



## EMERGENCY SUPPORT SERVICES

### WHAT IS ESS?

Emergency Support Services (ESS) is a pre-planned emergency response organization designed to provide evacuees and emergency personal with essential services in the event of a community emergency. ESS also works closely with other organizations that are called upon to provide support when necessary.

### WHO ARE ESS VOLUNTEERS?

ESS volunteers are a dedicated group of people who prepare for, and respond to provide short term disaster relief in the event of fires, floods, earthquakes or other emergencies. A commitment of approximately 4 - 12 hours per month is required for meetings, training and exercises. More hours may be required during emergencies or disasters. We offer a great program with training in personal preparedness as well as a number of courses which are geared toward specific ESS Functions.

The following are the requirements to be to register as an Emergency Program volunteer:

- 18+ years of age, & in good health. ESS Response can be physically & emotionally demanding during emergencies.
- ESS volunteers need to have their own transportation to arrive where needed, disasters are unpredictable.
- Have a phone and email address in order to receive updates, and training.
- Be compassionate, adaptable, & responsible, be able to clearly communicate, and have good listening skills.
- ESS, part of the Provincial Emergency Program, follows the Incident Command Structure (ICS) to communicate, coordinate, allocate resources and make decisions. Volunteers need to be comfortable working under this structure which is critical to the efficient operations during emergencies.

### WHAT DO WE DO?

- During disasters we provide support to people with food, clothing, lodging, emotional support, and family unification.
- Attend team meetings (usually one per month), participate in team planning and activities.
- Designate local buildings, i.e. schools and churches as reception centers or group lodging facilities.
- Contact local suppliers and arrange for them to provide clothing, food, catering services & lodging during an emergency.
- Take part in table top exercises and ongoing training at regular intervals.
- Assist in the recruiting and training of volunteers.
- Educate the community about Emergency Preparedness.

### WHEN THERE'S AN EMERGENCY....

The Emergency Social Services team will open a "Reception Centre" in a building suitable to the size of the disaster for up to 72 hours. Registration and inquiry areas will be set up to register and reunite victims. Team members will coordinate with suppliers to provide suitable clothing, food, and lodging to those who require them.

### TRAINING

Members of ESS are asked to complete basic training within two months of joining the team. These courses are Introduction to ESS and ESS Level One. Many ESS training courses have the option to complete from home, online, & free of charge. Members are encouraged to take advantage of training opportunities regularly. When emergencies occur trained members take the lead in response.

### MEETINGS

Our team meets at 7:00pm on the second Wednesday of each month at Mission Fire Station #1 on 7<sup>th</sup> Ave, upstairs in the Emergency Operation Centre (EOC). If you would like to learn more or attend a meeting please email [missioness@mission.ca](mailto:missioness@mission.ca).