

# Re-entry Information Booklet

Regional Municipality of Wood Buffalo

**SAFE • RESILIENT • TOGETHER**

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# Message from Premier Notley

To all residents,

On behalf of the Government of Alberta, I'd like to welcome you back home.

I know this has been a long and difficult experience for all of you. I've been continually impressed by the patience, kindness and resilience shown by evacuees. You are an inspiration to all Albertans.

Working alongside our municipal, federal and industry partners, we have made tremendous progress restoring essential services and making the community safe for your return. But there is still much work to do. The road to recovery will be long. So I thank you for your continued patience.

Thanks to the heroic work of our first responders, many of you will have relatively minor repairs and cleanup to do at your homes. We are all thankful this disaster wasn't worse.

Tragically, not all were so fortunate. For those of you who have lost your family homes or must deal with major repairs, I express my deepest regrets. I know how difficult this must be. As you work to rebuild, please be assured that the province will stand with you every step of the way.

Sincerely,

A handwritten signature in black ink, appearing to be 'R. Notley', written in a cursive style.

Premier Rachel Notley

# Message from Mayor Blake

To all residents,

On behalf of the Regional Municipality, I want to welcome all of you back to our beloved community. We know this has been a difficult time for everyone and I want to thank each of you for your patience.

A number of structures have been lost due to the wildfires. While most of you will be able to return to your homes right away or with a small amount of cleanup or repair, for others, it will take longer.

The important thing to remember is that our municipality survived a significant event and that together we will rebuild and recover.

There is a lot of work ahead of us. We must be patient and work together to prioritize what's in the best interests of all those impacted by the wildfires.

I want to assure all of you that your community, Council, and our provincial and federal partners will continue to support you and your family for as long as needed.

As we move forward, we must remember that the spirit of our community is our greatest strength and it will help us overcome all obstacles.

Again, welcome back.

Sincerely,

A handwritten signature in black ink that reads "Melissa Blake". The signature is written in a cursive, flowing style.

Mayor Melissa Blake

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

## Be safe, at all times and everywhere

Your safe return to the Fort McMurray area 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. You are advised to bring basic necessities to last for up to 14 days including food, drinking water and prescriptions.

Residents with the following medical conditions or situations should **not** return to the community until the Northern Lights Regional Health Centre is fully operational, anticipated after June 15:

- A chronic or acute medical condition, such as asthma
- Anyone requiring regular primary care, specialist care, laboratory or diagnostic services
- Anyone requiring counselling or mental-health 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

Anyone with concerns about a medical condition not listed above is advised to consult with a physician before returning home. People can call Health Link at 811 if they have questions or need help finding a physician.

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 1-877-303-2642 or Health Link at 811.

Some areas will 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.

A needs assessment was sent to you via your Red Cross Registration. This information will be vital in assisting the Municipality in determining supports and services you need. If you have not already completed the survey, please do so as soon as possible.

## Air Quality

Healthy adults can consider returning to Fort McMurray when the Air Quality Health Index (AQHI) is 6 or less, and favourable wind and weather conditions exist that minimize smoke entering the community.

At-risk individuals may want to delay their return until the AQHI is regularly 3 or less. At-risk individuals include:

- Individuals with respiratory conditions (such as COPD and asthma)
- Individuals with existing cardiovascular conditions (such as angina, previous heart attack)
- Pregnant women
- Children seven years old and younger
- Seniors (65 years of age and older)

## Boil Water Advisory for the Regional Municipality of Wood Buffalo

Due to the wildfires, Alberta Health Services issued a boil water advisory for the Regional Municipality of Wood Buffalo as a precautionary measure.

The following areas supplied by the Fort McMurray Water Treatment Plant are affected:

- Fort McMurray
- Fort McMurray International Airport
- Saprae Creek
- Anzac
- Gregoire Lake Estates
- Gregoire Lake Provincial Park
- Fort McMurray First Nation

Area camps that get water from EPCOR, or any provider other than the Fort McMurray Water Treatment Plant, are not affected and do not need to boil water at this time.

Affected residents and businesses are advised to use either bottled water or water that has reached a full boil for **at least one minute** prior to any consumption or usage for the following activities:

- drinking
- brushing teeth
- cleaning raw foods
- preparing infant formula or juices
- making ice, etc.

Water used for bathing or washing clothes does not need to be boiled. For hand washing, wash with soap and water and use an alcohol-based hand sanitizer containing more than 60 per cent alcohol after drying your hands. Residents may instead choose to purchase bottled water for consumption for the duration of the advisory. Residents should check [rmwb.ca](http://rmwb.ca) regularly for boil water advisory updates.

