



Accessing Emergency Support Services (ESS)

Learn how to access ESS, including in-person and self-serve options.

How to access ESS supports

There are three ways to access support:

1. **Reception Centre:** In-person help. Here you can receive paper-based referrals, Interac e-Transfer, and other in-person community support.
2. **BC Evacuee Helpline:** 1-800-387-4258. Staff can guide you through registration, complete your needs assessment, and answer questions about your evacuation.
3. **Self-Service (if available):** A fully digital option. Here you can create a profile and complete a needs assessment using the Evacuee Registration & Assistance (ERA) tool, and, if eligible, receive support via e-Transfer.

Welcome to the Reception Centre

This is a safe place, often run by local staff and volunteers, where you can get support, ask questions, and get referrals or financial support during your evacuation.

What to expect

There may be long lines or limited seating. We appreciate your patience.

You will be asked questions to complete your needs assessment. This will help staff and volunteers know what support you need.

You may be asked to show photo ID, if available.

Food, water, or shelter may be available, depending on the location and time of year.

Other local community groups like the Salvation Army, or the Red Cross may be here to help, depending on the location and circumstances.

What to do while you wait

You can get started by setting up your profile online. Go to ess.gov.bc.ca and click "Create a Profile". You can complete the whole process online or just get started before you speak with an ESS responder.

Create a Profile

ess.gov.bc.ca

You can register for ESS online by going to ess.gov.bc.ca and clicking “Create Profile”. Here you can sign up:

- **With a BC Services Card:** You will be able to create a profile, complete a needs assessment, and receive e-Transfer support, if eligible. Support provided via e-Transfer can be issued through the BC Evacuee Helpline, at a Reception Centre, and sometimes through self-serve.
- **Without a BC Services Card:** You will be able to create a profile and complete a needs assessment. If you are eligible for support, you will need to visit the local Reception Centre, and you will not be able to receive support via e-Transfer.

To Create a Profile, you will need:

- Wi-Fi or data
- A primary address in British Columbia
- A valid email or phone number

Interac e-Transfer

If eligible, you can receive support by e-Transfer after you register and complete a needs assessment online. You’ll need a valid online banking account, email address, and an online BC Services Card account.

BC Evacuee Helpline

1-800-387-4258

The BC Evacuee Helpline is run by Service BC and provides support over the phone at **1-800-387-4258**. The Helpline is available for emergencies year-round.

The Helpline can:

- Provide information about ESS and emergency events
- Help using the BC Services Card app
- Support with online registration and ERA profile setup
- Help issue support through e-Transfer, if eligible
- Guidance during your evacuation



Interpretation is available in over 220 languages.



Video Relay Service is available for those with hearing or speech disabilities.



Teletypewriters are available for people who are deaf, hard of hearing, or have trouble speaking.