

Returning **Home** Information

RESIDENTS OF THE BUSH CREEK EAST WILDFIRE

COLUMBIA SHUSWAP REGIONAL DISTRICT



This re-entry document contains important and useful information about returning home after the threat of a wildfire. Being prepared and proceeding cautiously will help you stay healthy and avoid injury when you re-enter your home.

The Columbia Shuswap Regional District (CSRD) appreciates your patience during this stressful time. Thank you for respecting all traffic control measures, including emergency and security personnel.

We are grateful to residents for following the directions given for the evacuation order and for your patience in returning to your homes.



If you have questions regarding the evacuation or re-entry details, please contact the CSRD Emergency Operations Centre at **250-833-3350**

Before you return....

Anticipate What the Area May Be Like

It helps to think ahead about what the environment will look, feel, and smell like when you return. There may be delays in returning home if the area is unsafe. The community may have dramatically changed, including:

- Blackened and burnt trees, shrubs and landscapes
- Smell of smoke
- Areas covered in ash
- Familiar landmarks missing
- Spoiled food in fridges and freezers

When it is safe to re-enter your home and property, check that you have enough fuel, food and water in case of unforeseen damage or issues. Be prepared with a radio, flashlight and emergency supplies. Be prepared to leave if your area is under an Evacuation Alert, and stay informed of wildfire information through the CSRD website (www.csr.bc.ca), local media, or signing up for Alertable notifications by email, text or landline through <https://www.csr.bc.ca/alertable>.

Table of Contents

Anticipate What the Area Might Be Like	2
Be Safe – at all times and everywhere in your community	4
Re-Entry Checklist	5
Water Quality	6
Garbage Disposal	7
Tip Sheet 1: Steps to take when you return home	8
Tip Sheet 2: Cleaning	11
Tip Sheet 3: Preventing Mold	13
Tip Sheet 4: Food Disposal	14
Tip Sheet 5: Pets & Livestock	15
Tip Sheet 6: Insurance Information	17
Frequently Asked Questions	18
• Health	18
• Working	18
• Road Safety and Maintenance	19
• Community Services	19
• Pets	19
• Home and Property	20
• Community Support	21
• Utilities	21
A Message from BC Hydro	22
A Message from Telus	23
Additional Recovery Information	24
Contact Information	25
Non-Governmental Organizations	26



IMPORTANT: Please be sure to read this entire package carefully before entry into your home to minimize the risk of danger to you and your family.

Be safe - at all times and everywhere in your community

Your safe return to your neighbourhood is our priority. Please make it your priority too. This package was created to give you the information you need to plan your safe return. Please refer to it often.

You are returning to a community that was profoundly affected by a wildfire. Services that you are used to or rely on may be limited for some time.

Anyone with concerns about a medical condition is advised to consult with a physician before returning home. People can call HealthLinkBC at **8-1-1** if they have questions or need help finding a physician. Online visit <https://www.healthlinkbc.ca>.

Returning home after a wildfire evacuation can be a particularly stressful and traumatic experience. The thought of all the work that needs to be completed so that you and your family can return to your normal lives can feel overwhelming. If you need to talk, call the Mental Health Help Line at **310-6789 (no area code needed)** or HealthLinkBC at **8-1-1**.

Some areas may be fenced for safety and security purposes. Please respect these restricted areas and any directions given to you by first responders or utilities workers. Doing so will keep you and your family and other members of the community safe.

Post-Wildfire Natural Hazards

Following a wildfire, certain areas with moderate to steep slopes may be at greater risk of exposure to geohazard such as landslides or rock falls. When the fires have subsided, government agencies will be undertaking a program of post-wildfire natural hazard risk analysis in areas deemed to be at risk. Results will be provided to Local Government for dissemination to affected residents.

Learn more: <https://climatereadybc.gov.bc.ca>
<https://pwnhr-bcgov03.hub.arcgis.com>

Extremely Dangerous Conditions!

Wildfire areas include hidden ash pits, danger trees, hazardous materials including asbestos, sharp objects and overhead hazards.

Do not enter properties with structural damage until a safety assessment has been completed.

