EMERGENCY SUPPORT SERVICES FOR MERRITT BUSINESSES

WHAT IS ESS?

Emergency Support Services (ESS) volunteers provide services that preserve the emotional and physical well-being of survivors and response workers in an emergency. They include, but are not limited to, reception, food services, lodging, clothing, registration and inquiry, personal, and financial services. Like search and rescue and several other types of volunteer groups, ESS is recognized as a Public Safety Lifeline (PSL) organization by the Government of BC. Most emergency survivors that ESS assists are evacuees.

ESS typically does not provide services to evacuees directly; rather, ESS refers evacuees to businesses, such as hotels, grocery stores, and restaurants, which have volunteered to participate in the ESS program. These businesses are known as ESS Suppliers. The Government of BC then reimburses ESS Suppliers for the services that they provide to evacuees. In recent years, ESS increasingly provides evacuees with direct financial support via Interac e-Transfer in lieu of referrals to specific ESS Suppliers.

ESS may be activated in response to events ranging from small housefires to large-scale evacuations. ESS typically provides services to evacuees for up to 72 hours; however, the BC Ministry of Emergency Management and Climate Readiness (EMCR) may authorize services to be provided for longer if necessary.

WHO DO I CONTACT FOR MORE INFORMATION?

If you have questions about the Merritt ESS program or about ESS Supplier reimbursement as it relates to Merritt, please call 778-921-0189 or email ess@merritt.ca.

If you need help invoicing the Government of BC, please call 1-800-585-9559 or email essfinanceinquiries@gov.bc.ca.

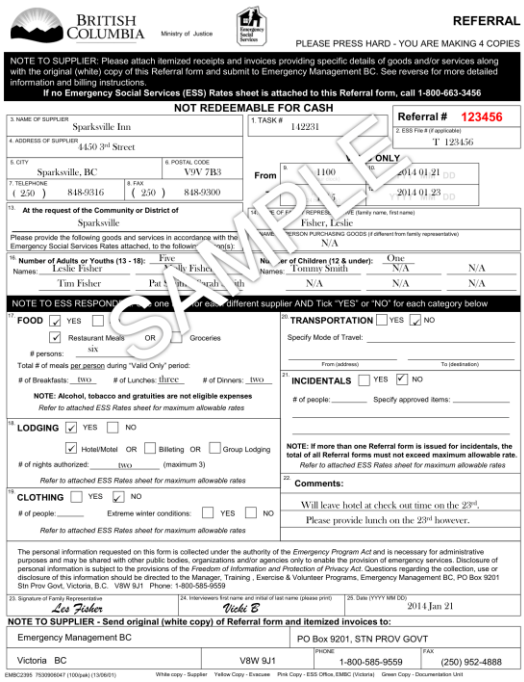
I WANT TO BE AN ESS SUPPLIER. HOW DO I BECOME INVOLVED?

It is easy to become an ESS Supplier. All you need to do is let us know that you are interested in becoming a supplier. We will provide you with an official ESS Supplier Consent Form. Once the form is signed, you are an ESS Supplier.

WHAT IS AN ESS REFERRAL FORM?

ESS Referral Forms are documents issued by ESS volunteers to emergency survivors that authorize the recipient to purchase services. Referral Forms can only be issued to registered ESS Suppliers. They can be handwritten or computer-printed and vary in appearance accordingly.

Handwritten Referral Forms (form EMCR2395) are issued in quadruplicate on coloured copy paper. You must submit the white copy to EMCR as part of your reimbursement invoice.



