

Walsham le Willows Community Emergency Planning Group (CEPG)

Emergency Rest Centre Guidance

1. Location

The **Memorial Hall** is the local Emergency Rest Centre as designated by the Mid Suffolk District Council Emergency Planning Team.

A Designated Rest Centre is required to support displaced people on a temporary basis, to support local community & other agencies and rehouse the homeless (statutory duty for MSDC).

It is a short-term solution providing a place of safety for immediate welfare assistance, affording shelter, food/hot drinks, dry & clean clothing, comfort & support and advice & information.

2. Rest Centre Activation

Self-activation – local decision by Community Emergency Planning Group – no formal request from MSDC.

Local Authority (MSDC) activation - Contacted by MSDC and asked to activate plan/open Rest Centre. MSDC Rest Centre managers & staff activated and MSDC Emergency Control Centre (ECC) activated to support Rest Centre.

3. Roles and Responsibilities

Rest Centre Manager (RCM) - appointed lead for Community Emergency Planning Group - Provides oversight of the Rest Centre and responsible for visitor communication, welfare and safety including disabled access and keeping walk ways and doorways clear. The RCM should communicate the ground rules to both visitors and volunteers from the outset.

Reception & Registration staff (2) - Staff the entrance at all times, capture details of all visitors arriving and departing and raising any concerns/issues with the RCM.

Welfare staff (2) - To address and raise any issues of visitors, provide support and comfort to visitors.

Catering staff (2) - Organise refreshments for visitors and volunteers.

All volunteers must wear the yellow identification lanyards provided when on duty in the Emergency Rest Centre and return them to the RCM at the end of their shift.

4. Welfare of volunteers/staff

The RCM should plan for the personal fatigue of all staff engaged. Subject to available staff resources a 24 hour shift rota should be established with minimum shift duration of 2 hours, maximum 6 hours followed by at least 6 hours off. There should be handovers of 15 minutes between shifts to enable “hot” debriefs. A full “cold” debrief should be held after the emergency has passed.

5. Risk Assessment

The RCM should complete a generic risk assessment before opening the Rest Centre using the ***template provided***.

6. Registration at Reception (arrivals and departures)

This should be set up inside the hall near to the main entrance with registration taking place at the time visitors arrive at the Rest Centre using the **Registration Form**. Each visitor will be issued with a unique serial number tag for ease of identification.

A head count is required for health & safety and resource management purposes.

Personal information and details of any medication required should be recorded which will help identify potential support required from other agencies.

The information obtained will enable the emergency services to answer enquires received about the whereabouts and welfare of individuals.

The Reception desk should be staffed at ALL times. Evacuees are free to come and go but they must book out at reception and book back in on return using the **Temporary Exit Log**.

Departures from the Rest Centre should be recorded on the **Registration Form**. Establish evacuees' final destination and complete registration log. The unique serial number tag issued should be retrieved upon departure.

7. Car Parking

Parking is available in the Memorial Hall car park but clear access for emergency vehicles should be maintained at all times down to the front of the hall.

8. Catering

Catering will be provided via the kitchen in the Memorial Hall and staffed by suitably experienced volunteers. The MSDC Emergency Control Centre must approve in advance any foods we need to purchase for the ERC we will then be reimbursed by the MSDC.

9. Children

A designated space for children will be provided towards the back of the main hall. This will include the provision of floor mats and some toys.

10. First Aid

A clearly marked first aid point should be established in the main hall. Visitors must take responsibility for their own personal medication brought into the Rest Centre.

11. Information & Communications Desk

This will be set up in the main hall and overseen by the RCM. This will serve as a coordination point and will provide updates to visitors as the emergency unfolds. A white board will be used to record key up to date information.

12. Seating area

Tables and chairs will be provided towards the front of the hall for rest and refreshment.

13. Sleeping area

A space for sleeping on bedding provided (stored in marked box in rear storage room) will be designated towards the back of the main hall as and when required.

14. Mother & Baby Space

This will be set up as a secluded area in the rear extension.

15. Quiet Space

This will be set up as a secluded area in the rear extension or hall garden.

16. Cleaning & Maintenance

The RCM should oversee the cleaning and maintenance of all facilities provided for the duration of the emergency, calling on additional resources as required.

17. Smoking & Vaping

No smoking or vaping is to be allowed in the Rest Centre or garden. A designated area for such should be set aside outside the hall and away from doorways.

18. Alcohol and substance abuse

No alcohol or other non-prescribed drugs are to be consumed in the Rest Centre or Garden

19. Pets

The admission of pets and companion animals is at the sole discretion of the appointed Rest Centre Manager on duty, whose decision will take into account all prevailing factors. Considerations will include, whether there is adequate space/facilities at the Rest Centre, is the owner able to be parted from the animal, how other visitors may be affected and whether support should be requested from outside agencies such as the Local Authority, RSPCA or Blue Cross.

20. Media

Any members of the press or other media should be requested to stay outside the Rest Centre. If evacuees volunteer to be interviewed by the media this should be conducted outside the Rest Centre. Beyond that advice should be sought from the relevant MSDC communication team.

21. Lost and Found Items

These should be handed in at the Information desk and logged on the ***template forms provided***.

22. Donated Items

Any items requested from or donated by members of the general public during the emergency should be handed in at the Information desk and logged on the ***template forms provided*** so that these can be returned after the event.

23. Closing the Rest Centre

This will include;

Packing away of all admin kit - Retention of records - Bedding (storage or disposal) - Utilities – meter readings - Hot debrief.