



Emergency ManagementBC

February 22, 2008

To: ESS Directors, Co-Directors and Alternates
Mobile Support Team Members
Volunteer ESS Regional Instructors
pc: Local Authority Emergency Program Coordinators
ESS Support Organizations
PEP Regional Offices
Provincial/Territorial ESS Directors

Re: Emergency Social Services Update

Written/compiled by Bob Kennedy

Emergency Social Services (ESS) Update letters are provided by the Provincial Emergency Program ESS Office as a support to local authorities and their ESS Directors who manage the more than 5,000 community ESS volunteers around the province. The topics are intended to keep ESS Directors and Emergency Program Coordinators up-to-date regarding provincial policies and training issues, as well as to share new tools, best practices and other valuable information that may help them in the development and maintenance of their teams.

This issue of the ESS Update includes the following topics:

- a) RESSRC Position
- b) ESSD Course
- c) Managing Volunteer Programs Course
- d) Training Coordination
- e) 2008/2009 Rates Sheets
- f) ESS and First Nations - Level 1 Response Protocol
- g) Comfort Centres
- h) ESSA
- i) Logos
- j) JIBC Lunch Rates

a) **RESSRC Position**

- In order to take further advantage of the benefits already achieved from integration of Emergency Social Services (ESS) into the broader emergency management framework, the position of Regional Emergency Social Services and Recovery Coordinator (RESSRC) will be transitioned to Provincial Emergency Program Regional Manager (RM) status, effective February 18, 2008. This change

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recognizes the evolution of Emergency Social Services within PEP. All Regional Managers will have an expanded role to support local government's responsibility to care for people affected by emergencies and disasters. There will be a transition period as Regional Managers receive enhanced ESS training to undertake additional duties. This change will provide stronger links between local authorities, Public Safety Lifeline Volunteers and PEP. If you would like more information please contact Brenda Fox, Manager, Training and Volunteer Programs.

- Another positive development with regards to Regional Managers is the appointment of Clare Fletcher as Regional Manager for Vancouver Island effective April 1, 2008. Clare has been a long time ESS volunteer and volunteer JIBC Instructor and, more recently, RESSRC for Southwest Region. Clare will be moving to Victoria and working out of the Headquarters office. This is another step forward in ensuring support to communities across British Columbia.

b) ESSD Course

- As a part of the growth of any organization, training must be continually reviewed in order to provide the most current and relevant degree of education possible. As the identity of Emergency Social Services in communities around the province continues to grow, the role of the ESS Director is becoming increasingly recognized as an integral part of the local emergency management structure. To provide the Directors with the tools they require to work as a part of the management team, the ESSD course has been re-designed to emphasize the necessary skills to function in an Emergency Operation Centre as ESS Branch Coordinator and a greater focus on team management, team planning, the budget process, and functioning under British Columbia Emergency Response Management System (BCERMS). The pilot for this new course will be delivered in late February at the Justice Institute of BC in New Westminster.

c) Managing Volunteer Programs Course

- Continuing with the ongoing review of ESS Training, the need for supervisory and management training is being addressed by introduction of the Managing Volunteer Programs course. This course, along with Leadership, is being offered to all Public Safety Lifeline volunteers who are in a position to manage volunteers in their programs. This course is derived from the previous ESS Volunteer Management course and provides participants with the necessary tools to successfully run a program which relies on volunteers. The course studies the dynamics of volunteerism, the volunteer management cycle, challenges and management styles. The pilot course is scheduled for Kamloops on April 26, 2008 and will be offered throughout the province in the 2008/2009 fiscal year.

d) Training Coordination

- In reviewing the existing method for coordination of ESS training throughout the province, a number of challenges have been identified that lead to many courses being undersubscribed. Many areas of the province have found that, by sharing training opportunities with other communities, the learning experience is enhanced as well as presenting an opportunity to learn and work with other ESS members who may be called upon during emergencies. This allows for the building of positive relationships, familiarity with one another's resources and challenges and a broader perspective on emergency response. As a result of several months of consultation with several Emergency Program Coordinators, ESS Teams and others, PEP is introducing the concept of "Training Zones". Twenty zones have been identified that take into consideration travel distances, community size and remoteness of some communities. These zones are based on geographic location, for example, the Columbia Valley or Sea to Sky corridor. There is no intent to maintain rigid boundaries, encouraging training with neighbouring communities regardless of which zone they are located in. This concept is also being considered by the Search and Rescue community in British Columbia, leading to possible opportunities for all Public Safety Lifeline disciplines to learn and work together. There will always be circumstances whereby communities are too remote to take advantage of these opportunities and training will continue to be provided as in the past. For more information or to discuss this concept further contact Bob Kennedy, ESS Training Specialist at bob.kennedy@gov.bc.ca (250) 952-5819.

