

Evacuation Reception Centres

We are here to assist you, provide you with information and support while you are evacuated from your home due to an emergency.



What should I do now?

- Please be patient while waiting
 - reception centres are staffed by volunteers
 - it takes time to collect information and assess needs

- Please register for Emergency Support Services (ESS) while waiting.**
 - if you have a mobile phone with you, follow the instructions under:
[Register for Emergency Support Services](#)



Is this a safe place?

- Every effort is made to support a culturally safe place.
- A Community Navigator, a person identified by an Indigenous community, may be available to:
 - act as a liaison between ESS volunteers and evacuees
 - advocate for and facilitate solutions to complex and/or unique evacuee needs

- Being evacuated is stressful. You may experience a wide range of emotions.
Be kind to yourself and others.



Register for Emergency Support Services

- ESS delivery varies slightly by community, so it is important that you follow the directions provided by your local authority or First Nation.
- If you can register online, this may help speed up the process and enable you to receive payment for Emergency Support Services (ESS) supports via Interac e-Transfer to your bank account.
- If you do not have a cell phone or can't complete the online registration, you can register in person with a trained ESS volunteer.

Registration Steps:

- Download the BC Services Card app onto your mobile phone
 - if you do not have your BC Services card with you, skip to step 3
 - if you have already downloaded the app and are set up, skip to step 3
- Open the BC Services Card app and follow the setup instructions
- Login to the Evacuee Registration & Assistance (ERA) tool to register for ESS online at <https://ess.gov.bc.ca/>



#1. BC Services Card
QR code



#3. ERA Tool
QR code



What can I expect?

- At the reception centre you can:
 - receive information about the emergency
 - register for Emergency Support Services
- ESS volunteers will ask you:
 - your name, age, home and mailing address, contact number and email
 - the same information as above for anyone who came with you
 - if you or anyone with you has any special needs
 - about any pets that came with you
- ESS volunteers will help you, assess your needs and fill out referral forms for essential items, including:
 - temporary lodging (in the community, with family & friends, etc.)
 - food and clothing
 - incidentals (such as toiletries)
 - transportation
- Typically, support is provided for 72 hours to allow time for evacuees to:
 - contact their insurance provider for coverage details
 - connect with family or friends for support
 - access other community services for longer term support
- Support can continue beyond 72 hours on a case-by-case basis if evacuees need more time to transition to recovery and/or have un-met needs.