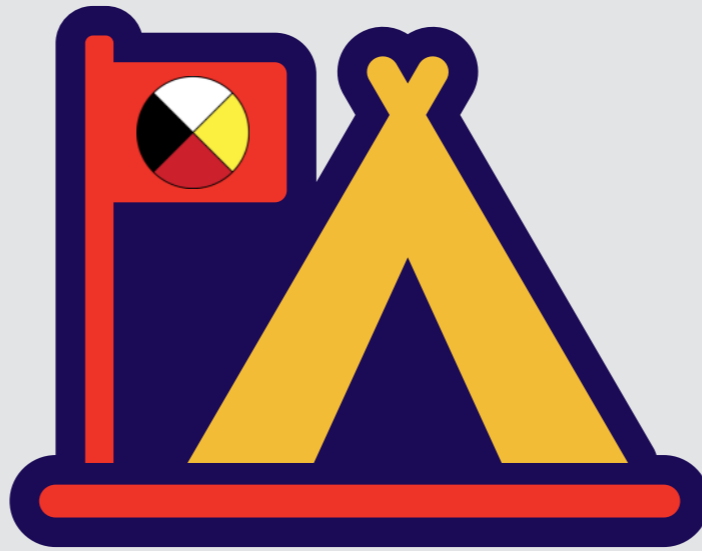


# Evacuee Hosting Quick Reference Guide for First Nations Communities



The following resource was created by Alex Post, Saskatoon Tribal Council Emergency Management, and is intended for informational and guidance purposes only.

# Introduction

The following resource was created to serve as a guide for considering and establishing Evacuee Hosting locations, a.k.a Reception Centers. The information contained within this guide is not an exhaustive checklist nor does it prescribe a set methodology.

Always consult the local Authority Having Jurisdiction, local Emergency Management agencies/experts, Humanitarian Organizations, and your local Environmental Public Health Officer to ensure you are using resources efficiently and meeting all requirements. This guide is not meant to replace any Emergency Response Plans. Be sure to adapt the information contained within this guide to fit your specific community needs.

***“Failure to plan is planning to fail”***  
***-Benjamin Franklin***

**STC Emergency Management would like to thank the many partners and staff that advised this guide. We encourage those who use it to collaborate as a team and continue in the spirit in which this resource was developed.**

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# Feasibility Assessment

**Complete this checklist to see if you have the capacity to host evacuees**

## Proximity

- Is your community outside the potential hazard area?
- Is your community within 1 hour of a major city?
- Is travel from the evacuating community reasonable?

## Facilities

- Do you have community facilities you can give up for a while?
- Do you have adequate showers, washrooms, laundry facilities, cooking facilities, and sleeping spaces?
- Are the spaces in good condition, healthy, safe, and do they meet fire/building codes?
- Can the community infrastructure (water/waste water, electricity, etc.) handle the increased demand?

## Supports

- Can you provide security and other staff for the facilities?
- Are there activities/recreation available?
- Do you have adequate medical and mental health supports available?
- Do you have adequate commercial kitchen facilities to prepare meals for evacuees?

## Financial & Authority

- Do you have a plan to cover the associated expenses?
- Are you aware of the funding & reimbursement options available?
- Have you received approval or a request from the Authority Having Jurisdiction to host evacuees?
- Has your Chief & Council approved the action?

## Other

- Have you requested support from your Tribal Council Emergency Management team?
- Has your facility been pre-inspected by your Environmental Public Health Officer?

## Other Questions to Consider:

- How many evacuees can you reasonably & safely host?
- How long can they stay for?
- What will be the impacts on the community and day-to-day programming?
- Will you allow pets and/or farm animals?

