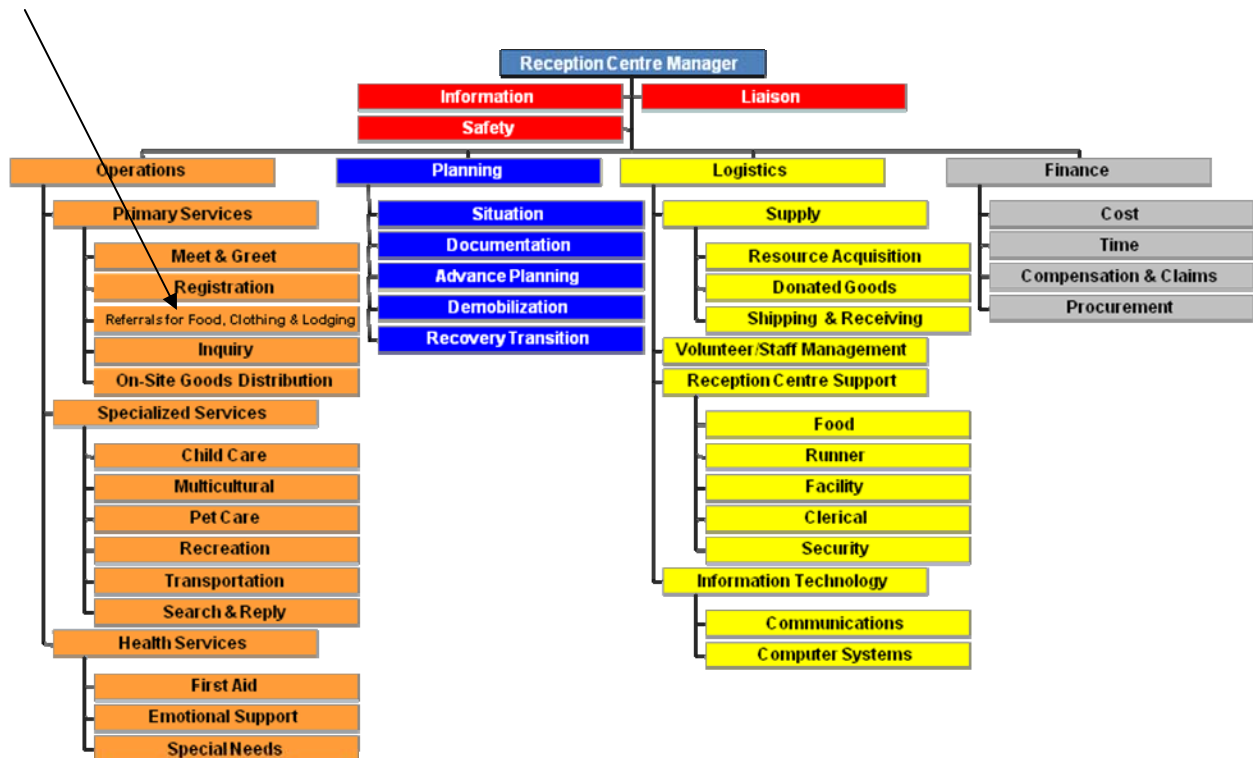


Emergency Social Services

Supervisor's Guide –

Referrals for Food, Clothing & Lodging



ESS Operations

Primary Services

Referrals for Food, Clothing and Lodging

One of the most active functions in any level of ESS response is undoubtedly the Referrals Unit. Whether as a Level One, responding to the immediate needs of a small number of people or in full scale Reception Centre activations, the Referrals Unit provides those basic essentials of emergency food, clothing, lodging and incidentals to assist those most in need. This guide provides information on methods developed through years of experience in the operation of a Referrals Unit.

The information required to successfully fulfill this function is readily available through reference documents found in the ESS Field Guide and Reception Centre Operational Guidelines but have been compiled within this module for ready reference and use. Both documents can be found on the Provincial Emergency Program web site at:

<http://www.ess.bc.ca/pubs/fieldguide.htm>

http://www.ess.bc.ca/receptions_oper.htm

NOTE: All forms in this guide can be downloaded in Word format for printing from the Reception Centre Operational Guidelines, Section 3 – Function Aids

The Field Guide contains step by step instructions on how to complete the Referral Form and the Reception Centre Operational Guidelines provides the necessary position descriptions, checklists and function aids such as applicable forms.

How to use this guide

This guide is intended for use as an aid to Supervisors of a Referrals Unit for any level of ESS response. It can also be used as a training tool for team meetings or training sessions. ***It is not intended to replace the existing courses delivered by the Justice Institute of British Columbia (JIBC).*** For maximum benefit it is highly recommended that the JIBC course ESS113, “Registration and Referrals”, be completed prior to using this guide.

This guide will lead you, step by step, through the role of the Referrals Unit Supervisor and Worker and the process for completing the required documentation.

Supervisor's Guide - Referrals Unit

Step 1 - Page 3

- Review the description of methods of providing Referral services to evacuees

Step 2 – Page 7

- Review the Referral Unit Supervisor Checklist

Step 3 – Page 10

- Review the Referrals Unit Supervisor's Forms
 - Position Log
 - Personnel Request Form
 - ESS Resource Request Form
 - Shift Schedule
 - Status Report Form

Step 4 – Page 20

- Review the Referral Unit Worker position description

Step 5 – Page 21

- Review the Worker Checklist for Activation, operational and Deactivation phases of a response

Step 6 – Page 23

- Review the ESS Expenditure Policy and Payment Process which describes what services are available to evacuees and explanations of eligibility requirements

Step 7 – Page 28

- Review the ESS Rate Sheet which details the allowable amounts that evacuees may receive;

Step 8 – Page 29

- Review the Referral Form

Step 9 – Page 31

- Review the detailed instructions on filling out a Referral Form

Step 10 – Page 38

- Review sample set up of a reception centre

Step 11 – Page 39

- Practice activities

Appendices – Page 40

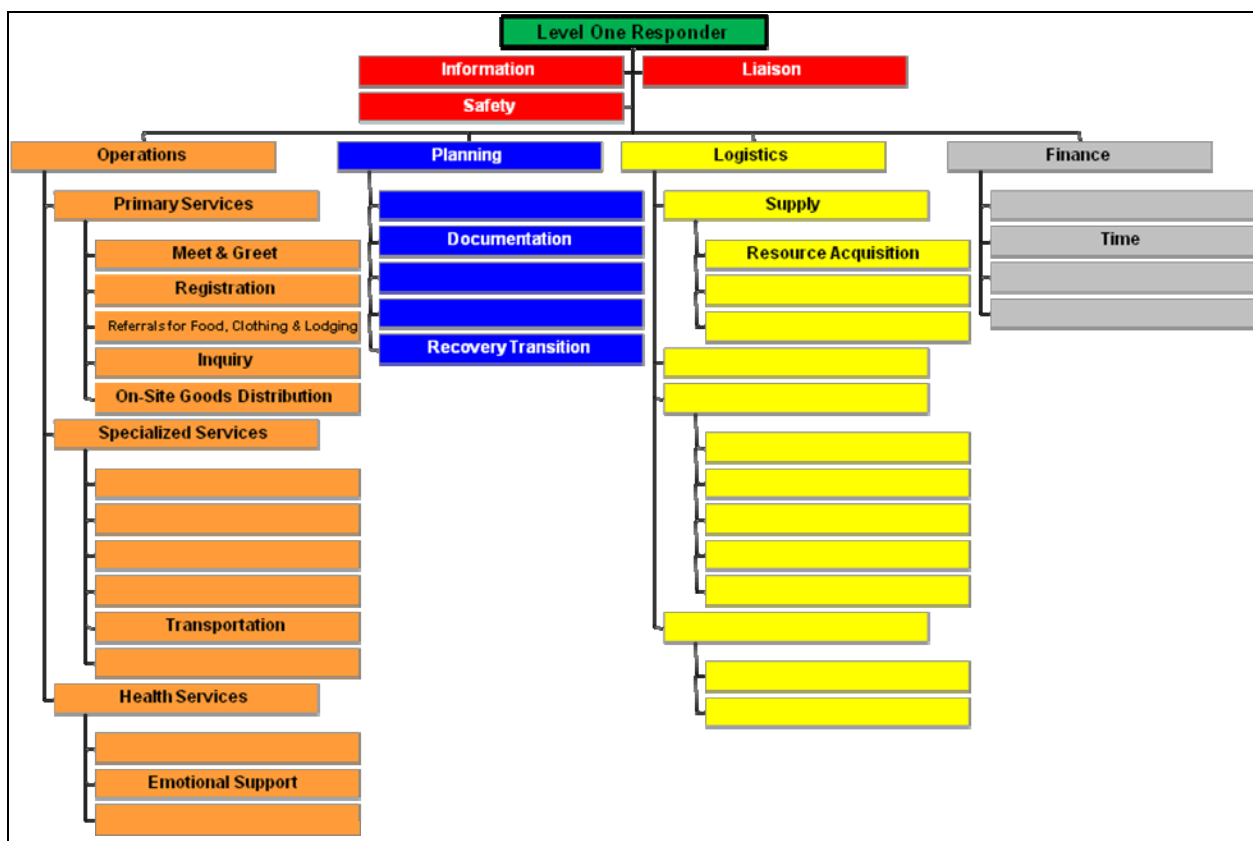
- Tips on Referrals
- ESS Questions and Answers
- Evacuee Information Sheet
- Billeting

Supervisor's Guide - Referrals Unit

STEP 1 – Methods of providing Referrals

* ESS Referral Forms are intended for providing services to evacuees. Purchases in support of a facility or response workers should be made through regular channels and claimed as a part of response costs.

