

Tips for Emergency Social Services Level One

- If Level 1 Emergency Social Services training is not accessible on-line, requests for the training material should be made by the organization responsible for L1 ESS in the community (i.e. ESS Director, Emergency Program Coordinator, Non Government Organization), to ensure that the individual has been authorized to take this training. The package can then be mailed either to the organization or to the individual.
- **Contact information for L1 ESS responders is managed by the organization.** Provincial Emergency Program does not keep a database of L1 responders, so it is important that your community Emergency Management plan, ESS Annex, include ready access to that contact information – possibly through your fire dispatch or through a designated L1 team leader or ESSD who can be contacted 24/7. The EPC will remain the default point of contact should no other resources be available.
- If your L1 ESS team leaders are **not** the ESS Director or their alternates, who should already be listed on our database, please provide the contact information for the L1 ESS team leader(s) to your PEP Regional Office, ESS /Recovery Coordinator so that can be incorporated into Regional records. This information would be used to assist you in ensuring your L1 ESS teams receive up-to-date information, such as the ESS Program Updates and correspondence.
- There is no formal “tutorial” at the end of the training. Students are advised to discuss any questions that arise with the person responsible for managing L1 ESS responses in their community. If further clarification is needed, the supervisor can contact the PEP Regional Offices or 1-800-585-9559.
- **Registration and Referrals for Food, Clothing and Lodging training provided by the Justice Institute of BC is strongly recommended for all L1 ESS responders.**
- The Action Checklist is recommended for use and retained by the community L1 ESS team for their records. Your Regional PEP office would also appreciate a courtesy copy, so they can be made aware of any pertinent details, issues or best practices that may arise from the response which could be passed on for possible inclusion in training or procedure updates.
- Attach the green copy of the Referral Form to the Action Checklist for the Local Authority’s records. By doing so, the Supervisor has a copy available if there are any questions or disputes, and the supplier information does not have to be repeated on the Checklist.

- **The start time for the 72 hours coverage for evacuees begins at the time of the incident, *not* when first reported to the ESS Level 1 Supervisor or Team.**
- **Goods and services received by evacuees through PEP are GST exempt.** This should be reinforced with the supplier at the time of accessing goods and services. Situations that require clarification with vendors should be referred to your Local Government EPC, PEP Regional Office or call the Emergency Coordination Centre at 1-800-663-3456.
- Suppliers must submit original receipts in order to receive payment for invoices. This is another point that should be emphasized at the time of access of goods and services.
- Accommodation providers wishing to receive a higher rate than allowed for on the current rates sheet are required to apply for approved government rates at: <http://www.gov.bc.ca/travel/Hotels/AccommodationListing/INDEX.html>
- Extension for services provided may be authorized in certain circumstances. To request an extension contact your Emergency Program Coordinator or designate. If you are unable to contact your EPC, contact the PEP Emergency Coordination Centre (ECC) at 1-800-663-3456. The request will go to the duty Regional Emergency Social Services /Recovery Coordinator (RESSRC) for consideration. This service is available 24/7.
- Volunteers are reminded that personal safety is of utmost importance. It should be reinforced that they are to request assistance as required (e.g. Police) prior to entering into uncomfortable circumstances. Volunteers are not expected to have to deal with difficult evacuees during the initial referrals, during follow up, or at the request of the supplier. Refer all such issues to the local EPC or contact PEP ECC at 1-800-663-3456.
- The use of personal vehicles to transport evacuees is discouraged. Such use may be contrary to the volunteers' personal vehicle insurance.
- Emergency Program Coordinators and ESS volunteers should be familiar with guidelines for Recovery Planning to assist those impacted in the transition to recovery services available on the PEP web site at: <http://www.pep.gov.bc.ca/Community/recoverytk.html>
- EPCs may be requested to facilitate an initial meeting of evacuees to outline the recovery process and introduce representatives from appropriate parties (e.g. Red Cross, Insurance Agency, Salvation Army). Encourage volunteers and staff to begin thinking about what will be required for recovery from the outset of any response and assist the evacuees in looking forward to the recovery process.