



EMERGENCY SOCIAL SERVICES

SUPPORT ORGANIZATIONS --

A PROVINCIAL FRAMEWORK

FOR

COOPERATION AND COORDINATION



Table of Contents

INTRODUCTION.....	1
EMERGENCY SOCIAL SERVICES (ESS) IN BRITISH COLUMBIA	1
EMERGENCY SOCIAL SERVICES (ESS) OFFICE, PEP	2
FRAMEWORK FOR COOPERATION	3 & 4
BRITISH COLUMBIA HOUSING	5
BUDDHIST COMPASSION RELIEF TZU CHI FOUNDATION CANADA	6
CANADIAN DISASTER CHILD CARE	7
CANADIAN RED CROSS.....	8
EMERGENCY SOCIAL SERVICES ASSOCIATION.....	9
JUSTICE INSTITUTE OF BC.....	10
ST. JOHN AMBULANCE	11
TELEPHONE PIONEERS AMATEUR RADIO CLUB	12
THE SALVATION ARMY	13

Introduction

In British Columbia's Emergency Social Services (ESS) structure, ESS Support Organizations work in cooperation with and are coordinated by the Provincial Emergency Program's (PEP) ESS Office. Collectively, the ESS Office and Support Organizations provide training and support to local authorities and community-based ESS teams in their efforts to ensure the safety and well-being of people affected by a disaster or an emergency.

The intent of this document is to identify agreed upon roles and responsibilities of each ESS Support Organization. Additionally, it is intended to provide an understanding of the framework by which those organizations will work in a coordinated and cooperative manner to promote disaster preparedness, provide emergency services and to assist in the transition to recovery for the people of British Columbia.

ESS in British Columbia

ESS is a community-based provincial emergency response program. Emergency Social Services are those short-term services required to preserve the health and well-being of people affected by disasters, including emergency responders. Services include emergency food, clothing, lodging, family reunification, emotional support and other specialized services, as required. Emergencies range from single house fires to major disasters such as the interface wildfires and floods of 2003 involving mass evacuations.

In British Columbia, local authorities are responsible for planning and operating ESS as part of their overall emergency plan. More than 150 municipalities in BC have ESS teams. Approximately 5,000 volunteers donate their time and energy as members of ESS teams throughout BC. In some communities, municipal staff may also be involved in providing services. ESS Support Organizations also have important roles in providing ESS.

ESS plays an important and integral role in Emergency Management in British Columbia by:

- Helping people to remain independent and self-sufficient;
- Helping people to meet their basic needs during a disaster;
- Reuniting families separated by disaster; and
- Providing people with accurate and up-to-date information about the situation at hand.

ESS Office

Under the authority of the *Emergency Program Act* and the Emergency Program Management Regulation, the Provincial Emergency Program's ESS Office, provides leadership and coordination in planning for, and responding to, emergencies and disasters across the Province, where short-term Emergency Social Services are required.

The ESS Office works in cooperation with other provincial ministries and non-government organizations, to ensure a coordinated approach to the delivery of ESS across BC. The ESS Office carries overall responsibility for program standards and practices and for coordinating the roles and responsibilities of all the ESS Support Organizations. ESS Office activities include, but are not limited to:

- Negotiating letters of agreement and/or performance-based contracts with ESS Support Organizations concerning their identified roles and responsibilities within the ESS structure;
- Provision of training for community ESS volunteers through PEP funded contracts;
- Promote ESS to other provincial ministries, federal departments, local authorities, emergency planners and the private sector;
- Chairing the BC ESS Council;
- Ensuring that ESS is integrated with other emergency response components;
- Provision of volunteer support and recognition;
- Adoption of the organizational standards for volunteers;
- Organizing and managing the Mobile Support Teams;
- Advising local ESS responders with regard to appropriate ESS expenditures and providing consultation in operating their ESS response, as and when requested or required; and
- Establish operational standards for ESS in BC.

Framework for Cooperation

ESS Support Organizations are an integral component of ESS in providing support for emergency planning and response activities. In British Columbia, ESS Support Organizations are comprised of non-government organizations and other public agencies. To further promote this level of coordination the ESS Office and the Support Organizations continue to conduct joint planning and training, informal contacts, preplanned agreements for the division of disaster responsibilities and the use of similar terminology, procedures and performance criteria.

