

# Emergency Support Services Plan

Emergency Support Services Plan

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The most recent version of this document is available on the [Merritt and Nicola Valley Emergency Support Services Microsoft SharePoint](#).



*This QR code may be used to access the digital version of this document.*

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**Merritt**  
FLOURISH UNDER THE SUN

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# 1 INTRODUCTION

## 1.1 OVERVIEW

According to the [BC Ministry of Emergency Management and Climate Readiness \(EMCR\)](#), Emergency Support Services (ESS) means “Volunteers who 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.

ESS typically does not provide services to emergency survivors itself; rather ESS refers emergency survivors to businesses, such as hotels, grocery stores, and restaurants, which have volunteered to participate in the ESS program. The Government of BC then reimburses businesses for the supports that they provide. Over the past few years, ESS has increasingly used Interac e-Transfers in lieu of referrals to specific businesses in order to assist emergency survivors.

ESS may be activated in response to events ranging from a small housefire to a large-scale evacuation. ESS typically only provides supports to emergency survivors for up to 72 hours; however, the BC Ministry of Emergency Management and Climate Readiness may authorize supports to be provided for longer if necessary.

The City of Merritt’s ESS program is called Merritt and Nicola Valley ESS (MNVESS).



Figure 1: The MNV ESS logo.

## 1.2 LEGAL AUTHORITIES

The [BC Emergency and Disaster Management Act \(EDMA\)](#) authorizes the Government of BC to deploy volunteers in response to emergency events.

### 🏛️ Legislation

Authority	Legislation	Applicable Sections
Government of BC	<a href="#">Emergency and Disaster Management Act</a>	30-32

## 1.3 COMMUNICATION AND INFORMATION SYSTEMS

### 1.3.1 Microsoft SharePoint and Teams

MNVES uses both a [Microsoft SharePoint site](#) and [Microsoft Team](#).

The MNVES Microsoft SharePoint site uses a variety of libraries and lists to organize files. These libraries and lists are referenced frequently throughout this document and are described in the following table:

Name	Description
<a href="#">Access to Evacuation Area Library (EOC SharePoint)</a>	Files access forms and permits during an evacuation and tracks access to areas under evacuation order.
<a href="#">Contacts List (EOC SharePoint)</a>	Lists MNVES contacts.
<a href="#">Documentation Library (EOC SharePoint)</a>	Files a wide variety of guides and documents relating to emergency management.
<a href="#">Equipment List (EOC SharePoint)</a>	Lists major local emergency response equipment.
<a href="#">MNVES Supplier Information List</a>	Lists MNVES suppliers
<a href="#">MNVES Volunteer Information List</a>	Lists MNVES volunteers and their contact information and training qualifications.
<a href="#">Template Library (EOC SharePoint)</a>	Files MNVES document and email templates.

### 1.3.2 Group Calendar

The MNVES uses a [Microsoft Outlook group shared calendar](#) to schedule key dates like training events and exercises.

### 1.3.3 Group Mailbox

MNVES uses the Microsoft Outlook group mailbox [ess@merritt.ca](mailto:ess@merritt.ca) to receive routine nonpersonal email communications. The [ess@merritt.ca](mailto:ess@merritt.ca) mailbox may be accessed [here](#).

The [ess@merritt.ca](mailto:ess@merritt.ca) mailbox receives the following news bulletins and notifications:

- ▶ Central PREOC notifications;
- ▶ NESST newsletters;
- ▶ PHSA Mental Health and Psychosocial Support (MHPSS) news bulletins; and
- ▶ Voyent Alert! notifications.

## 1.4 FINANCE

### 1.4.1 Grants

The Union of BC Municipalities' (UBCM) [Community Emergency Preparedness Fund \(CEPF\)](#) is the primary source of ESS grant funding in BC. The UBCM CEPF includes the [Emergency Support Services Equipment and Training funding stream](#).

### 1.4.2 Financial Coding

MNVESS transactions are typically coded to City of Merritt department 255 in the general ledger.

## 2 CONCEPT OF ESS

MNVESS is primarily intended to provide basic supports, either via Interac e-Transfer or paper referral, to emergency survivors immediately after an emergency has taken place. In order to provide supports, MNVESS typically operates a reception centre. Depending on the scale and particulars of a given emergency, MNVESS may operate a reception centre at a large facility, such as the Merritt Civic Centre or Merritt Cadet Hall, or alternatively operate a reception centre in a small location such as a hotel lobby.

