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**CARLISLE**  
CITY COUNCIL

# REPORT TO EXECUTIVE



## PORTFOLIO AREA: CORPORATE RESOURCES

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Date of Meeting: 25th November 2002

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Public

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Key Decision: No

Recorded in Forward Plan: No

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Inside Policy Framework

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**Title:** EMERGENCY PLANNING REVIEW UPDATE  
**Report of:** Town Clerk and Chief Executive  
**Report reference:** TC 215/02

**Summary:**

The report updates Members on progress with implementation of revised Emergency Planning arrangements.

**Recommendations:**

1. Progress is noted.
2. The report is forwarded to Overview and Scrutiny Management Committee.

**Contact Officer:** John Mallinson

**Ext:** 7010

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

## 1. BACKGROUND INFORMATION

The City Council is responsible for support to the emergency services as detailed in the County General Emergency Plan and a range of related incident and site specific plans.

In August 2001 Members agreed that revised Emergency Planning arrangements should be put in place, following a review and the allocation of an increased budget.

In essence the revised arrangements centre on a core team of officers who will lead the Council's initial response to an emergency and who are also each responsible for planning, preparing and managing an element of that response.

As part of the review improved liaison and support from the County Emergency Planning Unit (CEPU) was agreed. Thanks are due to the County Emergency Planning Officer and his staff for their support in taking forward this review.

## 2. PROGRESS

- a. A lead and a shadow CEPU contact were nominated.
- b. The core team was formed and also constituted as the authority's Emergency Planning Working Group (meeting every 4 to 6 weeks and chaired and administered by the Head of Corporate Policy and Strategy – the Council's lead officer).
- c. The team met CEPU staff and established working relationships, also visited County Control Centre.
- d. Each team member familiarised themselves with their duties under the County General Emergency Plan.
- e. Each team member, with support and advice from the Head of Corporate Policy and Strategy and CEPU developed a plan to deliver their element of our response.
- f. Each team member recruited volunteer staff to support their response.
- g. These plans and staff nominations have been drawn together in a single City Council Response Plan (copy attached but with confidential contact information removed).
- h. Plan distribution and updating protocols have been agreed.
- i. Initial testing of the plan and staff familiarisation have taken place.

- j. More specific training needs have been identified and have or will be addressed with support from CEPU (often involving other authorities) over time.
- k. Exercises will be programmed to fit in with the existing county exercise diary, as we will need input from a wide range of other agencies.
- l. Contributions to Emergency Planning previously made by Housing and Leisuretime are to continue following externalisation and have been included in contract documentation.

### 3. ONGOING ISSUES

- a. Arrangements continue to be revised to reflect the new organisational structure, this will be substantially completed by the next update of the Response Plan (December 31<sup>st</sup> 2002) but cannot be fully completed until all new appointments are in post.
- b. The above represents a significant and very creditable improvement in our arrangements. The Working Group will endeavour to secure further and continuous improvement.
- c. Our approach is being commended to other Cumbrian Districts (by CEPU) and it is expected we will support them in following it if they so wish
- d. A government review of Emergency Planning is ongoing, new legislation is likely and local authority (including district) responsibilities will probably increase.
- e. Post 9/11 the profile of Emergency Planning has been raised considerably resulting in ongoing additional workload including:-
  - (i) Establishment of County Co-ordinators Group
  - (ii) Enhanced national, regional and local information flows
  - (iii) The need to plan more effectively for mutual support, cross border issues and wider area capability
  - (iv) Planning for specific new risks (e.g. mass decontamination)
  - (v) Government and Emergency Services enhanced expectations of both risk and the need for all involved to prepare more proactively

### 4. CONSULTATION

N/A

### 5. STAFFING/RESOURCES COMMENTS

See Corporate Comments below.

**6. CITY TREASURER'S COMMENTS**

N/A

**7. LEGAL COMMENTS**

N/A

**8. CORPORATE COMMENTS**

The progress outlined in this report was reported to Corporate Management Team in October 2002. It was agreed that in view of the importance of this function the Head of Corporate Policy and Strategy (who leads on this function in the authority) should give priority to this work as necessary ahead of Overview and Scrutiny work. Likewise those staff who form part of the response team must give the work appropriate priority.

**9. RISK MANAGEMENT ASSESSMENT**

The changes implemented under this review were specifically designed to improve performance and reduce risk.

**10. EQUALITY ISSUES**

N/A

**11. ENVIRONMENTAL IMPLICATIONS**

N/A

**12. CRIME AND DISORDER IMPLICATIONS**

N/A

**13. RECOMMENDATIONS**

1. Progress is noted.
2. The report is forwarded to Overview and Scrutiny Management Committee.

**14. REASONS FOR RECOMMENDATIONS**

1. In order that Executive Members are aware of current Emergency Planning arrangements.
2. In order that Overview and Scrutiny are aware of the Head of Corporate Policy and Strategy's priorities.

# **CARLISLE CITY COUNCIL**

## **EMERGENCY PLANNING**

### **RESPONSE PLAN**

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# INTRODUCTION, PURPOSE AND ACTIVATION

## 1. Introduction, Purpose and Activation

## INTRODUCTION, PURPOSE AND ACTIVATION

A major incident or emergency requires an integrated multi-agency response. That response is lead by the emergency (blue light) services with support, appropriate to the particular incident, from a wide range of other organisations.

In Cumbria this response is brought to bear through the County General Emergency Plan (and a range of companion site or incident specific plans) which is prepared by the County Emergency Planning Unit.

The County General Emergency Plan is a toolkit document covering the various elements of emergency response and detailing participating organisations' contributions to those elements of response.

This Response Plan details how the City Council will deliver its responsibilities under the General Emergency Plan, it can also be used to initiate the Council's response to a lesser incident which does not itself trigger a major incident response.

