



## What is Emergency Support Services (ESS)?

Emergency Support Services (ESS) is a provincial program delivered by local governments and First Nations that provides short-term assistance to people who are forced to leave their homes due to emergencies. ESS is designed to help British Columbians and families meet their basic needs while evacuating from their home.

### Who is eligible for ESS?

You may be eligible for ESS if:

- Your primary residence is under official evacuation order
- You are unable to return home due to damage or danger
- You have limited access to resources or support, such as insurance, savings, or a place to stay

ESS supports are only provided if you are evacuated from your primary residence, not vacation homes or investment properties.

### What kind of supports are available through ESS?

ESS may provide short-term support for up to 72 hours, including:

- Food – grocery or restaurant support
- Lodging – referrals to commercial accommodation, group lodging, or shelter allowance
- Clothing and incidental allowance (money for miscellaneous items such as diapers or laundry supplies) – if you are evacuated with few or no belongings

Always tell your ESS responder about any language, mobility or health requirements.

### How long does ESS last?

ESS typically covers a 72-hour period. During this time, evacuees are encouraged to:

- Connect with your insurance providers
- Connect with family and friends
- Access other community services as needed

If the emergency continues and you're unable to return home after 72 hours, extensions may be available.

## **Can I receive support if I register late?**

No. ESS support is not retroactive. To receive support, you must register and complete a needs assessment before you can receive support. Any expenses incurred before registration will not be reimbursed by ESS.

## **What does ESS not provide?**

ESS does **not** cover:

- Lost wages or income replacement
- Property damage or insurance deductibles
- Transportation costs (except in limited cases)
- Gas vouchers
- Reimbursement for expenses already paid before registering

## **What if I was on vacation during my evacuation?**

If your house is evacuated while you're away, the most important thing is to follow instructions from local authorities. Contact your insurer as soon as possible to check if you qualify for additional living expenses while evacuated.

## **Why did someone receive more support than I did?**

ESS is a needs-based program, which means support varies depending on each person's or household's situation. ESS responders apply guidelines fairly, but results may differ between individuals with varying needs.

## **What other services might be available at a Reception Centre?**

Depending on local capacity, Reception Centres may also offer or refer evacuees to:

- Family reunification support
- Emotional or mental health services
- Cultural or spiritual support
- Support from community organizations
- Information about your emergency event