In general, MNVESS should assist emergency survivors indirectly using Interac e-Transfers and referrals and not directly through activities like group lodging. While the ESS program in BC trains to conduct group lodging operations, MNVESS should consider group lodging to be an absolute last resort.

MNVESS is guided by three function-level principles. These principles supplement both the five overall City of Merritt Emergency Program principles and the three response phase principles described in the [City of Merritt Emergency Management Plan](#). The three MNVESS principles are *program-focused*, *compassionate*, and *sustainable*:

- ▶ **Program-focused.** MNVESS should be program-focused so that the organization works primarily to provide basic supports to emergency survivors. While MNVESS may provide a variety of supports, the organization is not primarily intended to be a survival organization, animal welfare group, or counselling service.
- ▶ **Compassionate.** MNVESS should be compassionate so that care is provided to emergency survivors in a welcoming, nonjudgemental and empathetic manner that supports individual dignity and agency.
- ▶ **Sustainable.** MNVESS should be sustainable so that supports are provided in a manner that does not place undue stress or hardship on volunteers and suppliers and that avoids burn-out and compassion fatigue. MNVESS should always be cognizant that its responders are volunteers.

## 3 PROGRAM ADMINISTRATION

### 3.1 VOLUNTEERS

#### 3.1.1 Application Process

MNVESSE volunteers must:

- ▶ be 16 years of age or older; volunteers from 16 to 18 years of age also require parental or guardian consent to participate in BC Ministry of Emergency Management and Climate Readiness (EMCR) tasks;
- ▶ be willing and able to respond to ESS callouts made late at night or made on weekends and holidays;
- ▶ be willing and able to take part in ESS training;
- ▶ be willing and able to reliably attend ESS meetings;
- ▶ pass a criminal record check including a vulnerable sector check; and
- ▶ provide two references.

Interested persons may apply through the [City of Merritt ESS webpage](#) or by visiting Merritt City Hall and speaking to the City of Merritt Emergency Program Coordinator.

#### 3.1.2 Code of Conduct

MNVESSE volunteers are to conduct themselves in accordance with [EMCR Policy 1.02 “Public Safety Lifeline Volunteer Code of Conduct”](#).

#### 3.1.3 Insurance Coverage and Reimbursement of Expenses

MNVESSE volunteers operating under an EMCR task number receive the following insurance coverage:

- ▶ workers’ compensation coverage;
- ▶ liability coverage;
- ▶ reimbursement for out-of-pocket expenses for authorized operational tasks; and
- ▶ reimbursement for the repair/replacement of personal property or equipment lost or damaged on an operational task.

More information regarding policies and procedures relating to workers’ compensation, expense reimbursement claims, and reimbursement rates may be accessed on the [EMCR policies webpage](#).

### 3.1.4 PSLV Identification Card

All MNVESS volunteers should receive a Government of BC Public Safety Lifelines Volunteer (PSLV) identification card. Policies and procedures relating to PSLV registration may be accessed on the [EMCR policies and procedures webpage](#).

### 3.1.5 Welcome Package

New MNVESS volunteers should receive a welcome package upon joining MNVESS. This welcome package should include:

- ▶ the [MNVESS Welcome Package](#)
- ▶ a physical copy of this document;
- ▶ a physical copy of the [ESS Program Guide](#);
- ▶ A physical copy of the following [EMCR policies and procedures](#):
  - ▶ 1.02 Public Safety Lifeline Volunteer Code of Conduct;
  - ▶ 2.06 Public Safety Lifeline Volunteer Safety; and
  - ▶ 5.06 Volunteer Expense Reimbursement and Allowance Rate.

### 3.1.6 Interviews

The ESSD and EPC should informally interview new MNVESS volunteers to learn more about the volunteer's background. Interview topics may include the volunteer's personal skills, life experiences, reasons for joining MNVESS, and dietary preferences.

### 3.1.7 Clothing

MNVESS volunteers should only receive MNVESS clothing after completing the EMRG-1635 Justice Institute of BC (JIBC) course (see [Appendix A](#)).

### 3.1.8 Evacuee Registration and Assistance (ERA) Access

MNVESS volunteers should receive access to the Evacuee Registration and Assistance (ERA) program after completing the EMRG-1620 or EMRG-1635 JIBC courses. The ERA program may be accessed [here](#).

ERA access is granted by providing a volunteer with a business BCeID account and linking the BCeID account to a responder profile in ERA. The ESSD should be configured as a BCeID Business Account Manager and should be responsible for setting up new BCeID accounts and performing password resets. The BCeID login page may be accessed [here](#).

### 3.1.9 Nominal Roll

Contact information for MNVESS volunteers is included [on the MNVESS Microsoft SharePoint site](#).

