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# **REGISTRATION & REFERRALS**

Participant Guide

September 2015

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# PREFACE



# Standards of Conduct for ESS Responders

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## RESPONSIBILITIES OF ESS RESPONDERS

**Commitment.** Responders shall have a commitment to serve their community and the ESS mission to the best of their abilities, assuring the integrity of the program.

**Confidentiality.** Responders shall respect the confidentiality of information received during an emergency response to anyone other than authorized emergency responders. If necessary, clarification should be sought from appropriate authority. Confidential information must not be used for personal gains.

**Quality of Service.** Responders shall provide service to individuals affected by disasters in a manner that is courteous, caring, and professional, while respecting the dignity of people receiving services.

**Behaviour.** Responders shall:

- Conduct themselves in a manner that meets acceptable social standards and contribute to an environment of mutual respect and dignity, free from discrimination or harassment.
- Follow operational guidelines and established reporting structures.
- Exercise discretion with comments made in public about an incident, people, or other organizations involved.
- Self Care. Responders shall:
  - Take care of their own physical and emotional health and support team members to do the same.
  - Report unsafe conditions to their supervisor, ensuring the safety of themselves and others.

**Media Statements.** Responders shall direct all enquiries from the media to the designated Information Officer.

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## Rights of ESS Responders

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**Orientation and Training.** Responders shall have access to the appropriate training to ensure efficient and effective performance of duties.

**Forum for Input.** Responders shall be made aware of, and have access to, the proper chain of command for handling suggestions and complaints.

**Support.** Responders shall receive support from the local, regional, and provincial levels of the ESS Program.

**Safe Conditions.** Responders shall have a safe working environment, understanding that there is some inherent risk in responding to disasters.

**Supplies and Equipment.** Wherever possible, responders shall be equipped to do their job.



# Course Outline



Page 1  
Date of Last Course Outline Revision:

## COURSE OUTLINE

**Course Code:** EMRG-1615  
**Short Title:** Registration & Referrals  
**Long Title:** Registration & Referrals  
**Prerequisites:** EMRG-1610 Introduction to Reception Centres  
**Co-requisites:** N/A  
**School:** Public Safety  
**Division/Academy/Centre:** Emergency Management Division  
**Previous Code & Title:** ESS113 and ESS206 Registration and Referrals  
**Course First Offered:** July 2007

<b>Credits:</b>	0
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### Course Description

Registration and Referrals describes the process for registering evacuees and for providing them with referrals for food, clothing, and lodging. It also covers basic interviewing skills. The course includes completion of the ESS File (Registration and Service Record) and Referral forms.

### Course Goals

To give participants the skills and knowledge required to work in the registration and referrals functions in a Reception Centre.

### Learning Outcomes

Upon successful completion of this course, the learner will be able to:

1. Describe the registration and referrals for food, clothing, and lodging functions
2. Collect accurate and reliable information
3. Complete the ESS File (Registration and Services Record) and Referral forms accurately and completely
4. Demonstrate effective interviewing skills
5. Address unusual requests and challenges

### Course Topics/Content

1. Introduction to Registration and Referrals
  - Position descriptions
  - Function checklists
  - Provision of services
2. Interviewing skills
  - Ways to improve listening skills
  - The interviewing process
3. Forms and paperwork

## COURSE OUTLINE

- ESS File (Registration and Services Record) form
- Referral form
- ESS Rates Sheet
- Tracking Record of Resources
- 4. Challenges

### Text & Resource Materials

Province of BC. (2010). *Registration & Referrals Participant Guide*. New Westminster, BC: Emergency Management Division, Justice Institute of British Columbia.

### Equivalent JIBC Courses

None.

Instructional Method(s)* (select all that apply)	Total Hours	Instructional Factor	Total Factored Hours
<input checked="" type="checkbox"/> Direct Instruction (lecture, seminar, role plays, independent study, etc.)	7	1	7
<input type="checkbox"/> Supervised Practice (includes simulations & labs)		.5	
<input type="checkbox"/> Practice Education, Field Placement, Internship or Co-op		.33	
<b>Totals</b>	<b>7</b>		<b>7</b>

\*Refer to [http://www.jibc.ca/sites/default/files/governance/policies/pdf/Procedure\\_Credit-Value.pdf](http://www.jibc.ca/sites/default/files/governance/policies/pdf/Procedure_Credit-Value.pdf)

### Course Evaluation

The evaluation criteria used for this course are represented below. Specific course evaluation information will be provided by the instructor at the start of the course.

Criterion	% of Final Grade (may be represented as a range)
Course work (activities, assignments, essays, reports, etc.)	
Quizzes and exams	
Simulations/Labs	
Attendance/Participation (in class or online)	100%
Practice Education/Internships	
<b>Total</b>	<b>100%</b>

### Comments on Evaluation

### Course Grading Scheme\*

☐ JIBC1 (A to F)
 ☐ JIBC2 (MAS/NMA)
 ☒ JIBC3 (CM/IN)
 ☐ JIBC4 (P/F)

## COURSE OUTLINE

(\* <http://www.jibc.ca/policy/3304> Grading policy)

### Other Course Guidelines, Procedures and Comments

View official versions of related JIBC academic regulations and student policies in the JIBC Calendar on the following pages of the JIBC website:

#### Academic Regulations:

<http://www.jibc.ca/programs-courses/jibc-calendar/academic-regulations>

Student Academic Integrity Policy  
Academic Progression Policy  
Admissions Policy  
Academic Appeals Policy  
Evaluation Policy  
Grading Policy

#### Student Policies:

<http://www.jibc.ca/about-jibc/governance/policies>

Access Policy  
Harassment Policy – Students  
Student Records Policy  
Student Code of Conduct Policy

### JIBC Core Competencies

The JIBC promotes the development of core and specialized competencies in its programs. Graduates of our programs will demonstrate high levels of competence in the following areas:

- ☐ **Critical thinking:** Identify and examine issues and ideas; analyze and evaluate options in a variety of fields with differing assumptions, contents and methods.
- ☒ **Communication, Oral and written:** Demonstrate effective communication skills by selecting the appropriate style, language and form of communication suitable for different audiences and mediums.
- ☐ **Leadership:** Inspire individuals and teams to reach their potential by embracing innovation through strategic thinking and shared responsibility.
- ☐ **Independent learning:** Show initiative by acting independently in choosing effective, efficient and appropriate applied learning, research and problem solving strategies.
- ☐ **Globally minded:** Self-aware of own identity and culture, recognize the interconnectedness of world events and issues; interact respectfully and authentically across cultures; value multiple perspectives; utilize curiosity to learn with and from others.
- ☐ **Problem solving:** State problems clearly; effectively and efficiently evaluate alternative solutions; choose solutions that maximize positive and minimize negative outcomes.
- ☒ **Interpersonal relations:** Know and manage ourselves; recognize and acknowledge the needs and emotions of others including those with diverse cultures, backgrounds and capabilities.
- ☐ **Inter-professional teamwork:** Understand and work productively within and between groups, respect others' perspectives and provide constructive feedback with special attention to inter-professional relationships.
- ☒ **Information literacy:** Recognize and analyze the extent and nature of an information need; efficiently locate and retrieve information; evaluate it and its sources critically, and use information effectively and ethically.



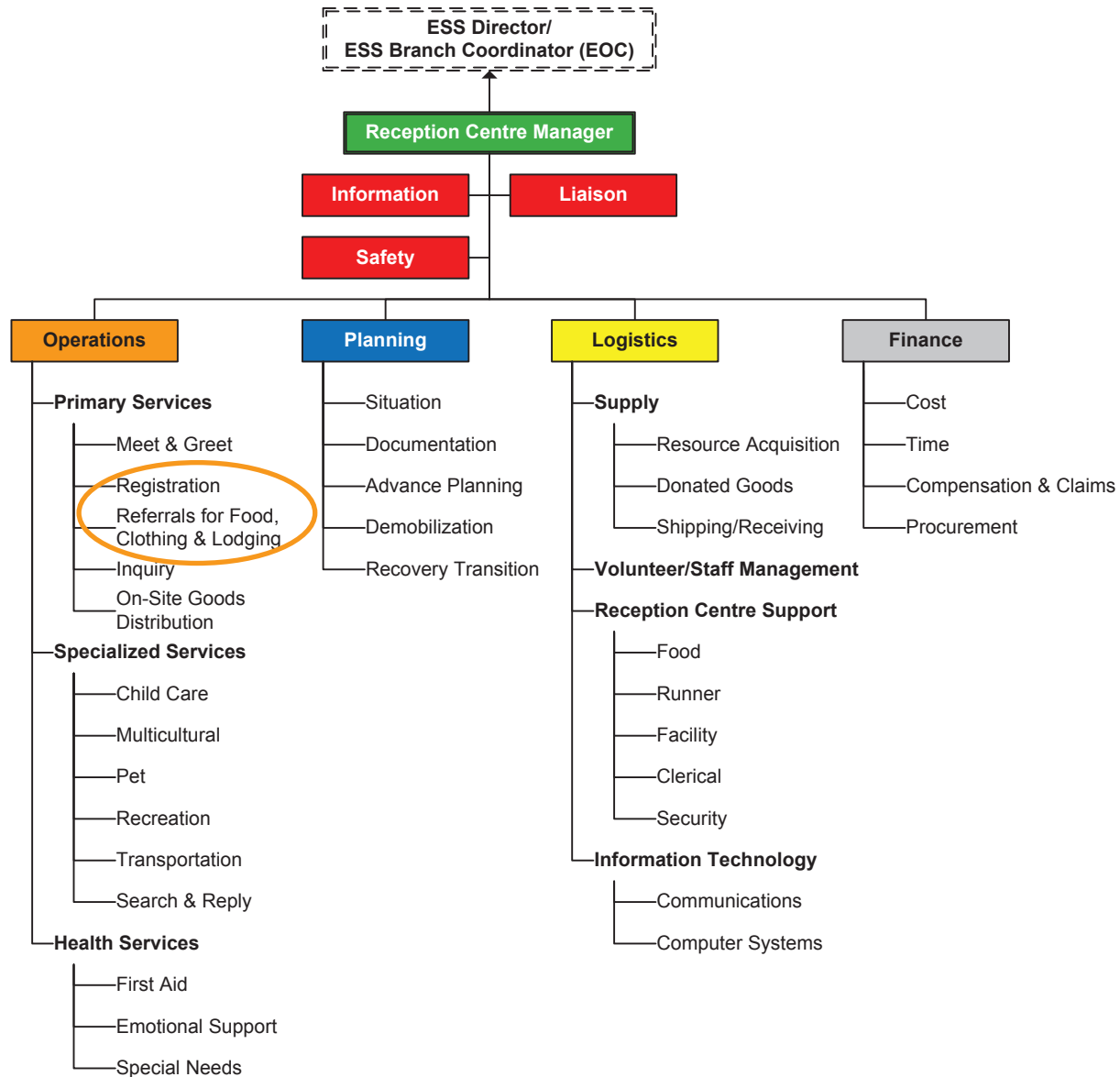
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# **MODULE 1**

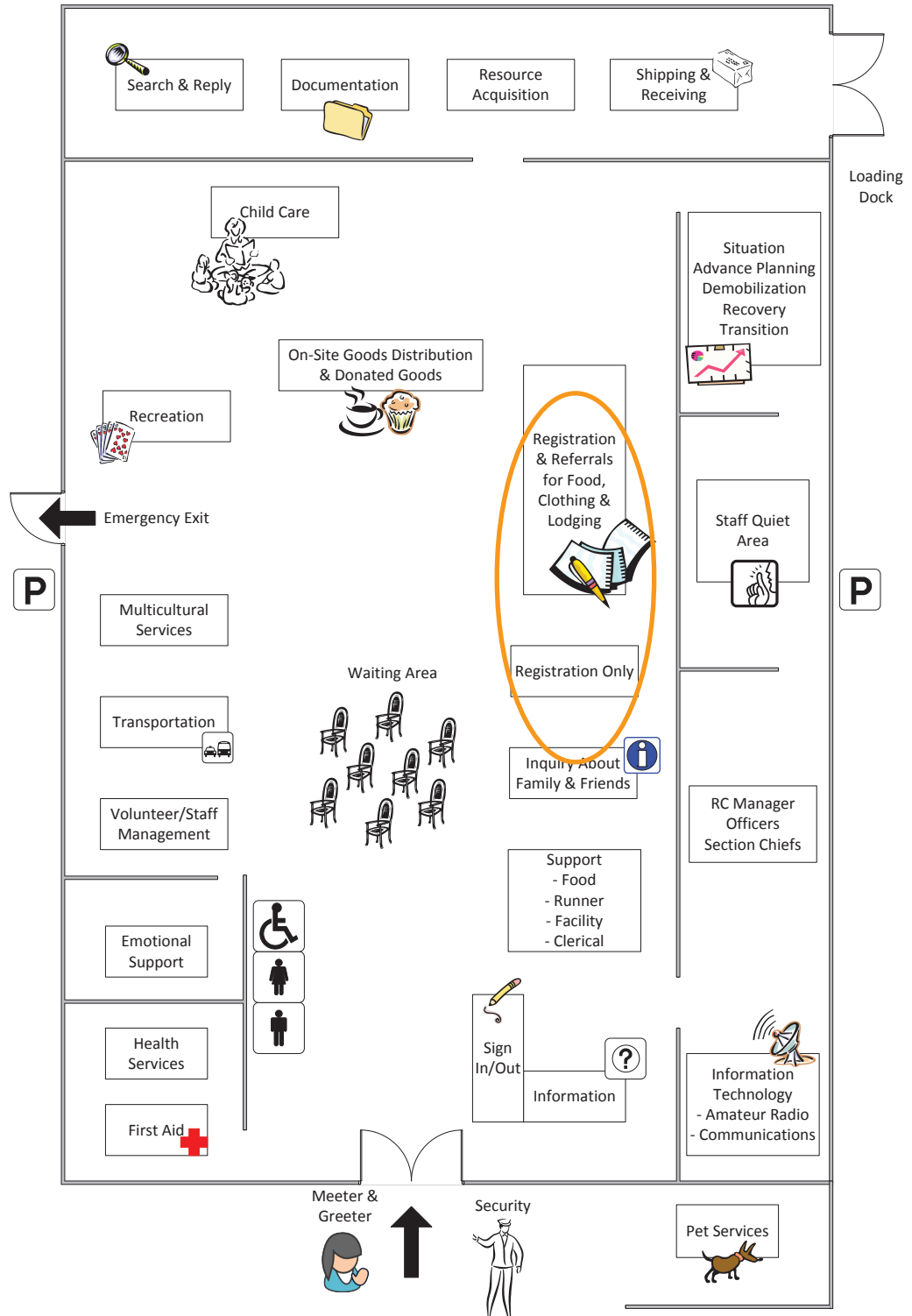
## **Introduction**



# Reception Centre Organization Chart – Fully Expanded



# Sample ESS Reception Centre Floor Plan





# What is Registration & Referrals for Food, Clothing and Lodging?

The purpose of this course is to provide ESS teams with the knowledge and skills necessary to effectively source and manage the three primary ESS resources: food, clothing, and lodging.

