

Emergency Support Services Modernization Project Communication – June 2019

Emergency Management British Columbia (EMBC) is working to improve the Provincial Emergency Support Services (ESS) program through a project aimed at digitizing and modernizing ESS delivery. This project will streamline processes so evacuated individuals can access services more easily and efficiently.

Restaurant Meal Rate Alignment

Throughout the modernization consultation process, EMBC has identified the need to align restaurant meal rates with the Provincial Government meal rates. The restaurant rates will be aligned as follows:

	Current ESS Rates	Adjusted ESS Rate <i>Effective Date TBD</i>	Difference
Breakfast	10.00	12.25	2.25
Lunch	13.00	14.25	1.25
Dinner	22.00	24.50	2.50
Total	45.00	51.00	6.00
	22.50/person		

The ESS Program office will be mailing out labels to attach to the current rate sheets that reflect these new rates. The labels are a temporary measure until the stock of rate sheets is depleted at which time new sheets will be printed. **EMBC will send messaging through the EMBC regional offices to indicate the effective date of the rate change.** The rate changes will be Province wide, including pilot and non-pilot communities. Any communities who require additional labels or were missed in the initial mail out can request more by contacting essmodernization@gov.bc.ca

ESS Logo

Last month, EMBC gave the ESS and Emergency Management community an opportunity to vote and decide on a logo that best represents the program. Provincial feedback suggested the broken house logo does not accurately reflect the good work of volunteers, and is inconsistently applied across the Province. Based on the feedback received during the logo voting session and conversations with community leaders, a new logo will be delayed until the

fall. EMBC will use this time to consider feedback around design aspects, gender neutrality and cultural sensitivity.

Pilot Communities

EMBC delivered training to the four pilot communities on the second release (including referrals) of the Emergency Support Services Registration and Assistance (ESSRAS) System, which went live on June 6th.

The City of Prince George conducted a large-scale Reception Centre exercise the week of June 10-13 that put ESSRAS to the test. The exercise included approximately 200 ESS team members in addition to actors playing evacuees. The exercise was a success and generated positive media attention around both the ESS program and modernization as a whole.

Training has also continued with The Mobile Support Team and EMBC Regional Managers. The Mobile Support Teams are being trained to provide Just-in-Time training should we need to deploy ESSRAS into a community outside of our pilot communities to provide support and training during a large evacuation.

Community Engagement

EMBC has been conducting public engagement on ESSRAS and modernization outside of the pilot communities – presenting at the South Vancouver Island ESS Training Session on 8 June and the joint Southwest REPC/ESSD meeting on June 20th. The presentations included an overview of the components of modernization and a brief demo of ESSRAS in action. EMBC is interested in any opportunities to share the work that has been completed to date and showcase these changes to the ESS community before a potential Provincial rollout of the system.

ESS Program Office Updates

The ESS team is continuing to grow to support the modernization project. We welcome to the team three new members - Deborah Reid, Cari McIntyre and Kristin Smart. Many of you will know Deborah from her work as an MST Director, JIBC instructor and ESS volunteer - she brings to the team a depth of ESS experience at all levels. Deborah will be taking on the role of training and SME support in EMBC HQ. Cari and Kristin are new to EMBC, with Cari coming from a Canadian Armed Forces background on the deployed operations and decompression programs - providing travel logistics and family reunification services. Kristin has worked previously in the PECC in the Planning Unit and has most recently been working at UBC Sauder as a Program Manager with Ch'nook Indigenous Business Education. Cari will be taking on the role of volunteer deployment coordinator while Kristin will be focusing on cultural safety and competency in the ESS program.

Any communication regarding modernization can be directed to essmodernization@gov.bc.ca. ESS Teams can expect to receive these monthly communications from your EMBC Regional Office.

Next Steps

- Next communication scheduled for July 2019
- Third release of ESSRAS scheduled for 3 July – including advanced search function and pet case notes.