### 3.1.10 Files

The EPC shall keep MNVESS volunteer files in a secure place at Merritt City Hall.

### 3.1.11 Volunteer Recognition

It is important that the difficult and stressful work done by MNVESS volunteers be recognized in order to reduce burnout and grow the organization. Recognition may involve providing MNVESS volunteers with awards or certificates of recognition or organizing for dinners or social events.

While the City of Merritt should be the primary source of recognition for MNVESS volunteers, the Government of BC also has a [variety of programs](#) intended to recognize the work done by volunteers. The City of Merritt EPC may nominate MNVESS volunteers for recognition from the Government of BC.

### 3.1.12 Years-of-Service Pins

The Government of BC awards ESS volunteers with pins recognizing 5, 10, 15, 20, 25, 30, 35, and 40 years of Public Safety Lifeline volunteer service. Pins may be ordered by contacting EMCR at [emcr.ess@gov.bc.ca](mailto:emcr.ess@gov.bc.ca).

## 3.2 CRIMINAL RECORD CHECK PROCESS

**OMITTED IN PUBLIC VERSION OF PLAN.**

## 3.3 ORGANIZATIONAL STRUCTURE

MNVESS is managed by an Emergency Support Services Director (ESSD) and an Emergency Support Services Deputy Director (ESSDD).

While MNVESS is a component of the overall City of Merritt Emergency Program, MNVESS volunteers are not employees of the City of Merritt. While some MNVESS members in leadership roles may receive a stipend from the City of Merritt in recognition of their work, these members remain volunteers and are not employees of the City of Merritt.

## 3.4 APPOINTMENT OF ESSD AND ESSDD

The MNVESS ESSD and ESSDD shall be appointed by the City of Merritt EPC in consultation with the MNVESS volunteer group. ESSD and ESSDD appointees should be willing to fill a leadership role and should be selected based on their availability, ESS experience, training and qualifications, and working relationships with other MNVESS volunteers.

## 3.5 DUTY PHONE

MNVESS has a duty phone (778-921-0189) that is intended to receive any emergency activation requests. The volunteer holding the phone is called the duty phone volunteer.

The duty phone volunteer is responsible for:

- ▶ receiving and approving requests to activate MNVESS;

- ▶ requesting EMCR task numbers;
- ▶ conducting callouts of MNVESS volunteers; and
- ▶ advising the EPC and ESSD of any activation requests.

In order to prevent burnout, the MNVESS volunteer carrying the duty phone should change on the 1<sup>st</sup> and 16<sup>th</sup> day of the month. All duty phone volunteers should be briefed on the criteria for MNVESS activation and MNVESS activation procedures and have the contact information of all MNVESS volunteers prior to taking custody of the phone.

The duty phone volunteer should hand the duty phone off to another volunteer if they anticipate doing any of the following things while they are assigned to hold the duty phone:

- ▶ being outside of cell phone coverage for more than a brief period of time;
- ▶ leaving the Nicola Valley for more than 72hrs; and
- ▶ leaving Canada.

## **3.6 MEETINGS**

### **3.6.1 Time and Location**

MNVESS conducts regular meetings and training at 7pm at the Merritt Cadet Hall (1755 Coldwater Ave) on the third Tuesday of the month from September to June. MNVESS takes a recess from regular meetings in July and August.

### **3.6.2 Notes**

Notes should be taken at MNVESS meetings. Notes should be distributed to volunteers as well as filed in the [MNVESS Microsoft SharePoint task numbers folder](#).

## **3.7 SUPPLIERS**

### **3.7.1 Overview**

In order to efficiently provide referrals, MNVESS should enter into and maintain supplier agreements with the following types of businesses in Merritt:

- ▶ clothing stores;
- ▶ general purpose retailers;
- ▶ grocery stores;
- ▶ hotels and motels;
- ▶ pharmacies; and
- ▶ restaurants.

Merritt businesses interested in entering into supplier agreements with MNVESS should contact the ESSD and the City of Merritt Emergency Program City at [ess@merritt.ca](mailto:ess@merritt.ca).

A list of Merritt businesses that participate in the ESS program is included [on the MNVESS Microsoft SharePoint site](#).

### **3.7.2 Supplier Engagement**

MNVESS should offer to conduct familiarization training with the employees of ESS suppliers in order to increase awareness of ESS referral procedures. For example, ESS suppliers should be aware of the special embossing technique that is used as a mark of authenticity on official MNVESS referral documents.

