

Job Aid

For

Reception Center Operations

A Unified Command Reference Document



This document provides practical guidance for the establishment, staffing and management of evacuee reception centers mobilized to support maritime mass rescue operations. This is the initial version of this document. Comments and recommendations for improvements are encouraged and welcomed.

Maritime mass rescue operations are low probability high consequence activities. Prior response planning and coordination is required for success. The efficient management of reception centers is a critical operation, but real life experience is limited. Several agencies may find themselves working together for the first time creating the potential for confusion and competing priorities.

Port communities are encouraged to coordinate with industry, state, and federal response partners to pre-identify potential reception center sites, catalog site capabilities and limitations, and develop plans for the design and operation of the sites. Local exercises to evaluate the plans are recommended.

Reception Center Job Aid

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Section 1.0: General ---

1.1. Definition and Purpose. A designated reception center is a secure facility, such as a large port building, convention center, school gymnasium or similar building, where uninjured evacuated passengers and crew can be taken for shelter, welfare, first aid, and accountability documentation. The reception center will be managed by a supervisor, appointed by the Unified Command (UC). If a reception center is not designated or properly managed, it *will* invariably complicate the accountability and support processes.

1.2: Reception Center Functions: Reception centers must be prepared and managed to provide more than just a place to collect evacuees ashore. Several “functions” will be managed simultaneously. These functions normally include the following:

Table 1: Reception Center Functions

<input checked="" type="checkbox"/>	Function	<input checked="" type="checkbox"/>	Function
	Site Safety		Site Security
	Evacuee Accountability		Medical Support
	Temporary Shelter and Rest Facilities		Crowd Control
	Special Needs Recognition and Support		Human Needs Support (water/food/clothing)
	Personal Hygiene Support		Information Management: flights, hotels, luggage
	Law Enforcement		Media Support
	Customs Clearances		Transportation

1.3: Reception Center Locations.

1.3.1 Ideally, only a single reception center will be established for the maritime mass rescue incident. A sole center enables all shore side support resources to be consolidated at one location reducing overhead requirements and facilitating response management. Multiple centers require more people and supplies – both of which are often in short supply during a crisis.

1.3.2 However, some mass rescue operations may require multiple reception centers due to location of landing sites, number of evacuees, size of reception center, local fire code limitations, or any number of other reasons. If multiple sites are required, it is preferred to have them closely located to one another to facilitate over flow, information sharing, and logistics support. Each site must be established and managed to meet the functions expected.

1.3.3 When choosing a site for a Reception Center, the following should be considered:

Table 2: Reception Center Location Considerations

Type of Incident	Number of people involved
Duration of incident - expected time at center	Size and holding capacity of center
Close to landing sites to reduce transit time	Available parking
Availability of transport	Number of rooms and needs
Easy transportation access	Health and condition of evacuees
Crowd control and foot traffic flow planning	Site control & security capability
Handicapped & special needs support	Sheltering capacity
Sanitary support capacity (toilets/showers)	Food preparation capability
Space for medical services	Space for dining and rest areas
Sufficient space for LE requirements	Public announcement capability
Communications Capacity (telephone, wireless)	Media support capabilities

1.4: Reception Center Partner Agencies. Local, state, and federal agencies, maritime industries, and non-governmental organizations (NGO) all have a role in the functional operation of the reception center. Pre-planning to define agency participation is required. The following table lists organizations that may conduct support activities at the center.

Table 3: Potential Reception Center Partners

Industry	Federal	Local	State	NGO
Vessel Owner Crew Members & Care Teams Agents Commercial Transportation Commercial food and security contractors	USCG CBP Customs and Border Protection FBI CDC Centers for Disease Control NTSB National Transportation Safety Board	Fire EMS / Hospital Public Works	Public Health State Troopers	Red Cross Salvation Army Media Volunteer Coordinator

1.5: Agency Coordination. Interagency coordination is essential. It is important for the members of the various responding organizations to understand the roles and responsibilities of all involved organizations and cooperatively work to support evacuees.

