

RURAL MUNICIPALITY  
OF  
RITCHOT

HOSTING

## HOSTING

### **PURPOSE:**

The purpose of this plan is to:

a)- Ensure that in an emergency where a community is requesting mutual aid from the RM of Ritchot, this Municipality will be able to provide basic social services considered essential for the immediate and continuing well-being of persons affected by an emergency,.

b)- Ensure that rapid mobilization and deployment of resources needed to carry out the above noted responsibility.

### **SCOPE:**

This plan outlines the actions to be taken; the procedures to be followed and the resources available to the Municipalities Emergency Social Services authorities, in relation to hosting Communities within the municipality as well as those seeking mutual aid.

### **GENERAL POLICY:**

a)- Pre-emergency period:

In normal times, when there is no indication or warning of any impending disaster or emergency, attention is given to reviewing and updating plans, procedures, lists, bulletins and message forms.

b)- Early warning period:

When a potential public emergency is detected in its early stages, even if the outcome is still uncertain, the Emergency Social Services director, may contact, review, and adjust readiness plans in light of the particular situation at hand, and advise the emergency coordinator accordingly.

No steps are taken at this stage to place staff on alert or to activate the reception centre, but preparation is made to ensure required items are available, and reception centre facility is suitable.

c)- Pre-impact/alert phase:

When an emergency/disaster is certain and imminent, the emergency coordinator shall contact the emergency social services director who will ensure the reception centre is opened. The social services director will ensure staff is placed on full alert, with the number of staff being determined by the immediate and most pressing requirements.

d)- Full-impact phase:

Full mobilization of staff and reception centre.

e)- Sustained emergency and wind-down phase:

Level of operations is adjusted (up or down) to the requirements of the situation.

## HOSTING

Place operational flow chart here

Emergency coordinator

social services director

Reception centre manager

Clothing   Lodging   Reg/inquiry   food   personal services

## EMERGENCY SOCIAL SERVICES POSITIONS:

*The positions outlined are most effective when there are enough personnel to fulfill each position within the Reception centre. But due to a variety of reasons, sufficient personnel may not be immediately available, or unable to sustain a lengthy emergency. Subsequently personnel must be flexible enough to take on the task of one or more positions, or enlist the services of evacuees themselves to assist.*

1. Social services director
2. Reception centre manager
3. Lodging manage
4. Clothing
5. Food services
6. Personal Services
7. Registration and inquiry
8. Emergency coordinator

## SOCIAL SERVICES DIRECTOR

The role of the Social Services Director will be assigned to persons who have received training through MEMO and MANITOBA FAMILY SERVICES. These persons have yet to be trained but will be selected from the volunteer list. The role of Social Services director shall consist of the following:

### CHECKSHEET

- Attend Emergency operations centre.
- Obtain information as to how many evacuees to expect.
- Obtain information as to special needs persons expected: elderly  
Disabled
- Obtain information as to expected duration of displacement.
- If required, select an appropriate reception centre and contact key holders.

- ❑ Contact reception centre managers and staff
- ❑ Ensure Authorities/media know location of Reception centre
- ❑ Ensure reception centre kit is conveyed to reception centre.
- ❑ Ensure Reception centre is opened and operational
- ❑ Ensure reception centre is adequately staffed.
- ❑ Ensure phone communication is established, liase with Communication manager.
- ❑ Ensure phone number for reception centre is supplied to public information officer for media/authorities.
- ❑ Ensure secure communication line established between EOC and Reception centre. (not for public)
- ❑ Ensure emergency coordinator is frequently briefed.
- ❑ If required, request MEMO be contacted and request assistance of NGO's ie: Red cross, Salvation army.
- ❑ If required, notify hotels of lodging requirements for evacuees.

## **RECEPTION CENTER MANAGER**

### CHECKSHEET

- ❑ Ensure reception centre kit is conveyed to designated reception centre.
- ❑ At reception centre inspect facilities with key-holder, note damages etc.
- ❑ Activate reception centre and direct operations.
- ❑ Ensure support services are operational.

- ❑ Coordinator delivery of all services to people.
- ❑ Ensure, Custodial, Security and garbage clean up of RC is conducted by personnel.
- ❑ If required, revise access/egress routes and layout of services.
- ❑ Communicate ASAP with evacuees to bring them up to speed.
- ❑ Ensure Social Services Director is frequently informed.
- ❑ Ensure proper staff rotation occurring.
- ❑ Participate in ESS operational debriefing.

