

*Emergency Social Services  
provides assistance to  
people for the first 72 hours  
(3 days) after a disaster.*

Go to  
[www.pep.bc.ca](http://www.pep.bc.ca)  
for more information.



## PROVINCIAL EMERGENCY PROGRAM

After the  
evacuation  
– help when  
you need it  
most



Ministry of  
Public Safety  
and Solicitor General

## Where to turn when disaster strikes

### Emergency Social Services

Emergency Social Services (ESS) provides assistance to people for the first 72 hours (3 days) after a disaster. Assistance includes assessment and referral to services you may need, short term help for food, clothing and shelter, emotional support and family reunification. Local ESS volunteers will be at the disaster site or at a safe, near-by location, such as a local gym or recreation centre. Local authorities and emergency officials will provide you with information about the location of the reception centre.

If you still need assistance after 72 hours, you may contact your local Ministry of Employment and Income Assistance office where staff will determine if you are eligible for financial assistance.

For the office nearest you call Enquiry BC:

**Victoria: (250) 387-6121**

**Vancouver: (604) 660-2421**

**Elsewhere in BC: 1-800-663-7867**

## Family Notification

Once you have registered with ESS after a disaster, volunteers will have information to let family and friends know where you are, and that you are safe. If your contact information changes, or if there is anyone who should not have access to your contact information, please inform the ESS volunteer immediately.

## Keeping you updated

ESS volunteers will have up-to-date information, and understand that keeping you informed will help you cope with emotional responses such as frustration, anger or anxiety.

## Costs for immediate essentials

If you have insurance, it may cover the cost of your immediate needs. If you don't have insurance, or reasonable and ready access to your insurance, the provincial government will cover the cost of items essential to your immediate wellbeing for up to 72 hours — assessment and referral to services you may need, short term help for food, clothing and shelter, emotional support and family reunification. You are responsible for any items that are not essential, such as long-distance phone calls.

## Emergency accommodation for pets

ESS will try to find emergency accommodation that will allow your pets to remain with you. However, not all hotels or motels accept pets, and priority must be given to people with guide or service dogs. You may have to board your pets at a kennel, veterinarian or the SPCA until you are more settled.



## What you can do:

### Take care of important details

Because this is an upsetting time, you may forget important details. Here are some important reminders:

- Contact your insurance company immediately
- Make plans for accommodation, food and clothing beyond the first 72 hours
- Advise your landlord and employer of your current situation
- Cancel appointments and let your children's teachers know what has happened
- If you are not returning home for an extended period of time you may want to redirect your mail
- Contact extended family and friends to let them know you are safe
- Contact your local Ministry of Employment and Income Assistance office or Enquiry BC if you have no other financial resources

### Help yourself and others

It is natural to feel anxious after a crisis. You can help yourself by sharing your feelings, helping others, and passing on information about assistance and resources. You can help others by being patient when stress causes them to be short tempered or irritable. If you or someone in your family experiences a severe or persistent reaction to the disaster, seeking help is encouraged.

For more information or to report a change in your location or contact information, please call:

**Emergency Social Services  
Provincial Emergency Program  
Toll-free within B.C. 1-800-585-9559**