EMERGENCY
SOCIAL SERVICES
FIELD GUIDE

The Heart of Disaster Response

January 2010

Provincial Emergency Program
Ministry of Public Safety & Solicitor General
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About this Guide

Purpose

The purpose of this guide is to provide information regarding the provincial structure that is in place in order to support the provision of Emergency Social Services (ESS) by local volunteers and staff.

More detailed information regarding specific ESS functions may be found in the Reception Centre Operational Guidelines and the Group Lodging Operational Guidelines.

Contents

Section One is a short introduction to Emergency Social Services.

Section Two describes British Columbia’s system for emergency preparedness and response and how ESS fits into the emergency management structure at the provincial, regional and local levels.

Section Three describes the ESS response process, including access to provincial support and assistance to complement local authorities’ ESS responses.

Section Four policy and practice guidelines for response.

Section Five outlines Provincial Emergency Program’s (PEP) Supports for local ESS.

Section Six includes instructions for completing ESS forms, and guidelines for authorizing and processing ESS expenditures.

Section Seven contains the reference legislation.

Section Eight lists common acronyms and their definitions, and provides a glossary of related terms and their meanings.

Section Nine appendices contain copies of Provincial Emergency Program (PEP) policies relating to ESS operations and volunteers.
ESS in Brief

What is an emergency? An emergency is a situation caused by accident, fire, explosion or forces of nature that threatens people or property, and requires the response of more than one agency to protect the health, safety and welfare of people, or limit damage to property.

What is a disaster? A disaster means a calamity caused by accident, fire, explosion or technical failure, or by the forces of nature and results in serious harm to the health, safety or welfare of people, or widespread damage to property.

In British Columbia (BC), local authorities are responsible for planning and operating emergency responses within their jurisdictional areas, including Emergency Social Services (ESS).

ESS in BC

ESS is a community-based provincial emergency response program required to preserve the well-being of people affected by an emergency or disaster ranging from single house fire or calamities involving mass evacuations.

The goal of ESS is to help people begin to re-establish themselves as quickly as possible after a disaster. ESS plays an important role in emergency management in British Columbia by:

- Helping people meet their basic survival needs during a disaster;
- Reuniting families separated by disaster;
- Providing people affected by a disaster with accurate and up-to-date information.

What services are provided by ESS?

ESS provides short-term temporary services for individuals and families affected by disasters so they can begin to plan their next steps following a disaster.

Services may be provided on site for small scale events, or at a Reception Centre facility for larger responses, and may include:

- Food
- Lodging
- Clothing
- Family Reunification

- Emotional Support
- Volunteer Services
- Child Care
- Transportation Services

How long is ESS provided for?

ESS is typically available for 72 hours. During these first 72 hours, evacuees should immediately plan their next steps by contacting their insurance agents, families and friends, or accessing other possible resources. The Provincial Emergency Program’s ESS Office may extend ESS under exceptional circumstances only.
Section Two:
ESS in the Emergency Management Structure

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The emergency management structure, as it applies to Emergency Social Services, can be broken down into two primary functions – planning and response. The following pages provide the recommended structure to ensure an inclusive and coordinated approach to ESS planning. Also included are two diagrams outlining the Provincial ESS Response Structure and the British Columbia Emergency Response Management System (BCERMS), the structure used by the province for managing emergency responses in BC.

Under the *Emergency Program Act*, local authorities in BC, including both municipalities and regional districts, are legislated to be responsible for planning and managing emergency response operations within their jurisdiction.

First Nations communities in BC do not fall under the authority of the *Emergency Program Act*. Training opportunities and provincial support are available to First Nations on the same basis as for local authorities. First Nations are encouraged to integrate planning, preparedness and response activities with neighbouring local authorities. Whenever the term local authority or community is used in the Field Guide it is intended to include First Nations, as well.

**Planning phase:** An ESS Director, either volunteer or local authority staff, is appointed by the local Emergency Program Coordinator (EPC) to manage ESS in each community. ESS volunteers may provide services to evacuees at Reception Centres (RCs). The ESSD, with input from their management team, should play an important role on the community's Emergency Planning Committee (see Diagram 1 – Local Planning Structure).

**Response phase:** Local responses are coordinated through the local authority’s Emergency Operations Centre (EOC). The appointed ESS Director generally fills the ESS Branch Coordinator position at the EOC, while the ESS management team activates and manages the required ESS facilities, volunteers and staff. More detailed information regarding ESS positions and functions is available through the *Reception Centre Operational Guidelines*.

**Regional Level**

**Planning phase:** At the PEP regional level, the provincial government offers support and advice to communities in regards to their emergency planning. PEP Regional Managers are available to local authorities to provide advice and support in the development of their ESS Plan.
**Response phase:** Government agencies coordinate resources and support to local authorities through the Provincial Regional Emergency Operations Centres (PREOC). The ESS Branch Coordinator at the PREOC report to the Operations Section Chief.

**Planning Phase:** At the provincial level, PEP develops policy and procedural guidelines and provides support to ESS teams through the ESS Training Program, as well as through regular communication vehicles, such as the website, quarterly Update Letters.

**Response Phase:** Information and resources to PREOCs is coordinated through the Provincial Emergency Coordination Centre (PECC), located at PEP headquarters in Victoria. When more than one PREOC is in operation and it becomes necessary to prioritize the allocation of critical resources between PREOCs, decisions on priorities are made at the PECC. An ESS Branch Coordinator position supports ESS requirements at the PECC.

Diagram 2 demonstrates the three levels of ESS response in BC.

Diagram 3 outlines the provincial government structure that activates in support of large scale or complex disasters.
ESS Response Structure – All Levels – Diagram 2
Provincial BCERMS Model

Diagram 3

BRITISH COLUMBIA EMERGENCY RESPONSE MANAGEMENT STRUCTURE

- PREMIER AND CABINET
  - MINISTER RESPONSIBLE
    - DEPUTY MINISTER
      - CENTRAL COORDINATION GROUP
        - PROVINCIAL EMERGENCY COORDINATION CENTRE
          - PROVINCIAL REGIONAL EMERGENCY OPERATIONS CENTRE(S)
            - PRIVATE SECTOR/LOCAL/FEDERAL GOVERNMENT EOC(S)
              - PROVINCIAL ON-SITE RESPONSE TEAMS

- FEDERAL ASSISTANCE
  - PROVINCIAL MINISTRIES/AGENCIES

* Ad hoc committee that may be formed in the event of a severe emergency or catastrophic event
Section Three: ESS Response Process

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ESS Field Guide

ESS Response Process

ESS Concept of Operations

1. Local authorities and First Nations are always responsible for ESS responses within their jurisdiction.

2. Local authorities should establish an appropriate response organization to manage a response including assigning the ESS Director to the role of ESS Branch Coordinator in the Emergency Operations Centre for Level 3 events.

3. When a local authority ESS Team is overwhelmed, first calls for assistance should be for mutual aid from neighbouring communities. Local authorities and First Nations should consider integrated planning for ESS preparedness and response on a regional basis.

4. When mutual aid resources are insufficient provincial ESS assistance should be requested from the Provincial Regional Emergency Operations Centre.

5. Planning for transition to recovery should be initiated at the same time that an ESS response begins. ESS is not responsible for managing recovery once the emergency response phase has concluded. A separate recovery manager should be identified by each local authority.

ESS Activation Levels

There are three levels of ESS response:

Level 1:
A small localized event such as a fire affecting one or two households; usually less than 12 people.

Level 2:
A significant event affecting more than 12 people, such as an apartment fire.

A reception centre is established – usually for a short duration. An EOC may be established.

Level 3:
A major emergency, such as large scale flooding or interface wild fires, involving a large scale evacuation.

More than one reception centre may be established. Duration of operation may last days or weeks. An EOC is established.
Activation

When an emergency forces people from their homes, the local authority or First Nation activates the community ESS plan. The following procedures are recommended:

For Level One ESS Response (12 people or less)
- The first agency contacted – fire, police or other agency – notifies the ESS Director or other agency pre-identified by the Emergency Program Coordinator (EPC);
- Level One ESS responder obtains PEP Task Number from the Emergency Coordination Centre (ECC) and provides services to people affected by the disaster or emergency.

For Level Two to Three Response
- The first agency contacted – fire, police or other agency – notifies the Emergency Program Coordinator (EPC), ESS Director or other designate;
- EPC or designate obtains PEP Task Number from the ECC and ESS Director activates the ESS plan.

If unable to contact the EPC:
- Fire, police or other agency may contact PEP ECC directly for a PEP Task Number and request activation of local ESS response if not already initiated by local dispatchers;
- PEP ECC will initiate a callout until a person is contacted who can activate an ESS response. If no local contact can be identified ECC will contact the ESS Office.

Local Authority ESS Response

If the emergency could result in a significant number of people being evacuated from their homes:
- The local EPC identifies an appropriate ESS representative as the ESS Branch Coordinator in the community’s EOC. Normally this is the local ESS Director.
- The ESS team may be activated to open a Reception Centre(s) and/or a Group Lodging facility(ies).
- The ESS Branch Coordinator in the local EOC will assess local ESS resources and may request additional personnel, if required, through the ESS Branch Coordinator at the PREOC.

Regional/Provincial ESS Response Support

Generally, communities are able to manage ESS responses with their own local resources. If local resources are inadequate, a local authority should initiate mutual aid with neighbouring jurisdictions.

When a community is overwhelmed or threatened by a potentially overwhelming emergency and mutual aid is not sufficient, it may be necessary to request ESS assistance from the province.
Mobile Support Teams
There are five regionally-based Mobile Support Teams (MSTs) in the province composed of experienced and well-trained ESS volunteers. MSTs are located in each PEP region, with the Northwest and Northeast regions sharing one team. MSTs can travel on short notice (usually within 8-24 hours) to any community that requires additional personnel to assist in a response.

ESS Support Organizations
In a large response, additional personnel or specialized services provided by the ESS Support Organizations may also be required to supplement local and MST resources. [Refer to Table One for Support Organizations and roles, and Appendix 4 for more detailed information.]

Requesting Provincial Support
The ESS Branch Coordinator at a local EOC, in consultation with Reception Centre and Group Lodging Managers, determines need for additional ESS Resources and received approval for request from EOC Director.

- Local ESS Branch Coordinator requests additional ESS personnel from ESS Branch Coordinator at the PREOC.
- When authorization is granted, the PECC manages travel arrangements for MST and personnel from ESS Support Organizations.
- The PECC will also arrange additional support as required from the ESS Support Organizations.

On arrival in the community, an MST and ESS Support Organization personnel will report to the local authority ESS to confirm assignment of duties and receive a briefing.

For more information contact the ESS Office at
Non-emergency # 1-800-585-9559
Table One

NOTE: These provincial resources are available on request to the ESS Office or PREOC.

<table>
<thead>
<tr>
<th>ESS Support Organizations</th>
<th>Primary Response Roles</th>
</tr>
</thead>
<tbody>
<tr>
<td>BC Housing (BCH)</td>
<td>Provincial storage and stockpile of cots and blankets</td>
</tr>
<tr>
<td>Buddhist Compassion Relief Tzu Chi Foundation Canada (Tzu Chi)</td>
<td>Mass Feeding</td>
</tr>
<tr>
<td>Canadian Disaster Child Care (CDCC)</td>
<td>Child care services in Reception Centres</td>
</tr>
<tr>
<td>Canadian Red Cross (CRC)</td>
<td>➢ Support for family reunification services at Reception Centres</td>
</tr>
<tr>
<td></td>
<td>➢ Central Registry and Information Bureau (CRIB) management.</td>
</tr>
<tr>
<td>Justice Institute of BC (JIBC)</td>
<td>Provide JIBC Instructors to train convergent volunteers.</td>
</tr>
<tr>
<td>St John Ambulance (SJA)</td>
<td>First Aid services in a Reception Centre</td>
</tr>
<tr>
<td>The Salvation Army (TSA)</td>
<td>➢ Psychosocial aspects (Meet &amp; Greet and Emotional Support) in a Reception Centre</td>
</tr>
<tr>
<td></td>
<td>➢ Mass Feeding</td>
</tr>
<tr>
<td>Disaster Psychosocial Program (DPS)</td>
<td>Psychosocial support to communities and emergency response workers</td>
</tr>
</tbody>
</table>

See Appendix 4, *Emergency Social Services Support Organizations – A Provincial Framework for Cooperation and Coordination*, for more detailed information regarding the roles and responsibilities of ESS Support Organizations both before and during a response.
Section Four: Response Guidelines

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Response Guidelines

Purpose
This section provides operational guidance to help determine eligibility for Emergency Social Services (ESS) and the most effective means to deliver essential services to people affected by emergencies.

Response
- ESS Response Process Guidelines
- Level 1 ESS Checklist
- ESS Response to Apartment Fires
- ESS Guidelines for Vulnerable Populations

ESS Response Process Guidelines
Most ESS events are a result of human caused accidents or natural events such as floods, wildfires or landslides that force people from their homes. If an evacuation has been ordered or authorities have determined that a home is uninhabitable ESS may be authorized, if needed. It is important to recognize that many people will have access to insurance, personal financial resources or assistance from family, friends or neighbours and will decline offers of ESS.

The following process is recommended to help local authority ESS responders determine eligibility for ESS assistance and the most effective means of providing ESS to those in need. (See Appendix 1 of the Field Guide - Evacuee Living Assistance Policy for detailed description of eligibility).

Step 1 – Determine Eligibility
- Is this type of event eligible for ESS?
- Are the people affected eligible for assistance?

Eligibility Matrix - Event

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Eligible</th>
<th>Not Eligible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flood, Fire Earthquake, urban fire,</td>
<td>When an evacuation order is in place or when a local authority declares a residence uninhabitable</td>
<td>When a residence continues to be habitable and no evacuation order is in place</td>
</tr>
<tr>
<td>Interface Wildfire</td>
<td>When an evacuation order is in effect</td>
<td>Self evacuation - unless pre authorized by PEP</td>
</tr>
<tr>
<td>Eviction due to Landlord and Tenant disputes</td>
<td>Not eligible</td>
<td>Civil court matter</td>
</tr>
<tr>
<td>Event Type</td>
<td>Eligible</td>
<td>Not Eligible</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Burst water pipes rendering home uninhabitable</td>
<td>On a case by case basis and only with authorization by PEP when no other source of assistance is available and health or safety of residents is at risk.</td>
<td>Homeowners or local government responsibility.</td>
</tr>
<tr>
<td>Power Outages</td>
<td>Comfort Centres may be established during prolonged outages with extreme weather conditions. If a power outage is prolonged and weather is severe, on a case by case basis hotel or other ESS may be authorized to ensure the health or safety of vulnerable individuals or families.</td>
<td>Generally considered an inconvenience and not an emergency.</td>
</tr>
<tr>
<td>Police actions, local authority evictions, decisions to condemn buildings or failure of municipal infrastructure (e.g. burst water main floods home)</td>
<td>On a case by case basis reception centre services, such as family reunification, psychosocial services and comfort food may be provided if significant numbers of people are evacuated and cannot return home for an extended period of time. Examples - armed stand off, hazardous materials evacuation resulting from a criminal investigation. PEP pre-approval required.</td>
<td>Evictions due to execution of search warrants or premises being declared a crime scene are not eligible.</td>
</tr>
<tr>
<td>Motor vehicles crashing into residences</td>
<td>If residence is declared uninhabitable by local authority and owner/tenant has no other resources, this may be eligible on a case by case basis. PEP pre-approval is required.</td>
<td>Not eligible if residence is damaged but still habitable or owner/tenant has insurance.</td>
</tr>
</tbody>
</table>
## Eligibility Matrix – Affected people

<table>
<thead>
<tr>
<th>Eligibility of People</th>
<th>Eligible</th>
<th>Not Eligible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temporary Residents and Tourists</td>
<td>If temporary residents are long term, such as students, they may be eligible on a case by case basis. Tourists if they are considered stranded travellers with no other options – limited services to maintain health and safety, i.e. group lodging. PEP pre-approval is required.</td>
<td>Tourists or short term visitors are expected to use their own resources or leave the affected area or residence.</td>
</tr>
<tr>
<td>Persons in receipt of financial assistance from Ministry of Housing and Social Development (MHSD)</td>
<td>Eligible for up to 72 hours to give them an opportunity to contact their workers, or for the duration of an event if an evacuation order is in effect.</td>
<td>After 72 hours individuals will receive assistance through MHSD and are not eligible for ESS.</td>
</tr>
<tr>
<td>Stranded Travellers</td>
<td>For need, when travellers have no other options (e.g. no alternate routes, no financial resources or hotel accommodation is unavailable. Generally only group lodging and comfort food authorized. Frail elderly or persons with medical problems, etc. may be given hotels to protect health and safety) PEP pre-approval is required.</td>
<td>If travellers have financial resources and accommodation is available they are not eligible for ESS.</td>
</tr>
</tbody>
</table>

### Step 2 – Distinguish Needs from Wants

Provide for needs to maintain health and dignity.

