
**KENT COUNTY COUNCIL
EMERGENCY PLANNING**

REST CENTRE GUIDELINES

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KENT COUNTY COUNCIL EMERGENCY PLANNING REST CENTRE GUIDELINES

INTRODUCTION

1. Purpose of Document

1.1 These guidelines provide an introduction and practical guide to the setting up, staffing and management of local authority rest, survivor reception, and friends and families reception centres within the County of Kent. This document has been produced to support all agencies with a role within such centres. For the sake of brevity 'centre' is used as a common term to describe rest, survivor reception and friends and families reception centres. Where a specific type of centre is described the full title will be used. The operation of humanitarian assistance centres, which may be set up to provide holistic support to affected communities and individuals in the aftermath of a major mass fatality incident, is addressed within a separate set of guidelines.

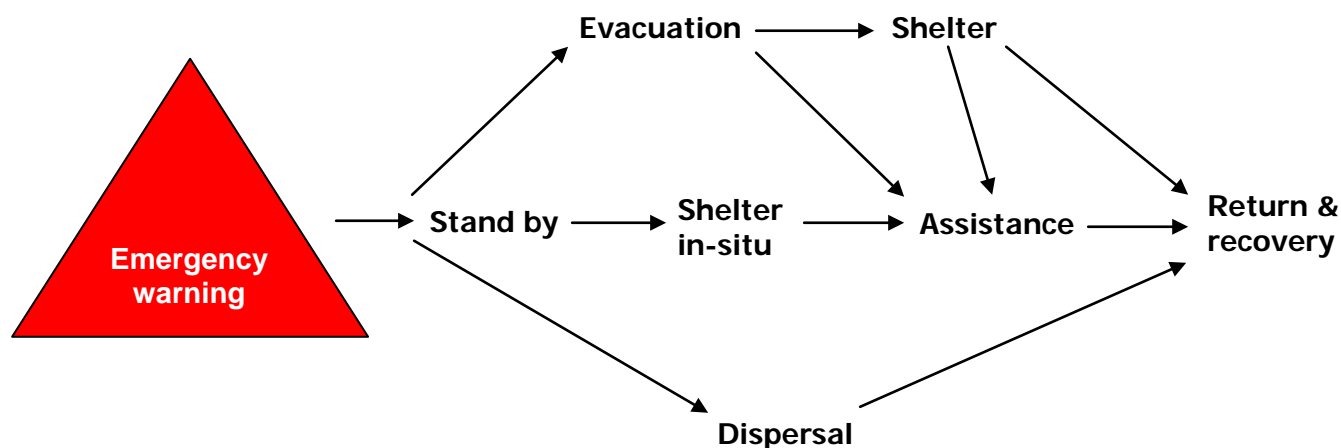
2. Civil Contingencies Act 2004 and other Relevant Legislation and Guidance

2.1 The Civil Contingencies Act 2004 incorporated into UK law a requirement for key agencies to plan, train, exercise, review and generally prepare for the consequences of major emergencies and their impacts upon affected communities.

2.2 Further legislation informs roles and responsibilities within centres. The National Assistance Act 1948 places duties upon County and Unitary Councils to provide services for vulnerable individuals, including children under 16, people with a disability, frail elderly and refugees. In addition Chapter 52, paragraph 189 of the Housing Act 1996 imposes a statutory duty upon District and Unitary Councils to give a priority need for accommodation to "a person who is homeless or threatened with homelessness as a result of an emergency such as flood, fire or other disaster". Significantly, the Children Act 2004 informs all caring services for children under 16. It must further be remembered that legislation and regulation covering day-to-day operation of residential and public premises also applies to centres - including health and safety, food hygiene and licensing.

2.3 Non statutory Evacuation and Shelter Guidance has been produced by the Civil Contingencies Secretariat of the Cabinet Office. This guidance states at paragraph 1.5. "The Purpose of Evacuation and Shelter" that: "The purpose of evacuation is to move people, and where appropriate other living creatures, away from an actual or potential danger to a safer place. For this to happen safely there needs to be plans not just for alerting people and moving them, but also plans to shelter and support them through to their eventual return and recovery."

- 2.4 The need to provide humanitarian and other assistance, particularly to those with special requirements, requires careful consideration and planning. The diagram below shows the stages of evacuation and includes "dispersal - a form of evacuation in which people are simply directed to move away from a particular location without the need for temporary accommodation. The activity of warning and informing the public should also run throughout the process."



3. Types of Centres for Survivors / Evacuees

- 3.1 It is the nature of the emergency that determines the type of centre used. In addition to this an assessment will need to be made of any special requirements of the evacuees for example, for the elderly, the very young or people with language and cultural differences as this may also affect accommodation and staffing arrangements. There are four terms currently used to describe the premises used to accommodate or provide services to individuals and communities affected by emergencies i.e. survivor reception centre, rest centre and friends and families reception centre through to humanitarian assistance centre.

3.2 **Survivor Reception Centre**

This is a safe and secure area located, for operational purposes, as close to the emergency scene as possible. It will receive survivors who have not been injured or have only minor injuries. It is likely that the police will be required to gather evidence within the survivor reception centre and they may therefore need to carry out interviews and complete relevant documentation to facilitate criminal investigation and the operation of the Police Casualty Bureau. It is possible that the police will place controls upon individuals entering and leaving the survivor reception centre. For safety and security reasons it is essential that personnel deployed to survivor reception centres carry photographic identification. Ideally, KCC Emergency Planning representation should be provided in an advisory capacity.

The welfare role and logistical support for the operation of the survivor reception centre will rest with relevant personnel from the District(s) and County Council with support from the National Health Service and voluntary sector. However, it is likely that the time-scales required to mobilise the local authority response will mean that the police will have to open and staff the survivor reception centre at the outset. The Police will facilitate evidence gathering, documentation and the maintenance of order and security.

Agencies providing services to the public within the survivor reception centre will bear their own staffing and resource costs. All costs related to the hire and general operation of the premises will accrue to Kent County Council Emergency Planning. However, these costs may be recoverable against a commercial operation, insurer or the Government.

There are a limited number of facilities within Kent where site specific emergency plans identify pre-determined survivor reception centre locations and off-site rendezvous points for deployment of non-emergency service personnel.

3.3 Rest Centre

A rest centre is a premise set up to provide temporary accommodation for large numbers of displaced people at short notice and is intended to provide basic care for up to 48 hours. If people are likely to be displaced for periods greater than this the local authority will need to consider means of providing more suitable longer-term accommodation. Where small numbers of displaced individuals are involved it is usually more cost effective to employ hotel or bed and breakfast accommodation where an overnight duration is possible. Further, where possible individual household insurance policies should be enacted to facilitate overnight accommodation.

Rest centres may be mobilised in the following circumstances:

- individuals evacuated from home and unable to return because of the possibility of further danger;
- individuals made homeless as a result of a major emergency and awaiting re-housing; or
- travelling public having their journey disrupted by an emergency, such as extreme weather. Accommodation will need to be provided until alternative travel arrangements are made or the disruption abates.

Experience has shown that whenever possible, a single venue should be chosen where the functions of the survivor reception and rest centre can be combined. This aids co-ordination and avoids the disruption and logistical difficulties involved in moving evacuees from one premises to another.

The provision of temporary accommodation within rest centres as a result of an emergency fits closely with the provisions of the 1996 Housing Act. It has therefore been agreed in a Kent context that all costs arising from their establishment and

operation will accrue to the affected District(s). However, if the travelling public are in need of temporary accommodation within a rest centre all costs will accrue to the County Council under the provisions of the National Assistance Act 1948 - or in specific cases to an affected carrier / transportation company.

3.4 Friends and Family Reception Centre

Many people will travel to the incident scene or to meeting points such as travel terminals if they believe friends and relatives have been involved in an emergency. A reception centre for friends and families may need to be established by the police, with support from the local authority, NHS and voluntary organisations.

The friends and families reception centre may be located in the same building as the survivor reception and / or rest centre. The fullest possible information must be given to enquiries from friends and families whilst protecting the privacy of the individual.

Agencies providing services to the public within the friends and relatives reception centre will bear their own staffing and resource costs. All costs related to the hire and general operation of the premises will accrue to Kent County Council Emergency Planning. However, these costs may be recoverable against a commercial operation, insurer or the Government.

3.5 Humanitarian Assistance Centre

Evidence from previous emergencies has shown that there need to be mechanisms in place to deal with the long term humanitarian issues of survivors, family and friends and any of the wider community that have been affected by the incident.

The HAC will act as a **“one-stop-shop”** for survivors, families and anyone else who is affected by the incident; it will be the focal point for humanitarian assistance.

The HAC will also allow the collection of as much information and forensic evidence from the incident as possible. A separate plan has been devised around Humanitarian Assistance Centres and can be obtained by request from emergency.planning@kent.gov.uk

3.6 Community Shelter

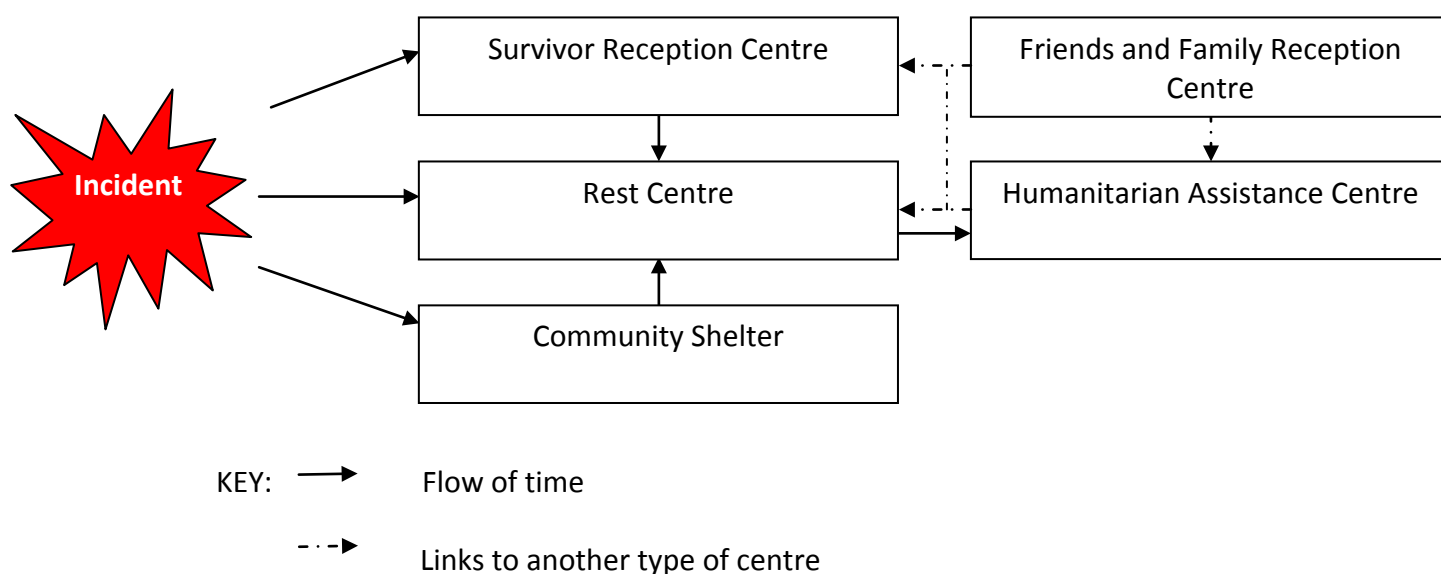
As part of the Community Resilience Planning process the local Parish Council or similar community based group may open a shelter (such as a village hall or community centre). This would occur in the event of an incident which at the outset does not require a full multi-agency response, or due to the nature of the incident the multi-agency response is delayed.

This should be:

- A place of safety

- A focal point for contact and communications for the local authority and emergency services
- A centre of operations from which to implement and co-ordinate a community plan
- A source of information for the local population if the community is cut off due to severe weather etc.
- Providing light refreshments
- The local community will lead with support, as required, from the wider emergency planning community, with the possibility of becoming a full rest centre where the local authority may take the lead.