1.5.1. The Incident Command System will be used to manage all response operations, including reception center activities. Accordingly, a reception center “group supervisor” must be appointed to establish, staff, manage, and coordinate operations for each reception center. The Unified Command should provide logistical support to supply staff and materials as well as clarification on operational issues.

1.5.2. Since the establishment and operation of Mass Rescue Operations (MRO) reception centers is not a common activity, all participants must communicate their requirements and operational expectations prior to arrival of evacuees. Of special importance is the process to ensure the coordination of the evacuee accountability procedures with other functions occurring at the center.

1.6: Reporting Requirements. The UC should provide the reception center supervisor a list of their critical reporting information and the requirements for reporting times, reporting chain and other direction. For advance planning, a standard reporting form / format should be developed for information sharing.

Section 2.0: Personnel, Equipment and Operational Planning Considerations

2.1: Personnel: The following is a list of staffing positions to consider at each reception center. A person may fill more than one role. Potential sources for personnel staffing are provided. It is recommended that local or regional response plans provide specific source recommendations for staffing the positions.



Planning Considerations:

- *Shore side emergency responders will be limited in numbers. Using ship crew members is vital, but the crew must be cleared by Customs and Border Protection, and screened to ensure they have not been traumatized by the events. As part of the screening, there must be a very clear briefing on what is expected of them, and instruction on how to perform their task.*
- *Cruise line “Care Teams” composed of trained personnel will be dispatched ASAP to the scene. Communication with cruise company to incorporate care team skills where most needed.*

2.1.1. Reception Center Supervisor: The UC must designate the supervisor as early as possible. The supervisor coordinates overall reception center management. The supervisor is responsible to establish, staff, and direct operations at the reception center and liaise with leaders from involved agencies to ensure a unified response. Supervisor Source: Generally, the supervisor will be an experienced emergency manager from the local, state, tribal or federal government. A qualified member of the Armed Forces or Non-Governmental Organization (NGO), may also fill this roll.



Planning Consideration: A representative of the facility where the reception center is located is recommended to be part of the supervisor’s management team.

- ☑ **Lesson Learned:** *Appointment of a reception center supervisor is a critical to ensure operations are efficient and coordinated. Designate the supervisor early to ensure proper site preparations and operational coordination. Communicate this appointment and authority to the response organization.*
- ☑ **Lesson Learned:** *Ensure the reception center manager and workers are easily identified by use of vests/hats, name tags, or other means.*

2.1.2. Responder Check-in Recorders: Personnel to check in all emergency responders assigned to the reception center. Use of standard ICS Form 211 is recommended. Provide name tags to all responders. Source: Industry, fire department, or as designated by the Resource Unit Leader.

- 2.1.3. **Bus Assistants:** Personnel positioned at bus doors to assist and support the safe offload of evacuees, including wheel chair or handicapped patients. Source: Bus employees, previously landed vessel crew members, or volunteers.
- 2.1.4. **Crowd Controllers:** Personnel to direct the flow of evacuees through the system from the time they exit the bus all the way through the check in process. Source: Vessel crew, agents, NGO volunteers.
- 2.1.5. **Special Needs Support:** Personnel to identify evacuees with special needs and fast track them through the check in process, and then assist with proper care. Source: Public health personnel, previously landed crew members, other passengers, or NGO personnel.



Planning Consideration: Cruise ship companies maintain basic information on the names and special needs of their passengers. Request this information to anticipate potential demands.