Level 1 – No reception centre established.



NOTE: Remember that all of these functions may be performed by as few as 2 or 3 people

Supervisor's Guide - Referrals Unit

A Level One ESS response is typical of the most common application of referring evacuees to the necessary services required to meet their immediate needs. While not always necessary, it is highly recommended that the ESS File be used in order to capture the evacuees' information. This may be required at a later date if further services are needed.

The Level 1 responders assume several identifiable functions of an ESS response. Some examples of what functions are often assumed by one or two ESS responders are illustrated in the following diagram.

While this may seem like a daunting undertaking it needs to be remembered that the structure of the British Columbia Emergency Response Management System (BCERMS) allows for expansion and contraction of the functions. In the case of a Level One responder, the evacuees are met (Meet and Greet), comforted (Emotional Support), given comfort items such as a blanket (On Site Goods Distribution), interviewed and may be registered (Registration) and given referrals as required (Referrals for Food, Clothing, Lodging). They may be provided with a taxi to a hotel or grocery store (Transportation). The suppliers chosen to provide services may be pre-arranged or sought out as required (Resource Acquisition). As a follow up, the evacuees are given advice on their next steps (Recovery Transition) and the paperwork is completed and filed accordingly (Documentation). All the while, the responders are remaining aware of their own safety and well being (Safety Officer), maintaining contact with Fire or other officials at the scene (Liaison Officer) and often discreetly responding to media inquiries (Information Officer), although such inquiries are generally best left to the Incident Commander.

Level 2– Reception Centre established

The process for providing Referrals to evacuees remains the same in a Level 2 response as in Level 1. The difference lies in the establishment of a more structured environment for delivering services. When the number of evacuees exceeds 10 or 12 individuals, it is often necessary to set up a Referrals Unit in a Reception Centre. This may occur anywhere deemed appropriate for the circumstances, such as in a gymnasium or any other available location. Some points to consider for a Level 2 response:

- The forms described in this guide may not be required for a smaller response. The minimum requirements are the Registration Form, Referral Form and Rate Sheet.
- A Situation Report should be submitted following the event
- Not all communities will have the resources described on the Referral Form or in Operational Guidelines. Use what is available and seek further resources, if required, from Regional or Provincial sources.

Supervisor's Guide - Referrals Unit

In a reception centre set up the Referrals Unit reports to the Primary Services Branch of the Operations Section. As with a Level One response, the actual structure depends on the scale of the operation. As the response becomes larger, each individual takes on fewer functions as the structure grows. In a full scale Reception Centre operation the Referrals Unit becomes the largest single functional component of the centre, usually requiring the greatest number of workers. A fully functioning Reception Centre will typically have the largest area set aside for the Referrals Unit.

Level 3– Reception Centre established

A Level 3 response is most commonly encountered during large scale evacuations such as experienced during severe interface fire seasons. In these circumstances the processes, procedures and forms described in this guide help to establish a uniform, effective means of providing services and capturing and disseminating information. The larger the response, the more likely it is that operations in a reception centre will need to be run in a business like fashion, adhering to the fully expanded Reception Centre Organization Chart (see cover page) to the extent necessary.

Models

The provision of Referrals can be accomplished in a number of ways. In a Level One response, the Referrals are usually made concurrent with all other activities related to the response. This may be accomplished in a vehicle at the scene, on the front lawn or lobby of a residence, a neighbours home, or standing on the sidewalk. In such cases all services are provided at one time.

Similarly, in a reception centre the services can be provided at the same time as the evacuees register. This has come to be known as a **“One Stop”** model. This model is often the most effective in terms of minimizing the impact on evacuees of having to go to more than one “station” and thereby making their visit to the reception centre shorter and more personalized.

There are times, however, when circumstances such as the number of evacuees, number and skill level of ESS workers, physical set up of the centre or other considerations may indicate a **“Two Stop”** method may be more appropriate. In such a model the evacuees will first register as they arrive and, if requiring any services, will then be directed to the Referrals Unit to receive the required services.

The decision on which model to use is dependent on a number of factors and will often have to be made on a case by case basis.

Supervisor's Guide - Referrals Unit

The Referrals Process

Regardless of which method is chosen to provide referrals to evacuees, the process remains the same. Certain information is obtained to identify those receiving the referrals which include name and contact information of the supplier, name of the person who is the family representative (receiving the services), names of the evacuee and family members, and a detailed listing of the services being provided to the evacuee(s). At the bottom of the form is information for the supplier on how to submit for reimbursement. In all cases, the PEP Task Number must be included in the appropriate space on the form.

Each referral provided requires a separate Referral Form. Even if, as an example, a hotel has a restaurant on premises, two referrals should be made - one for the lodging and another for food. The reason for this is that, often, the lodging and restaurant services have separate accounting procedures.

Exception: If the supplier has assured that both services can be provided and invoiced simultaneously, only one Referral Form may be used.

While the Referral Form itself is fairly self explanatory there are a number of considerations in providing individual services. The basic instructions on how each field on the form is to be filled are included here and can also be found in the ESS Field Guide, Section 7; pages 31 - 39. It would be helpful to first have a look at what the current ESS Referral Form, which is included in the "Forms" section of this module, looks like.

Note: The current form is being changed to incorporate information on the Harmonized Sales Tax being implemented on July, 1, 2010. Existing forms should continue to be used with all reference to the GST covered over. All suppliers will include HST for all transactions.

Tracking Resources

It is the role of the Resource Acquisition Unit to ensure an adequate number of suppliers are available. Each Referrals Worker will be given an allotment of resources such as hotel rooms, restaurants and clothing suppliers. As the resources are distributed to evacuees, the Referrals Worker must track those that have been used so that they know when more will be required. A sample Resource Tracking form is included in the "Forms" section of this module.

Supervisor's Guide - Referrals Unit

STEP 2 – The Referrals Unit Supervisor

The Referrals Unit Supervisor must have a full understanding of the roles and responsibilities of Referral Unit workers. While it is not possible to predict every circumstance that may occur when assisting evacuees, knowledge of the process for interviewing, completing forms, and ensuring they are processed correctly is essential. ***These checklists are guidelines only, based on a fully expanded Reception Centre activation. For smaller responses they can be modified to include only those responsibilities that are required.***

As a Supervisor, try to resist the desire to help out by taking on the role of the Worker. This can easily lead to a situation whereby a Supervisor is unavailable to assist other Workers.

Referrals Unit Supervisor Checklist

**** Read This Entire Checklist Before Taking Action ****
--

Reports to: Primary Services Branch Coordinator

Title (if this function is staffed): Referrals Unit Supervisor

Note: While this function is normally combined with the "Registration" function, separate supervisors are recommended.

Responsibilities:

1. Oversee the implementation and operation of the Referrals function.
2. Ensure proper completion of Referral forms.
3. Provide direction and support to Referrals workers
4. Under the direction of the Operations Section Chief, communicate with the ESS Branch Coordinator at the PEOC or the PEP Regional Manager for:
 - addressing questions or concerns regarding completion of Referral forms or the ESS Payment Process, and
 - requesting authorization for Referral expenditures beyond those services already described on the ESS Rate Sheet.
5. Liaise with the Resource Acquisition Unit and ensure Referrals Workers are kept advised of available resources (e.g., lodging spaces).

Supervisor's Guide - Referrals Unit

Activation Phase:

- ☐ Check in with Volunteer/Staff Management Branch and sign the PEP Task Registration Form. Obtain identification.
- ☐ Report to assigned supervisor to obtain current status and specific instructions.
- ☐ Establish workspace.
- ☐ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Logistics of any resource requirements.
- ☐ Obtain equipment, supplies and required forms.
- ☐ Establish and maintain a position log to list the actions taken during the shift.
- ☐ Working in conjunction with the Registration Supervisor, establish several tables where this service can be delivered to evacuees.
- ☐ Review checklist with volunteers.
- ☐ In a "one-stop model" where Registration and Referrals are combined (e.g., one volunteer registers the family and provides referrals for their immediate needs such as lodging, meals etc.) do the following:
 - Meet with the Registration Supervisor to discuss the supervision of the Registration and Referrals area.
- ☐ In a "two-stop model" where Registration and Referrals are provided separately (e.g., a registration worker registers an evacuee family, and sends the family to see a second worker to obtain Referral forms) do the following:
 - Meet with the Registration Supervisor to ensure that the Referrals area is located close to the Registration area, and discuss how evacuees will be processed from the Registration area to the Referrals area.
- ☐ Obtain the PEP Task Number for the event and post or distribute to volunteers.
- ☐ Make contact with Resource Acquisition Supervisor and request lists of food, clothing and lodging suppliers that volunteers can refer evacuees to.

