

August 23, 2006

To: ESS Directors, Co-Directors and Alternates
Mobile Support Team Members
ESSA Regional Representatives
Volunteer ESS Regional Trainers
pc: ESS Support Organizations
PEP Regional Offices
Provincial/Territorial ESS Directors

Re: Emergency Social Services (ESS) Office Update
Written/compiled by Maggie Grant

This issue of the ESS Office Update includes the following topics:

- a) **Staffing Updates**
- b) **Training Schedule**
- c) **ESS Rate Change for Accommodation – ***URGENT UPDATE*****
- d) **Volunteer Reimbursement Policy**
- e) **ESS Website Refreshed**
- f) **Supplies and Publications Update**
- g) **ESS in a BCERMS Environment**
- h) **Public Safety Lifeline Volunteer Years of Service Pins**
- i) **Provincial Integrated Recovery Council (PIRC)**
- j) **ESS Watch On-Line**
- k) **Provincial Pandemic Influenza Website**

a) **Staffing Updates**

ESS Office:

- **Jeff Cornell** is currently filling the position of Acting Manager, Training and Volunteer Programs while Jim McAllister is acting as Deputy Director of the Provincial Emergency Program. In the interim Jeff is also maintaining many of his duties as Manager of ESS.
- On August 8, 2006, **Christine Ritson** has moved into the Regional Office Assistant position for the Vancouver Island Region. Fortunately, she is just across the hall, so will also be available to help out the ESS Office when needed.
- **David Tomaz** has recently accepted a position within PEP as the Local Government Emergency Planning Officer. His start date is not yet determined, but there will be a transition plan in place until his ESS position can be filled.

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Justice Institute:

- After fifteen years with the Justice Institute of BC, **Sally Pollock** has retired from her position as ESS Instructor in the Emergency Management Division. The JI held a tea in her honour June 15, 2006, where she was congratulated by JI and PEP staff, ESS trainers, volunteers, friends and family.
- In addition to her dedication to training and supporting ESS Directors and volunteers around the province for all those years, Sally was also recognized for 23 years as an ESS volunteer with the presentation of the newly-minted ESS 20 year long service pin. Sally's enthusiasm and spirit will be missed, but we wish her all the best for a long and satisfying retirement.
- We are pleased to welcome **Sarah Wareing** as the JI's new ESS Instructor/Coordinator. Sarah comes to us from BCIT with an extensive background in adult education, and curriculum and instructional development, along with experience in the non-profit sector.

b) Training Schedule

The first annual ESS Training Schedule is now complete, and can be viewed on the ESS website under "Training Program". The schedule includes all courses to be delivered by ESS Support Organizations, as outlined in the ESS Course Catalogue, for the remainder of this fiscal year, which ends March 31, 2007.

Although the JI training spaces are now filled, there are still training opportunities available through the Red Cross for ***Inquiry, Search and Reply*** as well as the new ***Family Reunification Workshop for Supervisors***, which will be ready for delivery later this year [see attachment for course details]. Contact information to request these courses from your regional Canadian Red Cross office is included in the attachment.

This schedule is the result of months of collaboration amongst ESS Directors, ESS Support Organization instructors and PEP Regional ESS/Recovery Coordinators (RESSRC), and we would like to thank you all for your efforts to coordinate and maximize your region's training resources.

The training request process for 2007/08 will be described in greater detail in the next Update Letter. In the meantime, ESS teams are encouraged to start thinking about their anticipated training needs for next fiscal. Based on lessons learned this year as we developed our first annual schedule, the request process will likely begin in the late fall, with our goal being to have the training schedule for the entire fiscal year confirmed by March 31st.

If you have any questions or would like to discuss your team's training plan, please contact the RESSRC for your region.

c) ESS Rate Change for Accommodation

New ESS Rates sheets for 2006/07 were recently distributed to all ESS Directors. Since then, there have been significant changes to the government rates as they apply to commercial accommodation, so new ESS Rates sheets will be printed and distributed in the next few weeks. In the meantime, please make note of the following important information when dealing with your lodging suppliers, and make the necessary updates to your ESS resource lists.

