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# Registration and Inquiry Service



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## **Registration and Inquiry Service**



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## **Foreword**

This manual, produced by the Office of Emergency Services of Health Canada, is a practical guide to planning, organizing, training staff, and operating the Registration and Inquiry Service in a disaster.

The purpose of the Registration and Inquiry Service is to reunite family members separated in a disaster and to collect information and answer inquiries concerning the condition and whereabouts of missing persons.

The information offered in this manual is based on current knowledge and practice derived from case reports, the practical experiences of Registration and Inquiry Service volunteers and organizations, and the personal experiences of disaster survivors and evacuees.

It is hoped that this publication will be a useful tool for planners, trainers and workers responsible for the Registration and Inquiry Service in communities across Canada.

Comments or suggestions that would help improve the delivery of this service are welcomed and should be sent to: Office of Emergency Services, Centre for Emergency Preparedness and Response, Population and Public Health Branch, Health Canada, 2nd Floor, West Wing, 130 Colonnade Road, Nepean, Ontario, K1A 0K9.

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Raymond Lafond, Social Work Consultant with the Office of Emergency Services, Health Canada, was responsible for researching and writing the manual.

## Introduction

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# Emergency Social Services

## Human Consequences of Disasters

Each year a variety of natural, technological, and human-made disasters such as floods, fires, tornadoes, ice storms, blizzards, hazardous chemical spills, transportation and industrial accidents strike communities across Canada.

Although disasters may cause destruction to the physical environment, they primarily affect people. Lives are lost, people injured, homes destroyed, and families dislocated. The resulting human grief as well as the social and economic disruptions affect the well-being of individuals, families and the community as a whole.

## Emergency Social Services

In a large-scale disaster, the volume, urgency and intensity of human needs and the degree of social disorganization are such that regular community social service resources are unable to cope. The situation requires the implementation of an emergency social services response system to meet urgent physical and personal needs until regular social services or special recovery programs are effectively in operation.

Emergency Social Services (ESS) is a planned emergency response organization designed to provide those basic services considered essential for the immediate and continuing well-being of persons affected by a disaster.

**Six Emergency Social Services are considered essential when disasters strike:**

- The **Emergency Clothing Service** which supplies clothing or emergency covering until regular sources of supply are available.
- The **Emergency Lodging Service** which arranges for safe, temporary lodging for homeless or evacuated people.
- The **Emergency Food Service** which provide food or meals to those persons without food or food preparation facilities.
- The **Registration and Inquiry Service** which assists in reuniting families and which collects information and answers inquiries regarding the condition and whereabouts of missing persons.

- The **Personal Services** which provide for the initial reception of disaster survivors or evacuees arriving at Reception Centres; inform them of immediate emergency help available; offer temporary care for unattended children and dependant elderly; assist with the temporary care of residents from special care facilities; provide or arrange for provision of financial and/or material assistance; and offer immediate and long-term emotional support to people with personal problems and needs created or aggravated by a disaster.
- The **Reception Centre Service** which sets up and operates Reception Centres, a one-stop service site, where evacuees are received and in which five of the Emergency Social Services are provided: clothing, lodging, food, registration and inquiry, and personal services.

## **Emergency Social Service (ESS) Planning**

### **ESS Planning in a Community**

Responsibility for ESS planning in a community rests with a community's existing social service agencies and organizations such as:

- municipal or provincial departments of social services
- municipal or provincial departments of public health, mental health, family and children's services
- public or private social service agencies
- branches of national organizations
- service clubs, church groups
- business and professional associations.

A community's ESS response organization is built from and integrally linked to the existing community human service organizations. Its role is to support and assist the local human service structure, *not replace it*.

### **ESS Organization Chart**

An example of a suggested community ESS response organization is included in *Appendix A*.

## **Community Emergency Response Plan**

The Community Emergency Response Plan describes the measures that each municipal department – fire, police, health, transport, utilities, social services, etc. – is expected to carry out when a disaster occurs. Once written, the ESS response plan becomes part of the overall community emergency response plan and should be read in conjunction with the main plan.

## **Emergency Social Services and Canadian Disasters**

In the last few decades, community Emergency Social Services' response organizations across Canada have responded to an incredible array of disasters and traumas:

- **Air disasters:** Air India Crash, Ireland (1985), Arrow Air Crash, Gander, NF (1985), Air Ontario Crash, Dryden, ON (1989), Swiss Air Crash, Peggy's Cove, NS (1998)
- **Avalanches:** Blanc Sablon, QC (1995), Kangiqsualujjuaq, QC (1999)
- **Earthquake:** Charlevoix and Saguenay, QC (1994)
- **Train derailments:** Mississauga, ON (1979), Hinton, AB (1986), St-Léonard d'Aston, QC (1990), Oakville, MA (1992), Toronto Subway Crash (1995), Biggar, SK (1997), Stewaicke, NS (2001)
- **Tragedies at sea:** Sinking of the Ocean Ranger Oil Rig, NF (1982)
- **Shootings:** Quebec National Assembly (1984), Montreal Polytechnique (1989), Taber, AB High School (1999), Ottawa-Carleton Transit Commission, ON (1999), Cairine Wilson Secondary School, Orléans, ON (2000)
- **Forest fires:** Manitoba Forest Fires (1989), Penticton Fires, BC (1994), YT, NWT, AB, SK, MB, ON, QC Forest Fires (1995), Okanagan Valley Forest Fire, BC (1998)
- **Environmental disasters:** St-Basile-Le-Grand PCB Fire, QC (1988), Hagersville Tire Fire, ON (1990), Walkerton E.coli Outbreak, ON (2000), Sydney Tar Ponds, NS (2001)
- **Highway accidents:** Cormier Village Hay Ride Accident, NB (1989), Lac Bouchette Bus Crash, QC (1993), Les Éboulements Bus Crash, QC (1997), Windsor Car Pile-Up, ON (1999)
- **Mining disasters:** Glace Bay Mine Explosion and Fire, NS (1979), Westray Coal Mine, NS (1992), Giant Yellowknife Mine Criminal Explosion, NWT (1992)
- **Social unrest:** Oka Crisis, QC (1990)

- **Weather related disasters**

- **Floods:** Bishop Falls Flood, NF (1983), Pemberton Flood, BC (1984), Perth-Andover Floods, NB (1987) and (1992), Floods of 1995 in BC, AB MB, the Saguenay Floods, QC (1996), the Manitoba Flood (1997)
- **Ice storms:** St-John's and Bell Island, NF (1985), Great Eastern Ice Storm of 1998, ON, QC, NB
- **Tornadoes:** Barrie, ON (1985), Edmonton, AB (1987), Maskinongé, QC (1991), Aylmer QC (1994), Pine Lake, AB (2000)

- **Complex disasters**

- Reception of Kosovar Refugees, ON, NB, NS (1999)
- Terrorist attack of September 9 on USA (2001).

## Chapter 1

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# The Registration and Inquiry Service

### 1.1 Introduction

In the event of a major disaster occurring in a community, family members may become separated. This is particularly true if a disaster occurs during the day with family members at school, at work, or at home. Separation from loved ones and concern for their well-being would trigger acute reactions of anxiety and fear. These distressful feelings would not be relieved until families are reunited or until accurate information is received regarding the condition and whereabouts of loved ones.

### 1.2 Objectives

Registration and Inquiry (R&I) is an Emergency Social Service; the objectives of which are to:

- collect accurate and reliable information and answer inquiries as to the condition and whereabouts of disaster survivors
- assist in reuniting separated family members as quickly as conditions permit
- provide information to other emergency response agencies offering essential services to people affected by a disaster.

### 1.3 Purposes

Knowledge that there exists a well-organized, planned response service that can assist people to reunite with family members helps:

- reduce separation anxiety and fear among disaster survivors
- facilitate compliance with evacuation orders and discourage attempts by evacuees to reunite families by returning to previously evacuated areas
- promote the psychosocial recovery of survivors or evacuees who suffer from temporary, disaster-related shock or anxiety. The fact of writing down their name, address, age and such information helps disaster victims to re-establish contact with the familiar.

Past disaster experiences have shown that the Registration and Inquiry Service can also assist:

- rescue officials in locating missing persons or in accounting for persons who resided in the disaster affected area
- Emergency Social Services in Reception Centres, other community emergency response organizations, and municipal officials by providing information on the number of people affected, the number of people at Reception Centres, Group Lodging Facilities, Commercial or Private accommodations, and the number of people requiring special services
- Emergency Social Services by providing the emergency addresses of disaster survivors so Outreach Services and other essential services can be provided
- Emergency Measures Organizations and Utility Services responsible for restoration of essential services and community re-entry and recovery programs.



## Chapter 2

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# The Registration and Inquiry Organization

## 2.1 Preparedness Planning

Disasters are often sudden, unexpected events that can strike anyone, anytime, anywhere. If a community is to provide information about missing persons and reunite families at the earliest possible moment after a disaster, it must have a well-trained Registration and Inquiry (R&I) team ready to implement the R&I Service immediately after a disaster occurs.

This chapter outlines the steps to organize the R&I Service in a community. It also spells out the roles and responsibilities of Registration and Inquiry staff prior to, during and after a disaster so a prompt, effective, and coordinated response can be achieved in an emergency.

## 2.2 Organizing the R&I Service in a Community

### 2.2.1 Coordinator of Registration and Inquiry

The first step to organizing the R&I Service in a community is the appointment and training of the Coordinator of R&I by the Director of Emergency Social Services (ESS) or other persons or organizations familiar with the R&I Service.

The roles and responsibilities of the Coordinator of R&I include:

#### Prior to a Disaster

- establishing and chairing an R&I planning committee
- recruiting and training R&I volunteers
- organizing a survey of R&I resources available in the community
- summarizing survey information in a R&I Resource Directory and maintaining up-to-date records of these resources
- in consultation with the Director of ESS, selecting a Central Registration & Inquiry Bureau (CRIB) site and an alternate site
- ensuring that supplies and equipment necessary to operate the R&I Service at all operational sites have been stockpiled and are available for immediate use should a disaster occur (*see Appendix C – Space, Equipment, Supplies, and Reference Aids required by the Registration and Inquiry Service at Operational Sites*)

- initiating memorandums of understanding with health authorities, the Canadian Red Cross, telephone companies, members of the Amateur Radio Emergency Service (ARES) of Canada and Canada Post in concert with the other Emergency Social Services
- testing the R&I plan by participating in ESS exercises and updating the plan on a regular basis
- co-ordinating R&I plans with those of the other five ESS (Emergency Clothing, Lodging, Food, Personal Services and Reception Centre Service) and other municipal emergency services
- providing information to volunteers on common sources of stress prior to, during and after a disaster and measures they can take to cope (*see Appendix K – Emergency Workers and Volunteers – Coping with Stress During and After a Disaster*).

#### **During a Disaster**

- reporting to the Emergency Social Services Operation Centre (ESSOC) or other site as directed and communicating with the director of ESS. If required, activating and directing the R&I operation
- maintaining an R&I log and providing ongoing reports on evacuee needs, nature of activities or problems encountered to the director of ESS (*see Appendix D – Registration and Inquiry – Operations Log*)
- requesting equipment, material, or human resources from the director of ESS, e.g., telecommunication equipment, transportation, additional volunteers, etc.
- keeping track of R&I requests and the number of inquiries that have been answered
- helping resolve R&I problems that arise at Reception Centres, at the Central Registration and Inquiry Bureau or other operational sites.

#### **After a Disaster**

- turning over to the Director of ESS all Registration and Inquiry cards and administrative documents from Reception Centres, from the Central Registration and Inquiry Bureau, and from other operational sites
- conducting an evaluation of the R&I Service
- preparing a report on R&I activities for the director of ESS
- ensuring that all R&I operational sites are restocked and borrowed equipment is returned (*see Appendix C*)

- participating in the evaluation of ESS activities
- ensuring that R&I volunteers are included in Stress Management sessions, if required.

### 2.2.2 The R&I Planning Committee

The second step to organizing the R&I Service is for the Coordinator of R&I to establish, especially in larger communities, an R&I planning committee. Persons with knowledge and experience in answering public inquiries or processing information could be included in the planning committee.

The roles and responsibilities of the R&I planning committee include assisting the Coordinator of R&I in:

- developing the R&I response plan and procedures and ensuring that it is co-ordinated with other components of the ESS response plan
- testing the R&I response plan by holding regular R&I exercises and participating in ESS exercises
- assessing, revising and updating the R&I plan
- procuring supplies and equipment needed to perform R&I functions.

### 2.2.3 R&I Supervisors at Reception Centres\*

The third step to organizing the R&I Service is for the Coordinator of R&I to appoint an R&I supervisor for each identified Reception Centre in the community. When a Reception Centre is activated, the R&I supervisor reports to the Reception Centre Supervisor for administrative matters as well as for coordination between services and to the Coordinator of R&I for operational matters.

The roles and responsibilities of the R&I Supervisor at a Reception Centre are to:

#### **Prior to a Disaster**

- plan and organize the R&I Service at the Reception Centre or other operational site assigned to:
- ensure availability of necessary R&I supplies, equipment and forms  
(see Appendix C)

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\* A Reception Centre is a one-stop service site where, in a disaster or emergency, people evacuate to and where their immediate basic needs are met by the six Emergency Social Services response teams: Emergency Clothing, Emergency Lodging, Emergency Food Service, Registration and Inquiry, Personal Services, and Reception Centre Service.

- develop procedures for a mobile R&I team
- train R&I volunteers assigned to the Reception Centre and ensure that R&I personnel participate in emergency exercises.

#### **During a Disaster**

- mobilize volunteers when the plan is activated and initiate and direct the R&I response in the assigned Reception Centre or other operational site
- carry out quality control checks to ensure that the information recorded on the R&I cards is legible, complete and accurate
- prepare work schedules, maintain R&I Operations Log (*see Appendix D*) and report regularly on evacuee needs, nature of activities or problems encountered to R&I Coordinator
- offer emotional support to volunteers affected by their R&I tasks.

#### **After the Disaster**

- prepare a report on R&I activities and turn over completed Registration and Inquiry cards and related administrative documents to the Coordinator of R&I
- restock equipment and supplies for assigned Reception Centre and ensure that all borrowed equipment is returned
- participate in the evaluation of the R&I Service.

### **2.2.4 R&I Workers at Reception Centres**

The fourth step to organizing R&I is to recruit and train R&I workers who, under the direction of the R&I Supervisor at the Reception Centre, will deliver the R&I Service in Reception Centres or at other operational sites.

