

## ESS File Registration & Services Record

Use one ESS File Registration and Services Record per household (family or otherwise living together). Only list those accounted for by the family representative (others can be added later). Ask for spelling of names and double check address and phone number info.

Box 1	Read word for word to the evacuee. If the evacuee seems puzzled, simply ask “Is there anyone that cannot know where you are” (i.e. safety issues). If they express concerns, mark it NO - treat as restricted. Otherwise mark it YES and treat as normal.
Box 2	ESS File Number (write in Block 2 of ESS Referral form for cross-referencing)
Box 3	EMBC Task Number – critical information to put on each form as provided.
Box 4	Community evacuated from
Boxes 5 - 6	Last Name and First Name and initials of the family representative
Boxes 7 - 10	Additional identification information as appropriate.
Box 11	Place where registration is completed (facility and/or community).
Boxes 12 - 18	Evacuee’s permanent address (where they evacuated from).
Boxes 19-23	Mailing address
Box 24	Email address
Box 25	Read word for word and then take down the details of the rest of the family/household as outlined.
Box 26	Additional Comments (see Appendix A). Note information regarding any concerns or needs expressed (i.e. pets, family members not here, medications, transportation etc.)
Box 27	Signature of person registering.
Box 28	Your first name and last initial, time (24 hour clock) and date of interview.
Box 29	Insurance questions
Box 30	Note information regarding the situation and the effect on the family. Encourage them to contact insurance company, ministry, etc. asap if applicable.
Box 31	Determine services required and provide referrals as outlined by rate sheet and incident specific instructions. Fill in other boxes as appropriate and time allows.
Box 32	Ask about special needs such as medical and/or dietary requirements and note accordingly.
Box 33	Refer them to other agencies such as Salvation Army, Red Cross, Community Services, etc. and note here.
Box 34	Remind them that ESS is only short-term and suggest that they start planning now for what they will do to take care of themselves after ESS is done.
Box 35	Note any follow-up issues (i.e. medication, supplier questions etc.)