For individuals with private wells, please refer to the Alberta Health Services *Returning to Your Home* booklet included in your Re-entry Information Package.

More information about how to make water safe for use is available in your Re-entry Information Package and by calling Health Link at 811. You can also check for the latest information on [emergency.alberta.ca](http://emergency.alberta.ca).

## Re-Entry Checklist

**IMPORTANT:** If, at any time, you feel your home or surroundings are unsafe, do not proceed. Please call 310-4455 for further assistance.

- Remember to visit [rmwb.ca](http://rmwb.ca) regularly for boil water advisory information and other important updates.
- Thoroughly check for hazards before entering your house. For more information about safe re-entry into your home, refer to the **RETURNING TO YOUR HOME** booklet from Alberta Health Services in your Re-entry Information Package.
- Exercise safety and caution when returning to property by wearing items such as long pants, a long-sleeved shirt and rubber boots.
- Wear an N-95 dust mask (disposable facemask to filter dust and other air particulates) to reduce potential smoke exposure. Masks are available at hardware stores and one mask



per household will be provided in the free Canadian Red Cross cleaning kits available at Information Centres. For more information, please refer to the **WILDFIRE SMOKE AND YOUR HEALTH** and **WAYS TO LOWER SMOKE EXPOSURE FROM FIRES** sheets from Alberta Health Services in your Re-entry Information Package.

- With limited services available, returning residents should expect some disruption and service delays. If you're driving back, consider arriving with basic necessities to **last for up to 14 days** including food, drinking water and prescriptions. If you require immediate refrigeration for medication or other purposes, you may want to bring a small fridge with you, as your existing appliance may not be usable and in need of disposal.
- Refer to the tip sheet **CLEANING** and the **RETURNING TO YOUR HOME** booklet from Alberta Health Services in your Re-entry Information Package for detailed information on cleaning.
- If your home has been impacted by water damage, please refer to the **PREVENTING MOLD** tip sheet in this booklet and the **STEPS FOR MOLD REMEDIATION IN PRIVATE HOUSES** sheet included in your Re-entry Information Package.
- 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 and the **RETURNING TO YOUR HOME** booklet from Alberta Health Services in your Re-entry Information Package for additional information on what to do when you arrive home.
- Access **INFORMATION CENTRES** that have been set up across the municipality. Clean-up kits provided by the Canadian Red Cross will be available at these locations.
- Refer to the **ATCO, TELUS** and **SHAW WELCOME HOME** section for information on restoring residential services.
- Contact your insurance provider as soon as possible. Refer to the **INSURANCE INFORMATION** tip sheet for more information.
- Review the **NON-GOVERNMENTAL ORGANIZATIONS** section as many resources are available to you for assistance.
- Refer to the **FREQUENTLY ASKED QUESTIONS** section for some answers to commonly asked questions.

# Information Centres

Seven Information Centres have been set up throughout the RMWB to offer you supports and resources in a one-stop setting, including:

- housing options
- clean-up kits
- utility information
- Internet access
- financial support
- insurance information and representatives
- public and mental health support
- disaster registration services

The two main Information Centres, located at the **Fort McMurray Composite High School** and the **Westwood YMCA**, will have additional staff resources. They are the only Information Centres where you will be able to access financial assistance from the Government of Alberta in the form of debit cards. Temporary accommodation benefits will only be available at the Alberta Works office in the Provincial Building. Debit card distribution is also available at the Alberta Works office.

Residents can proceed to their homes prior to visiting an Information Centre. Possession recovery from destroyed homes must be arranged at an Information Centre.

The Information Centres are at the following locations:

- 1. Fort McMurray Composite High School**  
9803 King Street  
Fort McMurray  
*\*\* Government of Alberta debit cards available here*
- 2. Westwood High School/YMCA**  
221 Tundra Drive, Fort McMurray (Main Centre #2)  
*\*\* Government of Alberta debit cards available here*
- 3. Vista Ridge**  
1 Spruce Valley Drive, Sprae Creek
- 4. Holy Trinity High School**  
230 Powder Drive, Fort McMurray
- 5. Eagle Ridge Community Centre**  
301 Sparrow Hawk Drive, Fort McMurray

## **6. Anzac Community Hall**

105B-4 Christina Drive, Anzac

## **7. Oil Sands Discovery Centre**

515 MacKenzie Boulevard, Fort McMurray

Hours of operation: please refer to [www.rmwb.ca](http://www.rmwb.ca)

Email: [infocentre@rmwb.ca](mailto:infocentre@rmwb.ca)

Phone: 310-4455

# Accommodations and Housing Options

The RMWB has completed a damage assessment process of every structure in the Fort McMurray area and determined whether homes are safe to live in or not. The results are available at [firemap.rmwb.ca](http://firemap.rmwb.ca).