e) 2008/2009 Rates Sheets

- The new rates sheets for the fiscal year 2008/2009 are currently being printed and will be available soon. Keep an eye on the ESS web site for information on when they will be available for order. One package will be sent to each ESSD, ESS Instructor and MST Director. Please see the attached sample.

f) ESS and First Nations – Level 1 Response Protocol

- One of the great strides forward in integrated emergency planning has been development of an enhanced relationship with Indian and Northern Affairs Canada (INAC) and First Nations Emergency Services Society (FNESS). There has been a long outstanding question regarding the provision of ESS to residents living on Reserves and a protocol has now been developed to offer guidance to ESS Level One responders. Please see the attached protocol which outlines the process for delivery of ESS under the following circumstances:
 - First Nations community has an emergency program in place including ESS capacity
 - First Nations community has no ESS capacity but has an agreement (MOU or verbal agreement) with neighbouring community with ESS capacity
 - First Nation community has no ESS capacity and no agreement with neighbouring communities

g) Comfort Centres

- As a result of what appears to be increasingly extreme weather throughout the province, members of the public are often finding themselves without power, often for extended periods, or otherwise affected by the climate. While these events fall outside of traditional ESS response activities, there is sometimes a need within communities to provide for the well being of citizens who, while not necessarily displaced, find themselves in situations that are extremely uncomfortable. Such events do not warrant the activation of a Reception Centre, however, there may be a need to open a facility whereby citizens can find respite from adverse weather conditions. The suggested term for such a facility is "Comfort Centre" where the services normally offered at a Reception Centre are not required. Services provided may include shelter from weather, nourishment, companionship or information. A PEP task number may be issued to cover ESS workers for liability insurance and WorkSafe BC coverage as well the operational costs of operating the facility.

h) ESSA

- As reported in the previous Update Letter, ESSA continues to provide direct support to the ESS community through such initiatives as cost sharing, seminars and the ESSA online forum. ESSA has now agreed to take on a further role by providing communities, teams and volunteers with such items as business cards, pins, name tags and other items designed to build team and community spirit and enhance ESS presence in BC. Details of this initiative are being finalized and, once complete, will be advertised on the ESS and ESSA web sites.

i) Logos

- Several communities have been enquiring about the use of logos. As previously reported, the ESS "Broken House" logo may be used by any community so wishing. For those who wish to include the BC Government logo, an excellent resource, along with guidelines for use can be found at the BC Gaming Information and Services web site. <http://www.pssg.gov.bc.ca/gaming/grants/acknowledge.htm>

j) JIBC Lunch Rates

- Effective April 1, 2008, lunch rates for JIBC full day courses will be increased to \$250.

Sincerely,

Original Signed by

Brenda Fox
Manager of Training and Volunteer Programs

Attachments:

- ESS Level One Protocol for First Nations
- 2008/2009 Rates Sheet

ESS and First Nations- Level 1 Response Protocol

1. First Nation (FN) community has an emergency program in place including an Emergency Social Services (ESS) Team.
 - Community ESS Director or responder calls PEP Emergency Coordination Centre (ECC) for task Number,
 - Service is provided on reserve by local volunteers.

2. FN community has no ESS capacity but has agreement (MOU or verbal/informal agreement) with neighbouring community.
 - FN community contacts neighbouring community Emergency Program Coordinator (EPC) requesting ESS assistance.
 - Neighbouring community contacts PEP ECC and gets Task Number,
 - Neighbouring community ESS volunteers provide ESS assistance on or off reserve as appropriate.

3. FN community has no ESS capacity and no agreements with neighbouring communities.
 - FN community (Band Administrator or designate in emergency plan) contacts INAC 24 hour emergency contact number and requests ESS assistance,
 - INAC contacts PEP ECC to request assistance
 - PEP ECC contacts nearest community (EPC) with ESS capacity and issues Task Number and arranges for assistance to be provided on or off reserve.
 - If more than 10 people or 3 homes are impacted, ECC contacts duty Regional Manager to inform them of request
 - Duty Regional Manager contacts INAC to confirm arrangements for delivery of ESS assistance.
 - Neighbouring community ESS Team provides ESS assistance.

