



# PROVINCIAL EMERGENCY PROGRAM

## Emergency Social Services

### Report

2005/2006

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## **EMERGENCY SOCIAL SERVICES ANNUAL REPORT 2005/2006**

Under authority of the *Emergency Program Act*, the Emergency Social Services (ESS) Office provides leadership, support and co-ordination in planning for, and responding to, emergencies and disasters across the Province, where short-term emergency social services are required. Emergency Social Services are those short-term services required to preserve the health and well being of people affected by disasters, including responders. Short-term services include emergency food, clothing, lodging, family reunification, emotional support and other specialized services, as required.

### **Vision**

The Emergency Social Services Office envisions a province where all communities have the capacity to effectively respond to the basic short-term needs of British Columbians affected by an emergency or disaster.

### **Principles**

The principles which will underpin the ESS Office's approach to operations include:

- building relationships with internal Ministry branches and divisions, other government ministries, stakeholders, non-government organizations, local authorities, and community volunteer groups;
- responding to and supporting local governments responsibility for ESS through establishing training, operational standards, and program procedures/protocols;
- awareness of the impact emergencies and disasters have on people and first responders; and
- accountability to the public.

### **ESS Overview**

- As part of the Provincial Emergency Program (PEP) the Emergency Social Services (ESS) Office takes an all hazards approach to emergency management and preparing for the possibility of complex disasters affecting a large number of communities requiring emergency social services. ESS responders, including community-based volunteers, non-government organizations, and ministry staff, are encouraged to liaise with their local and regional emergency planning organizations to review plans and procedures, complete training, prepare supplies and forms, and update contact information.
- ESS is a key component of local authority's emergency response plans. The majority of organized ESS teams are composed of trained volunteers and municipal or regional district staff appointed by the local government. The ESS Office provides material support, advice, expertise, training and other assistance to ESS teams across the province as requested.

- In BC, there are over 5,000 trained ESS volunteers on approximately 150 ESS teams located throughout the province. The ESS Office works with a number of non-government organizations, including Justice Institute of British Columbia and The Salvation Army, other ministries and provinces, and the federal government in the coordination and delivery of services.
- ESS is integrated within the overall provincial emergency management structure.
- In the event of a complex emergency or disaster the ESS Office is responsible for the strategic deployment of trained volunteers from all regions of the province to ensure an effective response capability.
- As one of the five Public Safety Lifeline volunteer disciplines in BC, ESS is based on volunteers who provide their time and expertise in preparing for, and responding to emergency situations. ESS volunteers are dedicated and committed to providing help when it is needed.

## **ESS Training**

PEP provides the funding for the ESS training program delivered by four Support Organizations:

1. Canadian Disaster Child Care;
2. Canadian Red Cross;
3. Justice Institute of British Columbia; and
4. The Salvation Army.

The Canadian Disaster Child Care offers a course to ESS volunteers who respond to children entering a Reception Centre following a disaster.

Courses offered by the Canadian Red Cross include:

- Family Reunification: Inquiry, Search and Reply; and
- Family Reunification Workshop for Supervisors.

Courses offered by the Justice Institute of British Columbia through the PEP Academy include:

- Introduction to Emergency Social Services;
- Reception Centre;
- Registration and Referrals for Food, Clothing and Lodging;
- Documentation Unit;
- Managing Walk-In Disaster Volunteers;
- Group Lodging;
- ESS Resource Acquisition: Food, Clothing & Lodging;
- Public Safety Lifeline Leadership; and
- ESS Directors Course.

ESS volunteers and staff can also access the newly introduced online courses through the JIBC:

- Introduction to Emergency Management;
- Emergency Operations Centre - Level 1; and
- Incident Command System BC ICS 100.

Courses offered by The Salvation Army include:

- Meet and Greet; and
- Emotional Support.

Community-based ESS teams practice their skills through meetings, additional training and workshops and exercises.

### Training Summary for 2005/06:

<b>Training Provider</b>	<b># of courses</b>	<b># of students</b>
Canadian Disaster Child Care	3	31
Canadian Red Cross	17	273
Justice Institute of British Columbia	138 473*	3,003
The Salvation Army	19	356
ESS Office **	141	141
<b>Totals</b>	<b>177</b>	<b>3,804</b>

Note:

\* Introduction to Emergency Social Services home study packages

\*\* In 2006, the ESS Office became responsible for the production and distribution of the Level One ESS self study packages.

### ESS Support Organizations

Non-Government organizations (NGO) are an integral component of Emergency Social Services as Support Organizations for both planning and response activities.

The involvement of an ESS Support Organization in a disaster response is based upon several premises:

- The impact of disaster can be so catastrophic that, although the responsibility for community disaster planning lies with the local authorities, no single level of government, community agency, organization or group can provide all services required by all the people affected by disaster;
- There are many local and national organizations with an interest or mandate to provide relief to people affected by an emergency or disaster;
- Coordination of emergency services provided by emergency response organizations will promote a more effective transition to recovery for the people affected by disaster; and

- The desire to provide assistance to people affected by disaster is a major step that a community will take to heal itself.

Representatives from each of the ESS Support Organizations sit on the ESS Advisory Committee, which meets quarterly for meetings chaired by the ESS Office. Committee members have the opportunity during these meetings to report on the related activities of their organization, identify emerging issues, discuss ESS policies, provide feedback and share lessons learned from responses.

