
RESOURCE ACQUISITION

AUGUST 2015

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PREFACE

Standards of Conduct for ESS Responders

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.

Rights of ESS Responders

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-1624
Short Title: Resource Acquisition
Long Title: Resource Acquisition
Prerequisites: EMRG-1610 Introduction to Reception Centres
Co-requisites: N/A
School: Public Safety
Division/Academy/Centre: Emergency Management Division
Previous Code & Title: ESS124 and ESS202 Resource Acquisition
Course First Offered: July 2007

Credits:	0
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Course Description

ESS Resource Acquisition is intended for ESS team members who are responsible for acquiring and managing food, clothing, and lodging resources for evacuees and response workers. Course content includes identification of essential resources, how to set up agreements with suppliers before an emergency occurs, and how to access, distribute, and track these resources during an emergency.

Course Goals

To provide participants with the knowledge and skills necessary to effectively manage three primary ESS resources: food, clothing and lodging.

Learning Outcomes

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

1. Identify required ESS resources
2. Describe the role and responsibilities of the Resource Acquisition worker and the Resource Acquisition Supervisor
3. Develop plans for acquiring ESS resources
4. Generate a plan to manage ESS resources during a response

Course Topics/Content

1. Introduction
 - Review of Reception Centres
 - Other response centres
2. Roles and responsibilities
 - Organizational structure
 - Resource Acquisition function
 - Function checklists
3. ESS pre-disaster resource planning
 - Planning for food, clothing, and lodging
 - Resource surveys

COURSE OUTLINE

- Supplier consents
 - Resource directories
4. Resource management during an ESS response
- Resource Acquisition workstation
 - Flow and processing of ESS resource requests
 - Tips and challenges

Text & Resource Materials

Province of BC. (2011). *Resource Acquisition 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.)	6	1	6
<input type="checkbox"/> Supervised Practice (includes simulations & labs)		.5	
<input type="checkbox"/> Practice Education, Field Placement, Internship or Co-op		.33	
Totals	6		6

*Refer to http://www.iibc.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	
Total	100%

Comments on Evaluation

None.

COURSE OUTLINE

Course Grading Scheme*

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

(* <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:

- | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <input type="checkbox"/> Critical thinking: Identify and examine issues and ideas; analyze and evaluate options in a variety of fields with differing assumptions, contents and methods. <input type="checkbox"/> Communication, Oral and written: Demonstrate effective communication skills by selecting the appropriate style, language and form of communication suitable for different audiences and mediums. <input type="checkbox"/> Leadership: Inspire individuals and teams to reach their potential by embracing innovation through strategic thinking and shared responsibility. <input type="checkbox"/> Independent learning: Show initiative by acting independently in choosing effective, efficient and appropriate applied learning, research and problem solving strategies. <input type="checkbox"/> 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. | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Problem solving: State problems clearly; effectively and efficiently evaluate alternative solutions; choose solutions that maximize positive and minimize negative outcomes. <input type="checkbox"/> Interpersonal relations: Know and manage ourselves; recognize and acknowledge the needs and emotions of others including those with diverse cultures, backgrounds and capabilities. <input type="checkbox"/> 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. <input checked="" type="checkbox"/> 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

Course Purpose and Outcomes

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 Resource Acquisition worker and Resource Acquisition Supervisor
- Develop plans for acquiring ESS resources
- Generate a plan to manage ESS resources during a response

Review of Reception Centres

Reception Centres are safe gathering places where evacuees or individuals affected by an emergency or disaster can gather to get information, to register their safety and whereabouts, to make inquiries about loved ones, and to receive assistance for basic needs such as food, clothing, and lodging.

WHAT SERVICES ARE PROVIDED AT RECEPTION CENTRES?

Registration and referrals for food, clothing, and/or lodging are among the primary services offered at a Reception Centre. A number of specialized services are also provided: emotional support, first aid, childcare, information, search and reply, transportation, etc. Finally, several support services are required to ensure that evacuee needs are met: documentation, resource acquisition and management, etc. (See Figure 2-1: Reception Centre functions.)

WHEN ARE RECEPTION CENTRES OPENED?

A Reception Centre is opened under the direction of the Emergency Program Coordinator or designate, but the decision to open one is dependent on many factors, including the size of the emergency, type of incident impacting the community, number of trained ESS responders, and facilities available. They are generally opened when an emergency or disaster affects individuals to the extent that they are required to leave their homes and/or they require assistance with basic needs such as food, clothing, and lodging.

Under an approved (EMBC) task number, a Reception Centre may also be opened for other purposes; for example, as a gathering place for evacuees to obtain current information or, in the event of power outages, for temporary warming purposes.

Other Types of Emergency Response Centres

There are other types of emergency response centres that may be opened during a disaster response.

EMERGENCY OPERATIONS CENTRE (EOC)

The Emergency Operations Centre, or EOC, is the focal point for the community's overall management of the disaster. In the EOC, coordination and direction for the entire community response is provided by senior representatives of each of the key response agencies: Police, Fire, Ambulance, Engineering, Utilities, ESS, Health, Public Works, and Office of the City Manager or the Chief Administrative Officer. Information from the Reception Centre will be important to the EOC group. It will inform them as to the needs of evacuees and as to the assistance that the Reception Centre has provided to the people who have experienced the disaster.

GROUP LODGING

A Group Lodging facility provides emergency dormitory style accommodations for persons affected by the disaster, either evacuees or emergency responders. It could be co-located with the Reception Centre or at a separate location.

VOLUNTEER SERVICES CENTRE

When a disaster happens in a community, many people will simply walk in or phone the Reception Centre to offer assistance. The ESS team can set up a volunteer services area within the Reception Centre, or they can set up a centre designated strictly to manage "walk-in" disaster volunteers. The ESS team may choose to use an existing agency that works with community volunteers to manage this service (e.g., Chamber of Commerce, Parks and Recreation, or Volunteers Services Bureau).

ESS STAFFING BUREAU

When requested by the affected community, provincial or territorial ESS organization headquarters (in BC it's EMBC) may bring in ESS responders from outside the immediate area to assist during a disaster. Depending on the complexity of the deployment, the provincial or territorial ESS organization (in BC it's EMBC) may establish an ESS Staffing Bureau close to the disaster area to coordinate accommodation and other needs for these responders.

Figure 1 shows the relationship between ESS facilities and the Emergency Operations Centre.

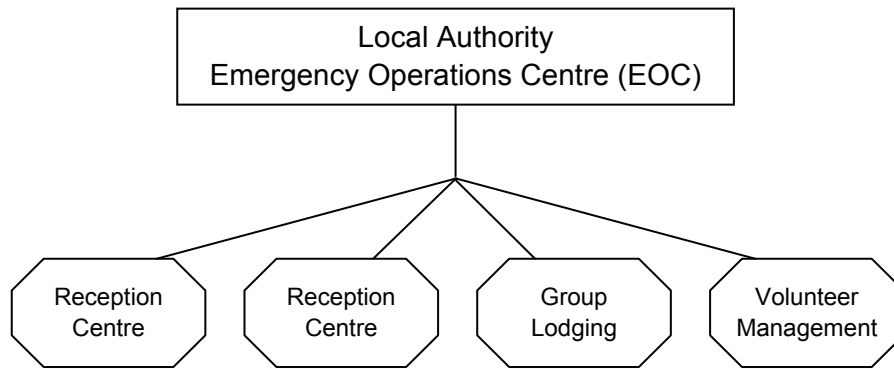


Figure 1: ESS emergency response centres



MODULE 2

Roles and Responsibilities

Organizational Structure

The Resource Acquisition function falls under the Logistics section of the Reception Centre organization chart (Figure 2-1). Logistics personnel are the “getters” of the operation. They do not work directly with evacuees, but rather ensure that the resources and services that evacuees require are available.

REPORT STRUCTURE

During the pre-disaster planning phase, the Resource Acquisition Supervisor may report directly to the ESS Director, or where a more formal BCERMS structure is followed, to the Supply Branch Coordinator or the Logistics Section Chief. During a response, the Resource Acquisition Supervisor reports to the Supply Branch Coordinator or if this function has not been activated, the Logistics Section Chief.

Resource Acquisition workers report to the Resource Acquisition Supervisor at a Reception Centre.

WORKING RELATIONSHIPS

Resource Acquisition personnel work with other personnel in the Reception Centre, the EOC, and the community.

In the Reception Centre

Resource Acquisition workers work with some or all of the following personnel in the Reception Centre:

- **Resource Acquisition Supervisor:** The Resource Acquisition Supervisor provides direction and support, gets paperwork or forms, and provides information regarding evacuees’ needs. The Resource Acquisition Supervisor will consult with the RC management team to vet the resource requests, ensure any required approvals are obtained, set priorities if required, and get sign off on resource requests outside those pre-authorized on the ESS Rates sheet.
- **Referrals Unit Supervisor:** Resource Acquisition workers make up the lists of resources available and used. These lists are given to the Referrals Unit Supervisor for distribution to the Referrals workers to use in issuing ESS Referral Forms for evacuees. The Referrals Unit Supervisor will take forward requests to provincial or territorial ESS organization (in BC it’s EMBC) for things needed by evacuees but not covered by the ESS Rates sheet (e.g., medical aids, eye wear, etc.).

- **Reception Centre or Group Lodging Manager:** The Reception Centre or Group Lodging Manager must authorize requests for bulk items or facility needs before they are forwarded to the ESS Director in the EOC. This would include such things as office supplies and equipment; bulk orders for diapers, cots, and water; as well as comfort foods for the Reception Centre.

In the EOC

The ESS Branch Coordinator (the ESS Director or designate) in the Operations Section of the EOC is responsible for ensuring all ESS resource needs for facilities, responders, and evacuees are addressed. The Resource Acquisition Supervisor will require the Reception Centre Manager to sign the resource request for supplies and equipment needed to set up and operate an ESS facility or for any resources outside of those covered by the ESS Rates. The request is then forwarded to the ESS Director in the EOC, if activated. The ESS Director will work with the Logistics Section in the EOC to fill the request.

The EOC is the authority responsible for approving and releasing announcements for donated goods requests or instructions.

In the Community

Resource Acquisition personnel work directly with suppliers to obtain any of those resources required by evacuees that are covered by the ESS Rates. For resources not covered by the ESS Rates, authorization for acquisition must be sought through the EOC or the Provincial Regional Emergency Operations Centre (PREOC).

ORGANIZATION CHARTS

Figure 2 illustrates the functions in the expanded ESS Reception Centre organization chart.