EMERGENCY SOCIAL SERVICES SUPPORT ORGANIZATIONS

(listed in alphabetical order)

- BC Housing
- Buddhist Compassion Relief Tzu-Chi
- Canadian Disaster Child Care (CDCC)
- Canadian Red Cross (CRC)
- Emergency Social Services Association (ESSA)
- Justice Institute of BC (JIBC)
- Ministry of Children and Family Development (MDFD)
- The Salvation Army (TSA)
- St John Ambulance (SJA)
- Telephone Pioneers Amateur Radio Club (TPARC)

The involvement of any ESS Support Organization in ESS in BC is based upon several premises:

1. The impact of disaster can be so catastrophic that, although the responsibility for community disaster planning lies with local authorities, no single level of government, community agency, organization or group can provide all services required by all the people affected by disaster.
2. There are many local and national organizations with an interest or mandate to provide relief to people affected by an emergency or disaster.
3. Coordination of emergency services provided by emergency response organizations will promote a more effective transition to recovery for people affected by disaster.

The respective roles and services provided by each of the ESS Support Organizations are listed in this document. Although it is recognized that a few ESS Support Organizations may not be physically located within some of the smaller communities of British Columbia, these agencies are committed to supporting local ESS teams. ESS Directors are encouraged to establish linkages with these organizations whenever possible.

It should be noted that, at the local level and based on local resources, some community-based ESS teams may choose to assign these roles to other organizations that are not identified as an ESS Support Organization.

Representatives from each of the ESS Support Organizations sit on the **BC ESS Council**, which convenes quarterly for meetings chaired by the ESS Office. Committee members have the opportunity during these meetings to report on the related activities of their organization, identify emerging issues, discuss ESS policies, provide feedback and share lessons learned from responses. When a particular issue or project requires more extensive consultation and collaboration, a sub-committee is struck.

The ESS structure in British Columbia has reached a stage in its development that requires a clear statement of the roles and responsibilities of the ESS Support Organizations. The ESS community and emergency management organizations in this province require an understanding of what each ESS Support Organization is capable of performing. This clarity of purpose and the broad communication of this message is a factor that will promote trust in other organizations and the familiarity with how the ESS Support Organizations function will lead to greater cooperation for all stakeholders.

For example a disaster response may require the use of resources (personnel, facilities, supplies and equipment, etc.) from multiple organizations and jurisdictions. To ensure a coordinated and optimum use of any valuable resource during a disaster or emergency, it is important to understand the roles and responsibilities of each of the ESS Support Organizations.

The purpose of this Framework for Coordination among ESS Support Organizations is to reduce and/or eliminate duplication of efforts and potential waste of resources.

An ESS Support Organization who subscribes to this Framework for Coordination has agreed to the following general principles:

- It is recognized that local authorities in British Columbia are first responders to an emergency or disaster and they manage the disaster response within their jurisdiction for its duration;
- Any ESS Support Organization wishing to participate in ESS should be capable of responding to the needs of the local authorities upon request anywhere in the province;
- ESS Support Organizations responding to an emergency or disaster requiring provincial assistance will be activated by the ESS Office;
- ESS Support Organizations will not use disaster events to compete with other Support Organization members for their own recognition purposes; and
- In instances of prolonged distress arising from a disaster, ESS Support Organizations agree to cooperate fully in the assessment and provision of resources to meet the public's needs. However, no ESS Support Organization is required to share resources that they do not normally provide or do not have.



BC Housing

BC Housing

BC Housing is the provincial crown agency that develops, manages and administers a wide range of subsidized housing options for those most in need across the province.

BC Housing works with other levels of government, health authorities, and private and non-profit housing providers to create affordable housing options for vulnerable British Columbians. These partnerships bring together resources and funding, expertise in housing and health, and an understanding of the unique needs of local communities. Together, partner organizations can deliver creative, community-based housing solutions.

In support of Emergency Social Services (ESS), and the provinces overall emergency preparedness, BC Housing:

- is prepared to support communities provincially in addressing their emergency accommodation needs following major emergencies and disasters;
- maintains stockpiles of emergency lodging supplies (cots and blankets) around the province to support communities with their emergency accommodation needs following major incidents;
- acquires and assigns accommodation for emergency responders (provincial staff and volunteers) in connection with the ESS Staffing Bureau; and
- develops and delivers post-earthquake Building Damage Assessment Training so that individuals, groups and communities have the capacity to assess structures and determine appropriate accommodation options for community members.

BC Housing's role in emergency management also includes the development and delivery of a variety of preparedness, response and recovery programs for public housing, group homes and non-profit housing societies funded by the provincial government.



