

# Emergency Social Services

2019 Flood Preparedness Seminar



# Emergency Social Services (ESS)

- ESS are those services provided on a short-term basis to preserve the emotional and physical well-being of people affected by emergency or situation
- ESS provides those basic needs considered essential for the immediate and continuing well-being of persons affected by a disaster

ESS plays an important role in emergency management by:

- Helping people with their basic needs
- Reuniting families separated by disaster
- Providing people affected by the emergency with accurate and up-to-date information

# ESS Guidelines

- Local authorities are responsible for ESS responses in their jurisdictions
- Local authorities are responsible for registering their residents in the emergency
- Local authorities are to establish an appropriate ESS response structure for their community
- When a local authority ESS team is overwhelmed, first calls for assistance should be to neighbouring communities through mutual aid agreements

# ESS Guidelines

- When mutual aid resources are insufficient, request for Provincial ESS assistance can be made through Manitoba Emergency Measures Organization (EMO)
- Provincial ESS expects local authorities to develop ESS capacity to support their residents in emergencies for a minimum of 72 hours
- During the first 72 hours, evacuees should be contacting their insurance agents, family and friends, or accessing other possible resources

# Decision to Evacuate

- Consult/communicate with EMO
- Coordinate the evacuation
- Give priority to the most vulnerable in your community
- Notify community members ahead of time (if possible) of the possibility of evacuation

# Decision to Evacuate

- Community members should be asked to take:
  - Medications
  - Seasonal appropriate clothing
  - Money and credit cards
  - Personal ID's
  - Supply of diapers, formula, toys (if applicable)
  - Home insurance documents

# ESS Responsibilities

Depending on the size of the event, the following may be needed:

- Registration
- Lodging
- Food
- Clothing
- Transportation
- Child Care
- Information Services
- Household Pets
- Psychosocial Support
- Recreation Services
- First Aid
- Security
- Multicultural Services
- Volunteer Management



# Reception Centre

- Have a primary and secondary location identified in your community
- A reception centre can be used to register residents as well as a holding area for residents while further decisions are being made
- It is a safe area for people to gather (including children – have a plan for them)
- Provide up to date information

# Registration

- It is the expectation that all municipalities will register all evacuees
- The registration form is available in Word as well as fillable PDF
- Use it for all evacuations no matter the size

EMO/Resources/Brochures/Communities

**ESS Registration Form**

Date of Evacuation: \_\_\_\_\_ Date of Registration: \_\_\_\_\_  
Municipality / City/ Town: \_\_\_\_\_ Registration #: \_\_\_\_\_  
Event Name: \_\_\_\_\_

**CONFIRMED IDENTIFICATION – NEED LEGAL ADDRESS AS REFLECTED ON ID**  
PLEASE PRINT (Adult children living at home have their own registration form)

Applicant Name (Last / First / Middle)	Date of Birth (Month, Day, Year)	Age
(M / F)		
Co-Applicant Name (Last / First / Middle)	Date of Birth	Age
(M / F)		
Children under 18 (Last / First / Middle)	Date of Birth	Age
(M / F)		
(M / F)		
(M / F)		
(M / F)		
(M / F)		

Temporary Address during evacuation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Cell/Phone \_\_\_\_\_

Permanent Home Address:  
Street or Legal Name \_\_\_\_\_  
P.O. Box # \_\_\_\_\_  
City/Town \_\_\_\_\_  
Cell/Phone \_\_\_\_\_  
Email \_\_\_\_\_

Special Circumstances: \_\_\_\_\_  
Pets: \_\_\_\_\_

Overland Flood Insurance:  Yes  No  Unknown Homeowner Insurance:  Yes  No

Local Authority Signature: \_\_\_\_\_ Evacuee Signature: \_\_\_\_\_

This information is collected on this form under the authority of The Emergency Measures Act and is necessary for administrative purposes and may be shared with other public bodies, organizations and/or agencies to enable the provision of emergency services. Disclosure of personal information is subject to the provision of the Freedom of Information and Protection of Privacy Act.

Provincial ESS Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Food and Lodging

- If a resident is displaced, there needs to be a plan for shelter
  - Friends/Family
  - Community Centre
  - Hotel
- There also needs to be a plan to feed people
  - Commercial kitchens are required to prepare food



# Communication

- Do people know how they will be notified if there is an event and how they will receive communication during an event?
- You cannot provide too much communication to residents
- Have a variety of methods prepared for daily communications
  - Community Website, Twitter, Facebook, etc.