## **LODGING MANAGER**

### CHECKSHEET

- ❑ Attend reception centre and meet with reception centre manager.
- ❑ Determine what lodging is available, private homes, hotels, community clubs etc.
- ❑ Notify Hotels, community clubs how many evacuees are expected to be lodged.
- ❑ Set up area and place signs indicating “LODGING”
- ❑ Inform evacuees or homeless where to attend for safe temporary lodging.
- ❑ Maintain record of where evacuees lodged.
- ❑ Keep record of available lodging.
- ❑ Ensure relocated evacuees are informed of services available to them in reception centre.
- ❑ Keep reception centre manager informed.

## **CLOTHING MANAGER**

### CHECKSHEET

- ❑ Attend reception centre and meet with reception centre manager.
- ❑ Set up, Place signs indicating “CLOTHING”.
- ❑ If required, advise reception centre manager who will contact Social services Director and request Salvation Army attend or open up a store for referrals.
- ❑ If required, to pickup clothing advise reception centre manager who will liase with Social Services Director.
- ❑ Keep reception centre manager informed.

## **FOOD SERVICES MANAGER**

### CHECKSHEET

- ❑ Attend reception centre and meet with Reception centre manager.
- ❑ Determine how many evacuees are expected at the reception centre.
- ❑ Set up area marked “FOOD SERVICES”
- ❑ Ensure adequate staff available.
- ❑ Contact businesses in area and have them open to obtain supplies coffee,juices, fruit etc
- ❑ Contact caterers/restaurants in area to supply ready made food.
- ❑ Arrange for provision of special needs evacuees, ie: dietary needs.
- ❑ If required, have Salvation Army attend to set up kitchen.



- ❑ Keep record of monies expended.
- ❑ Keep reception centre manager informed.

## **PERSONAL SERVICES MANAGER**

### CHECKSHEET

- ❑ Attend reception centre and meet with reception centre manager.
- ❑ Set up area and mark “PERSONAL SERVICES”
- ❑ Provide psychological support to persons attending reception centre.
- ❑ Ensure privacy of meetings.
- ❑ Arrange for temporary care of children, elderly or persons with special needs.
- ❑ Advise reception centre manager as to space, supplies and equipment to care for these persons.
- ❑ Keep record of persons requiring assistance for follow-up.
- ❑ Keep reception centre manager informed.

## **REGISTRATION AND INQUIRY MANAGER**

### CHECKSHEET

- ❑ Attend reception centre and meet with reception centre manager.
- ❑ Set up area clearly marked “REGISTRATION AND INQUIRY”
- ❑ Explain purpose of R&I, and encourage persons to register.

- ❑ Assist evacuees in registering and completing inquiry cards.
- ❑ Keep Reception centre manager informed as to number of persons, arrived, registered, special needs.
- ❑ Ensure authorities/media know where reception centre is located.
- ❑ Ensure confidentiality and accuracy of information

## **EMERGENCY COORDINATOR**

### CHECKSHEET

- ❑ Upon being notified of request to host evacuees, contact Council members and request convening of Emergency Control Group.
- ❑ Attend E.O.C.
- ❑ Determine amount of Evacuees to attend, special needs, and expected duration of stay.
- ❑ If required, contact all personnel for complete EOC operations
- ❑ Determine location of reception centre.
- ❑ Contact keyholder and ensure they can attend.
- ❑ Contact Social Services Director and request he/she attend EOC.
- ❑ Ensure, Social Services director has Reception centre kit conveyed to reception centre.
- ❑ Ensure lines of communication are established, secure line for Reception centre manager to EOC, and public line to reception centre.
- ❑ Ensure, phone lines for reception centre are broadcast to public and authorities.

- ❑ Ensure requesting town/municipality is notified of reception centre location, route, and phone numbers.
- ❑ Receive authority from council to expend monies on, Food, lodging, clothing, etc.
- ❑ Liase frequently with social services director.
- ❑ If required, notified memo of evacuation.
- ❑ If required, through MEMO have red cross, salvation army attend.
- ❑ Keep emergency control group informed.

RECEPTION CENTRE  
FACILITIES

**ILE-DES-CHENES**

**MUNICIPALITIES PRIMARY HOSTING FACILITY**

**Centre Trans Canada Center**

PO box 542 IDC, ROA-OTO

Municipalities primary post disaster facility designation

President	Roger Lacroix	PH#	###-####
VP	Yvette Bernat	PH#	###-####
Treas	Brenda Leese	PH#	###-####
Sec	Eric Cuillerie	PH#	###-####
P-Pres	David May	PH#	###-####

Grey and Red Building directly west of IDC Arena. Large spacious parking lot on east and North side. Interior is a two story building with main floor hall being approx 10,000 sq ft. Inside main floor hall is a full kitchen 3 stoves, 14 elements, industrial walk in fridge/cooler. Male washroom as 3 urinals, 2 toilets, 1 handicapped toilet and 3 sinks. Female washroom has 8 stalls, 1 handicapped stall and 5 sinks. Heating/Cooling system is geothermal and can seat 500 persons at a banquet.

