



Emergency Support Services (ESS) – Volunteer Opportunity!

The Heart of Disaster Response

Emergency Support Services (ESS) provides short-term assistance to British Columbians who are forced to leave their homes because of fire, floods, earthquakes or other emergencies. This assistance includes food, lodging, clothing, emotional support and family reunification. During such emergencies, ESS staff are responsible for the opening of a reception center to facilitate the following:

- Register evacuees to help reunite families.
- Provide referrals for food, clothing and shelter, as funded by the Provincial Emergency Program.
- Arrange group lodging if no commercial facilities are available.

Other groups that work with ESS are the Canadian Red Cross, the Salvation Army, BCSPCA, Canadian Disaster Animal Response Team (CDART), Animal Lifeline Emergency Response Team (ALERT), and First Nations Emergency Services (FNES).

Penticton's ESS team relies on volunteers whose aid is invaluable in responding to the 'people' needs in any emergency in our community. Through planning, training, mentorship and practice, our dedicated and compassionate ESS volunteers are ready to be deployed to provide short-term essential needs to those residents impacted in an emergency. ESS volunteers also participate in public awareness, which involves increasing public awareness of "Grab and Go" bags, and self-sufficiency in case of an emergency.

Basic requirements for being an ESS Volunteer:

- Ability to be flexible, responsible, accountable and physically and emotional capable of handling the demands placed on them during emergencies.
- Excellent customer service skills with the ability to be empathetic and make people feel cared for.
- Ability to maintain confidentiality and to exercise a high degree of tact, diplomacy and discretion.
- Administrative skills with a high degree of accuracy and attention to detail.
- Ability to take direction and work in an emotionally charged atmosphere.
- Valid BC Driver's Licence with your own transportation will be considered an asset.
- ESS team meetings are held once a month and volunteers are only required to attend a minimum of three meetings throughout the calendar year.
- Volunteers will be provided any required ESS training courses at no cost. These courses will be provided over time as they become available.

**If you are interested in this unique opportunity, we welcome your resume and cover letter
by 4:00 pm on March 31st, 2019 to: [Email: apply@penticton.ca](mailto:apply@penticton.ca)**

PLEASE QUOTE COMPETITION NO: 19-12E