

THINGS TO REMEMBER DURING THIS TIME

COMMUNITY CONTACTS

You have been through an incredible journey with this emergency event. Please take care of yourself and your family, as disasters can cause emotional and physical stress.

- Rest often and eat well.
- If you feel overwhelmed, take a break or make a to-do list to manage tasks.
- Accept help from others and ask for assistance when needed.
- Encourage your children to express their feelings, take their fears seriously, reassure them, and give extra attention.

PSYCHOSOCIAL SUPPORT:

KIDS HELP PHONE: 1-800-668-6868

CANADA MENTAL HEALTH CRISIS

SUPPORT LINE: 988 (CALL OR TEXT)

BC CRISIS SUPPORT LINE: 1-800-784-2433

KUU-US FIRST NATIONS AND ABORIGINAL

CRISIS LINE: 1-800-588-8717

FOUNDRY VIRTUAL BC: 1-833-308-6379 OR

ACCESS THROUGH THE FOUNDRY BC APP

ORDERS VS. ALERTS

EVEN WHEN ORDERS ARE RESCINDED, ALERTS MAY STAY IN PLACE FOR THE FORESEEABLE FUTURE – MEANING RESIDENTS SHOULD STAY PREPARED TO EVACUATE THE AREA ON SHORT NOTICE SHOULD WILDFIRE THREATEN THE IMMEDIATE SAFETY OF COMMUNITY.

Northern Rockies

Regional Municipality:

250-775-0933

- Information requests regarding the Emergency Alert, or ongoing situation

Fort Nelson First Nations:

250-262-1089

- 24/7 phone line

Public Works:

250-774-2541 Ext. 2090

- Admin line, Monday – Friday
- Issues with sewer, water, or municipal services

BC Hydro:

1-800-224-9376

- Issues with your electricity

Fortis BC:

1-866-436-7847

- Issues with natural gas

Northwestel:

1-888-423-2333

- Issues with phone lines

Insurance Bureau of Canada:

1-844-2ASK-IBC (1-844-227-5422)

- Inquiries about insurance, claims, or policies

Veterinarians Without Borders

1-778-760-4289

free Tele-Health for Fort Nelson pets that are experiencing health concerns.



Re-Entry
**INTO
COMMUNITY**



ESS THINGS TO KNOW



Expiration of Vouchers

Your ESS hotel, grocery, gas and incidental vouchers remain valid until the expiration date on your latest registration/renewal, regardless of any changes in the evacuation order.

Using Grocery Vouchers

Yes, you can use your valid, unused grocery voucher before heading home. Note that it won't be accepted at local stores in Fort Nelson.

Returning Home

If the evacuation order is lifted or downgraded to an alert, you can return to your community at your own pace. No need to rush; you might want to gather supplies first as services may be limited. Use your return gas voucher prior to departure.

THINGS TO KNOW ABOUT TRAVELLING HOME

FUEL

Local fuel suppliers have been notified about the community re-entry, but expect long lines and limited supply. Ensure your tank is full before heading home, as community fuel supplies may be delayed for up to two weeks.

ROAD CONDITIONS

Expect heavy traffic on your return. Be patient, avoid passing in blind areas, and respect traffic control.

Fire conditions have affected highways; you may see burnt areas and fallen trees.

Maintain a steady speed and do not stop to view the damage, as this creates safety risks. Highway detours may be in effect, so follow local traffic control and proceed with caution.

GROUP TRANSPORTATION

Buses providing group transportation returning to Fort Nelson are scheduled for Tuesday, May 28th. Those who have already registered will be contacted directly to confirm the time and location of pick-up. If you have not already registered, please contact 250-775-0933 to do so. Later or alternate transportation options are not likely to be arranged.



WHAT TO BRING WITH YOU?

Camera:

Take photos of your home for insurance claims, but don't use your phone while driving.



Cleaning Supplies:

Bring extra cleaning supplies to address smoke residue in your home and clean up spoiled food..



Extra Bins/Tubs:

Use bins to soak textiles before washing to remove smoke residue.



Face Mask:

Use face masks outdoors due to ongoing smoke exposure.



Extra Air Filters:

Bring extra air filters for your home, vehicles, and outbuildings to replace upon arrival.



Groceries, Medication and Special Needs Items:

Stock up on essentials for at least seven days before returning home. The community water is safe to drink but be sure to grab groceries, any medications or special items you may need.



THINGS TO KNOW ABOUT COMING BACK TO YOUR HOME

Before Entering Your Home:

- Inspect: Walk around your home & check for smoke or heat damage, damaged gas lines, intake vents, or debris.
- Power Lines: Do not approach homes with downed power lines. Contact BC Hydro to assist.
- Read notices from utility or other service providers posted on your door and follow the instructions described.
- Gas Smell: If you smell natural gas, do not enter. Call Fire Rescue (9-1-1) and wait for a safety check.

Take an Inventory:

- Document damaged items, including spoiled food before disposal, for insurance purposes. Review your policy or consult your insurance agent.
- Notify your mortgage broker about property status or ongoing insurance claims.

Air Vents:

- Replace filters and insulation in furnaces, air conditioners, water heaters, fridges, and freezers.

