

City of Lloydminster Disaster Social Services Plan 2017



LLOYDMINSTER

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Reviews, Updates & Revisions

Each emergency plan comprising a component of the City of Lloydminster's overall emergency plan should be reviewed annually. All changes and revisions must be coordinated through the Emergency Coordinator.

Date	Pages	Description of Revision Made	Signature
June 11/15	10 &19	Sign-in requirements for personnel	Anne Danielson
July 10/15	p. 37	Emergency Childcare Added	Anne Danielson
September 28/15	p. 5-6	Vulnerable & Intoxicated Persons Procedures Added	Anne Danielson
September 28/15	p. 13	Scribe to Reception Centre Mgr Added	Anne Danielson
October 08/15	p.6-7	Organizational Charts	Anne Danielson
November 02/15	p. 29	Added: Minimum Cot Spacing Guidelines	Anne Danielson
November 05/15	p.45	Added: Hosting & Local Evacuee Checklist	Anne Danielson
January 21/16	p. 45	Added line to Hosting Agreement	Anne Danielson
December13/16	p. 6-7	Organizational Charts	Anne Danielson
December 13/16	p.18-44	Removed all position checklists	Anne Danielson

Definitions

AEMA-Alberta Emergency Management Agency

CAO- Chief Administrative Officer

Emergency Alert- this refers to the automated notification system the City uses to notify residents of an emergency/disaster incident via phone, text and/or email through a third party notification system provider.

EMO- Emergency Management Organization. In this plan encompasses the group of both City & community partner organizations and staff that comprise both the Emergency Management Planning Agency and the Emergency Management Working Group

EOC- A pre-identified location for carrying out coordinated emergency response and recovery activities including planning, logistical and operational support functions of Incident Command as well as Disaster Social Services

ERP- Emergency Response Plan

DSS- Disaster Social Services. Provides basic essential items to victims, evacuees and affected residents by providing: lodging, food, water, personal services and other basic necessities as may be required

Incident Command/IC- On-site at incident and manages all objectives, plans and resources for the emergency response

Lloydminster Executive Emergency Management Committee- Consists of the Mayor and all Councillors, who will review, advise and approve emergency plans and programs

Lloydminster Emergency Management Planning Agency- Consists of City Directors and Managers as deemed applicable; as well as community agencies as determined as appropriate by the Emergency Management Coordinator in advising on the development of all-hazards emergency plans and programs

Lloydminster Emergency Management Working Group- A group of external community partner stakeholders who may assist with preparedness, response and recovery activities as determined appropriate by the Emergency Management Coordinator

Local Authority- refers to the local government of Lloydminster including the elected Mayor as the Chief Executive Officer of the municipality as well as councillors

MOU- Memorandum of Understanding. A formalized agreement between two or more parties

NESS Kit- National Emergency Stockpile System Kit. Provided by the federal government and includes basic supplies for set-up of a Reception Centre

PDA Team- Personal Disaster Assistance Team

PNHR – Prairie North Health Region. The designated Provincial Health Region under which Lloydminster falls

POC- Provincial Operations Centre. Acts as nerve centre for coordinating resources and emergency response from the Provincial level. Organize information and implement plans to protect welfare of residents during an emergency situation

SEMFS- Saskatchewan Emergency Management & Fire Safety

SOLE- State of Local Emergency

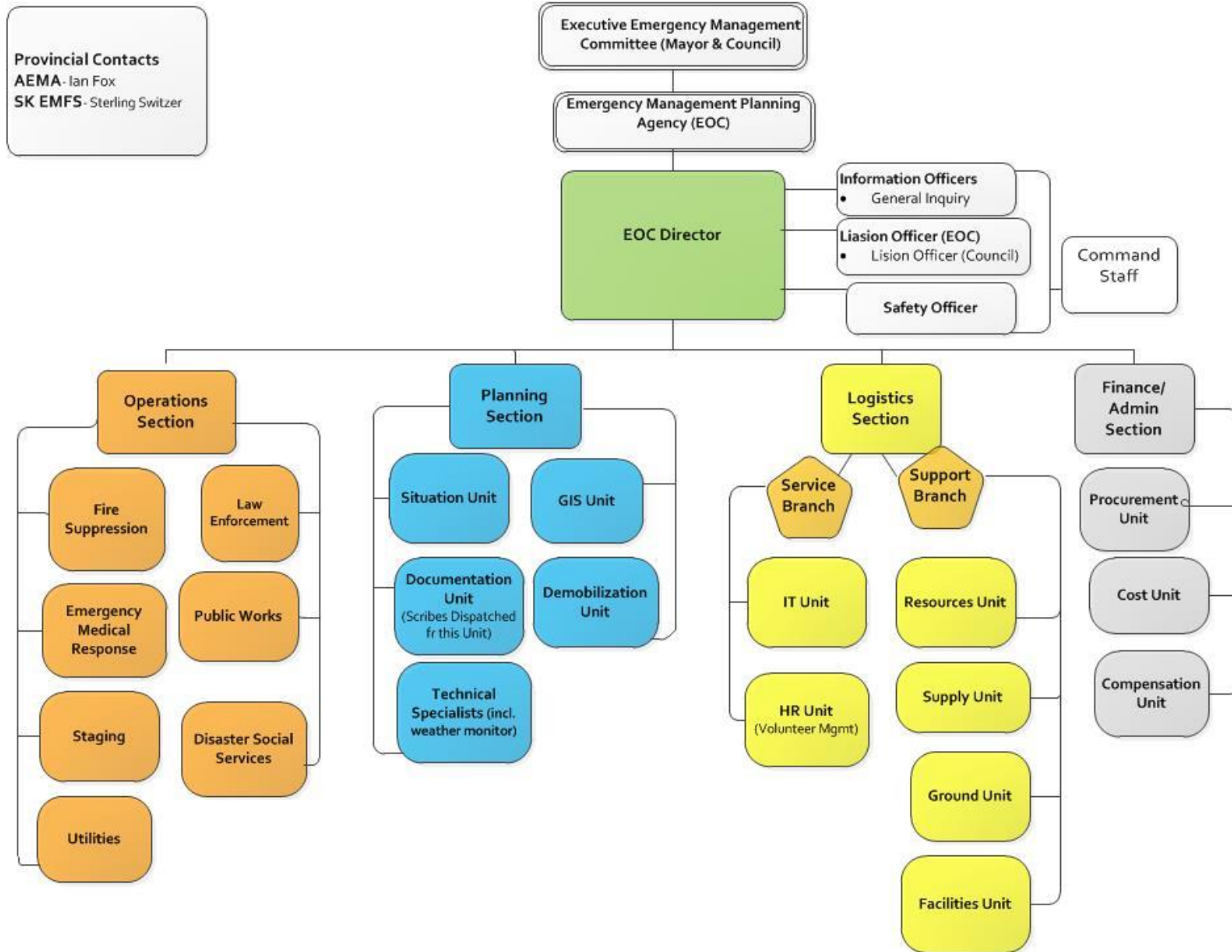
Vulnerable Person- any person not capable of caring for themselves. This may include but not be limited to unattended children, adult and/or elderly dependents or persons under the influence of drugs or alcohol.