**You should have answered YES to every single one of these questions. If you answered NO to any of them, you may not be ready to host evacuees. More planning is required.**

**There may still be other ways you can help. Contact your local Emergency Management Team or the Authority Having Jurisdiction to inquire about other ways you can support evacuees.**

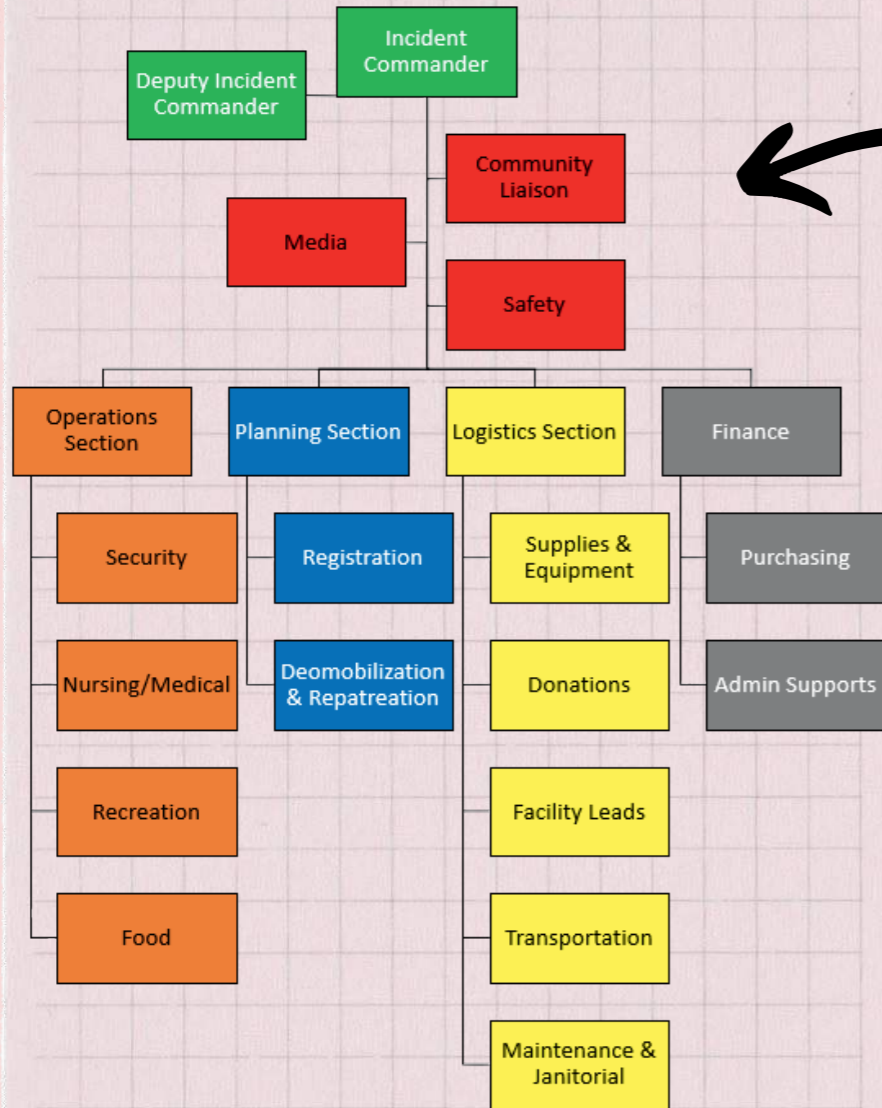


Evacuees should never be hosted in homes that are not close family or friends

# Establish Your Team



**The Incident Command System helps to determine your Organizational Structure. As you work through this guide be sure to remain flexible in expanding or shrinking your organization & the roles to fit your unique needs.**



This organizational chart is a great starting point as it helps to ensure each of the topics listed in this guide are accounted for in your team as a role.

Each person involved must understand their responsibilities, as well as those of the other roles.

Be sure to also have a backup person for essential roles so people can get rest.

Be sure to include your Environmental Public Health Officer to ensure all spaces are safe & healthy

Chief & Council should not be part of your ICS structure. Their role may be as a Spokesperson or similar.

