



JIBC

School of Public Safety
Emergency Management Division

COURSE MATERIALS GUIDE

EMRG-1610 INTRO TO RC

EMRG-1610

INTRODUCTION TO RECEPTION CENTRES

COURSE MATERIALS GUIDE



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Course Materials Guide Overview

How to Use Course Materials

The course materials packages can be used by ESS teams for facilitated sessions or independent study.

Independent Study

Students work through the course content on their own, using the Participant Manual. The Participant Manual contains all course content and instructions for course completion.

Facilitated Sessions

ESS teams select a facilitator to lead a training session on the course content.

- Community facilitators have the option to use the PowerPoint presentation, activity materials (if available), participant manual, and course materials guide
- The [Lesson Plans](#) section in this Course Materials Guide is to be used in conjunction with the PowerPoint Presentation, and any additional Activity Material.

Facilitators may modify the contents of the course materials at their discretion, but all learning outcomes must be covered. The learning outcomes are listed in the PowerPoint Presentation, and in the ESS Course Completion Form.

Do not include any JIBC or EMCR branding in the presentations or other materials.

Course Details

Recommended Course Maximum	24
Recommended Location	Classroom
Recommended Materials	Chairs, desks arranged in small groups, projector screen, projector, whiteboard or chart paper.



Course Completion

For this course to be recorded as completed by JIBC, the ESSD, EPC, or designate must return the ESS Course Completion Form, and Student Information Form (if required) to JIBC. It may take up to 30 days for grades to appear in the JIBC student account. Communities are encouraged to keep copies of the ESS Course Completion forms for their own records.

The course can be completed using one of the following options below:

1. The ESSD, EPC, or designate confirms that the student has achieved the learning outcomes by:

- Observing the student in class or small group discussions, **or**
- Discussing the course topics with the student individually, **or**
- Reviewing the written activities in the Participant Manual
- The ESSD, EPC, or designate completes ESS Course Completion Form and submits it with the Student Information Form (if required) to JIBC.

2. Students complete the quiz in their Participant Manual

- Students complete a paper version of the quiz in their Participant Manual.
- Students have unlimited number of attempts to write the quiz and require 70% to pass.
- The ESSD, EPC, or designate completes ESS Course Completion Form and submits it with the Student Information Form (if required) to JIBC.

3. Students complete the course and/or course quiz online

- Students can complete the course quiz via the online course. This quiz is marked online, and the results are automatically submitted to JIBC.
- Instructions to complete the course online are in the Participant Manual.

Students doing Independent Study are prompted to complete the quiz in their Participant Manual, or online. They may also complete the course using option 1 at the discretion of the participant, and ESSD, EPC, or designate.

For more information on course completion, refer to the ESS Course Completion form.



Lesson Plan

Each slide in the PPT has a bullet point in the Course Material's lesson-plan.

Further information on what to discuss for individual slides, and activity instructions, will be in the Notes section of the slide in the PowerPoint.

PRE-WORK	None	
MATERIALS	<ul style="list-style-type: none"> • EMRG-1610 Presentation • EMRG-1610 Participant Guide • EMRG-1610 Activity Cards Position Section • EMRG-1610 Activity Cards Roles and Responsibilities 	
TIME	MINS	DESCRIPTION
0900 - 0920	20	Welcome <ul style="list-style-type: none"> • Land Acknowledgment • Housekeeping • Instructor Introductions • Icebreaker Question • Learning Outcomes
0920 - 0950	30	Module 1: Reception Centres <ul style="list-style-type: none"> • Reception Centre Services • Small Group Activity: Services Scavenger Hunt (10-15 minutes) • Discuss What You've Learned
0950 - 1035	45	Module 2: Reception Centre Structure <ul style="list-style-type: none"> • Five Primary Functions • Four Key Functions • Fully Expanded • Small Group Activity: Matching Functions and Roles (20 minutes) <ul style="list-style-type: none"> ○ Materials: Activity Cards Position Section, Activity Cards Roles and Responsibilities • Video: Reception Centre Part 2: Roles and Responsibilities • Discuss What You've Learned
1035 - 1050	15	Break



1050 - 1145	55	Module 3: Working in a Reception Centre <ul style="list-style-type: none">• Working in a Reception Centre• Reception Centre Set-Up• One-Stop and Two-Stop• Sample Floor Plan: Minimal Services• Sample Floor Plan: Full Services• Directing Arrivals• Video: Reception Centre Part 3: How to Work in a Reception Centre• Discuss What You've Learned• Small Group Activity: Referrals within the Reception Centre (15 minutes)• Small Group Activity: Addressing Challenges (20 - 25 minutes)
1145 - 1215	30	<ul style="list-style-type: none">• Course Quiz
1215 - 1230	15	Closing <ul style="list-style-type: none">• Group Discussion: Any remaining questions about the content?• Quiz• Group Discussion: Closing Activity• Course Completion Forms
	210	TOTAL 210 MINUTES



Matching Functions & Roles Answer Key

Each card has an identifier, RC##, on the bottom right. The below tables match the identifier to the function.

RC Manager	Information	Liaison	Safety
RC1	RC2	RC3	RC4
RC39	RC41		RC44
RC40	RC42		
	RC43		

Operations	Planning	Logistics	Finance
RC5	RC19	RC22	RC36
RC6	RC20	RC24	RC37
RC7	RC21	RC25	RC38
RC8	RC23	RC26	
RC9	RC49	RC27	
RC10	RC50	RC28	
RC11	RC51	RC29	
RC12		RC30	
RC13		RC31	
RC14		RC32	
RC15		RC33	
RC16		RC34	
RC17		RC35	
RC18		RC52	
RC45		RC53	
RC46		RC54	
RC47		RC55	
RC48		RC56	



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Course Materials and Program Feedback

If you have feedback about course materials, or the community-led training program, that you would like to share with JIBC, e-mail ess@jibc.ca. You may also use the [feedback form](#).