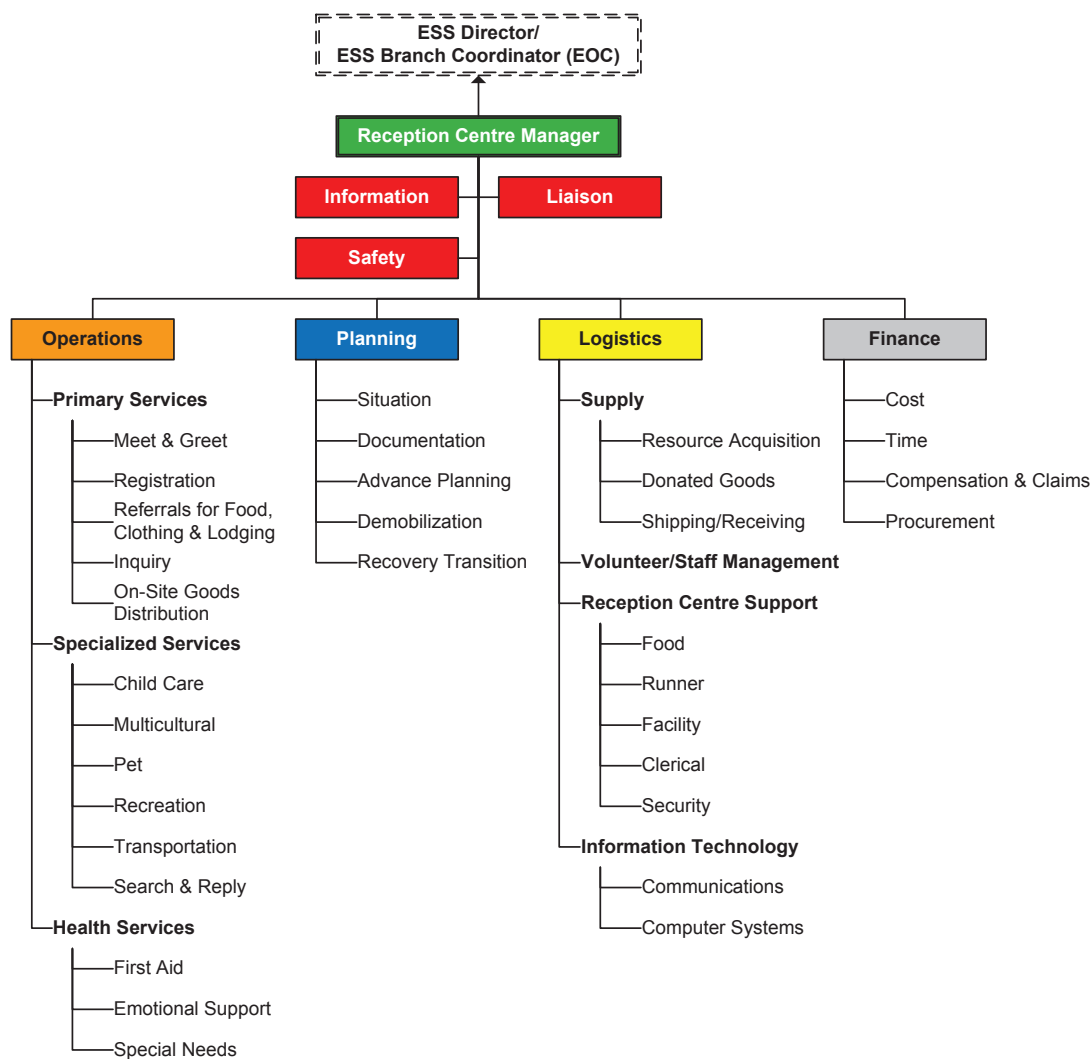


Figure 2: Reception Centre functions

Figure 3 illustrates the position titles in the expanded ESS Reception Centre organizational chart.

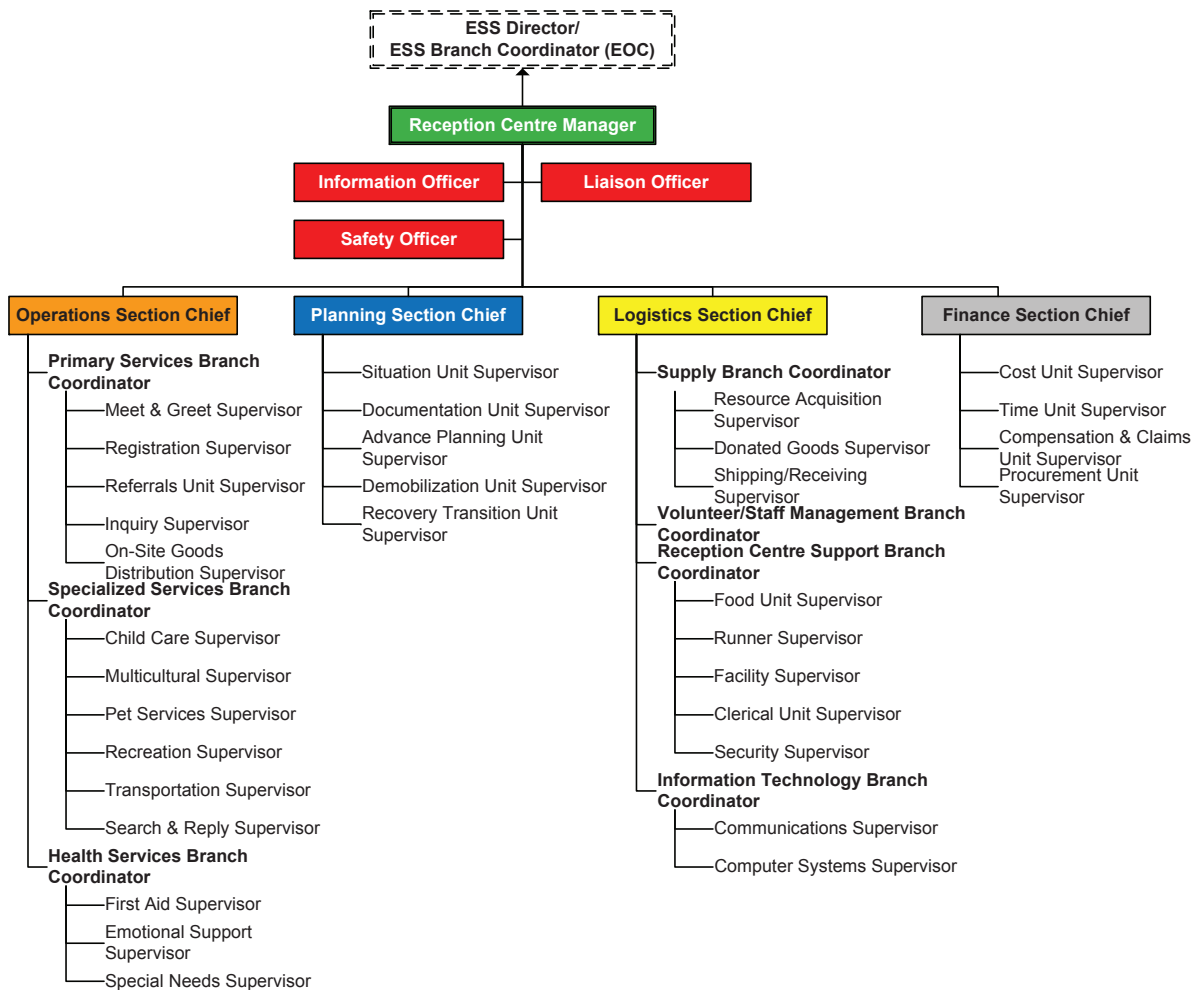


Figure 3: Reception Centre positions

The Resource Acquisition Function

There are two distinct phases to the Resource Acquisition function: pre-disaster planning and resource management during a response.

PRE-DISASTER PLANNING

The pre-disaster function of the Resource Acquisition Unit is to acquire and maintain the resources commonly needed by evacuees and responders during a disaster response; for example, emergency food or food supplies, clothing or protective coverings, toiletries, lodgings, etc.

To ensure these resources are available during a response, the ESS Director or his or her designate (i.e., Resource Acquisition Supervisor) forms a resource planning committee to:

- Meet with the ESS Director, Emergency Program Coordinator, and municipal purchasing department staff to establish a process to acquire and manage resources that would be needed by ESS.
- Recruit volunteers to be Resource Acquisition workers and ensure they receive required training courses.
- Acquire and assemble supplies, materials, and paperwork required for the resource provision role at a Reception Centre.
- Identify those resources commonly needed in an ESS disaster response, and conduct a community survey to identify potential suppliers for these needed resources.
- Meet with suppliers to go over the ESS program needs, how they can get involved, and the procedures for reimbursement.
- Assist suppliers, if required, with the completion of the resource survey forms and the Supplier Consent forms, and assemble and file completed Supplier Consent forms.
- Develop an emergency resources directory that lists available suppliers, their contact information, and the resources they have available for an ESS response.
- Contact suppliers every six months to reconfirm their assistance and maintain a current file of available resources and suppliers.
- Recognize suppliers annually for their contribution to the ESS planning for their community.

RESPONSE FUNCTION

During a response, Resource Acquisition personnel ensure the resources required by the Registration and Referrals workers and other ESS responders in the Reception Centre are managed effectively and efficiently. They also process resource requests to the EOC to get the supplies and equipment needed to set up and operate the Reception Centre or Group Lodging facility; for example, tables, chairs, stationery items, photocopier, etc.

Resource Acquisition Supervisor Function Checklist

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

Reports to: Supply Branch Coordinator

Title (if this function is staffed): Resource Acquisition Supervisor

Responsibilities

1. Oversee the implementation and operation of the Resource Acquisition Unit at the Reception Centre.
2. Coordinate actions with the Finance Section and EOC Logistics if operational.
3. Consult with all Branches/Units within the Reception Centre to determine material resources, supplies and/or equipment needs.
4. Oversee the acquisition of material resources, supplies and equipment.
5. Ensure that existing suppliers are contacted for assistance.
6. Work with Procurement Unit to arrange for new supplier agreements as required.
7. Ensure suppliers are familiar with payment procedures.

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, check-list copies, and other reference documents.

- ☐ Obtain equipment, supplies and required forms.
- ☐ Establish and maintain a position log to list the actions taken during the shift.

Operational Phase

- ☐ Maintain communication with assigned supervisor.
- ☐ Maintain position log in chronological order describing actions taken during the shift.
- ☐ Maintain contact with EOC Logistics if activated.
- ☐ Liaise with the Operations and Planning Sections/Branches/Units to project ongoing or future needs of the evacuees.
- ☐ Ensure that material resources needed by evacuees are acquired.
- ☐ Ensure that existing suppliers are contacted for assistance.
- ☐ Work with the Procurement Unit to establish new supplier agreements if needed.
- ☐ Ensure that a resource tracking process is established and maintained.
- ☐ Provide lists of resources/suppliers to the Referrals Unit Supervisor in the Operations Section.
- ☐ In consultation with Referrals Unit Supervisor address any supplier concerns.
- ☐ 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 through the supervisor to the Planning Section, as appropriate, prior to departure.
- ☐ Deactivate 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

- Position Log
- ESS Personnel Request Form
- Status Report
- Shift Schedule
- ESS Resource Request Form
- Supplier Consent Forms and Instruction Guide
- Tracking Record of Resources
- ESS Resource Acquisition Log & Status Board

Resource Acquisition Worker Function Checklist

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

Reports to: Resource Acquisition Supervisor

Title (if this function is staffed): Resource Acquisition Worker

Responsibilities

1. Contact existing suppliers to confirm their ability to provide needed goods (supplies, equipment, etc.) and services (accommodations, meals, clothing etc.).
2. Develop resource/supplier lists for Referrals Unit.
3. Track resources distributed to Referrals Unit.
4. Access pre-positioned equipment/containers with supplies (e.g., Reception Centre kits, emergency supplies containers etc).