**Needs:** Goods and services to preserve the safety and health (physical, emotional and mental health) of evacuees.

**Wants:** Services not needed for preservation of health and safety.

**Example:** A large number of ferry passengers are stranded overnight due to a bomb threat at a ferry dock. It is winter time with freezing outside temperatures and limited hotel availability in the community.

**Need** is for safe, warm sleeping accommodation for one night, i.e. group lodging. Some stranded travellers **want** ESS to provide hotel accommodation, which is generally not provided.
Decision Example:
A group lodging facility is opened by ESS volunteers to provide for stranded travellers with accommodation and morning coffee service. Several elderly travellers with fragile health and no financial resources are provided hotel accommodation to meet their health and safety needs.

ESS providers should provide services to meet need in the most appropriate fashion. What is the best way to meet need recognizing that affected individuals still have personal responsibility for themselves and their families and that personal and community resources should be considered as options?

MEMP Principle
Use the Most Efficient//Economical/Effective Method Possible (MEMP) to provide ESS.

- **Most Efficient** - simplest, quickest way to provide service to meet the needs of affected persons and ESS responders.
- **Most Economical** - exercise due diligence and consider the most cost effective way of spending public money.
- **Most Effective** - best way to meet the objective of preserving the health and safety of people affected by an emergency.

Hierarchy of Services
ESS is not the only source of assistance available to people during emergencies. Consider the following as possible resources to meet needs:

- Insurance, if available for the type of event (when people are traumatized by an event and indicate that they may have insurance but are uncertain or are functionally incapacitated ESS should be authorized to support mental and emotional health)
- Personal financial resources
- Family and friends
- Other government agencies
- Non Government Organizations and community groups

ESS is typically provided for 72 hours. Experience has shown that this length of time allows most people to access alternate sources of support. However the time period for ESS may be flexible. If affected persons indicate that they only require assistance for one night then that is what should be provided. In some cases, such as a prolonged evacuation due to flooding or wildfire, an extension of ESS may be authorized by PEP for a week or more. All requests for extensions need to be authorized by the local authority and approved by PEP. When it appears that an extension may be needed PEP must be consulted as soon as possible by contacting the Emergency Coordination Centre at 1 800 663 3456.
Step 4 – Plan for Recovery

Once immediate needs are met, work with affected persons to develop plans for a return to normal living at the end of the 72 hours of ESS.

- Provide clear information on expectations of affected persons to develop a personal or family plan at end of 72 hours
- Refer individuals to alternate sources of assistance such as the Ministry of Housing and Social Development or community organizations
- Provide clear information to individuals on timing for termination of ESS
- Identify as soon as possible any exceptional circumstances that may prevent termination of ESS within 72 hours and consult on options with ESSD, EPC and PEP Regional Manager.

Step 5 – End of ESS and Demobilization

- ESS ends automatically after 72 hours, or earlier if only limited service is needed – any extensions are done on a case by case basis and only after consultation with PEP
- Debrief ESS responders and complete necessary documentation
- Document any operational or policy issues identified during the response on the Action Checklist and ensure that copies are provided to the Emergency Program Coordinator and forwarded to the PEP Regional Manager.
Level 1 ESS Events

The most common ESS activations are Level 1 events affecting a single family or a small number of individuals at one location. The checklist below is included in the Level One ESS Training Package.

ACTION CHECKLIST – ESS Level One Response

<table>
<thead>
<tr>
<th>Name of Responder:</th>
<th>Community:</th>
</tr>
</thead>
</table>

**Call-out Information**

- Date and time: ____________________  Called out by: ____________________
- PEP Task Number ____________________ Number of affected homes: _____________
  (PEP Emergency Coordination Centre: 1-800-663-3456)
- Name of evacuee/family representative: ____________________
- Evacuee's current location, i.e. address of incident or alternate location: _____________
- Cause of the evacuation (fire, flood, etc.): ____________________
- Other Level One ESS Response volunteer(s) attending the incident: _____________
  [All volunteers participating in this response must sign in on a PEP Task Registration Form.]
- Bring Response Kit, including:
  - Referral forms  ESS Rates sheets  Supplier Consent forms
  - PEP or Agency ID  A Guide to Disaster Recovery  ESS Fact Sheet
  - ‘After the Evacuation - Help When you Need it Most’ brochure
  - Community Resources list
  - Suggested additional supplies, if available:
    - i.e. blankets, comfort kits, teddy bears, socks, dog leashes, pet carriers
- Check in with the Incident Commander in charge (i.e. usually a firefighter or police officer) as soon as you arrive at the scene of the evacuation.
- Advise supervisor immediately if the incident involves a death or other traumatic event.

**Determining Eligibility**

1. Is the home uninhabitable because of an emergency (i.e. fire, flood, etc.)?
   - No  Yes
2. Does the evacuee indicate they require assistance to meet their immediate short-term needs?
   - No  Yes
   - If No to either 1 or 2, evacuee is not eligible for an ESS Referral.
   - If Yes to both 1 and 2, proceed with the following questions:
3. Insurance: Does the evacuated person or family have insurance to cover their loss?
   - No  Up to 72 hours of ESS assistance may be provided.
   - Yes or Uncertain. Insurance coverage unknown or evacuee needs interim assistance until insurance coverage can be accessed. Services may be provided up to 72 hours as usual.
4. Services required:  Food  Lodging  Transportation
   - If unable to pack before evacuation:  Clothing  Incidentals
Providing Emergency Social Services

Referrals issued for:

- Restaurant or
- Groceries
- Commercial Lodging or
- Billet
- Clothing
- Incidental
- Transportation

- Attach ESS Rates sheet to white (supplier) copy of each Referral form and issue to evacuee to deliver to the suppliers. (Remind suppliers and evacuees that the evacuee is responsible for any extra costs, i.e. tobacco, alcohol, movies, phone calls.)

- Give yellow copies of Referral forms and a copy of the ESS Rates sheet to evacuee for their reference.

- Attach green copies of all Referrals issued to the Action Checklist.

- Confirm details of response and stand down of activation with PEP Emergency Coordination Centre: 1-800-663-3456

Additional information provided to evacuee:

- Community Resources list
- A Guide to Disaster Recovery Guide
- ‘Help When you Need it Most’ brochure
- Other
- Local ESS contact phone number

News Media

If you are approached by the media, follow the protocol provided by your agency or local authority. For general background information, you may provide a copy of the ESS Fact Sheet. For event-specific information, they should be referred to the Incident Commander.

DO NOT:

- give out the family's name or location -- you must protect their privacy
- give details on the assistance you have provided to the family
- speculate on the incident - causes, damage, future developments, etc.
- comment on questions of a controversial nature

Follow-up  [within three days of evacuation]  Date:  ____________________________

- Contact evacuee to see if they need referral to other community resources for support or material assistance. List Referrals, if any:  ____________________________

- Submit a completed PEP Task Report to PEP Regional Manager highlighting any unusual aspects or challenges.

- Send pink copies of all ESS Referral forms to Provincial Emergency Program, HQ.
ESS Response to Apartment Fires

Apartment fires are the most common emergency requiring a full ESS response in British Columbia. Apartment fires occur without warning at inconvenient times and typically affect low income populations with high needs for assistance – a challenge for any ESS Team.

The keys to a successful response include:
- pre-planning (i.e. facilities, personnel, resources, activation/notification)
- inter-agency co-ordination
- public information plan (activate as soon as possible)

Before
- Identify key community partners and resource providers, including PEP Regional Manager, local Ministry of Housing and Social Development (MHSD) staff and locally based non-government organizations.
- Develop a public information plan, including media contacts and ensure a municipal spokesperson is identified.

Response
- At the direction of the EPC open a reception centre and keep it open until all evacuees have been assisted (after the initial rush of registrations and referrals there will be a requirement for ESS assistance for late registrations, people with special needs and above all, for information).

Transition to Recovery
- Work with the EPC to ensure a public meeting is held for all evacuees (preferably within 24 hours of the fire), and request media assistance with publicizing the meeting. Encourage all evacuees to attend, as well as ESS personnel, representatives from the Fire Department, landlord, community service agencies, MHSD and PEP. Consider the needs of disabled or mobility challenged evacuees in your public information plan.
- Plan for the termination of ESS services after 72 hours. Ensure evacuees understand the expectation to have a personal plan in place when ESS assistance ends -- this will involve coordinating with MHSD staff to ensure a smooth transition from ESS to ministry assistance (for those evacuees who do not have adequate personal resources to meet their needs at the end of 72 hours).

After
- Debrief ESS volunteers and community partners;
- Identify lessons learned and update ESS plan accordingly;
- Share lessons learned with other ESS Teams, PEP and community partners.
ESS Guidelines for Vulnerable Populations

Power Outages

Most power outages are of short duration and are considered to be inconveniences. In exceptional circumstances frail elderly people, families with very young children or individuals with congenital health concerns may be at risk.

If a power outage is prolonged and the weather is cold it may be appropriate for a community to open comfort centres where residents can be provided social support, a place to warm up, comfort food, hot drinks and information on the power outage. If residents have health concerns they should be referred to Healthlink for a professional assessment and advice. ESS volunteers must not provide health assessments and advice they are not trained for.

If a power outage is prolonged and the weather is severe PEP may authorize provision of ESS services on a case by case basis to preserve the health and safety of individuals.

Personal Security – Women and Children at Risk

Women and children may be avoiding an abusive spouse. Fear of being tracked down at a reception centre or hotel may add to the burden of worry already caused by the emergency. There may be a substantial risk of physical or emotional harm. Ensuring the safety and security of these vulnerable people is a priority.

Make sure that the Registration Form is marked Restricted. Have the supervisor or Reception Centre manager contact Victimlink 1- 800-563-0808. This is a 24 hour 7 day a week service that provides information and advice to victims of abuse across the province. Victimlink can provide referrals and contact information for transition houses and other resources accessible through police and community Victim Services province wide.

Unattended Children

In some emergencies, children or youth may appear at reception centres unaccompanied by their parents or other caregivers. Ensuring their safety and informing responsible authorities is a priority.

The Ministry of Children and Family Development (MCFD) has the legal responsibility for unattended children (anyone under the age of 19). However, ESS volunteers have the task of ensuring these children have appropriate supervision and care until they can be reunited with their family or until a social worker from the MCFD makes an alternative plan.

These guidelines are intended to protect both children and ESS volunteers.
In general:

- In most larger evacuations, when reception centres are activated, a Ministry of Children and Family Development social worker will be assigned to the centre and is responsible for making decisions concerning the safety and welfare of unattended children. In situations where no worker is on site, there should be a local Ministry number to contact. If not, ESS volunteers should telephone the Ministry’s 24 hour Afterhours Office for assistance – 310-1234 (no area code needed)
- All unattended children and youth should be registered with name, birth date, address, and name of parents or caregivers. The ESS File should be marked "Restricted" -- only social workers should be responsible for releasing information regarding unattended children.
- Whenever an ESS volunteer has doubts about a child’s legal status or who is responsible for providing care for a child, a Ministry social worker must be consulted
- If children or youth appear unduly distressed or disturbed by the disaster, a Ministry worker will assist in assessing their needs
- Some children or youth may have special needs and/or may be developmentally challenged. A Ministry social worker will assist in identifying who has responsibility for the care of the child or youth.

Children under age 13
Care provisions:

- A separate space within the Reception Centre should be set aside for child care
- This space should be sufficiently open to allow outside observation
- At all times there should be a minimum of two adults providing care
- If children arrive under the care of a teacher or day care provider, these persons should be asked to remain with the children at the reception centre
Release provisions:
- ESS volunteers must only release children to their parents, adult siblings, foster parents or legal guardians, not to neighbours, friends of the family or other relatives
- Decisions about releasing children to persons other than immediate family or guardians are the responsibility of Ministry social workers
- When an ESS volunteer believes a parent or guardian may not be appearing, the Ministry social worker must become involved
- The social worker should also be consulted if the child has not been claimed after several hours
- Children may be released to their foster parents if the foster parents show documentation confirming they are Ministry approved foster parents. If the volunteer is in doubt, the Ministry social worker should be consulted.
- Children under 13 should not leave the Reception Centre on their own unless their safety can be assured. While very young children can be physically restrained from leaving, older school aged children should not be physically restrained by a volunteer. If the child’s safety is a concern, Ministry social workers should be involved.
Section Five:
Provincial Emergency Program Support for ESS

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**Provincial Emergency Program Supports for ESS**

ESS Office

Under authority of the *Emergency Program Act*, the Provincial Emergency Program’s ESS Office provides leadership and coordination in planning for, and responding to, emergencies and disasters province-wide, where short-term emergency social services are required.

Within the legislative framework, the ESS Office is responsible for planning and coordinating provincial government involvement in the provision of ESS during an emergency or disaster in British Columbia.

The ESS Office works alongside other provincial ministries and non-government organizations, to ensure a coordinated approach to the delivery of ESS across British Columbia.

This assistance is provided by the ESS Office through:

- developing provincial strategy to build ESS response capacity,
- developing ESS policy and provincial ESS concept of operations,
- supporting training and consultation to local authority and First Nation ESS volunteers and staff;
- developing response planning tools for local authority and First Nations ESS;
- reviewing and authorizing requests for extensions and for extraordinary evacuee needs;
- the processing of invoices for lodging, food, clothing and other necessary expenses administered by community ESS teams during emergencies;
- developing integrated provincial plans for response to major emergencies and disasters;
- providing regional and provincial support during a major disaster;
- negotiating federal and provincial ESS mutual aid in the event of catastrophic disasters.
PEP Regional Managers (RMs) provide direct policy and operational support to local government emergency program ESS Teams. Direction regarding provincial ESS policies and procedures is provided by the ESS Office at PEP Headquarters. PEP RMs work closely with Emergency Program Coordinators and ESS Directors within their regions.

The duties of the RMs to support ESS include, but are not limited to:

- implementing and maintaining the British Columbia Emergency Social Services (ESS) structure at the provincial/regional level, which includes planning, preparedness, response and transition to recovery;
- coordinating the integration of key regional stakeholders and maintaining critical linkages to local and provincial governments, federal agencies, First Nations, industry, volunteers and the public as they relate to ESS and recovery;
- providing ESS leadership at the provincial/regional level during local emergencies and providing expert advice on local and regional issues;
- supporting local government efforts in the development and implementation of recovery plans;
- acting in a lead position within one of six Provincial Regional Emergency Operation Centres (PREOC) in the province during regional and provincial emergencies;
- ensuring the health and safety of volunteers and citizens affected by an emergency or disaster, and for supporting recovery activities.
Section Six: ESS Expenditure Policy and Payment Process

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ESS Expenditure Policy and Payment Process

Emergency Social Services are available to any resident of British Columbia affected by an emergency or disaster (as defined on page 1-1) and without immediate resources. This section outlines expenditure policies and procedures specific to ESS.

ESS Expenditure Policy

ESS Expenditure Policy is based on the PEP Evacuee Living Assistance Policy (see Appendix 1). Funding for response costs is provided by the Ministry of Public Safety and Solicitor General, Provincial Emergency Program.

All goods and services provided are GST exempt (GST exemption #107864738).

PEP Task Number

The 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 PEP. Task Numbers can be obtained by calling the PEP Emergency Coordination Centre (ECC):

Toll-free: 1-800-663-3456

A PEP Task Number does not necessarily indicate authorization to spend funds within the 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 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 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.

### 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:** 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
#### 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 ESS Office or PREOC for any bulk order purchased using an ESS Referral form.

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. If catering services are being utilized for evacuee or response worker feeding, regular commercial rates should apply. Catering costs must not exceed established ESS rates for restaurant meals and should generally be less. 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.

**Lodging**

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

**Hotel/Motel**

In most areas of the province there are hotels that offer provincial government rates lower than regular rates. ESS is authorized access to these rates. 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 $5.00 for each youth 13 to 18 years. If a family's size requires use of more than one hotel/motel room, the regular government rate may apply to each room.

