



Referrals

ESS referrals are forms that give you access to a specific service, like a hotel stay, meals, clothing, an incidental allowance or groceries. They are designed to support your immediate needs during an evacuation.

Referral amounts are based on your needs and your household size. Amounts may differ from one household to another.

Referral forms must be used within the valid dates listed. Expired referrals cannot be used or replaced, so be sure to use them during the valid dates.

ESS referrals are not retroactive and cannot be backdated under any circumstances.

Restaurant referrals

Restaurant referrals are only valid for the restaurant you were referred to. Bring the referral form to the restaurant and show it to them. Meals are covered, per person, up to a set amount:

- Breakfast: \$12.75
- Lunch: \$14.75
- Dinner: \$25.50

If your meal costs more than the amount allowed, you must pay the difference. If you skip a meal, that meal allowance is forfeited.

Restaurant referrals do not cover tobacco products, alcohol or tips.

Grocery store referrals

Grocery referrals of up to \$22.50 per person only cover food. Bring the referral form to the grocery store cashier at checkout. Grocery referrals **cannot** be used for:

- Clothing, makeup or personal hygiene items
- Healthcare or non-food products
- Tobacco/nicotine products, cannabis or alcohol

If you need household essentials, talk to your ESS responder about support for an incidental allowance.

Hotel/motel referrals

Hotel/motel referrals will cover your stay for a set number of nights. Bring your referral form to the hotel or motel in person. Be aware, hotels may still ask for a credit card for damage deposit, even with an ESS referral.

Clothing referrals

A clothing allowance can be provided to protect the health and well-being of evacuees to ensure they have adequate clothing while evacuated. A clothing allowance of up to \$150 per person may be used as a one-time allotment per event. In cases of extreme winter weather, an additional \$50 supplement may be available.

Incidental allowance

An incidental rate of \$50 maximum per person may be used to cover miscellaneous items such as personal hygiene products (like diapers or laundry supplies), pet food, and over-the-counter medications. Incidentals are a one-time allotment per event, per person.

Frequently asked questions

I have dietary restrictions, what should I do?

Let your ESS responder know about any dietary restrictions. They will do their best to support your dietary needs.

Can I choose the restaurant or grocery store I get referred to?

Referrals are assigned based on availability and local partnerships. You may not be able to choose the location, but ESS responders will do their best to accommodate your needs.

Can I use multiple restaurants or grocery store referrals at once?

No. You can only use the referral provided for that specific day, meal or vendor. Referrals are not stackable or interchangeable between vendors.

What if the restaurant or grocery store won't accept my referral?

If you have problems using your referrals, return to the Reception Centre and speak with an ESS responder as soon as possible so they can help you resolve the issue.