Activation Phase

- ☐ Check in with Volunteer/Staff Management Branch and sign the 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, check-list copies, and other reference documents. Notify supervisor of any resource requirements.
- ☐ Obtain equipment, supplies and required forms.

Operational Phase

- ☐ Maintain communication with assigned supervisor.
- ☐ Determine what, if any, resources will be acquired and managed by EOC Logistics if activated.
- ☐ Identify supplier agreements already in place.
- ☐ Contact the suppliers to confirm availability to assist.
- ☐ When the pre existing supplier agreements are exhausted, seek additional suppliers.
- ☐ Inform suppliers about established ESS Rates and process for reimbursement where applicable.

- ☐ Develop lists of resources/suppliers for the Referrals Unit in the Operations Section.
- ☐ 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

- Supplier Consent Form and Instruction Guide
- ESS Resource Request Form
- ESS Resource Acquisition Log & Status Board
- Tracking Record of Resources
- Commercial Lodging Tracking Form

MODULE 3

ESS Pre-Disaster Resource Planning

Planning for Food, Clothing & Lodging

Before a disaster, the ESS Director or his or her designate (i.e., the Resource Acquisition Supervisor) is responsible for forming a resource planning committee to coordinate the acquisition of food, clothing, lodging, and any other resources needed in an ESS response. This committee may be comprised of the ESS Director, the Resource Acquisition Supervisor, other senior team members and, possibly, municipal staff. Resource Acquisition workers may or may not be involved in this planning phase.

In the course of developing the resource plan, the committee should work closely with those on the team who are responsible for the functions of the Food Unit (Logistics), Donated Goods (Logistics), On-Site Goods Distribution (Operations), and the Procurement Unit (Finance). It is also important to liaise with the Logistics Section in the community EOC to avoid duplication of efforts and identify those resources that the EOC will assume responsibility for acquiring.

FOOD SERVICE

In times of disaster, food is essential to sustain life, counteract shock, raise the morale of evacuees, and provide energy for the responders working under stressful conditions. Comfort foods, such as hot or cold beverages, snacks, and standard baby formulas, should be available at Reception Centres regardless of the time of day. Group Lodging facilities will generally provide all meals on-site.

Ideally, food is provided through the use of existing commercial food establishments, using trained, experienced food service personnel. Evacuees not residing in Group Lodging should be sent to these places for meals. However, circumstances may necessitate the use of mobile kitchens (such as the Salvation Army uses) or commercial mobile caterers. During the pre-response stage, Resource Acquisition personnel will make arrangements with fast food outlets, restaurants, caterers, etc. to provide food services during an emergency.

CLOTHING AND INCIDENTALS

Ideally, evacuees are given information on what to take with them as they prepare to leave their residences. However, there are situations where people are advised to leave their homes with little or no warning. Emergency Social Services may be required to provide emergency clothing or toiletries to people in a disaster in order to:

- Prevent loss of life from exposure
- Maintain dignity
- Meet the clothing needs until normal sources of supply are available

In order to meet these needs, the resource acquisition committee will need to conduct a survey of clothing and incidentals services resources in the community, including availability and accessibility during a disaster, and secure cooperation and assistance of clothing and incidentals suppliers for the provision of goods during a disaster.

LODGING SERVICES

People who have been forced to leave their homes because of a disaster will require lodging. Often evacuees will be able to stay with family members or friends; however, some people will not have a support network and will require temporary accommodation until they are able to return home. Emergency Social Services may be required to provide safe, temporary lodging to persons in need of this service in an emergency or disaster. In the event that homes are uninhabitable, long-term housing needs will become the responsibility of the affected residents.

In addition to the concern for the survival of evacuees, safety, comfort, and privacy should also be addressed if possible. In BC, the first choice for accommodating evacuees who cannot stay with friends or family is commercial lodging. Rate provisions are also made for billeting. When large numbers of evacuees are anticipated, or where accommodation resources are limited, a Group Lodging facility may be activated.

While the Resource Acquisition Supervisor may take responsibility for ensuring Supplier Consent forms are completed with local commercial lodgings, the overall Emergency Lodging plan is normally a collaborative effort with the lead taken by either the Group Lodging Manager or the ESS Director.

Resource Surveys

Resource surveys are the first step in the resource acquisition process. The resource planning committee plans and conducts a community survey to gather information about potential suppliers of food; the location, quantity, type, and availability of clothing resources and personal care items; and the location and capacity of various lodging resources. The information obtained from each supplier is documented on a survey form and later compiled into a directory. The resulting directory enables Resource Acquisition personnel to respond rapidly to food, clothing, and lodging needs in a disaster.

The Resource Acquisition Supervisor may be responsible for developing and conducting the emergency food, clothing, and lodging surveys; however, he or she is not alone in this project. The ESS Director, Emergency Program Coordinator, local purchasing department personnel, and Resource Acquisition workers may also play a role. All survey workers should consult with the Resource Acquisition Unit Supervisor regarding a common approach and survey details to be recorded.

SURVEY PREPARATION

Potential suppliers should be contacted in advance of the survey so that they know what to expect when you meet with them. ESS volunteers may request a letter confirming the provincial or territorial ESS organization's involvement (in BC it's EMBC) and encouraging support from the supplier. The form letter titled "Letter of Intent" is available from the provincial or territorial Regional Office (in BC it's EMBC). A sample of this letter can be found in Section 5 of this guide and in Section 7 of the *ESS Field Guide*.

A recommended practice is to create an information package to take to meetings with potential suppliers. Suggested contents of the package include the following:

- Supplier Consent forms (two)
- ESS brochure—*When Disaster Strikes*
- Sample letter for updating consents and directories
- Current ESS Rates sheet
- Sample Referral form sheet
- Emergency Food/Clothing/Lodging survey forms
- Business card

RESOURCE SURVEY FORMS

Collecting and compiling information from potential suppliers can be made easier through the use of a resource survey form. Resource survey forms are used to record detailed information about suppliers and the ESS resources they could make available during an emergency response. Resource Acquisition personnel take copies of the appropriate forms to the suppliers, along with the ESS Rates sheets and Supplier Consent forms, and complete them during their meeting with the supplier. Copies of the completed surveys, containing important information obtained during the interview, will be kept on file as well as transcribed into food, clothing, lodging, or group lodging resources directories. During an emergency response, Resource Acquisition personnel will use both the surveys and the directories to acquire needed resources.

Over the years, ESS teams have developed their own survey forms to meet the needs of their communities. Samples of surveys are included in Section 5, Appendix 1. Whatever the structure of your team's form, it should contain the following pieces of information:

- **Area:** Where applicable, cross-reference surveys with relevant local community sub-divisions or zones.
- **Name and type of supplier:** Include the name of the business as it is recorded on the Supplier Consent form and give a brief description of type of service available.

- **Billing address:** If the address used for business purposes is different than the address on Supplier Consent form, it should be noted.
- **Emergency contact:** Include the name and title of the emergency contact, as on the Supplier Consent form.
- **Normal hours of operation and related information:** Include details of weekly business hours and emergency availability.
- **Survey status:** Indicate whether or not compensation has been discussed and a Supplier Consent form completed.
- **Resource quantities:** Include reasonable estimations on number and types of meals, or on types and sizes of clothing, on applicable form.
- **Seating capacity (food resources):** Indicate the seating capacity of the restaurant.
- **Other items (clothing resources):** Include space for details on other available products.
- **Lodging capacities (lodging and Group Lodging):** Record details on room types and capacities, and supply information on additional areas that could be used for Group Lodging or other purposes.
- **Comments:** Include space for any additional details on the supplier's services or available products.
- **Survey record:** List the name and title of the ESS responder completing the original form. For updates completed by fax, name and title of person completing the form (ESS or business representative) should be included. Date accordingly by year, month, and day.

CONDUCTING A FOOD SUPPLIER SURVEY

Commercial food establishments should be surveyed to obtain specific information about sources of food in the community. Possible suppliers include the following:

- **Retailers:** Retailers include restaurants, supermarkets, cafeterias, coffee shops, fast-food outlets, and caterers.
- **Food service facilities:** Identify food service operations in schools, colleges (private and public), universities, government buildings, hotels, motels, special care facilities, and churches. These facilities are usually available for emergency use and likely have both food preparation staff and a supply of food.
- **Mobile canteens and field kitchens:** Canvass the community for mobile canteens and field kitchens. These are practical and flexible methods of providing food to people at remote and inaccessible sites. Individuals who operate commercial food-vending trucks are usually well suited to running mobile canteens and food kitchens in an emergency.

- **Voluntary organizations:** Survey the available resources of voluntary and public service groups, including The Salvation Army and other faith-based and service groups, as well as Meals-on-Wheels.
- **Emergency equipment and supplies:** Find and record sources of kitchen equipment and supplies. See Health Canada's *Emergency Food Service*, Appendix C, for the list of Equipment and Supply Needs at Operations Sites.

CONDUCTING A CLOTHING RESOURCES SURVEY

An on-site survey of various clothing establishments is necessary to obtain specific information on sources of clothing in a community. The main supply sources include the following:

- **Retail, wholesale, and manufacturing establishments:** Retail, wholesale, and manufacturing establishments will be the main sources of clothing, blankets, footwear, equipment, and supplies essential in an ESS response.
- **Used clothing:** In many communities, charitable organizations operate used clothing stores and have on-hand supplies of clean clothing, blankets, and footwear ready to be distributed.
- **Hotels, motels, and special care facilities:** A survey of potential sources of blankets and bedding such as hotels, motels, and special care facilities should also be completed.

CONDUCTING A LODGING RESOURCES SURVEY

The lodging resources survey should be planned in conjunction with the local authority's Emergency Program Coordinator (EPC) and the ESS Director. They will determine what emergency lodging resources are needed to be fully prepared. Once the needs are identified, lodging resources in the community are sought to meet these needs and a lodging survey form completed for each property. If a property meets the needs identified, the EPC and ESS Director should ensure any necessary formal agreements for use of the facility are in place with the local authority.

The main sources of emergency lodging include the following:

- **Commercial accommodation:** A physical survey of commercial establishments will be necessary to obtain information on lodging capacity, average vacancy rates, and other resources.
- **Group lodging facilities:** A Group Lodging Survey form should be completed for each building intended for use as group lodging in a disaster. This comprehensive survey will provide ESS and EOC personnel with readily available information about the building. ESS responders or an individual associated with the building (e.g., school principal, teacher, custodian, etc.) can complete the survey.

- **Private homes (i.e., billets):** In remote areas, or areas that could easily become isolated in a disaster, the only option available for providing emergency accommodation may be in private homes. Because of the mobility of people, a survey of private homes prior to a disaster is not recommended. Previous experiences have shown that after a disaster, concerned citizens will offer to share their homes, apartments, or cottages. However, after a major disaster, where large numbers of homes are destroyed or uninhabitable, ESS may have to appeal to the general public for assistance in accommodating survivors. When people offer the use of their home, either spontaneously or in response to a public appeal, basic information should be recorded at that time.

