



5.03 EVACUEE LIVING ASSISTANCE

5.03.1 GENERAL

Related Policies:

- [2.02 Task Authorization](#)

5.03.2 DEFINITIONS

See [Terms and Definitions](#)

Resident: A resident is defined as someone whose primary residence is in the affected area.

Primary residence: Refers to a dwelling where a person usually lives. It may be a house or apartment, and at any given time, a person shall not have more than one primary residence. Primary residence is the legal residence of an individual and is usually determined based on the mailing address, telephone listing, the time spent at the residence per year and normally appears on their documents and is associated with income tax calculation, home owner's grant, etc.

5.03.3 POLICY STATEMENT

- (1) Short-term living assistance may be provided to evacuees for non-insurable events or incidents, when a residence becomes uninhabitable due to an occurring emergency or disaster situation or an imminent emergency or disaster resulting in an ordered evacuation by a legislated authority. Examples of emergencies or disasters where living assistance may be provided to evacuees include, but are not limited to:
 - a. Residential/urban interface fires.
 - b. Major industrial accidents or dangerous goods spills/leaks.
 - c. Floods, earthquakes, or volcanic eruption.
 - d. Dam failure, landslides, or debris flow.
- (2) While citizens are expected to make every effort to be self-sufficient in emergencies or disasters, short-term living assistance may be available to those in need.



5.03.4 CONDITIONS/RESPONSIBILITIES

(1) Conditions under which living assistance may be authorized are as follows:

- a. Residence was uninhabitable due to an imminent or occurring emergency/ disaster.
- b. Evacuee is a member of a designated group for which evacuation was recommended by a provincial official or local authority.
- c. Issuance of a formal evacuation order.

Note: In exceptional circumstances, other residences may be considered eligible, such as a recreational properties evacuated with little or no notice. In addition, there are provisions in a standard homeowners/renters insurance policy covering evacuation orders and extraordinary living expenses incurred as the result of insured perils.

(2) 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:

- a. Unable to leave the impacted area because of road closures.
- b. Unsafe travel conditions.
- c. Lack of financial resources.
- d. No means of travel.

(3) If non-residents have satisfactorily demonstrated that they are eligible for evacuee living assistance, they may receive the same services as residents.

ELIGIBILITY CRITERIA

(1) Living assistance may be provided:

- a. When access to insurance coverage is NOT reasonably and readily available.
- b. Where a residence has been designated as uninhabitable due to a hazard or occurrence or where an evacuation order is in effect.
- c. For up to 72 hours or for the duration of the evacuation, as defined by the authority ordering the evacuation:
- d. Only when an EMBC task number has been issued.



- e. To evacuees who reside within the evacuated area (ESS should verify that the place of residence given by the evacuee is in the evacuation area).
 - f. For necessary, eligible expenditures per current ESS rates associated with the emergency/disaster.
- (2) Living assistance will not be provided:
- a. To evacuees receiving reimbursement for expenditures, associated with the emergency/disaster, from another organization.
 - b. For voluntary evacuation. It may be provided for the duration of the evacuation order with the prior authorization of EMBC.
 - c. Without prior referral by EMBC/ESS. Evacuees who secure living assistance, including clothing and meals, prior to registration and referral are considered to have been self-sufficient.
- (3) Living assistance may be provided beyond the duration of the evacuation only when authorized by the EMBC Regional Duty Manager, in consultation with Emergency Social Service (ESS) when necessary. For example, extensions may be considered when delays in restoration are beyond the control of evacuees (owners/renters) or to persons with respiratory problems or other health concerns. Decisions will be made on a case-by-case basis. May require specific documentation prior to any expenses being incurred.

EVACUEE'S RESPONSIBILITY

- (1) The following costs are the responsibility of evacuees and are not eligible for living expense assistance:
- a. Transportation from and return to evacuation area, unless otherwise authorized.
 - b. Boarding and feeding of pets, in excess of incidental allowance.
 - c. Clothing, personal items or medicines (unless authorized by RDM).
 - d. Tobacco and alcohol products.
 - e. Unauthorized purchases.
 - f. Damages or losses caused by evacuees.



5.03.5 AUTHORITIES

[Emergency Program Act](#)

A handwritten signature in black ink, appearing to read "Chris Duffy", written over a horizontal line.

Chris Duffy
A/Assistant Deputy Minister
Emergency Management BC

August 4, 2016

5.03.6 RELATED DOCUMENTS

- [5.03 Evacuee Living Assistance Procedures](#)
- [5.03 Evacuee Living Assistance Guidelines](#)
- [Emergency Social Services Field Guide, Jan 2010](#)