### Contents

The Response Plan covers the following activities:-

1. Introduction, Purpose and Activation
2. Administration - District Control Centre (DCC) set-up and support to it
3. Communications - Electronic communication in support of DCC and other functions
4. Media - Media services, management and facilities
5. Sands Centre - utilisation as Media Briefing Centre or Reception Centre
6. Reception Centres - management, accommodation and welfare issues
7. Environmental Services - Environmental advice and support, Temporary Mortuaries
8. Personnel Support - Support and counselling to staff, DCC rota management
9. Public Information/Telephone Enquiry Service - including ECN switchboard



## **Activation**

The General Emergency Plan details activation. However, in summary, the City Council's input would be initiated by telephone contact with the District Liaison Officer (or one of his/her deputies). The District Liaison Officer (whose duties are detailed in the General Emergency Plan) would in turn cascade activation to those colleagues required to respond to the particular incident who would in turn call out their respective teams (using the contact information contained herein), he would also alert the Chief Executive.

In certain circumstances, for example where the sole response required was a Reception Centre, activation would be directly to the Reception Centre Manager (or his/her deputies).

**District Liaison Officer**

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***Confidential Contact Information Removed***

## City Council Emergency Planning Response Plan Holders/Contacts

Name	Office	Home	Mobile
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***Confidential Contact Information Removed***

This Response Plan is held by the above who are each responsible for reviewing and updating their particular section of the Plan.

Responsible Holders also distribute this document (or appropriate sections) to their nominated team members and ensure those copies are updated.

Updating takes place quarterly and is co-ordinated by the Health and Safety Manager who also ensures that records of Emergency Plan Holders are kept up-to-date and distributes updates to these various plans.

Emergency Plan Holders (who each also hold Emergency Communications Directory)

*Confidential Contact Information Removed*

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***Confidential Contact Information Removed***

## **2. Administration - District Control Centre (DCC) Set-Up and Support to it**

## **EMERGENCY PLANNING – ADMINISTRATION MANAGER**

### **1. Introduction**

- 1.1 The City Council will offer appropriate available support resources including staff to the County and neighbouring districts in the event of a major emergency and will seek reciprocal support arrangements. The District Council, in addition to its statutory duties, will act in support of the emergency services and, in particular, will provide a District Control Centre.

### **2. Scope**

- 2.1 This Plan has been prepared to provide guidance and information on the role and responsibilities of the Administration Manager, in setting up and supporting the operation of the District Control Centre.
- 2.2 This Plan is part of the City Council's General Emergency Plan and is intended to identify procedures necessary to establish and maintain the District Control Centre.
- 2.3 This Plan assumes that the District Control Centre will be established in Committee Rooms A, B and C on the first floor of the Civic Centre.

### **3. Role of the Administration Manager**

- 3.1 Will prepare Committee Rooms A, B and C for use as a District Control Centre and inform the Chief Executive District Emergency Liaison Officer and Police Representatives when the Centre and its facilities are ready for use.
- 3.2 Will provide staff for the following posts :

Receptionists  
Security Officer  
Management Conference Secretary  
Equipment Officer  
Typists/Clerks  
Transport Officer  
Catering Staff  
Briefing Officer  
Logging System Staff

- 3.3 Will assume responsibility for the efficient operation of support services, including staffing levels, staffing release systems and staff briefing arrangements.
- 3.4 Will provide facilities within the District Control Centre where the Management Team comprising representatives from the various agencies can co-ordinate their individual and collective responses to the emergency. The District Control Centre will provide a number of functional areas as set out below some of which will be in separate rooms. Relevant staff hold plans of the room layouts.

Administration

Used by the Administration Manager and Support Staff.

Management Team Conference Area

Used by the Management Team to discuss nature/implications, emergency and produce a co-ordinated response.

Workstations

For agencies attending the Centre.

Logging System Area

Used by the Log Manager and staff.

Display/Bulletin Boards

Used by the Briefing Officer for display of updates on the emergency and key issues.

Media Co-ordination Team Area

The overall response to the media will be co-ordinated from this area and the team will comprise a small number of representatives drawn from agencies involved in the emergency.

Media Aid Administration Area

Used by the team for the production, logging and distribution of press statements.

Media Monitoring Area

Used by the Monitoring Staff for monitoring reports and recording items of significance.

Public Information Co-ordination Team Area

Used for provision of information to the public.

### **3.5 Activating the Plan**

The Police in liaison with the Chief Executive of the City Council will decide whether and where a District Control Centre will be established, or the Emergency Services may contact the County Emergency Planning Officer with a command to establish a District Control Centre and that instruction will be passed to the District Emergency Liaison Officer. The District Emergency Liaison Officer or his substitute will contact the Administration Manager or in his absence the Deputy Administration Manager to arrange for the establishment of a District Control Centre.

If the command to establish a District Control Centre is received during the night or on a weekend the Administration Manager will contact the Civic Centre Keepers on the telephone number shown in the Appendix, to arrange for the opening up of the Civic Centre and the switching on of the heating/lighting etc. In the absence of the Administration Manager the District Emergency Liaison Officer will contact the Civic Centre Keepers direct to make the above arrangements.

### **3.6 Location**

The District Control Centre will be established in Committee Rooms A, B and C on the first floor of the Civic Centre and other accommodation provided as set out in accordance with the plans referred to above, copies of which are also kept in the Committee Rooms.

### **3.7 Communication Equipment**

The Administration Manager will liaise with the District Communications Officer who is charged with managing the communication requirements of the District Control Centre, and arranging for telephones etc to be connected.

### **3.8 Staffing Resources**

The Administration Manager will contact staff from those listed in the Appendix to this section to provide sufficient staff to cover Receptionist, Security Officer, Management



Conference Secretary, Equipment Officer, Transport Officers, Typist/Clerks and Messengers, Catering Staff, Briefing Officer and Logging System Staff.

### **3.9 Equipment**

The Administration Manager will arrange for appropriate equipment and stationery supplies to be provided in the District Control Centre, comprising:

- seating and desks for up to 50 staff.

- State Board

- basic stationery.

The Communications Officer will provide:

- 10 Carlisle City Council internal extensions.

- 9 extensions to the Emergency Communications Network

- 3 external BT lines

- Fax machines

- Free standing computers and printers?

### **3.10 Shift Arrangements**

In the event of the scale of the emergency requiring operation of the District Control Centre for up to 15 hours the Administration Manager will make the necessary arrangements to draw in staff from the lists shown in the Appendix to this section and from the City Council's resources, to cover the functions outlined above.

For the operation of a District Control Centre which is estimated to operate for in excess of 15 hours the Council's, Personnel Section, will assist in arrangements for establishing a shift pattern to cover the estimated duration of the emergency.