OTHER SURVEYS

Other types of surveys might include the following:

- **Sit-up space:** Complete physical surveys should be conducted of facilities with sit-up spaces, such as theatres, auditoriums, and arenas, for use as Reception Centres or for public meetings. Note: Reception Centre surveys are generally conducted by the RC Manager. See Reception Centre course material for more information.

Supplier Consents

Once a supplier agrees to participate in the ESS program they need to sign a Supplier Consent form. The Supplier Consent form is used by ESS to establish informal agreements with various suppliers so that during an emergency, suppliers will provide services required in an ESS response. This establishes the intent to provide services and **does not** constitute a legal agreement. The purpose of the Supplier Consent is to establish who the contact people of the organization are, what goods or services they are able to provide, and contact information.

The Instruction Sheet on the front of the form explains procedures to be followed for reimbursement, and on the reverse of that sheet is a sample ESS Referral form. A current ESS Rates sheet showing pre-authorized maximum rates should accompany the Supplier Consent and be kept on file by the supplier.

During an emergency, Resource Acquisition personnel use the form to identify and set up required resources in the community. In a Reception Centre, resources are then given to the Referrals Unit Supervisor, who in turn allocates these resources to the Referrals workers.

A sample Supplier Consent form and Instruction Sheet is included in Section 5, Appendix 3.

ESS RATES AND COMMERCIAL LODGING

The method for determining ESS rates for commercial lodging changed in 2008. Commercial accommodations that have approved government rates through the provincial government may invoice at the rate listed in the Business Travel Accommodation Listings for government travel (available at <http://csa.pss.gov.bc.ca/businesstravel/>).

Prior to meeting with potential lodging suppliers, Resource Acquisition personnel should determine which properties in the community are listed on the government web site. During the meeting, if a property has an approved rate, the interviewer can confirm that the listed rate will be honoured when ESS evacuees are lodged at their business. If the property is not listed, the interviewer should ask what their government or lowest available rate is and confirm reimbursement at that rate.

COMPLETING SUPPLIER CONSENT FORMS

ESS responders complete the form with suppliers, indicating what goods or services can be provided, who the supplier's contact persons are, and the Emergency Social Services rates to be paid listed on the accompanying sheet. The Instruction Sheet, indicating procedures to be followed for reimbursement with a sample Referral form on the reverse, should be left with the supplier.

Once the supplier has signed the form, copies are distributed as indicated below and kept on file until they are renewed and replaced. Supplier Consents should be renewed every six months to one year to ensure accuracy of information.

Note: The following instructions have been taken from the *Reception Centre Operational Guidelines* and are current as of March 2006.

- **Community of:** This represents the name of the municipality or regional district in which the ESS team operates, but in no way holds the local authority responsible to reimburse the supplier.
- **Name and address of supplier:** Fill in the full name of the company, (e.g., Best Western Anytown) and the full address, phone, and fax numbers.
- **To provide the following goods or services:** Specify the types and range of goods or services the supplier is able to provide. For example, "Sportswear, including casual shoes and boots, for men, women, and children."
- **Local ESS contact:** This should be the name(s) of the person(s) the supplier contacts if the Supplier Consent needs to be revised or if the supplier has any questions. It may or may not be the ESS responder who escorts evacuees to receive goods or services.

- **Supplier's primary and alternate contacts:** Identify persons with authority to dispense goods or services to evacuees and responders in an emergency. Include addresses, telephone or pager numbers, email addresses, and radio call numbers if available.
- **Supplier's signature, name, and date:** If the person is also named in the contact list, have them sign, and add their position title and date. If the person signing the Supplier Consent is different from the contact list, have the person sign, print their name in brackets so that it is legible, then add their position title and date.
- **Procedure for distribution:**
 - Top copy — Instruction Sheet for Suppliers
 - White copy — Supplier
 - Yellow copy — ESS team
 - Pink copy — Other response agency, if applicable

Resources Directory

Once food, clothing, and lodging surveys are complete and Supplier Consent forms signed, the information from the forms is compiled in an Emergency Resources Directory. This directory facilitates quick location and access to appropriate resources in an emergency response. Like your telephone directory, it contains contact information for those suppliers who have agreed to provide food, clothing, or lodging in the event of a disaster. It also contains information concerning what resources each supplier can provide.

Sample pages from a resource directory are included in Section 5, Appendix 3. Directories can be structured in different ways, but it's a good idea to make sure that listings are grouped by type of supplier and geographical area. This will make it easier to find information quickly. However the directory is set up, it should include supplier contact information, including a physical address of the supplier. This information will be needed when creating lists of resources for the Referrals workers. The directory should also include some kind of matrix of amenities and/or resources, so responders can quickly scan the directory for information about several suppliers. For more complete information, Resource Acquisition personnel can refer back to the survey and consent forms.

ESS teams with computer-based resource management programs available may wish to create a database containing supplier information. Remember, however, that during an emergency power may not be available, preventing access to the information. The team may also not have Resource Acquisition personnel skilled in working with the database available. It is critical, therefore, to make sure that paper copies of the directory be maintained and kept current.

The directories should be reviewed every six months to one year to ensure contact and resource information is kept up-to-date. If it is not possible to visit every supplier that frequently, a letter can be mailed or faxed to the owner or manager of a particular business or facility accompanied by a photocopy of their most recently completed survey form. The owner or manager can check for accuracy, make any necessary corrections, and sign and return the form to the Resource Acquisition Supervisor.



MODULE 4

Resource Management During an ESS Response

Resource Acquisition Workstation

Planning ahead to ensure that the necessary supplies, equipment, forms, and paperwork are available will facilitate quick activation of the Resource Acquisition work area.

Suggested Supplies and Equipment

- Tables and chairs
- Telephones – one dedicated incoming plus several outgoing
- Whiteboards
- Flip charts
- Photocopier
- Fax machine
- Computer – if using a resource management program
- Display board with laminated map of community
- Telephone book – white and yellow pages

SUGGESTED STATIONERY SUPPLIES

- Flip chart paper
- Felt pens – regular and whiteboard
- Whiteboard eraser
- Markers/dots/flags for maps
- Clipboards
- 3-ring binders with tab indexes
- File folders – several colours/filing box
- Large envelopes
- Pads of lined paper, carbon paper, package of file (recipe) cards
- Post-It notes – multi colours and multi sizes
- Trays – 8 or more
- Table tents
- Pencils, erasers, pens – black and red
- Stapler, staples, staple remover
- 3-hole punch
- Scissors
- Push pins
- Masking tape
- Paper clips – assorted sizes, large spring clips

FORMS AND PAPERWORK

- Resource Acquisition Supervisor's manual/plan with the following:
 - Resource Acquisition worker call out list
 - Position descriptions and function checklists – Resource Acquisition Supervisor and Resource Acquisition Worker. Note: Function Checklists and Aids can be found in the Reception Centre Operational Guidelines. Check the ESS web site (www.ess.bc.ca) periodically to ensure you have the most current versions.
 - Community map identifying suppliers of ESS resources
 - Sample floor plan of Reception Centre
 - ESS Resource flowchart
 - Sample Resource Acquisition worker workstation set-up
 - Completed Supplier Consents for food, clothing, lodging, and other (yellow copies)
 - Completed Supplier Survey forms for food, clothing, lodging, and other
 - Resource directories – for food, clothing, lodging, and other
- Forms used in an ESS response:
 - Station Sign In/Sign Out
 - Shift Schedule
 - Blank and completed Supplier Consent forms
 - Blank and completed Supplier Survey forms
 - Resource directories
 - Referral Forms (get from Documentation Unit during a response)
 - Position and Resource Logs
 - Resource Request Forms
 - ESS Rates sheets
- *Reception Centre Operational Guidelines*
- *ESS Field Guide*

WORKSTATION SET UP

Figure 4 depicts the set up of a typical Resource Acquisition work area.

Resource Acquisition Work Station

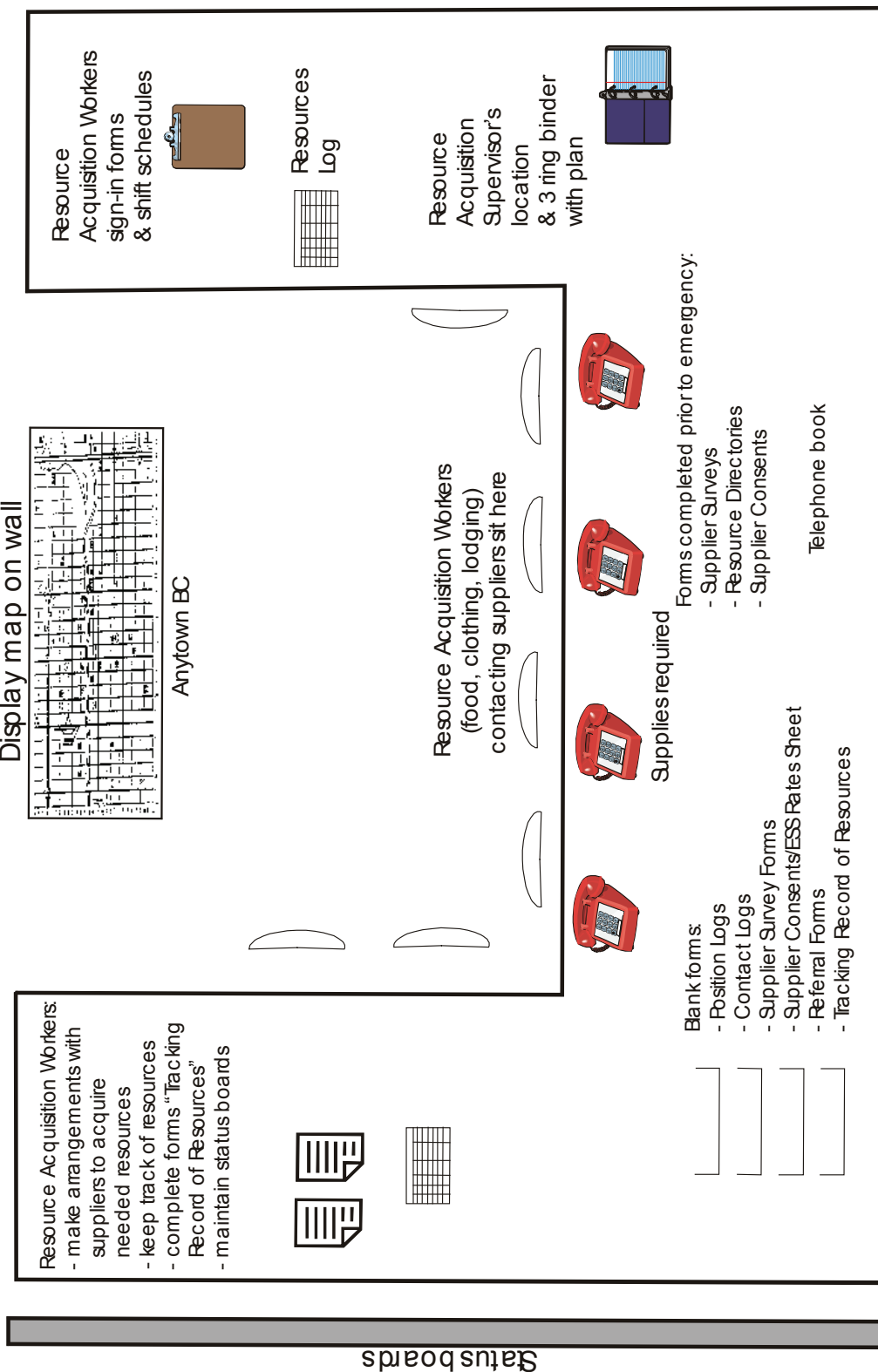


Figure 4: Sample Resource Acquisition workstation

Flow of ESS Resource Requests

Figure 5 shows how resource requests move through the Reception Centre.