Re-Entry Checklist



IMPORTANT: If, at any time, you feel your home or surroundings are unsafe, do not proceed

- ☐ Sign up for **Alertable**, the CSRD's notification system to get important alert notifications for your area. Download it from Google Play or the App Store.
- ☐ Visit the Water Advisory Map at <https://drinkingwaterforeveryone.ca/advisorymap> regularly and other important local government services updates.
- ☐ Thoroughly check for hazards before entering your house.
- ☐ Exercise safety and caution when returning to a property by wearing items such as long pants, a long-sleeved shirt and safety boots.
- ☐ Wear an N-95 or equivalent dust mask (disposable facemask to filter dust and other air particulates) to reduce potential smoke exposure.
- ☐ With limited services available in some areas, returning residents should expect some disruptions, service delays, and intermittent road closures.
- ☐ Refer to the **CLEANING** tip sheet in this booklet for detailed information on cleaning and what you may want to include in your cleaning kit.
- ☐ If your home has been impacted by water damage, please refer to the **PREVENTING MOLD** tip sheet in this booklet.
- ☐ All perishables must be disposed of in every home. All appliances must be cleaned and disinfected. For information on spoiled food removal refer to the **DISPOSING FOOD FROM YOUR HOME** tip sheet.
- ☐ Refer to the **STEPS TO TAKE WHEN YOU RETURN HOME** tip sheet for additional information on what to do when you arrive home.
- ☐ Contact your insurance provider as soon as possible. Refer to the **INSURANCE INFORMATION** tip sheet for more information.
- ☐ Review the **NON-GOVERNMENTAL ORGANIZATIONS** section for information on additional resources that may be available to you.
- ☐ Refer to the **FREQUENTLY ASKED QUESTIONS** section for some answers to commonly asked questions.

Water Quality

Due to the wildfires, your water system may have quality advisories. Visit the Water Advisory Map at <https://drinkingwaterforeveryone.ca/advisorymap> for more information on current water quality conditions and updates.

Water Quality Advisory

A water quality advisory is used in situations where the public health threat is modest, and actions can be taken to reduce the risks in ways other than requiring a boil water notice or do not consume water notice.

Boil Water Notice

A boil water notice is used in situations where the public health threat is significant and the nature of the threat is one that can be effectively addressed by boiling the water.

Water supply systems may remain on a boil water advisory for an extended period of time due to a substantial concern about the system's treatment equipment or distribution infrastructure.

If you have a home filter system, you may still need to boil your water, depending on the particular circumstances of your water supply. Consult with your drinking water officer/contact for guidance.

Do Not Consume Notice

If Do Not Consume Notices are in effect, boiling water will not make it safe. This water should not be used for drinking, making beverages, brushing teeth or food preparation. All water users are advised to use an alternate source of water or bottled water for the above purposes.

It is okay to use the water for household cleaning, bathing and flushing toilets. The water in your hot water tank is also unsafe for consumption. Please consult a qualified plumber before draining your hot water tank.

Wells and private systems

If you are on a well, cistern or private water system that has been damaged, assume the water is not safe to drink. Contact your private provider, call HealthLinkBC at **8-1-1** or visit <https://www.interiorhealth.ca/health-and-wellness/environmental-health-and-hazards/drinking-water> for more information.

Garbage Disposal

Talk with your insurers about what to do with your home contents including spoiled food, fridges and freezers before you take any action. Insurers sometimes require inventory or photos.

Garbage bins for affected areas are located at Celista Fire Hall, Scotch Creek Market, Anglemont Ross Creek Store, and Lee Creek.

Refrigerator and freezer disposal is now available for residents of Sorrento, Anglemont and St. Ives. Be sure to speak to your insurance provider before discarding your appliance.

If you think it's **UNSAFE** to open your refrigerator/freezer, or you have been instructed to discard it:

- Seal the doors shut with duct tape
- Label the appliance "**CONTAMINATED**" in large print

Transport the appliance to specified locations as outlined below:

Sorrento

Skimikin Transfer Station (Open Friday to Thursday 10 AM to 4 PM) or the Salmon Arm Landfill (Open 7 Days a Week - 9 AM to 5 PM)

North Shuswap

ANGLEMONT & ST. IVES

Ruined refrigerators and freezers on properties located outside of the Evacuation Order areas of the North Shuswap can be brought to a drop off location at:

Ross Creek Store (6929 Squilax-Anglemont Road). There is also a bin placed in this location for residential garbage.

LEE CREEK, SCOTCH CREEK CELISTA & MAGNA BAY

A similar program will be available to residents of **Lee Creek, Scotch Creek, Celista and Magna Bay**. Further details will be provided via the recovershuswap.ca website when the Evacuation Order is rescinded.

Burned Debris

Any 'burnt materials' need to be placed aside for two weeks prior to disposal. Collection for burned debris will be determined shortly. For more information, contact **250-833-3350**.

TIP SHEET 1:

Steps to take when you return home

When returning to a home or business after a wildfire, it is best to take extra precautions. Unseen dangers may linger, ranging from gas leaks and weakened foundations to exposed wires and power lines. Using caution can help reduce potential injuries. Play it safe. When in doubt, ask for help or seek advice from an expert.

Here are tips for safely returning to your home or business after a wildfire:

Check the status of your property:

Contact your insurance company to discuss claim options and your bank to discuss mortgage or loan payment deferrals.