The roles and responsibilities of the R&I workers at Reception Centres are to:

- encourage persons affected by a disaster to register and inform them how the R&I Service can assist them
- brief evacuees on completing R&I cards
- assist evacuees who are unable to complete R&I cards (*see Appendix E – Registration Card – Recording Instructions and Appendix F – Inquiry Card – Recording Instructions for details on how to complete R&I cards*)
- sort completed R&I cards alphabetically and forward them as directed in paragraph 5.2.2
- initiate Reception Centre Research and Reply process as directed in paragraph 5.2.3

- contact inquirers if missing persons are located
- refer individuals or families experiencing acute emotional reactions to Personal Services response workers
- refer people who require additional assistance to other ESS functions.

### 2.2.5 Central Registration & Inquiry Bureau Manager

The fifth step to organizing R&I is for the Coordinator of R&I to recruit and train a Central Registration and Inquiry Bureau (CRIB) Manager.

The roles and responsibilities of the Central Registration and Inquiry Bureau Manager are, in consultation with the Coordinator of R&I, to:

#### **Prior to a Disaster**

- select primary and alternate locations where CRIB operations might be located
- have the pre-determined CRIB telephone number available for distribution to public via TV, radio, Internet website, and other media
- ensure availability of appropriate telephone equipment for the CRIB (*see Appendix C*)
- arrange with the Director of ESS for alternate communication systems, e.g., amateur radio, CB, couriers
- train CRIB Intake, Research and Reply Unit supervisors, R&I volunteers assigned to these units, and other CRIB R&I volunteers. Ensure availability of necessary equipment and supplies required for R&I operations at the CRIB (*see Appendix C*).

#### **During a Disaster**

- mobilize CRIB personnel when R&I plan is initiated and direct CRIB operations
- obtain a geographical outline of the affected disaster area to facilitate Research and Reply tasks
- maintain log of R&I activities at CRIB (*see Appendix D*) and provide ongoing reports on problems, needs and status of activities to Coordinator of R&I.

### **After a Disaster**

- turn over all completed R&I cards and administrative records to the Coordinator of R&I
- prepare report on overall functioning of CRIB for Coordinator of R&I and participate in the evaluation of the R&I Service.

### **2.2.6 Central Registration and Inquiry Bureau (CRIB) Supervisors and Volunteers**

The sixth step to organizing the R&I Service is for the CRIB manager to recruit and train a CRIB Intake Unit and Mobile R&I Team Supervisor, a CRIB Research Unit Supervisor, a CRIB Reply Unit Supervisor, and CRIB volunteers to assist them.

The roles and responsibilities of CRIB Supervisors and Volunteers are:

#### **a) CRIB Intake Unit & Mobile Team Supervisor**

Oversees the operation of the CRIB Intake Unit and Mobile R&I Team which are responsible for:

- completing R&I cards for persons wishing to register or place an inquiry in person, by telephone, fax, e-mail, or other electronic source
- forwarding R&I cards to the Research unit
- advising Research Unit to cancel inquiries when inquirers report that missing persons have been located
- providing information on available disaster aid and services
- overseeing the operation of the Mobile R&I Teams.

#### **Operational Guideline – Mobile R&I Team**

The Mobile R&I Team travels to commercial accommodation sites or other evacuation sites to provide R&I Services. The Mobile Team also assists R&I personnel at Reception Centres, the Central Registration and Inquiry Bureau, Hospitals or other R&I operational sites who may be short-staffed or require back-up R&I workers.

#### **b) CRIB Research Unit Supervisor**

Oversees the operation of the Research Unit which is responsible for:

- keeping track of Registration and Inquiry cards by setting up and maintaining the Master Registration File, the Master Inquiry File, the Research Pending File as well as the Resource Information File (*Refer to Chapter 5 for information on the operation of these various filing systems and how to set them up*).

- forwarding completed Inquiry cards with conclusive information to the Reply Unit
- holding all unanswered Inquiry Cards in Research Pending File
- filing all answered inquiries which have been returned by the Reply Unit in the Master Inquiry File.

**c) CRIB Reply Unit Supervisor**

Oversees operation of the Reply Unit which is responsible for:

- replying to inquiries once the person(s) has/have been located
- ensuring that Registrants who want their whereabouts kept confidential are contacted and provided with the name and telephone numbers of Inquirers.

**d) CRIB Intake, Research and Reply Volunteers**

Volunteers need to be recruited and trained in CRIB Intake, Research and Reply operations (*The roles and responsibilities of these CRIB workers are described in Chapter 5*).

## **2.3 Organization Chart**

The size of the community determines the structure and scope of the R&I organization. The organization should be flexible in order to respond to varying emergency situations and demands.

A suggested Registration and Inquiry Organization Chart is included in *Appendix B*.

## **2.4 Backup Personnel**

In a major disaster, the R&I Service may have to operate on a 24-hour basis. Trained backup volunteers will be required for all of the above mentioned positions.

## **2.5 Recruiting R&I Personnel**

### **2.5.1 Suggested Sources of Personnel**

Persons with knowledge and experience in an R&I related field are well suited to organize and operate the R&I Service. These persons, as part of their daily tasks, would be familiar with:

- answering public inquiries
- setting up filing systems

- recording and processing information, data, and accounts
- computer operations, setting up and operating computer data bases.

Such persons can be recruited among bank and office managers and workers, librarians, clerks, insurance agents, teachers, crisis centre workers, telephone operators, computer data base workers, and active retirees.

### **2.5.2 Canadian Red Cross and the R&I Service**

The International Federation of Red Cross and Red Crescent Societies have established a world-wide network to reunite families and loved ones separated because of disasters, conflicts and other hardships. In many Canadian communities, the Canadian Red Cross, at the request of the local Director of Emergency Social Services, has been assigned overall responsibility for organizing, planning and operating the R&I Service.

The Canadian Red Cross has developed procedures, management systems and software programs to speed up the delivery of the R&I Service. It is important, therefore, that communities who decide to organize and operate the R&I Service on their own contact their local Red Cross office in their province or territory. This will ensure that common and consistent R&I standards and procedures as well as uniformity in service delivery are maintained throughout Canada.

### **2.5.3 Selection Criteria for Key R&I Positions**

When recruiting candidates for key R&I positions, the following criteria are suggested for consideration:

- experience in the R&I field or related area
- familiarity with community agencies and resources
- leadership and organizational ability
- flexibility
- ability to cooperate and to delegate responsibilities
- good communication skills
- acts discreetly and maintains confidentiality
- good training skills.

Regardless of their previous training and experience, candidates will need training in Emergency Social Services planning and response.



#### **2.5.4 Desirable Personal Skills for R&I Volunteers**

If, in a major disaster, many people are killed, seriously injured or missing, some of the callers inquiring on the condition and whereabouts of loved ones will be extremely anxious and upset. It is therefore important to recruit mature, sensitive R&I volunteers, and to enhance their natural communication skills through training. R&I workers are:

- good listeners who can assess a caller's emotional state and respond appropriately
- caring individuals who can express warm, genuine and empathic concern for the needs of the caller and who can provide immediate emotional support and reassurance
- able to remain calm under pressure
- able to communicate clearly both verbally and on paper
- able to record information accurately and legibly
- able to file accurately
- able to maintain confidentiality.

#### **2.5.5 Specialized Communication**

The Coordinator of R&I should ensure the availability of personnel who are capable of responding to persons who have specific communication needs: the hearing and visually challenged, persons who cannot read, persons who may not speak or understand the language of the majority, people who have specific cultural sensibilities, and those who are mentally challenged. Persons with specialized communication skills can often be recruited from the evacuated community.

#### **2.5.6 Radio Amateurs of Canada – Telecommunication**

Through their Amateur Radio Emergency Service (ARES), the Radio Amateurs of Canada have played and continue to play a major role in the delivery of the R&I Service. These volunteers are skilled in setting up and managing telecommunication systems. They have, in past disasters, provided vital telecommunication links between the CRIB and various R&I operational sites. The Radio Amateurs also operate a packet radio system that allows R&I to transmit computer data from one site to another when telephone lines are down.

It is important that the agencies responsible for the delivery of R&I Service recruit ARES volunteers to assist with the operation of the R&I Service.

### 2.5.7 Stress Management

The R&I Service's response, especially in the first 72 hours of a disaster, can be quite stressful. The number of Registrations to be completed, the number of Inquiries to be responded to and the volume of information to be sorted through can be overwhelming. Past experiences have shown that stress management measures need to be implemented early in the response so R&I personnel can pace themselves, in order to remain fresh and available for the long haul. (see *Appendix K – Emergency Workers and Volunteers – Coping with Stress During and After a Disaster* for more detailed information on stress management measures).

R&I volunteers involved in cases where there is loss of life may require additional emotional support and follow-up.

## Chapter 3

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# Resources Survey and Directory

### 3.1 Introduction

This chapter on Registration and Inquiry – Resources Survey and Directory describes how to collect detailed information about the location, quantity, type and availability of equipment and supplies in the community that can be used by R&I to operate their Service when a disaster strikes. The survey enables the R&I service to compile and maintain an accurate, up-to-date R&I directory of these resources to respond rapidly to the R&I needs of persons in a disaster.

### 3.2. Planning the R&I Survey

The Coordinator of R&I is responsible for planning the R&I survey but can be assisted by members of the R&I Planning Committee and volunteers. Once R&I's needs for facilities, space, equipment, and supplies are established for all operational sites, a list is drawn up of public, private and non-governmental organizations and agencies in the community who could assist in providing these resources.

All survey workers should be briefed by the R&I Coordinator concerning a common approach to the survey and details to be recorded.

Each business, organization or agency to be contacted should be advised ahead of time of the survey and its purpose. This information could be conveyed in a letter signed by the Coordinator of R&I or Director of Emergency Social Services.

Please note that the resource inventory survey should be planned in cooperation with the other Emergency Social Services and other municipal emergency response organizations to avoid canvassing or stocking up from the same supplier.

### 3.3 Conducting the Survey

An on-site meeting by the Coordinator of R&I or R&I workers with various agencies will be necessary to obtain precise information on resources that could be made available. The main supply sources would be:

#### 3.3.1 Retail, Wholesale and Manufacturer's of:

- a) Telephone Equipment and Supplies

It is essential that arrangements be made ahead of time with the local telephone company or other telephone providers regarding:

- the provision of additional telephones for Reception Centres so evacuees can contact family members in and outside the community to let them know they are safe. This cuts down on Inquiries
- the provision of additional telephone lines at the Central Registration and Inquiry Bureau and of telephone lines for outgoing calls only
- the loan, rental or purchase of cellular phones
- the donation or purchase of long distance calling cards.

b) Computers, Fax, Photocopying Equipment

The R&I Service will require the use of computers in Reception Centres and at the CRIB. The CRIB will also need two fax machines – one for incoming and one for outgoing messages. The telephone number of the outgoing fax machine should not be released to anyone. A photocopy machine is also necessary at the CRIB.

c) Office Equipment and Supplies

Check *Annex C* for a list of office equipment and supplies required by the R&I Service at various operational sites.

### 3.3.2 E-mail Provider(s)

In recent years, many family members and friends residing outside the disaster stricken community have communicated with R&I by e-mail. It is now essential that R&I have access to a secure e-mail address and an ESS website following a disaster.

### 3.3.3 Courier Companies

The R&I Service could recruit a courier service to assist with the delivery of R&I cards between various R&I operational sites and the Central Registration and Inquiry Bureau

### 3.3.4 Companies, Organizations and Clubs Using Telecommunication Equipment

In some disasters, such as the Great Ice Storm of 1998, telephone lines, telecommunication towers for cellular phones, and hydro towers may be seriously damaged, cutting off all means of electronic communications. It is important, therefore, as part of the R&I preparedness planning process, to meet ahead of time with local taxi companies, CB clubs, Amateur Radio Clubs and sign agreements with them regarding the use of their communication systems when a disaster strikes.

### **3.3.5 Alternate Facilities for the Central Registration and Inquiry Bureau**

In a major disaster, many homes and buildings may be destroyed or inaccessible. It is important, therefore, to arrange ahead of time to have access to an alternate facility or building which has the necessary equipment and supplies to set up the Central Registration and Inquiry Bureau. In previous disasters, federal, provincial and municipal organizations have provided alternate locations as well as volunteers and supplies to set up CRIB operations.

### **3.4 Written Agreements**

Once R&I resources in the community are identified, R&I personnel should contact the owners or managers of these resources and written agreements should be completed for use of their facilities, equipment and supplies in an emergency. With some commercial resources, compensation and methods of payment would have to be agreed upon ahead of time.

The best agreement is one which spells out in clear, simple language what R&I and other organizations are agreeing to do.

Written agreements should also specify financial liability due to damage, loss or injury.

### **3.5 Registration and Inquiry Resource Directory**

Once a survey of R&I resources in the community is completed, R&I personnel should summarize the information collected in an R&I directory. The directory facilitates quick location and access to appropriate R&I equipment and supplies in an emergency.

The Directory should be reviewed at least once a year. This will ensure the information recorded is accurate and up-to-date.

### **3.6 Keeping the R&I Directory Accurate and Up-To-Date**

One way of keeping the information in the R&I Directory accurate and up-to-date is for the Coordinator of R&I to write a letter (*see Annex H – Registration and Inquiry Service – Directory Update*) at least once a year to the organizations, agencies, companies, retail or wholesale stores with whom R&I has a written agreement regarding the provision of volunteers, equipment and supplies should a disaster occur. The letter should be accompanied by photocopies of the written agreement signed with them and a list of equipment, material or other resources the organization or company has agreed to provide R&I. The resource provider is asked if

the information in the agreement is accurate and still in effect. The provider is asked to correct any errors, sign and return the photocopies to the Registration and Inquiry Service.

In the letter, the resource provider is informed that by signing and returning the photocopies the provider agrees to continue to participate in assisting the Registration and Inquiry Service should they be called upon.

## Chapter 4

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# Operational Guidelines

### 4.1 Introduction

The operational guidelines presented in this chapter answer some of the questions people affected by a disaster, as well as R&I volunteers, most frequently ask about the Registration and Inquiry Service

### 4.2 Registration – Operational Guidelines

#### 4.2.1 Basic Policy of Operation

Registration by evacuees is voluntary.

#### 4.2.2 How to Register

Registration of persons in most cases is accomplished by completing a Registration Card

See *Appendix E* for a detailed description of the Registration Card as well as recording instructions.

#### 4.2.3 When to Register

Persons can register as soon after the disaster as possible, **but not until their immediate needs have been met.**

#### 4.2.4 Where to Register

Registration points are usually established at the following locations

a) Reception Centres

Some evacuees register at Reception Centres where space, equipment and volunteers are earmarked for R&I Service

b) Central Registration and Inquiry Bureau

Persons who reside in the disaster area but who were outside the area or who evacuated to friends, relatives or commercial accommodation when the disaster occurred may register at the Central Registration and Inquiry Bureau in person, by telephone or other electronic means. The Intake Unit volunteers at the Central Registration and Inquiry Bureau complete Registration Cards on their behalf.

- c) Evacuation, collection, transportation or staging areas

In some emergency situations where people have to evacuate their community because of an impending threat such as a forest fire or a flood, registration may take place prior to the evacuation at a collection point in the community or once people arrive in a reception community.