REFERRAL

PLEASE PRESS HARD - YOU ARE MAKING 4 COPIES

NOTE TO SUPPLIER: Please attach itemized receipts and invoices providing specific details of goods and/or services along with the original (white) copy of this Referral form and submit to Emergency Management BC. See reverse for more detailed information and billing instructions.
If no Emergency Social Services (ESS) Rates sheet is attached to this Referral form, call 1-800-663-3456

NOT REDEEMABLE FOR CASH

Referral # 123456

3. NAME OF SUPPLIER: Sparksville Inn
4. ADDRESS OF SUPPLIER: 4450 3rd Street
5. CITY: Sparksville, BC
6. POSTAL CODE: V9V 7B3
7. TELEPHONE: (250) 848-9316
8. FAX: (250) 848-9300

1. TASK # 142231
2. ESS File # (if applicable) T 123456

FOR OFFICE USE ONLY
From 5. 1100 2014 01 21
To 6. 2014 01 23

13. At the request of the Community or District of: Sparksville

Please provide the following goods and services in accordance with the Emergency Social Services Rates attached, to the following person(s):

14. # OF FAMILY MEMBERS (family name, first name): Fisher, Leslie
NAME OF PERSON PURCHASING GOODS (if different from family representative): N/A

16. Number of Adults or Youths (13 - 18): Five
Names: Leslie Fisher, Tim Fisher, Pat [illegible]

Number of Children (12 & under): One
Names: Tommy Smith | N/A | N/A | N/A | N/A

NOTE TO ESS RESPONDER: Issue one Referral per each different supplier AND Tick "YES" or "NO" for each category below

12. FOOD ☑ YES ☐ NO
☑ Restaurant Meals OR ☐ Groceries
persons: six
Total # of meals per person during "Valid Only" period:
# of Breakfasts: two # of Lunches: three # of Dinners: two
NOTE: Alcohol, tobacco and gratuities are not eligible expenses
Refer to attached ESS Rates sheet for maximum allowable rates

18. LODGING ☑ YES ☐ NO
☑ Hotel/Motel OR ☐ Billeting OR ☐ Group Lodging
# of nights authorized: two (maximum 3)
Refer to attached ESS Rates sheet for maximum allowable rates

19. CLOTHING ☐ YES ☑ NO
# of people: Extreme winter conditions: ☐ YES ☐ NO
Refer to attached ESS Rates sheet for maximum allowable rates

20. TRANSPORTATION ☐ YES ☑ NO
Specify Mode of Travel:
From (address) To (destination)

21. INCIDENTALS ☐ YES ☑ NO
# of people: Specify approved items:
NOTE: If more than one Referral form is issued for incidentals, the total of all Referral forms must not exceed maximum allowable rate.
Refer to attached ESS Rates sheet for maximum allowable rates

22. Comments:
Will leave hotel at check out time on the 23rd.
Please provide lunch on the 23rd however.

The personal information requested on this form is collected under the authority of the *Emergency Program Act* and is necessary for administrative purposes and may be shared with other public bodies, organizations and/or agencies only to enable the provision of emergency services. Disclosure of personal information is subject to the provisions of the *Freedom of Information and Protection of Privacy Act*. Questions regarding the collection, use or disclosure of this information should be directed to the Manager, Training , Exercise & Volunteer Programs, Emergency Management BC, PO Box 9201 Stn Prov Govt, Victoria, B.C. V8W 9J1 Phone: 1-800-585-9559

23. Signature of Family Representative: Les Fisher
24. Interviewers first name and initial of last name (please print): Vicki B
25. Date (YYYY MM DD): 2014 Jan 21

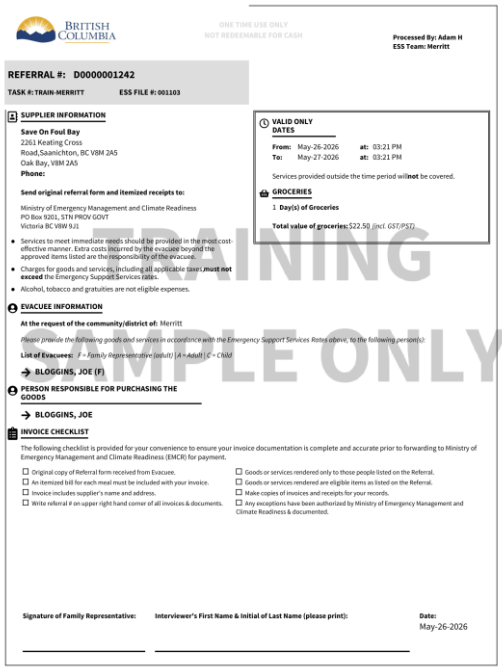
NOTE TO SUPPLIER - Send original (white copy) of Referral form and itemized invoices to:

Emergency Management BC
PO Box 9201, STN PROV GOVT
Victoria BC V8W 9J1
PHONE 1-800-585-9559
FAX (250) 952-4888

EMBC2395 7530906047 (100/pak) (13/06/01) White copy - Supplier Yellow Copy - Evacuee Pink Copy - ESS Office, EMBC (Victoria) Green Copy - Documentation Unit

SAMPLE

Handwritten Referral Form



ONE TIME USE ONLY
NOT REDEEMABLE FOR CASH

Processed By: Adam H
ESS Team: Merritt

REFERRAL #: D0000001242
TASK #: TRAIN-MERRITT ESS FILE #: 001103

SUPPLIER INFORMATION
Save On Foul Bay
2261 Keating Cross Road,Saanichton, BC V8M 2A5
Oak Bay, V8M 2A5
Phone:

Send original referral form and itemized receipts to:
Ministry of Emergency Management and Climate Readiness
PO Box 9201, STN PROV GOVT
Victoria BC V8W 9J1

- Services to meet immediate needs should be provided in the most cost-effective manner. Extra costs incurred by the evacuee beyond the approved items listed are the responsibility of the evacuee.
- Charges for goods and services, including all applicable taxes, must not exceed the Emergency Support Services rates.
- Alcohol, tobacco and gratuities are not eligible expenses.

VALID ONLY DATES
From: May-26-2026 at: 03:21 PM
To: May-27-2026 at: 03:21 PM
Services provided outside the time period will not be covered.

GROCERIES
1 Day(s) of Groceries
Total value of groceries: $22.50 (incl. GST/PST)

EVACUEE INFORMATION
At the request of the community/district of: Merritt
Please provide the following goods and services in accordance with the Emergency Support Services Rates above, to the following person(s):
List of Evacuees: *F = Family Representative (adult) | A = Adult | C = Child*
→ BLOGGINS, JOE (F)

PERSON RESPONSIBLE FOR PURCHASING THE GOODS
→ BLOGGINS, JOE

INVOICE CHECKLIST
The following checklist is provided for your convenience to ensure your invoice documentation is complete and accurate prior to forwarding to Ministry of Emergency Management and Climate Readiness (EMCR) for payment.

- ☐ Original copy of Referral form received from Evacuee.
- ☐ An itemized bill for each meal must be included with your invoice.
- ☐ Invoice includes supplier's name and address.
- ☐ Write referral # on upper right hand corner of all invoices & documents.
- ☐ Goods or services rendered only to those people listed on the Referral.
- ☐ Goods or services rendered are eligible items as listed on the Referral.
- ☐ Make copies of invoices and receipts for your records.
- ☐ Any exceptions have been authorized by Ministry of Emergency Management and Climate Readiness & documented.

Signature of Family Representative: Interviewer's First Name & Initial of Last Name (please print): Date: May-26-2026

TRAINING
SAMPLE ONLY

Computer-Printed Referral Form

HOW DO I KNOW IF AN ESS REFERRAL FORM IS LEGITIMATE?

MNVESS generally uses a special embossing tool to mark Referral Forms. If you are unsure whether or not a Referral Form is legitimate, contact MNVESS.

HOW MUCH MONEY IS A REFERRAL WORTH?

Information about the value of an ESS referral is included either directly on the Referral Form or on an attached ESS Rate Sheet (EMBC2395R). The emergency survivor is responsible for any expenses that exceed the value of their referral.

HOW DO I RECEIVE REIMBURSEMENT FROM THE GOVERNMENT OF BC?

After you receive an ESS Referral Form, you can invoice the Government of BC by emailing pictures or scans of the original Referral Form and any associated receipts or till tapes to essfinanceinquiries@gov.bc.ca. Alternatively, you can mail these documents to:

Attention: EMCR Finance
Block A – Suite 200
2261 Keating Cross Road
Saanichton BC V8M 2A5

Once your invoice is processed, EMCR will mail a reimbursement cheque to the business address listed on your Supplier Consent Form.