Accommodation rates are no longer prescribed by government. Rates will vary by property with each property having its own government discounted rate.

The Province of British Columbia recently sent out information to commercial properties in BC requesting their government discounted rate for listing on the website noted below. Communities may find that some of their current suppliers are not on the list, in which case it is recommended that you discuss and document their government discounted rates, if any, prior to requiring their services, as you will need this information when contacting PEP to request pre-approval during an event.

Hotel/Motel/B&B: ESS teams must select the most cost effective property listed that meets their requirements from the List of Properties at the following URL:

<http://www.pc.gov.bc.ca/travel/Hotels/AccommodationListing/tableofcont.htm> **Accommodation at properties not on the List of Properties will only be reimbursed with pre-approval from PEP.**

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).

Billeting in Private Homes: \$30 per night (individual or family) may be claimed when private lodging is arranged. The Referral Form for billeting is issued to the billeting host (supplier). Billeting rate does not include meals.

d) Volunteer Reimbursement Policy

Please refer to PEP Policy Bulletin 05.12 (November 30, 2005), which can be found online at <http://www.pep.bc.ca/volunteer/volunteer.html> for the most current policy regarding reimbursement of costs to volunteers covered under a task number. Please note that the mileage rate has increased to \$.47/km as of June 1, 2006.

While this policy is most applicable to Search and Rescue tasks, the rates apply to all Public Safety Lifeline volunteers, including ESS. Rates listed are primarily for response purposes; most ESS training tasks would not be eligible for reimbursement. However, mileage may be claimed for a personal vehicle used in a Level One ESS response task. In addition, ESS responders who spend more than three hours at a response, and are not provided with a meal, may claim for a meal reimbursement, in accordance with PEP Policy Bulletin 01.03.

To request reimbursement, a PEP Expense Reimbursement Request form [see attachment] must be completed and accompanied by a report of the task which includes the task number, duration of the task (to justify meal costs) and confirmation of the responders involved in the task. For a Level One response, this information is contained in the Action Checklist [see attachment].

In larger-scale responses, with Reception Centre (RC) activation, most volunteer costs will be part of the operational costs of the RC, such as catered on-site meals for the ESS responders, and should be claimed by the local authority rather than the individual, using the following forms:

1. PEP Expense Reimbursement Request:
http://www.pep.gov.bc.ca/files/forms/Expense_Reimbursement_Request.pdf [see attachment];
2. PEP Task Registration form:
http://www.pep.gov.bc.ca/files/forms/Task_Registration_Form.pdf; and,
3. PEP Task Report form: http://www.pep.gov.bc.ca/files/forms/Task_Report_Form.pdf .

If individual costs are incurred during a Reception Centre activation, reimbursement requests should be discussed with your local authority (Emergency Program Coordinator or other designated staff) for possible inclusion in their overall reimbursement request for the response, if applicable.

These policies are currently under review, and ESS teams will be advised of any changes in future Updates. If you have any questions, please contact your Regional ESS/Recovery Coordinator.

e) **ESS Website Refreshed**

The ESS website at <http://www.ess.bc.ca> is once again operational, having undergone a complete updating over the past few months. We now have the ability to access and update the website in-house, through the expertise of our own Cheryl Venn, so information will be refreshed frequently.

As promised in previous Update letters, the new *Group Lodging Operational Guidelines* and the updated *ESS Field Guide* are both now on-line, as well as the *ESS Translation Guide*.

Please try to find some time in the next few weeks to reacquaint yourself with the information and resources available on our website, and remember to check it out periodically, as we will again be using this venue as one of our primary communication tools to keep ESS teams informed.

f) **Supplies and Publications Update**

➤ ***Reception Centre Operational Guidelines -- UPDATED***

Our annual review of the Reception Centre Operational Guidelines has been completed, and the updates are now posted on the ESS website, under “ESS Supplies and Publications”. Please review the manual amendments and make the necessary revisions and corrections to your copy of the Guidelines.

➤ ***Supply Order Form***

With the recent refresh of the ESS website, it is not possible at this time to complete a Supply Order Form on line. ESS supplies can be ordered by fax or phone only. You may print off the Supply Order Form [found at <http://www.ess.bc.ca/pubs.htm>] and fax to 250-952-5831 or call our toll free 1-800-585-9559 to place the order.