Operational Phase:

- ☐ Maintain communication with assigned supervisor.
- ☐ Maintain position log in chronological order describing actions taken during the shift.
- ☐ Acquire lists of available resources/suppliers for evacuees from the Resource Acquisition Supervisor and distribute to volunteers as required.
- ☐ Oversee volunteers as they interview evacuees to determine immediate needs (e.g., food, lodging etc.).
- ☐ Ensure that Referral forms filled out are completed correctly.
- ☐ Monitor resources/suppliers used and request additional lists of resources/suppliers from Resource Acquisition as required.
- ☐ Request authorization from the PEP Regional Manager (or ESS Branch Coordinator at the PREOC if activated) on reasonable but unusual requests by evacuees for services/goods.
- ☐ Ensure that completed Referral forms are forwarded to the Documentation Unit for processing as soon as possible.
- ☐ Reply to inquiries from suppliers about the ESS payment process.
- ☐ Attend briefings as requested.
- ☐ Provide status report information to Section Chief prior to management team meetings.

Supervisor's Guide - Referrals Unit

- ☐ Brief workers within the Unit as needed.
- ☐ Prepare shift schedules as needed.
- ☐ Assist, support and provide direction to volunteers.
- ☐ Monitor Unit personnel to ensure appropriate worker care is implemented.
- ☐ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

- ☐ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.
- ☐ Deactivate assigned position and close logs when authorized by the Reception Centre Manager.
- ☐ Submit a list to the supervisor, for delivery to the appropriate section, of the following:
 - Status of all borrowed equipment
 - All ESS equipment and supplies needing restocking
 - Names of personnel and hours worked
- ☐ Clean up work area before leaving.
- ☐ Sign out with Volunteer/Staff Management Branch.
- ☐ Leave a forwarding number.
- ☐ Access critical incident stress debriefing as needed.
- ☐ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

- Position Log
- ESS Personnel Request Form
- Shift Schedule
- ESS Resource Request Form
- Status Report
- ESS Referral form
- ESS Referral Form Instruction Guide
- ESS Rates Sheet
- Invoice for Host Family (Billeting)
- ESS Referral Payment Process (refer to ESS Field Guide – Section 6 – ESS Expenditure Policy and Payment Process)
- Tracking Record of Resources

NOTE: The above Function Aids are available in Section 3 of the Reception Centre Operational Guidelines. The Position Log, ESS Personnel Request Form, ESS Resource Request Form, Shift Schedule and Status Report Form are addressed here separately.

STEP 3 – Supervisor's Forms

There are a number of forms used by all Supervisors in a Reception Centre. Each of these forms is given a brief description here. More detailed information on the forms is provided in the *ESS Site Management course, ESS171*.

At the end of each shift the Supervisor should ensure that any forms that have been used are filed with the appropriate Unit, e.g. Documentation, Volunteer/Staff Management etc.

Position Log

Purpose

The purpose of the Position Log Form is to record details of position activity. The file of these logs provides a basic reference from which to extract information for inclusion in any after-action report.

Initiation of Form

The Position Log Form is initiated and maintained by the Referrals Unit Supervisor

Distribution

The Documentation Unit maintains a file of all Position Logs. It is necessary that one copy of each log be submitted to the Documentation Unit.

The following example of a Position Log is adequate for most situations. However, it is not uncommon to find properly bound log books designed for that purpose. Such log books cannot easily have pages removed, thereby maintaining the integrity of the Position Logs.

[illegible]

Supervisor's Guide - Referrals Unit

Personnel Request Form

Purpose

The purpose of the Personnel Request Form is to initiate the assignment of more workers to the Referrals Unit.

Initiation of Form

The Personnel Request Form is initiated and maintained by the Referrals Unit Supervisor. The Request Form is forwarded to the Logistics Section for action.

Distribution

The Logistics Section, Volunteer/Staff Management Unit maintains a file of all Personnel Requests.

ESS PERSONNEL REQUEST FORM

Request From: (Name) Georgina Denny Operations/Referrals Unit January 2, 2001 10:15

# of Personnel Required	Tasks to Perform (location, duration)	Types of Skills Required	Time Needed (check if urgent)
2	Runners	Capable of carrying up to 20 lbs.	1600 hrs ()
4	Referral Unit Workers	Interviewing and penmanship skills	1600 hrs()
			()
			()
			()
			()
			()
			()
			()
			()
			()
			()
			()

Supervisor's Guide - Referrals Unit

ESS Resource Request Form

Purpose

The purpose of the ESS Resource Request Form is to initiate the provision of resources required for the operation of the Referrals Unit.

Initiation of Form

The ESS Resource Request Form is initiated and maintained by the Referrals Unit Supervisor. The Request Form is forwarded to the Logistics Section for action.

Distribution

The Logistics Section, Resource Acquisition Unit maintains a file of all Request Forms.

Supervisor's Guide - Referrals Unit

ESS Resource Request Form

Facility (RC or GL): Bridgewater Community Centre RC Date/Time: January 2, 2001

Requested by: (Name & Position): Georgina Denny, Referrals Unit Supervisor

Contact Number: (250) 555-0987 _____ Task#: 123456

Item Requested & Quantity (Provide Details)	Time Needed By	Delivery Location & Contact Person
12 Staplers	0800, Jan. 3	Referrals Unit - Gary F.
4 FRS Radios	0800, Jan. 3	Referrals Unit - Gary F.
4 Rolls blue masking tape	0800, Jan.3	Referrals Unit - Gary F.
Approved by: Georgina Denny, Referrals Unit Supervisor (Name & Position)		
Response to Request (Completed by Logistics – Resource Acquisition)		
Resource available? YES NO (circle one)		
Comments: _____		
Estimated Arrival: _____		
Request Filled By: _____ Date/Time: _____		

Supervisor's Guide - Referrals Unit

Shift Schedule

Purpose

The purpose of the Shift Schedule is to maintain a record of the amount of time ESS workers have contributed to the response and serves as a reference for Workers and Supervisors on assigned shifts.

Initiation of Form

The Shift Schedule is prepared and maintained by the Referrals Unit Supervisor. The Shift Schedule is forwarded to the Volunteer/Staff Management Unit with a copy to the Documentation Unit.

Distribution

The Documentation Unit maintains a file of all Shift Schedules.

Supervisor's Guide - Referrals Unit

Shift Schedule

Facility: Bridgewater Community Centre RC **Function:** Referrals Unit

Date: January 3, 2001 **Task #:** 123456

Duties / Position Title	Shift 1 - time frame From: 08:00 to: 14:15 Person assigned	Shift 2 – time frame From: 08:00 to: 18:15 Person assigned	Shift 3 – time frame from: 08:00 to: 24:00 Person assigned
R.U. Supervisor (1)	Georgina D.	Alice Q.	Alvin C.
R.U. Supervisor (2)	Penny H.	Dave L.	Mandy B.
Worker	Charles T.	Brenda W.	Marva D.
Worker	Lisa T.	Rene V.	Wanda G.
Worker	Nelly K.	Dora K.	Bruce M.
Worker	Mel C.	Sandra W.	Vince D.
Worker	Anca C.	Rae K.	Alison T.
Worker	Monique J.	Rob L.	Carole S.
Worker	Dean A.	Pat Y.	Adam P.
Worker	Raul S.	Katie A.	Hailey T.
Worker	Mary C.	Roger S.	Phyllis A.
Worker	Sakari S.	Isobelle W.	Eric M.
Worker	James Q.	Lesley B.	Melissa R.
Runners	Denise B. Armand B.	Jean C. Tom W.	Ken M. Gladys E.

Supervisor's Guide - Referrals Unit

Status Report

Purpose

The purpose of the Status Report is to provide an update on the function of the Referrals unit, including actions to date and unmet needs

Initiation of Form

The Status Report is prepared by the Referrals Unit Supervisor for use by the Operations Section Chief in Management Team meetings.

Distribution

The Documentation Unit maintains a file of all Status Reports.

Supervisor's Guide - Referrals Unit

STATUS REPORT		
[for internal Reception Centre/Group Lodging use]		
Event: Maurice River flood	Status Report Source/Type: <input type="checkbox"/> Section/Function <input checked="" type="checkbox"/> Branch/Unit	
Date: January 3, 2001	Time: 18:00	Section/Function: Operations
Operational Period: 8	PEP Task #: 123456	Branch/Unit: Referrals (if applicable)
Current Situation: (Actions taken, resource/personnel status...)		
33 R.U. workers and 6 runners over three 6 hour shifts 6 R.U. Supervisors over three 6 hour shifts 308 evacuees processed		
Outstanding Issues/Challenges/Problems:		
Considering going to 4 hour shifts if more volunteers can be recruited and trained Current trainer may not be available after Jan. 6 FRS radios for supervisors have been requested to facilitate communication		
Anticipated Priorities/Activities: (For future operational periods)		
More emphasis on training workers to assume supervisory positions.		
Other Comments/Issues:		
The relocation of the Referral Unit to the west wall has had a positive impact on operations.		

Distribution:

- ☐ RC/GL Manager
- ☐ Safety Officer
- ☐ Liaison Officer
- ☐ Information Officer

- ☒ Operations Section Chief
- ☐ Planning Section Chief
- ☐ Logistics Section Chief
- ☐ Finance Section Chief
- ☐ Other _____

Supervisor's Guide - Referrals Unit

STEP 4 - The Referrals Unit Worker Position Description

Reports to

Referrals Unit Supervisor

Description

Trained volunteers interview family representatives to determine the immediate needs of the family. Working with established rates and guidelines, The Referrals Worker refers the family to identified suppliers who can meet the family's needs as indicated on the Referrals Form.

Duties

During a response, follow the Referrals function checklist for Referrals Workers found in the Reception Centre Operational Guidelines and on the following pages.