- 2.1.6. **Medical Evaluation and Services:** Professional medical personnel to provide basic medical support and evaluation services at the center. Source: Local EMS and medical personnel, medical staff from the vessel, company Care Team specialists, or perhaps passengers with medical qualifications.
- 2.1.7. **Vehicle Traffic Controllers:** Personnel to direct the flow of vehicle traffic at and around the center, enforce parking restrictions, and keep access roads to the center clear. Source: Local police, private security, bus company representatives.
- 2.1.8. **Security Officers:** Personnel to establish and secure the reception center. Source: Local police or hired security personnel.
- 2.1.9. **Safety Officer:** Personnel to ensure operations conducted safely. Source: City safety officer
- 2.1.10. **Water and Food Dispersal Staff:** Personnel to distribute emergency food, water and supplies to evacuees. Source: Commercial contractor, Red Cross and other NGO or local volunteer group, previously landed crew, agents, or vessel representatives.
- 2.1.11. **Law Enforcement Officers:** Depending on the incident, local, state and federal law enforcement agencies may be required to “sweep” the facility prior to use, contain suspects, interview witnesses, or support crowd control. Source: Local police, FBI, Customs, USCG.
- 2.1.12. **Customs and Border Protection Officers:** Agents to clear (parole) foreign nationals and support law enforcement activity. Source: Customs and Border Protection.
- 2.1.13. **Evacuee Check in and Accountability Staff:** Personnel to manage the check in, accountability documentation and tracking of evacuees. Source: This role is often filled by company personnel or agents supported by previously landed crew and available USCG and UC staff.



Planning Consideration: Sufficient check in staff is required to prevent bottlenecks and long lines at check in locations. Many evacuees will find their own shelter if delays are long.

2.1.14. **Situation Unit Staff:** Personnel to collect, display and track information requested by the unified command. This staff serves as the central collection point at the reception center for information and its display. Source: Situation Unit Leader will assign staff to manage this function.

2.1.15. **Information Desk Staff :** Personnel to support a central location to provide evacuees with the current status and plans for transportation home, hotel assignments, luggage status, missing friends or family, or other questions. This location works in close cooperation with the situation staff. Source: Vessel owner representatives, agents, previously landed crew members.

2.1.17. **Volunteer Coordinator:** If high numbers of volunteers are expected, a volunteer coordinated should be identified. This position can support check-in efforts, identify volunteer skills and coordinate assignments.

2.2: Equipment:

2.2.1. The following is a list of equipment that may be required at each center. Response plans should identify the best sources for anticipated equipment. Coordinate with logistics section to provide required equipment.



Planning Consideration: The response organization must anticipate support requirements for evacuees with special needs. Coordinate with the Logistics Section Chief to ensure resources available to meet demand, i.e. wheelchairs, walkers, oxygen, medicines, blankets, warm clothes, etc.

Lesson Learned: Request logistics provide an on site ordering specialists to facilitate the set up and re-ordering of supplies. If a logistics specialist is not on site, ensure the ordering process is understood to avoid delays.

2.2.2. Equipment considerations include:

Table 4: Reception Center Equipment Considerations

Equipment to direct traffic flow (vehicle and foot) and secure site: tape, temporary fences, barriers, traffic cones, etc	Check-in station table and chairs
Crowd management & directional signs	Multi-jurisdictional radios
Reception center organization chart	Portable Public Address System
Check in and Accountability forms	Responder vests / name tags / ID tools
Portable toilets as required	Wireless internet support
Portable wash basins, hand sanitation	Food preparation and serving supplies
Portable shelter(s) for overflow	Drinks: Both hot and cold

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Privacy screens	Basic personal hygiene / sanitary items
Medical supplies	Emergency clothing
Extra wheelchairs / stretchers	Blankets, pillow, cots
Chairs / benches	Evacuee telephone access
Garbage cans / plastic bags	Other:

2.3. Operational Planning Consideration.

2.3.1. Information:

2.3.1.1. Define the scope: Request Operations or Situation Unit provide and continually update the following:

- a. Number of evacuated passengers and crew and their ETA at the center.
- b. Passenger and crew manifests.
- c. Number and type of special needs evacuees.
- d. Expected functions that will be required at the center.
- e. Length of time evacuees can expect to remain at center.
- f. Confirm with Logistics Section meal/food arrangements and schedules.

2.3.1.2. Coordinate with the Unified Command on policy for press access to the center. All requests from the press should be directed to the UC Public Information Officer (PIO). Unless directed otherwise, do not let press into the Reception Center. This may be invasive to many of the evacuees.