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

- Identify required ESS resources
- Describe the role and responsibilities of the Registration & Referrals worker and Registration & Referrals Supervisor
- Develop plans for acquiring ESS resources
- Generate a plan to manage ESS resources during a response

## INTRODUCTION TO REGISTRATION?

Registration is the beginning of the family reunification process. This process reunites loved ones who have been separated because of a disaster. Family reunification methods include direct telephone contact (an evacuee contacts a person outside the disaster area who in turn contacts all other family members and friends); Red Cross message forms (available from Central Registry and Inquiry Bureau) completed by the evacuee and sent to Red Cross offices outside the disaster area where volunteers contact family members; internet web page listing survivors; email (when operational and phone lines are down); and ESS File – Registration and Service Records. This latter registration method involves recording necessary information regarding the identity and location of displaced people due to a disaster on an ESS File – Registration and Service Record. This information is then shared with family and friends inquiring about the safety and whereabouts of those displaced. The appropriate family reunification methods for each response are decided in collaboration between the Registration, Inquiry and Search & Reply Supervisors and Reception Centre Management.

While the primary purpose of registration is for family reunification, another purpose for registering evacuees on an ESS File – Registration and Service Record is to develop an accurate list of those who have been evacuated. This list enables relief agencies to locate evacuees to provide information, answer questions, address property issues, etc. and to provide emergency services such as food, clothing and lodging.

## **Registration Worker Position Description**

### **Reports to**

Registration Supervisor

### **Description**

Trained volunteers interview and complete the registration portion of the ESS File - Registration and Services Record. This assists in reuniting families and answering inquiries about the whereabouts of missing persons.

### **Duties**

During a response, follow Registration function checklist for Registration Workers, found in the Reception Centre Operational Guidelines.

### **Knowledge, Skills and Abilities\***

- Knowledge of registration purpose and process.
- Knowledge of ESS Reception Centre operations an asset.
- Ability to complete forms accurately and print legibly.
- Ability to communicate effectively with evacuees, responders and other visitors.
- Organized, adaptable, calm and physically able to function in a high stress environment.
- Ability to work as part of a team and take direction from a supervisor.

### **Suitability**

- At least 19 years of age (16-18 years with parental consent).
- Available to respond on short notice.
- Able to work long shifts as required.
- Desire to be of assistance to others.

### **General**

- Be honest and open with other volunteers regarding your intent, needs and skills.
- Work in a professional manner and be respectful to evacuees and team members.
- Follow and adhere to written policies, procedures and guidelines.
- Seek clarification of policies and procedures from supervisor as required.
- Respect the confidentiality of evacuees and responders.
- Adhere to the ESS Standards of Conduct at all times.

\* On-site orientation, online training and specific training will be provided whenever possible.

## Registration Worker Function Checklist



Section 2 – Reception Centre Function Checklists

### Registration

**\*\*\* Read This Entire Checklist Before Taking Action \*\*\*****Reports to:** Registration Supervisor**Title (if this function is staffed):** Registration Worker

**Note:** This function is normally combined with the "Referrals for Food, Lodging and Clothing" function; one responder at one desk handles both registrations and referrals.

**Responsibilities:**

1. Explain the purpose of registration to evacuees.
2. Register evacuees on the registration flimsies of the ESS File – Registration and Services Record.

**Activation Phase:**

- ☐ Check in with Volunteer/Staff Management Branch and sign the (EMBC) Task Registration Form. Obtain identification.
- ☐ Report to assigned supervisor to obtain current status and specific instructions.
- ☐ Establish workspace.
- ☐ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify supervisor of any resource requirements.
- ☐ Obtain equipment, supplies and required forms.

**Operational Phase:**

- ☐ Maintain communication with assigned supervisor.
- ☐ Interview evacuees and complete the flimsy portion of the ESS File – Registration and Services Record.
- ☐ Ensure that the "restriction" question is read to evacuees and if an evacuee restricts their information continue to complete the registration portion and then give the ESS File directly to the Registration Supervisor.
- ☐ Forward completed ESS Files to the Documentation Unit as soon as possible.
- ☐ Attend briefings as required.
- ☐ Brief replacement for the next shift and identify outstanding action items or issues.

**RC  
Function  
Checklists  
can be  
found in the  
Reception  
Centre  
Operational  
Guidelines**

**Demobilization Phase:**

- ☐ Complete all required forms, reports, and other documentation. All forms should be submitted through the supervisor to the Planning Section, as appropriate, prior to departure.
- ☐ Clean up work area before leaving.
- ☐ Sign out with Volunteer/Staff Management Branch.
- ☐ Leave a forwarding number.
- ☐ Access critical incident stress debriefing as needed.
- ☐ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

**Function Aids:**

- Change of Information Form & Instruction Guide
- ESS File – Registration and Services Record
- ESS File – Registration and Services Record Instruction Guide
- ESS File Restricted Registrations Guide
- Standards of Conduct for ESS Responders

## INTRODUCTION TO REFERRALS

Issuing Referral forms for food, clothing, lodging and other immediate needs is the process used to provide emergency social services. Evacuees are interviewed in order to determine their immediate emergency needs and referred to identified suppliers who can meet their needs within established rates and guidelines.

### Referrals Worker Position Description

#### Reports to

Referrals Unit Supervisor

#### Description

Trained volunteers interview family representatives to determine the immediate needs of the family and record this information on the ESS File form Registration and Services Record. Working from established rates and guidelines, the Referrals Worker will refer the family to identified suppliers who can meet the family's needs as indicated on Referral forms.

#### Duties

During a response, follow the Referrals function checklist for Referral Workers found in the Reception Centre Operational Guidelines.

**Knowledge, Skills and Abilities\***

- Knowledge of referrals purpose and process.
- Ability to interview effectively, allowing the family to tell about their experience.
- Ability to complete forms accurately and print legibly.
- Ability to communicate effectively with evacuees, responders and other visitors.
- Organized, adaptable, calm and physically able to function in a high stress environment.
- Ability to work as part of a team and take directions from a supervisor.
- Ability to speak other languages is an asset.

**Suitability**

- At least 19 years of age (16 to 18 years with parental consent).
- Must be available to respond on short notice.
- Must be able to work long shifts as required.
- Desire to be of assistance to others.

**General**

- Be honest and open with other volunteers regarding intent, needs and skills.
- Work in a professional manner and be respectful to evacuees and team members.
- Follow and adhere to written policies, procedures and guidelines.
- Seek clarification of policies and procedures from supervisor as required.
- Respect the confidentiality of evacuees and responders.

\* On-site orientation, online training and specific training will be provided whenever possible.

## Referrals Worker Function Checklist



Section 2 – Reception Centre Function Checklists

### Referrals for Food, Clothing & Lodging

**\*\*\* Read This Entire Checklist Before Taking Action \*\*\*****Reports to:** Referrals Unit Supervisor**Title (if this function is staffed):** Referrals Worker

**Note:** This function is normally combined with the "Registration" function; one worker at one desk handles both registrations and referrals.

**Responsibilities:**

1. Interview evacuees to determine their immediate needs.
2. Refer evacuees to suppliers by completing ESS Referral forms.
3. Refer evacuees with special requirements within the Reception Centre as needed.

**Activation Phase:**

- ☐ Check in with Volunteer/Staff Management Branch and sign the (EMBC) Task Registration Form. Obtain identification.
- ☐ Report to assigned supervisor to obtain current status and specific instructions.
- ☐ Establish workspace.
- ☐ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify supervisor of any resource requirements.
- ☐ Obtain equipment, supplies and required forms.
- ☐ Obtain (EMBC) Task Number from supervisor.
- ☐ Obtain a list of resources/suppliers that are able to assist evacuees with immediate needs (e.g., accommodations, meals, clothing).

**Operational Phase:**

- ☐ Maintain communication with assigned supervisor.
- ☐ Indicate the services requested by completing the lower portion of the ESS File – Registration and Services Record.
- ☐ Interview evacuees to determine their immediate needs (e.g., food, lodging etc.).
- ☐ Refer evacuees to community suppliers or resources using ESS Referral forms.
- ☐ Maintain a record of resources/suppliers used (e.g., hotel rooms, restaurants) and request additional resources/suppliers from supervisor as needed.
- ☐ Seek assistance from Referrals Unit Supervisor for questions or special needs requests (e.g., medications over \$50.00).
- ☐ Respect the privacy of evacuees.
- ☐ Ensure that completed ESS Files and Referrals are forwarded to Documentation Unit for processing as soon as possible.
- ☐ Return unused, voided, and cancelled Referral forms to the Documentation Unit.
- ☐ Brief replacement for the next shift and identify outstanding action items or issues.

**Demobilization Phase:**

- ☐ Complete all required forms, reports, and other documentation. All forms should be submitted through the supervisor to the Planning Section, as appropriate, prior to departure.
- ☐ Clean up work area before leaving.
- ☐ Sign out with Volunteer/Staff Management Branch.
- ☐ Leave a forwarding number.
- ☐ Access critical incident stress debriefing as needed.
- ☐ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

**Function Aids:**

- ESS Rates Sheet
- ESS Referral Form
- ESS Referral Form Instruction Guide
- Evacuee Information Sheet
- Standards of Conduct for ESS Responders
- Tracking Record of Resources

## **SUPERVISION OF FUNCTIONS**

Regardless of whether the Registration and the Referral functions are combined “1 Stop” model or left separate “2 Stop” model, separate supervisors for the registration function and the referrals function exist. The Registration Unit Supervisor is a well-trained volunteer who is responsible for any questions and procedures regarding the Registration function and forms. The Referrals Unit Supervisor is a well-trained volunteer who is responsible for any questions and procedures regarding the referrals function and form.

The respective checklists are outlined on the following pages.

## Registration Supervisor Function Checklist



Section 2 – Reception Centre Function Checklists

### REGISTRATION

**\*\*\* Read This Entire Checklist Before Taking Action \*\*\***

**Reports to:** Primary Services Branch Coordinator  
**Title (if this function is staffed):** Registration Supervisor

**Note:** While this function is normally combined with the "Referrals for Food, Lodging, Clothing" function, separate supervisors are recommended.

#### Responsibilities:

1. Oversee the implementation and operation of the Registration function.
2. Ensure that the Registration flimsies on the ESS File – Registration and Services Record are completed correctly by the responders.
3. Provide direction and support to responders registering evacuees.

#### Activation Phase:

- ☐ Check in with Volunteer/Staff Management Branch and sign the (EMBC) Task Registration Form. Obtain identification.
- ☐ Report to assigned supervisor to obtain current status and specific instructions.
- ☐ Establish workspace.
- ☐ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Logistics of any resource requirements.
- ☐ Obtain equipment, supplies and required forms.
- ☐ Establish and maintain a position log to list the actions taken during the shift.
- ☐ Working in conjunction with the Referrals Unit Supervisor, establish several tables where this service can be delivered to evacuees.
- ☐ Determine if a "Registration Only" desk for those who do not require ESS is needed for this event.
- ☐ Review checklist with responders.
- ☐ In a "one-stop model" where Registration and Referrals are combined (e.g., one worker registers the family and provides referrals for their immediate needs such as lodging and/or meals) do the following:
  - Meet with the Referrals Unit Supervisor to discuss the supervision of the Registration and Referrals area.
  - Set up a fast track Registration Only area (optional).
- ☐ In a "two-stop model" where Registration and Referrals are provided separately (e.g., a registration worker registers an evacuee family, and sends the family to see a second worker to obtain Referral forms) do the following:
  - Meet with the Referrals Unit Supervisor to ensure that the Registration area is located close to the Referrals area, and discuss how evacuees will be processed from the Registration area to the Referrals area.



**Operational Phase:**

- ☐ Maintain communication with assigned supervisor.
- ☐ Maintain position log in chronological order describing actions taken during the shift.
- ☐ Ensure Registration & Inquiry policies and procedures are followed.
- ☐ Ensure that all responders who are registering evacuees have received adequate training on the registration flimsies of the ESS File – Registration & Services Record.
- ☐ Supervise “Registration Only” tables if activated.
- ☐ Ensure that RESTRICTED ESS Files are delivered by hand to the Search & Reply Supervisor.
- ☐ Ensure complete ESS Files – Registration & Services Records are forwarded to Documentation Unit ASAP for further processing.
- ☐ Initiate request to assigned supervisor for call-out of ESS Support Organizations to assist if required.
- ☐ Attend briefings as requested.
- ☐ Provide status report information to Section Chief prior to management team meetings.
- ☐ Brief responders within the Unit as needed.
- ☐ Prepare shift schedules as needed.
- ☐ Assist, support and provide direction to responders.
- ☐ Monitor unit personnel to ensure appropriate worker care is implemented.
- ☐ Brief replacement for the next shift and identify outstanding action items or issues.

**Demobilization Phase:**

- ☐ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.
- ☐ Demobilize assigned position and close logs when authorized by the Reception Centre Manager.
- ☐ Submit a list to the supervisor, for delivery to the appropriate section, of the following:
  - Status of all borrowed equipment
  - All ESS equipment and supplies needing restocking
  - Names of personnel and hours worked
- ☐ Clean up work area before leaving.
- ☐ Sign out with Volunteer/Staff Management Branch.
- ☐ Leave a forwarding number.
- ☐ Access critical incident stress debriefing as needed.
- ☐ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).



**Function Aids:**

- Change of Information Form & Instruction Guide
- ESS File Form Restricted Registrations Guide
- ESS File Instruction Guide
- ESS File – Registration and Services Record
- ESS Personnel Request Form
- ESS Resource Request Form
- Position Log
- Shift Schedule
- Standards of Conduct for ESS Responders
- Status Report

## Referrals Unit Supervisor Function Checklist



Section 2 – Reception Centre Function Checklists

### REFERRALS FOR FOOD, CLOTHING & LODGING

**\*\*\* Read This Entire Checklist Before Taking Action \*\*\*****Reports to:** Primary Services Branch Coordinator**Title (if this function is staffed):** Referrals Unit Supervisor

**Note:** While this function is normally combined with the "Registration" function, separate supervisors are recommended.

**Responsibilities:**

1. Oversee the implementation and operation of the Referrals function.
2. Ensure proper completion of Referral forms.
3. Provide direction and support to Referrals workers
4. Under the direction of the Operations Section Chief, communicate with the ESS Branch Coordinator at the PREOC or the (EMBC) Regional Manager for:
  - addressing questions or concerns regarding completion of Referral forms or the ESS Payment Process, and
  - requesting authorization for Referral expenditures beyond those services already described on the ESS Rate Sheet.
5. Liaise with the Resource Acquisition Unit and ensure Referrals Workers are kept advised of available resources (e.g., lodging spaces).