3.7 Relationship between types of centre for survivors / evacuees:



3.8 Evacuation and Shelter Hub

The concept of evacuation and shelter hubs is applicable to major incidents impacting upon a large number of individuals or a wide geographical area. Such incidents pose significant logistical challenges for responders in terms of achieving optimum operational performance from available premises, transport and personnel resources.

Evacuation and shelter hubs comprise pre-designated locations with the following characteristics:

- locations well related, in terms of geographical proximity and links to transport infra-structure, to potentially vulnerable communities (especially those identified as at risk of flooding) and critical infra-structure;
- premises, or clusters of premises, that can accommodate large numbers (potentially calculated in 1000s) of displaced individuals at short notice (there is

an acknowledgement that levels of welfare may by practical necessity be more rudimentary than within standard rest centres); and

- site managers and personnel from identified premises are aware and trained in their role in hub mobilisation and ongoing logistical support.

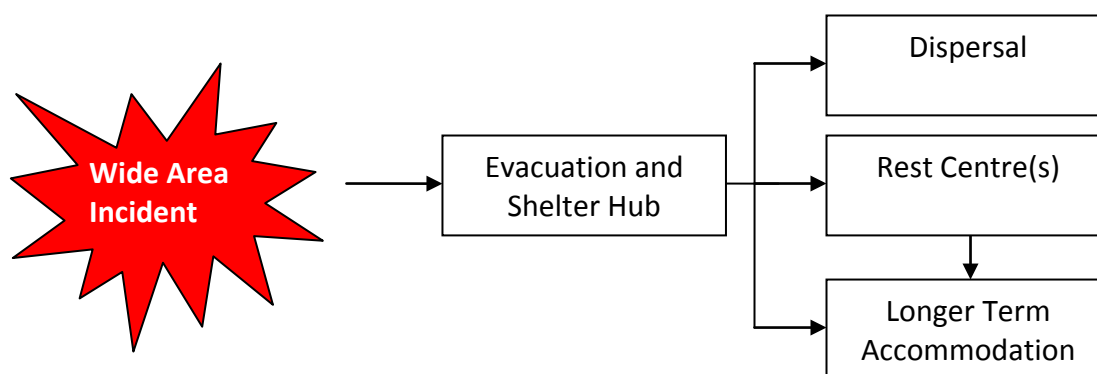
3.8.1 Designated evacuation and shelter hub locations are as follows:

- Oakwood Park complex, Maidstone;
- University of Kent at Canterbury campus;
- West Kent College, Tonbridge;
- Swan Valley Community School, Swanscombe; and
- Bluewater

3.8.2 The comparatively basic level of welfare afforded by evacuation and shelter hubs places an onus upon responding agencies to ensure early decision making on return to homes, repatriation and / or provision of more comfortable longer term accommodation.

3.8.3 The decision to mobilise an evacuation and shelter hub will be a strategic one taken at a Strategic Co-ordinating Group level by the Gold Commander. Costs associated with mobilisation and operation of such facilities will be covered in line with existing agreements amongst responders.

3.8.4 **Mass evacuation resulting from a wide area incident:**



4. **Selecting Premises**

4.1 Normally, District Councils (in consultation with Kent County Council Emergency Planning) will take the lead in selecting premises. Where a school is to be used as a centre, Kent County Council Education, Learning and Skills must be consulted and formally requested to facilitate its opening and operation. When choosing a centre the following points should be taken into consideration, in order that the building chosen is suited to the needs of the specific incident:

- the scale and type of incident;
- its likely duration;
- the number of people actually or potentially involved;
- proximity to the scene of the incident; and availability of transport.

4.2 The following criteria are the ideal for the selection of a building, however, conditions on the ground, smaller scale and short duration incidents may lead to a choice of facilities on less exacting criteria:

- easily accessible for passenger carrying vehicles and delivery lorries;
- a minimum of two telephone lines;
- large car parking area;
- level access to entrance or an entrance for disabled people;
- one large room / hall for a holding area;
- one room in which interviewing of up to three people at a time can take place;
- at least 4-6 additional rooms;
- basic kitchen facilities;
- washing / toilet facilities (inc. facilities accessible to disabled people);
- shower facilities; and
- a general administration office.

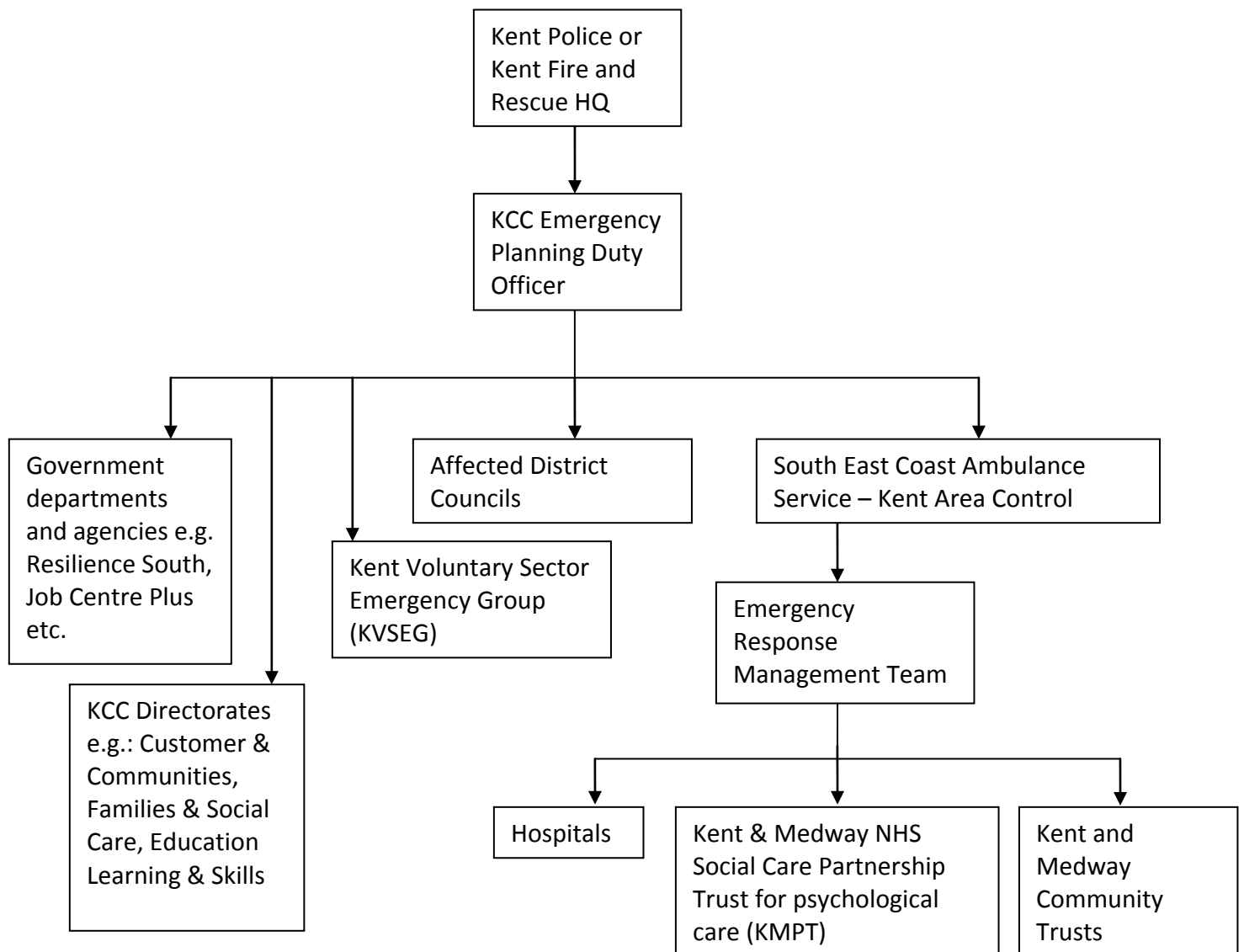
4.3 Detailed information on a wide range of potential centre sites across the county may be found within the Kent County Council Emergency Planning rest centre directory (and District Council emergency plans).

4.4 Copies of the rest centre directory are held by Kent County Council Emergency Planning and District Councils.

5. **Alerting Arrangements**

5.1 Kent Police and / or Kent Fire and Rescue Service are responsible for determining the need for evacuation. They select an evacuation assembly point, inform the public and advise Kent County Council Emergency Planning. Kent County Council Emergency Planning will advise the District Council(s), Kent County Council Directorates, NHS (via Ambulance Control) and other relevant agencies.

- 5.2 It must be recognised that in some situations the police will have selected the nearest building suitable as a survivor reception centre and the responding supporting agencies will have to adapt to the circumstances of the facility.
- 5.3 District Councils, the Kent County Council Directorates, and the NHS have Major Emergency Plans that set out how their response will be organised. Key staff who will lead the response are identified within these plans. Each agency is responsible for mobilising responding staff and determining the requirements for intervention in consultation with partner agencies.
- 5.4 The focus for the local authority response will usually be the affected District Council's Emergency Centre. The relevant Kent County Council Directorate(s) will send an officer to act as a Liaison Officer at the District Emergency Centre. The Rest Centre Manager will report directly to the District Emergency Centre. However, in a very large or cross boundary major emergency Kent County Council may mobilise the County Emergency Centre to oversee the local authority response where Liaison Officers from relevant responding agencies will also be required.
- 5.5 District Councils and Kent County Council Families and Social Care Directorate Area and District Offices maintain a rest centre box / cases which contains useful items such as job descriptions, signs, stationery, torches, tabards, documentation and language sheets, etc. Responding centre teams from Districts and / or Kent County Council must arrange for the collection and transportation of their rest centre box / cases to the centre. If at all possible, agency staff should seek to arrive at the designated welfare centre before the evacuees. The centre can then be set up for their arrival.
- 5.6 Lateral links between the Kent County Council Directorates, NHS Kent and Medway and the Kent and Medway NHS and Social Care Partnership Trust should be established at an early stage to establish the operational status of relevant NHS organisations in relation to the provision of the psychological and primary care response. Initial communication may be set up via the Kent County Council Directorates and the NHS by alerting the Kent and Medway Emergency Response Management Team (ERMT) via South East Coast Ambulance Service, Kent Area Control, or, by the Kent and Medway ERMT with the KCC Emergency Planning for the onward notification to relevant Kent County Council Directorates.

5.7 Lateral links between Local Government and NHS response:

MANAGEMENT

1. Inter-Agency Co-ordination

- 1.1 In most situations, District Councils, the County Council, the NHS and voluntary agencies will need to work together to provide accommodation and care for homeless / displaced people. Inter-agency co-ordination is essential in the provision of care, and it is important therefore for potential centre staff to understand the roles of all responding organisations.
- 1.2 District Councils have a statutory duty under the Housing Act to provide accommodation for those left homeless or threatened with homelessness by an emergency and for meeting longer-term accommodation needs.
- 1.3 Kent County Council Families and Social Care, Education Learning and Skills and Customer and Communities Directorates can provide specialist personnel to provide care within centres, alongside the NHS and accredited volunteers.
- 1.4 Voluntary agencies with a potential role within centres include the British Red Cross, the WI, the RSPCA and RAYNET. An informal partnership has been established entitled the Kent Voluntary Sector Emergency Group (KVSEG) to co-ordinate insurance, training and other common concerns. The policy document for the group is given at Annex A.
- 1.5 Dependent upon the nature and scale of the incident the Police may provide a Liaison Officer and interview those in the centre(s) for evidence gathering purposes. The Police could require accurate lists of persons attending the centre(s) to be forwarded to the Casualty Bureau which is a Police controlled contact and information point for all records and data relating to casualties.
- 1.6 The Police will be present at survivor reception centres, and where possible, at rest centres, to provide security and liaison between the centres and the Police Force Control Room.
- 1.7 The Education Learning and Skills Directorate has an agreed responsibility to make available education premises as centres. The District Council / Kent County Council Emergency Planning must make direct contact with the relevant Area Education Office if a school is required as a centre. There may also exist a need to deploy staff from the Educational Psychology Service and other specialist personnel within centres where children and young people are present.
- 1.8 NHS Kent and Medway may provide medical screening and assessment of health risks. If necessary they will facilitate doctor cover, nursing and replacement prescription services.
- 1.9 Job Centre Plus may facilitate emergency loans and replacement Government agency documentation and payment cards.