MNVESS should also take steps, such as taking publicity photos or providing certificates of recognition, in order to recognize Merritt businesses that participate in the ESS program.

### **3.7.3 Supplier Agreements Reviews and Renewals**

Supplier agreements with Merritt businesses should be reviewed and renewed annually. As part of the review and renewal process, MNVESS should confirm if the business is willing to receive referrals from ESS teams outside of Merritt.

Supplier reviews should ideally take place in April or May and immediately before wildfire season.

### **3.7.4 Supplier Consent Forms Filing**

MNVESS Supplier Consent forms are filed on the [MNVESS Microsoft SharePoint site](#).

## **3.8 ANNUAL EVENTS**

### **3.8.1 NESST Conference**

The [Network of Emergency Support Services Teams \(NESST\)](#) conference is an annual event for BC ESS teams. MNVESS should consider sending members to attend the conference.

### **3.8.2 Remembrance Day**

MNVESS should consider laying a wreath at the Merritt Remembrance Day Ceremony on 11 November. Wreath laying may be arranged by contacting [Royal Canadian Legion Branch #96 Merritt](#).

## **3.9 TRAILER**

MNVESS uses a trailer (City of Merritt fleet number 1633) to hold the supplies necessary to establish a reception centre.

The ESSD, ESSDD, and City of Merritt EPC should have keys to access the trailer.

The trailer shall only be towed by City of Merritt vehicles.

### 3.10 IT CREDENTIALS

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### 3.11 ESS WEBPAGE

The City of Merritt maintains a public website on behalf of MNVESS ([www.merritt.ca/ess](http://www.merritt.ca/ess)).

### 3.12 RELATIONSHIPS WITH OTHER ESS TEAMS

MNVESS should work closely with various other emergency response organizations in order to effectively deliver emergency supports. MNVESS should aim to collaborate with other ESS groups and emergency response organizations to share information and resources, conduct joint training and exercises, and establish mutual aid agreements with suppliers.

MNVESS currently has mutual aid agreements established with the District of Logan Lake and Town of Princeton ESS teams.

Note that in a major emergency, communications with other ESS teams are typically to be made indirectly through the City of Merritt EOC and then passed up to EMCR for distribution.

## 4 ACTIVATION

### 4.1 ACTIVATION CRITERIA

MNVESS uses the same activation criteria as described in the [Government of BC's ESS Program guide](#). In general, events that would prompt an ESS activation include an evacuation, house fire, and a major accident involving public transportation.

An MNVESS activation shall not proceed unless EMCR authorizes the use of an incident or task number.

The MNVESS duty phone volunteer should be briefed on this activation criteria and is responsible for approving or denying a request to activate MNVESS in accordance with the criteria.

### 4.2 ACTIVATION PROCEDURES

Anyone from the City of Merritt or elsewhere can request that MNVESS be activated. Requests to activate MNVESS should be made to the MNVESS 24/7 duty phone at 778-921-0189.

If the MNVESS duty phone is not answered, the request to activate MNVESS should be made to the City of Merritt Emergency Program Coordinator at 778-921-0359.

Requests may also be made to [ess@merritt.ca](mailto:ess@merritt.ca); however, this mailbox is not always monitored.

Requests to activate MNVESS should include the following information:

1. the name of the person making the request;
2. the organization the person making the request belongs to;

3. the phone number that the person making the request may be reached at;
4. the type of emergency;
5. the approximate number of people both displaced by the emergency and likely to be displaced by the emergency;
6. the approximate size and location of the emergency;
7. information regarding any danger the emergency might pose to MNVESS volunteers;
8. the type of property affected by the emergency or that may be affected by the emergency; and
9. available access to the site of the emergency.

Upon receiving a request to activate MNVESS, the duty phone volunteer shall approve or deny the request in accordance with the activation criteria described in the [Government of BC's ESS Program guide](#).

The ESSD and EPC should be advised of any request made to activate MNVESS, regardless of whether or not the request was approved, at the earliest practical opportunity.

If the request to activate MNVESS is approved, the duty phone volunteer shall immediately contact the BC EMCR Emergency Coordination Centre (ECC) at 1-800-663-3456, provide a report on the emergency, and request a task number.

The report made to the EMCR ECC shall include the following information:

1. the name of the person making the report;
2. the agency reporting the incident;
3. the phone number that the person making the report may be reached at;
4. the type of emergency;
5. the approximate size of the area affected by the emergency;
6. the approximate number of people affected by the emergency;
7. the type of property affected by the emergency;
8. the type of property affected by the emergency or that may be affected by the emergency; and
9. available access to the site of the emergency.