Buddhist Compassion Relief Tzu Chi Foundation Canada

The Buddhist Compassion Relief Tzu Chi Foundation Canada (Tzu Chi) is an international relief organization that had originated in Taiwan in 1966 by their Venerable Master Cheng Yen. Originally established to help the poor, the society has grown significantly in the last 30 years to branch into medicine, education, culture and charity.

In British Columbia the Tzu Chi has taken on the task of Mass Feeding in times of disaster. The organization will be responsible for tracking the Mobile Feeding Units (MFU) assigned to the province from the National Emergency Stockpile System (NESS). They will also provide support to communities in addressing their planning for mass feeding needs in times of emergency or disasters.



Canadian Disaster Child Care (CDCC)

CDCC is a national organization that responds to children following disaster, providing specialized child care that focuses on using play to help children work through their feelings and regain control over their environment. Equipped with a “Kit of Comfort,” volunteers set up child care facilities in Reception Centres and/or Group Lodging facilities, allowing parents and emergency response workers to focus on the tasks of disaster recovery.

Volunteers have successfully completed training, assessment and criminal record checks prior to being mentored into the program. Many use their skills on a regular basis with children who have experienced disaster or trauma.

CDCC provides the following services:

- provision of child care in disaster settings;
 - Setting up and maintaining child care services;
 - Information and support to parents;
 - Ongoing support for community programs that work with children who have experienced trauma;
- training and certifying Disaster Child Care volunteers; and
- sending trained Disaster Child Care teams to Reception Centres upon the request of local ESS teams or the ESS Office.

Training offered by Disaster Child Care:

- training for child care givers;
- orientation for emergency response workers; and
- orientation for professionals that work with children.



Canadian Red Cross

Canadian Red Cross Society (CRCS)

(as of 13 Nov 06)

Mission of the Canadian Red Cross

To improve the lives of vulnerable people by mobilizing the power of humanity in Canada and around the world.

Guidelines

The Red Cross is a national volunteer aid society, auxiliary to the public authorities in their humanitarian work, be they municipal, provincial/territorial, federal or Aboriginal. The Red Cross is guided by its Fundamental Principles and the International Disaster Relief Code of Conduct where the humanitarian imperative comes first.

The Red Cross works with all levels of government, health authorities, transportation authorities, educational institutions, community organizations and other relief agencies to assist those affected by disaster. Agreements may include the provision of direct service and reliable and timely information, working on teams with other community organizations or serving in a support or training role. The Red Cross also supports activities designed to build capacity and encourage active involvement at the community and individual levels.

ESS Support Roles

The Red Cross coordinates Family Reunification training and services through agreements with the provincial government. Specific responsibilities include:

- provision of Family Reunification training to community-based teams;
- management and operation of the Red Cross Central Registration and Inquiry Bureau;
and
- liaison with the ESS Office and other ESS Support Organizations.

The Red Cross will also link those affected in a disaster to resources provided by corporate partners, e.g. blankets, personal care kits, clean-up kits, etc.

In the event of a major disaster or in cases where those affected do not meet available aid criteria, the Red Cross may provide relief support from local, national or international resources. Working with communities, aid may extend in major disasters to include: livelihood support, financial support, redevelopment, and other forms of assistance. Relief aid is fully coordinated with public authorities and other agencies, avoiding duplication of effort.



Emergency Social Services Association (ESSA)

ESSA is a non-profit association established to support ESS volunteers and communities in British Columbia in the development and maintenance of their Emergency Social Services team.

ESSA is not an identified emergency response organization.

ESSA's role is to provide pre-disaster assistance to more than 5,000 community ESS volunteers around the province with services including:

- providing alternate funding opportunities, such as the cost-sharing initiative;
- educational seminars;
- providing materials to recognize volunteer efforts and further promote ESS, such as lanyards, pens, pins, fanny packs and t-shirt;
- access to training information through the ESSA website; and
- production and distribution of mESSAges - a quarterly newsletter which enables the sharing of lessons learned and best practices from around the regions.



JUSTICE
INSTITUTE
of BC

Emergency Management Division

Justice Institute of BC (JIBC)

The JIBC is a public post-secondary educational institution with a specific mandate to provide justice, public safety and human services education and training.

The JIBC develops and delivers ESS training through the Emergency Management Division. Upon request of the ESS Office, the JIBC's ESS Instructors and Volunteer ESS Regional Trainers will consult with the local community, conduct a training needs assessment, and deliver on-site training during a disaster response. The ESS Instructors may also be activated in other operational capacities during a response.

