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Exercise HAGION

October 2018

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Definition of a rest centre

- setting up and managing strategic RCs to provide shelter, warmth and refreshments to support communities and visitors that have been made temporarily homeless during an emergency

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Aim of the exercise

To test the new Rest Centre plan and joined-up training to explore the extent to which it will ensure a resilient, professional and cross-border response from all concerned when mutual aid becomes necessary. The Plan includes action cards to support the varied roles and responsibilities.

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Agencies involved

- Devon County Council: Emergency Planning, Social Care Services, Responding staff, Communications
- College: Caterers: Site Manager, Caretaker
- Teignbridge District Council: Responding staff, Housing, Emergency Planning, Environmental Health, Pets
- Police: Emergency Planning, Major Disaster Room Manager as Liaison
- Devon and Somerset Fire and Rescue Service
- Casualties Union
- Voluntary Organisations: British Red Cross, Salvation Army, St John Ambulance
- Devon Faith Response Team
- Torbay Council: Provision of Mutual Aid, Emergency Planning
- Torbay & South Devon Foundation Trust: Nurse Practitioner

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Objectives

- To raise awareness and understanding of the environment within a Rest Centre and how it operates
- To raise awareness of roles, responsibilities, and the management structure within a strategic Rest Centre
- To test understanding and training given to Social Care volunteers, District Council colleagues, voluntary sector organisations and Devon Faith Response Team
- To highlight any new training requirements and take forward any lessons learnt.

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Scenario

A fully laden propane gas tanker has collided with the overbridge at Kingsteignton. As a result the propane gas has become unstable and which could lead to an explosion. The Fire Service has declared a major incident and requested a 200M exclusion zone to protect the public from a potential explosion. DSFRS have made safe the HGV and started to cool the tanker. However, this process could take some hours to complete. When DSFRS is satisfied that the product has returned to a stable condition will request the cordons be lifted.

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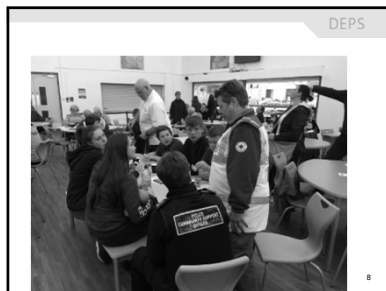
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Structure of the day

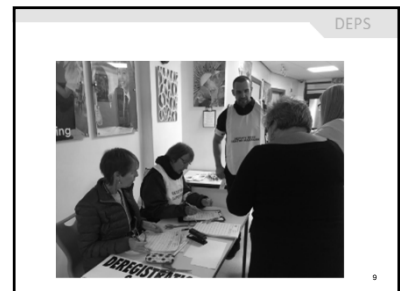
- 200 volunteers acting as casualties
- All key partners 'playing'
- Trained volunteers acted as rest centre staff
- Support from the College including refreshments
- Started at 0930 and finished at 1400

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Inputs into the exercise

Turns out to be a lot more confused than the others due to dementia – no family with them
 A neighbour was evacuated at the same time – they offer to keep an eye out for above mentioned person (arrive together)

Does not want to be in a noisy place - wants a quiet place to sit where they can watch what is going on but not be in the thick of things

An evacuee that was staying in Air B&B at one of the addresses and only speaks Spanish

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Inputs into the exercise

Wants a more comfortable chair to sit in!

Wants to know how long they will be here for and when they can go home please?

1. Person that is hard of hearing
2. Partner that is visually impaired (arrive together)

Youth (age 16) unaccompanied who is looking after his brother (age 14) as parents are at work and they are on half-term break

Someone with mobility problems (with wheelchair if possible)

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Inputs into the exercise

One generally dithery person not wanting to go where being told and through to be registered – don't want to be registered – what will happen to their information?

Home owner very worried about their dog, it ran off and they weren't allowed by the Police on the Cordon to follow it and catch it. Extremely concerned.

Anxiety/ Panic Attack

Gay couple – to stay close by each other, be obvious but generally not be too physical. During registration to make it very clear they are a couple.

Nut allergy

During registration – to inform the person completing the process that they have dietary problems

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Inputs into the exercise

Evacuee fell off curb when walking to Centre, fell awkwardly and has twisted their ankle. If decision to transferred them to hospital, they should come back into the Centre as a different evacuee.

Forgotten phone – needs to make a call to let their partner know they are safe. Need a phone

Looking likely that all the evacuees in the Centre 'may' need temp accommodation for up to 24 hours if the cylinder cannot be cooled. This is looking like an overnight event

A man who would normally work from home is having difficulty with his data and wants a WiFi facility that he can use – want to talk to someone from IT and get it sorted

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Inputs into the exercise

An evacuee states that they have a corn snake in their bag. Also 9 dogs on site and a cat in a cage. Dogs presently tethered outside but owners are worried about leaving them like that. No-one available within the RC to babysit them as all engaged in looking after the public.

Evacuee starts to feel ill - Angina

The Gay couple need to ensure that Housing are made aware that they need to be rehoused as their home is one that can't be returned to.

Dementia sufferer hasn't been seen for a while.

Frail – suffers emphysema and just feels stressed and anxious and in need of reassurance

Type 1 diabetic realise they don't have their insulin

Some students starting to get bored

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Inputs into the exercise

Lady suffering with leaky bladder needing support and change of underwear

Stroppy person – wants more information – cannot go home, what are they supposed to do?

Muslim wants to know what is in place for Dhuhr /their mid-day prayers? Needs to face in the right direction.

Trapped finger – not too bad but enough to cause person quite severe pain and a badly bruised finger

Breast feeding mother wants some peace and quiet.

One homeless male addict to deal with was sheltering within the evacuated zone. Wants help and Methadone.

It is established that 8-10 people will need to be given temp accommodation overnight

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How did it go?

- Volunteers were great
- Trained staff were successful
- Partners worked well within the exercise
- Voluntary sector was very helpful
- Lessons were learned

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Lessons learned

- Communications
- Technology
- Managing the media
- Challenges of boredom!
- Contribution by College
- Exercises are worth doing!

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