



The social sector plays a key role in enabling well-being and community development. Regional social profit organizations are increasingly called upon to address the gap in social services. For that, the social profit sector must continue to be **strong, resilient and adaptable.**



## Critical Information for Social Profit Leaders<sup>i</sup> Information for Executive Directors and Boards of Directors Wood Buffalo Fires 2016

This document is intended to be a support to **Executive Directors and Boards of Directors** we face and deal with the **devastating forest fires in Fort McMurray**. We know that there are so many questions to respond to and a great deal of uncertainty around how to **keep your social profit organization afloat during this time of crisis and transition**. There are many decisions to be made about operations, staffing, etc. We hope that this document will provide you with some guidance and access to accurate information and resources. You will note that there is an attached document, which you are welcome to share with your staff and volunteers

We can imagine that you are overwhelmed with decisions to make, plans to develop and put into action, knowing how best to care for your staff, volunteers and services, all the while you are coping with your personal experience of evacuation. **FuseSocial** is committed to staying connected with the social profits to provide valuable information and tools, and lessons learned from other communities that have experienced disasters and crisis.

Many of you are in the process of setting up temporary office space or determining how your organization will operate in the interim, this is certainly a challenging staff considering your staff and volunteers are likely all in different locations. We have put together a list of suggestions and decisions for consideration for your organization leadership.

**Be prepare for a long process...**

## Frist Phase: **Response**

This first phase supports personal safety, food, shelter, clothing, registration, medical attention, connecting with family and mental health needs. This Phase is where the majority of Red Cross, Federal and Provincial Government and emergency response team focus. Ensure your staff is safe, you need to know their location and gather personal e-mails, phone numbers in order to keep in touch.

## Second Phase: **Re-entry**

This Phase will start when we will be able to come back to our communities and re-start to understand the damage to your property. Have your insurance provider come and assess your office in order to address loss resources and damages to your work space.

## Third Phase: **Recovery and Rebuilding**

This is the long term support that will be needed to rebuild infrastructure and the community heal. This will be the longest phase and will be the hardest to fundraise for as the public has a short attention span. It is vital as social profit that we encourage donors to support community foundations, United Way (special fund appeal) and also local social profit agencies and faith organizations. These dollars will directly support your added needs in the recovery and rebuilding stages.

FuseSocial is committed to support the social sector through these phases.  
We will continue to send out relevant information.

FuseSocial –through **Social Prosperity 2.0**- will be looking for support, expertise and input from our leaders in the social profit agencies to create plans in collaborative ways to address our new challenges.

# Human Resources

- Ensure that you have connected with all staff and board members and that you have a temporary address and phone number for the staff (a way of contacting them) as well as an emergency contact for each person. Ensure this information is shared with your Board. Request that staff update you should there be any change in their location and contact information.
- Ensure you advise staff and volunteers that they are required to register with Red Cross and the RMWB, contact information for these organizations are on the attached document.
- Provide all staff and volunteers with a copy of the attached document.
- Determine if staff require temporary housing and connect them to resources.
- The Municipality has establish the general guidelines of paying staff until the evaluation order is lifted. Internal policy needs to be considered how you will compensate your staff depending on your cash flow and revenue resources. Contact your funders as many are supporting using funds for salaries. Can your staff work remotely? Can you reach out to sister agencies for work space? Consider an agreement for repayment if insurance provides funds for lost wages; perhaps an agreement to bank some hours for the added work that may be required upon returning.
- Reach out to your bookkeeper if external for continuation of any financial obligations and payroll.
- Contact your insurance provider and benefits provider (if you have one).
- Focus on retaining staff, even though that will likely require changes (as the services may not be able to be offered in the interim) so people's jobs and hours of work may change.
- Determine how staffing will be managed and how their jobs will be handled.

HR Resources on Employer Obligations:

