



Guideline 2: Managing Economic Recovery Centres

Economic Recovery Centres provide support to the affected community by bringing together government and non-government services in one location to aid in the recovery of the local economy.

Within the first or second week following a disaster, a community should establish an Economic Recovery Centre (ERC) to meet pressing needs in the business community. An ERC serves as a one-stop-shop to provide local, provincial, and federal resources to businesses after a catastrophic event. The ERC can play a crucial role in getting local businesses the assistance needed to re-open and/or stay open and carry out a number of communications and outreach strategies. Services not tailored to businesses or the owner's needs should be separated from an ERC. Together with the Local Economic Recovery Committee, economic development organizations should develop a plan for establishing economic recovery centres to outline the proposed location, services, and economic recovery partners that will serve the center. These centers can be located in a local business' conference space, vacant retail space in a mall or downtown location, vacant space in a business or industrial park, or trailer. At times, it may be necessary to establish a virtual or mobile centre. Virtual centres are useful when dealing with situations like a pandemic or where businesses may be isolated from an area where a physical centre may be located. They often need to be centrally located for those businesses most impacted by the event. Business assistance providers, like Community Futures, Chamber of Commerce, etc., are typical partners at the economic recovery centre. Business assistance providers, like Community Futures, Chamber of Commerce, etc., are typical partners at the economic recovery centre. The plan for an ERC should be shared with all other economic recovery stakeholders and partners.

Context

Economic Recovery Centres are one-stop-shops for the provision of local, provincial and federal government and non-government services to people affected by a disaster. Economic Recovery

Centres support the economic recovery process of disaster-affected communities by:

- Providing a safe place for those affected by the disaster to meet and discuss their experience
- Providing direct provision of government and non-government information and services in one easy to access location
- Expediting the administration of government processes and services
- Engaging recovery workers who understand the context of the disaster and the effects on individuals and communities

Depending on the disaster, services may include:

- Financial support for individuals, primary producers and businesses
- Mental health and counselling support services
- Local government services
- Legal and advocacy services
- Disaster-specific advice, for example, safe clean-up, managing health concerns
- Insurance advice

Economic Recovery Centres are not established following every disaster. A centrally located ERC may not best serve communities that are geographically dispersed or remote. Under these circumstances, it may be more appropriate to implement a mobile or a virtual economic recovery centre.

Mobile Economic Recovery Centre

A mobile economic recovery service model involves the delivery of ERC functions and services directly to geographically dispersed communities for a set period of time.

Virtual Economic Recovery Centre

A virtual economic recovery centre will share key resources, information and contact details via a website dedicated to economic recovery. The virtual recovery centre should also provide for a way to allow businesses to answer questions via a survey link in order to provide resource providers with critical information in order to direct referrals to appropriate partners.

Locating an Economic Recovery Centre

As part of the pre-, during or post-disaster planning process, the Local Economic Recovery Committee should consult with the Emergency Operations Centre Director or Manager to identify suitable locations for Economic Recovery Centres. An ERC located near the central business and shopping district of a community will be visible and easily identifiable to the affected business owners/managers.

The site of the Economic Recovery Centre will ideally have the following characteristics:

- Security from the effects of hazards
- Adequate space for reception and for agencies to undertake their required functions
- Separate areas for private consultations and staff breaks
- Meeting space (for example, for staff meetings)
- Resource table/stand to display resource materials, brochures, etc.
- Accessible to those requiring wheelchair access
- Washroom facilities for both staff and public
- Close to public transport
- Parking available for fleet vehicles, staff and public

It is essential that all appropriate occupational health and safety regulations be maintained within the facility.

Following a disaster, it may be necessary to prioritize the importance of these characteristics to procure the most appropriate site available at the

time. It may also be necessary to locate the centre in another location than originally planned.

Establishing an Economic Recovery Centre

Following a disaster, the Local Economic Recovery Committee (Guideline 1), will assess the need for an Economic Recovery Centre and make recommendations regarding its establishment to the Emergency Operations Centre Director or the Community Recovery Manager. The establishment of an ERC should have the authorization and support of the EOC. Once authorisation is given by the EOC, the ERC will be established by Local Economic Recovery Committee.

The local knowledge of the Local Economic Recovery Committee is central to determining the need for an Economic Recovery Centre and its appropriate location.