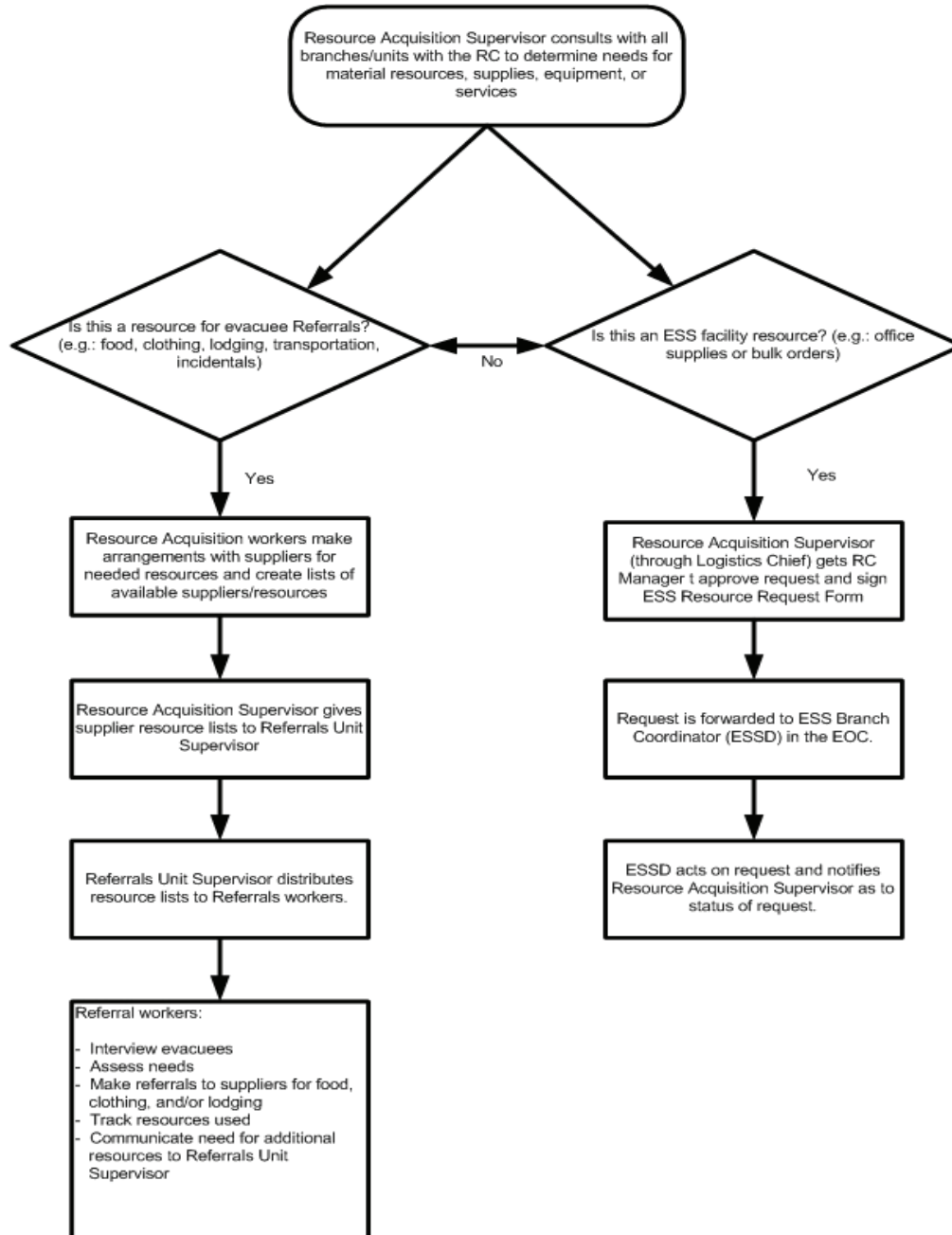


Figure 5: Flow of ESS resource requests through the RC

Processing Resource Requests

During a disaster response, the Resource Acquisition team's primary concern is for the efficient management of ESS resources. Managing ESS resources during a response consists of the following tasks:

- Logging requests
- Vetting and prioritizing requests
- Authorizing requests
- Acquiring resources
- Tracking resources
- Paying for resources

LOGGING RESOURCE REQUESTS

Resources will be requested at the beginning of the response, based on the assessment of the immediate needs of evacuees and ESS responders setting up the Reception Centre or other ESS facility. Additional resource needs, as they arise, are written on a request form and submitted to the Resource Acquisition workstation. When requests for resources are received they are logged onto the ESS Resource Acquisition Log & Status Board.

VETTING AND PRIORITIZING RESOURCE REQUESTS

The Resource Acquisition Supervisor or designate will vet—examine carefully and critically—each request, clarify any discrepancies, validate the need for the request, check the request forms for accuracy and completeness, and determine the resource's priority level. During a response, the demand for resources can be quite high. Table 1 identifies resource precedence levels. All resource requests should be assigned a priority level.

PRIORITY LEVEL	DESCRIPTION
Routine	Supports regular operations
Priority	Important to support operations within a specific time limit
Emergency	Having life and death urgency
Critical	When a specific resource is in demand by multiple agencies and/or jurisdictions and a limited number of the resource is available, it can be designated as a critical resource by the EOC Director. The EOC Director must approve all requests for critical resources . Examples of critical resources include water, phones, and portable toilets.

Table 1: Resource precedence levels

AUTHORIZING REQUESTS

When resource requests fall within the ESS expenditure guidelines outlined on the ESS Rates sheet, the process is straightforward, as Resource Acquisition workers are pre-authorized to acquire the goods and services needed by evacuees. When resource requests are not pre-authorized, a written request must be submitted and forwarded to the ESS Branch Coordinator (the ESS Director or designate) at the local authority EOC or PREOC for authorization.

Table 2 summarizes who can authorize the acquisition of ESS resources.

TYPE OF RESOURCE	WHO GIVES PAYMENT AUTHORIZATION
Resources for evacuees: food, clothing, lodging, transportation, and incidentals that fall within the ESS expenditure guidelines, as outlined on the ESS Rates sheet and Referral form	ESS responders are pre-authorized to issue ESS Referral forms to evacuees within set ESS limits as outlined on the ESS Rates sheet. Note: Approved ESS Rates are updated annually—make sure you are using the most current rates.
Additional or exceptional resources not specified in the ESS expenditure guidelines (e.g., medical aids, eyewear, etc.)	Request for payment approval must go to the provincial or territorial ESS organization (in BC it's EMBC). With approval of the RC/GL Manager and the local EOC ESS Branch Coordinator, the Referrals Unit Supervisor seeks authorization from the ESS Branch Coordinator at the PREOC, or through the PECC, if the PREOC is not activated. Note: To expedite the approval process, these requests do not follow the usual route through Resource Acquisition.
Bulk orders for evacuee needs, such as snacks, beverages, and personal hygiene items. Supplies and equipment for facility operations (e.g., telephones, tables/chairs, refreshments/meals for ESS personnel, generator, flashlights, photocopier, porta-potties, toilet paper, air-conditioning units, etc.)	Submit request to EOC through the ESS Branch Coordinator at the EOC. The RC/GL Manager or designate must confirm all requests before they are forwarded to the EOC. These items should be provided by the local authority EOC; they are not eligible items on a Referral Form. If the EOC is not activated and there is no Logistics support available through the EPC or local authority, the PREOC or provincial or territorial ESS organization (in BC it's EMBC) ECC may be contacted to request a one-time authorization to use a Referral form as payment for these needs. Bulk order items and facility needs are not to be purchased using a Referral form unless directed to do so by the EOC or provincial or territorial ESS organization (in BC it's EMBC).

Table 2: Resource authorization

ACQUIRING RESOURCES

Once requests for evacuee needs (i.e., food, clothing, and lodging) have been logged, vetted, and approved, Resource Acquisition workers consult the resource directory for potential suppliers and then contact those suppliers to confirm resource availability and the supplier's willingness to assist.

Where suppliers are able to assist, quantities of resources should be recorded. For example, the Commercial Lodging Tracking form (Appendix 5) can be used to record the number and types of rooms available at each commercial lodging property. (See Tracking Resources, below, for more information on tracking resources requested, acquired, and used.)

At this point it is very important to review the procedures for reimbursement with the supplier. If personnel are available, it can be helpful to have a Resource Acquisition worker visit the supplier to review the process. Alternatively, a general meeting with all suppliers could also be arranged. At the very least, the process should be reviewed over the telephone.

If additional suppliers are required, supplier consents may need to be arranged with businesses not surveyed during the pre-disaster phase. Depending on the time available, these "on the spot" surveys may be conducted over the telephone and Supplier Consent forms faxed back and forth for approval. While it is ideal to visit suppliers in person, this may not be possible during a response.

TRACKING RESOURCES

Resources requested, acquired, and used must be tracked so that it is easy to determine what resources and supplies are available at any given time. For example, the Resource Acquisition Unit must keep track of how much commercial lodging space and at which properties has been given to the Referrals Unit so that the same room is not inadvertently assigned to more than one evacuee. Referrals Unit workers must keep track of the resources they've used so that additional resources can be requested before they run out. Similarly, supplies and equipment delivered to the Reception Centre need to be signed in and checked for completeness of the order. It must be noted if only a partial order has been sent, a back order exists, or the resource requested is not available.

Without tracking, there is a danger that requests could be lost. Tracking of resources includes recording:

- Resource requests
- Resources received/acquired
- Resources distributed
- Resources used

Resources are tracked in a variety of ways, including:

- Resource logs (e.g., Commercial Lodging Tracking form)
- Status boards (e.g., ESS Resource Acquisition Log & Status Board)
- Computer databases

Resources are commonly tracked by type (e.g., restaurants, hotels, pharmacies, etc.); by facility type, name, or number (e.g., Reception Centres #1, #2, Group Lodging facilities at ...secondary school or recreation centre, etc.); by a community subdivision (e.g., Highview, Westview, Southview); or by numerical order of receipt of requests.

Remember to close the loop on requests—the originator of the request must be notified of the status of the request:

- Available
- Unavailable
- Filled
- Back ordered
- Estimated time of arrival

PAYING FOR RESOURCES

Services to meet the immediate needs of evacuees should be provided in a timely and cost-effective manner. In no situation should an inflated rate be paid to suppliers because of the emergency.

