

# City of Prince George Emergency Social Services



Presented by:  
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City of Prince George – Emergency Response Plan  
Emergency Social Services Program

# What is Emergency Social Services?



- Emergency Social Services (ESS) is BC's province-wide, **community based**, emergency response program.
- ESS are those services required to preserve the **well-being of people** affected by an emergency or disaster.





# What does ESS do?

The ESS Program plays an **important role** in emergency management in BC by:

- Helping people to remain **independent** and self-sufficient
- Helping people to meet their **basic needs** during a disaster
- **Reuniting families** separated by disaster
- Helping people to re-establish themselves as quickly as possible after a disaster, defined as **Community Recovery Efforts**



# What services are provided?

ESS provides **primary services** such as:

- food
- lodging
- clothing
- family reunification  
(registration & inquiry)

ESS may also provide **specialized services** such as:

- emotional support
- first aid
- child care
- pet care
- public information
- radio communications

# Who provides ESS in Prince George?



- ESS registration and inquiry
  - City of Prince George Leisure Services Department – Community Services Division
- Services for those registering for ESS support
  - + Social agencies, commercial lodging, SPCA, Red Cross, Salvation Army, NHA, RCMP Victim Services



# Who receives ESS?

- **Residents of Prince George** requiring assistance in a disaster
- **Travellers** stranded as a result of a disaster
- **Response workers** on assignment during a disaster





# When is ESS provided?

- ESS may be provided for incidents ranging from a **single family house fire** to calamities involving **mass evacuation**.
- Examples of **events** in BC involving ESS include:
  - FLOODS
  - blizzards
  - URBAN FIRES
  - tornadoes
  - earthquakes
  - landslides and avalanches
  - CHEMICAL SPILLS
  - RAIL & AIR CRASH



# How is ESS provided?

- Our ESS Team, with the help of partner agencies, assist evacuees, often at **Reception Centres**.
- ESS Teams may also provide:
  - **outreach services** for shut-ins
  - **group lodging** (shelter and food) to evacuees during a major event
  - **on-site services** to response workers and others
- **Personal Disaster Assistance** volunteers provide on-site services for small scale incidents (1-2 residences). (RCMP Victim Services)



# How long is ESS provided for?

- ESS is usually available for **72 hours**
- During these first 72 hours, evacuees should immediately **plan their next steps** by contacting:
  - insurance agents (if relevant)
  - family and friends
  - local non-profit agencies
  - Ministry of Human Resources (if no other resources)
- ESS may be extended, in exceptional circumstances, on a case-by-case basis.



# What do ESS Teams do to prepare?

- Identify **facilities** suitable for use as reception centres
- Establish **linkages** with key local emergency responders and non-government disaster agencies
- Reach **agreements** with local businesses and services organizations

# Community Recovery Effort



Recovery can be divided into two categories:

1. Community Recovery: Community actions to limit losses and reduce suffering.

2. City of Prince George Corporate Recovery:

Reconstruction of critical infrastructure and re-establishment of services by local authorities (utility services, roads, buildings, private property)

# Community Recovery Effort



COMMUNITY RECOVERY – consider recovery among community members, including individuals and families, small business owners, farm owners, non-profit organizations, and community groups, to limit losses and reduce suffering.

## **Action Items:**

- Utilize 'case management' concept to record the services required and provided;
- Red Cross engaged to coordinate 'capacity needs' assessments for affected residential properties;
- Development Services to coordinate Technical Assessments on affected residential and business properties to determine initial property and building damages as one of the means of providing guidance towards safe re-entry to affected properties;
- Provide assistance as required to those affected in filling out provincial Disaster Financial Assistance applications;
- Engaged Debbie Scarborough to assist residents with personal plans and identifying services to address their unmet needs.

# Community Recovery Effort



## CPG CORPORATE RECOVERY

- 1) Restoration of damaged City and non-city property resulting from the City's response activities,
- 2) Continuation of public services, also known as "business continuity."

### **Action Items:**

- Identify damaged City and non-city property resulting from the City's response activities, restoration costs, timelines for restoration and continuity costs during restoration;
- Develop cost recovery plan

# Community Recovery Effort



- Leisure Services – Tom Madden, Greg Anderson
- Recovery Director – Debbie Scarborough
- Red Cross – Sherri Flavel
- Development Services – Dan Milburn,  
Frank Blues
- Administrative Services – Ray Borgia, Sandy  
Stibrany
- PEP/DFA – Michael Higgins
- ESS – Colleen Van Mook, Brad Beckett
- Others: Interlock, Service Professionals, Utility Providers,

# Community Recovery Efforts



The **success** of ESS depends on the ongoing **commitment** of volunteers and other key partners, and on the **support** of local and provincial governments.





# Thank You!

