

WELFARE

PART E: WELFARE AND WELLBEING

SECTION 1.1: EVACUEES AND DISPLACED COMMUNITIES

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RECORD OF AMENDMENTS			
Version	Date	Reason for review	Author
1.0.0	01/11/16	First issue of a new plan	AL

1 INTRODUCTION

1.1 Definition of an Evacuee Reception Centre

A secure area / premises set up to which members of the community who are evacuated from their homes, due a major or unusual incident, can be taken for short-term shelter, first aid, documentation and immediate welfare assistance.

Evacuee Reception Centre will be acquired, established and managed by the local District Council in partnership with Cumbria County Council.

1.2 Key Principle

The introduction of the 2004 Civil Contingencies Act (CCA) has emphasised the importance of the Humanitarian Aspects of Disasters. A common feature of many emergencies is the need to evacuate members of the public away from potential harm to a place of relative safety.

Category One responders, as defined by the CCA have a duty to prepare for, respond to and recover from emergencies. This section of the Cumbria Resilience Forum Welfare Plan details how the multi-agency response plans to manage and help evacuate members of the public away from actual or potential harm, to a place of safety.

Within Cumbria the responsibility for identifying suitable Evacuee Reception Centres lies jointly with the district and county councils. Secondary or smaller centres, contained within the plan, are nominated by the respective District Councils and may be used when an evacuation is likely to be of a very small scale and not requiring the use of larger premises such as schools or leisure centres. The management of Evacuee Reception Centres is a joint undertaking between the local District Council and Cumbria County Council.

Local Authorities also have a duty of care to the community under the following legislation:

Under the Local Government Act 2000, Local Authorities have a responsibility to ensure the economic, social and environmental well-being of the community that they serve

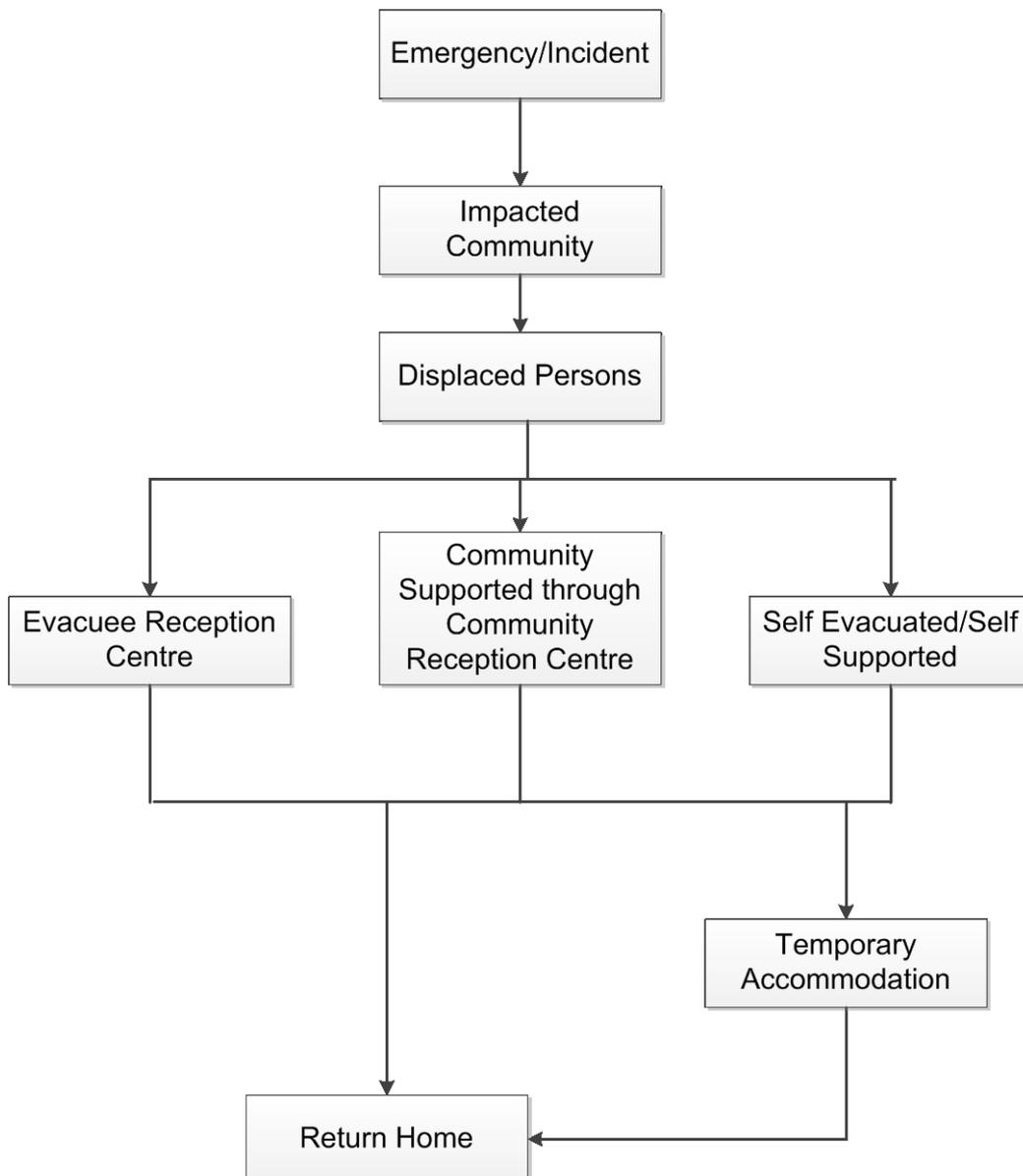
The 1989 Local Government Housing Act and the 1996 Housing Act place statutory duties on Local Authorities to provide temporary accommodation for residents rendered homeless as a result of an emergency

Local Authorities have a duty of care in respect of survivors from a major emergency, while City, Borough and District Councils have a statutory duty under Part VII of the Housing Act 1996 to provide temporary accommodation for those made homeless

The Local Authority has a duty under the Homelessness Act 2002 to provide a place of shelter and safety for the people within their authority in times of evacuation during an emergency

Those communities displaced or evacuated due to an incident or emergency can be accommodated in the following ways:

- Evacuee Reception Centre
- Community Reception Centre
- Self Supported Temporary Accommodation



Shelter is provided in a communal facility, possibly but not necessarily a pre-nominated Emergency Assistance Centre (Emergency Assistance Centre Plan Section 2) for a few hours up to 24 hours, to protect displaced people from the potential danger.

These centres are called Evacuee Reception Centres and form one of a number of Emergency Assistance Centres under the Emergency Assistance Centre Plan.

The Centre provides basic care and welfare support, as well as information and advice. In Cumbria, this type of Centre is run and managed jointly between the Local District Council and Cumbria County Council.

1.3 Objectives

- To provide immediate shelter for persons who have been evacuated from an area or are otherwise in need of emergency accommodation following an incident.
- To provide initial light refreshments for evacuees.
- To enable details of evacuees to be maintained in the centre for reference.
- To provide for the wellbeing of the evacuees and to offer support services and information on a wide range of welfare related subjects.
- To provide a comprehensive system to advise evacuees on the progress of the emergency and its possible effects upon them directly.
- To provide evacuees with updated information about the incident.

There are two different situations that could require the use of an Evacuee Reception Centre. The first is during an incident where the Police implement an evacuation and require shelter for the evacuees. The second is during an incident where the Police are not directly involved but there is still a need to provide an Evacuee Reception Centre for the people affected.

The Centre will operate under the direction of the Managers who will hold management meetings, in the Centre, at regular intervals throughout its operation. Team leaders from each agency, represented in the Centre, will attend in order to ensure that a coordinated response can be provided.

2 ACTIVATION

Shelter should be provided in a communal facility possibly, but not necessarily, a pre-nominated Emergency Assistance Centre (Emergency Assistance Centre Plan Section 2) for a few hours up to 24 hours, to protect displaced people from the potential danger.

The nature, scale and impact of an incident can vary significantly and so the following timelines are intended to be indicative. It should be noted that some evacuees may already be at or may arrive at the Evacuee Reception Centre location before the team have had time to prepare.

The need for an Evacuee Reception Centre will be identified either by the Police Silver Commander coordinating the response, Tactical Coordinating Group or by the local District Council.

Welfare Coordinating Group or Tactical Coordinating Group must be told immediately once the decision is made to activate an Evacuee Reception Centre.

An Evacuee Reception Centre may require a range of agencies to participate, depending on the scale of the event and the level of support requirements. Equally, it may just hold a few people for a short period of time whilst the emergency services deal with a localised event. This Centre will provide facilities for the registration of evacuees.

An Evacuee Reception Centre may follow on from a Survivor Reception Centre after this facility has been closed down, or it may take the form of an advice, 'drop in' or 'day' centre, when an overnight stay is not required.

Section 1.6 of the Emergency Assistance Centre Plan, comprises checklists for the various roles involved at the Centre. The checklists outline the broad roles and duties of each agency and should be used as a guide to their role.

3 COMMUNITY RECEPTION CENTRE

A Community Reception Centre is a locally established centre, often as part of a Community Emergency Plan. These centres aim to offer similar objectives to the Evacuee Reception Centre, but are reliant on local volunteers and responders.

Cumbria Resilience Forum will make every effort to identify these sites and liaise with the lead volunteers to offer assistance or resource as required and available. If requested the Welfare Coordinating Group will make every effort to take over the management of the centre, however an on-going liaison relationship through the Emergency Assistance Centre Liaison Officer is a preferable solution.

In a number of situations these centres may become isolated through loss of transport and communication networks.

3.1 Objectives

- To provide immediate shelter for persons who have been evacuated from an area or are otherwise in need of emergency accommodation following an incident.
- To provide initial light refreshments for evacuees.
- To enable details of evacuees to be maintained in the centre for reference.

4 SELF SUPPORTED TEMPORARY ACCOMMODATION

In an emergency that leads to displaced communities or the need for evacuation many members of the community will make their own way to safety, staying with family or friends, or making alternative temporary accommodation arrangements.

In order to manage the welfare of these community members it is important to identify them through awareness that they have had to be evacuated and even if there are no obvious consequences of the evacuation, their ongoing welfare needs are identified in any recovery activity.

5 VOLUNTARY SECTOR ACTIVATION

The initial activation of the voluntary sector to assist, at the Evacuee Reception Centre and potentially with liaison at Community Reception Centres, will be conducted by Cumbria County Council on behalf of the District Council. Subsequent resources for the Centre need to be addressed in a coordinated manner by those statutory organisations managing the Centre.

If further voluntary agency support is required the Centre Managers must request support through the Welfare Coordinating Group.

Once a single Centre is established the management and coordination of that Centre is the responsibility of the respective statutory organisation running the Centre.

It is imperative that the District Council managing the Centre links to their respective control centres for additional resources and support.

At the outset, the statutory organisation managing the Centre must consider the need to rotate officers supporting the Centre. For District Councils this may require the activation of mutual aid with neighbouring authorities. Excessive or long hours should be avoided by any individuals responding to Emergency Assistance Centres.

6 MUTUAL AID AND INTER AGENCY SUPPORT

6.1 Mutual Aid – District Council

In the event of multiple Evacuee Reception Centres being established, the District Council(s) will ensure support and assistance to newly established Centres is achieved and maintained through mutual aid arrangements with neighbouring District Councils. This is particularly relevant to key functional and managerial tasks performed by the District Council in each Centre. The staffing of additional Centres should be coordinated from the District Council control centre, as the incident escalates, and should continue to be assessed on an ongoing basis.

6.2 Inter-Agency Support

In extreme circumstances, and if the District Council are overwhelmed by multiple Centres, the Welfare Coordinating Group can ask Cumbria County Council to help coordinate support and assistance to the Centres, principally through the local authority Emergency Planning Partnership Agreement.

When coordinated support is requested from the District Council or police to the Cumbria County Council Control Centre, the respective Tactical Coordination Group should be advised.

The District Council representative at the Welfare Coordinating Group will be pivotal in making sure the above process is managed to ensure successful outcomes.

7 RETURNING HOME OR MOVING TO NEW RESIDENCE

When an emergency has passed and if safe to do so, displaced communities may be able to return home. Conversely they may move to a new place of residence.

Before people return to their home, ensure:

- Their home and the surrounding area is safe and accessible
- The journey is safe

Transport may be arranged via the Welfare Coordinating Group.

8 ON GOING SUPPORT FOR DISPLACED COMMUNITIES

People affected by an emergency should be encouraged to register and have their needs assessed so they can receive the support they need. This support may include:

- Psychosocial support (see Welfare Coordinating Group)
- Household goods and services (see Offers of Support)
- Financial assistance (see Humanitarian Assistance) and
- Animal welfare (see Animal Welfare).

ANNEX A EVACUEE RECEPTION CENTRES –STAFFING

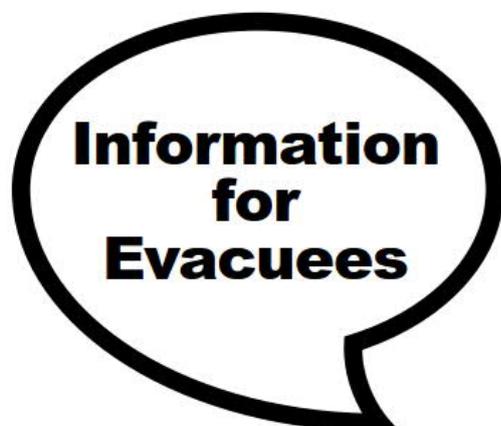
Evacuee Reception Centre Staffing - Statutory Agencies (See Part A Section 1.6 for detail)			
Agency	Task	Summary of Activities	Remarks
District Council	Evacuee Reception Centre Manager	<ul style="list-style-type: none"> • Overall managerial responsibility for the building, health & safety and facility functions of the building • Works with the Welfare Support Team Leader to manage the Centre • Ensure the Centre is managed efficiently 	
	Registration	<ul style="list-style-type: none"> • Register all evacuees and inputs registration data 	Supported by voluntary agencies
	Housing	<ul style="list-style-type: none"> • Represents the local authority on all housing related issues • Organises provision of overnight accommodation for evacuees, if required 	Attends the Centre or works remotely - based on requirements
	Media Liaison	<ul style="list-style-type: none"> • Works to the Centre manager to deal with all media related issues at the Centre 	If required
	Animal Welfare (dog warden)	<ul style="list-style-type: none"> • Assists in the welfare of evacuees' pets • Provides facilities for the care and welfare of pets within the Centre 	If required

Cumbria County Council	Welfare Support Team Leader	<ul style="list-style-type: none"> Responsible for the overall welfare management of the Centre. Provide practical and emotional support to evacuees Ensure the welfare functions are managed effectively 	Supported by voluntary agencies
	Transport	<ul style="list-style-type: none"> Movement of evacuees from nominated evacuation assembly points to the Centre 	
	Foodservice and Hygiene facilities	<ul style="list-style-type: none"> Links with Centre manager for the provision of foodservice and hygiene facilities Assess and where possible meet the foodservice and hygiene needs of people in the Centre 	If Required Need to link in with both site catering services, RVS and Salvation Army to ensure community needs are met

Cumbria Constabulary	Police Family Liaison Officers	<ul style="list-style-type: none"> Support to those affected by the incident through the injury or death of family or friend. 	May be present if requested
	Security	<ul style="list-style-type: none"> Support the overall security and safety of staff and evacuees in the Centre 	

Cumbria Partnership Trust	Community Healthcare and Medication	<ul style="list-style-type: none"> • Treatment and/or prescriptions • Medical support to evacuees and access to pharmacy services • Establish a first aid post with St John's Ambulance and/or British Red Cross 	
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NHS England	Personal monitoring	<ul style="list-style-type: none"> • Provision for the screening of people to identify and deal with those who have been contaminated 	
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Why have I had to come here?

In order to ensure your safety during the emergency, certain potentially at risk areas have been evacuated.

What do I do now?

Staff will direct you to an area where you can wait for further instructions. Refreshments will be served as soon as possible.

What about children at school?

Arrangements are being made by the County Council's Children's Services to bring any children who are at school directly to this Centre.



An Officer will be present to ensure that children are re-united with their parents. All schools have their own emergency plans and your children are safe to remain at school in the interim.



Do I need to tell someone I'm here?

It is vital that as soon as possible you are registered. This will enable enquiries from anxious relatives concerning your wellbeing to be answered by the Police. Please listen carefully for instructions on how and where to register.

When can I leave?

YOU SHOULD NOT RETURN HOME UNTIL YOU HAVE BEEN TOLD IT IS SAFE TO DO SO. However you are; of course, free to leave at any time. If you wish to stay with friends or relatives until the emergency is over. Before you leave you must register and tell staff on the door where you are going.

How can I get help and information?

Arrangements are in place to provide accurate information concerning the emergency at regular intervals. Such details will be announced by loudhailer and then displayed within the Centre.



An Information Desk, staffed by the voluntary sector, is available to deal with any individual problems and queries you may have.



Is there first aid?

A First Aid Room is available to deal with minor injuries. Please offer to help if you have medical or nursing experience.

What about pets?

If you have arrived at the Centre in your own vehicle, please leave your pet there for the time being until a dedicated area has been established (do not forget to provide adequate ventilation). If you cannot leave your pet in a car, please speak to a member of staff who will direct you to the Pet Area Supervisor.

ANNEX C EVACUEE RECEPTION CENTRE INFORMATION LANGUAGE LEAFLETS

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إرشادات للمُجَلِّين عن مواقع الخطر

1/ لماذا طلب مني القدوم إلى هذا المكان؟

لكي نؤمن سلامتك خلال حالة الطوارئ. إن الشرطة أجلت سكان بعض المناطق التي قد تقع في دائرة الخطر.

2/ ماذا عليّ أن أفعل الآن؟

إن الموظفين سيحددون لك منطقة تنتظر فيها تعليمات جديدة. إن المرطبات ستقدم لك في أقرب فرصة ممكنة.

3/ ما هو الوضع بالنسبة للطلاب في المدرسة؟

إن الترتيبات جارية لدى قسم الرعاية التربوية لتأمين نقل أي طلاب في المدرسة مباشرة إلى هذا المركز. وسينتظرهم أحد الموظفين للتأكد من إلتئام شمل الطلاب مع عائلاتهم.

4/ هل يجب عليّ إبلاغ أحد الناس بأنني موجود هنا؟

نعم! من الضروري أن تسجل إسمك لدى هيئة الإغاثة النسائية الملكية في أقرب وقت. هذا سيمكن الشرطة من الرد على إستفسارات الأقرباء القلقين حول وضعك. الرجاء أصغ بإهتمام للإرشادات حول كيفية التسجيل ومكانه.