Introduction

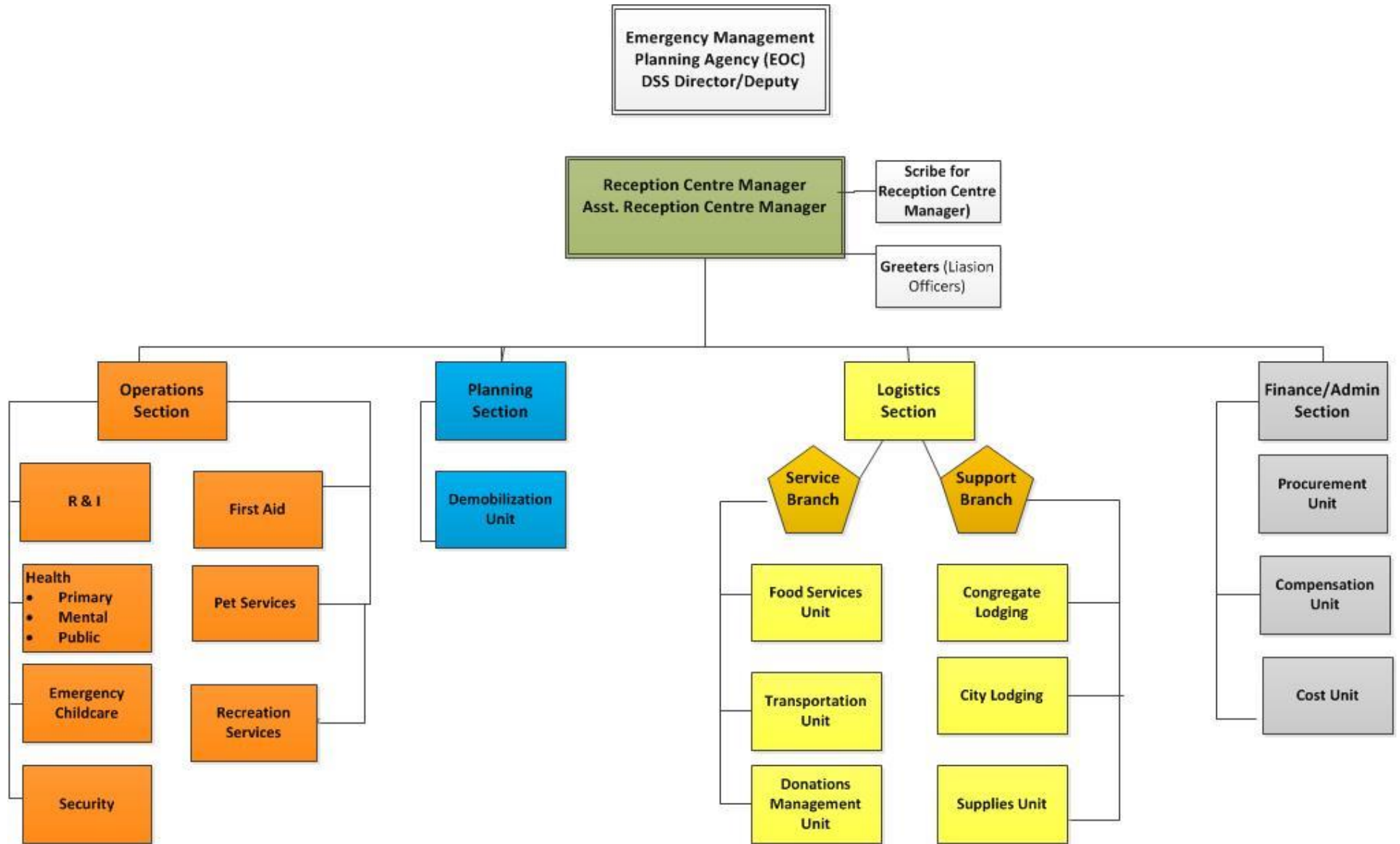
This Disaster Social Services Plan is meant to act as a guide to ensure that the essential needs of Lloydminster residents during a large-scale emergency are met and that the care of any evacuees is provided for. This plan is also meant to act as a guide in the event that the City of Lloydminster should become a host community thereby providing for the needs of residents from other evacuated communities.

Anne Danielson
Emergency Management Coordinator
City of Lloydminster

Part 1- Organization & Distribution



1(2) DSS Organizational Chart



Part 2-Activation & Set-up Procedures

2(1) Activation

The Disaster Social Services Plan will be implemented when:

1.) **Notification**

- When an incident occurs requiring activation of the DSS Plan the DSS Branch Director (or alternate) will be notified by the City Emergency Management Coordinator (or Designate)
- Depending on the event either just reception centre or both reception centre and lodging may be required. Locations for reception centre(s) and lodging will be determined by EOC
- Separate rest areas for responders set-up if requested by EOC

2.) **Staff Call-Out**

- Staff will be called out using an automated phone system which utilizes email, phone and text
- In the event that the automated system fails, Amateur Radio Club will be requested to assist with contacting staff via text and/or email using radio frequency
- DSS Branch Director may call all reception centre/lodging facility managers/caretakers as needed to arrange for facility to be opened
- DSS Branch Director will ensure other social service organizations are called out as necessary based on event

3.) **Reception Centre Set-up**

- **The Reception Centre is OPEN when the doors are unlocked (evacuees should not be left waiting while set-up is completed)**
- Reception Centre Manager(s) will oversee set-up of reception centres including NESS kit, proper signage, office supplies, parking, phone lines, waiting areas and adequate space for each service provided at reception centre
- **NESS kit can be found at the Servus Sports Centre. A smaller Reception Centre go-kit can be found at the Lloydminster Exhibition Association in the Administrative Office storage room in labelled box**
- Reception Centre Manager will ensure security is on site
- Reception Centre Manager will try to anticipate needs of evacuees and secure resources to meet these needs
- Reception Centre Manager will ensure all receipts and expenditures are tracked and forwarded daily to Finance
- Ensure each service provider at Reception Centre is able to implement their respective emergency response plans.

4.) **Lodging**

- DSS Branch Director will coordinate lodging with the City Lodging Manager and Congregate Lodging Manager depending on number of evacuees to be lodged
- Lodging will be assigned at Reception Centre for those who require it

5). Responder Rest Area & Food

- DSS Branch Director will delegate DSS staff to set-up separate responder rest area if requested
- DSS Branch Director will ensure food services are arranged for evacuees if needed
- DSS Branch Director will ensure Food Services schedules and supplies snacks and /or meals to emergency responders in coordination with EOC as needed

6). Hosting

- With the exception of provision of food to responders above, all afore mentioned DSS services will be expected to be available in the event that the City of Lloydminster hosts evacuees from other jurisdictions.

2(2) General Reception Centre Set-up

1). Parking

- Ensure adequate parking available at reception centre
- Ensure marked handi-cap parking available
- If public transportation is being provided to reception centre, ensure marked easily accessible area for public transportation to offload /load evacuees and separate marked area for private vehicles

2). Signage, Supplies & Identification

- Signs for designating spaces within the reception centre can be found in the **NESS (National Emergency Stockpile System) kit- orange box, located in the Servus Sports Centre. A smaller Reception Centre go-kit can be found at the Lloydminster Exhibition Association in the Administrative Office storage room in labelled box**
- Each service provider station should be marked with a large sign to indicate which service it is
- General office type supplies can also be found within the NESS kit such as pens, rubber bands, etc.
- Registration & Inquiry forms can be found in the NESS kit, if more are needed contact your local Canadian Red Cross representative
- Tables and chairs should already be available at each reception centre facility
- Ensure reception centre staff wear identification-either provided by each service provider (ex: Health Region staff may have their own marked name tags or clothing) or by provision of vests (ex: reception centre manager, greeters and other general reception centre staff may need vests to make them visible to evacuees as reception centre staff). **Vests can be found with the NESS kit Servus Sports Centre.**
- **All personnel are required to sign-in and out of each shift with the Reception Centre Manager and wear appropriate identification. If they fail to meet either of these expectations they will be escorted out of the Reception Centre**

3). Greeters

- Greeters may be extra volunteers or may be provided by the Ministerial Association, they should be situated near entrances
- The job of a greeter is to be welcoming and to inform evacuees of the services available in the reception centre
- Greeters may also act as runners as needed between various service providers in the reception centre

4). Security

- Security should be posted at all entrances/exits
- Media are absolutely not allowed in the reception centre unless accompanied by Information Officer or other

City official

- Ensure security have a direct line to RCMP, should any situation exceed their capacity or require police assistance
- In any event where security or other reception centre staff are unsure if they should call RCMP- call RCMP anyways! Whenever you are unsure- call!