## Incident Command

Leads the overall response & makes critical decisions. Often a person with leadership & incident management experience such as a Director of Operations or Emergency Management Coordinator.

## Command Staff

Provides key supports to Command to manage Media, Liaison with outside agencies, & watch out for the Safety of all responders.

## Operations

Known as the "Doers", these are the boots on the ground that ensure actions are taken to manage the incident itself.

## Planning

Called the "Thinkers", Planning is all about tracking and preparing for the future. These roles help us to plan for now and what is to come.

## Logistics

Often named the "Getters", Logistics is responsible for all support equipment & supplies. They will source, transport, & store items until they are needed by others.

## Finance & Admin

Nicknamed the "Payers", Finance/Admin provides financial tracking & administrative support to all. These are the people that will prepare budgets, submit expense claims, & pay vendors.

It may be valuable to bring in outside experts for key roles. This can also reduce the impacts on your staff.

A group chat (such as WhatsApp) for your team is essential for communication & acts as a record of events & decisions



# Equipment & Supplies

**Humanitarian Organizations such as the Canadian Red Cross, Salvation Army, or St John Ambulance may be able to help with Equipment & Supplies. See the “External Resources” tab**

## Source the Needed Equipment:

- Cots (single and double)
- Pillows & Sleeping Bags/Blankets
- Tables & Chairs
- Room Dividers
- Laundry Baskets
- Extension Cords & Power Bars
- Signage
- Garbage Bins
- Brooms, Mops & Buckets
- Wet Floor Signs
- Food Service Trays, Dishes & Utensils

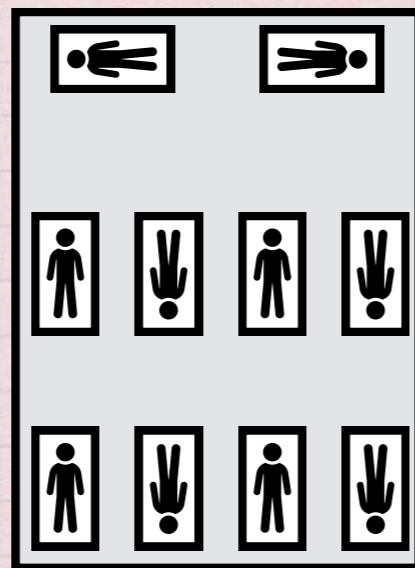
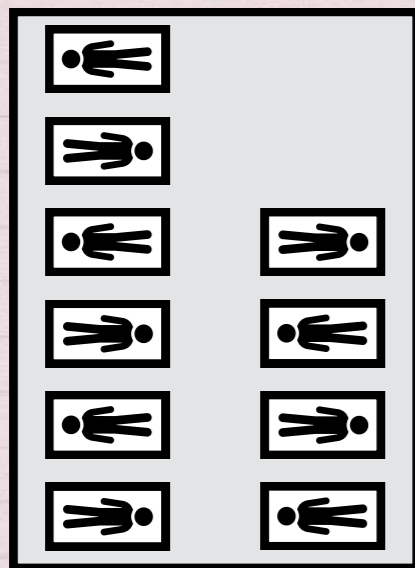
## Don't Forget Consumable Supplies like:

- Toilet Paper & Paper Towels
- Tissues & Hand Sanitizer
- Cleaning Supplies & Soaps
- Personal Hygiene Products & Feminine Hygiene Products
- Infant Supplies such as Formula, Milks, Diapers, Wipes & Creams
- Garbage Bags of all sizes
- Laundry Detergent & Dryer Sheets
- Personal Protective Equipment (PPE)
- Paper, Tape, Pens & Markers

## Other Considerations:

- Tobacco & Smudge Kits
- Mobility Equipment
- First Aid Kits & Medical Supplies
- Fire Safety Equipment
- Storage Bins
- Heating, Cooling, & Air Purification
- Internet Access & Device Charging Stations
- Tablets (see Registration Tab)
- Games & Activities
- TVs, Movies, & Video Games
- Beading & Other Cultural Activities
- Lockbox for Medications

This list is not comprehensive but can serve as a starting point. Be sure to consider the unique needs of your space & the population you will be supporting.