2. **Staffing**

2.1 Management of centres is the responsibility of a Centre Manager and team drawn from the local District and / or Kent County Council. The Centre Manager will ensure that the centre is fully and effectively staffed and that the needs of displaced individuals and / or survivors are met. The standard local authority establishment for a centre is a team of twelve comprising a centre manager, care supervisor and team of ten key workers and administrators. Specialist staff should be deployed in addition to this core establishment. Within survivor reception centres Kent County Council Emergency Planning representation is advised to undertake an advisory role.

2.2 The effective management and function of a centre will require the following roles:

Title	Organisation
Centre Manager	District or County Council
Care Supervisor	County Council
Key Worker	District, County Council or voluntary agency
Administrator	District, County Council or voluntary agency
Documentation Team	Police, County, District or voluntary agency
Information Officer	District, County Council or voluntary agency
Facilities Manager	Teacher, caretaker or leisure centre staff
Housing Officer	District Council or Registered Social Landlords
Environmental Health Officer	District Council
Animal Welfare Officer	Civic Warden, Environmental Health or RSPCA
Security Officer	Private security staff or Police
Medical Assessment Team	NHS Kent and Medway
Benefits Team	District Council and Job Centre Plus

2.3 **Centre Manager - Key Responsibilities**

The Centre Manager is responsible for ensuring that the centre is established and managed effectively to provide for the needs of the individuals evacuated to it. Their main function will be to keep a strategic overview of the operation of the centre and to liaise with the District Emergency Centre - ensuring two-way information flow and facilitating requests for any staff / material resources which may be required.

His / her duties are:

- ensure that a risk assessment of the premises is made prior (or as near as possible) to its opening;
- ensure that water, gas and electricity supplies are working and that heating is available if needed;
- ensure delivery of rest centre box / cases.
- identify the staffing needs of the centre and arrange via the District Emergency Centre / KCC Emergency Planning for staff to be mobilised;
- brief centre team on establishment of facility;

- liaise with voluntary agencies represented at the centre and confirm the roles they are to perform and the areas within the centre which are available to them;
- notify a responsible officer of the local authority once the centre is set up;
- ensure that the registration process is adequately resourced and implemented;
- ensure that records are maintained of the number of people being accommodated at the centre, staff, visitors and volunteers and the logging of details of individuals who have left and if possible their destinations;
- ensure that staff and evacuees receive regular updates on the evolution of the incident response and other key information;
- ensure that a log is kept of all significant events involved in the running of the centre including any expenditure made and assets requested while the centre is in operation and a record of any accidents that occur;
- review the availability of resources and inform the District Council Emergency Centre of any additional requirements;
- alert the Liaison Officer at the District Emergency Centre to the need for staff shift changes;
- ensure situation briefings are delivered to staff at the start of their shift and where necessary debriefs at the conclusion of staff shifts;
- ensure that the relief Centre Manager is fully briefed to ensure a smooth hand over of centre management; and
- be responsible for dealing with the media / dignitaries who may arrive at the centre;
- be responsible for closing the centre and arranging for its return to its normal role as quickly and efficiently as possible at the conclusion of the incident;
- ensure an ordered shutdown and final inspection of the building, where possible in liaison with the building caretaker / key-holder, and ensure production of a debrief report where required;

2.4 Care Supervisor - Key Responsibilities

- make initial contact with evacuees while they are in the reception area;
- make a preliminary assessment of their needs;
- ensure completion of the welfare element of registration documentation and timely action to address specific needs arising from this process;
- provide them with information and reassurance;
- allocate groups of evacuees to Key Workers;
- arrange for any special needs to be met;
- continually review the needs of evacuees, especially if they have special needs and ensure positive interaction between Key Workers and evacuees;
- receive and action any information received from Key Workers regarding changes in evacuees needs;
- keep Key Workers briefed on the evolving response;
- liaise with Centre Manager re: any additional assistance or resources required; and
- attend Centre briefings.

2.5 Key Workers - Key Responsibilities

- care for a group of evacuees allotted to them by the Care Supervisor;
- ensure that special needs are identified and that the Care Supervisor is informed;
- act as a focal point in relation to information, support, and reassurance for an allocated group;
- report to the Care Supervisor if evacuees become anxious, upset, or show any sign of disturbance; and
- liaise with the Care Supervisor to meet the needs of their specific allocated group with regard to food, sanitation, clothing, bedding and other needs.

2.6 Administrator - Key Responsibilities

- maintain a log of events (including expenditure and communications with Emergency Centre) and ensure that all people entering and leaving the centre (including staff, visitors & volunteers) are booked in and out;
- ensure adequate seating in waiting areas;
- ensure that the rest centre box / cases are adequately equipped and make good via Emergency Planning any equipment or stationary shortages;
- ensure that the site and premises are sign-posted;
- set up a notice board displaying the layout of the centre and its facilities;
- maintain contact with evacuees whilst they are in the reception area providing them with information and assurance;
- attend Centre Manager's briefings, as required;
- arrange refreshments and relief for reception staff, as required; and
- establish and staff the reception area ensuring that all visitors to the centre are greeted, registered and directed to the appropriate person.

2.7 Reception Team

- establish front of house reception point
- maintain reception register for evacuees, staff and visitors
- liaise closely with documentation team
- may be co-located with centre security officer

2.8 Documentation Team

- establish the registration point as directed by the Centre Manager;
- complete registration documentation as directed by the Centre Manager;
- complete the multi-agency registration documentation for each evacuee;
- ensure that the documentation is distributed as required;
- inform the Centre Manager of any language needs as soon as possible;
- liaise with the reception team on the number of evacuees in the centre;

2.9 Information Officer - Key Responsibilities

- keep the centre informed of general developments with regular updates using the most appropriate means available (ideally a dedicated and well sign-posted information point);
- direct specific enquiries regarding the whereabouts / condition of relatives / friends to the Police Officer(s) at the welfare centre and / or Police Casualty Bureau;
- refer enquiries from the media to the Public Relations Officer in the District Emergency Centre or the Police;
- ensure that press releases prepared by, or made available to, the District Public Relations Officer are made available to the evacuees as early as possible; and
- working with the Centre Manager, identify and resource evacuees language needs.

2.10 Facilities Manager - Key Responsibilities

- report to and attend Centre Manager's briefings;
- address health & safety issues in liaison with the Centre Manager and any premises manager;
- advise the voluntary sector on use of premises and equipment;
- ensure that the centre is kept clean and safe;
- arrange for traffic management in the parking area to be carried out; and
- arrange for areas non-accessible to the public to be secured.

2.11 Housing Officer - Key Responsibilities

- work with the Centre Manager and the Environmental Health Officer to establish the suitability of the centre for overnight accommodation, if necessary;
- after discussion with the Centre Manager, establish the requirements for bedding, screens and additional furniture and convey this need to the District Emergency Centre;
- if possible, after documentation, assist evacuees with transport arrangements should they wish to leave the welfare centre to stay with friends, relatives or return home when it is safe; and
- use existing procedures to establish the medium term accommodation needs of the evacuees, if necessary; and
- act as a link between displaced individuals and insurers to facilitate alternative accommodation.

2.12 Environmental Health Officer (EHO) - Key Responsibilities

- carry out a risk assessment on the premises prior to it opening;
- advise the Centre Manager on health & safety, food hygiene and sanitation issues in the centre;
- liaise with the Dog/Civic Warden(s) and / or RSPCA Officers to ensure the care of evacuees pets;

- advise the public on matters within the EHO general area of competence e.g. pollution, public health etc, liaising with NHS staff as necessary; and
- refer evacuees to the community nurse / GP for medical needs / enquiries.

2.13 Animal Welfare Officer - Key Responsibilities

- at the request of the Centre Manager and in liaison with the police assist with transport, care and boarding of evacuated animals (including pets and livestock);
- assist with the recording of animals arriving and reported at the centre;
- provide counsel to animal owners who are reluctant to part with their pet(s);
- set up feeding regimes for those animals left behind; and
- deliver effective liaison with RSPCA, veterinary services and DEFRA to ensure relief of animal suffering and enforcement of animal welfare legislation.

2.14 Security Officer - Key Responsibilities

- attend the centre and liaise with Centre Manager;
- assist with establishing reception arrangements;
- assist in the orderly conduct of documentation of evacuees / affected persons at the centre;
- ensure order is maintained and that the media do not intrude unless authorised by the Silver Commander (or Control), in consultation with the Centre Manager;
- attend regular Centre Manager briefings; and
- stand down on instruction of Incident Officer (Silver) and submit final report.

2.15 Medical Assessment Team - Key Responsibilities

- immediately deploy Ambulance Service staff and / or NHS Kent and Medway Medical Response Teams for the medical screening of survivors at survivor reception centres and at local authority-designated rest centres.
- immediately deploy Community Nurses to local authority designated rest centres to:
 - provide preliminary medical screening to ensure evacuees who have or have developed medical problems receive necessary health care;
 - assess any health needs of evacuees;
 - arrange for the replacement of prescription medicines;
 - provide general medical advice and information on the consequences of the incident;
 - provide a health contribution to the welfare support of evacuees.
- following the activation of the Off-Site Plan for Dungeness Power Station, to deploy Community Nurses to the designated evacuation assembly points and rest centre(s) to assist in the distribution of Potassium Iodate tablets and the provision of immediate medical advice to evacuees.
- establish focal points within NHS Kent and Medway for liaison and co-ordination with the Kent and Medway NHS and Social Care Partnership Trust to facilitate psychological advice and a local primary care response.

2.16 Benefits Team - Key Responsibilities

- for people already in receipt of Social Security Benefits:
 - arrange to record the loss of order books etc, and the resumption of regular payments at earliest possible date;
 - arrange immediate Crisis Loans where no other funds are available to them;
 - in some circumstances provide a grant to replace essential items such as furniture or clothing if these have been lost or destroyed.
- for people who do not normally qualify for Income Support or Job Seekers Allowance:
 - Crisis Loans may be payable where no other funds are available to them. Repayment would be required at a later date. It may also be possible to establish whether a claim to a benefit will become necessary as a result of the emergency, for instance, if an injury sustained in it prevents somebody from working.

3. Communications

3.1 In the potentially confused context of a major emergency, effective communications are essential. Where possible, staff should be equipped by their respective organisations with mobile phones, as it is unlikely that there will be adequate communications at the designated centre. RAYNET (the radio amateur emergency organisation) may provide a robust radio link from the welfare centre to the District Emergency Centre and other key locations, given a sufficient lead in period. They can be contacted through the Kent County Council Emergency Planning.

3.2 A trailer containing banks of pay phones for use by evacuees at centres can be hired from British Telecom via the Kent County Council Emergency Planning / District Emergency Centre.

4. Documentation / Registration

4.1 The objectives of the registration procedure are to identify displaced persons evacuated to a centre and to highlight any special needs that they may have. This knowledge is crucial if the Centre Team are to provide appropriate social care, advice and assistance (see Annex B).

4.2 This documentation will also be used in other facilities such as humanitarian assistance centres.

4.3 The documentation is provided in packs, incorporating 25 copies of a four page colour-coded form. Full instructions for completion and a flow chart for the distribution of the documentation are printed on the cover flap. The registration process should take place as soon as possible following the arrival of the survivors in the centre.