**Billeting in Private Homes**

The billeting rate is $30 per day for the first adult (add $10 for each additional adult and youth, and $5 for each child 12 years and under). 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”.

**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 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.

**Travellers**

In extraordinary circumstances, 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 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 a recreational property. Prior consultation and authorization from the Regional Manager, or PEP ESS Office 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.

**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 PST) 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 ESS Office through the ECC by calling toll-free at: **1 800 663-3456**.
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 ESS Office.

Procedure

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

Conditions

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

ESS Referral Payment Process

Instructions for ESS Director or Level One ESS Responders

1. Ensure all ESS responders completing Referral forms are fully trained and familiar with ESS Expenditure Policy, and that PEP contact information is always entered on the bottom of the Referral form.
2. In a Reception Centre response, ensure that the Referrals Unit Supervisor communicates extraordinary requests through the reception centre chain of command. The ESS Branch Coordinator at the PREOC or the ESS Office at PEP HQ provide operational support regarding Referrals and authorization of extraordinary needs.
3. Prior to an ESS response, ensure suppliers are aware of the invoicing procedures for Referral forms, and whenever possible, reconfirm this information at the time of a response, before sending evacuees to the supplier with their Referral forms.
4. Submit all pink copies of Referral forms to the ESS Office immediately following an event.
ESS PAYMENT PROCESS

Evacuee(s) In Need

ESS Responder(s) Provides Referral form(s)

Supplier Invoices for goods or services provided

ESS Responder

PEP Headquarters Payment Process

Supplier Paid for goods or services provided

ESS Office

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Instructions for Completing and Processing Forms

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Section Overview: Instructions for Completing and Processing Forms

1. Forms for Use by PEP Staff

A. Letter of Intent to Suppliers
   A sample letter is provided for use by ESS teams to assist in recruiting new suppliers. A copy of the letter may be requested from the Regional Manager at the PEP Regional Office.

2. Forms for Use by ESS Response Personnel

B. ESS Supplier Consent (PEP2396)
   Prior to disaster: used to set up agreements with various suppliers to ensure their cooperation during an emergency/disaster, and to provide an instruction sheet of procedures for reimbursement to suppliers, and a sample copy of the Referral form.

   During disaster: used by Resource Acquisition workers who identify and allocate resources.

C. ESS File – Registration & Services Record (PEP2576)
   Used by Registration workers in an ESS Reception Centre to register evacuees and record necessary information regarding the identity, location and needs of persons/families affected as a result of an emergency or disaster. This form also serves as a file folder for other forms issued to that person/family.

   Note: Following a response, ESS teams are requested to deliver all ESS Files to the appropriate PEP Regional offices, to be stored and managed according to the Ministry’s records management procedures.

PEP Staff: ESS Files are to be retained by the PEP Regional office for a period of six months post incident (SO+6m). Once the period has expired, request to offsite under ORCS Draft Schedule through the Ministry of Public Safety and Solicitor General, Information Privacy and Records Services (IPRS). Please organize files by PEP Task number, then by Reception Centre, if more than one was activated, with forms filed alphabetically by evacuee name. Refer to the Records and Forms Management Guide for off-siting instructions.
### D. Change of Information Form (HR2622)

Used to record changes of information of families, after they have already registered. This can be done either in person or by phone at a Reception Centre, or by phoning a Central Registry.

### E. ESS Out Card (PEP2576B)

(to be used in conjunction with ESS File)

Used by Documentation Unit in a Reception Centre to indicate where and when a Registration or Referrals worker takes a completed ESS File from the Master File.

### F. ESS Follow-up Card (PEP2576A)

(to be used in conjunction with ESS File)

Added to the ESS File by the Documentation Unit when follow-up is required with the family.

### G. Health Canada Inquiry Card (MS8111)

Used when people are inquiring about friends or relatives living in the devastated area, who may be affected by the disaster. This card may be completed at the Inquiry Desk at a Reception Centre. Matches are made and information dispensed either at the Reception Centre or Central Registry.

### H. ESS Referral Form (PEP2395)

Used by Referrals workers to refer evacuees to suppliers for immediate needs, such as food, clothing, and lodging. The Referral Form instructs suppliers to send their invoices to PEP HQ for review and reimbursement.

### I. ESS Referral Form Record (PEP2395A)

Used by Documentation Unit to record the issuance of Referral forms to Referrals workers.

### J. Emergency Social Services Rates Sheet (PEP2395R)

This sheet indicates the maximum rates that can be applied to provide for the immediate needs of evacuees. The pre-authorized categories for service include food, lodging, clothing, transportation and incidentals. Any other costs incurred must be paid by the evacuees. ESS response personnel provide for immediate needs in the most cost-effective manner.

### 3. Emergency Social Services File Kit

Consists of a two-piece cardboard box containing forms and supplies needed to set up a Documentation Unit. Quantities are limited. ESS teams may request one ESS File Kit for each of the primary Reception Centres designated for the community.
A. Letter of Intent to Suppliers  
[To be issued on regional PEP letterhead]

LETTER OF INTENT

To: Emergency Social Services (ESS Suppliers)
Re: Payment Confirmation

Emergency Social Services

Emergency Social Services (ESS) is an important part of your community emergency management organization. It consists of registered local volunteers working together to provide for the immediate needs of people evacuated from their homes due to emergencies such as flooding, chemical spills, fires or earthquakes. These essential services include food, clothing, lodging, registration and family reunification, emotional support and other specialized services.

We are writing to request your support during an emergency. Through pre-arrangements with the ESS team, you may be asked to provide dry goods, merchandise, or a service. In turn, your business can invoice the Provincial Emergency Program for reimbursement. The provision of goods and services is authorized by the local ESS Director or alternates during an emergency. Eligible services and rates schedules are set by the provincial government. The service provision process is based on ESS Referral forms and ESS Rates sheet that confirm the amounts authorized.

An ESS volunteer in your community will be in contact with you to complete a Supplier Consent form. This volunteer will clarify any concerns, establish current signing authority for your business, and explain how the program operates. The Supplier Consent form also has an Instruction Sheet that explains the procedures you are to follow for reimbursement. We suggest you keep a copy of this letter on file at all times, with your copy of the Supplier Consent, so that details of your arrangements with the ESS team will be available for reference, should an emergency occur.

We know from experience that the system for emergency supplies can only work with the continued goodwill and cooperation of the business community. We, therefore, request your ongoing support for this community-based emergency response program. If you have any questions regarding the payment process, please do not hesitate to contact me.

Sincerely,

Regional Manager  
Provincial Emergency Program

Contact Phone: ________________
B. ESS Supplier Consent (PEP2396) Revised November 2005

Completed by: Prior to a disaster: ESS workers.

Available from: The ESS Office by Email note ess@pep.gov.bc.ca or by phone toll-free at: 1-800-585-9559 or Fax: 250-952-5831.

Purpose: Prior to an emergency: This form is used by ESS volunteers to establish informal agreements with various suppliers so that during an emergency suppliers will provide services required in an ESS response. This establishes the intent to provide services and does not constitute a legal agreement.

The purpose of the Supplier Consent is to establish who the contact people of the organization are, what goods or services they are able to provide and contact information. The Instruction Sheet explains procedures to be followed for reimbursement and on the reverse of that sheet is a sample ESS Referral form. A current ESS Rates sheet showing pre-authorized maximum rates should accompany the Supplier Consent and be kept on file by the Supplier.

ESS volunteers may request a letter confirming PEP involvement and encouraging support from the supplier. The form letter titled “Letter of Intent” (see previous page), is available from the PEP Regional Office.

During an emergency: This form is used by Resource Acquisition workers to identify and set up required resources in the community. In a Reception Centre resources are then given to the Referrals Unit Supervisor, who in turn allocates these resources to the Referrals workers.

Procedure for Processing:

Distribution:
Top Copy – Instruction Sheet for Suppliers
White Copy – Supplier
Yellow Copy – ESS Team
Pink Copy – Other response agency, if applicable

ESS workers complete this form with suppliers, indicating what goods or services can be provided, who the supplier’s contact persons are, and reviewing the Emergency Social Services Rates to be paid (all GST exempt #107864738), listed on the accompanying sheet. The Instruction Sheet, indicating procedures to be followed for reimbursement with a sample Referral form on the reverse, should be left with the supplier.

Once the supplier has signed the form, copies should be kept on file by the supplier and the local ESS team. Supplier Consents should be renewed annually to ensure accuracy of information.
# Instructions for Completing Supplier Consent Form

<table>
<thead>
<tr>
<th><strong>Community of</strong></th>
<th>This identifies the municipality, regional district or First Nation in which the ESS team operates, but in no way holds the local authority responsible to reimburse the supplier.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name and Address of Supplier</strong></td>
<td>Fill in the full name of the company, (e.g., Best Western Coquitlam) and the full address, phone and fax numbers.</td>
</tr>
<tr>
<td><strong>To provide the following goods or services</strong></td>
<td>Specify the types and range of goods or services the supplier is able to provide. For example, “Sportswear, including casual shoes and boots, for men, women and children.”</td>
</tr>
<tr>
<td><strong>Local ESS Contact</strong></td>
<td>This should be the name(s) of the person(s) the supplier contacts if the Supplier Consent needs to be revised or if the supplier has any questions. It may or may not be the ESS worker who escorts evacuees to receive goods or services.</td>
</tr>
<tr>
<td><strong>Supplier’s Primary and Alternate Contacts</strong></td>
<td>Identify persons with authority to dispense goods or services to evacuees and responders in an emergency. Include addresses, telephone or pager numbers, E-mail addresses and radio call numbers if available.</td>
</tr>
<tr>
<td><strong>Supplier’s Signature, Name and Date</strong></td>
<td>If the person is also named in the contact list, have them sign, add their position title and date. If the person signing the Supplier Consent is different from the contact list, have the person sign, print their name in brackets, so that it is legible, then add their position title and date.</td>
</tr>
</tbody>
</table>

**Note:** The above instructions relate to the November 2005 revision of the form. If older versions of the Supplier Consent are being used, the PEP Headquarters address will have to be inserted as the mailing address for invoices:

- 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
EMERGENCY SOCIAL SERVICES (ESS)

SUPPLIER PROCEDURES FOR REIMBURSEMENT
INSTRUCTION SHEET

During an emergency, evacuees will present ESS Referral forms (see sample on reverse) issued by community volunteers or staff, authorizing the provision of goods and services for evacuees. The Referral form may also be used for bulk goods and services required for ESS facilities during a response.

Prior to agreeing to provide goods or services, it is recommended that suppliers read the “Information for Suppliers” found on the reverse side of the Supplier Consent form. This information is also provided on the reverse side of the ESS Referral form that accompanies each evacuee when goods and services are being requested.

Amounts for goods and services must not exceed Emergency Social Services Rates, as noted on attached ESS Rates sheet. All goods and services are GST exempt (#107864738).

ESS rates are changed periodically, so if the attached ESS Rates sheet is dated earlier than the current fiscal year, confirm the current rates with your local ESS contact. In the days following a disaster, once evacuees have received all authorized goods and services, suppliers can apply for reimbursement by completing the following steps:

**STEP 1**  MAKE OUT AN INVOICE TO:

Provincial Emergency Program
Ministry of Public Safety & Solicitor General

**STEP 2**  INCLUDE WITH THE INVOICE:

WHITE or original copy of the completed ESS Referral Form (PEP2395)

ITEMIZED ORIGINAL RECEIPTS or till tapes, showing detailed breakdown of total costs.

**STEP 3**  SEND INVOICES TO:

Emergency Social Services Office
Provincial Emergency Program
PO Box 9201 STN PROV GOVT
Victoria BC V8W 9J1
1-800-585-9559

Once received, PEP staff will review and confirm all invoices for receipt of goods and services. Staff will generally contact the supplier regarding any discrepancies before processing for payment.

**PLEASE ENSURE ALL NECESSARY INFORMATION IS INCLUDED WITH YOUR INVOICE TO AVOID DELAYS IN PROCESSING PAYMENT.**

**REIMBURSEMENT CHEQUES ARE MAILED DIRECTLY TO THE SUPPLIER.**

For clarification of rates or procedures for reimbursement, you may contact your local Emergency Social Services contact (as noted on your copy of the Supplier Consent), or the ESS Office, Victoria at 1-800-585-9559.
Sample Supplier Consent form – Front

The personal information requested on this form is collected under the authority of the Freedom of Information and Protection of Privacy Act. Questions regarding the collection, use or disclosure of the information should be directed to: ESS Office, PO Box 9201 STN PROV GOVT, Victoria, B.C. V8W 9J1. Phone 1-866-585-8859.

**Please Note:** The Supplier Consent form does not constitute a legal agreement. It is intended for use by community ESS teams prior to an emergency to establish the willingness of a potential supplier to provide goods or services to people affected by a disaster.

The Supplier understands that during an emergency or disaster local Emergency Social Services volunteers or staff representing the Community of __________ may request to provide the following goods or services:

<table>
<thead>
<tr>
<th>NAME OF SUPPLIER</th>
<th>ADDRESS OF SUPPLIER</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<table>
<thead>
<tr>
<th>PHONE</th>
<th>FAX</th>
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</table>

The Supplier will provide these goods or services and receive payment in accordance with the Emergency Social Services Rates (all GST exempt #107864736) listed on attached sheet. For reimbursement, submit invoices to the Provincial Emergency Program, ESS Office, along with itemized original receipts or till tapes for goods or services provided and the original (WHITE) copy of the Referral form (PEP2395).

<table>
<thead>
<tr>
<th>ESS Office - Provincial Emergency Program</th>
<th>PO Box 9201 STN PROV GOVT</th>
</tr>
</thead>
<tbody>
<tr>
<td>VICTORIA, BC</td>
<td>V8W 9J1</td>
</tr>
<tr>
<td>PHONE</td>
<td>1-800-585-9559</td>
</tr>
<tr>
<td>FAX</td>
<td>(250) 952-5831</td>
</tr>
</tbody>
</table>

Questions or updates in regards to this Supplier Consent may be directed to the following community contacts:

<table>
<thead>
<tr>
<th>CONTACT NAME</th>
<th>PHONE</th>
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<tbody>
<tr>
<td>ORGANIZATION/AGENCY</td>
<td>TITLE</td>
</tr>
<tr>
<td>ORGANIZATION/AGENCY</td>
<td>TITLE</td>
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</tbody>
</table>

In the event of an emergency the supplier’s contact persons are:

**PRIMARY CONTACT**

<table>
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<tr>
<th>NAME</th>
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<tr>
<th>HOME ADDRESS</th>
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<th>WORK PHONE</th>
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<tr>
<td>CELLULAR PHONE</td>
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<tr>
<td>EMAIL ADDRESS</td>
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</table>

**ALTERNATE CONTACT**

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<td>CELLULAR PHONE</td>
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<td>EMAIL ADDRESS</td>
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**ALTERNATE CONTACT**

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<tr>
<td>CELLULAR PHONE</td>
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<tr>
<td>EMAIL ADDRESS</td>
</tr>
</tbody>
</table>

SUPPLIER'S SIGNATURE: ______________  PRINT NAME: ______________  DATE (YYYY MM DD): ______________

PEP2395(05-11/11)  White Copy - Supplier  Yellow Copy - ESS Team  Pink Copy - Other response agency if applicable.

June 2009  Section Seven  7-7
Sample Supplier Consent form – Back

INFORMATION FOR SUPPLIERS

General Information

! Refer to the attached ESS Rates sheet for a description of eligible goods and services and maximum rates.

! All goods and services provided are GST exempt (GST exemption # 107864738)

! Charges for goods and services, including PST, 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 this 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 room tax, 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 the provincial ESS Office.

! An itemized bill for each meal must be included with your invoice.

Inquiries regarding reimbursement process should be directed to the ESS Office of the Provincial Emergency Program. 1-800-585-9559
C. Emergency Social Services File
Registration and Services Record (PEP2576)

Completed by: ESS workers

Available from: Contained in ESS File Kit
Additional copies available from the ESS Office by E-mail note ess@pep.gov.bc.ca, by phone toll-free at: 1-800-585-9559 or Fax: 250-952-5831.