5 / متى بإمكانني المغادرة؟

طبعاً أنت حر بالمغادرة في أي وقت، لكن يجب عليك أن لا تحاول العودة إلى البيت ما لم تبلغ بأن ذلك آمن. أما إذا رغبت في البقاء لدى أصحابك أو أقربائك حتى إنتهاء حالة الطوارئ فإن هذا سيخفف الضغط على مركز الإستقبال. وقبيل المغادرة يجب عليك أن تسجل إسمك وتبلغ الموظفين الموجودين على الباب وجهتك.

6 / كيف أحصل على المساعدة والمعلومات؟

إن الترتيبات جارية لتقديم معلومات صحيحة بما يتعلق بالطوارئ خلال فترات منتظمة. وستذاع هذه التفاصيل عبر مكبر الصوت ثم توضع في لوحة إعلانات المركز. وهناك مكتب إعلامي فيه موظفون من هيئة الإغاثة النسائية الملكية والخدمات الإجتماعية للتعامل مع أية مشاكل شخصية أو أسئلة تود معرفة إجاباتها.

7 / هل هناك إسعافات أولية؟

نعم، توجد غرفة للإسعافات الأولية تحت إشراف هيئة طوارئ سانت جون لمعالجة الجروح البسيطة. أما إذا إحتجت لوصفات طبية.. إلخ فعليك أيضاً التوجه إلى غرفة الإسعافات الأولية حيث يتواجد فيها أطباء صحة عامة. رجاء، أعرض تقديم مساعدة إذا كانت لديك خبرة في الطب أو في التمريض.

ARABIC

উদ্ভাস্তুদের

জন্য তথ্য

আমাকে এখানে কেন আসতে হয়েছে?

জরুরী অবস্থায় সকলের নিরাপত্তার ধাতিরে পুলিশ বিপজ্জনক বিশেষ কিছু এলাকা থেকে জনসাধারণকে সরিয়ে নিয়েছে।

আমি এখন কি করব?

কর্মচারীরা আপনাকে অন্যখানে যাওয়ার নির্দেশ দেবেন। অতঃপর, পরবর্তী নির্দেশের জন্য অপেক্ষা করবেন।

যথাসম্ভব জনসাধারণ বা নাস্তার বন্দোবস্ত করা হবে।

স্কুলে যেসব বাচ্চা রয়েছে তাদের বেলায় কি হবে?

প্রয়োজনবোধে শিক্ষা বিভাগ বাচ্চাদেরকে স্কুল থেকে সংগ্রহ করে এখানে তাদের মা-বাবার কাছে নিয়ে আসবে।

অন্য লোককে কিভাবে জানবে যে আমি এখানে রয়েছি?

এটা অত্যন্ত জরুরী যে আপনি তাড়াতাড়ি আপনার নাম রেজিস্টার করবেন। ফলে পুলিশের পক্ষে আপনার আত্মীয়-স্বজন এবং বন্ধু বান্ধবকে খবর দেয়া সম্ভব হবে। কিভাবে রেজিস্টার হতে হবে তার নির্দেশ অতি মনোযোগ সহকারে শুনবেন।

আমি কখন যেতে পারব?

আপনি যখন খুশি যেতে পারবেন। তবে নিরাপদ ঘোষণা না হওয়া পর্যন্ত ঘরে ফিরে যাবেন না। আত্মীয়-স্বজন এবং বন্ধু বান্ধবের ঘরে গিয়ে যদি থাকতে চান তাহলে আপত্তি নেই, তবে যাবার আগে রেজিস্টার করবেন এবং কোথায় যাচ্ছেন তা কর্মচারীকে জানিয়ে দেবেন।

তথ্য কিভাবে পাব?

যতশীঘ্র সম্ভব সঠিক তথ্য দেয়ার বন্দোবস্ত করা হবে। সকল ঘোষণা মনোযোগ দিয়ে শুনবেন এবং দেয়ালে টাসানো নোটিশের প্রতি দৃষ্টি রাখবেন।

প্রাথমিক চিকিৎসার বেলায় কি হবে?

প্রাথমিক চিকিৎসার প্রয়োজন হলে একজন কর্মচারীকে জানাবেন। আশা করা হচ্ছে যে একটি প্রাথমিক চিকিৎসা কেন্দ্র খোলা হবে। আপনার যদি কোন রকমের ডাক্তারী বা নার্সিং অভিজ্ঞতা থাকে তাহলে আপনার সাহায্য সাদরে গ্রহণ করা হবে।

পোষা জন্তুর বেলায় কি হবে?

নিজের গাড়ীতে করে যদি সেন্টারে এসে থাকেন তাহলে পোষা জন্তুকে গাড়ীর ভেতরে রাখবেন। বাতাস চলাচলের জন্য প্রয়োজনীয় ব্যবস্থা নিতে তুলবেন না। যদি পোষা জন্তু গাড়ীতে রাখা সম্ভব না হয় তাহলে সে ব্যাপারে কর্মচারীর সাথে সহযোগিতা করবেন।

給被疏散者的資料

我何時可以離開？

你隨時都可以離開，但不應回家，直至被告知可以安全回去；如你希望到親友處逗留，當然可以如是做，但請在離開前登記並告知職員你要到那兒去。

我為何要來這兒？

爲了確保你在緊急情況下的安全，警察已疏散了某些可能有危險的地區。

我現在怎做？

職員會指引你到一處地方，你可以在那兒等候進一步的指示。會盡快有茶點招待。

在校的孩子又怎樣？

如有需要，教育部可以安排將孩子從學校接出，並帶到這兒與他們的父母重聚。

人們怎樣知道我在那兒？

你要盡早登記，這點很重要，這有助警方通知親友你在那兒，請小心聽取有關如何登記的指導。

我如何取得資料？

正確資料會盡快被安排提供，請留意任何公佈，以及牆上的通告。

急救又如何？

如你需要急救，請通知職員；我們希望建立一個正式的急救職位，如你有任何醫療或護理經驗，歡迎你來幫忙。

寵物又怎樣？

如你用自己的汽車來到中心，請將你的寵物留在那兒，不要忘記給牠們足夠的通風；如你不能留下寵物，請與職員合作，盡量減低牠們造成的不便。

Cumbria: Information om Evakuering

Hvorfor er jeg kommet her?

Der er opstået en nødsituation, og politiet har af hensyn til din sikkerhed evakueret visse områder

Hvad gør jeg nu?

Du vil blive ført til et andet område, hvor du skal vente på yderligere instruktioner. Mad el. drikke vil blive serveret snarest muligt

Hvad med skolebørnene?

Skolemyndighederne sørger for, at børn i skolerne i området bliver bragt direkte hertil. Der bliver sørget for, at børn og forældre bliver bragt sammen

Skal jeg fortælle nogen, hvor jeg er ?

JA! Det er vigtigt, at du bliver registeret hos WRVS. Det betyder, at forespørgsler fra bekymrede slægtninge kan besvares af politiet. Vær venlig at lytte opmærksomt, når der gives instruktion om, hvordan og hvor du bliver registreret.

Hvornår kan jeg gå igen?

Du er naturligvis fri til at gå nårsomhelst. MEN DU BØR IKKE TAGE HJEM, FØR DU ER BLEVET FORTALT, AT DET ER SIKKERT AT GØRE DET. Hvis du har mulighed for at bo hos venner eller familie, indtil faresituationen er ovre, hjælper det naturligvis centret. Men før du går, bør du lade dig registrere og oplyse personalet ved døren om at du forlader centret.

Hvor kan jeg få hjælp og information?

Der er lavet foranstaltninger til at sikre, at der gives løbende information om situationen. Oplysninger vil blive annonceret i en højtaler, og der vil være opslag i centret. Der vil også være en informationsskranke med personale fra WRVS og socialrådgivere, der kan hjælpe med eventuelle problemer.

Er der førstehjælp?

Et førstehjælpsrum bemanded med folk fra St. Johns Ambulance vil tage sig af mindre skader, Hvis du har brug for receptmedicin, bør du henvende dig i førstehjælpsrummet, hvor der vil være lokale læger. Vær venlig at tilbyde din hjælp, hvis du er læge eller sygeplejerske el. lign.

Hvad med husdyr?

Hvis du er ankommet til centret i egen bil, bør du lade dit husdyr vente i bilen. Husk at bilen skal være godt ventileret. Hvis du ikke kan efterlade husdyret i bilen, bør du venligst samarbejde med centrets medarbejdere, således at dyret ikke skaber for meget uro.

DANISH

Informatsioon evakueeritutele

- **Miks ma pidin siia tulema?**
Tagamaks Teie kaitstus eriolukorra jooksul, on politsei teatud riskiohtlikelt aladelt inimesed evakueerinud.
- **Mida nüüd teha?**
Personal juhatab Teid tsooni, kus saate oodata edasisi instruktsoone.
Karastusjooke serveeritakse niipea kui võimalik.
- **Mis saab lastest, kes on koolis?**
Haridusheалу Osakond korraldab koolis olevate laste toomise sellesse keskusse. Üks ametnikest jälgib, et lapsed saaksid kokku oma vanematega.
- **Kas peaksin kellelegi teatama, et olen siin?**
JAH! On elutähtis, et registreeruksite WRVS-i juures niipea kui võimalik. See aitab politseil ärevil sugulastele Teie olukorra kohta tõest informatsiooni anda. Palun kuulake hoollega juhendit registreerumise koha ja viisi kohta.

- **Millal ma võin lahkuda?**
Loomulikult võite lahkuda, millal soovite, KUID TE EI TOHIKS NAASTA KOJU ENNE KUI ÖELDAKSE, ET SEE ON OHUTU. Kui soovite minna oma sõprade või sugulaste juurde eriolukorra ajaks, siis aitab see vähendada keskuse koormust. Enne lahkumist peate registreeruma ning teatama personalile kuhu lähete.
- **Kuidas saan abi ja informatsiooni?**
Keskuse korralduse kohaselt antakse tõest informatsiooni eriolukorra kohta teatud kindlate vaheagade tagant. Üksikasjad teatatakse valjuhääldi kaudu ja seejärel pannakse keskuse kirjalikult välja. Informatsioonipunktid saate abi erinevate isiklike probleemide ja järelepärimiste puhul WRVS-i ja sotsiaalhoolduse personalilt.
- **Kas osutatakse ka esmaabi?**
Esmaabi ruumis, kus töötavad St Johns Kiirabi meedikud, saab abi väiksemate vigastuste korral. Kui vajate retsepti vms, ka siis peaksite pöörduma esmaabi ruumi, kus abistavad kohalikud arstid. Palun pakkuge oma abi kui olete meditsiiniharidusega.
- **Mis saab lemmikloomadest?**
Kui olete saabunud keskusse oma autoga, siis palun jätke oma lemmikloom sinna. Ärge unustage jätmast õhuava. Kui te ei saa jätta oma looma autosse, siis küsige nõu keskuse personalilt kuidas vältida teistele tüli tegemist.

ESTONIAN

TOIMINTAOHJEET HÄTÄTILANTEEN VARALTA



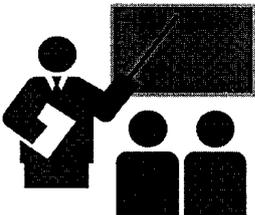
Miksi minun on täytynyt tulla tänne?

Varmistaakseen turvallisuutenne hätätilanteen aikana poliisin täytyy evakuoida vaara-alueet



Mitä minä teen nyt?

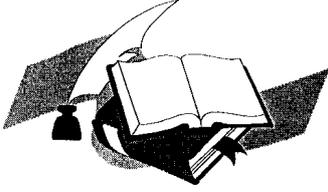
Henkilökunta opastaa teidät alueelle, jossa voitte turvallisesti odottaa lisätietoja. Virvokkeita tarjotaan mahdollisimman pian.



Entäpä lapset, jotka ovat koulussa?

Kouluviraston kanssa on sovittu järjestelyistä, joiden mukaisesti lapset tuodaan suoraan koulusta keskukseseen. Viranomainen on paikalla koko ajan varmistaakseen, että lapset löytävät vanhempansa.

FINNISH



Tarvitseeko minun rekisteröityä täällä?

KYLLÄ! On erittäin tärkeää, että rekisteröidyt keskuksessa ensi sijassa. Rekisteröityminen auttaa poliisia vastaamaan oikein omaisten kyselyihin. Olkaa hyvä ja kuunnelkaa erittäin tarkasti ohjeita kuinka ja missä voitte rekisteröityä.



Milloin voin lähteä?

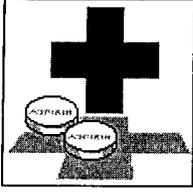
Olette, tietysti, vapaa lähtemään milloin vain haluatte. **TEIDÄN EI KUITENKAAN PITÄISI PALATA KOTIINNE ENNEN KUIN TEILLE ON KERROTTU, ETTÄ SE ON TURVALLISTA TEHDÄ.**

Turvakeskuksen palvelua helpottaisi, jos voisitte oleskella ystävienne tai sukulaistenne luona, kunnes hätätilanne on ohi. Ennen kuin lähdette turvakeskuksesta, muistakaa rekisteröityä ja kertoa mihin olette menossa oven lähellä päivystävälle viranomaiselle.



Mistä voin saada apua ja tietoa?

Turvakeskus on järjestänyt tiedonkulun hätätilanteen kehittymisestä tietyin väliajoin. Asioiden kehittymisestä tiedotetaan kovaäänisten kautta ja sen jälkeen laitetaan näkyviin turvakeskuksen ilmoitustauluille. Tiedotusyksikkö on paikalla ja he auttavat teidän yksittäisissä ongelmissa ja kyselyissä.



Onko täällä Ensiapu?

Ensiapuhuone, jota hoitaa St. John Ambulance -vapaaehtoisjärjestö, hoitaa kaikki pienet vammat. Jos tarvitsette lääkeresepin, voitte ottaa yhteyttä yleislääkäriin, joka toimii ensiapuhuoneessa. Olkaa hyvä ja tarjotkaa apua, jos teillä on lääketieteen kokemusta.



Entäpä lemmikkieläimet?

Jos olette saapuneet turvakeskukseen omalla autollanne, jättäkään lemmikkieläimenne sinne. Muistakaa kuitenkin huolehtia riittävästä tuuletuksesta. Jos ette voi jättää lemmikkieläintänne autoon, olkaa ystävällisiä ja sopikaa turvakeskuksen henkilökunnan kanssa lemmikkinne hoidosta, jotta niistä aiheutuisi mahdollisimman vähän haittaa muille turvakeskuksessa oleville.

INFORMATIONS AUX EVACUES

*** Pourquoi ai-je dû venir ici ?**

En vue d'assurer votre sécurité pendant l'état d'urgence, la Police a évacué certaines zones qui sont potentiellement à risques.

*** Que dois-je faire maintenant ?**

Le personnel vous dirigera vers une zone où vous pourrez attendre d'autres instructions.

Des rafraîchissements vous seront servis aussi vite que possible.

*** Que va-t-il se passer pour les enfants qui sont à l'école ?**

Des dispositions ont été prises par l' "EDUCATION WELFARE DEPARTMENT" pour que tout enfant à l'école soit directement amené à ce Centre.

Un Officier sera présent pour assurer que les enfants puissent retrouver leurs parents.

*** Dois-je avertir quelqu'un que je suis ici ?**

OUI ! Il est vital, que dès que possible, vous soyez enregistrés par le WRVS. Ceci permettra à la Police d' informer les membres de votre famille inquiets de votre situation.

S' il vous plait, écoutez attentivement les instructions pour savoir où et comment se faire inscrire.

*** Quand puis-je partir ?**

Vous êtes bien évidemment libre de partir quand vous le souhaitez.

MAIS NOUS VOUS CONSEILLONS DE NE PAS RENTRER CHEZ VOUS, AVANT QUE L' ON NE VOUS AIT INDIQUE QU ' IL N' Y AIT PLUS DE DANGER.

Vous pouvez si vous le désirez, vous rendre chez des amis ou des membres de votre famille, avant que l'état d'urgence ne soit terminé ; cela permettrait de désengorger le Centre.

Avant de partir, vous devez signer et avertir le personnel de l'endroit où vous allez.

*Consulat Général de France - 21, Cromwell Road - LONDON SW7 2EN
Tél : 0171 838 2000 - Fax : 0171 838 2018*

FRENCH

****Comment puis-je avoir de l' aide et des informations ?***

Des arrangements ont été pris afin de vous donner régulièrement une information précise sur la situation de l'état d'urgence ; ces renseignements seront donnés par hauts-parleurs et ensuite affichés dans tout le Centre.

Un bureau d'information tenu par le personnel du WRVS et des services sociaux, est à votre disposition pour traiter toute question ou problème individuel que vous pourriez avoir.

**** Y a-t-il des premiers secours ?***

Une pièce de premiers secours dirigée par le St JOHN AMBULANCE, est à votre disposition pour soigner toutes les blessures superficielles.

Vous pouvez vous-y rendre également si vous avez besoin de médicaments etc... , des médecins généralistes locaux seront là.

S'il vous plaît, si vous avez des compétences médicales ou de secourisme, n' hésitez pas à offrir votre aide...

**** Et pour les animaux ?***

Si vous arrivez au centre avec votre propre véhicule, s'il vous plaît laissez-y vos animaux...et n'oubliez pas de laisser une ventilation adéquate !

Si vous ne pouvez pas laisser votre animal dans votre voiture, s'il vous plaît, coopérez avec le personnel du centre afin de minimiser les nuisances que votre animal pourrait occasionner.

*Consulat Général de France - 21, Cromwell Road - LONDON SW7 2EN
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Wichtige Hinweise für Evakuierte

herausgegeben von der Verwaltung der Grafschaft Cumbria, Abteilung für Notfallvorsorge

Warum mußte ich hierherkommen?

Um Ihre Sicherheit während der Notsituation zu gewährleisten, wurden gewisse eventuell gefährdete Gebiete durch die Polizei evakuiert.

Was soll ich jetzt tun?

Sie werden durch das Personal angewiesen, wo Sie sich aufhalten und weitere Anweisungen abwarten können.

So bald wie möglich werden Erfrischungen dargeboten.

Was passiert mit Kindern, die sich in der Schule befinden?

Das zuständige Education Welfare Department trifft die notwendigen Vorkehrungen, um in der Schule befindliche Kinder direkt hierher ins Notfallzentrum zu bringen. Im Zentrum wird ein Mitglied des Personals anwesend sein, um sicherzustellen, daß Kinder mit ihren Eltern wieder zusammengebracht werden.