**MNVESS shall not activate unless EMCR provides a task number.**

Upon receiving a task number, the MNVESS duty phone volunteer or their delegate shall call out MNVESS volunteers until the activation is staffed to the required activation level. A callout may be

conducted by email or by phone. Contact information for MNVESS volunteers is included [on the MNVESS Microsoft SharePoint site](#).

The following flowchart shows how a properly authorized MNVESS activation should be conducted:

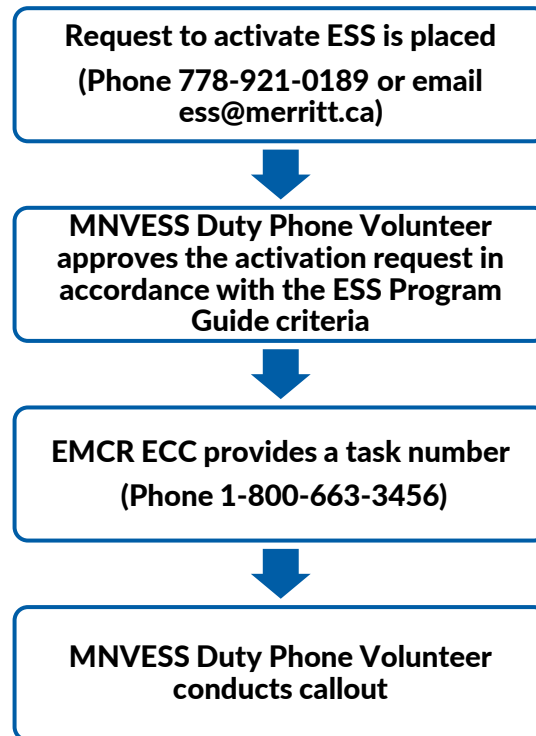


Figure 2: Diagram of MNVESS activation process.

An ESS callout message should include:

- ▶ a brief description of the emergency;
- ▶ the location of the reception centre;
- ▶ the name of the reception centre manager;
- ▶ the EMCR task number; and
- ▶ a point-of-contact for questions.

The callout message should also request that receipt of the message be confirmed.

Note that the MNVESS duty phone volunteer is not necessarily required to respond to an activation themselves; rather, the duty phone volunteer is responsible for approving or denying the activation request, requesting an EMCR task number, and conducting the callout of MNVESS volunteers.

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## 📄 Templates

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An ESS activation template is included in the [City of Merritt Emergency Program Microsoft SharePoint Templates Library](#).

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### 4.3 ALERT

MNVESS may be placed on alert by the ESSD, ESSDD, or City of Merritt EPC using the contact information included on the [MNVESS Microsoft SharePoint site](#).

An alert may be issued in response to an emergency or potential emergency that may escalate to a point warranting the activation of MNVESS. MNVESS volunteers should be advised that they may be activated, should prepare any items they may want to have with them in a reception centre or group lodging facility, and should regularly check for updates.

The ESSD, ESSDD, or City of Merritt EPC should communicate the rescindment of the alert if the emergency passes without necessitating the activation of MNVESS.

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## 📄 Templates

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An ESS alert template is included in the [City of Merritt Emergency Program Microsoft SharePoint Templates Library](#).

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## 5 RESPONSE PROCEDURES

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### 5.1 CONCEPT OF RESPONSE

MNVESS shall respond to emergencies in accordance with the [Government of BC Emergency Support Services Program Guide](#). This program guide overviews almost all components of the ESS program.

In addition to the Emergency Support Services Program Guide, MNVESS follows [BC Emergency Management System \(BCEMS\) Emergency Operations Centres \(EOC\) operational guidelines](#). While these guidelines are primarily intended for EOCs, ESS reception centres and group lodging facilities use the same management system. These operational guidelines are adopted from Incident Command System (ICS) guidelines.

### 5.2 RESPONDING ALONE

MNVESS volunteers are not to respond to ESS activations alone.

### 5.3 RELATIONSHIP WITH THE CITY OF MERRITT EOC

When both the City of Merritt EOC and MNVESS are activated in response to an emergency, MNVESS should supply an ESS branch coordinator to work in the EOC Operations Section. This role is intended to liaise between MNVESS and the City of Merritt EOC.

MNVESS requests for higher level support, including resource requests to the EMCR Central Provincial Regional Emergency Operations Centre (PREOC), should be made through the City of Merritt EOC.

