

# Phase 2A Re-entry Information Package

## Waterways

Regional Municipality of  
Wood Buffalo

SAFE • RESILIENT • TOGETHER



REGIONAL MUNICIPALITY  
OF WOOD BUFFALO

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# Message from Premier Notley

To residents,

On behalf of the Government of Alberta, I'd like to extend my appreciation to the residents of Waterways for your patience and strength during this difficult time.

Because of the extreme damage in your community, recovery has been much slower for you than for other neighbourhoods. In the face of adversity and uncertainty, you have truly shown what it means to be patient, strong, and resilient.

Tremendous progress has been made to restore Fort McMurray and help it come back stronger and more vibrant than ever. But as you know, there is still a long way still to go. The Government of Alberta Wildfire Recovery Taskforce is working closely with the municipality and other partners to ensure rebuilding takes place as quickly and safely as possible.

The road to recovery takes time, effort, and cooperation. Your willingness to move beyond this experience and make your community home again is an inspiration to Albertans. Alberta stands with you, and will continue to stand with you in the weeks and years ahead.



Sincerely,

Premier Rachel Notley

# Message from Mayor Blake

To the residents of Waterways,

On behalf of Regional Council and the residents of Wood Buffalo, it is with much anticipation that we welcome you home.

The past five months have been trying for all residents of Wood Buffalo, particularly those of Waterways who have waited patiently to go home and begin rebuilding.

Your strength and sense of community during this time is admirable and we sincerely thank you for your patience while we have worked to bring your home. Your health and wellbeing continues to be our first priority and we are thankful that we are now able to assure your safety.

There is still work ahead of us and I ask that you continue to engage in the rebuilding process, giving your feedback and making your voice heard. This Council, your community and our provincial partners are here to listen and support you as long as you may need. Safe, resilient and together, we will recover

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

Sincerely,

Mayor Melissa Blake

# Message from the Wood Buffalo Recovery Committee

To our neighbours, families and friends in Waterways,

On behalf of the Wood Buffalo Recovery Committee and Task Force, it is with a heartfelt 'thank you' that we welcome you home.

We thank you for having such incredible strength, resolve and patience as we worked alongside the Chief Medical Officer of Health and the Government of Alberta to get you home safely.

We understand Waterways has been under a cloud of uncertainty that has cast doubt on the future of your community. Your patience and loyalty to each other during this period is admirable, and is reflective of your strength as a community.

We know there is still much work to be done as not all of our residents have returned home. The Wood Buffalo Recovery Committee will continue to advocate on behalf of the residents of Wood Buffalo. We are here for you for as long as it takes to recover and rebuild a safe, resilient and together community.

Welcome home. We'll see you soon.



Sincerely,

Jeanette Bancarz  
Chair, Wood Buffalo Recovery Committee



# Re-entering safely

The Wood Buffalo Recovery Committee and Wood Buffalo Recovery Task Force wish you a heartfelt welcome as you return home.

Throughout this crisis, your safety has been top priority. Please make it your priority, too. This booklet was designed to give you the information you need to safely and smoothly re-enter your community. If you have questions which are not answered here, call the PULSE Line at 780-743-7000 or connect with the Regional Municipality of Wood Buffalo on Facebook and Twitter.

Following the wildfire, the Municipality and Government of Alberta acted quickly to maintain the safety of you and your neighbors. The below risks were present in all areas affected by the wildfire, however, the extreme damage and destruction caused in Abasand, Beacon Hill and Waterways resulted in a high hazard concentration that required significant effort to mitigate. These risks included, but were not limited to, the following:

- Structural fire ash
- Forest fire ash
- Fallen or falling trees
- Risk to safety of drinking water
- Damaged or destroyed vehicles creating safety hazards
- Extreme emotional trauma
- Lack of essential services and infrastructure (i.e. grocery stores, gas, child care, public gathering spaces)
- Destroyed public spaces or facilities
- Exposure to debris hauling vehicles
- Proximity to destroyed and damaged homes
- Blowing dust particles
- Buried gas cylinders
- Unsecured foundations

When you return, you will see that some areas are fenced. This is for safety and security purposes during the demolition and rebuilding period. Please respect these restricted areas and any directions given to you by first responders, security staff or municipal workers. Doing so will keep you, your family and your community safe.

If you see a hazard or feel concerned about your safety, call the PULSE Line at 780-743-7000. Staff have been specially trained to deal with re-entry questions in Waterways, and will be ready to assist you.

In an emergency, please call 911 for assistance.

Returning home after a wildfire evacuation can be a particularly stressful and traumatic experience. If you need to talk, call the Mental Health Help Line at 1-877-303-2642 or Health Link at 811.