Dealing with Insurance:

- Contact your insurance company if you haven't already. Your policy may cover house cleaning by a restoration specialist for significant damage or smoke residue.
- Photograph damaged furniture, appliances, and other items for insurance claims before disposal.

Pets:

- No pets were removed during the event. If your pet is missing, use local communication methods to locate them.
- Keep pets on your property and watch for health issues related to smoke exposure. Contact a vet if you notice breathing difficulties, coughing, facial swelling, squinting, or burns.

Dealing with Spoiled Food:

- Document spoiled food items from your appliances with lists or photos to provide to your insurance provider for potential coverage due to wildfire-induced power outages.
- Empty out the appliance's contents if you can.
- Before cleaning and restocking appliances, contact your insurance provider to confirm your coverage for replacement.
- Dispose of food refuse at an NRRM-provided bin - either your curbside bin, or in a large collection bin within your neighborhood.
- Curbside pickups will be increased the week of May 27 - 31. Residents west of Airport Drive will have pickups on Tuesday and Thursday, and Residents east of Airport Drive will have pickups on Wednesday and Friday.
- If you need to dispose of your appliance, secure the doors with duct tape, cut the cord, and deliver it to the landfill or an NRRM-provided bin at a nearby location.
- Access to the landfill and vermicompost will be open May 27 - June 2, regular operating hours and no tipping fees will apply.

Dealing with Smoke/Soot:

- For some homes, smoke odors can persist; clean items multiple times if necessary.
- Wear gloves and goggles, keep children and pets away, and ventilate the area while cleaning.
- Clean all surfaces, vacuum, wipe off surfaces, remove spoiled foods, dispose of hazardous materials, and remove unsalvageable appliances.

Appliances:

- Avoid using central heating/cooling systems until cleaned and certified by a technician.
- Fridges or freezers without power for extended periods may not be salvageable. Unplug, secure, and remove them for garbage pickup.

Medications:

- Dispose of all medicines, cosmetics, and toiletries directly exposed to smoke or extreme heat.

Hazardous Materials:

- Use extreme caution with hazardous materials or cleaning products exposed to radiant heat, as they may be unstable.

Water consumption/quality – with recent demands being on fire suppression activities:

- Reduced Watering: Please note that there shall be no lawn, garden, trees or shrub watering outside of the hours of 7:00 am to 11:00 am on prescribed watering days including washing driveways, sidewalks, parking lots or exterior building surfaces.
- Water Quality: while safe to drink, water that has been standing in service lines and those within your home may be cloudy or stale and have an unpleasant taste at the outset. Run household taps until just clear.

Utilities:

- Utilities are restored and safe to use. If you have issues with power or gas, contact BC Hydro or FORTIS.

THINGS TO KNOW ABOUT COMING BACK TO YOUR COMMUNITY

Community Services:

- Essential services like garbage pickup, water, sewage, and EOC governance are available.
- Reduced Watering: Please note that there shall be no lawn, garden, trees or shrub watering outside of the hours of 7:00 am to 11:00 am on prescribed watering days including washing driveways, sidewalks, parking lots or exterior building surfaces.
- Water Quality: while safe to drink, water that has been standing in service lines and those within your home may be cloudy or stale and have an unpleasant taste at the outset. Run household taps until this clears.
- Other services and amenities, including recreational centers and community events, will return gradually.

Basic Services:

- Gas stations, grocery stores, pharmacies, utilities, schools, healthcare, and airports are operational but may have limited stock or services available.
- Restaurants, hotels, retail spaces, and daycare services will resume operations gradually. Please be patient.

Emergency Services:

- Fire response, ambulance services, and RCMP are restored.

Cultural Considerations:

- The NRRM and Fort Nelson First Nations are working to restore cultural resources. More information is available from the FNFN EOC which can be reached at 250-775-0716.

Resiliency Centre

- Resources will be available upon return to the Community Hall. Monday, May 27th, from 12:00 - 6:00 p.m., cleaning kits provided by the Red Cross will be available at no charge to residents. The full range of services in the Resiliency Center will be available from 12:00 - 6:00 p.m. Tuesday, May 28 - Thursday, May 30.

Current Situation:

- BC Wildfire is active in the community, with resources and personnel present.
- Homes have been assessed for safety; only homeowners who cannot return are contacted directly.
- Expect that the construction of fire guards will change the landscape where previously forested areas are no longer there.

Wildfire Resources:

- Firefighting equipment is in the community. Do not tamper with or obstruct this equipment.
- Respect barriers around high-risk areas.

Damage and Safety:

- Respect recovery efforts and avoid driving by damaged areas to prevent traffic issues.
- Be cautious of hazardous trees that may fall or have fallen.

Travelling Restrictions:

- There are no outstanding travel restrictions for Highway 97. Obey traffic control and ongoing operations.
- Avoid visiting Mile 301-312 of the Alaska Highway with ongoing recovery efforts, as traffic will be controlled through that area.
- Highway 77 remains closed at this time. Please check [DriveBC](#) for updates.
- The BC Wildfire Service will maintain area restrictions around the Patry and Nogah Creek wildfires, access to the areas will be permitted when it is safe to do so, as determined by BCWS. Through-traffic will require a permit when transportation corridors reopen in those areas.

