

Appendix N: Hub Role Lanyard Text

The double-sided descriptive text here is designed to be cut out and inserted into the 4x6” lanyard tags in your co-op’s supply kit.

**Hub
Supervisor**

Reception

Responsibilities and Tasks

- Create a calm, welcoming reception area at the Hub entrance.
- Explain what the Hub is for and what kinds of services will be offered. Explain what services or functions the Hub cannot provide.
- Direct members to where they should go based on their specific need or offer.
- Stay calm at all times, as members may be upset, in shock and stressed.

Responsibilities and Tasks

- Maintain high-level oversight of the entire Hub and the larger emergency situation.
- Ensure that all Hub roles are filled.
- Oversee all Hub positions and activities. Maintain a running list of Hub Team tasks and priorities.
- Co-ordinate the location of the various Hub “stations.”
- Prioritize the health and safety of the Hub team and the larger community.
- Ensure that everyone has what they need to do their jobs.
- Work to establish communication with external emergency services.
- Ensure Hub objectives are met.
- Determine which roles can be reduced in scope or removed from the co-op’s daily activities and communicate these changes to community members.
- Maintain a Situation Log (see Appendix M: Situation Log) in chronological order, describing actions taken during the shift.
- Open and close the Hub at the beginning and end of the disaster.

**Information
Co-ordinator**

**Needs and
Offers
Co-ordinator**

Responsibilities and Tasks

- Using the Needs and Offers forms located in the Hub supply kits, check in with co-op members as to their needs and offers.
- Refer to the co-op's Member Skills and Assets Inventory list as needed.
- Ensure accuracy and seek clarification where required.
- Set up a Needs and Offers Display Board.
- Record needs and offers on the Needs and Offers Display Board or in the confidential Need and Offers log located in the Hub supply kit.
- Organize the Display Needs and Offers Board by category and priority.
- Communicate with the Information Co-ordinator to send assistance where needed.
- For life-threatening needs, call 911 if possible and solicit help from the Hub Supervisor.

Responsibilities and Tasks

- Actively seek out reliable information (through radio, social media, Runners, community members, etc.) and share confirmed and appropriate information about the emergency situation with the Hub team.
- Set up a Public Information Noticeboard somewhere near the front of the Hub where important information for members can be posted. Update the noticeboard as necessary.
- Support community members in understanding situations and in thinking about actions they might take.
- Relay any reported needs to the Needs and Offers Co-ordinator to manage.
- Find a quiet space for sharing sensitive information in order to maintain privacy and confidentiality where necessary.
- Maintain accurate records of all information.

Runners

**Community
Space
Co-ordinator**

Responsibilities and Tasks

- Create and maintain a positive environment for members using the Hub for general support or company and those looking for informal information exchange.
- Support people in their experience by listening and comforting.
- Create healthy distractions such as drawing or games for the children.
- Make sure the space is accessible to people with mobility limitations and has some seating.
- Maintain food and drinks supply.

Responsibilities and Tasks

- Carry information, including needs and offers, to and from co-op Hubs as needed.
- As directed, connect with the larger neighbourhood, checking on neighbours who may need assistance, collecting information and taking stock of any hazards or issues en route. Be aware of safety at all times.
- As directed, seek out and collect outside resources as needed.

First Aid

**Facility
Maintenance**

Responsibilities and Tasks

- Ensure that the Hub space is safe, functional and clean.
- Work to provide space that accommodates people with all needs.
- Find and obtain needed resources and supplies.
- Set up tables, chairs, sanitation stations, outdoor sun and rain shelters, toileting, garbage and recycling bins, and other needed infrastructure.
- Safeguard supplies and equipment.
- If there is no electricity, help to find an alternate power source that could be used, such as a car battery.
- Check building following aftershocks or other environmental changes that may affect safety.

Responsibilities and Tasks

- Find or create a private space where first aid can be done.
- Set up a first-aid space.
- Triage as necessary until emergency responders or ambulances are available.
- Relay any urgent needs to the Needs and Offers co-ordinator.
- Inform the Hub Supervisor about any injuries requiring immediate 911 assistance.

**Volunteer
Co-ordinator**

**Central
Community
Information
Co-ordinator**

Responsibilities and Tasks

- Receive, record and organize information from co-op Runners, including the status of each building and the health and condition of residents.
- Work with the Central Community Hub Needs and Offers Co-ordinator to organize this Central Hubs task, including how and where assistance will be provided.
- Communicate with the City Emergency Operations about what is happening in our co-ops. Include information on the impact of the emergency and any assistance needed. If asked, supply government disaster agencies with documentation of major Hub activities and decisions.
- Authorized to make decisions as needed that may affect all co-ops based on the information received.

Responsibilities and Tasks

- Ensure that critical Hub roles are filled.
- Review Co-op Members' Skills and Assets Inventory list.
- Co-ordinate with Needs and Offers Co-ordinator to help direct assistance where it is needed.
- Provide orientation for new volunteers.
- Create, maintain and communicate volunteer schedule to all volunteers.

**Central
Community
Needs and
Offers
Co-ordinator**

Responsibilities and Tasks

- Receive and record Needs and Offers from each co-op via the co-op Runners.
- Prepare a Needs Request List with details on what and where assistance is required. Send this request list to all co-ops via the designated Runners.
- Ensure, where possible, that each need is followed up with a response of assistance. Record met needs in the Needs and Offers Log, along with requests where help is unavailable.