

EMRG-1600 Introduction to Emergency Social Services

(formerly ESS100)

(online and print-based self-study) (no credit)

Course Description:

Introduction to Emergency Social Services (ESS) consists of two modules: Module 1 provides an overview of the ESS program in BC; Module 2 describes personal preparedness for ESS responders. This course is a prerequisite for all other ESS courses. It is offered online and as a self-study guide. It can also be delivered face-to-face by a facilitator. The Facilitator's Guide is available free of charge to ESS Directors. Contact the Emergency Management Division to request a copy.

Course Goal(s):

The goal of Introduction to ESS is to provide new Emergency Social Services responders with fundamental information about the ESS program.

Course Learning Outcomes:

Module 1: Overview of ESS

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

1. Define Emergency Social Services
2. Describe the basic Emergency Social Services: the provision of emergency food, clothing, lodging, and family reunification
3. Describe other Emergency Social Services; the provision of services such as emotional support, volunteer management, communications, first aid, health services, child care, public information, transportation, pet care, and recreation
4. Define Emergency Management
5. Discuss the relationship between the local ESS team and municipal, regional, provincial, and federal governments
6. Identify ESS Support Organizations

Module 2: Personal Preparedness for ESS responders

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

1. Describe the activities required of an ESS responder before, during and after an ESS response
2. Explain the slogan "Sharing the Responsibility"
3. Develop a grab-and-go bag
4. Practice worker care principles

Prerequisites

None

EMRG-1607 Level One ESS

(formerly ESS107 and ESS180)

(online and print-based self-study) (no credit)

Course Description:

Level One Emergency Social Services is intended for volunteers or staff who have been identified as Level One ESS responders by the person or organization that is responsible for managing Level One ESS in the community, existing ESS responders who are expanding their role to include Level One ESS response, and Level One ESS supervisors. The purpose of the course is to familiarize participants with Level One ESS response activities and requirements.

Course Goal(s):

To prepare new ESS responders to respond to a level one ESS event.

Course Learning Outcomes:

Upon completion of this course, participants will be able to:

1. Define a Level One ESS response
2. Describe the steps taken in a Level One response
3. Describe the tools included in a Level One response “kit”
4. Complete the necessary paperwork for a Level One response
5. Discuss how a Level One ESS response differs from the other levels of ESS activation
6. Practice worker care principles
7. Address the emotional support needs of evacuees

Prerequisites

None

EMRG-1610 Introduction to Reception Centres

(formerly ESS111, ESS114, and ESS200)

(half-day face-to-face, online and community-based in BC)

Course Description:

Learn about the basic functions of a reception centre during emergencies or disasters. This three and a half (3.5) hour course covers the fundamentals for ESS responders who may be called upon to work in, or support the activities at a reception centre.

Course Goal(s):

The purpose of this course is to prepare ESS responders for working in local facilities designated as reception centres.

Course Learning Outcomes:

Upon completion of this one-day course, participants 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
4. Plan for self-care

Prerequisites

EMRG-1600 Introduction to ESS

EMRG-1611 Reception Centre Applied Training

(formerly ESS134)

(half-day; face-to-face)

Course Description:

Apply Reception Centre (RC) skills and practices in a mentored functional exercise. Practice key basic RC tasks by responding to a mock emergency affecting a community. This exercise can also be used as a venue for identifying further RC training and planning needs.

Course Goal(s):

The purpose of this course is to increase the learner's proficiency in performing some basic RC functions.

Course Learning Outcomes:

Upon completion of this course, participants will be able to:

1. Identify an initial call out
2. Set-up a Reception Centre
3. Direct arrivals to the appropriate function/service area in the Reception Centre
4. Demobilize their function/service area

Prerequisites

EMRG-1600 Introduction to ESS and EMRG-1610 Introduction to Reception Centres

EMRG-1612 Introduction to Group Lodging

(formerly ESS112, ESS115, and ESS201)

(half-day face-to-face, online and community-based in BC)

Course Description:

Learn how to adapt facilities to shelter style accommodation for people displaced from their homes during a disaster. This three and a half (3.5) hour course covers the fundamentals for ESS responders who may be called upon to work in or support the activities at a group lodging facility.

