

## **Referrals for Food, Clothing and Lodging**

**Course Sponsor:**

Justice Institute of B.C. - Emergency Social Services Training

**Target Audience:**

Service Providers and Service Provider Supervisors; Resource Provider Coordinators (Food, Clothing and Lodging)

**Course Description:**

*Duration: 3.5 Hours*

This workshop is designed for those working as Service Providers in an emergency Reception Centre. It describes the process for providing food, clothing and lodging referrals to evacuees and teaches interviewing skills. The workshop includes completion of the ESS File (Registration and Service Record) and Referral forms.

This is the second part of a two-part course. The Canadian Red Cross offers part one, Registration and Inquiry, Front Line Operations.

**Course Objectives:**

Upon completion of this course, participants will be able to:

- Describe the role and responsibilities of Service Providers
- Complete the ESS File and Referral forms accurately
- Demonstrate effective interviewing skills
- Address unusual requests and challenges

**Prerequisite:**

- Introduction to Emergency Social Services
- Reception Centre Operations
- Family Reunification: Front Line Operations (R&I)  
**(Recommended)**

**Type of Instruction:**

Lecture, video, group discussion, demonstrations, exercises, role playing, debriefing

**Class Size:**

10 Minimum, 30 Maximum

**Course Location:**

In your community or neighbouring community.

**Course Availability:**

ESS Directors should contact the Emergency Management Division at the Justice Institute to request this course in their community.

**Point of Contact:**

Emergency Management Division  
715 McBride Blvd.  
New Westminster, BC V3L 5T4  
Phone: (604) 528-5790  
Fax: (604) 528-5798  
E-mail: [emd@jibc.bc.ca](mailto:emd@jibc.bc.ca)  
[www.jibc.bc.ca/emergency/f-emergency.html](http://www.jibc.bc.ca/emergency/f-emergency.html)

**Additional Comments:**

While Family Reunification: Front Line Operations (R&I) and Referrals for Food, Clothing and Lodging are offered by different agencies (Red Cross and Justice Institute of BC), it is recommended that these two workshops be delivered on the same day when possible (for example Family Reunification: Front Line Operations (R&I) in the morning and Referrals in the afternoon). When these workshops are done in one day, lunch will be provided by the Justice Institute.