Muß ich mich hier irgendwo anmelden?

JA! Es ist absolut notwendig, daß Sie sich durch das "WRVS" (Women's Royal Voluntary Service) registrieren lassen. Auf diese Weise können Anfragen von besorgten Verwandten durch die Polizei beantwortet werden. Wegen Art und Weise bzw. Ort der Anmeldung achten Sie bitte auf Anweisungen des Personals.

Wann kann ich weggehen?

Es steht Ihnen selbstverständlich frei, jederzeit von hier wegzugehen, DENNOCH SOLLTEN SIE NICHT VERSUCHEN, ZU IHRER WOHNUNG ZURÜCKZUKEHREN, BIS MAN IHNEN MITGETEILT HAT, DAB KEINE GEFAHR MEHR BESTEHT. Wenn Sie die Möglichkeit haben, sich bis zum Aufheben des Notstandes bei Freunden oder Verwandten aufzuhalten, so wird dies den Druck auf das Aufnahmezentrum erleichtern. Vor Ihrem Weggang müssen Sie sich abmelden und das Personal an der Tür darüber informieren, wohin Sie gehen.

Wie kann ich Hilfe und Information bekommen?

Die Evakuierten werden regelmäßig mit genauen Informationen über die Notlage versorgt werden. Diese Informationen werden über Lautsprecher durchgegeben sowie anschließend im Zentrum ausgestellt. Ein durch das WRVS und die Sozialdienste besetzter

Informationsschalter wird Ihnen bei individuellen Problemen und Fragen zur Verfügung stehen.

Bestehen Erste-Hilfe-Vorkehrungen?

Für leichte Verletzungen steht ein durch Johanniter-Helfer besetzter Erste-Hilfe-Raum zur Verfügung. Wenn Sie Rezepte usw. brauchen, sollten Sie sich ebenfalls im Erste-Hilfe-melden, wo Hausärzte anwesend sein werden. Falls Sie über medizinische oder pflegerische Erfahrungen verfügen, wäre Ihre Mithilfe sehr willkommen.

Wie steht's mit Haustieren?

Wenn Sie mit Ihrem eigenen Fahrzeug zum Zentrum gekommen sind, lassen Sie bitte Ihr Haustier dort, wobei für eine angemessene Belüftung zu sorgen ist. Wenn es Ihnen nicht möglich ist, Ihr Haustier in einem Auto zu lassen, werden Sie gebeten, die Anweisungen des Personals zu befolgen, um die mit Haustieren verbundenen eventuellen Schwierigkeiten zu vermeiden.

Πληροφορίες σε περίπτωση εκκένωσης

1) Γιατί βρίσκομαι εδώ;

Για λόγους ασφάλειας μέχρι τη λήξη της κατάστασης έκτακτης ανάγκης η Αστυνομία έχει εκκενώσει ορισμένες περιοχές που πιθανώς να διατρέχουν κίνδυνο.

2) Τι κάνω τώρα;

Το προσωπικό μας θα σας οδηγήσει σε αίθουσα αναμονής όπου θα σας δοθούν επιπρόσθετες οδηγίες.

Μόλις καταστεί δυνατό θα προσφερθούν ροφήματα.

3) Τι θα γίνει με τα παιδιά που βρίσκονται στο σχολείο;

Το Τμήμα Σχολικής Ευημερίας έχει προβεί σε διευθετήσεις έτσι ώστε τα παιδιά που βρίσκονται στο σχολείο να μεταφερθούν κατευθείαν σ' αυτό το Κέντρο. Τα παιδιά θα συνοδεύονται από αρμόδιο λειτουργό για να βεβαιωθεί ότι θα επανενωθούν με τους γονείς τους.

4) Χρειάζεστε να ενημερώσω κάποιο ότι βρίσκομαι εδώ;

ΝΑΙ! Είναι πάρα πολύ σημαντικό όπως, το συντομότερο δυνατό, εγγραφείτε στους καταλόγους του WRVS. Αυτό θα βοηθήσει την Αστυνομία να ενημερώσει ανήσυχους συγγενείς σας που ζητούν πληροφορίες για σας.

Παρακαλώ όπως ακούσετε με προσοχή τις οδηγίες για το πως και που να εγγραφείτε.

5) Πότε μπορώ να φύγω;

Είσαστε φυσικά ελεύθεροι να φύγετε όποτε επιθυμείτε. ΟΜΩΣ ΔΕΝ ΠΡΕΠΕΙ ΝΑ ΕΠΙΧΕΙΡΗΣΕΤΕ ΝΑ ΕΠΙΣΤΡΕΨΕΤΕ ΣΤΟ ΣΠΙΤΙ ΣΑΣ ΜΕΧΡΙ ΝΑ ΠΛΗΡΟΦΟΡΗΘΕΙΤΕ ΟΤΙ ΕΙΝΑΙ ΑΣΦΑΛΕΣ. Αν επιθυμείτε να μείνετε με φίλους ή συγγενείς μέχρι τη λήξη της κατάστασης έκτακτης ανάγκης, αυτό θα απαλύνει το Κέντρο από την πίεση που αντιμετωπίζει. Πριν φύγετε πρέπει να εγγραφείτε και να πείτε στο προσωπικό στην είσοδο του Κέντρου που πάτε.

6) Πως μπορώ να πάρω βοήθεια και πληροφορίες;

Εχουν γίνει διευθετήσεις έτσι ώστε να δίδονται ακριβείς πληροφορίες για την εξέλιξη της κατάστασης σε τακτικά χρονικά διαστήματα. Σχετικές ανακοινώσεις θα μεταδίδονται από τα μεγάφωνα και θα προβάλλονται σε πινακίδες/επιγραφές που βρίσκονται στο Κέντρο. Στη διάθεση σας θα βρίσκεται και Τμήμα Πληροφοριών, που θα διεκπεριώνεται από λειτουργούς του WRVS και του Τμήματος Ευημερίας, για οποιαδήποτε προβλήματα ή ερωτήματά σας.

7) Υπάρχει τμήμα Πρώτων Βοηθειών;

Για την αντιμετώπιση μικροτραυματισμών υπάρχει αίθουσα Πρώτων Βοηθειών με Βοηθούς του Τάγματος του Αγίου Ιωάννη. Σε περίπτωση που χρειάζεστε ιατρικές συνταγές κ.τ.λ., παρακαλώ όπως απευθυνθείτε στην αίθουσα Πρώτων Βοηθειών, όπου θα υπάρχουν Γιατροί (GPs) της περιοχής. Παρακαλώ όπως, σε περίπτωση που έχετε ιατρική ή νοσηλευτική πείρα, προσφέρετε τη βοήθεια σας.

8) Τι θα γίνει με τα κατοικίδια ζώα;

Αν έχετε φθάσει στο Κέντρο με δικό σας όχημα, παρακαλούμε όπως αφήσετε το κατοικίδιο ζώο σας εκεί. Σιγουρευτείτε ότι υπάρχει επαρκής εξαερισμός μέσα στο όχημα. Σε περίπτωση που δεν μπορείτε να αφήσετε το κατοικίδιο ζώο σας μέσα στο όχημα, παρακαλώ όπως συνεργαστείτε με το προσωπικό του Κέντρου έτσι ώστε να μειωθεί η οποιαδήποτε παρενόχληση από τα κατοικίδια ζώα.

MF/

निकासियों के लिए जानकारी

मुझे यहां क्यों आना पड़ा है ?

इमरजन्सि के दौरान आपकी सुरक्षा के लिए पुलिस ने कुछ इलाकों को जो कि किसी प्रकार के खतरों में हो सकते हैं उन्हें खाली करवाया है।

मुझे अब क्या करना चाहिए ?

स्टाफ वाले आपको एक स्थान बतायेंगे, जहां कि आप हमारा अगला अनुदेश मिलने तक इन्तज़ार करें।

खाने-पिने का प्रबन्ध जल्द से जल्द किया जायेगा।

जो बच्चे स्कूल में है उनका क्या होगा ?

आवश्यकता पड़ने पर ऐजुकेशन डिपार्टमेंट वाले बच्चों को स्कूल से ला कर उनके माता-पिता के साथ मिलाने का प्रबन्ध करेंगे।

लोगों को यह कैसे मालुम होगा कि मैं कहाँ पर हूँ ?

यह बहुत जरूरी है कि आप जल्द से जल्द रजिस्टर्ड हो इससे पुलिस को आपके सगे संबन्धियों व मित्रों को आपके बारे सूचित करने में सहायता मिलेगी। कृपया ध्यान से सुने की रजिस्टर्ड कैसे होना है।

मैं यहां से कब जा सकता/ती हूँ ?

आप अपनी इच्छा अनुसार जब चाहें यहां से जा सकते हैं। लेकिन आपको तब तक अपने घर वापिस नहीं लौटना चाहिए जब तक की आपको यह न कहा जाये कि वह स्थान अब पूर्ण रूप से सुरक्षित है। यदि आप अपने किसी मित्र या रिश्तेदार के घर रहना चाहते हैं, तो आप ऐसा कर सकते हैं। परन्तु जाने से पहले कृपया रजिस्टर्ड हो कर जायें और स्टाफ को यह भी बता कर जायें की आप कहाँ पर जा रहें हैं।

मुझे जानकारी कैसे मिलेगी ?

आपको जल्द से जल्द सही-सही जानकारी देने की व्यवस्था कि जायेगी। यदि कोई घोषणा कि जाये तो उसे ध्यान से सुने और दिवारों पर लगी सूचनायों को देखते रहें।

फर्स्ट ऐड के बारे में क्या प्रबन्ध है ?

यदि आपको फर्स्ट ऐड की जरूरत है तो किसी कार्यरत कर्मचारी को बतायें। आशा है कि एक उपयुक्त फर्स्ट ऐड पोस्ट की नियुक्ति की जाये। यदि आपको चिकित्सा या नर्सिंग का कोई अनुभव है तो आपकी सहायता का हम हार्दिक स्वागत करेंगे।

पालतू जानवरों का क्या होगा ?

यदि सेंटर में आप अपनी गाड़ी में आयें हो तो कृपया अपने पालतू जानवर को वही पर छोड़ दें, परन्तु इस बात का ध्यान रखें की उन्हें पर्याप्त ताजी हवा मिलती रहे। यदि आप अपना पालतू जानवर अपने से अलग नहीं कर सकते हैं, तो जानवर का शोर कम करने के लिए कृपया स्टाफ को अपना पूरा सहयोग दें।

INFORMAZIONI PER COLORO CHE SI TROVANO IN QUESTO CENTRO DI RACCOLTA

Perche' devo stare qui?

Al fine di assicurare la tua incolumita' durante l'emergenza, la Polizia ha evacuato alcune zone che potrebbero essere a rischio.

Come devo comportarmi?

Il Personale addetto ti indichera' il luogo dove recarti e dove potrai ricevere ulteriori istruzioni.

Un'area di ristoro sara' approntata appena possibile.

Cosa accade con i bambini che sono a scuola?

Saranno presi accordi con il Dipartimento Educazione affinche' i bambini possano recarsi dalla scuola direttamente a questo Centro.

Un funzionario sara' presente per assicurare che i bambini siano riuniti ai loro genitori.

Devo informare qualcuno della mia presenza in questo Centro?

SI! E' indispensabile che al piu' presto tu sia registrato al WRVS. Questo permettera' alla Polizia di rassicurare i tuoi familiari sulle tue condizioni .

Per favore, leggi attentamente le istruzioni su come e dove registrarti.

Quando potro' andare via?

Tu puoi certamente lasciare questo Centro di raccolta in qualsiasi momento, MA NON PUOI RITORNARE A CASA SINO A QUANDO NON TI SARA' COMUNICATO CHE NON C'E' PIU' ALCUN PERICOLO. Se lo desideri, durante l'emergenza, puoi stare presso amici o familiari fino a quando il pericolo non sia passato; questo sara' di utilita' per il Centro. Prima di allontanarti devi comunicare al personale addetto al controllo dove ti stai recando.

Dove recarmi per ottenere assistenza od informazioni?

Sono in fase di preparazione annunci attraverso gli altoparlanti, ad intervalli regolari, che daranno informazioni sull'andamento dell'emergenza. Gli stessi verranno poi affissi alle bacheche dislocate in tutto il Centro. Un Ufficio Informazioni , con personale del WRVS e dei Servizi Sociali, e' a tua disposizione per assisterti in caso di problemi personali o di specifiche richieste da fare.

Esiste un Pronto Soccorso?

Un servizio di Pronto Soccorso, con personale proveniente dal St. John Ambulance, e' disponibile per trattare ferite leggere. Se necessiti di prescrizioni mediche puoi riferirlo al Pronto Soccorso dove un medico ti assistera'.

Per favore, offri la tua disponibilita' se hai esperienza medica od infermieristica.

Animali domestici.

Se sei arrivato a questo Centro con la tua macchina, per favore lascia in essa il tuo animale domestico. Accertati che abbia un'adeguata areazione.

Se non puoi lasciare il tuo animale domestico in macchina, allora per favore collabora con il personale del Centro per ridurre al minimo il disagio che la sua presenza comportera'.

대피자를 위한 정보 (Information for evacuees)

내가 왜 여기에 와있는가?

경찰은 비상사태동안 당신의 안전을 위해 위험한 지역으로부터 당신을 대피시켰습니다.

지금 내가 무엇을 해야하나 ?

우리직원이 당신을 더한 정보를 얻을 수 있는 장소로 데려갈 것입니다.

간단한 다과가 가능한 빨리 제공되어질 것입니다.

학교에 있는 아이들은 어떻게 하나?

교육복지부는 학교에있는 아이들을 본 센터로 곧바로 데려오기 위한 대책을 마련하고 있습니다.

아이들이 부모님을 바로 찾을 수 있도록 담당자가 동행할 것입니다.

내가 여기에 있다는 것을 누구에게 알려야 하지 않을까?

그렇습니다! 이것은 대단히 중요합니다. 가능한 빨리 당신은 WRVS 에 등록해야 합니다.

그렇게 해야만 경찰이 당신의 안녕과 관련해서 걱정하는 친척들로부터의 문의에 대답할 수 있을 것입니다.

어떻게 그리고 어디서 등록을 하는지 설명을 주의깊게 들으십시오.

내가 언제 떠날 수 있나?

물론 당신은 언제든지 떠날 수 있습니다. 그러나 그러는 것이 안전하다고 할 때까지 당신은 집으로 돌아가려고 해서는 안됩니다.

만일 당신이 이 긴급상황이 끝날 때까지 친구들이나 친척들과 함께 있기 원한다면 이것은 리셉션 센터의 부담을 덜어주는 데 도움이 될 것입니다.

당신이 떠나기 전에 당신은 등록을 해야하며 당신이 가려하는 집에 대해 우리 직원에게 말해 주십시오.

어떻게 내가 도움과 정보를 얻을 수 있을까?

정기적으로 비상사태와 관련된 정확한 정보를 적시에 제공하는 정책이 마련되어 있습니다.

이것의 세부사항은 Loudhail 가 발표하고 이 센터안에 게시되어 질 것입니다.

WRVS 와 사회봉사기구에서 나온 직원이 안내데스크에서 당신이 가지고 있는 어떠한 개인적인 문제나 문의를 처리할 것입니다.

응급처리시설이 있나?

세인트 존 병원에서 나온 직원이 응급처리실에서 가벼운 상처를 처리할 것입니다.

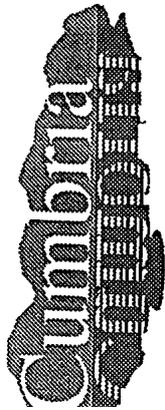
만일 당신이 처방전 등이 필요하다면 의사가 진료할 응급처리실에 또한 알려야 합니다.

만일 당신이 의학적인 경험이나 간호하는 데 경험이 있다면 도움을 주시기 바랍니다.

애완동물은 어떻게 하나?

만일 당신이 당신의 차로 이 센터에 왔다면, 당신의 애완동물을 그곳에 놔두고 적절히 환풍시키는 것을 잊지마십시오.

만일 당신이 차안에 당신의 애완동물을 남겨둘 수 없다면 애완동물이 남에게 피해가 되지않도록 센터직원에게 협조하여 주시기 바랍니다.



Informacja dla ewakuowanych



Kiedy mogą opuścić Schronisko?

Możecie Państwo opuścić Schronisko w każdej chwili, **NIE POWINIŚCIE JEDNAK TEGO ROBIĆ ZANIM NIE ZOSTANIE**

OGŁOSZONE, ŻE JEST TO BEZPIECZNE.

Jeśli wolicie na czas zagrożenia zatrzymać się u przyjaciół bądź krewnych, odciąży to Schronisko. Proszę jednak przed wyjazdem zgłosić to personelowi przy wyjściu Schroniska oraz podać adres planowanego miejsca pobytu.

Dlaczego się tu znalazłem ?

Ze względów bezpieczeństwa, na czas trwania stanu wyjątkowego, policja ewakuuje ludność z terenów zagrożonych.



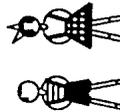
Co powinienem teraz robić ?

Personel skieruje Państwa do miejsca, gdzie poproszeni zostaniecie o oczekiwanie na dalsze instrukcje. Wkrótce podane zostaną napoje i przekąski.



Co z dziećmi w wieku szkolnym ?

Podjęwane są obecnie stosowne ustalenia z Departamentem ds. Edukacji i Opieki Społ. w sprawie dowozu dzieci znajdujących się w szkołach bezpośrednio do Schroniska. Przedstawiciel Schroniska zapewni połączenie rodzin - dzieci z rodzicami.



Czy powinienem powiadomić kogoś, że tu przebywam ?

TAK! Jak najszybciej należy zarejestrować się w WRVS (Women's Royal Voluntary Service - Królewska Ochotnicza Służba Kobiet). Pozwoli to policji na udzielenie odpowiedzi Waszym bliskim, pytającym o Waszą sytuację. Proszę dokładnie dowiedzieć się o szczegóły dot. miejsca i sposobu rejestracji.



POLISH

Skąd otrzymać pomoc i informacje ?

Na miejscu, w określonych odstępach czasu będziecie Państwo informowani przez megafony i tablice informacyjne nt. bieżącej sytuacji. Z problemami indywidualnymi prosimy zgłaszać się do stanowiska informacyjnego (Information Desk), obsługiwanego przez personel WRVS i Służby Społeczne.



Czy jest tam Punkt Pierwszej Pomocy ?

Punkt Pierwszej Pomocy (First Aid Room) obsługiwany przez personel St. John Ambulance służy pomocą w razie drobniejszych urazów.