## **4. City Council Services**

During the period of the emergency the services of the City Council will, where possible, continue unaffected, however users of the Civic Suite will be notified of the emergency and asked to find alternative accommodation for meetings etc.

## **5. Training**

Training will be required for staff to cover the duties of the Receptionist, Security Officer, Management Conference Secretary, Equipment Officer, Transport Officers, Typists/Clerks and Messengers, Briefing Officer and Logging System Staff. The

above training requirements will be provided by the Administration Manager in conjunction with the Emergency Planning Unit of the Cumbria County Council.

**6. Review**

The Plan will be reviewed annually by the Administration Manager who will ensure that arrangements for contacting staff are correct. The Administration Manager will liaise with the Emergency Planning Unit with regards to training and exercises.

- 6.1 The Administration Manager will liaise with the Emergency Planning Unit on any changes with regards to the operation of the District Control Centre or the staff under his jurisdiction.

APPENDIX

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***Confidential Contact Information Removed***

3. Communications - Electronic Communications  
in support of DCC and other functions

Confidential Contact Information Removed

**3. Communications - Electronic Communications  
in support of DCC and other Functions**

## **EMERGENCY PLANNING - COMMUNICATIONS**

### **1. Scope**

- 1.1. This section of the plan has been prepared to provide guidance and information on the role and responsibilities of the District Communications Officer.
- 1.2. This section of the plan intended to identify the procedures necessary to successfully establish and maintain the communications at District Control Centre (DCC) and other satellite centres if appropriate.
- 1.3. This Plan assumes that the DCC will be established within the Committee Rooms at the Civic Centre, although it is acknowledged that it may be necessary, although unlikely, to establish a DCC in a remote location.
- 1.4. The provision of computer equipment within the plan relates only to staff of Carlisle City Council. All other agencies will have to provide their own computer equipment.

### **2. Role of the District Communications Officer**

- 2.1. The District Communications Officer will manage the communication requirements of the District Council.
- 2.2. Ensure and maintain close liaison with the Police Information Technology Manager (who, if necessary, will provide advice and support) and others concerning emergency communications requirements.
- 2.3. Ensure the adequacy of communications facilities at the District Council DCC and at the following centres if established:

Other District Council Offices

District Control Centre

Media Briefing Centre

Telephone Enquiry Point

Reception Centres

- 2.4. If necessary, invite representatives from British Telecom, Cellnet and/or Vodafone to attend the District Control Centre, if established. British Telecom will, upon request, send an Engineer to the District Control Centre.
- 2.5. Convene regular meetings of agencies with an interest in the management of communications/information matters related to the emergency.
- 2.6. At the request of other agencies involved in dealing with the emergency, provide advice concerning their communications requirements.

### 3. Locations

3.1. The following locations can be used:

3.2.

Description	Location
District Control Centre	Committee Rooms A, B and C, the Flensburg and Slupsk Rooms, 1 <sup>st</sup> Floor, Civic Centre
Reception Centres	Sands Centre

### 4. Invoking the Plan

4.1. The Police will discuss with the Chief Executive whether a District Control Centre should be established. If required, they will agree the following:

Which agencies should be invited to attend the DCC, and  
Whether the Chief Executive or the Police will chair the Management Team

4.2. The Chief Executive will contact the District Communications Officer or nominated alternative and request the activation of the DCC. See Appendix to this section for activation contact details.

## 5. Setting up of DCC

- 5.1. All telephone equipment for use in the DCC is stored a cupboard in the committee room. The DCO and each nominated deputy will hold a key to this cupboard
- 5.2. Once the decisions to establish a DCC at the Civic Centre has been made the following will tasks will be carried out:
  - 5.2.1. All telephones will be connected, tested and clearly identified with their extension/telephone number.
  - 5.2.2. Liaise with the DCC Personnel Officer to identify any additional requirements.
  - 5.2.3. If requested to attend contact BT and the Cellular network operators to arrange for an Engineer to attend the DCC.
  - 5.2.4. If requested to attend, contact Cellnet and/or Vodafone to attend DCC.
  - 5.2.5. Liaise with the mangers of the Media Briefing Centre, Reception Centre(s) and Telephone Enquiry Point(s) to identify their requirements.
  - 5.2.6. Compile an Incident Communications Directory. The directory will contain the following information;
    - (a). Names of organisations/individuals and their locations(s),
    - (b). Telephone number(s)\*,
    - (c). Facsimile number(s)\*,
    - (d). Cellular telephone number(s)\*,
    - (e). Radio frequencies (where appropriate),
    - (f). Telephone numbers for tone and message pages\*(\*Prefixed by STD code)
  - 5.2.7. As the incident develops close liaison with the Emergency Planning Unit at Cumbria County Council and the Police Information Technology Manager is very important, regular updates on the communications situation should be provided.

## **6. Routine Inspection and Maintenance**

6.1. The ENC switch, switchboard and extensions will be tested every six months.

6.2. The DCC handsets will be checked annually.

6.3. The DCC facsimile machine will be tested every six months.

## **7. Training**

7.1. The DCO and nominated deputies will have the following training:

Use of ECN Switch

## **8. Review**

8.1. This plan will be reviewed annually by the District Communications Officer who will ensure that arrangements for contacting staff are correct.

8.2. The DCO will liaise with the EPU on all matters concerning emergency communications and for regular training and exercises.



Appendix – DCO Contact Details

Michael Scott

***Confidential Contact Information Removed***

**4. Media - Media Services, Management  
and Facilities**

Confidential Contact Information Removed

## EMERGENCY PLAN – DEALING WITH THE MEDIA

This plan is split into two parts – the first section A - deals with a situation which affects Carlisle and Carlisle City Council only, rather than a larger scale emergency which may affect neighbouring parts of the county and other authorities. The second part, section B, details the role of Carlisle City Council in the event of a major incident where a Media Briefing Centre is established.

