



# Tips & Tricks for RCM in a Small Town

By Sonja Krug

# About Presenter

- Volunteer with ESS for 10 years, ESSD for 4 years, pod leader for Skeena Valley Team (Terrace)
- Bookkeeper
- RCM experience



Regional District of  
**Kitimat-Stikine**



# Before you Open a RC

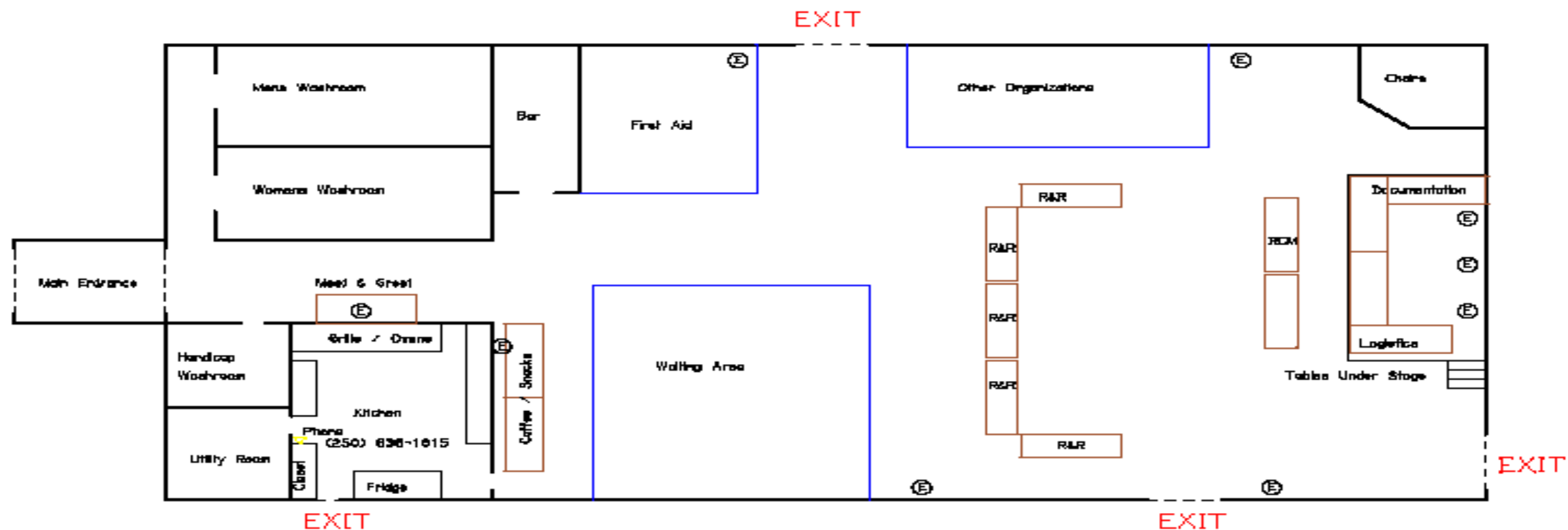
Plan, plan, plan

Exercise

Assign roles

# ESS Reception Center

Thornhill Community Center  
3091 Century St. Thornhill BC



ⓔ = Electrical Outlet

# THORNHILL COMMUNITY CENTRE

EMERGENCY  
RECEPTION CENTRE



The highest priority  
is to ensure  
the safety of all  
staff and  
clients.







