# What is a Reception Centre

People who are forced to evacuate their homes in an emergency may be directed to a Reception Centre. A Reception Centre is a safe place where people can go to receive:

**Information about the emergency**

**Assistance meeting their basic needs**

**Help planning their recovery from a disaster**

Reception centres are often located in community centres, churches and schools. Depending on what is available in the community, tents can also be erected and used as a reception centre.

# ESS Response Activation Levels

**LEVEL 1**

Minor evacuation, an incident invloving one or two families.

**LEVEL 2**

Limited evacuation, an incident involving three or more families.

**LEVEL 3**

Extensive evacuation, large number of people impacted.


CONTACT US

**New Westminster Emergency Support Services**

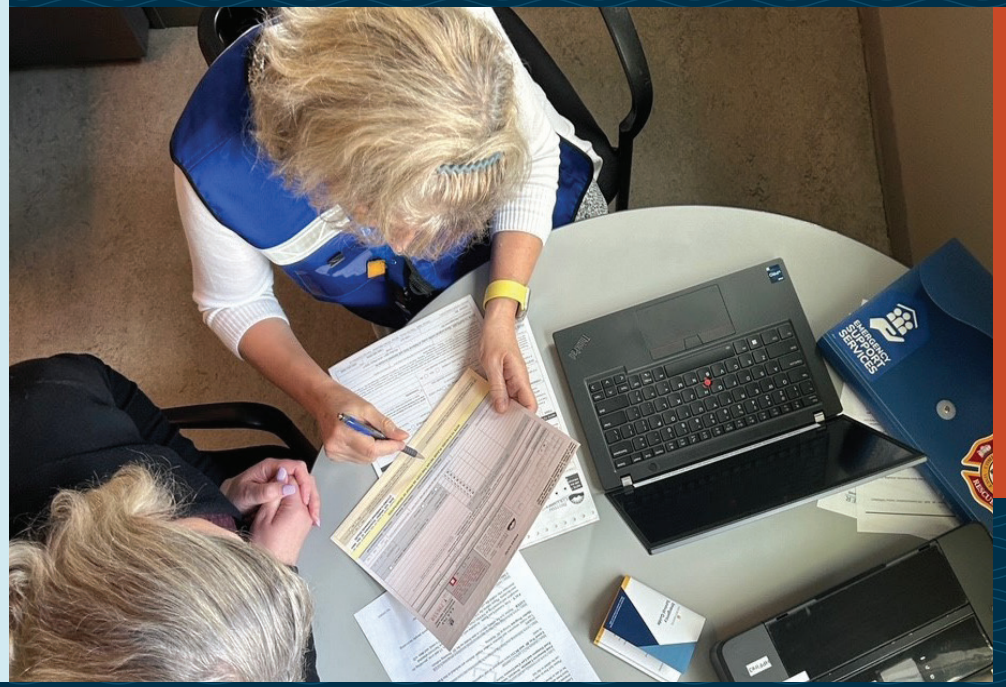
604 519 1000
fire@newwestcity.ca


VISIT US ON THE WEB

newwestcity.ca/emergency supportservices

Emegency Management
**New Westminster**

# Emergency Support Services



The Heart of Disaster Response

**NEWWESTCITY.CA**

EMERGENCY SUPPORT SERVICES

# People Helping People

## What is ESS?

Emergency Support Services (ESS) provides short-term, basic support to the residents of the City of New Westminster who have been impacted by an emergency or a disaster (fires, floods or earthquakes). The goal of ESS is to help people begin to re-establish themselves as quickly as possible after either of these events.



## Who are ESS volunteers?

The City of New Westminster ESS volunteers are a group of dedicated individuals who help plan for the well-being of their neighbours, and fellow citizens, in the event of a disaster.

**Volunteers are required to:**

- **Be in good health**
- **Have a valid BC Driver's License**
- **Provide a copy of their police record search** (applied for after a successful interview)
- **Must be 19+**




## What do ESS volunteers do?

ESS volunteers help people and pets who have had to evacuate their homes during emergencies or disasters. ESS volunteers assist at disaster sites and facilitate the provision of essential, basic needs for evacuees.

There are monthly meetings and training sessions for all volunteers so they have the skills to:

- **Act as a liaison between the evacuees and the first responders.**
- **Provide assistance to evacuees and find a safe place where they can gather to receive assistance and information.**
- **Provide Emergency Prepardness education to the public and community organizations.**



# Volunteering...

## Benefits to volunteering

- Prepares you to cope in an emergency
- Builds transferable skills such as empathy, effective listening, organization, and utilizes skills already possessed
- Offers training opportunities
- Meet new people with similar interestes
- Enjoyment in giving back to your community
- Helping in a time of need
- Volunteer hours are acknowledged in a letter of reference (if requested)

## To become a volunteer:

If you are interested in becoming an ESS volunteer, follow the below QR code to learn more and how to apply!

INFORMATION GUIDE