

## Emergency Social Services

- Emergency Social Services (ESS) are provided on a short-term basis to help support the physical and emotional well-being of evacuees and response workers in emergency situations.
- If a mandatory evacuation order has been declared by the municipality, all affected residents are required to register with their municipality.
- Initially, ESS are the responsibility of the municipalities and local authorities.
- Municipalities may request provincial ESS for evacuees if the evacuation lasts longer than 72 hours or if a mandatory evacuation has been declared. This request is handled by the Manitoba Emergency Measures Organization.
- In partnership with the municipality, provincial ESS may provide:
  - emergency accommodations, by coordinating safe, immediate, temporary lodging for people who have been evacuated from their homes, which might include private billets, hotels and motels, congregate facilities such as arenas or gymnasiums, or campgrounds;
  - emergency food services, by providing meals or funds to purchase food; and
  - personal services, which will vary based on the size and scale of the evacuation as well as the needs of the individual, but could include clothing, transportation, child care or psychosocial supports.
- ESS are available for up to 30 days, or until the “safe to return” date is determined by officials or insurance coverage has been established, whichever is sooner.
- Residents should check their insurance or with their insurance provider to determine the level of compensation included in their policy, as some will cover hotel costs during a mandatory evacuation. Insurance coverage must be used before any government assistance is provided.
- Residents under a mandatory evacuation order will be eligible for shelter assistance if it is provided through ESS. The cost of accommodations booked independently are not covered by ESS.
- Residents who choose to make their own arrangements for accommodations and pay the cost directly will not be able to claim them through Disaster Financial Assistance (DFA).

- Individuals who are evacuated for 30 days or more and receive supports through ESS may be eligible for DFA. For more information about DFA, visit [www.manitobaemo.ca](http://www.manitobaemo.ca) or call 1-888-267-8298 during regular business hours.

For more information about Emergency Social Services, contact your local government or visit [www.manitoba.ca/flooding](http://www.manitoba.ca/flooding).