## Key Contacts

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### **OMITTED IN PUBLIC VERSION OF PLAN.**

*Additional contact information for the City of Merritt is included in the [City of Merritt Emergency Program Contact List](#).*

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## **5.4 RECEPTION CENTRES**

### **5.4.1 Memorandum of Understanding**

A Memorandum of Understanding (MOU) must be signed with the operator of any reception centre facility prior to MNVESS making use of the facility.

MOUs are not required when the facility being used as a reception centre is owned by the City of Merritt.

### **5.4.2 Mapping of Locations**

### **OMITTED IN PUBLIC VERSION OF PLAN.**

## Mapping

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*Active ESS Reception Centres in BC are featured on the [City of Merritt Emergency Program map](#).*

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## **5.5 GROUP LODGING**

While MNVESS volunteers do conduct training in order to support group lodging operations, MNVESS is not currently resourced to conduct group lodging operations at a significant scale. Group lodging should therefore only be considered when substantial assistance is provided to MNVESS and after alternative options, such as referrals to hotels and billeting, are exhausted.

## **5.6 EMBOSSING**

MNVESS uses a special embosser to add a mark of authenticity to official ESS referral documents.

## **5.7 ADDITIONAL ROLES IN EMERGENCY RESPONSE**

### **5.7.1 EOC Branch Coordinator**

In emergencies that substantially involve the City of Merritt EOC, MNVESS should designate a volunteer as an EOC branch coordinator. The branch coordinator acts as the link between MNVESS and the City of Merritt EOC and keeps the EOC advised of matters relating to ESS.

## 5.7.2 Supplier Liaison

In emergencies that are likely to involve many suppliers, MNVESS may consider designating a volunteer as a supplier liaison. The supplier liaison is responsible keeping MNVESS suppliers informed about the emergency and for explaining ESS referral form and reimbursement procedures to suppliers.

### Templates

An MNVESS supplier liaison template for major emergency events is included in the [City of Merritt Emergency Program Microsoft SharePoint Templates Library](#).

## 5.8 DEACTIVATION

If the City of Merritt EOC is activated concurrently with MNVESS, the deactivation of MNVESS should be approved by the EOC Operations Section Chief.

MNVESS should perform the following tasks as part of the deactivation process:

- ▶ complete an after-action review (AAR);
- ▶ complete any unfinished documentation;
- ▶ reset the passwords of any City of Merritt computer systems used as part of the activation;
- ▶ follow-up with suppliers and support the processing of referral forms;
- ▶ thank supporting organizations; and
- ▶ restock supplies and documents.

## 6 SUPPORTING ORGANIZATIONS

### 6.1 BC MINISTRY OF EMERGENCY MANAGEMENT AND CLIMATE READINESS (EMCR)

The BC Ministry of Emergency Management and Climate Readiness (EMCR) can assist ESS organizations in almost all facets of an emergency, including by deploying its own Roving ESS Team (RESST), providing technical advice, and by fulfilling resource requests. In a major emergency, communications with EMCR are typically to be passed through the City of Merritt **EOC Operations Section**; however, Central PREOC may be contacted directly if the EOC is not activated.

The EMCR ESS Regional Planning Officer assists with routine coordination between EMCR and ESS teams like MNVESS.

### Key Contacts

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Additional contact information for EMCR is included in the [City of Merritt Emergency Program Contact List](#).

## 6.2 CANADIAN DISASTER ANIMAL RESPONSE TEAM (CDART)

The [Canadian Disaster Animal Response Team \(CDART\)](#) is a volunteer organization that supports domesticated animals during an emergency. CDART works closely with ESS organizations and may provide at an ESS reception centre,

### 📞 Key Contacts

Organization	Contact	Phone	Email
CDART	General Enquiry	-	<a href="mailto:info@cdart.org">info@cdart.org</a>

Additional contact information for CDART is included in the [City of Merritt Emergency Program Contact List](#).

## 6.3 CANADIAN RED CROSS (CRC)

The [Canadian Red Cross \(CRC\)](#) can provide a wide variety of supports to ESS through its Personal Disaster Assistance program (PDA). Typical supports included conducting emergency survivor needs assessments, providing recovery support, and provisioning emergency supplies. The CRC is not intended to replace ESS; rather, the CRC generally focuses on providing supports beyond the 72-hour period in which ESS is typically activated.

### 📞 Key Contacts

Organization	Contact	Phone	Email
CRC	Emergency Management Duty Officer	1-888-800-6493	<a href="mailto:bcydutyofficer@redcross.ca">bcydutyofficer@redcross.ca</a>

Additional contact information for the CRC is included in the [City of Merritt Emergency Program Contact List](#).

