



Emergency Support Services (ESS) Course Catalogue

The Justice Institute of British Columbia offers Emergency Support Services courses. These courses are designed and delivered in direct collaborate with the Ministry of Emergency Management and Climate Readiness and are free to all ESS responders across the province.

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Emergency Support Services (ESS) Course Overview

Course Name		Face-to-Face	Online (Instructor)	Online (Self-Pace)
EMRG-1600	Introduction to Emergency Support Services	N/A	N/A	Yes
EMRG-1607	Level One ESS	N/A	N/A	Yes
EMRG-1610	Introduction to Reception Centres	N/A	N/A	Yes
EMRG-1612	Introduction to Group Lodging	N/A	N/A	Yes
EMRG-1615	Registration and Referrals	Yes	Yes	N/A
EMRG-1617	Applied Reception Centre	Yes	N/A	N/A
EMRG-1618	Applied Group Lodging	Yes	N/A	N/A
EMRG-1625	Resource Acquisition	N/A	N/A	Yes
EMRG-1635	Introduction to Registration and Supports	Yes	Yes	Yes
EMRG-1660	Public Safety Lifeline Leadership	Yes	N/A	N/A
EMRG-1681	Emergency Support Services Director*	Yes	Yes	N/A

Delivery Format

Face-to-Face

Face-to-face courses are available to communities through the in-person course request process. The Ministry of Emergency Management and Climate Readiness (EMCR) solicits and prioritizes community request. Once communities have been selected, JIBC manages the scheduling and delivery of courses to communities.

Online (Instructor-Led)

Online instructor-led courses are scheduled at least monthly and combine independent work with live instructor sessions. When registering for an online, instructor led course, ESS responders should ensure they are available on the dates specified.

Online (Self-Paced)

ESS Volunteers can register for self-paced courses at any time at jibc.ca/ess (scroll to the bottom and select the course). The date listed on the course will always be listed as the 1st of the next month. You will be granted immediate access to the course even though the date is in the future. After registering, you will receive an email confirmation from register@jibc.ca providing direction on how and where to access the course. If you do not receive access to the course within one business day of registering, please contact studenthelp@jibc.ca. For in-course support, contact ess@jibc.ca.

Once the coursework is complete, it will take one-week for the grades to be available in the student records. This is a manual process and cannot be expedited. Students can check their records at <https://jibc-selfservice.colleagueservices.ca/Student>.

Hybrid

Hybrid courses combine the flexibility of online learning with the engagement of in-person instruction. The online portion includes independent study, participation in forum discussions, and live virtual sessions led by an instructor. The face-to-face component, also instructor-led, offers participants the chance to collaborate in person and apply the knowledge gained throughout the course.

EMRG-1681 Emergency Support Services Director is currently the only course offered in the hybrid format. This course is not available through the community request process and is only available as a scheduled provincial delivery.

Course Details and Descriptions

EMRG-1600 Introduction to Emergency Support Services

Length	3 hours
Delivery Format	Online (self-paced)
Pre-Requisites	None

Learn the basic concepts and structure of Emergency Support Services (ESS) in British Columbia. Assess your readiness to be an ESS volunteer and explore the duties of an ESS responder. This course is strongly recommended before taking any other ESS courses.

Upon successful completion of this course, the learner will be able to:

1. Prepare to be an ESS responder
2. Explain the role and structure of ESS
3. Describe the rights and responsibilities of ESS responders

Register at <https://www.jibc.ca/course/introduction-emergency-support-services>.

EMRG-1607 Level One ESS

Length	3 hours
Delivery Format	Online (self-paced)
Pre-Requisites	None

This course supports the community Level One ESS function by providing basic training to new Level One ESS responders in a home study format. It is offered online and as a self-study guide. Learners are encouraged to record any questions that arise as they work through the material and discuss them with their supervisor once they have completed the course.

Register at <https://www.jibc.ca/course/level-one-emergency-support-services>.