The costs for emergency food, clothing, and lodging must include taxes in the total value and must not exceed the maximum allowable rate (see ESS Rates sheet); for example, clothing plus taxes must not exceed \$150.00.

The Task Number must be included on any form used to purchase resources. The Task Number is usually open for a maximum of 72 hours. Any extensions for extenuating circumstances (i.e., a major disaster affecting large numbers of people where the immediate emergency period exceeds the three-day limit) must be approved by the provincial or territorial ESS organization (in BC it's EMBC).

Paperwork generated in the acquisition of resources must be filed and forwarded to the appropriate authority to ensure suppliers are paid in a timely manner. All paperwork must include the Task number issued for the event.

Referral Forms

ESS Referral forms are used to request goods and services for evacuees; they are **not** intended to be used to purchase bulk orders or other supplies or equipment for ESS facilities. Generally the EOC Logistics will have other arrangements in place for this kind of purchase, or the municipal purchasing department may direct Resource Acquisition workers to use their purchase order forms. If this is not the case, the PREOC ESS Branch should be consulted before using Referral forms for this purpose.

If the use of Referral forms is approved for goods or services needed for ESS facilities, the Resource Acquisition worker will need to know how to complete and explain the form to the supplier.

Remember: Referral forms are like blank cheques—never leave blank Referral forms unattended.

If a mistake is made in the completion of the Referral form (e.g., incorrect supplier information), the form should be VOIDED by placing a line diagonally through all four copies and writing the word VOID in large letters. If a Referral form is returned to be reissued because a supplier is unable to fill a request, then the Referral form is CANCELLED and reissued to a new supplier. Again, draw a diagonal line through all four copies and write CANCELLED, in large letters above the line, and on the new Referral Form write “Replacing Referral Form #” in the Comments section. Refer to the ESS Field Guide for detailed instructions on completing a Referral form.

Tips and Challenges

DONATED GOODS

Experience shows that the people are generous to those who have experienced a disaster. Frequently, without being asked, people donate food and clothing items. If unsolicited donations of goods become a concern, the EOC should be asked to issue a public information message to address the situation.

Food Donations

These donations can become a significant problem requiring storage space, refrigeration units for fresh items and meat, and many volunteers to deal with the receiving, cataloguing, storage, and distribution of the food. Through the media, the EOC on behalf of ESS can make special requests for supplies and equipment or non-perishable foods, or monies that can be used for such purchases.

Clothing Donations

Do not call for a clothing drive unless there is no other alternative. Be aware that a clothing drive calls for large storage areas; cleaning, washing, ironing facilities; and a large number of volunteers to sort, clean, wash, and size the items. If a clothing drive must be organized, a needs assessment should be conducted first and then requests for very specific items can be made. ESS Resource Acquisition workers and Donated Goods workers should work closely with EOC Logistics in the planning and implementation of a clothing drive.

Label any borrowed clothing or bedding items. Records should be kept to ensure borrowed items are returned to their owner and acknowledgement/thank you letters sent.

ACCOMMODATION TERMINOLOGY

Table 3 explains standard room type and capacity terminology.

TYPE OF ROOM	CAPACITY
Single	1 person, 1 bed
Double	2 people, 1 bed
Twin	2 people, 2 beds
Quad	4 people, 2 beds

Table 3: Room type and capacity

WATER REQUIREMENTS

Table 4 lists daily water requirements per person.

PURPOSE	QUANTITY PER DAY
Drinking	2L minimum
Washing	12L
Sanitation	112L

Table 4: Daily water requirements

TOILET FACILITIES

A Reception Centre or Group Lodging facility will require five toilets per 75–100 people. For each additional 30 people, add one toilet.

GARBAGE CONTAINERS

A Reception Centre should have one, 50–100 litre capacity garbage can for every 12–25 people, and three to four, 50–100 litre capacity cans for every 100 people.



What if...?

As a Resource Acquisition worker, you may be asked for a wide variety of supplies and materials, not only for the evacuees but also for those working in the ESS disaster response. As a Resource Acquisition worker it will be your responsibility to acquire needed resources. If Supplier Consents are not in place with a merchant, you will need to make these arrangements as well.

1. You need to find accommodation for approximately 200 families for up to two or three days and commercial facilities are not available. List 5 other possible options to accommodate up to 200 families.

2. For a variety of reasons, there are no plans to provide services for pets arriving at the RC with their owners. You are directed to contact local organizations that might take on this responsibility at this time.

- a. Who might be a good resource to contact?
- b. Who might be able to care for pets if their owners need to be relocated for only one to three days?
- c. Who might be able to care for pets if their owners need to be relocated for several months?

3. You have been told that the evacuees who will be arriving at the Reception Centre are primarily families with young children. What supplies might you anticipate being requested for families with young children or infants? Who needs to authorize the purchase of these items?

4. Your Reception Centre is being activated to bring in the residents of a large seniors' complex evacuated due to a gas leak within the complex. What supplies might you anticipate having on hand to meet the needs of the more than 150 adults over the age of 75? Who needs to authorize the purchase of these items?

5. You have been asked to send 200 blankets to a response site as soon as possible. Where might you get them?

6. You receive a request from the Group Lodging Manager for personal care items for 30 families evacuated without warning. All 30 families will be accommodated for possibly two nights at the local church hall. What supplies might you want to order in bulk? Who needs to authorize the purchase of these items?

7. You have been subsequently asked to provide towels and face cloths for these same 30 families. How might this be handled?

8. Evacuees are returning to the RC claiming that they were unable to get their clothing sizes and that the retailer was out of children's outerwear and adult jeans. How will you assist?

9. A local hotel providing the meals for 65 families asks if they can just invoice the government the full allowance per person per day (see ESS Rates sheet for current rates) rather than running a tab for each individual family per day. What is your response?

10. A hotel's rate for accommodation is not on the government's list of approved accommodations. Their nightly rate seems high to you, and they don't offer a government rate. How will you deal with this knowing that you require this hotel's rooms to accommodate evacuees and responders?

11. During a coffee break, a Registration and Referral worker informs you that many evacuees are requesting firewood for their wood-burning stoves. People would prefer to stay at home rather than move out temporarily into a motel or hotel. How might this be handled?

12. The community health officials are ordering a boil water alert for the community. People are requesting that bottled water be distributed from the RC. How will you approach this request?

13. Bottled water will be needed for the Reception Centre and one Group Lodging facility. How much water will be required for the next 48 hours based on up to 200 people in the Reception Centre daily and 48 people staying at the Group Lodging facility?

14. Bathrooms are overcrowded and you have been asked to acquire additional portable toilets. What is the ratio of people/toilets and where will you look for this resource?

15. Evacuees have requested laundromat or dry cleaning services beyond the EMBC allowance. They believe it is still cheaper than purchasing new clothing, which they have not asked for. Is there some other way the community could assist with the increased laundry needs of the evacuees?



MODULE 5

Appendices

Note: Many of the forms, function aids, and checklists contained in these appendices have been taken from the *Reception Centre Operational Guidelines* and are accurate to the date of the printing of this guide. A member of the RC management team should be designated to check the ESS web site (www.ess.bc.ca) semi-annually for *RC Operational Guidelines* or *ESS Field Guide* updates.

The materials included here are for reference purposes only and **should not be used in place of the actual Guidelines or Field Guide during a response.**

1. Acronyms
2. Supplier Survey Forms
3. Supplier Consent Forms
4. Resources Directories Forms
5. Sample Forms & Function Aids

Appendix 1: Acronyms

BCERMS	BC Emergency Response Management System
CRCS	Canadian Red Cross Society
DFA	Disaster Financial Assistance
ECC	Emergency Coordination Centre
EMBC	Emergency Management BC
EOC	Emergency Operations Centre
EPC	Emergency Program Coordinator
ESS	Emergency Social Services
ESSD	Emergency Social Services Director
FR	Family Reunification
GL	Group Lodging
ICS	Incident Command System
JIBC	Justice Institute of British Columbia
MCFD	Ministry of Children and Family Development
MST	Mobile Support Team
NGO	Non-Government Organization
NESS	National Emergency Strategic Stockpile
OC	Operations Centre
PECC	Provincial Emergency Coordination Centre
PIO	Public Information Officer
PHAC	Public Health Agency of Canada
PREOC	Provincial Regional Emergency Operation Centre
RC	Reception Centre
SAR	Search and Rescue
SJA	St. John Ambulance
TSA	The Salvation Army



Appendix 2: Supplier Survey Forms

- Food Resources Survey Form
- Clothing Resources Survey Form
- Lodging Resources Survey Form
- Group Lodging Resources Survey Form



Area:

FOOD RESOURCES SURVEY

To be completed by a designated ESS team member and attached the Supplier Consent Form.

Name and type of supplier (delivery, restaurant, catering, mobile, etc.):		Normal hours of operation						
		Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
Billing address (if different than street address):								
Emergency contact (name and title):	Tel. (home):	Tel. (Bus.):		Can open after hours: Yes No		Notice required (hrs):		
Compensation discussed: Yes No		Supplier Consent Form completed: Yes No						

DETAILS OF OPERATION

Specialty (sandwiches, pasta, fine dining, etc.):		Typical menu selection on short notice (Please attach current menu, if available)	
Average # of meals prepared in 1 hour:		Breakfast:	
Total # of meals prepared from stock on hand:		Lunch:	
Delivery available: Yes No	Details:	Dinner:	
Can furnish food servers with delivery: Yes No		Other:	
Seating capacity	Main dining room: Other rooms (banquet, meeting):	Other dining areas: Total seating capacity:	Wheelchair access Dining areas Restrooms
Name of on-site or nearby lodging service: (For detailed information, see Lodging Service Inventory form)			

SUPPLEMENTARY INFORMATION

Auxiliary power: Yes No	Used for: Lights Cooking	Power source: Gas Electric Propane Other:
Meals using auxiliary power: Breakfast Lunch Dinner Other (specify)		Potable water: Yes No
Menu using auxiliary power (details):		Source: Tap Well Bottled

COMMENTS

SURVEY RECORD

Survey completed by (name and title):	Date (yy/mm/dd):
Update completed by (name and title):	Date (yy/mm/dd):
Update completed by (name and title):	Date (yy/mm/dd):

Area:

CLOTHING RESOURCES SURVEY

To be completed by a designated ESS team member and attached the Supplier Consent Form.

Name and type of supplier (thrift, wholesale, department, mega, etc.):		Normal hours of operation						
		Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
Billing address (if different than street address):								
Emergency contact (name and title):	Tel. (home):	Tel. (Bus.):		Can open after hours: Yes No		Notice required (hrs):		
Compensation discussed: Yes No		Supplier Consent Form completed:		Yes No				

DETAILS OF OPERATION

Average stock on hand — Indicate sizes and quantities: F = Few (≤ 12) A = Average (12–50) G = Great (≥ 50)																					
	Men's				Women's				Youths'				Children's				Infants'				Comments
	S	M	L	XL	S	M	L	XL	S	M	L	XL	S	M	L	XL	S	M	L	XL	
Jogging suits (or equiv.)																					
Shirts																					
Sweaters																					
Pants																					
Briefs																					
Socks																					
Outerwear																					
Work wear																					
Footwear																					
Other (specify)																					
Linens (blankets, bedding, towels, etc.—specify items and quantities):																					
Personal care products (soap, deodorant, feminine hygiene, etc.—specify items and quantities):																					
Infant care products (diapers, bottles, formula, etc.—specify items and quantities):																					
Delivery available: Yes No Details:															Time need to supply goods (hours):						

COMMENTS

SURVEY RECORD

Survey completed by (name and title):	Date (yy/mm/dd):
Update completed by (name and title):	Date (yy/mm/dd):
Update completed by (name and title):	Date (yy/mm/dd):

LODGING RESOURCES SURVEY

Area:

To be completed by a designated ESS team member and attached the Supplier Consent Form.