Beds should be spaced to provide at least 3.5 square meters per person with 1 meter between beds.

Don't forget to create separate spaces for men, women, & families.

**Be sure to make a plan to keep the spaces clean and healthy. Consider the increased demand on Water, Waste Water, Cleaning & Garbage Removal**

## Emergency Sanitation Ratios

**1 Shower per 30 people**

**1 Toilet per 20 people**

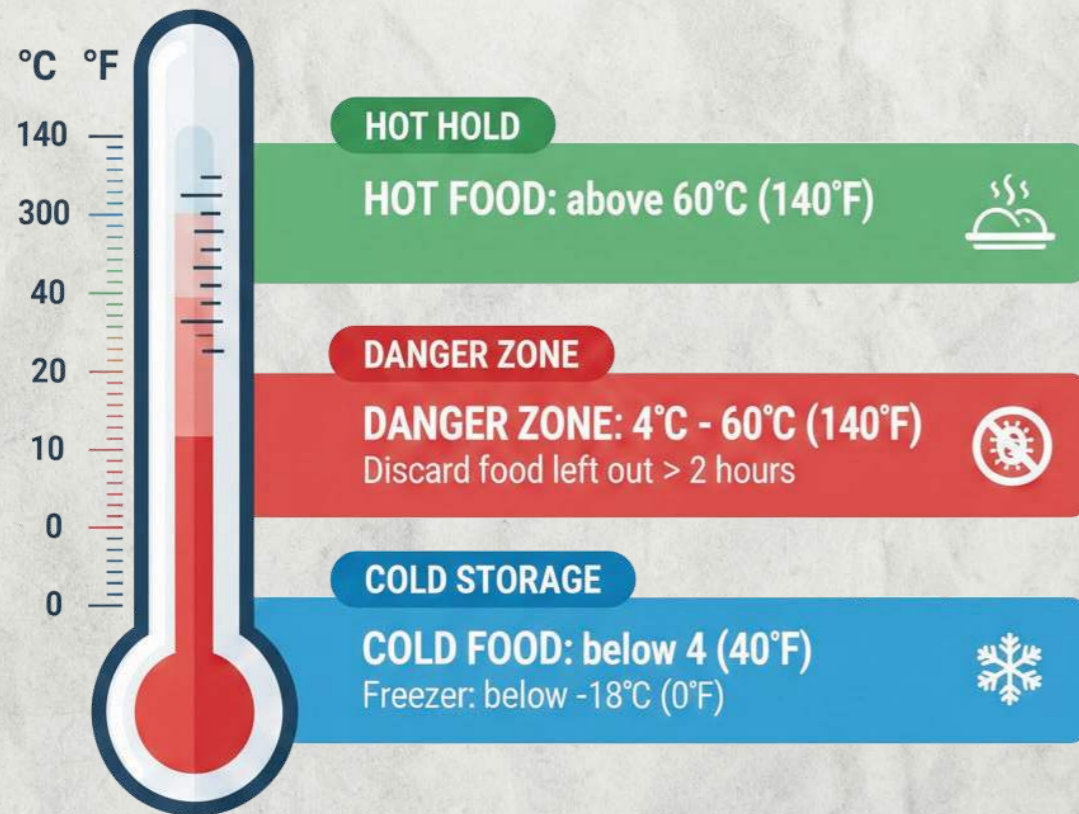
**1 Hand Sink per 10 people**

Make sure your HVAC system is capable of handling a minimum air exchange rate of 6/hr. Filters should be rated MERV 13 or higher. Consider supplementing your system with extra fans, portable air conditioners, & portable HEPA air purifiers. Also be sure the sleeping area is equipped with carbon monoxide detectors.

