

Emergency Social Services Plan

# SUB-PLAN A: CURBSIDE RESPONSE PROTOCOL

# Amendment and Distribution Procedure

This Plan will be reviewed annually. Updates and revisions must be approved by the Commissioner of Community Services, unless revisions are related to ordinary maintenance such as updating contact information, title changes or resource information.

The Community Services Department, Homelessness and Emergency Services Advisor will prepare and distribute amendments to the Curbside Response Protocol as required.

Please refer to Appendix A: Amendment Table.

**Niagara Region  
Community Services  
Contact Information**

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Community Engagement**  
905-980-6000 ext. 3807

**Manager, Homelessness Services**  
905-980-6000 ext. 3863

**Homelessness and Emergency  
Services Advisor**  
905-980-6000 ext. 3821

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905-980-6000 ext. 6089

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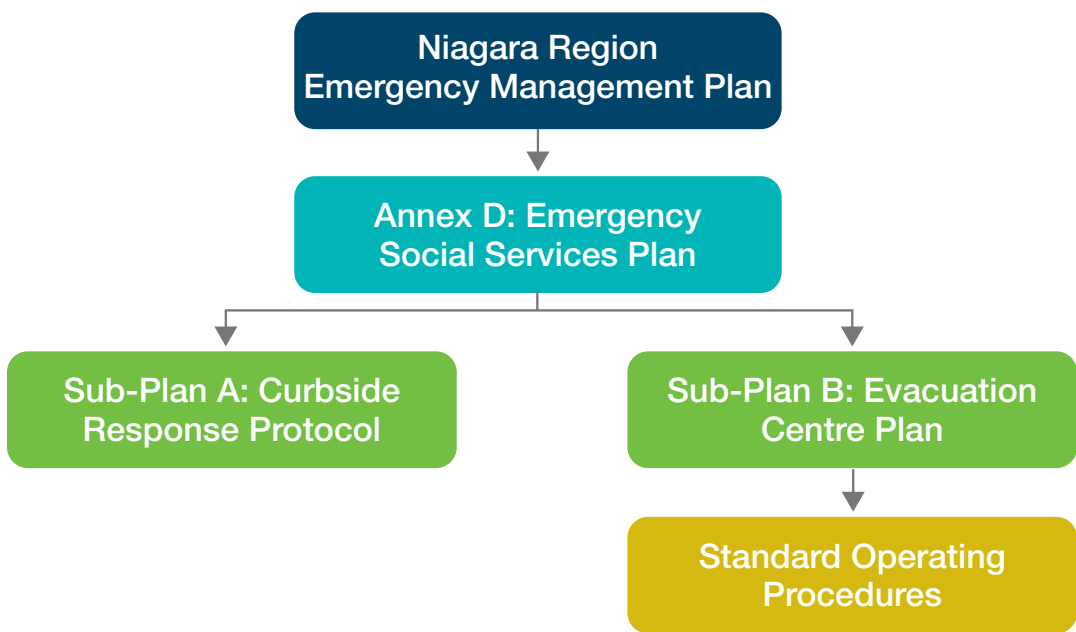
# 1.0 INTRODUCTION

To support Niagara Region’s Emergency Social Services Plan, a number of additional plans and procedures exist that provide more detailed information on how Regional and community partners collaborate and respond within different service delivery settings to provide emergency social services. The Region’s Emergency Social Services Plan consists of two sub-plans and standard operating procedures.

The Curbside Response Protocol outlines the steps required to identify, coordinate and provide emergency social services to people in Niagara who are impacted by an incident. The Protocol can be activated for small scale (25 people or less impacted) and large scale (more than 25 people and/or 10 dwellings) incidents in Niagara.

**The activation of the Curbside Response Protocol may be the first step in the eventual activation of the Evacuation Centre Plan. The Evacuation Centre Plan can be activated for centres that provide off-site lodging (e.g. ‘reception centres’).**

**Figure 1: Emergency Social Services Plan and Sub-Plans**



# 2.0 Curbside Response Partners and Services

Three partners support the delivery of emergency social services at the curbside of an incident or disaster.