**Activation Phase:**

- ☐ Check in with Volunteer/Staff Management Branch and sign the (EMBC) Task Registration Form. Obtain identification.
- ☐ Report to assigned supervisor to obtain current status and specific instructions.
- ☐ Establish workspace.
- ☐ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify Logistics of any resource requirements.
- ☐ Obtain equipment, supplies and required forms.
- ☐ Establish and maintain a position log to list the actions taken during the shift.
- ☐ Working in conjunction with the Registration Supervisor, establish several tables where this service can be delivered to evacuees.
- ☐ Review checklist with volunteers.
- ☐ In a "one-stop model" where Registration and Referrals are combined (e.g., one volunteer registers the family and provides referrals for their immediate needs such as lodging, meals etc.) do the following:
  - Meet with the Registration Supervisor to discuss the supervision of the Registration and Referrals area.



## Section 2 – Reception Centre Function Checklists

- ☐ In a “two-stop model” where Registration and Referrals are provided separately (e.g., a registration worker registers an evacuee family, and sends the family to see a second worker to obtain Referral forms) do the following:
  - Meet with the Registration Supervisor to ensure that the Referrals area is located close to the Registration area, and discuss how evacuees will be processed from the Registration area to the Referrals area.
- ☐ Obtain the (EMBC) Task Number for the event and post or distribute to volunteers.
- ☐ Make contact with Resource Acquisition Supervisor and request lists of food, clothing and lodging suppliers that volunteers can refer evacuees to.

**Operational Phase:**

- ☐ Maintain communication with assigned supervisor.
- ☐ Maintain position log in chronological order describing actions taken during the shift.
- ☐ Acquire lists of available resources/suppliers for evacuees from the Resource Acquisition Supervisor and distribute to volunteers as required.
- ☐ Oversee volunteers as they interview evacuees to determine immediate needs (e.g., food, lodging etc.).
- ☐ Ensure that Referral forms filled out are completed correctly.
- ☐ Monitor resources/suppliers used and request additional lists of resources/suppliers from Resource Acquisition as required.
- ☐ Request authorization from the (EMBC) Regional Manager (or ESS Branch Coordinator at the PREOC if activated) on reasonable but unusual requests by evacuees for services/goods.
- ☐ Ensure that completed Referral forms are forwarded to the Documentation Unit for processing as soon as possible.
- ☐ Reply to inquiries from suppliers about the ESS payment process.
- ☐ Attend briefings as requested.
- ☐ Provide status report information to Section Chief prior to management team meetings.
- ☐ Brief responders within the Unit as needed.
- ☐ Prepare shift schedules as needed.
- ☐ Assist, support and provide direction to volunteers.
- ☐ Monitor Unit personnel to ensure appropriate worker care is implemented.
- ☐ Brief replacement for the next shift and identify outstanding action items or issues.

**Demobilization Phase:**

- ☐ Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to departure.
- ☐ Demobilize assigned position and close logs when authorized by the Reception Centre Manager.
- ☐ Submit a list to the supervisor, for delivery to the appropriate section, of the following:
  - Status of all borrowed equipment
  - All ESS equipment and supplies needing restocking
  - Names of personnel and hours worked
- ☐ Clean up work area before leaving.
- ☐ Sign out with Volunteer/Staff Management Branch.
- ☐ Leave a forwarding number.
- ☐ Access critical incident stress debriefing as needed.
- ☐ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.).

**Function Aids:**

- ESS Personnel Request Form
- ESS Rates Sheet
- ESS Referral Form
- ESS Referral Form Instruction Guide
- ESS Referral Payment Process (refer to ESS Field Guide – Section 6 – ESS Expenditure Policy and Payment Process)
- ESS Resource Request Form
- Invoice for Host Family (Billeting)
- Shift Schedule
- Standards of Conduct for ESS Responders
- Status Report
- Tracking Record of Resources

## How is Registration & Referrals provided?

Although the recommended provincial model for providing services to evacuees is the “1 Stop” model, there may be times when ESS teams want to move to a “2 Stop” model. Considerations may be: size of the community; number of evacuees compared to number of ESS responders; number of walk-in volunteers; available space, etc. Your ESS Team will need to decide which model will be most effective, given the circumstances of the incident – either option is viable.

### OPTION 1 – ONE STOP



When evacuees come to a Reception Centre, they are greeted by an ESS “Meeter and Greeter” who will assess their needs and send them to the appropriate station in the Reception Centre.

If an evacuee or family requires registration and referrals (food, lodging and/or clothing), a Meeter and Greeter sends them to a Registration & Referrals Worker who will register them on the ESS File and complete the appropriate Referral forms as needed. One responder completes both the Registration and Referrals at one station or “1 Stop”. (Evacuees needing to inquire about family members would be sent to the Inquiry station.)

If the evacuee or family does not require any assistance with food, lodging and/or clothing, and only needs to register or make inquiries, then the Meeter and Greeter sends them to the Registration Only or Inquiry stations. Registration Only is an express line that can fast-track evacuees who only need to register.

## OPTION 2 – TWO STOP



There may be situations where a community ESS Team decides to move to a modified version of the “1 Stop” model. This “2 Stop” model works as follows:

### **1st Stop**

All evacuees will be sent to the Registration station to register their safety and whereabouts on the ESS File. (Evacuees needing to inquire about family members would be sent to the Inquiry station.)

### **2nd Stop**

Following registration, only those evacuees requiring assistance with food, lodging and/or clothing will be sent to a second station to be interviewed by a Referrals Worker, who in turn provides referrals to local suppliers.

## **What about Inquiry, Search and Reply?**

While Registration will be needed in any Reception Centre no matter how small, a formal Inquiry process will normally only be required when family members are unable to connect through conventional means (i.e. phone or email), when there are fatalities, or when there is media interest that prompts out of area inquiries (i.e. a cruise ship incident).

The Inquiry Card is used to record the necessary information from inquirers regarding missing persons and to trace and positively identify the persons missing if they have registered.

Search and Reply is the process of matching registrations with inquires, and then responding to inquiries. No other component of the operation may respond to inquiries for consistency of information and confidentiality reasons.

In larger disasters where registration is taking place at more than one location, the Central Registry and Inquiry Bureau (CRIB) may be activated to centralize the searching and matching process. Copies of the ESS File – Registration and Services Record, Change of Information, and the Inquiry Cards are forwarded to the CRIB for filing, searching, matching and informing inquirers of the results of the searches.





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## **MODULE 2**

### **Interviewing Skills**



## Interviewing Skills Tips

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- Registration and Referrals work is about helping people in need not just completing forms.
- The needs of evacuees are first and foremost not our need to gather information.
- The role of an ESS responder is to empower those impacted by an emergency not rescue them.
- Interviewing is a two-way process. Evacuees may have as many questions for you as you have for them.
- Listen to their story.
- Explain how you can assist them.
- Explain the procedures they must follow to obtain services.
- Show empathy and patience.
- Respect everyone's priorities.
- The interaction you have with evacuees will have a direct impact on their emotional and physical recovery.
- Quality of service, not quantity of evacuees processed, is the objective.

## LISTENING

*The Chinese characters that make up the verb "TO LISTEN" tell us something significant about this skill.*



*Communication is a combination of verbal and non verbal messages to be effective.*

7%	WORDS
23%	tone of voice
35%	FACIAL LANGUAGE
35%	BODY LANGUAGE

### Ways to Improve Your Listening Skills

1. **EMPATHIZE.** Try to put yourself in the speaker's place so you can see their point of view.
2. **PUT THE SPEAKER AT EASE.** Encourage him/her to talk freely.
3. **BE PATIENT.** Don't show impatience. Allow plenty of time for each person even when you're rushed.
4. **SHOW YOU WANT TO LISTEN.** Look and show interest.
5. **DON'T TALK TOO MUCH.** You cannot listen if you are talking.
6. **PARAPHRASE.** Paraphrase the content and feeling of what the speaker has said.
7. **ASK QUESTIONS.** This helps to understand needs.

# The Interviewing Process

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## **BUILD RAPPORT**

- Introduce yourself
- How are you doing?
- Use name of person
- Give full attention
- Eye contact
- Handshake, pat on back if appropriate
- Make sure that they are seated comfortably before you sit

## **PROTECT**

- See to their immediate needs
- Cup of tea
- Warm blanket
- Dry socks
- Medical services

## **ORIENT (ASK ABOUT OR MENTION)**

- Time
- Date
- Place
- Family members
- Friends
- Who brought them
- Location of different services, washrooms etc.
- Register

## **WHAT HAPPENED**

- “Tell me what happened.”

## **YOU ARE NORMAL**

- Validate their experience
- Their reactions are very much like others who have experienced the same situation
- They may expect to feel . . .
- Everyone deals with things at their own speed

## MEET SURVIVAL NEEDS

- Food
- Clothes
- Shelter
- Medications
- Information Brochures

## MAKE A PLAN

- Things to do today
- Things to do this week
- Need to come back . . .
- Who to contact re:
  - insurance
  - credit cards
  - banks etc.
- Forms to get
- Childcare
- Be good to yourself - eat nutritiously, exercise, rest, talk about frustration, spend time with family (3T's - time, talk, tears)

## LINK WITH OUTREACH

- Emotional health
- Homemakers
- Public health
- Church groups
- Doctor
- Meals on wheels
- Support group ie. phone family to pick up

**NOTE:** The Emotional Support Unit coordinates all counseling and mental health referrals. Evacuees needing this assistance should go through them.





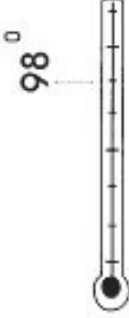


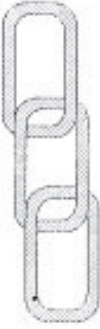

## **FOLLOW UP**

(determine if person would like or would benefit from the following)

- a follow up phone call
- a follow up home visit (if available)
- a further appointment
- assistance for the disabled
- assistance for alcohol/drug dependency
- assistance for families in crisis

\* Source: Delaine Milette (modified version)

# Referrals Worker's Interview

 <b>Build Rapport</b>	 <b>Protect</b>	 <b>Orient</b>
 <b>What Happened</b>	 <b>You are Normal</b>	 <b>Survival Needs</b>
 <b>Make a Plan</b>	 <b>Link with Outreach</b>	 <b>Follow Up</b>

Window Paning



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# **MODULE 3**

## **Forms and Paperwork**



# General Instructions for Completing Forms

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## **PEN**

Always use pen (black or dark blue). Never use red pen or pencil.

## **PRINT**

Your writing must be legible, so please PRINT.

You will fill in the forms FOR the evacuee. Do not let the evacuee fill in their own forms.

CHECK and DOUBLE CHECK spelling, addresses and phone numbers. Don't assume. Many names have several different spellings.

You may never see these forms again. Other people will interpret it. The successful matching of registrations and inquiries depends on accuracy and clarity.

Make sure all the information is complete. To make a match, as much information as possible is needed to be sure the correct person is identified.

## **PRESS**

You are making four (4) copies!

## **PATIENT**

Be PATIENT. Take your time. You may be the first person the evacuees have had a chance to speak with. They may need to tell their stories.

Begin by asking the evacuees how they are doing. Offer them something to drink. Listen. Show empathy.



<b>28. BRIEF STATEMENT OF HOW THE PERSON/FAMILY WAS AFFECTED IN THE DISASTER.</b> (Interviewer or evacuee may wish to begin with this statement.)	<div style="display: flex; justify-content: space-between;"> <div> <b>"DO YOU HAVE INSURANCE TO COVER YOUR IMMEDIATE NEEDS?"</b>          (IF NO, PROVIDE SERVICES. IF YES, ASSIST THEM IN CONTACTING THEIR INSURANCE AGENT TO CONFIRM COVERAGE FOR THIS EVENT)       </div> <div>         YES <input type="checkbox"/> NO <input type="checkbox"/> </div> </div> <div style="display: flex; justify-content: space-between;"> <div> <b>"DO YOU HAVE FRIENDS OR FAMILY THAT YOU CAN STAY WITH?"</b> </div> <div>         YES <input type="checkbox"/> NO <input type="checkbox"/> </div> </div>

<b>29. SERVICES REQUIRED</b>			
<input type="checkbox"/> RESTAURANT MEALS OR <input type="checkbox"/> GROCERIES	<input type="checkbox"/> CLOTHING  <input type="checkbox"/> TRANSPORTATION	<input type="checkbox"/> INCIDENTALS Please specify _____	_____
LODGING (TICK ONE)  <input type="checkbox"/> HOTEL/MOTEL	_____	STAYING WITH FAMILY/FRIENDS <input type="checkbox"/>	GROUP LODGING (name) _____
<b>30. SPECIAL NEEDS</b>			
<b>MEDICAL</b>			
• "Do you or any others registering with you take medications?" If "yes" then, <input type="checkbox"/> YES <input type="checkbox"/> NO			
• "Do you have sufficient supply for the next 72 hours?" If "no", refer to Health Services for assistance. <input type="checkbox"/> YES <input type="checkbox"/> NO			
<b>31. OTHER AGENCY REFERRALS MADE OUTSIDE RECEPTION CENTRE (e.g. Community services)</b>			
<b>32. FAMILY RECOVERY PLANS (Immediate and long term) ("ESS provides short term assistance to give you and your family a chance to recover. Have you thought about what you will do after that time?")</b>			
<b>33. FOLLOW-UP REQUIRED (If more space is required, write on the back of this folder)</b>			

## ESS FILE – REGISTRATION AND SERVICES RECORD INSTRUCTION GUIDE

### C. Emergency Social Services File Registration and Services Record (EMBC2576)

Completed by ESS responders

Available from Contained in ESS File Kit  
Additional copies available from the ESS Office by E-mail note:  
[ess@gov.bc.ca](mailto:ess@gov.bc.ca) , by phone toll-free at: 1-800-585-9559 or Fax:  
250-952-4888.

Purpose The ESS File Registration and Services Record is used to record necessary information regarding the identity, location and needs of persons who are affected as a result of an emergency. This form is completed by a Registration worker and is designed to guide the interviewer through an interview with evacuees to identify their immediate needs and provide services. If evacuees only need to register and require no other services, such as food, clothing or lodging, the ESS File may be completed by a trained ESS responder in the “Registration Only” function area.