- d) At designated Reception Centres in surrounding communities

- e) At other sites

When, for example, a large number of evacuees are being lodged at a hotel, a mobile R&I team could be dispatched to this site.

- f) Hospitals

Persons admitted to hospitals are registered by hospital personnel on admission. A list of persons admitted may be made available to the Central Registration and Inquiry Bureau to use as an information source when determining the whereabouts of a survivor. The mobile R&I Team could assist hospital volunteers, if requested.

Arrangements to assist health personnel with R&I and to obtain a list of persons admitted to health facilities should be made ahead of time with health authorities by the Coordinator of R&I.

- g) Mortuaries

Lists of the deceased are completed by authorized officials such as the coroner, health, or police who are responsible for notifying next-of-kin.

Refer to **Paragraph 4.5** and *Appendix G – Standard Telephone Replies to Inquiries* for instructions regarding Notification of Next-of-Kin.

#### **4.2.5 Restrictions**

Information on persons who have checked off the Restriction Box on their Registration Card cannot be shared with anyone. Any inquiries about such persons is passed on to the person in question who is then responsible for contacting the inquirer.



## **4.3 Inquiry – Operational Guidelines**

### **4.3.1 How to Place an Inquiry**

Inquiries concerning missing persons are initiated by completing an Inquiry card. Inquiries may be made in person or by telephone, telegram, fax, e-mail or any other available means of communication. (See *Appendix F* for a detailed description of the Inquiry Card as well as recording instructions.)

### **4.3.2 Where to Place an Inquiry**

a) Reception Centres, Central Registration and Inquiry Bureau

Inquiries concerning missing persons and separated families can be initiated through the R&I units located at Reception Centres, the CRIB and other operational sites

The Intake Unit at the CRIB accepts inquiries originating from outside the community, province or country.

b) Access to Telephone Services for Survivors

Following major disasters, telephone companies sometimes provide telephone equipment and services to enable survivors to contact family members and inform them of their condition and whereabouts. However, because some long distance charges may result, it is important that the Director of ESS and the Coordinator of R&I discuss arrangements such as provision of equipment, calling cards, and billing arrangements with local telephone companies ahead of time.

c) Use of Change of Address Cards or Post Cards in Major Disasters

Major disasters such as an earthquake or hurricane could interrupt telecommunication networks for several days. In case of such events, survivors could contact relatives using change of address cards provided by Canada Post. Arrangements should be made in advance with local Canada Post offices.

## **4.4 Responding to Inquiries in a Major Disaster**

Major disasters are usually followed by a period of disruption and confusion. If a community's communication system breaks down, it is likely to take several days before phone services are restored, making it difficult to contact people. In such a situation, inquirers are advised of the problems and informed that responses will be provided as soon as possible. The media can help disseminate this type of information.

## **4.5 Notification of Next-Of-Kin**

Notification of next-of kin and other decisions regarding the release of the names of people who have been killed or seriously injured is the responsibility of official authorities such as the Coroner's Office, Police or Health Officials. It is important, therefore, that the Coordinator of R&I clarify ahead of time who is officially responsible for notifying next-of-kin of the death of a family member in their community.

**Under no circumstances should Registration and Inquiry volunteers advise a caller that the person they are inquiring about is deceased since this information is not to be released until next-of-kin have been notified by the authorities.**

**Registration and Inquiry volunteers should respond by saying:**

**"Information on the whereabouts and condition of (Name of person) is not available. However, I can complete an Inquiry Card on (Name of person) and attempt to provide information about him or her as soon as it is available ."**

Refer to *Appendix G* for additional *Standard Telephone Replies*.

Any information received pertaining to the death of persons (e.g., list of deceased persons provided by coroner, police) are brought to the attention of the CRIB Manager who relays the information to the Research Unit Supervisor. The Supervisor checks inquiries against this list and if a match is made, informs the authorities of the inquiry so the family can be notified.

Personal Services' volunteers who are experienced in grief counselling (e.g. clergy, social workers, police chaplains) could accompany officials to offer emotional support to family members who are informed of the death of a loved one.

## **4.6 Missing Persons**

If after several days a person remains missing, inquirers would be advised to inform police. R&I should also inform Personal Services of persons or families who are deprived of information about the fate of a family member so emotional support can be provided

## **4.7 Reuniting Families**

When the whereabouts of separated family members has been established, parent(s) will be informed and will then be responsible for initiating action to reunite the family. R&I should contact Personal Services when a more individual approach is required because of age (small children), state of health or other personal problems.

## **4.8 Telephones – Central Registration and Inquiry Bureau**

Once the telephone number for the CRIB is released, telephone lines may become overloaded or jammed. It is therefore essential that a number of telephones, especially those in the Research and Reply Units, have **dedicated telephone lines, that is, independent lines that are not linked to a switchboard**. This will allow the Research and Reply Units to contact inquirers or to search for missing persons. **The telephone numbers of these dedicated telephone lines should not be released to the general public.**

## **4.9 Filing System**

A uniform and accurate filing system is essential to facilitate the matching of R&I cards. Each R&I kit contains blank guide cards with projecting tabs to assist in filing cards alphabetically. If required, use your local telephone directory to assist you in listing names in alphabetical order

The “top” and “bottom” of the R&I carton containers are designed in such a way that they can both be used as file boxes. However, additional file boxes are required for the smooth operation of the R&I Service.

## **4.10 Disposition of Registration and Inquiry Cards**

Completed Registration and Inquiry Cards from all R&I operational sites are retained until the end of the R&I operation. The Coordinator of R&I is then responsible for the storage of the cards and will consult with the Director of ESS about their final disposition.

## **4.11 Confidentiality**

Client information on R&I forms is confidential and is used specifically to reunite families or to answer inquiries on the whereabouts of loved ones. However, some R&I information may be shared with other responders such as Personal Services and other municipal emergency response organizations, with the approval of the appropriate provincial/territorial/municipal ESS authorities.

## **4.12 Privacy Act**

It is *essential* that when people complete Registration or Inquiry cards they may be made aware, either verbally or in a written form, of their right under their province’s or territory’s privacy legislation. Since privacy legislation varies from one province or territory to another, we recommend that you consult with appropriate official in your jurisdiction and request their assistance in developing appropriate notices for victims of disasters.

For example, the British Columbia Ministry of Human Resources, which is the lead department in Emergency Social Services planning and response in that province, has included the following privacy statement on their Registration Card:

Personal information is collected under the authority of the Emergency Program Act and may be shared with other organizations to enable the provision of emergency services. Questions regarding the collection, use or disclosure of this information should be directed to: Director, ESS Program Office, Ministry of Human Resources, P.O. Box 9942 STN PROV GOVT, Victoria B.C. V8W 9R2. Phone: 1-800-585-9559.

## Chapter 5

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# Processing Registration & Inquiry Cards

### 5.1 Introduction

This chapter describes in a step-by-step manner how Registration and Inquiry Cards are processed at Reception Centres and at the Central Registration and Inquiry Bureau (CRIB).

### 5.2 Processing R&I Cards at Reception Centres and Other Operational Sites

#### 5.2.1 Completion of R&I Cards by Evacuees

R&I workers at Reception Centres or other operational sites are responsible for:

- informing evacuees of the purpose of the Registration and Inquiry Service and of their right to know, under the privacy legislation, why R&I information is collected, how it will be used and with whom it will be shared.
- explaining the benefits of R&I and its voluntary nature
- briefing survivors on how to complete the Registration and Inquiry cards using the R&I posters of the cards. Reminding them to print the required information
- assisting survivors requiring assistance in completing the cards
- determining whether or not the person(s) inquired about resides in the affected area
- assigning priority to the inquiry if the person being sought is a child or a dependent person in need of care or particularly vulnerable by printing the word **PRIORITY** in the top right hand corner of the Inquiry card and providing details in box 8. Cards with a **PRIORITY** notation should be sent to the Research Unit at the CRIB as soon as possible
- reminding inquirers to advise the Central Registration and Inquiry Bureau (CRIB) if the missing person(s) is located
- checking R&I cards for **legibility, completeness, and accuracy** before evacuees leave the R&I service area. CRIB and data entry workers must have clear, accurate, and complete information to carry out their R&I tasks quickly and effectively.

## 5.2.2 Distribution of R&I Cards by R&I Workers at Reception Centres and Other Operational Sites

### a) Registration Cards – Distribution Process

R&I workers process completed Registration Cards as follows:

- give **copy 1 (yellow)** to the person registering. Provide them with CRIB's telephone number and advise them to call if they change address or telephone number
- retain **copy 2 (pink)** at the place of registration and file in alphabetical order (**NOTE: This copy may be used for computer registration**)
- forward **copy 3 (white)** to the Research Unit at the CRIB.

### b) Inquiry Cards – Distribution Process

R&I workers process completed Inquiry cards as follows:

- retain **copy 1 (green)** at the Place of Inquiry and file in alphabetical order
- forward **copy 2 (yellow) and copy 3 (buff)** to the Research Unit at CRIB (**Do not separate these copies before forwarding them to the CRIB**).

## 5.2.3 Search & Reply Process at Reception Centres/Other Operational Sites

R&I workers at the Reception Centres/Other Operational Sites would initiate a Search process by checking **copy 1 of Inquiry Card (green)** against **copy 2 of Registration Cards (Pink)** at the site. **When a match is made:**

- first, check if there are any restrictions on the Registration Card pertaining to the release of information
- if there is a restriction, the registrant would be notified of the inquiry and asked to contact the inquirer
- If there is no restriction, record information on **Copy 1 (green)** and inform inquirer of the whereabouts of the missing person
- file **Copy 1 (green)** of answered Inquiry Card and place in closed file
- inform the Research Unit at the CRIB that the missing person has been located. Provide them with the emergency address and telephone number of the person.

#### 5.2.4 Availability of Telephones for Survivors

Arrangements should be made ahead of time with the local telephone company to have additional lines provided in Reception Centres or predetermined locations in neighbourhoods to enable survivors to call relatives and friends to inform them of their condition and whereabouts. This would help reduce the number of inquiries.

### 5.3 Processing R&I Cards at the Central Registration and Inquiry Bureau

#### 5.3.1 Central Registration and Inquiry Bureau (CRIB) – Definition and Objectives

##### a) Definition

The Central Registration and Inquiry Bureau (CRIB) is a central collection and processing site for the R&I Service. Reception Centres and all other R&I operational sites forward copies of Registration and Inquiry Cards to the CRIB for filing, searching, matching and replying to inquiries.

The CRIB can also generate pertinent information on the number of people affected by the disaster, the number of people who are homeless, and the number of people to be fed for Emergency Social Services and other community emergency response agencies responsible to assist evacuees.

##### b) Objectives

The objectives of the Central Registration and Inquiry Bureau are:

- to create a pool of information from which inquiries regarding the condition and whereabouts of persons and families can be answered
- to assist in reuniting families separated as a result of an emergency.

##### c) Equipment and Supplies

See *Appendix C* for a list of equipment and supplies required for the operation of the Central Registration and Inquiry Bureau.

#### 5.3.2 Central Registration and Inquiry Bureau Processes

The processing tasks to be performed by workers at the Central Registration and Inquiry Bureau are divided into three operational units: the **Intake Unit**, the **Research Unit**, and the **Reply Unit**.

## 1. Intake Unit

### Role

The **Intake Unit** is responsible for registering evacuees and accepting inquiries about those affected by the disaster in person or via telephone, fax, e-mail or other means of communication.

### Registration Tasks

Under the supervision of the Intake Unit Supervisor, R&I workers are responsible for:

- completing Registration Cards for persons wishing to register in person or by telephone, fax, e-mail or other means of communication
- informing evacuees to advise the CRIB if they change their temporary addresses
- processing **Registration Cards** as follows:
  - give **copy 1 (yellow)** to the registrant if they are registering in person. If they are registering by telephone, e-mail, fax or other means, place the copy in a closed file or invite the person to pick it up at a designated location
  - use **copy 2 (pink)** for computer data input and place in a closed file
  - forward **copy 3 (white)** to the CRIB Research Unit for filing in the **Master Registration File**.

### Inquiry Tasks

- completing Inquiry Cards for inquirers wishing to place an inquiry in person by telephone, fax, e-mail or other means of communication
- assigning priority for search purposes if the individual missing is a child or a dependent person in need of care by printing the word **PRIORITY** in the top right hand corner of the Inquiry card and providing details in box 8. Cards with a **PRIORITY** notation should be sent to the CRIB Research Unit as soon as possible
- advising inquirers to call CRIB Intake Unit if they locate the missing person(s)



- processing the **Inquiry Cards** as follows:
  - file **copy 1 (green)** in a closed file
  - forward **copy 2 (yellow)** and **3 (buff)** to the CRIB Research Unit's Master Inquiry File.  
**Do not separate these copies before forwarding them to the Research Unit.**
- when an Inquirer advises that a missing person(s) has been located, the Intake Unit records on an Inquiry Card the condition, emergency address, telephone number and other relevant information on the person(s) located and prints the word "located" in box 19 of Inquiry Card. **Copies 2 and 3 of Inquiry Card** are then forwarded to the Research Unit for processing.

### Operational Guidelines

- **Do not respond to an Inquiry while the Inquirer waits on the line.** No attempt should be made by Intake workers at the CRIB to respond to an inquiry while the inquirer waits on the phone. Inform inquirers that Reply workers will call as soon as information is available.
- **Responding to e-mail inquiries.** The information contained in e-mail inquiries are transcribed to an Inquiry Card which is then forwarded to the Research Unit which sends it to the Reply Unit once the person has been located.
- **Information and Referral Services.** Once the CRIB's telephone number is released to the public, the Intake Unit can expect to receive numerous calls from persons requesting information regarding disaster assistance. The Intake Unit should have available resource lists with the telephone numbers and addresses of Reception Centres, government assistance offices, utility services, Victim Assistance Centres or of ESS who would be familiar with the emergency services offered by various community agencies. If resource agencies have had to relocate because of damages to their facilities, their temporary addresses and telephone numbers can be recorded on flip chart paper which are then posted on the walls.