Purpose: The ESS File Registration and Services Record is used to record necessary information regarding the identity, location and needs of persons who are affected as a result of an emergency. This form is completed by a Registration worker and is designed to guide the interviewer through an interview with evacuees to identify their immediate needs and provide services. If evacuees only need to register and require no other services, such as food, clothing or lodging, the ESS File may be completed by a trained ESS worker in the “Registration Only” function area.

Procedure for Processing:

**Distribution:**
- White Copy – Registration & Inquiry – Reception Centre
- Pink Copy – Central Registry
- Yellow Copy – Evacuee
- Card Copy (file) – ESS Admin. Support (Documentation Unit)

Once the file is completed and the family representative has received the yellow copy of the registration form, the rest of the file is forwarded intact to the Documentation Unit (formerly ESS Admin. Support). An ESS worker removes the top stub, separating the card copy from the flimsies. The card copy becomes a file to hold all documentation relating to that family. The two flimsies are forwarded to the Screening Unit in the Search and Reply area. Once the cross-referencing is done (if applicable) at the Search and Reply area, the new flimsies are separated, with the card copy going to the Documentation Unit and all the flimsies staying with Search and Reply.
Instructions for Completing ESS File Form – General

IMPORTANT: Because of the sensitive nature of this responsibility, the ESS file should only be completed by ESS workers who have been specifically trained for this task.

The ESS File is Completed for People Affected by the Disaster who:

a) are at a Reception Centre or ESS Services location, who require emergency services;

b) are already lodged at a private or commercial location and wish to inform Central Registry of their present whereabouts;

c) have no firm plans as to where they will stay, but wish to leave the name, address and telephone number of a contact person (friend, relative, employer, etc.) whom they will inform of their eventual emergency address;

d) phone in to register that they are safe and away from the disaster area.

One ESS File is used to register all those immediate family members who live within the same household, whose whereabouts and safety are known. Once the Screening Unit, Search and Reply receives the flimsies, ESS workers there will check for family members with different last names, and complete another ESS File for each family member with a different last name.

Key points for completing the ESS File are:

- Use a ballpoint pen (preferably black ink) and press firmly. All pages are self-duplicating.
- Registration Supervisor should check the card for completeness, ensuring all necessary services available within the Reception Centre are provided, before evacuees leave the Centre.
- Strive for quality of service and not quantity. Take the time required (20-25 minutes) to complete the form and identify the needs of the evacuees.
- Ask each question and put a diagonal line over any box number being left blank, indicating the question has been asked.
- Freedom of Information Statement at the top of the form does not need to be read to the evacuee by ESS workers. However, upon completion of the form, the evacuee will be asked to review and sign the completed form, including the FOI Statement.
Instructions for Completing ESS File Form – Specific

Information should be recorded by Registration worker or in extreme circumstances, a family representative:

**Freedom of Information and Protection of Privacy Statement**

This statement provides evacuees with information about:
- the authority under which the information is collected;
- how the information will be used and who it will be shared with;
- who evacuee can call with questions regarding the collection, use or disclosure of the information.

Although this statement does not need to be read to evacuees, it should be drawn to their attention prior to them signing at the bottom.

**Block 1 (Restriction)**

Because of personal or family concerns, some evacuees will not want their registration information given to anyone. This decision rests entirely with the person who is registering.

Read the information in the restriction box to the evacuee EXACTLY THE WAY IT IS WRITTEN. Ensure the evacuee has listened and clearly understands the implications of the restriction box.

“Concerned family and friends may inquire about you and your family because of the emergency. We would like to provide these people with some information about you. May we disclose your location and the contact information for you and your family members?”

If the evacuee says yes, mark the “YES” box in the restriction block with a large “✓”. The file IS NOT restricted.

If the evacuee says no, mark the “NO” box in the restriction block with a large “✓”. Tell the evacuee that the file is now restricted. This means that no information on their whereabouts will be given out to anyone. If an inquiry is received about the evacuee, the evacuee will be contacted and given the name and phone number of the inquirer to respond to.

Advise the evacuee that if they require additional assistance at a later date they must tell the worker their file is restricted so it can be obtained from the Search and Reply Supervisor.

**Note:** Once a restricted registration is completed, hand-deliver it to the Registration Supervisor, who will pass it on to the Search & Reply Supervisor (if Search and Reply Unit is activated).

**Block 2 (ESS File Number)**

This number is used to cross-reference the file to other forms. It is already preprinted.
Block 3 (PEP Task Number)  

Every disaster is issued a task number by the Provincial Emergency Program. The task number permits emergency responders to make approved expenditures on the disaster relief effort. Be sure this number appears in Block 3. You will receive this number at the Reception Centre.

Block 4 & 5 (Name)  

Family name/First name (family representative). This is the person registering the family.

Print one letter per block.

Block 6 – 8 (Age/Gender/ Nickname of Family Representative)  

These blocks must be completed in order to help make a positive identification. If someone doesn’t want to give out their age, put a line through the block.

Block 9 (Place of Registration)  

The facility or name of the Reception Centre or specific place, such as a hospital, where the registration is taking place, and the community where the facility is located.

Block 10 – 16 (Permanent Address)  

This is the permanent address of the evacuee. If the evacuee is a tourist/visitor, record their home address (even if outside the disaster area). Use the street address. Enter additional address information (e.g., mailing address, box number or location where tourist/visiting person was staying) in Block 25 “Additional Comments.”

Block 17 – 23 (Post Disaster Address)  

This is where the person will be staying until they can return to their home.

For Registration workers only (when Registration and Referrals are separate functions). If the evacuee needs lodging, write “L” (for lodging) in the margin beside Block 17. This will indicate to Search and Reply volunteers that they will need to find the completed form in the files to fill in Blocks 17-23.

Impress upon evacuees that if they change their post-disaster address (evacuees may move from a hotel to a friend’s home, or return home etc.), they must phone or go to the Reception Centre, or call the Central Registry and Inquiry Bureau’s 800 number. People may be inquiring about them and if they move without letting us know, we cannot tell friends and relatives where they are. A separate “Change of Information” form must be completed. You will receive the forms at the Reception Centre.

Block 24 (Family Information)  

Read the statement exactly as it is written on the form.

List immediate family members who live in the same household and whose whereabouts and safety are known.
List all family members on the same card regardless of their family name. The information will be separated onto different forms later.

If you have any doubt whether someone should be included on the same form (e.g., student, boarders), fill out a separate registration form for that person. Do not register a person twice.

It is not always necessary to use this space.

Include information that will assist in identifying the evacuee if address or phone number is not available (e.g., treaty number, PO Box, physical description), and assist the ESS worker to understand their needs.

The ESS File – Registration and Services Record includes text related to the collection, use, and disclosure of information gathered during the registration process. Information is collected under the authority of the Emergency Program Act and may be shared with other organizations.

Evacuees should read and understand all of the information on the registration form, including the Freedom of Information (FOI) text in the top centre of the form prior to signing their name in “Block 26.”

➢ The person registering the family should sign the ESS File – Registration and Services Record once it has been completed.
➢ Upon completion of “Block 25” (additional comments), the registration worker should turn the record around so that it faces the evacuee.
➢ The worker should ask the evacuee to review the record, check that the documented information is correct, and ask if there are any questions about the information contained on the record.
➢ Once the information has been reviewed, the evacuee should sign his or her name.
➢ Further questions from the evacuee about the collection, use or disclosure of their personal information should be referred to the ESS Office at PEP HQ in Victoria.
➢ Give evacuee the yellow copy of the ESS File – Registration and Services Record.

Note: Refusal to sign the form does not mean service will be denied. ESS will still provide service and reunite loved ones. However, the file will be restricted because Red Cross and/or ESS cannot be certain an evacuee who refuses to sign the form has understood how the information will be used. While a restricted form won't prevent family reunification, it may slow down the process.

Print your FIRST name only and the initial of your last name and the time and date of the interview.
Block 28

Brief statement of how the person was affected in disaster. Does family have friends or other family that they can stay with? Yes/No. Does the family have insurance to cover immediate needs? Yes/No.

An ESS worker may decide to start the interview with this question, since it gives the family a chance to debrief. It gives the family the opportunity to explain how they were affected by the disaster and helps the ESS worker assess the immediate needs of the family, such as if they have friends or family to stay with and/or if the person/family has insurance coverage for temporary lodging, food and clothing replacement.

If time permits, try to include:
- where family members were at time of disaster;
- if any injuries were sustained;
- what they were able to retrieve;
- how they got to the Reception Centre;
- what instructions or information they received from first responders;
- what they perceive to be their immediate needs.

This is a good chance to assess the emotional state of the person and suggest Emotional Support if necessary.

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 a mass 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 877-772-3777.

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

Block 29

Identify whether the person/family requires restaurant meals or groceries, clothing, transportation, or incidentals such as personal hygiene products. Place a “✓” in appropriate boxes.

Depending on availability of accommodation, indicate where the person/family will be staying. The hotel name and address or friend’s name and address should be added to the top section “Post Disaster Address”
Boxes 17 to 23. If Group Lodging is provided, the name and location of the Group Lodging Facility should be noted in Box 17, as well as Box 29, as indicated.

**Pre-authorization must be obtained from the RM or ESS Office at PEP in regards to any unusual items, services or amounts in excess of those listed on the ESS Rate Sheet.**

Block 30 (Special Needs)

**Medical** – Some people may be reluctant to explain their medical concerns to an ESS worker, but need to be referred to Health Services Branch. As well, they may not have necessary medication with them or enough to last for 72 hours. Use the questions on the form to try to determine their medical needs and refer them to Health Services Branch if assistance is required.

**Dietary** – Make note of any dietary restrictions the person or any members of their family may have. This will be especially important if they are referred to a Group Lodging facility.

Block 31 (Referrals made within Reception Centre)

Many Reception Centres will offer a variety of services such as First Aid, Emotional Support, etc. Review each service available with the family representative in case they are either not aware they are available, or have forgotten to mention a possible need.

Mark an “X” in the necessary services required that are available within the Reception Centre and state the reason why the referral is requested. Where possible, the ESS Worker should escort the person to these services and hand the ESS File to the appropriate response worker. Prior to taking the ESS File to another function area, the Registration worker should tear off the top two flimsies and pass to Search and Reply. It is important that Search and Reply receive the top two flimsies as quickly as possible, in case there are emergencies. Once the person has been satisfactorily attended to, the response worker initials and dates the referral. The response worker then either takes the person to the next referral marked on the card, or returns the ESS File immediately to the Documentation Unit.

Block 32 (Other Agency Referrals Made Outside Reception Centre)

A person may require services not available within the Reception Centre. Examples of this may be a family resource centre, Mental Health or other community agencies. The ESS worker should make note in this space what agencies the person was referred to and any follow-up needed.
### Block 33
(Family Recovery Plans – immediate and long range)

This section helps the family representative focus on what other needs they may have in the short-term, and then what recovery plans they need to make for the long-term. This may include getting in touch with their insurance agents, getting the children back to school as soon as possible, arranging for contractors or clean-up, contacting relatives and friends to let them know they are safe.

### Block 34
(Follow-up Required)

The Registration worker should give detailed information about the follow-up requirements.

For example, the family may have been referred to community services and the ESS worker may want to follow-up to ensure the family needs were addressed. This would be the appropriate place to note this on the file.

If all immediate needs of the family are met, the ESS worker should write in this space: **“Evacuee states that all immediate needs have been met. Recommend file be closed.”**

The Registration Supervisor will review file and if everything is satisfactory, will close the file by adding the date in the top section of the form.

### Office Use Only

### Block 35
(Change of Information Form Inside File)

If the family moves from one post-disaster address to another, they should immediately contact either the Reception Centre where they registered or Central Registry.

An ESS worker will complete a Change of Information form (HR2622), with one copy for the Search & Reply Unit at the Reception Centre, one copy for Central Registry, and the third copy to be added to the family’s ESS file at the Documentation Unit. When a Change of Information form is added to the file, an “X” should indicate this in Box #35 on the top part of the ESS File.

### Block 36
(Cross Reference)

For use by Search and Reply Area only. When an immediate family member living in the same household, such as a spouse, child, stepchild or accompanying dependent, has a different last name on the Family Information List, the Intake Unit (Search and Reply) will complete a new card for each person with a different last name. This box is then used to indicate the last name, first name and ESS File # of the family representative for this person. This will help to facilitate the Inquiry task and reunite families more quickly.
<table>
<thead>
<tr>
<th>Block 37 (Follow-up Required)</th>
<th>When follow-up is required as indicated at the bottom of the form (Box 34) an “X” should be added to the “yes” box in this box at the top of the form. This will alert ESS workers in the Documentation Unit that follow-up is required and a Follow-up Card will be added to the File prior to it being placed in the Master File.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Block 38 (Closed Date)</td>
<td>Once all immediate needs of the person/family are met and no follow-up is required, the Registration Supervisor adds the closed date to the file.</td>
</tr>
<tr>
<td>Close of Reception Centre</td>
<td>Once the Reception Centre is closed, all ESS Files and all copies of Referrals must be delivered to PEP to be stored according to standard government procedures. Contact your Regional PEP Office for instructions or contact the ESS Office at 1-800-585-9559.</td>
</tr>
<tr>
<td>4. LAST NAME [family representative]</td>
<td>5. FIRST NAME</td>
</tr>
<tr>
<td>-------------------------------------</td>
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<table>
<thead>
<tr>
<th>6. AGE</th>
<th>7. GENDER [CHOOSE]</th>
<th>8. NICKNAME</th>
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<td>M/F</td>
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<tr>
<th>9. PLACE OF REGISTRATION FACILITY</th>
<th>COMMUNITY</th>
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**PERMANENT ADDRESS**

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**POST DISASTER ADDRESS**

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"PLEASE NOTIFY THE RECEPTION CENTRE OR CENTRAL REGISTRY IF YOU CHANGE YOUR LOCATION."

**FAMILY INFORMATION**

<table>
<thead>
<tr>
<th>LAST NAME</th>
<th>FIRST NAME</th>
<th>INITIAL</th>
<th>RELATIONSHIP</th>
<th>GENDER</th>
<th>AGE</th>
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<td>M/F</td>
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**ADDITIONAL COMMENTS**

Use this area to add any information that may help to identify this person if an inquiry is made or that will help explain this person's situation.

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<th>OFFICE USE ONLY:</th>
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**CHANGE OF INFORMATION FORM INSIDE FILE**

<table>
<thead>
<tr>
<th>35. CROSS-REFERENCE</th>
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</thead>
<tbody>
<tr>
<td>LAST NAME</td>
</tr>
<tr>
<td>-----------</td>
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<tr>
<td>M</td>
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**FOLLOW UP REQUIRED**

<table>
<thead>
<tr>
<th>37. COMPLETED</th>
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<td>YES</td>
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<th>39. CLOSE DATE</th>
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<td>YYYY</td>
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</table>

**SIGNATURE OF FAMILY REPRESENTATIVE**

<table>
<thead>
<tr>
<th>26. INTERVIEWER'S FIRST NAME AND INITIAL OF LAST NAME (PLEASE PRINT)</th>
<th>27. TIME (24-HOUR CLOCK)</th>
<th>28. DATE</th>
</tr>
</thead>
<tbody>
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<td></td>
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<td>YYYY</td>
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**NOTE TO EVACUEE: PLEASE RETAIN THIS COPY AS PROOF OF REGISTRATION**

<table>
<thead>
<tr>
<th>28. BRIEF STATEMENT OF HOW THE PERSON/FAMILY WAS AFFECTED IN THE DISASTER.</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Interviewer or evacuee may wish to begin with this statement.)</td>
</tr>
<tr>
<td>&quot;DO YOU HAVE INSURANCE TO COVER YOUR IMMEDIATE NEEDS?&quot; YES</td>
</tr>
<tr>
<td>&quot;DO YOU HAVE FRIENDS OR FAMILY THAT YOU CAN STAY WITH?&quot; YES</td>
</tr>
</tbody>
</table>
### 29. SERVICES REQUIRED

- [ ] RESTAURANT MEALS
- [ ] CLOTHING
- [ ] GROCERIES
- [ ] TRANSPORTATION
- [ ] INCIDENTALS

Please specify: 

### LODGING (tick one)

- [ ] HOTEL/MOTEL
- [ ] BILLETING
- [ ] STAYING WITH FAMILY/FRIENDS
- [ ] GROUP LODGING (name) 

### 30. SPECIAL NEEDS

#### MEDICAL
- Do you take medications? 
  - [ ] YES
  - [ ] NO
  
- If "YES" then:
  - Do you have sufficient supply for the next 72 hours? 
    - [ ] YES
    - [ ] NO

#### DIETARY
- Do you have special dietary requirements? 
  - [ ] YES
  - [ ] NO

*If yes*, please specify:

### 31. REFERRALS MADE WITHIN RECEPTION CENTRE

<table>
<thead>
<tr>
<th>Referral Category</th>
<th>Reason</th>
<th>Referral Completed (Month/Year)</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>INQUIRY</td>
<td></td>
<td>YYYY MM DD</td>
<td></td>
</tr>
<tr>
<td>HEALTH SERVICES</td>
<td></td>
<td>YYYY MM DD</td>
<td></td>
</tr>
<tr>
<td>FIRST AID</td>
<td></td>
<td>YYYY MM DD</td>
<td></td>
</tr>
<tr>
<td>PERSONAL SERVICES</td>
<td></td>
<td>YYYY MM DD</td>
<td></td>
</tr>
<tr>
<td>CHILD CARE</td>
<td></td>
<td>YYYY MM DD</td>
<td></td>
</tr>
<tr>
<td>PET CARE</td>
<td></td>
<td>YYYY MM DD</td>
<td></td>
</tr>
<tr>
<td>OTHER</td>
<td></td>
<td>YYYY MM DD</td>
<td></td>
</tr>
</tbody>
</table>

### 32. OTHER AGENCY REFERRALS MADE OUTSIDE RECEPTION CENTRE (e.g. Community services)

### 33. FAMILY RECOVERY PLANS (Immediate and long term)  ("ESS provides short term assistance to give you and your family a chance to recover. Have you thought about what you will do after that time?")

