is to provide for the general well being of the evacuees / uninjured survivors in terms of befriending, identifying needs and problems, refreshments, house keeping and special needs.
- 4.2 A Supervisor for Welfare Services should be designated as early as possible once a Centre is opened and they will liaise with the Rest Centre Manager to secure necessary staff and resources to manage the welfare services within the Centre
- 4.3 The Welfare Services staff should never act or try to be Counsellors in relation to any emotional or mental concerns of evacuees / uninjured survivors or other Centre staff although they should be alert to the signs of anyone in distress and alert the appropriate Supervisor / Manager to obtain qualified professional support.

Key Tasks

- To provide a warm welcome to evacuees / uninjured survivors on first arrival at the Centre; staff introducing themselves by first name and, if available, wearing identification badges / tabards;

- To identify and signpost key areas within the Centre for use as Reception, Registration, Rest areas (sleeping), Quiet Room(s), Prayer Rooms, Mum / baby area, crèche, etc.,
- To identify and nominate suitable staff to support children, nursing mums / parents, elderly, persons with special needs;
- To identify and staff any suitable kitchen area to prepare refreshments for Centre users (note this may also include uniformed staff dealing with the incident);
- To identify any provisions required (tea / coffee / juices / milk / food) and request supplies through the Welfare Services Supervisor not direct purchase unless agreed by the Rest Centre Manager;
- To identify and cater to any immediate needs of evacuees / uninjured survivors for clothing, medicines, first aid, etc.;
- To nominate staff for house keeping tasks such as clearing waste bins, maintaining wash rooms and toilets, ensuring communal areas are clean and free of obstruction, fire safety equipment is available etc.;
- To identify a crèche area for children to play, away from the main Reception area if possible, and designate appropriate staff to supervise and control the access and use of the area;
- To prepare a Rest (sleeping) area where required and request appropriate beds/bedding supplies through the Welfare Services Supervisor who will liaise with the Rest Centre Manager (have regard to the possible cultural / religious requirements of some users in relation to sleeping arrangements);
- To maintain a log / record of all actions

5. Role for Information Point / Officer

- 5.1 One of the critical functions during an event is communication and information. Communication with the evacuees / uninjured survivors as to any missing people, their needs and concerns and information on the progress of the event, likely duration, impact, and welfare issues.
- 5.2 At the earliest opportunity the Rest Centre Manager should establish a single point (either a table or notice board) for posting any information bulletins and for evacuees / uninjured survivors within the centre to post any information they might want to post regarding missing relatives / friends or pets, for example.
- 5.3 If resources allow a dedicated Information Officer should be nominated who takes responsibility for updating the Information Point with updates from the Gold /Silver Command and any requests from relatives etc to

gain contact – no personal information should be posted / left at the point without the agreement of the subject

Key Tasks

- To maintain a single point of information for evacuees / uninjured survivors to ensure consistent and agreed information is given out;
- To deal with any general enquiries and ensure any critical information / requests received are passed to Rest Centre Manager to forward to Police or other appropriate Agency to act upon as necessary (missing persons / medical needs, etc.);
- To act as point for updates on the progress of the event and implications for evacuees / uninjured survivors – length of stay in Centre / move on to more long term accommodation / messages from relatives or friends;
- To advise persons looking to leave the Centre for alternative accommodation of any issues regarding safe egress from the area and ensure they de-register as occupant(s) in the Centre;
- To advise the Rest Centre Manager regarding any information related to media enquiries;
- To have regard to any special information requirements related to ethnicity or disability – foreign languages / signing – when posting information for Centre occupants;
- To post information leaflets for guidance of evacuees / uninjured survivors relating to insurance / benefit issues etc., when available;
- To retain all information requests received from evacuees / uninjured survivors for post incident debrief purposes.

6. Role for Catering Staff

- 6.1 Depending on the facility used and available personnel it may be appropriate /necessary to provide refreshments for evacuees / uninjured survivors and staff dealing with the event.
- 6.2 As a minimum, unless the event is very short lived, it will be expected that hot / cold drinks would be available and the Rest Centre Manager and Welfare Services Supervisor will have to consider how this is achieved within the facility.
- 6.3 Most schools / Village halls will have some facility for heating kettles / boilers for tea / coffee and the Rest Centre Manager will have to make an early assessment if these are adequate for the number of evacuees expected or whether additional resources will be required.