-
- 4.4 In a survivor reception centre the completion of the documentation is the responsibility of Kent Police. Dependent on the nature and scale of the incident Kent Police may request assistance with this task from an affected site operator, carrier, local authority or voluntary sector.
- 4.5 The completion of the documentation in a rest centre is the responsibility of the rest centre team. Dependent on the nature and scale of the incident the Centre Manager may request assistance from the site operator, service provider, carrier or voluntary sector with this task.
- 4.6 In a non-crime / non-fatality incident and where evacuees arrive directly at a centre, the Centre Manager may use their discretion on how, where and when the documentation is completed. Evacuees are able to leave the centre at any time but it is still important that every effort is made to maintain an accurate documentary record of individuals passing through the centre. The completed documentation is returned to the Rest Centre Manager once the evacuee has vacated the centre and archived for a minimum of 7 years.
- 4.7 Kent County Council is part of a public partnership (including Kent Police, Kent Fire & Rescue and Kent Mental Health Partnership Trust) that has commissioned the Royal Association for Deaf People to provide interpreting services for deaf and deafblind people in Kent. An interpreter can be provided by contacting the KCC Duty Officer and requesting their 24 hr emergency service.
- 4.8 For non-English speakers, the registration documentation is provided in the following 12 languages;
- Albanian, Bengali, Farsi, French, German, Hindi, Italian, Polish, Portuguese, Punjabi, Spanish, and Urdu
- Staff should offer the registration cards to the evacuee and follow a basic pick and point technique to aid completion. The Centre Manager should be informed at the earliest opportunity of the need for an interpreter within the centre.
- 4.9 The following statement is reproduced on the back of the language cards and must be shown to the evacuee prior to commencing registration:
- We regret that we do not have anyone here now able to speak your language;
 - We will arrange for someone to speak to you in your own language as soon as possible;
 - Accommodation in this building is only a temporary arrangement until you can either return home or other arrangements can be made;
 - In the meantime we need a few details about you. Please help me complete this form. You may be asked further questions later;
 - If you have a problem that requires urgent medical attention, please make a member of staff aware; and
 - If you decide to leave the building please let us know so that your departure can be recorded.

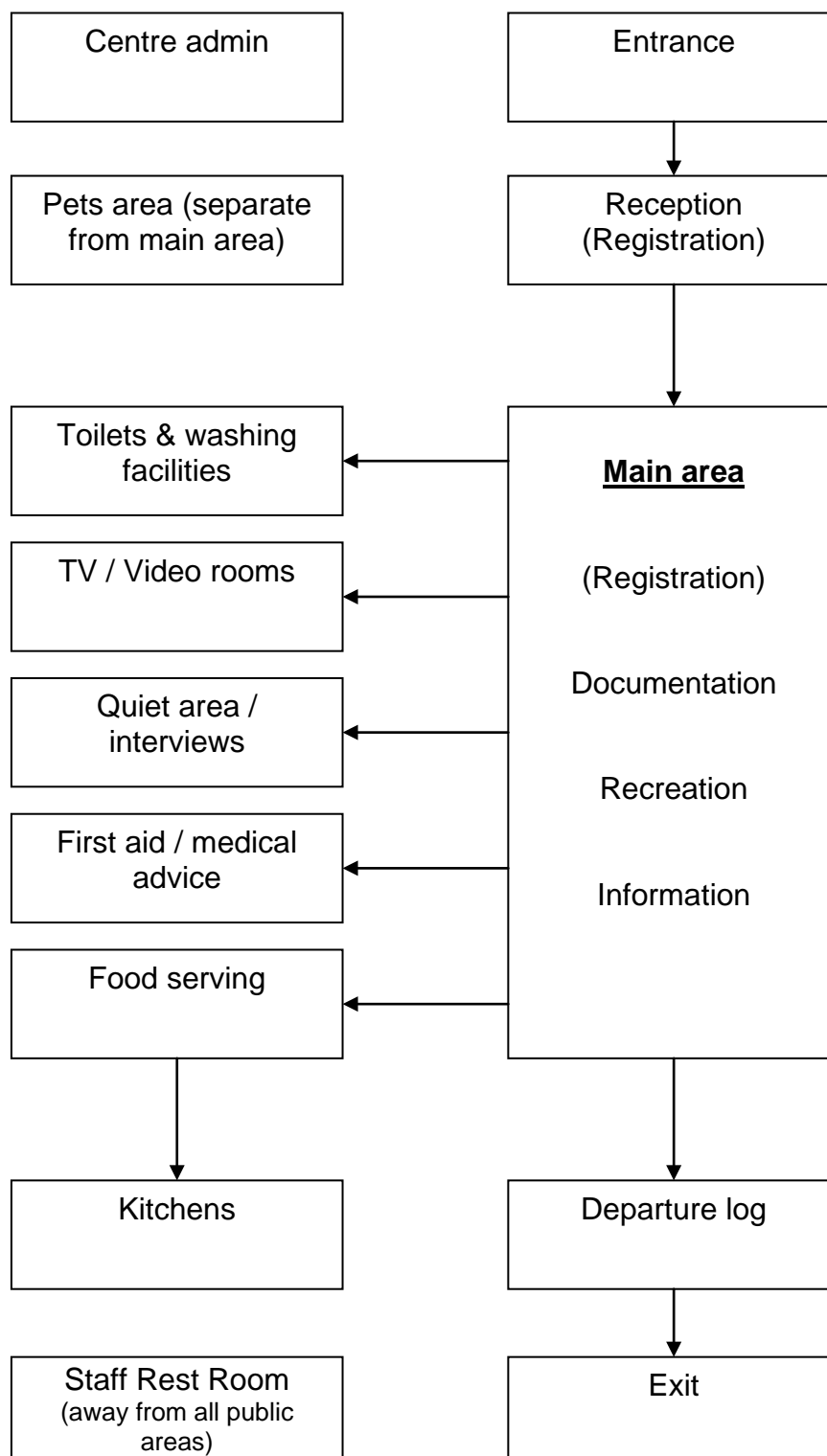
- 4.10 Once a survivor has been documented by the Documentation Team, they will be given a hospital wristband with the corresponding number from their forms. This will allow for easy identification of those registered and act as a further security / safety check.
- 4.11 It is important that there is close co-operation and understanding between the Documentation team and reception.
- 4.12 The survivor / evacuation documentation follows the requirements of the 1998 Data Protection Act as set out in Data Protection and Sharing – Guidance for Emergency Planners and Responders 2007.
- 4.13 Further advice and guidance on the registration process is available from Kent County Council Emergency Planning.

5. Equipment

- 5.1 Rest Centre boxes / cases are located within district council buildings and Kent Families and Social care offices. These hold key documentation, tabards, wristbands, signage and stationery (see also para 5.5. in Introduction). The contents of a rest centre box / cases are listed in Annex D.
- 5.2 KCC Emergency Planning hold approximately 1,000 folding beds, sleeping-bags and wash-kits located within District Council offices (Ashford BC, Canterbury CC, Dover DC, Sevenoaks DC and Tonbridge & Malling BC) and by Community Resilience at Aylesford.
- 5.3 Further assets, such as chairs, tables and room dividers, may be procured by KCC Emergency Planning via Kent County Supplies at Kings Hill. Portable photo-copiers for use in centres are held by KCC at Invicta House, County Hall, Maidstone.
- 5.4 Disposable nappies and sundry items can be obtained by KCC Emergency Planning through Crisis Purchasing Scheme arrangements with a number of supermarkets.
- 5.5 Meals and refreshments within centres, for both evacuees and staff, can be facilitated via the KCC Education, Learning and Skills school catering contract. Further food items are available through Crisis Purchasing Scheme arrangements with supermarkets and a fast food outlet.

6. Continuing Work at Centres

- 6.1 Consideration needs to be given to how the centre will be laid out. Areas that may be required include reception, refreshment serving points, kitchen, sleeping accommodation, quiet area, children's play area, first aid room, staff and public telephone points, information desk, telephone administration, toilets, and an external area for registering and collecting pets (see flow chart below):



-
- 6.2 Functions with similar requirements should be grouped together so that evacuees can follow a logical path through the centre. An area needs to be set aside for reception close to the main entrance used by the evacuees. Reception entails welcoming the evacuees to the centre. Individuals affected by the emergency may be in a shocked and confused state and a professional reassuring introduction to the rest centre is of primary importance. There should be staff on hand to direct evacuees to the various areas and facilities within the centre. Clear directional signs should be provided.
- 6.3 Use should be made of the public information leaflet entitled “Local Authority Rest Centres” (Annex C). These leaflets have been produced to explain briefly which organisations are involved and the services that are likely to be provided. Stocks of these leaflets are held within welfare centre boxes / cases.
- 6.4 It is vital that evacuees are kept fully informed of matters relating to the running of the centre and the emergency generally. Major developments, such as news of when evacuees may return home, are probably best announced in the communal area of the centre and through Key Workers. Specific and sensitive information may be better dealt with by speaking to people individually or in small groups. The Care Supervisor will allocate Key Workers to groups of evacuees. The Key Workers will act as a focal point, providing information, support, and reassurance to a specific group of evacuees.
- 6.5 Some of the evacuees may want to contribute to the running of the centre. Legal and practical consequences may be grave if any harm should come to the evacuee or those around them whilst following an instruction or consent from centre staff. It is therefore current policy to decline such offers of help. However, in extreme circumstances there may be a requirement to relax this position and common sense must be applied in relation to the roles that the public may play, for example care of children (crèches etc.) must be under the supervision of Criminal Record Bureau checked professionals. The preparation and serving of food, for hygiene reasons, is another unsuitable role for members of the general public. As a general rule the public should never under any circumstances be allocated roles within the running and maintenance of the centre which bring any conceivable risk to themselves or others.

7. **Care of Animals at Centres**

- 7.1 Animal owners bringing pets or livestock to a centre should be met by an RSPCA Officer / local authority Dog / Civic Warden. Dogs and cats may be boarded at pre-determined animal boarding establishments, or, on a large scale basis, to a holding facility at the RSPCA Centre at Leybourne near West Malling. In larger centres a designated area may be set aside to house caged pets under professional supervision. Collapsible animal cages are available through Kent County Council Commercial Services and pet carriers through the RSPCA.
- 7.2 Where animal owners are unable to show up to date inoculation records, RSPCA animal home staff are able to vaccinate. The RSPCA may be contacted through the Kent County Council Emergency Planning or the District Emergency Centre.

7.3 Animals that are normally caged or are kept in tanks should, wherever possible, be left in situ and a feeding regime set up under RSPCA guidance. Care and feeding of livestock affected by an emergency should be referred to DEFRA and RSPCA.

7.4 RSPCA staff will under most circumstances be on hand to counsel animal owners and arrange transport. For health and safety reasons no animal may enter the main accommodation area within a centre except for guide and hearing dogs.

8. **The Longer Term Response**

8.1 Hot meals should be provided if people are going to be accommodated in centres for more than a few hours or over a meal time. Some District Councils have their own catering resources but where large schools and community centres are used Kent County Council catering contractors will probably be utilised. Some of the evacuees may require special diets for medical, religious or ethical reasons.

8.2 In some instances it will be clear from the outset that sleeping accommodation will be needed. There may be situations where mattresses or beds are obtained for use in halls. However, premises suited to overnight accommodation e.g. bed and breakfast, hotels, or colleges, with dormitories should always be used in preference. Shuttling people back and forth between day care and overnight centres should be avoided.

8.3 The various organisations involved may have different priorities when it comes to providing help. For example, the Police may focus on evidence gathering and the operation of the Police Casualty Bureau while Kent County Council Families and Social Care, and Customer and Communities staff will be more concerned with welfare issues. District Council staff may concentrate on homelessness and environmental health problems. There is a danger that "islands of care" will be formed in the centre with the different organisations becoming pre-occupied with their own target group. Centre Managers should be aware of this and hold regular briefing meetings to discuss progress and share information.

8.4 At the end of the emergency when the centre closes, all records and documentation should be collected together, duplicated and archived by the lead agency at the centre in case they are needed again in connection with any subsequent inquiry or legal proceedings arising from the incident. All responding organisations should be informed when the centre has closed. The Centre Manager should note any damage to the building or its fixtures and fittings and ensure, where necessary, the removal of waste and cleaning.

