

Returning Home Information

For RDCO residents evacuated due to
White Rock Lake wildfire



Staying Informed

Where can I find more information?

- Regional District of Central Okanagan website: rdco.com/recovery
Facebook: facebook.com/regionaldistrict and YouTube: youtube.com/regionaldistrict
- Central Okanagan Emergency Operation Centre website: cordemergency.ca
Facebook: facebook.com/CORDEmergency and Twitter @CO_Emerg
- BC Wildfire Service website: <https://www2.gov.bc.ca/gov/content/safety/wildfire-status>

Key Contacts

- AIM Roads (Ministry of Transportation and Highways contractor) call 1-866-222-4204 for afterhours and emergencies
- Animal Lifeline Emergency Response Team (ALERT) call 250-809-7152
- BC Crisis Line / Mental Health Support call 310-6789 (no area code needed)
- BC Wildfire website: <https://www2.gov.bc.ca/gov/content/safety/wildfire-status>
- BC Hydro call 1-800-BCHYDRO (1-800-224-9376)
- BC 1 Call (for underground services) website: bc1c.ca or call 1-800-474-6886
- BC Conservation Office call 1-877-952-7277
- Canadian Disaster Animal Response Team (CDART) call 250-809-9589 (Lake Country shelter)
- Drive BC website: drivebc.ca
- Fridge / Freezer curbside collection scheduling call 1-855-238-9350 (available during first week of return to home only)
- Insurance Bureau of Canada website: ibc.ca or call 1-844-227-5422
- Ministry of Transportation and Highways call 250-712-3660 (general inquiries)
- RDCO recovery office and help line: call 250-469-6111 or email recovery@rdco.com
- RDCO recovery office website: rdco.com/recovery
- Red Cross website: redcross.ca
- Shaw Toll-free: call 1-888-472-2222 or website: shaw.ca
- TELUS Mobility: *611 on TELUS mobile phone or call 1-866-558-2273
- TELUS Internet: Toll-free call 1-888-811-2323 or website: telus.com

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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 your neighbourhood 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.

Anyone with concerns about a medical condition is advised to consult with a physician before returning home. People can call HealthLinkBC at 8-1-1 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 310-6789 (no area code needed) or HealthLinkBC at 8-1-1.

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.

Re-Entry Checklist

IMPORTANT: If, at any time, you feel your home or surroundings are unsafe, do not proceed.

- ✓ Visit rdco.com/water regularly for Do Not Consume and Water Advisory information and other important updates.
- ✓ Thoroughly check for hazards before entering your house.
- ✓ 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.
- ✓ 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 **CLEANING** tip sheet included in this booklet for detailed information on cleaning and what you may want to include in your cleaning kit.
- ✓ If your home has been impacted by water damage, please refer to the **PREVENTING MOLD** tip sheet in this booklet.
- ✓ 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 for additional information on what to do when you arrive home.
- ✓ Contact your insurance provider as soon as possible. Refer to the **INSURANCE INFORMATION** tip sheet for more information.
- ✓ Review the **NON-GOVERNMENTAL ORGANIZATIONS** section for information on additional resources that may be available to you.
- ✓ Refer to the **FREQUENTLY ASKED QUESTIONS** section for some answers to commonly asked questions.

Water Quality

Due to the wildfires, Interior Health has recommended water quality advisories for the Westshores Estates and Upper Fintry – Valley of the Sun - Shalal Road systems. A Do Not Consume Notice is in place for the Killiney water system.

Water Advisories

A Water Quality Advisory is in place until further notice for the Upper Fintry-Shalal Road-Valley of the Sun water systems.

As a precaution it's recommended that everyone using these systems – especially those with weakened immune systems, children and the elderly – boil all water intended for drinking, making beverages or ice, washing fruit and vegetables, or brushing teeth for at least one minute.

Customers can visit rdco.com/water for current water quality conditions and updates.

Do Not Consume Notice

Until further notice the RDCO and Interior Health recommend that all Killiney Beach water customers find a safe alternative. Boiling water will not make it safe. This water should not be used for drinking, making beverages, brushing teeth or food preparation. All water users are advised to use an alternate source of water or bottled water for the above purposes.

Until further notice the RDCO and Interior Health recommend that all Killiney Beach water customers find a safe alternative. Boiling water will not make it safe.

This water should not be used for drinking, making beverages, brushing teeth or food preparation. All water users are advised to use an alternate source of water or bottled water for the above purposes.

It is okay to use the water for household cleaning, bathing and flushing toilets. The water in your hot water tank is also unsafe for consumption. Please consult a qualified plumber before draining your hot water tank.

Customers can visit rdco.com/water for current water quality conditions and updates.

Wells and private systems

If you are on a well, cistern or private water system (like Estamont) that has been damaged, assume the water is not safe to drink. Contact your private provider, the Interior Health Authority or call HealthLinkBC at 8-1-1.