The JIBC is mandated by the ESS Office to do the following:

- develop training materials for ESS courses;
- develop ESS materials that may be used by local ESS teams;
- provide ESS training courses to local ESS volunteers;
- manage Volunteer ESS Regional Trainers;
- participate on the ESS Trainers Subcommittee;
- coordinate and develop the ESS Training Catalogue;
- when requested by the ESS Office, deliver ESS training on-site during a disaster response to meet with a community request; and
- represent the ESS Office as on-site community liaison during a disaster response, when requested by the ESS Office.



St. John Ambulance

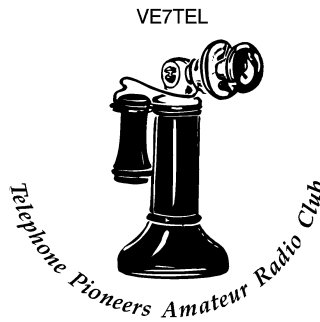
St. John Ambulance (SJA)

St. John Ambulance is the oldest humanitarian organization in the world. With a history dating back more than 900 years, our volunteers have been caring for the injured since the days of the crusades. In Canada, St. John volunteers have been easing suffering for more than a century. St. John Ambulance is Canada's leader in first aid training and products. Revenues from training and products are used to support volunteer services in the communities.

St. John Ambulance's mission is "to enable Canadians to improve their health, safety and quality of life by providing training and community service".

In support of Emergency Social Services (ESS) and the province's overall emergency preparedness, St. John Ambulance:

- maintains a data base of students who have taken its first aid and health related courses and who are willing to assist their communities in the event of emergency;
- upon request, will make the above data base available to local ESS Directors for inclusion in their call-out procedures;
- will coordinate its volunteers and convergent volunteers, if necessary, in providing primary first aid and patient care to disaster victims at Reception Centres or staging areas or where needed;
- will provide orientation on ESS to potential first aid responders to ensure they will be able to work effectively in a Reception Centre;
- is prepared to provide first aid training to ESS volunteers at reduced rates; and
- is responsible for health screening and follow-up health care of incoming volunteers and staff in the ESS Staffing Bureau (ESB).



Telephone Pioneers Amateur Radio Club (TPARC)

TPARC is responsible for maintaining an alternate emergency communications centre located at the JIBC in New Westminster. The club has developed a packet radio communications network that allows electronic messages to be sent by amateur radio.

TPARC is responsible for building, maintaining, and operating the packet radio network that can link all Support Organizations' head offices, local ESS teams, PREOC's, and PEP Headquarters.

TPARC's activities include:

- encouraging other amateur radio clubs to participate in the ESS network;
- installing and maintaining the TPARC network;
- operating the alternate communications centre radio room during disasters;
- preparing donated radios and computers to become part of the ESS radio network; and
- provide consultation when requested for antennae and amateur radio equipment to enable necessary sites to operate.



The Salvation Army (TSA)

TSA has been active in British Columbia for well over 100 years providing not only food, shelter and other assistance to people regardless of age, religious affiliation, gender or race – but also responding to the acute needs of people involved in disaster situations.

The Salvation Army is well prepared to respond to the furthest reaches of British Columbia in times of flood, fire, storms or any other emergency situation – not only during the critical disaster response phase but long after the immediate tragedy, rebuilding, families and lives that have been affected.

The Salvation Army will send Officers, Employees and Volunteers to:

- provide clothing and furniture to people affected by a disaster;
- provide counseling and critical incident stress debriefing;
- providing visitation to families and individuals who need help;
- provide emotional and spiritual support for families and individuals who need help; and
- provide other help as directed.

In addition to the above noted activities The Salvation Army may also deploy its well-equipped Community Crisis Response Units (CCRU). The Salvation Army is capable of providing meals for people affected by a disaster and emergency response personnel.

The Salvation Army, on request from the local authority, assists local ESS teams with the following:

- assigning qualified personnel to fulfill the “Meet and Greet” function at Reception Centres, providing information, conducting an initial screening of evacuees, offering immediate reassurance and emotional support to distressed evacuees, and referring them to appropriate services;
- reaching out to Reception Centre personnel who are displaying distress, assisting them in expressing their feelings, aiding them in determining whether they are prepared to continue their business, and making referrals for counseling where indicated;
- conducting on the spot training and leadership for local volunteers in providing these services; and
- provide provincial wide ESS training on Meet & Greet and Emotional Support.

In the ESS Staffing Bureau (ESB), The Salvation Army is tasked with the responsibility of welcoming incoming volunteers and staff and informing them of the organization and processes of the bureau and for conducting exit interviews of volunteers and staff before they return to their home communities.