Prior to traveling home, be prepared with the following:

- food supplies (food left behind maybe unsafe for consumption)
- clean drinking water
- medication (prescription or over-the-counter medication may not be safe to consume)
- safety boots
- long pants and a long-sleeved shirt
- N-95 masks (surgical or dust masks not recommended). N-95 masks are available at hardware stores
- gloves
- camera and flashlight
- a cleaning kit

You may want to consider arriving with enough of these items to **last for up to 14 days**.

Insurance & Documentation

Documentation will be important to access insurance or other support. Use a journal or electronic document to make detailed and dated notes about your observations of your property including an inventory of items you have lost, people/organizations you speak to, and tasks you need to complete. Create a section for key contacts. Keep all receipts, write a description on the back and store them away from the sun.

Contact your insurance and stay in regular contact about your needs and how they can help. If you do not have insurance, contact Emergency Support Services (ESS) **250-833-3360** and the Canadian Red Cross **1-800-863-6582** or <https://redcross.ca> for possible assistance.

Other safety precautions:

- Check for hazards before entering your house.
- Do not allow children or pets to play in areas damaged by fire.
- Do not try to use any electrical appliances or power in your home or garage that may have come into contact with fire, water or fire retardant until they have been cleared for use by a qualified electrician.
- Do a thorough visual inspection (including roofs and floors) of your property. The foundation and any brick or cement fireplace chimney may have been damaged by heat caused by fire.
- Check for electrical hazards such as exposed wires. Avoid contact with damaged or fallen power lines and poles. If there are any hazards, contact your provider:
 - BC Hydro at **1-800-BCHYDRO (1-800-224-9376)**
 - FortisBC at **1-866-436-7847**
- Beware of dust, ash, broken glass, and other sharp objects. Seek medical attention if you are injured.
- If you have a propane tank system, contact your service provider to do an inspection.
- Visually check the stability of trees around your property. Look for burn damage on the tree trunk or for visible damage of burnt tree roots. Any trees that have been damaged by fire may soon become a hazard. They may need to be cut down and removed.

Be cautious when going inside your home or business:

- Do not start cleaning or throwing anything away until you contact your insurance company.
- Bring flashlights as there may not be power in your home.
- If applicable, ask your insurance provider what you should do about covering broken windows, doors and other exposed areas, pumping out water and any other activities you may need to do to secure and weatherproof your home.
- Take pictures and/or video, and make a list of damaged belongings.

- Check for hazards before entering your house.
- Power may not have been restored to all affected areas. Understand what your situation is before you return. If power has been restored but the power is off in your home, please check your breaker panel. If it is still off, please call **BC Hydro at 1-800- BCHYDRO (1-800-224-9376)**.
- Wear boots, long sleeves, long pants, and rubber gloves when working in an area that has been affected by fire. If you or any of your family members have breathing difficulties or asthma, take all appropriate precautions to protect yourself.
- Wear an N-95 mask while sifting through debris to avoid inhaling smoke and ash.
- It is important to wash your hands if they come into contact with ash or burned items.
- Until the water is safe to use, please follow the Water Advisory for your water system. Visit <https://drinkingwaterforeveryone.ca/advisorymap> for advisories and notices for your area.
- If you are not on a municipal water system, check your private water, sewer and septic systems. Call the company or contractor that usually provides these services to ask for an assessment.
- Be aware that animals may have taken shelter in your home, garage or outbuildings. Leaving a door open will allow animals to return to their natural surroundings on their own.
- Be cautious when disposing of garbage as it can attract bears and other wildlife leading to human- wildlife conflicts.
- If you encounter an animal that appears injured or unwilling to leave, call the **B.C. Conservation Office at 1-877-952-7277**.

TIP SHEET 2: Cleaning

This tip sheet provides general information for when you begin the clean-up process. If you are unable to do so on your own, volunteers from non-governmental organizations (NGOs) listed may be able to assist.