RDCO Recovery Centre

The RDCO is setting up a Recovery Centre to help residents as they re-enter their neighbourhoods and start the recovery process.

The centre can assist residents with navigating re-entry, rebuilding and redevelopment. Contact:

- Visit rdco.com/recovery
- Email recovery@rdco.com
- Phone 250-469-6111

Accommodations and Housing

The RDCO has assessed structures in the fire impacted areas using BC Housing's rapid damage assessment guidelines. A green, yellow/orange or red placard has been placed on each assessed structure to communicate specific hazards.

If your home has a green placard (no restrictions on entry or use):

- 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 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 a yellow/orange placard:

- Follow the directions on the placard.

If your home has a red placard or has been destroyed or severely damaged and assessed 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:

Visit the Province of BC's EmergencyInfoBC site at emergencyinfobc.gov.bc.ca for information about financial support and Emergency Support Services.

You may also want to reach out to the Non-Governmental Organizations listed on the next page.

Accommodation resources for insured and non-insured residents:

- craigslist.ca • kijiji.ca • [RentBoard.ca](http://rentboard.ca) • [Airbnb.ca](http://airbnb.ca) • [Facebook.com/marketplace](https://www.facebook.com/marketplace) • Local classifieds

Non-Governmental Organizations (NGOs) can help

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

- Red Cross website: redcross.ca or call 1-888-350-6070
- Salvation Army website: salvationarmy.ca
- Samaritan's Purse website: samaritanspurse.ca or call 1-800-628-6565

Fridges, Freezers and Garbage

Talk with your insurers about what to do with your home contents including spoiled food, fridges and freezers before you take any action. Insurers sometimes require inventory or photos.

North Westside Transfer Station hours:

The North Westside Transfer Station will be open daily from 8 am until noon during the month of September. There will be no limits placed on the volume of household waste you can dispose of at the Transfer Station during this time.

Hazardous materials and demolition waste such as wood from damaged structures or burnt vehicles cannot be accepted at the transfer station. For other disposal options visit rdco.com/recycle.

To accommodate the extra material at the site, the site will be closed in the afternoons to deal with the morning's waste and ensure it gets to landfill before the end of the day. This well-used site must be managed for space to ensure it can accept the extra material coming in.

Extended Transfer Station hours are available only to RDCO residents, property owners, and tenants. Properties outside of the RDCO must work with their community to dispose of waste following the White Rock Lake Wildfire.

Fridge and freezer disposal:

Curbside pick-up of ruined fridges and freezers is available during the first week after evacuation orders lift for each area. Call 1-855-238-9350 to schedule your curbside pick up. For those unable to coordinate during this time, call the RDCO recovery office a 250-469-6111 and a location for free drop off will be provided to you.

Residents are asked to confirm with their Insurer before disposing of fridges or freezers. Once collected, they cannot be returned.

Fridge and freezer collection and drop off services are available only to RDCO residents, property owners, and tenants. Properties outside of the RDCO must work with their community to dispose of waste following the White Rock Lake Wildfire.

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:

- 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
- 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
- gloves
- a camera
- flashlight
- a cleaning kit

You may want to consider arriving with enough of these items to **last for up to 14 days**.

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.
- 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.
- Check for electrical hazards such as exposed wires. Avoid contact with damaged or fallen power lines and poles. If there are any hazards, contact BC Hydro at 1-800-BCHYDRO (1-800-224-9376).
- 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 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.

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.
- 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 BC Hydro at 1-800-BCHYDRO (1-800-224-9376).
- 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.
- It is important to wash your hands if they come into contact with ash.
- Until the water is safe to use, please follow the Do Not Consume Notice or Water Advisory for your water system (check at rdco.com/water if you are not sure).
- Check your private water and sewer systems. Start by calling the company or contractor that usual services your home to see if they will do an assessment.
- Be aware that animals may have taken shelter in your home, garage or outbuildings. Leaving a door open will allow animals to return to their natural surroundings on their own.
- 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 the BC Conservation Office at 1-877-952-7277

Tip Sheet 2: Cleaning

This tip sheet provides general information for when you begin the clean-up process. If you are unable to do so on your own, volunteers from non-governmental organizations (NGOs) may be able to assist you (see list above).

- 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 fire retardant residue 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.
- 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.

Build a Clean-up Kit:

Consider the following to build a clean-up kit before you return home. Materials can be purchased at most hardware stores or wherever you normally buy household goods.

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.
- 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.
- Dehumidifiers 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.

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.

The North Westside Transfer Station

The transfer station will be open daily from 8 am until noon during the month of September. There will be no limits placed on the volume of household waste you can dispose of at the Transfer Station during this time.

Fridge and Freezer Disposal

Remember to contact your insurance provider if you have any questions about whether to simply clean your refrigerator/freezer or to throw it away. Once collected, they cannot be returned.

Coordination of curbside pick-up and a separate staging area for fridges and freezers is underway. More details to follow.

