



Emergency Support Services (ESS) Course Catalogue

The Justice Institute of British Columbia offers Emergency Support Services courses. These courses are designed and delivered in direct collaborate with the Ministry of Emergency Management and Climate Readiness and are free to all ESS responders across the province.

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Emergency Support Services (ESS) Course Overview

Course Name		Face-to-Face	Online (Instructor)	Online (Self-Pace)
EMRG-1600	Introduction to Emergency Support Services	N/A	N/A	Yes
EMRG-1607	Level One ESS	N/A	N/A	Yes
EMRG-1610	Introduction to Reception Centres	N/A	N/A	Yes
EMRG-1612	Introduction to Group Lodging	N/A	N/A	Yes
EMRG-1615	Registration and Referrals	N/A	Yes	N/A
EMRG-1617	Applied Reception Centre	Yes	N/A	N/A
EMRG-1618	Applied Group Lodging	Yes	N/A	N/A
EMRG-1622	ERA for Management	N/A	N/A	Yes
EMRG-1624	Resource Acquisition	Yes	N/A	N/A
EMRG-1635	Introduction to Registration and Supports	Yes	Yes	Yes
EMRG-1660	Public Safety Lifeline Leadership	Yes	N/A	N/A
EMRG-1681	Emergency Support Services Director*	Yes	Yes	N/A

Delivery Format

Face-to-Face

Face-to-face courses are available to communities through the in-person course request process. The Ministry of Emergency Management and Climate Readiness (EMCR) solicits and prioritizes community request. Once communities have been selected, JIBC manages the scheduling and delivery of courses to communities.

EMRG-1681 Emergency Support Services Director is not available through the community request process and is only available as a scheduled provincial delivery.

Online (Instructor Led)

Online instructor led courses are scheduled at least monthly and combine independent work with live instructor sessions. When registering for an online, instructor led course, ESS responders should ensure they are available on the dates specified.

Online (Self-Paced)

ESS Volunteers can register for self-paced courses at any time at jibc.ca/ess (scroll to the bottom and select the course). The date listed on the course will always be listed as the 1st of the next month. You will be granted immediate access to the course even though the date is in the future. After registering, you will receive an email confirmation from register@jibc.ca providing direction on how and where to access the course. If you do not receive access to the course within one business day of registering, please contact studenthelp@jibc.ca. For in-course support, contact ess@jibc.ca.

Once the coursework is complete, it will take one-week for the grades to be available in the student records. This is a manual process and cannot be expedited. Students can check their records at <https://jibc-selfservice.colleagueservices.ca/Student>.



Course Details and Descriptions

EMRG-1600 Introduction to Emergency Support Services

Length	3 hours
Delivery Format	Online (self-paced)
Pre-Requisites	None

Learn the basic concepts and structure of Emergency Support Services (ESS) in British Columbia. Assess your readiness to be an ESS volunteer and explore the duties of an ESS responder. This course is strongly recommended before taking any other ESS courses.

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

1. Prepare to be an ESS responder
2. Explain the role and structure of ESS
3. Describe the rights and responsibilities of ESS responders

Register at <https://www.jibc.ca/course/introduction-emergency-support-services>.

EMRG-1607 Level One ESS

Length	3 hours
Delivery Format	Online (self-paced)
Pre-Requisites	None

This course supports the community Level One ESS function by providing basic training to new Level One ESS responders in a home study format. It is offered online and as a self-study guide. Learners are encouraged to record any questions that arise as they work through the material and discuss them with their supervisor once they have completed the course.

Register at <https://www.jibc.ca/course/level-one-emergency-support-services>.

EMRG-1610 Introduction to Reception Centres

Length	3 hours
Delivery Format	Online (self-paced)
Pre-Requisites	EMRG-1600

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

Upon successful completion of this course, the learner 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

Register at <https://www.jibc.ca/course/introduction-reception-centres>.



EMRG-1612 Introduction to Group Lodging

Length	3 hours
Delivery Format	Online (self-paced)
Pre-Requisites	EMRG-1600

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

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

1. Describe the services provided in group lodging
2. Explain the roles and responsibilities of the functions in group lodging
3. Outline how to set-up and work in group lodging

Register at <https://www.jibc.ca/course/introduction-group-lodging>.

EMRG-1615 Registration and Referrals

Length	7 hours (1 week)
Delivery Format	Online (instructor led)
Pre-Requisites	EMRG-1610

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.

The Registration and Referrals course is only online with a self-guided online component in the week prior to course and concluding with a live virtual session for 3 hours. The live virtual element runs from 9:00 am to 12:00 pm on the final date of the course. Students must have access to a computer with microphone and a reliable high-speed internet connection.



EMRG-1617 Applied Reception Centres

Length	7 hours (1-day)
Delivery Format	Face-to-face
Pre-Requisites	EMRG-1600

Learn about the basic functions of a reception centre during emergencies or disaster. This course covers the fundamentals for Emergency Support Services (ESS) responders who may be called upon to work in, or support the activities at a Reception Centre (RC). Apply Reception Centre skills and practices in a mentored functional exercise. Practice key basic RC tasks by responding to a mock emergency affecting a community. The exercise can be used as a venue for identifying further reception centre training needs.

