



February 7, 2006

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

**Re: Emergency Social Services (ESS) Office Update**

*Written/compiled by Maggie Grant*

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

- a) **Staffing News**
- b) **Referrals Unit On-line**
- c) **Changes to ESS Forms and Publications**
- d) **Guidelines for Highly Infectious Diseases**
- e) **Level One ESS Support**
- f) **Level One ESS Training Package**
- g) **Referral Tips**
- h) **New Online Courses**
- i) **Training News**
- j) **Vancouver Island Emergency Preparedness Conference for Frontline Volunteers and Staff**

a) **Staffing News**

Since the last Update Letter in October, Provincial Emergency Program (PEP) has hired three new regional staff to fill the newly created Regional ESS/Recovery Coordinator positions. Covering the Northwest and Northeast PEP Regions is Michael Higgins, who is working out of the Prince George office; in Kamloops, Sue Saunders has been hired to work with the Central and Southeast PEP Regions, and Clare Fletcher has joined the Southwest regional staff at the Surrey PEP office. David Tomaz, with the ESS Office, is taking on the RESSRC duties for Vancouver Island region, in addition to his Headquarters role.

Over the coming months, the RESSRCs will be familiarizing themselves with the status of the ESS programs within their regions, and offering their support to ESS Directors and local authorities in the development and maintenance of their ESS teams. We are very fortunate to have these new staff members to support and promote ESS regionally, and we hope you will join us in welcoming them to the ESS “family”!

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**Ministry of  
Public Safety &  
Solicitor General**

Provincial Emergency  
Program

Toll Free in BC:  
1-800-585-9559

Mailing Address:  
PO Box 9201 STN PROV GOVT  
Victoria BC V8W 9J1

Telephone: (250) 952-5832  
Facsimile: (250) 952-5831

Location:  
455 Boleskine Road  
Victoria BC



**b) Referrals Unit On-line**

The ESS Office is currently working with the Justice Institute to develop an on-line tool to assist teams in the transition from the former Ministry of Human Resources (MHR) function of Referrals Unit Supervisor (RUS), to what is now a volunteer role.

The Reception Centre Operational Guidelines will also be updated in the next few months. In the meantime, the basic information in the RUS function checklist still applies, but without any of the MHR references or requirements.

In response to some questions we have received about this new volunteer role, we offer the following reminders:

- The primary responsibilities of the RUS fall within their functional role in the Reception Centre. There are no specific pre-disaster requirements other than preparing to set up the Referral Unit in a Reception Centre.
- It is essential that the designated RUS be familiar with Sections 6 [ESS Expenditure Policy and Payment Process] and the Referral form instructions in Section 7 [Instructions for Completing and Processing Forms] of the ESS Field Guide in order to direct Referrals workers in the completion of the Referral forms.
- The RUS may authorize Referrals for goods or services listed on the ESS Rates sheet, in accordance with ESS Expenditure Policy. Extraordinary Referral requests (i.e. anything not specifically addressed on the ESS Rates sheet or in Expenditure Policy) are directed to either the Provincial Regional EOC (if activated) or the ESS Office at PEP Headquarters.
- ESS staff members are accessible 24/7 for advice and authorization of unusual expenditures – contact information will be provided on activation of any Reception Centre response, or contact can be made through the PEP ECC at 1-800-663-3456.

If you need further clarification about this role, please do not hesitate to contact staff at the ESS Office.

**c) Changes to ESS Forms and Publications**

Our move to the Provincial Emergency Program has necessitated a revision to all existing ESS forms and publications, and this process will continue to take place over the next several months. Some publications have required only minimal changes, such as a change of Ministry name, while others have undergone more extensive revisions.

Please continue to use up your existing stock of forms and brochures, with the following exceptions:

- Referral forms – significant changes have been made to this form, including important information for suppliers in regards to the reimbursement process. To ensure that there are enough to go around to all communities, your initial replacement order should not exceed 3 packages (100/pkg) of Referral forms for each Reception Centre kit. Referral form orders for Level One ESS should be based on the number of Level One responders and the average number of Level One incidents your community experiences in a year. Old Referral forms may be kept as an emergency back up for the time being, but if you have a large stock of old forms, please contact our office.