### Section A

1. In the event of an incident occurring which has implications and affects on members of the public of Carlisle or the City Council itself, the City Council's media plan as detailed below will be followed by Carlisle City Council staff.
2. The Head of Communications will immediately be informed of any incident or occurrence, which will adversely impact on residents or the City Council. The Head of Communications will inform appropriate members of the Communications Team who will deal with media handling and monitoring.
3. The Chief Executive or appropriate Chief Officer will be designated Incident Liaison Officer and act as spokesperson for the City Council.
4. All media enquiries will be directed to the Communications Unit and be dealt with by the Communications Team. All media enquiries will be logged and responses recorded.
5. The Head of Communications will liaise with the designated Incident Liaison Officer and other organisations (eg the Police Authority or Fire Service) to establish proactive information to release to the media and also to establish factual and timely responses to media enquiries.

6. All media enquiries will be responded to. The media will also be given notice of when updated information will be released. Appropriate general background information will be released to the media (eg ward profiles, statistical information).
7. All interviews will be arranged through the Communications Unit team. Only designated spokespeople, eg the Incident Liaison Officer, will give interviews with the media. One room will be designated for press conferences, interviews and briefings.
8. All proactive releases will be approved by the Incident Liaison Officer and Head of Communications. The media will also be a key channel to release practical information for the public.
9. Hard copies of all press releases issued will be kept in a Media Incident file along with copies of all logged press enquiries.
10. All media coverage, including local and national press, television and radio, will be monitored by the communications team. In the event of anything factually incorrect or misleading being published or broadcast, this will be immediately brought to the attention of the Head of Communications and Incident Liaison Officer, and a correction or rebuttal issued.
11. PRO colleagues from other local authorities and public services may be called on for support if necessary.

## Section B

### 1. Introduction

- 1.1 This plan has been prepared to detail the City Council's role in supporting the County Council and neighbouring districts in the event of a major emergency outwith the type of incident detailed in part A. It is intended to outline resources, staffing and responsibilities which will be provided to ensure the effective operation of the Media Centre and managed release of information to the media and the public.
- 1.2 There are major advantages to offering a media centre to manage information to the media. The media will always want to be near the scene of an emergency and if an organised centre is not provided, will congregate close to the scene and potentially cause disruption. If there is no one central point for information, briefings and interviews, the media will seek to gain information through their own means rather than official channels.
- 1.3 It is vital that a Media Briefing Centre is set up as soon as the need has been identified, as media act immediately on breaking news and will find out at the same time as the emergency services.
- 1.4 The Cumbria General Emergency Plan contains detailed procedures relating to media issues (Section 7) some of which are covered in this document.

### 2. Scope

- 2.1 The scope of this plan is to provide guidance on the responsibilities and role of staff who will work in the Media Briefing Centre.
- 2.2 It aims to identify the functions and procedures to enable the staff to fulfil their role and details resources and support available.

2.3 It is assumed that unless notified otherwise the media briefing centre will be the Main Hall in the Sands Centre.

2.4 Where there is an incident which involves Carlisle City Council's area, a representative is required to sit on the Media Co-ordination Team.

### **3. Personnel**

#### **3.1 Media Co-ordination Team Representative**

Sits on the Media Co-ordination Team which co-ordinates the overall media response to the emergency.

#### **3.2 Media Briefing Centre Facilities Officer**

Will work closely with and support the media briefing centre manager, ensure the media briefing centre is prepared and opened and supervise the media liaison and administrative staff.

#### **3.3 Media liaison team**

Will be around four staff depending upon the scale of the emergency who:

- Display numbered press statements in the media conference and information area
- Inform media representatives when the next media conference will take place
- Answer enquiries from media within the Centre by using press statements authorised by the District Control Centre.
- Pass all other enquiries back to the Media Briefing Centre Manager.
- Check up to date information regarding press conferences.
- Ensure that the media conference and information area is correctly laid out and equipped.
- Make notes during press conferences, briefings and interviews and pass onto the Media administration Team to disseminate to the District Control Centre.

### 3.4 Media Administration Team

Will be around three staff depending on the scale of the emergency who:

- Collect Public Warning Messages copied by the police to the Media Co-ordination Team and distribute to the Public Information Officer and other agencies.
- Type up press statements prepared on behalf of the District Control Centre Management Team and distribute to the media, public information officer and other agencies.
- Pass public information statements prepared by the public information officer to the media co-ordination team.
- Type notes of press conferences and agency briefings and distribute to all agencies within the district control centre.
- Publish regular indices of statements/ media conferences notes and maintain a display of press statements in the District Control Centre.
- Assist in monitoring radio, TV and newspaper coverage and pass appropriate items to the media co-ordinator.

### 3.5 Media Monitoring Team

Monitor and record newspaper, TV and radio coverage of the incident, highlight any items of significance or inaccuracy etc, and pass appropriate items to the Media Co-ordinator.

## 4. Resources for within the media centre:

- ISDN line
- Mobile phones
- Landlines
- PCs and printer
- Radio
- Television
- Fax machine
- Photocopier
- Noticeboards/ display stands
- Lists of contact details of media

- Electronic forms and hard copies of media monitoring sheets.
- Background information for distribution to the media on general statistics on the Carlisle district.
- Contact numbers for agencies, District Control Centre, Media co-ordinator etc.
- Stationery, etc.

**5. Invoking the plan and initial action**

5.1 It is the decision of the Police Incident Commander, in liaison with the Police Press officer or the District Control Centre management team, if established, to take the decision to set up the media briefing centre.

5.2 The Media centre facilities officer will contact the staff named below:

**Staffing for Media Centre**

The core team will be made up of Carlisle City Council Communications Unit staff, with support from other officers detailed below who have volunteered.

Name	Work place	Contact numbers
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***Confidential Contact Information Removed***



- 5.3 When the media liaison staff arrive they will be briefed and delegated tasks by the Media Centre Facilities Officer or Centre Manager.
- 5.4 The media centre team will set up the necessary equipment and facilities within the centre.

**5. Sands Centre - Utilisation as Media Briefing  
Centre or Reception Centre**

## **1. The Sands Centre**

- 1.1 The Sands Centre is designated as the Media Briefing Centre within the City Council's emergency plan.

It has also in the past acted as a reception centre for immediate, i.e. instant and up to 24 hours, response for bad weather and motorway blockage.

This plan outlines the issues of activation, response, call-out, resource allocation, technical needs, catering and main customer/service requirements of the building and its use under the emergency plan.

At the end of this Section, there is one appendix:-

1. Sands Emergency Call-Out Personnel.
- 1.2 Plans of the centre and technical equipment are in situ at the centre's main reception and/or with the Duty Manager.