Procedure for  
Processing

**Distribution:**

*White Copy* – Registration & Inquiry – Reception Centre

*Pink Copy* – Documentation Unit

*Yellow Copy* – Evacuee

Card Copy (file) – Documentation Unit

**RC  
Function  
Aids can be  
found in the  
Reception  
Centre  
Operational  
Guidelines**

Once the file is completed and the family representative has received the yellow copy of the registration form, the rest of the file is forwarded intact to the Documentation Unit. An ESS responder removes the top stub, separating the card copy from the flimsies. The card copy becomes a file to hold all documentation relating to that family. The two flimsies are forwarded to the Screening Unit in the Search and Reply area. Once the cross-referencing is done (if applicable) at the Search and Reply area, the new flimsies are separated, with the pink copy and card copy going to the Documentation Unit, and the white copy staying with Search and Reply Unit. The pink copy retained by the Documentation Unit may be forwarded to the Recovery Transition Unit as required.

## Instructions for Completing ESS File Form – General

**IMPORTANT: Because of the sensitive nature of this responsibility, the ESS file should only be completed by ESS responders who have been specifically trained for this task.**

**The ESS File is Completed for People Affected by the Disaster who:**

- a) are at a Reception Centre or ESS Services location, who require emergency services;
- b) are already lodged at a private or commercial location and wish to inform Central Registry of their present whereabouts;
- c) have no firm plans as to where they will stay, but wish to leave the name, address and telephone number of a contact person (friend, relative, employer, etc.) whom they will inform of their eventual emergency address;
- d) phone in to register that they are safe and away from the disaster area.

One ESS File is used to **register all those immediate family members who live within the same household, whose whereabouts and safety are known.** Once the Screening Unit, Search and Reply receives the flimsies, ESS responders there will check for family members with different last names, and complete another ESS File for each family member with a different last name.

**Key points for completing the ESS File are:**

- Use a ballpoint pen (preferably black ink) and **press firmly**. All pages are self-duplicating.
- Registration Supervisor should check the card for completeness, ensuring all necessary services available within the Reception Centre are provided, before evacuees leave the Centre.
- Strive for quality of service and not quantity. Take the time required (20-25 minutes) to complete the form and identify the needs of the evacuees.
- Ask each question and put a diagonal line over any box number being left blank, indicating the question has been asked.
- Freedom of Information Statement at the top of the form does not need to be read to the evacuee by ESS responders. However, upon completion of the form, the evacuee will be asked to review and sign the completed form, including the FOI Statement.

## Instructions for Completing ESS File Form – Specific

Information should be recorded by Registration worker or in extreme circumstances, a family representative:

### Freedom of Information and Protection of Privacy Statement

This statement provides evacuees with information about:

- the authority under which the information is collected;
- how the information will be used and who it will be shared with;
- who evacuee can call with questions regarding the collection, use or disclosure of the information.

Although this statement does not need to be read to evacuees, it should be drawn to their attention prior to them signing at the bottom.

### Block 1 (Restriction)

Because of personal or family concerns, some evacuees will not want their registration information given to anyone. This decision rests entirely with the person who is registering.

Read the information in the restriction box to the evacuee **EXACTLY THE WAY IT IS WRITTEN**. Ensure the evacuee has listened and clearly understands the implications of the restriction box.

“Concerned family and friends may inquire about you and your family because of the emergency. We would like to provide these people with some information about you. May we disclose your location and the contact information for you and your family members?”

If the evacuee says yes, mark the “YES” box in the restriction block with a large “✓”. The file **IS NOT** restricted.

If the evacuee says no, mark the “NO” box in the restriction block with a large “✓”. Tell the evacuee that the file is now restricted. This means that no information on their whereabouts will be given out to anyone. If an inquiry is received about the evacuee, the evacuee will be contacted and given the name and phone number of the inquirer to respond to.

Advise the evacuee that if they require additional assistance at a later date they must tell the responder their file is restricted so it can be obtained from the Search and Reply Supervisor.

**Note:** Once a restricted registration is completed, hand-deliver it to the Registration Supervisor, who will pass it on to the Search & Reply Supervisor (if Search and Reply Unit is activated).

### Block 2 (ESS File Number)

This number is used to cross-reference the file to other forms. It is already preprinted.



Block 3 (EMBC Task Number)	Every disaster is issued a task number by Emergency Management BC. The task number permits emergency responders to make approved expenditures on the disaster relief effort. Be sure this number appears in Block 3. You will receive this number at the Reception Centre.
Block 4 & 5 (Name)	Family name/First name (family representative). This is the person registering the family.  Print one letter per block.
Block 6 – 8 (Age/Gender/Nickname of Family Representative)	These blocks must be completed in order to help make a positive identification. If someone doesn't want to give out their age, put a line through the block.
Block 9 (Place of Registration)	The facility or name of the Reception Centre or specific place, such as a hospital, where the registration is taking place, and the community where the facility is located.
Block 10 – 16 (Permanent Address)	This is the <b>permanent address</b> of the evacuee. If the evacuee is a tourist/visitor, record their home address (even if outside the disaster area). Use the street address. Enter additional address information (e.g., mailing address, box number or location where tourist/visiting person was staying) in Block 25 "Additional Comments."
Block 17 – 23 (Post Disaster Address)	This is where the person will be staying until they can return to their home.  For Registration workers only (when Registration and Referrals are separate functions). If the evacuee needs lodging, write "L" (for lodging) in the margin beside Block 17. This will indicate to Search and Reply volunteers that they will need to find the completed form in the files to fill in Blocks 17-23.  Impress upon evacuees that if they change their post-disaster address (evacuees may move from a hotel to a friend's home, or return home etc.), they must phone or go to the Reception Centre, or call the Central Registry and Inquiry Bureau's 800 number. People may be inquiring about them and if they move without letting us know, we cannot tell friends and relatives where they are. A separate "Change of Information" form must be completed. You will receive the forms at the Reception Centre.
Block 24 (Family Information)	Read the statement exactly as it is written on the form.  List immediate family members who live in the same household and whose whereabouts and safety are known.

**Full  
addresses  
need to be  
recorded  
including  
the Road,  
Crescent,  
Place, Way,  
Drive, Street,  
etc.**

List all family members on the same card regardless of their family name. The information will be separated onto different forms later.

If you have any doubt whether someone should be included on the same form (e.g., student, boarders), fill out a separate registration form for that person. Do not register a person twice.

Block 25  
(Additional  
Comments)

It is not always necessary to use this space.

Include information that will assist in identifying the evacuee **if address or phone number is not available** (e.g., treaty number, PO Box, physical description), and assist the ESS responder to understand their needs.

Block 26  
(Signature of  
Family  
Representative)

The ESS File – Registration and Services Record includes text related to the collection, use, and disclosure of information gathered during the registration process. Information is collected under the authority of the *Emergency Program Act* and may be shared with other organizations.

Evacuees should read and understand all of the information on the registration form, including the Freedom of Information (FOI) text in the top centre of the form prior to signing their name in “Block 26.”

- The person registering the family should sign the ESS File – Registration and Services Record once it has been completed.
- Upon completion of “Block 25” (additional comments), the registration worker should turn the record around so that it faces the evacuee.
- The responder should ask the evacuee to review the record, check that the documented information is correct, and ask if there are any questions about the information contained on the record.
- Once the information has been reviewed, the evacuee should sign his or her name.
- Further questions from the evacuee about the collection, use or disclosure of their personal information should be referred to the ESS Office at EMBC HQ in Victoria.
- Give evacuee the yellow copy of the ESS File – Registration and Services Record.

**Note:** Refusal to sign the form does not mean service will be denied. ESS will still provide service and reunite loved ones. However, the file will be restricted because it cannot be certain an evacuee who refuses to sign the form has understood how the information will be used. While a restricted form won't prevent family reunification, it may slow down the process.

Block 27  
(Interviewer)

Print your FIRST name only and the initial of your last name and the time and date of the interview.

## Block 28

Brief statement of how the person was affected in disaster. Does family have friends or other family that they can stay with? Yes/No. Does the family have insurance to cover immediate needs? Yes/No.

An ESS responder may decide to start the interview with this question, since it gives the family a chance to debrief. It gives the family the opportunity to explain how they were affected by the disaster and helps the ESS responder assess the immediate needs of the family, such as if they have friends or family to stay with and/or if the person/family has insurance coverage for temporary lodging, food and clothing replacement.

If time permits, try to include:

- where family members were at time of disaster;
- if any injuries were sustained;
- what they were able to retrieve;
- how they got to the Reception Centre;
- what instructions or information they received from first responders;
- what they perceive to be their immediate needs.

This is a good chance to assess the emotional state of the person and suggest Emotional Support if necessary.

If the family **has insurance** that can cover their costs, instruct them to make necessary purchases, keep all receipts and contact their insurance agent immediately to arrange for payment of services. If their home is unfit to live in, they will want to confirm their coverage for **additional living expenses**. Where the evacuee is denied access to their home by civil authorities, for instance under a mass evacuation order, they should ask their agent specifically if they have **prohibited access** coverage. If they have difficulties contacting their insurance agent or are uncertain about their coverage, services should be provided as usual, pending clarification of insurance.

Assistance in resolving insurance related concerns is available by calling the Insurance Bureau of Canada Consumer Information Line at 604 684-3635 ext. 222, or toll free at 877-772-3777.

**Note:** EMBC does not have the ability to be reimbursed by an evacuee's insurance plan/company.

Block 29  
(Services  
Required)

Identify whether the person/family requires restaurant meals or groceries, clothing, transportation, or incidentals such as personal hygiene products. Place a "✓" in appropriate boxes.

Depending on availability of accommodation, indicate where the person/family will be staying. The hotel name and address or friend's name and address should be added to the top section "Post Disaster Address"

Boxes 17 to 23. If Group Lodging is provided, the name and location of the Group Lodging Facility should be noted in Box 17, as well as Box 29, as indicated.

**Pre-authorization must be obtained from the RM or ESS Office at EMBC in regards to any unusual items, services or amounts in excess of those listed on the ESS Rate Sheet.**

Block 30  
(Special Needs)

**Medical** – Some people may be reluctant to explain their medical concerns to an ESS responder, but need to be referred to Health Services Branch. As well, they may not have necessary medication with them or enough to last for 72 hours. Use the questions on the form to try to determine their medical needs and refer them to Health Services Branch if assistance is required.

**Dietary** – Make note of any dietary restrictions the person or any members of their family may have. This will be especially important if they are referred to a Group Lodging facility.

Block 31  
(Other Agency  
Referrals Made  
Outside Reception  
Centre)

A person may require services not available within the Reception Centre. Examples of this may be a family resource centre, Mental Health or other community agencies. The ESS responder should make note in this space what agencies the person was referred to and any follow-up needed.

Block 32  
(Family Recovery  
Plans – immediate  
and long range)

This section helps the family representative focus on what other needs they may have in the short-term, and then what recovery plans they need to make for the long-term. This may include getting in touch with their insurance agents, getting the children back to school as soon as possible, arranging for contractors or clean-up, contacting relatives and friends to let them know they are safe.

Block 33  
(Follow-up  
Required)

The Registration worker should give detailed information about the follow-up requirements.

For example, the family may have been referred to community services and the ESS responder may want to follow-up to ensure the family needs were addressed. This would be the appropriate place to note this on the file.

If all immediate needs of the family are met, the ESS responder should write in this space: **“Evacuee states that all immediate needs have been met. Recommend file be closed.”**

The Registration Supervisor will review file and if everything is satisfactory, will close the file by adding the date in the top section of the form.

## Office Use Only

### Block 34 (Change of Information Form Inside File)

If the family moves from one post-disaster address to another, they should immediately contact either the Reception Centre where they registered or Central Registry.

An ESS responder will complete a Change of Information form (EMBC2622), with one copy for the Search & Reply Unit at the Reception Centre, one copy for Central Registry, and the third copy to be added to the family's ESS file at the Documentation Unit. When a Change of Information form is added to the file, an "X" should indicate this in Box #35 on the top part of the ESS File.

### Block 35 (Cross Reference)

For use by Search and Reply Area only. When an immediate family member living in the same household, such as a spouse, child, stepchild or accompanying dependent, has a different last name on the Family Information List, the Intake Unit (Search and Reply) will complete a new card for each person with a different last name. This box is then used to indicate the last name, first name and ESS File # of the family representative for this person. This will help to facilitate the Inquiry task and reunite families more quickly.

### Block 36 (Follow-up Required)

When follow-up is required as indicated at the bottom of the form (Box 34) an "X" should be added to the "yes" box in this box at the top of the form. This will alert ESS responders in the Documentation Unit that follow-up is required and a Follow-up Card will be added to the File prior to it being placed in the Master File.

### Block 37 (Closed Date)

Once all immediate needs of the person/family are met and no follow-up is required, the Registration Supervisor adds the closed date to the file.

### Close of Reception Centre

Once the Reception Centre is closed, all ESS Files and all copies of Referrals and Change of Information forms must be delivered to EMBC to be stored according to standard government procedures. Contact your Regional EMBC Office for instructions or contact the ESS Office at 1-800-585-9559. For files that have been forwarded to the Recovery Transition Unit, the Local Authority retains possession of the files and all associated documentation until no longer required by the Recovery Centre.