Name and type of supplier (hotel, motel, B&B, dormitory, etc.):		Normal hours of operation						
		Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
Billing address (if different than street address):								
Emergency contact (name and title):	Tel. (home):	Tel. (Bus.):		Can open after hours: Yes No		Notice required (hrs):		
Compensation discussed: Yes No		Supplier Consent Form completed: Yes No						

DETAILS OF OPERATION

(For detailed information, see Group Lodging Inventory form)

Section 1: Room types & capacities	Number of rooms	Total people / room types	Section 2: Additional sleeping spaces (meeting rooms, ballrooms, etc.—please supply room dimensions and total usable floor space in m ² or ft ²)
(S) Single: 1 person, 1 bed			Room (type or name):
(D) Double: 2 people, 1 bed			Dimensions: Floor space: (m ²) (ft ²)
(T) Twin: 2 people, 2 beds			Room (type or name):
(F) Quad or family: 4 people, 2 beds			Dimensions: Floor space: (m ²) (ft ²)
(DK) Kitchenette: 1 bed			Room (type or name):
(FK) Kitchenette: 2 bed			Dimensions: Floor space: (m ²) (ft ²)
(X1) Suite: 1 bedroom			In an emergency, could provide ESS with bedding or towels: Yes No (Specify items and quantities)
(X2) Suite: 2 bedrooms			
Totals: # rooms, # people in rooms			

SUPPLEMENTARY INFORMATION

# Rollaway beds:	# Cribs:	Shuttle service: Yes No	Swimming pool: Yes No	Fitness centre: Yes No
Pets allowed: Yes No	Specifics:		Elevator: Yes No	Total parking spaces:
Wheelchair accessible: Yes No			Auxiliary power: Generator Lights only Lights and heat	
Names of on-site or nearby restaurants: (For detailed information, see Food Service Inventory form)				

COMMENTS

SURVEY RECORD

Survey completed by (name and title):	Date (yy/mm/dd):
Update completed by (name and title):	Date (yy/mm/dd):
Update completed by (name and title):	Date (yy/mm/dd):

Area:

GROUP LODGING RESOURCES SURVEY

To be completed by a designated ESS team member and attached the Supplier Consent Form.

Name and type of facility (arena, theatre, auditorium, conference hall, hotel, etc.):		Normal hours of operation						
		Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
Billing address (if different than street address):								
Emergency contact (name and title):	Tel. (home):	Tel. (Bus.):		Can open after hours: Yes No		Notice required (hrs):		
Compensation discussed: Yes No		Supplier Consent Form completed:		Yes No				

DETAILS OF OPERATION

(Please attach detailed diagram of facility.)

Section 1: Room types & capacities (Supply dimensions and record total floor space in either m ² or ft ² . Divide by 3.5m ² or 40ft ² to obtain number of sleeping spaces—minimum of 1.4m x 2.5m or 5ft x 8ft per person.)								Section 2: Assigned spaces (office, first aid, supply/storage, food, registration, etc.—specify room name and assigned use)
Room type/name	Dimensions (m/ft)	Total (m ² /ft ²)	Sleeping spaces	# Mats / cots	♿	Seating spaces	Total capacity	
								Room 1:
								Room 2:
								Room 3:
								Room 4:
								Room 5:
								Room 6:
								Room 7:

SUPPLEMENTARY INFORMATION

Food services (for detailed information, see food service inventory)	Utilities	Sanitation
# Restaurants: Capacity:	Heating: Gas <input type="checkbox"/> Elect. <input type="checkbox"/> Oil <input type="checkbox"/> Propane <input type="checkbox"/> Other:	# Toilets: # Male: # Female:
# Lunch counters: Capacity:	Cooking: Gas <input type="checkbox"/> Elect. <input type="checkbox"/> Oil <input type="checkbox"/> Propane <input type="checkbox"/> Other:	# Sinks: # Male: # Female:
Stove <input type="checkbox"/> Grill <input type="checkbox"/> Small appliances <input type="checkbox"/>	Water: Tap <input type="checkbox"/> Well <input type="checkbox"/> Bottled <input type="checkbox"/> Other:	# Showers: # Male: # Female:
Fridges <input type="checkbox"/> Freezers <input type="checkbox"/> Coolers <input type="checkbox"/>	Emergency generator: <input type="checkbox"/> Emergency lights: <input type="checkbox"/>	Laundry: # Washers: # Dryers:
Phones: # Public: # Private: PA System <input type="checkbox"/>	Total parking spaces:	Pool: Indoor <input type="checkbox"/> Outdoor: <input type="checkbox"/>
Elevator: <input type="checkbox"/> Wheelchair access: <input type="checkbox"/>	Shuttle service: <input type="checkbox"/> Fitness centre: <input type="checkbox"/>	Pets allowed: Yes <input type="checkbox"/> No: <input type="checkbox"/> Specifics:

COMMENTS

SURVEY RECORD

Survey completed by (name and title):	Date (yy/mm/dd):
Update completed by (name and title):	Date (yy/mm/dd):
Update completed by (name and title):	Date (yy/mm/dd):

Appendix 3: Supplier Consent Forms

- Supplier Consent Form*
- Information for Suppliers*
- Supplier Procedures for Reimbursement Instruction Sheet*
- Supplier Consent Form Instruction Guide*
- ESS Rates Sheet
- Sample Letter of Intent**
- Sample Letter for Annual Updating of Supplier Consents

** Taken from Reception Centre Operational Guidelines. Current as of August 2009. Please check ESS Program web site for updates.*

*** Taken from ESS Field Guide.*




**BRITISH
COLUMBIA**

Ministry Justice


SUPPLIER CONSENT

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 the information should be directed to: Manager, Training and Volunteer Programs, Emergency Management BC, PO Box 9201 Stn Prov Govt, Victoria, B.C. V8W 9J1 Phone: 1-800-585-9559

Please Note: The Supplier Consent form does not constitute a legal agreement. It is intended for use by community ESS teams prior to an emergency to establish the willingness of a potential supplier to provide goods or services to people affected by a disaster.

The Supplier understands that during an emergency or disaster local Emergency Social Services volunteers or staff representing the Community of _____ may request

NAME OF SUPPLIER	
ADDRESS IF SUPPLIER	
PHONE ()	FAX ()

to provide the following goods or services:

The Supplier will provide these goods or services and receive payment in accordance with the Emergency Social Services Rates listed on attached sheet. For reimbursement, submit invoices to Emergency Management BC, along with itemized original receipts or till tapes for goods or services provided and the original (WHITE) copy of the Referral form (EMBC2395).

EMERGENCY MANAGEMENT BC		PO Box 9201 STN PROV GOVT	
VICTORIA BC	V8W 9J1	PHONE 1-800-585-9559	FAX (250) 952-4888

Questions or updates in regards to this Supplier Consent may be directed to the following community contacts:

CONTACT NAME	PHONE ()	ALTERNATE CONTACT NAME	PHONE ()
ORGANIZATION / AGENCY	TITLE	ORGANIZATION / AGENCY	TITLE

In the event of an emergency the supplier's contact persons are:

PRIMARY CONTACT

NAME
HOME ADDRESS

HOME PHONE ()	WORK PHONE ()
CELLULAR PHONE	FAX ()
EMAIL ADDRESS	

ALTERNATE CONTACT

NAME
HOME ADDRESS

HOME PHONE ()	WORK PHONE ()
CELLULAR PHONE	FAX ()
EMAIL ADDRESS	

ALTERNATE CONTACT

NAME
HOME ADDRESS

HOME PHONE ()	WORK PHONE ()
CELLULAR PHONE	FAX ()
EMAIL ADDRESS	

SUPPLIER'S SIGNATURE	PRINT NAME	DATE (YYYY MM DD)
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INFORMATION FOR SUPPLIERS

General Information

- Refer to the attached ESS Rates sheet for a description of eligible goods and 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 this 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 room tax, 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.
- Billeting 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 Emergency Social Services at Emergency Management BC.
- An itemized bill for each meal must be included with your invoice.

**Inquiries regarding reimbursement process should be directed to
Emergency Social Services, Emergency Management BC 1-800-585-9559**



EMERGENCY SOCIAL SERVICES (ESS)

SUPPLIER PROCEDURES FOR REIMBURSEMENT INSTRUCTION SHEET

During an emergency, evacuees will present ESS Referral forms (see sample on reverse) issued by community volunteers or staff, authorizing the provision of goods and services for evacuees. The Referral form may also be used for bulk goods and services required for ESS facilities during a response.

Prior to agreeing to provide goods or services, it is recommended that suppliers read the "Information for Suppliers" found on the reverse side of the Supplier Consent form. This information is also provided on the reverse side of the ESS Referral form that accompanies each evacuee when goods and services are being requested.

Amounts for goods and services must not exceed Emergency Social Services Rates, as noted on attached ESS Rates sheet.

ESS rates are changed periodically, so if the attached ESS Rates sheet is dated earlier than the current fiscal year, confirm the current rates with your local ESS contact. In the days following a disaster, once evacuees have received all authorized goods and services, suppliers can apply for reimbursement by completing the following steps:

STEP 1 MAKE OUT AN INVOICE TO:

Emergency Management BC
Ministry of Justice

STEP 2 INCLUDE WITH THE INVOICE:

Original (WHITE) copy of the completed ESS Referral Form (EMBC2395)

ITEMIZED ORIGINAL RECEIPTS or till tapes, showing detailed breakdown of total costs.

STEP 3 SEND INVOICES TO:

Emergency Social Services
Emergency Management BC
PO Box 9201 STN PROV GOVT
Victoria BC V8W 9J1
1-800-585-9559

Once received, EMBC staff will review and confirm all invoices for receipt of goods and services. Staff will generally contact the supplier regarding any discrepancies before processing for payment.

**PLEASE ENSURE ALL NECESSARY INFORMATION IS INCLUDED WITH YOUR INVOICE TO
AVOID DELAYS IN PROCESSING PAYMENT.**

REIMBURSEMENT CHEQUES ARE MAILED DIRECTLY TO THE SUPPLIER.

For clarification of rates or procedures for reimbursement, you may contact your local Emergency Social Services contact (as noted on your copy of the Supplier Consent), or Emergency Social Services at Emergency Management BC **1-800-585-9559**.