Second floor is developed for office space some occupied some not. A 1000sq ft board exists overlooking the main floor banquet area.

**Gabrielle Roy School**  
310 Lamoureux

principal: Chantal Legal

PH# 878-2147

Full gymnasium holds 330, women's bathrooms have 15 stalls, men's bathrooms have 15 stalls, 6 showers, full canteen with sink, full kitchen, school will be renovated in September.

**Ile-Des-Chênes School**  
455 D'Auteuil Drive

principal: Sandra Turcotte

PH# 878-2898

Full gymnasium holds 250 people, multi-purpose room holds 150 people, 2 full kitchens, women's bathrooms have 10 stalls, men's bathrooms have 11 stalls plus 2 extra bathrooms.

**Ile Des Chenes arena** primary: Ken Kutzak PH# 878-3104  
 630 Rivard St. PH# 371-2509  
 PH# 355-4603

Arena holds 150 people, 5 bathrooms containing showers and 2 of them with urinals, women's bathroom has 8 stalls, men's bathroom has 3 stalls and 3 urinals, 1 full canteen.

**Ile-Des-Chênes Community Hall** PH 878-2242  
 1 Rivard

There is a key at the hotel that opens the Community Hall. Hall holds 200 people, women's bathroom has 3 stalls, men's bathroom has 3 stalls, 1 full kitchen.

## **ST-ADOLPHE**

**St-Adolphe School** principal: Nicole Nicolas PH# 883-2182  
 444 La Seine St.

Full gymnasium holds 250, multi-purpose room holds 150 people, women's bathrooms have 6 stalls, men's bathrooms have 3 stalls and 4 urinals, 1 full kitchen and 1 canteen which has a stove, refrigerator, mini freezer, and 2 microwaves. Science room has sinks. There is 1 wheelchair accessible bathroom.

**St-Adolphe Hall/Arena** primary: Kim Kaufman PH# 883-2030  
 345 Hebert Rd

Arena holds 200 people, 2 bathrooms with showers, women's bathroom has 5 stalls, men's bathroom has 4 stalls, full canteen. Hall holds 352 people, women's bathroom has 4 stalls, men's bathroom has 4 stalls, full kitchen.

## **STE-AGATHE**

**Ste-Agathe School** principal: Lucile PH# 882-2275  
 310 Pembina Trail Daudaet-Mitchell

secondary: Patrick Saurette

School has a canteen with sink, 1 full kitchen, women's bathrooms have 5 stalls, men's bathrooms have 5 stalls, 4 showers, 1 wheelchair accessible bathroom.

**Ste-Agathe Arena**                      primary: Guy Chateau                      PH# 882-2440  
276 Ste-Agathe Street

Arena holds 150 people, 4 showers and 3 bathroom stalls, women's bathroom has 10 stalls, men's bathroom has 6 stalls , 4 urinals, full canteen.

**Ste-Agathe Cultural and Comm. Centre**  
304-183 Pembina Trail                      primary: Yvonne Robert                      PH# home: xxx-xxxx  
work: xxx-xxxx

secondary: Pauline Lemoine                      PH# home: xxx-xxxx

Brian Dorge                      home: xxx-xxxx  
work: xxx-xxxx

Centre holds 300 people, has a bar area and a full large kitchen, women's bathroom has 6 stalls, men's bathroom has 6 stalls.

## HOWDEN

**Howden Community Hall**                      primary: Adam Bartmanovich                      PH#                      ###-####  
1078 Red River Drive.                      PH#                      ###-####

Secondary Cory Lang                      PH#                      ###-####

Howden Community Hall holds 334 persons, having a full kitchen with six woman's washroom stalls, 4 men's urinals and 2 washroom stalls.

## **ESSENTIAL TELEPHONE NUMBERS**

For a complete list of essential telephone numbers and resources available refer to Tab A of Emergency plan to locate the following:

- Accommodations
- Arenas
- Canadian Red Cross
- Caterers
- Churches
- Clothing Stores
- Food Stores
- Halls
- Hospitals
- Hotels/Motels
- Portable Toilets
- Restaurants
- Schools