➤ ***Action Checklist – Level One ESS Response***

When updating the Level One ESS training package earlier this year, revisions were made to the former Action Checklist, which we have included as an attachment to this Update. This format may undergo additional changes as we transition to the on-line training for Level One ESS, however in the meantime we hope you will find the attached form useful. If you would like to receive this electronically, please contact your Regional ESS/Recovery Coordinator.

➤ ***One Step at a Time – A Guide to Disaster Recovery***

The former *Guide to Flood Recovery* and *Guide to Fire Recovery* have recently been combined into a single all-hazards booklet called *One Step at a Time – A Guide to Disaster Recovery*. This guide may be ordered on the ESS Supply Order form on the ESS website.

➤ ***ESS Brochures***

The two most commonly-used ESS Brochures, *When Disaster Strikes* and *Help when you need it most* have both been updated to reflect our new Ministry name and other messaging affected by our move to PEP.

Please begin purging any stock you may have built up of these forms, as the old information could be confusing to evacuees. Supply of these brochures is somewhat limited, so please try to base your initial requests on average usage over the past six to twelve months. You may want to temporarily keep the old stock in reserve in the case of an unusually large event, however we would ask that the old brochures be clearly identified and not used unless absolutely necessary.

g) ESS in a BCERMS Environment

Over the past few years, ESS teams in the province have had an opportunity to participate in a presentation by Colleen Vaughan (Justice Institute) to introduce the BCERMS-based Reception Centre model. This model has now been adopted and incorporated into many ESS plans throughout the province, and requests for the presentation have declined significantly. For this reason, the presentation has been replaced with an on-line version, which can be accessed on the JI website at <http://www.jibc.bc.ca/emergency/default.htm>. This is highly recommended for new volunteers as a supplement to the "Introduction to ESS" modules, and may also be useful to existing volunteers as a refresher.

h) Public Safety Lifeline Volunteer Years of Service Pins

Just a reminder that "years of service" pins are now available to recognize the valuable time contributed by PEP registered volunteers within the Public Safety Lifeline disciplines. The pins are available in five year increments for **Emergency Social Services, Emergency Radio, Search and Rescue, Road Rescue** and **PEP Air** groups.

To order, ESS Directors or Emergency Program Coordinators must complete an order form which is available on the PEP website at <http://www.pep.bc.ca/volunteer/pslvpinorder.html>. List individual volunteers' years of service and submit to your PEP Regional Office for approval and processing. Presentation of the pins may be arranged between the Regional ESS/Recovery Coordinator and the ESS Director or Emergency Program Coordinator. Pin presentation folders are also available upon request from the PEP Regional Offices.

i) Provincial Integrated Recovery Council (PIRC)

In British Columbia's emergency management structure, the Provincial Emergency Program (PEP) works in cooperation with local authorities, other provincial ministries, and non-government organizations (NGO), to provide a coordinated approach to the delivery of community recovery efforts across the province.

The local authorities in British Columbia are responsible for the recovery efforts within their jurisdiction. Collectively, PEP and the Provincial Integrated Recovery Council (PIRC) will provide support to local authorities in their efforts to help people recover after being affected by a disaster or an emergency.

The Provincial Integrated Recovery Council has developed a "Framework for Cooperation and Coordination" that outlines the roles and services provided by the members to support local authorities. The Framework, Terms of Reference and Standards of Conduct documents are now available for viewing on the PEP website at <http://www.pep.bc.ca/Community/community.html>.

We would like to remind ESS teams that Community Recovery is not considered by PEP to be an ESS responsibility. While communities could choose to involve key ESS members in their recovery planning, it is a huge undertaking and should be lead by the local authority.

j) ESS Watch On-Line

In the event that you may not have had an opportunity to read your August ESS Watch, we would like to again remind you that August is the last month that the Watch will be delivered to your home.