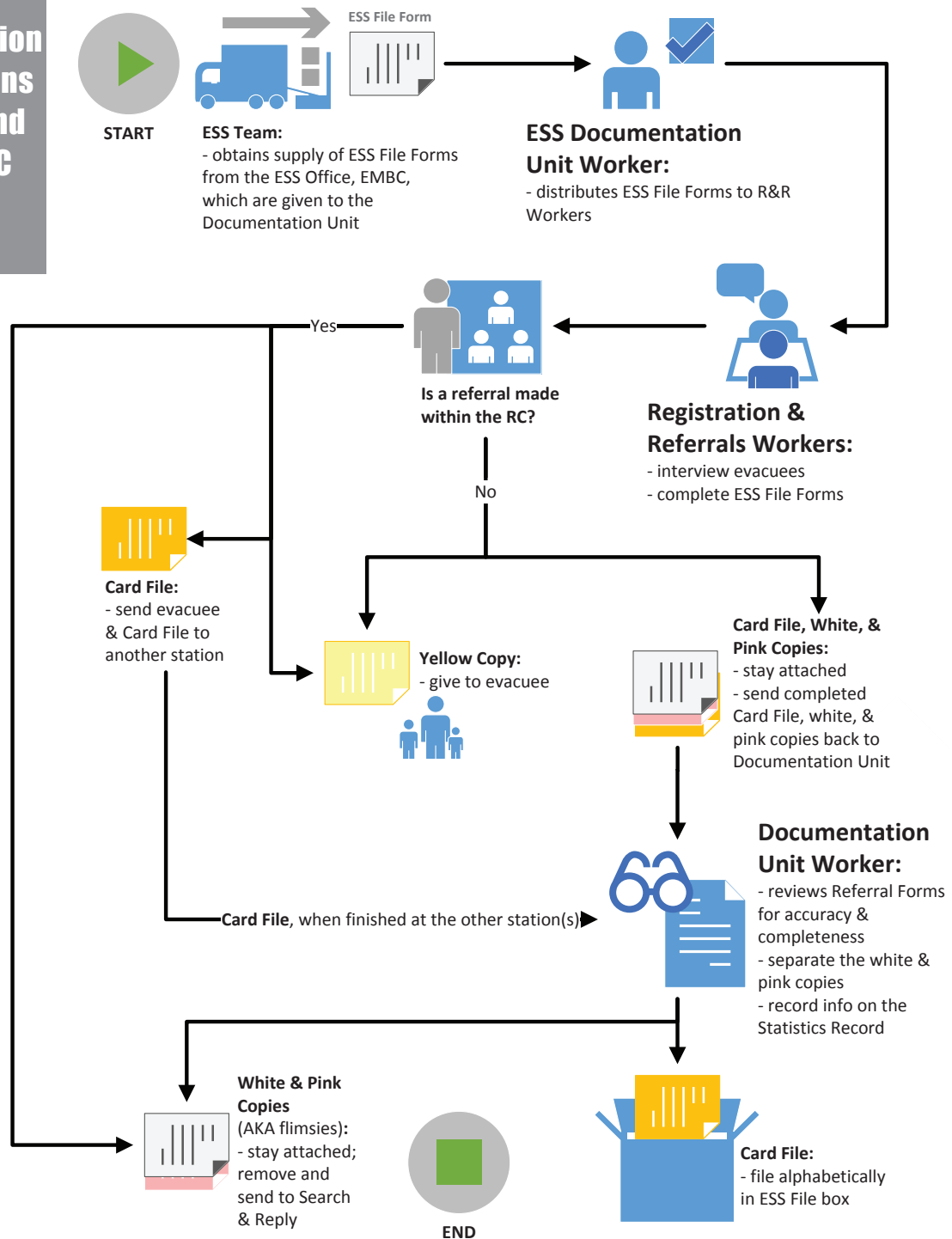


<b>28. BRIEF STATEMENT OF HOW THE PERSON/FAMILY WAS AFFECTED IN THE DISASTER.</b> <small>(Interviewer or evacuee may wish to begin with this statement.)</small>	<div style="display: flex; justify-content: space-between;"> <div> <b>"DO YOU HAVE INSURANCE TO COVER YOUR IMMEDIATE NEEDS?"</b>  <small>(IF NO, PROVIDE SERVICES. IF YES, ASSIST THEM IN CONTACTING THEIR INSURANCE AGENT TO CONFIRM COVERAGE FOR THIS EVENT)</small> </div> <div> <b>"DO YOU HAVE FRIENDS OR FAMILY THAT YOU CAN STAY WITH?"</b> </div> </div> <div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> YES   <input type="checkbox"/> NO   <input checked="" type="checkbox"/> YES   <input type="checkbox"/> NO         </div> <div> <input type="checkbox"/> YES   <input checked="" type="checkbox"/> NO   <input type="checkbox"/> YES   <input type="checkbox"/> NO         </div> </div> <p>Family left quickly after mandatory evacuation order was given for their area.</p> <p>They left with their dog, some clothes &amp; personal hygiene items. They will be staying at a friend's home.</p> <p>Alternate accommodations needed for pet dog as host family has pet allergies</p>
<b>29. SERVICES REQUIRED</b>	<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> RESTAURANT MEALS OR <input type="checkbox"/> GROCERIES         </div> <div> <input type="checkbox"/> CLOTHING  <input type="checkbox"/> TRANSPORTATION         </div> <div> <input type="checkbox"/> INCIDENTALS  Please specify _____         </div> </div> <div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> LODGING (TICK ONE)  <input type="checkbox"/> HOTEL/MOTEL         </div> <div> <input type="checkbox"/> BILLETING   <input checked="" type="checkbox"/> STAYING WITH FAMILY/FRIENDS         </div> <div> <input type="checkbox"/> GROUP LODGING (name) _____         </div> </div>
<b>30. SPECIAL NEEDS</b>	<div style="display: flex;"> <div style="flex: 1;"> <b>MEDICAL</b>            • "Do you or any others registering with you take medications?"            If "yes" then, <input checked="" type="checkbox"/> YES   <input type="checkbox"/> NO            • "Do you have sufficient supply for the next 72 hours?"            If "no", refer to Health Services for assistance. <input checked="" type="checkbox"/> YES   <input type="checkbox"/> NO         </div> <div style="flex: 1;"> <b>DIETARY</b>            • "Do you or any others registering with you have special dietary requirements/food allergies?"            If "yes", please specify _____ <input type="checkbox"/> YES   <input checked="" type="checkbox"/> NO         </div> </div>
<b>31. OTHER AGENCY REFERRALS MADE OUTSIDE RECEPTION CENTRE (e.g. Community services)</b>	<div style="border: 1px solid black; height: 100px; width: 100%;"></div>
<b>32. FAMILY RECOVERY PLANS (Immediate and long term)</b> <small>("ESS provides short term assistance to give you and your family a chance to recover. Have you thought about what you will do after that time?")</small>	<p>Family will contact relatives for future assistance if required</p>
<b>33. FOLLOW-UP REQUIRED (If more space is required, write on the back of this folder)</b>	<p>Evacuee states that all immediate needs have been met.</p> <p>Worker recommends file be closed</p>



## FOLLOW THE ESS FILE FORM

Detailed  
info on  
Documentation  
Unit functions  
can be found  
on the JIBC  
YouTube  
Channel





# Change of Information Form

## EMERGENCY SOCIAL SERVICES CHANGE OF INFORMATION

 EFFECTIVE  
DATE OF  
CHANGE


The personal information is collected on this form 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 provision of the *Freedom of Information and Protection of Privacy Act*. Questions regarding the collection, use or disclosure of the information should be directed to the Emergency Social Services Office, Emergency Management BC, PO Box 9201 Stn Prov Govt, Victoria, B.C. V8W 9J1 Phone: 1-800-585-9559

 CHANGE OF INFORMATION TAKEN: ☐ IN PERSON ☐ BY PHONE ☐ AT: ☐ RECEPTION CENTRE ☐ CENTRAL REGISTRY

LAST NAME (FAMILY REPRESENTATIVE)		FIRST NAME (FAMILY REPRESENTATIVE)		ESS FILE #
LAST NAME (PERSON REPORTING CHANGE IF DIFFERENT FROM ABOVE)		FIRST NAME (PERSON REPORTING CHANGE)		PLACE OF REGISTRATION
PRE-DISASTER ADDRESS		POSTAL CODE	TELEPHONE ( )	

 CHANGE OF INFORMATION: ☐ ADD ☐ CHANGE ☐ DELETE

CHANGE OF ADDRESS:	POSTAL CODE
CHANGE OF CONTACT NUMBERS:	E-MAIL ADDRESS
OTHER CHANGES:	

INTERVIEWER'S FIRST NAME AND LAST INITIAL (PLEASE PRINT)		DATE
EMBC262208/13) 7530906061	WHITE – REGISTRATION	YELLOW – DOCUMENTATION UNIT / SEARCH & REPLY
		PINK - DOCUMENTATION UNIT

## CHANGE OF INFORMATION FORM INSTRUCTION GUIDE

Completed by	ESS responder, either by telephone or in person at the Reception Centre, or Central Registry by telephone.
Available from	Contained in ESS File Kit Additional copies available the ESS Office by Email note to <a href="mailto:ess@gov.bc.ca">ess@gov.bc.ca</a> , by phone toll-free at: 1-800-585-9559 or Fax: 250-952-4888.
Purpose	This form is used to record any changes of information after the person or family has already registered at a Reception Centre. Changes will usually involve relocation (addresses, contact phone numbers) but could also be adding a family member's name, or updating a referral to an outside agency.
Procedure for Processing	<p><b>Distribution:</b>  <i>White Copy</i> – Registration &amp; Inquiry – Reception Centre  <i>Yellow Copy</i> – Central Registry  <i>Pink Copy</i> – Documentation Unit</p> <p>} keep these two copies together</p> <p>Evacuees can report changes of information either directly to a Reception Centre (preferably the one where they registered) in person or by phone, or to Central Registry by phone. The three-part form is completed by an ESS responder and then distributed as indicated, above.</p>
Identifying Information	<p>Complete as much information as possible, to ensure the correct ESS File is changed:</p> <ul style="list-style-type: none"> <li>➤ <i>Effective date of change</i>: this may be different from the date the information is taken;</li> <li>➤ <i>Change of Information taken</i>: mark either “in person” or “by phone”;</li> <li>➤ <i>At</i>: mark either Reception Centre or Central Registry;</li> <li>➤ <i>Name of Family Representative</i>: as noted on ESS File;</li> <li>➤ <i>ESS File #</i>: enter if person has the pink copy of the ESS File;</li> <li>➤ Enter <i>Name of person reporting change</i>: if different from above;</li> <li>➤ <i>Place of Registration</i>: this is the name of the facility where they first registered;</li> <li>➤ Enter <i>Pre-Disaster Address, Postal Code, Telephone</i>.</li> </ul>
Information to be Changed	<ul style="list-style-type: none"> <li>➤ Indicate whether this is to “add,” “change” or “delete” information;</li> <li>➤ If change of post-disaster address, be sure to get as much information as possible, (e.g., name of hotel or c/o relative's name);</li> <li>➤ If changing contact numbers, be sure to add area code;</li> <li>➤ Other changes add as much detail as possible;</li> <li>➤ Interviewer's First Name and Last Initial – enter name of ESS responder recording this information and date the information was received.</li> </ul>

## CHANGE OF INFORMATION FORM - COMPLETED SAMPLE

BRITISH COLUMBIA		EMERGENCY SOCIAL SERVICES CHANGE OF INFORMATION	
<p>The personal information is collected on this form under the authority of the <i>Emergency Program Act</i> 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 provision of the <i>Freedom of Information and Protection of Privacy Act</i>. Questions regarding the collection, use or disclosure of the information should be directed to the Emergency Social Services Office, Emergency Management BC, PO Box 9201 Stn Prov Govt, Victoria, B.C. V8W 9J1 Phone: 1-800-685-9559</p>		EFFECTIVE DATE OF CHANGE <div style="border: 1px solid black; padding: 2px; display: inline-block;">2014/01/21</div>	
<p><b>CHANGE OF INFORMATION TAKEN:</b> <input checked="" type="checkbox"/> IN PERSON <input type="checkbox"/> BY PHONE <input checked="" type="checkbox"/> AT: <input type="checkbox"/> RECEPTION CENTRE <input type="checkbox"/> CENTRAL REGISTRY</p>			
LAST NAME (FAMILY REPRESENTATIVE) F I S H E R		FIRST NAME (FAMILY REPRESENTATIVE) L E S L I E	
LAST NAME (PERSON REPORTING CHANGE IF DIFFERENT FROM ABOVE) N/A		FIRST NAME (PERSON REPORTING CHANGE) N/A	
PRE-DISASTER ADDRESS 345 - 1 <sup>st</sup> Street, Sparksville, BC		POSTAL CODE V9B 7B6	
TELEPHONE (250 ) 848-1234		PLACE OF REGISTRATION Sparksville Community Centre	
<p><b>CHANGE OF INFORMATION:</b> <input checked="" type="checkbox"/> ADD <input checked="" type="checkbox"/> CHANGE <input type="checkbox"/> DELETE</p>			
<input checked="" type="checkbox"/> CHANGE OF ADDRESS: Sparksville Inn, 4450 3 <sup>rd</sup> Street, Sparksville, BC		POSTAL CODE V9V 7B3	
<input checked="" type="checkbox"/> CHANGE OF CONTACT NUMBERS: ( 250 ) 848-9316		E-MAIL ADDRESS ( )	
<input type="checkbox"/> OTHER CHANGES:			
INTERVIEWER'S FIRST NAME AND LAST INITIAL (PLEASE PRINT) Vicki B.			
EMBC2622(08/13) 7530906061		DATE 2014/01/21	
WHITE - REGISTRATION		YELLOW - DOCUMENTATION UNIT / SEARCH & REPLY	
		PINK - DOCUMENTATION UNIT	

# Referral Form


**BRITISH  
COLUMBIA**

Ministry of Justice


**REFERRAL**

PLEASE PRESS HARD - YOU ARE MAKING 4 COPIES

**NOTE TO SUPPLIER:** 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 Emergency Management BC. 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

3. NAME OF SUPPLIER		1. TASK #		Referral # <b>123456</b>	
4. ADDRESS OF SUPPLIER				2. ESS File # (if applicable)	
5. CITY		6. POSTAL CODE			
7. TELEPHONE ( ) ( )		8. FAX ( ) ( )			
13. At the request of the Community or District of		9. From HH / MM (24 hour clock)		10. YYYY MM DD	
		11. To HH / MM (24 hour clock)		12. YYYY MM DD	
Please provide the following goods and services in accordance with 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):		Number of Children (12 & under):			
Names:		Names:			

**NOTE TO ESS RESPONDER:** Use one form for each different supplier AND Tick "YES" or "NO" for each category below

<b>17. FOOD</b> <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> Restaurant Meal OR <input type="checkbox"/> Groceries # persons: _____ Total # of meals <u>per person</u> during "Valid Only" period: _____ # of Breakfasts: _____ # of Lunches: _____ # of Dinners: _____ <b>NOTE: Alcohol, tobacco and gratuities are not eligible expenses</b> Refer to attached ESS Rates sheet for maximum allowable rates		<b>20. TRANSPORTATION</b> <input type="checkbox"/> YES <input type="checkbox"/> NO Specify Mode of Travel: _____ From (address) _____ To (destination) _____	
<b>18. LODGING</b> <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> Hotel/Motel OR <input type="checkbox"/> Billiting OR <input type="checkbox"/> Group Lodging # of nights authorized: _____ (maximum 3) Refer to attached ESS Rates sheet for maximum allowable rates		<b>21. INCIDENTALS</b> <input type="checkbox"/> YES <input type="checkbox"/> NO # of people: _____ Specify approved items: _____ <b>NOTE: If more than one Referral form is issued for incidentals, the total of all Referral forms must not exceed maximum allowable rate.</b> Refer to attached ESS Rates sheet for maximum allowable rates	
<b>19. CLOTHING</b> <input type="checkbox"/> YES <input type="checkbox"/> NO # of people: _____ Extreme winter conditions: <input type="checkbox"/> YES <input type="checkbox"/> NO Refer to attached ESS Rates sheet for maximum allowable rates		<b>22. Comments:</b> _____ _____ _____	

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, Training, Exercise & Volunteer Programs, Emergency Management BC, 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)
--	---	-----------------------

**NOTE TO SUPPLIER - Send original (white copy) of Referral form and itemized invoices to:**

Emergency Management BC		PO Box 9201, STN PROV GOVT	
Victoria BC	V8W 9J1	PHONE 1-800-585-9559	FAX (250) 952-4888

EMBC2395 7530906047 (100/pak) (13/06/01)

White copy - Supplier Yellow Copy - Evacuee Pink Copy - ESS Office, EMBC (Victoria) Green Copy - Documentation Unit

### Information for Suppliers and ESS Responders

-- PLEASE READ --

**IMPORTANT:** An ESS Rates sheet must be attached. If no Rates sheet is provided, please confirm current rates prior to providing services by contacting Emergency Management BC (EMBC), Emergency Coordination Centre (ECC) at 1-800-663-3456.