# Communication

- Regular updates are critical
- Often evacuees will come to reception centres requesting information. Information can be updated daily on the bulletin board
- Local officials at Reception centres
  - Set times to be available to answer questions
  - Town hall meetings

# Household Pets

- Provincial ESS defines household pets as a “domesticated animal, such as a dog, cat, bird, rabbit, rodent or turtle that is traditionally kept in the home for pleasure rather than for commercial purposes, can travel in commercial carriers and be housed in temporary facilities”.
- Household pets do not include reptiles (except turtles), amphibians, fish, insects and farm animals.

# Psychosocial Support

Individuals who may need assistance may display some of the following signs:

- \* Disoriented
- \* Confused
- \* Frantic/Agitated
- \* Panicky
- \* Withdrawn
- \* Extremely Angry
- \* Exceedingly Worried
- \* Avoidance
- \* Repeated reliving of memories

# Psychosocial Support

Qualities and characteristics for working with people who have experienced a disaster or traumatic event.

- Empathetic
- Compassionate
- Good listener
- Calming presence
- Self aware
- Flexible
- Able to regulate emotions
- Comfort the unknown
- Sensitive to culture and diversity
- Respect privacy



# Activation of Provincial ESS

## PROCESSES:

- When a local authority is overwhelmed or threatened by a potential overwhelming emergency and existing mutual aid agreements are not sufficient, Provincial ESS can be requested through EMO
- In large scale/complex events, ESS may start immediately. Requests for immediate services must be reviewed and approved with the Director of ESS in consultation with the Director of Operations at EMO

# Activation of Provincial ESS

## PROCESSES:

- ESS will make a provincial representative available (if requested) to connect with affected communities to support ESS activities
- ESS supports are subject to a 30 day maximum duration or until the activation of insurance coverage

# Activation of Provincial ESS

## ELIGIBILITY:

- Evacuated residents must meet the following criteria to be eligible for Provincial ESS supports:
- Evacuees must be identified by the local authority under a **mandatory evacuation order**
- The local authority has provided a minimum 72 hours of assistance or the event is larger and a request has been made for provincial support through EMO

# Activation of Provincial ESS

## **ELIGIBILITY:**

- Evacuees must register to be eligible for assistance
- Eligibility for ESS supports may continue until “the safe to return” date is determined by officials or insurance has been established with the time not exceeding 30 days

# Provincial ESS

**Brian Malkowich**

Director of ESS

**Mary Stuber Doerksen**

ESS Coordinator

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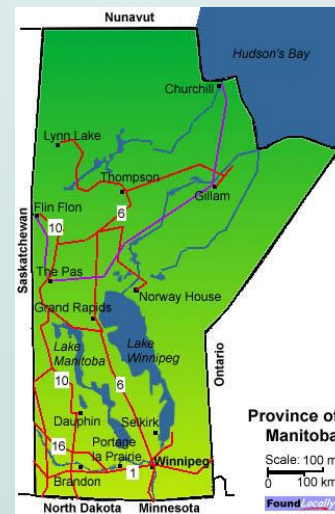
Fax: 204-945-8397

# Who Provides ESS?

- Director of Emergency Social Services
- ESS Regional Leads have a team of staff they can activate to assist municipalities

## Regions

Winnipeg  
Interlake  
Eastman  
Westman  
Parkland  
Northern  
Central





# Partners In Disaster

- We work alongside the following non-government agencies in emergencies
  - Salvation Army
  - Canadian Red Cross
  - Mennonite Disaster Services
  - St. John's Ambulance
  - Samaritans' Purse



# ESS training

<http://manitobaemotraining.ca/>

 **MANITOBA EMERGENCY MEASURES ORGANIZATION** **Manitoba EMO Emergency Management Training**  

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The Manitoba Emergency Measures Organization (EMO) is committed to providing high quality, cost-effective emergency management training throughout the province.

## Get Started

Manitoba EMO Emergency Management Training offers a variety of online courses in emergency management. To access online courses, you must have a Manitoba EMO Emergency Management Training account.

[Register for an Account](#)

## Available Courses

Explore the following categories and select the title of the course you would like to learn more about.

Note: Courses do not require prerequisites except where noted in the course descriptions.

## Course categories

### MANITOBA EMO'S TRAINING PROGRAM

The response to emergencies is human-driven – during a crisis, the most important element in a successful response is the ability of emergency managers to work as a team and make good decisions under very challenging circumstances.

**Manitoba EMO's training program** has gained national and international recognition as one of the outstanding models for emergency management. Our training programs offer progressive training for qualified emergency managers from introductory levels through to more advanced levels. Our training is designed with real-world conditions in mind, and provides the skills for the wide range of roles needed as part of an effective emergency management program.



# ESS Workshop Meetings

- March - May 2019
- Assemble local authority ESS staff/volunteers, provincial ESS leads, EMO emergency management advisors to establish ESS and regional coordination links
- Review ESS guidelines, ESS operations guide, reception centre set up as well as local ESS plans

# Questions