### **If your home has been assessed safe to live in by the RMWB:**

- Follow the re-entry advice provided in this package.
- Contact your insurance company and open a claim. If you don't know who your insurer is or have questions about insurance, visit [ibc.ca](http://ibc.ca) or contact Insurance Bureau of Canada at 1-844-227-5422.
- Renters must contact their landlord to confirm when they can re-occupy their unit.

### **If your home has been destroyed or severely damaged and assessed unsafe to live in by the RMWB and you have insurance:**

- Contact your insurance provider and/or landlord as outlined above.

### **If your home has been destroyed or severely damaged and you don't have insurance or sufficient coverage to pay for your temporary housing needs:**

Fort McMurray residents may be eligible for the Wildfire Evacuee Transitional Accommodation (WETA) benefit to help cover the costs of temporary housing in Alberta. This funding will not limit other benefits like the debit card allowance, Income Support or Assured Income for the Severely Handicapped (AISH).

The benefit covers costs of rent, damage deposit and utility connections for up to 90 days from the date of evacuation.

## **Eligibility for Wildfire Evacuee Transitional Accommodation (WETA)**

You're eligible if you were evacuated from the Fort McMurray area because of wildfires and you do not have insurance or sufficient coverage to pay for your temporary housing needs.

You must be:

- 18 years and older - only one adult can apply per household.
- Establishing a temporary residence in Alberta.
- Registered with the Red Cross as an evacuee.
- Income is not used to determine eligibility for WETA. This funding will not limit other benefits like the debit card allowance, Income Support or Assured Income for the Severely Handicapped.

## **What to bring with you**

- Your Red Cross registration number as an evacuee.
- Photo ID, such as a driver's license, passport, employee ID and social insurance number.
- Proof of your residence in Fort McMurray or affected areas, such as a utility bill, car registration, insurance documents or lease/rental receipts.
- Proof of address for the temporary residence, e.g. rental agreement.
- Documentation that your insurance coverage does not cover or only partially covers the costs of temporary housing.
- If you don't have insurance, individuals will be required to make an official declaration of being uninsured.

## **Where to go**

You must apply in-person at the nearest Alberta Works Centre by August 2, 2016 to receive this benefit. For more information, visit [alberta.ca](http://alberta.ca).

## **Accommodation resources for insured and non-insured residents:**

- [Rentcafe.com/canada/fortmcmurraywildfires](http://Rentcafe.com/canada/fortmcmurraywildfires)
- [4Rent.ca](http://4Rent.ca)
- [bigspiritrentals.ca](http://bigspiritrentals.ca)
- [classifieds.fortmcmurraytoday.com](http://classifieds.fortmcmurraytoday.com)
- [fortmcmurrayonline.com](http://fortmcmurrayonline.com)

- [ftmcmurray.craigslist.ca](http://ftmcmurray.craigslist.ca)
- [gottarent.com](http://gottarent.com)
- [Kijiji.ca](http://Kijiji.ca)
- [RentBoard.ca](http://RentBoard.ca)
- [Airbnb.ca](http://Airbnb.ca)

## Non-Governmental Organizations (NGOs) can help

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

### **Red Cross ([redcross.ca](http://redcross.ca)) 1-888-350-6070**

- Located at all Information Centres
- Financial support for evacuees
- Provide clean up kits for homes

### **Salvation Army ([salvationarmy.ca](http://salvationarmy.ca))**

- Located at Keyano College/Westwood High School
- Snacks and drinks for residents/volunteers

### **Billy Graham Rapid Response Team ([billygraham.ca](http://billygraham.ca)) (780) 880-3530**

- Located at Fort City Church, 101 Spruce St
- Provide emotional and spiritual support to residents, churches, volunteers and individuals involved in the disaster response
- All chaplains are trained in Critical Incident Stress Management, Emotional and Spiritual Care and Psychological First Aid

**Samaritan's Purse ([samaritanspurse.ca](http://samaritanspurse.ca)) 1-866-628-6565**

- Located at Fort City Church - 101 Spruce St

*Can assist residents with:*

- debris clean up
- tree removal
- roof tarping
- recovering belongings from ash
- fridge/freezer and furniture removal