Można się też tam zgłaszać np. w sprawie wypisania recept - w Punkcie przyjmować będzie lekarz (GP). Prosimy o pomoc osoby z kwalifikacjami lekarskimi lub pielęgniarskimi.



Co ze zwierzętami domowymi ?

Osoby, które dotarły do Schroniska własnymi samochodami prosimy o zatrzymanie zwierząt w samochodach. Proszę nie zapomnieć o wystarczającej wentylacji. Jeśli nie mogą Państwo zostawić zwierząt w samochodzie, proszę skontaktować się z personelem Schroniska, celem zminimalizowania problemów stwarzanych przez zwierzęta.





*Consulado-Geral de Portugal
em
Londres*

(TRANSLATION OF LEAFLET FOR EVACUEES)

Informação para os evacuados

Porque razão vêm para aqui?

Para assegurar a vossa segurança pessoal durante a emergência, a Polícia teve de evacuar certas áreas de possível perigo.

Como devo proceder agora?

O pessoal responsável indicar-lhe-á onde deve aguardar até novas instruções. Ser-lhe-á servida uma refeição ligeira logo que possível.

O que se passa com os meus filhos que estão na escola?

Os serviços escolares estão a organizar o transporte das crianças da escola para este Centro, no sentido de garantir que as crianças se juntem aos pais.

Devo informar alguém ou alguma organização de que estou aqui?

SIM! É essencial registar-se com toda a brevidade com o serviço "WRVS". Só desta forma será possível à Polícia esclarecer os seus familiares que solicitem informações sobre si. Por favor dê atenção às instruções sobre quando e como se registar.

Quando poderei ir-me embora?

A sua presença é voluntária e poderá pois ir-se embora quando quiser, MAS NÃO DEVERÁ IR PARA CASA ATÉ LHE TER SIDO DITO QUE O PODERÁ FAZER COM SEGURANÇA. Se pretende ficar em casa de familiares ou amigos até ao fim da situação de emergência, o que ajuda a aliviar a pressão no Centro, poderá fazê-lo mas deve registar-se e informar o pessoal responsável onde vai ficar.

COMO POSSO OBTER AJUDA E INFORMAÇÕES?

Será fornecida informação correcta sobre esta emergência, a intervalos regulares. Esta informação será difundida através dos altifalantes e depois afixada no Centro. Existe um Balcão de Informações, com pessoal do WRVS e dos Serviços Sociais, que poderá prestar-lhe assistência com problemas individuais e esclarecer as suas dúvidas.

EXISTE UM SERVIÇO DE PRIMEIROS SOCORROS?

Para tratar de situações pouco graves, dispõe-se de instalações de Primeiros Socorros, a cargo da "St. John Ambulance". Se necessitar de receitas, etc., deve dirigir-se também aos Primeiros Socorros, onde encontrará médicos de família (GPs) locais. Por favor ofereça os seus serviços se tiver formação médica ou de enfermagem.

ANIMAIS DOMÉSTICOS

Se chegou ao Centro no seu próprio veículo, por favor deixe aí o seu animal doméstico. Não se esqueça de garantir que a ventilação é adequada. Se não pode deixar o seu animal doméstico no carro, por favor coopere com o pessoal do Centro no sentido de minimizar o incómodo para os outros porventura causado pelos animais domésticos.

PORTUGUESE

ਉਨ੍ਹਾਂ ਲੋਕਾਂ ਲਈ ਜਾਣਕਾਰੀ ਜਿਨ੍ਹਾਂ ਨੂੰ ਘਰ ਖਾਲੀ ਕਰਨ ਲਈ ਕਿਹਾ ਜਾਂਦਾ ਹੈ

Information for evacuees

ਮੈਨੂੰ ਇਥੇ ਕਿਉਂ ਆਉਣਾ ਪਿਆ?

ਆਪਤੀਕਾਲ (ਐਮਰਜੈਂਸੀ) ਦੌਰਾਨ ਤੁਹਾਡੀ ਸੁਰੱਖਿਆ ਨੂੰ ਪੱਕਾ ਕਰਨ ਲਈ, ਪੁਲਿਸ ਨੇ ਕੁਝ ਇਲਾਕਿਆਂ ਨੂੰ ਜਿਹੜੇ ਕਿ ਖਤਰੇ ਵਿਚ ਹੋ ਸਕਦੇ ਹਨ, ਖਾਲੀ ਕਰਵਾ ਦਿੱਤਾ ਹੈ।

ਹੁਣ ਮੈਂ ਕੀ ਕਰਨਾ ਹੈ?

ਸਟਾਫ ਤੁਹਾਨੂੰ ਇਕ ਇਲਾਕੇ ਵਿਚ ਜਾਣ ਲਈ ਕਹੇਗਾ ਜਿਥੇ ਕਿ ਤੁਸੀਂ ਉਦੋਂ ਤੱਕ ਰਹਿ ਸਕਦੇ ਹੋ ਜਦੋਂ ਤੱਕ ਕਿ ਤੁਹਾਨੂੰ ਅੱਗੇ ਹਦਾਇਤਾਂ ਨਹੀਂ ਮਿਲ ਜਾਂਦੀਆਂ। ਚਾਹ-ਪਾਣੀ ਦਾ ਪ੍ਰਬੰਧ ਛੇਤੀ ਤੋਂ ਛੇਤੀ ਕੀਤਾ ਜਾਏਗਾ।

ਸਕੂਲ ਗਏ ਬੱਚਿਆਂ ਦਾ ਕੀ ਹੋਵੇਗਾ?

ਲੋੜ ਪੈਣ ਤੇ ਵਿਦਿਅਕ ਵਿਭਾਗ ਬੱਚਿਆਂ ਨੂੰ ਸਕੂਲ ਤੋਂ ਲਿਆ ਕੇ ਇਥੇ ਮਾਪਿਆਂ ਕੋਲ ਛੱਡਣ ਦਾ ਪ੍ਰਬੰਧ ਕਰੇਗਾ।

ਲੋਕਾਂ ਨੂੰ ਕਿਵੇਂ ਪਤਾ ਲੱਗੇਗਾ ਕਿ ਮੈਂ ਕਿਥੇ ਹਾਂ?

ਇਹ ਜ਼ਰੂਰੀ ਹੈ ਕਿ ਤੁਸੀਂ ਆਪਣਾ ਨਾਮ ਛੇਤੀ ਤੋਂ ਛੇਤੀ ਰਜਿਸਟਰ ਵਿਚ ਲਿਖਾਉਂ। ਇਸ ਨਾਲ ਪੁਲਿਸ ਨੂੰ ਤੁਹਾਡੇ ਰਿਸ਼ਤੇਦਾਰਾਂ ਅਤੇ ਦੋਸਤਾਂ ਨੂੰ ਇਹ ਦੱਸਣ ਵਿਚ ਮਦਦ ਮਿਲੇਗੀ ਕਿ ਤੁਸੀਂ ਕਿਥੇ ਹੋ। ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਸੂਚਨਾਂ ਨੂੰ ਧਿਆਨ ਨਾਲ ਸੁਣੋ ਕਿ ਰਜਿਸਟਰ ਕਿਵੇਂ ਹੋਣਾ ਹੈ।

ਮੈਂ ਇਥੋਂ ਕਦੋਂ ਜਾ ਸਕਦਾ/ ਸਕਦੀ ਹਾਂ?
ਤੁਸੀਂ ਜਦੋਂ ਵੀ ਜਾਣਾ ਚਾਹੋ ਜਾ ਸਕਦੇ ਹੋ। ਪਰ ਤੁਹਾਨੂੰ ਵਾਪਸ ਘਰ ਉਦੋਂ ਤੱਕ ਨਹੀਂ ਜਾਣਾ ਚਾਹੀਦਾ ਜਦ ਤੱਕ ਕਿ ਤੁਹਾਨੂੰ ਇਹ ਨਹੀਂ ਦੱਸ ਦਿੱਤਾ ਜਾਂਦਾ ਕਿ ਹੁਣ ਜਾਣਾ ਸੁਰੱਖਿਅਤ ਹੈ। ਜੇ ਤੁਸੀਂ ਰਿਸ਼ਤੇਦਾਰਾਂ ਜਾਂ ਦੋਸਤਾਂ ਨਾਲ ਰਹਿਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਇਸ ਤਰ੍ਹਾਂ ਵੀ ਕਰ ਸਕਦੇ ਹੋ। ਪਰ ਕਿਰਪਾ ਕਰਕੇ ਜਾਣ ਤੋਂ ਪਹਿਲਾਂ ਆਪਣਾ ਨਾਲ ਰਜਿਸਟਰ ਵਿਚ ਲਿਖਵਾ ਕੇ ਜਾਉ ਅਤੇ ਸਟਾਫ ਨੂੰ ਦੱਸੋ ਕਿ ਤੁਸੀਂ ਕਿਥੇ ਜਾ ਰਹੇ ਹੋ।

ਮੈਂ ਜਾਣਕਾਰੀ ਕਿਵੇਂ ਲੈ ਸਕਦਾ/ ਸਕਦੀ ਹਾਂ?
ਸਹੀ ਜਾਣਕਾਰੀ ਦੇਣ ਲਈ ਛੇਤੀ ਤੋਂ ਛੇਤੀ ਪ੍ਰਬੰਧ ਕੀਤੇ ਜਾਣਗੇ। ਕਿਰਪਾ ਕਰਕੇ ਹਰ ਤਰ੍ਹਾਂ ਦੇ ਹੋਣ ਵਾਲੇ ਅਲਾਨ ਨੂੰ ਸੁਣੋ ਅਤੇ ਕੰਧਾਂ ਉਪਰ ਲੱਗੀਆਂ ਸੂਚਨਾਵਾਂ ਨੂੰ ਪੜ੍ਹੋ।

ਫਰਸਟੇਡ ਬਾਰੇ ਕੀ ਪ੍ਰਬੰਧ ਹੈ?
ਜੇ ਤੁਹਾਨੂੰ ਫਰਸਟੇਡ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਟਾਫ ਦੇ ਇਕ ਮੈਂਬਰ ਨੂੰ ਦੱਸੋ। ਖਾਸ ਤੌਰ ਤੇ ਇਕ ਫਰਸਟੇਡ ਦੀ ਨੌਕਰੀ ਦੀ ਸਥਾਪਨਾ ਕਰਨ ਦੀ ਆਸ ਕੀਤੀ ਜਾਂਦੀ ਹੈ। ਜੇ ਤੁਹਾਡੇ ਕੋਲ ਕਿਸੀ ਤਰ੍ਹਾਂ ਦਾ ਡਾਕਟਰੀ ਜਾਂ ਨਰਸਰੀ ਦਾ ਤਜਰਬਾ ਹੈ ਤਾਂ ਸਾਨੂੰ ਤੁਹਾਡੀ ਮਦਦ ਦੀ ਲੋੜ ਹੈ।

ਪਾਲਤੂ ਜਾਨਵਰਾਂ ਦਾ ਕੀ ਇੰਤਜ਼ਾਮ ਹੈ?
ਜੇ ਤੁਸੀਂ ਸੈਟਰ ਨੂੰ ਆਪਣੀ ਗੱਡੀ ਵਿਚ ਆਉਂਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰੋ ਆਪਣੇ ਪਾਲਤੂ ਜਾਨਵਰਾਂ ਨੂੰ ਉਥੇ ਹੀ ਛੱਡ ਦਿਉ। ਪਰ ਇਸ ਤਰ੍ਹਾਂ ਕਰਨ ਤੋਂ ਪਹਿਲਾਂ ਇਹ ਧਿਆਨ ਰੱਖੋ ਕਿ ਉਥੇ ਕਾਫੀ ਵਾਯੂ-ਸੰਚਾਰਨ ਹੈ। ਜੇ ਤੁਸੀਂ ਉਨ੍ਹਾਂ ਨੂੰ ਉਥੇ ਛੱਡ ਨਹੀਂ ਸਕਦੇ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਪਾਲਤੂ ਜਾਨਵਰਾਂ ਦੇ ਰੌਲੇ-ਰੌਪੇ ਨੂੰ ਘੱਟ ਤੋਂ ਘੱਟ ਕਰਨ ਵਿਚ ਸਟਾਫ ਦਾ ਸਹਿਯੋਗ ਦਿਉ।

INFORMAȚII PENTRU CEI EVACUAȚI

De ce a trebuit să vin aici ?

Pentru a vă asigura securitatea, pe timpul situației de urgență, poliția a evacuat anumite zone ce ar putea fi supuse unor anumite riscuri.

Ce să fac în acest moment?

Personalul special însărcinat vă va îndruma într-o zonă unde puteți rămâne în așteptarea unor viitoare instrucțiuni.

Băuturi răcoritoare, ceai și cafea vor fi servite cât de curând.

Ce se întâmplă cu copiii aflați la școală?

Education Welfare Departament este în curs de a aduce direct la acest centru orice copii aflați la școală. Un funcționar special desemnat va fi prezent pentru a se asigura că toți copiii se vor alătura părinților lor.

Trebuie să spun cuiva că mă aflu aici?

DA ! Este esențial să fiți luați în evidența WRVS cât mai curând posibil. Acest lucru va oferi poliției posibilitatea de a răspunde întrebărilor venite din partea unor rude interesate să afle dacă sunteți în regulă. Vă rugăm să ascultați cu atenție la instrucțiunile privind locul și modul în care trebuie să fiți înregistrați.

Când pot să plec?

Bineînțeles că sunteți liber să plecați când doriți, dar nu aar trebui să încercați să vă reîntoarceți acasă până când vi se va spune că este sigur să procedați așa. Dacă doriți să stați la prieteni sau rude pe perioada stării de urgență, acest lucru va decongestiona Centru de primire. Înainte de plecare, trebuie să vă înregistrați și să spuneți personalului de la intrare unde veți merge.

De unde pot să obțin ajutor și să mă informez?

Deja există facilități destinate furnizării, în mod regulat, de informații privind situațiile de urgență. Astfel de detalii vor fi anunțate prin megafoane și apoi afișate în interiorul Centrului. Un Birou de Informații, cu personal provenit de la WRVS și serviciile sociale, este gata să răspundă la orice probleme individuale și întrebări venite din partea Dvs.

Există un loc special pentru primul ajutor medical?

O cameră specială pentru primul ajutor, cu personal de la St. John Ambulance, este pregătită să trateze rănille ușoare. Dacă aveți nevoie de rețete etc., va trebui să informați, de asemenea, camera de prim ajutor, acolo unde se vor afla și medicii generaliști din vecinătate. Vă rugăm să vă oferiți sprijinul dacă aveți experiență medicală sau de infirmerie.

Ce se întâmplă cu animalele domestice de casă?

Dacă ați sosit la Centru cu autovehicolul personal, vă rugăm să vă lăsați în interiorul acestuia animalul domestic de casă. Nu uitați să asigurați ventilația adecvată. Dacă nu puteți să vă lăsați animalul domestic de casă în autovehicolul personal, vă rugăm să cooperați cu personalul Centrului pentru minimalizarea neplăcerilor cauzate de animalele domestice de casă.

ROMANIAN

CUMBRIA INFORMATION FOR EVACUEES

WHY HAVE I HAD TO COME HERE ?

PREČO SOM SEM MUSEL PRÍSŤ ?

Na zabezpečenie Tvojej bezpečnosti počas núdzového stavu polícia evakuovala určité oblasti, ktoré mohli byť rizikové.

WHAT DO I DO NOW ?

ČO MÁM TERAZ ROBIŤ ?

Zamestnanci Ťa zavedú do miestnosti, kde treba počkať na ďalšie inštrukcie. Občerstvenie sa bude podávať podľa možnosti.

WHAT ABOUT CHILDREN AT SCHOOL ?

ČO S DEŤMI V ŠKOLE ?

Spolu s Odborom vzdelávania zabezpečujeme presun detí zo škôl priamo do Centra. Určený úradník sa presvedčí, že sa deti zídu s rodičmi.

DO I NEED TO TELL SOMEONE I'M HERE ?

MÁM NIEKOMU OZNÁMIŤ ŽE SOM TU ?

ÁNO ! Je dôležité tak urobiť čo najskôr po registrácii s WRVS. Týmto sa umožní polícii upokojiť vylakaných príbuzných, ktorí sa o Teba báli.

Prosím, počúvaj pozorne inštrukcie kde a ako sa máš zaregistrovať.

WHEN CAN I LEAVE ?

KEDY MÔŽEM ODÍSŤ ?

Odísť môžeš, pravdaže, kedykoľvek. ALE NESKÚŠAJ ÍSŤ DOMOV KÝM TI NEPOVEDALI, ŽE JE TO UŽ BEZPEČNÉ. Ak si želáš ostať s priateľmi alebo príbuznými pokiaľ núdzová situácia pominie, pomohlo by to odbremenit Odberateľské Centrum (Reception Centre). Ale skôr než odídeš, zaregistruj sa a povedz zamestnancom pri dverách kam ideš.

HOW CAN I GET HELP AND INFORMATION ?

AKO MÔŽEM ZÍSKAŤ POMOC A INFORMÁCIE ?

Je zabezpečené poskytovanie najnovších informácií o vývine núdzovej situácie v pravidelných intervaloch. Podobné detaily budú vyhlasované megafónom and a potom vyvesené na nástenke v Centre. Zamestnanci WRVS a Sociálnych vecí (Social Security) budú poskytovať informácie a riešiť individuálne problémy pri Informačnom stánku (Information Desk).

SLOVAKIAN

IS THERE FIRST AID ?

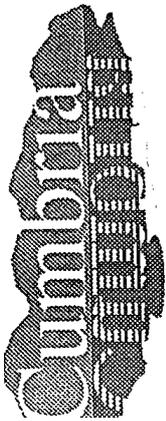
JE TAM PRVÁ POMOC ?

Bežné zranenia budú ošetrené v Izbe prvej pomoci (First Aid Room) osadenstvom sanitky svätého Jána (St. John Ambulance). Takisto, ak potrebuješ lieky, atď, chod do First Aid Room, kde budú ordinovať aj miestni lekári (GPs). Prosím, ponúkni pomoc, ak máš lekárke alebo ošetrovateľské skúsenosti.

WHAT ABOUT PETS ?

ČO SO ZVIERATAMI ?

Ak si prišiel do Centra svojim vlastným vozidlom, prosím Ťa, nechaj svoje domáce zviera tam. Presvedč sa, že má dostatočnú ventiláciu. Ak ho nemôžeš nechať v aute, prosím Ťa, spolupracuj so zamestnancami Centra, aby bol čo najmenej na obtiaž.



