

## Wildfires 2017 – Regional District of Central Okanagan

### Wildfire status and updates

[BC Wildfire Service](#) contact info

- Facebook: [www.facebook.com/BCForestFireInfo](http://www.facebook.com/BCForestFireInfo)
- Twitter: [www.twitter.com/BCGovFireInfo](http://www.twitter.com/BCGovFireInfo)
- Subscribe to newsfeed: [wildfire RSS news feed](#)
- Report wildfires: 1-800-663-5555 or \*5555 on a cell phone
- Fire information line: 1-888-336-7378
- Campfire/open fire bans: [www.gov.bc.ca/wildfirebans](http://www.gov.bc.ca/wildfirebans)

[EmergencyInfoBC](#) provides updates on evacuation orders

- Twitter: [www.twitter.com/EmergencyInfoBC](http://www.twitter.com/EmergencyInfoBC)

This regional district is covered by the [Kamloops Fire Centre](#).

[Current Wildfire Situation](#) webpage has details on each fire, including location, map, size, evacuation alert/order status, road checkpoints, etc. This website will have the **most current information**, as the fire situation changes over time. It also has a [map of all active wildfires](#).

For each fire, there are links to evacuation alert/order details as specified by the Emergency Operations Centre of the relevant Regional District. Emergency Management BC is responsible for setting up Emergency Social Services (ESS) reception centres where needed.

### Evacuation alerts and orders

[Regional District of Central Okanagan](#) has an activated Emergency Operations Centre and has up-to-date information, alerts, and orders.

- Phone: 250-469-8490 or 1-877-569-8490
- [www.facebook.com/CORDEmergency](http://www.facebook.com/CORDEmergency)
- [www.twitter.com/CO\\_Emerg](http://www.twitter.com/CO_Emerg)
- [Subscribe to updates](#)

### ESS reception centres/resiliency centres

Reception Centres provide immediate assistance with accommodations, food, and medical or prescription support. Please call Emergency Social Services at 1-800-585-9559 to confirm availability or find out about other locations where Emergency Social Services may be available. Read the evacuation order for your area to find out the location of the nearest reception centre.

Resiliency Centres and Information Centres provide information, government and non-government resources, insurance advice, counselling, and other supports for wildfire evacuees.

- **70 Mile House Resiliency Centre** located at the 70 Mile Access Centre, [2545 North Bonaparte Road](#). Hours of operation will be 8 am to 4 pm Monday September 18; 12 noon to 4 pm Friday September 22; and 8 am to 4 pm Saturday the 23rd and Sunday the 24th.

**100 Mile House Reception Centre** located at the former RCMP detachment, [726 Alpine Road](#)

**Ashcroft Reception Centre** located at the Ashcroft River Inn (serving First Nations only), [50 1st Street](#)

**Cranbrook Reception Centre** located at the Cranbrook Curling Rink, [1777 2<sup>nd</sup> Street North](#)

**Kamloops Reception Centre** located at the Sandman Centre, [300 Lorne Street](#)

**Kelowna Reception Centre** located at Kelowna Fire Hall, [2255 Enterprise Way](#)

**Merritt Reception Centre** located at Merritt Civic Centre, [1950 Mamette Avenue](#)

**Prince George Reception Centre** located at Service Centre at City Hall, [1100 Patricia Boulevard](#)

**Quesnel Reception Centre** located at the Arts and Recreation Centre, [500 North Star Road](#)

**Salmon Arm Reception Centre** located at the Columbia Shuswap Regional District Office, [555 Harbour Front Drive Northeast](#)

**Vernon Reception Centre** located at the Dogwood Gym of the Vernon Recreation Centre, [3310 37<sup>th</sup> Avenue](#)

**Williams Lake Reception and Resiliency Centre** located at the Cariboo Regional District office, Suite D [180 North 3rd Avenue](#)

## **Evacuee registration/finding people**

All evacuees should register with the [Red Cross](#), even if aid is not required by evacuees. This allows family and friends to know the whereabouts and safety of loved ones, and allows the Red Cross to contact people directly as more info and assistance becomes available. Register [online](#) or call 1-800-863-6582.

Evacuees should also register in person at an ESS Reception Centre (see list above) if they are in need of immediate assistance with accommodations, food, and medical or prescription support. If evacuees are not in immediate need, they can register remotely with Emergency Social Services (ESS) by phone at 1-800-585-9559.