The following factors should be considered in the decision-making process:

- Who has been affected by the disaster?
- How has the community been affected? For example, impacts to businesses, the environment, etc.
- What has been affected? Clearly identify the areas and intensity
- What recovery services does the affected community need?
- What are the specific needs that the Economic Recovery Centre will address?
- What is the community able to provide for itself, without assistance from the Economic Recovery Centre?
- What are the capabilities of the community (or a neighbouring community)? For example, previous experience of a similar disaster and / or strong community supports structures.
- Where should the Economic Recovery Centre be located? Recommended to choose at least one alternate location
- Will affected community members be able to access the Economic Recovery Centre?

- Is an Economic Recovery Centre the most appropriate mechanism for delivering services?

Important considerations in this decision-making process are the characteristics of the affected community. The community's characteristics need to be taken into account during the recovery as they will influence the nature and extent of services needed in the ERC.

Equipment in the Economic Recovery Centre

The Economic Recovery Centre will be furnished with tables, chairs, land line phones (when possible), internet (when possible), printers, copiers, etc.

It is recommended individual agencies be responsible for providing their own stationery and IT equipment (for example, laptops), establishing their own systems and procedures to support service delivery. Resources owned or procured by each individual agency are managed separately by the agency.

All agency representatives should be required to wear clearly visible identification at all times within the Economic Recovery Centre.

Each agency in the ERC should provide the following information to the Economic Recovery Manager:

- Number of representatives attending
- Name and contact details
- Agency specific requirements, such as private space for sensitive conversations

Managing Physical Assets

Resources owned or procured by each individual agency are managed by the agency. Resources owned or procured centrally for the Economic Recovery Centre are coordinated by the Economic Recovery Manager. Assets are to be stored securely until the decommissioning of the Economic Recovery Centre. This includes banners and signage, printers, laptops, vehicles, and office equipment.

Reporting Arrangements

The coordination arrangements for recovery are built on the principle that recovery should be locally-led and supported by the Provincial Government, where necessary. However, following major disasters, the capacity of local agencies and the Local Economic Recovery Committee to manage disaster recovery may be overwhelmed.

Under these circumstances every effort should be made to secure the assistance and support from Emergency Management BC and other Provincial agencies to assist the community in developing a physical, mobile or virtual Economic Recovery Centre depending on the circumstances.

Emergency Management BC

Emergency Management BC (EMBC) is the province's lead coordinating agency for all emergency management activities, including response, planning, training, and testing. This work is done in collaboration with local governments, First Nations, federal departments, industry, non-government organizations and volunteers. During emergencies, such as wildfires, floods or earthquakes, local governments are responsible for leading local response efforts. If the emergency is beyond their capacity, Provincial Regional Emergency Operation Centre (PREOC) can be opened to provide support.

PREOCs are offices comprised of emergency management staff, trained to assist local governments with planning, coordination and logistics.

EMBC has six PREOCs in the Province that would be activated to support local authorities and their EOCs. The PREOC will, as appropriate, facilitate information sharing, coordinate meetings, and provide Provincial policy direction and resources to support local governments and Provincial agencies responding to an emergency or a disaster.

Federal Agencies or Departments

To request federal assistance of any kind, local governments are encouraged to contact the PREOC as a first contact.

1. Public Safety Canada (PSC)

Public Safety Canada is the Federal Department responsible for Canada's national security, emergency management, countering crime via law enforcement and policing, and border strategies. The emergency management portfolio includes funding the Disaster Financial Assistance Program.

2. Public Health Agency of Canada, Health Canada and Canadian Food Inspection Agency

The Public Health Agency of Canada (PHAC), Health Canada (HC) and the Canadian Food Inspection Agency (CFIA) all belong to the Federal Ministry of Health. PHAC is primarily responsible for protecting the health and safety of Canadians through monitoring and preventing chronic diseases, preventing infectious disease outbreaks and managing public health emergencies. Health Canada helps Canadians maintain good health and respect individuals' choices.

CFIA, in collaboration and partnership with industry, consumers, and federal, provincial and municipal organizations, work towards protecting Canadians from preventable health risk related to food and zoonotic diseases.

3. Indigenous Services Canada (ISC) and Crown-Indigenous Relations and Northern Affairs

ISC is responsible for or emergency management in First Nations communities. ISC has an agreement with the BC Government to ensure that BC First Nations communities receive the same emergency response and services as other communities in BC. The Province manages programs like Emergency Support Services and Disaster Financial Assistance and ISC covers eligible costs for First Nations.