- Wash all interior walls and hard surfaces with a steam cleaner or white vinegar. **NEVER use bleach to clean areas where fire retardants have been used.** If you notice fire retardant residue on your property (red stains) use water or biodegradable household cleaners. Also clean inside cabinets, drawers and closets. Steam or wipe undersides of furniture, tables and chairs. To clean windows and glass, use clean water and a razor blade tool to help to remove any sticky residue.
- Use black garbage bags for disposal: Dispose of food and other landfill-appropriate items with your regular household garbage.
- All clothing, linens and bedding should be laundered or dry cleaned.
- Wash all movable items: All movable items should be washed with a steam cleaner or microfibre cloth. This includes picture frames and knick-knacks.
- Wash all children's toys: Wash down children's outside toys, play structures and recreational equipment to remove any residual fire contaminants. Wash down sandboxes with clean water; if the sandbox drains directly into the soil, repeat this step several times. If the sandbox is a plastic container, remove the sand and replace it with clean sand.
- Disinfect and deodorize: Upholstery, fabric window treatments, etc., can be spray-treated with deodorizing products available at most supermarkets. Avoid room sprays since they just cover up the problem and don't fix it. Steam items including carpets, window coverings, upholstered furniture and mattresses. Steam melts the tar and neutralizes the odour and carbon film left by wildfires.
- Clean ductwork: Have heating, ventilating and air conditioning units and all ductwork professionally cleaned to remove soot, ash and smoke residue. Change filters when you first return to the premise and then continue to replace them at least once a month for the next year.
- Clean exterior surfaces: Pressure wash or scrub all exterior surfaces including walls, walks, drives, decks, windows and screens.
- Vinyl siding that has been stained by the use of fire retardant may qualify for replacement in most insurance policies. Contact your insurance company for coverage included in your policy.
- Consult a professional: If required, consult or hire professional cleaners.
- **Keep all receipts:** Remember to keep all receipts for cleaning and other expenses to provide to your insurance company for possible reimbursement.

Build a Clean-up Kit:

Consider the following to build a clean-up kit before you return home. Materials can be purchased at most hardware stores or wherever you normally buy household goods.

Disaster Management Clean-up Kits include:

- ☐ One 5-gallon bucket with a reusable lid
- ☐ Multiple cotton wet mop heads
- ☐ One 14" stiff push broom head
- ☐ One 14" floor squeegee head
- ☐ Two 54" four-section metal handles
- ☐ One 9" stiff capped sweep head
- ☐ One 7" scrub brush
- ☐ Multiple sponges
- ☐ One pair leather work gloves
- ☐ Two pairs household rubber gloves
- ☐ One N95 mask
- ☐ Ten heavy duty garbage bags
- ☐ One litre bleach-based all-purpose cleaner

After Fire Clean-up Kits include:

- ☐ One full release smoke odour fogger
- ☐ One concentrated liquid deodorizer for washing machine
- ☐ Two pairs leather work gloves
- ☐ Ten garbage bags
- ☐ Flashlight with 3-AAA batteries included
- ☐ One 4-pack AAA batteries
- ☐ Surface antibacterial wipes
- ☐ One empty 32-ounce plastic spray bottle with trigger spray
- ☐ One 32-ounce bottle all-purpose cleaner/disinfectant
- ☐ One roll toilet paper
- ☐ Two pairs nitrile gloves
- ☐ Two pairs safety glasses – clear lens
- ☐ Drawstring backpack

TIP SHEET 3:

Preventing Mold

If your home was damaged by wildfires, you will need to remove excess water to prevent mold growth. **Check with your insurance adjuster before completing any work on your damaged home.**

- Call your insurance company: Let your insurance company and restoration contractor know as soon as possible if you find any visible mold growth or smell mold inside your home.
- When you are trying to decide what to keep or to throw away, be safe and always remember: “When in doubt, throw it out.”
- Dry all wet items as soon as possible. Wet or waterlogged carpeting should be dried as quickly as possible, and any underlay should be removed. Steam cleaning carpets with a disinfectant will be adequate.
- Remember to contact your insurance provider if you have any questions about whether to simply clean your refrigerator/freezer or to dispose of it.
- Clean and disinfect: To help prevent mold growth, any water damaged or stained surfaces and appliances should be checked for damage, cleaned and disinfected with a 1:10 parts household bleach to water solution (2 tsp. bleach in 750 ml water or 1 capful bleach in 1 gallon water). **ONLY USE BLEACH IF IT IS SAFE TO DO SO – NEVER USE BLEACH IN THE PRESENCE OF FIRE RETARDANTS.**
- Get air moving inside your house: Open windows and use a fan to circulate the inside air.
- Dehumidifiers reduce moisture: You may need to use a dehumidifier to help remove excess moisture from the air inside your home.
- You may wish to remove stained rugs, curtains and soft furniture from your home to clean them.

TIP SHEET 4: Food Disposal

When you are trying to decide what food to keep or throw away, be safe and always remember:
“When in doubt, throw it out.”



**IF POWER IS OUT IN YOUR HOME, ALL PERISHABLE
ITEMS MUST BE DISPOSED OF IMMEDIATELY UPON
YOUR RETURN, INCLUDING ITEMS IN YOUR FREEZER.**

If you are unsure of how long power was out in your home, contact your utility provider and/or insurer for direction.