INFORMACION PARA LOS EVACUADOS

Porque e tenido que venir aqui?



Con motivo de proteger su integridad durante la emergencia, la policia evacuara ciertas zonas que demuestren cierto grado de peligro.

Necesito notificar de mi precencia en este centro?



Si! Es imprescindible que se registre en el W.R.V.S. lo mas pronto posible. Esto permitira a la autoridad policial informas sobre vuestro estado de salud y paradero, a todo familiar deseoso de informacion.

Que debo de hacer ahora?



El personal de seguridad le indicaran un centro de acogida donde podran esperar nuevas indicaciones. Resfrescos seran servidos a continuacion.

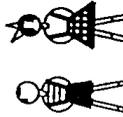
Por favor atiendan a las instrucciones de como y donde registrarse.

Cuando puedo dejar el centro?



Usted es libre para dejar el centro cuando lo deseen.

Y de los pequeño en el colegio?



El departamento de bienestar social y educacion estan haciendo arreglos para que los alumnos en los colegios o escuelas sean trasladado a este centro de acogida.

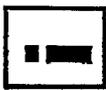
No es recomendable volver a su domicilio hasta ser informado de que es seguro hacerlo.

Si existen amigos o familiares en los que deseen ser acogidos hasta que la emergencia haya pasado, esto ayudara a aliviar la situacion del centro de acogida.

Un agente del centro estara presente para que los alumnos se puedan reunir con sus respectivos familiares.

Es necesario que antes de dejar el centro, informen al personal de direccion, cual sera su paradero.

SPANISH



Como puedo adquirir ayuda e informacion?

Habra una red de informacion puntual para difundir todo en relacion a la emergencia. Todos los detalles seran difundido por megafonia y exhibido por todo el centro.

Un despacho para informar, con personal del W.R.V.S. y servicios sociales, estaran a vuestro servicio para cualquier problema e inquietudes personales.



Habra primeros auxilios?

Un puesto de primeros auxilios comandado por el St. John Ambulance estara presente en todo momento para atender a heridas de grado leves. Si estuviesen necesitado de prescripciones medica etc. deben de presentarse en el puesto donde habran medicos atendiendo.

Por favor ofrecer vuestro servicio al puesto, si estais cualificado or tienen experiencia practica en primeros auxilios.



Que sera de los animales domesticos?

Si es que han llegado al centro acompañando a sus dueños en vehículos privados, estos deberán permanecer dentro del vehículo. Cuidar de que tengan un conducto de aire disponible.

Si esto no fuese posible, por favor colaboren con el personal del centro para que estos animales no se conviertan en una incomodidad para las demas personas.

SPANISH

MAELEZO

* **Ni kwa sababu gani niko hapa?**

Uko hapa ili kuhakikisha usalama wako wakati wa dharura.
Polisi imehamisha watu kutoka sehemu zilizo na hatari.

* **Kwa hivyo nifanye nini?**

Wafanya kazi wa kituo watakuielekeza mahali pakusubiri maelezo zaidi.
Vitafuno na vinywaji vitagawanywa haraka iwezekanavyo.

* **Na je, hali ya watoto shuleni?**

Mipango inafanywa kuleta watoto hapa kutoka shule. Afisa wa kituo atakua hapa kuhakikisha watoto watajumuika na wazazi wao.

* **Nawezaje kujulisha jamaa yangu ya kwamba niko hapa?**

Ni muhimu kujiandikisha na WRVS ili uwezeshe polisi kujibu maswali kutoka kwa jamaa yako kuhusu afya yako. Tafadhali, sikiza kwa makini maelezo, jinsi ya na pahali pakujiandikisha.

* **Naweza kuondoka lini?**

Unaweza kuondoka wakati wowote, **LAKINI USIJARIBI KURUDI NYUMBANI MPAKA UMEAMBIWA KWAMBA KUNA USALAMA.**

Ukipenda, unaweza kukaa na jamaa au marafiki mpaka mwisho wa dharura. Kabla ya kuondoka, hakikisha kwamba umejiandikisha na kuwaambia wafanyikazi wa kituo ni wapi unakokwenda.

* **Ni wapi naweza kupata msaada an habari?**

Kuna mipango ya kutoa habari kamili kuhusu dharura kila muda fulani. Mambo mengine yatatangazwa kwa spika na kuonyeshwa ndani ya kituo. Kuna meza ya habari ambapo afisa wa WRVS na huduma za jamii wako tayari kukusaidia kibinafsi.

* **Je, kuna huduma ya kwanza?**

Kuna chumba cha huduma za kwanza ambazo zimesimamiwa na St John Ambulance kutibu jeraha ndogo. Ukihitaji dawa, unaweza kumwona daktari katika hicho chumba.

Ukiwa unaujuzi wa udaktari au uuguzi, tafadhali saidia.

* **Na je, wanyama wa nyumbani?**

Iwapo ulifika kwa kituo kwa gari yako, tafadhali wacha mnyama wako kwenye gari. Usisahau kumfungulia dirisha ili aweze kupata hewa. Ikiwa huwezi kumwacha kwenye gari, tafadhali, uungana na wafanyi kazi wa kituo kumwalia ili asifanye fujo.

Information i samband med evakuering

Varför måste jag vara här?

För att skydda människor i samband med en nödsituation har polisen evakuerat vissa områden där risken anses stor.

Vad bör jag göra nu?

Personalen visar dig till en plats där du sedan får vidare anvisningar. Förtäring ordnas så fort som möjligt.

Hur går det för barnen som är i skolan?

Skolmyndigheterna ordnar så att skolbarn som befinner sig i skolan transporteras hit till Mottagningscentralen. En tjänsteman ansvarar för att barnen återförenas med sina föräldrar.

Behöver jag meddela någon att jag är här?

JA! Det är viktigt att du så fort som möjligt anmäler dig till WRVS. På så vis kan oroliga anhöriga som ringer polisen få reda på var du är. Lyssna noga på anvisningarna om hur och var du ska anmäla dig.

När får jag lämna Mottagningscentralen?

Du får naturligtvis åka när du vill, MEN DU BÖR INTE FÖRSÖKA ÅTERVÄNDA TILL DITT HEM FÖRRÄN DU FÅTT BESKED OM ATT DET INTE ÄR FARLIGT ATT GÖRA DET. Om du föredrar att bo hos vänner eller anhöriga tills nödsituationen är överstånden minskar du belastningen på Mottagningscentralen. Innan du lämnar centralen måste du anmäla detta och meddela personalen vid utgången vart du tar vägen.

Hur får jag hjälp och information?

Vi arbetar för att ge korrekt och kontinuerlig information om nödsituationen. Informationen ropas ut via högtalare eller megafon och anslås sedan inom Mottagningscentralen. En informationsdisk bemannad med personal från WRVS och socialkontoret kan hjälpa dig med dina personliga angelägenheter och förfrågningar.

Finns sjukvårdspersonal?

Ett rum för första hjälpen (First Aid Room) bemannat av St. John Ambulance kan hjälpa dig med smärre skador. Om du behöver receptbelagda mediciner bör du uppsöka First Aid Room och tala med en av de tjänstgörande läkarna. Du får gärna erbjuda dig att hjälpa till om du är sjukvårdsutbildad.

Hur gör jag med husdjur?

Om du anlant till Mottagningscentralen i din egen bil ber vi dig lämna husdjuret i bilen. Kom ihåg att ordna med tillräcklig ventilation. Om du inte kan lämna husdjuret i bilen, hjälp personalen att minimera den olägenhet som husdjuret kan orsaka.

ข้อมูลสำหรับผู้อพยพหนีภัย

- ทำไมข้าพเจ้าถึงต้องมาที่นี่? (Why have I had to come here?)
 - เพื่อประกันความปลอดภัยของคุณในช่วงเวลาฉุกเฉิน ตำรวจได้อพยพผู้คนออกจากบางพื้นที่ซึ่งเสี่ยงต่ออันตราย
- ข้าพเจ้าจะทำอะไรต่อไป? (What do I do now?)
 - เจ้าหน้าที่จะพาคุณไปรอในพื้นที่ที่คุณจะได้รับคำแนะนำต่อไป ทั้งนี้ จะมีการเลิฟเครื่องดื่มทันทีที่เป็นไปได้
- เด็ก ๆ ที่โรงเรียนจะเป็นอย่างไร? (What about children at school?)
 - กรมสวัสดิการการศึกษาจะจัดการพาเด็ก ๆ ซึ่งอยู่ที่โรงเรียนไปยังศูนย์ต้อนรับ จะมีเจ้าหน้าที่ศูนย์เพื่อประกันว่าเด็ก ๆ จะได้พบกับผู้ปกครอง
- ข้าพเจ้าจะต้องบอกใครหรือไม่ว่า ข้าพเจ้าอยู่ที่นี้? (Do I need to tell someone I'm here?)
 - แน่นนอน เป็นสิ่งจำเป็นมากที่จะต้องลงทะเบียนกับ WRVS ทันทีที่เป็นไปได้ การกระทำเช่นนี้จะช่วยให้ตำรวจสามารถตอบคำถามกับญาติ ๆ ที่ห่วงกังวลได้ กรุณาฟังให้ดีเกี่ยวกับคำแนะนำว่าจะลงทะเบียนดังกล่าวได้ที่ไหน อย่างไร
- ข้าพเจ้าออกจากศูนย์ได้เมื่อไหร่? (Where Can I leave?)
 - คุณสามารถออกจากศูนย์เมื่อใดก็ได้ที่คุณต้องการ แต่คุณไม่ควรพยายามกลับบ้าน จนกว่าจะได้รับการบอกว่าปลอดภัยเพียงพอแล้ว หากคุณประสงค์จะอาศัยอยู่กับเพื่อนหรือญาติ จนกว่าสถานการณ์ฉุกเฉินจะหมดไป ก็จะช่วยให้อุ่นคลายความกดดันที่มีต่อศูนย์และก่อนที่จะออกจากศูนย์ควรแจ้งให้เจ้าหน้าที่ทราบ พร้อมทั้งแจ้งด้วยว่าคุณจะไปที่ไหน
- ข้าพเจ้าจะขอความช่วยเหลือและขอรับข้อมูลได้อย่างไร? (How can I get help and information?)
 - มีการดำเนินการที่จะแจกข้อมูลที่ถูกต้องแน่นนอนเกี่ยวกับสถานการณ์ฉุกเฉินอย่างสม่ำเสมอ ข้อมูลเหล่านี้จะมีการประกาศทางเครื่องกระจายเสียง และปิดประกาศภายในศูนย์ โต้ะประชาสัมพันธ์ซึ่งมีเจ้าหน้าที่ของ WRVS และหน่วยบริการสังคมประจำอยู่ จะช่วยตอบข้อซักถามและแก้ไขปัญหาคส่วนบุคคล
- มีการปฐมพยาบาลหรือไม่? (Is there First Aid?)
 - ในห้องปฐมพยาบาล ซึ่งมีเจ้าหน้าที่ของหน่วยพยาบาลเคลื่อนที่ของ รพ. St. John จะช่วยรักษาพยาบาลบาดแผลเล็ก ๆ น้อย ๆ หากคุณต้องการใบสั่งยา คุณจะต้องรายงานต่อห้องปฐมพยาบาล ซึ่งจะติดต่อให้แพทย์มาดำเนินการ หากคุณมีประสบการณ์ทางการแพทย์ หรือการพยาบาล โปรดเสนอให้ความช่วยเหลือ
- สัตว์เลี้ยงจะเป็นเช่นไร? (what about pets?)
 - หากคุณมายังศูนย์ด้วยรถยนต์ส่วนตัว กรุณาทิ้งสัตว์เลี้ยงของคุณไว้ในรถยนต์ อย่าลืมเปิดกระจกรถให้มีการถ่ายเทอากาศอย่างเพียงพอ หากคุณไม่สามารถทิ้งสัตว์เลี้ยงของคุณไว้ในรถได้ กรุณาร่วมมือกับเจ้าหน้าที่ของศูนย์เพื่อลดการรบกวนจากสัตว์เลี้ยง

THAI

ہم واپس کب جاسکتے ہیں؟
 آپ جب چاہیں جاسکتے ہیں۔ لیکن آجکے دن گھر اس وقت تک نہیں
 لوٹنا چاہیے جب تک آجکے دن بتایا جائے کہ ایسا کرنا خطرے سے خالی
 ہے۔ البتہ اگر آپ چاہیں تو دوست و احباب کے ساتھ جا کر ٹھہر سکتے
 ہیں۔ براہ مہربانی جانے سے پہلے سٹاف کو ضرور بتائیں کہ آپ کہاں جا
 رہے ہیں۔

مزید معلومات کیسے حاصل کی جاسکتی ہیں؟
 جتنا جلدی ہو سکا صحیح معلومات فراہم کرنے کا بندوبست کیا جائے گا۔
 براہ مہربانی اطلاعات کو غور سے سنیں اور دیواروں پر لگے ہوئے
 نوٹسوں کو بھی ضرور دیکھ لیا کریں۔

ایمدانی طبی امداد
 اگر آجکے ایمدانی طبی امداد کی ضرورت ہو تو سٹاف کو بتائیے۔ امید کی
 جاتی ہے کہ ایک ماہر طبی امداد دینے والے کو رکھا جائے گا۔ اگر آپ
 میڈیکل یا نرسنگ کا تجربہ رکھتے ہیں تو آپ کی مدد کو بخوشی قبول کیا جائے
 گا۔

یا تو جانوروں کا کیا ہوگا؟
 اگر آپ سینٹر تک اپنی گاڑی میں آئے ہیں تو یا تو جانوروں کو گاڑی
 میں ہی چھوڑ آئیں۔ ان کے لئے ہوا کا مناسب انتظام کریں۔ اگر آپ
 ان کو گاڑی میں نہیں چھوڑ سکتے تو اس صورت میں سٹاف سے تعاون
 کریں کہ جانور زیادہ شور نہ کریں۔

خطرناک علاقے کو خالی کرانے
 کے بارے میں معلومات

مجھے یہاں کیوں لایا گیا ہے؟
 آپ کی حفاظت کے پیش نظر پولیس نے ایمر جنسی کی وجہ سے چند
 علاقے ہتکو خطرہ لاحق تھا خالی کرانے ہیں۔

مجھے اب کیا کرنا ہے؟
 سٹاف آجکے دن گھر کے مزید معلومات کے لئے آپ کہاں انتظار کر
 سکتے ہیں۔ جتنا جلدی ممکن ہو سکا آپ کے لئے پائے جانے پانی کا انتظام کیا
 جائے گا۔

سکول میں بچوں کا کیا ہوگا؟
 اگر ضروری سمجھا گیا تو بچوں کی ٹین ڈیپارٹمنٹ والے بچوں کو سکول سے لا
 کر والدین کے ساتھ لانے کا انتظام کریں گے۔

میرے دوستوں اور رشتہ داروں کو کیسے معلوم ہوگا
 کہ میں کہاں ہوں؟
 یہ بہت ضروری ہے کہ جتنا جلدی ہو سکے آپ رجسٹر ہو جائیں۔ اس
 طرح پولیس باآسانی آپ کے رشتہ داروں اور دوستوں کو آپ کے بارے
 میں اطلاع کر سکے گی۔ رجسٹر ہونے کے بارے میں معلومات کو غور
 سے سنیں۔

WELFARE

PART E: WELFARE AND WELLBEING

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1.0.0.	01/11/16	First issue of new plan	AL

1 INTRODUCTION

1.1 Definition of a Survivor Reception Centre

A secure area / premises set up to which survivors of a major or unusual incident, who are not requiring acute hospital treatment, can be taken for short-term shelter, first aid, documentation, interview and immediate welfare assistance.

Whilst the wellbeing of survivors remains paramount, a Survivor Reception Centre would only be established where Cumbria Constabulary have a predominant investigatory / identification requirement where they would wish to manage the people and processes within the centre.

As such the Survivor Reception Centre will be acquired, established and managed by Cumbria Constabulary.

1.2 Key Principle

The Police will initially treat the site of a major incident as a crime scene until known otherwise and, as such, all survivors will be potential witnesses. It is essential that the Police speak with each survivor as soon as possible whilst their memories of what they saw, heard and felt are still fresh, in order to obtain information that may be of significance to the investigation or any subsequent inquiry. The Police also require all survivor details to be forwarded to the Casualty Bureau in order that concerned relatives and friends of survivors can be informed that their loved one is safe and at the Survivor Reception Centre.

A major incident will generate survivors who do not require hospitalisation but who may require immediate care or assistance. A Survivor Reception Centre also ensures that survivors can receive adequate initial welfare support.

Survivors cannot be forced to attend a Survivor Reception Centre; however they must be encouraged to do so by responders from all agencies and organisations at the scene.

Note: The Police will encourage all staff, from all agencies working within any of the centres and particularly the Survivor Reception Centre, to be vigilant, especially if the incident is suspected to be terrorist related:

- Every casualty is a witness...they may also be a suspect;
- Every survivor is a witness...they may also be a suspect;
- Or either could be the associate of a suspect.

1.3 Objectives

- To provide immediate shelter and place of safety for persons who have survived a major incident but do not require hospital treatment.
- To provide initial light refreshments.
- To enable details of survivors to be gathered and maintained in the centre for reference; and identification to be made.
- To provide for the wellbeing of the survivors. This will include advice and guidance.
- Protect survivors from media and other intrusion.

A Survivor Reception Centre would only be established where Cumbria Constabulary have a predominant investigatory or identification requirement where they would wish to control the people and processes within the centre.

It is acknowledged that there are certain types of major incident where there isn't a predominant investigatory or identification requirement but some 'routine' Police investigation may be likely, e.g. 'routine' evacuation following large fire or acetylene incident. In these circumstances existing Evacuee Reception Centre arrangements will be utilised to care for individuals affected.

2 ACTIVATION

Shelter should be provided in a communal facility possibly, but not necessarily, a pre-nominated Emergency Assistance Centre (Emergency Assistance Centre Plan Section 2) for a few hours up to 24 hours, to protect displaced people from the potential danger.

The nature, scale and impact of an incident can vary significantly and so the following timelines are intended to be indicative. It should be noted that some survivors may already be at or may arrive at the Survivor Reception Centre location before the team have had time to prepare.

The need for a Survivor Reception Centre will be identified either by the Police Silver Commander coordinating the response or by the Police Senior Investigating Officer.

Police Force Control Room or Tactical Coordinating Group must be told immediately once the decision is made to activate a Survivor Reception Centre.

The Police Silver Commander will nominate a suitable location for the establishment of the Survivor Reception Centre with advice from a Police Civil Contingencies Team. Where time permits, a Cumbria County Council Duty Officer should also be consulted with regards to this.