**Canadian Global Response ([canadianglobalresponse.ca](http://canadianglobalresponse.ca)) (780) 880-3667**

*Can assist residents with:*

- debris clean up
- tree removal
- recovering belongings from ash
- fridge/freezer and furniture removal
- chaplains

# 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:**

- Before you return to your home or business, you are encouraged to check the status of your property using the Fire Assessment Tool on [firemap.rmwb.ca](http://firemap.rmwb.ca).
- 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 (grocery food supplies may be limited)
- clean drinking water (a boil water advisory is in effect)
- medication (pharmacies may have limited stock for some time)
- boots
- long pants
- a long-sleeved shirt
- N-95 dust masks (regular dust masks not recommended). N-95 masks are available at hardware stores and in the free Canadian Red Cross cleaning kits available at Information Centres
- gloves
- a camera
- flashlight

You may want to consider arriving with enough of these items to **last for up to 14 days**. For more information, please refer to the Alberta Health Services *Returning To Your Home* booklet in your Re-entry Information Package.

### **Other safety precautions:**

- Do not allow children or pets to play in the areas damaged by the fire.
- Check for hazards before entering your house. For more information about potential hazards, please refer to the Alberta Health Services *Returning To Your Home* booklet in your Re-entry Information Package.
- 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 from the wildfire.
- If in the unlikely event you smell natural gas as you enter your home, stop. Leave immediately and contact ATCO Gas Emergency Line at 1-800-511-3447. They will send staff to ensure safe re-entry.
- Check for electrical hazards such as exposed wires. Avoid contact with damaged or fallen power lines and poles. If there are any hazards, contact ATCO Electric at 1-800-668-5506.
- 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 the 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. If you need assistance with damaged trees please contact PULSE: Wood Buffalo Call Line at 780-743-7000.

### **Be cautious when going inside your home or business:**

- *Do not start cleaning or throwing anything away until you contact your insurance company.*
- Take pictures and/or video, and start a list of damaged belongings.
- 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.
- ATCO requires you to be home when a representative visits to restore natural gas service. The ATCO representative will complete a natural gas safety inspection, relight natural gas appliances and ensure they are working properly.
- Contact your utility providers (water, natural gas and electricity) to restore service:
  - Water: Call Underground Services at 780-799-5823
  - ATCO Gas: Toll-free 310-5678 (Monday – Friday, 7 a.m. – 9 p.m.); Saturday and Sunday 9 a.m. – 5:30 p.m.
  - ATCO Electric: Toll-free 24-hour emergency outage line 1-800-668-5506
  - Visit [www.atcoresponds.com](http://www.atcoresponds.com)



- Bring flashlights with you as there may not be power in your home.
- Residents should expect power to have been restored upon re-entry. If the power is off in your home, please check your breaker panel. If it is still off, please call ATCO 24/7 electricity outage line 1-800-668-5506.
- After your electricity and natural gas have been restored, an ATCO representative will do a natural gas safety inspection, relight your appliances and ensure they are working properly.
- 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 breathing in smoke and ash. For more information, please refer to the Alberta Health Services *Wildfire Smoke and Your Health* booklet in your Re-entry Information Package.
- It is important to wash your hands if they come into contact with ash.
- Until the water is safe to use, please follow the boil water advisory or use bottled water for drinking and household use. For more information, please refer to the Alberta Health Services *Returning to Your Home* booklet in your Re-entry Information Package.
- If you do not have piped water and sewer services, please check your water and sewer systems. For more information, please refer to the Alberta Health Services *How to Collect a Water Sample for Bacteria Testing* and *Using Disinfectants to Make Water Safe When You Can't Boil It* booklets in your Re-entry Information Package.
- Be aware that animals may have taken shelter in your home, garage or outbuildings. Leaving a door open will allow animals to return on their own to their natural surroundings.
- 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 Animal Control at 780-788-4200.

## Tip Sheet 2: Cleaning

This tip sheet provides general cleaning information for when you begin the clean-up process. Remember, you are not alone. Information Centres have been set up across the municipality to help you during this difficult time (locations on page 8). Clean-up kits provided by the Canadian Red Cross are available at these centres. Volunteers from non-governmental organizations (NGOs) may be able to assist you (see page 11).

- 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 the residue of fire retardants 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 containers for disposal: Dispose of food and other landfill-appropriate items with your regular household garbage in the black garbage containers that are supplied by the municipality.
- Launder or dry clean: 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. Do not use odour-masking 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 forest fires.
- 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. Talk to your insurance company for possible reimbursement.
- 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.

For more information, please refer to the Alberta Health Services *Returning To Your Home* booklet in your Re-entry Information Package.

