



### Checklist of things to do:

*This is an upsetting time and it is easy to forget important details. Here is a checklist of things to consider:*

- Have you contacted your insurance company and/or landlord?
- Have you made arrangements past the short term ESS assistance?
- If required, have you contacted your local MHR Office for further assistance?
- Does your employer know you may not be at work for the next few days?
- Does your mail need redirecting?
- Do you have appointments to cancel?
- Have you notified your children's teachers about the incident?
- Have you notified relatives outside the area that you are safe?
- Is there any way you can help others?



### Personal list of things to do:

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_
- 4) \_\_\_\_\_
- 5) \_\_\_\_\_
- 6) \_\_\_\_\_
- 7) \_\_\_\_\_
- 8) \_\_\_\_\_
- 9) \_\_\_\_\_
- 10) \_\_\_\_\_

### For more information contact:

If you are reporting a change of address or other information contact:

- same number as above, or  
(    ) \_\_\_\_\_



**Emergency Social Services Program  
Ministry of Human Resources**

Phone toll free within B.C. **1 800 585-9559**



**AFTER THE  
EVACUATION**

*Help when you  
need it most.*



*The Heart of  
Disaster Response*

# Help when you need it most

## EMERGENCY SOCIAL SERVICES(ESS)

ESS provides essential services for people affected by emergencies such as fires, floods, and earthquakes. When disasters affect one or two families or large numbers of people, ESS volunteers will attend to your needs. Short term assistance may be provided (usually up to 72 hours), giving you and your family time to plan your next step. Please use this time to make long term arrangements for yourself and your family. The checklist in this pamphlet can help guide you through some of those steps.

*In exceptional circumstances, authorization may be given to extend assistance beyond 72 hours. If an extension is not possible, and you do not have the financial resources to meet your basic needs, you may contact your local Ministry of Human Resources (MHR) office, listed in the blue pages of the telephone directory or call Enquiry BC:*

**Victoria: 387-6121**

**Vancouver: 660-2421**

**Elsewhere in BC: 1-800-663-7867**

*Ministry staff will determine if you are eligible for financial assistance.*

## What assistance can be offered after a disaster strikes?

A volunteer will help assess your immediate needs and refer you to local suppliers of goods and services. If you are insured, contact your agent immediately to arrange coverage of expenses. If insurance is not readily or reasonably accessible, the ESS Program, through funding from the Provincial Emergency Program (PEP), will cover certain short-term costs including food, clothing, and lodging. Emotional support and family reunification services will also be available during this difficult time.

## Where do I receive this assistance?

Local ESS volunteers provide services either on-site or at an appropriate location to meet the immediate needs of evacuees. This could be a school gym, recreation centre, hotel meeting room, or an impromptu on-site area. Community volunteers work closely with the ESS Program, which is sponsored by MHR and works with the Provincial Emergency Program (PEP) and non-government organizations to provide these services.

## Why should I register?

Registering with ESS is important during an emergency even if other services are not needed. Relatives and friends will be worried about you and want to know you are safe. Family reunification services help reunite families, so be sure to notify the local ESS volunteer immediately if your contact information changes. Information about your location is given to friends, relatives and emergency responders with a legitimate need to know. If there is someone who should **not** be told of your whereabouts, be sure to inform the volunteer. Your wishes to keep your information confidential will be respected.

How can I find out what is happening and when I can go home? ESS volunteers at the Reception Centre are in contact with emergency responders. They will provide current information about the crisis. If the incident involves a small number of families, emergency responders will meet with evacuees as information is made available.

## What costs am I responsible for?

If you have no insurance, ESS covers items essential to your immediate well-being for up to 72 hours. These include accommodation, meals and necessary clothing and supplies. Items not included are alcohol, tobacco, in-room movies, long distance phone calls or other non-essential items.

## What can I do for my children?

They are probably experiencing the same fears as you. Take their fears seriously and help them talk about what is worrying them. Younger children need additional reassurance and hugs.

## What about my pets?

Not all hotels and motels accept pets, so in some cases, they may have to be boarded with a local kennel, veterinarian or the SPCA. The volunteer can attempt to arrange for pets to remain with their owners. People with guide or service dogs will receive priority.