Food in your home may be unsafe for consumption, consider the disposal of:

- All dry goods that are not in sealed packages/cans.
- Any unrefrigerated raw vegetables or fruits, or any foods that were stored in porous containers (e.g., cardboard, foam containers, etc.).
- Food that was in bowls on counters/tables.
- Food that shows signs of damage from heat or fire, including ash or smoke.
- Any canned food where the can looks like it is bulging or rusted. Canned foods that look like they may be okay need to be cleaned and disinfected with soap and water before being opened to make sure the contents aren't contaminated.
- Any food that has come in contact with liquid waste, sewage, chemicals or water.
- Any food displaying an off odour or signs of spoilage.

TIP SHEET 5: Pets & Livestock

Pets and livestock are an important part of our families.

Pet owners and livestock producers have been responsible for the health and safety of their animals during emergency events. The BCSPCA Shuswap **250-832-7376** has been assisting with pets and the Columbia Shuswap Regional District, (CSRD) is distributing donated pet feeds. A great group of volunteers in the region are helping livestock for relocation and feed needs.

For livestock producers, with Farm Status, livestock relocation may be eligible for assistance under the Emergency Management Climate Readiness, (EMCR), Livestock Relocation Policy 2.01. All livestock owners can contact the CSRD EOC Agriculture Liaison at **250-833-3399** with any questions and to arrange details for re-entry.

Checklist for Damage Assessment for Agricultural Operations

Once the evacuation order has been lifted and if damage is observed on the agriculture operation, consider these steps to limit further damage.

- ☐ Check livestock that are sheltered-in-place at the earliest possible opportunity, and provide for their needs with water, feed, and safety.
- ☐ Inspect the agriculture operation for hazards and damage. Ensure your livestock pastures are safe for livestock return by walking the field to check for hotspots. Take care to avoid hazards, such as smouldering tree roots underground.
- ☐ Ensure to inspect fences for damage to prevent livestock from wandering into other areas.
- ☐ Document any loss of livestock, buildings, fences, or equipment in writing, using the inventory to verify losses. Document salvaged items.
- ☐ Assess damage and document any losses of any crops, including stored hay.
- ☐ Secure the site.
- ☐ Contact your insurance agent or broker.
- ☐ Producers with farm status should consult the BC Ministry of Agriculture and Food (BCMAF), Business Risk Management Branch, (BRMB), for updates on the AgriStability Program and other BRMB support programs. The Province and the Government of Canada are working with the assistance of the BC Cattlemen's Association, to rapidly complete the provincial assessment of the fires and drought and examine how AgriRecovery can help respond to the provincial disaster in the livestock sector.
- ☐ Monitor the BCMAF website for updates at <https://www2.gov.bc.ca/gov/content/industry/agriculture-seafood/business-market-development/emergency-management>

Agriculture Planning for Future Events:

- Ensure you are registered for the BC Premise Identification Program, which became mandatory on July 1, 2022, for owners of livestock (big and small). The Premise ID Program is an important tool for protecting the health and safety of your livestock.

<https://www2.gov.bc.ca/gov/content/industry/agriculture-seafood/programs/premises-id>

- Producer preparedness, no matter your farm size, is a big part of successful emergency management and the BCMAF website listed in the above section offers resources for Emergency Planning.
- The CSRD may offer agriculture producers (big and small), in-person workshops for Agriculture Emergency Preparedness and Planning. When a workshop is announced, plan to attend an informative workshop that can assist you in your emergency planning.

TIP SHEET 6:

Insurance Information

If you are insured:

1. If your home has a mortgage, call the bank or company that holds this mortgage to let them know about the wildfires as soon as possible.
2. Contact your insurance company/broker as soon as possible. Most have a 24-hour claims service. The sooner the insurance company is notified, the quicker your insurance claim can be processed.
3. Try to create an inventory of household items, both inside and outside of the buildings, which have been damaged by fire. Photograph or videotape the damage as much as possible.
4. Work with your insurance company to find out what is covered, what is not covered and what may be subject to further discussion.
5. Work with your insurance company and their accredited fire restoration companies to try to restore or rebuild your home.
6. In the event that any of these suggestions conflict with information provided by your insurer, please follow the instructions provided by your insurer.

If you are not insured:

For information on available assistance, check with:

- Emergency Support Services (ESS) call **250-833-3360**
- Canadian Red Cross: call **1-800-863-6582** or <https://redcross.ca>
- Other non-government organizations

Restoration Contractors:

- As much as possible, work with and through your insurance company. They can recommend reputable restoration contractors who can help and who know the proper standards to follow.
- If you decide to choose your own restoration contractor, check their references.
- If anyone in your family is sensitive to chemicals or mold, you need to let the restoration contractor know so that they can take all necessary precautions.