### **What has changed to allow re-entry**

An inspection of Waterways was conducted on October 4, 2016, by a member of the Environmental Public Health Program. The inspection found that there are no additional risk considerations beyond those considered in Abasand and Beacon Hill. Combined with the substantial completion of clean-up at that time (over 90%) and the minimal amount of work to be completed in Waterways, it was determined that standing structures in the area could be safely re-occupied.

# Re-Entry Checklist

- Refer to the Alberta Health Services website for Wildfire Recovery Resources:  
[www.albertahealthservices.ca/eph/Page14085.aspx](http://www.albertahealthservices.ca/eph/Page14085.aspx)
- Refer to the ATCO, TELUS and SHAW sections for information on restoring residential services.
- Refer to the FREQUENTLY ASKED QUESTIONS section for some answers to commonly asked questions.
- Refer to the AHS Handout "Living Safely in Neighbourhoods During Fire Demolition & Remediation"

# Air quality

Air monitoring was conducted in Waterways from May 3 to mid-August and no exceedances were noted.

If you have concerns about health risks as a result of clean-up efforts, please call 811 or go to [rmwb.ca/demolition](http://rmwb.ca/demolition) for more information.

# Pink Placard Homes

All of the structures re-entering Waterways as part of Phase 2A are considered “pink placard”.

## **What does the pink placard on my property mean?**

Pink placards are notices placed on homes that are in front of or in back of damaged properties. These placards provide the resident the opportunity for an Alberta Health Services inspection of their property, given the close proximity to damaged homes. The placard will include contact information for Environment Public Health to schedule an inspection with a public health inspector, PULSE Line, Community Wellness Line and a statement explaining why a pink placard was received.

## **Why do I have a pink placard on my property?**

Pink placards will be placed on residences that are adjacent to destroyed properties. These placards provide residents with the opportunity for an Alberta Health Services inspection of their property, given the close proximity to damaged homes.

## **What is the inspection that is provided for pink placard homes?**

Inspections will be conducted on private homes, as requested by the homeowner, to assess homes for water damage and for general damage to building materials. They will also provide recommendations to the homeowner regarding suggested remediation (if necessary) following the inspection.

## **What are the steps I should take if I have a pink placard property?**

If you have a pink placard, you have the option to request an Alberta Health Services inspection of your property by a public health inspector. This inspection is not mandatory, it is only if you wish to have it completed.

# Information Centre

An Information Centre has been set-up at the Royal Canadian Legion on Huggard Street. It will be open on Re-entry Day.

Residents can visit the Information Centre if they wish to, but it is not mandatory. It will provide you with supplies and information, including the following:

- Housing resources
- Clean-up kits
- Insurance information
- Utility information
- Information about financial support
- Emotional wellness support services

# Emotional Support Services

## Where can I get emotional support?

Experiencing a disaster such as the Fort McMurray wildfire can be a particularly stressful and overwhelming. There are provincial and municipal resources available to you at any time. For more information, go to [rmwb.ca/support](http://rmwb.ca/support).

## RMWB Counselling Services

Professional counsellors are available to provide confidential counselling to individuals (children, youth & adults), couples and families. Counsellors are committed to help residents work through the following:

- Grief and loss
- Trauma
- Family violence
- Life transition
- Stress
- Relationship issues
- Self-esteem/personal growth
- Depression
- Anxiety

Services also include public education programs (psychoeducational groups), consultations and referrals to other community agencies.

## When are is Counselling Services available?

Counselling Services is open Monday to Friday from 8:30 a.m. – 4:30 p.m. Tuesday evening appointments are also available.

## How do I make an appointment?

Appointments can be made by calling 780-743-7910. The office is located at 9717 Franklin Avenue. Counselling services are offered free of charge to all residents.

## Alberta Health Services

Mental Health services are now available through Alberta Health Services at the Fort McMurray Queen Street Building (10217 Queen Street). Walk-ins and scheduled appointments are welcome. Services include addiction and mental health counselling. Services are open Monday to Friday from 9 a.m. to 9 p.m.

If you need to talk, call the Mental Health Help Line at 1-877-303-2642 or Health Link at 811.

# 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 the Insurance Bureau of Canada at 1-844-2ask-IBC (1-844-227-5488).
- Renters must contact their landlord to confirm when they can re-occupy their unit.

If you are a renter and your home has been assessed safe to live in by the RMWB, but your landlord has wrongfully evicted you or otherwise infringed about your rights as a tenant:

- As a renter, you are protected by the Landlord and Tenant Act. If you believe that your landlord has infringed upon your rights as a tenant or if you have questions about the Act, you can contact the Alberta Government's consumer contact centre at 1-877-427-4088.
- You can also contact the Regional Municipality of Wood Buffalo's Landlord and Tenant Coordinator at 780-743-7888. The Coordinator can give you advice and additional information. Appointments are available by request.

