

REST CENTRE MANAGER – Aide - Memoire

The Rest Centre Manager is responsible for ensuring that the Rest Centre is set up and managed effectively to care for the welfare needs of the people evacuated to it. The main function is to maintain a strategic overview of the Rest Centre operation and to liaise with the District Liaison Officer/Control Centre and County Emergency Management.

The duties include:

Notify Leisure Centre Duty Manager and Centre Manager of the need to set up as a Rest Centre

Notify District Council officers to attend Rest Centre

If alert was not received from County EM, alert County EM Duty Officer and ensure WRVS and BRCS teams are requested to attend.

Notify County EM / Control Centre when the Rest Centre is set up and ready to receive evacuees.

Liaise with Facilities Manager and Housing Manager to assess needs of evacuees.

Identify staffing needs of the Rest Centre and establish rota systems.

Ensure logging systems are set up to record events, accidents and records kept of all expenditure

Ensure that records are maintained of numbers within the Rest Centre to include evacuees, staff and volunteers.

Ensure that evacuees and staff receive regular updates of the situation.

Liaise with the Voluntary organisations present to allocate duties and designate areas for their use.

In conjunction with the Housing Manager prepare for overnight accommodation as necessary, assess longer term housing needs and/or identify bed and breakfast accommodation.

Deal with Media issues and dignitary requests and co-ordinate any interview arrangements.

Arrange for the Rest Centre to be cleaned and returned to its normal operating condition at the end of the evacuation.

Arrange for the restocking of the "Grab Box".

FACILITIES MANAGER – Aide – Memoire

The Facilities Manager is responsible for the general management and all the facilities used for the Rest Centre. They will assist the Rest Centre Manager in the safe running of the Centre.

The duties include:

Carry out a risk assessment of the premises prior to its opening as a Rest Centre.

Ensure that the Rest Centre is set up in accordance with the agreed plan.

Ensure that all utility systems are working and heating, if required is at an appropriate temperature.

Ensure that office communications equipment is working and the public telephone is available for use.

Ensure that all necessary signs, notices and plans are posted.

Allocate staff for car parking duties.

Provide the necessary security arrangements to prevent unauthorised access to restricted areas.

Maintain a regular cleaning and replenishment schedule throughout the premises to take care of spillages, wastebins, toilets etc.

HOUSING MANAGER – Aide – Memoire

The District Housing Manager is responsible for the needs of any person rendered homeless as a result of an emergency incident or disaster. They will assist the Rest Centre Manager and deputise when necessary.

The duties include:

Preparing the Rest Centre for overnight accommodation if required.

To collate information on evacuees housing needs and make assessments of those needs.

Establish the means to assist evacuees who can make alternative accommodation arrangements with friends and relatives.

To provide information and reassurance to the homeless. This may require the setting up a separate “housing area” information point within the Rest Centre.

Identify alternative accommodation / Bed and Breakfast provision should the evacuation prove to be of a longer term event.

Work closely with the Rest Centre Manager in the daily operation of the Rest Centre deputising where necessary.