## 2.1 Fire, Police and Paramedics (First Responders)

First Responders arrive at the scene of an incident focused on maintaining the health, safety and well-being of people impacted. When it is determined that a residence(s) has been impacted by an incident, the On-site Incident Commander will call Canadian Red Cross.

## 2.2 Canadian Red Cross

The Canadian Red Cross provides emergency social services at the curbside and in evacuation centres to people impacted by an incident. If more than 25 people and/or 10 dwellings are impacted by an incident, the Canadian Red Cross provides incident information to the Emergency Social Services Emergency Operation Centre Member to ensure the appropriate activation of emergency social services. Depending on the type and size of the incident, Canadian Red Cross may provide one or more of the following services at the curbside:

- Reception and information – provide a place to receive evacuees and provide information on-site related to the incident and other services
- Registration and inquiry/family reunification – record demographic information, assess emergency social services needs, respond to inquiries regarding the location of other impacted people through registration information
- Emergency food – food/grocery vouchers or pre-paid cards for grocery or restaurant meals
- Emergency clothing – one set of new, basic, seasonally-appropriate clothing through vouchers or pre-paid cards for purchase at local stores. Access to laundry services and referrals to community resources for additional clothing may also be provided.
- Emergency lodging – safe, temporary lodging for those who cannot return home and cannot find alternate accommodations for up to 72 hours (pet friendly where possible/needed)
- Personal services may include:
  - Providing hygiene kits (toothpaste, toothbrush, deodorant, shampoo, razors, etc.), baby products and adult incontinence products as needed. Towels and washcloths may be provided to those staying with friends or family.
  - Facilitating access to health care items and may include paying for one refill of essential medication, replacement/repair of eyeglasses, hearing aids, dentures, etc., and when no other financial support is available. Referral to community resources may also be provided.
- Transportation – assist people in securing or arranging transportation (e.g. vouchers or pre-paid cards for buses or taxi services), where regular means of transportation are unavailable

- Other assistance or specialized services may be considered depending on needs identified during assessment. Canadian Red Cross does not duplicate assistance and personal insurance should be used as primary form of support where available. Referrals to community resources are provided.

Canadian Red Cross volunteers will contact the Emergency Social Services Emergency Operation Centre Member to assist in securing services outside their scope of service delivery.

## **2.3 Community Services**

If over 25 people and/or 10 dwellings are impacted by an incident and/or if the identified needs of those displaced are complex and require specialized services that are beyond the scope of the Canadian Red Cross, Community Services is notified to coordinate emergency social services and additional services. The Emergency Social Services Emergency Operation Centre Member, coordinates the Community Services Department Emergency Social Services Team to support a response, and notifies additional Regional stakeholders in the event that there is a need to prepare for possible escalation (e.g. the activation of an evacuation centre).

