

EVACUEE LIVING ASSISTANCE

GENERAL

The following policy supersedes that contained in the PEP Policy and Procedures Manual dated July 15, 1998 - Article 6.04 Living Expense Assistance for Disaster Victims and is effective December 1, 2006. Amendments to original 00-6 serve to remove references to MSDES and PDA.

INTRODUCTION

1. Short-term living assistance may be provided to evacuees, for non-insurable events or incidents, when a residence becomes uninhabitable due to an occurring emergency or disaster situation or an imminent emergency or disaster resulting in an ordered evacuation¹. Examples of emergencies or disasters where living assistance may be provided to evacuees include, but are not limited to:
 - residential/urban interface fires;
 - major industrial accidents or dangerous goods spills/leaks;
 - floods, earthquakes or volcanic eruption; and
 - dam failure, landslides or debris flow.
2. While citizens are expected to make every effort to be self sufficient in emergencies or disasters, short-term living assistance may be available to those in need.

CONDITIONS

3. Conditions under which living assistance may be authorized are as follows:
 - residence² was uninhabitable due to an imminent or occurring emergency/

1 Ordered by a legislated authority.

2 In exceptional circumstances other residences may be considered eligible, such as a recreational properties evacuated with little or no notice.

danger; or

- evacuee is a member of a designated³ group for which evacuation was recommended by a provincial official or local authority; or
- on issuing a formal evacuation order.

ELIGIBILITY CRITERIA

4. The eligibility criteria associated with the provision of living assistance are:

- living assistance is provided only when access to insurance coverage is NOT reasonably and readily available;
- living assistance will NOT be provided to evacuees receiving reimbursement for expenditures, associated with the emergency/disaster, from another organization;
- living assistance is authorized to evacuees of a residence where the residence has been designated as uninhabitable due to a hazard or occurrence or where an evacuation order is in effect;
- living assistance is provided for up to 72 hours or for the duration of the evacuation, as defined by the authority ordering the evacuation⁴;
- living assistance is not normally provided for voluntary evacuation. It may ONLY be provided for the duration of the evacuation order with the prior authorization of the Director PEP;
- living assistance beyond the duration of the evacuation may be provided only when authorized by the PEP Regional Manager, in consultation with the PEP Director and provincial Emergency Social Service (ESS) when necessary. For example, extensions may be considered when delays in restoration are beyond the control of evacuees (owners/renters) or to persons with respiratory problems or other health concerns. The decision will be on a case-by-case basis and appropriate documentation may be required prior to any expenses being incurred;

³ Designated groups may include, but would not be limited to, the elderly, handicapped persons and individuals with medical conditions which would be exacerbated by prevailing hazard.

⁴ There are provisions in a standard homeowners/renters insurance policy covering evacuation orders and extraordinary living expenses incurred as the result of insured perils.

- living assistance is authorized ONLY when a PEP task number has been issued;
- living assistance is based on current government travel reimbursement rates;
- living assistance will ONLY be provided to evacuees who reside within the evacuated area⁵; and
- living assistance will ONLY be provided to evacuees for necessary, eligible expenditures associated with the emergency/disaster.

LIVING ASSISTANCE

5. Local government ESS volunteer(s) or evacuation reception centres will provide the following living assistance to evacuees:

No Warning of an Evacuation

- accommodation in commercial accommodation, private lodging or group lodging⁶ authorized by ESS;
- meals in a commercial facility or group lodging;
- purchase of essential clothing and incidental items; and
- transportation as required to meet immediate requirements.

Minimum Two Hours Warning of Evacuation

- accommodation in commercial accommodation, private lodging or group lodging authorized by ESS;
- meals in group lodging or commercial facility; and
- transportation as required to meet immediate requirements.

6. The following living assistance benefits will apply when authorized:

5 ESS should verify that the place of residence given by the evacuee is in the evacuation area.

6 Group lodging should be established when it is cost effective to do so.

Accommodation

- commercial accommodation - applicable current government rates; and
- private lodging (including billeting in private residences) - applicable current government rates.

Note: Add \$10.00 for each additional adult over 19 and \$5.00 for each additional child aged 13 - 18 years.

Meals

- adults - current government rate per person; and
- children 12 and under - 50 percent of the adult rate.

Clothing

- a maximum of \$150 per person per incident. Where winter conditions apply at the time of incident, amount may be increased to \$200 per person per incident.

Incidentals⁷

- a maximum of \$50 per person per incident, as required.

EVACUEE'S RESPONSIBILITY

7. The following costs are the responsibility of evacuees and are NOT eligible for living expense assistance:
- transportation from and return to evacuation area, unless otherwise authorized;
 - boarding and feeding of pets, in excess of incidental allowance;
 - clothing, personal items or medicines (unless evacuees were unable to pack and transport such items); and
 - tobacco and alcohol products.

PROCEDURES

8. Report incident to PEP Emergency Coordination Centre (ECC) 1-800-663-3456 and obtain (or confirm) a PEP task number.

⁷ For example: personal hygiene supplies, pet care, medications and laundry.

9. The local authority Emergency Program Coordinator will provide the ESS Team with the incident task number to be used in processing invoices.
10. Living assistance will be organized by the local ESS team. Living assistance will be provided in accordance with PEP Evacuee Living Assistance policy guidelines described above and the ESS Field Guide.
11. Requests for an extension of living assistance can be approved by the PEP Regional Manager. If it is felt an extension is not justified, the PEP Director and provincial ESS Director will be consulted prior to the decision being made.
12. Suppliers of services (e.g. hotels and restaurants) will send invoices with a copy of the referral to PEP headquarters for all goods and services provided.
13. A provincial employee must certify that the goods and services were received.

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