Knowledge, Skills and Abilities*

- Knowledge of referrals purpose and process
- Ability to interview effectively, allowing the family to tell about their experience
- Ability to complete forms accurately and legibly
- Ability to communicate effectively with evacuees, responders and other visitors
- Organized, adaptable, calm and physically able to function in a high stress environment
- Ability to work as part of a team and take directions from a supervisor
- Ability to speak other languages is an asset

Suitability

- At least 19 years of age (16 to 18 with parental consent)
- Must be available to respond on short notice
- Must be able to work long shifts as required
- Desire to be of assistance to others
- Able to maintain confidentiality at all times

General

- Honest and open with other volunteers regarding intent, needs and skills
- Work in a professional manner and be respectful to evacuees and team members
- Follow and adhere to written policies, procedures and guidelines
- Seek clarification of policies and procedures from supervisor as required
- Respect the confidentiality of evacuees and responders

*On-site orientation and training will be provided wherever possible.

Supervisor's Guide - Referrals Unit

STEP 5 - Worker Checklist

**** Read This Entire Checklist Before Taking Action ****
--

Reports to: Referrals Unit Supervisor

Title (if this function is staffed): Referrals Worker

Note: This function is normally combined with the "Registration" function; one worker at one desk handles both registrations and referrals.

Responsibilities:

1. Interview evacuees to determine their immediate needs.
2. Refer evacuees to suppliers by completing ESS Referral forms.
3. Refer evacuees with special requirements within the Reception Centre as needed.

Activation Phase:

- ☐ Check in with Volunteer/Staff Management Branch and sign the Provincial Emergency Program (PEP) Task Registration Form. Obtain identification.
- ☐ Report to assigned supervisor to obtain current status and specific instructions.
- ☐ Establish workspace.
- ☐ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify supervisor of any resource requirements.
- ☐ Obtain equipment, supplies and required forms.
- ☐ Obtain PEP Task Number from supervisor.
- ☐ Obtain a list of resources/suppliers that are able to assist evacuees with immediate needs (e.g., accommodations, meals, and clothing).

Operational Phase:

- ☐ Maintain communication with assigned supervisor.
- ☐ Indicate the services requested by completing the lower portion of the ESS File – Registration and Services Record.
- ☐ Interview evacuees to determine their immediate needs (e.g., food, lodging etc.).
- ☐ Refer evacuees to community suppliers or resources using ESS Referral forms.
- ☐ Maintain a record of resources/suppliers used (e.g., hotel rooms, restaurants) and request additional resources/suppliers from supervisor as needed.
- ☐ Seek assistance from Referrals Unit Supervisor for questions or special needs requests (e.g., medications over \$50.00).
- ☐ Respect the privacy of evacuees.

Supervisor's Guide - Referrals Unit

- ☐ Ensure that completed ESS Files and Referrals are forwarded to Documentation Unit for processing as soon as possible.
- ☐ Return unused, voided, and cancelled Referral forms to the Documentation Unit.
- ☐ Brief replacement for the next shift and identify outstanding action items or issues.

Deactivation Phase:

- ☐ Complete all required forms, reports, and other documentation. All forms should be submitted through the supervisor to the Planning Section, as appropriate, prior to departure.
- ☐ Clean up work area before leaving.
- ☐ Sign out with Volunteer/Staff Management Branch.
- ☐ Leave a forwarding number.
- ☐ Access critical incident stress debriefing as needed.
- ☐ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

Function Aids:

- Information Sheet for Evacuees
- ESS Referral form
- ESS Referral Form Instruction Guide
- ESS Rates Sheet
- Tracking Record of Resources

Note: This checklist, along with those for all other functions, is available in the Reception Centre Operational Guidelines in both PDF and Word formats
http://www.ess.bc.ca/receptions_oper.htm

Supervisor's Guide - Referrals Unit

STEP 6 – ESS Expenditure Policy and Payment Process

Note: This Policy and Process document is available in the ESS Field Guide, Section 6

<http://www.ess.bc.ca/pubs/fieldguide.htm>

Emergency Social Services are available to any resident of British Columbia affected by an emergency or disaster and without immediate resources. This section outlines expenditure policies and procedures specific to ESS

ESS Expenditure Policy

ESS Expenditure Policy is based on the EMBC/PEP Evacuee Living Assistance Policy. Funding for response costs is provided by the Ministry of Public Safety and Solicitor General, Emergency Management BC, Provincial Emergency Program.

PEP Task Number

The EMBC/PEP Task Number is used by ESS volunteers who determine evacuees' immediate emergency needs. They then complete the ESS File (if required) and Referral forms.

To initiate an ESS response, a Task Number must be authorized by EMBC/PEP. Task Numbers can be obtained by calling the EMBC/PEP Emergency Coordination Centre (ECC)

Toll-free: 1-800-663-3456

An EMBC/PEP Task Number does not necessarily indicate authorization to spend funds within the EMBC/PEP guidelines. If services are needed, the ECC requires a cost estimate to reflect as closely as possible the actual dollars required. There are no firm limits on the total amount of ESS expenditures per incident; however, there are limits for food, lodging and clothing as noted on the ESS Rates sheet. If, in exceptional circumstances, the limits allowed for food, lodging and clothing must be exceeded in order to provide service, permission to exceed these limits must be obtained from EMBC/PEP Regional Manager or the ESS Office by contacting the ECC. A note indicating authorization must be indicated in the Comments section of the Referral form. Ensure the EMBC/PEP Task Number is included on all documents.

Choosing Suppliers

Once a supplier has agreed to assist people affected by disaster by signing the Supplier Consent, it is good practice to try and utilize them when an opportunity arises. When choosing a supplier during an incident, it is advisable to try and provide equal opportunities by varying your suppliers, wherever possible and practical.

Supervisor's Guide - Referrals Unit

Insurance

Emergency Social Services workers are encouraged to ask the family or individual if they have property or tenant insurance as part of the recovery process, however, people should not be denied access to Emergency Social Services because they may have insurance. ESS workers are not to engage in a discussion about insurance policies, deductibles, etc. If the evacuee is indicating they need assistance and have no other resources immediately available, or if the family or individual is having difficulties contacting their insurance agent, or are uncertain about their coverage, services should be provided for up to 72 hours as usual.

If the family **has insurance** that can cover their costs, instruct them to make necessary purchases, keep all receipts and contact their insurance agent immediately to arrange for payment of services. If their home is unfit to live in, they will want to confirm their coverage for **additional living expenses**. Where the evacuee is denied access to their home by civil authorities, for instance under an evacuation order, they should ask their agent specifically if they have **prohibited access** coverage. If they have difficulties contacting their insurance agent or are uncertain about their coverage, services should be provided as usual, pending clarification of insurance.

Assistance in resolving insurance related concerns is available by calling the Insurance Bureau of Canada Consumer Information Line at 604 684-3635 ext. 222, or toll free at 1 877 772-3777.

Note: EMBC/PEP does not have the ability to be reimbursed by an evacuee's insurance plan/company

Identification of Evacuees

Individuals and families affected by a disaster or emergency and requiring assistance are not required to provide identification to receive Emergency Social Services. ESS workers should confirm that the place of residence given by the evacuee is in the evacuation area before providing services.

Food

The rates are "up to" the established rates. Restaurants are not to simply bill for the allowable amount – and receipts are required for reimbursement

Restaurant Meals

The maximum payment for meals is stated on the ESS Rates Sheet. Use these rates in discussing costs of meals with restaurant operators.

Groceries

If evacuees prefer to cook their own meals, one-half of the eligible meal rate is available to purchase groceries.

Bulk Food Orders

Requests for bulk food orders for evacuees or response workers should be forwarded to Logistics at the Emergency Operations Centre (EOC). The ESS Referral form is not intended for bulk purchases. If no other payment option is available, pre-approval must be obtained from the PREOC for any bulk order purchased using an ESS Referral form.

Groceries may be purchased all at once or, if the supplier is able to track purchases, they may be purchased daily

Supervisor's Guide - Referrals Unit

This can also be noted in the "Comments" section as a reminder

If bulk food is purchased to provide meals for evacuees either at the Reception Centre or Group Lodging facility, evacuees would not normally be provided a daily meal rate as well. However, there may be situations where it is necessary for evacuees to eat outside of ESS facilities. In no situation should an inflated rate be paid to suppliers because of the emergency.

Do not pay for **alcoholic beverages, gratuities or tobacco products**. This is noted on Referral forms that evacuees give to local suppliers. ESS workers should ensure evacuees understand what is not included in eligible expenses.

Accommodation is limited to 72 hours maximum unless approval is received from EMBC/PEP to extend this limit.

Lodging

Hotel/Motel

In most areas of the province there are hotels that offer provincial government rates lower than regular rates. ESS is eligible for approved Provincial Government Rates from commercial accommodations suppliers listed in the Ministry of Labour and Citizens' Services Business Travel Accommodation Listings for government travel.

<http://www.pss.gov.bc.ca/csa/categories/accommodation/search/>

Where possible ESS should set up supplier agreements with these hotels as a first choice. If no hotels offering the provincial government rate are available locally negotiate the best deal possible with local hotels. Government rates are generally based on single occupancy, but are also to be used as a benchmark to determine family rates. As a guideline, add \$10.00 for each additional adult and youth and \$5.00 for each child 12 and under. If a family's size requires use of more than one hotel/motel room, the regular government rate may apply to each room.

For suppliers to get on the Approved Accommodation list they first must be listed with Tourism BC. In October of every year the BC government requests everyone on the list to submit a bid to be included.