If you have questions about a certain contractor, or issues arise, visit:

- Consumer Protection BC office at website: www.consumerprotectionbc.ca or call **1-888-564-9963**
- Better Business Bureau at website: www.bbb.org or call **604-682-2711**

They can help provide you with more information about various consumer issues.

Frequently Asked Questions

Health

I have a medical condition. Should I return home?

Anyone with concerns about a medical condition is advised to consult with a physician before returning home. People can call HealthLinkBC at **8-1-1** if they have questions or need help finding a physician.

Where can I get mental health support?

Experiencing a disaster such as a wildfire can be particularly stressful and overwhelming. If you need to talk, call the BC Crisis Line / Mental Health Support call **310-6789 (no area code needed)** or HealthLinkBC at **8-1-1** or visit <https://healthlinkbc.ca>.

The BC Division of the Canadian Mental Health Association also has excellent resources for dealing with natural disaster stress at <https://cmha.bc.ca>.

Working

My workplace was destroyed in the fire and I'm now unemployed. What do I do now?

Affected workers are encouraged to apply for Employment Insurance (EI) benefits as soon as possible, even without a Record of Employment.

If you were receiving EI benefits before the evacuation, you should also contact EI as it could affect how you're reporting activity.

- Apply by phone: **1-800-206-7218**, choose **option 6**
- Apply online at <https://esdc.gc.ca/en/ei/apply.page>

Are you concerned about whether or not it's safe to return to work?

Safety of workers is paramount. Workers are protected by BC's Occupational Health and Safety laws.

If you have questions or concerns about working conditions, talk to your employer. If you still have concerns after speaking with your employer, visit <https://worksafebc.com>.

Road Safety and Maintenance

Who maintains the roads?

The Ministry of Transportation and Infrastructure (MoTI) and the road contractor Acciona Infrastructure Maintenance (AIM) have been active throughout the wildfire event.

Both agencies will be coordinating any cleanup and maintenance of the roads, ditches, and culverts.

AIM contact: 1-866-222-4204

Where do I get information about road closures or delays?

Visit <https://drivebc.ca> for info about traffic, road and weather conditions.

Is the community accessible for persons with disabilities?

There may be unique circumstances that have yet to be identified. If you require assistance or would like to report an issue, please call the **CSRD Emergency Operations Centre at 250-833-3350**.

Community Services

Are schools open?

Check with your local school.

- School District #83 (North Okanagan-Shuswap) call **250-832-2157**.

Pets

I have questions about my pet, who do I contact?

If your pet is missing as a result of the wildfires, contact the BCSPCA Animal Helpline for assistance: **1-855-622-7722**. Also refer to the PETS tip sheet in this booklet for further information.

Home and Property

Do I need to get my home inspected?

Please talk to your insurance provider. Refer to the **INSURANCE INFORMATION** tip sheet in this package.

Do I need permits to begin rebuilding and repairing my house?

Depending on the extent of damage, permits may be required by your regional district. The Columbia Shuswap Regional District manages a broad range of land use and development approval processes.

Zoning and Development Permits

Please email Planning at plan@csrd.bc.ca and include your property address and plans for rebuilding on your property. Email is the most efficient way to have your questions answered.

Building Permits

You may not start any stage of a project, including demolition or excavation, until a building permit has been obtained. Visit the Building Regulation and Inspection page on the CSRD website. Or email buildingpermit@csrd.bc.ca to learn about the building permit application process and requirements.

How do I know if my house was without power?

A simple way of knowing is if your digital clocks are blinking, however, this will not indicate how long the power was off. If you need specific information call **BC Hydro** at **1-800-BCHYDRO (1-800-224-9376)**.

Community Support

Where can I donate equipment to help with the clean up?

Coordinating donations is underway and more information can be found by contacting the CSRD Donations Line at **250-833-3396** (will stay active while the Emergency Operation Centre is active).

How can I register my home so that people can stay with me?

If you would like to offer accommodation, this can be done privately. Popular options for sharing this kind of information include:

- Reaching out to your personal networks.
- Contact local property management companies to discuss listing options.
- Using online and traditional classified services like Kijiji, Facebook Marketplace and local media outlets.

Where can I donate money, food, and clothing?

Contact the CSRD Emergency Operations Centre at **250-833-3350** for the current list of local organizations collecting items such as clothing, baby food and toiletries.

To make a financial donation, please visit the Salmon Arm Savings and Credit Union (SASCU): www.sascu.com

Utilities

Once you are home you may need to re-establish your utilities or check your billing. Contact your provider directly. Included below are some of the common ones in our area.