5). **Information and Communication Management**

- Ensure extra phone lines are available and set-up where needed
- Check if there is Wi-Fi or internet connections and set-up where needed
- Extra phone lines and internet access should be requested through DSS Branch Director at EOC who may be able to coordinate this with IT Unit
- Provide an area to post news and updates (large bulletin board, flip chart) and provide TV/radio access so that evacuees can hear news and updates regarding incident progress

6). **Waiting/Rest Area**

- Initial influx of evacuees registering can be very large, provide a waiting area for people to wait to register, rather than wait in long line-ups
- If food, meals or snacks are being offered at the reception centre provide an area with tables and chairs for people to sit and eat
- Provide a quiet area for personal services to utilize if necessary
- If possible provide a quiet area for reception centre staff to rest/relax away from the public area

7). **Play Area**

- If possible provide a space for children to play while parents are registering and accessing services
- Cordon this area off and appoint several reception centre staff to supervise (MUST have child abuse registry checks and criminal record checks completed)
- Salvation Army may have toys that can be provided for play space (ensure no small toys- choking risk)

8). **Reception Centre Manager Office/Space**

- Ensure that the Reception Centre Manager has their own separate space or office on-site within reception centre in which they can be reached by reception centre staff and service providers
- Reception Centre Managers are not there to tend to individual needs of evacuees, but to ensure overall smooth operation of reception centre and respond to service provider needs and requests

9). **General Maintenance of Reception Centre**

- Ensure adequate & proper garbage disposal
- Ensure regular & proper cleaning of bathrooms
- Reception centre facility operator may provide their regular maintenance/cleaning staff if appropriate
- Reception Centre Manager should complete a walk-through with building/facility manager/owner at earliest convenience and note any pre-existing damages or discrepancies in the reception centre and have them sign off on acknowledgement of any pre-existing conditions

2(3) **Service Provider Areas & Set-up**

Below is a listing of potential service providers at reception centre. Each service provider will need their own space- with the exception of Registration & Inquiry, Provincial DSS and Lodging who may work together for efficiency.

Greeters:

- Welcome evacuees to the centre and help direct them to services
- May also act as runners

Registration & Inquiry:

- Should be the first station that people are directed to- set-up near entrance
- May need phones, laptops/internet access, phone lines and electrical outlets. Ensure adequate space with multiple tables and chairs so that multiple people can be registered at once.
- Each registration station needs to be adequately far enough away from the next for confidentiality purposes and registrant's (evacuees') backs to the waiting area to ensure greater confidentiality

Provincial DSS:

- May be set-up with R& I- should also be located near entrance
- Multiple tables and chairs provided
- May need phones, phone lines and electrical outlet

Mental Health

- Provide psychosocial and referral information
- Provide table and chairs and if possible designate a separate room for their use
- Will be positioned at table next to R&I and Lodging for better access to conduct assessments
- Mental health and counselling services should be encouraged to mingle amongst evacuees within the reception centre

Primary Health

- Provide and coordinate nurse, physician and/or pharmacist services at Reception Centre/Lodging as needed
- Provide table, chairs and small waiting area
- May be positioned next to Public Health

Public Health:

- May provide advice re: communicable diseases and prevention, etc.
- Provide tables, chairs, phones, phone lines and electrical outlet.

First Aid:

- Provide First Aid at Reception Centre
- Provide table and chairs, may provide a cot if available or ask Reception Centre Manager to use mats available at Servus Sports Centre
- If possible may situate First Aid close to a sink and/or separate room if needed
- St. John Ambulance also has First Aid tents that can be set-up if needed

Emergency Childcare:

- Childminding at the Reception Centre
- Only provided for children whose guardians are in the facility
- Allows guardians to access services they need, while not having to worry about children
- Provide space for play

Recreation Services:

- Coordinate and schedule recreational activities for children, youth and adult evacuees

- Recreational activities may be coordinated at Reception Centre or Lodging Facility as needed

Security:

- Provide security services at Reception Centre and/or Lodging Facility

Pets:

- Any pet registration or kenneling facilities should be clearly marked, but as separate as possible from main reception centre area- especially if evacuees are bringing pets directly to the reception centre.

****Please Note:** A person who requires use of a service animal is not required to give proof of a disability. **Service animals are allowed in all reception centres and shelters.** It is an offence to deny access or discriminate against someone who is blind on the basis of having a guide dog and anyone responsible for refusing admittance on these premises can be fined for doing so. If a person is accompanied by a service animal for reasons related to their disability, to deny access to the service animal would be discrimination on the basis of disability.

Lodging:

- Assigns Lodging to evacuees
- City Lodging will be set-up with R & I and Provincial DSS
- Provide tables, chairs and waiting area
- Phones, phone lines and electrical outlets

Supplies Unit

- In some cases, evacuees may need hygiene items, diapers, baby formula, clothing etc.
- This is a separate service station and set-up as needed based on the incident and evacuee needs
- If possible provide clothing racks and hangers or shelving to place clothing on
- Provide several tables and chairs- may need extra tables to place clothing on

Transportation Unit:

- Coordinates transportation for evacuees
- May coordinate transportation for volunteers as needed

Food:

- Provide food services for evacuees/volunteers/responders
- At minimum snacks should be provided
- If only snacks and grab-n-go foods like sandwiches and soup are being provided then several tables may suffice for setting food up on
- Try to locate next to kitchen facilities so that there is access to refrigeration and other storage if needed
- If full meals are to be provided, food should be located outside of main reception centre area in cafeteria or other large and adequately equipped space

Donations Management:

- Receives and processes any unsolicited physical donations, gifts in kind
- All efforts will be made to curb donation of used items

2(4) Recovery Centre Set-up

- Follow basic Reception Centre set-up noting that some of the providers will be the same, while others may be different. Some obvious services such as Registration & Inquiry as well as Lodging will not be at the Recovery Centre
- Ensure adequate signage and greeters available to inform people what services are available at the recovery centre
- Make a list of all of the service providers/organizations and the resources that each can provide for returning evacuees and have greeters distribute these to returning evacuees

2(5) Vulnerable Persons Requirements

- For the purpose of this plan a vulnerable person is defined as any person not capable of caring for themselves. This may include but not be limited to unattended children, adult and/or elderly dependents or persons under the influence of drugs or alcohol.
- **All vulnerable persons are required to be accompanied by at least 2, but preferably 3 Reception Centre personnel that have clear and current criminal record and vulnerable sector checks.** In the event that only 2 personnel are available, if 1 needs to leave (ex: to use washroom facilities) that personnel must be replaced by another Reception Centre personnel until they return. This requirement is for the safety of both the vulnerable person and Reception Centre personnel.
- All vulnerable persons shall be reported to the Reception Centre Manager.

2(6) Unattended Children & Dependent Adults

All unaccompanied minors shall be reported **immediately** to RCMP and Child & Family Services. If an unattended child has not been collected by their legal guardian within an acceptable timeframe (by Reception Centre closing hours or 12 hours whichever comes first) contact the appropriate Child & Family Services Agency and ensure that the Reception Centre Manager has informed the EOC.