Billeting in Private Homes

The billeting rate is \$30 for one person (add \$10 for each additional adult and youth and \$5 for each child under 12. The same Referral Form process should be followed for reimbursement to billetters. A sample billeting invoice for use by the billeting host is available in the forms section of the Reception Centre Operational Guidelines.

Families staying in private homes may also choose to eat in restaurants or receive Referrals for groceries. At the request of the evacuee, the billeting host may be named as the "person purchasing goods".

Supervisor's Guide - Referrals Unit

Group Lodging

Referral Forms should be used to refer evacuees to GL facilities. The payment process for GL facilities is the same as is used for commercial lodging with the exception that the billeting rate is recommended rather than hotel rates. Invoices are still sent directly to EMBC/PEP. Group Lodging should only be established when commercial lodging facilities are not available. When possible negotiate a rate for use ahead of time. If a facility does not have a regular rental rate the billeting rate for private homes is suggested as a guideline. If food is being provided at the group lodging, actual costs (food, wages, fuel, etc.) can be charged. Catering costs at regular rates are also acceptable. Use the MEMP principle. The ESSD should determine the Most Effective/Economical/Efficient Method Possible of taking care of accommodation and food needs for evacuees and make the most appropriate arrangements.

Travelers

In extraordinary circumstances, EMBC/PEP **may** consider authorizing limited services to travellers and visitors stranded as the result of emergency incidents such as avalanche, rock/landslide, or severe weather. Prior authorization is required for any costs relating to stranded travelers.

Temporary Residents

As per EMBC/PEP policy bulletin 00-06 (Evacuee Living Assistance) definition of a residence **may** be expanded, in exceptional circumstances, to include a temporary residence, such as temporary accommodation for students or recreational properties evacuated with no notice. Prior consultation and authorization from the Regional Manager is required before providing ESS to temporary residents.

Clothing

Clothing should be provided on a needs basis and when evacuees have not been able to pack necessities. Essentials are provided to protect the health and modesty of evacuees, however, this service is not meant to replace a wardrobe. The established maximum is \$150 (including taxes) per adult or child, which may include footwear or special needs items such as baby diapers.

Note: Where **extreme winter conditions** apply at the time of the incident, and on a needs basis, the amount may be increased to \$200 per person at the discretion of the ESS worker.

Transportation

Transportation costs are provided to meet the immediate needs of the evacuees. For example, a family may need taxi service to the hotel from the Reception Centre and then to a store for clothing. ESS workers may provide referrals for taxis, bus passes or gasoline, whichever is the most cost-effective to meet the short-term needs (72 hours) of the family.

For gasoline, allow a reasonable amount to complete the necessary tasks, but usually no more than \$50

Supervisor's Guide - Referrals Unit

Incidentals

In addition to the costs of lodging, food and clothing, other legitimate miscellaneous costs may be incurred. The amount of \$50 maximum per person (including HST) may be used to cover miscellaneous items such as personal hygiene products, laundry supplies, pet food and lodging, medications and other immediate needs as required.

Where ESS responders need clarification or are unsure about an expenditure, and when authorization is required for extraordinary needs, the ESS responder or Referral Unit Supervisor should contact the Regional Manager through the ECC by calling toll-free at: **1 800 663-3456**.

Always keep this in mind. There is someone available 24 hours a day to provide advice or clarify any uncertainties.

Process for Approvals of Extraordinary Expenditures

Occasionally incidents involving ESS require extensions, or people impacted need items outside of ESS rates.

The authority to approve or decline a request for an extension or for extraordinary items rests with the EMBC/PEP Duty Regional Manager.

Procedure

1. ESS responder (e.g., ESSD) contacts the ECC at 1 800 663 3456;
2. ECC obtains details and calls EMBC/PEP Duty Regional Manager; Duty Regional Manager then either:
 - a) Contacts the ESS responder directly to discuss; or
 - b) Ask the ECC to communicate decision to ESS responders.
3. EMBC/PEP Duty Regional Manager will advise the ECC and EMBC/PEP Finance staff of any approvals.

Conditions

1. Discretion rests with the EMBC/PEP Duty Regional Manager and each incident is assessed on a case-by-case basis;
2. All EMBC/PEP Duty Regional Managers have the authority to assess need and make decisions on extraordinary expenditures;
3. Under some circumstances, consultation between the Duty Regional Managers and ESS Headquarters staff may be required.

Supervisor's Guide - Referrals Unit

STEP 7 - The Rate Sheet



Emergency
ManagementBC

EMERGENCY SOCIAL SERVICES (ESS) RATES Effective April 1, 2009 NOT REDEEMABLE FOR CASH

NOTE TO SUPPLIER: Services to meet immediate needs should be provided in the most cost-effective manner. Rates below are maximum amounts – no additional surcharges are allowable. Extra costs incurred by the evacuee beyond the approved items listed below are the responsibility of the evacuee. See "NOTE TO SUPPLIER" on Referral form for reimbursement process, and "Information for Suppliers and ESS Responders" on the back of the Referral form for more detailed information.

NOTE TO ESSWORKER: A current ESS Rates sheet must accompany each Referral Form. The Provincial Emergency Program (PEP), Emergency Coordination Centre must be consulted when extraordinary requirements are needed to provide for immediate needs 1-800-663-3456.

ITEMS OF ASSISTANCE	ALL ITEMS ARE GST EXEMPT (#107864738)										
FOOD Restaurant Meals --OR-- Groceries	<table><tr><td></td><td>Breakfast</td><td>Lunch</td><td>Dinner</td><td>TOTAL</td></tr><tr><td>Rate per person</td><td>\$10.00</td><td>\$13.00</td><td>\$22.00</td><td>\$45.00 (inc. pst)</td></tr></table> <p>Half the restaurant meal rate applies should the evacuee choose groceries.</p> <p>Daily rate per person \$22.50 (inc. pst)</p> <p>Gratuities, tobacco products and alcohol are not included.</p>		Breakfast	Lunch	Dinner	TOTAL	Rate per person	\$10.00	\$13.00	\$22.00	\$45.00 (inc. pst)
	Breakfast	Lunch	Dinner	TOTAL							
Rate per person	\$10.00	\$13.00	\$22.00	\$45.00 (inc. pst)							
LODGING Hotel Motel B & B -- OR -- Billeting in Private Homes	<p>Emergency Social Services is eligible for approved Provincial Government Rates from commercial accommodations supplier listed in the Ministry of Labour and Citizens' Services Business Travel Accommodation Listings for government travel. http://www.pss.gov.bc.ca/csa/categories/accommodation/search/</p> <p>Only the cost of the room is covered. The evacuee is responsible for all other charges (e.g. video rentals, damages, parking, local and long distance calls).</p> <p>The Referral Form for billeting is issued to the billeting host (supplier). Billeting rate does not include meals.</p> <p>Billeting Rate: \$30 per night based on single person occupancy. Add \$10 for each additional adult and youth and \$5 for each additional child</p>										
CLOTHING (to be issued when evacuees have not been able to pack necessities)	<p>Adults, youth and children up to \$150.00 maximum per person (inc. pst)</p> <p>Clothing is provided as needed to preserve health and modesty. This is <u>not wardrobe replacement</u>. Clothing may include footwear or special needs items such as baby diapers.</p> <p>* Where extreme winter conditions apply at the time of the incident, and on a needs basis, amount may be increased to \$200 per person.</p>										
TRANSPORTATION	Transportation necessary to meet immediate needs (e.g. taxis, 3 day bus pass, gasoline)										
INCIDENTALS (to be issued when evacuees have not been able to pack necessities)	<p>Adults, youth and children up to \$50.00 maximum per person (inc. pst)</p> <p>May include miscellaneous items such as personal hygiene products, laundry supplies, pet food and lodging, medications for a 3 day period, and other immediate needs as required. For extraordinary needs, see "NOTE TO ESSWORKER" above.</p>										

Support is provided for a maximum of 72 hours immediately following an evacuation, unless otherwise authorized.

PEP 2009-04-01
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Supervisor's Guide - Referrals Unit

Information for Suppliers and ESS Responders

-- PLEASE READ --

IMPORTANT: An ESS Rates sheet must be attached. If no Rates sheet is provided, please confirm current rates prior to providing services by contacting Emergency Management BC (EMBC), Emergency Coordination Centre (ECC) at 1-800-663-3456.

General Information

- Refer to the attached ESS Rates sheet for a description of eligible goods/services and maximum rates.
- Charges for goods and services, including HST, must not exceed the attached Emergency Social Services rates.
- Ensure that services are provided only to those individuals listed on the Referral form.
- Check "Valid Only" dates carefully. Services provided outside the time period will not be covered.
- Make note of any additional instructions that may be provided in the "Comments" section.
- An invoice is required with each Referral form, in addition to the corresponding itemized original receipts or till tapes.
- Alcohol, tobacco and gratuities are not covered.
- Groceries, clothing and incidentals are "one-time only" purchases.
- It is recommended that the supplier make copies of all documentation for their records.

Additional Lodging Information

- Other than the basic room charge and applicable taxes, all extra costs - including but not limited to, phone calls, movies, parking, damage or theft - are the responsibility of the evacuee.
- If the evacuee can bill meals to their room, please ensure the restaurant has an ESS Rates sheet and is aware of the meal allowances and restrictions. Itemized bills for meals provided must be included with the invoice.
- Billing rate does not include meals. A Referral form for either groceries or restaurant meals may be issued.