Course Goal(s):

The purpose of this course is to prepare ESS responders for working in local facilities designated as group lodging facilities.

Course Learning Outcomes:

1. Upon completion of this course, participants will be able to:
2. Describe the services provided in group lodging
3. Explain the roles and responsibilities of the functions in group lodging
4. Outline how to set-up and work in group lodging

Prerequisites

EMRG-1600 Introduction to ESS

EMRG-1613 Group Lodging Applied Training

(formerly ESS135)

(half-day; face-to-face)

Course Description:

Apply Group Lodging (GL) skills and practices in a mentored functional exercise. Practice key basic GL tasks by responding to a mock emergency affecting a community. This exercise can also be used as a venue for identifying further GL training and planning needs.

Course Goal(s):

The purpose of this course is to increase the learner's proficiency in performing basic GL functions.

Course Learning Outcomes:

Upon completion of this course, participants will be able to:

1. Identify an initial call out
2. Set-up Group Lodging
3. Perform the basic functions in Group Lodging

Prerequisites

EMRG-1600 Introduction to ESS and EMRG-1612 Introduction to Group Lodging

EMRG-1615 Registration & Referrals

(formerly ESS206 and ESS113)

(one day; face-to-face) (no credit)

Course Description:

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 File (Registration and Service Record) and Referral forms.

Course Goal(s):

The goal of Registration and Referrals is to give participants the skills and knowledge required to work in the registration and referrals functions in a Reception Centre.

Course Learning Outcomes:

Upon completion of this course, participants 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

Prerequisites

EMRG-1600 Introduction to ESS and EMRG-1610 Introduction to Reception Centres

EMRG-1624 ESS Resource Acquisition

(formerly ESS124 and ESS202)

(one day; face-to-face) (no credit)

Course Description:

ESS Resource Acquisition is intended for ESS team members 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.

Course Goal(s):

The goal of the course is to provide participants with the knowledge and skills necessary to effectively manage three primary ESS resources: food, clothing and lodging.

Course Learning Outcomes:

Upon completion of this course, participants 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

Prerequisites

EMRG-1600 Introduction to ESS and EMRG-1610 Introduction to Reception Centres

EMRG-1645 Managing Walk-In Disaster Volunteers

(formerly ESS125 and ESS203)

(one day; face-to-face)(0.5 credits upon successful completion of assessment; elective in Emergency Management Certificate Program)

Course Description:

This course is intended for those on the ESS team responsible for managing walk-in disaster volunteers. In this highly participatory workshop, participants will learn about managing large numbers of untrained walk-in disaster volunteers and have the opportunity to set up a volunteer services centre.

Course Goal(s):

The goal of the course is to provide participants with the knowledge and skills necessary to manage large numbers of untrained “walk-in” volunteers.

Course Learning Outcomes:

Upon completion of this course, participants will be able to:

1. Describe the volunteer management cycle
2. Discuss volunteer management during a disaster response
3. Define roles and responsibilities of volunteers/staff in a disaster response
4. Develop plans to set up a Volunteer/Staff Management Branch workstation
5. Set up and manage one of two types of volunteer/staff management centres, based on having minimal or no warning of an impending disaster and having a sufficient warning period to allow time to organize and set up.

Prerequisites

EMRG-1600 Introduction to ESS and EMRG-1610 Introduction to Reception Centres

EMRG-1660 Public Safety Lifeline Leadership (formerly ESS121)

(two days; face-to-face) (0.5 credits upon successful completion of assessment; elective in Emergency Management Certificate Program)

Course Description:

This is an introductory course designed to familiarize participants with the fundamental components of effective leadership. The focus is on generic leadership skills that can be applied to various emergency management roles. The course is aimed at local authority emergency program coordinators and members of Emergency Social Services, Search and Rescue, PEP Air, Road Rescue, Emergency Communications teams who have significant experience with their teams and who are in, or under consideration for, a management or leadership role.

Course Goal(s):

The goal of the course is to introduce participants to the fundamental components of effective leadership.