- Supplier Consent forms – Again the primary changes are to reimbursement instructions and the sample Referral form. In addition, there is one less copy needed (a green copy used to go to Ministry of Human Resources for their information), and references to “PDA” have also been removed. There is still one extra copy in case your community uses an agency other than the ESS team to deliver Level One ESS. There has also been an important note added to the top to advise the supplier that they are not signing a contract -- this form is intended for information purposes only.

Other publications, such as the ESS Field Guide and Reception Centre Operational Guidelines, are also under revision, and ESS teams will be advised as soon as those changes are complete.

**d) Guidelines for Highly Infectious Diseases**

All ESS Directors should have received a copy of the Guidelines for Highly Infectious Diseases that was distributed with the January ESS Watch. Following some recent feedback, we would like to remind teams that these guidelines were developed at the request of those ESS teams who are considering a potential role in the event of a pandemic event or other infectious disease crisis.

The guidelines do not represent any expectation on the part of the ESS Office or PEP that ESS teams would necessarily take on these roles, but are meant to provide a basis for ESS Directors to make informed decisions when working with community emergency managers or health authorities involved in pandemic or infectious disease planning or response.

**e) Level One ESS Support**

Over the past few months Canadian Red Cross (CRC) staff has been in contact with those local authorities that have traditionally relied on CRC to manage Level One ESS response in their community to discuss their options for ongoing delivery of these services.

Some communities have identified new service providers, such as local ESS teams or other community organizations, to take responsibility for Level One ESS. In those communities where former PDA volunteers are not already part of the ESS team, we encourage ESSDs to connect with these experienced responders to determine if they are interested in continuing their emergency response work as part of the local ESS team.

During this transition, and until March 31, 2006, Canadian Red Cross regional staff will continue to be available to provide support to Level One ESS (or PDA) responders, as needed.

ESS Office staff also provides phone support 24/7 for any level of ESS response province-wide.

**f) Level One ESS Training Package**

The responsibility for providing Level One ESS training packages has now shifted from the Canadian Red Cross to the ESS Office of the Provincial Emergency Program (PEP). ESS teams or other organizations that have been identified as the responsible agency for managing Level One ESS in their community may now request training packages for new recruits directly from the ESS Office by calling 1-800-585-9559.

The basic training concepts for Level One ESS have not changed significantly, however the material has been updated to reflect current terminology and procedures that recognize the role of local authorities. On an interim basis, only the most essential updates have been made to the existing training material in order to allow communities to continue to train new Level One ESS responders until the fully revised training course is available later this year.

In addition, the ESS Office will be working with the Justice Institute of BC to further develop this training into an on-line format. If you or your team have feedback or input that you think would be of benefit to ESS Office staff in the development of this training, we would appreciate hearing your comments – please contact Maggie Grant at [Maggie.Grant@gov.bc.ca](mailto:Maggie.Grant@gov.bc.ca).

**g) Referral Tips**

The ESS Office is pleased to report that since implementing changes to the Referral reimbursement process, requiring suppliers to submit their invoices directly to PEP Headquarters in Victoria, the turn around time has been under 30 days for almost all invoices, including many that required follow-up. Although the government standard for payment of suppliers remains at 60 days, PEP staff will continue to give priority to ESS supplier payments with the goal of maintaining the current turn-around time.