Additional Restaurant Information

- Maximum meal allowances are set per meal, not per day. Meal allowances for the entire day cannot be combined into one large food order, unless prior authorization is obtained from EMBC.
- An itemized bill for each meal must be included with your invoice.

For Use of Supplier

Invoice Checklist

The following checklist is provided for your convenience to ensure your invoice documentation is complete and accurate prior to forwarding to Emergency Management BC (EMBC) for payment.

- ☐ Original (white) copy of Referral form received from evacuee.
- ☐ Invoice includes supplier's name and address, and original itemized receipts/till tapes.
- ☐ Write Referral # on upper right hand corner of all invoices and documents.
- ☐ Goods or services rendered only to those people listed on the Referral.
- ☐ Goods or services rendered are eligible items as listed on the ESS Rates sheet.
- ☐ Goods or services rendered are within maximum rates as listed on the ESS Rates sheet.
- ☐ Any exceptions have been authorized by EMBC and documented.
- ☐ Make copies of invoices and receipts for your records.
- ☐ Send original invoices and itemized receipts with white copy of Referral form to EMBC for payment.

PEP2395(10/07/6)

Please note: Updated Referral Forms were ordered in June, 2010. Please use the existing forms

Supervisor's Guide - Referrals Unit

STEP 9 - Instructions on completing the Referral Form

until they are depleted at which time the new forms will be put into use.

ESS Referral Form (PEP 2395)

Note: These instructions are available in the ESS Field Guide, Section 7

<http://www.ess.bc.ca/pubs/fieldguide.htm>

Completed by	Referrals workers at Reception Centre or Level One ESS Responders
Available from	The ESS Office by E-mail note to: ess@.pep.gov.bc.ca or by phone toll-free at: 1-800-585-9559 or Fax: 250-952-5831.
Purpose	<p>Referral forms are given to evacuees to provide for their immediate needs, such as food, clothing and lodging. At a Reception Centre, ESS workers register evacuees and provide ESS by completing and issuing Referral forms in accordance with rates set out on the ESS Rates sheet. The forms are then taken to merchants, restaurants or lodging facilities for goods or services. If additional assistance is required that cannot be covered by a Referral form, evacuees should be referred to the Referrals Unit Supervisor. The Referral form is not intended for bulk purchases. If no other payment option is available, pre-approval must be obtained from the ESS Office or PREOC for any bulk purchases.</p>
Procedures for Processing	<p>Distribution: <i>White Copy</i> – Supplier <i>Yellow Copy</i> – Evacuee <i>Pink Copy</i> – ESS Office, PEP HQ <i>Green Copy</i> – Documentation Unit</p> <p>Once a Reception Centre is set up and prior to serving evacuees, each Referrals worker will report to the Documentation Unit to sign out a supply (10 to 20) of Referral forms.</p> <p>Once the Referrals worker has completed an ESS File with a family representative, the necessary Referral forms are filled out. If the family has insurance that can cover their costs, instruct them to make necessary purchases, keep all receipts and contact their insurance agent immediately to arrange for payment of services. If their home is unfit to live in, they will want to confirm their coverage for additional living expenses. Where the evacuee is denied access to their home by civil authorities, for instance under an evacuation order, they should ask their agent specifically if they have prohibited access coverage. If they have difficulties contacting their insurance agent or are uncertain about their coverage, services should be provided as usual, pending clarification of insurance.</p>

Supervisor's Guide - Referrals Unit

Assistance in resolving insurance related concerns is available by calling the Insurance Bureau of Canada Consumer Information Line at 604 684-3635 ext. 222, or toll free at 1 877 772-3777.

Note: PEP does not have the ability to be reimbursed by an evacuee's insurance plan/company.

Use of Referral Form

Use one Referral form for each different supplier, indicating by checking the "YES" boxes for those goods or services to be provided by that supplier. **Be sure to check the "no" boxes for those goods and services NOT to be provided by that supplier.** The evacuee receives the top two copies (white and yellow), the pink copy and the green copy stay in the ESS File which is sent to the Documentation Unit. In turn, the pink copy is forwarded to the ESS Office at PEP and the green copy is kept in the ESS File for that family.

Voiding a Referral Form

If an error is made when completing the Referral form (e.g., the wrong supplier is written in), void all four copies by putting a line diagonally through the middle and write "VOID" in large letters. Only use "VOID" when all four copies are still intact.

Cancelling a Referral Form

If a Referral form has already been issued to the evacuee but they return to have it changed, this should be "CANCELLED." An example of this would be if a family was unable to obtain the goods from a particular supplier. The evacuee must bring in two copies of the Referral form, which are matched with the copy in their file. (The fourth copy is already on its way to the ESS Office at PEP.) Put a line diagonally through the middle and write, "CANCELLED." Write on the new Referral form "Replacing Referral form #----, issued to (Family Rep's Name)" so that PEP can match those two documents.

There may also be situations where evacuees are not able to obtain all goods from one supplier and return to the Reception Centre to be referred to another supplier. An example of this would be when a family of four people is unable to get necessary sizes for one family member. When they return to the Reception Centre, complete an additional Referral form, documenting in the "Comments" section the reason for the additional Referral form.

General Procedure for Reimbursement to Suppliers

Once evacuees have received the goods or services, suppliers send invoices to:

Emergency Social Services Office
Provincial Emergency Program
PO Box 9201 STN PROV GOVT
Victoria BC V8W 9J1

Supervisor's Guide - Referrals Unit

Invoices must be supported by:

- original copies of Referral forms;
- description of goods or services provided (take from supplier consent);
- original itemized invoice/till tape;
- total costs.

Incomplete or incorrect invoices received by PEP may result in payment delay.

Instructions for Completing ESS Referral Form

Press hard – you are making 4 copies.

**Block 1
(PEP Task Number)**

This is the identity number assigned to a particular incident. Since all response costs are billed to this number it is important the correct number be placed in this block.

**Block 2
(ESS File #)**

If an ESS File has been completed for this individual or family, enter the File # here to ensure the Referral form copies are filed in the correct ESS File.

**Block 3 - 8
(Name and Address
of Supplier)**

Fill in the full name of the company, (e.g., Best Western, Coquitlam) and the full address, phone and fax numbers.

**Block 9 - 12
(Valid Only)**

The **period of eligibility** for ESS begins on the date and time that the **actual incident** began, and extends for a **maximum** of 72 hours (e.g. from 1100 hrs 2005/06/24 to 1100 hours 2005/06/27) *unless* the ESS Office has *pre-approved* a longer period of service. When an incident is known to be short-term, sometimes only 24 or 48 hours may be approved.

Using the 24 hour clock, insert in the “from” fields (Box 9 and 10) the time and date that the services are requested (e.g. if the evacuee does not contact the ESS worker until the next day to request services, enter the time and date that contact is made). In the “to” fields (Box 11 and 12), insert the time and date that eligibility for ESS ends, which is a **maximum** of 72 hours **after the actual incident began**, unless a different period of eligibility was approved by PEP at the beginning of the incident.

If an extension of services is being done a new referral form should be completed. For the period of eligibility insert in the “from” field the time the previous referral ended and in the “to” field the date at which the extension of service that has been approved ends. Contact commercial lodging suppliers to confirm with them that service has been extended and to confirm that rental accommodation is available for the period of the extension.

Supervisor's Guide - Referrals Unit

In short, in any given incident, the “from” date **may** vary from one evacuee to another, depending on when service is requested, but the “to” date will remain the same for **all** people receiving services as a result of the same incident.

**Block 13
(Community or
District of)**

This identifies the local authority responsible for managing the response, but in no way holds them responsible to reimburse the supplier.

**Box 14
(Name of Family
Representative)**

This is the person designated to make decisions on behalf of the family.

**Block 15
(Name of Person
Purchasing Goods)**

(If different from family representative)

A person other than the family representative may be doing the shopping for the family's needs. For example, the mother may be the family representative but the grandmother may be doing the shopping. If the family representative is purchasing the goods, enter “N/A” in the “Name of Person Purchasing Goods” box.

**Block 16
(Number of Adults,
Youths and Children)**

Insert the number of adults and youths 13 and over (including the family representative), and number of children 12 and under who are to receive services on this Referral form. When entering the number write it out in full (e.g., “two” rather than “2”) in order to prevent unauthorized alterations.

List the names of all persons in the family unit who are to receive services. If the surname of other adults in the party differs from that of the designated family representative, please include those surnames in the listing (you may use an extra line to do this, if necessary). Surnames of children or dependent youths are not required, but may be entered if known. This will help ESS responders and suppliers to keep track of the individuals who have been approved to receive services, particularly where no ESS File is completed. Please indicate “N/A” in each unused name space.

DO NOT list different family units on the same Referral form.

**Block 17 - 21
GST Exempt**

Cross out this Field. Suppliers will charge HST as of July 1, 2010

**Block 17 - 21
Use One Form for
Each Different
Supplier**

A separate Referral form needs to be completed for each different supplier. It may be necessary to complete five different Referral forms for one family, if they require all the services. Wherever possible, use only one supplier for each of the required services. If it is absolutely necessary to use more than one supplier for the same service (i.e., the family will be eating at a restaurant, but their newborn infant requires a separate food Referral for baby formula), please document the circumstances in the Comment section.

Referral forms are **not redeemable for cash**.

