

## Please see the message below regarding an ESS After Hours Information Line.

Good day,

The After Hours Emergency Support Services Information Line is expanding province wide as of 1630 pm today (14 Aug 2021). We are accepting calls from 1630 until Midnight 7 days per week.

The phone line is a project to support existing Reception Centres (RC) by assisting evacuees that arrive outside of an RCs hours of operation. It is a phone line with 1-2 ESS Responders that can provide registration and one night of accommodation to evacuees that are at a closed Reception Centre. **This line is currently able to support small numbers of evacuees, you may be asked to stand up your RC after 1630 for high volume evacuations.**

### HOW TO USE THIS SERVICE

- Reception Centers that are not experiencing a high volume of evacuees are able to stand down at 1630 pm each night. What needs to be done:
  - Place attached signage on all doors requesting Evacuees to call 1-800-585-9559 Choose Option 1 if they require accommodations & / or Registration
  - Change your voicemail message to indicate the same as above
  - **Email your most updated Accommodations spreadsheet to [pecc.ops9@gov.bc.ca](mailto:pecc.ops9@gov.bc.ca) and [pecc.ops30@gov.bc.ca](mailto:pecc.ops30@gov.bc.ca) each day by 1600 pm (This is important as we need to ensure we are connecting evacuees with the right accommodations)**
  - Provide us with your hours of operation so we can advise evacuees when to attend your RC.

### HOW THIS SERVICE WORKS

- Between the hours of 1630 and Midnight, 7 days a week, Evacuees will be able to call 1-800-585-9559 and choose from 3 options to assist them with ESS registration and accommodation for the night , general ESS information, and ERA Tech Support.
  - **Press #1: After Hours Emergency Support Services →**
    - If the call is not answered immediately, evacuees will receive a recorded message: *You have reached PROVINCIAL AFTER HOURS EMERGENCY SUPPORT SERVICES . We are currently open until Midnight. If you require accommodations and/or to register with Emergency Support Services for tonight because the Reception Center closest to you is now closed, please leave your full name, phone number and a brief detail - and we will call you back as soon as possible. Please know we are currently on the line*

*assisting another evacuee, and be assured we WILL call you back as soon as possible.*

- If evacuees require other resources, they will be asked to attend the RC the next morning on reopen
  - If the evacuee requires immediate resources other than accommodation, we will call the after-hours ESS designate
  - If calls exceed capacity, EMBC will advise the PREOC to reopen the RC
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- **Press #2: ESS Info Line** →
    - If the call is not answered immediately, the evacuees will receive a recorded message: *You have reached the EMERGENCY SUPPORT SERVICES INFORMATION LINE. If you are seeking assistance locating a Reception Center or have questions regarding an Evacuation Order or Alert, please leave your full name, phone number & a brief description of your query and we will call you back prior to 0830 pm, or the next business day. If you have internet access, please go to [EmergencyInfoBC.gov.bc.ca](http://EmergencyInfoBC.gov.bc.ca)*
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- **Press #3: ERA Tech Support** →
    - If the call is not answered immediately, the evacuees will receive a recorded message: You have reached ERA Tech Support. ERA is the Evacuee Registration & Assistance application found at [ess.gov.bc.bc](http://ess.gov.bc.bc). If you are encountering issues and are unable to register yourself or a household member, please do the following: Ensure you are using Chrome. Clear your Cache and relog on. If the issue persists, please leave your full name, phone number and a brief explanation of the issue you are encountering. We will call you back within 24 hours.

Email sent by:

**Jaylene de Vries**

**Liaison Officer** | Central Region PREOC (PREOC #3)

[Emergency Management BC](#)

PH: (778) 362-4459 Fax: (250) 371-5246

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