



Guide to re-entry after an Evacuation



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Before you go back to your community and home

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

You are advised to bring basic necessities with you to last for up to 7 days including food and prescriptions.

DO YOU HAVE

A full tank of gas?

Clothing, a flashlight and clean-up materials?

Water for the next 2 days?

Enough food for 72 hours, including any special dietary needs?

Medications?

Be safe when entering your community

Once you are able to enter burned out areas safely, be very careful.

Give way to all emergency and fire fighting vehicles.

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.

Do not re-enter any areas that were heavily damaged or destroyed by the wildfire until the area has been cleared by the local fire authority.

Take basic precautions and be aware of hazards to your health and safety in the community.

- Slip, trip and fall hazards from unstable structures, open pits or wet and slippery surfaces.
- Charred trees are unstable and may be a hazard.
- Fire damaged buildings may be a hazard.
- Standing chimneys are a hazard
- Ash, soot and demolition dust.
- Hazardous materials such as kitchen and bathroom cleaning products, paint, batteries, and fuel containers which have been partially damaged or destroyed.
- Pesticides or herbicide containers potentially damaged or destroyed.
- Propane cylinders for heating or from BBQ.

Inspect your home carefully before entering.

Walk carefully around the outside and check for loose power lines, gas leaks and structural damage. If you have any doubts about safety, do not enter.

Do not enter if:

- You smell gas.
- Your home was damaged by fire and the authorities have not declared it safe.

Re-Entry Checklist

- ✓ Check to ensure no structures were lost in the wildfire.
- ✓ Thoroughly check for hazards before entering your house and exercise safety, caution and good judgement when returning to property.
- ✓ If you smell natural gas as you enter your home, leave immediately and contact FORTIS BCGas Emergency Line at 1-800-663-9911.
- ✓ Hydro - If you have questions, no service or are experiencing fluctuations in electrical service quality contact BC Hydro at 1-888-769 3766 (1-888-POWERON) or *49376 on your cell phone.
- ✓ Bring basic necessities to last for up to 7 days including food and prescriptions. Remember to bring pet food and supplies.
- ✓ Clean any ash off your belongings and furniture. Your regular cleaning regime should be adequate to bring your home back to normal.
- ✓ All perishables and spoiled food in your home should be disposed of. Thoroughly clean your refrigerator.
- ✓ Contact your insurance provider as soon as possible to discuss claim options if you have any damage. Take pictures and/or video and start a list of damaged belongings, if any.
- ✓ Contact your bank to discuss mortgage or loan payment deferrals if needed.
- ✓ Wash your hands if they come into contact with ash.

Information & Resiliency Centre

A Resiliency Centre has been set up on the second floor of Boitano Mall, located at 850 Oliver Street. The Resiliency Centre is meant to be a one-stop setting to inform and support residents with information after an emergency.

The services and representatives that are available at the Resiliency Centre are:

- Representative from Red Cross, City of Williams Lake, Cariboo Regional District, First Nations, Emergency Social Services and Interior Health
- Representative from various private utility companies such as BC Hydro, Telus and Fortis BC
- Representative from BCSPCA and Ministry of Agriculture for pets and livestock
- Representative from Service Canada, Service BC, Ministry of Children and Family Development, Insurance companies, ICBC, BC Housing and Ministry of Social Development
- Clean Up Kit

AirQuality & Health Care Services

It is important to note that air quality remains poor as a result of smoke from nearby fire activity. Community Health Centers may have limited operations available for the first few weeks after the evacuations order is lifted.

Residents with the following medical conditions or situations should consider the limited health services that will be available before returning back to the community:

- A chronic or acute medical condition, such as asthma
- Anyone requiring regular primary care, specialist care, laboratory or diagnostic services
- Anyone more than 36 weeks pregnant or with a high-risk pregnancy
- Anyone receiving cancer treatment, dialysis or other specialized medical services
- Anyone requiring home care, home oxygen or home health supports
- Anyone recently discharged from hospital or who has had a transplant

Air Quality Advisories

<http://www2.gov.bc.ca/gov/content/environment/air-land-water/air/air-quality/air-advisories>

Taking Care of yourself and your family

Returning home after a wildfire evacuation can be stressful and traumatic experience.

