

Chapter 9: Special Needs Benefits
(iv) Disaster Assistance

Intent:	To identify the type of disaster services provided by the Department.
Act: (if applicable)	16. Notwithstanding another provision of this Act, the minister may, in an emergency situation or to ensure the immediate health, safety or well-being of an individual or family, determine the eligibility of certain persons for income support without reference to sections 14, 15, or 17.
Regulations:	Emergencies, disasters and other circumstances 28. (2) Where income support is required because of a disaster in the community as determined by the minister, the officer may grant the income support that is necessary to meet the needs of the person related to the disaster.
Overview: (if applicable)	(A) Outline of Disaster Services <ul style="list-style-type: none"> • Assistance for Disaster Services (Emergency Social Services) is provided very infrequently, usually in response to large-scale disasters such as floods, fires, landslides and storms. • There are six Emergency Social Services which can be delivered through the Department: <ul style="list-style-type: none"> ○ Operation of a Reception Center ○ Registration and Inquiry ○ Lodging ○ Food ○ Clothing ○ Personal Services • Often, a disaster is defined by the municipality and Fire and Emergency Services (FES) - NL as well as other first responders who are involved. However, there may be events that are not easily defined as a disaster but would be considered a significant community emergency. In these situations, the Regional Manager and/or the Regional Director will formulate a recommendation for response. The Director of Emergency Social Services (Director of Income and Social Supports) or designate will be consulted to determine whether the circumstances warrant disaster assistance and the ‘Disaster Type’ of assistance to be issued through CAPS.

- Should the municipality determine a disaster has occurred, funding through the Disaster Financial Assistance Arrangement Program may be approved by Fire and Emergency Services (FES) - NL. This Department takes direction from FES-NL regarding types and amount of payments to individuals and families. Prior written approval for these funds is required from that agency.
- Payments on behalf of individuals/families will be facilitated through CAPS.
- CAPS has two distinct “Disaster Types” found on Screen AM6000 (only one must be selected)
 - FES – NL or
 - Individual
- Disaster Type: ‘FES-NL’ is only used when FES-NL has verified that the disaster will be funded through the Disaster Financial Assistance Arrangement (DFFA). In these situations the actual ‘event name’ is inputted into CAPS and can be selected in Screen AM5050. **Important:** FES-NL must approve all payments being issued through DFFA and FES-NL must also provide the Department with their FES-NL case number which will be also entered on Screen AM5050
- Disaster Type: ‘Individual’ is used when assisting people who have been affected by a disaster but the event has not been approved by FES-NL under the DFFA guidelines. These benefits can be approved by the Department without documentation from FES-NL.

(B) Role of Volunteer Agencies/Non-Government Agencies (NGO’s)

- In the event of a community emergency or disaster, volunteer agencies may provide immediate assistance in the form of clothing, bedding, food and accommodations. This is considered under their organizational mandate for disaster response. This would not be considered an Emergency Social Services response.
 - The Department has Direct Aid Agreements with the Canadian Red Cross and the Salvation Army to assist in the provision of Emergency Social Services should the situation warrant. The Agreements outline the protocol for engaging these services and written approval must be given by a Departmental official to activate an Agreement. Once the Department has formally engaged the services of
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	either of these partners, the Department accepts responsibility for costs related to the specified response.
Policy:	N/A
Procedure:	N/A
Authority Level:	Client Service Manager/Regional Manager/Regional Director in consultation with the Director of Income and Social Support
Date revised:	June 22, 2018
