

HOW LONG IS SUPPORT PROVIDED?

Typically, support is provided for 72 hours to allow time for you to:

- Contact your insurance provider for coverage details
- Connect with family or friends for support
- Access other community services for long-term support

Support can continue beyond 72 hours on a case-by-case basis if you need more time to recover or have unmet needs.

SELF-CARE



- Be patient with yourself and others
- Let loved ones know you are okay
- Limit exposure to images and news of the emergency event
- Drink lots of water - stay hydrated
- Get sufficient sleep
- Seek support where necessary

*Being evacuated is stressful.
Please be kind to yourself and others.*

FOR MORE INFORMATION:

EVENT UPDATES: WWW.CSRD.BC.CA



SHUSWAP EMERGENCY PROGRAM

EMERGENCY SUPPORT SERVICES (ESS)



KUU-US Crisis Line Society:
Adults and Elders 250-723-4050
Children and Youths 604-985-4464
Toll free line 1-800-588-8717

Insurance Bureau of Canada:
1-844-227-5422 or www.ibc.ca

Evacuee Registration & Assistance:
<https://ess.gov.bc.ca>



Evacuee Information

WEYTK-HELLO

Who we are - Sweti7 K-ucw

Emergency Support Service (ESS) is a program supporting people's basic needs during an emergency.

If you have been evacuated during an emergency, help is available.



Trained volunteers are here to help.

We are a culturally safe space.
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THINGS YOU CAN DO NOW TO MAKE AN EVACUATION EASIER

Create an Emergency Support Services (ESS) profile online at ess.gov.bc.ca or use the QR Code. This will speed up your registration process.



Download the BC Services Card App on your phone to have your identify verified. This allows ESS volunteers to transfer funds directly to your bank when necessary. Use www.id.gov.bc.ca or the QR Code to the right



HOW CAN EMERGENCY SUPPORT SERVICES HELP YOU?

Go to the ESS Reception Centre designated for your area. You will have an interview with an Emergency Support Services (ESS) volunteer who will assess your needs to help support you and your family in a good way.

COMMERCIAL ACCOMODATION



ESS can provide a shelter allowance and volunteers can help you to find accommodation that works for your situation.

Hotel rooms are limited, particularly for families with pets.

Hotel rooms paid for before you visit the Reception Centre **cannot** be reimbursed.

Campgrounds fees for evacuees can also be covered under the ESS program.

FOOD



ESS can provide support for groceries and restaurant meals.

PETS



Consider how to care for your pets. Pets may need to be placed with family, friends, farms, kennels or the SPCA. ESS will help find a solution for you.

OTHER

Other assistance will be provided on a case-by-case basis determined during your interview. We are here to serve you, helping to lower your stress during this situation.

DO YOU HAVE INSURANCE THAT COVERS THIS TYPE OF EVENT?

Your homeowner or tenant insurance may offer better support options than the ESS program. If you have insurance, contact your agent immediately.