# Food Services

**Food brings people together & fuels their body & minds. Food can also make or break the experience for evacuees. Plan accordingly...**

## Safe Food Temperatures



When planning food services, consider:

- Number of evacuees & staff
- Dietary needs & food allergies
- Nutritious & familiar foods
- Meal times & access to snacks
- Reasonable variety of dishes
- Including the evacuating community in the planning & preparation
- Adaptability to changes in demand
- Approved vendors & sources of food
- ...and most importantly, **FOOD SAFETY**

Outsourcing food services may help reduce stress & staffing needs. Consider local licensed catering businesses or humanitarian service providers.

## Safe Food Serving

I make sure my staff are trained in Safe Food Handling

I always wear gloves & use a serving utensil

I make sure the tables are kept clean & sanitized



Food is best served by staff or pre-packaged into individual servings. Be sure hand washing or alcohol-based hand sanitizer is available.



Any kitchen used must be inspected by your local Environmental Public Health Officer

## Donated Foods

### Low-Risk Foods May be Served



Whole Fruits & Vegetables



Dry Cereals



Commercially Packaged Foods



Home-Baked Bannock & Cookies

### High Risk Foods Cannot be Served



Meats & Poultry  
Fish & Seafood



Eggs & Dairy



Home-Cooked Meals

**Risk of food-borne illness**

# Registration

**Knowing is half the battle.**

**A thorough but accessible registration process will help you be efficient & ensure evacuees are provided with the necessary supports.**

## A Good Registration Process Should Collect:

- Names, treaty numbers, and contact info
- Medical, dietary, & other special needs
- Method of travel
- Information for extended family traveling together as a unit
- Roles evacuees may wish to take on such as:
  - Security or food preparation
  - Mental health or nursing/first aid
  - Recreation or cultural services

## Registration Setup

- Increase staffing during peak times (arrivals/departures)
- Use a digital registration process to quickly access & track data
- Have multiple tablets/laptops available
- Ensure paper backup options are ready
- Be sure to keep all data you collect secure & limit access to private info
- Have a plan to share information with a designated Community Leader/Liaison



Remember, anytime you collect personal data you must take active measures to ensure it is protected. Consult your Privacy Officer for more details.

## Evacuee Registration Form Template



Scan the QR Code or type the address below into your browser to access a template. Be sure to edit it to fit your needs.  
[bit.ly/4qtJK9J](https://bit.ly/4qtJK9J)

Consider having evacuees read & sign a Code of Conduct for your facility

See the "Security" tab for a template



Having individuals that speaK local languages available at registration is highly recommended

This is a link to a TEMPLATE. Be sure to modify it to suit your needs prior to use and generate your own QR code or link for evacuees to use when filling out the form.

### PRO TIP

Having a process to check in & out will help with reuniting families, ensuring efficient meal planning, preventing any duplications of services, & make repatriation easier.

**Registration is a VERY busy role. Be sure to plan ahead to have relief persons ready for the Registration Lead.**

**Consider even having 2-3 people share this role in a larger evacuation.**

# Security

**Safety of everyone is essential to ensuring a positive environment. A healthy mix of local security trained staff & those from the community (such as existing security & matriarchs) will ensure rules are followed & disputes dealt with fairly.**

## Planning for Safety & Security

- Do you have enough security staff already?
- Can evacuees work as security?
- What qualifications/background checks are needed?
- Where will you post security personnel?
- How long are shifts? What about overnight?
- How will you handle disputes? What about terms for evictions?
- Is there a plan for alternative accommodations?
- Have you coordinated with the local RCMP or Police Service?