2.3.1.3. Confirm with the Unified Command critical information reporting requirements and expectations.

2.3.2. Agency Integration.

2.3.2.1. Confirm agency participation and their operational functions. Conduct an operations brief prior to arrival of evacuees. Clarify and resolve potential conflicts. Clarify the chain of command.

2.3.2.2. Industry Care Teams. If “care teams” are on hand or expected, determine the numbers of team members and their associated skills. Develop procedures for the integration of the Care Team into the operations at the center. Provide a process to brief and check in the “care team” upon arrival.

2.3.3. Accountability Integration. If accountability will be completed at the center:

- Ensure everyone knows the process and is provided “just in time” training as needed.
- Accountability unit must be the first place evacuees report to before they can access anything else in the center.

- Provide sufficient staff and multiple registration points to make the process efficient and steady. Long slow lines will not be acceptable to evacuees and they will wander off and seek their own options.
- Accountability area must be large enough to handle the influx of people, sheltered from wind, rain and cold.
- Identify special needs evacuees as they arrive and fast track them through the check in and accountability process.
- If multiple reception facilities, a central accountability center where all documentation is brought together and checked will be needed. Confirm with unified command their plans for how this will be accomplished, and how data will be collected and shared.
- Provide a process to check evacuees out of the center.

2.3.4. Safety:

2.3.4.1. The largest concern is likely slips, trips and falls, especially for the elderly, handicapped or exhausted evacuees. Identify hazards and mitigate them to the maximum extent.

2.3.4.2. Delayed Exhaustion. Be alert for signs of fatigue and weakness in evacuees, especially in registration lines. Medical staffs should be observant for any signs and take preventive actions.

2.3.4.3. Vehicle and Traffic Safety. Appoint safety officers to direct both vehicle and foot traffic in vicinity of vehicle offloading areas.

2.3.5. Crowd Control:

2.3.5.1. Security Barriers. Barriers need to be substantial and patrolled. If not, media and curious people will ignore the perimeter and invade the area and complicate the accountability process.

2.3.5.2. Evacuee Flow. Remember, the passengers and crew have been through a stressful situation. Excessive delays will not be welcomed. The movement and flow of people at all stages needs to be steady and organized or people will become frustrated and “break out”. All check-in, check-out locations need multiple stations and sufficient staff.

2.3.5.3. Bus Off-Loading. The off-loading of people needs to be well organized. If accountability is conducted on the bus, do not offload until the process is complete. Provide basic instruction to the evacuees while on the bus and then escort the evacuees into the reception center. Ensure documentation is delivered to accountability unit in timely manner.

2.3.5.4. Sufficient Responders: Make sure there are sufficient responders to meet the need and provide directions. Use ship crew members after they have been cleared by Customs and briefed on their tasks.

2.3.6 Volunteer Management.

2.3.6.1 Expect volunteers or others with no pre-planned role to arrive at the landing site and reception centers to offer assistance. Volunteers can be a significant source of manpower and skills, and can quickly serve as interpreters, crowd control support, litter bearers or other needed roles. Volunteers can assist emergency staff with basic skills and support allowing responders to focus on specialized work.

2.3.6.2 The challenge is how to utilize the volunteers while at the same time ensuring safety and improving response operations. In general, there is limited guidance on volunteer management. Coordinate efforts with the Planning Section of the UC. To help manage volunteers, determine what functions are best supported by volunteers and what strategies can be implemented to quickly organize and assign tasks to volunteers.

2.3.6.3 Use signage to direct volunteers to the check-in location. All volunteers must sign in and receive identification. The check in location may be the best location to identify skills and assign tasks for volunteers.

2.3.6.4 Too many volunteers will strain the response system. Rather than just turn volunteers away and creating potentially ill-will, coordinate with the UC to establish a volunteer registration process that can identify shortfalls and assign volunteers to other locations.