# 3.0 Activation Process

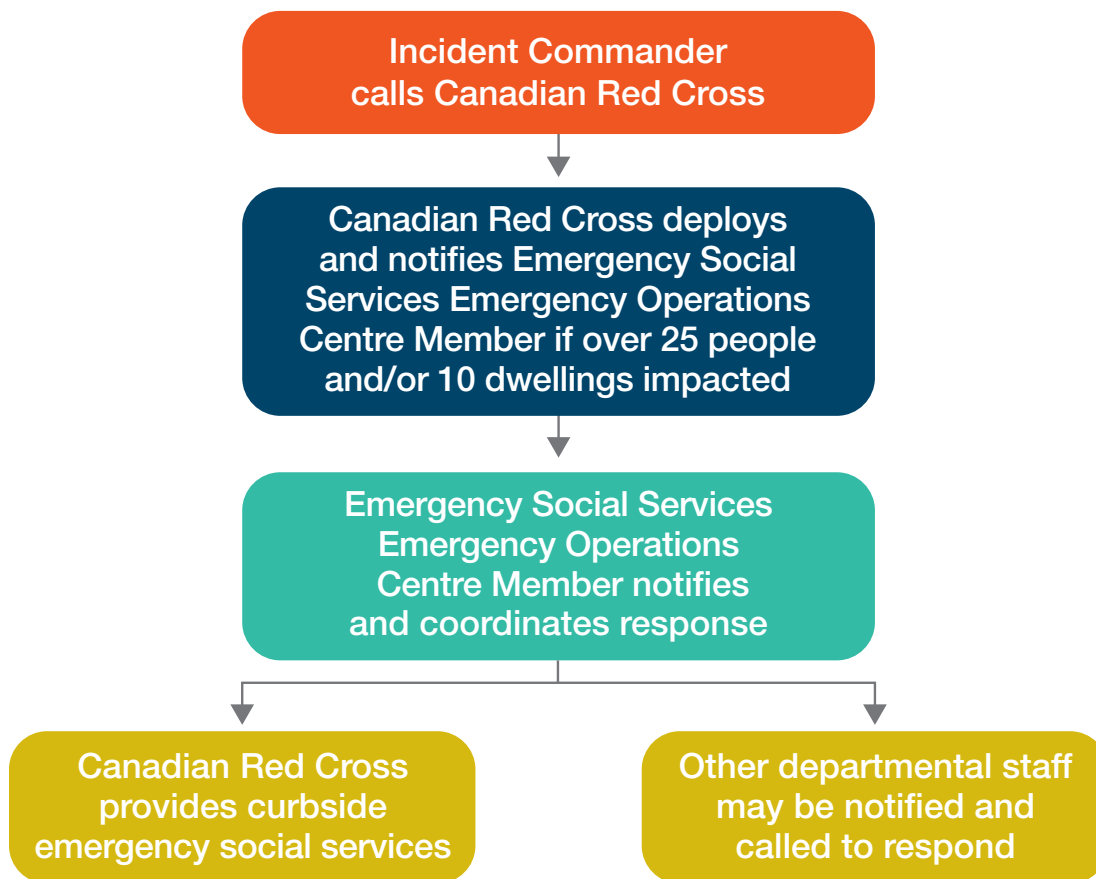
## 3.1 Trigger for Activation

When individuals and/or families must leave their residential dwelling temporarily due an incident.

The number of people impacted and the type of incident will determine if an additional level of response is required by the Region.

## 3.2 Notification Process

The following diagram demonstrates the notification process:



# 4.0 Roles and Responsibilities

## 4.1 On-Site Incident Commander

1. The Site Incident Commander gathers the following incident information:
  - Estimated number of adults, older adults, youth and children impacted
  - Type of incident and the address
  - Estimated duration of the incident (if known)
  - Location where the Canadian Red Cross volunteers can meet with impacted people either on-site, at a nearby safe location, on a municipal bus, etc.
  - Identify if media is on site
2. To activate the Curbside Response Protocol, the On-site Incident Commander must call Canadian Red Cross and state that their assistance is required.
3. The On-site Incident Commander:
  - Must assign a designate if he or she is unable to personally call Canadian Red Cross to request their assistance through the activation of the Curbside Response Protocol
  - Inform impacted people that Canadian Red Cross is on the way
  - May also request local transit to provide accessible buses to temporarily shelter impacted people from the elements, if required
  - May call Canadian Red Cross back to provide incident information updates
  - If over 25 people and/or 10 dwellings impacted, may make a request to the Emergency Social Services Emergency Operation Centre Member to provide updates regarding actions taken

### Note: Homelessness/ Eviction

**This is not an activation of the Curbside Response Protocol. If a first responder identifies an individual (16 or older) or family that is homeless or has been evicted from their home and requires emergency shelter:**

- Call 211
- Request shelter services for the individual or family

**The 211 staff will transfer the call to the after hours emergency shelter line to secure appropriate shelter based on the information provided.**

**If homelessness is a result of a building closure due to non-compliance of the Ontario Building Code or Fire Protection and Prevention Act (including the Ontario Fire Code), whereby the building is determined to be unsafe and inhabitable, then the Incident Commander will call the Emergency Social Services Emergency Operation Centre Member directly.**

## 4.2 Canadian Red Cross

Upon receiving a call from the Incident Commander, the Canadian Red Cross shall:

1. Gather incident information from the Incident Commander and deploy at least two volunteers to the scene of the incident. Information required includes:
  - Incident Commander name, position and contact information
  - Estimated number of adults, older adults, youth and children impacted
  - Type of incident and the address
  - Estimated duration of the incident (if known)
  - Location where Canadian Red Cross volunteers can meet with impacted people
  - Whether media on site
2. If the incident impacts more than 25 people and/or 10 dwellings, Canadian Red Cross immediately notifies Emergency Social Services Emergency Operation Centre Member that the Curbside Response Protocol has been activated, provides incident information, and is placed on stand-by pending the activation of the Evacuation Centre Plan.