Supervisor's Guide - Referrals Unit

Block 17 - 21 Tick Either "YES" or "NO" for Each Category

Check "YES" for the items the supplier noted on the form will provide for that family, and then check "NO" for everything else. For example, if the supplier is the Holiday Inn, providing lodging and restaurant meals, then check "YES" for those two services. For all other services, check "NO."

Note: Do not assume that the hotel also owns the restaurant that is on site. If the restaurant is under different ownership, you will need to complete a separate Referral form for meals at the restaurant.

Block 17 (Food)

Indicate whether you are approving restaurant meals or groceries. Also enter the total number of meals per person during the entire "Valid Only" period (e.g., for a 72 hour period, each person would need 3 breakfasts, 3 lunches and 3 dinners).

Again, this serves to emphasize to the supplier that there are three different meal rates being approved, and will ensure the supplier has (in conjunction with the attached ESS Rates sheet) ready access to all the information necessary to calculate the total amount authorized

Block 18 (Lodging)

Indicate the type of lodging being approved, and the number of nights authorized. Due to the method of billing for most hotels and motels, there are some circumstances where a 72-hour authorization can appear to cover four nights of accommodation, when only 3 nights are actually approved, so it is important that this information is clear.

Block 19 (Clothing)

If family members require clothing to maintain health and modesty, check "YES" in the clothing box. Clothing is issued only as required, and is not intended as a wardrobe replacement. Enter the number of people approved for clothing (this may differ from the total number of people receiving services if some had grab-and-go bags or were able to gather a change of clothing before evacuating). If **extreme winter conditions** exist and the family requires the higher rate in order to provide appropriate winter clothing, indicate approval for the higher rate by ticking "YES" in the designated box, otherwise tick "NO." Document rationale for the higher rate in the Comments section.

Block 20 (Transportation)

If the family requires assistance with transportation, check "YES" and then indicate what mode of transportation will be used, (e.g., taxis, bus passes, etc.,) as well as stating the approved destination(s).

Block 21 (Incidentals)

In addition to the costs of lodging, food and clothing, other legitimate miscellaneous costs may be incurred. The incidental amount may be used to cover items such as personal hygiene products, laundry supplies, pet food and lodging, three day supply of medications and other immediate needs as required. Enter the number of people requiring incidental costs and list approved items in the space provided. Where ESS responders are unsure about an expenditure, they should consult with the Referrals Unit Supervisor

Supervisor's Guide - Referrals Unit

(RUS) if a Reception Centre has been activated; the ESS Branch Coordinator at the Provincial Regional Emergency Operation Centre (PREOC) if a PREOC has been activated; or contact the PEP ECC by calling 1 800 663-3456.

Note: If more than one Referral form is issued for Incidentals (e.g., one for personal hygiene items and another for pet lodging), the total of all Referral forms issued must not exceed the maximum allowable rate. If you are approving less than the maximum allowable ESS rate, enter and highlight the approved amount in either the Incidentals or the Comments section.

Block 22 (Comments)

Use this space to document authorizations obtained for exceptional needs, or other pertinent messages to the supplier or PEP staff regarding the services provided. If the space provided is insufficient, an additional sheet of paper may be attached.

Certification of Goods and Services Rendered

Note: If older Referral forms are being used, do not fill out any part of this section. This box is no longer in use, and has been removed from the Referral forms as of November 2005.

Block 23 (Applicant's Signature)

Please have the family representative sign in this block.

Block 24 (Interviewer's First Name and Initial of Family Name)

The ESS worker must print their name legibly and date this form. To protect the worker's privacy, a full family name is not required.

Block 25 (Date)

Enter date that Referral form was completed by ESS worker.

PEP Contact Name, Address & Contact Numbers

This information is pre-printed on the Referral form as of November 2005.
Note: If older Referral forms are being used, the following address for submitting invoices must be inserted:

Emergency Social Services Office
Provincial Emergency Program
PO Box 9201 STN PROV GOVT
Victoria BC V8W 9J1
Phone: 1-800-585-9559
Fax: 250-952-5831

ESS Rates Sheet

Once the Referral form is completed, an ESS Rates sheet must be attached to the back of the white supplier copy of the Referral form before issuing the form to the evacuee. If no ESS Rates Sheet is attached, the supplier will not be able to provide service until they have confirmed current rates.

Supervisor's Guide - Referrals Unit

**Information for
Suppliers and ESS
Responders
(back of white copy
of referral)**

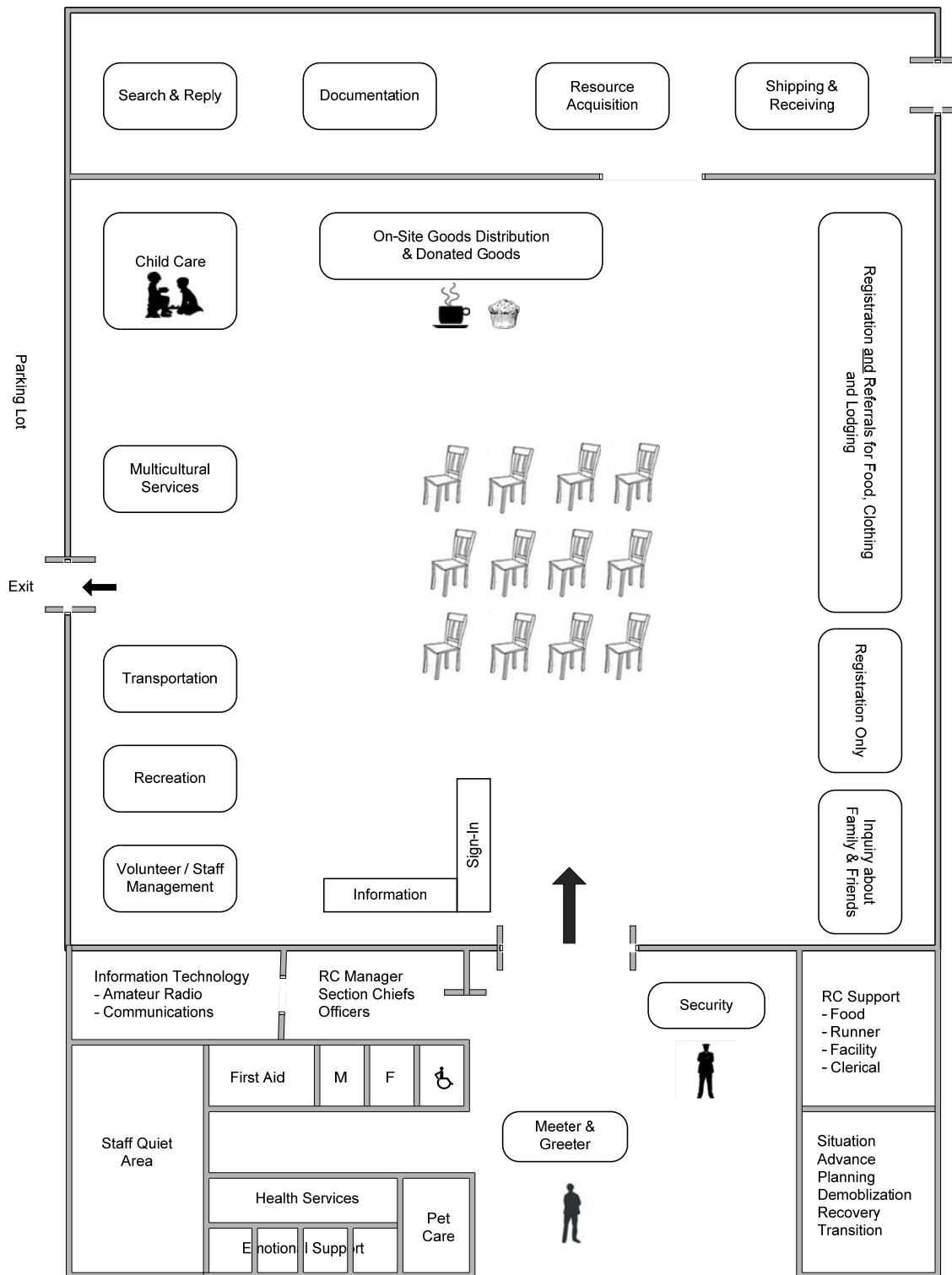
Suppliers frequently require reminders of the critical information they will need when providing ESS goods and services. ESS workers may also find some of the information to be a helpful reminder.

**Invoice Checklist
(back of white copy
of referral)**

This checklist reminds suppliers of steps required before submitting the Referral for reimbursement.

Supervisor's Guide - Referrals Unit

STEP 10 – Sample ESS Reception Centre Floor Plan



Supervisor's Guide - Referrals Unit

STEP 11 – Practice Activities

Activity

Determine the most efficient location for the Referrals Unit in your designated Reception Centre(s). Consider:

- placement of the worker and evacuee in relation to the waiting area, i.e. do the evacuees face inward or outward?
- traffic flow of evacuees through the centre
- access to supplies

Activity

Given the makeup of your ESS team, determine which model seems to be most appropriate method – One Stop or Two Stop.

Consider the following variables:

- Number of available ESS workers at the Reception Centre
- Skill level of workers (in both the Registration and Referrals functions)
- Number of evacuees
- Nature of incidents
- Likelihood of convergent volunteers and the ability to train them

Don't discount the possibility of using a model that blends the One Stop and Two Stop methods. What would this look like?

Activity

As a team exercise, divide into two groups. One group studies the "ESS Expenditure Policy and Payment Process" and identifies challenging scenarios. The second group reviews the process for filling out the Referral Form.