2(7) Claiming An Unattended Dependent:

- A guardian claiming an unattended dependent must provide adequate identification. Identification and contact number for guardian **must be recorded**
- Check the reaction of the dependent to the guardian collecting them
- If the guardian does not provide enough identification, the dependent appears fearful of the guardian or **if for any reason you are unsure- contact the RCMP**

2(8) Intoxicated & Aggressive Persons:

Cooperative Intoxicated Persons:

- If the person has friends or family that are of legal age and capable of caring for the person, they shall be allowed to do so.
- Ensure that if the person is leaving the reception centre that a sober ride is provided to them and the friend or family member has agreed to supervise them until they have sobered up.
- If the persons under the influence of drugs or alcohol does *not* have any sober friends or family that can assist they shall also be accompanied by 2- 3 persons as set out in the above guidelines. In this case the intoxicated person should be taken to a separate safe room and allowed time to sober up.
- The person must be supervised by no less than 2 personnel at all times.
- Note that if the person falls asleep they still must be supervised by 2 persons to ensure that they do not choke or suffer any other medical distress.

- Personnel may wish to inform First Aid services of the person and their location in case first aid is needed.

Aggressive & Aggressive Intoxicated Persons

It is understandable that in an emergency emotions may run high.

- Notwithstanding, all persons in a reception centre are expected to show the same respect to personnel and vice versa.
- Depending on the level of aggression, personnel are encouraged to separate the person from the larger reception centre area, perhaps in a quieter space where you may be able to use your communication skills to de-escalate the situation.
- **No less than 2 staff persons are required at all times.**
- Security shall be made aware of the situation and monitor closely.
- Staff persons accompanying any aggravated persons shall be senior Reception Centre personnel with the authority to handle the situation as well as to ask the individual to leave--*if sober* (Ex: Reception Centre Manager)
- If the person is intoxicated and there are no sober family or friends who can assist, RCMP shall be called.
- **If at any time, the safety of yourself, other personnel and/or other evacuees becomes a concern, RCMP shall be called. If unsure, call the RCMP.**

Part 3-Lodging & Hosting

3(1) Lodging & General Guidelines

Evacuees are always encouraged to stay with family and friends first. However, in the event that this is not possible, alternate lodging will be arranged. Alternate lodging will include the most suitable and available form of lodging including congregate or commercial. For a list of commercial and congregate lodging facilities please see Appendix of this plan. These facilities have been identified in advance as suitable lodging facilities.

If evacuees do not have family or friends they can stay with, commercial and/or congregate lodging will be coordinated and assigned through City Lodging Managers depending on length of time evacuees will be out of homes as well as availability and vacancy rates. In some instances a combination of congregate lodging and commercial lodging may be utilized on a priority basis.

3(2) Hosting

In some circumstances it may become necessary to transport and provide for evacuee needs in another community if the event makes it unfeasible to provide for evacuees within the City of Lloydminster. The Emergency Coordinator will activate hosting arrangements, if necessary.

Similarly, the City may also agree to host evacuees from other areas if requested by Alberta Emergency Management Agency and/or Saskatchewan Emergency Management & Fire Safety unless the City is simultaneously coping with its own emergency or disaster. Costs incurred for hosting will be the responsibility of the evacuees' local authority and not the responsibility of the hosting community. All costs are expected to be reimbursed in a timely fashion.

Local Authorities requesting hosting services will be expected to provide their own DSS staff at the host reception centre, food facility and /or lodging. The hosting local authority will also provide its own DSS staff to ensure that the needs of evacuees are met. A decision as to what extent the hosting DSS team is activated will depend on type of emergency, impact and number of evacuees. Ultimate responsibility for evacuees rests with their own local authority.

Part 4- Deactivation of DSS Plan

4(1) Deactivation

1). Notification

When a State of Local Emergency has been rescinded or terminated the DSS Branch Director will be notified by the Emergency Coordinator. The DSS Branch Director will then pass this information on to DSS staff and volunteers in the most efficient way possible.

2). Reception Centre Take-Down

- Permanent closing date and time of Reception Centre will be established and made public
- All signage and other outside supplies will be packed up and properly stored
- **NESS kit will be restocked if necessary and then placed back in storage at the Servus Sports Centre**
- DSS Reception Centre Manager will inform facility building owner/manager of date and time of permanent reception centre closure
- All service providers will be given adequate time to pack up any belongings left at reception centre
- Reception Centre Manager should complete a walk-through with building/facility owner/manager to ensure there are no discrepancies and the building has been left in good, clean condition
- Reception Centre Manager should have building/facility owner/manager sign-off on post-emergency condition of the facility after the walk-through

3). Lodging Take-Down

- Permanent closing date and time of Lodging Facility will be established and made public
- All signage and other supplies will be packed up and placed back in storage
- Crews and/or volunteers may be requested to assist with cleaning, fold-up and loading of cots
- All garbages emptied and lodging facility left in good, clean condition.
- Lodging Manager should complete a walk-through with building/facility owner/manager and Congregate Lodging Manager (Canadian Red Cross) to ensure there are no discrepancies and the building has been left in good, clean condition
- Lodging Manager should have building/facility owner/manager sign-off on post-emergency condition of the facility after the walk-through

4). Responder Rest Area & Food

- Permanent closing date and time of any responder rest areas and/or separate food service areas will be established and made public
- All signage and other supplies will be packed up and placed back in storage
- All garbages emptied and facilities left in good, clean condition
- Reception Centre Manager should complete a walk-through with building/facility owner/manager to ensure there are no discrepancies and the building has been left in good, clean condition
- Reception Centre Manager should have building/facility owner/manager sign-off on post-emergency condition of the facility after the walk-through

The Roles and Responsibilities of the Individuals, Depts. And Organizations outlined in the pages previous are responsible for ensuring that each of their assigned responsibilities is carried out, whether that responsibility is carried out personally or delegated to other staff.

Detailed Roles & Responsibility Checklists for DSS Personnel can be found on personnel emergency management flash drives, on the internal City Z Drive and with the Emergency Management Coordinator.

Appendix A1

Checklist- Hosting & Local Evacuees Checklist

Step 1 (Hosting):

- Ask for a signed hosting agreement indicating resources may be utilized from either side of the province regardless of evacuee home province or requesting party's home province (*Emergency Coordinator/EOC Director Responsibility*)
- Notify CAO/Dep CAO
- Secure facility with showers, kitchen, private rooms, space to quarantine and capacity required
- Notify DSS Team & Key Members of EOC Team (other EOC members may be put on stand-by)
- Open EOC- hold Planning Meeting
- Plan to staff all DSS positions, regardless of who is in charge of evacuees- expect personnel shortages
- Hold DSS Team Briefing & Planning Meeting- Assign Tasks/Roles
- Secure transportation- if being flown in
- Identify and plan for self-evacuated people (expenses not covered under provincial disaster costs)
- Identification for evacuees required (ex: wristbands)

Step 2 (Hosting & Local Evacuation):