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

4. Describe the services in a Reception Centre
5. Explain the roles and responsibilities of the functions in a reception centre
6. Outline how to set up and work in a Reception Centre
7. Identify an initial call out
8. Assist in the set-up of a Reception Centre
9. Direct arrivals to the appropriate function/service area in the Reception Centre
10. Demobilize their function/service area

EMRG-1618 Applied Group Lodging

Length	7 hours (1-day)
Delivery Format	Face-to-face
Pre-Requisites	EMRG-1600

Learn how to adapt facilities to shelter style accommodation for people displaced from their homes during a disaster. This course covers the fundamentals for Emergency Support Services (ESS) responders who may be called upon to work in or support the activities at a group lodging facility. Apply Group Lodging (GL) skills and practices in a mentored functional exercise. Practice key basic group lodging tasks by responding to a mock emergency affecting a community. The exercise can be used as a venue for identifying further group lodging training planning needs.

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

1. Describe the services provided in Group Lodging
2. Explain the roles, responsibilities of the functions in Group Lodging
3. Outline how to set up and work in Group Lodging
4. Identify an initial call-out
5. Assist in the set-up of a Group Lodging site
6. Perform basic functions in a Group Lodging setting



EMRG-1622 ERA for Management

Length	5 hours
Delivery Format	Online, self-paced
Pre-Requisites	EMRG-1615

This course is for ESS supervisor (tier 2 user), manager/director (tier 3 user), and local emergency program administrator (tier 4 users) of British Columbia's Evacuee Registration & Assistance (ERA) tool. Through this course, participants will learn the management features of the tool including responder management, supplier management, community management, and generating reports.

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

1. Describe how to login to ERA
2. Explain how task numbers, evacuee profiles, ESS files, and households function within ERA
3. Describe how to edit their personal ERA user profile
4. Describe the processes required for evacuee search and registration within ERA
5. Describe how to manage an ESS team within ERA
6. Describe how manage suppliers within ERA
7. Describe how to add and remove communities to area of responsibility within ERA
8. Describe how to generate reports within ERA

EMRG-1624 Resource Acquisition

Length	6 hours (1-day)
Delivery Format	Face-to-face
Pre-Requisites	EMRG-1610

ESS Resource Acquisition is intended for Emergency Support Services (ESS) responders 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.

Upon successful completion of this course, the learner 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



EMRG-1635 Introduction to Evacuee Registration and Supports

Length 7 hours (1-day)

Delivery Format Face-to-face, Online (instructor led), Online (self-paced)

Pre-Requisites None. EMRG-1600 AND EMRG-1610/EMRG-1617 strongly recommended.

In this course, Emergency Support Services (ESS) responders will learn about registering and supporting evacuees using the Evacuee Registration and Assistance (ERA) tool. ESS responders will learn the basics of ESS, learn how to interact with evacuees, and practice using ERA. These concepts will be learned through direct instruction, discussions, roleplays, and scenarios.

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

1. Understand the steps in the registration and support process
2. Understand inclusive, empathetic, and evacuee-centred communication
3. Register and provide supports to evacuees in the Evacuee Registration and Assistance (ERA) tool with the help of job aids

Face-to-face requirements: Communities must be able to supply one laptop/computer for every two participants. The laptop/computer must be able to start powered on for 7 hours.

EMRG-1660 Public Safety Lifeline Leadership

Length 11 hours (2-days)

Delivery Format Face-to-face

Pre-Requisites None

This course will introduce participants to the fundamental components of effective leadership. The focus is on generic leadership skills that can be applied to any Public Safety Lifeline leadership role. The course is intended for members of EMCR's Public Safety Lifeline groups — Emergency Support Services, Search and Rescue, EMBC Air, Road Rescue, or Emergency Communications — who have significant experience with their teams and who are in, or under consideration for, a management or leadership role.

Upon successful completion of this course, the learner 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

EMRG-1681 Emergency Support Services Director

Length 21 hours

Delivery Format Face-to-face, Online (instructor led)

Pre-Requisites EMRG-1100, EMRG-1635/EMRG-1615, EMRG-1610/EMRG-1617

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 as well as the support structures and resources that can help ESSDs fulfill these responsibilities. This course is intended for newly appointed ESS directors, deputies, and alternates.

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

1. Describe ESS in British Columbia
2. Explain the British Columbia Emergency Management System (BCEMS) 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

This course is only available through an application process. Applications can be submitted during a valid application period through here:

https://jibc.qualtrics.com/jfe/form/SV_ahhORtICffj8X6C.

Dates	Delivery Format	Applications Open	Applications Close
Friday, May 24, 2024 – Sunday, May 26, 2024	In-Person (JIBC New Westminster)	January 12, 2024	March 10, 2024
Sunday, October 27, 2024 – Sunday, November 17, 2024	Online	July 12, 2024	September 8, 2024
Sunday, February 23, 2025 – Sunday, March 15, 2025	Online	October 4, 2024	November 24, 2024