Referral tips for this issue:

- **Clarification on corrections:** In the last Update Letter, the advice given was to initial any changes made when completing the Referral form. This practice should only be used if the mistake is fairly minor, such as a spelling error, and is not likely to cause any concern about what is actually being authorized. When more significant corrections are necessary, such as correcting the “Valid Only” dates or changing the number of family members, all four copies should be voided by putting a line diagonally through the middle and writing “VOID” in large letters.
- **Meal “chits”:** We would like to share this “best practice” option that we have noticed a few ESS teams are using with their restaurant suppliers. When providing meals for a large number of evacuees over several days, it can be difficult for a restaurant to keep track of who has eaten when. By issuing each family the appropriate number of meal tickets when they initially present the Referral form, both the restaurant and the evacuees are able to keep better track of the meals provided. We are attaching an example of these chits and encourage ESS teams to share this idea with their suppliers as a suggestion to help simplify the process for their staff.
- **“Valid Only”:** When entering the “Valid Only” times, please do not use the hotel check-out time as the end time for services. Hotels that are also providing restaurant meals authorized on the same Referral form can find this confusing. Evacuees may not be provided with the total number of meals that were approved because the meal time was later than the hotel check-out time. For example, if the evacuees were eligible for services beginning from 1900 hrs (7 pm) Feb 1<sup>st</sup>, the end date should be 1900 hours Feb 4<sup>th</sup>. If you enter the hotel check-out time of 1100 hrs (11 am) instead, the hotel would be quite correct in refusing to provide lunch and dinner for that day.

However, some hotels may make the error of assuming that an end time of 1900 hrs indicates that a fourth night has been approved, so again there is the chance of a misunderstanding. There are a couple of ways to resolve this – one would be to emphasize to the hotel that there are only 3 nights being approved and repeat this instruction in the “Comments” box, or alternatively, you may choose to complete two separate Referrals.

- **Pet Surcharge:** When a commercial lodging indicates there is an extra charge for a pet, this charge comes out of the total Incidental allowance. After deducting the total amount being charged for pet accommodation from the \$50 Incidental allowance, the remainder may be applied to other approved incidental needs, such as hygiene products.

For example: If the hotel is charging a \$5 surcharge per night for a pet, make note of the amount on the Referral to the hotel by ticking the “Incidental” box as well as “Accommodation”, and entering “pet surcharge at \$5 x 3 nights = \$15 total” in the “Incidentals” box. On the Referral form for personal care needs, state in the Incidental box, “approved for a maximum of \$35”. In “Comments”, add a message to PEP finance staff that says, “see Referral #\_\_\_\_\_ for remainder of Incidental allowance”.

- **Pink Copies of Referral:** Just a reminder that the pink copies of Referral forms that used to be sent to your local MHR office should now be forwarded instead to the ESS Office at PEP: PO Box 9201 STN PROV GOVT, Victoria, BC V8W 9J1

#### **h) New Online Courses**

PEP recently launched two online programs -- Introduction to Emergency Management in BC and Introduction to Emergency Social Services.

The Introduction to Emergency Management in BC online course is intended for those who are involved in emergency management in BC at any level. It introduces the basic concepts of effective emergency management, and information about agencies, governments and organizations involved.

The Introduction to Emergency Social Services (ESS) online course is intended for individuals who share a common goal of assisting people in an emergency, and is a pre-requisite for additional ESS training. It provides new ESS workers with fundamental information about the Emergency Social Services program and includes information about personal preparedness for ESS workers. This is the first step for preparing workers to be able to respond quickly, while addressing the needs of family, friends and employers.

Both of these courses are also offered in hard copy version. The online version provides increased accessibility for those who prefer that format.

These programs are accessible from the PEP Website at [www.pep.bc.ca](http://www.pep.bc.ca) or through the Justice Institute of BC at [www.jibc.bc.ca](http://www.jibc.bc.ca) .

#### **i) Training News**

All ESS Directors were recently sent a copy of the latest ESS Training Course Catalogue that included an important notice regarding the new process for scheduling JI and Red Cross training courses. The notice is also enclosed with this Update Letter -- please read carefully.

To assist the training organizations in planning and budgeting for the next year, they need to know as soon as possible what courses you are planning to request for your team from April 2006 until March 2007. Wherever possible, we encourage communities that may not be able to fill a full class to work with neighboring ESS teams in order to maximize class size.