The selection of a suitable location for the Survivor Reception Centre will depend upon the environment of the scene and the scale of the incident. It should be

established as close to the scene as possible but at a safe distance from it, ideally within the outer cordon.

Section 1.6 of the Emergency Assistance Centre Plan, comprises checklists for the various roles involved at the Centre. The checklists outline the broad roles and duties of each agency and should be used as a guide to their role.

3 SECURITY

Cumbria Constabulary will provide security at the Survivor Reception Centre to prevent access by unauthorised persons and intrusion. It may be the case that concerned family and friends arrive at the Survivor Reception Centre in search of their loved ones. They may be distressed and feel that they have a right of access but they must be directed to the Family and Friends Centre with assurances that they will be contacted as soon as possible with regards to the whereabouts of their loved one.

4 VOLUNTARY SECTOR ACTIVATION

The initial activation of the voluntary sector to assist, at the Survivor Reception Centre will be conducted by Cumbria County Council on behalf of the Police. Subsequent resources, for the Centre, need to be addressed in a coordinated manner by those statutory organisations managing the Centre.

If further voluntary agency support is required the Centre managers must request support through the Welfare Coordinating Group.

At the outset, the statutory organisation managing the Centre must consider the need to rotate officers supporting the Centre.

5 CLOSING THE CENTRE

The need for sustained operation of the Survivor Reception Centre will be continuously reviewed by Cumbria Constabulary in consultation with the Welfare Coordinating Group, if they have been activated.

At the point where Cumbria Constabulary no longer have an investigatory requirement where they would wish to manage the people and processes within the centre, as per the definition in Section 1, the Survivor Reception Centre will no longer be needed.

If no further medium term welfare assistance is required, e.g. all survivors have left the Survivor Reception Centre to return home, continue journey etc, the Emergency Assistance Centre Manager should manage the departure from and closure of the Survivor Reception Centre.

If further medium term welfare assistance is required, e.g. survivors are also evacuees; onward travel arrangements required etc, the Welfare Coordinating Group (if not by activated Cumbria County Council and the local District Council) will take responsibility for managing and funding this.

Long term humanitarian assistance will be delivered through a Humanitarian Assistance Centre (see Section 3: Humanitarian Assistance).

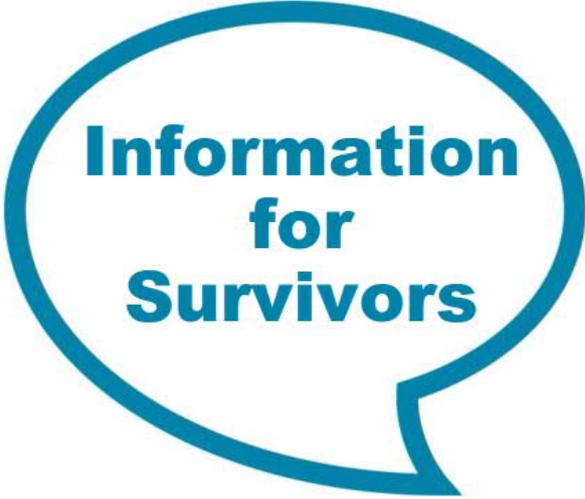
Once the decision has been made to close the Survivor Reception Centre, the Tactical Coordinating Group must be informed as the responsibility for coordinating the provision of ongoing humanitarian assistance will fall to this group initially and subsequently to the Recovery Coordinating Group.

An Evacuee Reception Centre may follow on from a Survivor Reception Centre after this facility has been closed down, or it may take the form of an advice, 'drop in' or 'day' centre, when an overnight stay is not required.

ANNEX A SURVIVOR RECEPTION CENTRES –STAFFING

Survivor Reception Centre Staffing – Statutory Agencies (See Part A Section 1.6 for detail)			
Agency	Task	Summary of Activities	Remarks
Cumbria Constabulary	Survivor Reception Centre Manager	<ul style="list-style-type: none"> Responsible for the overall management of the Centre, from the ‘investigation’ perspective Overall managerial responsibility for the Centre Works with the local authority staff to manage the Centre Security of the Centre Registration 	Lead agency
	Media Liaison	<ul style="list-style-type: none"> Works to the Centre manager to deal with all media related issues at the Centre 	Works with the District Council Media Liaison if present
District Council	Housing	<ul style="list-style-type: none"> May represent the District Council at the Survivor Reception Centre Organises provision of overnight accommodation for survivors, if required 	If required
	Media Liaison	<ul style="list-style-type: none"> Represents the local authority at the Centre 	If required Works with the Police Media Liaison
County Council	Welfare Support	<ul style="list-style-type: none"> Responsible for the welfare management of the Centre, from the ‘welfare’ perspective. Provide practical and emotional support to Survivors. Assists the Police according to Police priorities 	Supported by voluntary agencies
	Transport	<ul style="list-style-type: none"> Movement of survivors from given collection points to the Centre 	

NWAS	North West Ambulance Service	<ul style="list-style-type: none"> • Triage of survivors • First aid 	
Cumbria Partnership NHS Foundation Trust	Community Healthcare and Medication	<ul style="list-style-type: none"> • Treatment and/or prescriptions • Medical support to survivors and access to pharmacy services • Establish a first aid post with St John's Ambulance and/or British Red Cross 	



**Information
for
Survivors**

Why have I had to come here?

In order to ensure your safety following an emergency.

What do I do now?

Staff will direct you to an area where you can wait for further instructions.

Refreshments will be served as soon as possible.



Do I need to tell someone I'm here?

Please ensure that you register, as this will enable enquiries from anxious relatives concerning your wellbeing to be answered by the Police. Please listen carefully for instructions on how and where to register.

When can I leave?

YOU SHOULD NOT LEAVE UNTIL YOU HAVE BEEN TOLD IT IS SAFE TO DO SO. Please wait for confirmation from the Police before trying to leave. Before you leave you must register to ensure the staff know who has left the centre.





Giving a statement

You may be asked by the police to give a witness statement. This is your written or video recorded account of what happened. It could be used as evidence in court.

How can I get help and information?



Arrangements are in place to provide accurate information concerning the emergency at regular intervals. Such details will be announced by loudhailer and then displayed within the Centre. An Information Desk, staffed by the voluntary sector, is available to deal with any individual problems and queries you may have.

Is there first aid?



A First Aid Room is available to deal with minor injuries. Please offer to help if you have medical or nursing experience.

WELFARE

PART E: WELFARE AND WELLBEING

SECTION 1.3: HUMANITARIAN ASSISTANCE

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1 INTRODUCTION

1.1 Foreword from British Red Cross

Most emergencies involve people and the degree to which this affects them will vary. Their homes may have been flooded or they may have been injured or uninjured survivors of a major incident or terrorist incident. Whatever has happened, their lives have been changed in a way that was completely unforeseen by them. They need to adjust to that dramatic change and there is much evidence to show that relevant and appropriate support and help offered at an early stage assists in their psychological recovery.

The adjustments they have to make to cope with the often devastating consequences of their involvement start in the immediate aftermath. The arrangements that are planned for Emergency Assistance Centres and a Humanitarian Assistance Centre are hugely important to enable safe and timely support to be given. The way in which those affected experience these Centres can have a significant impact on their future recovery.

So it is vital that the staff and volunteers who are part of that provision understand how crucial their interaction with those affected can be. An understanding approach, maintained despite other pressures, and made with genuine concern for the position of those affected will do much to set them on a positive path towards a good recovery.

Judi Evans

Operations Director (North East and Cumbria)

British Red Cross

1.2 Definition of a Humanitarian Assistance Centre

A secure area / premises set up to which anyone involved in a major or unusual incident, can go to access longer term support and assistance.

As such the Humanitarian Assistance Centre will be acquired, established and managed by Cumbria County Council.

1.3 Key Principle

The Humanitarian Assistance Centre should be seen as a facility where bereaved families, survivors and anyone else affected by the incident can receive information and appropriate support from all the relevant agencies without the need for immediate referral elsewhere.

A Humanitarian Assistance Centre should not be confused with other facilities that are implemented during an incident. This is essentially a one stop shop to enable families and survivors to make informed choices according to their specific needs.

The support will inevitably take various forms and may require the provision of a wide range of services. Different emergencies will require different types of Humanitarian Assistance Centres. In some cases, depending upon the facilities available and the support required from a Humanitarian Assistance Centre, it may be possible to develop initial Emergency Assistance Centres into a fully functioning Humanitarian Assistance Centre by adding a greater range of services on the same site. In some instances, the most appropriate response might be the provision of a more virtual solution in the form of a helpline and website, rather than a physical centre.

1.4 Objectives

- Enable those affected to gain as much information as is currently available about missing family members and friends
- Enable the gathering of mass forensic samples in a timely manner, which enhances the ability to identify loved ones quickly
- Offer access to a range of facilities that will allow families and survivors to make informed choices according to their needs
- Ensure a seamless multi-agency approach to humanitarian assistance in emergencies that will minimise duplication
- Assist responders to ensure that bereaved families, survivors and relevant communities receive professional advice and assistance which is coordinated, consistent and clear, meets the needs of the individual and is offered in a sensitive and compassionate manner.

2 ACTIVATION

2.1 Agency Activation

The Strategic or Tactical Coordinating Group, having considered the potential scale of the incident in discussion with the Welfare Coordinating Group, will determine the need to set up the Humanitarian Assistance Centre. They will also identify exactly where the Humanitarian Assistance Centre fits within the overall response to the incident.

The Humanitarian Assistance Centre should only become operational when it is adequately staffed and equipped to fulfil its required functions. A Management Group should be set up to undertake operational management of the centre. Membership will depend upon the implications of the specific incident and attending agencies.

It is important to note that it is the responsibility of the Local Authority to take the lead in identifying the premises and establishing the Humanitarian Assistance Centre. Where an Emergency Assistance Centre has been established in the acute phase of the response to meet the immediate needs of the emergency, the Welfare

Coordinating Group will need to consider the arrangements to migrate from these temporary facilities to the longer term Humanitarian Assistance Centre so that seamless support is provided.

Section 1.6 of the Emergency Assistance Centre Plan comprises checklists for the various roles involved at the Centre. The checklists outline the broad roles and duties of each agency and should be used as a guide to their role.

It is noted that the agencies attending a Humanitarian Assistance Centre can be wide ranging and depend greatly on the nature of the incident. Some areas for consideration can be found in Annex B.

2.2 Community Activation

The Area Support Teams/Operational Teams may have links to local community leaders in each area and will be working with communities who may already have plans to establish their own Humanitarian Assistance Centre. Details of these should be found through the Recovery Coordinating Group or Welfare Coordinating Group.

2.3 Venue

The venue for a Humanitarian Assistance Centre is dependent on the community need, location and geography and they will often happen holistically.

Churches Together in Cumbria have carried out extensive work identifying appropriate venues for community use following an emergency. Further details on each potential venue can be provided.

2.4 Virtual Humanitarian Assistance Centre

A Humanitarian Assistance Centre must be to meet the specific needs of people affected by the incident and must be flexible to the needs of different incidents. Consideration should be given to how to get the information to those affected, whilst not always expecting people to travel to the support centre.

A virtual Humanitarian Assistance Centre will take the form of a website and or helpline and will provide access to the services that are available in the physical Humanitarian Assistance Centre building. The management group will decide during each incident the most appropriate services to activate.

Each time a physical Humanitarian Assistance Centre is opened, virtual Humanitarian Assistance Centre services should also be considered. The Recovery Coordinating Group may decide it is not appropriate to open a physical building, then a virtual Humanitarian Assistance Centre may only be activated. The activation for a virtual Humanitarian Assistance Centre follows the same process for a physical building.

A Humanitarian Assistance Centre website would need to be established to provide the necessary information and virtual support network. If a physical Humanitarian

Assistance Centre is also operating, then the website must have the same up-to-date information to ensure consistency.

There is no definitive list of what should be included in the website. However, consideration should be given to the following:

- Address, and map, opening times of a physical Humanitarian Assistance Centre (if one has been opened).
- List of facilities and services available at the physical Humanitarian Assistance Centre, including a list of organisations present, and a brief description of their role in a Humanitarian Assistance Centre.
- Contact details and relevant information from organisations involved with the Humanitarian response.
- The phone numbers of any helplines available.
- Digital copies of any leaflets/literature available at the Humanitarian Assistance Centre.
- A secure area for any “Survivors Groups” or similar that may have formed - this could use a ‘discussion board’ format.

2.5 Helplines

Before any helpline is set up consultation should take place with the police to ensure there is no confusion over where people report information that may be relevant to the police investigation.

To prevent Local Authority contact numbers being overwhelmed by those affected by the incident requesting information, consideration should be given to issuing a separate helpline number as part of the virtual Humanitarian Assistance Centre services.

This service could provide general information regarding the Humanitarian Assistance Centre (opening times / location). It would also provide access to information and services supplied by the agencies present in a physical Humanitarian Assistance Centre. It is important that there is an option to talk to somebody in person.

The helpline is not established to provide a counselling service.

In many cases, the virtual aspects of the Humanitarian Assistance Centre will continue to run after the physical centre has closed down. However, the services offered will be gradually scaled down over time (such as closing down of helplines).

3 VOLUNTARY SECTOR ACTIVATION

The initial activation of the voluntary sector to assist, at the Humanitarian Assistance Centre will be conducted by Cumbria County Council. Subsequent resources, for the Centre, need to be addressed in a coordinated manner by those statutory organisations managing the Centre.

If further voluntary agency support is required the Centre managers must request support through the Welfare Coordinating Group or Recovery Welfare Sub Group.

At the outset, the statutory organisation managing the Centre must consider the need to rotate officers supporting the Centre.

4 CLOSING THE CENTRE

The need for sustained operation of the Humanitarian Assistance Centre will be continuously reviewed by Cumbria County Council in consultation with the Welfare Coordinating Group or Recovery Welfare Sub Group.

The Recovery Coordinating Group should take the decision on closure and future service provision based upon the advice of the Welfare Coordinating Group or Recovery Welfare Sub Group Chair and the exit strategy established.

The decision to close should be based upon whether or not the Humanitarian Assistance Centre has achieved the objective and purpose agreed at the outset. The possibility of a phased closure or eventually moving the location to smaller premises should be decided after considering the nature and circumstances of the incident.

Local Authorities must consider what resources they can make available in the longer-term recovery period to facilitate additional follow-up support (help lines, support groups etc) and to contribute to memorials and anniversaries. The possibility of a phased closure or moving the location of the Humanitarian Assistance Centre in due course to smaller premises should be considered. The nature and circumstances of an individual emergency should determine whether these are appropriate measures.

It is important to involve all partners in plans for closure. As the Humanitarian Assistance Centre closes, it is likely that the personal details of the people affected will need to be passed to a successor support service at local, regional or national level. Many other decisions will also have to be made, such as agreements about ongoing service provisions and the future use of any furniture.

ANNEX A HUMANITARIAN ASSISTANCE CENTRE –STAFFING

Please note that the staffing for a Humanitarian Assistance Centre the roles and requirements are far reaching and will be driven by the location, type and severity of the incident.

Humanitarian Assistance Centre Staffing - Statutory Agencies (See Part A Section 1.6 for detail)			
Agency	Task	Summary of Activities	Remarks
Cumbria County Council	Welfare Support Team Leader	<ul style="list-style-type: none"> Responsible for the overall management of the Centre. Provide practical and emotional support to visitors Ensure the welfare functions are managed effectively 	Lead Agency Supported by voluntary agencies
	Media Liaison	<ul style="list-style-type: none"> Works to the Recovery Welfare Sub Group to deal with all media related issues at the Centre 	
	Facilities	<ul style="list-style-type: none"> Links with site manager for the provision of facilities 	
Cumbria Constabulary	Security	<ul style="list-style-type: none"> Support the overall security and safety of staff and visitors in the Centre 	

ANNEX B SERVICES TO CONSIDER FOR A HUMANITARIAN ASSISTANCE CENTRE

The Humanitarian Assistance Centre must only be opened when it is adequately staffed and equipped to fulfil its designated function. Effective communication with victims, families and the public must be central to the operation to avoid chaos and confusion at the outset.

The following issues require consideration:

- Rapid and appropriate appointment of a Facilities Manager
- If necessary (depending upon the venue), identification of building, flooring and electrical contractors for the provision of essential services to the facility
- Ensuring access to computers, (with internet access), televisions and telephone lines/coverage for mobile phones
- Provision of essential office equipment, including photocopiers and fax machines, plus lockable filing facilities to ensure confidentiality of individuals personal information
- Provision of mobile phones for use within the Humanitarian Assistance Centre
- Provision of furnishings including pictures, bins, notice boards etc
- Provision and management of appropriate Fire Safety equipment
- Provision of appropriate and lawful signage
- Appropriate arrangements for cleaning of the venue
- Provision and management of robust security arrangements
- Provision of car parking and accessibility to public transport
- Creation and/or awareness of evacuation plans for the venue
- All venues must be accessible to people with disabilities and people with sensory impairment. They must also be 'child friendly' as families may bring children with them. This should include a nappy changing area and a play area for children.

Coping with crisis

You, or a friend or relative, have just been through a traumatic experience and may be wondering what is happening to you.

This leaflet does not intend to be the answer to everything. Every one of us is different, and when a crisis strikes we will all be affected in different ways.

When faced with a major trauma or personal crisis, it is common to experience strong emotional and physical reactions. This is normal and is a way of dealing with what has happened.

This leaflet has been designed by Adult and Cultural Services at Cumbria County Council. It is being given to you to help you understand what you are going through, and how you can help yourself.

Friends and family can help you but you may feel emotionally and physically exhausted or just want someone who isn't involved to talk to. Agencies have been established to provide emotional support to people, like you, who have been affected by a major incident and the telephone numbers are available on this leaflet.

Normal feelings you may experience

Each person's response to a crisis is different and feelings may vary in intensity and last for different amounts of time. The following are just some of the reactions you may be experiencing.

Fear and anxiety:

- of effects on yourself and others
- of a similar event happening again
- of 'breaking down' or losing control
- of being left alone, or having to leave loved ones
- of being overwhelmed by your feelings

Guilt:

- about being alive or not injured
- regret of things not done

Shame

- about the way you feel
- about needing support

Anger

- at what has happened
- at the injustice and senselessness of it all
- 'Why me?' or 'Why not me?'