**Keep in mind evacuations are highly traumatic & may lead to an increase in substance use. Local gangs & drug dealers may also look to take advantage of the situation for sales, recruitment, & human trafficking.**

## What will be your rules for:

- **Drugs & Alcohol**
- **Quiet Times/Lights Out**
- **Supervision of Children**
- **Conflict Resolution**
- **Personal Security & Safety**
- **Respect towards Others**
- **Cleanliness**

Create your own Code of Conduct

Use this draft as a starting point

## **EVACUATION CENTER: CODE OF CONDUCT**

To ensure the safety, well-being, & comfort of all residents & staff, all occupants are required to adhere to the following guidelines. Failure to comply may result in removal from the facility.

### **1. Respect and Safety**

Mutual Respect: Treat all residents, volunteers, & staff with dignity. Harassment, discrimination, or abusive language will not be tolerated.

Conflict Resolution: If a dispute arises, please notify a staff member immediately. Do not attempt to settle conflicts physically.

Quiet Hours: Please observe designated quiet hours from [e.g., 10:00 PM to 7:00 AM] to allow others to rest.

### **2. Health and Hygiene**

Cleanliness: Keep your designated sleeping area tidy. Dispose of trash in the provided bins.

Sanitation: Wash hands frequently & use provided sanitization stations, especially before entering food service areas.

Illness: Notify medical staff or a supervisor immediately if you or a family member feels unwell.

### **3. Facility Rules**

Prohibited Items: Alcohol, illegal drugs, & weapons are strictly prohibited on the premises.

Smoking/Vaping: Smoking & vaping are only permitted in designated outdoor areas.

Supervision: Children must be supervised by a parent or guardian at all times. Staff are not responsible for childcare.

Pets: Only registered service animals are permitted in the main living area. Other pets must stay in the designated pet sheltering area (if available).

### **4. Security and Personal Property**

Valuables: The facility is not responsible for lost or stolen items. Please keep valuables on your person or locked in your vehicle.

Restricted Areas: Do not enter staff-only zones, kitchen prep areas, or other people's designated sleeping spaces without permission.



Be sure to have everyone review and sign the Code of Conduct. It may also be helpful to post copies around the facility as a friendly reminder.

# Health & Mental Health

**Illness can spread quickly in tight living conditions. Pre-existing conditions can also be worsened by displacement, forgotten medication, & changes in one's environment.**

## Planning your Health/Nursing Supports

- Can you handle the increase in demand alone?
- Can the evacuating community provide some nursing supports? If so, how will you coordinate?
- Will you have access to medical records such as EMR?
- Do the evacuees have daily or routine medical needs you need to prepare for?
- Can prescriptions be transferred to a local pharmacy?
- Do you have a plan for those on methadone or similar prescriptions?
- Are there medical conditions you simply cannot support?
- Can your Medical Transportation services provide transport to evacuees with medical appointments/needs?
- Have you coordinated with nearby health, hospital, and pharmacy services?

## Separate First Aid from Nursing

You can help alleviate the demand for nurses by having some on-site First Aid services. Humanitarian Organizations, Security or volunteers can help with this.



In the past, evacuee hosts have used the opportunity to promote vaccinations, however many people have reported feeling pressured to get vaccinated in order to receive support services.

**Pressures for Critical Incident Stress Management (CISM) responders may be high, but past evacuations have often shown that few people access these types of services. Instead, plan to provide generalized mental health services.**

Don't just plan for evacuees, also consider the health & mental health impacts on staff & volunteers

## Mental Health Supports

Evacuations are traumatic and frightening.

People may participate in harmful behaviours such as self medicating with drugs & alcohol.

Although most hosts impose a "dry" facility rule, be aware that those with addictions will still find ways to use.

Consider different types of harm reduction that can be setup such as: needle exchanges & sharps bins, fentanyl test kits, naloxone training, alcohol management & access to birth control.

People access supports in different ways. Plan to have a mix of own community, host community, & external resource/supports available.

# Recreation & Activities

**The first day or two people will be just getting settled, but if you plan to host beyond 2-3 days, you need to make plans for a variety of activities**

## Quiet/Low Energy Games & Activities

- Board games, activity sheets, & reading
- TV, movies, & video games

## Sports & Physical Recreation

- Free-gym time, basketball, floor hockey, etc.
- Morning run/walk club, yoga classes, etc.