ISC works closely with First Nations communities, the Province, First Nations Emergency Services Society (FNESS) and other partners to ensure that First Nations communities are supported and know where to seek assistance during emergencies.

4. Public Services and Procurement Canada (PSPC)

PSPC, through the Office of Small and Medium Enterprises, can help businesses locate federal contracting opportunities in both conventional and disaster/recovery circumstances. In the emergency procurement context, this may include:

- Navigating the emergency procurement process (e.g. when it applies at the federal level, what guides/regulates the process)
- Providing you with information on applicable suppliers lists (Federal, Provincial and Municipal) so that you can advertise your businesses capabilities
- Connecting you with emergency procurement officials at various levels of government

Agency Representation in the Economic Recovery Centre

The following organizations and agencies should be considered as part of your Economic Recovery Centre. Each provides a unique role depending on the type of disaster.

- Chamber of Commerce
- Business Improvement Associations
- Community Futures/Small Business BC
- Insurance Bureau of Canada
- Local Insurance Brokers
- Local/Regional/Indigenous Government
- Provincial Agencies
- Utilities/Telecom
- Financial Institutions
- Health and Wellness

Local Economic Recovery Committee

The Local Economic Recovery Committee, in consultation with local government and other key stakeholders, will determine the parameters of operations for the Economic Recovery Centre. It will determine the resources required to operate the centre, operating location(s), opening hours, options for mobile recovery services and planned closure.

Local Government

The primary responsibilities of local government in relation to the Economic Recovery Centre are:

- Working with Emergency Operations Centre Manager to identify an appropriate location for the Economic Recovery Centre
- Appointing an Economic Recovery Manager
- Supporting the operations of the Economic Recovery Centre with administrative and financial assistance as required
- Providing site maintenance and IT support, as appropriate

Economic Recovery Manager

The Economic Recovery Manager is responsible for the day-to-day management of the Centre and facilitating an appropriate environment for agencies to provide recovery services. This includes:

- Opening and closing the Centre daily
- Facilitating daily briefs and debriefs
- Coordinating information sharing among agencies
- Generating Economic Recovery Centre reports for the Local Economic Recovery Committee and the Emergency Operation Centre
- Developing systems and procedures to assist function of the Economic Recovery Centre, for example, most efficient referral systems
- Managing shared resources (procurement, documentation, and allocation)

- Managing the administrative support position
- Managing workplace health and safety in the Centre

The Economic Recovery Manager Job Description is provided in the Templates Section at the end of this guideline.

Administrative Support

The administrative support position is responsible for the day-to-day maintenance of the Economic Recovery Centre, including general reception duties, compiling Economic Recovery Centre statistics and maintenance of shared supplies and property. The position may be appointed by the local government or the economic development organization. The support position reports to the Economic Recovery Manager.

The administrative support position job description is provided in the Templates Section at the end of this guideline.

Intake Personnel

Intake personnel are responsible for assisting clients to complete the Economic Recovery Centre Intake Form and identifying which agencies in the centre they wish to see. Intake personnel may be appointed by the local council or the economic development organization and report to the Economic Recovery Manager.

The number of Intake personnel required is determined by the Economic Recovery Manager and reviewed on an ongoing basis.

Non-government Organizations

Non-government organizations may provide services and assistance at the Economic Recovery Centre such as meet and greet, childcare, mental health, refreshments and directing centre visitors to the services available around the Centre. Non-government organizations offering assistance should be referred to the Local Economic Recovery Committee who will determine their appropriate role in the ERC.

Business and Insurance Organizations

Business organizations and insurance companies may also wish to offer their services at the Economic Recovery Centre. The Local Economic Recovery Committee determines if this involvement is appropriate. In any instance, the ERC is not to be used as a platform for profit-making and advertisement.

Economic Recovery Centre Staff and Volunteers

All staff, volunteers and agency representatives should be briefed on the Economic Recovery Centre arrangements. This briefing should be led by the Economic Recovery Manager. The induction should include the following:

- Introduction of the Economic Recovery Manager and administrative support staff
- Introduction to all personnel
- Overview of the support services provided by each agency
- Information on the intake process
- Overview of occupational health and safety regulations
- Internal coordination procedures (meetings, etc.)
- Locations of facilities (kitchen, washrooms, etc.)
- Procurement procedures
- Reporting and administrative procedures, including sign-in requirements
- Security and lock up
- Resource allocation and access
- Procedures for engaging with emotional or distressed individuals

Daily Sign-in and Sign-out

All staff, volunteers and agency representatives should be required to sign in and out of the building on a daily basis. A sign-in/sign-out template is provided in the Templates Section at the end of this guideline.