Sadness

- For deaths, injuries and losses

Memories

- of people you knew and loved
- 'flashbacks' of the event

Helplessness

- of being vulnerable and powerless feeling overwhelmed of by what's happened

Numbness

- events may seem unreal
- can't take everything in
- don't feel anything

You may find that:

- you feel tired
- you have difficulty sleeping or have nightmares
- you find it difficult to concentrate
- you have a choking feeling in the throat
- you feel your heart beating fast
- you have headaches
- your muscles ache
- you lose interest in sex

These feeling and physical reactions are your body's way of protecting itself after a crisis. Over time, these will go.

Do ask for help if:

- You feel that you can't handle these feelings or physical reactions
- You continue to feel tense, confused, empty and exhausted
- You continue to have nightmares and can't sleep
- You have no-one to talk to
- Your work is suffering
- You are isolating yourself from people
- You are having accidents
- You are drinking or smoking too much, or using drugs to cope with your feelings
- Relationships with those close to you are suffering.

In most cases your GP will be best placed to advise you about what help you need.

Practical steps

- Be active, help other people. But not to the extent that it stops you from helping yourself feel better.
- Try to face up to the reality. Attend funerals. Return to the scene of the event.
- Allow yourself to think and talk about what has happened. Don't stop the feelings.
- If you want to be alone with your thoughts and feelings, give yourself this privilege.
- Don't be afraid to seek professional help.

Some dos and don'ts

DO understand that memories and feelings may stay with you for a long time to come – This is your mind's way of trying to make sense of it all, to feel in control of it, even if you couldn't control it

DO take time to sleep, to rest, to think, and be with those important to you

DO try to keep your life as normal as possible

DO drive more carefully and be more careful around the home

DO say what you need clearly and honestly to family, friends and officials

DO avoid alcohol and drugs – These are often used as a way of coping, but they tend to block the feelings that will come out in the end. Alcohol and drugs often also lead to more problems than they solve.

DO let children talk about their emotions and express themselves in games / drawing

DO learn to laugh again

DON'T bottle feelings up. Express your emotions and let others share in your grief.

DON'T take on too much.

DON'T make any major life changes.

DON'T avoid talking about what's happened.

DON'T let your embarrassment stop you giving others the chance to talk.

If you would like information of the work of agencies in Cumbria supporting emergencies please visit www.cumbriaresilience.info

In the event of a major incident, a helpline may be set up. The number will be publicised via the media.

Other help available

Samaritans 08457 909090
www.samaritans.org

CRUSE 0844 477 9400
www.crusebereavementcare.org.uk

Victim Support 0845 3030900
www.victimsupport.org.uk

Disaster Action
www.disasteraction.org.uk/

Childline 0800 1111
www.childline.org

NHS Mental Health Services
www.cumbriapartnership.nhs.uk/our-services/mental-health

WELFARE

PART E: WELFARE AND WELLBEING

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1.0.0	01/11/16	First issue of a new plan	AL

1 INTRODUCTION

1.1 Definition of a Friends and Family Centre

Premises established for the purpose of gathering together friends and relatives of people potentially involved in the incident until they are repatriated with, or know the whereabouts of their loved one.

For the purpose of this plan the term FAMILY refers to partners, parents, siblings, children, guardians, carers, friends and others who may have a direct close relationship with the missing, injured or deceased person. It is important to recognise the potentially wide variations of the 'family' which can be influenced by culture, lifestyle and by preference.

Responsibility for acquiring, establishing, managing and funding a Friends and Family Centre (in line with the definition above) lies with the Cumbria Constabulary.

1.2 Key Principle

A major incident which leads to deaths, serious injury and significant media coverage may all lead to the need to manage friends and family arriving at scene. A Friends and Family Centre ensures that these people are protected from the media and given adequate initial welfare support.

Friends and family cannot be forced to attend a Friends and Family Centre; however they must be encouraged to do so by responders from all agencies and organisations at the scene.

1.3 Objectives

- To provide family and friends with a dedicated safe place to gather away from the media.
- To provide initial light refreshments.
- To provide for the wellbeing of friends and family. This will include emotional support, advice and guidance.
- To provide a venue for family and friends to be given accurate and up to date information from the police.
- Protect friends and family from media and other intrusion.
- Collection of data, such as contact details and additional information, to assist the police in identification of those involved in the incident.

A Friends and Family Centre would only be established where Cumbria Constabulary have identified a need either at the scene or other linked site.

2 ACTIVATION

The nature, scale and impact of an incident can vary significantly and so the following timelines are intended to be indicative. It should be noted that some friends and family may already be at or may arrive at the Friends and Family Centre location before the team have had time to prepare.

The need for a Friends and Family Centre will be identified either by the Police Silver Commander coordinating the response or by the Tactical Coordinating Group.

Police Force Control Room or Tactical Coordinating Group must be told immediately once the decision is made to activate a Friends and Family Reception Centre.

The Police Silver Commander or Tactical Coordinating Group will nominate a suitable location for the establishment of the Friends and Family Centre with advice from a Police Civil Contingencies Team or Cumbria County Council Duty Officer.

The selection of a suitable location for the Friends and Family Centre will depend upon the environment of the scene and the scale of the incident. It should be established in the vicinity of the scene but at an appropriate distance from the scene and any Survivor Reception Centres

Section 1.6 of the Emergency Assistance Centre Plan, comprises checklists for the various roles involved at the Centre. The checklists outline the broad roles and duties of each agency and should be used as a guide to their role.

3 SECURITY

Cumbria Constabulary will provide security at the Friends and Family Reception Centre to prevent access by unauthorised persons and intrusion. It may be the case that concerned family and friends arrive at the Survivor Reception Centre in search of their loved ones. They may be distressed and feel that they have a right of access but they must be directed to the Family and Friends Centre with assurances that they will be contacted as soon as possible with regards to the whereabouts of their loved one.

4 VOLUNTARY SECTOR ACTIVATION

The initial activation of the voluntary sector to assist, at the Friends and Family Centre will be conducted by Cumbria County Council on behalf of the Police. Subsequent resources, for the Centre, need to be addressed in a coordinated manner by those statutory organisations managing the Centre.

If further voluntary agency support is required the Centre managers must request support through the Welfare Coordinating Group.

At the outset, the statutory organisation managing the Centre must consider the need to rotate officers supporting the Centre.

5 CLOSING THE CENTRE

The need for sustained operation of the Friends and Family Centre will be continuously reviewed by Cumbria Constabulary in consultation with the Welfare Coordinating Group, if they have been activated.

At the point where Cumbria Constabulary no longer feel they have a requirement where they would wish to lead on the support and liaison for friends and family a Friends and Family Centre will no longer be needed.

If no further medium term welfare assistance is required, e.g. all friends and family have left the Friends and Family Centre to return home, the Emergency Assistance Centre Manager should manage the departure from and closure of the Friends and Family Centre.

If further medium term welfare assistance is required the Welfare Coordinating Group (if not activated by Cumbria County Council and the local District Council) will take responsibility for managing and funding this.

Long term humanitarian assistance will be delivered through a Humanitarian Assistance Centre (see Section 3: Humanitarian Assistance Centre Plan).

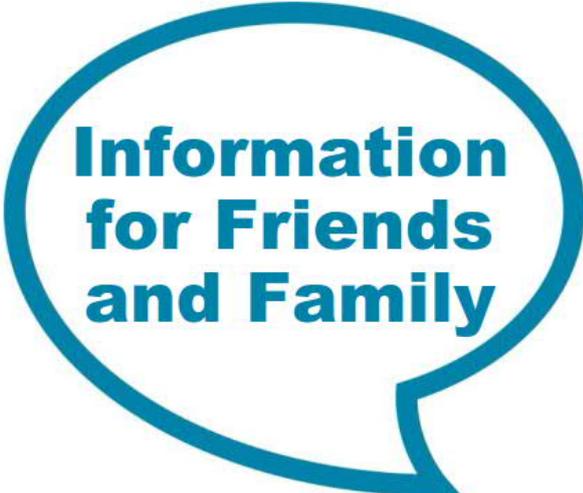
Once the decision has been made to close the Friends and Family Centre, the Tactical Coordinating Group must be informed as the responsibility for coordinating the provision of ongoing humanitarian assistance will fall to this group initially and subsequently to the Recovery Coordinating Group.

A Humanitarian Assistance Centre may follow on from a Friends and Family Centre after this facility has been closed down, or it may take the form of an advice, 'drop in' or 'day' centre.

ANNEX A FRIENDS AND FAMILY CENTRES –STAFFING

Friends and Family Centre Staffing – Statutory Agencies (See Part A Section 1.6 for detail)			
Agency	Task	Summary of Activities	Remarks
Cumbria Constabulary	Friends And Family Centre Manager	<ul style="list-style-type: none"> Responsible for the overall management of the Centre, from the support perspective Overall managerial responsibility for the Centre Works with the local authority staff to manage the Centre Security of the Centre Registration 	Lead agency
	Welfare Support - Police Family Liaison Officers	<ul style="list-style-type: none"> Support to those affected by the incident through the injury or death of family or friend. Lead of welfare response. 	Lead agency
	Media Liaison	<ul style="list-style-type: none"> Works to the Centre manager to deal with all media related issues at the Centre 	Works with the District Council Media Liaison if present
District Council	Housing	<ul style="list-style-type: none"> May represent the District Council at the Friends and Family Reception Centre Coordinates overnight accommodation for Friends And Family Centre, if required 	If required
	Media Liaison	<ul style="list-style-type: none"> Represents the local authority at the Centre 	If required Works with the Police Media Liaison

County Council	Welfare Support	<ul style="list-style-type: none"> • Supports the police in the welfare management of the Centre. • Provide practical and emotional support to Friends and Family Centre. • Assists the Police according to Police priorities 	Supported by voluntary agencies
Cumbria Partnership NHS Foundation Trust	Community Healthcare and Medication	<ul style="list-style-type: none"> • Treatment and/or prescriptions • Medical support to Friends and Family and access to pharmacy services • Establish a first aid post with St John's Ambulance and/or British Red Cross 	



Information for Friends and Family

Why have I had to come here?

To register your details and receive information, as it becomes available, regarding an emergency you believe your loved ones may have been involved in.

What do I do now?

Staff will direct you to an area where you can wait for further instructions, please be patient. Refreshments will be served as soon as possible.



Do I need to tell someone I'm here?

Please ensure that you register, as this will enable enquiries to be answered and for the Police to identify and locate you. Please listen carefully for instructions on how and where to register.

When can I leave?

Before you leave you must register to ensure the staff know who has left the centre. You are welcome to leave and return while the centre remains operational.



Giving Information

You will be asked by the police to give details of anyone you feel may have been involved in the emergency. Police have specially trained staff for this role and they will collect important, and detailed, information.



How can I get help and information?

Arrangements are in place to provide accurate information concerning the emergency at regular intervals. Such details will be announced by loudhailer and then displayed within the Centre. An Information Desk, staffed by the voluntary sector, is available to deal with any individual problems and general queries you may have.

News and Media

News organisations and social media have the luxury of being able to speculate! You may hear many rumours and stories from such sources, however please listen to them with caution and ask for the most recent, fully confirmed, update. Whilst we will do all we can to keep the centre secure, it cannot be guaranteed.

If you have any concerns about media reporters, please let staff know.



WELFARE

PART E: WELFARE AND WELLBEING

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1 INTRODUCTION

1.1 Definition of a Vulnerable Person

There are many different definitions of vulnerability. The plan considers vulnerable people as those 'that are less able to help themselves in the circumstances of an emergency' (Emergency Preparedness – Guidance on Part 1 of the Civil Contingencies).

In the context of an emergency, it must be recognised that vulnerability is situation specific. People who may not normally be considered vulnerable can become vulnerable due to the consequences of a particular emergency. However, many pre-existing conditions may make people more vulnerable. This plan initially concentrates on those people that responders already know as vulnerable.

1.2 Key Principle

This plan sets out the operational framework for how organisations will work together to align a response to meet the needs of vulnerable people in the planning, response and recovery phases of an emergency. It also establishes how the public will be asked to alert professional partners to identify unsupported needs, to enable efficient multi-agency working, planning and response.

This Plan is in line with the Emergency Assistance Centre Plan, where there may be vulnerable persons whose welfare needs to be assessed and managed within those centres.

The plan intends to signpost users to other resources, plans and guidance for incidents where Emergency Assistance Centres are not the focal point or the vulnerable persons are based at a specific site, such as a care home.

2 VULNERABLE PERSONS

There is no single definition of who is a vulnerable person in this context. However, for the purpose of this document it is possible to use four different groupings together:

2.1 Pre-identified Vulnerable Groups (Sensitive Sites)

Pre identified vulnerable groups are groups of vulnerable people who are known and can be identified during the planning process. These will include schools and other educational establishments, nurseries and early years' settings, care homes, hospitals, children's homes, hostels and similar types of premises.

2.2 'Known' Vulnerable Individuals

'Known' defines the individual known as a service user of the Health or Local Authority or Voluntary Sector services. It is not possible to identify lists of vulnerable

individuals prior to any incident, as this list will change frequently. However, this plan establishes a process by which this information can be accessed in an emergency.

2.3 Vulnerable Due to the Incident Type

There will also be a proportion of people who will become vulnerable purely by the nature of that incident. This would include people who are normally independent but due to the nature of the incident have become vulnerable. It is therefore important that specific emergency plans identify and document, through dynamic risk assessment, what it is about that incident type that could make people vulnerable.

2.4 'Unknown' Vulnerable People

This last category defines vulnerable people who are not normally in contact with Authorities. It may be that they receive informal care from a friend or relative or that they are able to live a relatively independent life through an informal support network.

This may also include people who are vulnerable but choose not to be documented as such, homeless people, and visitors to the area including itinerant rough sleepers

3 INFORMATION SHARING AND INTELLIGENCE GATHERING

Cumbria Resilience Forum has an Information Sharing Protocol, which includes details on how data can assist the identification of known vulnerable people.

The gathering of intelligence can be challenging but in many circumstances vulnerability will be assessed and highlighted by responders who come into contact with community members or who have personal knowledge of the community.

3.1 Emergency Assistance Centres

Evacuee Reception Centres, Survivor Reception Centres, Friends and Family Centres and Humanitarian Assistance Centres have a welfare presence or contact and any concerns regarding an individual should be reported directly to the Welfare Support Team Lead. Any notes on the Registration System remain confidential and can be extracted as a report for the Welfare Support Team Leader.

Responder Welfare Centres do not have a dedicated Welfare Support Team, but details on agencies welfare can be found in the Responder Welfare and Well Being Section of this Plan.

3.2 Identified at Scene

Responders working at the scene (such as Blue Light Agencies) are often the first contact with those involved in an emergency. As a very stressful environment it can be difficult to identify those who need additional support due to vulnerability, but support should be requested to ensure appropriate action is taken.

Identification should be logged and efficient transfer to an appropriate place of safety (such as Emergency Assistance Centre) should be prioritised for these individuals, preferably with a companion.

Welfare staff may be at scene but this can depend on the speed and nature of the incident.

3.3 Externally Identified Vulnerable People

Externally Identified Vulnerable People can be from a large number of sources such as care agencies, care staff, mental health services, voluntary sector or communities through formal Community Emergency Plans. These representatives are often well placed to share information regarding potentially vulnerable people within their own communities or areas of work.

Situational awareness and agency contacts will be used by the Welfare Coordinating Group to issue a dedicated telephone number for the reporting of issues concerning vulnerable people in non-life threatening situations.

4 CHILDREN

Children are key members of the local community and as a re group are not identified as vulnerable if accompanied by partners, guardians or carers. However unaccompanied children need to be cared for by relevant authorities and it is key that these are identified as quickly as possible. Anyone working directly with unaccompanied children is required to have a DBS check.

Children can often respond differently to adults in emergencies or when faced with uncertainty. Annex A is a Helping Children Cope in Emergencies leaflet by Save the Children. Responders working with children should identify potential issues and also where additional intervention by the Welfare Support Team is required.

Preventative measures can be taken by the Emergency Assistance Centre Manager and Welfare Support Team such as:

- Dedicated area for children to enable them to undertake activities and be removed from areas of tension.
- Activities and entertainment with whatever facilities are available.
- Given an opportunity to talk and share.
- Older children can be given small tasks, such as helping with information sharing.

5 DISABILITIES AND MENTAL HEALTH

It is a fundamental principle in the modern world that both people with a disability (including those people who have a limiting illness) and those suffering from mental health crisis should be given the opportunity to participate in modern society with as few impediments as possible. There is no justification for relaxing this principle when emergencies and disasters occur.

There is no register of people with a disability and with a large percentage of disabilities being invisible it is important that intelligence is gathered through registration and conversations with people.

It is also important to note that not all disabled people or those suffering from mental health crisis are vulnerable in an emergency; it is very dependent on the nature, severity and duration of the incident.

Legislation exists to ensure that members of the community with disabilities are not discriminated against in an emergency; more detail:

“VERONA CHARTER” on the rescue of persons with disabilities in case of disasters
<http://internazionali.ulss20.verona.it/docs/projects/rdd/veronacharter.pdf>

Disability Discrimination Act 1995
<http://www.legislation.gov.uk/ukpga/1995/50/contents>

6 EVACUATION TO TEMPORARY SHELTER

6.1 Pre-identified Vulnerable Groups (Sensitive Sites)

These will include schools and other educational establishments, nurseries and early years' settings, care homes, hospitals, children's homes, sheltered housing, hostels and similar types of premises. It is anticipated that many of these sites will have plans for evacuation as part of their Health and Safety or Business Continuity Plans. However there can be circumstances that lead to the need to assist sensitive sites with evacuation arrangements.

Schools and childcare facilities should be evacuated to a dedicated Evacuee Reception Centre with the school staff; on-going support should then be coordinated through the Welfare Support Team.

When evacuating vulnerable people from Nursing and Care Homes the following issues need to be considered to ensure they are placed in a suitable environment:

- Their level of dependency.
- Any specialist equipment required to manage their care like pressure relieving equipment, hoists, wheelchairs and nebulisers etc.
- Their ongoing clinical needs i.e. are they on insulin, oxygen etc.
- Their mental state, as this may be exacerbated when vulnerable people are moved to a new environment.
- Whether moving a vulnerable person changes their level of needs, resulting in them requiring additional health and social care support.

Suitable environments will normally include other care homes or facilities, local healthcare centres or hospitals. Every effort should be made to ensure care home residents are not placed in Evacuee Reception Centres; which is a last resort. The Welfare Coordinating Group will lead on the options available. Transport considerations will also be coordinated by the Welfare Coordinating Group.

Please note that in some circumstances, such as individuals with very high needs or who require specialist equipment, an individual risk assessment should be carried out to identify if evacuation is the most appropriate countermeasure.