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.

## Interim Housing Options

Given the lack of demand for government's interim housing units, there is no need to relocate all 65 units of proposed interim housing units to Fort McMurray at this time. We are pleased many families successfully found local accommodations to meet their needs. The government's interim housing program remains open to assist families in finding local interim housing solutions. It is possible to revisit the option if the need exists in the community at a later date.

There were 10 households that applied for the units:

- Six of those families found accommodations through the Wood Buffalo Housing and Development Corporation; and
- Government is working with the municipality and the Wood Buffalo Housing and Development Corporation to ensure the four eligible families find suitable local accommodations.

Interim housing program was one of many housing options available to residents – local rental accommodations are readily available in the community.

Families in need of housing are still eligible to apply to the Wood Buffalo Housing Corporation. If individuals have concerns about affordability, they can reach out to the PULSE Line for direction, or contact the Red Cross or Government of Alberta rent supplement programs directly (see Page 30 for contact information).

Please visit [rmwb.ca/yymmfire](http://rmwb.ca/yymmfire) for additional information on interim accommodation for displaced residents, including the housing needs flowchart.

## **Red Cross Emergency Accommodations**

Under-insured and uninsured residents can contact the Canadian Red Cross for emergency accommodations support if they are at risk of losing secure housing. Call the Canadian Red Cross at 1-888-553-5505 to book an appointment.

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

- [Rentcafe.ca](http://Rentcafe.ca)
- [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 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)) 1-888-553-5505
  - 10019 Franklin Avenue, Fort McMurray, AB
    - Re-entry check-in
    - Provide clean up kits for homes
    - General information on re-entry funds
  - 9816 Hardin Street, Fort McMurray, AB
    - Needs assessment for at-risk residents
    - Emergency accommodations support
- Salvation Army Thrift Store ([salvationarmy.ca](http://salvationarmy.ca)) 780-743-4135
  - 9919 MacDonald Avenue, Fort McMurray, AB
    - Donations of material for affected residents
- Wood Buffalo Food Bank ([woodbuffalofoodbank.com](http://woodbuffalofoodbank.com)) 780-743-1125
  - 10117 King Street, Fort McMurray, AB
    - Provide residents with food hampers and nutritional information

# Steps to take when you return home

**If you have not already visited your home, be prepared with the following:**

- 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.
- gloves
- a camera
- flashlight

**Contact your utility providers (water, natural gas and electricity) to restore service:**

- Water – Call Underground Services at 780-799-5823
- ATCO Electric: Toll-free 24-hour emergency outage line, 1-800-668-5506 or visit [www.atcoresponds.com](http://www.atcoresponds.com).
- ATCO Gas: Toll-free 310-5678 (Monday to Friday, 7 a.m. - 9 p.m., Saturday and Sunday, 9 a.m. to 5:30 p.m.)
  - ATCO Gas will only supply gas to houses once the owner has contacted ATCO to do this and someone is available in-person to meet an ATCO technician.

*As temperatures drop, water pipes in your home are at an increased risk of freezing damage. Homeowners with a standing home are strongly encouraged to restore gas service to their home to avoid damage due to cold weather.*

### **Here are additional tips for safely returning to your home or business:**

- Contact your insurance company to discuss claim options.
- Contact your bank to discuss mortgage or loan payment deferrals.
- 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.
- Perform your routine winter weather maintenance and preparations.
- Do not allow children or pets to play in the areas damaged by the fire.
- 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.
- If you smell gas, exit your home IMMEDIATELY and call ATCO Gas at 1-800-511-3447.
- 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 the PULSE Line at 780-743-7000.
- 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.
- Turn the flashlight on before you enter the home and don't try to use any electrical light switches. Turn all your appliances "OFF."
- After your electricity and natural gas have been restored, check your appliances to ensure everything is operating properly.
- It is important to wash your hands if they come in contact with ash.
- 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.

## Cleaning your home

This tip sheet provides general cleaning information for when you begin your cleanup process.

- 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 micro-fiber 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 odor 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.
- Keep all receipts: Remember to keep all receipts for cleaning and other expenses to provide to your insurance company for possible reimbursement.

## **Clean-up Kits:**

The Canadian Red Cross is offering clean-up kits to assist evacuees with cleaning their homes. The kits are free and available for pick-up at every Information Centre.