## Cultural Activities

- Beading, drum circles, ribbon skirt making
- Story-telling, men's/women's circles

Is there a big game that will be on TV? Consider setting up a watch party to encourage comradery and positivity

**!** Community volunteers are a great way to bring in a variety of activities while reducing the burden on staff. Consider putting a call-out for people to sign up to run games, crafts, sports, & more...

Consider the different ages you will be hosting and adjust activities to suit the needs



**Consider having a guest wifi and/or access to the internet so people can stay in communication with their families. Be sure to have rules & safeguards for internet use.**

## More Tips for Entertaining your Guests

- Share a daily activities/recreation schedule
- Adjust your plans to fit changing needs
- Consider off-site activities like sporting games, movie theaters, zoos & fairs
  - Local businesses & attractions may be willing to donate free tickets
- Check with tourism organizations for upcoming local events
- Consider holding a pow wow, sun dance, or other cultural event

# Transportation

**A lot of equipment, supplies, & even people will need to be moved around. A great way to make other roles easier is to create a role in charge of Transportation.**

## **Start by completing an inventory of the vehicles you have available**

- Regular vehicles (car seats will be needed for children)
- Wheelchair/accessible vehicles
- Vans/buses for mass transportation
- Trucks & trailers for equipment & supplies

## **Don't forget to find licensed & insured drivers**

- Drivers may need to be added to your insurance
- If transporting people (especially children), drivers may need a Criminal Records Check

Initially, Transportation will be busy with picking up & delivering equipment & supplies. As time goes on, demand may shift to shuttling staff, volunteers, & evacuees.

Don't forget to make a plan for the parking of evacuees' personal vehicles

A simple inventory sheet like this can help to track your community's vehicles & staff/volunteer drivers

Vehicle Type	License Plate #	Passenger Capacity	Cargo Capacity (m <sup>3</sup> or lbs)	Location/Status
Driver Name	Driver's License #	License Class	Insurance Status (Verified)	Contact Number
			<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No	

# Special Populations

**Some individuals may have unique needs that require additional supports. A robust registration process will help to identify these needs so you can quickly make plans to support them.**

Consider how the ages of evacuees will change the types of supports they will need. Planning ahead for ways to involve all age groups will help to reduce tensions & find healthy ways for high & low energy people to co-exist.

## Infants & Toddlers

- Cribs & playpens
- Diapers, wipes & creams
- Formula & bottles
- Breast feeding area

## Children & Teens

- Parent respite/daycare
- Quiet activities
- High-energy activities
- Birthdays

## Seniors & Elders

- Accessibility & Mobility
- Quiet Times
- Special diets
- Elder's activities

### **Survivors of trauma/violence**

- Ensuring personal safety
- Prohibited persons
- Triggers & mental health
- Trauma informed care

### **People with Disabilities**

- Low sensory spaces
- Special medical needs
- Accessibility
- Communication aids

### **Members of LGBTQ2S+**

- Gender-neutral washrooms
- Desired sleeping location
- Safe spaces
- Self-identification



Planning ahead to try to anticipate special needs is fantastic, but nothing replaces asking individuals how they can best be supported.

# Donation Management

**Known as the second disaster, donations can quickly get out of hand & take up more space, time, & resources than they provide. Advanced planning is essential to effectively managing donations.**

## Planning Ahead to Avoid Donation Chaos

- What donations will be accepted?
- How will items be washed, sorted, & distributed?
- What will be done with leftover donations?
- How will you dispose of unaccepted donations?
- Will you take financial donations? If so, how will they be tracked?
- How will you handle donated food?  
(see the "Food Services" tab and the page below)

A great way to redirect the enthusiasm of people wanting to donate is to instead have them volunteer to support the evacuees



Any donated item should be clean & free from damage & signs of pests. When in doubt, throw it out.