9. **Specialist Mental Health Care**

9.1 During, and following, a major emergency individuals caught up in the incident may need general support and care. However some of the victims and their families, survivors, witnesses and the personnel of agencies involved in the emergency response and recovery may need specialist Mental Health intervention. For many people specialist Mental Health intervention will not be needed immediately following an incident but some people will need to access services in the months following.

-
- 9.2 Kent and Medway NHS and Social Care Partnership Trust (KMPT) has specific responsibility for:
- the provision of specialist mental health, evidence-based assessment and treatment services; and
 - ensuring continuity of Mental Health service provision alongside the emergency response.
- 9.3 To assist all responders KMPT have produced the Psychological Care Guidelines which will be available in the centre. To assist evacuees KMPT and KCC Social Care have produced a 'Coping with Crisis' leaflet for adults and young people, and this will also be available in the rest centre.
- 9.4 Advice from an on-call consultant psychologist can be accessed via the Kent and Medway NHS and Social Care Trust Emergency Response Management Team in the event of an emergency.
- 9.5 Kent and Medway NHS and Social Care Trust Emergency Response Management Team if requested may deploy Mental Health advisors to assist Centre Staff. The role of these Mental Health Advisors will be to support Care Supervisors and Key Workers to help build an inclusive service for the public.
- 9.6 NHS Direct may set up a twenty-four hour help line to deal with calls from the public. Consultation will take place with the Kent Police to ensure that the help line does not interfere with the Casualty Bureau.

10 **Media Response**

- 10.1 In the first instance the task of coping with media pressures usually falls to Kent Police in their capacity as co-ordinators of the overall emergency response. However, media attention will inevitably focus upon the local authority if temporary accommodation is provided for the survivors / evacuees and requests for interviews and visits to centres will need to be managed.
- 10.2 Centre Managers should be authorised by their Press Officer to give factual information to the media about the services being provided in the centre. They should not however speculate about other facets of the emergency. Information about casualties, and the whereabouts of individuals, are handled exclusively by Kent Police utilising the Police Casualty Bureau.
- 10.3 In their dealings with the media, centre staff should liaise with the District Emergency Centre, District Communication Units, and / or the Kent County Council Corporate Communications Team.

10.4 The Centre Manager should protect the rest centre occupants from media intrusion. The privacy of individuals must be upheld at all times and the media should not be allowed to film or photograph in the centre unless all the occupants are willing for them to do so. However, where the media has requested interviews with some of the occupants, the Centre Manager should arrange for individuals who are happy to speak to journalists to give interviews away from the main hub of the rest centre.

11 **Financial Arrangements**

11.1 Kent County Council and District Major Emergency plans detail the fundamental principles that apply in emergencies. The plan states that, 'if any authority has a statutory obligation to provide certain services, the additional costs of providing such emergency services should fall on that authority'. It should be noted that the term "authority" also relates to specific budgets controlled by County directorates.

11.2 It is essential that a complete record is made of all centre related expenses incurred during the emergency. Financial records should be duplicated and retained.

12. **Staff Care**

12.1 Work in disasters places enormous pressures on staff and it is essential that their needs are not overlooked in the desire to satisfy the demand for psychological and practical care. Experience demonstrates the need to involve sufficient numbers of staff to enable regular rotation to ensure that individuals do not work for excessive periods. Support should be offered to all those involved in providing care to the victims.

12.2 It is envisaged that staff (including Centre Managers) will work in shifts of four hours upwards (dependent upon the intensity and scale of the emergency), being debriefed after completing their shifts, to pass on information and, importantly, defuse tensions. Individual staff members must make an honest assessment of their own capability in terms of the length of the shifts they can work. A key consideration informing this assessment must be the time spent at work prior to arrival within a centre. Break length between shifts within centres or return to work should be sufficient to allow proper rest and relaxation.

12.3 Post deployment staff should be encouraged to contact their internal organisation's staff support facilities if required.

13. **Health and Safety in Centres**

13.1 The Health and Safety at Work Act 1974 applies within centres and covers:

- safety of staff, visitors, contractors;
- safe systems of work;
- safe equipment;
- manual handling; and
- electricity at work.

-
- 13.2 The Centre Manager should ensure that a risk assessment, in compliance with current Health and Safety Executive guidance, of the premises is undertaken and that findings and actions are recorded and acted upon. Health and Safety Executive risk assessment guidance 'Five Steps to Risk Assessment' is provided within rest centre boxes / cases.
- 13.3 A strategic level issue that must be taken into account when selecting a centre is whether the centre is appropriate for the emergency response. For example, in the event of a hurricane a rest centre should not be selected which can only be accessed by roads which pass through woodland or that is in an exposed situation.
- 13.4 An operational level issue that should be considered by the Centre Manager is to identify the risks to staff and evacuees of:
- slips, trips, falls;
 - acts of violence, working alone; and
 - injury from traffic.
- 13.5 Other miscellaneous health and safety issues are:
- rest area for staff should be provided;
 - what provisions do you have in place for a fire at a centre (evacuation);
 - showering facilities for rescued, disease / infection control desirable and in some cases (a nuclear or chemical incident for example) essential; and
 - all staff should have received the appropriate training and be suitably qualified before deploying to any of the welfare centres.

14. **Caring For People with a Learning or Physical Disability within Centres**

- 14.1 According to the latest figures, there are just under 10 million disabled people in the UK. This means that roughly 22% of the population of any given community currently have a disability as defined by the Disability Discrimination Act 1995:
- 32% have mobility impairments,
 - 4% have sensory impairments,
 - 10% have mental health problems,
 - 2% have learning difficulties,
 - 52% have other conditions including diabetes, HIV, epilepsy, heart and lung conditions.
- 14.2 The basic legal duty under Part III of the Disability Discrimination Act 1995 & 2005 is that the providers of goods and services to the public must make 'reasonable adjustments' to make those services accessible to disabled people. There is a statutory reason, therefore, for the requirements of disabled people to be included in emergency plans. Including them in plans will also mean that when issues relating to disabled people arise, a formal acknowledgement of their needs has already taken place and that measures be in place to deal with them and mitigate potential harm.
- 14.3 It is highly likely that disabled people will come into contact with any centre - either within the affected community or as responders. Most of the pre-identified venues

should already be accessible as they are public buildings, however not all will be and it is best to be aware of any venue's limitations before it is used. KCC Families and Social Care, and Education Learning and Skills Directorates and the NHS can all provide specialist help for people with a disability.

- 14.4 Provision for alternative methods of communication should be available to accommodate individuals with a hearing or visual impairment. Spoken announcements will be of no use to anyone who is hearing impaired; notices posted will be inaccessible to those people with visual impairments.
- 14.5 In rest centre boxes / cases, signage should be clear, unambiguous, and contrast well with its background. Pictorial signage is useful for people with learning difficulties and people not literate in English.
- 14.6 Overall, the key thing to remember is consult and involve disabled people, and develop networks with specialist services through KCC, NHS and voluntary agencies so that you can share good practice and discuss and resolve issues together.

15 Language, Cultural and Faith Issues

- 15.1 Kent's geographical position as the 'Gateway to Europe' with our numerous transportation links inevitably means that comparatively large numbers of foreign nationals are either travelling through or residing within the County at any one time. In addition a number of overseas worker and ethnic minority communities within the County will include individuals with limited English language skills. Kent Police have an overall responsibility to provide interpreters. Further interpreting resources may be available through KCC Families and Social Care Directorate (sensory), Kent Top Temps (linguistic translation) and District Councils. Registration documentation incorporates a key utilising 12 languages.
- 15.2 The recognition of cultural and faith factors within the caring response to emergencies is important. The co-ordination of the pastoral, cultural and faith response to an incident within the Kent Resilience Forum area is the responsibility of KCC Emergency Planning. In addition, Churches Together in Kent provide a 24 hour point of contact and are responsible for the deployment of Critical Incident Chaplains (CIC) and faith representatives as and when required.
- 15.3 Following their training and accreditation Critical Incident Chaplains can be deployed to support responders, survivors, evacuees, and communities at the scene, in centres and during the recovery. There are some ninety fully trained and accredited Critical Incident Chaplains in Kent.
- 15.4 Although mainly from the Christian denominations, Critical Incident Chaplains are trained to meet some of the needs of other faith communities. Kent County Council

is currently working in partnership with Churches in Society to produce a multi-faith response plan.

15.5 Further advice upon a range of cultural issues may be accessed via Kent County Council Families and Social Care Directorate (Equalities Team) and Education Learning and Skills Directorate (Policy and Statutory Compliance Officer incorporating responsibility for diversity and equality issues).

15.6 Specific advice and support in relation to traveller and gypsy communities may be sought through the Gypsy Unit of Kent County Council Enterprise and Environment Directorate.

16. **Caring for Children and Young People in Centres**

16.1 The care of children and young people within centre settings requires special attention. From the legal perspective the Children Act requires that carers working with unaccompanied children under the age of 16 must have an up-to-date Criminal Record Bureau check. Children's needs on everything from briefing approaches, psychological care interventions through to clothing, bedding, sanitation, entertainment, refreshment and meals may radically differ from those of adults.

16.2 Specialist support in caring for children within a centre setting may be mobilised through:

- KCC - Families and Social Care and Education Learning and Skills Directorate (including Children's Social Services and Educational Psychology Service);
- NHS - a range of specialist paediatric health care interventions may be available; and
- The leaflet "Coping with crisis- a guide for young people" is available in the rest centre boxes / cases.

VOLUNTARY ORGANISATIONS OUTLINE CAPABILITIES IN CENTRES

1. The following member organisations of the Kent Voluntary Sector Emergency Group (KVSEG) have an identified role within a centre;

- Age Concern
- British Red Cross (BRC)
- Churches together in Kent (Including all multi faith organisations)
- CRUSE Bereavement Care
- Radio Amateurs Emergency Network (RAYNET)
- Royal Society for the Prevention of Cruelty to Animals (RSPCA)
- Salvation Army
- St John Ambulance
- Victim Support
- Women's Institute (WI)
- WRVS

2. Comprehensive outline Roles and Responsibilities are contained in the KVSEG documentation which is held by all of the statutory and emergency organisations:

- KVSEG Composition and Terms of Reference
- KVSEG Policy
- Capabilities Document

3. **General Requirements of the Voluntary Organisations**

- 3.1 Each voluntary organisation should ensure that it has appropriate plans and procedures to co-ordinate its members in support of the Emergency Services, Health Authorities and Local Authorities.
- 3.2 Each voluntary organisation should provide a point of contact for call out and liaison throughout a major incident.
- 3.3 Those members of organisations who have been issued with protective clothing, uniform and identification, should ensure that these are worn at all times when responding to a major incident.
- 3.4 Voluntary organisations should be prepared to provide a liaison officer at the relevant Control or Co-ordination Centre, if requested.
- 3.5 Each voluntary organisation involved in a major incident, should provide a representative at any post incident debrief and submit a post incident report of their activities, if requested.

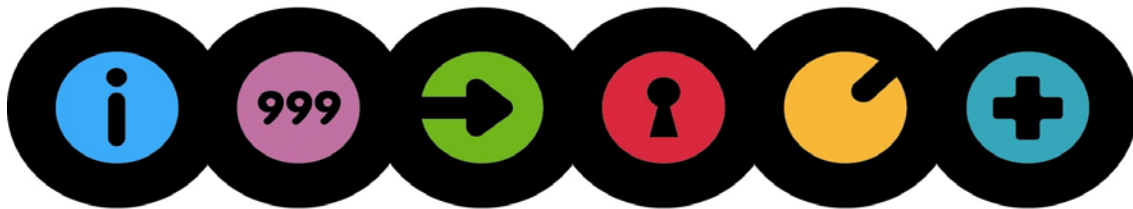
- 3.6 All organisations should protect the welfare and health and safety of their members at all times during and after a major incident.
- 3.7 All voluntary sector organisations should be able to provide a list to the Local Authority showing their member's name, role and deployment locations. This may be required for insurance purposes.

