

TOOLS AND TEMPLATES: ROLE LANYARDS

Lanyards are a simple, space-saving way to identify Hub team members and their roles. The lanyards have the position titles on the front to identify the role to other people in the Hub. The lanyards also include a list of tasks on the back to remind the person of what tasks they need to do in that role for quick reference. The Hub team should wear their lanyards at all times while on shift as identification.

HUB SUPERVISOR

THE OVERSEER

The purpose of the Hub Supervisor is to oversee all Hub personnel and Hub activities. They maintain a high-level view of the emergency situation, and ensure that objectives of the Hub are being met and that the Hub is operated safely and smoothly. They ensure that the entire Hub team is looked after, and provide leadership, troubleshoot emerging problems and help determine priorities.*

*The Hub Supervisor is not the sole decision-maker at the Hub. Decisions should be discussed and made as a team.

RESPONSIBILITIES

- Maintain high-level oversight of the entire Hub and emergency situation;
- Oversee all Hub personnel and all Hub activities;
- Ensure Hub objectives are met;
- Prioritize health and safety of Hub team and community;
- Open and close the Hub;
- Ensure that all roles are filled;
- Work with the media, as necessary; and
- Ensure everyone has what they need to do their jobs.

INFORMATION COORDINATION

THE PLANNERS

The purpose of Information Coordination is to collect and maintain useful information for members of the Hub Team to guide decision-making and prioritization. They also maintain and update the Situation Board and maintain a display of Hub tasks and priorities - which should be situated in a more private area. They verify or dispel rumours and ensure that information is accurate.

RESPONSIBILITIES

- Collect, confirm and share appropriate information about emergency situation to the Hub team;
- Ensure accuracy of information by verifying or dispelling rumours;
- Display and update the Situation Board;
- Maintain a running list of Hub Team tasks and priorities;
- Update Hub Team with important information.

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PUBLIC INFORMATION BOARD

THE PLANNERS

The purpose of Public Information is to collect and maintain a display board of useful information for community members to inform their decision-making and safety. Some people may only be coming to the Hub in search of information, so the Public Information Board should be located in plain sight, near the entrance of the Hub. They verify or dispel rumours and ensure that information is accurate.

RESPONSIBILITIES

- Collect, confirm and share appropriate information about the neighbourhood, and the broader situation;
- Ensure accuracy of information by verifying or dispelling rumours;
- Display and update the Public Information Board;
- Support community members in understanding situation and support them in thinking of actions they may take.

RECEPTION

THE DOERS

The purpose of Reception is to be the first point of contact when community members arrive. Welcome people as they arrive, ask what brought them to the Hub to find out what services they may need, and direct them to the appropriate Hub service. Depending on volume of people entering the Hub, this role may need to be filled by multiple people.

RESPONSIBILITIES

- Greet every person who enters the hub;
- Create a calm, welcoming reception area at the entrance to the Hub;
- Explain what the Hub is for and what kinds of services are offered. Be able to explain what services or functions the Hub cannot provide.
- Providing clear instructions to direct people to where they should go next at the Hub based on their specific need or offer;
- Alert the Hub Supervisor if additional volunteers are required for this role to avoid long line ups.

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NEEDS and OFFERS MESSAGE RECORDERS

THE DOERS

The purpose of Needs and Offers Takers is to collect and record needs and offers from community members so that these can be matched up through the Needs and Offers Board. Depending on volume of people entering the Hub, this role may need to be filled by multiple people.

RESPONSIBILITIES

- Interview community members using the Needs and Offers forms as prompts/questions;
- Capture messages (Needs and Offers) from community members on Needs and Offers Forms;
- Direct community members to the Needs and Offers Board;
- For life-threatening needs, call 9-1-1 and solicit help from the Hub Supervisor.

NEEDS and OFFERS BOARD

THE DOERS

The purpose of Needs and Offers Matchers is to collect Needs and Offers forms from message takers, and post them on the Needs and Offers Display Board under the correct categories, and to match Needs and Offers notes and connect needs and offers where possible. Depending on volume of people entering the Hub, this role may need to be filled by multiple people.

RESPONSIBILITIES

- Collect Needs and Offers forms from Needs and Offers takers;
- Review messages for accuracy and seek clarification where required;
- Triage messages and help connect needs and offers;
- Post Needs and Offers on Needs and Offers Display Board and organize by category and priority.
- When solutions have been found, or offers have been used up or are no longer available, remove them from the board and store them safely.

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COMMUNITY SPACE

THE DOERS

The purpose of the Community Space is to perform social and emotional support to community members through hospitality distractions, and social activities for people of all abilities. Disasters are stressful, often traumatic experiences. Making time and space for people to sit quietly or participate in normal, fun activities can be an enormous help.

RESPONSIBILITIES

- Set up and maintain a clean, positive environment for people to relax;
- Organize a space where people can be around others for general support or company;
- Support people in their experience by listening;
- Create healthy distractions like drawing or games;
- Cultivate a space for people to connect, spend time together, and engage in an informal information exchange;
- Maintain hospitality services like coffee, tea, and snacks.

FACILITY MAINTENANCE

THE GETTERS

The purpose of Facility Maintenance is to keep the physical space of the Hub running smoothly, efficiently and cleanly. Facility maintenance ensures that physical resources needed to operate the Hub are obtained, and that the space is functional, safe and welcoming.

RESPONSIBILITIES

- Ensure the space is safe, functional and clean. Indicate physical deficiencies clearly with signage and cordon off where necessary;
- Find and obtain needed resources and equipment;
- Set up sanitation stations, sun and rain shelters, garbage and recycling bins, and other needed infrastructure;
- Safeguard supplies and equipment;
- Work to provide accessible spaces that accommodate people with all needs;
- Use personal protective equipment (PPE) and do not do anything unsafe.

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RUNNERS

THE GETTERS

The purpose of runners is to take information or small resources to and from the Hub, and to conduct outreach to home-bound individuals in the neighbourhood. Runners may also use vehicles or bicycles, if available.

RESPONSIBILITIES

- Bring information and resources to and from the Hub as needed;
- Connect with local organizations to collect information and take stock of neighbourhood hazards or issues on route;
- Maintain safety at all times and be mindful of hazards on route (downed power lines, fires, etc.)
- Use other modes of transportation as available and necessary;
- Conduct door-to-door notification and checks for home-bound individuals who may need help.

VOLUNTEER COORDINATION

THE GETTERS

The purpose of the Volunteer Coordinator is to work with the Hub Supervisor to determine personnel needs for the Hub, and interview, onboard, train and schedule all volunteers.

RESPONSIBILITIES

- Ensure critical Hub roles are filled;
- Work to understand individual volunteer skills, knowledge and interests;
- Assign volunteers to roles;
- Provide orientation and training for all new volunteers;
- Create, maintain, and communicate volunteer schedule to all volunteers.