### 3. On-site, Canadian Red Cross volunteers will:

**3.1** Set up a temporary meeting place as identified by the Incident Commander, a reasonable distance from the incident.

**3.2** Conduct a registration and needs assessment to identify and provide the specific emergency social services required by each individual and/or family.

**3.3** Update the Emergency Social Services Emergency Operation Centre Member regarding services provided, actual number of adults, older adults, youth and children requiring emergency social services, any additional requests for specialized services and if media on-site.

4. **If the Evacuation Centre Plan is not activated**, continue providing emergency social services at the curbside. Follow-up with impacted person(s) within 72 hours:

**4.1** Reassess if additional/extended services are required.

**4.2** Update the Emergency Social Services Emergency Operation Centre Member of the results of the follow up call(s) and if impacted people request Regional assistance.

**If the Evacuation Centre Plan is activated, please refer to Sub-Plan B.**

## 4.3 Emergency Social Services Emergency Operation Centre Member

Upon receiving a call from Canadian Red Cross, the Emergency Social Services Emergency Operation Centre Member shall:

1. Inform Community Services Senior Leadership Team of the incident and the actions taken, as required.
2. Determine whether to:
  - Activate the Evacuation Centre Plan
  - Direct the Canadian Red Cross to continue to provide emergency social services for the impacted people



3. Remain on standby:
  - To receive an update from the Canadian Red Cross regarding services provided, actual number of adults, older adults, youth and children requiring emergency social services, any additional requests for specialized services and if media on-site.
4. Notify the appropriate Emergency Information Officer (Municipal or Regional), if the Canadian Red Cross identifies media on-site.
5. Direct or designate Community Services Department emergency social services staff to direct/assist Canadian Red Cross to:
  - Transport people to the nearest hospital, if impacted persons require non-emergency health care support. For example, adult /older adult with cognitive impairment, mobility challenges, person with special needs.
  - Access telephone interpretation services through Corporate Services or INCommunities (on-site interpretation services) to assist impacted people requiring language or cultural services
  - Access animal care and boarding through local SPCA and humane societies such as the Fort Erie SPCA, Lincoln County Humane Society and/or Niagara SPCA and Humane Society
6. Contact the Incident Commander to provide an update as to actions taken, as requested.
7. If the Evacuation Centre Plan was not activated, continue to liaise with the Canadian Red Cross:
  - To determine if further assistance is needed and/or arrange for Community Services staff (e.g. SAEO Hostel Worker, Seniors Community Outreach Worker, etc.) to contact the impacted person(s) to assist, as necessary

## 5.0 Incident Reporting

The Emergency Social Services Emergency Operation Centre Member will keep Community Services Senior Leadership Team informed of actions taken to resolve an incident, as required, as well as allow time to plan and respond where additional supports may be required if:

- The incident escalates
- Media are present at the scene of an incident
- Specialized services beyond the existing capacity and scope of services provided by Canadian Red Cross are required to support impacted person(s), such as, Seniors Services' Community Support Workers, Social Assistance and Employment Opportunities Hostel Workers, or Children's Services' Early Childhood Educators

# 6.0 Post Incident Debriefs

Debriefs may be requested by the Community Services Senior Leadership Team or the Canadian Red Cross when gaps in the provision of services are identified. Debriefs may include but are not limited to the following people, as appropriate:

- Incident Commander or designate
- Canadian Red Cross Site Manager
- Community Services Senior Leadership Team
- Community Services Homelessness and Emergency Services Advisor
- Local Area Municipality(s) Community Emergency Management Coordinator

The debrief discussion will include an After Action Report that documents:

- The incident response activities and timelines
- Lessons learned (what worked well, gap identification, opportunities for enhancement)
- Any recommended changes to improve communication and delivery of services

## Appendix A: Amendment Table

Number	Date	Version	Amended by	Community Services Senior Leadership Team Approval	Sections updated	Nature of the update
1	02/01/2020	1.0	Michelle Johnston		All	New Document

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February 2020

Niagara  Region