6.2 'Known' Vulnerable Individuals

'Known' defines the individual known as a service user of the Health or Local Authority or Voluntary Sector services.

Any list that is drawn together should be shared with the agency leading on the door knocking to identify those properties which should be prioritised or require additional support.

When evacuating vulnerable people the following issues need to be considered to ensure they are placed in a suitable environment:

- Their level of dependency.
- Any specialist equipment required to manage their care.
- Their ongoing clinical needs i.e. are they on insulin, oxygen etc.
- Their mental state, as this may be exacerbated when vulnerable people are moved to a new environment.
- Whether moving a vulnerable person changes their level of needs, resulting in them requiring additional health and social care support.

Suitable environments will normally include the nearest Evacuee Reception Centre for assessment by the Welfare Support Team; however responders may want to consider care homes or facilities, local healthcare centres or hospitals in liaison with the Welfare Coordinating Group who will lead on the options available.

Please note that in some circumstances, such as individuals who may pose a risk to others (such as drug dependency) an individual risk assessment with the relevant agencies (such as the police) should be carried out to identify a suitable place of safety.

6.3 Vulnerable Due to the Incident Type

There will also be a proportion of people who will become vulnerable purely by the nature of that incident.

Suitable environments will normally include the nearest Evacuee Reception Centre for assessment by the Welfare Support Team; however responders may want to consider care homes or facilities, local healthcare centres or hospitals in liaison with the Welfare Coordinating Group who will lead on the options available.

6.4 'Unknown' Vulnerable People

This last category defines vulnerable people who are not normally in contact with Authorities.

Suitable environments will normally include the nearest Evacuee Reception Centre for assessment and to be supported by the Welfare Support Team.

7 SHELTERING IN SITU

There will be times when sheltering-in-situ is the best option. On those occasions advice should be given to the public via various means to shelter within their place of work, home or other type of premises

7.1 Pre-identified Vulnerable Groups (Sensitive Sites)

These will include schools and other educational establishments, nurseries and early years' settings, care homes, hospitals, children's homes, hostels and similar types of premises. Schools and childcare facilities can shelter in situ with the support of the school staff, for a short period of time. However schools do not have accommodation facilities and on-going support should then be coordinated through the Welfare Support Team.

Nursing and Care Homes are suitable for shelter in situ as accommodation facilities. However support may be sought with provision of food, medication and relief staff. This support will be coordinated through the Welfare Coordinating Group.

7.2 'Known' Vulnerable Individuals

'Known' defines the individual known as a service user of the Health Authority, Local Authority, Voluntary Sector services or other agencies appropriate data source.

Any list that is drawn together should be shared with the Welfare Coordinating Group and these properties should be prioritised for additional support.

The length of time vulnerable individuals can shelter in situ for will depend on:

- Their level of dependency.
- Any specialist equipment required to manage their care.
- Their ongoing clinical needs i.e. are they on insulin, oxygen etc.
- Their mental state, as this may be exacerbated during sheltering and loss of routine. .

The Welfare Coordinating Group will lead on the media message and the establishment of a helpline.

The decision to evacuate individuals from shelter into other temporary accommodation away from the incident site will need to be made by the Strategic Coordinating Group with guidance and intelligence from the Scientific and Technical Advice Cell (STAC).

7.3 Vulnerable Due to the Incident Type

There will also be a proportion of people who will become vulnerable purely by the nature of that incident.

This vulnerability could develop as part of the need to shelter in their home or other environment. Public Communications should be used to circulate a helpline or point of contact to assist with the identification of these individuals and offer support and guidance where possible.

The Welfare Coordinating Group will lead on the media message and the establishment of a helpline.

The decision to evacuate individuals from shelter into other temporary accommodation away from the incident site will need to be made by the Strategic Coordinating Group with guidance and intelligence from STAC.

7.4 'Unknown' Vulnerable People

This last category defines vulnerable people who are not normally in contact with Authorities.

Public Communications should be used to circulate a helpline or point of contact to assist with the identification of these individuals and offer support and guidance where possible.

The Welfare Coordinating Group will lead on the media message and the establishment of a helpline.

The decision to evacuate individuals from shelter into other temporary accommodation away from the incident site will need to be made by the Strategic Coordinating Group with guidance and intelligence from STAC.

8 VOLUNTARY SECTOR ACTIVATION

The initial activation of the voluntary sector to assist with vulnerable people at an Emergency Assistance Centre will be conducted by Cumbria County Council on behalf of the Cumbria Constabulary or District Council. Subsequent resources, for the Centre, need to be addressed in a coordinated manner by those statutory organisations managing the Centre.

If further voluntary agency support is required the Centre managers must request support through the Welfare Coordinating Group.

At the outset, the statutory organisation managing the Centre must consider the need to rotate officers supporting the Centre.

The initial activation of the voluntary sector to assist with vulnerable people in activities such as door knocking, evacuation of properties and search and rescue may be conducted by Cumbria County Council on behalf of Cumbria Constabulary or directly by Cumbria Constabulary.

ANNEX A HELPING CHILDREN COPE IN EMERGENCIES



Image courtesy of Save the Children USA

HOW TO HELP CHILDREN COPE IN EMERGENCIES

Many parents, teachers, grandparents and caregivers are concerned about how experiencing emergencies and seeing dramatic images of emergencies can affect the emotional well-being of their children.

To help provide guidance, Save the Children has prepared the following 10 tips. They can be used by adults to support children through any emergency. These tips are based on Save the Children's years of national and international experience in supporting children in emergencies.

Save the Children recommends parents, teachers, grandparents and caregivers:

- 1. Listen to your children carefully.** Try to find out what your child knows and understands about the emergency before responding to their questions. Children can experience stress when they do not understand dangerous experiences. Find out what your child knows about the emergency. Then, talk to your child to help him or her understand the situation and ease their concerns.
- 2. Give children reassurance.** Tell children that adults are doing everything they can to protect and help children who have been affected by the emergency. Also, let them know that if an emergency happens, your main concern would be their safety. Make sure they know they are being protected.
- 3. Be alert for significant changes in behaviour.** Caregivers should be alert to any significant changes in children's sleeping patterns, eating habits, and concentration levels. Also watch for wide emotional swings or frequent physical complaints. If any of these actions do happen, they will likely lessen within a short time. If they continue, however, you should seek professional help for the child.

- 4. Limit television time.** While it can be important for adults to stay informed about the emergency, television images and reports may be confusing and frightening for children. Watching too many television reports of the emergency can overwhelm children and even adults. So, limit the number of television reports about the emergency you and your children watch.
- 5. Understand children's unique needs.** Not every child will experience an emergency in the same way. As children develop, their intellectual, physical and emotional abilities change. Younger children will depend largely on their parents to interpret events; older children and adolescents will get information from various sources, such as friends and the media. Remember that children of any age can be affected by an emergency. Provide them all with love, understanding and support.
- 6. Give your children extra time and attention.** Children need close personal attention to know they are safe. Talk, play and, most importantly, listen to them. Find time to engage in special activities with children of all ages.
- 7. Be a model for your children.** Your children will learn how to deal with these events by seeing how you respond. The amount you tell children about how you're feeling should depend on the age and maturity of the child. You may be able to disclose more to older or more mature children but remember to do so calmly.
- 8. Watch your own behaviour.** Make a point of being sensitive to those impacted by the emergency. This is an opportunity to teach your children that we all need to help each other.
- 9. Help your children return to a normal routine.** Children usually benefit from routine activities such as set eating times, bed time, and playing with others. Parents should make sure their children's school is also returning to normal patterns and not spending a lot of time discussing the emergency.
- 10. Encourage your children to do volunteer work.** Helping others can give children a sense of control and security and promote helping behaviour. During an emergency, children and adolescents can bring about positive change by supporting those in need.

Save the Children urges adults to seek out and follow the guidance of the Emergency Services and Local Authorities to help ensure the safety of their children.

WELFARE

PART E: WELFARE AND WELLBEING

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1 INTRODUCTION

1.1 Definition of a Responder Welfare Coordination

Responder Welfare Coordination should ensure anyone from any agency involved in the response to a major or unusual incident, can access adequate welfare facilities and rest.

1.2 Key Principle

Emergencies place enormous demands on all involved in the response and recovery effort. Pressure of work may sometimes be sustained over long periods. Agencies need to ensure they look after the physical and psychosocial welfare of staff and volunteers.

Objectives

- Coordination of available resources (such as accommodation) to ensure adequate access by all responders, including voluntary agencies.
- Develop an understanding of the expectations placed on those responding to an incident to take responsibility for their own and colleagues' welfare.
- Establish links with the Welfare Coordination Group and individual agency Welfare Officers.
- To set out longer term access to support through the Humanitarian Assistance framework.

2 ACTIVATION

2.1 Agency Activation

The Strategic or Tactical Coordinating Group, having considered the potential scale of the incident in discussion with the Welfare Coordination Group, will determine the need to establish Responder Welfare Coordination.

It is important to note that it is the responsibility of Cumbria Constabulary to take the lead in identifying Welfare Officers within organisations and represent Responder Welfare Coordination on the Welfare Coordination Group.

3 AGENCY RESPONSIBILITIES

Each agency has overall responsibility for the welfare of their staff and volunteers; this includes the welfare of partner agencies from outside the county offering mutual aid.

At the outset, there is an expectation that any person responding to the incident has a basic level of personal resilience and preparedness set out in Annex A.

At the outset, there is an expectation that any organisation responding to the incident has a basic level of preparedness to provide welfare support set out in Annex B.

4 COORDINATION OF RESOURCES

A major or unusual incident that lasts over a significant timeframe often puts pressure on available resources such as Responder Welfare Centres, accommodation, asset holding areas and coordination space.

It is important that these resources are considered and allocated through the Welfare Coordination Group. Some methods of coordination are set out in Annex C.

5 ON GOING WELFARE SUPPORT FOR RESPONDERS

The Humanitarian Assistance Section (Section 1.3) is equally applicable to community members and responders following an incident. Although many agencies have access to internal methods of support it is important that all agencies continue to promote Resilience Forum services throughout the Recovery to ensure responders have access to the widest possible support.

Any concerns about any responders (including volunteers) welfare should be brought to the attention of the Welfare Coordination Group or agency representative

ANNEX A RESPONDER RESILIENCE - EXPECTATIONS

The expectations of those responding to a major or unusual incident on behalf of their agency are the following:

- Use the appropriate PPE and equipment made available to you.
- Have sufficient welfare supplies (changes of clothing, personal hygiene, food and water) for eight hours of response.
- Made their agency aware of accommodation requirements.
- Have a fully charged mobile phone or other communications device.
- Have an emergency point of contact within your agency (such as manager, coordinator or control room)

ANNEX B AGENCY RESILIENCE - EXPECTATIONS

The expectations of those agencies who have staff or volunteers responding to a major or unusual incident are the following:

- Appropriate PPE and equipment is made available to all responders.
- Have arrangements in place to provide welfare supplies (changes of clothing, personal hygiene, food and water) within eight hours of the start of the incident.
- Coordinated with the Welfare Coordination Group accommodation requirements and selected an organisation to coordinate requests (such as Gates Travel).
- Implement a robust system to ensure contact is maintained with all responders.
- Have methodology for managing rotas, signing in and working hours for all responders.
- Have a robust lone working procedure in place or methodology for not allowing lone working.
- Ensure that your agency has sufficient insurance for all your staff and volunteers, and this matches the activities undertaken or risks exposed to.
- Implement a robust system to ensure a worker has returned to their base or home once their task is completed
- Ensure all responders are trained to undertake tasks allocated.

ANNEX C METHODS OF WELFARE COORDINATION AIDE MEMOIRE

The need to coordinate available resources will be dependent on the type and duration of the incident however below is an aide memoire for consideration.

- Accommodation
 - Decision on which organisation will coordinate all accommodation requirements to reduce agency resource (such as Gates Travel).
 - Identify available buildings for Responder Welfare Centres.
 - Identify bedding supplies (set out in the Emergency Assistance Centre Plan Section 1.4).
 - Methodology for sharing arrangements.
- Food and Water
 - Awareness of which agencies need additional support.
 - Decision on which organisation will coordinate food provision.
 - Identify available buildings for Responder Welfare Centres or mobile locations.
 - Methodology for sharing arrangements.
- Clothing
 - Awareness of which agencies need additional support.
 - Decision on which organisation will coordinate additional clothing provision.
 - Identify available buildings for Responder Welfare Centres or mobile locations.
 - Methodology for sharing arrangements.
- PPE
 - Awareness of which agencies need additional support.
 - Decision on which organisation will coordinate additional PPE provision.
 - Methodology for sharing arrangements.
- Emotional Support
 - Decision on which organisation will coordinate emotional support provision.
 - Methodology for sharing arrangements.
- First Aid
 - Awareness of which agencies need additional support.
 - Decision on which organisation will coordinate first aid provision.
 - Identify available buildings for Responder Welfare Centres or mobile locations.
 - Methodology for sharing arrangements.

WELFARE

PART E: WELFARE AND WELLBEING

SECTION 2.2: RESPONDER WELFARE CENTRE

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WARNING! Please note this document may no longer be current and you should check the ResilienceDirect for the most up to date version

RECORD OF AMENDMENTS			
Version	Date	Reason for review	Author
1.0.0	01/12/16	First issue of new plan	AL

1 INTRODUCTION

1.1 Definition of a Responder Welfare Centre

A secure area / premises set up to which anyone from any agency involved in the response to a major or unusual incident, can access welfare facilities and rest. As such the Responder Welfare Centre will be acquired, established and managed by either Cumbria Constabulary or a voluntary agency on behalf of Cumbria Constabulary

1.2 Key Principle

Emergencies place enormous demands on all involved in the response and recovery effort. Pressure of work may sometimes be sustained over long periods. Agencies need to ensure they look after the physical and psychosocial welfare of staff and volunteers.

Objectives

- Offer access to facilities for preparing and consuming food away from the Incident ground.
- Offer access to washing and changing facilities.
- Offer access to rest facilities; especially to provide warmth or prevent dehydration.
- Offer medical and first-aid facilities.

2 ACTIVATION

2.1 Agency Activation

The Strategic or Tactical Coordinating Group, having considered the potential scale of the incident in discussion with the Welfare Steering Group, will determine the need to set up Responder Welfare Centre/s.

It is important to note that it is the responsibility of Cumbria Constabulary to take the lead in identifying the premises and establishing the Responder Welfare Centre; however it is also identified that the Voluntary Agencies can assist with delivering these centres with the support of statutory agencies.

Section 1.6 of the Emergency Assistance Centre Plan, comprises checklists for the various roles involved at the Centre. The checklists outline the broad roles and duties of each agency and should be used as a guide to their role.

2.2 Community Activation

The Area Support Teams/Operational Teams may have links to local community leaders in each area, and will be working with communities who may already have plans to establish their own Responder Welfare Centres to support local responders. Details of these should be found through the Welfare Steering Group.

2.3 Venue

The venue for a Responder Welfare Centre is dependent on the need, location and geography. Key features of a Responder Welfare Centre can be referenced in Annex B.

Churches Together in Cumbria have carried out extensive work identifying appropriate venues for community use following an emergency. Further details on each potential venue can be provided.

3 VOLUNTARY SECTOR ACTIVATION

The initial activation of the voluntary sector to assist at the Responder Welfare Centre will be conducted by Cumbria County Council. Subsequent resources, for the Centre, need to be addressed in a coordinated manner by those statutory organisations managing the Centre.

If further voluntary agency support is required the Centre managers must request support through the Welfare Steering Group or Recovery Welfare Sub Group.

At the outset, the statutory organisation managing the Centre must consider the need to rotate officers supporting the Centre.

4 SUPPORT

A Responder Welfare Centre may be supported by a number of voluntary agencies. Additional resources and provisions should be requested through the Welfare Steering Group.

It is important that the location and facilities available at the Responder Welfare Centre is widely disseminated through the agencies. Operational Control should ensure that all responders are informed about welfare arrangements in whatever method is appropriate (announced, visual display, radio communications, briefings etc.).

There is not a dedicated Welfare Support Team at a Responder Welfare Centre; however personal welfare remains a priority.

Any concerns about any responders (including volunteers) welfare should be brought to the attention of the Emergency Assistance Centre Manager.

Further Support can be obtained by the Emergency Assistance Centre Manager through the Welfare Steering Group.

5 CLOSING THE CENTRE

The need for sustained operation of the Responder Welfare Centre will be continuously reviewed by Cumbria Constabulary in consultation with the Welfare Steering Group.

ANNEX A RESPONDER WELFARE CENTRE –STAFFING

Please note that for staffing a Responder Welfare Centre the roles and requirements are far reaching and will be driven by the location, type and severity of the incident.

Responder Welfare Centre Staffing – Statutory Agencies (See Part A Section 1.6 for detail)			
Agency	Task	Summary of Activities	Remarks
Cumbria Constabulary	Responder Welfare Centre Manager	<ul style="list-style-type: none"> Responsible for the overall management of the Centre. Overall managerial responsibility for the Centre Works with voluntary agencies to manage the Centre Security of the Centre 	Lead agency
	Media Liaison	<ul style="list-style-type: none"> Works to the Centre manager to deal with all media related issues at the Centre 	Works with the District Council Media Liaison if present
District Council	Media Liaison	<ul style="list-style-type: none"> Represents the local authority at the Centre 	If required Works with the Police Media Liaison
County Council	Welfare Support	<ul style="list-style-type: none"> Provide practical and emotional support to responders. 	Supported by voluntary agencies
NWAS	North West Ambulance Service	<ul style="list-style-type: none"> First aid 	
Cumbria Partnership NHS Foundation Trust	Community Healthcare and Medication	<ul style="list-style-type: none"> Establish a first aid post with St John's Ambulance and/or British Red Cross 	

ANNEX B SERVICES TO CONSIDER FOR A RESPONDER WELFARE CENTRE

The following issues require consideration:

- Provision and management of appropriate Fire Safety equipment
- Appropriate arrangements for cleaning of the venue
- Provision and management of robust security arrangements
- Provision of car parking
- Creation and/or awareness of evacuation plans for the venue
- Suitable accommodation taking into account both female and male facilities.
- Located within a reasonable travel distance of the incident.
- If Fire/Police/Ambulance stations are utilised consideration should be given to the normal activities such as mobilising and tannoy systems impinging on crews resting possibly during daylight hours.
- Access to suitable shower facilities for both male and female personnel.
- Provision of suitable meal preparation and consumption facilities.
- Access to a suitable area for relaxation.
- Facility to launder or have items of personal clothing laundered.
- An area where disrobe / decontamination can take place near to the entrance of the centre.