- Notify RCMP additional services will be called upon as needed
- Security required immediately and long-term. Appoint at key entrances as well as in sleeping area where evacuee belongings are stored. May provide direct RCMP Liaison Number to them as well as Reception Centre Manager
- Cultural Liaison Officers required immediately
- Assess number of hotel rooms available for special needs/priorities
- Secure Primary Healthcare to have scheduled doctor/pharmacist services on site for duration of evacuation (may be just for few hours a day, etc.)
- Appoint Donation Manager immediately if not already filled- have them create plan of general, donations and donations provided from home which may add layer of complexity/conflict
- Immediately retain as many recreational programmers as possible (Cold Lake required 60 split into shifts over 2 weeks for 700 people)
- Appoint Rec Program Manager- if position not already filled
- Have rec programmers meet and plan 1 week schedule for all evacuees- they may work with other authorized community partners as appropriate.
- Ensure Rec programmers include activities and space for adults
- Set-up information area at Lodging and Reception Centre Facility to be updated at least daily
- Contact telecommunications company for use of charging stations and portable cell towers if necessary
- **ALL PERSONNEL, INCLUDING VOLUNTEERS MUST HAVE CRIMINAL RECORD CHECKS AND CURRENT VULNERABLE SECTOR CHECKS IN ORDER TO PROVIDE SERVICES**

Step 3 (Hosting & Local Evacuation):

- Ensure Food Services provide snacks throughout day in addition to meals
- Might separate food services be offered? Ex: cultural/traditional? If yes, will require separate cooking facilities as per food safety requirements- consult with Health Inspector
- Arrange laundry facilities for use- personal and bed sheets
- Secure transportation "shuttle" for evacuees. Have it complete an hourly loop on a daily schedule of City. This may include: laundromat, shopping, park, pool, etc.
- Create plan for any evacuees that do not return on last daily run of shuttle- sign-up and rosters will be needed for

- each run- appoint someone under transportation leader to coordinate that
- Secure faith groups/opportunities as needed/anticipated

Appendix A2 Pre-Identified Lloydminster Congregate Lodging Facilities

Congregate/Reception Centre Facility Contacts

<p>Civic Centre Arena Archie Miller Arena Russ Robertson Arena</p>	<p><u>Don Wolfe</u> 306-825-5161-work 780-205-0794-cell</p> <p><u>Michele De Leyer</u> 306-825-5161-work</p>
<p>Lakeland College Has Generator</p>	<p><u>Jeff Dustow</u> 780-871-5763-work 780-808-1450-cell jeff.dustowlakelandcollege.ca</p> <p><u>Dave Sharpe</u> 780-853-8524-work 780-581-3490-cell David.Sharpe@lakelandcollege.ca</p>
<p>Lloyd Golf & Curling Club</p>	<p><u>Joel Turcotte</u> W 780-874-3710 Ext. 1205 C 306- 821-3944</p>
<p>Lloydminster Catholic School Division</p>	<p><u>Larry Weighill</u> Facility Supervisor 780-808-8585-work 306-821-2313-cell 780-871-4074-home lweighill@lcsd.ca</p> <p><u>Melanie Stelmaschuk</u> Superintendent of Administration 780-808-8585 (work) 780-808-1124 (cell) 780-875-5289 (home) mstelmaschuk@lcsd.ca</p> <p><u>Wendy Skoretz</u> 780-808-8586-work 780-872-1664-cell 780-875-3860-home wskoretz@lcsd.ca</p> <p><u>LCSD Division Office</u> 780-808-8585</p>

<p>Lloydminster Exhibition Association</p>	<p><u>Mike Sidoryk</u> 780-808-3276- work 780-214-6656-cell</p> <p><u>Bev Norman</u> 780-871-2830-work 780-808-9267-cell 780-875-2149-home</p> <p><u>Marilyn Napper</u> 306- 825-5571-work 780-872-6711-cell 306-825-3777-home</p> <p><u>Michelle Myers</u> 780-825-5571-work 780-872-3530-cell</p>
<p>Lloydminster Public School Division Bishop Lloyd, Winston Churchill both have natural gas generators Lloyd Comprehensive High School has diesel generator-<i>These generators ONLY power emergency lighting</i></p>	<p><u>Todd Robinson</u> 780-808-2521-work 780-808-2521 –direct line at work 780-808-872-1908- cell todd.robinson@lpsd.ca</p> <p><u>Brent Thomas</u> 780-808-2533-direct line at work 780-872-9589-cell</p> <p><u>Anna Wendt</u> 780-214-0837</p> <p><u>Bernard Gauthier</u> 780-808-2529 780-587-217-0589-cell</p> <p><u>LPSD Division Office</u> 780-875-5541</p>
<p>Servus Sports Centre</p>	<p><u>Heather Dow</u> W: (780) 875-4529 C (780) 214-3481</p> <p><u>Lloyd Johnson</u> W (780) 875-4529 Ext. 1007 C (780) 214-0887</p>
<p>Youth Centre Has Generator</p>	<p><u>Lois Butts</u> 306-825-3113 loisbutts@gmail.com lloydouthcentre@gmail.com</p>

Appendix A3 Congregate Facility Checklist

This checklist is a tool to help determine the needs of your congregate facility. It was created by reviewing and summarizing resources from PHAC, FEMA, Red Cross, BC as well as Provincial and City Emergency Social Services information.

	Item	Already Have (and number- if applicable)	Need (how many or much- if applicable)
	Registration		
	Food-Evacuees		
	Sleeping		
	Clothing		
	Personal Services		
	Provincial Rep/ESS Rep		
	Safety		
	First Aid		
	Health		
	Childcare		
	Transportation		
	Security		
	Canteen		
	Media		
	Recreation		
	Signage		
	Wheelchair Accessibility		
	Tables/Chairs		
	Parking		
	Public Address System		
	Telephones		
	Washrooms		
	Showers		
	Quiet Space		
	Meeting Space		
	Ventilation		
	Cleaning		
	Sanitation		
	Storage		
	Supplies		
	Maintenance		
	Pest Control		
	Port-O-Potties		
	Facility Operations log		
	Reception Centre Kit		
	ID badges/wristbands		
	Interpreters		
	Disability Awareness		

	Process to Deal With Volunteers		
	Sleep Watch (Monitor)		
	Medical		
	Laundry Services		
	Staff		
	Communications		
	Daily Schedule		
	Shift Change		

	Ability to feeding staff		
	Traffic Flow		
	DSS Desk		

Appendix A4 Guidelines for Assigning Hotel Rooms:

- Evacuees are encouraged to stay with friends and family first
- If evacuees do not have friends/family to stay with, they will be assigned congregate lodging. In some cases it is impracticable and may actually cause the evacuee significantly more damage to be assigned to congregate lodging. The following are potential scenarios in which hotels may be assigned if there are rooms available. Remember there will likely be a very limited number of hotel rooms available so you will have to identify if the evacuees' need is great enough to justify assigning a hotel room.

You might consider:

- Will the damages caused by lodging them in a congregate outweigh those of being placed in a hotel?
- If the evacuee is placed in a hotel, are they capable of caring for themselves and/or will any special support services they need be available at a hotel?
- Does assigning the evacuee to congregate lodging pose a significant risk to their health or put them at an increased and unjustifiable risk for injury?
- Please note: you may consider other options if they make more sense for the evacuee. For example, many of the congregate lodging facilities the City has identified not only have large congregate sleeping area, but also have several smaller rooms that could be utilized for private use by an individual or family on priority basis. Billeting **IS NOT** an option for safety reasons.