- 6.4 Issues such as number of cups / tables / chairs available and access to fridges / tea / coffee / milk supplies will all need to be considered and arrangements made to supplement these as soon as possible if required via the Duty Officer.
- 6.5 Depending on the lead time available before evacuees take occupation, the Rest Centre Manager or Welfare Services Supervisor should nominate suitable staff to be responsible for “catering” tea / coffee / cold drinks at first and, if the Centre is likely to be operating for several hours, longer term needs such as food may need to be sourced.
- 6.6 In most cases, where the event is expected to be longer term, the WRVS / Red Cross or other voluntary group may assist with the catering provision and use their own procurement processes to resource the catering requirements.
- 6.7 Where schools are used, with a catering facility available on site, the school catering staff may assist with the provision depending on the time / duration of the event.

Key Tasks

- To establish a designated area for preparation and serving of refreshments;
- To establish an area with adequate seating / tables for people to take refreshments (note: depending on size of areas available a staggered system for catering to the number of persons in the Centre may be necessary)
- To ensure appropriate food hygiene standards for preparation of food are adhered to in the facility;
- To be alert, if possible, to any special dietary requirements e.g. lactose free milk / halal prepared food / nut free products;
- To ensure all food preparation and refreshments areas are cleaned on a regular basis and all spills etc cleaned as quickly as possible to maintain a safe environment;
- To ensure the Welfare Services Supervisor is alerted as soon as possible to any catering supply requirements for action via the Rest Centre Manager;
- To ensure any waste is disposed of appropriately;
- To ensure any catering area is returned to its prior state once the Centre is stood down;

- To maintain a log of all supplies used / requested and inventory of any residual supplies is compiled and passed to Welfare Services Supervisor when the Centre is stood down.

7. Other Considerations

7.1 Media

- 7.1.1 In any emergency incident there will be interest from the media, depending on the type and scale of the event this may be local, regional, national or even international.
- 7.1.2 The media have no right to enter the Rest Centre and normal procedures will be to refer any media enquiry at the Centre to the agreed Media Liaison arrangements through the Rest Centre Manager who will liaise with Silver / Gold Command.
- 7.1.3 Staff should not be drawn in to making any statements and only refer to agreed media releases.
- 7.1.4 No information regarding the persons in the Centre should be released unless through the agreed Media arrangements or Police Casualty Bureau.
- 7.1.5 Should a member of the public within the Centre choose to speak to the media this will be at their own discretion or through the Media Liaison by prior arrangement.

7.2 Ethnic and Religious Minority Evacuees

- 7.2.1 As part of the Registration process the presence of any ethnic or religious minority evacuees may become apparent.
- 7.2.2 Every effort should be made within the Registration process to determine if they have any specific requirements which the general Rest Centre provision may not meet and these should be notified to the Welfare Services Supervisor / Rest Centre Manager as soon as possible for attention.
- 7.2.3 Subject to the requirement(s) every effort should be made to accommodate the identified need within the Centre or seek additional resources if necessary to do so.
- 7.2.4 Issues regarding diet should be considered and every effort made to meet specific needs depending on the time-span of the emergency.
- 7.2.5 If the ethnic evacuees are not able to speak English and there is no other evacuee or staff member within the Centre who can interpret

for them the Rest Centre Manager should be notified so that interpreter services can be arranged.

7.3 Nursing Mothers (parents) and Children

7.3.1 Catering for the needs of nursing mothers and children may raise certain challenges in relation to access to both feeding facilities (bottles, kettles for formula, etc.) and sanitary requirements for nappies.

7.3.2 If the Nursing Mothers / Parents have not brought equipment with them then arrangements may need to be made to supply the Centre via a request from the Rest Centre Manager to the Duty Civil Contingencies Officer at the earliest opportunity.

7.3.3 If available a room should be set aside for nursing mothers and children for changing nappies etc. with appropriate sanitary disposal facilities to remove any waste materials from the building as soon as possible.

7.3.4 For breast feeding mothers a separate room should be available if required to allow privacy.

7.4 Children

7.4.1 If possible, within the space available, a separate area for children to play and be entertained should be designated to reduce possible disruption in the main Rest \ Reception area.

7.4.2 If facilities are available and the Building Key holder agrees access to television(s) etc should be organised to provide entertainment and any other appropriate resource utilised to occupy children.