VOLUNTARY SECTOR – TABLE OF SERVICES

	First Aid	Vehicles	General Support at	Communi-cations	Special Vehicles	Staff	Catering	Used Clothing	Emotional Support	Spiritual Support	Bereave-ment Counsellin	Animal Welfare	Practical Help &
Age Concern					*				*				*
British Red Cross Society	*		*		*	*		*	*				*
CRUSE Bereavement Care									*		*		*
Churches Together in Kent			*			*			*	*	*		
Radio Amateurs Network (RAYNET)				*									
RSPCA					*							*	
Salvation Army			*		*	*	*	*	*	*	*		*
St John Ambulance	*		*		*				*				
Victim Support									*				*
Women's Institute			*			*	*		*				*
WRVS			*			*	*	*					*

KENT RESILIENCE FORUM SURVIVOR - EVACUEE DOCUMENTATION

Kent Resilience Forum



PREPARING FOR EMERGENCIES IN KENT AND MEDWAY

This is multi-agency documentation for the registration of all survivors / evacuees in Kent Resilience Forum (KRF) area regardless of the nature of the emergency or whether the evacuation is pre planned or spontaneous due to a given incident.

Please forward any suggestions or amendment to:

Steve Scully
Emergency Planning Officer
Kent County Council
Emergency Planning
Invicta House
Maidstone, KENT
ME14 1XX



Instructions for the Completion of the Survivor Evacuee Form (Blue copy)

(To be read in conjunction with information contained in Documentation Team kit)

Note: If the forms are only required by a Local Authority for Rest Centre Registration, all boxes may not require completing.

1. On arrival at the Survivor Reception Centre (SRC) the Documentation Team Manager will liaise with the representative of the Local Authority and or the Centre Manager.
2. If any member of the Documentation Team has, or suspects they have, personal involvement with the incident, they should not be involved with the documentation.
3. The documentation team will be set up with pads of Survivor / Evacuee Forms ready to receive individuals for documentation. **Remember**, there may be a need to have missing person and missing person cancellation reports/forms available during this procedure. These will be provided by Kent police
4. Individuals should be called forward dependant on numbers and documentation staff available.
5. A survivor/evacuee form will be completed in respect of each individual presenting as having been involved in the incident.
6. **Forms** - Particular care must be taken when completing forms. They must be legible, in black ink/ biro using block capitals with all information boxes completed, excluding Casualty Bureau Reference No.
7. Documentation Teams should be aware of additional information that maybe required by the Senior Investigation Officer (SIO) / Senior Identification Manager (SIM).
8. When the details have been obtained the person will be given a number at the centre (drawn from the matrix of numbers available in the documentation kit). Upon completion of the survivor evacuee form, the person will be given a wrist band containing their full name, date of birth, location prefix and number at the documentation centre e.g. Greenhithe Sports Centre, would be prefix GSC.

Note: If the forms are only required by a Local Authority for Rest Centre Registration, a local authority wristband with a number only, will be provided.

9. All completed forms will be forwarded to the indexer who will complete the 'Major Incident Documentation Index'.
10. The **Yellow**; **Green** & White copies of the forms are to be handed to the Local Authority/Centre Manager.

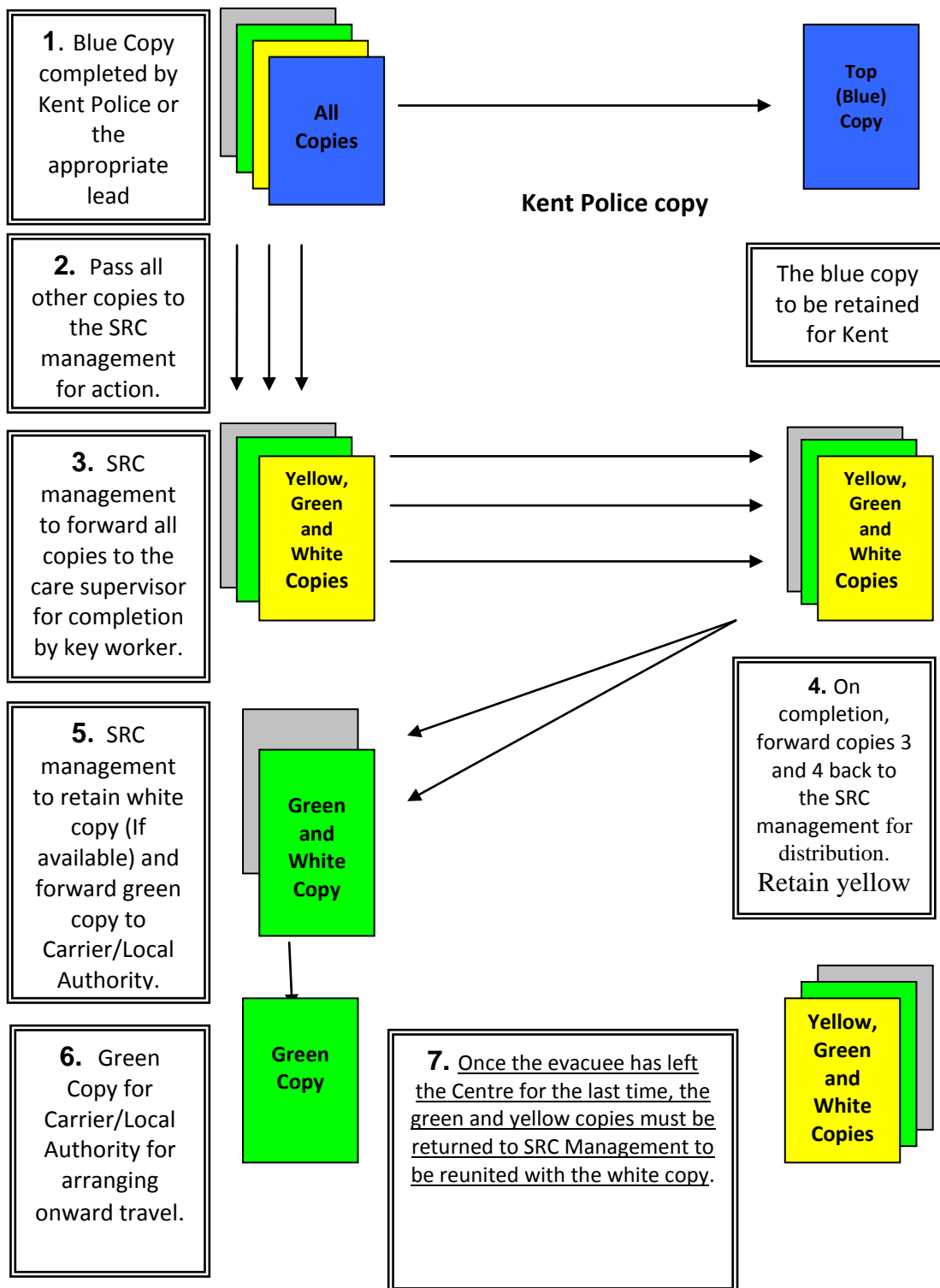
Instructions for the Completion of the Survivor Evacuee Form (Yellow copy)

1. The Local Authority/Centre Manager must ensure that the Care Supervisor receives all 3 copies for completion of the welfare information by the Key Worker(s).
2. On completion of the **Yellow** copy (Both Sides) the Key Worker(s) are to sign the forms and ensure the **Green** and White copies are returned to the Local Authority/Centre Manager.
3. The Local Authority/Centre Manager must retain the White copy (If not already retained in the registration book) and forward the **Green** copy to the Dispersal Co-ordinator (Carrier/Agent/Local Authority) for onward movement planning.
4. On final dispersal from the centre, the **Green** and **Yellow** copies must be returned to the Local Authority/Centre Manager.
5. Should any survivor/evacuee be moved to another centre, all 3 copies (**Green**, **Yellow** & White) must accompany them.
6. Remember the provision of copies of the survivor/evacuee form will be to assist other involved organisations in the completion of their own documentation. It is not intended to replace it.
7. Particular care must be taken when completing the forms. They must be legible, in black ink/ biro using block capitals with all relevant information boxes completed

Note: Only Kent Police officers will complete the section on the back of the **Blue** Form

See the Attached Flow Chart for Distribution of Forms

SURVIVOR EVACUEE FORMS FLOW CHART (Within the Survivor Reception/Rest Centre)



IMPORTANT

Should an evacuee be moved to a Rest Centre all copies must accompany them.

The responsibility for the administrative management of a Survivor Reception/Rest Centre rests with the Local Authority or site specific operator



Holmes Reference	
Reception Centre Reference	
Wristband No.	
Survivor <input type="checkbox"/>	Evacuee <input type="checkbox"/>

SURVIVOR/EVACUEE DETAILS

Surname:	Sex: Male <input type="checkbox"/> Female <input type="checkbox"/> Not known <input type="checkbox"/>
Forename(s):	Date of Birth (or age from _____ to _____):
Nationality:	Other Name:
Address: Type (Home/Business/Contact/Other)	Telephone Number(s) Mobile Number(s) E-Mail Address(es)
Post Code:	
Location Details	
Location at Time of Incident _____	
Location Now _____	
Destination _____	
Additional Information	

NEXT OF KIN DETAILS

Surname:	Forename:	Relationship:
Informed: Unknown <input type="checkbox"/> Informed <input type="checkbox"/> To be informed <input type="checkbox"/> Not to be informed <input type="checkbox"/>		
Involved: Unknown <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>		
Address: (Home/Business/Contact/Other)	Telephone Number(s) Mobile Number(s) E-Mail Address(es)	
Post Code:		
Next of Kin informed by:	Time:	Date:
Information Sharing Statement: This data may be disclosed to the government and/or their partner agencies and/or emergency services in order to protect your vital interests and/or the vital interests of others for the purpose of emergency response and the recovery process in accordance with the Data Protection Act 1998.		Descriptive Form <input type="checkbox"/>

Person Completing the Form	Organisation:	Time & Date:
Surname:	Forename:	ID No.

Carbonised paper - DO NOT write below this line until top copy has been separated from pad

**SURVIVOR/
EVACUEE****WELFARE
SUPPORT COPY**

Holmes Reference	
Reception Centre Reference	
Wristband No.	
Survivor <input type="checkbox"/>	Evacuee <input type="checkbox"/>

SURVIVOR/EVACUEE DETAILS

Surname:	Sex: Male <input type="checkbox"/> Female <input type="checkbox"/> Not known <input type="checkbox"/>
Forename(s):	Date of Birth (or age from _____ to _____):
Nationality:	Other Name:
Address: Type (Home/Business/Contact/Other)	Telephone Number(s)
Post Code:	Mobile Number(s)
	E-Mail Address(es)
Location Details	
Location at Time of Incident _____	
Location Now _____	
Destination _____	
Additional Information	

NEXT OF KIN DETAILS

Surname:	Forename:	Relationship:
Informed: Unknown <input type="checkbox"/> Informed <input type="checkbox"/> To be informed <input type="checkbox"/> Not to be informed <input type="checkbox"/>		
Involved: Unknown <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>		
Address: (Home/Business/Contact/Other)	Telephone Number(s)	
Post Code:	Mobile Number(s)	
	E-Mail Address(es)	
Next of Kin informed by:	Time:	Date:
Information Sharing Statement: This data may be disclosed to the government and/or their partner agencies and/or emergency services in order to protect your vital interests and/or the vital interests of others for the purpose of emergency response and the recovery process in accordance with the Data Protection Act 1998.		Descriptive Form <input type="checkbox"/>
Person Completing the Form	Organisation:	Time & Date:
Surname:	Forename:	ID No.