- BC Hydro call **1-800-BCHYDRO (1-800-224-9376)**
- FortisBC at **1-866-436-7847**
- BC 1 Call (for any underground service inquiries before you dig) <https://bc1c.ca> or call **1-800-474-6886**
- Fortis BC <https://fortisbc.com>
Natural gas: **1-888-224-2710** Electricity: **1-866-436-7847**
- Rogers/Shaw Toll-free: call **1-888-472-2222** or <https://rogers.com> or <https://shaw.ca>
- TELUS Mobility: ***611** on your TELUS mobile phone or call **1-866-558-2273**
- TELUS Internet: Toll-free call **1-888-811-2323** or <https://telus.com>

Note: For private water systems contact your provider or the contractor who regularly services your system.

A message from BC Hydro

BC Hydro continues to make significant progress replacing our infrastructure that was damaged by wildfire in the Columbia Shuswap Regional District. Significant resources have been mobilized to the region. There are more than 150 workers on the ground working to replace damaged equipment in an effort to restore customers in Shuswap area, and steady progress will continue until our restoration efforts are complete.

The safety of the public, crews and first responders has been and will continue to be BC Hydro's top priority as it works to repair the extensive damage caused by the wildfire. BC Hydro appreciates customers' patience and is committed to keeping its customers up-to-date on restoration efforts. For the latest information, please visit www.bchydro.com/outages.

Returning home after an evacuation

When returning home after an evacuation order has been lifted, please call us if you experience any problems with your power at **1 800 BC HYDRO (1 800 224 9376)**. Depending on the extent of damage, power could be out for several days. We'll coordinate with agencies and local authorities to restore services.

What to do after an extended outage

After your power is back on, we recommend following these tips after an extended power outage:

- Avoid immediately turning on your heating system and numerous electronics and appliances as soon as the power is back. This gives our electrical system a chance to stabilize.
- Reset your clocks, automatic timers, and alarms.
- Restock any supplies in your emergency kit that you used.

Help for evacuees

Residential and commercial customers who are affected by an evacuation order are eligible to receive a credit for the electricity consumed for the duration of the time they're out of their home if the order is for five days or longer. We also offer flexible bill payment plans for when you're able to return home.

How the bill credit works

We proactively monitor evacuation orders year-round to identify those lasting at least five days. We'll then automatically apply a credit to your account for the electricity consumed during the period you're out of your home or business due to evacuation order. This credit applies to residential, small business (Small General Service rate), and irrigation customers. If you have questions, please contact our customer service team at **1 800 BCHYDRO (1-800-224-9376)**.

For destroyed homes

For residential customers whose property was unfortunately destroyed as a result of the natural disaster, we'll automatically waive all electricity charges since the previous billing period, including for electricity used prior to the evacuation order. Waiving these charges means you won't receive a final bill for the account. We'll also waive the electricity service connection charge for any residential customer that rebuilds their home if it's not paid for by insurance.

More information

Support available for BC Hydro customers is available online at Help for evacuees: <https://bchydro.com>

A message from Telus

TELUS is continuing to shape additional customer support processes for those experiencing property loss, or for those unable to access TELUS services due to extensive TELUS infrastructure damage.

- It is understood that adjustments may need to be made to TELUS services, or they may need to be temporarily paused, while customers rebuild and recover.
- A dedicated customer support team has been formed and can be reached at: **1-855-889-7233**.

TELUS is working to test services virtually to understand impacts to customers. However, not all services can be tested virtually at this time and a full assessment of impacts will be available once evacuation orders are lifted and area access is granted.

- Landline customers in Anglemont and St. Ives will not have a dial tone when they return home.
- In and around Celista, customers may, or may not, have dial tone.

Where necessary, TELUS will be reaching out to landline customers to support the migration of their landline service to a Wireless Home Phone that runs off of cellular coverage.

- For those customers without dial tone, where possible please access your online customer account and provide an alternate number where TELUS can contact you to coordinate service migration.
- In the coming days, TELUS will be establishing a dedicated customer phone line to support the migration of landlines to a wireless home phone service. Please look for the number being released alongside other emergency communications.

Once evacuation orders are lifted and access is granted, TELUS will be coming into the area to assess infrastructure damage and make any immediate repairs possible. You may see TELUS technicians working on the ground to confirm TELUS' current service delivery at residences and businesses.

Given the significant impacts of the fire to supporting utilities and TELUS infrastructure, we do appreciate patience as we work toward widespread restoration of services.

Additional Recovery Information

- **Water and Food Quality**
Information for Evacuees Returning after a Fire. Recommended Precautions for Water and Food Affected by Fire Retardants.