### **Clean-up Kits:**

The Canadian Red Cross is offering two free clean-up kits to assist evacuees with cleaning their homes. The kits are free (one of each per household) and are available for pick up at every Information Centre.

#### *Disaster Management Clean-up Kits include:*

- One 5 gallon bucket with a reusable lid
- One 20 ounce cotton wet mop head
- One 14” palmyra push broom head
- One 14” floor squeegee head
- Two 54” four-section metal handles
- One 9” palmyra capped sweep head
- One 7” scrub brush
- Two cellulose sponges
- One pair leather palm 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 Tap-A-Drop 0.5 ounce concentrated liquid deodorizer for washing machine
- Two pairs leather-palm 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 of toilet paper
- Two pairs blue exam-style gloves
- Two pairs safety glasses – clear lens
- Drawstring backpack

## Tip Sheet 3: Preventing Mold

If your home was damaged by the wildfires, you will need to remove of excess water to prevent mold growth. **Check with your insurance adjuster** before completing any work on your damaged 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.”
- 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. Refer to the Steps for Mold Remediation in Private Homes fact sheet for information on how to deal with mold.
- Drying items as soon as possible: 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 throw it away.
- 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.
- Dehumidifier reduces 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 in order to clean them.

For more information, please refer to the Alberta Health Services *Steps for Mold Remediation in Private Homes* sheet in your Re-entry Information Package.

# Tip Sheet 4: 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 MUST BE DISPOSED OF IMMEDIATELY UPON YOUR RETURN, INCLUDING ITEMS IN YOUR FREEZER.**

Dispose 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.
- All jarred foods, as the heat from the fire likely compromised the safety seal.
- 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.

For more information about food safety, please refer to the Alberta Health Services *Returning To Your Home* booklet in your Re-entry Information Package.

Designated landfill drop-offs will provide pallets for disposal of refrigerators and freezers. Damaged freezers and refrigerators from a fire event are an insurable expense with most insurance packages. Remember to contact your insurance provider if you have any questions about whether to simply clean your refrigerator/freezer or to throw it away.

If you have any questions about waste, call: 780-743-7947 or visit [rmwb.ca](http://rmwb.ca).

Temporary Transfer Stations will be available beginning June 2 at:

### **Franklin Avenue depot**

9601 Franklin Avenue  
(Downtown Safeway location)

### **Timberlea depot**

400 Brett Drive  
(Adjacent to the tennis courts)

### **Thickwood depot**

131 Signal Road  
(Thickwood Shopping Plaza)

### **Gregoire depot**

424 Gregoire Drive  
(Quality Hotel parking lot, beside McDonald's)

White goods (refrigerators and appliances) and bulk items should be placed at curbside. Residents can call 780-743-7947 to arrange for delivery of bagsters. Once bulk items are placed in the bagsters, call 780-743-7947 to arrange for pick-up. White goods should be taped securely for placement at curbside.

If you have any questions about how to safely dispose of spoiled food, please contact an Environmental Health Officer at 780-513-7500 or 780-791-6078.

## Tip Sheet 5: Pets

Pets are an important part of our families. Below is a list of questions that we anticipate you may have. If your questions have not been answered, please contact 310-4455 for further information.

### **Who changed my lock?**

A pet reunification team (including locksmiths, animal technicians, peace officers and police officers) attended your residence to search for your pet. The lock was changed for entry purposes and replaced with another lock. Please contact RMWB Animal Control at 780-788-4200. They will give you your new keys.

### **My pet was registered at the Fort Mac People and Animal Reunion Centre but I wasn't able to pick it up before the Centre closed. What do I do now?**

Unclaimed animals will be moved to other facilities better suited to meet their needs on an ongoing basis. The Alberta SPCA will continue its efforts to reunite these animals with their owners. Please contact the Alberta SPCA as soon as possible at [info@albertaspca.org](mailto:info@albertaspca.org).

### **My pet has passed away in my home. What do I do?**

We are sorry for your loss and understand this will be upsetting for you and your family. It is your choice how to dispose of your pet. For more information and assistance, please contact RMWB Animal Control at 780-788-4200.

# 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. 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 as provided by your insurer.

### **If you are not insured:**

For information on available assistance, check with:

- Government of Alberta: 310-4455
- Canadian Red Cross: 1-888-350-6070 or [www.redcross.ca](http://www.redcross.ca)
- PULSE: Wood Buffalo Call Line: 780-743-7000

### **Restoration Contractors:**

- As much as possible, work with and through your insurance company. They will know 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, contact the Service Alberta Consumer Contact Centre at 1-877-427-4088. They can help provide you with more information about various consumer issues.