Customer Service

The Economic Recovery Centre exists to provide centralized and coordinated customer service to those affected by the disaster. Customer service includes consideration of the psychological needs

of disaster affected people. Providing good customer services requires:

- A safe environment where people can be provided with care and comfort
- Minimal waiting time
- Open communication with the public
- Comfortable waiting areas
- A physical layout that is easily navigated, with directions available if necessary
- Comprehensive written information easily available

Customer Relationship Management System and Records Management

It is recommended that the Economic Recovery Centre utilize a comprehensive CRM to manage interaction with clients. This includes linking client intake forms to business profiles, using referral features to track services provided, and running reports on the various aspects of client management. The BC BusinessCounts program is used by many communities in BC for Business Retention and Expansion and has disaster modules including a client intake database. The system was used by many communities and agencies during recent disasters, including the 2017 wildfires, 2018 Grand Forks flooding, and COVID19. For more information contact BCEDA.

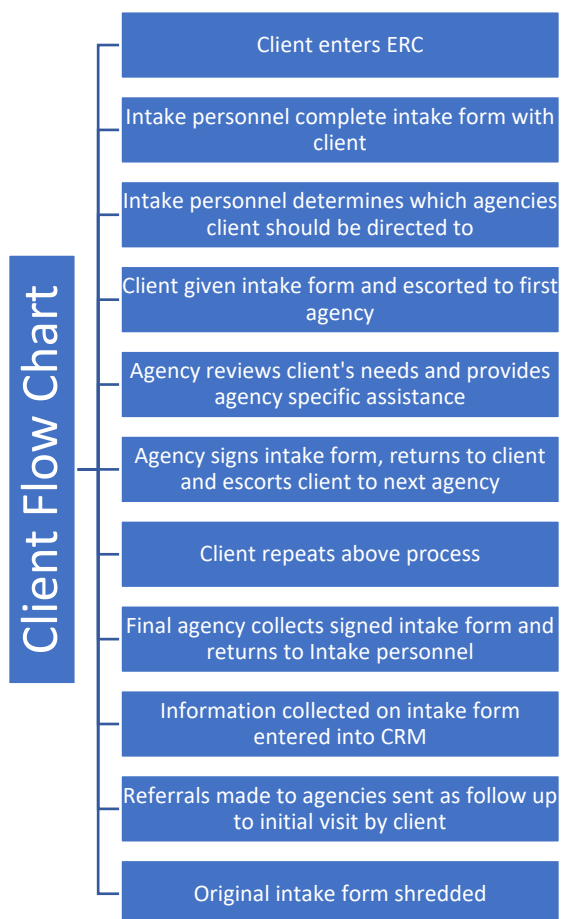
All documentation produced by the Economic Recovery Centre is to be securely stored. At the closure of the Centre each agency will retrieve its physical records and ensure the appropriate storage of all physical and electronic records of the event in accordance with internal procedures.

Any other records not specifically held by individual agencies will be retrieved by the Economic Recovery Manager and stored in accordance with internal procedures.

Local government are to ensure all records relating to the management of the facility are appropriately stored.

Clients with Culturally and Linguistically Diverse Backgrounds

The services available at the Economic Recovery Centre should be accessible to all community



members seeking support, including those with special needs, accessibility limitations and those for whom English is a second language. The ERC Manager and Local Economic Recovery Committee should consider the need for interpreters and translation services.

Daily Briefing

The Economic Recovery Manager is responsible for coordinating the daily operation of the Centre. The daily briefing is a useful tool for coordinating activities. The ERC Manager will determine when to conduct the briefing. The daily briefing may include:

- Situation updates
- Summary of agency(s) activities
- Review of changing demand for services
- New staff or volunteers

Intake Process

The complexity of economic recovery needs means that community members may need to see a number of agencies. All agencies have somewhat different information needs. However, it is frustrating for people to fill in numerous in-take forms for different agencies.

Economic Recovery Centre Intake staff or volunteers will fill in one form per business when they are initially received at the ERC. Business owners or representatives will then be directed, together with the intake form, to agencies as needed.

