



June 3, 2020

**RE: Emergency Support Services Modernization Project**

Emergency Management British Columbia (EMBC) is improving the Provincial Emergency Support Services (ESS) Program through the ESS Modernization Project by digitizing and modernizing ESS delivery. This project is streamlining processes so that evacuated individuals can access services more easily and efficiently.

Your business is receiving this letter because it applies to one or more of the options below:

- (i) Your business has a supplier agreement with your local ESS team.
  
- (ii) Your business has a supplier agreement with your local ESS team who have implemented the use of the online Evacuee Registration and Assistance (ERA) tool.
  
- (ii) Your community has been designated as a host community in response to a significant emergency event and will be using the online ERA tool during the response.

With the support of dedicated businesses like yours, ESS teams around the province can use the ERA tool to generate referral forms while continuing to provide the same quality of support to evacuees affected by and/or displaced due to an emergency event. A representative from your local ESS team may have already been in contact with you regarding changes to the ERA referral forms. Instructions and a sample of the print-fillable ERA referral forms have been included to assist suppliers during this transition from carbon to print fillable referral forms.

**Referral Forms:**

At any time, your business may receive two types of referral forms. Both the original carbon referral form and/or the ERA referral form generated by the ERA tool (*see the third page for a sample of an ERA referral form*).

The method by which a supplier receives the ERA referral form is dependent on what has been previously discussed and agreed upon between the supplier and Local or First Nation Government beforehand. There are two methods of how a supplier may receive the ERA referral form generated by the ERA tool:

- 1) Printed:** the ERA referral form will be printed on pink paper, making it visually distinct from the white carbon-based referral form that you and your staff may be

accustomed to receiving. If receiving printed copies of the ERA referral form, the following must apply:

- Two signatures – the first is for the primary member of the affected household, the second being the local ESS representative.
- No fraudulent duplication – if an attempt is made to colour copy the form, the duplicate copy will generate a white edge. If you receive a referral that appears suspicious, please report it to a representative of your local ESS Team immediately.

**2) Emailed:** the ERA referral form will be in a PDF format and emailed directly to the supplier through a secure email account to be confirmed by the Local or First Nation government. The supplier will keep these on record for when the individual purchasing or receiving supports appears on site.

### **Finance Submission:**

EMBC continues to improve all aspects of the Provincial ESS Program, including efficiencies for all ESS suppliers. During this phase of the modernization project, all suppliers will continue to send invoices, receipts and referral forms to the EMBC finance team for payment.

As of **June 2, 2020**, all suppliers can submit invoices, receipts and referrals through the online supplier form within the ERA tool. This includes all scanned copies of the carbon referral form or printed ERA referral form, as well as the ERA referral form saved into a PDF format. To complete your submission online, navigate to <https://ess.gov.bc.ca/> and click on the blue box supplier portal noting: ESS Suppliers. All referral forms must be accompanied by the original invoice and itemized bill.

The submission of invoices, receipts and referrals by mail remains as an secondary option. EMBC's mailing address is included on paper referrals as well as on the ERA referrals.

If suppliers need assistance regarding the navigation and submission via the ERA tool, please contact the ERA Tool Support team at #1-844-537-7377. Following successful ERA submission additional questions regarding your submission, can be directed to the EMBC financial team at [ESSFinanceInquiries@gov.bc.ca](mailto:ESSFinanceInquiries@gov.bc.ca).

EMBC is grateful for your continued support and collaboration as we continue to digitize and modernize the delivery of ESS. Please email any ESS Modernization Project inquiries to [essmodernization@gov.bc.ca](mailto:essmodernization@gov.bc.ca).

Sincerely,



Melia Walker  
Director, Mass Care and Emergency Support Services  
Emergency Management BC