EMRG-1610 Introduction to Reception Centres

Length	3 hours
Delivery Format	Online (self-paced)
Pre-Requisites	EMRG-1600

Learn about the basic functions of a reception centre during emergencies or disasters. This course covers the fundamentals for ESS responders who may be called upon to work in or support the activities at a reception centre.

Upon successful completion of this course, the learner will be able to:

1. Describe the services in a reception centre
2. Explain the roles and responsibilities of the functions in a reception centre
3. Outline how to set-up and work in a reception centre

Register at <https://www.jibc.ca/course/introduction-reception-centres>.

EMRG-1612 Introduction to Group Lodging

Length 3 hours
Delivery Format Online (self-paced)
Pre-Requisites EMRG-1600

Learn how to adapt facilities to shelter style accommodation for people displaced from their homes during a disaster. This course covers the fundamentals for Emergency Support Services (ESS) responders who may be called upon to work in or support the activities at a group lodging facility.

Upon successful completion of this course, the learner will be able to:

1. Describe the services provided in group lodging
2. Explain the roles and responsibilities of the functions in group lodging
3. Outline how to set-up and work in group lodging

Register at <https://www.jibc.ca/course/introduction-group-lodging>.

EMRG-1615 Registration and Referrals

Length 7 hours (1 week)
Delivery Format Online (instructor led), Face-to-face
Pre-Requisites EMRG-1610

Registration and Referrals describes the process for registering evacuees and for providing them with referrals for food, clothing, and lodging. It also covers basic interviewing skills. The course includes completion of the ESS Registration and Referral forms.

Upon successful completion of this course, the learner will be able to:

1. Describe the registration and referrals for food, clothing, and lodging functions
2. Collect accurate and reliable information
3. Complete the ESS File (Registration and Services Record) and Referral forms accurately and completely
4. Demonstrate effective interviewing skills
5. Address unusual requests and challenges

The online format of Registration and Referrals course includes a self-guided online component in the week prior to course and concluding with a live virtual session for 3 hours. The live virtual element runs from 9:00 am to 12:00 pm on the final date of the course. Students must have access to a computer with microphone and a reliable high-speed internet connection.

Register for the online format at <https://www.jibc.ca/course/registration-referrals>.



EMRG-1617 Applied Reception Centres

Length	7 hours (1-day)
Delivery Format	Face-to-face
Pre-Requisites	EMRG-1600

Learn about the basic functions of a reception centre during emergencies or disaster. This course covers the fundamentals for Emergency Support Services (ESS) responders who may be called upon to work in, or support the activities at a Reception Centre (RC). Apply Reception Centre skills and practices in a mentored functional exercise. Practice key basic RC tasks by responding to a mock emergency affecting a community. The exercise can be used as a venue for identifying further reception centre training needs.

Upon successful completion of this course, the learner will be able to:

4. Describe the services in a Reception Centre
5. Explain the roles and responsibilities of the functions in a reception centre
6. Outline how to set up and work in a Reception Centre
7. Identify an initial call out
8. Assist in the set-up of a Reception Centre
9. Direct arrivals to the appropriate function/service area in the Reception Centre
10. Demobilize their function/service area

EMRG-1618 Applied Group Lodging

Length	7 hours (1-day)
Delivery Format	Face-to-face
Pre-Requisites	EMRG-1600

Learn how to adapt facilities to shelter style accommodation for people displaced from their homes during a disaster. This course covers the fundamentals for Emergency Support Services (ESS) responders who may be called upon to work in or support the activities at a group lodging facility. Apply Group Lodging (GL) skills and practices in a mentored functional exercise. Practice key basic group lodging tasks by responding to a mock emergency affecting a community. The exercise can be used as a venue for identifying further group lodging training planning needs.