### 34. FOLLOW-UP REQUIRED (If more space is required, write on the back of this folder)
D. Change of Information Form (HR2622)

Completed by: ESS worker, either by telephone or in person at the Reception Centre, or Central Registry by telephone.

Available from: Contained in ESS File Kit. Additional copies available from ESS Office by Email note to ess@pep.gov.bc.ca, by phone toll-free at: 1-800-585-9559 or Fax: 250-952-5831.

Purpose: This form is used to record any changes of information after the person or family has already registered at a Reception Centre. Changes will usually involve relocation (addresses, contact phone numbers) but could also be adding a family member’s name, or updating a referral to an outside agency.

Procedure for Processing:

**Distribution:**
- White Copy – Registration & Inquiry – Reception Centre
- Yellow Copy – Central Registry
- Pink Copy – ESS Admin. Support (Documentation Unit)

Evacuees can report changes of information either directly to a Reception Centre (preferably the one where they registered) in person or by phone, or to Central Registry by phone. The three-part form is completed by an ESS worker and then distributed as indicated, above.
Instructions for Completing Change of Information Form

Identifying Information

Complete as much information as possible, to ensure the correct ESS File is changed:

- **Effective date of change**: this may be different from the date the information is taken;
- **Change of Information taken**: mark either “in person” or “by phone”;
- **At**: mark either Reception Centre or Central Registry;
- **Name of Family Representative**: as noted on ESS File;
- **ESS File #**: enter if person has the pink copy of the ESS File;
- **Enter Name of person reporting change**: if different from above;
- **Place of Registration**: this is the name of the facility where they first registered;
- **Enter Pre-Disaster Address, Postal Code, Telephone**.

Information to be Changed

- Indicate whether this is to “add,” “change” or “delete” information;
- If change of post-disaster address, be sure to get as much information as possible, (e.g., name of hotel or c/o relative's name);
- If changing contact numbers, be sure to add area code;
- Other changes add as much detail as possible;
- Interviewer’s First Name and Last Initial – enter name of ESS worker recording this information and date the information was received.
Sample Change of Information Form

CHANGE OF INFORMATION TAKEN: [ ] IN PERSON [ ] BY PHONE [ ] AT: [ ] RECEPTION CENTRE [ ] CENTRAL REGISTRY

LAST NAME (FAMILY REPRESENTATIVE)
[ ]
FIRST NAME (FAMILY REPRESENTATIVE)
[ ]
ESS FILE #
[ ]

LAST NAME (PERSON REPORTING CHANGE IF DIFFERENT FROM ABOVE)
[ ]
FIRST NAME (PERSON REPORTING CHANGE)
[ ]
PLACE OF REGISTRATION
[ ]

PRE-DISASTER ADDRESS
[ ]
POSTAL CODE
[ ]
TELEPHONE
[ ]

CHANGE OF INFORMATION:
[ ] ADD [ ] CHANGE [ ] DELETE

[ ] CHANGE OF ADDRESS:
[ ]
POSTAL CODE
[ ]

[ ] CHANGE OF CONTACT NUMBERS:
[ ]
[ ]

[ ] OTHER CHANGES:
[ ]

INTERVIEWER’S FIRST NAME AND LAST INITIAL (PLEASE PRINT)
[ ]
DATE
[ ]

ESS Field Guide
Section Seven
June 2009
E. ESS Out Card (PEP2576B)
(To be used in conjunction with ESS Files during a disaster)

Completed by
Documented Unit.

Available from
Contained in ESS File Kit.
Additional supplies available from the ESS Office by E-mail note to ess@pep.gov.bc.ca, by phone toll-free at: 1-800-585-9559 or by Fax: 250-952-5831.

Purpose
This card is used to replace an ESS File when it is removed from the Master File. An example of this may be if a person returns to the Reception Centre for additional services and the file needs to be reviewed by a Referrals worker. This “OUT” card stays in the Master File and indicates who has the file and when it was taken out.

Procedure for Processing
If an ESS File needs to be removed from the files, this card replaces the ESS File while it is out. The Documentation Unit worker completes the necessary information on a blank line of this card and puts the OUT card in its place. Once the ESS File is returned, the DATE IN is recorded, the OUT card is removed and the ESS File is back in its place. The OUT card can be reused several times.

Instructions for Completing
If an ESS File needs to be removed from the filing area by an ESS worker, the Documentation Unit worker completes an “OUT” card, registering:
- ESS File Number;
- Name of family representative;
- Full name of who the file is signed out to;
- Date out.

When the ESS File is returned, the Date In is completed. This “OUT” card can then be used again for another ESS File that is signed out.
Sample ESS Out Card

<table>
<thead>
<tr>
<th>ESS FILE #</th>
<th>NAME OF FAMILY REP (LAST/FIRST NAME)</th>
<th>SIGNED OUT TO</th>
<th>DATE OUT</th>
<th>DATE IN</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
</tbody>
</table>
F. ESS Follow-up Card (PEP2576A)  
(To be used in conjunction with ESS Files)

Completed by: During a disaster the Registration and/or Referrals Unit Supervisors and Documentation Unit workers.

Available from: Contained in ESS Files Kit  
Additional supplies available from the ESS Office by E-mail note to ess@pep.gov.bc.ca, by phone, toll-free at: 1-800-585-9559 or by Fax: 250-952-5831.

Purpose: This card is inserted into an ESS File prior to being filed in the Master Files, to identify that follow-up with a person/family is required.

Procedure for Processing: When the Registration or Referrals Unit Supervisor receives the file, if follow-up is required, a blue Follow-up card is inserted to indicate that additional assistance is required at a later date. An example of this may be if a family is referred to an outside agency, to check if they received the assistance they required. These are reviewed by the Documentation Unit when time permits and assigned to Registration or Referrals Unit Supervisors to follow-up. Once all needs are met, the “FOLLOW-UP” Card is removed and reused for other files.

Instructions for Completing: Add “FOLLOW-UP” Card to ESS File for easy identification. A detailed explanation of situation and why follow-up is required should be noted in Box #34 of the ESS File. There may be more than one attempt made to provide service and each action should be recorded on the ESS File by each ESS worker dealing with the file. This will ensure each volunteer working with the file has all the information.
Sample ESS Follow-up Card

ESS - FOLLOW-UP REQUIRED

• This card should be placed in a ESS File when follow-up is required.

• Be sure to write the date, action taken and your initials on the “Follow-up Required” section at the bottom of the evacuee’s ESS File.
G. Health Canada Inquiry Card (HR/SC 3090)

Completed by

ESS workers trained in Inquiry

Available from

The ESS Office by E-mail note to ess@pep.gov.bc.ca, by phone toll-free at: 1-800-585-9559 or Fax: 250-952-5831.

Purpose

The Inquiry Card is used to record necessary information from inquirers regarding friends or relatives living in the disaster area whom they have been unable to contact. If Search & Reply is able to match the inquiry with a registration and there are no restrictions on file, the inquirer is notified of the evacuee's whereabouts.

Procedure for Processing

**Distribution:**
- *Green Copy* – to be retained at Place of Inquiry (i.e. Reception Centre – Search and Reply Unit)
- *Buff Copy*  
- *Yellow Copy*  
  
  To be forwarded to Central Registry & Inquiry Bureau (CRIB)

**Note:** Buff & Yellow copies must not be separated.

- One card may be used to inquire about all members of one family who have the same family name and address. A separate card must be completed for each person with a different family name and/or address.
- ESS workers should use a ballpoint pen when completing the card and press firmly as three copies are being made.
- Cards should be checked for completeness before inquirers leave the Inquiry area.
- Inquiry cards must not be separated until the buff and yellow copies are sent to the CRIB at the pre-arranged daily deadlines.
Instructions for Completing Health Canada Inquiry Card

**IMPORTANT:** Because of the sensitive nature of this responsibility, Inquiry Cards should only be completed by ESS workers who have been specifically trained for this task.

**Completed by Inquiry Interviewer**

a) **Family name of person(s) you are inquiring about (Block 1):**

   Inquiry worker prints the family name of the person(s) about whom s/he is inquiring about.

b) **First Name (Block 2):**

   Inquiry worker prints the first or given names of person(s) about whom they are inquiring about.

c) **Permanent Address (Block 6):**

   Inquiry worker records the permanent address of the person(s) about whom they are inquiring about.

d) **Additional Information (Block 8):**

   May be used by Inquiry worker to provide additional information regarding:
   - names of additional family members;
   - relationship of inquirer to person(s) about whom they are inquiring;
   - additional information that could assist in locating missing person such as names of employer, friends, distinguishing features, names of schools that children attend, etc.
   - information that would identify an urgent inquiry

e) **Date (Block 10) and Time (Block 11):**

   The recording of time and date on the Inquiry Card will assist inquiry workers in determining which card is the most recent.

f) **Return Answer to (Block 15):**

   Inquiry worker records the inquirer’s permanent address or emergency address if he or she is also an evacuee.

g) **Telephone (Block 16):**

   Inquiry worker should record the inquirer’s home and business telephone number as well as the area code.
Completed by Search and Reply Personnel

h) For office use only (Blocks 17, 18, 20, 21):
   Specially trained Search and Reply workers at will complete
   information blocks in this section. Block 17 is left blank – under no
   circumstances is the condition of an evacuee requested or released by
   Reception Centre Search and Reply or CRIB personnel

i) Remarks/Reply (Block 19)
   Used by Search and Reply staff to provide additional information
   regarding:
   - Whereabouts of evacuees;
   - Evacuation details – means of transportation, destination, date of
     departure and arrival, special needs, etc.;
   - Details regarding intended address:
     - Efforts made to locate missing person(s) if unable to locate;
     - Details regarding reply to inquirer.

Restricted ESS Files

When an inquiry has been matched with a restricted ESS registration and
services record (the “NO” box in Block 1 has been checked off)
immediately hand deliver the inquiry for the restricted registration to the
Search and Reply Supervisor. The Supervisor will follow-up with the
person who placed the restriction on their file.
## Sample Inquiry Card

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. FAMILY NAME</td>
<td>First name and last name of the person you are inquiring about.</td>
</tr>
<tr>
<td>2. LAST NAME</td>
<td>Last name of the person you are inquiring about.</td>
</tr>
<tr>
<td>3. INITIAL</td>
<td>Initial of the person you are inquiring about.</td>
</tr>
<tr>
<td>4. SEX</td>
<td>Sex of the person you are inquiring about.</td>
</tr>
<tr>
<td>5. AGE</td>
<td>Age of the person you are inquiring about.</td>
</tr>
<tr>
<td>6. PERMANENT ADDRESS</td>
<td>Address where the person lives permanently.</td>
</tr>
<tr>
<td>7. TELEPHONE</td>
<td>Telephone number of the person.</td>
</tr>
<tr>
<td>8. RETURN DATE</td>
<td>Date when the inquiry is due.</td>
</tr>
<tr>
<td>9. REMARKS</td>
<td>Any additional remarks or notes about the inquiry.</td>
</tr>
<tr>
<td>10. PLACE OF INQUIRY</td>
<td>Location where the inquiry is being made.</td>
</tr>
<tr>
<td>11. ME - REPLY</td>
<td>Me - Reply field for the responder.</td>
</tr>
<tr>
<td>12. ASSNR</td>
<td>Assnr field for the responder.</td>
</tr>
</tbody>
</table>

**INQUIRY CARD — DEMANDE DE RENSEIGNEMENTS**

*Note: This card is to be filled out for inquiries about a specific person.*

---

ESS Field Guide

7-30 Section Seven January 2010
H. ESS Referral Form (PEP2395)

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: 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.

Procedures for Processing:

Distribution:
White Copy – Supplier
Yellow Copy – Evacuee
Pink Copy – ESS Office, PEP HQ
Green Copy – Documentation Unit

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.

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.

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

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;
- GST Exempt #; and/or
- 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.

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.
<table>
<thead>
<tr>
<th>Block 13</th>
<th>(Community or District of)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>This identifies the local authority responsible for managing the response, but in no way holds them responsible to reimburse the supplier.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Box 14</th>
<th>(Name of Family Representative)</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>This is the person designated to make decisions on behalf of the family.</td>
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</table>

<table>
<thead>
<tr>
<th>Block 15</th>
<th>(Name of Person Purchasing Goods)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(If different from family representative)</td>
<td>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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Block 16</th>
<th>(Number of Adults, Youths and Children)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>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.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Block 17 - 21</th>
<th>GST Exempt</th>
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<tbody>
<tr>
<td></td>
<td>All goods and services purchased are GST exempt. Suppliers should quote GST #107864738 on all invoices. You will notice that this statement is repeated in each of the service boxes. This emphasis is necessary because one of the most common errors on supplier invoices in the past has been the inclusion of GST, which is difficult for the supplier to correct once it has been invoiced.</td>
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<table>
<thead>
<tr>
<th>Block 17 - 21</th>
<th>Use One Form for Each Different Supplier</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>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 <strong>not redeemable for cash.</strong></td>
</tr>
</tbody>
</table>
Tick Either “YES” or “NO” for Each Category

Block 17 - 21

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).
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 (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 Incidents (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 Incidents or the Comments section.

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.

Please have the family representative sign in this block.

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.

Enter date that Referral form was completed by ESS worker.

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
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.

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.

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

**Note:** If older Referral forms are being used, the former checklist for Ministry of Human Resources staff is no longer in use.
Sample Referral Form - Front

NOT REDEEMABLE FOR CASH

1. PEP TASK #

REFERRAL

REFFERAL # 123456

NOTE TO SUPPLIER: GST exempt # 107864738. Please attach itemized receipts and invoices providing specific details of goods and/or services along with the original (white) copy of this Referral form and submit to the Provincial Emergency Program. See reverse for more detailed information and billing instructions.

If no Emergency Social Services (ESS) Rates sheet is attached to this Referral form, call 1-800-663-3466

NOT REDEEMABLE FOR CASH

2. ESS Form # (if applicable)

VALID ONLY

From

To

At the request of the Community or District of

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

Number of Adults or Youths (13 - 18): 

Names: 

Number of Children (12 & under): 

Names: 

NOTE TO ESS WORKER: Use one form for each different supplier AND Tick "YES" or "NO" for each category below

FOOD

YES

No

*** GST EXEMPT ***

Restaurant Meals

Groceries

# of adults/youths: 

# of children: 

Total # of meals per person during "Valid Only" period:

# of Breakfasts: 

# of Lunches: 

# of Dinners: 

NOTE: Alcohol, tobacco and gratuities are not eligible expenses

Refer to attached ESS Rates sheet for maximum allowable rates

LODGING

YES

No

*** GST EXEMPT ***

Hotel/Motel

Billeting

# of nights authorized: 

(maximum 3)

Refer to attached ESS Rates sheet for maximum allowable rates

CLOTHING

YES

No

*** GST EXEMPT ***

# of people: 

Extreme winter conditions: 

YES

NO

Refer to attached ESS Rates sheet for maximum allowable rates

Transportation

YES

No

*** GST EXEMPT ***

Specify Mode of Travel:

From (address) 

To (destination)

Incidentals

YES

No

*** GST EXEMPT ***

# of people: 

Specify approved item:

NOTE: If more than one Referral form is issued for incidentals, the total of all Referral forms must not exceed maximum allowable rate.

