



EMERGENCY RESOURCE CENTER

GUIDELINES AND PURPOSE

What is the Gladstone ERC?

The Emergency Resource Center (ERC), is a physical location activated at the Gladstone Community Center to inform and assist the community when impacted by a disaster, emergency or a significant event.

Responsibility and Authority:

The Gladstone Community Service Manager (CSM) will have complete oversight and responsibility for activities occurring at the Community Center / ERC with the assistance of the Emergency Management Team and or Emergency Operations Center during an event.

Mission Statement:

To provide information to the citizens of Gladstone during emergency conditions and connect them with essential services.

ERC Essential Services:

The availability of services will vary based on the type and severity of the emergency, timeline and accessibility.

Safety and Security – When activated, the ERC will be a safe environment for citizens to obtain information, resource referral and limited on-site relief (light food, beverages, charging for cell phones and smart devices, etc.).

Accessible Information Services - Keep the Gladstone community informed of current City or EOC approved incident specific information via formal briefings, information boards, or by answering questions in-person.

Referral Services - Continuous assessment of the needs of community to determine if additional services are needed for the ERC or whether citizens will be referred to services outside the ERC (Churches, Red Cross Shelters, etc.).

Donation Site – Upon approval of the City Emergency Management Team, the ERC **may** be the default City location for donation of acceptable emergency relief supplies. Media messages should dictate what is acceptable. Volunteers would be needed to sort and distribute donations.

Gladstone ERC Partners:

- GEMS (Gladstone Emergency Management Support Volunteers)
- CERT (Community Emergency Response Team volunteers)
- Gladstone Neighbors Helping Neighbors Volunteers
- Police & Fire Chaplin Program
- Gladstone area Churches.

ERC Guiding Principles

The ERC is a community response resource for all of Gladstone.

ERC volunteers and Gladstone City staff are held accountable to these principles:

- During each operational period, there will be one ERC Volunteer designated as the ERC “coordinator”. This person will work closely with the CSM.
- The CSM or designee will provide operational updates to Emergency Management Team (or EOC if activated) as directed.
- The Emergency Management Team will coordinate current situational information to the public via scheduled briefings, information boards, or by face to face communication. This communication will be based on information from City staff (or EOC if activated). ERC volunteers will provide support for these briefings.
- Only the Public Information Officer communicates with the media and will be designated by Incident Command.
- Resources will be distributed based on life safety and humanitarian need.
- Everyone coming to the ERC has experienced stress from some type of emergency, be nice.
- Personal information is confidential. Informed consent is required to release any personal information.

- Minimum of two volunteers are required to work in the ERC.
- Unaccompanied children are never alone in any area of the ERC, for any reason. A minimum of two staff are required with a young unaccompanied child or children.
- Accommodations must be made for residents unable to access services (e.g., people with disabilities).
- ERC services are available to all ERC volunteer staff.

GLADSTONE EMERGENCY RESOURCE CENTER OPERATIONS GUIDE

Initial Activation

- General Situational Awareness update
- Objectives
- Operational period
 - Community Center set-up
 - Signage
 - Message Boards
 - Layout
 - Volunteer assignments
 - Briefings; objectives, assignments, safety, emergencies, other specific instructions.
 - EOC check-in and reports.
 - ICS 214 logs

General Rules & Safety

- Authorized volunteers and identification
- Site security and personal safety
- Emergencies – medical, disaster, loss of power, communications, etc.
- Safety plan

Communications & Information Sharing

- Monitor local TV and Radio
- EOC directed messaging: Social media postings, flyers, etc.
- Bulletin board updates
- Communication with EOC

Connection to EOC

- Phone
- Radio

Donation Drop Off Location

- Depending on incident Decisions will be made

Types of Emergencies and Emergency Resource Center Consideration's

- Weather Events
- Wildfires
- City infrastructure failures
- Natural Disasters
- Any other critical event deemed appropriate by City Emergency Management