Supplier Consent Form Instruction Guide

Completed by	Prior to a disaster: ESS responders.
Available from	ESS supplies can be ordered by fax or phone only. Print off the Supply Order Form and fax it to 259-952-4888 or call our toll free number 1-800-585-9559 to place the order.
Purpose	<p>Prior to an emergency: This form is used by ESS volunteers to establish informal agreements with various suppliers so that during an emergency suppliers will provide services required in an ESS response. This establishes the intent to provide services and does not constitute a legal agreement.</p> <p>The purpose of the Supplier Consent is to establish who the contact people of the organization are, what goods or services they are able to provide and contact information. The Instruction Sheet explains procedures to be followed for reimbursement and on the reverse of that sheet is a sample ESS Referral form. A current ESS Rates sheet showing pre-authorized maximum rates should accompany the Supplier Consent and be kept on file by the Supplier.</p> <p>ESS volunteers may request a letter confirming the ministry's involvement and encouraging support from the supplier. The form letter titled "Letter of Intent" (see previous page), is available from the Regional ESS/Recovery Coordinator at the EMBC Regional Office.</p> <p>During an emergency: This form is used by Resource Acquisition workers to identify and set up required resources in the community. In a Reception Centre resources are then given to the Referrals Unit Supervisor, who in turn allocates these resources to the Referrals workers.</p>
Procedure for Processing	<p>Distribution: <i>Top Copy</i> – Instruction Sheet for Suppliers <i>White Copy</i> – Supplier <i>Yellow Copy</i> – ESS Team <i>Pink Copy</i> – Other response agency, if applicable</p> <p>ESS responders complete this form with suppliers, indicating what goods or services can be provided, who the supplier's contact persons are, and reviewing the Emergency Social Services Rates to be paid, listed on the accompanying sheet. The Instruction Sheet, indicating procedures to be followed for reimbursement with a sample Referral form on the reverse, should be left with the supplier.</p> <p>Once the supplier has signed the form, copies are distributed as indicated above and kept on file until they are renewed and replaced. Supplier Consents should be renewed annually to ensure accuracy of information.</p>
Community of	This represents the name of the municipality or regional district in which the ESS team operates, but in no way holds the local authority responsible to reimburse the supplier.
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.

To provide the following goods or services	Specify the types and range of goods or services the supplier is able to provide. For example, "Sportswear, including casual shoes and boots, for men, women and children."
Local ESS Contact	This should be the name(s) of the person(s) the supplier contacts if the Supplier Consent needs to be revised or if the supplier has any questions. It may or may not be the ESS worker who escorts evacuees to receive goods or services.
Supplier's Primary and Alternate Contacts	Identify persons with authority to dispense goods or services to evacuees and responders in an emergency. Include addresses, telephone or pager numbers, E-mail addresses and radio call numbers if available.
Supplier's Signature, Name and Date	If the person is also named in the contact list, have them sign, add their position title and date. If the person signing the Supplier Consent is different from the contact list, have the person sign, print their name in brackets, so that it is legible, then add their position title and date.

Note: The above instructions relate to the November 2010 revision of the form. If older versions of the Supplier Consent are being used, the EMBC Headquarters address will have to be inserted as the mailing address for invoices:

Emergency Social Services
Emergency Management BC
PO Box 9201 Stn Prov Govt
Victoria BC V8W 9J1
Phone: 1-800-585-9559
Fax: 250-952-4888

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						
FOOD		Breakfast	Lunch	Dinner	TOTAL	
	Restaurant Meals	Rate per person	\$10.00	\$13.00	\$22.00	\$45.00 (inc. pst)
	--OR--	Half the restaurant meal rate applies should the evacuee choose groceries.				
	Groceries	Daily rate per person	\$22.50 (inc. GST/PST)			
		Gratuities, tobacco products and alcohol are not included.				
LODGING		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.				
	Hotel/Motel/B&B					
	-- OR--	Only the cost of the room is covered. The evacuee is responsible for all other charges (e.g. video rentals, damages, parking, local and long distance calls).				
	Billeting in Private Homes	The Referral Form for billeting is issued to the billeting host (supplier). Billeting rate does not include meals.				
		Billeting Rate: \$30 per night based on single person occupancy. Add \$10 for each additional adult and youth and \$5 for each additional child				
CLOTHING		Adults, youth and children * up to \$150.00 maximum per person (inc. pst)				
	(to be issued when evacuees have not been able to pack necessities)	Clothing is provided as needed to preserve health and modesty. This is not wardrobe replacement . 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.				
TRANSPORTATION		Transportation necessary to meet immediate needs (e.g. taxis, 3 day bus pass, gasoline)				
INCIDENTALS		Adults, youth and children up to \$50.00 maximum per person (inc. pst)				
	(to be issued when evacuees have not been able to pack necessities)	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.



Sample Letter of Intent to Suppliers

[To be issued on regional EMBC letterhead]

LETTER OF INTENT

To: Emergency Social Services (ESS) Suppliers

Re: Payment Confirmation

Emergency Social Services

Emergency Social Services (ESS) is an important part of your community emergency management organization. It consists of registered local volunteers working together to provide for the immediate needs of people evacuated from their homes due to emergencies such as flooding, chemical spills, fires or earthquakes. These essential services include food, clothing, lodging, registration and family reunification, emotional support and other specialized services.

We are writing to request your support during an emergency. Through pre-arrangements with the ESS team, you may be asked to provide dry goods, merchandise, or a service. In turn, your business can invoice Emergency Management BC for reimbursement. The provision of goods and services is authorized by the local ESS Director or alternates during an emergency, who will issue an ESS Referral form and ESS Rates sheet to confirm the amounts authorized.

An ESS representative in your community will be in contact with you to complete a Supplier Consent form. They will be able to clarify any concerns, establish current emergency contacts for your business, and explain how the program operates. The Supplier Consent form also has an Instruction Sheet that explains the procedures you are to follow for reimbursement. We suggest you keep a copy of this letter on file at all times, with your copy of the Supplier Consent, so that details of your arrangements with the ESS team will be available for reference, should an emergency occur.

We know from experience that the system for emergency supplies can only work with the continued goodwill and cooperation of the business community. We, therefore, request your on-going support for this community-based emergency response program. If you have any questions regarding the payment process, please do not hesitate to contact me.

Sincerely,

Emergency Management BC

Contact Phone #: _____

Sample Letter for Annual Updating of Supplier Consents

(May be mailed or delivered by ESS responder)



To: Merchants participating in the Emergency Social Services (ESS) Program

Address:

Re: Updating Your Emergency Social Services Supplier Consents

As you know, our emergency program responds to local disasters by providing food, clothing and temporary accommodation for people who are forced to leave or unable to return to their homes due to disasters such as forest fires, major chemical spills, earthquakes, floods or severe winter storms.

In an ongoing effort to plan for disasters that might affect our community, we are currently undertaking a review of our files of local merchants who have previously agreed to provide goods or services in a disaster. To ensure the information we have on file for your business is accurate and up-to-date, we would ask you to review the attached forms for verification as to currency.

Within the next two weeks, please verify the attached Supplier Consent form and Survey form, make any necessary corrections, and return them in the envelope provided or fax to XXX-XXX-XXXX.

Please note that your reply will be understood by our ESS Program as an acknowledgement of your willingness to continue to participate as an emergency supplier if called upon.

If you should have any questions about the above, please do not hesitate to contact:

Name:

Contact numbers:

Although our community has not experienced any major incidents over the past year, no one knows when a disaster may strike. On behalf of our residents, thank you for your continued support of our ESS program.

Sincerely,

Appendix 4: Resource Directories Forms

- Food Resources Directory
- Clothing Resources Directory
- Lodging Resources Directory
- Group Lodging Directory



[illegible]

[illegible]

Area:

GROUP LODGING RESOURCES DIRECTORY

Details of Operation	A	B	C	D	E	F
Type (arena, theatre, church hall, etc.)						
Emergency contact (name)						
Phone (home)						
Accessible to people with disabilities (e.g., wheelchair access/elevator)						
Total parking spaces						
Rooms (total)						
Main room (gym, hall—type and location)						
Classrooms (# and location)						
Lounges, lunchrooms (# and location)						
Supply, storage (# and location)						
Lobby, registration						
First aid room (sink, bed, equipment)						
Offices (# and location)						
Telephones: #lines, main number						
Public phones (# indoor/outdoor)						
Public address system						
Facsimile, photocopier						
Food services (restaurant, café, etc.)						
Feeding capacity (# people/hour)						
Kitchen equipment: #Stoves, ovens						
#Grills, barbecues						
#Refrigerators, freezers, coolers						
Small appliances						
Utilities: Heating (gas, elec., oil, propane)						
Cooking (gas, elec., oil, propane, etc.)						
Water (tap, well, bottled, etc.)						
Emergency generator						
Emergency lights						
Sanitation:						
#Toilets (male, female, ♀)						
#Sinks (male, female, ♀)						
#Showers (male, female, ♀)						
Laundry (washers, dryers)						
Pool (indoor/outdoor)						
Fitness centre						
Shuttle service						
Pets allowed (specifics/restrictions)						
Miscellaneous (Cots, bedding, mats, tables, chairs, security, childcare, fenced yard)						
Supplier consent form						
Update (year)						

Appendix 5: Supplier Forms & Function Aids

- Commercial Lodging Tracking Form
- Contact Log
- Resource Acquisition Log & Status Board
- ESS Resource Request Form
- Tracking Record of Resources
- Sample of Tracking Record of Resources



Commercial Lodging Tracking Form

Use this form to track commercial lodging (rooms).

Keep this form at the Resource Acquisition area to verify the rooms available.

Notify the Referrals Unit Supervisor of blocks of rooms available for their use.

Supplier	Number and Type of Rooms Available	Referrals Unit Supervisor Notified of These Rooms?

Contact Log

CONTACT LOG

Event:	Time:	Date:
Operational Period:	PEP task #	Function/Position:
Agency:	Agency:	
Contact Name:	Contact Name:	
Title:	Title:	
Business Phone:	Business Phone:	
Cell Phone:	Cell Phone:	
Pager:	Pager:	
After Hours Phone:	After Hours Phone:	
Fax:	Fax:	
e-mail:	e-mail:	
Location:	Location:	
Comments:		
Agency:	Agency:	
Contact Name:	Contact Name:	
Title:	Title:	
Business Phone:	Business Phone:	
Cell Phone:	Cell Phone:	
Pager:	Pager:	
After Hours Phone:	After Hours Phone:	
Fax:	Fax:	
e-mail:	e-mail:	
Location:	Location:	
Comments:		

ESS Resource Request Form

Facility (RC or GL): _____ Date/Time: _____

Requested by: (Name & Position): _____

Contact Number: _____ Task#: _____

Item Requested & Quantity (Provide Details)	Time Needed By	Delivery Location & Contact Person

Approved by: _____
(Name & Position)

Response to Request (Completed by Logistics – Resource Acquisition)

Resource available? YES NO (circle one)

Comments: _____

Estimated Arrival: _____

Request Filled By: _____ Date/Time: _____

Tracking Record of Resources

TRACKING RECORD OF RESOURCES						
* Service	* Supplier	* Address / Telephone	* Special Consideration	* Availability	♦ Resources Used	
* 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						
Name of Resource Acq. worker		Date (YY/MM/DD)		Name of Referrals worker		Date (YY/MM/DD)

Notes

Notes