## **2. Activation**

- 2.1 Activation of the emergency plan and our response can materialise instantly as in the case of previous bad weather and motorway blockage, or situations can evolve as in the case of the recent Foot and Mouth crisis.

Any request to activate the centre's plan will come either from the Police, City Council or via the County Council General Emergency Plan (Section 1 refers).

In all instances, the responsibility for immediate action and decision at the initial request will remain with the Duty Officer if the building is open at the time. If the request is received out of hours, i.e. Monday to Sunday, 11 p.m. to 8 a.m., it is likely it will be through the contact of one of the Media Centre Managers. A list of all call-out personnel and key staff is listed in the Appendix to this section.

- 2.2 At the initial request, the Duty Officer or Media Centre Manager will ascertain the extent of the emergency and decide whether it is necessary to initiate a 24-hour overnight response. It is impossible to predict the nature of any emergency and the Duty Officer/Media Centre Manager will have to use his/her own judgement, or seek the advice of the Police or Local Authority.

If an overnight 24-hour response is necessary, key personnel will be contacted and shift arrangements for the following tasks will be implemented.

- Duty Officer
- Reception x 2
- Catering

- 2.3 It will be the responsibility of the Media Centre Manager or the Duty Officer to co-ordinate the necessary resource cover. Other key personnel may be contacted depending on the nature and severity of the emergency, and the emerging situation. These could include technical support, additional reception staff, and recreation assistants. It is also likely that voluntary groups and other services may be asked too, or will appear at the centre.

### **3. Reception Centre**

- 3.1 The centre may be required as a temporary and immediate reception centre to accommodate and give warmth, shelter, food/drink and toilet/wash facilities. This is only likely to be for the first 24 hours. Section 10 of the County Council's General Emergency Plan refers.

The centre has responded well to this in the past due to the motorway blockage through bad weather and the fuel crisis.

- 3.2 In the event of this reoccurring, the centre's social areas: the Eden Suite, Upper Foyer, Bar, Restaurant and Meeting Room can be used, together with the various changing rooms for personal hygiene. The catering operation will remain open throughout providing a minimum of hot and cold beverages and

light snacks. The Catering Manager will liaise with both Duty Officer and the travellers regarding additional and more substantial food.

- 3.3 During the period, the services to users and the use of the activity spaces will continue, unless the demand for space outstrips the social areas. The Duty Officer will respond to this by ascertaining the likely increase in demand for space and programming out the Squash Courts first, Secondary Hall next and, finally, the Main Hall if necessary.

It will be necessary to keep business as usual for the centre whilst providing this initial reception centre response.

- 3.4 Members of staff from the Council's Housing Services will also be involved. This involvement depends on the severity of the situation and the ability of the centre to cope with the anticipated number of evacuees to be accommodated.

#### **4. Media Briefing Centre**

- 4.1 The centre is designated as the Media Briefing Centre in the event of a major emergency. What type of emergency, the extent, and what will trigger this is unknown, but is likely to be significant. Section 7 of the County Council's General Emergency Plan refers.

It may well be that the centre becomes an immediate reception centre, followed by the Media Centre requirement. Therefore, the Media Centre Manager in situ and the Duty Officer may have to deal with both needs. The centre and the call-out staff are well equipped to respond effectively.

- 4.2 The building has a number of communication capabilities with:-
- 3 ISDN Lines (not connected)
  - 5 telephone lines to stage area, Secondary Hall, Eden Suite (not connected).
  - 12 telephone lines in operation throughout various offices and receptions.

The building plans at the centre will show the general areas referred to in this plan and the communication points within.

- 4.3 The extent to which the building accommodates the media will depend on the impact of the emergency. Similar to the reception centre, space will be allocated upon demand commencing with the Eden Suite through to the Main Hall. Members of the Council's Communications Unit may also be seconded to the centre.

APPENDIX

THE SANDS CENTRE

Emergency Planning - Media Centre  
Staffing List

Media Centre Managers

Tel No

*Confidential Contact Information Removed*

THE SANDS CENTRE

Emergency Planning - Media Centre  
Staffing List

Tel No

Media Centre Manager

**6. Reception Centres - Management,  
Accommodation and Welfare Issues**

Confidential Contact Information Removed



## **Reception Centre Management**

### **1. Preamble**

- 1.1. This plan has been prepared to provide guidance and information on the role of the City Council in the establishment of Reception Centres and to assist staff who will be required to respond to this plan in the event of an emergency.
- 1.2. It is intended to give a general overview of how Reception Centres will be set up and managed in the early stages of an emergency.
- 1.3. It is not intended to go into specific detail about the day to day operation and management of a Centre as this will be provided through training and exercises with the staff concerned. Rather this plan should be seen as a document which sets out the Council's overall role and responsibility in the provision of Reception Centres.

### **2. Introduction**

- 2.1. As part of its emergency planning responsibilities, Carlisle City Council is required to provide temporary accommodation in the form of Reception Centres in the event of an emergency within the district requiring the evacuation of households.
- 2.2. The Centre will provide shelter, feeding, registration, welfare and other facilities to allow members of the public or others to be accommodated in safety until either the emergency is resolved or other longer term arrangements are put in place.
- 2.3. In addition the Centre may also be required to provide temporary accommodation to other client groups requiring support in an emergency.

### 3. **Types of Reception Centre**

- 3.1. There are four types of Reception Centres:
  - a. Survivor Reception Centre:- to provide care, support and assistance in a secure location for survivors of an emergency who are not physically injured and to afford the Police opportunity to carry out documentation procedures;
  - b. Evacuation Reception Centre:- to provide registration, accommodation, feeding and welfare facilities for evacuees who have been moved away from the vicinity of the emergency for their safety;
  - c. Friends and Relatives Reception Centre:- to provide an assembly point where victims friends and relatives who have travelled to the scene of the emergency can be briefed by the Police, and arrangements made for their special welfare needs;
  - d. Emergency Personnel Reception Centre:- to provide an assembly point where members of the emergency services, armed forces and volunteers who are in attendance at the scene of an emergency can be briefed and deployed. The Centre may also be used to provide refreshments and accommodation.
- 3.2. In normal circumstances the Police will manage the Friends and Relatives/Emergency Personnel Reception Centres with support from other agencies.
- 3.3. Although Evacuation Reception Centres will usually be the main type of centre requested by the emergency services in certain circumstances it may be necessary to establish a Survivor Reception Centre in close proximity to the incident in order to provide facilities for the Police and others to interview survivors before they are forwarded on to an Evacuation Reception Centre or other location.