# Frequently Asked Questions

## HEALTH

### **What medical services will be available on June 1?**

Alberta Health Services is providing 24/7 basic health services and emergency and urgent care at the Fort McMurray Urgent Care Centre located at the Syncrude Sport and Wellness Centre (9908 Penhorwood Street). The Urgent Care Clinic Centre is available to anyone in Fort McMurray—including returning evacuees, first responders and restoration workers—as hospital restoration work continues.

We anticipate the Northern Lights Regional Health Centre's Emergency Department will open the week of May 31, with full operations after June 15. Until the hospital is fully operational, the following limited services will be available:

- Some primary care, including the treatment of common chronic illnesses such as hypertension, angina, diabetes, asthma, COPD, depression and anxiety, back pain, arthritis or thyroid dysfunction, basic maternal and child health care services and vaccinations.
- Limited support for home care
- Some mental health supports
- Limited lab services
- Limited X-ray and CT imaging
- Limited pharmacy
- Limited emergency surgery for rare, life-threatening surgical conditions where transferring to Edmonton without surgery would add an unacceptable safety risk to the individual.

The hospital will not be equipped to offer acute in-patient care, obstetrics, dialysis, in-patient psychiatry and long-term care. Ground and air ambulance will be available to transport urgent cases to Edmonton, if and when needed.

### **I have a medical condition. Should I return to Fort McMurray?**

Residents with the following medical conditions or situations should not return to the community until the Northern Lights Regional Health Centre is fully operational:

- A chronic or acute medical condition, such as asthma
- Anyone requiring regular primary care, specialist care, laboratory or diagnostic services
- Anyone requiring counselling or mental-health 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

### **Where can I get mental health support?**

Experiencing a disaster such as the Fort McMurray wildfires can be particularly stressful and overwhelming. If you need to talk, call the Mental Health Help Line at 1-877-303-2642 or Health Link at 811.

There will also be Alberta Health Services staff available to assist you with emotional well-being at two of the Information Centres – Fort McMurray Composite High School and Westwood High/YMCA.

Printed materials are included in this package to help with emotional well-being.

Alberta Health Services will have staff working out of the Fort McMurray Urgent Care Centre who can assist with mental health support and can connect you to necessary resources.

## **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.

The Government of Canada has a reference code to facilitate and accelerate the processing of EI claims for affected workers.

- Apply by phone: 1-800-206-7218, choose option 6
- Apply online at <http://www.esdc.gc.ca/en/ei/apply.page>, enter reference code 4812012016030516

### **I'm a Temporary Foreign Worker and I've lost my job. What do I do now?**

Temporary Foreign Workers who have lost their jobs and have questions should call the TFW Advisory Office at 1-877-944-9955. If you've lost work permits or other important documents, contact your country's consular office.

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

Safety of workers is paramount. Workers are protected by Alberta'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://work.alberta.ca/occupational-health-safety/ohs-laws.html>

## **COMMUNITY ACCESSIBILITY**

### **Is local transit available?**

Transit availability will be updated on [rmwb.ca](http://rmwb.ca).

### **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 PULSE: Wood Buffalo Call Line 780-743-7000.

## **COMMUNITY SERVICES**

### **Are schools open?**

Classes will not resume until September 2016. Students who have been evacuated can enrol in the community to where they were evacuated and complete the school year, if they chose to do so.

### **Will my garbage be collected?**

Normal residential waste collection will resume June 16, 2016.

### **Will the landfill be open?**

If you have any questions about waste, call: 780-743-7947 or visit [rmwb.ca](http://rmwb.ca). Temporary Transfer Stations will be available beginning June 2 at:

#### **Franklin Avenue depot**

9601 Franklin Avenue  
(Downtown Safeway location)

#### **Timberlea depot**

400 Brett Drive  
(Adjacent to the tennis courts)

### **Thickwood depot**

131 Signal road  
(Thickwood shopping Plaza)

### **Gregoire depot**

424 Gregoire Drive  
(Quality Hotel Parking lot, beside McDonald's)

White goods (refrigerators and appliances) and bulk items should be placed at curbside. Residents can call 780-743-7947 to arrange for delivery of bagsters. Once bulk items are placed in the bagsters, call 780-743-7947 to arrange for pick up. White goods should be taped securely for placement at curbside.

### **When will school resume?**

Schools will not resume until September 2016.