Agencies may then transcribe this information into their own forms as necessary. The final referred agency will be responsible to return the intake form to the Intake staff or volunteer. The intake staff or volunteer shall be responsible to enter the information into a database including highlighting the agency or agencies the business is referred to.

It is important that systems are established that enable people to be assessed and referred to relevant agencies. A sample flow chart for processing people that come to the recovery centre is provided below.



An Economic Recovery Centre Intake form is provided in the Templates Section at the end of this guideline.

- Gathering daily statistics from agencies
- Review and resolution of issues arising



A daily briefing template is provided in the Templates Section at the end of this guideline.

Reporting on Economic Recovery Centre Operations

The Economic Recovery Centre is a vital source of information on the scale of the disaster, and the needs of the business community. The Economic Recovery Centre Manager will collect and report Centre information to the Local Economic Recovery

Committee and the Community Recovery Manager. Monitoring and reporting of internal activity and issues is also essential for maintaining accountability for expenditure.

The ERC Manager is to compile ERC daily statistics. These reports are to be collated into a summary report for the Local Economic Recovery Committee on request and for presentation at regular meetings.

Media and the Recovery Centre

Given the disruptive nature of disasters, people may come to the Economic Recovery Centre feeling highly anxious or distressed. Due to the need to respect the privacy of the business community and the safety of staff, media are not permitted to conduct interviews, take photographs or video footage from inside the ERC.

Occupational Health and Safety Regulations

When the Economic Recovery Centre is established it will be equipped with:

- An evacuation plan
- Fire extinguishers
- Exit signs
- First aid kits

The ongoing maintenance of occupational health and safety arrangements at the ERC are the responsibility of the Economic Recovery Manager. The ERC Manager is to ensure all staff and volunteers working in the Centre are provided with appropriate occupational health and safety instruction before commencing work. The Centre will operate according to WorkSafe BC guidelines and regulations.

Progressive Service Reduction and Closure

As demand for ERC services begins to lessen, service agencies typically begin to wind down their presence. Appropriate plans should be made to ensure these agencies can still be contacted by clients looking for assistance.

Closure is usually recommended by the Local Economic Recovery Committee based on an assessment of community needs. The Local Economic Recovery Committee should be given appropriate notice that resources will be withdrawn from the Centre.

The following includes actions that need to be completed to facilitate the closure of the Economic Recovery Centre:

Action	Details	Responsible agency/individual
Community notifications	Community notified of closure date (that is, signage, media release, radio announcement) and provision of alternative contacts.	Economic Recovery Manager Local Economic Recovery Committee Emergency Operations Centre
Service notifications	Cancelling cleaning and security services. Cancelling utilities services. Finalizing lease arrangements.	Economic Recovery Manager
Equipment	All equipment to be returned to appropriate agency or department, including furnishings, office equipment, cabling, signage, fleet cars, keys.	Economic Recovery Manager

Phone/email notification	Notification attached to phone and email that the centre has closed, provision of alternative contacts.	Economic Recovery Manager
---------------------------------	---	---------------------------

Communicating the Closure of the Economic Recovery Centre

It is important that the community is adequately notified of the intention to close the Economic Recovery Centre. This information may be distributed at the outset or disseminated when it is apparent to the Local Economic Recovery Committee that the service is no longer required.

The closure of the ERC does not mean that disaster assistance measures are no longer available for the affected community. It is important that the community is made aware of the assistance measures that continue to be available through mainstream services, information on the process for submitting a claim and contact information for the relevant agencies.

Transition to Business as Usual

When the Economic Recovery Centre closes, staff and agencies may be required to transition some duties to local agencies. This process should be planned and coordinated by the relevant parties. There may be opportunities where agencies can

increase capacity or presence in the community where it might not have previously existed.

As agencies cease activity in the Centre, information should be made available about the process for accessing disaster assistance after the Centre has closed. This will be provided by the Local Economic Recovery Committee as part of ongoing recovery communication activities.

Economic Recovery Centre Summary Report

The Economic Recovery Manager is responsible for collating the Economic Recovery Centre summary report. This report should provide a compilation of the daily statistics and issues log. This should be shared with the Emergency Operations Centre and Local Governments ensuring that no confidential information on any business is included in the report.



A sample Economic Recovery Centre summary report is provided in the Templates Section at the end of this guideline.