Members of the group tasked with identifying challenges act as evacuees being interviewed by members from the second group. The facilitator of the activity acts as the Referrals Unit Supervisor and makes a note of any challenges that cannot be resolved immediately.

Following the activity (allow about 45 minutes) the team review any challenges encountered and identifies the appropriate clause in the "ESS Expenditure Policy and Payment Process".

TIPS ON REFERRALS

Provide REVIEW & / or TRAINING of
Registration & Referrals process
(ESS File & Referral Forms)
It is easy to forget something you don't
use every day!

Referral Forms are
like \$\$\$ - don't
leave unattended!!

Remember
your active
listening skills
& empathy

NB ~ 4 P's
**When working with
Referral Forms!**
P – pen – “fine tip”
P – print
P – press hard
P – please

Refer to the Reception
Centre Operational
Guidelines for
function checklists
and function aids

Help the Documentation Unit – Get your forms from the Documentation Unit. Print legibly and fill out the ESS File & Referral Forms **completely and accurately** – Documentation Unit workers must read the forms you have completed and take information from them for statistics purposes!

Help the Payment Process – Always seek authorization for unusual expenses and document approvals on the Referral form. Referral forms that are completed clearly and accurately will help ensure that the supplier is paid as quickly as possible. By doing your job well you make everyone's job easier!

Help the Evacuees –Registration and Referral Workers have key positions as “Front-Line” workers – Evacuees have a lot of stress during a disaster. Establish a rapport with the evacuees by:

- Greeting people using their names
- Staying with them once you get started– call for a Supervisor to come to you if you need assistance
- Not passing the buck & sending them to someone else who may or may not know how to deal with a request – ask a Supervisor for assistance, if unsure of how to help!

Choices

People appreciate and feel respected when you offer **choices** in food, clothing and accommodation.

Check with evacuees as to the convenience of suppliers for them – do they have transportation? – do they want to get away from or stay close to their home /disaster site?

Remember to use the smaller, local suppliers, not just “big name” retail outlets that can supply all your needs.

Assistance to Evacuees – Questions and Answers

1. What is Emergency Social Services?

Emergency Social Services (ESS) is a service provided by local community volunteers and staff to help people forced from their homes by an emergency requiring assistance to safeguard health and well-being.

Services may include:

- Food.
- Clothing.
- Lodging – hotel, group lodging, billeting with families or friends.
- Family reunification – finding separated family members.
- Health services – first aid and emergency medications.
- Emotional support services.
- Pet services.
- Information about the emergency.

2. Who is eligible for ESS services?

Eligibility for ESS is based on needs as opposed to wants. Evacuees are expected to use insurance and personal financial resources or assistance from family and friends, if it is available. Assistance is for permanent residents who have been evacuated. Tourists and people residing in recreational properties are not eligible for ESS unless they are stranded by road closures.

Services are provided first to those most in need. Priority is given to the fragile elderly, persons with medical conditions and families with small children.

3. My family member has a medical condition that makes it difficult to wait in a line up. What can I do?

Speak to one of the volunteers in an orange vest and explain the situation. You may be given priority for service or directed to Health Services for assessment.

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4. How long will I have to wait for assistance?

You may have to wait for several hours. At the very least emergencies cause disruption to people's normal routines and inconvenience. Depending on the number of people evacuated and the amount of warning time before the evacuation, it may take the ESS volunteers some time to set up and begin providing services.

5. Can I go get a hotel, buy clothing and food on my own, and bring in the receipts for reimbursement?

No. ESS is intended to assist people who have no resources of their own and require assistance during an emergency to ensure their health and safety. It is expected that evacuees who have personal resources will use those resources to be independent.

If you need assistance, you must register at the reception centre and meet with an ESS volunteer worker to determine your needs.

6. How are services provided?

Evacuees who require assistance must first register at the reception centre. After registering, a volunteer will interview evacuees to determine what services are needed. Vouchers called Referral forms will be given to evacuees. Referral Forms are for specific suppliers and describe the type of assistance that supplier is authorized to provide. For example, a family may be given a Referral Form for a hotel that authorizes 3 nights' accommodation and breakfast, lunch and dinner for 3 days in the hotel restaurant. If the family was evacuated in the middle of the night with no warning they may be given another Referral Form for a department store authorizing purchase of clothing and incidentals like tooth brushes and personal sanitary supplies. Referral forms are only valid within the time frame stated on the form – usually for 3 days.

7. I don't need any assistance but I want to register so that family and friends can check and know that I have been safely evacuated. What do I do?

Tell one of the volunteers in an orange vest that you want to **register only** and they will direct you to the proper workstation.

8. How can I help?

Depending on your skills, abilities and availability you may be able to help by setting up tables, unloading supplies or assisting other evacuees. Ask one of the volunteers in an orange vest if you can register as a volunteer and offer your services.

You can also help by being patient and cooperative. Emergencies are stressful for evacuees, their families, and the ESS volunteers who are doing their best to help.

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Evacuee Information Sheet

Welcome

Emergency Social Services (ESS) workers I welcome you to the reception centre. Please take a few moments to read this sheet as it contains important information to help you get the services you need.

If you require further information please ask any ESS workers.

Registration

Please register at the Registration table. Registration is not mandatory, but it is strongly recommended, as it assists the ESS workers to meet your needs. Registration information is confidential.

Smoking

Smoking is not permitted anywhere inside the Reception Centre.

Personal Belongings

We cannot assume responsibility for your belongings. We recommend that valuables be locked in your car and out of sight. If that is not possible, keep valuable items with you.

Children

Parents are responsible for keeping track of and controlling the behaviour of their children. Do not leave children unattended.

Medical Problems or Injuries

If you have a medical condition that could require special consideration, e.g., heart condition, recent surgery, or pregnancy, please bring this to the attention of ESS workers. All medically related information should be noted on your registration card.

Pets

We realize your pets are very important to you. Unfortunately, Public Health regulations do not allow pets in any areas of a reception centre where food is being prepared or served. An exception is made for certified assistance animals. It is your responsibility to make provisions for your pet(s) prior to entering the Reception Centre. If you need help in locating a kennel or making other arrangements for your pet, please see the Pet Care area in the Reception Centre.

Bulletins Boards

Information updates and bulletins will be posted on bulletin boards.

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Volunteering to Help

Evacuees are encouraged to help in the Reception Centre. Some jobs require special training. Please see the staff if you would like to help.

Telephones

Evacuees are asked to use the designated phones or pay phones. Other Reception Centre phones are reserved for communications with emergency authorities and community suppliers. We do encourage you to notify one family member or friend as to your safety and then ask them to notify others that may be concerned about you.

Reception Centre Manager

Please follow the instruction of the Reception Centre Manager and other ESS workers. Most of the ESS workers are volunteers that are giving their time to be here to help you. Your cooperation is appreciated.

Problems and Complaints

Please direct all comments regarding the Reception Centre operation to the Operations Section Chief wearing the orange vest.

Housekeeping

Please help us keep our Reception Centre facility clean by picking up after yourself and helping us with clean-up when possible.

News Media

News media representatives may visit the Reception Centre. They may request permission for interviews or to take photographs or video clips of you. . You have the right to refuse, if you wish. Please report any problems or questions regarding the media to any of the workers in orange vests.

Special Needs

If you have any special needs, i.e., special diet, health, language, etc., please let the ESS workers know.

Alcohol

You may not possess or consume alcohol in or around the Reception Centre.

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Billeting

There are often circumstances when evacuees would prefer to stay with family or friends as opposed to commercial lodging. In such cases, the host may claim a specified amount for each individual housed. A Referral Form may also be issued to the evacuee to purchase groceries. If the evacuee so desires, the billeting host may be named as the "person purchasing goods".

To make it simpler to submit for reimbursement to hosts, a billeting invoice has been created that itemizes the number of evacuees staying in the home, broken down by age. This invoice should be given to evacuees at the time referrals are being made so that it can be given to the host for submission. The address the invoice will be submitted to is at the bottom of the Referral Form

Current daily billeting rates are:

\$30 for the first person

\$10 for each additional adult and youth age 13 or over

\$5 for each additional child 12 years and under.

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INVOICE for host family (billeting)

As a host family providing accommodation to those in need during a disaster, you may be compensated for the additional expenses you may have incurred at that time. You will need to complete this invoice and attach it to the white copy of the ESS Referral form. Submit both this invoice and the white copy of the ESS Referral form to the address indicated on the bottom of the ESS Referral form. Please allow 6-8 weeks for receipt of payment. Please keep a photocopy of these forms for your personal records.

Date: _____ PEP Task # - _____
(take from the top of the ESS Referral form)

Name of Supplier: (your name) _____

Mailing Address: (your address) _____

Phone Number: (your phone #) _____

Name of Family Representative: (same name as appears on the ESS Referral form)

Date of Accommodation provided: From: _____ To: _____

Daily Allowable Rates: \$30.00 for first adult
 \$10.00 each additional adult and youth 13-18, and
 \$ 5.00 for each child 12 and under

Accommodation provided for: _____ adults/youths
 _____ children 12 years and under

Please pay:

\$30 for first adult	x _____ nights = _____
_____ x \$10.00 each additional adult/youth	x _____ nights = _____
_____ x \$ 5.00 for each child 12 and under	x _____ nights = _____
TOTAL _____	

Name: (Please print) _____

Signature: _____