

## **Appendix I**

### **Contract Renewal for Human Services Emergency Response – Canadian Red Cross Society**

#### Overview of Canadian Red Cross Society (CRCS) Services

##### **Preparedness Services**

- *Education*: preparedness workshops to staff of the Region including content relevant training.
- *Joint Planning*: planning support and collaboration associated with, but not limited to, acquisition and pre-positioning of supplies, shelter surveys, development of plans and procedures, operational structure and response as they relate to the provision of CRCS Services.
- *Exercises*: participate in exercises with the Region (as deemed appropriate by the Region) and provide the Region with the option to deploy staff to CRCS exercises.
- *Education and Training for Disaster Management Personnel*: maintain a cadre of trained, exercised and ready-to-respond CRCS personnel, sufficient to fulfill the terms of the Agreement, and undertake continuing education including drills and training.
- *Maintenance of Pre-Positioned Stockpiles*: maintain a stockpile of materials within Peel deemed necessary to provide immediate service in the event of an Incident, Stockpiled items may include vouchers, gift cards, hygiene kits, cots, blankets, water and/or other items as deemed necessary.

##### **Core Response Services**

- *Shelter &/or Reception Centre Management Services*: set up and operate the Standard Services of a Reception Centre, a safe and temporary facility where incident-affected persons are received and provided with a variety of emergency social services. The aforementioned Standard Services that will be provided by the CRCS are: clothing, lodging, food, family reunification services and inquiry, reception and information and personal services.
- *Family Reunification Services*: contribute to the alleviation of the anxiety and fear of affected persons experience when family members are separated because of a Major Disaster. This service involves collecting specific and accurate information from affected peoples (registration) and responding to requests for information about their family members' health and how to contact them. Client Registration is also helpful in supporting the delivery of other types of assistance and direct aid services.
- *Emergency Lodging Services*: If the Regional shelters are unable to accommodate displaced people, the CRCS provides Incident-Affected Persons with a temporary, safe shelter, to preserve their dignity and support them during a response.

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- *Reception and Information Services:* receive Incident-Affected People at locations where they can obtain services and/or inform them about the available services offered by the CRCS or other organizations.
- *Emergency Food Services:* emergency feeding services for Incident-Affected People.
- *Personal Services* initial reception of Incident-Affected People arriving at Reception Centres or other Region approved locations; inform them of immediate emergency help available; offer temporary care for unattended children and dependent elderly; assist with the temporary care of residents from special care facilities; and offer emotional care and comfort.
- *Emergency Clothing:* clothing to preserve affected peoples' dignity and ensure that they are dressed appropriately for the weather. (Provide new clothing with the assistance of clothing suppliers; or Administer voucher(s) or pre-paid gift/debit cards for clothing.)

#### **Volunteer Management**

- Recruitment, orientation, training, and placement of unaffiliated volunteers to be utilized by the CRCS during a Major Incident as surge capacity personnel.