The Smoke Clean-up Kit includes:

- One full release smoke odor fogger
- One Tap-A-Drop .5 ounce concentrated liquid deodorizer for washing machine
- Two pairs leather-palm work gloves
- Ten 3ml contractor garbage bags
- Rayovac DIYAAA indestructible flashlight with 3-AAA batteries included
- One Duracell 4-pack AAA Batteries
- Sani-Wipes 5"x8" Surface Antibacterial Wipe
- One Empty 32 ounce plastic spray bottle with trigger spray
- One Bully 2 Cleaner – 32 ounce bottle all-purpose cleaner/disinfectant
- One roll of toilet paper
- Two pairs Blue Nitrile exam-style gloves – 2 pairs
- Two pairs safety glasses – clear lens
- CRC Drawstring Backpack – 210 Denier backpack with 1-color CRC logo imprint

## Preventing mold

If your home was damaged by the wildfire, you will need to get rid 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 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 Alberta Health Services’s webpage, *Steps for Mold Remediation in Private Homes*.
- 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.
- 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 750ml 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 to remove excess moisture from the air inside your home.
- Remove stained rugs, curtains and soft furniture: Soot is oily and can stain rugs, curtains and soft furniture. Move these items outside before you try to clean or deodorize them.

For more information, please refer to the Alberta Health Services webpage, *Steps for Mold Remediation in Private Homes*.

## 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.

For more information about food safety, please refer to the Alberta Health Services webpage, *Returning To Your Home*.

### **Your freezer or refrigerator:**

Damaged freezers and refrigerators from a fire event are an insurable expense with most insurance packages. Talk to your insurance company for possible reimbursement.

If you are under-insured or uninsured, contact the Canadian Red Cross for information about support that they can offer for disposing of and replacing your freezer or refrigerator. Canadian Red Cross can be contacted at 1-888-553-5505.

### **Municipal waste disposal:**

The municipal landfill is open seven days a week, from 8 a.m. to 8 p.m.

Residential tipping fees have been waived for all waste brought in a personal vehicle to the municipal landfill, until October 31, 2016.

If you have any questions about how to safely dispose of spoiled food, please contact the AHS Environmental Public Health Office at 780-791-6078.

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

## **Pets**

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

### **My door lock was changed during the pet reunification process and I can't get into my home. What do I do?**

Please contact RMWB Animal Control at 780-788-4200. They will give you your new keys.

### **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.

### **I wasn't able to claim my pet before the deadline for pet reunion passed. What do I do now?**

All unclaimed pets have now been considered abandoned and have been placed for adoption with rescue groups. If you have not been reunited with your pet, please call the main Municipal Law Enforcement line at 780-788-4200. Inquiries about specific lost or impounded pets will be directed to the Animal Care & Control Centre who will provide you with more assistance locating your pet.

### **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 for how to respectfully dispose of your pet. For more information and assistance, please contact RMWB Animal Control at 780-788-4200.

If your questions about pets have not been answered, please contact municipal Animal Control at 780-788-4200 or the Fort McMurray SPCA at 780-743-8997 for further information.

## **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.

If you want third-party assistance with your insurance provider, contact the Insurance Bureau of Canada at 1-844-2ask-IBC (1-844-227-5422) or [FortMacFire@IBC.ca](mailto:FortMacFire@IBC.ca).

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

For information on available assistance, contact the following:

- Canadian Red Cross: 1-800-565-4483 or [www.redcross.ca](http://www.redcross.ca)
- PULSE Line: Wood Buffalo Call Line 780-743-7000
- Wood Buffalo Business hotline: 1-855-769-2249

### **Restoration Contractors:**

- As much as possible, work with and through your insurance company. They will know reputable restoration contractors that can help you and that 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 that 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. If you are in Wood Buffalo, please call 780-427-4088, and if outside of Wood Buffalo, please call 1-877-427-4088. They can help provide you with more information about various consumer issues.

# Frequently Asked Questions

## **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](#), 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?**

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 Services:**

### **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 PULSE Line at 780-743-7000.

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

Normal residential waste collection has resumed.

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

The municipal landfill is open seven days a week, from 8 a.m. to 8 p.m.

## Home and Property:

### Do I need to get my home inspected?

Please talk to your insurance provider. Refer to the tip sheet in this package provided by the Insurance Bureau of Canada.

### Do I need permits to begin repairing my house?

Depending on the extent of damage, permits may be required to complete repairs on your home. For more information on the permitting process, including checklists, guidelines and an application form, please go to [rmwb.ca/demolition](http://rmwb.ca/demolition).