## 2. Research Unit

### Role

The Research unit is responsible for:

- establishing and maintaining the **Master Registration File, Master Inquiry File, the Resource Information File, and the Pending Inquiry File**

- matching the information provided by registrants or gathered from other information sources with inquiries about evacuees
- maintaining Registration and Inquiry statistics

### **Operational Procedures**

Under the supervision of the Research Unit Supervisor, R&I workers begin the Research Unit operations by:

#### **Step 1 – Setting up the Research Unit Master Files**

- **Master Registration File** is set up by filing, in alphabetical order, **copy 3 (white)** of all Registration Cards received from R&I operational sites (Reception Centres, CRIB Intake Unit, Hospitals, Mobile Units etc). Flag or mark with a hi-liter any Registration Card where the Restriction Box has been checked off.  
(NOTE: This is a permanent record of all Registrations made to date. Cards are not to be removed from this file.)
- **Master Inquiry File** is set up by filing in alphabetical order **copy 3 (buff)** of the Inquiry Cards received from all R&I operational sites (Reception Centres, CRIB Intake Unit, Hospitals, Mobile Units, etc).  
(Note: This is a permanent record of all Inquiries made to date. Cards are not to be removed from this file.)
- **Resource Information File** is set up using additional information which will assist in conducting the search: lists from hospitals, the medical examiner's office, police, maps of affected areas, telephone books, reverse directories, etc.
- **Operational Guideline – Research Unit Master Files.** If a large volume of Registration or Inquiry Cards is expected, filing responsibilities should be broken down alphabetically in order to facilitate the filing process. One group, for example, could be assigned letters A to E, the next group F to J, and so on.

#### **Step 2 – Inquiry Process in Research Unit**

##### **On an initial Inquiry**

- check top right hand corner of the Inquiry card to determine if there is a **PRIORITY**
- do not separate copies 2 and 3 of the Inquiry card until the date and time are recorded in boxes 10 and 11
- set up Master Inquiry File using **copy 3 (buff)** of the Inquiry Card
- use **copy 2 (yellow)** of Inquiry cards to search for a match in the Master Registration or Resource Information files

- if search of Master Registration or Resource Information Files is **successful**, Research Unit worker:
  - records successfully matched information in **section 17 & 18 of copy 2 (yellow)** of the Inquiry Card. Records specific details about the location and condition of the missing person noting any restriction to release of information marked on the Registration Card.  
**If the Restriction Box on the Registration Card has been checked off, prints the word RESTRICTED REPLY in the top right hand corner of the Inquiry card.**
  - immediately transfers the information from **copy 2 (yellow)** of the Inquiry Card to **copy 3 (buff)** of the Inquiry Card in the Master Inquiry File in case additional Inquiries on the same person are received while **copy 2 (yellow)** is in the Reply Unit
  - Research Unit worker then forwards completed **copy 2 (yellow)** of the Inquiry Card to the Reply Unit which then contacts the inquirer or registrant if a Restriction applies
- if no information on the person is found in the Master Registration or Resource Information files, checks the maps and reference material to determine whether or not the address of the person inquired about is in the affected area. If the address is outside of the affected area, notes this information on **copy 2 (yellow)**, then transfers the information to **copy 3 (buff)** of the Inquiry Card in the Master Inquiry File. Worker also records on **copy 3 (buff)** that **copy 2 (yellow)** has been forwarded to the Reply Unit for response.
- if search of Master files and Reference material is **unsuccessful**, **copy 2 (yellow)** of Inquiry Card is placed in the **Research Pending File** and reviewed on a regular basis. Past experiences have shown it is important to also contact the person(s) inquiring to verify if they have located the person(s). The **Research Pending File** remains open until the person(s) is/are located or the R&I operation closes down.

### **Operational Guideline**

If telephones and other means of communication such as radio and television are not operational, information about the condition and emergency address of located persons could be delivered by courier to the inquirer using **copy 2 (yellow)**.

If a disaster strikes when there is a large gathering of people or occurs in a region where tourists travel to, one should file Inquiry Cards that remain unanswered in the Research Pending File.

**When additional inquiries are received concerning an individual or family already located:**

- records information already available in Master Inquiry File on **copy 2 and 3** of latest Inquiry Card. Staples **copy 3** of new Inquiry to copies already in Master Inquiry File and routes **copy 2** to the Reply Unit for response
- this procedure is followed on all subsequent inquiries.

**When the Research Unit at the CRIB is advised by the Intake Unit that a missing person has been located, workers:**

- record the missing person's name, condition, emergency address and telephone number on **copy 2 (yellow)** of Inquiry Card in Research Pending File and on **copy 3 (buff)** in Master Inquiry File
- forward **copy 2 (yellow)** of all **unanswered** Inquiry Cards on the person to the Reply Unit
- file **copy 3** in Master Inquiry File

### **3. Reply Unit**

#### **Role**

Replies to inquiries.

#### **Reply Process**

Under the supervision of the Reply Unit Supervisor, R&I workers are responsible for:

- telephoning the inquirer and relaying information recorded by the Research Unit on **copy 2 (yellow)** of the Inquiry Card
- **if restrictions apply, the restricted registrations are turned over to the Reply Unit supervisor who will ensure that the registrant is notified of the inquiry. The registrant can decide whether or not to contact the inquirer**
- if inquirer cannot be reached, hold **copy 2 (yellow)** in **Reply Pending File**. Record date and time attempts have been made to contact inquirer in box 19
- once information has been relayed to inquirer, Reply Unit records the date and time the inquirer was informed in box 20 of **copy 2 (yellow)** and returns it to the Research Unit who staple it to **copy 3 (buff)** already in the Master Inquiry File.

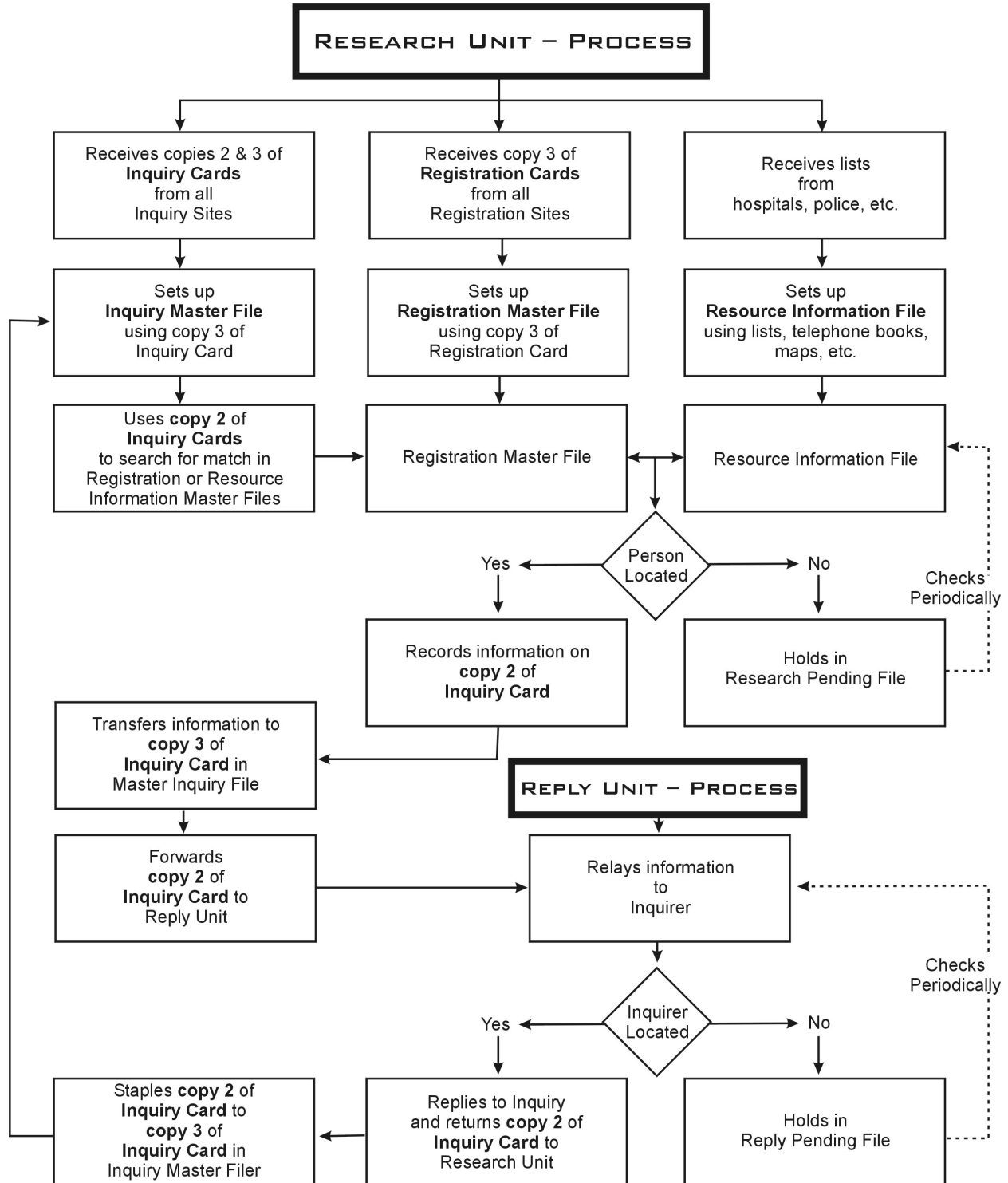
## Operational Guidelines

- If unable to locate missing person(s) through all available channels, with the approval of the Coordinator of R&I, the CRIB arranges to publicize names of these missing person(s) on radio, t.v., newspaper, bulletin boards, etc. Persons being sought or others knowing of their whereabouts would be asked to communicate with the CRIB.

**(Note: Check with inquirers first to see if contact has been made.)**

- All announcements should specify that the CRIB is attempting to locate persons at the request of relatives or friends concerned about their safety.
- If the missing person contacts the CRIB, request permission to release emergency address, telephone number and condition to inquirers.
- Consult *Appendix G for Standard Telephone Replies* which can be used by Reply Unit personnel to assist with telephone calls. Always emphasize to Inquirers that efforts to locate person(s) will continue.
- If persons remain missing, the CRIB manager would provide their names to the Personal Services who would contact family members to offer emotional support.
- **Responding to E-mail Inquiries.** Responses to E-mail inquiries are handled in the same manner as a written inquiry. Always check if a Restriction applies before responding to E-mail inquiries. If there is a Restriction, the card should be given to the Response Unit supervisor who will ensure the registrant is notified of the inquiry. The registrant can then decide on his/her own whether or not to contact the inquirer.

# Central Registration and Inquiry Bureau Research and Reply Process – Flow Chart



## Chapter 6

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# Registration and Inquiry Service Training

### 6.1 Introduction

If the Registration and Inquiry Service is to respond swiftly, smoothly, and appropriately when a disaster strikes, it is essential that R&I personnel be trained well in advance about how to set up, operate and manage the various components of the R&I Service. This chapter provides an outline of the main topics that need to be covered in an R&I training workshop.

### 6.2 Training Responsibilities

The Coordinator of Registration and Inquiry (R&I) is responsible for ensuring that R&I personnel receive training.

### 6.3 Training Program

The content of the R&I training program should include:

#### 6.3.1 Orientation to Community Emergency Planning

In order for R&I personnel to understand how a community responds in times of disaster, they need to be informed of:

- the emergency response roles and responsibilities of the various municipal organizations such as police, fire, health, public works, utilities, etc
- the role and responsibilities of the Emergency Measures Coordinator (EMC) and of the Emergency Operation Centre (EOC)
- the overall community emergency response structure (organization chart) and lines of communication between various emergency organizations.

#### 6.3.2 Orientation to Emergency Social Services Planning and Response

R&I personnel will also need to understand the roles and responsibilities of their own emergency response organization. This includes an explanation of:

- the emergency response roles and responsibilities of **Emergency Social Services** as a whole and of each of the five other Services: **Emergency Clothing, Emergency Lodging, Emergency Food Service, Personal Services, and Reception Centre Service**
- the role and responsibility of the Director of Emergency Social Services

- the role of the Emergency Social Services Operation Centre (ESSOC)
- the overall ESS response structure (organization chart) as well as lines of communication between each of its six services.

### 6.3.3 R&I Service Training

The R&I volunteers require detailed training covering all aspects of the R&I Service. This includes the following:

- a) Purpose and Objectives of the R&I Service
- b) Organization of the R&I Services
  - roles and responsibilities of the Coordinator of R&I
  - roles and responsibilities of the R&I Planning Committee
  - roles and responsibilities of the R&I Supervisors and Workers in Reception Centres and other operational sites
  - roles and responsibilities of the Central Registration and Inquiry Bureau Manager, of the Supervisors of the Intake, Research, and Reply Units, and of the CRIB Workers
  - recruiting R&I personnel: sources, selection criteria, and desirable skills
- c) R&I Resources Survey and Directory
  - purpose of R&I resources survey and directory
  - how to set up a directory
  - keeping the directory up-to-date
- d) R&I General Operational Guidelines
- e) Role of R&I at Reception Centres
  - registration and inquiry intake
  - search and reply process
- f) Central Registration and Inquiry Bureau (CRIB)
  - definition
  - purpose
  - roles of manager, unit supervisors and workers
  - operational procedures for Intake, Research, and Reply Units
  - review of equipment and supplies required
  - operational guidelines regarding **priorities and restrictions**



- offering emotional support to persons experiencing reactions of anxiety
  - reviewing standard telephone replies to inquiries
- g) The R&I Plan
- alerting and mobilizing procedures
  - action to be taken upon mobilizing
  - lines of communication and responsibility
  - standard operating procedures
- h) The Operations Log
- purpose
  - utilization
- l) Operation of the R&I Computer Software
- j) Support provided to the R&I Service by the Amateur Radio Emergency Service (ARES)
- k) Review common stress reactions experienced by disaster survivors and basic emotional support R&I volunteers may have to provide. Review could include:
- common stress reactions experienced by disaster survivors: anxiety, fear, shock and confusion over missing child, spouse, friend or loss of home
  - developing and practising, through role-play, appropriate responses that convey concern, understanding and empathy to caller
  - remembering that the sound of a warm, caring, thoughtful voice can provide emotional support and reassurance
  - providing clear, accurate, honest information
  - importance of accepting caller's feelings
  - resisting impulse to be in a hurry
  - referring callers requiring additional emotional support to the Personal Services or other counselling agencies.

## **6.4 Role-Play**

Role-Play is one of the major activities used to train R&I volunteers. Role playing is usually developed around various R&I scenarios where one trainee assumes the role of caller and the other the role of a Registration or Inquiry worker. Callers are given a variety of situations or dialogues to play in placing a call, e.g., caller could be a mother inquiring on the whereabouts of a child who was in the area where the disaster struck and who is missing. Situation would bring out:

- various ways of responding to calls under pressure
- how to provide reassurance and emotional support
- how to ask for additional information
- how to end call.

## **6.5 Completing Registration and Inquiry Cards**

R&I staff could also practice filling out R&I cards as part of the role-play. Some callers may be anxious or confused and, therefore, unable to provide clear and accurate information about themselves or on the person they are inquiring about.

## **6.6 Recruiting Trainers to Assist You**

The Coordinator of R&I can call upon various local or regional social service agencies to assist in training R&I staff. Distress centres, family services, mental health and other social service agencies have experienced resource persons who could offer training in basic communication and crisis intervention skills to R&I staff.