7.4.3 Care must be taken however to comply, so far as is possible, with Child Care and Health and Safety requirements and a "Supervisor" appointed to oversee activities within the "Play" area.

7.4.4 Caution should be exercised in relation to allowing "volunteers" to act as or assist in the Play area and the Rest Centre Manager will have to give agreement to any such arrangements having satisfied themselves that there is no perceivable risk to the children.

7.5 Clothing

7.5.1 Due to circumstances (Flooding / Severe Weather) some people attending the Centre may require dry, warm clothing.

7.5.2 Although such items may not be available immediately the Rest Centre Manager can make a request via the duty officer for clothing to be made available.

7.5.3 It may take some time for clothing to be collected and transported to the Rest Centre so consideration must be given in the interim to ensuring any evacuees who made as comfortable and dry as possible.

7.6 Pets

7.6.1 Allowing pets into a Rest Centre will always be a matter for the discretion of the Rest Centre Manager.

7.6.2 Pets can provide comfort and reassurance to some people during their stay in the Centre but pets can also cause problems with regard to noise and hygiene if not properly controlled,

7.6.3 Anyone seeking to bring a pet, other than a Guide Dog, into the Centre must be advised that they are responsible for its conduct and welfare whilst in the Centre and any problems may result in the pet being removed from the Centre to a secure area outside.

7.6.4 The pet owner must be advised that:

- they remain responsible for the conduct of their pet while in the Centre;
- they must ensure it is fed and watered;
- they are responsible for exercising the pet if required;
- they are responsible for cleaning any mess caused by the pet in the Centre;
- they must keep the pet with them and under control at all times (on a lead or in a basket or cage if necessary);

7.6.5 If there are a number of pets the Rest Centre Manager should consider seeking support via the Duty Officer for provision of cages etc from Police or RSPCA.

7.7 Smoking

7.7.1 All Rest Centres will be “no smoking” areas internally.

7.7.2 If any evacuees / staff wish to smoke they must do so outside in designated area and facilities provided (wet / sand bucket) for safe and hygienic disposal of cigarette ends, matches etc. on site.

7.7.3 Any disabled or wheelchair user who wishes to smoke should similarly be asked to go outside the premises and not allowed to smoke within the Centre.

8. Close Down Procedure

8.1 The process for closure of a Reception / Rest Centre is as important as the opening procedure.

- 8.2 The recording of any damage, issues and energy usage will avoid later possible disputes regarding compensation or cost recovery particularly where non-Council premises are not used.
- 8.3 Any inspection of the premises should be done in the company of a responsible key-holder for the premises, the Head teacher or caretaker or Committee Member, to agree a decant schedule of issues and meter readings.

IT IS MOST IMPORTANT THAT ALL CONCERNED WITH THE RUNNING AND FACILITATION OF THE EMERGENCY RECEPTION/REST CENTRE AGREE ON THE FORMAL CLOSE DOWN OF THE CENTRE
(TO ENSURE THAT EVERYONE UNDERSTANDS ANY ACTIONS TAKEN)

- Confirm the incident or affected area/system is under control
- All involved in the organisation, facilitation and running of the Emergency Rest Centre should agree when the Centre should be declared closed. This could also be discussed with other LRF members if appropriate

- On notice of closedown:
 - At the end of the requirement for the ERC the message will be passed directly to the ERC Manager via the Local Authority Duty Civil Contingencies Officer, advising of ERC stand down and providing a future contact point for any concerns or queries regarding the incident
 - The ERC Manager should cascade this information to all ERC staff and carry out an initial debrief of existing teams where appropriate and consider arranging external counselling – highlight this requirement to the Duty Civil Contingencies Officer if needed
 - Ensure all evacuees have been safely returned to their homes or passed on to other facilities
 - Return the ERC to a state of readiness – NOTE you could be reactivated!
 - Arrange transport assistance for responding personnel as required
 - Ensure you can be contacted should the response need to recommence
 - All Team Leaders should ensure that teams clear their areas and return the area to normal
 - All signage should be taken down and returned to the Ready Pack or disposed of.
 - Ensure all documentation and material generated by the incident is archived by the Administration Team in the folders provided in the Ready Pack in an orderly manner in secure location. Then passed to the Emergency Rest Centre Manager.
 - The ERC Manager should assess the building, with the building Supervisor / caretaker when the facility has been cleared and returned to normality to complete and sign off the Site Health and Safety Checklist (initially completed on arrival at the ERC)
 - Ensure all staff receive a full debrief and ensure arrangements made for full incident debrief at the earliest opportunity

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Rest Centre Health & Safety Checklist (Low Risk Environments)

The Rest Centre Manager must ensure the inspection checklist is completed with the Centre keyholder.