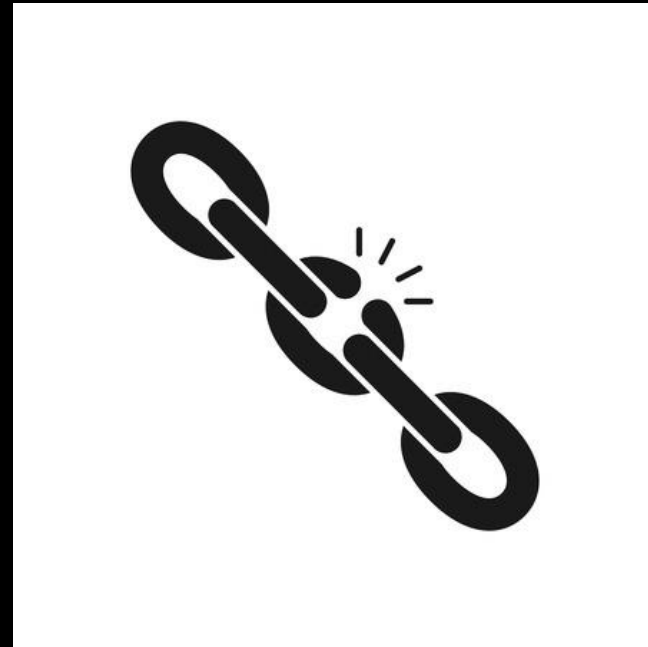
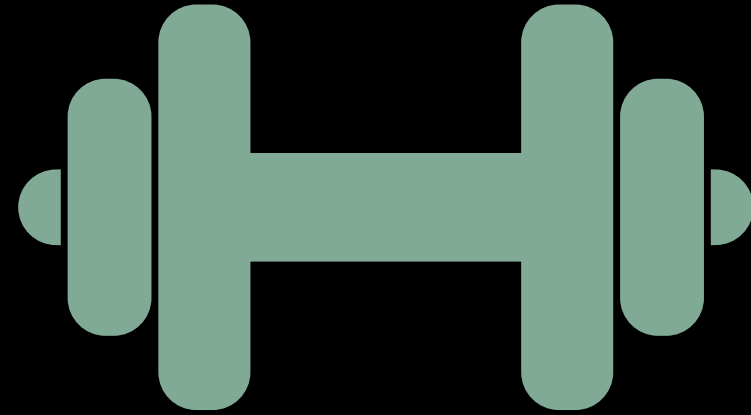






# Break out rooms

- What is you or your teams' strength and weakness in a RC?



# Tips for Getting Ready to Open RC

Remind teammates  
to wear they ESS  
clothing, bring  
their ERA login and  
password

Have good signage

RCM to wear vest

Put ESS personnel  
where they're the  
strongest

If task number  
doesn't appear in  
ERA

Scrap paper at  
each station

# **ERA Considerations**

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Tech check before opening RC

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Fillable billet invoice (word document)

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Documentation

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What to write on summary for documentation

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How to email R & R to evacuee using Notes on iphone

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Entering where evacuees are from in ERA

# Opening a RC

Don't open the doors until you are ready

Set up RC hours as soon as you can

It's ok if evacuees have to wait their turn

Have an area for volunteers to put their personal belongings

**ESS HOTLINE**

250-641-2443

*Skeena Valley Team*  
*Volunteers at the heart of*  
*emergency response*



**Supplier Papers**

**My Papers**



Call ESS at (250) 641-2443  
with any questions or concerns.



**Mental Health Support: 310-6789 (no area code needed)**  
**Indigenous Mental Health Support: 1-800-588-8717**

**Referrals:**

Please give the Supplier (hotel, restaurant, etc.) their copy of the Referral. They need it to get paid. Your Summary has the same information on it.

If you have a Referral for groceries, please go to the service counter before shopping. Show them your referral. They may ask you for ID.

Restaurant meals are only covered up to the amount on your Referral.  
If you spend more than that, it is your responsibility to pay the difference.  
Give the restaurant the Referral on your first visit.  
They will make sure you get all the meals.

**Insurance:**

**Contact your insurance provider as soon as you can.**  
If you have home insurance (or aren't sure) please keep all receipts.  
You might be able to get reimbursed from your insurance provider.  
The Insurance Bureau of Canada can provide insurance information.  
Call 1-844-227-5422 or [www.ibc.ca](http://www.ibc.ca)

**Clothing:** You can go to Salvation Army Thrift Store at 3236 Kalum St.  
They are open Tuesday to Saturday 9:30 am – 4pm.  
Speak to the manager, they will help you.



Remember good self-care:  
eat, sleep and talk about your experience  
with close friends and family.



# During a RC

Check in with suppliers

As RCM I wouldn't register  
evacuees

Let evacuees know we are  
volunteers

Supplier agreements

Thank volunteers

# During a RC

Communication  
is key

Take breaks,  
eat, drink  
water, self care

Ensure  
volunteers  
don't express  
judgement

When an  
evacuee is  
particularly  
upset

Once evacuated  
evacuees can't  
go back

Delegate

# Covid Considerations

Have two  
tables at  
each  
station

Hand  
sanitizer

Disinfect  
at  
regular  
intervals

Evacuees  
don't  
need to  
sign

# Questions?

- [skrug@comteksecurity.ca](mailto:skrug@comteksecurity.ca)
- (250) 615-7078
- Thank you 😊