## **PETS**

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

Please refer to the *Pet 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 repairing my house?**

Depending on the extent of damage, permits may be required. There are a number of different licenses and permits that the municipality administers. Please visit <http://www.rmwb.ca/Municipal-Services/E-Permitting/LicensesPermits.htm> for further information.

### **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.

### **How do I get back any property recovered from my residence?**

Due to the large number of residents returning, we will not be able to provide everyone with immediate access to their possessions. All items located during the fire suppression operation have been identified to a specific residence, securely stored and will only be released to properly identified owners. Visit [RMWB.ca/YMMFire](http://RMWB.ca/YMMFire).

### **My vehicle was abandoned – how do I recover it?**

Call 310-4455 to determine where your vehicle is being stored and to arrange access. To claim your vehicle, you will need to provide your driver's license and show that the vehicle registration information matches the information on your driver's license.

## **COMMUNITY SUPPORT**

### **Will the municipality be looking at local vendors to help with recovery?**

The Government of Alberta has coordinated the efforts of professionals from a variety of industries to help make our region safe. We believe local businesses should be an integral part of recovering our community. To be part of our vendor list, we encourage businesses to complete the Offer of Resource forms at [www.rmwb.ca/yymmfire](http://www.rmwb.ca/yymmfire).

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

Companies willing to donate equipment to emergency operations are encouraged to complete the Offer of Resource forms at [www.rmwb.ca/yymmfire](http://www.rmwb.ca/yymmfire) (under the status update for the Regional Municipality of Wood Buffalo/Fort McMurray Wildfire section).

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

Please contact local property management companies to discuss listing options. Online resources like Kijiji and Fort McMurray Facebook groups are also popular ways to share such information.

### **Where can I donate money, food, and clothing?**

At this time the Regional Municipality is not accepting donations. Monetary donations to the charity of your choice are appreciated.

If you have concerns about the activities of a charitable organization including its fundraising practices, call Service Alberta: 1-877-427-4088.

### **Do the Information Centres need volunteers?**

We have received a number of individual donations and volunteer offers. We appreciate the generosity of all those willing to help our community. We will assess the needs of the evacuees upon re-entry. The immediate needs of displaced residents will be taken care of. Please do not bring donations of goods to Information Centres as we will not be able to accept them.

## STAYING INFORMED

### Where can I find more information/is there a website/twitter feed I can rely on for the most accurate information?

- Regional Municipality of Wood Buffalo website: [RMWB.ca/YMMFire](http://RMWB.ca/YMMFire)
- Twitter: [@RMWoodBuffalo](https://twitter.com/RMWoodBuffalo)
- Facebook: [facebook.com/rmwoodbuffalo](https://facebook.com/rmwoodbuffalo)
- Government of Alberta: [www.alberta.ca](http://www.alberta.ca)
- Website: [emergency.alberta.ca](http://emergency.alberta.ca)
- Twitter: [@YourAlberta](https://twitter.com/YourAlberta)
- Facebook: [facebook.com/youralberta.ca](https://facebook.com/youralberta.ca)
- What if I need to contact the RCMP? If you have an emergency, call 911. If your complaint is a non-emergency and does not require immediate response, then please call the local law enforcement during office hours. 780-788-4000.
- For more information regarding provincial services and supports, please visit [emergency.alberta.ca](http://emergency.alberta.ca)

### Utility Information

The following information has been provided by local utility companies.

## ATCO: Welcome back

ATCO has been working hard to restore electricity and natural gas service to the community and we are here to help as you return home.

- Refer to the sheet in your re-entry package called “Restoration of Electricity and Natural Gas to Your Home or Business” for re-entry instructions.
- In the unlikely event that you smell natural gas as you enter your home, stop. Leave **immediately** and contact ATCO Gas Emergency Line at 1-800-511-3447. They will send staff to ensure a safe re-entry.

For up-to-date information please visit [ATCOResponds.com](http://ATCOResponds.com).

# TELUS: We're here for you during the emergency

During this difficult time, we know the last thing you need to worry about is your TELUS services. Rest assured that we are here for you and our technicians are working around the clock to restore all home, business and mobile services.

## ***If you have TELUS mobility service:***

TELUS is waiving your mobility overages charges for May. No action is required from you at this time and your service credit will be automatically applied to a future bill.

## ***If you have TELUS home services:***

TELUS is providing a one-month credit for the month of May for your home services. No action is required from you at this time and your service credit will be automatically applied to a future bill.

## **Actions to take as you are returning to your home**

Due to the potential for damaged TELUS connections in the Fort McMurray area, we will need your support to help us ensure your services are working properly.