## 6.4 DISASTER PSYCHOSOCIAL SERVICES (DPS)

[Health Emergency Management BC \(HEMBC\)](#) can deploy [Disaster Psychosocial Support \(DPS\)](#) volunteer teams to provide psychological first aid after an emergency. DPS volunteers are popularly referred to as “purple shirts” in reference to the clothing they wear when deployed.

### 📞 Key Contacts

Organization	Contact	Phone	Email
HEMBC	Disaster Psychosocial Services Duty Officer	250-686-6061	<a href="mailto:h1th.dutyofficer@gov.bc.ca">h1th.dutyofficer@gov.bc.ca</a>

Additional contact information for HEMBC is included in the [City of Merritt Emergency Program Contact List](#).

## 6.5 DISTRICT OF LOGAN LAKE ESS

MNVESSE works closely with the District of Logan Lake's ESS team.

### 📞 Key Contacts

**OMITTED IN PUBLIC VERSION OF PLAN.**

Additional contact information for nearby ESS teams is included in the [City of Merritt Emergency Program Contact List](#).

## 6.6 FIRST NATIONS HEALTH AUTHORITY (FNHA)

The [First Nations Health Authority \(FNHA\)](#) provides a wide range of health supports for Indigenous persons and helps promote cultural safety at ESS facilities.

### 📞 Key Contacts

**OMITTED IN PUBLIC VERSION OF PLAN.**

Additional contact information for FNHA is included in the [City of Merritt Emergency Program Contact List](#).

## 6.7 INSURANCE BUREAU OF CANADA (IBC)

The [Insurance Bureau of Canada \(IBC\)](#) can deploy its [Community Assistance Mobile Pavilion \(CAMP\)](#) to areas affected by an emergency in order to answer questions about insurance coverage.

### 📞 Key Contacts

**OMITTED IN PUBLIC VERSION OF PLAN.**

Additional contact information for IBC is included in the [City of Merritt Emergency Program Contact List](#).

## 6.8 SALVATION ARMY

Salvation Army Emergency Disaster Services (EDS) may provide feeding to emergency survivors and first responders, emotional and spiritual care, and hygiene after an emergency has taken place.

### 📞 Key Contacts

#### OMITTED IN PUBLIC VERSION OF PLAN.

Additional contact information for the Salvation Army is included in the [City of Merritt Emergency Program Contact List](#).

## 6.9 SERVICE BC

Service BC can send employees to reception centres or deploy its Mobile Service Centre van to areas affected by an emergency in order to perform citizen services such as replace lost identification.

Service BC support to a reception may be requested by sending a resource request through the City of Merritt EOC to Central PREOC at [preoc3.ops1@gov.bc.ca](mailto:preoc3.ops1@gov.bc.ca).

### 📞 Key Contacts

Organization	Contact	Phone	Email
ServiceBC	Merritt Office	250-378-9343	<a href="mailto:servicebc.merritt@gov.bc.ca">servicebc.merritt@gov.bc.ca</a>

Additional contact information for ServiceBC is included in the [City of Merritt Emergency Program Contact List](#).

## 6.10 SERVICE CANADA

[Service Canada](#) can help replace federal documentation lost in an emergency.

### 📞 Key Contacts

#### OMITTED IN PUBLIC VERSION OF PLAN.

Additional contact information for Service Canada is included in the [City of Merritt Emergency Program Contact List](#).

## 6.11 TOWN OF PRINCETON ESS

MNVES works closely with the Town of Princeton's ESS team.

## 📞 Key Contacts

### OMITTED IN PUBLIC VERSION OF PLAN.

Additional contact information for nearby ESS teams is included in the [City of Merritt Emergency Program Contact List](#).

## 6.12 UNITED WAY BC (UWBC)

The [United Way BC \(UWBC\)](#) works with many charitable organizations that may be able to provide various supports to ESS.

## 📞 Key Contacts

### OMITTED IN PUBLIC VERSION OF PLAN.

Additional contact information for UWBC is included in the [City of Merritt Emergency Program Contact List](#).