<http://cms.abvma.ca/uploads/GuidetoRightsandResponsibilites.pdf>

<http://www.lawnow.org/employers-legal-obligations-during-major-disasters/>

FAQs re 2013 Calgary Floods <http://www.humanservices.alberta.ca/16744.html>

## Administrative:

- Change the recording on your voice mail message (as people may be calling who are unaware of the situation in Fort McMurray)
- Ensure that you have your office phones call forwarded to a designated contact such as yourself. Have a system for checking phone messages daily.
- Ensure that your social media platforms have a notice about your operations. Providing helpful updates and staying in touch via social media is important.
- Talk to Canada Post to have your organizations' mail redirected to you temporarily.  
[https://www.canadapost.ca/web/en/blogs/announcements/details.page?article=2016/05/09/important\\_informatio&cattyp e=announcements&cat=servicealerts](https://www.canadapost.ca/web/en/blogs/announcements/details.page?article=2016/05/09/important_informatio&cattyp e=announcements&cat=servicealerts)
- Contact your insurance provider.
- Develop and implement a communications plan to inform staff, volunteers, clients, and vendors about the new location of how the services will be operating in the interim.
- Keep receipts for anything you have had to purchase for the organizational to be operational to ensure appropriate reimbursement from the organization.
- Recover critical documents, digital files, and contact information and make sure to bring them with you to the recovery location.
- Review your **succession plan**. If you don't have one, now is an important time to create one. As there is a likelihood that some of your staff or volunteers may not (or may not be in a position to) return the community.

## Communications:

- Develop and implement a communications plan to inform staff, volunteers, clients, and vendors about the new location of how the services will be operating in the interim.
- Develop a strategy for communicating with your team (such as weekly communique and weekly teleconference staff meetings)

## Requirements for Insurance Purposes:

- Notify your insurance company of the current situation. Also if you are resuming activities in a different location, it is essential to advise your insurance company of this.
- When you return, it is strongly suggested that you video tape your entire office or facility to capture all assets and supplies that you currently have. It is also important that you
- Replace damaged equipment that is necessary to resuming operations. Consider leasing or borrowing equipment if possible.

## Critical Decisions for EDs and Boards:

- Reassess the level of need for your services. Times of disaster can radically shift the priority needs of clients. Consider a temporary shift in activities or a break from operating.
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**This is the first of several documents that we'll be sharing to support all the social profit organizations.**

### **Slave Lake Fires, Lessons Learned:**

<https://www.uleth.ca/dspace/bitstream/handle/10133/3270/Final%20copy%20Slave%20Lake%20Lessons%20Learned.pdf?sequence=1>

<http://www.aema.alberta.ca/documents/0513-Slave-Lake-Summary-and-Recommendations.pdf>

### **Rebuilding Slave Lake**

<http://www.municipalaffairs.alberta.ca/documents/The-Lesser-Slave-Lake-Region-One-Year-Stronger-Together.pdf>

### **Lessons Learned by Executive Directors with Hurricane Katrina Disaster:**

<http://scholarworks.wmich.edu/cgi/viewcontent.cgi?article=1630&context=dissertations>

**The Red Cross has developed a Service Continuity Planning Course**, it is online and free. And, full of valuable information:

<http://bcp.nonprofitrisk.org/default.asp>

Here are more helpful resources from the Red Cross:

<http://www.redcross.ca/how-we-help/emergencies-and-disasters-in-canada/for-emergency-management-professionals-and-voluntary-sector-organizations/voluntary-sector-organizations>



## **Critical Information for Staff and Volunteers of the RMWB Social Profit Organizations.**

The situation for Fort McMurray residents has been devastating. Our hearts go out to all the individuals and families that have been affected by this terrible fire. We are thinking of the people of Fort McMurray, and like each of you, we too are doing our best to adapt to our new situation. One thing we know for sure is that the people of Fort McMurray are resilient, kind and committed. We know that together we are strong and will rebuild... we will get through this crisis as family, as friends, as co-workers, as neighbours, and as Fort McMurrayites.

To support the staff and volunteers of our local social profit sector, we have consolidated a list of helpful resources and tasks and to-do items to address right away. We will continue to forward helpful documents and coping resources through your organization.

Stay safe... our thoughts are with you:

## Checklist and Things To Do:

Tasks to Take of Care ASAP	Contact (You can also use this column to write in your specific contact numbers)	DONE Y N		Comments
<p><b>Contact Red Cross Immediately</b></p> <p>It is important to be reg'd so that people know where to find you, and to receive financial</p> <p>And</p> <p>Read this helpful information from the Red Cross for families and individuals who have had to evacuate.</p>	<p><b>Phone:</b> 1-888-350-6070</p> <p><b>Website:</b> <a href="http://www.redcross.ca/how-we-help/emergencies-and-disasters-in-canada/how-we-help-canadians/red-cross-services/northern-alberta-wildfires-registration#">http://www.redcross.ca/how-we-help/emergencies-and-disasters-in-canada/how-we-help-canadians/red-cross-services/northern-alberta-wildfires-registration#</a></p> <p><a href="http://www.redcross.ca/how-we-help/emergencies-and-disasters-in-canada/for-home-and-family">http://www.redcross.ca/how-we-help/emergencies-and-disasters-in-canada/for-home-and-family</a></p>			
<p><b>Contact and Register with RMWB Immediately</b></p> <p>Evacuated residents: please email wildfire@rmwb.ca with your name, location and confirmation of safety.</p>	<p>Email: <a href="mailto:wildfire@rmwb.ca">wildfire@rmwb.ca</a></p> <p>Website: <a href="http://www.rmwb.ca">www.rmwb.ca</a></p> <p>Phone (PULSE): 780-743-7000</p>			
<p><b>Contact Your Insurance Company Immediately</b></p> <p><b>Contact</b> Your Insurance brokers(for home, content, business, vehicles, etc). Most home owner and tenant's insurance policies provide coverage for additional living</p>	<p>If you can't recall your insurance company or their contact details, contact:</p> <p>Insurance Bureau of Canada's consumer information line for assistance at 1-844-227-5422 or by email at <a href="mailto:FortMacFire@ibc.ca">FortMacFire@ibc.ca</a></p> <p>Information about insurance from Gov't of Alberta:</p>			

<p>expenses if residents are required to leave their homes because of a mandatory evacuation order or if they are unable to return to their homes. <b>Check</b> the details of your policy. Get receipts for everything (food, clothing, accommodation, travel, etc.), and, <b>keep all receipts</b> for expenses incurred. Organize these and write details on the back of receipt (e.g. what it was for etc.).</p>	<p><a href="http://finance.alberta.ca/publications/insurance/wildfires-and-insurance.html">http://finance.alberta.ca/publications/insurance/wildfires-and-insurance.html</a></p>			
<p><b>Keep All Receipts</b></p> <p>Keep all receipts for expenses incurred including travel, accommodation, food, incidentals, etc. Organize these and write details on the back of receipt (e.g. what it was for etc.).</p>	<p>Information about receipts, insurance benefits and FAQs:</p> <p><a href="http://www.abc.ca/ab/resources/media-centre/media-releases/grave-wildfire-situation-in-fort-mcmurray-and-surrounding-area-abc-is-here-to-help">http://www.abc.ca/ab/resources/media-centre/media-releases/grave-wildfire-situation-in-fort-mcmurray-and-surrounding-area-abc-is-here-to-help</a></p>			
<p><b>Facebook Safety Check:</b></p> <p>Facebook (FB) has started a safety check where people on FB can indicate they are safe.</p>	<p><a href="https://www.facebook.com/safetycheck/fortmcmurray-wildfire-may03-2016/">https://www.facebook.com/safetycheck/fortmcmurray-wildfire-may03-2016/</a></p>			
<p><b>Contact Alberta Government If you or a family member are on AISH, PDD, Alberta Works or Income Support, or you have a file open with Child and Youth Services.</b></p>	<p>PDD Program Branch at 780-427-1177 Ext #3 or Disability Services at 780-415-2466.</p> <p>AISH office at 780-675-6853 OR To call toll free, dial 310-0000 then enter 780-675-6853</p> <p>Income Support: Affected Alberta Works clients receiving benefits from the Alberta Works Income Support program are advised to call the Cold Lake Alberta Works Centre at 780-594-1984 (toll free at 310-0000 then 780-594-1984) during regular office hours. After hours, evacuees can call the 24-hour</p>			

	<p>Income Support Contact Centre at 1-866-644-5135 (then press 1) or within Edmonton call 780-644-5135. Clients can also send an email to <a href="mailto:iscc@gov.ab.ca">iscc@gov.ab.ca</a> to find out how to receive benefits.</p> <p>For information on child intervention and child care, Fort McMurray and area residents may contact 1-800-638-0715.</p> <p>Family Support for Children with Disabilities Fort McMurray and area residents may contact (toll free in Alberta dial 310-0000), then 780-427-2551</p>			
<p><b>Contact Your Cell Provider</b></p> <p>Many telecommunications companies are providing free and discounted data and cell services for their clients.</p>				
<p><b>Contact Your Bank</b></p> <p>Some banks are helping Fort McMurray evacuees by deferring payments on bills and mortgages, and waiving bank charges. Some are providing other forms of support and financial assistance.</p>				
<p><b>Contact Your Credit Card Company</b></p> <p>Many credit cards have benefits you may not be aware of such as travel benefits.</p>				