## Chapter 7

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# Registration and Inquiry Plan

### 7.1 Planning Responsibilities

In order to respond promptly to the Registration and Inquiry (R&I) needs of disaster victims, the R&I Service must have a written plan that can be implemented in an organized and co-ordinated manner as soon as a disaster occurs.

The R&I plan is developed by the R&I Coordinator and Planning Committee. Some joint planning with other ESS, Police, Fire, Health and other relevant community emergency response organizations will be necessary in order to:

- prevent overlap in functions
- establish legitimacy of activities
- become a clearing house for R&I information.

Once written, the R&I plan becomes part of the Emergency Social Services (ESS) response plan, which in turn is part of the overall community emergency response plan. The R&I plan should be read in conjunction with these plans.

### 7.2 Some Characteristics of an R&I Plan

The R&I plan should be clear, concise, realistic and kept up-to-date. It should be flexible enough to allow on-site volunteers to improvise and make adjustments to meet changing situations. R&I planners should, as part of their planning process, attempt to anticipate typical problems that could arise within the R&I service in an emergency and develop alternate solutions.

For instance, what would R&I staff do:

- if the regular telephone system was out of order for 72 hours or more?
- if there was an overload of inquiries at the Central Registration and Inquiry Bureau?
- if a Reception Centre ran out of Registration Cards?

Although it is not possible to anticipate all potential problems, likely ones should be discussed and alternate courses of action planned.

## 7.3 Content of the R&I Plan

### 7.3.1 Plan – Main Body

The following information is a guide that could be used in writing the plan. A brief explanation for each suggested main heading is provided, and, where applicable, some typical appendices that may be included:

a) Name and Date

The plan should have a name to distinguish it from other plans. It should also include the date it was written and approved.

b) Purpose

A statement giving the aim of the plan.

c) Organization and Lines of Communication

A statement on the organization and lines of communication with specific details provided in appendices such as:

- job descriptions
- organization charts (*see Appendix B*)
- lines of communication and responsibilities.

d) Implementation of the Plan

Specific details on when the plan is to be implemented and by whom.

e) Alerting and Mobilizing Procedures

A statement with specific details provided in appendices such as: alert and mobilization procedures (e.g., fan out and recall including alternate methods).

### 7.3.2 Appendices

The appendices to the plan contain basic information which may be subject to frequent change. The appendices would include:

#### Resource Lists

a) Personnel

Name, address and telephone numbers (**home and work numbers**) of all trained R&I workers and their job assignments.

b) R&I Resources

Address and telephone numbers of Reception Centres and of the Central Registration and Inquiry Bureau and alternate location. Name, address and telephone numbers (**home and work numbers**) of persons who have access to these facilities.

c) Supplies and Equipment

Checklist of all R&I equipment and supplies and their location (*see Appendix C*). Name, address and telephone numbers (**home and work numbers**) of organizations and companies who have agreed to provide equipment and supplies to R&I and the name, address and telephone numbers (**home and work numbers**) of the persons who can access the material outside working hours.

d) Telecommunication

Name, address and telephone numbers (**home and work numbers**) of persons or organizations who have agreed to assist R&I with their communication needs such as amateur radio, CB clubs, telephone companies, and couriers.

e) Multilingual and Other Communication Services

Name, address, telephone numbers (**home and work numbers**) and communication abilities of persons who have agreed to assist in providing specialized communication services.

These services are part of the overall ESS response plan and are called on if required (**see paragraph 2.5.5 for additional details**).

f) Training

A statement with specific details as to:

- who is responsible for the R&I training program
- where and when the training will be conducted.

g) Testing the Plan

A statement specifying:

- who is responsible for testing the R&I plan
- how often the plan will be tested.

h) Reviewing and Updating

This section should include methods of review and procedures for updating the plan. **Remember, the plan should be adjusted to meet the particular needs and resources of your community.**

## **7.4 Written Agreement**

A written statement of agreement should be negotiated with organizations, such as the Red Cross, community agencies, and companies, who have agreed to provide personnel, facilities or equipment to support or operate the R&I service.

## **7.5 Mutual Aid Agreements**

Mutual aid agreements are recommended between adjacent communities to ensure municipalities can promptly and effectively assist each other in the event of an emergency. These plans should be approved by the governing body of each community.

## **7.6 Testing the Operations**

After the R&I plan has been developed, workers have been recruited and trained, equipment and supplies have been located, the next logical step is to test the organizational and operational response plans and procedures. One of the best ways to do this is to hold a series of exercises which, in addition to testing the plan, reinforce prior training. The first ones should be “paper exercises.” These could involve R&I volunteers assigned to a Reception Centre or at the Central Registration and Inquiry Bureau. These should be followed by others more ambitious in size and scope involving all Emergency Social Services. These exercises should be co-ordinated by the Director of Emergency Social Services.

Exercises reveal the strengths and weaknesses of the R&I organization and its operation. They indicate whether the program, as it stands, can achieve its aims and whether positions are properly defined and people properly assigned. An evaluation with the volunteers should follow each exercise.

## **7.7 Distribution of the Plan**

The distribution of the plan is sometimes overlooked by emergency planners. An emergency plan is of no use if the plan and its provisions are only known to the person who has prepared it.

To ensure co-ordination and co-operation in the event of an emergency, the content of the R&I plan should be made known to relevant emergency response organizations and agencies who will be involved or affected by its execution or who could benefit from services offered such as Police, Health and School Board. Consequently, the distribution of the plan to interested parties is paramount if the desired results are to be achieved during its implementation.

## **7.8 R&I Community Evacuation Response Plan**

As part of the community ESS response plan, municipal authorities should have in place an R&I plan that can be implemented if a sudden evacuation is ordered. Municipal authorities may choose to have the evacuees register at checkpoints outside the danger area, at Reception Centre sites in adjoining communities or by having them telephone a centrally located Registration and Inquiry Bureau. Inquiries could also be placed at each one of these sites. The telephone number and purpose of the Central Registration and Inquiry Bureau (CRIB) would be provided to the news media for distribution.

## **7.9 R&I Service in Sudden Local Disasters**

When sudden local disasters such as bus, train, and plane accidents or fires occur, the R&I Service and other Emergency Social Services can provide valuable support and assistance to fire, police, hospital and other rescue authorities by setting up their services in a Reception Centre at a secure area, a safe distance from the accident site.

The location, telephone number and purpose of the Reception Centre would be published as part of the news media's reports of the incident, forestalling the convergence of relatives to the disaster scene or to health facilities. Police, fire, rescue and health officials would also refer family and relatives to the Reception Centre.

At the Reception Centre, R&I volunteers would receive inquiries from family members, relatives or friends concerned about the condition and whereabouts of loved ones who may have been involved in the disaster. ESS volunteers could offer emotional support and other basic services to family members awaiting information about the condition and whereabouts of family members.

R&I response plans for sudden local disasters should be developed in co-operation with police, fire and health authorities and other emergency response agencies. Please consult the Personal Services Manual for detailed instructions on setting up Grief Support and Outreach Services following a sudden disaster.

## **7.10 R&I Service – Hospital Disaster Plan**

When a disaster occurs, relatives and friends of injured persons will be anxious to obtain information on their condition and whereabouts. Hospital disaster plans should therefore include provision for an information area where relatives can be directed. R&I personnel, clergy and/or hospital social services could provide this service in order to keep treatment areas free of all but essential personnel.

In areas where there is more than one hospital and where hospitals have co-ordinated their plans, a central information area such as the CRIB, where all reports on casualties can be collected, may be the most efficient and effective way to provide this service. Such an arrangement would also alleviate the need for relatives to wander from hospital to hospital seeking information about their loved ones.

The roles and responsibilities of R&I as well as operational procedures need to be discussed and agreed upon ahead of time. Such arrangements can be spelled out in a Memorandum of Understanding (MOU) between R&I and local hospitals or local health authorities.



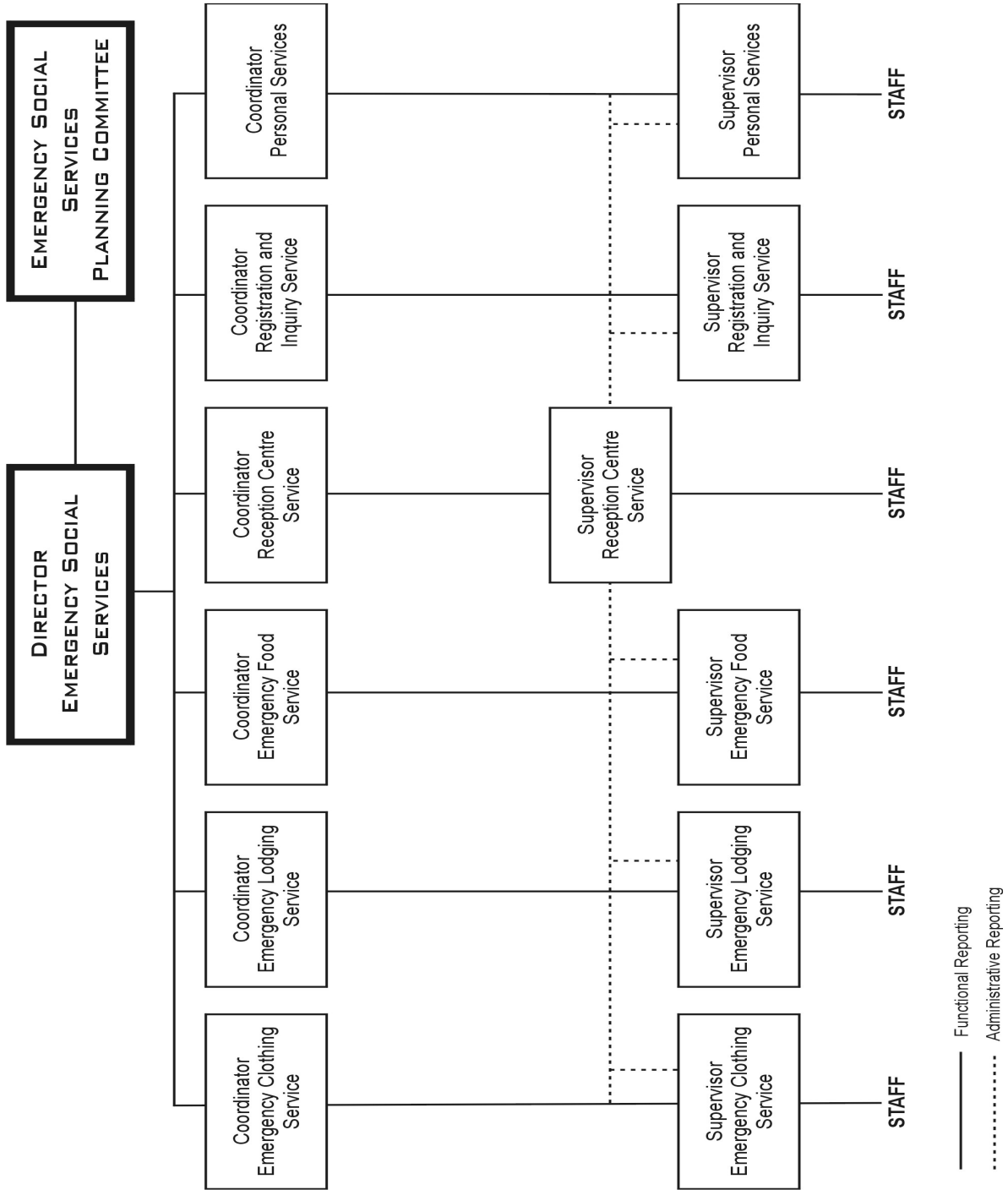
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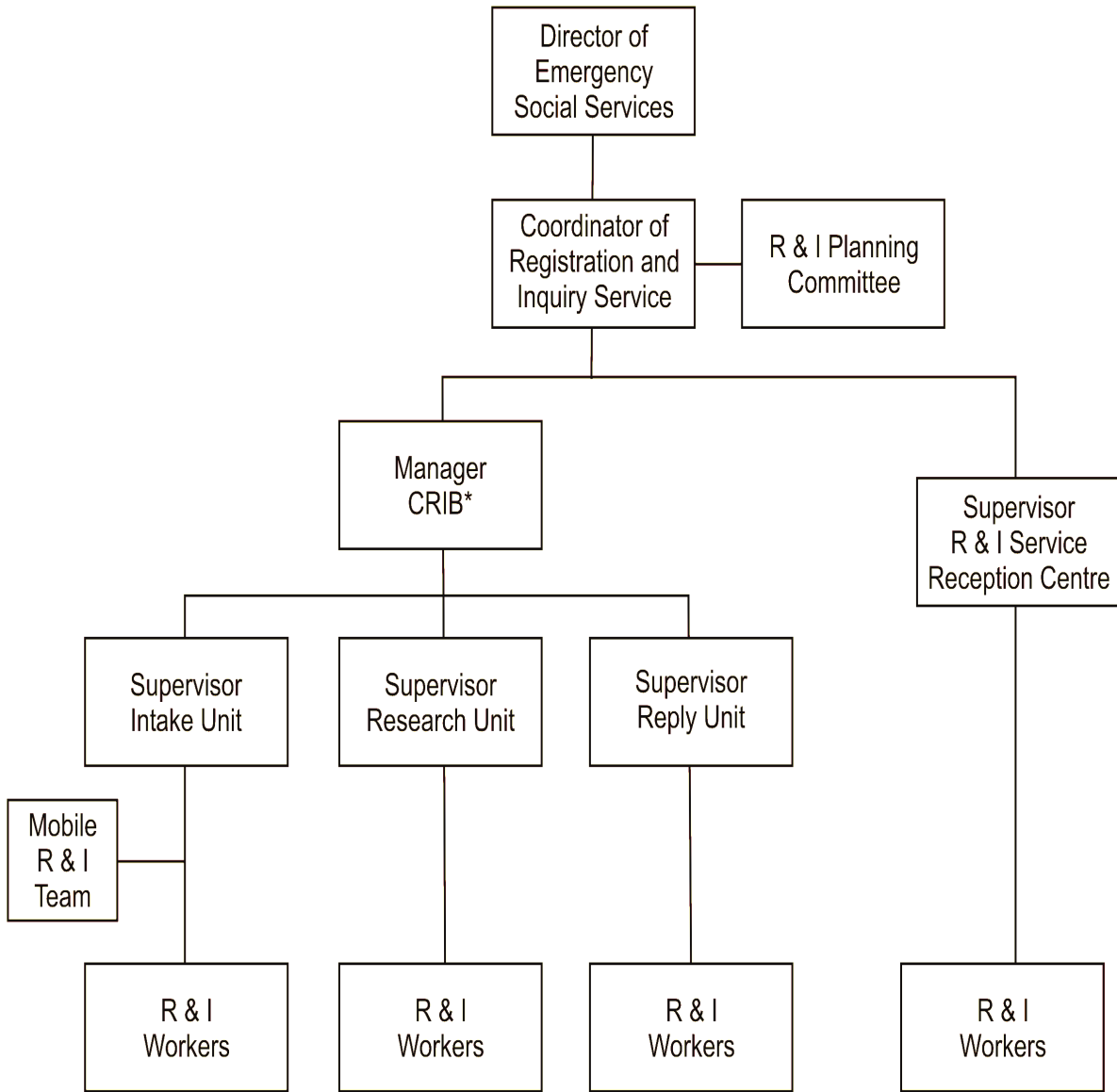
# Appendix A

## Emergency Social Services Organization Chart



Appendix B

**Registration and Inquiry Service  
Organization Chart**



\* Central Registration and Inquiry Bureau

## Appendix C

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# **Space, Equipment, Supplies and Reference Aids Required by Registration and Inquiry Service at Operational Sites**

## **1. Space**

Space required at:

### **1.1 Reception Centres**

Space is assigned by the Supervisor of Reception Centre Services based on the size and layout of the Reception Centre and number of evacuees to be received.