## 7 ACRONYMS AND ABBREVIATIONS

**AAR** – After-Action Review

**BCEMS** – BC Emergency Management System

**CAMP** – Community Assistance Mobile Pavilion

**CAO** – Chief Administrative Officer

**CEPF** – Community Emergency Preparedness Fund

**CRC** – Canadian Red Cross

**CRRP** – Criminal Records Review Program

**DFA** – Disaster Financial Assistance

**DPS** – Disaster Psychosocial Support

**EDS** – Emergency Disaster Services

**EMCR** – BC Ministry of Emergency Management and Climate Readiness

**EOC** – Emergency Operations Centre

**EPC** – Emergency Program Coordinator

**ERA** – Evacuee Registration and Assistance

**ESS** – Emergency Support Services

**ESSD** – Emergency Support Services Director

**ESSDD** – Emergency Support Services Deputy Director

**IBC** – Insurance Bureau of Canada

**ICS** – Incident Command System

**JIBC** – Justice Institute of British Columbia

**MNVESS** – Merritt and Nicola Valley Emergency Support Services

**MOU** – Memorandum of Understanding

**PDA** – Personal Disaster Assistance

**PFA** – Psychological First Aid

**PHSA** – Provincial Health Services Authority

**PREOC** – Provincial Regional Emergency Operations Centre

**PSL** – Public Safety Lifeline

**PSLV** – Public Safety Lifeline Volunteer

**RCMP** – Royal Canadian Mounted Police

**RDCO** – Regional District of Central Okanagan

**RESST** – Roving ESS Team

**UBCM** – Union of BC Municipalities

**UWBC** – United Way BC

## **8 APPENDIXES**

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Appendix A - [MNVESS Training Program](#)

Appendix B - [MNVESS Exercise Program](#)

## APPENDIX A - MNVESS TRAINING PROGRAM

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### A.1 CONCEPT OF TRAINING

The MNVESS training plan is intended to enable MNVESS volunteers to capably and confidently perform their assigned roles during an ESS activation. The primary focus of the MNVESS training plan is qualifying volunteers on Justice Institute of BC (JIBC) ESS courses. JIBC works closely with EMCR and is the recognized standard for ESS training in BC. JIBC offers a wide variety of ESS courses and qualifications. Most courses are self-paced and offered entirely online.

The MNVESS training plan should be supported by the MNVESS exercise plan. The MNVESS exercise plan should be designed to review and apply training completed by MNVESS volunteers.

### A.2 JIBC TRAINING

#### A.2.1 INTRODUCTORY COURSES

All MNVESS volunteers should aim to complete the following JIBC ESS training within six months of joining MNVESS:

- ▶ [EMRG-1600 Introduction to Emergency Support Services](#)
- ▶ [EMRG-1607 Level One Emergency Support Services](#)
- ▶ [EMRG-1610 Introduction to Reception Centres](#)
- ▶ [EMRG-1612 Introduction to Group Lodging](#)
- ▶ [EMRG-1615 Registration & Referrals](#)
- ▶ [EMRG-1635 Introduction to Evacuee Registration and Supports](#)

JIBC estimates that this training takes approximately 29 hours in total to complete.

ESS volunteers may register for JIBC courses either online or by contacting the JIBC registrar at 604-528-5590 or [register@jibc.ca](mailto:register@jibc.ca).

### A.3 ADDITIONAL TRAINING

A wide variety of additional training that may be of interest to MNVESS volunteers is listed [on the MNVESS Microsoft SharePoint site](#). Training topics include mental health, first aid, and the incident command system.

### A.4 TRACKING OF TRAINING COMPLETION

MNVESS volunteer training is tracked [on the MNVESS Microsoft SharePoint site](#).

## **A.5 EVACUEE REGISTRATION AND REFERRAL (ERA) PRACTICE**

MNVESS volunteers may practice using the ERA program by using the Evacuee Registration and Referral (ERA) portal training mode. MNVESS volunteers can use the mock task number “Train-Merritt” in the ERA portal training mode.

## APPENDIX B - MNVESS EXERCISE PROGRAM

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### B.1 CONCEPT OF EXERCISING

In order to reduce strain on volunteers, MNVESS should typically avoid conducting a large number of exercises. However, MNVESS should still organize at least one activation drill per year. Additionally, MNVESS should consider participating in any exercises being conducted by either the City of Merritt or by nearby ESS organizations when there is an opportunity to do so.

### B.2 MNVESS ACTIVATION DRILL INSTRUCTIONS

#### Intent

This exercise is intended to confirm that the contact information kept by MNVESS to facilitate an activation is accurate.

#### Objective

Advise all exercise participants of an MNVESS activation without contacting any out-of-service numbers, invalid email addresses, former or inactive volunteers etc.

#### Frequency

This exercise should be conducted at least once per year.

#### Participants

All MNVESS volunteers.

#### Special Instructions

All exercise participants should be advised about the exercise beforehand.

Any callout communications should clearly explain the nature of the exercise and advise that there is no actual callout taking place.

The exercise should take place during a regularly scheduled MNVESS meeting.