2.4. Longer Term Operational Considerations.

2.4.1. If the reception center will be in operations for an extended period, the following evacuee support concerns should be addressed:

- Increased meals. Meals schedule posted.
- Extra healthy food for snacks.
- Extra Drinks

- Personnel hygiene items provided. Soap, towels, toothbrush/paste, deodorant, etc.
- Showers made available.
- Cots, blankets, pillows provided. Additional centers may be required for additional sleeping space.
- Increased activity materials provided. Reading material, TV access, video, movies, games, cards
- Increased Access to communications. Telephones, internet.

2.4.2. The following additional staffing and logistical concerns should be addressed:

- 24 hour staffing levels rotation, including 24 hour security and information desk staffing.
- Increased transportation logistics to enable evacuees to travel to stores, restaurants, town, etc.

Section 3.0: Operations Check List ---

3.1: Identify Reception Center(s) and Appoint Supervisor(s)

- 3.1.1. Unified Command (UC) and local community officials designate best reception center(s) at earliest stage for proper planning and set up prior to arrival of evacuees.
- 3.1.2. As required, the UC identifies alternate reception centers to address the number of evacuees anticipated, or other operational concerns.



Planning Considerations:

Estimate how long evacuees will be at the center. Overnight accommodations will require a larger space, increase security, additional cots, food, hygiene and other support items.

Request information from Situation Unit or Operations Section Chief on the expected number of evacuees and number of injured or special needs personnel to identify suitable facility and order adequate staff and resources.

- 3.1.3. UC communicates reception center designations.
- 3.1.4. Reception center supervisor appointed for each designated location.
- 3.1.5. UC provides reception center supervisor with critical incident reporting requirements, reporting chain, and other direction.
- 3.1.6. Reception center supervisor orders staff and equipment and initiates site preparation. Request logistics specialist on scene to facilitate ordering process.

3.2: Determine Reception Center Priorities. Priorities for operations at the reception center should be determined and communicated to all response agencies involved. Priorities are an important tool for the site supervisor to allocate limited resources and resolve conflicts between responders.

- 3.2.1. Sample reception center priorities:
 - Safety of evacuees and responders.
 - Support the medical, special, and personal needs of evacuees.
 - Support the evacuee check in and accountability process.
 - Implement security and law enforcement procedures.

3.3: Prepare the Reception Center.

- 3.3.1. **Secure the Site:** *If the scenario is a security incident, all reception centers should be surveyed and cleared by law enforcement prior to use.* Ensure the reception center is secured and monitored to prevent non-authorized entry. Attempt

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to keep evacuees contained until accounted. If evacuees insist on departure from a non-security event, provide a means to check out and track accountability information. Use of contracted security guards may be required.

- **3.3.2. Establish Vehicle Arrival and Parking Areas:** Ensure ease of approach for transportation and emergency vehicles. Designate and enforce parking areas that do not interfere with the flow of traffic. Ensure emergency vehicles have clear access to the center. Evaluate the area for a smooth flow of vehicle and foot traffic. Provide directional signs to improve traffic flow patterns as required.
- **3.3.3. Inspect Center and Area for Safety Hazards:** Evaluate the center and immediate area for slips, trips, and falls and other hazards. Recognize that many evacuees may be elderly, handicapped, or physically exhausted. Remove or clearly identify hazards, provide safety personnel to assist evacuees and recruit other evacuees to assist special needs or handicapped personnel to avoid known hazards.
- **3.3.4. Improve crowd control and foot traffic flow by use barricades, signs, traffic lanes:** Ensure the center is designed for the efficient movement and control of evacuees. Barricades, signs, directional arrows and other access indications should be utilized. The use of yellow and black caution tape should be considered to provide foot traffic lanes. Provide people to keep foot traffic moving and to direct and assist handicapped, elderly or others in need.