Fear, stress and anxiety are natural reactions to a traumatic event. Eventually, these feelings will diminish and, for most people, completely subside.

To help yourself and your loved ones:

- Accept and offer help and comfort; seek counselling if necessary
- Focus on positive memories and the skills you've used to get through other hard times
- Be aware of your child's reactions: reassure them and encourage them to express themselves
- Give yourself and your family permission to grieve and time to heal
- Get physical activity, but rest as needed, eat well, hydrate and keep a manageable schedule

If you need to talk, call the

Mental Health Support Line: Call 310-6789 (do not add 604, 778 or 250 before the number). This number will connect you to your local BC crisis line without a wait or busy signal, 24 hours a day. Crisis line workers are trained to help provide emotional support as well as mental health information and resources.

HealthLink BC

Call 811 or visit www.healthlinkbc.ca to access free, non-emergency health information for anyone in your family, including mental health information. Through 811, you can also speak to a registered nurse about symptoms you're worried about, or talk with a pharmacist about medication questions.

Water & Sewer

If you do not have municipal water and sewer services, check your water and sewer systems.



Before using your water for consumption, flush the system to remove all stagnant water from your household water lines by running all cold and hot water taps for at least 5 minutes before using them.

Municipal water systems may have been maintained throughout the wildfire event. Check with your local government agency upon your return.

Cleaning Up

Your insurance policy may cover house cleaning by a fire restoration specialist. If you are going to clean your residence yourself:

- Wear gloves and goggles, keep children and pets away, and ventilate the area you're cleaning well.
- Smoke odours can last a long time, and you may need to clean everything several times.
- Vacuum all surfaces, change heating and air conditioning filters, and have ducts cleaned.
- Soot/smoke can be removed from painted walls with trisodium phosphate, but wallpaper may not be salvageable.
- Clean dirt off furniture, removing drawers and scrubbing wooden surfaces; let dry thoroughly.
- Linoleum flooring may require replacement, but wood and carpet can be vacuumed and washed.
- To remove odours from fridges and freezers, wash with baking soda/water, vinegar or ammonia.
- Locks and hinges should be taken apart, thoroughly cleaned and oiled.
- Dispose of hazardous materials like solvents and garden chemicals if they show signs of damage. Separate hazardous materials from landfill waste and dispose appropriately.

Disposing of food from your home

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

ALL PERISHABLE ITEMS SHOULD BE DISPOSED OF IMMEDIATELY UPON YOUR RETURN

Dispose of:

- 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 that is bulging or rusted. Canned foods that look like they may be okay need to be cleaned with soap and water before being opened to make sure the contents don't become 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.
- If you do have a damaged refrigerator or freezer, contact your insurance provider about whether to clean it or throw it away.

If you have any questions about how to safely dispose of spoiled food, please contact an Environmental Health Officer your local Health Unit.

Pets

If your pet is lost or missing, please contact the BC SPCA at: 1 855 622 7722

Remember to bring some pet food and supplies with you, as regular pet supply stores may take a short time to re-open normal operations.

Yards and Gardens

Lawns and gardens will be very dry, they will welcome a thorough watering.

Please adhere to normal watering restrictions in your community to ensure adequate water supplies for everyone.

Power outages will also cause the circulation and treatment systems of pools and hot tubs to stop working. Private pool owners should ensure adequate disinfection (chlorine levels) and circulation prior to using the pool. Commercial pools may be closed temporarily as operators rebalance their chemicals.

Documents

Keep track of lost documents, including birth certificates, passports and tax records.

To manage your insurance:

- Review your policy to understand what items to list, then take an inventory – you'll need to provide a list of lost or damaged items as part of your claim.
- Take photos or videos, noting serial numbers if possible and the approximate cost of each item.
- Keep your inventory with receipts related to living expenses, repairs and inspections.
- Notify your mortgage company and keep them informed about restoration of your property.
- If you have questions about your home insurance, call your insurance representative directly or call the Insurance Bureau of Canada toll-free at 1 844-2-ASK-IBC.