#### **General Information**

- Refer to the attached ESS Rates sheet for a description of eligible goods/services and maximum rates.
- Charges for goods and services, including all applicable taxes, **must not exceed** the attached Emergency Social Services rates.
- Ensure that services are provided only to those individuals listed on the Referral form.
- Check "Valid Only" dates carefully. Services provided outside the time period will not be covered.
- Make note of any additional instructions that may be provided in the "Comments" section.
- An invoice is required with each Referral form, in addition to the corresponding itemized original receipts or till tapes.
- Alcohol, tobacco and gratuities are not covered.
- Groceries, clothing and incidentals are "one-time only" purchases.
- It is recommended that the supplier make copies of all documentation for their records.

#### **Additional Lodging Information**

- Other than the basic room charge and applicable taxes, all extra costs - including but not limited to, phone calls, movies, parking, damage or theft - are the responsibility of the evacuee.
- If the evacuee can bill meals to their room, please ensure the restaurant has an ESS Rates sheet and is aware of the meal allowances and restrictions. Itemized bills for meals provided must be included with the invoice.
- Billable rate does not include meals. A Referral form for either groceries or restaurant meals may be issued.

#### **Additional Restaurant Information**

- Maximum meal allowances are set per meal, not per day. Meal allowances for the entire day cannot be combined into one large food order, unless prior authorization is obtained from EMBC.
- An itemized bill for each meal must be included with your invoice.

### **For Use of Supplier**

#### Invoice Checklist

The following checklist is provided for your convenience to ensure your invoice documentation is complete and accurate prior to forwarding to Emergency Management BC (EMBC) for payment.

- ☐ Original (white) copy of Referral form received from evacuee.
- ☐ Invoice includes supplier's name and address, and original itemized receipts/till tapes.
- ☐ Write Referral # on upper right hand corner of all invoices and documents.
- ☐ Goods or services rendered only to those people listed on the Referral.
- ☐ Goods or services rendered are eligible items as listed on the ESS Rates sheet.
- ☐ Goods or services rendered are within maximum rates as listed on the ESS Rates sheet.
- ☐ Any exceptions have been authorized by EMBC and documented.
- ☐ Make copies of invoices and receipts for your records.
- ☐ Send original invoices and itemized receipts with white copy of Referral form to EMBC for payment.

## REFERRAL FORM INSTRUCTION GUIDE

Completed by	Referrals workers at Reception Centre or Level One ESS Responders
Available from	The ESS Office by E-mail note to: <a href="mailto:ess@gov.bc.ca">ess@gov.bc.ca</a> or by phone toll-free at: 1-800-585-9559 or Fax: 250-952-4888.
Purpose	<p>Referral forms are given to evacuees to provide for their immediate needs, such as food, clothing and lodging. At a Reception Centre, ESS responders register evacuees and provide ESS by completing and issuing Referral forms in accordance with rates set out on the ESS Rates sheet. The forms are then taken to merchants, restaurants or lodging facilities for goods or services. If additional assistance is required that cannot be covered by a Referral form, evacuees should be referred to the Referrals Unit Supervisor. The Referral form is not intended for bulk purchases. If no other payment option is available, pre-approval must be obtained from the ESS Office or PREOC for any bulk purchases.</p>
Procedures for Processing	<p><b>Distribution:</b> <i>White Copy</i> – Supplier <i>Yellow Copy</i> – Evacuee <i>Pink Copy</i> – ESS Office, EMBC <i>Green Copy</i> – Documentation Unit</p> <p>Once a Reception Centre is set up and prior to serving evacuees, each Referrals worker will report to the Documentation Unit to sign out a supply (10 to 20) of Referral forms.</p> <p>Once the Referrals worker has completed an ESS File with a family representative, the necessary Referral forms are filled out. If the family <b>has insurance</b> that can cover their costs, instruct them to make necessary purchases, keep all receipts and contact their insurance agent immediately to arrange for payment of services. If their home is unfit to live in, they will want to confirm their coverage for <b>additional living expenses</b>. Where the evacuee is denied access to their home by civil authorities, for instance under an evacuation order, they should ask their agent specifically if they have <b>prohibited access coverage</b>. If they have difficulties contacting their insurance agent or are uncertain about their coverage, services should be provided as usual, pending clarification of insurance.</p> <p>Assistance in resolving insurance related concerns is available by calling the Insurance Bureau of Canada Consumer Information Line at 604 684-3635 ext. 222, or toll free at 1 877 772-3777.</p> <p><b>Note:</b> EMBC does not have the ability to be reimbursed by an evacuee's insurance plan/company.</p>



**Use of  
Referral Form**

**Use one Referral form for each different supplier**, indicating by checking the “YES” boxes for those goods or services to be provided by that supplier. **Be sure to check the “no” boxes for those goods and services NOT to be provided by that supplier.** The evacuee receives the top two copies (white and yellow), the pink copy and the green copy stay in the ESS File which is sent to the Documentation Unit. In turn, the pink copy is forwarded to the ESS Office at EMBC and the green copy is kept in the ESS File for that family.

**Voiding a  
Referral Form**

If an error is made when completing the Referral form (e.g., the wrong supplier is written in), void all four copies by putting a line diagonally through the middle and write “VOID” in large letters. Only use “VOID” when all four copies are still intact.

**Cancelling a  
Referral Form**

If a Referral form has already been issued to the evacuee but they return to have it changed, this should be “CANCELLED.” An example of this would be if a family was unable to obtain the goods from a particular supplier. The evacuee must bring in two copies of the Referral form, which are matched with the copy in their file. (The fourth copy is already on its way to the ESS Office at EMBC.) Put a line diagonally through the middle and write, “CANCELLED.” Write on the new Referral form “Replacing Referral form #---, issued to (Family Rep’s Name)” so that EMBC can match those two documents.

There may also be situations where evacuees are not able to obtain all goods from one supplier and return to the Reception Centre to be referred to another supplier. An example of this would be when a family of four people is unable to get necessary sizes for one family member. When they return to the Reception Centre, complete an additional Referral form, documenting in the “Comments” section the reason for the additional Referral form.

**General Procedure  
for Reimbursement  
to Suppliers**

Once evacuees have received the goods or services, suppliers send invoices to:

Emergency Social Services Office  
Emergency Management BC  
PO Box 9201 STN PROV GOVT  
Victoria BC V8W 9J1

Invoices must be supported by:

- original copies of Referral forms;
- description of goods or services provided (take from supplier consent);
- original itemized invoice/till tape;
- GST Exempt #; and/or
- total costs.

Incomplete or incorrect invoices received by EMBC may result in payment delay.

## Instructions for Completing - Specific

**Press hard – you are making 4 copies.**

Block 1  
(EMBC Task  
Number)

This is the identity number assigned to a particular incident. Since all response costs are billed to this number it is important the correct number be placed in this block.

Block 2  
(ESS File #)

If an ESS File has been completed for this individual or family, enter the File # here to ensure the Referral form copies are filed in the correct ESS File.

Block 3 - 8  
(Name and  
Address of  
Supplier)

Fill in the full name of the company, (e.g., Best Western, Coquitlam) and the full address, phone and fax numbers.

Block 9 - 12  
(Valid Only)

The **period of eligibility** for ESS begins on the date and time that the **actual incident** began, and extends for a **maximum** of 72 hours (e.g. from 1100 hrs 2005/06/24 to 1100 hours 2005/06/27) *unless* the ESS Office has *pre-approved* a longer period of service. When an incident is known to be short-term, sometimes only 24 or 48 hours may be approved.

Using the 24 hour clock, insert in the “from” fields (Box 9 and 10) the time and date that the services are requested (e.g. if the evacuee does not contact the ESS responder until the next day to request services, enter the time and date that contact is made). In the “to” fields (Box 11 and 12), insert the time and date that eligibility for ESS ends, which is a **maximum** of 72 hours **after the actual incident began**, unless a different period of eligibility was approved by EMBC at the beginning of the incident.

If an extension of services is being done a new referral form should be completed. For the period of eligibility insert in the “from” field the time the previous referral ended and in the “to” field the date at which the extension of service that has been approved ends. Contact commercial lodging suppliers to confirm with them that service has been extended and to confirm that rental accommodation is available for the period of the extension.

In short, in any given incident, the “from” date **may** vary from one evacuee to another, depending on when service is requested, but the “to” date will remain the same for **all** people receiving services as a result of the same incident.



Block 13 (Community or District of)	This identifies the local authority responsible for managing the response, but in no way holds them responsible to reimburse the supplier.
Box 14 (Name of Family Representative)	This is the person designated to make decisions on behalf of the family.
Block 15 (Name of Person Purchasing Goods)	(If different from family representative) A person other than the family representative may be doing the shopping for the family's needs. For example, the mother may be the family representative but the grandmother may be doing the shopping. If the family representative is purchasing the goods, enter "N/A" in the "Name of Person Purchasing Goods" box.
Block 16 (Number of Adults, Youths and Children)	<p>Insert the number of adults and youths 13 and over (including the family representative), and number of children 12 and under who are to receive services on this Referral form. When entering the number write it out in full (e.g., "two" rather than "2") in order to prevent unauthorized alterations.</p> <p>List the names of all persons in the family unit who are to receive services. If the surname of other adults in the party differs from that of the designated family representative, please include those surnames in the listing (you may use an extra line to do this, if necessary). Surnames of children or dependent youths are not required, but may be entered if known. This will help ESS responders and suppliers to keep track of the individuals who have been approved to receive services, particularly where no ESS File is completed. Please indicate "N/A" in each unused name space.</p> <p><b>DO NOT list different family units on the same Referral form.</b></p>
Block 17 - 21 Use One Form for Each Different Supplier	<p>A separate Referral form needs to be completed for each different supplier. It may be necessary to complete five different Referral forms for one family, if they require all the services. Wherever possible, use only one supplier for each of the required services. If it is absolutely necessary to use more than one supplier for the same service (i.e., the family will be eating at a restaurant, but their newborn infant requires a separate food Referral for baby formula), please document the circumstances in the Comment section.</p> <p>Referral forms are <b>not redeemable for cash.</b></p>
Block 17 - 21 Tick Either "YES" or "NO" for Each Category	<p>Check "YES" for the items the supplier noted on the form will provide for that family, and then check "NO" for everything else. For example, if the supplier is the Holiday Inn, providing lodging and restaurant meals, then check "YES" for those two services. For all other services, check "NO."</p> <p><b>Note:</b> Do not assume that the hotel also owns the restaurant that is on site. If the restaurant is under different ownership, you will need to complete a separate Referral form for meals at the restaurant.</p>

Block 17 (Food)	<p>Indicate whether you are approving restaurant meals or groceries. Also enter the total number of meals per person during the entire “Valid Only” period (e.g., for a 72 hour period, each person would need 3 breakfasts, 3 lunches and 3 dinners).</p> <p>Again, this serves to emphasize to the supplier that there are three different meal rates being approved, and will ensure the supplier has (in conjunction with the attached ESS Rates sheet) ready access to all the information necessary to calculate the total amount authorized.</p>
Block 18 (Lodging)	<p>Indicate the type of lodging being approved, and the number of nights authorized. Due to the method of billing for most hotels and motels, there are some circumstances where a 72-hour authorization can appear to cover four nights of accommodation, when only 3 nights are actually approved, so it is important that this information is clear.</p>
Block 19 (Clothing)	<p>If family members require clothing to maintain health and modesty, check “YES” in the clothing box. Clothing is issued only as required, and is not intended as a wardrobe replacement. Enter the number of people approved for clothing (this may differ from the total number of people receiving services if some had grab-and-go bags or were able to gather a change of clothing before evacuating). If <b>extreme winter conditions</b> exist and the family requires the higher rate in order to provide appropriate winter clothing, indicate approval for the higher rate by ticking “YES” in the designated box, otherwise tick “NO.” Document rationale for the higher rate in the Comments section.</p>
Block 20 (Transportation)	<p>If the family requires assistance with transportation, check “YES” and then indicate what mode of transportation will be used, (e.g., taxis, bus passes, etc.,) as well as stating the approved destination(s).</p>
Block 21 (Incidentals)	<p>In addition to the costs of lodging, food and clothing, other legitimate miscellaneous costs may be incurred. The incidental amount may be used to cover items such as personal hygiene products, laundry supplies, pet food and lodging, three day supply of medications and other immediate needs as required. Enter the number of people requiring incidental costs and list approved items in the space provided. Where ESS responders are unsure about an expenditure, they should consult with the Referrals Unit Supervisor (RUS) if a Reception Centre has been activated; the ESS Branch Coordinator at the Provincial Regional Emergency Operation Centre (PREOC) if a PREOC has been activated; or contact the EMBC ECC by calling 1 800 663-3456.</p>

**Note:** If more than one Referral form is issued for Incidentals (e.g., one for personal hygiene items and another for pet lodging), the total of all Referral forms issued must not exceed the maximum allowable rate. If you are approving less than the maximum allowable ESS rate, enter and highlight the approved amount in either the Incidentals or the Comments section.

Block 22  
(Comments)

Use this space to document authorizations obtained for exceptional needs, or other pertinent messages to the supplier or EMBC staff regarding the services provided. If the space provided is insufficient, an additional sheet of paper may be attached.

Block 23  
(Applicant's  
Signature)

Please have the family representative sign in this block.

Block 24  
(Interviewer's First  
Name and Initial of  
Family Name)

The ESS responder must print their name legibly and date this form. To protect the responder's privacy, a full family name is not required.

Block 25 (Date)

Enter date that Referral form was completed by ESS responder.

EMBC Contact  
Name, Address &  
Contact Numbers

This information is pre-printed on the Referral form as of November 2005.  
**Note:** If older Referral forms are being used, the following address for submitting invoices must be inserted:

Emergency Social Services Office  
Emergency Management BC  
PO Box 9201 STN PROV GOVT  
Victoria BC V8W 9J1  
Phone: 1-800-585-9559  
Fax: 250-952-4888

ESS Rates Sheet

Once the Referral form is completed, an ESS Rates sheet must be attached to the back of the white supplier copy of the Referral form before issuing the form to the evacuee. If no ESS Rates Sheet is attached, the supplier will not be able to provide service until they have confirmed current rates.