Planning Consideration: The basic movement of evacuee should be:

1. Reception Area (This may be aboard buses).
 2. Special Needs attention and fast track check in.
 3. Accountability Check-In and Custom Clearances
 4. LE needs as required.
 5. Rest and refreshments
 6. Check Out
- **3.3.5. Establish a Reception Area:** This is an area under cover and protected from weather where the responders greet evacuees and direct them to check in desks. The reception area may occur on the buses used to transport.
 - ☑ **Lesson Learned:** Any evacuees with special needs or requiring immediate first aid or other care should be identified here and “fast tracked” through check in at this point.
 - **3.3.6. Establish Evacuee Check-in and Accountability Unit Area:** Located as close to center facility entrance as possible. This is the first location evacuees go before they can access anything else in the center. If evacuee information has not been captured elsewhere, it must be captured at the reception center. Ensure procedures in place to record critical accountability information for evacuees who demand to leave the reception center on their own. Establish and communicate the

process for accountability and how information will be collected at each station, consolidated and shared with the UC.

☑ **Lesson Learned:** *Ensure sufficient staff and check-in stations are available to at the center. Check in must be efficient with a steady flow to avoid bottle necks requiring exhausted evacuees to stand in line. Keep them moving. Use ship crew members as needed to support this function.*

- ☐ **3.3.7. Establish Responder and Volunteer Check-In location and Situation Unit Area:** Prepare manned site for responders check in and Situation Unit. Use of ICS Form 211 recommended.
- ☐ **3.3.8 Establish Medical Unit Area:** Establish area to provide for medical evaluation and on site treatment for minor concerns. Separate area for privacy is recommended. Provide adequate signage to identify the location. Local medical personal are recommended for unit leader and supported by available ship medical personnel.
- ☐ **3.3.9. Establish an Information Center:** This location is required to deal with the questions from evacuees. It must be staffed at all times and may require 2-3 staffers. It is vital for evacuees to be kept informed about their situation. Provide signs to identify the location. Staff with company or agent personnel.
- ☐ **3.3.10. Establish Separate Refreshment and Rest Areas:** The refreshment area should be situated near cooking and serving facilities if present. The area should be supplied with tables and chairs. If evacuees will be at the center for an extended time, a separate rest area with cots, blankets, and pillows is recommended. Local Red Cross, Salvation Army or similar are recommended to support this activity.
- ☐ **3.3.11. Establish Media Area:** If the UC permits media access to the center, provide controlled area at the center for media to conduct their business, but not interfere with operations or traffic flow. Appoint media representative to control the media and answer questions.
- ☐ **3.3.13. Prepare for Logistics:** Stage extra supplies near by for quick mobilization. Community public works department may be best positioned to provide personnel for this activity.
- ☑ **Lesson Learned:** *Spare wheel chairs and stretchers will be required. Exhausted evacuees who normally do not need support may find themselves in need of support to walk up a ramp. Provide benches or chairs at appropriate locations. Consider ATVs to aid in transport of obese or injured evacuees.*

3.4: Manage the Reception Center

- 3.4.1. **Conduct Pre-Arrival Operations Brief for all Responders.** Center Supervisor reviews chain of command, priorities, work assignments, safety, communications, and coordination issues. Ensure all workers and volunteers check in and are properly identified. Clarify expectations. Answer questions.
- 3.4.2. **Implement Communications Plan.**
 - Develop, distribute, and utilize reception center communications plan.
 - Ensure all response agencies can “talk” to each other. Exchange radios as required. As needed, establish working channels for separate functions, i.e. medical, accountability, traffic control.
 - Conduct communications system check.
 - ☑ *Lesson Learned: Do not pass sensitive information, including patient sensitive medical information, over open radio channels.*
- 3.4.3. **Direct Transportation Vehicles.**
 - Assign Traffic Controller to direct the arrival and departure of transportation vehicles and enforce parking areas.
 - If space and support personnel are available, develop process for offloading multiple vehicles simultaneously.
 - Ensure buses do not interfere with emergency medical vehicle access.
 - Enlist local police to control street traffic for ease of movement to and from the center.
 - SAFETY: Establish portable barriers to prevent foot traffic from entering traffic lanes.
 - SAFETY: Supervise all vehicles while backing up.
- 3.4.4. **Supervise Vehicle Offloading.**
 - If security related incident, incorporate law enforcement requirements.
 - If buses will serve as the “reception area”, assign staff to board / greet each bus, and provide direction and identify evacuees with special needs for “fast tracking” through check in process.
 - Assign bus assistants to assist the evacuees as they step off the bus.
 - Provide sufficient staff to serve as crowd control, direct evacuees and keep flow of traffic into center.
 - SAFETY: Ensure safe procedures implemented for dis-embarking handicapped or special needs evacuees.
 - SAFETY: As required, identify crew members or healthy passengers to assist sick or weakened evacuees through the process.