Refer to attached ESS Rates sheet for maximum allowable rates

Comments:

The personal information requested on this form is collected under the authority of the Emergency Program Act and is necessary for administrative purposes and may be shared with other public bodies, organizations and/or agencies only to enable the provision of emergency services. Disclosure of personal information is subject to the provisions of the Freedom of Information and Protection of Privacy Act. Questions regarding the collection, use or disclosure of this information should be directed to the Manager, Emergency Social Services Office, Provincial Emergency Program, PO Box 9201, Station Prov Govt, Victoria, B.C. V8W 1J1 Phone: 1-800-585-8658

Signature of Family Representative

Date (YYYY MM DD)

NOTE TO SUPPLIER - Send original (white copy) of Referral form and itemized invoices to:

Emergency Social Services Office, Provincial Emergency Program

PO Box 9201, STN PROV GOVT

Victoria, BC

V8W 1J1

PHONE 1-800-585-9550

FAX (250) 952-5631

PEP2006(S9/L01) White Copy - Supplier Yellow Copy - Employee Print Copy - ESS Office FEP (Victoria) Green Copy - Documentation Unit

7-38 Section Seven June 2009
Sample Referral Form – Back

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 the Provincial Emergency Program, 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.
• All goods and services provided are GST exempt (GST exemption # 107964738).
• Charges for goods and services, including PST, 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 room tax, 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.
• Billeting rate does not include meals. A Referral form for either groceries or restaurant meals may be issued.

Additional Restaurant Information
• Maximum meal allowances are 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 the provincial ESS Office.
• 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 the ESS Office, Provincial Emergency Program (PEP) 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 PEP and documented.
☐ Make copies of invoices and receipts for your records.
☐ Send original invoices and itemized receipts with white copy of Referral form to PEP for payment.

Pep/2695(05/19/91)
I. Referral Form Record (PEP2395A)

Completed by: During a large-scale disaster with full Reception Centre set-up: Documentation Unit

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: This form is used to record Referral forms issued to Referrals workers during a response.

Procedures for Processing: When a stock of Referral forms (usually 10 to 20 or more) are given out to a Referrals worker, (either by an ESS Director in a small scale emergency or Documentation Unit in Reception Centre), the necessary information is recorded. At the end of the response or Referrals worker’s shift, all unused Referral forms are returned to the Documentation Unit.

Instructions for Completing: When distributing Referral forms, complete the ESS Referral Form Record as follows:

- Add the PEP Task Number to the top of form;
- Add date that Referral forms are issued to Referrals worker – e.g. 2009/07/05;
- Documentation Unit worker should sign next column;
- Referrals worker should sign next column;
- Record the actual numbers (sequence) of the Referral forms issued to each Referrals worker.

When Referrals workers complete their shift and are returning Referral forms to the Documentation Unit, complete the right side of the ESS Referral form Record as follows:

- Indicate the # of forms given out to evacuees, e.g. 15;
- Indicate the # of forms being returned to Documentation Unit unused, e.g. 3
- Indicate the # of forms voided or cancelled, e.g. 2
- Indicate # of forms lost/stolen, e.g. 0
- Referrals worker should then add their initials that the information is correct;
- Documentation Unit worker then initials as having recorded the information.
Sample ESS Referral Form Record

<table>
<thead>
<tr>
<th>PEP TASK #</th>
<th>FORM S SEQUENCE</th>
<th># OF FORMS USED</th>
<th># OF FORMS NOT USED</th>
<th># OF FORMS CANCELLED</th>
<th>DUE DATE</th>
<th>RECEIVED BY REFERRALS WORKER</th>
<th>RECEIVED BY RECOMMEND DOOR</th>
<th>INITIALS</th>
<th>PRINT NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**British Columbia**
### J. Emergency Social Services Registrations and Referrals Statistics Record

<table>
<thead>
<tr>
<th>Completed by</th>
<th>Documentation Unit</th>
</tr>
</thead>
</table>
| Available from        | ESS Reception Centre Guidelines, Section 3 – Function Aids  
                        | http://www.ess.bc.ca |
| Purpose               | This form is intended to provide a daily roll up of estimated costs and  
                        | statistics to assist with planning during extended ESS operations. Totals for  
                        | each column are compiled at the end of each reporting period - usually  
                        | based on a 24 hour reporting routine. The totals for each period are  
                        | estimates only, and it is not expected that exact costs be entered in columns.  
                        | The information required to complete this form is taken from the ESS File  
                        | Record once referrals have been issued to evacuees. |
| Instructions for      | Complete the information in the header section first. |
| completing            |                    |

**Columns:**
- ESS File # - enter the number for each ESS
- # Registered – total the number of persons registered on each file registration
- Food – multiply number of evacuees times daily maximum rate for restaurant or groceries times the number of days authorized – enter the sub total for each line
- Lodging – estimate the commercial rate times the number of rooms times the number of days authorized - enter the sub total for each line
- Clothing – multiply number of evacuees times the rate for clothing - enter the sub total for each line
- Transportation – estimate the costs for each referral for transportation - enter the sub total for each line
- Incidentally - multiply number of evacuees times the maximum rate for incidentals - enter the sub total for each line

Total all sheets at the end of each period and provide a copy to Planning section. Statistics and cost estimates will be included in the daily ESS Situation Report.
Sample ESS Registration and Referrals Statistics Record

<table>
<thead>
<tr>
<th>Facility Name</th>
<th>Facility Address</th>
<th>ESS File #</th>
<th>Task #</th>
<th>Total #</th>
<th>Food</th>
<th>Lodging</th>
<th>Transportation</th>
<th>Incidentally</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**REPORTING PERIOD:**

- **FROM:**
- **TO:**

**COMMUNITY REPORTING:**

- **Name(s) of worker(s) completing this form:**
- **Received report on:**
- **Date of report:**

**TOTALS:**

- **Number of cases: 100**
- **Number of incidents: 20**

**WHEN THE REPORTING PERIOD HAS ENDED:**

- **Date of completion:**

**Number of evacuees registered this reporting period:**

- **Number of evacuees served this reporting period:**

**Number of evacuees served this reporting period:**

- **Number of clients served this reporting period:**

**NUMBER OF CASES:**

- **Number of cases closed:**
- **Number of cases open:**

**NUMBER OF INCIDENTS:**

- **Number of incidents closed:**
- **Number of incidents open:**

**NUMBER OF SERVICES UTILIZED:**

- **Number of services provided:**
- **Number of services needed:**

**NUMBER OF RESOURCES UTILIZED:**

- **Number of resources provided:**
- **Number of resources needed:**

**NOTE:**

- All data entered in this form is confidential and will be used for statistical analysis only.
K. Emergency Social Services Rates Sheet (PEP2395R)

Issued 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, by phone toll-free at: 1-800-585-9559 or by Fax: 250-952-5831.

Instructions for Use The current Emergency Social Services Rates sheet indicates the pre-authorized amounts that evacuees can receive to help meet their short term, immediate needs following an emergency. A current ESS Rates sheet must accompany each Supplier Consent completed and each Referral form given to evacuees to ensure suppliers know the maximum amounts to be used in the provision of services.

Gratuities, tobacco products, alcohol and any additional costs incurred must be paid by the evacuees.

Adults – 19 years and older
Youth – 13 to 18 years
Children – 12 years and under

**Note: As of April 1, 2009** ESS Rates Sheets will no longer be updated on an annual basis, but every several years as a costs savings measure. If you are not sure that your rate sheets are current, contact the ESS Office to confirm that you are using the most current rates or go the ESS website at [www.ess.bc.ca](http://www.ess.bc.ca).
Sample ESS Rates Sheet

**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 ESS WORKER:** 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.

<table>
<thead>
<tr>
<th>ITEMS OF ASSISTANCE</th>
<th>ALL ITEMS ARE GST EXEMPT (#107864738)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FOOD</strong></td>
<td></td>
</tr>
<tr>
<td>Restaurant Meals</td>
<td>Breakfast $10.00 Lunch $13.00 Dinner $22.00 TOTAL $45.00 (inc. pst)</td>
</tr>
<tr>
<td>-- OR -- Groceries</td>
<td>Half the restaurant meal rate applies should the evacuee choose groceries. Daily rate per person $22.50 (inc. pst)</td>
</tr>
<tr>
<td></td>
<td>Gratuities, tobacco products and alcohol are not included.</td>
</tr>
<tr>
<td><strong>LODGING</strong></td>
<td></td>
</tr>
<tr>
<td>Hotel/Motel/B&amp;B</td>
<td>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). The Referral Form for billeting is issued to the billeting host (supplier). Billeting rate does not include meals. Billeting Rate: $30 per night based on single person occupancy. Add $10 for each additional adult and youth and $5 for each additional child</td>
</tr>
<tr>
<td>-- OR --</td>
<td></td>
</tr>
<tr>
<td>Billeting in Private Homes</td>
<td></td>
</tr>
<tr>
<td>CLOTHING</td>
<td>Adults, youth and children * up to $150.00 maximum per person (inc. pst) Clothing is provided as needed to preserve health and modesty. This is not wardrobe replacement. Clothing may include footwear or special needs items such as baby diapers. * Where extreme winter conditions apply at the time of the incident, and on a needs basis, amount may be increased to $200 per person.</td>
</tr>
<tr>
<td>(to be issued when evacuees have not been able to pack necessities)</td>
<td></td>
</tr>
<tr>
<td>TRANSPORTATION</td>
<td>Transportation necessary to meet immediate needs (e.g. taxis, 3 day bus pass, gasoline)</td>
</tr>
<tr>
<td>INCIDENTALS</td>
<td>Adults, youth and children up to $50.00 maximum per person (inc. pst) 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 ESS WORKER” above.</td>
</tr>
<tr>
<td>(to be issued when evacuees have not been able to pack necessities)</td>
<td></td>
</tr>
</tbody>
</table>

Support is provided for a maximum of 72 hours immediately following an evacuation, unless otherwise authorized.
3. Emergency Social Services File Kit

Available from

The ESS Office by E-mail note ess@pep.gov.bc.ca or by phone, toll-free at: 1-800-585-9559 or fax 250-952-5831.

Contents

- Instructions for completing and processing ESS Files
- 300 ESS Files (Registration and Services Record)
- One Set A-Z Guides (8 ½” x 11”)
- “OUT” Cards (8 ½” x 10”) and Follow-Up Cards (8½” x 10”)
- 50 Change of Information Forms
- 12 Medium black ball-point pens
- File box for Registration copies (for Search and Reply)
- 1 Set A-Z Guides (7” x 11”) for Search and Reply
- Blow-up of ESS File to be used to train volunteers or, in extreme circumstances, groups of evacuees self-registering

Purpose

For convenience and efficiency in setting up the Registration filing system in the Documentation Unit, the ESS Office will provide a limited number of complete ESS File Kits to ESS teams. Kit contents as listed above are packed into a two piece cardboard box, with each half of the box serving as a file box – the larger half for the ESS Files and the smaller half for the Search and Reply flimsies.

Procedures

The Registration area will need the ESS File forms, instructions for completing them, the Change of Information forms and pens.

The blown-up poster version of the ESS File form is used to train volunteers, if necessary, or may be used in extreme circumstances to assist groups of evacuees with self-registration. The remainder of the kit, the small half of the kit box and the smaller set of A-Z guides are for the use of Search and Reply personnel.

Instructions

File kits are very costly to produce, therefore, the ESS Office reserves the right to limit the quantity issued to any single community. You may request one ESS File Kit for each of the primary Reception Centres designated for your community. Additional forms may be ordered separately to supplement those forms supplied with the kit, or to replace used or out of date forms. A new kit should only be ordered when the file boxes themselves are no longer serviceable.
Relevant Legislation

Emergency Program Act [RSBC 1996] Chapter 111
http://www.qp.gov.bc.ca/statreg/stat/E/96111_01.htm

Emergency Program Management Regulations (BC Reg. 477/94) (Schedule 2)

Freedom of Information and Protection of Privacy Act [RSBC 1996] Chapter 165 (Section 26(a) & (c))
http://www.oipc.bc.org/sector_public/resources/index.htm
Section Nine:
ESS Terminology

Acronyms ................................................................. 9-1
Glossary and Definitions ............................................. 9-4
## Common Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BCERMS</td>
<td>BC Emergency Response Management System</td>
</tr>
<tr>
<td>CBRN</td>
<td>Chemical, Biological, Radiological, Nuclear</td>
</tr>
<tr>
<td>CCG</td>
<td>Central Coordination Group</td>
</tr>
<tr>
<td>CDCC</td>
<td>Canadian Disaster Child Care</td>
</tr>
<tr>
<td>CRCS</td>
<td>Canadian Red Cross Society</td>
</tr>
<tr>
<td>CRIB</td>
<td>Central Registry and Inquiry Bureau</td>
</tr>
<tr>
<td>DFA</td>
<td>Disaster Financial Assistance</td>
</tr>
<tr>
<td>DND</td>
<td>Department of National Defence</td>
</tr>
<tr>
<td>ECC</td>
<td>Emergency Coordination Centre</td>
</tr>
<tr>
<td>EHS</td>
<td>Emergency Health Services</td>
</tr>
<tr>
<td>EMBC</td>
<td>Emergency Management BC</td>
</tr>
<tr>
<td>EOC</td>
<td>Emergency Operations Centre</td>
</tr>
<tr>
<td>EPC</td>
<td>Emergency Program Coordinator</td>
</tr>
<tr>
<td>ESS</td>
<td>Emergency Social Services</td>
</tr>
<tr>
<td>ESSA</td>
<td>Emergency Social Services Association</td>
</tr>
<tr>
<td>ESSD</td>
<td>Emergency Social Services Director</td>
</tr>
<tr>
<td>FR</td>
<td>Family Reunification</td>
</tr>
<tr>
<td>GL</td>
<td>Group Lodging</td>
</tr>
<tr>
<td>ICS</td>
<td>Incident Command System</td>
</tr>
<tr>
<td>IEPC</td>
<td>Inter-Agency Emergency Preparedness Council</td>
</tr>
<tr>
<td>JEPP</td>
<td>Joint Emergency Preparedness Program</td>
</tr>
<tr>
<td>JIBC</td>
<td>Justice Institute of BC</td>
</tr>
<tr>
<td>Acronym</td>
<td>Full Form</td>
</tr>
<tr>
<td>---------</td>
<td>-----------</td>
</tr>
<tr>
<td>MCFD</td>
<td>Ministry of Children and Family Development</td>
</tr>
<tr>
<td>MST</td>
<td>Mobile Support Team</td>
</tr>
<tr>
<td>NGO</td>
<td>Non-Government Organization</td>
</tr>
<tr>
<td>NESS</td>
<td>National Emergency Stockpile System</td>
</tr>
<tr>
<td>OC</td>
<td>Operations Centre</td>
</tr>
<tr>
<td>PECC</td>
<td>Provincial Emergency Coordination Centre</td>
</tr>
<tr>
<td>PEP</td>
<td>Provincial Emergency Program</td>
</tr>
<tr>
<td>PIO</td>
<td>Public Information Officer</td>
</tr>
<tr>
<td>PHAC</td>
<td>Public Health Agency of Canada</td>
</tr>
<tr>
<td>PREOC</td>
<td>Provincial Regional Emergency Operation Centre</td>
</tr>
<tr>
<td>PSEPC</td>
<td>Public Safety and Emergency Preparedness Canada</td>
</tr>
<tr>
<td>RC</td>
<td>Reception Centre</td>
</tr>
<tr>
<td>R &amp; I</td>
<td>Registration and Inquiry</td>
</tr>
<tr>
<td>RUS</td>
<td>Referrals Unit Supervisor</td>
</tr>
<tr>
<td>SAR</td>
<td>Search and Rescue</td>
</tr>
<tr>
<td>SJA</td>
<td>St. John Ambulance</td>
</tr>
<tr>
<td>TSA</td>
<td>The Salvation Army</td>
</tr>
</tbody>
</table>
Glossary

Action Plan:
Contains objectives and specific tasks for the operational period. The Action Plan may be oral or written. When written, the Action Plan may have a number of forms as attachments (e.g., traffic plan, safety plan, communications plan, map, etc.).

