

CEV USE OF TEMPORARY EMERGENCY RESPONSE CENTRES (20240624 – DRAFT 0.1)

Background

1. During an emergency there may be a requirement to establish a venue that can be used as:

a. A temporary rest centre for people evacuated from their homes or from a damaged train or coach.

and/or

b. A base of operations for emergency services.

This will be a swiftly-initiated but temporary solution that will allow the development of a more-appropriate response if the emergency is likely to last for an extended period.

2. Selection of the venue should be made ideally in conjunction with the responding agencies. It should be close to the site of the emergency, but not in the danger area.

3. The venue must be capable of being opened rapidly and will require:

a. Power, heat, light and water; including electrical sockets for recharging mobile phones.

b. Sufficient accommodation and seating for the numbers involved.

c. Male and female lavatories and washing facilities.

d. Consumables: lavatory paper, soap, washing up liquid, paper towels.

e. (Ideally) facilities for making and serving hot and cold drinks, and potentially food. This should include facilities for heating babies' bottles.

f. Plates, cups, cutlery, tea towels.

g. Facilities for accommodating pets.

h. Adequate vehicle parking.

Action on Activating a Temporary Emergency Response Centre

4. Action on activating a temporary response centre will be:
 - a. Contact the designated key holder and ask them to open the venue.
 - b. Alert CEV volunteers to staff the facility.
 - c. Put in place appropriate signage around the building.
 - d. Inform responding agencies of the location of the centre.

Operation of the Emergency Response Centre

5. Temporary Rest Centre.

- a. When staffing a temporary rest centre, it must be remembered that people arriving will be upset, disoriented and possibly in shock. It will be important to display understanding and competence in order to reassure and calm those affected.
- b. Staff manning the facility must be clearly identifiable.
- c. A reception/help desk is to be manned at all times to act as the initial point of contact. Updated information should be passed frequently.
- d. Facilities to be provided are listed above. Accommodation of pets will be a particular issue.
- e. There are some simple rules that should be displayed clearly.
 - (1) Assist the staff and follow instructions issued.
 - (2) No alcohol or illegal drugs to be taken in the centre.
 - (3) No loud music, offensive language or threatening behaviour.
 - (4) No photography of people within the rest centre.
 - (5) No press or media reporters.

Venue-specific rules and safety instructions should be briefed.

- f. It is possible that the media may try to contact the centre. They should be politely referred to the appropriate emergency response information desk.

6. Emergency Service Base of Operations.

- a. The emergency service base of operations is a location at which the Bronze level responders can coordinate activity, brief staff and rest. It is likely that responders will provide their own equipment but will need the facilities listed above.
- b. CEV volunteers are unlikely to be needed to assist in running the base of operations but should liaise with emergency responders to offer assistance and local knowledge if required.

Handover of Responsibility

7. As indicated previously, this is a temporary solution. If an extended evacuation is likely to be required, more-appropriate agencies will take the lead. CEV volunteers should be prepared to assist in handing over responsibility by:

- a. Supporting the incoming lead agency's planning for the handover of responsibility, including the provision of local knowledge.
- b. Advising on particular issues or vulnerable people.
- c. Informing people of the arrangements for the handover.

Action on Closing a Temporary Emergency Response Centre

8. Once the response centre is no longer required, the key holder should be contacted to arrange return of the venue. The Parish Council should be involved in this discussion. Issues to be resolved include:

- a. Arrangements for cleaning the venue.
- b. Confirmation of any damage incurred.

9. CEV volunteers involved in the operation should stand-down. Those involved should record their observations for the lessons learned process.