<p><b>Employment Insurance</b></p> <p>The Government of Canada has put in place a reference code to facilitate and accelerate the processing of Employment Insurance (EI) claims for affected workers. If you're an affected worker, please enter the following reference code online: 4812012016030516</p> <p>Affected workers are encouraged to apply for EI benefits online or in person, as soon as possible, even without a Record of Employment. All claimants are encouraged to sign up for direct deposit when completing applications for benefit payments such as EI, the Canada Pension Plan and Old Age Security. This is most effective and surest method of payment that will ensure you receive your payment without disruption.</p>	<p>The Fort McMurray Service Canada Centre is currently closed. More information on services and list of alternate locations is available on the Government of Canada website for evacuees</p> <ul style="list-style-type: none"> <li>•1-800-206-7218 (Option “6”) for EI payments</li> <li>•1-800-277-9914 for CPP/OAS payments</li> </ul>			
<p><b>Emergency Financial Assistance- Gov't of AB</b></p> <p>\$1,250 per adult and \$500 per dependent in emergency financial assistance will be provided to people who have been displaced. This assistance</p>	<p><b>Phone: 310-4455</b></p> <p><b>Website:</b> <a href="http://www.alberta.ca/emergency.cfm">http://www.alberta.ca/emergency.cfm</a> (info available after May 11)</p>			

<p>will likely be provided in the form of pre-loaded debit cards.</p> <p>Details on when this assistance will be available and how to access it will be announced by May 11, 2016. Government of Alberta offices will not have additional information until then.</p>				
<p><b>Income Tax Refund Checks- Contact CRA</b></p> <p>If you live in Ft McMurray and are expecting a refund cheque, Canada Post are holding all mail in Edmonton until they decide how to handle it. What you can do is contact CRA (<b>1-800-959-8281</b>) with a new mailing address. They may issue a replacement cheque ten days after the date of the original cheque issued.</p>	<p><b>Phone CRA: 1-800-959-8281</b></p>			
<p><b>Seniors Financial Assistance</b></p> <p>If you are a senior and have any questions about financial assistance you may call the provincial government.</p>	<p>Call 1-877-644-9992 or within Edmonton call 780-644-9992</p>			
<p><b>PET Registry:</b></p>	<p><a href="http://asset.rmwb.ca/pet-rescue/">http://asset.rmwb.ca/pet-rescue/</a></p> <p>Call RMWB Pulse Line: 780-743-7000</p>			

If you were forced to leave your pet behind, or know someone who experience this:				
<b>Pets</b>				
<p>List of Vets and Clinics providing assistance for Fort McMurray Pets</p> <p>If in need of boarding, rescue or supplies:</p> <p>Home Safe Pet Recovery and Registry</p> <p>Ensure you have a picture of your pet on your cell phone and share with two other people in the event your cell gets lost.</p> <p>Contact your Vet to scan and email your pet's records in the event you need to see a vet in another community. Keep this file on your phone and computer.</p>	<p><a href="http://www.albertaanimalhealthsource.ca/content/alberta-veterinary-practices-offering-assistance-fort-mcmurray-evacuees">http://www.albertaanimalhealthsource.ca/content/alberta-veterinary-practices-offering-assistance-fort-mcmurray-evacuees</a></p> <p><a href="https://supportersofabrescues.com/">https://supportersofabrescues.com/</a></p> <p><a href="http://www.petlynx.net/new_users/index.php">http://www.petlynx.net/new_users/index.php</a></p>			
<p><b>For Updates on the Fire and Other Critical Information</b></p> <p>This site posts accurate and up to date status reports.</p>	<p><a href="http://www.emergencyalert.alberta.ca/alerts/2016/05/3739.html">http://www.emergencyalert.alberta.ca/alerts/2016/05/3739.html</a> and <a href="http://www.emergencyalert.alberta.ca/">http://www.emergencyalert.alberta.ca/</a></p>			

<p><b>Reporting Crime, Collisions and Missing Persons</b></p> <p>If you're in the Wood Buffalo area and need immediate assistance, phone 911.</p> <p>For all non-emergencies and complaints, including property-related crime, motor vehicle collisions and missing persons, you can contact the Wood Buffalo RCMP</p>	<p>Contact: 911</p> <p>Non Emergencies contact 780-788-4000</p>			
<p><b>Highway Conditions, Travel and Road Closures</b></p> <p>For the most up-to-date information on highway conditions and closures.</p>	<p>Website: <a href="http://www.511.alberta.ca">www.511.alberta.ca</a></p> <p>Phone: 511</p> <p>Social Media: follow @511Alberta</p>			
<p><b>Family and Personal Emergency Kits</b></p>	<p><a href="http://www.aema.alberta.ca/72-hour-emergency-kit">http://www.aema.alberta.ca/72-hour-emergency-kit</a></p>			
<p><b>Emotional Support</b></p> <p>During these times stress is high. Reaching out for help and support is important. Mental Health Help Line.</p>	<p>Dial 211 for access to crisis lines, counselling and support in the area you are currently residing.</p> <p>AHS Mental Health Helpline 1-877-303-2642 or Health Link by dialing 811</p> <p><a href="http://www.albertahealthservices.ca/assets/news/advisories/ne-pha-2016-05-06-fire-support.pdf">http://www.albertahealthservices.ca/assets/news/advisories/ne-pha-2016-05-06-fire-support.pdf</a></p>			

