



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.

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.

Sincerely,



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



ONE TIME USE ONLY
NOT REDEEMABLE FOR CASH

Processed By: Volunteer1

REFERRAL #: D100070

TASK #: 8787

ESS FILE #: 100144

SUPPLIER INFORMATION

Sleepy Hotel

Hotel Street
Magical Forest, BC
Phone:

Fax:

Send original referral form and itemized receipts to:

Emergency Management BC
PO Box 9201, STN PROV GOVT
Victoria BC V8W 9J1
Telephone: 1-800-585-9559

- Services to meet immediate needs should be provided in the most cost-effective manner. Extra costs incurred by the evacuee beyond the approved items listed are the responsibility of the evacuee.
- Emergency Support Services 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.
- If the evacuee can bill meals to their room, ensure the restaurant is aware of the meal allowances and restrictions. Itemized bills for meals provided must be included with the invoice.

VALID ONLY DATES

From: Apr-01-2020 at: 09:00
To: Apr-08-2020 at: 09:00

Services provided outside the time period will not be covered.

HOTEL/MOTEL

7 Night(s)
7 Room(s)

Only the cost of the room is covered. The evacuee is responsible for all other charges (e.g. movies, damages/theft, parking, phone calls, pet costs).

COMMENTS

Note notes

EVACUEE INFORMATION

At the request of the community/district of: Allison Lake

Please provide the following goods and services in accordance with the Emergency Support Services Rates above, to the following person(s):

List of Evacuees: F = Family Representative (adult) | A = Adult | C = Child

- SEVEN, Happy (F)
- SEVEN, Dopey (C)
- SEVEN, Doc (C)
- SEVEN, Bashful (C)
- SEVEN, Grumpy (C)
- SEVEN, Sleepy (C)
- SEVEN, Sneezey (C)

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.

- | | |
|---|---|
| <input type="checkbox"/> Original copy of Referral form received from Evacuee. | <input type="checkbox"/> Goods or services rendered only to those people listed on the Referral. |
| <input type="checkbox"/> Invoice includes supplier's name and address. | <input type="checkbox"/> Goods or services rendered are eligible items as listed on the Referral. |
| <input type="checkbox"/> Invoice includes itemized amounts for each night. | <input type="checkbox"/> Make copies of invoices and receipts for your records. |
| <input type="checkbox"/> Write referral # on upper right hand corner of all invoices & documents. | <input type="checkbox"/> Any exceptions have been authorized by Emergency Management BC & documented. |

Signature of Family Representative: Interviewer's First Name & Initial of Last Name (please print):

Date:

Mar-31-2020