ESTABLISHMENT.....
.....

INSPECTION COMPLETED
BY.....DATE.....

ESTABLISHMENT
MANAGER.....DATE.....

1	GENERAL	Yes	No	Action
1.1	Is the statutory health and safety law poster on display?			
1.2	Have staff been briefed on accident reporting procedure?			
1.3	Are accident reporting forms available?			
1.4	Have staff been briefed on violent incident reporting procedure?			
1.5	Are violent incident reporting forms available?			
1.6	Have staff been briefed on emergency exit procedures?			
1.7	Are emergency procedures clearly posted?			
1. COMMENTS/REQUIRED ACTION:		Responsibility		

2	ELECTRICAL FITTINGS AND EQUIPMENT	Yes	No	Action
2.1	Are all Portable Electrical Appliances labelled to indicate they have been inspected?			
2.2	Are trailing cables routed to avoid damage/prevent tripping hazards?			
2.3	Are cables in good condition?			
2.4	Is the use of extension leads avoided where possible?			
2.5	Are there sufficient outlet sockets?			
2. COMMENTS/REQUIRED ACTION		Responsibility		

3	FIRE PRECAUTIONS	Yes	No	Action
3.1	Has the fire risk assessment been completed? (section 4 of the Fire Log Book) (Keyholder should know location of FLB)			
3.2	Are correct fire safety signs displayed?			
3.3	Are fire instructions clearly posted?			
3.4	Are all fire doors kept closed?			
3.5	Are heating appliances kept clear of all stored combustible materials?			
3.6	Are heat sources, including lights, clear of items that could melt or ignite?			
3. COMMENTS/REQUIRED ACTION		Responsibility		

4.	HOUSEKEEPING	Yes	No	Action
4.1	Are floors, passages and stairs clean, non-slip and free from obstruction?			
4.3	Are any changes in levels on pedestrian traffic routes clearly identified?			
4.4	Are arrangements in place to prevent the accumulation of rubbish and waste materials?			
4.5	Are all cleaning materials stored securely?			
4. COMMENTS/REQUIRED ACTION:		Responsibility		

5	WORKING ENVIRONMENT	Yes	No	Action
5.1	Is there sufficient space to allow people to move about with ease?			
5.2	Are lighting levels sufficient to enable people to work and move around safely?			
5.3	Is there an adequate circulation of air? (e.g fresh air or air conditioning working correctly)			
5.4	Are ventilation levels adequate?			
5.5	Is a reasonable temperature maintained? (Min 16c after first hour)			
5.6	Are heaters/radiators suitable safe and efficient?			
5. COMMENTS/REQUIRED ACTION:		Responsibility		

6.	WELFARE FACILITIES	Yes	No	Action
6.1	Is there sufficient toilet provision?			
6.2	Are they sufficiently clean?			
6.3	Is there an adequate hot and cold water supply?			
6.4	Is there an adequate supply of soap and towels (or hand dryer)?			
6.5	Is there a supply of drinking water?			
6.6	Is an area set aside for the consumption of food?			
6.7	Have people been nominated for ensuring fridges and microwaves are cleaned and emptied?			
6. COMMENTS/REQUIRED ACTION:		Responsibility		

7 FIRST AID PROVISION		Yes	No	Action
7.1	Are there sufficient numbers of staff trained to the appropriate first aid standard?			
7.2	Are there an adequate number of first aid boxes available?			
7. COMMENTS/REQUIRED ACTION:				Responsibility

8 EXTERNAL CONDITIONS		Yes	No	Action
8.1	Are paths and access routes in good condition, free of tripping hazards and debris? (including gritted in snow / ice conditions)			
8.2	Does external lighting provide adequate illumination to allow people to move around safely?			
8. COMMENTS/REQUIRED ACTION:				Responsibility

9	ADDITIONAL INFORMATION	Responsibility

10	CLOSE DOWN COMMENTS	

