

Supporting Citizens in Times of Crisis

Municipal Responsibilities and the Canadian Red Cross

Canadian Red Cross
Prince Edward Island
v1.1



A journey from Readiness to Recovery...



Introductions

The Canadian Red Cross' Seven Fundamental Principles (in brief) that guide our daily work

The Canadian Red Cross:

- Is a **humanitarian** organization – we support people in times of crisis and suffering
- Is **impartial** – we do not discriminate on any basis in helping to relieve suffering
- Is **neutral** – we do not engage in hostilities, nor do we take sides in any political, religious, or ideological controversies
- Is **independent** – we are subject to the laws of the country, but we act as auxiliaries to the lawful Government insofar as they are in accordance with Red Cross Principles
- Is **volunteer-driven** – the work of the Red Cross is carried out by volunteers who receive no benefit or gain for their work
- Is **unified** – there is only one Red Cross Society in any country (though it may be termed a Red Crescent or Red Crystal society in some regions), open to all, working throughout the country
- Is **universal** – it is a worldwide movement, and individual countries' Red Cross Societies are equal-status and equal-responsibility members that assist each other in times of crisis

Canadian Red Cross Prince Edward Island

Our central base is located in Charlottetown, but we have personnel and storage facilities across the Island.

We exist to assist Islanders and visitors to the Island.

We are here today to help you prepare for your municipal responsibilities with respect to **emergency management**; we are one part of a total plan.



Overview of the Presentation

- The Role of the Canadian Red Cross in an Emergency Response
- Costs Associated with an Emergency Response
- Assisting Your Community Prior to an Emergency Response
 - *identification and planning for a local shelter*
- Recruitment
 - *attracting a group of local individuals to assist in times of need*
- Development of an Emergency Plan
 - *helping you to create a predetermined set of instructions and information that will guide your response*

The Role of the Canadian Red Cross

What we can help with when your community needs it most, during a:



Minor-scale response (e.g. a single dwelling fire or flood)

Major-scale response (multiple-unit apartment building)

Large-scale response (municipal or province-wide incident, such as major flooding or an ice storm)



The Role of the Canadian Red Cross

During a minor-scale response:



PEI Canadian Red Cross volunteers respond to each structure fire across PEI to provide assistance to those impacted.

Volunteers meet with and assist those that have been displaced, providing assistance for up to 72 hours from the time of disaster.

Assistance includes: food, clothing, shelter, blankets, hygiene kits, teddy bears, and other personal services that might be required.



Scenario

It's 3:42am, and you're warm and snug in your bed. The phone wakes you up.

"Hello, this is Sgt. Lanson with the RCMP. Your rink is on fire, and there's an ammonia leak in progress. We're going to have to evacuate the seniors' complex down the hill, as ammonia is heavier than air and will accumulate.

We need you to enact your emergency plan NOW. These people must be moved immediately; ammonia is deadly to humans.

Where are you going to put these seniors? How will you get them there?"

Good morning. Today is going to be a bit of a challenge.

What Red Cross Provides

The Red Cross has many services it can provide:

Registration of Evacuees	Reception and Information
Lodging	Family Reunification
Food	Clothing
Transportation	Personal Services
Safety and Wellbeing	Digital Assistance

We can also assist with other related Emergency Response services such as *donation management*, *volunteer management*, and *co-ordination of other organizations offering assistance*

The Final Piece of our Role

We also assist with **recovery**.

Recovery begins when the provision of new emergency relief services has ended, and it is time for people to begin to reoccupy residences or other structures.

At this point, the crisis has passed, people are no longer in danger or are being removed from their homes.

While they may continue to receive services, gradually people will return to their normal lives.



Costs Associated with a Response

Considering Minor, Major, and Large-Scale Emergency Incidents



*Image by **Maclean's magazine**, depicting a Fort McMurray evacuation centre*



Direct Aid

Direct Aid is when the Canadian Red Cross, from its stores, provides equipment and supplies directly to those affected by an emergency. These items are *non-monetary* in nature.

- Cots (including sanitization and repacking after usage)
- Blankets
- Hygiene Kits (basic toiletries)
- Plush Toys (for young children)
- Clean-up Kits (after flood or similar house-damaging event)

These items are considered *essential* to immediate comfort and health, both during evacuation and immediately upon re-entry.

Direct Financial Assistance (to Emergency-Affected Persons)

Some items are not provided directly by Red Cross unless operating a mass shelter, which becomes an option when the largest-scale incidents occur.

For **minor and major incidents** which fall short of the criteria for large-scale incidents, financial assistance is provided through the distribution of pre-loaded MasterCard products, which can be used to purchase essential items (but not tobacco, cannabis, or alcohol.) For large-scale incidents, Electronic Funds Transfer (EFT) is the standard method for mass distribution.

This system is used to provide:

- Food
- Clothing
- Lodging
- Personal Services (such as healthcare or hygiene products)
- Transportation

Logistics

When a full-scale shelter is required, the Red Cross provides food, clothing, lodging, personal services, and transportation from a distribution centre, usually co-located with the shelter.

The Canadian Red Cross in PEI maintains the equipment needed to help set up such a shelter.