### Primary Roles of ESS Support Organizations:

ESS Support Organizations	Primary Roles
Buddhist Compassion Relief Tzu Chi Foundation Canada (Tzu Chi)	Mass feeding in complex disasters
British Columbia Housing (BCH)	Provincial storage and stockpile of cots and blankets
Canadian Disaster Child Care (CDCC)	Child care services in Reception Centres
Canadian Red Cross (CRC)	Family reunification services, Central Registry and Information Bureau (CRIB) management, Staffing Bureau management and small scale ESS
Emergency Social Services Association (ESSA)	Provides support to ESS volunteers
Justice Institute of British Columbia (JIBC)	Development and delivery of ESS training
St. John Ambulance (SJA)	First Aid services in a Reception Centre
Telephone Pioneers Amateur Radio Club (TPARC)	Emergency Communications
The Salvation Army (TSA)	Psycho-social aspects (Meet & Greet and Emotional Support) in a Reception Centre

### Accomplishments of the ESS Office in 2005/2006

- Transition to PEP – The successful move of the ESS Program Office to PEP as part of the provincial government re-structuring.
- Recovery – Co-developed with the Recovery Office the Provincial Integrated Recovery Council (PIRC) was established to provide a forum for collaborative recovery management and foster effective recovery programs to support local authorities within the province.
- Regional ESS / Recovery Coordinators – Participated in the development, recruitment, orientation and education of these new positions.
- Volunteer Recognition – Participated in the development and launch of Public Safety Lifeline volunteer long service pins.

- ESS Team Display Units – The purchase of six new display units and information for loan to community-based ESS teams for such events as EP Week and community events.
- ESS Field Guide – Revised and released the ESS manual for ESS teams.
- ESS Group Lodging Operational Guidelines – Operational guidelines were produced and provided to every ESS team to provide a template for communities to use in adopting BCERMS into their local ESS team plan.
- ESS On-line Courses – Development and launch of the Introduction to ESS on-line training, BCERMS in ESS presentation and Referrals Unit on-line material.
- ESS Payment Process – The re-imburement of suppliers of goods and/or services to people affected by a disaster or emergency was streamlined.

## Major Incidents

In 2005, almost 5,000 people received emergency social services in over 300 incidents ranging from landslides, structural fires and interface wildfires. Some of the most significant events in 2005/06 include:

- North Vancouver Landslide January 2005
- Severe weather event, January 2005
- Interface wildfires, August, 2005
- Dangerous goods, September 2005

**Appendix “A”****Emergency Social Services Response Expenditures  
Fiscal 2005/06**

<b>Month</b>	<b>Amount</b>
Apr 2005	\$80,408.21
May 2005	\$83,951.71
June 2005	\$72,122.14
July 2005	\$38,798.42
Aug 2005	\$17,858.73
Sept 2005	\$48,911.72
Oct 2005	\$33,808.51
Nov 2005	\$24,647.99
Dec 2005	\$12,845.00
Jan 2006	\$23,430.00
Feb 2006	\$21,764.58
Mar 2006	\$38,035.35
<b>2005-06 Total</b>	<b>\$496,582.36</b>



**Appendix “B”****EMERGENCY SOCIAL SERVICES STATISTICS 2005****Summary of ESS Disaster Responses:**

- Total Persons Assisted 5,063
- Total Communities Assisted 89
- Total Events 310

**ESS Events by Month**

<b>YEAR 2005</b>	<b>PEOPLE ASSISTED</b>	<b>EVENT</b>
January	934	31 house fires, 3 landslides, 7 floods
February	209	17 house fires, 1 apartment fire, 3 floods, 1 collapsed roof
March	99	20 house fires, 3 apartment fires, 1 flood
April	137	19 house fires, 2 police evacuations, 1 house destroyed by vehicle
May	78	20 house fires, 1 flood
June	185	28 house fires, 1 bus crash, 1 police evacuation, 1 dangerous goods
July	74	20 house fires, 1 flood, 1 gas leak
August	758	15 separate house fires, 2 forest fires, 1 gas leak, 1 apartment fire, 1 police evacuation
September	2,154	20 separate house fires, 1 landslide, 1 police evacuation, 1 toxic fumes, 1 dangerous goods
October	107	22 separate house fires, 1 apartment fire, 1 stranded travelers, 1 house destroyed by car
November	154	22 separate house fires, 1 apartment fire, 1 gas leak, 1 police evacuation
December	174	27 separate house fires, 3 apartment fires, 1 flood, 1 apartment evacuation, 1 gas leak

**2005 – Summary of ESS Incidents**

<b>MONTH</b>	<b>NUMBER OF PEOPLE ASSISTED</b>	<b>NUMBER OF INCIDENTS</b>
January	934	41
February	209	22
March	99	24
April	137	22
May	78	21
June	185	31
July	74	22
August	758	20
September	2,154	24
October	107	25
November	154	25
December	174	33
<b>Total</b>	<b>5,063</b>	<b>310</b>

**2005 – ESS Incidents by Type**

<b>INCIDENT</b>	<b>NUMBER OF PEOPLE ASSISTED</b>	<b>PEOPLE ASSISTED BY INCIDENT TYPE</b>
House Fire	812	16.04%
Apartment Fires	468	9.24%
Potential Explosion	20	0.40%
Flooding	310	6.12%
Gas Leak	123	2.43%
Police Evacuation	186	3.67%
Landslide	431	8.50%
Bus Fire	12	0.24%
Armed Stand Off	50	0.99%
Forest Fires	567	11.20%
Toxic Fumes	60	1.19%
Stranded Travelers	11	0.22%
Dangerous Goods	2,000	39.50%
Roof Collapse	2	0.04%
House Destroyed by Vehicle	11	0.22%
<b>Total</b>	<b>5,063</b>	<b>100.0%</b>