

If... you need to evacuate your home because of flooding, a toxic spill, forest fire, earthquake or similar calamity...

WHERE WILL YOU RECEIVE CURRENT INFORMATION & SUPPORT?

WHERE WILL YOU GO?

WHO WILL FEED & LODGE YOUR FAMILY?

HOW WILL YOU FIND OTHER FAMILY MEMBERS?



WHO CAN HELP?

EMERGENCY SOCIAL SERVICES (ESS), a program sponsored by the Ministry of Human Resources, provides for basic services required by people who are forced from their homes by disasters. These essential services include:

- | | |
|----------|----------------------------|
| Food | Registration |
| Lodging | Emotional services |
| Clothing | Other specialized services |

The Ministry of Human Resources helps local governments plan and operate these services through a province wide network of volunteers.

These volunteers donate their time and energy to receive extensive training, and have proven to be an invaluable resource in many emergencies.

The Heart of Disaster Response

HOW CAN YOU HELP?

If you would like to assist your local ESS team with planning and operating Emergency Social Services, or if you would like to learn more about the planning taking place in your community, contact your Emergency Social Services Director, your local Emergency Program Coordinator, or the ESS Program Office.

Local ESS Contact:



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

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



When Disaster Strikes!



The Heart of Disaster Response

HOW EMERGENCY SOCIAL SERVICES WORKS

WHAT TYPE OF PLANNING TAKES PLACE?

These services are planned ahead so that when an emergency occurs, Reception Centres can be opened quickly to help evacuees. Emergency Social Services (ESS) teams develop lists of community resources and arrange with local businesses and organizations to provide goods and/or supplies as needed.

ESS teams anticipate the problems people affected by emergencies may face. For instance, if all the hotels and motels are full, volunteers may open a Group Lodging facility, perhaps in a school gym. By planning ahead, ESS teams are able to respond faster to evacuees' needs and help people cope with the trauma and challenges of an emergency.

WHAT IF THE DISASTER IS SO BIG IT OVERWHELMS THE COMMUNITY?

The Ministry of Human Resources (MHR) has formed relationships with other ministries and non-government organizations to provide additional resources to communities overwhelmed by major disasters.

ESS Support Organizations include:

Adventist Development Relief Agency
BC Housing
Canadian Disaster Child Care
Canadian Red Cross
Emergency Social Services Association
St. John Ambulance
The Salvation Army
Telephone Pioneers Amateur Radio Club

During a disaster these organizations work with the ESS Program Office in Victoria to deploy additional resources from other areas of the province, as identified and requested by communities. Resources may include supplies, information and even additional ESS personnel from other communities.

WHAT IS THE ROLE OF THE MINISTRY OF HUMAN RESOURCES?

Under the Emergency Management Act, the ministry is responsible for assisting communities with planning and operating ESS. The ministry provides ESS volunteers with extensive training and consultation in developing community plans. During a disaster, ministry staff actively support local responders and ensure that the costs of providing essential services are paid promptly.



SERVICES • SUPPORT • ESS • FOOD • ESS • LODGING • ESS • CLOTHING • EMERGENCY • SOCIAL SERVICES • SUPPORT