In the event of a **large-scale incident**, the Red Cross acts as a manager and provider for all these necessities until the danger has passed, and people can begin recovery.



Expenses

Obviously, it takes money to provide all of this.

For minor incidents, PEI donations and government contributions support these costs.

For major and large-scale incidents, Red Cross will maintain accurate tallies of equipment expended, and costs to transport and house people temporarily during the crisis, including the volunteer workforce.

The municipality bears the responsibility for holding or obtaining the resources to pay these costs.

Make no mistake – running a relief operation costs money. But rest assured – being unprepared will result in far greater costs.

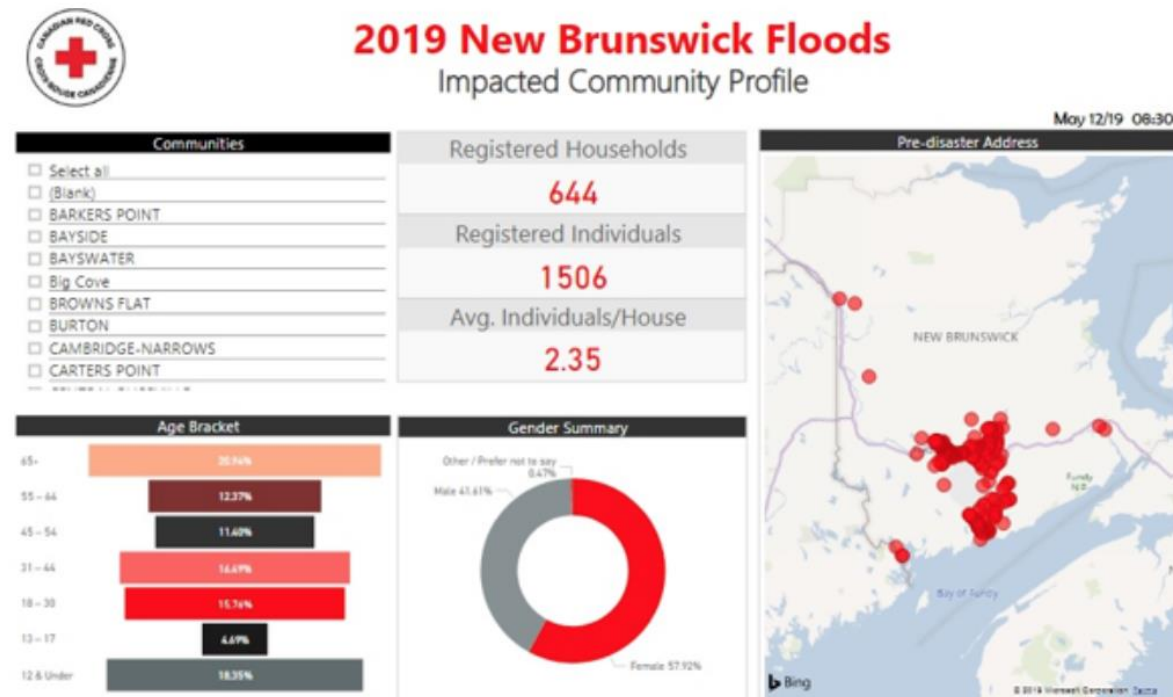
Reporting

The Red Cross shall keep proper accounting records and report to you all just expenses incurred in providing services. Again, this does not include person-time charges, because our workforce is volunteer, but it will include expenses related to the engagement of these volunteers (costs to transport, house, and feed workers.)



Reporting

We will also keep detailed records of the affected persons through our EMIS (Emergency Management Information System), and will share the information with you insofar as it is not protected (as a Non-Disclosed file) by privacy legislation.



How We Assist Prior to a Response

- We will assist you in planning your community shelter space
- We will assist by providing preparedness workshops, both for your municipality's governance and sessions for your constituents
- We will assist you in working towards building capacity to handle emergencies within the boundaries of your municipality, through training and help from experienced volunteers



Your Emergency Plan

How We Can Help

In building your emergency plan, we can assist by:

- Working with you and providing advice to your Emergency Management designate regarding shelter provisioning and management
- Clearly identifying the role that the Canadian Red Cross will have within your emergency plan

If you have questions, or require further information regarding how to develop your emergency plan, please contact the PEI Office of Public Safety, at **(902) 894-0385**

Current Capacity in PEI

- 56 CRC volunteers across PEI on the Emergency Management team, either as Personal Disaster Assistance or Emergency Response Team members
- Deployed over 15 of these volunteers to large-scale disasters nationwide in the last year
- Have 18 of our volunteers fully trained with our new EMIS (Emergency Management Information System)
- Have run a full-scale shelter exercise in November 2018 in partnership with the City of Charlottetown, utilizing EMIS
- Have four specialist volunteers trained in Safe and Well-Being assistance
- Every volunteer is given training in Standard First Aid, as well as role-specific training as Personal Disaster Assistance Responders, Emergency Response Team Responders, and Supervisors for both groups

Who better to provide help than your own community members!

We need people in your community to volunteer with us.
We will provide them with training and capabilities to help in
times of need.

Your community members know your communities best;
they're in the best position to provide the best help possible.

Join our PDA or ERT groups and become the person who can be a hero in your community!



Questions?