Local Economic Recovery Centre Templates

- [Economic Recovery Manager – Duties and Responsibilities](#)
- [Administrative Support – Duties and Responsibilities](#)
- [Media Release – Establishment of an Economic Recovery Centre](#)
- [Media Release – Opening of an Economic Recovery Centre](#)
- [Media Release – Economic Recovery Centre Progress Update](#)
- [Media Release – Change to Hours of Operations](#)
- [Media Release – Notification of Economic Recovery Centre Closure – pre-closure](#)
- [Media Release – Notification of Economic Recovery Centre Closure – post-closure](#)
- [Economic Recovery Centre Intake Form](#)
- [Economic Recovery Centre Daily Briefing](#)
- [Economic Recovery Centre Call Log](#)
- [Economic Recovery Centre Summary Report](#)
- [Economic Recovery Centre Sign-in/Sign-out Sheet](#)
- [Contact List – Confidential](#)

Local economic recovery centres – Recovery Centre Manager Duties and Responsibilities

Economic Recovery Manager – Duties and Responsibilities	
Location	Economic Recovery Centre
Purpose	To coordinate and oversee the operation of the Economic Recovery Centre
Reports to	Local government or economic development designated staff
Positions reporting to the Manager	Administration staff Volunteers
Skills required	<ul style="list-style-type: none"> • Managerial experience and high organizational ability • Excellent customer service skills • Ability to collect and analyze data • Strong writing and communication skills • Ability to be both professional and empathetic in a complex and high pressure environment • Capacity to respond quickly to emerging and complex issues
Pre-operation of Centre	<ul style="list-style-type: none"> • Briefing on recovery operation and requirements from the Local Economic Recovery Committee • Identify and coordinate with administration staff and volunteers • Confirm the coordination and reporting arrangements required by Local Economic Recovery Committee
Operation of Centre	<ul style="list-style-type: none"> • Provide orientation and induction to agencies participating in the Economic Recovery Centre (based on initial briefing received from Local Economic Recovery Committee) • Ensure all work health and safety standards are maintained within the Centre • Open and close the Centre daily • Conduct daily briefings with Centre personnel (staff and volunteers as required) • Monitor operations, including reception and registration, to ensure service provision meets community needs • Liaise with agencies in the Centre to ensure continuity of service provision • Coordinate and conduct reporting of daily activities.
Post-operation of Centre	<ul style="list-style-type: none"> • Confirm and coordination of centre closing with the Local Economic Recovery Committee • Liaise with agencies in the Centre to assist in their departure from the Centre • Complete a final reporting summary for distribution to the Local Economic Recovery Committee and agencies as required

Local economic recovery centres – Administrative Support Duties and Responsibilities

Administrative Support – Duties and Responsibilities	
Location	Economic Recovery Centre
Purpose	To provide services and support that facilitate effective Economic Recovery Centre operations.
Reports to	Economic Recovery Manager
Skills required	<ul style="list-style-type: none"> • Excellent customer service and communication skills • Strong administration skills including telephone, computer, organization and detail-oriented • Ability to be both professional and empathetic in a complex and high pressure environment • Capacity to respond quickly to emerging and complex issues
Pre-operation of Centre	<ul style="list-style-type: none"> • Working under the direction of the Economic Recovery Manager: <ul style="list-style-type: none"> ◦ Undertake preparation to establish the Centre ◦ Confirm the coordination and reporting arrangements required by the Centre Manager and Local Economic Recovery Committee • Confirm the coordination and reporting arrangements required by Centre Manager
Operation of Centre	<ul style="list-style-type: none"> • Answer all incoming telephone enquiries and record information on log sheet • Maintain voicemail for Centre telephones • Compile daily statistics including incoming calls and walk in enquiries using the established CRM • Provide summary of daily statistics to the Centre Manager • Maintain shared supplies and equipment and order stationary as required • Ensure all agencies' desks are clearly identified with signage • Maintain an area within the Centre which provides general information for the public including: <ul style="list-style-type: none"> ◦ brochures and information packages from relevant agencies ◦ hotline contact numbers • Maintain registry of local contacts for support services and agencies • Maintain a Centre noticeboard that is updated regularly with current information • Ensure consumables are stocked and easily accessible for staff including tea/coffee requirements, stationery, and general housekeeping products • Confirm that general maintenance, security and cleaning is provided regularly • Provide support to Centre Manager as required
Post-operation of Centre	<ul style="list-style-type: none"> • Assist with the audit of all stock and centrally procured infrastructure and resources

Media Release – Establishment of an Economic Recovery Centre

[Insert location] Economic Recovery Centre Established

An Economic Recovery Centre is being established to help businesses in [location] who are, or have been, affected by the [flood/fire/other].