### 4. **Staffing**

- 4.1. As the Housing (Homeless Person) Act 1977 places an obligation on the housing authority to provide temporary accommodation it has traditionally

been the responsibility of the Housing Department to provide and train senior staff to set up and run Reception Centres.

- 4.2. The overall management of Survivor and Evacuation Reception Centres is undertaken by a Reception Centre Manager who will have a number of support staff to call on to provide practical, clerical and administration assistance throughout the duration of the emergency.
- 4.3. Assistance will also be provided by staff or volunteers from a number of other organisations such as the Police, Emergency Planning Unit, WRVS, Red Cross, Social Services etc. Appendix 1 details the names and telephone numbers of those staff who work for the City Council who have agreed to be called upon as and when required to act as either Reception Centre Managers or admin support staff, if available.

## 5. **Activation**

- 5.1. In normal circumstances the designated Reception Centre Manager to be contacted is Mr J.F. Little with Mrs C. Vallely as his designated deputy.
- 5.2. In the unlikely event that the first two nominated contacts are unavailable the Careline Control Room should be contacted who will then alert the next available Reception Centre Manager who is available.
- 5.3. Overall responsibility for the co-ordination, planning and delivery of emergency Reception Centre services within the district will remain with Mr Little.
- 5.4. The decision to establish a Reception Centre will, in the first instance, be made by Cumbria County Council's Emergency Planning Unit in liaison with Cumbria Police. The EPU will contact either the City Council's District Liaison Officer or the designated Reception Centre Manager to alert them of the need, or possible need, to open a reception centre and to agree its location. The holders of this plan, as identified in the Appendix to this section, will each hold a copy of the relevant section of

Cumbria County Council's General Emergency Plan which identifies the Reception Centre Selection Process.

- 5.5. The Reception Centre Manager will, depending on the nature of the emergency and possible duration etc, alert other Reception Centre Managers and support staff to either call upon their services or make them aware of the situation.
- 5.6. If the emergency is likely to involve a large number of evacuees and/or likely to last for more than one day, then the Reception Centre Manager receiving the original call will organise rotas of other Managers and support staff who will take over the duties of the original call out team. It will also be necessary to ensure that staff responding to the emergency have transport to wherever the reception centre is to be established.

## 6. **Location of Reception Centre**

- 6.1. The number of evacuees likely to be accommodated and the location and anticipated duration of the emergency will determine which reception centre is to be used.
- 6.2. In the past church halls and community centres have been nominated for smaller emergency situations pending assessment of the overall impact of the emergency or availability of other venues.
- 6.3. However, where larger groups have been identified or if the number of evacuees is unknown then the following reception centres have been identified as suitable:-
  - Short Term - The Sands Centre, Carlisle
- 6.4. Long Term -
  - Harraby School, Carlisle
  - Austin Friars School, Carlisle
  - Caldew School, Dalston
  - Lochinvar School, Longtown
  - William Howard School, Brampton

## 6.5. The Sands Centre

6.5.1. The Sands Centre has been used as a reception centre in the past, usually for periods of up to 24 hours, in the cases of severe bad weather and motorway blockages etc.

6.5.2. If the Sands Centre is available the Reception Centre Manager and the Sands Duty Officer will decide which areas of the Centre can be used and what facilities and refreshments are available, depending upon whatever activities are currently ongoing within the Centre.

6.5.3. The Reception Centre Manager, who has overall responsibility for managing the reception centre provision will liaise with the Sands Duty Officer, who has responsibility for the staff and services provided within the building, to determine the scope of the emergency and the range of facilities that can be co-ordinated and provided by the Sands staff and those services that will need to be provided by external agencies such as WRVS etc.

## 6.6. Local Schools

6.6.1. If the nature and scale of the emergency determines that larger premises or facilities are required one of the local secondary schools listed above will be used, normally the school nearest to those needing evacuation.

6.6.2. The decision to use a school will be taken by the EPU, in consultation with the Police, who will contact all of the relevant agencies required to open up the school and needed to assist in the running of the centre. This will be carried out using the agreed alerting cascade system. The holders of this plan, as identified in Appendix 1, will each hold a copy of the relevant section of Cumbria County Council's General Emergency Plan which details the Reception Centre Activation and Alerting System Process.

## 7. **Emergency Response**

- 7.1. Once the decision has been taken to open a reception centre the Reception Centre Manager taking the initial call will organise and recruit sufficient Managers and support staff to be available to assist with the emergency in the short term. Arrangements can then be put in place to organise rotas of staff if the emergency is likely to continue for an extended period.
- 7.2. The EPU will send to the designated reception centre a Reception Centre Box which contains a variety of materials and equipment that is needed to set up a reception centre.
- 7.3. The Reception Centre Box as well as providing floor plans and layouts of all the schools likely to be used as a centre also provides all the information and documentation necessary to enable all evacuees entering the centre to be registered and processed, usually by WRVS staff. The holders of this plan, as identified in Appendix 1, will each hold a copy of the relevant section of Cumbria County Council's General Emergency Plan which details the possible location and layout etc of designated Reception Centres across the district.
- 7.4. The EPU will also endeavour to send an Emergency Planning Officer to give advice, support and assistance to the Reception Centre Manager(s) and arrange for any specialist equipment that may be needed to be sent to the centre.
- 7.5. In addition other statutory and voluntary organisations, who have been trained in their various specialist roles in reception centre duties, will have been contacted and requested to attend the centre in support of the Manager and his/her staff. They will assist in such tasks as registration of evacuees, feeding, clothing, provision of bedding and first aid etc.

## 8. **The Role of the Reception Centre Manager**

- 8.1. The Reception Centre Manager is basically there to co-ordinate and have overall responsibility for the setting up of the reception centre and to ensure its smooth and efficient running for the duration of the emergency.
- 8.2. This will be achieved by working in liaison with a variety of different personnel from other organisations and by keeping evacuees fully informed of developments on a regular basis.
- 8.3. The Manager will also liaise with the District Control Centre, if one has been established, and the District Information Officer in order to keep others informed of the situation within the reception centre and to be kept informed of developments concerning the emergency.
- 8.4. Managers will receive training in their roles and responsibilities to enable them to carry out their duties in accordance with the Emergency Plan.