## **Resources for Wildfire Returnees**

The Red Cross and other service agencies are present in communities where evacuees are returning home, to provide information, financial assistance, and supplies. See locations and hours of Re-entry Centres at [www.redcross.ca/how-we-help/current-emergency-responses/british-columbia-fires/re-entry-centres-hours-of-operation](http://www.redcross.ca/how-we-help/current-emergency-responses/british-columbia-fires/re-entry-centres-hours-of-operation).

[After a Fire – Returning Home](#) from Interior Health

[Guide to Wildfire Recovery](#) from Canadian Red Cross

[Returning Home After a Wildfire](#) from PreparedBC

[Advice on air quality issues for evacuees returning home](#) from BC's deputy provincial health officer Dr. Bonnie Henry

[Insurance Bureau of Canada \(IBC\)](#) provides insurance information and advice for people affected by wildfires. The Customer Information Centre can provide information to evacuees by phone at 1-844-227-5422 or by email at [askibcwest@ibc.ca](mailto:askibcwest@ibc.ca).

[BC Hydro](#) has a Wildfire Evacuee Assistance Program

[Canada Post](#) provides information about mail delivery impacted by wildfires

[BC Economic Development Association \(BCEDA\)](#) is providing information and assistance for business owners returning to evacuated areas. A Business Recovery Hotline is available at 1-877-4BC-EDRP (1-877-422-3377).

[Samaritan's Purse](#) provides clean-up of fire-damaged homes, ash sifting, possession recovery, fridge and freezer removal, and tree/debris clearing at no cost. Any homeowner needing help can call 1-866-628-6565.

[Mennonite Disaster Services](#) help with recovery in disaster areas. Services include assisting with cleanup and rebuilding, and helping people meet basic needs in situations where they do not have insurance or other resources to meet those needs. Homeowners can call 1-866-261-1274 or 1-204-261-1274.

## **Closures/delays in service**

Road closures and conditions

- [www.drivebc.ca](http://www.drivebc.ca)
- 1-800-550-4997
- Twitter: [www.twitter.com/DriveBC](https://www.twitter.com/DriveBC)

Interior Health hospital closures/service changes due to wildfires:

[www.interiorhealth.ca/YourEnvironment/EmergencyPreparedness/Pages/MajorEvents.aspx](http://www.interiorhealth.ca/YourEnvironment/EmergencyPreparedness/Pages/MajorEvents.aspx)

Park closures: [www.env.gov.bc.ca/bcparks](http://www.env.gov.bc.ca/bcparks)

Recreation site and trail closures: [www.sitesandtrailsbc.ca](http://www.sitesandtrailsbc.ca)

## **Other sources of information/support**

The BC Government's [BC Air Quality website](#) provides information on air quality, including air quality advisories, and the Air Quality Health Index Across the province.

Interior Health provides [tips](#) for reducing exposure to smoke.

[Mobile BC Firemap](#) provides information on wildfire status, weather, smoke, traffic, and evacuee support locations, from open government data and social media feeds.

A number of online and social media resources are available to help evacuees find accommodations or help match hosts with people in need, including [2017 BC Wildfire Emergency Peer Accommodation Matching](#), [Airbnb Urgent Accommodations](#), [BC Fire Evacuees Temp Housing Accommodations](#), [BC Relocation Support for Forest Fire Evacuees](#)

The [District of Sooke](#) is offering temporary accommodations for evacuees. Call the Juan de Fuca Emergency Services team at 250-642-8106 or e-mail [jdf4evacuees@gmail.com](mailto:jdf4evacuees@gmail.com).

[First Nations Health Authority \(FNHA\)](#) is providing nursing care and follow-up support to evacuees in Prince George, Kamloops, and the lower mainland.

[BC SPCA](#) is partnering on rescue efforts for animals in evacuated areas. To provide information about animals that were left behind in evacuated areas, call 1-855-622-7722 between 9 am and 5 pm daily.

[Canadian Disaster Animal Response Team \(CDART\)](#) assists with the rescue and shelter of animals, including pets, horses and livestock. Homeowners and ranchers affected by the Finlay Creek wildfire can contact CDART locally at 250-215-3259 for assistance.

[BC's Emergency Livestock /Animal Evacuation Group](#) was created for evacuees who need help and for those who are able to offer help.

[BC Wildfire Animal Resource Map](#) is a searchable map of available spaces for animals and livestock.

[Horse Council BC](#) is facilitating a central registry to monitor horses displaced by the wildfires.