Tip Sheet 5: Pets

Pets are an important part of our families. Below is a list of questions that we anticipate you may have.

My pet was cared for by CDART or ALERT but I haven't been able to pick it up yet. What do I do now?

To find out more details about your pet's care or to retrieve your animal, call the agency that assisted when you were evacuated.

- Animal Lifeline Emergency Response Team (ALERT) call 250-809-7152
- Canadian Disaster Animal Response Team (CDART) call 250-809-9589 (Lake Country shelter)

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. Your veterinarian may offer cremation options, you may choose to bury your pet on your property or small animals can be disposed of with your waste.

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:

- Emergency Support Services (ESS) call 1-800-585-9559
- Canadian Red Cross: call 1-800-863-6582 or website: redcross.ca/2021bcfires
- Other non-government organizations

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, visit:

- Consumer Protection BC office at website: consumerprotectionbc.ca or call 1-888-564-9963
- Better Business Bureau at website: bbb.org or call 604-682-2711

They can help provide you with more information about various consumer issues.

Frequently Asked Questions

Health

I have a medical condition. Should I return home?

Anyone with concerns about a medical condition is advised to consult with a physician before returning home. People can call HealthLinkBC at 8-1-1 if they have questions or need help finding a physician.

Where can I get mental health support?

Experiencing a disaster such as a wildfire can be particularly stressful and overwhelming. If you need to talk, call the BC Crisis Line / Mental Health Support call 310-6789 (no area code needed) or HealthLinkBC at 8-1-1.

The BC Division of the Canadian Mental Health Association also has excellent resources for dealing with natural disaster stress at website cmha.bc.ca.

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.

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

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

Safety of workers is paramount. Workers are protected by BC'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 worksafebc.com

Community Transportation

Who maintains the neighbourhood roads including Westside Road?

In Electoral Areas, the Ministry of Transportation and Infrastructure is responsible for roads including safety and maintenance.

For road emergencies within your neighbourhood, call the Province's contractor AIM Roads at 1-866-222-4204.

Where do I get information about road closures or delays on Westside Road?

Visit drivebc.ca for info about traffic, road and weather conditions.

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 the RDCO recovery line at 250-469-6111.

Community Services

Are schools open?

With the added complication of COVID-19 it is best to contact your school district directly for more information.

- School District #23 (Central Okanagan) call 250-860-8888
- School District #22 (Vernon) call 250-542-3331
- OKIB Cultural Immersion School call 250-542-1893

Will the North Westside Transfer Station be open?

Yes, additional hours have been added and the transfer station will be open from 8 am until noon daily for the month of September. There will be no limits placed on the volume of household waste you can dispose of at the Transfer Station during this time.

Hazardous materials and demolition waste such as wood from damaged structures or burnt vehicles cannot be accepted at the transfer station. For other disposal options or if you have questions about waste, visit rdco.com/recycle or call 250-469-6250.

Curbside pick-up of ruined fridges and freezers is available during the first week after evacuation orders lift for each area. Call 1-855-238-9350 to schedule your curbside pick up. For those unable to coordinate during this time, call the RDCO recovery office a 250-469-6111 and a location for free drop off will be provided to you.

Pets

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

Please refer to the **PETS** 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 rebuilding and repairing my house?

Depending on the extent of damage, permits may be required. There are a number of different licenses and permits that the RDCO administers. Check with RDCO staff before you start.

- For planning and land use questions, call RDCO Planning Services at 250-469-6227 or email planning@rdco.com
- For building permit or inspection questions, call 250-469-6211 or email inspections@rdco.com

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. If you need specific information call BC Hydro at 1-800-BCHYDRO (1-800-224-9376).

Community Support

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

Coordinating donations is underway. Please check back at rdco.com/recovery.

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

If you would like to offer accommodation, this can be done privately. Popular options for sharing this kind of information include:

- Reaching out to your personal networks.
- Contact local property management companies to discuss listing options.
- Using online and tradition classified services like Kijiji, Facebook Marketplace and local media outlets

Where can I donate money, food, and clothing?

The RDCO is not accepting donations. Monetary donations to the charity of your choice are appreciated.

Utilities

Once you are home you may need to re-establish your utilities or check your billing. Contact your provider directly. Included below are some of the common ones in our area.

- BC Hydro call 1-800-BCHYDRO (1-800-224-9376)
- BC 1 Call (for any underground service inquiries before you dig) website: bc1c.ca or call 1-800-474-6886
- RDCO water systems: website rdco.com/water or call 250-469-6241 (M-F from 8 am to 4 pm) and 250-868-5299 (after hours / emergencies only)
- Shaw Toll-free: call 1-888-472-2222 or website: shaw.ca
- TELUS Mobility: *611 on your TELUS mobile phone or call 1-866-558-2273
- TELUS Internet: Toll-free call 1-888-811-2323 or website: telus.com

Note: For private water systems contact your provider or the contractor who regularly services your system.