An annual training plan may be a new concept for some teams, but we believe this format can have many benefits for ESS teams as well as the training organizations.

Please submit your requests before **March 15, 2006**. If you are having difficulty in choosing courses for a 12-month period, please discuss with JI or Red Cross staff.

Catalogue Corrections:

- Please note that the Canadian Red Cross is no longer offering “Supervision in Disaster” to ESS teams.
- “Family Reunification: Supervisors Operations” is being revised and will be called "Family Reunification Workshop for Supervisors." The new version will be piloted in March 2006 and will be available in to communities in the 2006-07 training year, as per the JI calendar. Please indicate your community needs and interest to the Red Cross regional staff.

**j) Vancouver Island Emergency Preparedness Conference for Frontline Volunteers and Staff**

Please see the attached notice from the Vancouver Island Emergency Preparedness (VIEP) Conference Committee announcing the Third Annual VIEP Conference being held in Victoria May 12-14, 2006.

This conference was originally intended as a means of bringing together volunteers and staff of Vancouver Island emergency response groups, however due to increasing interest from around the province, the conference committee has broadened their scope this year, and welcomes registrations from outside the Island communities.

Please share this information with your team members. Early Bird registration closes on February 28, 2006, and seats are limited, so if you or any of your team members plan to attend, be sure to register as soon as possible. Additional information can be found in the attached notice, and on the website: <http://www.viepconference.ca>.

If you have any questions that are not answered by the attached information, please contact the registrar at [viepconference@shaw.ca](mailto:viepconference@shaw.ca).

Sincerely,

Original signed

Jeff Cornell  
Manager  
Emergency Social Services

Attachment (5)

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 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 the information should be directed to: ESS Office, PO Box 9201 Stn Prov Govt, Victoria, B.C. V8W 9J1 Phone: 1-800-585-9559

**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

NAME OF SUPPLIER	
ADDRESS IF SUPPLIER	
PHONE ( )	FAX ( )

to provide the following goods or services:


The Supplier will provide these goods or services and receive payment in accordance with the Emergency Social Services Rates (all GST exempt #107864738) 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).

ESS Office - Provincial Emergency Program		PO Box 9201 STN PROV GOVT	
VICTORIA BC	V8W 9J1	PHONE 1-800-585-9559	FAX (250) 952-5831

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

CONTACT NAME	PHONE ( )	ALTERNATE CONTACT NAME	PHONE ( )
ORGANIZATION / AGENCY	TITLE	ORGANIZATION / AGENCY	TITLE

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

### PRIMARY CONTACT

NAME
HOME ADDRESS

HOME PHONE ( )	WORK PHONE ( )
CELLULAR PHONE	FAX ( )
EMAIL ADDRESS	

### ALTERNATE CONTACT

NAME
HOME ADDRESS

HOME PHONE ( )	WORK PHONE ( )
CELLULAR PHONE	FAX ( )
EMAIL ADDRESS	

### ALTERNATE CONTACT

NAME
HOME ADDRESS

HOME PHONE ( )	WORK PHONE ( )
CELLULAR PHONE	FAX ( )
EMAIL ADDRESS	

SUPPLIER'S SIGNATURE	PRINT NAME	DATE (YYYY MM DD)
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## **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**.

**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 1-800-663-3456**

**NOT REDEEMABLE FOR CASH**
**Referral # 123456**

2. ESS File # (if applicable)

**VALID ONLY**
**From**

 9. HH / MM  
(24 hour clock)

10. YYYY MM DD

**To**

 11. HH / MM  
(24 hour clock)

12. YYYY MM DD

3. NAME OF SUPPLIER	
4. ADDRESS OF SUPPLIER	
5. CITY	6. POSTAL CODE
7. TELEPHONE ( )	8. FAX ( )

 1. PEP TASK #

 13. **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):

 14. NAME OF FAMILY REPRESENTATIVE (family name, first name)  
 \_\_\_\_\_  
 15. NAME OF PERSON PURCHASING GOODS (if different from family representative)  
 \_\_\_\_\_