[BC Cattlemen's Association](#) is helping to coordinate hauling of livestock in evacuated areas. For assistance email [wildfires@cattlemen.bc.ca](mailto:wildfires@cattlemen.bc.ca).

The Government of Canada and BC Government provide a [variety of supports](#) to ranchers impacted by the wildfires.

[AgriRecovery Program](#) will provide funding to farmers and ranchers whose operations were affected by wildfires. Funding may go towards repair, rebuilding, livestock feeding, and other expenses. Producers can call 1-888-332-3352 for more information.

[YMCAs](#) across BC (Kamloops, Prince George, Kelowna, Vancouver Island, Vancouver, Surrey) are open to evacuees for showers, rest, and taking part in drop-in programs. ID with photo and home address required to participate.

[Pharmacists](#) are able to provide a drug without a prescription during a state of emergency. The College of Pharmacists of BC [Find a Pharmacy tool](#) helps patients locate a pharmacy in the community they are staying.

[BC Ferries](#) is providing free prearranged travel for people evacuating from officially evacuated areas. To book ferry travel, call 1-888-BCFERRY (1-888-223-3779). Evacuees who have already paid for and travelled with BC Ferries can be reimbursed; email receipts and proof of residency in officially evacuated areas to [customer.relations@bcferries.com](mailto:customer.relations@bcferries.com).

[BC Parks](#) will honour ESS referral forms (vouchers) that are provided by ESS Reception Centres to evacuees for accommodation.

[Access Pro Bono](#) is providing free legal advice over the phone to anyone displaced by wildfires. Offers free legal help in all areas, including insurance, employment, debt, and tenancy.

- 1-877-762-6664

[BC Disaster Financial Assistance \(DFA\) Program](#), Emergency Management BC, provides financial assistance to help replace or restore essential items and property after a disaster. Only takes effect once a disaster has been declared eligible by the province. This has not yet happened for these fires, but check website for updates.

- Email: [dfa@gov.bc.ca](mailto:dfa@gov.bc.ca)
- Phone: 1-888-257-4777

[ICBC](#) has established a special claims service team to expedite fire-related claims. Please call ahead before visiting an ICBC service location.

[BC Wildfire Evacuee Support Group](#) Facebook page compiles information and offers of help.

The BC Government and [Canadian Red Cross](#) are providing [\\$1,500 emergency grants](#) to small businesses (including sole proprietors, partnerships, franchises) that have been impacted by the fires, as well as non-profit organizations and First Nations businesses and members whose livelihood is based on cultural practices. [Apply online](#) or call the Red Cross Support to Small Business Help Line at 1-855-999-3345 from 6 a.m. to 5 p.m. PT, Monday to Friday.

[Small Business BC](#) maintains a [list of resources and FAQs for small business owners](#) affected by the wildfires.

[Royal Bank of Canada \(RBC\)](#) clients affected by wildfires can receive short term payment deferrals on mortgages, personal loans, home insurance, auto insurance and credit cards. Clients wishing to discuss their specific financial needs and get advice may call 1-800-769-2511.

[Shaw](#) is offering credit for charges during an evacuation period. Contact Shaw at 1-888-998-7429.

[Fortis BC](#) is offering billing relief for natural gas and electricity customers who experienced evacuation orders this summer. Contact 1-888-224-2710 (natural gas) or 1-866-436-7847 (electricity).

The Ministry of Children and Family Development provides services for children, families, and caregivers, including child and youth mental health services. Impacted families can call toll-free at 1-877-387-7027.

Information about resources for BC residents who have evacuated to Alberta is available from [211 Alberta](#).

## **Preparation/prevention**

[PreparedBC](#) has tips on preparing for disaster and recovery information.

- Twitter: [www.twitter.com/preparedbc](https://www.twitter.com/preparedbc)

[FireSmart Canada](#) provides information on preparing for wildfires.

[Government of BC](#) provides advice on preparing your household for an evacuation order.

## **Donations**

1. [Red Cross](#)
2. [United Way](#)
3. [Salvation Army](#)
4. To assist evacuees with pets/livestock, donate to the [BC SPCA](#) or the [Canadian Disaster Animal Response Team](#)
5. Do not bring donations to ESS Reception Centres without calling first to check whether in-kind donations are welcome. Centres are working with the Red Cross to coordinate supplies.
6. Officials are asking that people avoid crowdfunding sites