The Centre, to be located at [address] close to [reference landmark], is expected to be operational effective [date].

The [name] Economic Recovery Centre, to be managed by [Name], will be open [number] days a week. While the need exists, its hours of operation will be:

Monday to Friday – [opening time] until [closing time]

Saturday and Sunday – [opening time] until [closing time]

The phone number for the Centre will be [number]. You may also email the centre for information at [email address].

For those requiring assistance, representatives of key business support agencies will be on hand, or via referral from the site, to give help, advice and information to affected businesses.

The agencies that will be represented will include:

- [list agencies]

Additional information can be found at [website].

Media Release – Opening of an Economic Recovery Centre

Centre Opening Information

[name] Economic Recovery Centre

[address, telephone, website, email]

Businesses affected by the [event] in [location] can seek assistance and advice through the [name] Economic Recovery Centre which is now open close to the [landmark] in [address].

Open [number] days a week

Monday to Friday [opening time to closing time]

Saturday and Sunday [opening time to closing time] (Hours will be reviewed according to need)

The Economic Recovery Centre Phone number [number] and email [email]

Representatives or contacts for various business support agencies will be available to give help, advice and information including: [list agencies].

Media Release –Economic Recovery Centre Progress Update

Over [number] Enquiries Received by the Recovery Centre

The [name] Economic Recovery Centre has received over [number] enquiries from businesses affected by [event] since it opened last [date]. [name], Economic Recovery Manager said it has been excellent to see so many people coming in to seek advice and help from the Centre.

“Since the weekend we have seen enquiries increasing as businesses realise the range of services available to assist them through the Economic Recovery Centre,” said [name]. If your business has been affected this is a good opportunity to come in and access the various government departments and local business support agencies all under one roof, including: [agencies].”

“These agencies have come from all over the province to help our community. We have volunteers from [locations]. There are staff members from government departments and agencies here from [locations]. The wealth of information available is tremendous.”

For more assistance or information please contact the [name] Economic Recovery Centre at [address], close to the [landmark], or [number]. Additional information can also be found at [website].

Media Release – Change to Hours of Operation, Economic Recovery Centre

Change of Hours

[name] Economic Recovery Centre
[address]

Close to [landmark]

Change of hours:

- [date] [opening time to closing time]
- [date] [opening time to closing time]
- [date] Closed
- [series of dates] [opening time to closing time]

The Centre has representatives from various government agencies on site to assist you or they can refer you to the right people to get the help you need.

Economic Recovery Centre Phone number [number], [email], [website]

Media Release – Notification of Economic Recovery Centre Closure (Pre-closure advice)

Pre-closure Advice

[name] Economic Recovery Centre

[address]

Close to [landmark]

Advice and assistance for [event] affected businesses.

Hotline [number]

Weekdays [opening time to closing time]

Centre will be closing on [date]

Media Release – Notification of Economic Recovery Centre closure (Post-closure advice)

Post-closure Advice

[name] Economic Recovery Centre has now closed. Affective businesses can still receive advice and assistance for [event] from [Local government or Economic Development Organization] [address] [number] [email], [website].

Economic Recovery Centre Intake Form

Interview date: _____

Interviewer/Intake Official 1: _____

Business Name: _____

Business Address: _____

Phone Number: _____

Company contact 1:

Phone Number (Cell):

Email Address:

Company contact 2:

Phone Number (Cell):

Email Address:

Intake information notes

Type of Business (specify your sector)

- ☐ Agri-food Processing
- ☐ Agriculture/Farming
- ☐ Artisans and Crafters
- ☐ Automotive (dealers, garages)
- ☐ Construction
- ☐ Daycare
- ☐ Emerging industries
- ☐ Finance and insurance services
- ☐ Food services (restaurants, etc)
- ☐ Forestry
- ☐ Healthcare, Education and Social Services
- ☐ Home-based Businesses
- ☐ Manufacturing
- ☐ Non-Profit
- ☐ Personal Care Services
- ☐ Professional, scientific and technical
- ☐ Public Institutions (ie: Schools, Hospitals)
- ☐ Retail
- ☐ Tourism and hospitality
- ☐ Transportation
- ☐ Other

If Other, please specify: _____

Needs Identification

What are your immediate needs?