Community Contacts

Williams Lake

<p>Police Emergency 9-1-1 Non-Emergency 250-392-6211</p> <p>Resiliency Centre Boitanio Mall (850 Oliver Street) 250-305-0226</p>	<p>City of Williams Lake Public Information 250-392-2364</p> <p>City of Williams Lake Facebook Page www.facebook.com/CityWilliamsLake/</p>
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Cariboo Regional District

<p>Cariboo Regional District Website www.cariboord.ca</p> <p>Cariboo Regional District Emergency Operations www.facebook.com/CRDEmergencyOperations/</p>	<p>Cariboo Regional District Public Information Line 1-866-759-4977</p>
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Other Contacts

<p>Health Link BC Available 24 hours call 8-1-1</p> <p>Interior Health www.interiorhealth.ca</p> <p>BC Hydro Customer Service 1-800-224-9376</p> <p>Telus Customer Service 1-844-443-8622</p> <p>Shaw Customer Service 1-888-472-2222</p> <p>Red Cross 1-877-679-2753</p> <p>Ministry of Health: www2.gov.bc.ca/gov/content/health</p> <p>Insurance Bureau of Canada www.IBC.ca</p> <p>Drive BC www.drivebc.ca</p> <p>BC Wildfire www.bcwildfire.ca</p> <p>Emergency Info BC www.emergencyinfobc.gov.bc.ca</p>	<p>Ministry of Agriculture: www2.gov.bc.ca/gov/content/industry/agriculture-seafood/farm-management/emergency-preparedness</p> <p>Fortis Customer Service 1-888-224-2710 (Mon – Fri 7am-8pm, Sat 9am-5pm) Emergency 1-800-663-9911 BC SPCA Pet/Livestock 1-855-622-7722</p> <p>First Nations Resources</p> <p>Cariboo Friendship Society (250) 398-6831 http://www.cariboofriendshipsociety.ca/</p> <p>First Nations Emergency Services Society http://fness.bc.ca/</p> <p>First Nations Health Authority http://www.fnha.ca/</p>
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Williams Lake Indian Band Information

Williams Lake Indian Band Chief and Council Welcomes everyone home!

We appreciate all the excellent services that were provided during the time of great need. Thank you to all those that risked their lives to save Williams Lake!

To our families we are so very happy to have you back home in your community. This forest fire and evacuation was definitely real and very scary for all; however, we proved that we are and continue to be a strong well-established community!

The Elder home that was lost during this fire will be rebuilt to a new home; any structures that have been lost will be replaced. Any fencing that was lost will also be replaced.

We are so happy to start the journey of having our lives back!

The Community Health Station will be open to our elders and families for immediate assistance upon your return. We will also have counselling supports organized for all of our community members

<p>Williams Lake Indian Band Administration Marg Shelley Support Services 250-296-3507 Extension 121</p> <p>Williams Lake Indian Band Law Enforcement Andy Johnson Emergency Services 250-296-3507 Extension 112</p> <p>Williams Lake Indian Band Social Development Carol Archie Support Services 250-296-3507 Extension 122</p>	<p>Williams Lake Indian Band General Information 250-296-3507 Ext 100 or 1-877-856-3507</p> <p>Williams Lake Indian Band Facebook Page www.facebook.com/WLIB Up to date/</p> <p>Williams Lake Indian Band Chiefs Assistant Maggie Berns Internet Restoration Internet Access 250 296 3507 Ext 138</p>
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*Please see the staff contact above for your assistance to community re-entry

There will be a Resiliency Centre open in Boitano Mall (850 Oliver Street).



Things to Consider

We encourage members to delay coming in to the community as there are thousands attempting to enter at the same time.

Ensure your internet is restored for up to date news (e.g. air quality, etc.).

Ensure fridges and freezers are checked and food is disposed of to avoid food poisoning. It will take a while for everything to return to full functioning for both the community of Sugarcane and the City of Williams Lake.

WLIB will provide services to the elderly and disabled with respect to unpacking belongings and inspecting their houses to ensure it is safe to enter, as well as assist in the cleaning and replenishing of fridges.

Note*

To Community members: Although the area may look safe, please don't venture out into the reserve lands as there are multiple threats, dangerous trees, smoke, ash, and ongoing continued operations in and around the WLIB IR#1 such as fire suppression, clean up and removal of burned BC Hydro lines, and forestry operations removing burned timber along forest service road right of ways.

Welcome Home!