Interior Health Authority
<https://interiorhealth.ca/health-and-wellness/natural-disasters-and-emergencies/wildfires>
- **Drinking Water Advisory Map**
<https://drinkingwaterforeveryone.ca>
<https://drinkingwaterforeveryone.ca/advisorymap/>
- **Wildfire Smoke and Air Quality and Health Effects of Wildfire Smoke**
BC Centre for Disease Control
<https://bccdc.ca/health-info/prevention-public-health/wildfire-smoke>
- **Farm / Ranch Wildfire Plan Workbook**
Preparing for and Responding to Wildfire
BC Ministry of Agriculture
<https://bcclimatechangeadaptation.ca/wp-content/uploads/2022/Resources/BC-Farm-Ranch-Wildfire-Plan-2019-workbook.pdf>
- **Last–Minute Checklist for Protecting Your Home and Property from Wildfire**
FireSmart BC.
<https://firesmartbc.ca/resource/firesmart-last-minute-wildfire-checklist/>
- **Propane Safety**
Canadian Propane Association
https://propane.ca/wp-content/uploads/2023/06/CPA_Wildfires-Safety-Fact-Sheet-2023.pdf
- **Landslide and Flooding Risks Due to Wildfires**
Ministry of Forests, Lands, Natural Resource Operations and Rural Development
https://www2.gov.bc.ca/assets/gov/farming-natural-resources-and-industry/natural-resource-use/resource-roads/local-road-safety-information/landslide_flooding_risks_due_to_wildfires-brochure.pdf
- **Province of BC's Disaster Financial Assistance Program**
Key Information. Emergency Management BC.
<https://www.gov.bc.ca/disasterfinancialassistance>
- **Fire Recovery Guide. Canadian Red Cross**
https://redcross.ca/crc/documents/Fire-Recovery-Guide_2017_v3_1.pdf
- **Canadian Red Cross website:**
<https://redcross.ca/>

Contact Information

Local Emergency Contacts

- CSRD Shuswap Emergency Program website: <https://csrd.bc.ca/services/emergency-management/shuswap-emergency-program>
- Columbia Shuswap Regional District: <https://csrd.bc.ca> and **250-832-8194**
- CSRD Emergency Operations Centre **250-833-3350**
- Emergency Support Services (ESS) at <https://ess.gov.bc.ca> and call **250-833-3360**
- BC Wildfire Service website: <https://wildfiresituation.nrs.gov.bc.ca/map>
- Skwlāx te Secwepemcúlecw (Little Shuswap Lake) <https://lslb.ca/>
- Adams Lake Indian Band <https://adamslakeband.org>

Other Key Contacts

Insurance

- Insurance Bureau of Canada: **1-844-227-5422** <https://ibc.ca> Email: askIBCwest@ibc.ca
- ICBC: **1-800-950-1498** <https://icbc.com>

Utilities

- BC Hydro: **1-800-BCHYDRO (1-800-224-9376)**
- Fortis BC <https://fortisbc.com>
Natural Gas: **1-888-224-2710** Electricity: **1-866-436-7847**
- BC 1 Call (for underground services): **1-800-474-6886** <https://bc1c.ca>
- Rogers/Shaw: **1-888-472-2222** <https://rogers.com> or <https://shaw.ca>
- TELUS Mobility: ***611** on TELUS mobile phone or call **1-866-558-2273**
- TELUS Internet: **1-888-811-2323** <https://telus.com>

Animals

- Animal Lifeline Emergency Response Team (ALERT) call **250-809-7152**
- BC Conservation Office: **1-877-952-7277**
- BCSPCA: **1-855-622-7722** <https://spca.bc.ca>

Roads

- AIM Roads (Ministry of Transportation and Highways contractor)
1-866-222-4204 for after-hours and emergencies
- Drive BC <https://drivebc.ca>
- Ministry of Transportation and Highways: **250-712-3660** (general inquiries)

Non-Governmental Organizations (NGOs) Can Help

Several non-governmental organizations (NGOs) are ready and willing to help the community. The following NGOs will be providing various services in the weeks and months ahead:

- Canadian Red Cross: **1-888-350-6070** <https://redcross.ca>
- Salvation Army <https://salvationarmy.ca>
- Samaritan's Purse: **1-866-628-6565** <https://samaritanspurse.ca>

Notes



SIGN UP NOW FOR COMMUNITY NOTIFICATIONS

INCLUDING EVACUATION ALERTS & ORDERS

In times of crisis, it is important residents have access to trusted, timely and accurate information to ensure their own safety and that of their family and loved ones. **Alertable** is a multi-purpose communication service used to send alerts to residents, businesses, and visitors during critical events like fires, extreme weather, landslides or floods as well as for relevant day-to-day communications, such as water advisories.

Alertable notifications can be set up for text, email, and landline calls.

**Emergency
Operations Centre**
250-833-3350

**Emergency
Support Services**
250-833-3360

**Recover
Shuswap**
250-833-3400
recovershuswap.ca
available Sept. 5/23

**Columbia Shuswap
Regional District**
250-832-8194
csrd.bc.ca