Remote Mutual Aid Process Flowchart - Host Community Process

Left side vertical banner (top to bottom):

- EVACUEE TRIAGE & INFO INTERVIEW (red)
- DATA ENTRY (yellow)
- PRINT REFERRALS (green)
- END (gray)

Flowchart

Meet & Greet interviews evacuee → **Does the evacuee require specialized supports OR have vulnerabilities which require in person assistance**

- **YES** → Direct evacuee to in person Registration & Referral in the Reception Centre
- **NO** → Does evacuee require immediate supports?

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- **YES** → Does the evacuee have confirmed lodging?
- **NO** → Meet & Greet fills out ESS Initial Intake Info form and advises evacuee that Remote ESS R&R Worker will call them (advise of current wait time if available)

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→ Supervisor collects Initial Intake Info Form → Supervisor provides designated RMA data input worker with form → RMA Data Input worker enters information into shared RMA Evacuee Spreadsheet

→ RMA Referral Printing station monitors shared RMA Evacuee Spreadsheet for ESS files labelled " Ready to Print" → RMA Referral Printing station prints referrals from ESS file → RMA Referral Printing Station updates shared RMA Evacuee Spreadsheet to "Printed/Awaiting Pickup"

→ RMA Referral Printing Station worker brings printed referrals to "Referral Pickup" Station → Referral Pickup worker files printed documents alphabetically for evacuee pickup → Referral Pickup worker calls evacuee to advise them that referrals are ready for pickup

→ Upon evacuee arrival, Referral Pickup worker validates evacuee identity and provides referrals to evacuee → Referral Pickup worker updates ESS file on shared RMA Evacuee Spreadsheet to "Complete"

→ **Process End**