Upon successful completion of this course, the learner will be able to:

1. Describe the services provided in Group Lodging
2. Explain the roles, responsibilities of the functions in Group Lodging
3. Outline how to set up and work in Group Lodging
4. Identify an initial call-out
5. Assist in the set-up of a Group Lodging site
6. Perform basic functions in a Group Lodging setting



EMRG-1625 Resource Acquisition

Length	7 hours (1-day)
Delivery Format	Online (self-paced)
Pre-Requisites	EMRG-1610
Previous course code	EMRG-1624

ESS Resource Acquisition is intended for Emergency Support Services (ESS) responders who are responsible for acquiring and managing food, clothing, and lodging resources for evacuees and response workers. Course content includes identification of essential resources, how to set up agreements with suppliers before an emergency occurs, and how to access, distribute, and track these resources during an emergency.

Upon successful completion of this course, the learner will be able to:

1. Identify required ESS resources
2. Describe the role and responsibilities of the Resource Acquisition worker and the Resource Acquisition Supervisor
3. Develop plans for acquiring ESS resources
4. Generate a plan to manage ESS resources during a response

Register at <https://www.jibc.ca/course/resource-acquisition>.

EMRG-1635 Introduction to Evacuee Registration and Supports

Length	7 hours (1-day)
Delivery Format	Face-to-face, Online (instructor led), Online (self-paced)
Pre-Requisites	None. EMRG-1600 AND EMRG-1610/EMRG-1617 strongly recommended.

In this course, Emergency Support Services (ESS) responders will learn about registering and supporting evacuees using the Evacuee Registration and Assistance (ERA) tool. ESS responders will learn the basics of ESS, learn how to interact with evacuees, and practice using ERA. These concepts will be learned through direct instruction, discussions, roleplays, and scenarios.

Upon successful completion of this course, the learner will be able to:

1. Understand the steps in the registration and support process
2. Understand inclusive, empathetic, and evacuee-centred communication
3. Register and provide supports to evacuees in the Evacuee Registration and Assistance (ERA) tool with the help of job aids

Face-to-face requirements: Communities must be able to supply one laptop/computer for every two participants. The laptop/computer must be able to start powered on for 7 hours.

Register for the online format at <https://www.jibc.ca/course/introduction-evacuee-registration-and-supports>.

EMRG-1660 Public Safety Lifeline Leadership

Length	11 hours (2-days)
Delivery Format	Face-to-face
Pre-Requisites	None

This course will introduce participants to the fundamental components of effective leadership. The focus is on generic leadership skills that can be applied to any Public Safety Lifeline leadership role. The course is intended for members of EMCR's Public Safety Lifeline groups — Emergency Support Services, Search and Rescue, EMBC Air, Road Rescue, or Emergency Communications —who have significant experience with their teams and who are in, or under consideration for, a management or leadership role.

Upon successful completion of this course, the learner will be able to:

1. Define leadership
2. Describe characteristics of successful leaders
3. Assess their own personal style and describe other styles
4. Describe situational leadership
5. Identify and/or demonstrate general leadership skills including conflict management, communication, giving and receiving feedback, motivation, problem solving, and decision making
6. Describe the stages of a group's development
7. Identify effective and ineffective group behaviours
8. Describe the components of successful meetings, orientations, briefings, and debriefings

EMRG-1681 Emergency Support Services Director

Length	21 hours
Delivery Format	Face-to-face, Online (instructor-led), Hybrid
Pre-Requisites	EMRG-1100, EMRG-1635/EMRG-1615, EMRG-1610/EMRG-1617

The ESS Director course provides an overview of ESS in BC, including how it fits into a community's overall emergency management plan. It describes the skills and abilities required for the ESSD position, and it examines the ESSD's responsibilities before, during, and after a response as well as the support structures and resources that can help ESSDs fulfill these responsibilities. This course is intended for newly appointed ESS directors, deputies, and alternates.

This course is only available through an application process. Applications can be submitted during a valid application period through here:

https://jibc.qualtrics.com/jfe/form/SV_ahhORtICffj8X6C.