- 3.4.5. **Manage Evacuee Check In, Check Out and Accountability Documentation.**
 - Assign check in/out and accountability team leader.
 - Explain accountability procedure to be employed and determine best process to integrate with other functions occurring at the reception center.
 - Ensure accountability information is captured for evacuees insisting to depart center on their own.
 - Utilize a standard accountability form.
 - Provided just in time training for personnel recruited to support the accountability function.
 - Recruit crew members from ship to support accountability functions.
 - Establish and staff sufficient check in stations to permit steady flow with no bottlenecks.
 - Establish location and process for evacuees to check out of the center.



Planning Consideration: Request foreign language specialists, or have crew members with language skills, available to translate directions or provide explanations during the check in and accountability process.

Lessons Learned:

- A standard form for accountability and collection of other critical evacuee information is recommended. This will permit the information to be easily shared between all agencies and reduce the need to re-interview evacuees.*
- If majority of accountability was conducted on the buses, do not have evacuees go through the process a second time. As evacuees depart the bus, double check to ensure their information is recorded, and then escort the group directly to the rest area inside the center. Ensure documentation is delivered to the accountability unit.*

- 3.4.6. **Manage Medical Support.**
 - Assign medical team leader.
 - Local medical capabilities will be limited. To extent available, utilize medical staff from vessel or request assistance from medically qualified passengers.
 - Coordinate with accountability unit to recording all evacuees transported off site.



Planning Consideration: Evaluate the need to provide services to fill emergency prescriptions or provide critical incident stress management.

- Lesson Learned:** *Once at the reception center, many evacuees will experience fatigue as the excitement wears down. Staff should be aware of the possibility of delayed shock, unreported*

injuries, or other medical needs. Some may require the use of wheelchairs or other support not normally needed. Have extra wheelchairs, cots for rest, and alert medical staff of these concerns.

- **3.4.7. Manage Evacuee Care.**
 - After properly checked in, direct evacuees to rest area.
 - Provide chairs, tables, and cots if available.
 - Ensure food and hot and cold drinks available.
 - Post meal schedules, if meals are to be provided.
 - Provide personal hygiene items as available.
 - If showers available provide towels, soap.
 - Provide emergency clothing as required.
 - Provide activities as available, games, stationary, books, wireless internet, movies, etc.



Planning Considerations:

Anticipate supply needs and ensure resource requests are submitted to Logistics Section in timely fashion.

Experience has indicated that if provisions for entertainment can be made, especially for children, it will prove worthwhile.

- **3.4.8. Provide Information to Family members of evacuees.**
 - Establish a 24/7 information desk (hot line phone number).
 - Post schedules, transportation plans, luggage information.
 - Use public address to make general announcements.



Planning Considerations:

Provide evacuees with card or form with pertinent incident information, telephone numbers, procedures or other details they may need to reference.

There is enormous benefit to providing regular briefings or updates to the evacuees. The supervisor should determine the most appropriate means to deliver the regular briefings.

- **3.4.9. Manage Media Support.** If media is permitted access to the center:
 - Ensure UC media specialist(s) is on site to manage media, answer questions, and ensure media safety.
 - Do not permit media to disrupt or slow the flow of traffic.
 - The privacy and welfare of the evacuees must not be compromised.
 - Agreed interviews with evacuees should be conducted either outside the premises or in a dedicated area of the Center.
- **3.4.10. Manage Safety.**

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- The safety officer should develop and brief a reception center specific safety plan.