WELFARE INFORMATION

Interpreter Req'd* <input type="checkbox"/>	Sight Impaired <input type="checkbox"/>	First Aid Treatment Req'd* <input type="checkbox"/>
Under 16* <input type="checkbox"/>	Hearing Impaired <input type="checkbox"/>	Medical Advice/Assistance Requested* <input type="checkbox"/>
Frail <input type="checkbox"/>	Mobility Impaired <input type="checkbox"/>	Crisis Support Requested* <input type="checkbox"/>
Pregnant <input type="checkbox"/>	Wheelchair User <input type="checkbox"/>	Has Special Dietary Needs* <input type="checkbox"/>
Accompanied Family/Household <input type="checkbox"/>	Requires Clothing* <input type="checkbox"/>	
Missing Family/Household etc. <input type="checkbox"/>	No Personal Belongings with them <input type="checkbox"/>	
Relatives/Friends Deceased in Incident <input type="checkbox"/>	Has Personal Belongings for Storage* <input type="checkbox"/>	
Relatives/Friends in Hospital <input type="checkbox"/>	Accompanied Pets* <input type="checkbox"/>	
Faith/Pastoral/Spiritual Support Requested* <input type="checkbox"/>	Pets Missing/Left Behind* <input type="checkbox"/>	
Non Resident of LA Area <input type="checkbox"/>	Will Require Transport to Departure Destination <input type="checkbox"/>	
Alternative Accommodation Available <input type="checkbox"/>	Will be met at Destination <input type="checkbox"/>	
Will Require Homeless Application <input type="checkbox"/>	* Provide additional information overleaf	

PERSON COMPLETING THE WELFARE INFORMATION SECTION

Surname:	Forename:	Organisation:
Time:	Date:	Signature:

FINAL DEPARTURE

Time:	Date:	Mode of Transport:
Destination Address		Home <input type="checkbox"/> Other <input type="checkbox"/>

SURVIVOR/ OPERATOR/LOCAL EVACUEE AUTHORITY COPY

Holmes Reference	
Reception Centre Reference	
Wristband No.	
Survivor <input type="checkbox"/>	Evacuee <input type="checkbox"/>

SURVIVOR/EVACUEE DETAILS

Surname:	Sex: Male <input type="checkbox"/> Female <input type="checkbox"/> Not known <input type="checkbox"/>
Forename(s):	Date of Birth (or age from _____ to _____):
Nationality:	Other Name:
Address: Type (Home/Business/Contact/Other)	Telephone Number(s) Mobile Number(s) E-Mail Address(es)
Post Code:	
Location Details Location at Time of Incident _____	
Location Now _____	
Destination _____	
Additional Information	

NEXT OF KIN DETAILS

Surname:	Forename:	Relationship:
Informed: Unknown <input type="checkbox"/> Informed <input type="checkbox"/> To be informed <input type="checkbox"/> Not to be informed <input type="checkbox"/>		
Involved: Unknown <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>		
Address: (Home/Business/Contact/Other)	Telephone Number(s) Mobile Number(s) E-Mail Address(es)	
Post Code:		
Next of Kin informed by:	Time:	Date:
Information Sharing Statement: This data may be disclosed to the government and/or their partner agencies and/or emergency services in order to protect your vital interests and/or the vital interests of others for the purpose of emergency response and the recovery process in accordance with the Data Protection Act 1998.		Descriptive Form <input type="checkbox"/>
Person Completing the Form	Organisation:	Time & Date:
Surname:	Forename:	ID No.

WELFARE INFORMATION

Interpreter Req'd* Under 16* <input type="checkbox"/>	Sight Impaired <input type="checkbox"/>	First Aid Treatment Required* <input type="checkbox"/>
Frail <input type="checkbox"/>	Hearing Impaired <input type="checkbox"/>	Medical Advice/Assistance Requested* <input type="checkbox"/>
Pregnant <input type="checkbox"/>	Mobility Impaired <input type="checkbox"/>	Crisis Support Requested* <input type="checkbox"/>
	Wheelchair User <input type="checkbox"/>	Has Special Dietary Needs* <input type="checkbox"/>
Accompanied Family/Household <input type="checkbox"/>	Requires Clothing* <input type="checkbox"/>	
Missing Family/Household etc. <input type="checkbox"/>	No Personal Belongings with them <input type="checkbox"/>	
Relatives/Friends Deceased in Incident <input type="checkbox"/>	Has Personal Belongings for Storage* <input type="checkbox"/>	
Relatives/Friends in Hospital <input type="checkbox"/>	Accompanied Pets* <input type="checkbox"/>	
Faith/Pastoral/Spiritual Support Requested* <input type="checkbox"/>	Pets Missing/Left Behind* <input type="checkbox"/>	
Non Resident of LA Area <input type="checkbox"/>	Will Require Transport to Departure Destination <input type="checkbox"/>	
Alternative Accommodation Available <input type="checkbox"/>	Will be met at Destination <input type="checkbox"/>	
Will Require Homeless Application <input type="checkbox"/>	* Provide additional information overleaf	

PERSON COMPLETING THE WELFARE INFORMATION SECTION

Surname:	Forename:	Organisation:
Time:	Date:	Signature:

FINAL DEPARTURE

Time:	Date:	Mode of Transport:
Destination Address		Home <input type="checkbox"/> Other <input type="checkbox"/>

SURVIVOR/ EVACUEE

Administration
copy

Holmes Reference	
Reception Centre Reference	
Wristband No.	
Survivor <input type="checkbox"/>	Evacuee <input type="checkbox"/>

SURVIVOR/EVACUEE DETAILS

Surname:	Sex: Male <input type="checkbox"/> Female <input type="checkbox"/> Not known <input type="checkbox"/>
Forename(s):	Date of Birth (or age from _____ to _____):
Nationality:	Other Name:
Address: Type (Home/Business/Contact/Other)	Telephone Number(s)
Post Code:	Mobile Number(s)
	E-Mail Address(es)
Location Details	
Location at Time of Incident _____	
Location Now _____	
Destination _____	
Additional Information	

NEXT OF KIN DETAILS

Surname:	Forename:	Relationship:
Informed: Unknown <input type="checkbox"/> Informed <input type="checkbox"/> To be informed <input type="checkbox"/> Not to be informed <input type="checkbox"/>		
Involved: Unknown <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>		
Address: (Home/Business/Contact/Other)	Telephone Number(s)	
Post Code:	Mobile Number(s)	
	E-Mail Address(es)	
Next of Kin informed by:	Time:	Date:
Information Sharing Statement: This data may be disclosed to the government and/or their partner agencies and/or emergency services in order to protect your vital interests and/or the vital interests of others for the purpose of emergency response and the recovery process in accordance with the Data Protection Act 1998.		Descriptive Form <input type="checkbox"/>
Person Completing the Form	Organisation:	Time & Date:
Surname:	Forename:	ID No.

WELFARE INFORMATION

Interpreter Req'd* <input type="checkbox"/>	<input type="checkbox"/> Sight Impaired	<input type="checkbox"/> First Aid Treatment Req'd*	<input type="checkbox"/>
Under 16* <input type="checkbox"/>	<input type="checkbox"/> Hearing Impaired	<input type="checkbox"/> Medical Advice/Assistance Requested*	<input type="checkbox"/>
Frail <input type="checkbox"/>	<input type="checkbox"/> Mobility Impaired	<input type="checkbox"/> Crisis Support Requested*	<input type="checkbox"/>
Pregnant <input type="checkbox"/>	<input type="checkbox"/> Wheelchair User	<input type="checkbox"/> Has Special Dietary Needs*	<input type="checkbox"/>
Accompanied Family/Household	<input type="checkbox"/>	<input type="checkbox"/> Requires Clothing*	<input type="checkbox"/>
Missing Family/Household etc.	<input type="checkbox"/>	<input type="checkbox"/> No Personal Belongings with them	<input type="checkbox"/>
Relatives/Friends Deceased in Incident	<input type="checkbox"/>	<input type="checkbox"/> Has Personal Belongings for Storage*	<input type="checkbox"/>
Relatives/Friends in Hospital	<input type="checkbox"/>	<input type="checkbox"/> Accompanied Pets*	<input type="checkbox"/>
Faith/Pastoral/Spiritual Support Requested*	<input type="checkbox"/>	<input type="checkbox"/> Pets Missing/Left Behind*	<input type="checkbox"/>
Non Resident of LA Area	<input type="checkbox"/>	<input type="checkbox"/> Will Require Transport to Departure Destination	<input type="checkbox"/>
Alternative Accommodation Available	<input type="checkbox"/>	<input type="checkbox"/> Will be met at Destination	<input type="checkbox"/>
Will Require Homeless Application	<input type="checkbox"/>	<input type="checkbox"/> * Provide additional information overleaf	<input type="checkbox"/>

PERSON COMPLETING THE WELFARE INFORMATION SECTION

Surname:	Forename:	Organisation:
Time:	Date:	Signature:

FINAL DEPARTURE

Time:	Date:	Mode of Transport:
Destination Address	Home <input type="checkbox"/>	Other <input type="checkbox"/>

SURVIVOR/ EVACUEE

ADDITIONAL INFORMATION

NAME

SPOKEN LANGUAGE Language:
Referred to: Date: Time:

Only complete if an interpreter is required

YES **NO**

Is the named person under 16 years of age and unaccompanied:

MEDICAL ASSISTANCE GP Name: Contact No:
Description:
Referred to: Date: Time:

FAITH/PASTORAL SUPPORT Description:
Referred to: Date: Time:

SPECIAL DIETARY NEEDS Description:
Referred to: Date: Time:

PERSONAL BELONGINGS IN STORAGE Description:
Label No's: Store Location:

CLOTHING NEEDS Description:
Referred to: Date: Time:

ACCOMPANIED FAMILY MEMBERS Name(s):

PET INFORMATION Type: Description:
Location:
Referred to: Date: Time:

Note: The responsibility for pets, including any fees relating to accommodation, will remain with the owner.

CRISIS SUPPORT/ ANY OTHER SPECIAL NEEDS Description:
Referred to: Date: Time:

ADDITIONAL INFORMATION SECTION COMPLETED BY: _____ **DATE:** _____ **TIME:** _____

DESCRIPTIVE

Holmes Ref _____

Force _____

 Misper
 Casualty
 Survivor/Evacuee

Surname _____ Forenames _____

Build Fat Medium Slim Stocky Thin
Eyes Blue Green Hazel Unknown Grey Pink
 Brown
Complexion Fair Fresh Ruddy Spotted Tanned
 Freckled Pale Sallow Swarthy Wrinkled
Glasses Contact Lenses Glasses No Glasses
Glasses use Constant Driving Reading
Nationality _____ **Religion** _____

Head Hair Afro Curly Mohican Shaven Teddy
 Bald Dirty Permed Short Thinning
 Beehive Dreadlocks Plaited Shoulder Length Untidy
 Bushy Dyed Ponytail Skinhead Very Long
 Collar Length Greasy Rasta Straight Wavy
 Cropped Greying Receding Streaked Wig
Colour Auburn Brown Ginger Multi Red
 Black Dark Brown Green Orange Sandy
 Blond Light Brown Grey Pink White
 Blue Fair Mousy Purple Yellow
Facial hair Bushy Dyed Greying Moustache Very Long
 Clean Shaven Full Beard Hairy Plucked Waxed
 Curly Goatee Handlebar Streaked
 Dirty Greasy Long Sideburns Stubble
DISTINGUISHING FEATURES

Type: Lacking, Mark, Peculiarity, Pierced, Scar, Tattoo	Feature: Ear, Eye, Arm, Leg	Position: Left, Right, Both	Full Description

JEWELLERY
CLOTHING
PERSONAL EFFECTS

Person Completing Form	Time & Date
Surname	ID No.

LOCAL AUTHORITY REST CENTRES LEAFLET

Local Authority Rest Centres



Food

Food and drink will be provided by the council. Please let us know if you have any special dietary requirements.



Long term needs

Council housing staff will assist with longer term accommodation if you cannot return to your home.



Onward Travel

Do you require assistance with your onward journey? We will help with the planning of your travel if required.