## 9. **The Role of Support Staff**

- 9.1. When a reception centre is set up, the Reception Centre Manager(s) will require assistance, in both the short and long terms, from staff who are able to carry out a variety of tasks to assist in the smooth running of the centre.
- 9.2. These tasks will usually be in the form of clerical and administrative support but, depending on the circumstances, staff may be required to perform other associated duties, depending on the prevailing situation.
- 9.3. Again, training will be provided to help staff know in advance the type of support they will be asked to provide to Reception Centre Managers.

## 10. **Review**

- 10.1. This plan will be reviewed annually by the designated Reception Centre Manager, currently Mr J.F. Little, who will ensure that arrangements for

contacting staff are still correct and that sufficient staff have been recruited to assist in setting up reception centres.

- 10.2. It will also be his responsibility to liaise with the EPU on all matters concerning reception centres and for regular training and exercises to be held in order to ensure that staff are familiar with their roles and responsibilities in an emergency.



Appendix

**Reception Centre Management – Staff Contact List**

Reception Centre Managers

***Confidential Contact Information Removed***

Reception Center Management - Staff Contact List

Reception Center Managers

**7. Environmental Services - Environmental Advice  
and Support, Temporary Mortuaries**

## **EMERGENCY PLANNING – ENVIRONMENTAL SERVICES**

### **Introduction**

The Environmental Services Division will respond to and assist in emergency situations to meet the statutory obligations of Carlisle City Council. In doing so appropriate available support, including staff will be offered to the County Council and neighbouring councils in the event of a major emergency and reciprocal arrangements may be sought.

### **Scope**

This plan has been prepared to provide guidance and information on the role and responsibilities of the Environmental Services Division.

This functional plan is part of the City Council General Emergency Plan and is intended to identify the procedures necessary to meet the objectives of the General Emergency Plan together with all other specific Emergency plans which require an Environmental Health input.

### **Role of the Environmental Services Division**

The Environmental Services Division will

Provide a source of local information and knowledge relating to food and water supplies and environmental conditions and, where the technology and expertise exists, environmental monitoring.

Maintain close liaison with the Environment Agency, the Director of Public Health, the Health Protection Agency and the Food and Rural Affairs Group of the Government Office for the North West for the sampling of food and water supplies and monitoring of the environment and public health.

Provide assistance in the establishment and operation of a Temporary Mortuary as specified in the Temporary Mortuaries Emergency Plan, held in the office of the Head of Environmental Services.

### **Temporary Mortuaries Emergency Plan**

Where notified by the Police appointed Co-ordinator, through the Temporary Mortuary call-out cascade, the Environmental Services Division will

Alert all relevant departments of the City Council and contact those officers who have volunteered to assist in the operation of the Temporary Mortuary Emergency Plan.

Provide a nominated senior officer to act as the Environmental Health Officer for the Temporary Mortuary.

The Environmental Health Officer will act as Liaison Officer between the Temporary Mortuary Management Team and the District Control Centre.

The Environmental Services Division will liaise with United Utilities, and other Statutory Undertakers where appropriate, to ensure an adequate supply of water to the designated Temporary Mortuary and to arrange for the treatment of liquid effluents.

In consultation with the Environment Agency, determine suitable methods for the treatment and disposal of contaminated liquid waste which might otherwise enter existing drainage systems.

In association with the specialist waste treatment provider, appointed under the Emergency plan, organise the safe disposal of

"household waste", contaminated waste, waste requiring autoclaving, clinical sharps and radioactive waste

Oversee the health and hygiene aspects of any catering and toilet facilities on site. Advise on environmental health matters as required.

### **Training**

All officers within the Environmental Services Division who may be called upon in an Emergency, together with those volunteers from within other areas of the City Council, will receive training in the operation of the Temporary Mortuaries Emergency Plan and the operation of the general emergency response function of the City Council.

### **Review**

This plan will be reviewed no less than annually and in association with any alterations to the related specific Emergency Plans.

## CALL OUT PROCEDURE

Where incidents occur outside the normal working day officers will be contacted through the Council's Emergency Out of Hours scheme as follows.

***Confidential Contact Information Removed***

Introduction  
The purpose of this document is to provide information on the various personnel services available to staff. This document is intended to be used as a reference for staff and to provide information on the various personnel services available to staff.

Personnel Services  
The personnel services available to staff include: recruitment, selection, training, development, performance management, and employee relations. These services are provided to staff to ensure that they are able to perform their duties effectively and efficiently.

## 8. Personnel Support - Counselling to Staff, DCC Rota Management

The Personnel Support Unit provides a range of services to staff, including counselling, support, and advice. The unit is staffed by experienced personnel who are able to provide a confidential and professional service to staff. The unit is available to staff on a 24-hour basis and can be contacted by telephone or in person.

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## COUNSELLING SERVICES

### 1. Introduction

- 1.1 In the event of the emergency plan being activated and Council staff being involved in the consequent response, counselling services will be available to staff in approved cases.

### 2. Referral

- 2.1 Individuals who may be referred for counselling services will be identified by any member of the Emergency Planning Team, DCC Administrative Manager or normal line manager, and put in touch with the Carlisle City Council Personnel Unit.

- 2.2 An individual may contact the Personnel Unit directly if they so wish.

- 2.3 The Personnel Unit representative will decide if referral to counselling services is an appropriate course of action and communicate this to the member of staff. It should not be inferred that refusal is likely : indeed it is not likely at all. However central decision making is advantageous in emergency situations and can ensure appropriate access to services, consideration of priorities at a time when services may be stretched and identification of options that may be available and appropriate.

- 2.4 The Personnel unit representative will discuss with the employee the most convenient method of referral and identify a counsellor / counsellors from the list approved for the purposes of the Council's counselling service. The employee will normally make appointments directly with the counsellor once the referral has been made.

- 2.5 The service is confidential and normally no feedback will be sought on individual cases. However it is recognised that emergency situations are by their very nature 'different', unpredictable and volatile. Staff involved in the emergency response can potentially find themselves under tremendous strain.



