

Appendix C

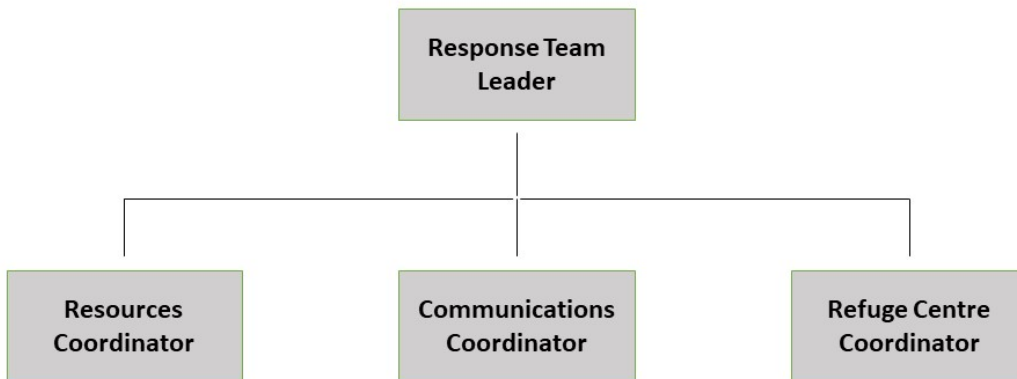
TORCH

Emergency Response Roles

In the event of a community emergency, TORCH may be asked to mobilise by Aberdeenshire Council or the emergency services. In some circumstances, before the council or emergency services make contact, TORCH may decide to mobilise and set up a response team in the refuge.

When mobilised, attending members will assess who is available and nominate/elect people to the following roles:

Torphins Community Help Emergency Response Team Structure



The three coordinators will report to the team leader, which has overall responsibility for managing the response. The team leader and the three coordinators should ensure, where possible, that they have a nominated deputy, particularly if any response is expected to last several days.

The following is a checklist for the roles outlined. It is meant to be used as a general guide and it should be recognised that each community emergency will require a different response, depending on the circumstances. In some cases, a full response may not be required.

In addition to the role checklist, TORCH may also be given additional tasks by Aberdeenshire Council or the emergency services as part of the overall response.

Response Team leader

The team leader is responsible for the overall management of the TORCH response to an incident. They will also be the main point of contact between TORCH, Aberdeenshire Council, and the emergency services during any response.

Checklist

- If pre-warned, place TORCH team/volunteers on standby. Ensure messaging goes out to community to prepare and self-help
- Assess if the incident is minor or major and if TORCH needs to mobilise to refuge and/or open refuge
- Ensure the three coordinator roles are filled and deputies are available
- Establish contact with Aberdeenshire Council and/or emergency services
- Get a status report and assess what is required for response
- Create an incident log noting every instruction received/given, decisions made and key activities (Consider delegating this to another volunteer as the data recorder if required)
- Liaise regularly with the three coordinators to assess needs and provide direction
- Constantly reassess the need for additional resources, including extra coordinators and volunteers
- Ensure TORCH availability and activities is communicated to the community
- During a protracted response, which may last several days, ensure there is replacement personnel available to avoid TORCH members and volunteers working excessive hours
- As the incident response winds down, stand down personnel as appropriate
- Liaise with Aberdeenshire Council/emergency services to agree final stand down
- Ensure the community is informed of the incident stand down
- Organise a post-incident debrief to identify lessons learned and any potential improvements to response plan and facilities

Resources Coordinator

The resources coordinator is responsible for response resources – both human and equipment. It has responsibility for collating volunteers, tasking, equipment provision and ensuring vulnerable members of the community have been checked. In some incidents, the resources coordinator may require additional help or have some tasks reallocated to other coordinators.

Checklist

- Seek direction from the Response Team Leader in terms of priorities and support required
- Use local knowledge and contacts to assess if any vulnerable members of the community need to be checked or require assistance
- Create a record of available volunteers, their names and contact details and their skills
- Brief volunteers on tasks and ensure they are sent out in pairs with a working mobile and wearing hi-vis vests and regular contact is maintained. Ensure they report back on completion
- Ensure there is a record of all actions and responses

- Ensure there is enough available equipment for volunteers and for any vulnerable members of the community
- If required, contact local estates and COTAG (Community Offroad Transport Action Group) for assistance with specialist equipment such as snowploughs, tractors or 4x4 vehicles
- Liaise with the refuge centre coordinator to ensure there is sufficient food supplies and enough volunteers for the refuge
- Following the incident stand down, ensure all equipment and resources has been accounted for and returned to TORCH
- Draw up a list of any replacement/additional equipment that may be required for future incidents

Communications coordinator

The communications coordinator has a key role before, during and after any incident response. They will ensure the community is kept informed and act as a link to some third-party agencies such as utility companies. If power and telecoms has not been affected during an incident, the communications coordinator will use social media channels for key messaging to the community. If power and telecoms has been affected, then they will use more basic channels such as loud hailer, word of mouth and even handwritten posters at key locations.

Checklist

- If pre-warned, ensure the community is informed to prepare for any incident and give self-help advice
- Seek direction from the Response Team Leader in terms of key messages and priorities
- If power and telecoms are still operating during an incident, ensure the community is kept up to date on developments via social media
- If power and telecoms are not working during an incident, use alternative communications channels such as loud hailers, word of mouth briefings and posters/sandwich boards at key locations
- Liaise with the other coordinators in terms of any messaging they want to convey
- Ensure local radio stations are kept informed so people without access to social media can be informed
- Ensure residents who may not have access to social media or radio are identified and communicated with by methods such as doorstep checks
- Liaise with third parties such as utilities to pass on any requests for help and assess availability of additional support
- Report back to the Response Team Leader on any offers/requests from third parties
- Inform the community when an incident is stood down

Refuge centre coordinator

During an incident response, if it is agreed the refuge should be open then the refuge centre coordinator will be responsible for its operation and the provision of temporary shelter and general welfare and care of those affected by the incident and volunteers assisting with the response.

Checklist

- Once which refuge to be used is identified, make sure the correct contact procedure is followed for opening it
- Ensure the refuge is opened and there are at least three helpers to assist with set up, registration of people using the refuge, catering, and other tasks
- Ensure the registration helper is positioned just inside the refuge to record all those using it. Provide a second helper if required/available
- Liaise with the resources coordinator on the availability of volunteers
- Ensure all volunteers are fully briefed on their tasks and can be clearly identified
- If it is required, ensure the back-up generator is switched on and operating properly
- Ensure urns are switched on and hot drinks/food are available for refuge users
- Liaise with the Response Team Leader on any requirements for additional food or volunteers
- Liaise with the resources' coordinator to identify any residents in the community who may require hot food or drinks at home
- Tour the refuge regularly to liaise with volunteers, identify any potential issues and resolve any problems
- If an external agency provides additional catering such as a food truck, ensure it is located correctly and any queues for it are properly managed
- Liaise with the communications coordinator to ensure the community is aware the refuge is open and what facilities are available
- If the incident is prolonged, ensure a rota system is set up for volunteers
- Ensure everything is switched off and made safe if the refuge is closed for the evening or at the end of the incident
- When an incident is stood down, draw up a list of replacement/additional equipment or resources for future responses