Some things to consider on a case-by-case basis:

- **Mobility-** will the evacuee be able to get around the congregate lodging facility easily and safely (for example cots are often set up in rows with narrow aisles running between- not always convenient for those in wheelchairs). Will providing them assigned hotel room alleviate this challenge?
- **Expectant mothers-** is the mother on bed rest? How far along is she in her pregnancy? These are not necessarily questions you can ask due to Freedom of Information and Privacy Act, but they may self-volunteer this info
- **Special needs-**not all special needs require hotel lodging- never assume. We want to provide lodging that the evacuee is comfortable with and that is safe for each evacuee's circumstance. However, special needs might include special medical needs (ex: is the person on routine dialysis or have a compromised immune system? Do they require specialized medical equipment? Hotel Lodging over congregate might be better)
Other special needs may also be better in a hotel- however; it will depend on the severity and the individual evacuee. If you are unsure, you might consult with Mental Health who may be able to help determine what would be best for these unique situations
- **Special family situations-** For example, single parent families with young kids that may be difficult to safely take care of and keep an eye on in a large congregate facility
Families in which the second generation is the care provider for the first generation
- **Effects of lodging an evacuee in a congregate facility with other evacuees-** there may be rare situations in which lodging an evacuee within a congregate facility with other evacuees would have a negative effect on the other evacuees being lodged at the congregate shelter
- **Hostile/Violent situations-** unfortunately depending on the incident, some evacuees may want to lay blame for the incident on other evacuees. In this case, for their own safety, it may be better to lodge those being assigned blame in private lodging for their own safety

B1 Tracking Form for DSS Supplies Distributed by Supplies Unit at Reception Centre

DSS Supply Tracking Form No. _____

Supplier Name: _____

Personal Services Manager: _____

Name of volunteer/staff filling out this form: _____

Date	Item	Quantity Distributed	Other Comments

B2 DSS Supplier Form

The supplier listed on this form has been requested by City of Lloydminster Disaster Social Services Staff to provide the following items for the current large-scale emergency or disaster situation (description of emergency).

Name of Supplier
Address of Supplier
Phone ()
Fax ()

PRIMARY CONTACT	
Name	
Work Phone:	Alternate Phone:

ALTERNATE CONTACT	
Name	
Work Phone:	Alternate Phone:

Goods Provided:

C1 Assigned Lodging Tracking Form

*** Note Lodging & Registration should fill out forms together for efficiency and accuracy of information

Assigned Lodging Name	Number of Rooms Available	Wheelchair accessible rooms available	Pets Allowed?

C2 Registration & Evacuee Assigned Lodging Tracking Form-PLEASE USE THIS FORM IN EXCEL FORMAT AVAILABLE ON CITY LODGING MANAGER FLASH DRIVE AND IN "DSS FORMS NON-ICS" FILE ON CITY Z DRIVE

***** Note Lodging & Registration should fill out forms together for efficiency and accuracy of information**

Registration Card Number	Surname- if not marked restricted	Name of Lodging Facility Assigned To	Number of Rooms/Cots Assigned	Emergency Contact Number- if not marked restricted

LLOYDMINSTER TRAUMA RESPONSE TEAM PROTOCOL

*A partnership
within the City of
Lloydminster*

This protocol is a part of the *Lloydminster Disaster Social Services Plan* and is a partnership between the Lloydminster offices of:

- The City of Lloydminster Emergency Management
- RCMP
- Midwest Victims Services
- Lloydminster Fire Department
- Lloydminster Rescue Squad
- Prairie North Health Mental Health & Addictions
- Lloydminster Public School Division
- Lloydminster Catholic School Division
- Lakeland College
- Alberta Child & Family Services
- Saskatchewan Ministry of Social Services
- Alberta Justice & Solicitor General Community Corrections
- Saskatchewan Ministry of Justice Corrections & Policing
- Lloydminster and Area Ministerial Association
- Lloydminster Sexual Assault and Information Center
- Lloydminster Interval Home
- Walking Through Grief Society
- WPD Ambulance

Updates to this protocol should be provided to the Chair of the Trauma Response Team Steering Committee who will make any required changes

Update Description	Page	Date
Liability and Workers Compensation	6-7	July 3, 2015
Guidelines for Response	8-9	Sept.2, 2015
Confidentiality	7	Sept. 2, 2015
Liability & Compensation	6	Oct. 5 ,2015
Changes in Contact Information	18	Oct. 5, 2015

This protocol reflects the work of J. Kevin Cameron, M.Sc., R.S. W., B.C.E.T.S., B.C.S.C.R. Diplomat, American Academy of Experts in Traumatic Stress Executive Director, Canadian Centre for Threat Assessment and Trauma Response

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Appendix:

Lloydminster Trauma Response Team Call Sheet

Lloydminster Trauma Response Team Organizational Chart

Brymer, M., Jacobs, A., et al. (2006) *Psychological First Aid: Field Operations Guide 2nd Edition*:
National Child Traumatic Stress Network/National Center for PTSD

Trauma Response Info Sheets:

- Copy of the Protocol
- Info Sheets
 - Suicide Discussion Sheet
 - Group discussion format
 - Screeners checklist
 - Tips for young children
 - Signs & Signals of a Stress Reaction
 - Community Referral Numbers

Overview and Background:

Trauma in a community can come in many forms such as natural disasters, accidental deaths or multiple deaths, suicides, serious acts of violence, explosions, work place accidents etc. Trauma intervention requires a planned and purposeful trauma (crisis) response to immediate aftermath and strategic planning for longer-term emotional recovery. How a community reacts to and supports its members will determine the long term healing of the community.

Psychological First Aid:

Psychological First Aid is an evidence-informed modular approach to help children, adolescents, adults, and families in the immediate aftermath of disaster and terrorism. It is designed to reduce the initial distress caused by traumatic events and to foster short and long term adaptive functioning and coping.

See: Brymer, M, Jacobs, A, et al; (2006) *Psychological First Aid: Field Operations Guide 2nd Edition*; National Child Traumatic Stress Network/National Center for PTSD

Crisis and Traumatic Events

In the field of crisis response there are multiple terms such as crisis, tragic event, critical incident, traumatic event and trauma to indicate that an event has occurred that would cause a state of mental, emotional, and physical disequilibria to individuals that are exposed to the situation. For the purpose of this document we will use crisis and traumatic event.

A **crisis** can be contained within the system where it occurs. This refers to the emotional influence of the crisis that does not go beyond the school or community system where the incident occurred. There are adequate resources (police, ambulance, hospital, counsellors) within the system to respond. There is a high level of predictability concerning who will most likely be impacted.

A **traumatic event** is not contained within the system where it occurs. They affect multiple systems that could be hundreds or thousands of miles away. They can impact multiple systems but not all may be impacted equally. During a traumatic event the system may not have the necessary resources to respond and must rely on outside sources. The capacity to predict who is most likely to be impacted is significantly diminished.

The community, workplace, or school where the incident occurs is known as **ground zero**. During a crisis the traumatic response is primarily contained to ground zero but during a traumatic event multiple systems (schools and communities) are traumatized.

The **impact zone** refers to the geographical area that experiences significant emotional and

behavioural changes in response to the trauma at ground zero. In a crisis there is no impact zone.

Secondary trauma sites are school or community systems within the impact zone that have an immediate trauma response to the traumatic event so that emotionally and behaviourally these sites function similar to what is occurring at ground zero.

The **pre-trauma functioning** of a school or community will impact how it responds to future traumatic events. A school or community that has experienced multiple and unresolved traumas prior may have a reaction similar to ground zero. A community may be affected by a trauma hundreds of miles away because it parallels a similar trauma in their own community.

Critical Periods: Time periods for increased high-risk symptom development

Critical Period One: Two weeks post end of media coverage of traumatic event.

Critical Period Two: Six weeks prior to Christmas holidays.

Critical Period Three: One year anniversary of the event. Reactions may occur anywhere within the impact zone.

Critical Period Four: When a current incident has elements that are similar to a past trauma a system experienced. The similarities may rekindle old symptoms and generate a new critical period for that site.

Critical Period Five: Unique to each school or community, this critical period is a result of our own systems history of trauma. Some sites have had multiple tragedies that produce local anniversary reactions. These may intensify if they have occurred in clusters or at similar times of year for several years (ex: 3 suicides in different years but all in October. October may become a critical period for that system for years to come).