### **1.2 Central Registration and Inquiry Bureau (CRIB)**

The Central Registration and Inquiry Bureau will require space for the Intake, Research and Reply Units. Sufficient space for desks and large sorting tables will be necessary. It is preferable the CRIB be located at a separate site, away from other ESS activities.

## **2. Individual R&I Room**

A separate room or private space should be set aside for evacuees who may require the assistance of R&I workers in completing Registration or Inquiry cards.

## **3. Transportation**

Couriers may be required to transport R&I cards from R&I Operational sites to the Central Registration and Inquiry Bureau.

## **4. Telecommunication**

Telephones or alternate means of communication (short wave radio, CB, courier, fax, E-mail) will be required by the Coordinator of R&I at the ESS Operation Centre (ESSOC) and at Reception Centres, Central Registration and Inquiry Bureau or other R&I operational sites.

The installation of telephones, telephone equipment and the allocation of telephone numbers should be pre-planned with the local telephone company. Sufficient telephones with dedicated lines are required at the Central Registration and Inquiry Bureau. These telephone numbers are not to be released to the public.

## **5. Map of the Community**

The Coordinator of R&I and the Central Registration and Inquiry Bureau Manager may require a composite map of the community on which the disaster area or the area evacuated and location of all installations related to R&I operations can be indicated, e.g., Reception Centres, Reception Centre Area boundaries, the Central Registration and Inquiry Bureau, the location of existing and emergency hospitals, group lodging facilities, and of predetermined locations for evacuated special care facilities, and mortuaries.

## **6. Registration and Inquiry Supplies Available**

The Office of Emergency Services at Health Canada produces two kits containing Registration and Inquiry Cards and some of the stationery supplies and equipment necessary to set up and operate the R&I Service:

### **6.1 Registration and Inquiry Card Kits**

The Registration and Inquiry Cards are packaged in separate self-contained kits. Registration cards are packaged in lots of 500, whereas Inquiry Cards are packaged in lots of 750 (*see Appendix C – Space, Equipment, Supplies, and Reference Tools Required by the Registration and Inquiry Service at Operational Sites* for a list for the R&I items which are available in the R&I Kit).

### **6.2 Reception Centre Kits**

The Reception Centre Kit is a plywood case containing the basic operational forms, stationery supplies, and equipment necessary to set up and operate Emergency Social Services in a Reception Centre (*see Appendix C – Space, Equipment, Supplies, and Reference Tools Required by the Registration and Inquiry Service at Operational Sites* for a list of the R&I items which are available in the Reception Centre Kit).

### **6.3 Supplementary Items**

Supplementary items required to operate the R&I Service would be obtained locally.

### **6.4 Location of Kits**

A limited number of R&I and Reception Centre Kits are strategically located throughout the country. Should an emergency occur, provincial authorities may obtain and use them in accordance with existing arrangements respecting federally owned equipment.

Provincial or Territorial Directors of Emergency Social Services may obtain one Reception Centre Kit to be used for demonstration, display and training purposes. Further information regarding R&I supplies and equipment may be obtained by writing to the Provincial or Territorial Director of Emergency Social Services.

## **7. Registration and Inquiry-Computer Software**

The Canadian Red Cross has developed a software program to facilitate the R&I process. For information on accessing the software and user manual contact the Director of Emergency Social Services in your community or your local Red Cross Office.

**Space, Equipment, Supplies, and Reference Tools Required  
by the Registration & Inquiry Service at Operational Sites**

Equipment, Supplies & Reference Tools List	Supplies Required at R&I Operational Sites				* R&I Supplies Available In	
	ESS HQ	Reception Centre	CRIB	Mobile Team	R&I Kits	Reception Centre Kits
Ballpoint pens	X	X	X	X		
Blow-up of R&I card		X	X	X	X	
Cards-Blank filing cards (20.5 X 12.5 cm)		X	X	X		
Computer, Printer, Modem, R&I Software	X	X	X	X		
Envelopes or boxes to ship cards		X	X	X		
Fax Machines (In/Out)	X	X	X			
Felt markers (various colours)	X	X	X	X		X
File Guides for (20.5 X 12.5 cm cards)		X	X	X	X	X
File drawers for (20.5 X 12.5 cm cards)		X	X	X	X	X
Flip Chart Paper	X	X	X			
In/Out baskets	X	X	X			
Log book, messages from (Round trip memos)	X	X	X	X		
Map of community & plastic overlay	X		X			
Metal tabs to flag R&I cards		X	X			
Name tags, stick on	X	X	X	X		X
Paper clips		X	X	X		X
Pointer		X	X			
Recording instructions for R&I cards	X	X	X	X	X	X
Rubber bands (various)		X	X	X		X
Rulers		X	X			
Registration & Inquiry Cards		X	X	X	X	X
Registration & Inquiry Manual	X	X	X	X		X
Registration and Inquiry Plan, Organization Chart	X	X	X			
Resource board	X	X	X			
Scissors		X	X			X
Scratch pads, post-it notes	X	X	X	X		
Signs – Indicating location of R&I Service – Directional signs		X	X	X		X
Stapler, staples, staple remover	X	X	X	X		X
Tables, desks, chairs	X	X	X			X
Tape – cellulose, & masking	X	X	X	X		
Telecommunication (Amateur radio, CB, Telephone, Couriers)	X	X	X	X		
<b>Telephone:</b> Cellular	X	X	X	X		
Multi-Line	X	X	X			
Headsets			X			
Local Phone Directory	X	X	X	X		
Street & Address Directory	X	X	X	X		
Thumb tacks	X	X	X			X

\* Supplementary equipment & supplies to operate the R&I Service should be obtained locally.

# Appendix D

## R&I Operations Log

R&I Site	PAGE _____ OF _____							
	TIME	TO	FROM	TO	DESCRIPTION OF SITUATION	ACTION TAKEN / REMARKS	To Do	Done

NAME OF RECORDER (PLEASE PRINT)	DATE
	DAY MONTH YEAR



## Appendix E

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# Registration Card Recording Instructions

### 1. Definition

The Registration Card is a three part card, with one-time carbons, on which individuals or families, displaced by a disaster or an emergency, record basic information about themselves as well as their present location so that inquiries about them can be answered.

### 2. Recording Information

The Registration Card is designed with sufficient printed instructions so that most people will be able to self-register. Each Registration Kit contains a blow-up of the Registration Card which can be used to instruct groups of evacuees on filling out the cards. In some cases, R&I workers may have to complete the card for evacuees.

### 3. Recording Instructions

#### 3.1 General Instructions

- One card is to be used to register all members of a family who have the same family name and who are at the place of registration together. A separate card must be completed for each accompanying person with a different family name.
- A ballpoint pen should be used to complete the card so that a clear carbon copy will be made.
- The card should be checked for legibility, accuracy, and completeness before evacuees leave the registration area.

#### 3.2 Specific Instructions

##### a) Emergency Address and Telephone Number (Box 16)

The information in this box is to be completed by or for evacuees who:

- are at Reception Centres and who are assigned to an emergency lodging site – group, private or commercial accommodation
- are at private or commercial accommodation and who wish to inform the Central Registration and Inquiry Bureau of their present whereabouts, or

- have no firm plans as to where they will stay, but who wish to leave the name, address and telephone number of a contact person (friend, relative, employer, etc.) whom they will inform of their eventual emergency address.

**NOTE : All evacuees should be reminded to advise the Central Registration and Inquiry Bureau (CRIB) if they relocate to a new emergency address. If possible, the CRIB's telephone number should be given to evacuees.**

b) Special Medical Needs (Box 17)

Evacuees accommodated at Reception Centres or Group Lodging Facilities should advise volunteers of any special medical problems or needs, e.g., medications, wheelchairs, diets, etc. R&I workers must not write in medical diagnoses.

c) Additional Information (Box 18)

May be used by evacuee or R&I volunteers to provide additional information regarding:

- names of additional family members
- condition and whereabouts of evacuees
- evacuation details – means of transportation, destination, date of departure and arrival, etc.
- details regarding intended or emergency address or
- other relevant information.

d) Date (Box 20) and Time (Box 21)

The recording of the Time and Date on the Registration Card will assist R&I workers in determining which card is the most recent.

e) Cross-Reference (Box 22)

To be used when there are several registration cards to be completed for a family because the spouse, child, step-child or accompanying dependents have a different family name than the principal evacuee, and therefore, register using a separate card. In such cases, the name of the principal evacuee and his or her registration card number is recorded in the cross reference space (Box 22) of each of the accompanying dependents registration card. The name and registration card number of each the accompanying dependents who have a different family name is recorded in the cross reference space (Box 22) of the principal evacuee's registration

card. Use Box 18 if additional space is required. This registration process will facilitate the search and reply tasks and help reunite families more quickly.

f) Restrictions on Replies to Inquiries (Restriction Box)

Some evacuees, because of personal or family concerns, may not want their emergency telephone number or address released. If an evacuee has checked off the RESTRICTION BOX (top right corner), flag or mark with a hi-liter.

**4. Distribution of Registration Card**

Copy 1 (Yellow) – to be given to the Person Registered

Copy 2 (Pink) – to be retained at Place of Registration

Copy 3 (White) – to be forwarded to the Central Registration and Inquiry Bureau

**REGISTRATION CARD – CARTE D'INSCRIPTION**

PLEASE PRINT – EN LETTRES MOULÉES S.V.P.

HC PROTECTED  
PROTEGE PAR SC NO. N°

RESTRICTION

1. FAMILY NAME – NOM DE FAMILLE		12. PERMANENT ADDRESS – ADRESSE PERMANENTE	
2. FIRST NAME – PRÉNOM	3. INIT	4. NICKNAME – SURNOM	5. SEX – SEXE
6. AGE – ÂGE		13. CITY – VILLE	14. PROV. – TERRIT.
15. TELEPHONE – TÉLÉPHONE		16. EMERGENCY ADDRESS AND TELEPHONE NUMBER ADRESSE ET NUMÉRO DE TÉLÉPHONE TEMPORAIRES PLEASE INFORM CENTRAL REGISTRY BUREAU IF YOU MOVE. AVERTIR S.V.P. LE BUREAU DE FICHER CENTRAL SI VOUS VOUS DÉPLACEZ.	
LIST ONLY THOSE FAMILY MEMBERS WHO ARE WITH YOU AND WHO HAVE THE SAME FAMILY NAME AS YOU. FILL OUT SEPARATE CARDS FOR OTHER PERSONS. INSCRIRE SEULEMENT LES MEMBRES DE LA FAMILLE QUI VOUS ACCOMPAGNENT ET PORTENT LE MÊME NOM DE FAMILLE QUE VOUS. REMPLIR UNE CARTE DISTINCTE POUR TOUTE AUTRE PERSONNE.		17. SPECIAL MEDICAL NEEDS – BESOINS MÉDICAUX PARTICULIERS	
7. FIRST NAME – PRÉNOM	8. INIT	9. RELATIONSHIP – LIEN DE PARENTÉ	10. SEX – SEXE
11. AGE – ÂGE		18. ADDITIONAL INFORMATION – AUTRES RENSEIGNEMENTS	
19. PLACE OF REGISTRATION – LIEU D'INSCRIPTION		20. DATE – D-J M Y-A	21. TIME – HEURE
22. GROSS REFERENCE – RENVOI		FOR OFFICE USE ONLY – À L'USAGE DU BUREAU SEULEMENT	

HC/SC 3099 (09-95)



Health  
Canada  
Emergency Services

Santé  
Canada  
Services d'urgence

COPY 1 – PERSON REGISTERED  
COPY 2 – PLACE OF REGISTRATION  
COPY 3 – CENTRAL REGISTRY

COPIE 1 – PERSONNE INSCRITE  
COPIE 2 – LIEU D'INSCRIPTION  
COPIE 3 – FICHER CENTRAL

READ CAREFULLY BEFORE COMPLETING – LIRE ATTENTIVEMENT AVANT DE REMPLIR

## Appendix F

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# Inquiry Card Recording Instructions

### 1. Definition

The Inquiry card is a three part card, with one-time carbons, which is completed when a person inquires about the safety and whereabouts of a missing family member or individual.

### 2. Recording Information

The Inquiry Card is designed with sufficient printed instructions so that most people will be able to fill it out on their own. Each Inquiry Card Kit contains a blow-up of the Inquiry Card which can be used to instruct groups of persons on filling out the cards. In some cases, R&I workers may have to assist evacuees in completing Cards.

### 3. Recording Instructions

#### 3.1 General Instructions

- a) One card may be used to inquire about all the members of one family who have the same family name and address. A separate card must be completed for each person with a different family name and/or address.
- b) A ballpoint pen should be used to complete the card so that a clear carbon copy will be made.
- c) The card should be checked for legibility, accuracy, and completeness before evacuees leave the registration area.
- (d) Copies 2 and 3 of Inquiry Cards must not be separated before they are sent to the Central Registration and Inquiry Bureau.

#### 3.2 Specific Instructions

- (a) Family Name of Person(s) you are inquiring about (Box 1)  
Inquirer prints the family name of the person(s) about whom he/she is inquiring.
- (b) First Name (Box 2)  
Inquirer prints the first or given names of person(s) about whom they are inquiring.

(c) Permanent Address (Box 6)

Inquirer records the pre-disaster address of the person(s) about whom they are inquiring.

(d) Additional Information (Box 8)

May be used by Inquirer or R&I volunteers to provide additional information regarding:

- names of additional family members
- relationship of inquirer to person(s) about whom they are inquiring
- additional information that could assist in locating missing person such as names of employer, friends, distinguishing features, name of school children attend, etc.

(e) Date (Box 10) and Time (Box 11)

The recording of the Time and Date on the Inquiry Card will assist Research Unit workers in determining which card is the most recent.

(f) Return Answer to (Box 15)

Inquirer records his/her permanent address or emergency address if he or she is also an evacuee.