Information for  
Suppliers and ESS  
Responders  
(back of white copy  
of referral)

Suppliers frequently require reminders of the critical information they will need when providing ESS goods and services. ESS responders may also find some of the information to be a helpful reminder.

Invoice Checklist  
(back of white copy  
of referral)

This checklist reminds suppliers of steps required before submitting the Referral for reimbursement.

## REFERRAL FORM – COMPLETED SAMPLE FOR SPARKSVILLE EVACUATION SCENARIO

See scenario for particulars regarding the date and time evacuee is requesting food and lodging services.


**BRITISH  
COLUMBIA**

Ministry of Justice


**REFERRAL**

PLEASE PRESS HARD - YOU ARE MAKING 4 COPIES

**NOTE TO SUPPLIER:** 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 Emergency Management BC. 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

3. NAME OF SUPPLIER Sparksville Inn		1. TASK # 142231		Referral # <b>123456</b>	
4. ADDRESS OF SUPPLIER 4450 3 <sup>rd</sup> Street				2. ESS File # (if applicable) T 123456	
5. CITY Sparksville, BC		6. POSTAL CODE V9V 7B3			
7. TELEPHONE ( 250 ) 848-9316		8. FAX ( 250 ) 848-9300			
13. At the request of the Community or District of Sparksville		14. NAME OF FAMILY REPRESENTATIVE (family name, first name) Fisher, Leslie			
Please provide the following goods and services in accordance with the Emergency Social Services Rates attached, to the following person(s):		15. NAME OF PERSON PURCHASING GOODS (if different from family representative) N/A			
16. Number of Adults or Youths (13 - 18): <u>Five</u> Names: <u>Leslie Fisher</u> <u>Molly Fisher</u> <u>Tim Fisher</u> <u>Pat Smith</u> <u>Sarah Smith</u>		Number of Children (12 & under): <u>One</u> Names: <u>Tommy Smith</u> <u>N/A</u> <u>N/A</u> <u>N/A</u> <u>N/A</u> <u>N/A</u>			

**NOTE TO ESS RESPONDER:** Use one form for each different supplier AND Tick "YES" or "NO" for each category below

17. <b>FOOD</b> <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> Restaurant Meals OR <input type="checkbox"/> Groceries # persons: <u>six</u> Total # of meals <u>per person</u> during "Valid Only" period: # of Breakfasts: <u>two</u> # of Lunches: <u>three</u> # of Dinners: <u>two</u> NOTE: Alcohol, tobacco and gratuities are not eligible expenses Refer to attached ESS Rates sheet for maximum allowable rates		20. <b>TRANSPORTATION</b> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO Specify Mode of Travel: _____ From (address) _____ To (destination) _____	
18. <b>LODGING</b> <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> Hotel/Motel OR <input type="checkbox"/> Billiting OR <input type="checkbox"/> Group Lodging # of nights authorized: <u>two</u> (maximum 3) Refer to attached ESS Rates sheet for maximum allowable rates		21. <b>INCIDENTALS</b> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO # 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. <b>CLOTHING</b> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO # of people: _____ Extreme winter conditions: <input type="checkbox"/> YES <input type="checkbox"/> NO Refer to attached ESS Rates sheet for maximum allowable rates		22. <b>Comments:</b> Will leave hotel at check out time on the 23 <sup>rd</sup> . Please provide lunch on the 23 <sup>rd</sup> however.	

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, Training, Exercise & Volunteer Programs, Emergency Management BC, PO Box 9201 Stn Prov Govt, Victoria, B.C. V8W 9J1 Phone: 1-800-585-9559

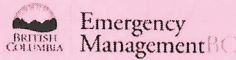
23. Signature of Family Representative <i>Les Fisher</i>	24. Interviewers first name and initial of last name (please print) <i>Vicki B</i>	25. Date (YYYY MM DD) 2014 Jan 21
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**NOTE TO SUPPLIER - Send original (white copy) of Referral form and itemized invoices to:**

Emergency Management BC		PO Box 9201, STN PROV GOVT	
Victoria BC	V8W 9J1	PHONE 1-800-585-9559	FAX (250) 952-4888



## ESS RATES SHEET



### EMERGENCY SOCIAL SERVICES (ESS) RATES NOT REDEEMABLE FOR CASH

**NOTE TO SUPPLIER:** Services to meet immediate needs should be provided in the **most cost-effective manner**. Rates below are **maximum amounts** – no additional surcharges are allowable. Extra costs incurred by the evacuee beyond the approved items listed below are the responsibility of the evacuee. See "NOTE TO SUPPLIER" on Referral form for reimbursement process, and "Information for Suppliers and ESS Responders" on the back of the Referral form for more detailed information.

**NOTE TO ESS WORKER:** A current ESS Rates sheet must accompany each Referral Form. The Emergency Management BC (EMBC) Emergency Coordination Centre must be consulted when extraordinary requirements are needed to provide for immediate needs 1-800-663-3456.

ITEMS OF ASSISTANCE	
<b>FOOD</b>	<b>Breakfast      Lunch      Dinner      TOTAL</b>
	<b>Restaurant Meals</b> Rate per person      \$10.00      \$13.00      \$22.00      \$45.00 (inc. pst)
	<b>--OR--</b> <b>Half the restaurant meal rate applies should the evacuee choose groceries.</b>
	<b>Groceries</b> Daily rate per person      \$22.50 (inc. GST/PST)
<b>Gratuities, tobacco products and alcohol are not included.</b>	
<b>LODGING</b>	Emergency Social Services is eligible for approved Provincial Government Rates from commercial accommodations supplier listed in the Ministry of Labour and Citizens' Services Business Travel Accommodation Listings for government travel.
	<b>Hotel/Motel/B&amp;B</b>
	<b>-- OR --</b>
<b>Billeting in Private Homes</b>	The Referral Form for billeting is issued to the billeting host (supplier). Billeting rate does not include meals.  <b>Billeting Rate:</b> \$30 per night based on single person occupancy. Add \$10 for each additional adult and youth and \$5 for each additional child
<b>CLOTHING</b>  (to be issued when evacuees have not been able to pack necessities)	Adults, youth and children      * up to \$150.00 maximum per person (inc. pst)
	Clothing is provided as needed to preserve health and modesty. This <b>is not wardrobe replacement</b> . Clothing may include footwear or special needs items such as baby diapers. * Where extreme winter conditions apply at the time of the incident, and on a needs basis, amount may be increased to \$200 per person.
<b>TRANSPORTATION</b>	Transportation necessary to meet immediate needs (e.g. taxis, 3 day bus pass, gasoline)
<b>INCIDENTALS</b>  (to be issued when evacuees have not been able to pack necessities)	Adults, youth and children      up to \$50.00 maximum per person (inc. pst)
	May include miscellaneous items such as personal hygiene products, laundry supplies, pet food and lodging, medications for a 3 day period, and other immediate needs as required. For extraordinary needs, see "NOTE TO ESS WORKER" above.

Support is provided for a **maximum of 72 hours immediately following an evacuation**, unless otherwise authorized.

EMBC2395R (08/13)  
7530906079 (50/PD)

Rates Effective April 1, 2009

## BILLETING INVOICE FORM


Emergency  
ManagementBC

Emergency Social Services

# BILLETING INVOICE

As a host providing accommodation to those in need during a disaster, you may be compensated for additional expenses incurred by claiming the billeting allowance. Please complete this invoice and attach it to the white copy of the ESS Referral form issued in your name. Submit both this invoice and the white copy of the Referral form to Emergency Management BC address indicated on the bottom of the Referral form. Please keep a photocopy of these forms for your personal records and allow 6-8 weeks for receipt of payment.

Date: \_\_\_\_\_ EMBC Task # \_\_\_\_\_  
(obtain from the top of the ESS Referral Form)

Name of Supplier: (your name) \_\_\_\_\_

Mailing Address: (your address) \_\_\_\_\_

Phone Number: (your phone #) \_\_\_\_\_

Name of Family Representative: (same name as appears on the ESS Referral Form) \_\_\_\_\_

Date of Accommodation provided: From \_\_\_\_\_

To: \_\_\_\_\_

Daily Allowable Rates: \$30.00 for first adult  
\$10.00 each additional adult and youth (13-18)  
\$ 5.00 for each child 12 and under

Accommodation provided for: \_\_\_\_\_ adults  
\_\_\_\_\_ youths 13 – 18 years  
\_\_\_\_\_ children 12 years of age and under

Please pay: \_\_\_\_\_ x \$30 for first adult = \_\_\_\_\_  
\_\_\_\_\_ x \$10.00 each additional adult/youth = \_\_\_\_\_  
\_\_\_\_\_ x \$ 5.00 for each child = \_\_\_\_\_

TOTAL \_\_\_\_\_

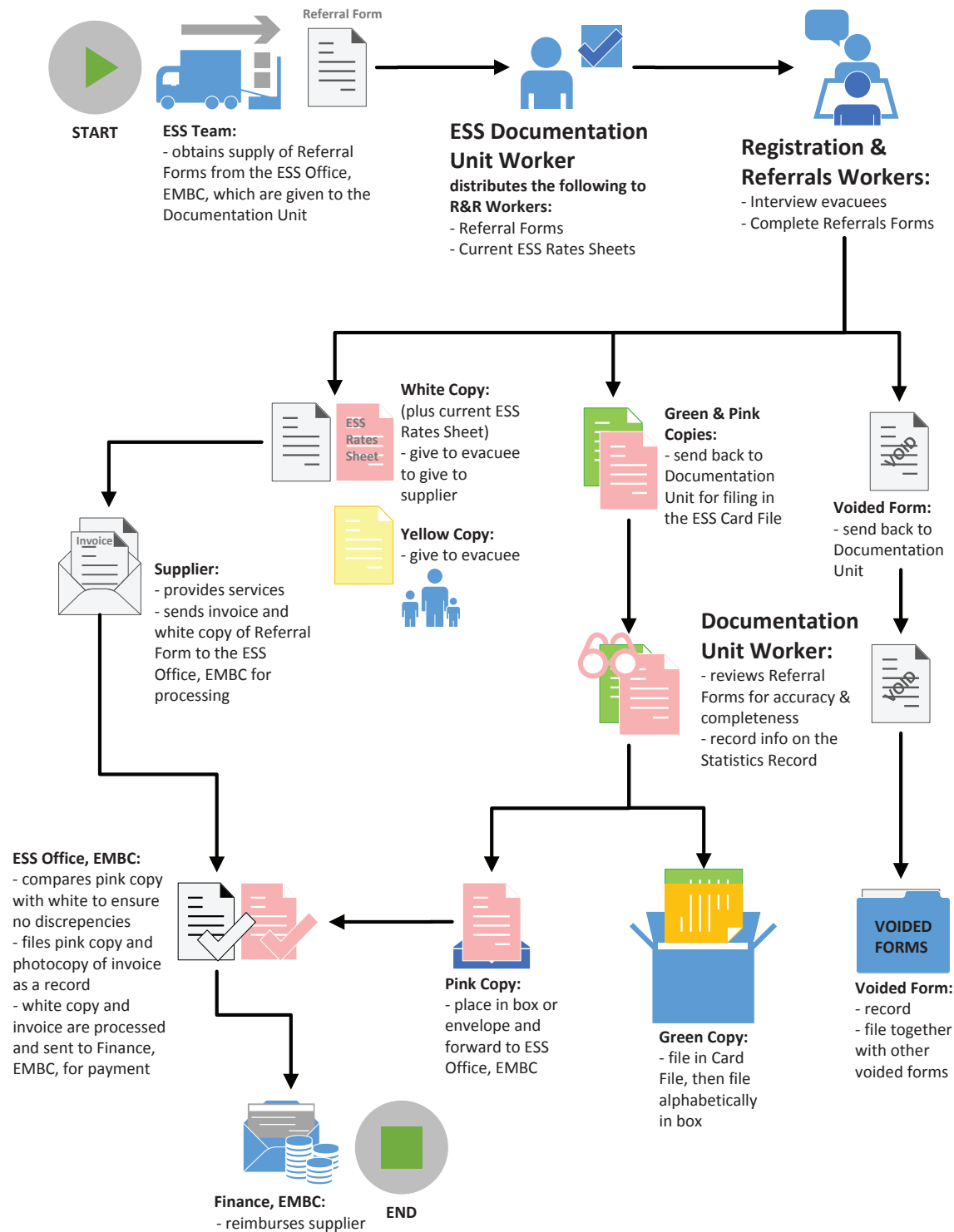
Name: (Please print) \_\_\_\_\_

Signature: \_\_\_\_\_

Billing Address: Emergency Social Services Office, Emergency Management BC  
PO Box 9201, STN PROV GOVT, Victoria BC V8W 9J1  
Phone: 1-800-585-9559 Fax: (250) 952-4888

Revised July, 2014

## FOLLOW THE REFERRAL FORM



## TRACKING RECORD OF RESOURCES

Each Referral Worker must track the resources (i.e., hotel rooms) given to each evacuee. The following is an example of such a tracking form.

TRACKING RECORD OF RESOURCES					
* Service	* Supplier	* Address / Telephone	* Special Consideration	* Availability	◆ Resources Used
LODGING	Sparksville Inn	4450 3 <sup>rd</sup> Street Sparksville, BC V9V 7B3 250 848-9316	Smoking Wheelchair Restaurant	78 double rooms B/L/D	
FOOD	Fine Foods Restaurant	788 – 11 <sup>th</sup> Avenue Sparksville, BC V9V 2S7 250 848-8110	Wheelchair	80 People B/L/D	
CLOTHING	Clothing and More	Sparksville Mall 819 12 <sup>th</sup> Avenue Sparksville, BC V9V 3P4	Men/ Women/ child (varied sizes)	Limited Supply	
OTHER	Everyone's Drugstore  Pet Foods & Supplies	Sparksville Mall 819 12 <sup>th</sup> Avenue Sparksville, BC V9V 3P4	Pharmacy Toiletries  Pet Supplies	Limited Supply  Large Stock	
* To be completed by Resource Acquisition worker when assigning resources to Referrals workers ◆ To be completed by Referrals workers when evacuees are referred to a supplier					
<b>Rhonda B.</b> Name of Resource Acq. Worker		2014/01/21 Date (YY/MM/DD)	<b>Vicki B.</b> Name of Referrals worker	2014/01/21 Date (YY/MM/DD)	



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## **MODULE 4**

### **Scenario & Challenges**



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## Sparksville Evacuation Scenario

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It is 1615 hours on January 20, 2014, and a multi-vehicle accident has resulted in a toxic chemical spill along a main street in your community. Approximately 200 residents are being evacuated from their homes and they are being told to report to the Reception Centre at the Sparksville Community Hall.