City of Lloydminster Trauma Response Team

Steering Committee

Under direction of the elected Chair the Trauma Response Team Steering Committee will be made up of a representative manager/supervisor/designate from each of the partner organizations and select community partners.

Role of the Steering Committee:

- Sign protocol acknowledging awareness of the Trauma Response Team and role in the community
- Approve membership on the Trauma Response Team if requested by staff member. These positions may be required during work hours to respond to a traumatic event
- Meet annually to review protocol, procedures, and use of the Trauma Response Team

Core Team (Organizational)

The core team will consist of community members or representatives from responding agencies or organizations that will be responsible for organization of the team.

Role of Core Team:

- Determine annually who will be team lead and co-leads (can be from core or secondary team)
- Communicate the protocol and team leaders to the secondary team and other community members
- Determine the call out sequence and method

Secondary Team

The secondary team consists of community members willing to respond to a crisis or traumatic event. Annually the secondary and core teams come together to review procedure.

Liability & Workers Compensation

Each organization will be solely responsible for providing workers compensation benefits and liability insurance to their own employees.

Criminal Record Checks

Each member of the Trauma Response Team will be required to submit a current, clean copy of both a criminal record check *and* vulnerable sector check every three years as per best practice

and accepted guidelines. A current criminal record and vulnerable sector check is defined as within 3 months of being accepted on to the Trauma Response Team. Anything past 3 months (90 days) will require a criminal record and vulnerable sector check be completed again, no exceptions.

Confidentiality

All TRT Team members have signed confidentiality agreements stating they will not share or reproduce any information of a confidential nature either while on the Team or if they no longer become a member. Any information shared will only be given to those persons believed to be entitled to such information (ex: where required by law, supervisory authority, governmental or judicial order).

In addition, it is understood that events may transpire in which certain members of the Team become aware of details of the event as a consequence of their professional background or relationships in the community or to the people involved in the incident. So as not to put any team members in a compromising position at the initial or subsequent Team Meetings- these details should be kept private. If discussion arises in relation to these additional details that a team member is privy to they need only let the Team know that they are the contact person for those details under that special circumstance. In short, if it is not on the FACT sheet provided by RCMP- additional details given in confidence are not for sharing.

First Call

First Call in Lloydminster will be:

Midwest Victim Services – 780-808-8300 (24 hour)

Lloydminster Sexual Assault and Information Center – 306-825-8255 (24 hour crisis line)

Lloydminster Interval Home – 780-875-0966 (24 hour crisis line)

Prairie North Regional Health Mental Health and Addictions – 306-820-6250 (office hours)

Role of First Call:

- Any of the agencies above will take the call for trauma support and inform the team leaders.

Team Operating Hours:

- **Team Leader** may be called at any time of day **24/7**
- The **rest of the team** may be called anytime between **7:00 a.m.- 12:00 a.m.** If an event occurs after those hours, the Team Lead will wait until 7:00 a.m. to notify the rest of the team
- The Team Lead is responsible for contacting the members on the team themselves *or* delegating to the Co-lead to do. Only **1** person should be contacting team members. The message should be concise, what the incident is, where and what time the team is meeting. Other details can be provided to the Team at the Initial Team Meeting
- If a member of your team is not available, draw members from other team(s) as needed
- **Note:** **In general the Trauma Response Team is intended for *immediate response*. Typically a response should not last longer than 2-3 days maximum. The Trauma Response Team will try to help locate and provide referrals for assistance beyond the immediate response if requested.**

Guidelines for Response: The Trauma Response Team will aim to meet the needs of the residents of Lloydminster and the organizations represented within the Trauma Response Steering Committee. Incidents will be assessed on a case-by-case basis and response dependent upon capacity of the available response team members at the time.

For safety reasons team members will not and should not be expected to meet in private dwellings, residences or directly on scene at the incident. All responses should take place in facility provided meeting rooms or similar accommodations, or if not available, in a City

provided public location.

Team Meeting & Go Kit Location:

Team meetings will be held in the **Community Services Room of the RCMP Detachment**, unless otherwise stated. A Go-Kit is stored there for Trauma Response Team use.

Site Location:

Most sites will be able to provide you a meeting room to work in. However, some businesses do not have meeting rooms. In this case, contact Anne Danielson to make arrangements for use of a room(s) elsewhere or in her absence Patrick Lancaster, City of Lloydminster Community Services Dept.

Anne Danielson: Office: 780-874-3710 Ext. 2903/ Cell: 780-870-1564

Patrick Lancaster: Office: 780-874-3710 Ext. 2909/Cell: 780- 214-4308

Team Leaders

Team Lead should consist of one team lead and two co-leaders who can assume full leadership in the absence of the team lead. These positions can be assigned on an annual basis to trained personnel. Several crises in one year can burn out a team lead or team members so rotation of personnel is essential. **No more than two team leads should respond to initial event to leave at least one team lead fresh.**

Role of team lead:

- Coordinator of team
- Together with Emergency Responder Delegate/RCMP Operations NCO develop FACT SHEET
- Leads the trauma response team meeting prior to responding to the event. Distribute FACT SHEET
- Assigns team members to their responsibilities for the trauma response
- Leads the initial meeting with the site of the traumatic event (workplace, school, or community)
- Leads or appoints team members to lead the parent/community information meeting
- Refer media to spokesperson from organization where team is dispatched
- Keep an ongoing log of contacts and decisions made that can be handed over to another leader should the first be incapacitated.
- Run end of day organizational debrief of team members – quick summary and plan for Day 2. This should be short as members will be tired.
- Liaise throughout the day with Requesting Party's Management, keep them updated
- ****Closely following the event Team Lead 3 (the person who did not lead this event) should bring the team together for a psychological debrief a (discussion about personal**

impact and reflections).

Team Lead Response Checklist:

- Notify the rest of the team according to the call out list
- If it is between the hours of midnight and 7:00 a.m. wait to notify the team until 7:00 a.m.
- Let the caller know that you will assess the teams' capacity to respond at that time
- Book Community Services Room for initial Team meeting at RCMP Building (780-808-8300)
- Obtain fact sheet from RCMP Officer – see below
- Assess if the whole team needs to be activated or not dependent on impact and scale of the incident. Members may be put on standby if not needed immediately
- If a team member is not available and is required, refer to the contact list for members of the other team. Assign team roles as needed- no person should be put in a role in which they are uncomfortable
- Hold initial team meeting in Community Services Room of RCMP Building
- Once you have assessed the Team's capacity call the business/organization back to confirm that the Team can respond and to find out location to report to as well as other details that may help the Team prepare such as:
 - Does the business/organization have an EAP program that employees can access?
 - How big is the business/organization?
 - How many people may the team potentially be seeing?
 - Have there been any recent significant events that that may further add to the trauma that people are experiencing?
- Hold an end of day meeting with the team to discuss the day including team members' overall wellbeing/self-care and anticipate any further needs (ex: second day referrals, etc.)
- Discuss Phase IV Preparing for Recovery (p. 13 of this protocol) with Organization Lead/Manager
- First responders may request short debrief with Team Leader or Team to review the response. Results from debrief should be passed on to Steering Committee to ensure follow-up if required.
- Keep Steering Committee informed of activities
- **If you are unsure whether the incident requires a response from the team contact Jennifer Hauberg with Midwest Victim Services: 780-874-5022 or Meagan Utke with Prairie North**

Mental Health : 306-821-1280

To Obtain Fact Sheet Call RCMP Admin Line: 780-808-8300 and ask to speak to the Corporal or Supervisor on shift

Team Members

There are multiple roles that team members can play in the overall response and recovery process. Some may not be suited or comfortable as frontline trauma responders but be very useful with follow-up counselling and interventions during aftermath and recovery.