2.6 The relevant DCC Administrative Manager must ensure the welfare of response staff which may include consideration of the continued involvement of individuals. In some circumstances it may be necessary to take a view from a counsellor. This will only happen in the employee's best interests with his / her knowledge.

2.7 The service is free and will initially provide up to 6 hours counselling time. Identified needs beyond 6 hours will be considered by the Personnel Unit representative.

### 3. **Counsellors**

3.1 The list of approved counsellors is attached.

### 4. **Exceptions**

4.1 The service does not deal with the following areas :

Alcohol Abuse

Drug Abuse

Family / Children

However skilled help in these areas may be available for any member of the emergency response who identifies a need in these areas, or for whom such assistance has been recommended.

**LIST OF APPROVED COUNSELLORS**

***Confidential Contact Information Removed***

## STAFFING ROTA

### Shift System

In the event that a DCC is established it is likely that it will operate for a period of days or even longer. Once it is clear that operation will last for longer than 10-12 hours then a shift system for staffing the DCC (and any related functions) will need to be established.

Since, by the very nature of a DCC, 24 hour operation is required then, as soon as it is clear that such a shift system will be needed, planning for its implementation will begin (a 3 x 8 hour shift pattern will be operated unless the DCC itself decides otherwise).

### Rota Implementation

This task will be dealt with by the City Council's Personnel Unit who will be directed to this task as their immediate priority.

The initial setting up of the DCC will have drawn upon the relevant pools of nominated staff for each particular function. Those members of each such pool who were not initially alerted or who were not then available will obviously be first in line to be alerted to staff the second shift, and likewise for the third shift.

At some stage the initial pools of staff will be exhausted and planning for this eventuality will need to begin sooner rather than later. City Council and partner agency staff will need to be trawled for volunteers and managers will need to be drawn into this process.

## Hand-over/briefing

In all cases there will be a hand-over period between shifts for familiarisation/updating to take place. Where volunteers, who have no previous involvement, are used then briefing on their duties will need to be arranged in liaison with the DCC Manager and/or the appropriate member of the DCC team.

## Contact Information – Personnel Unit

***Confidential Contact Information Removed***

## 9. Public Information/Telephone Enquiry Service

## PUBLIC INFORMATION

### 1. **Introduction**

- 1.1 During an emergency it may be necessary to establish and publicise a number of methods for the public to access information.
- 1.2 Public information, whether for issue by telephone or face to face, will be provided by the DCC Management Team to the Public Information Officer. The Officer will be supported by the Public Information Coordination Team.
- 1.3 Staff employed in this public information role will be fully and regularly briefed and provided with referral points where issues and questions raised which are outwith the scope of the public information brief should be forwarded.
- 1.4 The Nominated Officer will ensure that a pool of trained volunteers is available to fulfil this function and that this plan and contact information is regularly updated.

### 2. **Activation**

- 2.1 The decision to initiate these procedures will be taken by the District Control Centre Management Team and will be actioned by the Public Information Officer (refer to General Emergency Plan Section 9).

### 3. **Public Information Service Points**

- 3.1 The DCC Management Team will decide whether and how many Public Information Service Points will be activated, following the procedures in the GEP.
- 3.2 In the event of a District Control Centre not being established drop-in enquiry points may be established at buildings accessible to the public, eg Tourist Information Centres, Civic Centre, public libraries.

**4. Telephone Enquiry Service**

- 4.1 The DCC Management Team will decide whether to activate the Telephone Enquiry Service. The Nominated Officer, deputy or the District Communications Officer, with the assistance of the EPU Communications Officer, will activate the Telephone Enquiry Points, in accordance with the procedures in Section 9 of the General Emergency Plan.
- 4.2 The Nominated Officer, deputy or the DCC Public Information Officer or deputy will draw up staffing rosters to ensure continuity of operations during the opening times of the telephone enquiry service. This will include short term, relief cover. Provision will be included for handover time and briefing as necessary.
- 4.3 If a DCC is not established a telephone enquiry service may nevertheless be provided by the City Council. Volunteer staff will be contacted by the Nominated Officer, deputy or the DCC Administration Manager. Contact will be made at volunteers' homes if outside their working time. If available to respond, volunteers will be told when, and where to report and who to ask for on arrival.
- 4.4 The Nominated Officer or deputy will draw up staffing rosters to ensure continuity of operations during the opening times of the telephone enquiry service. This will include short term, relief cover. Provision will be included for handover time and briefing as necessary.

## EMERGENCY COMMUNICATIONS NETWORK

### 1. **Activation**

- 1.1 In the event of a District Control Centre being established, the Emergency Communications Network will be prepared for operation by the Information, Communications and Technology (ICT) Officer.

In the Civic Centre, the ECN switchboard is normally situated at the end of the committee room a-c corridor, immediately outside the kitchen area.

### 2. **Staffing**

- 2.1 The switchboard will be staffed by a group of volunteer telephone operators. The Nominated Officer will ensure that there is a pool of trained volunteers and that this section of the plan, and contact information are regularly updated. Volunteers will be contacted by the Nominated Officer or deputy or the DCC Administration Manager.
- 2.2 Contact will be made at volunteers' homes, if outside their working time. If available to respond, volunteers will be told where and when to report, the access point to the building and who to report to on arrival.
- 2.3 The Nominated Officer or deputy or the DCC Administration Manager or deputy will draw up staffing rosters for this function to ensure continuity of operations during the emergency period. This will include short term, relief cover. Provision will be included for handover time and briefing as necessary.
- 2.4 The list of volunteer telephone operators is at the end of this section.

### 3. **Operators' Duties**

- 3.1 Calls will be received at the switchboard. The operator will transfer the call to the appropriate extension.



- 3.2 Depending on the situation and the volume of call traffic it may be necessary for accurate and clear messages to be taken and relayed to the appropriate personnel. The DCC Administration Manager will provide runners.
- 3.3 The telephone operators will be provided with lists of personnel, their roles and telephone extensions within the DCC.
- 3.4 The telephone operators will receive their day to day instructions, guidance and support from the DCC Administration Manager.

Confidential Contact Information Removed

**VOLUNTEER TELEPHONE OPERATORS**

***Confidential Contact Information Removed***