Course Learning Outcomes:

Upon completion of this course, participants 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

Prerequisites

None

EMRG-1671 ESS Site Management (formerly ESS171)

(one day; face-to-face) (no credit)

Course Description:

This course will familiarize participants with the roles and responsibilities of the Emergency Social Services (ESS) management team and provide participants with an opportunity to perform relevant activities and processes. In this context, the ESS management team includes Reception Centre and Group Lodging Managers; Information, Liaison, and Safety Officers; and Operations, Planning, Logistics, and Finance Section Chiefs.

Course Goal(s):

The purpose of the proposed ESS management course is to familiarize participants with the roles and responsibilities of the ESS management team and provide participants with an opportunity to perform relevant activities and processes. In this context, the ESS management team includes Reception Centre and Group Lodging Managers; Information, Liaison, and Safety Officers; and Operations, Planning, Logistics, and Finance Section Chiefs.

Course Learning Outcomes:

Upon completion of this course, participants will be able to

1. Explain the roles and responsibilities of the ESS management team: Reception Centre or Group Lodging Manager, Liaison Officer, Safety Officer, Information Officer, and Section Chiefs
2. Describe the relationships between a Reception Centre and Group Lodging facility and between an ESS facility and the EOC
3. Identify the space, equipment, and supply requirements for the ESS management team position
4. Describe the communication links relevant to each ESS management team position
5. Describe the key activities and processes performed by each ESS management team position
6. Identify best practices related to ESS management

Prerequisites

EMRG-1600 Introduction to ESS and EMRG-1610 Introduction to Reception Centres

EMRG-1674 Managing Volunteer Programs (formerly ESS122)

(one day; face-to-face) (no credit)

Course Description:

This course is intended for emergency management professionals and volunteers with responsibilities for managing volunteer programs. It provides information on the fundamentals of volunteer management including recruiting, managing, and retaining volunteers. It also addresses issues such as risk management and liability, worker care, volunteer management software, and handling challenging volunteers.

Course Goal(s):

The goal of the course is to provide participants with the knowledge and skills necessary to start and manage a volunteer program in any of EMBC's Public Safety Lifeline Volunteer disciplines (SAR, ESS, Road Rescue, PEP Air, and Emergency Radio Communications).

Course Learning Outcomes:

Upon completion of this course, participants will be able to:

1. Discuss current trends in volunteerism and their implications for an organization
2. Describe the volunteer management cycle
3. Use the *Canadian Code for Volunteer Involvement* as a framework in the development and maintenance of volunteer resources
4. Develop plans for recruiting, managing, and retaining volunteers
5. Keep accurate volunteer records
6. Make informed decisions regarding challenging volunteer issues
7. Seek additional information on volunteer management subjects using resource lists

Prerequisites

EMRG-1600 Introduction to ESS and EMRG-1610 Introduction to Reception Centres

EMRG-1681 ESS Director (formerly ESS181)

(three days; face-to-face) (1.5 credits upon successful completion of assessment; elective in Emergency Management Certificate Program)

Course Description:

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 and the support structures and resources that can help ESSD's fulfill these responsibilities. This course is intended for newly appointed ESS directors, deputies, and alternates. Other emergency management personnel, such as emergency program coordinators, support organization staff, and Emergency Management BC staff will be considered if seats are available.

Course Goal(s):

The goal of the course is to give participants the basic skills, knowledge, and tools to perform the role of the ESS Director or Alternate/Deputy.

Course Learning Outcomes:

Upon completion of this course, participants will be able to:

1. Describe ESS in British Columbia
2. Explain the British Columbia Emergency Response Management System (BCERMS) and how it is applied to ESS
3. Develop an ESS plan
4. Manage an ESS team
5. Manage the finances and reporting for an ESS team
6. Manage the ESS Branch of an Emergency Operations Centre (EOC)
7. Demobilize an ESS response

Prerequisites

EMRG-1100 Introduction to Emergency Management
and
EMRG-1600 Introduction to ESS and
and
EMRG-1610 Introduction to Reception Centres
and
EMRG-1615 Registration & Referrals