Roles:

Screeners:

- Should be skilled at assessment
- Keep an attendance list
- Screen individuals at site for functioning – physical, mental (clear thoughts), and emotional
- Direct individual to appropriate service – group, one-to-one, or family member
- Screening should take no more than 5-10 minutes
- Be aware of trigger reactions- why is the person affected?

Group Debriefers:

- At least two TRT members per group – 1 leader and 1 gatekeeper
- Keep an attendance list
- Run “closed” or “open” groups (approx. 45 mins)
 - Closed – more formal, has a beginning and end, homogenous or similarly impacted group (ie: the hockey team, work team members)
 - Open – an area where people can come and go – no formal debriefing but opportunity to chat
- Individuals should be screened before attending a group session – ie: closely impacted should not be in a group session with those less impacted. Screen for referral to one-to-one support.

One-on-one Support Workers

- Keep an attendance list
- Strive to stabilize the individual

- Make a referral to a professional community resource if needed
- 15-30 minutes
- Need a quiet and private area

Support Team:

- Crowd monitor
- Direct media to area set up by organization/workplace team is assisting
- Direct individuals to screeners or support areas
- Provide organizational items – lunch, water, Kleenex
- Gatekeeper in group debriefs
- Direct team members to areas (sit with individuals, replenish supplies)

All team members must keep Team Lead informed of any new information or decisions made*

Trauma Response Team

Phase 1: Initial Response

1. Midwest Victims Services, Lloydminster Interval Home, Lloydminster Sexual Assault Center, Prairie North Health Region or a Trauma Response Team member receives the call requesting services and the Team Leader is then notified. Under the direction of the team leader, the remainder of the team is notified.
2. The Trauma Response Team has an initial meeting off site to organize themselves into their respective roles and to review the relevant data/information.
 - a. Who was involved?
 - b. What type of crises or traumatic events has impacted the system in the past?
 - c. What are the dates of past traumatic events?
 - d. How did the system respond to past traumatic events?
 - e. Has the leadership of the organization changed since the last crises or traumatic event?
 - f. What is the relationship of the Trauma Response Team and the leadership of the system requesting the team's services?
3. Initial meeting is held with the workplace/community/school staff to review the trauma response and identify high-risk individuals. Trauma Response Team members are identified and assigned to their respective roles.
4. Locations for the various services are determined.
5. Media spokesperson is identified by the workplace/organization.
6. Trauma Response Team is deployed and activated under the direction of the Team Leader.

Phase II: Comprehensive Strategic Assessment

1. This phase begins as soon as the trauma response team is organized and viewed by the team leader as fully operational.
2. The trauma response team leader and site leader review employee response to prior crises.
3. Current strengths and weaknesses of the adult system involved (workplace or school staff) should be reviewed to capitalize on strengths and ability to assist.
4. Unique and unpredictable responses within the adult system should be assessed.
5. Projections for length of trauma response intervention should start to be made based on the magnitude of the event and impact on the school, workplace, site or community. Data should be obtained to determine if additional team members are needed; where they are needed (roles) and for how long.

6. Collateral supports should be considered.

Phase III: Community Information Session

This meeting is to assist community members to understand the facts surrounding the crisis or traumatic event and the possible impact on various community members throughout the recovery process. It is usually held in the early evening of the first or second day.

- This meeting is for the purpose of sharing information, dispelling myths, and garnering support for the recovery process (parents/family members, community members).
- When parents/school/workplace/community work together there is less opportunity for blame and the burden is lighter.
- Tip sheets should be made available

Phase IV: Aftermath: Preparing Communities for the Process of Recovery

This discussion will be initiated by the Team Lead with the affected business or organization's leader/manager on site to make them aware of the aftermath and provide them some resources to prepare their organization for the process of recovery

1. Critical Periods (as described in introduction)
2. Delayed response or denied response:
 - a. Delayed response can help a person get through crisis moments
 - b. Not everyone grieves at same pace
 - c. Community needs to prepare for on-going support for delayed and denied responses
3. Memorial Services/Shrines
 - a. Beyond the one year anniversary shrines should be removed and items given to the family/families so community can heal. This is particularly important in a community with multiple traumas as the shrines can build and portray a feeling of hopelessness.

Signatures:

The signee below represents the Lloydminster office of the respective agency. The signatures represent an awareness and understanding of the Lloydminster Trauma Response Team.

_____ City of Lloydminster	_____ City of Lloydminster	_____ Date
_____ Lloydminster Fire Department	_____ Lloydminster Fire Department	_____ Date
_____ RCMP-Lloydminster Detachment	_____ RCMP-Lloydminster Detachment	_____ Date
_____ WPD Ambulance	_____ WPD Ambulance	_____ Date
_____ Prairie North Health Region- Mental Health & Addictions	_____ Prairie North Health Region-Mental Health & Addictions	_____ Date
_____ Lakeland College	_____ Lakeland College	_____ Date
_____ Lloydminster Public School Division	_____ Lloydminster Public School Division	_____ Date
_____ Lloydminster Catholic School Division	_____ Lloydminster Catholic School Division	_____ Date
_____ Alberta Child & Family Services	_____ Alberta Child & Family Services	_____ Date
_____ Saskatchewan Ministry of Social Services	_____ Saskatchewan Ministry of Social Services	_____ Date
_____ Alberta Justice & Solicitor General Community Corrections	_____ Alberta Justice & Solicitor General Community Corrections	_____ Date

Saskatchewan Ministry of Justice Corrections & Policing	Saskatchewan Ministry of Justice Corrections & Policing	Date
Lloydminster & Area Ministerial Association	Lloydminster & Area Ministerial Association	Date
The Salvation Army	The Salvation Army	Date
Walking Through Grief Society	Walking Through Grief Society	Date
Lloydminster Sexual Assault & Information Centre	Lloydminster Sexual Assault & Information Centre	Date
Lloydminster Interval Home	Lloydminster Interval Home	Date
Lloydminster Rescue Squad	Lloydminster Rescue Squad	Date
Midwest Victim Services	Midwest Victim Services	Date

Appendix

Lloydminster Trauma Response Team Call Sheet

First Call:

Midwest Victims Services – 780-808-8300 (24 hour)

Lloydminster Interval Home – 780-875-0966 (24 hour crisis line)

Lloydminster Sexual Assault & Information Center – 305-825-8255 (24 hour crisis line)

Prairie North Regional Health Authority Mental Health – 306-820-6250 (office hours)

All Team members have been provided each other's contact information. Any changes in contact numbers should be submitted to the Chair of the Steering Committee, to distribute.

Lloydminster Trauma Response Team Steering Committee

- City Lloydminster
- RCMP
- Midwest Victims Services
- Lloydminster Fire Department
- Lloydminster Rescue Squad
- Lloydminster & Area Ministerial Association
- PNHR Mental Health & Addictions
- WPD Ambulance
- LPSD
- LCSD
- Lakeland College
- Walking Through Grief Society
- AB Child & Family Services
- AB Community Corrections
- SK Corrections & Policing
- Lloydminster Interval Home
- Lloydminster Sexual Assault & Information Center
- SK Ministry of Social Services

Core Team

Made up of representation from above agencies

1. Team Lead
2. Co-lead
3. Co-lead

Secondary Team

Team responders and Alternates

Screeners

Group Debriefers

One-on-one Support Workers

Support Team

Leader

Gatekeeper

Crowd Monitors

Runners