



5.03 EVACUEE LIVING ASSISTANCE GUIDELINES

The Evacuee Living Assistance guidelines were developed to provide clarity to Local Governments on the type of living assistance that may be provided to evacuees during an evacuation. It is recognized that within an evacuation zone there may be non-residents of BC who may need access to emergency social services. The guidelines for non-residents of BC are contained in Part 2 of this document.

PART 1: LIVING ASSISTANCE FOR RESIDENTS OF BC

Local government ESS responders or evacuation reception centres may provide the following living assistance to evacuees:

No Warning of an Evacuation

- (1) Accommodation in commercial accommodation, private lodging, or group lodging authorized by ESS. Group lodging should be established when it is cost effective to do so.
- (2) Meals in a commercial facility or group lodging.
- (3) Purchase of essential clothing and incidental items.
- (4) Transportation as required to meet immediate requirements.

Minimum Two Hours Warning of Evacuation

- (1) Accommodation in commercial accommodation, private lodging, or group lodging authorized by ESS. Group lodging should be established when it is cost effective to do so.
- (2) Meals in group lodging or commercial facility.
- (3) Transportation as required to meet immediate requirements.

The following living assistance benefits will apply when authorized:

- (1) Accommodation
 - a. Group lodging should be established when it is cost effective to do so.
 - b. Commercial accommodation.
 - c. Private lodging (including billeting in private residences): \$30 for the first adult, \$10.00



for each additional adult and youth 13-18, and \$5.00 for each child 12 years and under.

(2) Meals:

- a. current Emergency Social Services rates per person;
- b. groceries are provided at half the rate of restaurant meals

(3) Clothing: a maximum of \$150 per person per incident. Where winter conditions apply at the time of incident, amount may be increased to \$200 per person per incident.

(4) Incidentals (e.g. personal hygiene supplies, pet care, medications and laundry): a maximum of \$50 per person per incident, as required.

PART 2: LIVING ASSISTANCE FOR NON-RESIDENTS OF BC

British Columbia regularly attracts a great number of visitors to the province every year in all seasons. There are times when these visitors may have their vacations interrupted by emergency events. Seeing to the needs of visitors who find themselves evacuated from an area or stranded by unforeseen circumstances falls within the mandate of Emergency Social Services. The ESS Field Guide - Section 4, provides information on the types of services offered along with a matrix for determining eligibility. All ESS workers are trained to interview evacuees in order to conduct a needs assessment and determine eligibility. Evacuees that have family or friends they can stay with are encouraged to do so as opposed to utilizing commercial or group lodging. If the evacuee can return home, despite the inconvenience of having a holiday interrupted, they should be encouraged to do so. As always, there can be extenuating circumstances which will require guidance from EMBC. Regional Duty Managers are available 24/7 and can be accessed through the Emergency Coordination Centre at 1-800-663-3456.

Non-residents of an impacted area should be encouraged to leave that area but may be eligible for evacuee living assistance under certain conditions such as:

- (1) Unable to leave the impacted area because of road closures.
- (2) Unsafe travel conditions.
- (3) Lack of financial resources.
- (4) No means of travel.

If non-residents have satisfactorily demonstrated that they are eligible for evacuee living assistance they may receive the same services as residents as noted in Part 1 (Living Assistance for Residents of BC).



PART 3: EVACUEE RESPONSIBILITY

The following costs are the responsibility of evacuees and are NOT eligible for living expense assistance:

- (1) Transportation from and return to evacuation area, unless otherwise authorized.
- (2) Boarding and feeding of pets, in excess of incidental allowance.
- (3) Clothing, personal items or medicines (unless evacuees were unable to pack and transport such items).
- (4) Tobacco and alcohol products.
- (5) Unauthorized purchases.
- (6) Damages or losses caused by evacuees.