 16. **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**

 17. **FOOD**  YES  NO **\*\*\* GST EXEMPT \*\*\***  
 Restaurant Meals OR  Groceries  
 # of adult/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*

 20. **TRANSPORTATION**  YES  NO **\*\*\* GST EXEMPT \*\*\***  
 Specify Mode of Travel: \_\_\_\_\_  
 From (address) \_\_\_\_\_ To (destination) \_\_\_\_\_

 18. **LODGING**  YES  NO **\*\*\* GST EXEMPT \*\*\***  
 Hotel/Motel OR  Billeting  
 # of nights authorized: \_\_\_\_\_ (maximum 3)  
*Refer to attached ESS Rates sheet for maximum allowable rates*

 21. **INCIDENTALS**  YES  NO **\*\*\* GST EXEMPT \*\*\***  
 # of people: \_\_\_\_\_ Specify approved items: \_\_\_\_\_  
**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*

 19. **CLOTHING**  YES  NO **\*\*\* GST EXEMPT \*\*\***  
 # of people: \_\_\_\_\_ Extreme winter conditions:  YES  NO  
*Refer to attached ESS Rates sheet for maximum allowable rates*

 22. **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 Stn Prov Govt, Victoria, B.C. V8W 9J1 Phone: 1-800-585-9559

23. Signature of Family Representative	24. Interviewers first name and initial of last name (please print)	25. Date (YYYY MM DD)
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**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 9J1	PHONE 1-800-585-9559	FAX (250) 952-5831

RESTAURANT: \_\_\_\_\_

(PLEASE PRESENT TO SERVER BEFORE ORDERING YOUR MEAL)

GUEST NAME: \_\_\_\_\_ #ADULTS \_\_\_\_\_ #CHILD \_\_\_\_\_ POST TO ROOM: \_\_\_\_\_

Coupon valid for FOOD ONLY to a maximum value of: \$ \_\_\_\_\_ DESK CLERK: \_\_\_\_\_

DATE: \_\_\_\_\_  BREAKFAST maximum value \$ \_\_\_\_\_ incl tax per adult

DATE \_\_\_\_\_  LUNCH maximum value \$ \_\_\_\_\_ incl tax per adult

DATE: \_\_\_\_\_  DINNER maximum value \$ \_\_\_\_\_ incl tax per adult

Children: 12 years of age and under – half adult rate

13 years of age and over – full adult rate

FRONT DESK: Use one coupon per meal period. Date and check box to indicate meal period applicable.

RESTAURANT: \_\_\_\_\_

(PLEASE PRESENT TO SERVER BEFORE ORDERING YOUR MEAL)

GUEST NAME: \_\_\_\_\_ #ADULTS \_\_\_\_\_ #CHILD \_\_\_\_\_ POST TO ROOM: \_\_\_\_\_

Coupon valid for FOOD ONLY to a maximum value of: \$ \_\_\_\_\_ DESK CLERK: \_\_\_\_\_

DATE: \_\_\_\_\_  BREAKFAST maximum value \$ \_\_\_\_\_ incl tax per adult

DATE \_\_\_\_\_  LUNCH maximum value \$ \_\_\_\_\_ incl tax per adult

DATE: \_\_\_\_\_  DINNER maximum value \$ \_\_\_\_\_ incl tax per adult

Children: 12 years of age and under – half adult rate

13 years of age and over – full adult rate

FRONT DESK: Use one coupon per meal period. Date and check box to indicate meal period applicable.