### Instructions for the Registration & Referrals Worker:

- You have taken care of your own family situation, arrived at the Reception Centre and have been put to work as a combined Registration and Referrals Worker (1-stop service provision). A “Meeter and Greeter” directs an evacuee to your desk for services.
- The EMBC Task Number for the incident is 142231.
- Your team has a Pet Services team member.

### Instructions for the Evacuee:

- Your name is Leslie J. Fisher and you are 46 years old. Your spouse, Pat T. Smith, age 47, is also at the Reception Centre, along with Pat’s son, Tommy B. Smith, age 10, and daughter Sarah D. Smith, age 14. Sarah has managed to get through carrying her puppy “Puddles” hidden under her jacket. You live at 345 - 1st Street, Sparksville, BC V9V 1B4. Your telephone number is 250-848-1234. The number is unlisted number because you don’t want Pat’s former spouse to be able to locate the family.
- You explain that your 19 year old son, Tim D. Fisher has gone to work, however, he was with the family when they got the evacuation notice and instructions to report to the Reception Centre.
- Your daughter, Jane M. Fisher, 21 years old, lives and goes to school in Collegeville, BC.
- Your mother, Molly N. Fisher, age 71, lives in your home. She is also at the Reception Centre with the family. Molly takes medication and she has her medication with her.
- A friend of yours on the other side of town has offered her place for you and your family to stay. The address is 2629 Ash St. Sparksville, BC. V9V 6M2. The telephone number is 250 847-2622. You do not wish to receive a Referral form for billeting.
- You indicate groceries, clothing, transportation and incidental items are not required.
- The host family member has allergies to cats and dogs; therefore, the family dog cannot stay at the friend’s home.
- You do not have homeowners insurance.

## **SPARKSVILLE EVACUATION SCENARIO – ONE DAY LATER**

### **Instructions for the Registration & Referrals Worker:**

- Referrals to the “Sparksville Inn” at 4450 3rd Street, Sparksville, BC V9V 7B3, phone: 250 848-9316, fax: 250 848-9300 are available to those who require accommodation.
- Evacuee living assistance under a Task Number is available for 72 hours effective 1615 hours yesterday.
- The hotel has its own restaurant.

### **Instructions for the Evacuee:**

- You have returned to the Reception Centre at 11:00 a.m. on January 21, 2014 as you and your family are no longer able to stay in your friend’s home and you are not able to re-enter your neighborhood. You, and your family, have no place to stay.
- You show the responder your yellow copy of the ESS File, which shows that the file is restricted.



## Challenges – What if...?

As an ESS responder, you receive a telephone call asking you to report to the Reception Centre as soon as possible. Several individuals are being evacuated from their homes due to a toxic chemical spill in your community. You make the necessary personal arrangements, take your grab and go bag (with your training materials), and off you go. When you arrive at the Reception Centre, you are assigned the role of a combined Registration & Referrals Worker. You sit down at your table and...

1. You realize it has been several months since you attended training for the functions, and your recollection of how to complete the forms is sketchy. What would you do?

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2. You are registering a family and are told that their grandma is visiting from Ontario for two weeks. Do you include her on the same registration or complete a separate form? Explain.

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3. You are interviewing a family who indicates that a student has been living with them for the last year. Should we record this person on the same registration as the host family? Explain.

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4. You are registering two non-related families who live together? Are they recorded on the same registration? Explain.

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5. Grandparents are babysitting their grandchildren for three weeks while the parents are on holidays in Mexico. Are the grandchildren registered on the same form as the grandparents? Explain.

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6. A woman who babysits four children in her home on a regular basis is being interviewed. Should the children be registered on the one form? Explain.

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7. A tourist indicates that she has been evacuated from her hotel. What address should be recorded in the "Permanent Address" block?

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8. You have finished registering a family that has placed a restriction on the registration. What will you do with it?

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9. You are interviewing a family and learn that they have not evacuated yet, but want to register just in case they have to evacuate. What should you do?

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10. At "Permanent Address" should you document the street address or mailing address?

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11. You are completing a Referral form for accommodation and do not think it is necessary to document the accommodation location on the registration part of the form (blocks 17-23). Is it okay?

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12. A family needs accommodations and meals. The hotel you place them in has a restaurant. Can you complete one Referral form for both services? Explain.

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13. You are interviewing an evacuee and completing Referrals for basic needs when you realize that you have run out of hotel rooms. The evacuee requires accommodation. What would you do?

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14. An evacuee indicates that he is diabetic and has run out of insulin. Explain the process you would go through to assist him.

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15. You are finishing your interview with a family who is receiving assistance with food and lodging. You have completed all of the paperwork, yet, you sense that they are uncertain about what they must do to receive these services. How can you help?

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16. You make a mistake on the Referral form you are completing. What would you do?

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17. An evacuee returns to the Reception Centre indicating that she was unable to obtain baby formula at the convenience store she was sent to. What would you do?

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18. The hotel that is being used for your evacuees does not allow any pets in the rooms. An elderly couple refuses to be separated from their aging Maltese. What can you do to accommodate these people?

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19. You have had several requests from people to be able to use their meal Referral forms at more than one restaurant. They say, "It's kind of boring to eat all three meals at the same restaurant." What would you do?

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20. There is something very suspicious about the evacuee you are interviewing and the story that is being given to you. The request for assistance appears questionable. You have nothing to base your feelings on except your intuition. What are your options in this situation?

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21. You are interviewing an evacuee who is showing signs of emotional distress. You try to comfort him but you do not appear to be helping. What would you do?

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22. An evacuee indicates that he has friends with whom he could stay, who live in the next town. He just needs a “tank of gas” to get there. What would you do?

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23. It is 0230 hours (2:30am) and you are sending evacuees to a hotel for the night. In fact, you have been told you may provide lodging for them for 72 hours. How will you indicate this on the Referral form?

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24. You have completed the ESS File and Referral forms for a family. What copies go where? What about the ESS Rates Sheet?

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25. You have been working four hours continuously. You are beginning to feel tired but no one has suggested you take a break. What would you do?

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## **MODULE 5**

### **Appendices**

- Appendix 1: Acronyms
- Appendix 2: Suggested Answers to Challenges – What if...Questions



## Appendix 1: Acronyms

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BCERMS	BC Emergency Response Management System
CRIB	Central Registry and Inquiry Bureau
EMBC	Emergency Management BC
EOC	Emergency Operations Centre
EPC	Emergency Program Coordinator
ESS	Emergency Social Services
ESSD	Emergency Social Services Director
GL	Group Lodging
JIBC	Justice Institute of British Columbia
MST	Mobile Support Team
PHAC	Public Health Agency of Canada
PREOC	Provincial Regional Emergency Operation Centre
PSC	Public Safety Canada
RC	Reception Centre
PERCS	Provincial Emergency Radio Communications Service

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## Appendix 2: Suggested Answers to Challenges – What if...Questions

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As an ESS responder, you receive a telephone call asking you to report to the Reception Centre as soon as possible. Several individuals are being evacuated from their homes due to a toxic chemical spill in your community. You make the necessary personal arrangements, take your grab and go bag (with your training materials), and off you go. When you arrive at the Reception Centre, you are assigned the role of a combined Registration & Referrals Worker. You sit down at your table and...

1. You realize it has been several months since you attended training for the functions, and your recollection of how to complete the forms is sketchy. What would you do?
  - Ask the Registration Supervisor and the Referrals Unit Supervisor for a quick refresher on the respective forms before you start.
  - Read the instructions in the Reception Centre Operational Guidelines on how to complete the forms.
  - Review the completed sample forms in the participant guide.
  
2. You are registering a family and are told that their grandma is visiting from Ontario for two weeks. Do you include her on the same registration or complete a separate form? Explain.
  - No. Grandma would register on a separate form.
  - Block 24 clearly states the three criteria for including someone in Block 24
    - immediate family member
    - same household
    - safety is known
  - A visitor, relative, friend, etc. would be required to complete a separate registration. In Block 25 you could indicate friend/relative is visiting and has registered.
  
3. You are interviewing a family who indicates that a student has been living with them for the last year. Should we record this person on the same registration as the host family? Explain.
  - No. The student boarder is not a member of the immediate family therefore does not fulfill the three criteria required to be included on the form. The student would have to register separately.



4. You are registering two non-related families who live together? Are they recorded on the same registration? Explain.
  - No. Block 24 refers to immediate family members. Each family would register separately. In Block 25 you could indicate the name of the other family.
  
5. Grandparents are babysitting their grandchildren for three weeks while the parents are on holidays in Mexico. Are the grandchildren registered on the same form as the grandparents? Explain.
  - No. Referring to Block 24, the criteria are immediate family, same household, and safety known. There should be two registrations completed, one for the grandparents and one for the children. Both registrations would have notes in Block 25 so if someone inquired about the grandparents it would be clear at a glance that the children were in their care and were registered on their own form.
  
6. A woman who babysits four children in her home on a regular basis is being interviewed. Should the children be registered on the one form? Explain.
  - No. Each child would be registered separately, unless they were siblings.
  
7. A tourist indicates that she has been evacuated from her hotel. What address should be recorded in the “Permanent Address” block?
  - The tourist’s home address should be recorded. It would be useful to record the tourist’s hotel address in Block 25.
  
8. You have finished registering a family that has placed a restriction on the registration. What will you do with it?
  - Hand deliver the restricted registration to the Registration Supervisor.

9. You are interviewing a family and learn that they have not evacuated yet, but want to register just in case they have to evacuate. What should you do?
- The purpose of registering is to indicate that the family is in a safe place. Pre-registering is not useful and does not indicate that the family is safe. Tell the family to register after they have evacuated and are in a safe place.
10. At “Permanent Address” should you document the street address or mailing address?
- Always ask for the street address. There could be follow-up later and a box number isn’t useful. You can always document the box number in Block 25.
11. You are completing a Referral form for accommodation and do not think it is necessary to document the accommodation location on the registration part of the form (blocks 17-23). Is it okay?
- No. The post disaster information should always be documented for family reunification purposes otherwise loved ones will not be connected.
12. A family needs accommodations and meals. The hotel you place them in has a restaurant. Can you complete one Referral form for both services? Explain.
- No, unless the hotel and restaurant are jointly owned and managed and they have agreed to accept one Referral form for both services.
13. You are interviewing an evacuee and completing Referrals for basic needs when you realize that you have run out of hotel rooms. The evacuee requires accommodation. What would you do?
- Notify the Referrals Unit Supervisor that you have run out of accommodations and are in need of a room ASAP.
  - Inform the Referrals Unit Supervisor, well in advance, that you are starting to get low on resources so that you do not get caught short-handed.

14. An evacuee indicates that he is diabetic and has run out of insulin.

Explain the process you would go through to assist him.

- Refer to Referrals Unit Supervisor for approval/advice.
- Will Health Services (in the Reception Centre) make arrangements for it, or does it require a Referral form to a pharmacy? If Health doesn't make arrangements for medications, and a Referral form to a pharmacy is required, the Referrals Unit Supervisor will need to get the authorization from the ESS Office or the PREOC.
- Once a prescription is complete, the Referrals Unit Supervisor or Referrals Workers will complete a Referral form to a pharmacy (with an existing agreement) where the evacuee can obtain their medication.

15. You are finishing your interview with a family who is receiving assistance with food and lodging. You have completed all of the paperwork, yet, you sense that they are uncertain about what they must do to receive these services. How can you help?

- Explain, in great detail, where they go, what is included, what is not included, what they do with the copies of the Referral forms given to them etc.
- Ask them to repeat back the information you have shared to assess their understanding.

16. You make a mistake on the Referral form you are completing. What would you do?

- If it is a minor mistake – for example, a spelling mistake – make the correction and initial the change; otherwise, void all four copies by putting a line diagonally through the middle and write “VOID” in large letters. “VOID” all four copies.

17. An evacuee returns to the Reception Centre indicating that she was unable to obtain baby formula at the convenience store she was sent to. What would you do?

- Request the two copies back from the evacuee. Ask the Documentation Unit Worker to pull the evacuee's file for you. Draw a line diagonally through the middle of all four copies and write the word "CANCELLED" across the forms. Write on the new Referral form "Replacing Referral form # ----, issued to (Family Rep's Name)" so that the ESS Office can match their copy of the new form with the old one they would have previously received.
- Do not "VOID" the form.

18. The hotel that is being used for your evacuees does not allow any pets in the rooms. An elderly couple refuses to be separated from their aging Maltese. What can you do to accommodate these people?

- Check with your supervisor, who in turn can check with the resource acquisition workers, to see if there are any hotels/motels that will accept pets that you can send them to.
- Billet with an individual/family that accepts pets.

19. You have had several requests from people to be able to use their meal Referral forms at more than one restaurant. They say, "It's kind of boring to eat all three meals at the same restaurant." What would you do?

- Advise them that the resources are limited and this is all that's available.

20. There is something very suspicious about the evacuee you are interviewing and the story that is being given to you. The request for assistance appears questionable. You have nothing to base your feelings on except your intuition. What are your options in this situation?

- Consult with your supervisor, but remember that ESS is available to anyone who has experienced a disaster; it is not income tested, nor is identification required.

21. You are interviewing an evacuee who is showing signs of emotional distress. You try to comfort him but you do not appear to be helping. What would you do?
- Refer evacuee to the Emotional Support Unit.
22. An evacuee indicates that he has friends with whom he could stay, who live in the next town. He just needs a “tank of gas” to get there. What would you do?
- Refer to Referrals Unit Supervisor for approval.
  - If the Referrals Unit Supervisor approves gas, ensure that a maximum amount is indicated on the Referral form.
23. It is 0230 hours (2:30am) and you are sending evacuees to a hotel for the night. In fact, you have been told you may provide lodging for them for 72 hours. How will you indicate this on the Referral form?
- Seek advice from the Referrals Unit Supervisor on how to complete the Referral form if uncertain. For example, how do you ensure that evacuees receive three night’s stay at the hotel not four?
  - Coming in at 0230, even though a short night, constitutes one night’s stay.
24. You have completed the ESS File and Referral forms for a family. What copies go where? What about the ESS Rates Sheet?
- ESS File:
    - The yellow copy is given to the evacuee to keep.
    - The white and pink copies stay attached to the card copy, which is then sent to the Documentation Unit for further processing.
  - Referral form:
    - The white and yellow copies are given to the evacuee with instructions to keep the yellow copy and give the white copy to the respective supplier.
    - The pink and green copies are filed in the ESS File, which is then sent to the Documentation Unit for further processing.
  - ESS Rates sheet:
    - Attach current Rates Sheet to Referral form (white & yellow copies only) before giving to the evacuee.

25. You have been working four hours continuously. You are beginning to feel tired but no one has suggested you take a break. What would you do?

- Notify your supervisor that you would like a break.

## Notes

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## **Notes**

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