<p>This resource provides valuable information about coping with stress and crisis.</p>				
<p><b>Health Information, Prescriptions and Medications</b></p> <p>Check with your benefits company if you have medical benefits plans.</p> <p>For Prescriptions and medication: Evacuees who have personal identification and a means to pay can visit any community pharmacy and have their prescriptions looked up online through Netcare. Evacuees without personal identification should visit an evacuation centre. Medical staff or pharmacists will assess patients and either administer necessary drugs or provide a bridging prescription, with directions to community pharmacies that can assist them.</p>	<p>Health Services: Residents looking for nearby health services, including dialysis, should call Health Link Alberta at 1-866-408-LINK (5465).</p>			
<p><b>Drivers Licenses and ID Cards</b></p>	<p><a href="http://www.servicealberta.gov.ab.ca">www.servicealberta.gov.ab.ca</a></p> <p>Find a Registry Office:  <a href="http://www.servicealberta.gov.ab.ca/find-a-registry-agent.cfm">http://www.servicealberta.gov.ab.ca/find-a-registry-agent.cfm</a></p>			
<p><b>Alberta Health Care Cards</b></p> <p>Health Care Insurance Cards, To get a replacement card at no cost. Your Alberta Personal</p>	<p>Contact 780-427-1432 or toll free at 310-0000 then 780-427-1432 when prompted.</p>			

Health Card can be mailed to a temporary address.				
<b>Replacement Birth Certificates</b>	<a href="http://www.servicealberta.gov.ab.ca">www.servicealberta.gov.ab.ca</a> Find a Registry Office: <a href="http://www.servicealberta.gov.ab.ca/find-a-registry-agent.cfm">http://www.servicealberta.gov.ab.ca/find-a-registry-agent.cfm</a>			
<b>Donations, Volunteering and Ways You Can Help</b>	<a href="http://www.alberta.ca/emergency.cfm">http://www.alberta.ca/emergency.cfm</a>			

### **Sources of Accurate, Legitimate and Up To Date Information:**

There is a lot of communication being shared through word of mouth, media, social media and of course rumours. One of the most difficult things in any community crisis and disaster is to get information to everyone, and to ensure it is accurate and updated information. This list provides you with some reliable and frequently updated sources of information.

#### **Updates on the Fire and Status of Fort McMurray**

#### **Regional Municipality of Wood Buffalo:**

Website: [www.rmwb.ca](http://www.rmwb.ca)

Twitter: <https://twitter.com/RMWoodBuffalo>

Facebook: <https://www.facebook.com/rmwoodbuffalo/?fref=nf>

## Government of Alberta

<http://www.alberta.ca/emergency.cfm>

## Alberta Emergency Alerts

<http://www.emergencyalert.alberta.ca/>

### Health and Medical Services and Information:

#### 211

- Dial 211 to be connected community and health services and resources in the community you are residing.

#### 811 (Health Link)

- For non-emergency health advice, including information on your health care options, call Health Link at 811.

#### Alberta Health Services:

<http://www.albertahealthservices.ca/news/page13075.aspx>

### **Evacuation Information:**

#### **Government of Alberta Evacuation Information**

<http://www.alberta.ca/documents/Wildfire-Evacuation-Package-May-7.pdf>

#### **Red Cross Information for Families**

<http://www.redcross.ca/how-we-help/emergencies-and-disasters-in-canada/for-home-and-family>

### **Transportation:**

511 Road Reports for highway conditions <http://511.alberta.ca/>

**Facebook Pages Posting Accommodation, Donations available, events, etc.**

<https://www.facebook.com/groups/1616840568638530/permalink/1621544668168120/>

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*<sup>1</sup> This information series has been created with Charmaine Hammond to support the social profit organizations in the Region of Wood Buffalo. Should you have updates to this document, please email them to Charmaine at [Charmaine@charmainehammond.com](mailto:Charmaine@charmainehammond.com)*