(g) Telephone (Box 16)

Inquirer should record the telephone number as well as the area code where they can be contacted in response to their inquiry.

(h) For office use only (Boxes 17, 18, 19, 20, 21)

Information blocks in this section will be completed by Research Unit workers at the Central Registration and Inquiry Bureau.

(i) Condition (Box 17)

Information regarding the condition of person(s) should be accurate. Verify if unsure. Examples of condition: safe or hospitalized – if hospitalized provide name, address and telephone number of the hospital. DO NOT discuss type or seriousness of injuries. This is the responsibility of health personnel.

If you receive an inquiry regarding a person who is deceased, the inquirer should be informed as follows: “I am unable to confirm the condition of (name of person) at this time. You will be contacted as soon as information is available.” (See Appendix G for Standard Telephone Replies to Inquiries.)

(j) Remarks – Reply (Box 19)

May be used by Research or Reply Units to provide additional information regarding:

- condition and whereabouts of evacuees
- evacuation details – means of transportation, destination, date of departure and arrival, special needs, etc.
- details regarding intended address
- efforts made to locate missing person(s) if unable to locate
- details regarding reply to inquirer.
- Box 19 can also be used to simply indicate that the person has been located.

**4. Distribution of Inquiry Card**

**Copy 1 (Green)** – To be retained at Place of Inquiry

**Copy 2 (Yellow)** – To be forwarded to the Central Registration and Inquiry Bureau

**Copy 3 (Buff)** – To be forwarded to the Central Registration and Inquiry Bureau

**INQUIRY CARD – DEMANDE DE RENSEIGNEMENTS**

PLEASE PRINT – EN LETTRES MOULÉES S.V.P.

HC PROTECTED NO.  
PROTÈGE SC N°

<p>LIST ONLY PERSONS WITH THE SAME FAMILY NAME AND ADDRESS. FILL OUT SEPARATE CARDS FOR OTHER PERSONS. INSCRIRE SEULEMENT LES PERSONNES AYANT LE MÊME NOM DE FAMILLE ET ADRESSE. REMPLIR UNE CARTE DISTINCTE POUR TOUTE AUTRE PERSONNE.</p>		<p>NAME OF PERSON MAKING THIS INQUIRY – NOM DU DEMANDEUR (DERESSE) 12. FAMILY NAME – NOM DE FAMILLE 13. FIRST NAME – PRENOM 14. INIT.</p>	
<p>1. FAMILY NAME OF PERSON(S) YOU ARE INQUIRING ABOUT NOM DE FAMILLE DES PERSONNES RECHERCHÉES</p>		<p>15. RETURN ANSWER TO – ENVOYER RÉPONSE À ADDRESS – ADRESSE 16. TELEPHONE TÉLÉPHONE</p>	
<p>REPLY – FOR OFFICE USE ONLY RÉPONSE – À L'USAGE DU BUREAU SEULEMENT</p>			
2.	3. INITIAL INITIALE	4. SEX SEXE	5. AGE ÂGE
6. PERMANENT ADDRESS – ADRESSE PERMANENTE	7. TELEPHONE TÉLÉPHONE		18. EMERGENCY ADDRESS AND TELEPHONE NUMBER ADRESSE ET NUMÉRO DE TÉLÉPHONE TEMPORAIRES
8. ADDITIONAL INFORMATION – AUTRES RENSEIGNEMENTS			
9. PLACE OF INJURY LIEU DE LA DEMANDE		10. DATE D-J M Y-A	11. TIME – HEURE M Y-A
19. REMARKS /REPLY – REMARQUES / RÉPONSE		20. ANSWER – RÉPONSE D-J M Y-A	
		21. SIGNATURE	

READ CAREFULLY BEFORE COMPLETING – LIRE ATTENTIVEMENT AVANT DE REMPLIR

HC/SC 3090 (09-95)



Health  
Canada  
Emergency Services

Santé  
Canada  
Services d'urgence

COPY 1 – PLACE OF INQUIRY  
COPY 2 – CENTRAL REGISTRY  
COPY 3 – CENTRAL REGISTRY

COPIE 1 – LIEU DE DEMANDE  
COPIE 2 – FICHER CENTRAL  
COPIE 3 – FICHER CENTRAL



## Appendix G

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# Standard Telephone Replies to Inquiries

The following standard telephone replies and guidelines are provided to assist Reply Unit workers in responding to Inquiries in circumstances such as the following:

### 1. Person is Missing and Cannot be Found

“With reference to your inquiry concerning (Name of person). We have not yet been able to locate (Name of person). However, the following information is available:

- the name of the person or name of the family does not appear on list of known dead or injured
- the person has not yet registered
- address: – is in affected area  
– is not in affected area

“We will continue our efforts to locate (Name of person) and advise you as soon as information is available. Should you hear from (Name of person) or receive information on his/her whereabouts, please advise us.”

### 2. Notification of Next-of-Kin of Deceased Person

- Notification of next of kin is not the responsibility of the R&I Service.
- When a person is deceased, the immediate family is usually notified of his/her death by the coroner, police, health officials or other official authorities.
- In some disasters, the inquirer may insist on an immediate reply. If so, he or she could be given the following standard reply:

“Information on the whereabouts and condition of (Name of person) is not available. However, I can complete an Inquiry Card on (Name of person) and we will attempt to provide information on him/her as soon as it is available.”

- The name, address and telephone number of the inquirer would be given to the CRIB manager who would inform the authorities of the inquiry so the individual or family can be notified.

### **3. Notification of Next-of-Kin of a Person Who is Seriously Injured**

- If a person is seriously injured and an Inquiry is received concerning that person, the Reply Unit workers could respond as follows:

“We have been informed that (Name of person) has been admitted to the: Name of hospital, address, and telephone number. Information on his/her condition can be obtained by calling the hospital directly or the following emergency number which has been provided by health authorities.”

- R&I personnel should not discuss the health conditions of persons but refer the inquirer to health personnel caring for the person.

### **4. Restriction Box Checked Off**

- When a Research Unit worker receives an Inquiry about an evacuee who has checked off the RESTRICTION BOX on their Registration Card, he or she will complete the Inquiry Card as usual but will print the words RESTRICTED REPLY on the top right hand corner of the Inquiry Card. The Inquiry Card will then be sent to the Reply Unit.
- When the Reply Unit worker receives an Inquiry Card with the words RESTRICTED REPLY printed at the top right hand corner of the card, he or she turns over the card to the Reply Unit supervisor who will ensure that the registrant is notified of the inquiry. The registrant can decide whether or not to contact the inquirer.
- The Reply Unit supervisor would then indicate on the Inquiry Card that the registrant has been contacted and the information on the Inquirer provided. The Inquiry Card would then be returned to the Research Unit for filing.

## Appendix H

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# Registration and Inquiry Service Resource Directory Update\*

Dear Sir or Madam,

The Province or Territory of \_\_\_\_\_ introduced the *Emergency Measures Act* in (year). As required by that Act, the Department of Social Services of (name of city or town) along with a number of other government and community agencies located in this municipality (or region) have been actively involved in formulating a community emergency response plan.

The Emergency Social Services response organization provides six services considered essential for the immediate and continuing well-being of people affected by a disaster: emergency clothing, emergency lodging, emergency food service, registration and inquiry, personal services, and reception centre service.

In order to respond rapidly and effectively to the needs of disaster survivors, each of the six services has completed an inventory of the location, quantity, and availability in the community of the various personnel, equipment, and supplies necessary for the operation of their respective service when a disaster strikes. When the Registration and Inquiry Service, whose purpose is to reunite separated family members as quickly as possible after a disaster and to provide information regarding the condition and whereabouts of missing persons, completed its inventory, your (store, company, organization) agreed to provide the (personnel, space, equipment, supplies) which are listed on the attached copy.

Within the next two weeks, please verify the attached copy, correct it if necessary, and return it in the envelope provided to the Registration and Inquiry Service.

**Note also that your reply will be understood by Social Services as an acknowledgement of your willingness to continue to assist the R&I Service should a disaster occur.**

If you should have any questions regarding any of the above, do not hesitate to contact (\_\_\_\_\_) at (\_\_\_\_\_).

Your interest, co-operation and efforts in assisting the (\_\_\_\_\_) Emergency Social Services organization is greatly appreciated.

Yours truly,

Bill Jones,  
Director of Emergency Social Services

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\* Adapted from the Hamilton-Wentworth Emergency Social Services' manual.

## Appendix I

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### **Emergency Survival Kit – Checklist**

In the event of a major disaster – flood, fire, tornado, earthquake, ice storm, hurricane, winter storm, toxic leak – basic supplies and services may not be available or you may have to evacuate your residence or community. You may not have much time to act. Prepare now to protect yourself and your family for a sudden emergency.

#### **Prepare an Emergency Pack**

An emergency pack consists of essential items such as water, food, clothing and first aid supplies for 3 to 5 days that are set aside in easy-to-carry containers, ready to take with you. Your emergency pack should include the following items:

##### **Water**

Water is essential for survival. Plan on a minimum of one litre per person per day for drinking purposes only. Store water in unbreakable containers such as plastic bottles. Record storage date and replace every six months.

##### **Food**

Choose foods that require no refrigeration, cooking or preparation, are compact and lightweight, and familiar to users. If food must be cooked, include stove and fuel.

- Ready-to-eat canned meals: stews, baked beans, spaghetti, meat, fish, poultry, fruits, vegetables, cereals, trail mix, oatmeal cookies, candies or jellies
- Canned milk, juices, coffee, tea
- Staples such as sugar, salt, pepper
- Baby formula, food and diapers
- Cutlery, non-electric can opener
- Clothing and Bedding

## **Clothing and Bedding**

The secret of protection from extreme cold lies in wearing multiple layers of clothing which prevent the loss of body heat. Most of the body's heat is lost through the head and neck. During the summer, provide protection against sun and heat.

- Include one change of clothing and footwear per person
- Sweaters, woollen socks, tuque or hat, scarf, mittens, and thermal underwear
- Rain gear
- Sturdy, waterproof shoes or boots
- Sleeping bag or two warm blankets per person

## **First Aid Kit**

- Keep a complete first aid kit in your home and car
- Include over-the-counter medications such as aspirin or non-aspirin pain reliever, antiseptic, etc. List of family physicians, style and serial number of medical devices such as pacemakers
- Be sure to take prescribed medications such as heart and high blood pressure medication, insulin etc., with you when you evacuate
- Denture needs, contact lens, hearing aids, mobility aids
- Basic first-aid manual

## **Supplies and Tools**

- Battery operated transistor radio, extra batteries
- Candles and candle holders
- Flashlight (one per person), extra batteries
- Hammer and nails, crowbar
- Lantern and fuel
- Matches (in waterproof container)
- Mosquito repellent
- Plastic sheeting
- Pliers
- Pocket knife

- Rope
- Shovel (small)
- Tape
- Whistle

### **Sanitation**

- Toilet paper, wet ones, facial tissues, liquid detergent
- Personal items: soap, shampoo, deodorant, toothpaste, toothbrushes, sanitary napkins and tampons, towels and face cloth, comb and brush, lip balm
- Plastic garbage bags and ties

### **Special Items**

- Cards, games and books
- Colouring books

### **Family Records and Documents**

#### **Store important family documents and records in waterproof container**

- Will, insurance policies, contracts, deeds, stocks and bonds
- Passports, social insurance cards, health cards, immunization records
- Money or cash
- Savings and checking account numbers
- Credit card account numbers and companies
- Important telephone numbers
- Family records (birth, marriage, death certificates)

### **Prepare an Emergency Car Kit**

- Battery powered radio and extra batteries
- Blanket
- Booster cables

- First aid kit and manual
- Fire extinguisher (2A-IOBC type)
- Flares or reflectors
- Flashlight and extra batteries
- Food: non-perishable high energy foods such as granola bars, raisins, etc.
- Maps
- Shovel
- Tire repair kit and pump
- Water

## **People with Special Needs**

**Register in Advance.** In case of evacuation, some people may require transportation assistance to Reception Centres or Group Lodging Facilities. People who require this help may have a physical, neurological or psychological disability or have mobility problems. Persons who are unable to respond independently to an emergency situation which requires them to evacuate their home, should register in advance for assistance with a home care program, local seniors organization or emergency measures organization.

**Some Health Care Patients.** Persons who receive home health care should discuss emergency plans with their caregiver or home care agency. Persons should also check with their physician if prior arrangements would be necessary for evacuation to a hospital.

**Electrical Life Support.** If a member of the household is bedridden and requires constant medical care or has electrical life support equipment at home, discuss this NOW with his/her physician or local emergency measures organization.

## **Family Emergency Plan**

If a major disaster strikes your community, you may be separated from members of your family who are at home, at work, or at school. If your family should become separated in a disaster, here are some suggested measures you can take to help reunite them:

- Identify ahead of time two family meeting places: one outside your home in case of fire and one outside your neighbourhood in case of a disaster.

- Decide ahead of time on a system of communication. Pick one out of province and one local friend or relative for family members to call if separated because of a disaster. It is often easier to call out of province than within the affected area.
- All members of your family should have a means of identification on them at all times: e.g., clothing label, wallet card, bracelet with name and address.
- Take a basic first aid and CPR class.
- Involve all family members in planning for an emergency.
- Test your plan. Chances of survival are improved if you exercise your plan.

## Pets

Pets may not be allowed in Reception Centres or Group Lodging Facilities for health and space reasons. If you must leave them behind:

- Prepare an emergency pen for the pets in the home. Ensure there is adequate ventilation. If this is not possible, seek a safe shelter for them.
- Tag your pet with proper identification and inoculation information.
- Arrange a layer of plastic and paper or cardboard for the pet.
- Leave enough dry food and water for three days.
- Do not leave pets in a car outside of a shelter.

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Adapted from :

Are You Prepared in Case of Disaster?  
Health and Welfare Canada. Reprinted 1992.

Self Help Advice  
Emergency Preparedness Canada, 1988.

Federal Emergency Management Agency  
USA Background and Fact Sheets.

Hurricane Counselling Center, Fort Lauderdale, Florida. Dade County (Florida)  
Hurricane Evacuation Plan Summary. 1992.