Please be sure to check out the ESS website at least monthly to view the ESS Watch on-line, as well as any other important notices. If you have any concerns regarding this change, please contact David Tomaz at the ESS Office.

k) Provincial Pandemic Influenza Website

The provincial pandemic influenza website is a one-stop resource for British Columbians to help them prepare and to keep them informed. The Ministry of Health worked extensively with the BC Centre for Disease Control and Health Authorities to research and develop this comprehensive resource. The site provides background information on pandemic influenza, how to prepare and the planning that is underway in the province, and globally. There are also public information resources that can be printed directly from the site and used in businesses, offices, schools, restaurants, community centres and other public venues.

<http://www.health.gov.bc.ca/pandemic/>

http://www.pep.gov.bc.ca/hazard_preparedness/Disease_Outbreaks.html

Sincerely,

Original signed by:

Jeff Cornell
Manager
Emergency Social Services Office

Attachments: PEP Task Reimbursement form
Level One ESS Action Checklist
Family Reunification Training Course Summary 2006-07



EXPENSE REIMBURSEMENT REQUEST



Page ___ of ___

Claimant Name: (print or type) _____

Mailing Address: _____

City: _____ Postal Code: _____

Task No. _____ Date Incurred: (from) _____ (to) _____

PERSONAL/VOLUNTEER/MUNICIPAL/SOCIETY EXPENSES				
To Whom Paid	Travel Mileage @ km	Meals ¹	Vehicle/ Equipment ²	Total
	km=			
	km=			
	km=			
	km=			
	km=			
	km=			
SUBTOTAL				\$

1. Calculated to a maximum of four per 24-hour period.
2. Rates as per PEP Policy and Procedure Manual Article 6.07 and 6.08

Miscellaneous Expenses (attach receipts)	\$
Balance Forward from Supplements	\$
TOTAL CLAIM	\$

Signature of Claimant: (use ink) _____ Date: _____

Position: _____ Telephone: _____

PEP USE ONLY

EQUIPMENT REPLACEMENT/REPAIR REQUEST APPROVAL

YES/NO

Goods and Services Received:

PEP Regional Staff

Date

March 2000

<p>PEP HEADQUARTERS USE ONLY</p> <p><i>I do hereby certify that the amount to be paid is correct, complies with the appropriate statute or other authority where required, the goods have been received and/or other conditions have been met:</i></p> <p>Spending Authority: _____</p> <p>Resp: _____ Account: _____ STOB: _____ Project #: _____</p> <p>Commitment t#: _____ Supplier #: _____ INV# _____</p> <p>Entered by: _____ Date: _____</p>
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ACTION CHECKLIST - Level One ESS Response

Name of Responder: _____ Community: _____

Call-out Information

1. Date and time: _____
2. Called out by: _____
3. PEP Task Number (1-800-663-3456) requested by: _____
4. PEP Task Number: _____
5. Names of evacuees: _____
6. Number of adults: _____ Number of children: _____
7. Evacuee's home address: _____
8. Evacuee's current location: address and/or phone number: _____

9. Cause of the evacuation (fire, flood, etc.): _____
10. Other Level One ESS Response volunteers attending the incident: _____
11. Bring Response Kit, including:
 - Referral forms ESS Rates sheets Supplier Consent forms
 - PEP or Agency ID A Guide to Disaster Recovery Level One ESS Fact Sheet
 - 'Help When you Need it Most' brochure Community Resources list
 - Additional supplies:* blankets comfort kits teddy bears
12. As soon as you arrive at the scene of the evacuation, check in with the Incident Commander (ie. firefighter or police officer) in charge

Determining Eligibility

Does the family have insurance to cover their loss? If so, their immediate needs may be paid for by their insurance company, not through PEP. If evacuees are not sure about their coverage and cannot immediately reach their insurance agent, PEP may approve one night of assistance.

Food and Lodging may be provided if:

1. The home is uninhabitable because of an emergency (fire, flood, etc.)
2. Friends or relatives are not available to house the family.

Clothing allowance may be provided if their clothing is destroyed or inaccessible.

If another agency offers food or clothing equal to what is available from PEP, do not duplicate service.