Advance Planning Unit:
Unit within the Planning Section responsible for anticipating future needs of the Reception Centre or Group Lodging operations and developing objectives and specific tasks to meet these needs.

Allocated Resources:
Resources dispatched to an incident.

Area Command:
An organization established to: 1) oversee the management of multiple incidents that are each being handled by an Incident Command System organization; or 2) to oversee the management of a very large incident that has multiple Incident Management Teams assigned to it. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources based on priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed.

Assigned Resources:
Resources checked in and assigned work tasks on an incident.

Assignments:
Tasks given to resources to perform within a given operational period, based upon tactical objectives in the Incident Action Plan.

Assistant(s):
Title for subordinates of the Command/Management Staff positions. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions.

Available Resources:
Incident-based resources that are ready for deployment.
-B-

**Branch:**
The organizational level having functional or geographic responsibility for major parts of incident operations.

**The British Columbia Emergency Response Management System (BCERMS):**
The British Columbia Emergency Response Management System is a comprehensive management scheme that ensures a coordinated and organized Provincial response and recovery to any and all emergency incidents. The broad spectrum of components of the BCERMS includes: operations and control management, qualifications, technology, training and publications.

-C-

**Chain of Command:**
A series of management positions in order of authority.

**Chief:**
The title for individuals responsible for command and/or management of functional sections: Operations, Planning, Logistics, and Finance. The term Chief is used at all BCERMS response levels.

**Child Care Unit:**
Unit within the Operations Section responsible for providing a safe and nurturing environment for children at a Reception Centre.

**Clear Text:**
The use of plain English in all communications. No “Ten Codes” or organization-specific codes are used when utilizing Clear Text.

**Clerical Unit:**
Unit within the Logistics Section responsible for providing personnel to function as scribes, minute takers, data entry clerks etc. in other function areas.

**Command:**
The act of directing and/or controlling resources by virtue of explicit legal, organization, or delegated authority.

**Command/Management Staff:**
The Command/Management Staff consists of the Information Officer, Safety Officer, and Liaison Officer. They report directly to the Reception Centre/Group Lodging Manager. They may have an assistant or assistants, as needed.
Computer Systems Unit:
Unit in the Logistics Section responsible for providing computer systems.

Compensation/Claims Unit:
Unit within the Finance Section responsible for dealing with property damage and injuries.

Coordination:
The process of systematically analyzing a situation, developing relevant information, and informing appropriate command/management authority of viable alternatives for selection of the most effective combination of available resources to meet specific objectives. The coordination process (which can be either intra- or inter-organization) does not involve dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within the limits established by specific organization delegations, procedures, legal authority, etc.

Cost Unit:
Unit within the Finance Section responsible for tracking costs, analyzing cost data, making cost estimates, and recommending cost-saving measures.

Critical Resource:
Material, personnel and finances that are in short supply and are needed by more than one incident management team, or are needed for high priority assignments.

-Delegation of Authority-
A statement provided to the Incident Commander by the Organization Executive delegating authority and assigning responsibility. The Delegation of Authority can include objectives, priorities, expectations, constraints, and other considerations or guidelines as needed. Organizations may require written Delegation of Authority to be given to Incident Commanders prior to their assuming command on larger incidents.

Deputy:
A fully qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In some cases, a Deputy could act as relief for a superior and therefore must be fully qualified in the position. Deputies can be assigned to the Manager, General Staff, and Branch Coordinators. Deputies can be utilized at the site and site support level e.g.: RC, GL, EOC, PREOC, and PECC.

Demobilization Unit:
Unit within the Planning Section responsible for assuring controlled, orderly, safe, and efficient demobilization of incident facilities and resources.
Disaster:
A calamity caused by accident, fire, explosion, or technical failure, or by the forces of nature that has resulted in serious harm to the health, safety or welfare of people, or in widespread damage to property (as defined in the Emergency Program Act).

Dispatch:
The implementation of a command decision to move a resource or resources from one place to another.

Documentation Unit:
Unit within the Planning Section responsible for collecting, recording, and safeguarding all documents relevant to the response.

Donated Goods Unit:
Unit within the Logistics Section responsible for controlling the receiving donated goods in a Reception Centre.

Emergency:
A present or imminent event that is caused by accident, fire, explosion, or technical failure, or by the forces of nature and requires prompt coordination of action or special regulation of persons or property to protect the health, safety and welfare of people, or to limit damage to property (as defined in the Emergency Program Act).

Emergency Management:
An organized effort to mitigate against, prepare for, respond to, and recover from an emergency.

Emergency Medical Assistant (EMA):
A health-care specialist licensed under the Health Emergency Act with particular skills, knowledge, and certification in pre-hospital emergency care and transportation.

Emergency Operations Centre (EOC):
A designated facility established by an organization or jurisdiction to coordinate the overall organization or jurisdictional response and support to an emergency response.

Emergency Program Coordinator:
The individual within a local authority who has coordination responsibility for jurisdictional emergency management.

Emergency Response Plan:
The plan that each jurisdiction has and maintains for responding to incidents based on a hazard and risk analysis.
Emergency Social Services (ESS): Those services provided on a short-term basis to preserve the emotional and physical well being of evacuees and response workers in emergency situations.

Emotional Support Unit: Unit within the Operations Section responsible for counselling services to evacuees and ESS personnel.

ESS Director (ESSD): The individual responsible for the management and coordination of a local ESS program/team. He/she is also responsible for ESS planning and response activities.

ESS Support Organization: The term used to designate assisting and cooperating organizations.

Event: A planned, non-emergency activity. ICS can be used as the management system for a wide range of events, e.g., parades, concerts, or sporting events.

-F-

Facility Unit: Unit within the Logistics Section that provides building upkeep for the ESS response.

Finance Section: The Section responsible for all incident costs and financial considerations including the Time Unit, Procurement Unit, Compensation/Claims Unit, and Cost Unit.

First Aid Unit: Unit within the Operations Section responsible for providing emergency First Aid.

Food Unit: Unit within the Logistics Section responsible for providing food services for ESS personnel and evacuees at a Reception Centre.

Function: In BCERMS, function generally refers to the five major activities e.g., Command/Management, Operations, Planning, Logistics, and Finance (In some instances, Sections, Branches and Units are loosely referred to as functions as well). The term function is also used when describing the activity involved, e.g., the planning function.
-G-

**General Staff:**
A group of management personnel reporting to the Manager. The General Staff consist of:
- Operations Section Chief
- Planning Section Chief
- Logistics Section Chief
- Finance Section Chief

**Group Lodging:**
Congregate care facility for the lodging and feeding of evacuees.

-H-

**Health Services Branch:**
Branch within the Operations Section responsible for health related functions delivered within a Reception Centre or Group Lodging facility. (First Aid, Emotional Support, Special Needs).

-I-

**Incident(s):**
An occurrence either human caused or by natural phenomena, that requires action by response personnel to prevent or minimize loss of life or damage to property, environment and reduce economic and social losses.

**Incident Commander/Manager:**
The individual responsible for the management of all incident operations at the incident site. The term ‘Incident Commander,’ shall be deemed to include Unified Command.

**Incident Command Post (ICP):**
The location at which the primary command functions are executed. The ICP may be co-located or shared with the incident base or other incident facilities.

**Incident Command System (ICS):**
A standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries.

**Incident Management Team:**
The Incident Commander/RC/GL Manager and appropriate Command/Management and General Staff personnel assigned to an incident.
Incident Name:
When multi-organizations are responding to one incident the jurisdictional organization will name the incident (in clear text) using a common geographical or functional reference. All cooperating and assisting organizations will use the identified incident name.

Incident Objectives:
Statements of guidance and direction necessary for the selection of tasks. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been assigned. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

Information Officer:
A member of the Command/Management Staff responsible for interfacing with the public and media or with other organizations requiring information directly from the incident. There is only one Information Officer per incident. The Information Officer may have assistants.

Information Technology Branch:
Branch within the Logistics Section that coordinates the Telephones, Amateur Radio and Computer services for Reception Centre/Group Lodging facility.

Initial Action:
The actions taken by resources, which are the first to arrive at an incident.

Initial Response:
Resources initially committed to an incident.

Inquiry Unit:
Unit within the Operations Section of a Reception Centre where one can inquire about the whereabouts of a family member or friend for the purpose of Family Reunification.

Jurisdiction (Jurisdictional):
The range or sphere of authority. Organizations have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation.

Jurisdictional Organization:
The organization having jurisdiction and responsibility for a specific geographical area, or a mandated function and includes key ministries as defined in the Emergency Program Act.
Level One ESS
ESS Level One response provides lodging, meals and clothing referrals for up to 72 hours for one or two families (rule of thumb is 12 people) whose homes are made uninhabitable by events beyond their control and who do not have alternate resources.

Liaison Officer:
A member of the Command/Management Staff responsible for coordinating with representatives from external cooperating and assisting organizations.

Logistics Section:
The Section responsible for providing resources (material and human) and support to the response.

Management by Objectives:
In BCERMS, this is a top-down management activity that involves a process to achieve the goals. The steps are establishing the incident objectives, selecting the appropriate strategies/tasks to achieve the objectives, and implementing the strategies/tasks.

Management Staff:
The ESS management staff consists of the Manager, Information Officer, Safety Officer, and Liaison Officer. They may have an assistant or assistants as needed.

Management Team:
The management team consists of the Manager, Officers (Information, Safety, Liaison) and General Staff (Section Chiefs).

Meet & Greet Unit:
Unit within the Operation Section of a Reception Centre responsible for initial triage and welcoming of evacuees to the centre.

Mobilization:
The process and procedures used by all organizations activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

Mobilization Centre:
An off-incident location at which emergency service personnel and equipment are temporarily located pending transfer to the site. This is not a staging area.
Mobile Support Team (MST):
Upon the request of a community and approval by PEP Regional Manager, an MST (comprised of trained ESS volunteers) will travel to the community and assist in organizing ESS during a response.

Multicultural Unit:
Unit within the Operations Section responsible for providing translators and advice regarding various cultural food, clothing and other issues.

Multi-Organization Incident:
An incident where one or more organizations assist a jurisdictional organization. May be single or unified command.

Multi-Jurisdiction Incident:
An incident requiring action from multiple organizations that have statutory responsibility for incident mitigation. In ICS these incidents should be managed under Unified Command.

Mutual Aid Agreement:
Written agreement between organizations and/or jurisdictions in which they agree to assist one another upon request by furnishing resources.

- N -

- O -

Officer:
The title for the personnel responsible for the Command/Management Staff positions of Safety, Liaison, and Information.

On-Site Goods Distribution Unit:
Unit within the Operations Section responsible for the delivery of comfort foods and other material goods (i.e. blankets, teddy bears) to the evacuees in a Reception Centre.

Operational Guidelines:
An organizations’ written procedure(s) that establishes a commonly accepted course of action and specifies the functional limitations of personnel in performing emergency operations.

Operational Period:
The period of time scheduled for execution of a given set of operational actions as specified in the action plan. Operational Periods can be of various lengths, although usually not over 24 hrs.

Operations Section:
The Section responsible for all tactical operations (services direct to evacuees) at the Reception Centre or Group Lodging facility.
**Organization Executive or Administrator:**
Chief executive officer (or designate) of the organization or jurisdiction that has responsibility for the incident.

**Organization Representative(s):**
An individual assigned to an incident from an assisting or cooperating organization who has been delegated authority to make decisions on matters affecting that organization's participation at the incident. Organization Representatives report to the Liaison Officer.

**Out-of-Service Resources:**
Resources allocated to an incident but temporarily unable to respond for mechanical, rest, or staffing reasons.

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**Pet Care Unit:**
Unit within the Operations Section of a Reception Centre, responsible for a safe and secure location to temporarily house domestic pets while evacuees are at the Reception Centre.

**Planning Meeting:**
A meeting held as needed throughout the duration of an incident, to select specific tasks for incident operations, and for service and support planning. On larger incidents, the planning meeting is a major element in the development of the Action Plan.

**Planning Section:**
The Section responsible for the collection, evaluation, and dissemination of information related to the incident, and for the preparation and documentation of Action Plans.

**Primary Services Branch:**
Branch within the Operations Section responsible for Meet & Greet, Registration, Referrals for Food, Clothing Lodging, Inquiry and On Site Goods Distribution in a Reception Centre. Also Check In/Check Out, Sleeping Area and Meals Distribution Units in a Group Lodging Facility.

**Provincial Central Coordination Level:**
A coordination level within the BC Emergency Response Management System, which is activated to coordinate all provincial resources. This level interacts with the Provincial Regional Coordination Level.

**Provincial Emergency Coordination Centre (PECC):**
Provincial Emergency Coordination Centre will be established to manage activities at the Provincial Central Coordination Level. The five functions provided by PECC are Management, Operations Coordination, Planning, Logistics, and Finance/Administration. The PECC level follows the same basic organizational support levels in the BCERMS.
Provincial Emergency Program (PEP):
The Provincial Emergency Program is responsible for developing and maintaining provincial emergency preparedness, response and recovery measures.

Provincial Regional Coordination Level:
A coordination level within the BC Emergency Response Management System which is activated to coordinate provincial resources on a regional basis. This level interacts with local authorities and Ministry EOCs.

Provincial Regional Emergency Operations Centre (PREOC):
A Provincial Regional Operations Centre manages activities at the Provincial Regional Coordination Level and coordinates the joint efforts of government and non-government organizations.

Procurement Unit:
Unit within the Finance Section responsible for financial matters involving supplier contracts.

Radio Cache:
A supply of radios stored in a pre-determined location for assignment to incidents.

Reception Centres (RC):
A safe gathering place where evacuees can register, are interviewed to determine their immediate emergency needs, and are referred to suppliers for assistance.

Reception Centre Manager:
The individual responsible for the overall management at the Reception Centre.

Recreation Unit:
Unit within the Operations Section responsible for coordinating any recreation or leisure activities required in a Reception Centre facility.

Recreation & Leisure Unit:
Unit within the Operations Section responsible for coordinating any leisure activities required in a Group Lodging facility.

Referrals (for Food, Clothing and Lodging) Unit:
Unit in Operations Section of a Reception Centre that refers evacuees to community suppliers to meet their immediate needs.
**Referrals Unit Supervisor (RUS):**
The RUS assists and supports Referral volunteers in completing ESS Referral forms for evacuees, and seeks approval for expenditures beyond ESS rates.

**Registration Unit:**
Unit within the Operations Section of a Reception Centre that records the whereabouts of evacuees for the purpose of Family Reunification.

**Resources:**
Personnel and equipment available, or potentially available, for assignment to incident(s).

**Resource Acquisition Unit:**
Unit within the Logistics Section responsible for confirming the availability of services and supplies to meet the needs of the evacuees and Reception Centre or Group Lodging operation.

**Risk Management:**
Risk Management is the process of making and carrying out decisions that will minimize the adverse effects of injuries, accidental losses and liability upon an organization. Making these decisions requires the five steps in the decision process. The five steps in the decision process are:

- identifying exposure to loss,
- examining alternative techniques for dealing with the exposures,
- selecting the best techniques,
- implementing the chosen techniques, and
- monitoring and improving the response.

Carrying out these decisions requires the four functions in the management process. The four functions in the management process are:

- planning,
- organizing,
- leading, and
- controlling.

**Safety Officer:**
A member of the Command/Management Staff responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for ensuring personnel safety and worker care. The Safety Officer may have assistants.

**Search & Reply Unit:**
The process of matching Inquiries with Registrations for the purpose of Family Reunification in a Reception Centre.
Section:
That organization level with responsibility for a major functional area of the Reception Centre or Group Lodging facility, e.g., Operations, Planning, Logistics, Finance.

Security Unit:
The unit within Logistics Section providing traffic control and general security to the facility.

Shipping & Receiving Unit:
Unit within Logistics Section responsible for the acceptance and dispatch of materials to and from the Reception Centre or Group Lodging facility.

Single Command:
Single Command has one Incident Commander.

Single Resource:
An individual, a piece of equipment and its personnel complement.

Site Support Level:
A coordination level within the BC Emergency Response Management System that is activated to provide policy direction and resources support to an Incident Commander.