### 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/yymmfire](http://rmwb.ca/yymmfire).

## Staying informed:

### Where can I find more details so that I can stay accurately informed?

Regional Municipality of Wood Buffalo

- Here for You information sessions every Thursday evening: [rmwb.ca/engage](http://rmwb.ca/engage)
- Regional Municipality of Wood Buffalo website: [rmwb.ca/yymmfire](http://rmwb.ca/yymmfire)
- Twitter: [@RMWoodBuffalo](https://twitter.com/RMWoodBuffalo)
- Facebook: [facebook.com/rmwoodbuffalo](https://facebook.com/rmwoodbuffalo)
- PULSE Line: 780-743-7000
- Wood Buffalo RCMP **non-emergency line**: 780-788-4000

Government of Alberta

- Phone: 310-4455
- Website: [emergency.alberta.ca](http://emergency.alberta.ca)
- Twitter: [@YourAlberta](https://twitter.com/YourAlberta)
- Facebook: [facebook.com/youralberta.ca](https://facebook.com/youralberta.ca)

# TELUS is here to help.

Our hearts and minds are with the Fort McMurray community during this difficult time. TELUS has been working with first responders to keep communications up and running to ensure that you and your family remain connected and supported.

## 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.

Please report services that are not working correctly, or issues with damaged hardware to our Fort McMurray support team at 1-844-44-FTMAC (1-844-443-8622). We can also work with you to discuss temporary service options, if required.

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

TELUS understands that it may be an extended period of time until 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 service 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 so you can continue to enjoy your TELUS services. 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, no matter your location.

OR

- **Place your account on 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

During the evacuation period, TELUS provided Home Solutions and Mobility service credits to help you stay focused on what matters most. No action is required from you at this time, and your service credits have been automatically applied to your account.

At TELUS, we're committed to delivering the best service possible and we are here to help you through this challenging time. For support, including help with your TELUS Mobility service or mobile device, please call the dedicated Fort McMurray 24-hour toll free line at 1-844-44-FTMAC (1-844-443-8622).

# 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.

## Natural Gas

- Contact your retailer to arrange to have natural gas service restored to your home or business. A list of retailers can be found at <http://ucahelps.alberta.ca>.
- Once you have contacted your retailer, we will schedule an appointment to restore natural gas service and relight your appliances to your home or business.
  - ATCO employees wearing company-issued photo identification will visit homes and businesses to do a natural gas safety inspection, relight natural gas appliances and ensure they are working properly.
  - You must be at your home or business for ATCO to restore natural gas service and relight your appliances.
  - There is no charge for this service.
- In the unlikely event customers arrive home and smell natural gas, you should leave the building immediately and call the Gas Emergency line toll-free at 1-800-511-3447 or call 911.
- Gas Customer Assistance Centre: toll-free 310-5678 (Monday to Friday, 7 a.m. – 7 p.m.)

## Electricity

- If you don't have electricity, please check your main electric panel and breaker - a blown fuse or tripped breaker could be the cause. Simply moving any tripped switches to the 'on' position can restore electricity. If this doesn't restore electricity to your home, please call the Electricity 24/7 emergency outage line at 1-800-668-5506.
- 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.
- Electricity Customer Assistance Centre: toll-free 1-800-668-2248 (Monday to Friday, 7 a.m. – 5:00 p.m.)

For customers who have contacted their retailer to end electricity or natural gas service please call them to reactivate the account. For customers who have not contacted their electricity or natural gas retailer, no further action is 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

### **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.

### **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 Contact List

- PULSE: Wood Buffalo Call Line 780-743-7000
- Alberta Health Link: 811
- Alberta Health Services Mental Health Helpline: 1-877-303-2642
- Alberta Government Consumer Contact Centre: 1-877-427-4088
- Alberta Government Information Line for evacuees: 310-4455
- Alberta Works: 1-888-644-5135
- Insurance Bureau of Canada: 1-844-2ask-IBC (1-844-227-5422)
- Service Alberta Consumer Contact Centre: 780-427-4088
- Canadian Red Cross: 1-888-553-5505
- Canadian Mental Health Association's 24-hour *211 Alberta* information line: 780-482-4636
- ATCO Gas: Toll-free 310-5678
- ATCO Electric: Toll-free 1-800-668-2248
- Fortis Alberta: Toll-free 1-866-717-3113
- TELUS Mobility: Dial \*611 on a TELUS mobile phone or 1-866-558-2273
- TELUS Internet: 1-888-811-2323
- Shaw Toll-free: 1-888-472-2222
- Trans Alta: 403-267-7110
- Bell Mobility: 1-800-667-0123
- Bell TV: 1 888-759-7434







REGIONAL MUNICIPALITY  
OF **WOOD BUFFALO**

*Alberta*   
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