RESTAURANT: \_\_\_\_\_

(PLEASE PRESENT TO SERVER BEFORE ORDERING YOUR MEAL)

GUEST NAME: \_\_\_\_\_ #ADULTS \_\_\_\_\_ #CHILD \_\_\_\_\_ POST TO ROOM: \_\_\_\_\_

Coupon valid for FOOD ONLY to a maximum value of: \$ \_\_\_\_\_ DESK CLERK: \_\_\_\_\_

DATE: \_\_\_\_\_  BREAKFAST maximum value \$ \_\_\_\_\_ incl tax per adult

DATE \_\_\_\_\_  LUNCH maximum value \$ \_\_\_\_\_ incl tax per adult

DATE: \_\_\_\_\_  DINNER maximum value \$ \_\_\_\_\_ incl tax per adult

Children: 12 years of age and under – half adult rate

13 years of age and over – full adult rate

FRONT DESK: Use one coupon per meal period. Date and check box to indicate meal period applicable.

## **IMPORTANT NOTICE**

### **Requesting Justice Institute and Red Cross ESS Courses**

1. Please read and familiarize yourself with your new ESS Training Catalogue prior to meeting with your ESS team.
2. With your ESS team, identify courses needed/wanted for the next fiscal year, April 1<sup>st</sup> 2006 to March 31<sup>st</sup> 2007.
3. Once you have determined the courses you require, and potential dates and locations, please submit immediately to the appropriate organization (Justice Institute at 604-528-5790, Canadian Red Cross contacts listed below).
4. Course allocation for the next fiscal year will begin by Feb. 15, 2006. The deadline for requests is March 15, 2006. After that time, course requests will be considered only if all available training sessions, designated for your region, have not been filled. A wait list will be maintained in the event of cancellations.
5. These timeframes do not apply to the other ESS support organizations that offer training – their contact information can be found on page 2 of the Catalogue.

#### **Please Note:**

New contact information to request ESS courses delivered by Canadian Red Cross:

Lower Mainland: Karen Miller 604.709.6665 Toll Free 1.800.565.8000 [karen.miller@redcross.ca](mailto: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](mailto: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](mailto: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](mailto:sherri.flavel@redcross.ca)  
(north of Williams Lake)



## Capital Region Emergency Awareness Network

### Vancouver Island Emergency Conference for Front Line Volunteers and Staff

May 12 -14, 2006

January 4, 2006

The Capital Region Emergency Awareness Network (CREAN) is pleased to announce the upcoming 3<sup>rd</sup> annual Vancouver Island Emergency Preparedness Conference for Front Line Volunteers and Staff, being held in Victoria May 12-14, 2006. Whether you are an individual interested in building your emergency preparedness knowledge and making new contacts, or an emergency manager looking for a meaningful and affordable way to recognize your volunteers, this conference is for you!

CREAN is a not-for-profit society with members from municipal emergency organizations, community agencies, industry and media with an interest in promoting emergency awareness in the southern Vancouver Island area. As in previous years, the goal of the conference committee is to "raise the level of emergency preparedness on the island through promoting awareness, providing information, tools and solutions to problems, sharing experiences and creating networking opportunities".

The theme for this conference is "Integrated Preparedness", with several sessions addressing how emergency preparedness and response organizations can work together effectively to help promote safe communities. Topics have been chosen to appeal to front line volunteer-based groups such as Search and Rescue, Emergency Communications, Emergency Social Services, Neighbourhood Emergency Preparedness and other related organizations. It is our hope that delegates will return to their local teams with some new information and ideas for discussion in their own communities.

Throughout the conference there will also be several opportunities to network with counterparts from other communities, and members of other local emergency groups. The conference will begin on Friday with a social evening for delegates including refreshments, prizes and a chance to take in displays showcasing conference sponsors, emergency organizations and related vendors.

Please forward this notice and the attached conference brochure to any members of your organization who may be interested in taking advantage of this valuable opportunity to broaden their knowledge of emergency preparedness and the many local groups that work to promote awareness and safeguard their communities in times of an emergency. Your help in spreading the news about this fun and informative event is very much appreciated.

Kind regards,

VI Emergency Preparedness Conference Committee  
<http://www.vieconference.ca>

**Vancouver Island Emergency Preparedness Conference**  
c/o 909 Fairfield Road  
Victoria, BC V8V 3A3  
[vieconference@shaw.ca](mailto:vieconference@shaw.ca)