Providing Emergency Social Services

1. Name of hotel/motel where evacuees were placed: _____
2. Name of restaurant or grocery store providing food: _____
3. Name of store providing clothing: _____
4. ESS Rates sheet given to evacuees and to each supplier. (Remind suppliers that evacuees are responsible for any extra costs, i.e. tobacco, alcohol, movies, phone calls)
5. White copy of Referral form given to each supplier **with** attached ESS Rates sheet.
6. Evacuees given: Community Resources list A Guide to Disaster Recovery Guide
'Help When you Need it Most' brochure

News Media

If you are approached by the media, follow the protocol provided by your agency. For general background information, you may provide a copy of the Level One 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 [no later than three days after the evacuation]

1. Contact evacuees to see if they need referral to other agencies or counselling or material assistance. Was a referral needed? _____ If so, what for? _____
2. Send pink copy of all ESS Referral forms to PEP Headquarters.
3. Give green copy of all ESS Referral forms and Action Checklist to your supervisor for their records.
4. Were there unusual aspects to this incident? Problems? Comments? _____
Please describe by attaching an additional sheet.
5. If the incident involved a death or other traumatic event, advise your supervisor immediately.

Date and time task completed: _____

Names and signatures of all volunteers participating in this response (required for WCB purposes):

_____/_____
Print Name Signature / Print Name Signature

_____/_____
Print Name Signature / Print Name Signature



FAMILY REUNIFICATION TRAINING COURSE SUMMARY 2006-07

Reuniting individuals and families after a disaster is much more than just completing a form. Family Reunification is a critical post-disaster humanitarian service. Registration and Inquiry is one method to achieve Family Reunification. In partnership with Emergency Social Services, the Justice Institute and the Canadian Red Cross offers a series of training courses aimed at equipping and empowering communities to perform Family Reunification services accurately and safely during a disaster.

Inquiry, Search and Reply

Inquiry, Search and Reply focuses on the methods, policies and procedures of family reunification. This includes detailed information on the numerous methods used to reunite families.

The course covers how Inquiry, Search and Reply reunites families, and how these BCERMS functions link to other Reception Centre operations.

Training includes detailed information on how to fill out the inquiry form, set up an Inquiry Unit or Search and Reply Unit, and the role of and link to the Central Registry and Inquiry Bureau.

Course information is brought together with a mini-exercise.

Inquiry, Search and Reply is designed for ESS teams to ensure that effective Family Reunification methods are implemented within their community. It is recommended for ESS team members specializing in a Family Reunification function.

Course length: 4 hours.

Course Materials: Red Cross

Course Delivery Method: Red Cross trainers

Family Reunification Workshop for Supervisors

Family Reunification Workshop for Supervisors teaches Family Reunification leadership personnel detailed and practical operations of the Registration and Inquiry process and other methods of reuniting families.

The course focuses on Reception Centre planning for Family Reunification before a disaster, setting up Family Reunification operations at the start of a response, on-site operations, links to other ESS services, leadership, teamwork and accessing Red Cross support.

This course is designed for individuals that have a designated leadership and management responsibility for any of the three Family Reunification functions at a Reception Centre or within a community.

Course length: 7 hours

Course Materials: Red Cross

Course Delivery Method: Red Cross trainers

Course Requests

To confirm or request a course, please contact:

Lower Mainland: Karen Miller 604.709.6665 Toll Free 1.800.565.8000

karen.miller@redcross.ca

(Lower Mainland, Whistler, Pemberton, Sunshine Coast, Fraser Valley to Boston Bar)

Coastal Region: Lise Anne Pierce 250.995.3501 Toll Free 1.800.661.9055 ext. 501

liseanne.pierce@redcross.ca

(Vancouver Island, Gulf Islands, Haida Gwaii, Bella Bella, Bella Coola, Ocean Falls, Powell River)

Southern Interior Region: John Richey 250.763.1859 ext. 203 Toll Free: 1.800.661.3308 ext 203

john.richey@redcross.ca

(Kootenays, east to Alberta border, north to Williams Lake)

Northern BC: Sherri Flavel 250.564.6566 Toll Free 1.800.278.7717

sherri.flavel@redcross.ca

(north of Williams Lake)