## Appendix J

# Emergency Kit – Evacuation Checklist

In some situations families may have to evacuate quickly because of a sudden threat such as flooding, fire or toxic leak. Listed below are items which emergency officials may want evacuees to bring with them:

<b>Water</b>	1 litre per person per day for drinking	<input type="checkbox"/>
	Water purification tablets	<input type="checkbox"/>
<b>Food</b>	Canned meals: stews, baked beans, spaghetti, meat, fish, poultry, fruits, vegetables, cereals, trail mix, oatmeal cookies, candies or jellies	<input type="checkbox"/>
	Canned milk, juices, coffee, tea	<input type="checkbox"/>
	Staples such as sugar, salt, pepper	<input type="checkbox"/>
	Baby formula, food and diapers	<input type="checkbox"/>
	Cutlery, non-electric can opener	<input type="checkbox"/>
	Stove and fuel	<input type="checkbox"/>
<b>Clothing</b>	Sweaters, woollen socks, tuque or hat, scarf, mittens, and thermal underwear	<input type="checkbox"/>
	Rain gear	<input type="checkbox"/>
	Sturdy, waterproof shoes or boots	<input type="checkbox"/>
	Sleeping bag or two warm blankets per person	<input type="checkbox"/>
<b>First Aid Kit and Manual, Medication</b>		<input type="checkbox"/>
<b>Supplies and Tools</b>	Battery operated transistor radio, extra batteries	<input type="checkbox"/>
	Candles and candle holders	<input type="checkbox"/>
	Flashlight (one per person)	<input type="checkbox"/>
	Hammer and nails, crowbar	<input type="checkbox"/>
	Lantern and fuel	<input type="checkbox"/>
	Matches (waterproof container)	<input type="checkbox"/>
	Cards, games, books	<input type="checkbox"/>
	Mosquito repellent	<input type="checkbox"/>
	Plastic sheeting	<input type="checkbox"/>
	Pliers	<input type="checkbox"/>
	Pocket knife	<input type="checkbox"/>
	Rope	<input type="checkbox"/>
	Shovel (small)	<input type="checkbox"/>
	Tape	<input type="checkbox"/>
	Whistle	<input type="checkbox"/>
	Colouring books	<input type="checkbox"/>
<b>Sanitation</b>	Toilet paper, wet ones, facial tissues liquid detergent	<input type="checkbox"/>
	Personal items: soap, shampoo, deodorant, toothpaste, toothbrushes, sanitary napkins and tampons, towels and face cloth, comb and brush, lip balms	<input type="checkbox"/>
	Plastic garbage bags and ties	<input type="checkbox"/>
<b>Family Records and Documents</b>		<input type="checkbox"/>

## Appendix K

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# **Emergency Workers and Volunteers: Coping with Stress During and After A Disaster\***

Emergency workers and volunteers play a critical role in responding to the immediate and continuing physical, social and emotional needs of people affected by a disaster. In a major disaster, thousands of emergency workers and volunteers from all sectors give their hearts and souls to meet the basic needs of disaster survivors and to restore essential services to residents of their communities.

### **Positive Stress Reactions to Disaster Response**

The massive effort put forth by emergency workers and volunteers in response to a disaster is usually a source of strength and pride, of positive growth that comes from a sense of helping neighbours and other members of their community. It also fosters a sense of renewed camaraderie and unity within various organizations and with other response groups, a sense of strength, endurance and competence in the face of overwhelming adversity and increased tolerance to hardship, discomfort, and a sense of mission and purpose. All of these positive experiences contribute to increased closeness with family members, friends, and community. It also leads to a greater appreciation of the generosity and support which often flows from people in their own and other communities.

### **Common Sources of Stress for Emergency Workers and Volunteers**

However, all workers and volunteers involved in the recovery efforts following a disaster or traumatic event need to be aware that a sustained response to such an event can also lead to physical and emotional wear and tear. Disaster workers can be subject to various sources of stress in their work:

Heavy work loads	Long hours on the job
Time pressures	Priority overload
Limited resources	Adverse weather conditions
Physical demands	Mental demands
High expectations	Physical danger
Media presence	Pushing oneself too hard
Political /organizational demands	Resistance to go off shift

## **Signs of stress to be on the alert during the response effort**

Each one of us, when under stress, reacts in a unique way, depending on our personal characteristics and life experiences. You can help others and yourself by knowing the signs of stress and identifying them when they occur.

### **Listed below are some common signs of stress:**

**Common Physical Reactions:** nausea, muscle tremors, dizziness, chills, increased heartbeat, increased blood pressure, diarrhea, loss of appetite...

**Common Cognitive Reactions:** confusion, difficulty making decisions, difficulty problem solving, memory blanks. . .

**Common Emotional Reactions:** anger, frustration, irritability, fear, guilt, feeling overwhelmed, feeling helpless, inadequate, moody...

**Common Behavioral Reactions:** anger, aggressiveness, breaking down and crying, hyper vigilance, feeling burned out, smoking more, increase use of alcohol and drugs, withdrawal, isolation, change in sleeping and eating habits...

These are the normal responses of people to stressful circumstances. Although many of these stresses cannot be prevented, you can increase your resistance by staying healthy. It is important, therefore to pace yourself so you don't burn out and become a victim.

Stress-relieving activities are not as difficult or time consuming as one may think. Here are some that you can act on immediately:

- Go for a 15-minute walk during a lunch or coffee break.
- Eat well. Avoid excessive use of alcohol and caffeinated drinks. Drink plenty of water and juices.
- Establish a "buddy" system. Agree to tell each other when you see signs of stress. Encourage and support one another.
- If you hear criticism, don't take it personally. Keep your own criticism in check. Focus on the task.
- Reassure and focus yourself with comments like "I'm doing fine" or "I'm doing the best I can".
- Know and respect your limits.
- Spend time with family and friends. Talk to them. Listen to their stories.

- Get some rest. If you have trouble sleeping, get up and do something relaxing or enjoyable.
- If you feel exhausted and need time off, ask. If you need a change of assignment or setting, ask for a change. And, hard as it may be to turn over your duties to someone else, when it is time for your shift to be over, leave and take time to recharge.
- Be on the watch for any changes in your habits, attitudes and moods.

### **Stress Reactions After It's All Over**

Past experiences have shown that, after such a strenuous and sustained effort, it may take several weeks to adjust to “regular” routines. Families who had to relocate because of the event may also require several weeks to feel comfortable together again.

**Here are some common reactions that emergency workers can expect in the weeks following the event:**

- Grieving the loss of the exhilaration, the “high” of working together to survive, to help others in need.
- Feeling sad, depressed, irritated with the trivial activities associated with daily living, for example, back on the job or in the home.
- Having ambiguous feelings and questioning why this event happened in a world that is supposed to be safe.
- Feeling helpless, fragile, vulnerable.
- Withdrawing and isolating oneself from families and friends.
- Increased use of alcohol and drugs.
- Difficulty sleeping and eating.
- Poor concentration, memory problems, difficulty problem-solving.
- Difficulty getting back into regular routines and activities.

## **How to Cope**

- Communicate openly and honestly about your reactions. Others are probably experiencing similar reactions.
- Visit with friends. Continue to participate in previous social and recreational activities.
- Strenuous exercise and sleep are helpful.
- Accept some of your feelings as normal but be aware that some reactions can jeopardize your physical and mental health and well-being if they remain for too long. Decreased concentration on the job, for example, can lead to errors, accidents and injuries.
- Seek professional help if you are concerned or overwhelmed.
- Family and friends need to be aware of the stress reactions that can surface after an event such as the one we have just experienced. Be patient. Take time to listen.

If you are concerned about a loved one or would like more information about stress responses associated with such an event, contact: (Insert name, telephone number, and address of agencies that provide emotional support.)

- \* This information on coping with disaster stress is a summary of coping measures suggested by a variety of disaster response agencies. Health Canada thanks them for their contribution.

## Appendix L

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# Emergency Social Services Glossary of Terms

### **Central Registration & Inquiry Bureau (CRIB)**

The Central Registration and Inquiry Bureau (CRIB) is a central collection and processing site for the R&I Service. Reception Centres and all other R&I sites forward copies of Registration and Inquiry Cards to the CRIB for filing, searching, matching and replying to inquiries.

### **Central Registration & Inquiry Bureau Manager**

A person appointed by the Coordinator of Registration & Inquiry responsible for the planning, organization and operation of the Central Registration & Inquiry Bureau.

### **Coordinator – Emergency Clothing Service**

A person appointed by the Director of Emergency Social Services responsible for the detailed planning, organization and operation of the Emergency Clothing Service.

### **Coordinator – Emergency Food Service**

A person appointed by the Director of Emergency Social Services responsible for the detailed planning, organization and operation of the Emergency Food Service.

### **Coordinator – Emergency Lodging Service**

A person appointed by the Director of Emergency Social Services responsible for the detailed planning, organization and operation of the Emergency Lodging Service.

### **Coordinator – Personal Services**

A person appointed by the Director of Emergency Social Services responsible for the detailed planning, organization and operation of Personal Services.

### **Coordinator – Reception Centre Service**

A person appointed by the Director of Emergency Social Services responsible for the detailed planning, organization and operation of the Reception Centre Services

### **Coordinator – Registration and Inquiry Service**

A person appointed by the Director of Emergency Social Services responsible for the detailed planning, organization and operation of the Registration and Inquiry Service.

### **Disaster**

A disaster is an emergency that is caused by a real or imminent danger such as:

- a) fire, flood, drought, storm, earthquake or other natural phenomenon,
- b) disease in human beings, animals or plants, or
- c) accident or pollution

and that results or may result in a danger to life or property, social disruption or a breakdown in the flow of essential goods, services or resources, so serious as to be a national emergency (Adapted from *Emergencies Act* (1988), Part I, par.5).

### **Director – Emergency Social Services**

A person in a community appointed to plan, organize and co-ordinate the operations of the six Emergency Social Services: Emergency Clothing, Emergency Lodging, Emergency Food Service, Registration and Inquiry, Personal Services, and Reception Centre Service.

### **Emergency Response**

Those measures undertaken immediately after an emergency has occurred and for a limited period thereafter, primarily to save human life, treat the injured, and prevent further injury and other forms of loss. They include response plan activation, opening and staffing of emergency operation centres and reception centres, mobilization of resources, issuance of warning and directions, provision of aid, and may include declaration of states of emergency.

### **Emergency Clothing Service (ECS)**

This Service is responsible in an emergency for supplying clothing or emergency covering to those requiring it until regular sources of supply are available.

**Emergency Food Service (EFS)**

This Service provides food or meals to those persons without food or food preparation facilities in an emergency.

**Emergency Lodging Service (ELS)**

This Service is responsible, in an emergency, for the provision of safe, temporary lodging for homeless or evacuated people.

**Emergency Pack**

An emergency pack consists of such essential items as water, food, clothing and first aid supplies for 3 to 5 days stored in a tote bag or back-pack and ready to go if a person has to evacuate on short notice.

**Emergency Social Services (ESS)**

Emergency Social Services is a pre-planned emergency response organization designed to provide those basic services considered essential for the immediate and continuing well-being of persons affected by a disaster. These services are: Emergency Clothing, Emergency Lodging, Emergency Food Service, Registration and Inquiry, Personal Services and Reception Centre Service.

**Emergency Social Services Operation Centre (ESSOC)**

The location from which the Director of Emergency Social Services (ESS) or Assistant Director of ESS, Coordinators of each of the six Services, and other support agencies would coordinate Emergency Social Services operations during or following a disaster or emergency.

**Emergency Social Services Plan**

A detailed written account of the policies and procedures to be followed in setting up and operating the Emergency Social Services response organization in a community.

**Emergency Social Services-Planning Committee**

Committee composed of community people, whose training and experience would assist a Director of Emergency Social Services and each of the six Coordinators of Services in planning and organizing ESS.

**Group Lodging**

The lodging of a large number of evacuees in a group lodging facility.

**Group Lodging Facility (GLF)**

A building such as a school, church, community hall, arena, auditorium or other public facility not normally used for living purposes that is adapted as dormitory type accommodation for large numbers of people in an emergency or disaster.



### **Group Lodging Manager (GLM)**

The person appointed by the Coordinator of Emergency Lodging responsible for the administration and operation of a Group Lodging Facility.

### **Inquiry Card**

The Inquiry card is a three part card, with one-time carbons, which is completed when a person inquires about the safety and whereabouts of a missing family member or individual.

### **Inquiry Kit**

A carton box containing 750 Inquiry Cards and the equipment required for the making of inquiries by evacuees. It also includes indexes, a blow-up of the inquiry card, pencils and a pencil sharpener.

### **Intake Unit**

The Intake Unit is one of three operational units at the Central Registration and Inquiry Bureau (CRIB). It is the initial point of contact for the public with the CRIB. The Intake Unit registers survivors and accepts inquiries for those affected by a disaster in person or via telephone, fax, modem, E-mail, internet or other means of communication.

### **National Emergency**

A National Emergency is an urgent and critical situation of a temporary nature that (a) seriously endangers the lives, health, or safety of Canadians and is of such proportions or nature as to exceed the capacity or authority of a province to deal with it, or (b) seriously threatens the ability of the Government of Canada to preserve the sovereignty, security, and territorial integrity of Canada and that cannot be effectively dealt with under any other law of Canada. (*Emergencies Act* (1988), Article 3)

### **Personal Services**

Personal Services provide for the initial reception of disaster victims arriving at Reception Centres, inform them of immediate emergency help available, offer temporary care for unattended children and dependent elderly, assist with the temporary care of residents from special care facilities, provide or arrange for provision of financial and/or material assistance, and offer immediate and long-term emotional support to people with personal problems and needs created or aggravated by a disaster.

**Reception Centre**

A Reception Centre is a one-stop service site or facility – school gymnasium, church hall, community hall, arena, or other appropriate location – where, in a disaster, people evacuate to and where their immediate needs for clothing, lodging, food, registration and inquiry, and personal services and reception centre service are met by the six Emergency Social Services.

**Reception Centre Service**

This Service organizes, sets up and operates Reception Centres, one-stop service sites where evacuees are received and in which the five basic Emergency Social Services are provided: emergency clothing, emergency lodging, emergency food service, registration and inquiry, and personal services.

**Reception Centre Area**

A geographic area within a community which is serviced by a specific Reception Centre.

**Reception Centre Supervisor**

The person responsible for planning, organizing and managing a Reception Centre facility.

**Registration Card**

A three part card, with one-time carbons, on which families or individuals, displaced by a disaster, record basic information about themselves and their present location so that inquiries about them can be answered.

**Registration and Inquiry Service**

This Service collects information on evacuees so that families, separated by a disaster, can be reunited as quickly as possible and inquiries about the safety and whereabouts of individuals can be answered promptly.

**Registration Kit**

A carton box containing 500 Registration Cards and the equipment required for the registration of evacuees. It also includes index cards, a blow-up of the registration card, pencils and pencil sharpener.

**Reply Unit**

The Reply Unit is one of three operation units in the Central Registration and Inquiry Bureau and is responsible for replying to inquiries.

## **Research Unit**

The Research Unit is one of three operational units in the Central Registration and Inquiry Bureau. (CRIB) It is responsible for:

- establishing and maintaining the Master Registration File, the Master Inquiry File, the Resource Information File, and the Pending Inquiry File
- matching information provided by registrants and other information sources with inquiries about survivors and,
- maintaining statistics.

## **Self-Help Preparations**

Those preparations which individuals and families can make now for their own survival and well-being in case of an emergency.