- **Testing your services and devices:** Please test the services (internet, TV, and home phone) in your residence once you return home
  - A reboot of your equipment (modem, digital box, PVR) may be required for your service to function properly. To reboot, turn the equipment power off and back on again
  - If your TELUS equipment does not function properly, TELUS will repair or replace it at no charge

## **Service options for you if you are unable to return to your home**

TELUS understands that it may be an extended period of time before you are able to return to your home, and a long term service solution may be required.

If you are currently displaced from your residence and require a long term solution, TELUS has the following options available to help support you:

- **Move your existing service to a new location:** We can move your existing service to your temporary residence and new hardware will be provided free of charge. This may include a "Smart Hub" for portable and secure high speed Wi-Fi and phone access at your new location. Also, the "Optik on the go" app is available to provide access to your "Optik TV" service.

OR

- **Place your account on a voluntary suspension of service:** Your service can be temporarily suspended free of charge for up to six months, but your account will remain active for when you want to reconnect your services in the future.

Please report services that are not working correctly, or issues with damaged hardware to our Fort McMurray support team at 1-844-443-8622. We can also work with you to discuss temporary service options, if required.

# Shaw: We're here to help

1. If you find your Shaw services are not working, rebooting your equipment in your home will resolve the challenge in most cases.
2. To reboot your equipment, simply locate the electrical power cord at the back of the Shaw TV set-top box, Internet modem or digital phone terminal and disconnect it from the back of the unit for approximately 30 seconds before plugging it back in.
3. This will trigger a reboot of the device resulting in up to a few minutes of flashing lights on the front of your unit. You may need to power on your TV set-top box after the reboot.
4. Next, check to see if your services are working. If the reboot did not resolve the challenge, please contact Shaw using the information listed below.

Please note, you may experience intermittent service interruptions as crews work to repair the infrastructure in the region, but Shaw is working around the clock to minimize any disruptions.

Finally, it goes without saying that you're not in this alone. If you need help in any way, Shaw is just a few moments away.

Online chat or email: [Shaw.ca/Chat](https://www.shaw.ca/Chat)

Phone: 1-888-472-2222

## **Frequently Asked Questions regarding Shaw services**

### **What about my Shaw bill?**

The last thing we want you to worry about is your Shaw bill, so we are taking things on a month-by-month basis. Currently, for those who have been displaced, your bill is on hold.

### **When will regular billing start again?**

We will continue to work with each customer on a case-by-case basis to ensure we provide the best possible options for each unique situation in the months to come. Please call Shaw at 1-888-472-2222 with any questions about timing for service and billing.

### **What if my Shaw equipment is damaged?**

Contact us and we will come out and replace any damaged equipment at no charge and get your services back up and running.

### **Can I access the Internet outside of my home?**

Yes, we have opened up Shaw Go Wifi from Edmonton to Fort McMurray to ensure you can stay connected. Shaw Direct and non-Shaw customers can access the "ShawGo" Wifi network, and Shaw Cable customers can access both the "ShawGo" and "ShawOpen" Wifi networks.

### **What if I need to set Shaw services up at another address?**

We're here to help. Just contact us and we'll set you up at the other address and ensure you're not billed for your main account if you're not able to use the services there.

### **I still have some questions.**

Our Customer Care team is standing by to help. Contact us in whatever way is convenient to you if you have any additional questions regarding your Shaw services. Online chat or email: [Shaw.ca/Chat](https://www.shaw.ca/Chat) or phone 1-888-472-2222.



# Key Contacts

- PULSE: Wood Buffalo Call Line 780-743-7000
- [rmwb.ca](http://rmwb.ca)
- Alberta Health Link: 811
- Alberta Government Information Line for evacuees: 310-4455
- Alberta Works: 1-866-644-5135
- [Alberta.ca](http://Alberta.ca)
- 24-hour information line for community, health, government & social services: 211
- ATCO Gas: Toll-free 310-5678  
Monday – Friday, 7 a.m. to 9 p.m.; Saturday/Sunday, 9 a.m. to 5:30 p.m.
- ATCO Electric Toll-free 24-hour electricity outage line: 1-800-668-5506
- Underground Services: 780-799-5823
- Fortis Alberta: Toll-free 1-866-717-3113
- TELUS Mobility: \*611 on your TELUS mobile phone or 1-866-558-2273
- TELUS Internet: Toll-free 1-888-811-2323
- Shaw Toll-free: 1-888-472-2222
- Trans Alta: 1-877-700-9288
- Bell Mobility: 1-800-667-0123
- Bell TV: 1-888-759-3474









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