Useful Contact Numbers:

Kent County Council and all District and Borough Councils (24hrs) 08458 247 247

NHS Direct: 0845 46 47

Jobcentre Plus national helpline: 08456 060 234
Crisis Payments: 0207 902 8769

Kent Police: 01622 690 690

Association of British Insurers 0207 600 3333

RSPCA advice line: 0300 1234 999

You may wish to note the following numbers for your own reference:

Doctor _____

Pharmacist _____

Insurance _____

Vets _____



- What happens at a rest centre
- Which organisations are involved
- What services are likely to be provided



Local Authority Rest Centres

This leaflet has been produced to explain what goes on at rest centres. It explains which organisations are involved and the services that are likely to be provided.

Rest centres are set up to provide temporary accommodation for people who have been affected by an emergency. They are run jointly by District Council and Kent County Council staff. They will be there to help, together with staff from other agencies.

Voluntary organisations like the Women's Institute, the Red Cross and St John Ambulance Brigade provide support, they will be identified by their coloured tabards or ID badges.

Health



If you have immediate health needs, please make yourself known to a member of staff.

The NHS will help you obtain replacement medication if you could not bring this with you. The NHS, Red Cross or St John's Ambulance Brigade will provide first aid or arrange for other medical treatment.



Registration/ Documentation

You will be asked to give basic information such as your name and address. This is so that the local council has an accurate record of who is at the centre.

You may also be asked for more information so that the centre staff can identify individual needs.

Please let a member of the staff know before leaving the rest centre so that your departure can be noted. We can then let your relatives know that you are no longer in the centre if they ask.

The role of the Police

A Police Officer will probably be at the centre. The Police will deal with information about missing persons and security of the area.



Welfare needs



Let us know if you have any welfare needs, and we will do our best to help. A range of services is available on request.

Pets



For hygiene reasons pets will be kept in a separate area within the centre. Arrangements may be made with the RSPCA or council staff for overnight boarding if it is necessary to provide longer term accommodation.



Information

If you require information about the emergency, council staff can provide help and assistance.

This page has intentionally been left blank.

Human beings are resourceful and resilient. Most people recover and rebuild their lives. However it is possible that some people take longer to get over the trauma and will require additional specialist help. If after three to six months you are still experiencing any of the following symptoms it is time to seek further help:

- persistent sleep disturbance with dreams and nightmares
- recurrent flashbacks and images still feeling numb and cut off from feelings
- still avoiding situations and reminders of the event
- withdrawal and loss of interest in family life and social activities
- lack of interest in your partner and sexual feelings
- mood swings, panic attacks, depression and anxiety
- increase in consumption of alcohol

WHERE TO GET HELP

Contact your GP who will be able to offer further advice and information and referral to specialist treatment services. Confidential help is also available from:

Samaritans	08457 909090
CRUSE	0870 167 1677
Victim Support	0845 303 0900
Disaster Action	01483 799066
Childline	0800 1111

HELPING CHILDREN WHO ARE INVOLVED IN TRAUMATIC EVENTS

It is quite common for children to be reluctant to share their emotions with adults, as they are afraid of upsetting them. For this reason it is not always immediately apparent to adults that children are distressed and suffering emotionally. Adults should not simply assume that because children are not showing any adverse reactions this means they are not affected. Pay particular attention if a child's sleep becomes disturbed, if they lose concentration or if they become "clingy" and anxious. Encourage children to talk and share their emotions with their friends so they can gain support from those in their own age group. It is important for adults to provide reassurance, security and routine. Keep any further disruptions to a minimum and help the child to feel safe. Be available to talk and comfort. Open, thoughtful communication with children will be of most benefit.

If you are a parent who has been bereaved during the traumatic incident you may find it too difficult to talk about your own feelings and your grief may be too great for you to provide the support and comfort your child needs. In this situation see if you can find another adult your child trusts to help you in meeting their needs. If children continue to show symptoms of distress or insecurity over a prolonged period, seek specialist help by contacting your GP for further advice.

COPING WITH CRISIS

This leaflet has been produced by the caring agencies in Kent

Reading it may help you to understand some of your feelings and – just as important – understand what others around you may be feeling



Kent and Medway
NHS and Social Care Partnership Trust



We can provide the text in this leaflet in a form better suited to your needs. Please contact us on 01622 694806

Coping with crisis

Anyone who experiences a crisis or trauma is caught up in a horrible event which disrupts everyday life in a way which is overwhelming and distressing. You, a relative or a friend may just have been through such a traumatic experience and be wondering what is happening to you.

This leaflet has been designed to provide information, support and guidance. Its purpose is to help you understand what you are going through, how you can help yourself and when necessary how you can seek the help of others.

In the immediate aftermath and during the early weeks following the trauma, it is likely you will experience a wide range of different feelings, thoughts and bodily sensations. These are quite usual in the unusual circumstances.

Normal feelings and emotions

- numbness, a sense of being in a dream or cut off from what is happening
- anger, at what has happened, the senselessness and injustice
- guilt, for having survived when others died or were hurt, for not having done more to help

- shame, for being weak and emotional, for not being brave
- grief, for the death of loved ones, for the loss of what makes life precious
- helplessness, for being caught up in a situation which is beyond your control

Normal physical reactions

- disturbed sleep patterns, vivid dreams and nightmares
- flashbacks – intrusive images, sounds, sensations, smells, reminders of the event
- being easily startled or “jumpy”
- avoiding situations which trigger memories of the event
- loss of concentration and poor memory
- anxiety sensations – dizziness, breathlessness, panic attacks
- irritability and tearfulness

Remember although these reactions are intense and distressing they are the usual responses after trauma. They are part of the recovery process and they usually diminish with time.

Keep this leaflet safe – it may be useful now or in the future.

Some “do’s and don’ts”

DO

- try to keep your life and usual routines as normal as possible
- eat regularly, take exercise and relax if you can
- share your feelings and emotions
- take care of your physical and emotional needs – sleep, rest, think, share and talk
- take more general care of yourself especially when driving – accidents are more common after trauma
- be patient with yourself and allow time to recover – although you want to get back to being your old self this will not happen overnight

DON'T

- bottle up your feelings – express them and let others share with you
- cut yourself off from family
- make any major life changes at this time
- increase your alcohol consumption
- rely on alcohol or other unprescribed drugs to blot out painful memories
- take on more than you think you can cope with

THINGS THAT YOU MIGHT FIND HELPFUL

- DO**
- try to do some ordinary everyday things that you enjoy
 - eat, sleep and take some exercise if you can
 - talk to people about how you are feeling and what you need
 - ask if your school has a counsellor – this is a good person to talk to
 - get your friends to support and talk to them about how you feel
 - ask for information if there are things you need to know
 - go to your doctor for advice, or an adult to come with you

- DON'T**
- bottle your feelings up and pretend everything is alright
 - stop talking to your family and shut yourself in your room
 - drink alcohol or take drugs
 - expect everything to get back to normal overnight

THINGS WILL GET BETTER BUT IT TAKES TIME

WHERE TO GET HELP

Your doctor – ask an adult for the phone number

Young Minds	020 7336 8445
Samaritans	08457 909090
Childline	0800 1111
SupportLine	020 8554 9004

Use this space to write down some useful names and numbers

COPING WITH CRISIS

A GUIDE FOR YOUNG PEOPLE

Reading this leaflet may help you to understand some of your feelings and – just as important – understand what others around you may be feeling as well

Please read the leaflet carefully and keep it in a safe place



**Kent and Medway
NHS and Social Care Partnership Trust**



We can provide the text in this leaflet in a form better suited to your needs. Please contact us on 01622 694806

Coping with a frightening, bad or unusual situation

You might recently have been involved in an accident or something bad or frightening may have happened to someone in your family. Your life might be feeling upset, scared or out of control and the adults around you might also be acting as if they are not coping very well. This is a difficult situation for everyone and you may be wondering what is happening to you, your family or your friends.

This leaflet has been written to give you some support, guidance and information about things which may help you.

After a bad experience, everyone including adults, young people and children all have many different feelings and emotions. It can feel like your normal, ordinary life has disappeared and been replaced with a great deal of uncertainty and distress. It can be hard for young people to see adults not coping as usually they are in control and able to take charge of situations. You may also find it difficult to talk about or share the feelings you are going through if you are worried that it will upset the adults even more.

Sometimes because the adults have a lot of other things to think about, they can forget that children and young people might be feeling upset and frightened. It is very important that you get the help, support and attention you need for yourself.

SPEAK UP, TELL THE ADULTS HOW YOU ARE FEELING. SAY WHAT YOU NEED AND ASK FOR HELP

Feelings, emotions and body reactions

You might find you experience lots of different things in your body or feelings. Often these include

- not being able to sleep properly, having bad dreams and nightmares
- shutting your eyes and still seeing pictures of the frightening thing that happened
- feeling on edge and “jumpy”
- not being able to concentrate on school work
- not being able to enjoy going out with friends
- feeling angry and tearful
- feeling sick, dizzy, breathless or panicky or detached from yourself or others

All these things are normal reactions and responses which can happen to everyone. They may be feelings you have not had before the bad event, but they are part of what has happened to you. You are not going mad or having a breakdown.

ANNEX D

CONTENTS OF REST CENTRE BOXES / CASES FOR DISTRICTS

- 1 TRUNK
- 1 CLICK COUNTER
- 4 CLIPBOARDS
- 1 FLIPCHART
- 20 REFUSE SACKS
- 1 MESSAGE PAD
- 50 SIGNS - A4 LAMINATED →
- 1 SET OF ACTION CARDS FOR KEY ROLES
- 2 FOOLSCAP FOLDERS
- 1 BOX OF RUBBER BANDS
- 1 BOX OF DISPOSABLE GLOVES
- 1 BOUND A4 BOOK
- 4 A4 RULED WRITING PAD
- 4 REPORTERS NOTEBOOKS
- 1 ROLL OF RED & WHITE BARRIER TAPE
- 1 BOX OF PENS
- 5 PLASTIC FOLDERS
- 1 2 HOLE PUNCH
- 1 STAPLER
- 1 BOX OF STAPLES
- 1 MARKER PEN
- 1 PK PENCILS
- 2 PENCIL SHARPENERS
- 1 SNOPAKE
- 2 ROLLS SELLOTAPE
- 1 PR RIGHT HANDED SCISSORS
- 1 PK BLUTAK
- 1 POST IT NOTES
- 1 PK OF PAPER CLIPS
- 1 REST CENTRE GUIDELINES
- 4 DOCUMENTATION PACKS (100 FORMS)
- 1 SET OF LANGUAGE CARDS
- 1 PSYCHOLOGICAL CARE GUIDELINES
- 50 COPING WITH CRISIS LEAFLETS (25 ADULT, 25 YOUNG PEOPLE)
- 15 HI-VIS WAISTCOATS (SIZE MEDIUM)
- SIGNS 2 - REST CENTRE - WITH → TO INDICATE LEFT RIGHT OR STRAIGHT AHEAD
- 1 WINDUP TORCH / RADIO
- 1 6V LANTERN TORCH WITH BATTERY
- WORK LANTERN WITH BATTERY
- 1 UNIVERSAL MOBILE PHONE CHARGER
- 1 BRITISH RED CROSS MAJOR INCIDENT MULTILINGUAL PHRASEBOOK
- 1 BOX OF WRISTBANDS
- 25 REGISTRATION FORMS
- 2 ALL WEATHER REST CENTRE SIGNS

- | | |
|-----|----------------------|
| 2 x | Rest Centre |
| 2 x | Rest Centre Manager |
| 2 x | Registration Point |
| 2 x | Documentation Point |
| 2 x | Information Point |
| 2 x | First Aid |
| 4 x | Fire Exit |
| 2 x | Reception Area |
| 2 x | Quiet Area |
| 2 x | Nursery Area |
| 2 x | Children's Play Area |
| 2 x | Clothing Store |
| 2 x | Pets Area |
| 2 x | Smoking Area |
| 4 x | Toilets |
| 2 x | Men's Toilet |
| 2 x | Ladies Toilet |
| 2x | Disabled Toilet |
| 2 x | Canteen |
| 2 x | Refreshments |
| 6 x | Arrows |