As always, be sure to only accept items that you NEED. Donations can quickly become a mess of their own.

## What Donations Should You Accept?

### Potentially Accepted



New Clothing & Shoes



New Hygiene Products



New Infant/Toddler Products



Cash Donations



Commercially Packaged Foods



Home Baked Bannock & Cookies

### Accepted Only If You Requested It



Blankets & Linens



Cribs & Playpens



Gift Cards



Books



Electronics



Cultural Items

### Not Accepted



Home-Cooked Meals



Used/Damaged Clothing



Used & Broken Toys



Stuffed Animals



Furniture



Alcohol

# Financial Tracking

**Meticulous records go a long way to ensuring every penny eligible is recovered. Follow these tips to help keep your financial ducks in a row.**

Creating a separate code for all expenses related to the Evacuee Hosting will make life easier down the road.  
Do it now!

## You may be able to submit for an Advance Request


- Create a projected budget
- Include quotations, invoices, & any evidence to support the costs
- Submit it to your Regional Office
- Up to 80% of the total projected costs can be flowed to you ahead of time
- Reconciliation of actual expenses can occur after the event



On-reserve community emergencies are eligible for reimbursement by ISC. Be sure to contact your Regional Officer prior to activating your evacuation center to ensure you are following the necessary steps.

- Wages
  - Incremental wage costs (including mandatory employment related costs such as CPP, EI, WC)
    - for temporary new hire for period of emergency or for overtime related to emergency for existing employees
- Administrative fees (up to 10%)
- Accommodations (hotels, group lodgings)
  - Rental of support equipment (AC, air scrubbers, lighting, generators, refrigeration, etc.)
- Transportation
  - Out of the community (evacuation)
  - Within host community/ies: for family reunification, for medical appointments, etc.
- Food (in accordance with the guidelines set out by provincial authorities up to the maximum allowed by the Treasury Board of Canada)
- Personal hygiene products
- Infant care products
- Seasonal Clothing (on a one-time basis, if required)
- Health and Mental Wellness Supports
  - Mental health counselling
  - Access to medical and First Aid services
  - Culturally appropriate healing services
  - Family reunification services
- Special Services
  - Navigational supports/services
  - Security costs at evacuation facilities
  - Transitional educational services
  - Laundry costs
  - Special services to vulnerable groups
- Pets/Livestock (costs for transporting and housing pets or livestock during an evacuation)
- Child Friendly Spaces
  - Child care services
  - Child-specific counselling services
  - Recreational activities
- Cultural Continuity (access to traditional foods, language translation, etc.)

Your Tribal Council Emergency Management Team (where applicable) can assist with this process.



This is a list of potentially eligible expenses. Be sure to contact your ISC Regional Office for details.

# External Resources

**You are never alone. Leverage the resources in your surrounding area. During large-scale evacuations, consider resources beyond provincial/territorial borders as they may be the only ones available.**



**St. John Ambulance**



Organization	National Contact Number	Primary Role in Evacuation
Canadian Red Cross	1-800-418-1111	Registration, Lodging, & Personal Services
The Salvation Army	1-800-725-2769	Emergency Feeding & Donations Management
St. John Ambulance	1-888-840-5646	First Aid & Therapy Dog Services
GlobalMedic	1-416-916-0522	Water Purification & Logistics Support
Team Rubicon Canada	1-855-242-2657	Incident Management & Debris Removal
Islamic Relief Canada	1-855-377-4673	Culturally Appropriate Aid & Food Kits
Mennonite Disaster Service	1-866-261-1274	Cleanup & Long-Term Reconstruction
CDART (Animal Response)	1-604-410-3662	Specialized Animal Sheltering & Rescue
Humane Canada (SPCA)	1-888-754-5105	Pet Welfare Advocacy & Support
211 Canada	Dial 2-1-1	Public Information & Resource Referral