Situation Unit:
Unit within the Planning Section responsible for the collection, organization, and analysis of information, and for analysis of the situation as it progresses.

Span of Control:
To maintain supervisory levels within the command structure an effective span of control is required. Span of Control is within the range of 1 to 3 and 1 to 7 individuals reporting to a supervisory level. The range of 1 to 5 is considered the optimum number of individuals reporting to the next higher supervisory level.

Special Needs Unit:
Unit within the Operations Section – Health Services Branch responsible for delivery of health related services to evacuees with long-term conditions (e.g. dependant adults, frail elderly, mobility-challenged people etc.).

Specialized Services Branch:
Branch within Operations Section that deals with Child Care, Multicultural, Pet Care, Recreation, Transportation and Search & Reply in a Reception Centre and Recreation and Leisure, Multicultural and Transportation functions in a Group Lodging Facility.

Supervisor:
Individuals within organizational units that are assigned specific managerial responsibilities, e.g., Check In/Check Out Unit or Meals Distribution Unit.
Supply Branch:
Branch within Logistics Section that provides the material goods and services for a Reception Centre or Group Lodging facility.

Support Branch:
A Branch within the Logistics Section responsible for providing services to support the facility, for example, facility management, clerical support and security.

Supporting Materials:
Refers to the several attachments that may be included with an Action Plan, e.g., communications plan, map, safety plan, traffic plan, and medical plan.

Support Resources:
Non-tactical resources under the supervision of the Logistics, Planning, Finance Sections, or the Management Staff.

Task(s):
Specific actions taken to achieve operational objectives for an operational period.

Task Number:
A control number assigned by PEP to each response or training event for the purpose of tracking an approved response and providing support for ESS workers with WorkSafe BC and personal liability coverage.

Technical Specialists:
Personnel with special skills that can be used where required within the ICS organization.

Telephones Unit:
Unit in the Logistics Section responsible for providing telecommunications services.

Time Unit:
Unit within the Finance Section responsible for recording time worked by personnel.

Transportation Unit:
Unit within the Operations Section responsible for coordinating the movement of evacuees from the Reception centre or Group Lodging facility to accommodations or approved activities.

Unified Area Command:
A Unified Area Command should be established when incidents under an Area Command are multijurisdictional. (See Area Command and Unified Command.)
Unified Command:
In ICS, Unified Command is a unified team effort which allows all organizations with jurisdictional responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives, strategies and action plans. This is accomplished without losing or abdicating organization authority, responsibility, or accountability. The term ‘incident command,’ when used throughout this standard, shall be deemed to include Unified Command.

Unit(s):
The organizational element having functional responsibility for a specific function within the Sections of Operations, Planning, Logistics, or Finance.

Unity of Command:
The concept by which each person within an organization reports to and receives direction from only one supervisor.

Volunteer/Staff Management Branch:
Branch within Logistics Section that is responsible for the management of personnel at the Reception Centre or Group Lodging facility. This includes the recruitment, screening, orientation, assignment, training, evaluation and recognition of personnel.
Appendices

Appendix 1 – Evacuee Living Assistance

Appendix 2 – Emergency Services Volunteers

Appendix 3 – Public Safety Volunteer Registration
EVACUEE LIVING ASSISTANCE

GENERAL

The following policy supersedes that contained in the PEP Policy and Procedures Manual dated July 15, 1998 - Article 6.04 Living Expense Assistance for Disaster Victims and is effective December 1, 2006. Amendments to original 00-6 serve to remove references to MSDES and PDA.

INTRODUCTION

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 evacuation1. Examples of emergencies or disasters where living assistance may be provided to evacuees include, but are not limited to:

   • residential/urban interface fires;
   • major industrial accidents or dangerous goods spills/leaks;
   • floods, earthquakes or volcanic eruption; and
   • 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.

CONDITIONS

3. Conditions under which living assistance may be authorized are as follows:

   • residence2 was uninhabitable due to an imminent or occurring emergency/ danger; or

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1 Ordered by a legislated authority.
2 In exceptional circumstances other residences may be considered eligible, such as a recreational properties evacuated with little or no notice.
• evacuee is a member of a designated\textsuperscript{3} group for which evacuation was recommended by a provincial official or local authority; or

• on issuing a formal evacuation order.

**ELIGIBILITY CRITERIA**

4. The eligibility criteria associated with the provision of living assistance are:

• living assistance is provided only when access to insurance coverage is NOT reasonably and readily available;

• living assistance will NOT be provided to evacuees receiving reimbursement for expenditures, associated with the emergency/disaster, from another organization;

• living assistance is authorized to evacuees of a residence where the residence has been designated as uninhabitable due to a hazard or occurrence or where an evacuation order is in effect;

• living assistance is provided for up to 72 hours or for the duration of the evacuation, as defined by the authority ordering the evacuation\textsuperscript{4};

• living assistance is not normally provided for voluntary evacuation. It may ONLY be provided for the duration of the evacuation order with the prior authorization of the Director PEP;

• living assistance beyond the duration of the evacuation may be provided only when authorized by the PEP Regional Manager, in consultation with the PEP Director and provincial 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. The decision will be on a case-by-case basis and appropriate documentation may be required prior to any expenses being incurred;

• living assistance is authorized ONLY when a PEP task number has been issued;

• living assistance is based on current government travel reimbursement rates;

\textsuperscript{3} Designated groups may include, but would not be limited to, the elderly, handicapped persons and individuals with medical conditions which would be exacerbated by prevailing hazard.

\textsuperscript{4} There are provisions in a standard homeowners/renters insurance policy covering evacuation orders and extraordinary living expenses incurred as the result of insured perils.
• living assistance will ONLY be provided to evacuees who reside within the evacuated area\(^5\); and

• living assistance will ONLY be provided to evacuees for necessary, eligible expenditures associated with the emergency/disaster.

LIVING ASSISTANCE

5. Local government ESS volunteer(s) or evacuation reception centres will provide the following living assistance to evacuees:

No Warning of an Evacuation

• accommodation in commercial accommodation, private lodging or group lodging\(^6\) authorized by ESS;

• meals in a commercial facility or group lodging;

• purchase of essential clothing and incidental items; and

• transportation as required to meet immediate requirements.

Minimum Two Hours Warning of Evacuation

• accommodation in commercial accommodation, private lodging or group lodging authorized by ESS;

• meals in group lodging or commercial facility; and

• transportation as required to meet immediate requirements.

6. The following living assistance benefits will apply when authorized:

Accommodation

• commercial accommodation - applicable current government rates; and

• private lodging (including billeting in private residences) - applicable current government rates.

Note: Add $10.00 for each additional adult over 19 and $5.00 for each additional child aged 13 - 18 years.

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5 ESS should verify that the place of residence given by the evacuee is in the evacuation area.
6 Group lodging should be established when it is cost effective to do so.
Meals

- adults - current government rate per person; and
- children 12 and under - 50 percent of the adult rate.

Clothing

- a maximum of $150 per person per incident. Where winter conditions apply at the time of incident, amount may be increased to $200 per person per incident.

Incidentals

- a maximum of $50 per person per incident, as required.

EVACUEE’S RESPONSIBILITY

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

- transportation from and return to evacuation area, unless otherwise authorized;
- boarding and feeding of pets, in excess of incidental allowance;
- clothing, personal items or medicines (unless evacuees were unable to pack and transport such items); and
- tobacco and alcohol products.

PROCEDURES

8. Report incident to PEP Emergency Coordination Centre (ECC) 1-800-663-3456 and obtain (or confirm) a PEP task number.

9. The local authority Emergency Program Coordinator will provide the ESS Team with the incident task number to be used in processing invoices.

10. Living assistance will be organized by the local ESS team. Living assistance will be provided in accordance with PEP Evacuee Living Assistance policy guidelines described above and the ESS Field Guide.

7 For example: personal hygiene supplies, pet care, medications and laundry.
11. Requests for an extension of living assistance can be approved by the PEP Regional Manager. If it is felt an extension is not justified, the PEP Director and provincial ESS Director will be consulted prior to the decision being made.

12. Suppliers of services (e.g. hotels and restaurants) will send invoices with a copy of the referral to PEP headquarters for all goods and services provided.

13. A provincial employee must certify that the goods and services were received.

Jim McAllister
A/Deputy Director

November 20, 2006
EMERGENCY SERVICE VOLUNTEERS

GENERAL

The following policy supersedes that contained in the PEP Policy and Procedures Manual dated July 15, 1998, as indicated below:

- Article 5.01 Emergency Service Volunteers
- Article 5.05 Enrolment
- Article 5.07 Identification (ID) Cards

INTRODUCTION

The Emergency Program Act defines “volunteer” as a volunteer registered by a local authority or the Provincial Emergency Program. Volunteers undertake to train for and respond to an emergency or disaster on behalf of the provincial government, or a “local authority” as defined in the Act.

POLICY

Volunteer Components

Emergency service volunteers may be categorized in the following two components:

- Public Safety
  - Search and Rescue (SAR). Volunteers called upon to assist and support the police or other authorized agency(s) in searching for lost persons or for rescuing persons in distress on land or inland waters.
  - Emergency Social Services (ESS). Volunteers who provide services that preserve the emotional and physical well being of survivors and response workers in an emergency situation. They include reception, food services, lodging, clothing, registration and inquiry, personal and financial services.
  - PEP Air. Volunteers whose interests lie in flying and who dedicate their time and/or their aircraft to assist in the location of missing or distressed persons,
aircraft or boats. There are national standards that must be attained to be certified as a pilot, navigator or spotter.

- **Provincial Emergency Radio Communications Service (PERCS).** Radio communications volunteers who provide emergency radio communication service during emergencies and exercises. Most volunteers in the radio communication service will be licenced amateur radio operators although other radio communication modes, such as citizen band (CB) radios, may be used. Although non-licenced volunteers are a valuable resource, their utilization in the communication service may be restricted in the operation of radio communication equipment.

- **Highway Rescue.** Volunteers called upon to assist and support the police or other authorized agency(s) in auto extrication.

- **General Service.** The general service component is comprised of all other volunteers who provide their services to either a local authority or the Provincial Emergency Program, including clerical staff, drivers, exercise facilitators, first aiders and manual workers. Volunteers who offer to perform short-term services in response to a specific emergency or disaster response task, will also be included in this component.

To the degree possible, dependent on the emergency/disaster situation, volunteers will only be engaged to perform tasks within the scope of their qualifications, training and/or experience.

Interested volunteers must be 16 years of age to register for PEP-approved operational or training tasks. For volunteers aged 16 to 18 years, parental/guardian consent is required.

**Volunteer Benefits**

Volunteers may be eligible for PEP-funded training conducted by the Justice Institute of British Columbia (JIBC) Emergency Management Division - PEP Academy or other approved agency.

Volunteers may be provided the following when registered for volunteer work for either a local authority or the Provincial Emergency Program under an authorized PEP operational or training tasks number:

- Workers' Compensation Board (WCB) coverage;
- exemption from civil liability;
- reimbursement for out-of-pocket expenses for authorized operational tasks, for example meals, mileage, accommodations; and
• reimbursement for the repair/replacement of personal property or equipment lost or damaged on an operational task.

NOTE: ELIGIBILITY FOR WCB COVERAGE, LIABILITY PROTECTION AND EXPENSE REIMBURSEMENT BENEFITS REQUIRES THAT ALL VOLUNTEERS BE REGISTERED¹ FOR THE SPECIFIC AUTHORIZED OPERATIONAL OR TRAINING TASK IN WHICH THEY ARE INVOLVED.

Identification (ID) Cards

An ID card, bearing a photograph of the individual and designating the individual's affiliation, may be issued to public safety component volunteers on request.

The ID card will identify an individual as being a member of a specific public safety discipline.

While ID cards are not a pass they may help establish an individual's authority to be in designated sites in an emergency, particularly areas that may not be accessible to the general public.

ID cards are the property of PEP. They must be renewed every five years and surrendered upon termination of volunteer status. Loss of an ID card should be immediately reported to the appropriate PEP Regional Manager or public safety group/team leader.

PROCEDURES

Registration Procedure for Public Safety Volunteers

Public safety volunteer registration forms are available through public safety group/team leaders and PEP Regional Offices.

To register with PEP as a public safety component volunteer, a registration information form must be completed and signed by the volunteer and returned to the applicable public safety group/team leader. The following is the procedure for completing the form (sample at Annex A):

¹ PEP Policy and Procedures Manual Article 6.09 (July 15/99) – Task Registration.
Completion of Registration Form

Function

Original - New volunteer (first time applying).

Renewal - Volunteer status to be renewed every five years.

Edit - If wishing to update information previously supplied.

Identification (ID) Card - indicate if an ID card is requested and photo provided (Annex B).

Public Safety Discipline - indicate the discipline for which you have volunteered.

- Search and Rescue
- Emergency Social Services
- PEP Air
- Highway Rescue
- Provincial Emergency Radio Communications Service

Group/Team Location – indicate the name and location of your volunteer group/team, for example Hope Highway Rescue Society.

PEP Region – indicate the PEP region in which your group/team is located, Hope for example is located in the South West (SWE) region.

Personal Identification - self explanatory.

Emergency Contact - identify the individual(s) to be contacted should you become involved in a personal emergency.

Volunteer - signature confirms intent to register.

Parent/Guardian (as required) - signature confirms consent for registration of 16 - 18 year olds.

Group/Team Leader - signature is to confirm that volunteer is a member of a recognized group.

Regional Manager - signature is to confirm information completeness and accuracy.
Processing of Completed Form

The group/team leader will forward the completed form(s) intact (both copies) to the applicable PEP Regional Manager for verification and submission to PEP headquarters Volunteer Registration Clerk for processing.

Once received at PEP headquarters, the information will be entered in the PEP volunteer database and, where applicable, an ID card will be produced and returned to the applicant. The second copy of the registration form will be returned to the applicable PEP Regional Manager for retention.

Attachments:
Annex A - Volunteer Registration Form
Annex B - Sample ID Card and Photo Instructions

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Director

May 24, 2000

WD/
Annex A
Policy Bulletin 00-7

Public Safety Lifeline Volunteer Registration Form

Identification (ID) Card
- Card Requested
- Registration Only (NO CARD REQUESTED)
  - Original
  - Renewal
  - Replacement
  - Edit Only (Information Changes)

Photo
- Reuse Current Photo
- Photo Attached
- Photo on Disk / CD
- Photo (to be sent in later)

Discipline
- Emergency Social Services
- Search and Rescue
- General Service
- PEP Air
- Highway Rescue
- Emergency Radio Communications

Group/Team Location:
- North East
- North West
- Central
- South East
- Vancouver Island
- South West

Last Name: 
First Name: 
Address: 
City: 
Postal Code: 
Residence Phone #: 
Business Phone #: 
Other # (cell/pager/fax): 
Home Email:

Emergency Contact Person / Relationship:

Address:
City: 
Postal Code: 
Business Email: 
Driver's License #: 
Driver's License Expiry Date: 
Birth date: 

Volunteer Signature: Date: 
Parent/Guardian's Signature: Date: 
Group/Team Leader:
Name (print): 
Signature: Date: 

Regional Manager:
Name (print): 
Signature: Date: 

Registration Number: 
Date of issue: 
Notes: (PEP HQ use only) 
November 2007

THE INFORMATION ON THIS FORM IS COLLECTED UNDER THE AUTHORITY OF THE BC EMERGENCY PROGRAM ACT, PART 2, SECTION 4, 2006 AND PEP POLICY. THE INFORMATION IS USED TO PRODUCE IDENTIFICATION CARDS AND MAY BE USED TO SUPPORT EMERGENCY OPERATIONS. QUESTIONS REGARDING THE COLLECTION USE OR DISCLOSURE OF THIS INFORMATION SHOULD BE DIRECTED TO THE MANAGER OF TRAINING EXERCISE AND VOLUNTEER PROGRAMS - 1 800 688 3445.

1 Passport sized black and white or colour head and shoulders photograph
2 Parent/guardian consent required for volunteers 16 – 18 years old.
Sample Identification (ID) Card

Photo Instructions

The following photo options are available to volunteers requesting a PEP ID card:

- Option 1 - A digital passport size head and shoulders photograph on disc in JPEG file interchange format. Groups submitting a number of photos on a single computer diskette must ensure that each individual is readily identified; or

- Option 2 - A passport sized head and shoulders black and white or colour print with volunteer’s name printed on back.

Note: Photographic costs are an individual/group/team responsibility.