- ☐ Debris removal
- ☐ Don't know yet
- ☐ Employee support/advice
- ☐ Equipment
- ☐ Handling Damage (water, smoke, etc.)
- ☐ Help to repair the business (state the trade or service)
- ☐ Insurance advice
- ☐ Location to ship inventory
- ☐ Operating expenses
- ☐ Physical help to repair my business
- ☐ Understanding what grants/financial support and options are available (restructuring loans, bridge financing)
- ☐ Whether or not to reopen
- ☐ Other

If *Other*, please specify: _____

Please specify details of any immediate needs

Future Needs (once returned to the community if they have not returned yet)

- ☐ Business planning
- ☐ Capital (cash flow, etc.)
- ☐ Debris removal
- ☐ Don't know yet
- ☐ Employee support/advice
- ☐ Equipment
- ☐ Finding a new or temporary location for my business
- ☐ Handling Damage (soot and smoke)
- ☐ Insurance advice
- ☐ Marketing- getting my customers back
- ☐ Operating expenses
- ☐ Physical help to repair and clean up my business
- ☐ Professional help to repair my business (state the trade or service)
- ☐ Supply chain issues
- ☐ Tax/accounting preparation/issues
- ☐ Understanding what grants/financial support and options are available (restructuring loans, bridge financing)
- ☐ Whether or not to reopen/rebuild
- ☐ Other

If *Other*, please specify: _____

Employees

Total number of employees at your company? _____

Have you laid off or terminated any employees post disaster?

☐ Yes ☐ No

If Yes, how many employees do you have now? _____

Have you communicated with your employees?

☐ Yes ☐ No

Do you have business insurance?

☐ Yes ☐ No

Does your business insurance cover loss of income, inventory and/or interruption of business?

☐ Yes ☐ No ☐ Unknown

Distribution Channels

Do you have a customer list to advise them of the status of your business?

☐ Yes ☐ No

Comments

Do you have a supplier, or wholesaler list to advise them of the status of your business?

☐ Yes ☐ No

Comments

Would you like someone to contact you regarding any specific issues or to provide additional assistance once the situation has improved?

☐ Yes ☐ No

Internal Use Only

Is additional follow-up required? ☐ Yes ☐ No

If yes, what type? _____

Did intake official notice any sign of stress that may be a concern? ☐ Yes ☐ No

Economic Recovery Centre Daily Briefing

Date	
Time	
Venue	

Agencies Present		

1. Welcome
2. Reports from the respective agencies
3. Activity of the Economic Recovery Centre (for example, number of people visiting the centre)
4. What is working well?
5. What needs improvement?
6. Suggested changes to the operation of the Economic Recovery Centre
 - a. The need for additional resources
 - b. Changes to demand in services
7. Additional information
 - a. Local Economic Recovery Committee decisions, external recovery activities
8. Planning for the next day

Summary of Actions Arising		
Responsible Agency/Lead	Action	Due Date

Economic Recovery Centre Call Log

Date	Time	Name	Contact Number	Enquiry	Action	Intake Form Completed and Entered

Economic Recovery Centre Summary Report

The following is a template for the final summary report for the Economic Recovery Centre.

Economic Recovery Centre Details	
Event	
Name of Economic Recovery Centre	
Location	
Dates of Operation	
Hours of Operation	
Centre Manager	
Agencies Present	

Total statistics

Insert total statistics over the dates of operation

Daily statistics

Insert daily statistics

Agency Referrals

Insert number of referrals to agency partners

Considerations for future recovery centres

Include any considerations for the establishment, management and closing of the Economic Recovery Centre such as:

- Additional resources in the Economic Recovery Centre that would assist to meet client and agency needs
- Suggestions to assist future staff, agencies, volunteers

Completed by	
Economic Recovery Manager:	Date:

Economic Recovery Centre Sign In/Out Sheet

[illegible]

Economic Recovery Centre Contact List - Confidential

The following provides an example of the contact information that will be useful to an Economic Recovery Manager. These numbers are confidential and are for use by the Economic Recovery Manager and Administration Support only. They are not for public dissemination.

This list is a guide only and may be adjusted once all partners have been identified.

Agency	Name	Phone	Email	Alternate
Centre Manager				
Administration Support				
Economic Development				
Chamber of Commerce				
Community Futures				
Emergency Centre Operations				
Local Government				
Province of BC				