



BRITISH  
COLUMBIA

September 17<sup>th</sup>, 2024

Reference: 641825

Blair Ireland  
Chair  
Regional District of Central Okanagan  
Email: [chair@rdco.com](mailto:chair@rdco.com)

Dear Chair Ireland:

Thank you for your correspondence received on August 12<sup>th</sup>, 2024, concerning the Emergency Support Services (ESS) Program.

I appreciate you sharing feedback regarding the daily allowances for meal supports. I recognize that the cost of living is increasing, and it can be a challenge for evacuees to meet specific food related needs with the support currently provided. The Ministry of Emergency Management and Climate Readiness (EMCR) is committed to the continuous improvement of the ESS Program and the support and services provided to local authorities and evacuees.

Thank you for also sharing your feedback regarding on-demand training for ESS responders. I recognize that ESS rests on a foundation of trained, committed and compassionate staff and volunteers who have the knowledge and tools to provide support to evacuees in their time of need. I am pleased to share with you that EMCR consolidated four courses into a one-day 'just-in-time' course enabling ESS teams to quickly increase their capacity by training new responders to conduct needs assessments and issue support, including using the new online Evacuation Registration and Assistance tool. This course can now be delivered in three ways: instructor led in-person or online, as well as online self-paced modules to best meet the needs of ESS teams across the province.

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Thank you for your recommended enhancements to the ESS Program and I can assure you that EMCR continues to work towards continuous improvement with the collective goal of providing timely and appropriate support to those who need it the most.

Thank you again for taking the time to write.

Sincerely,

A handwritten signature in blue ink that reads "Bowinn". The signature is written in a cursive, flowing style.

Bowinn Ma  
Minister of Emergency Management  
and Climate Readiness

CC: Sally Ginter, Chief Administrative Officer, Regional District of Central Okanagan  
Kathleen Trivers, Intergovernmental Relations Officer, Regional District of Central Okanagan  
Sandra Ballan-Brown, Executive Assistant, Regional District of Central Okanagan