

Re-Entry and Recovery Support Resources and Information



Nazko - May 2018

Following a flood, it is important to restore your home as soon as possible so your health is protected and further damage to your house and its contents is prevented. Please read the following re-entry guide before returning home:

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/preparedbc/know-the-risks/floods>.

Emergency Support Services (ESS) will be closed after the evacuation order is lifted. For emergency, re-entry or recovery support please call the CRD's public information line at 1-866-759-4977 during business hours.

Disaster Financial Assistance

Disaster Financial Assistance is a provincial program administered by Emergency Management BC to help individuals recover from uninsurable flooding disasters. Please coordinate with your insurance provider to determine if you have existing flood coverage and contact the Province's Disaster Financial Assistance (DFA) program for uninsurable losses. For more information about DFA, Google "DFA BC" to access the following:

- Factsheet about the DFA program: <https://bit.ly/2KDGzJW>
- DFA Website: www.gov.bc.ca/disasterfinancialassistance
- DFA Forms: <https://bit.ly/2JSAeZP>

DFA Contact Number: 1-888-257-4777 to leave a message and request a call back. This number is checked frequently and your call will be returned shortly.

Completed claim forms can be faxed to DFA at 250-952-5542 from the CRD satellite office in Quesnel, located at #102-410 Kinchant Street during regular business hours: 8:00 am – 12:00 pm & 1:00– 4:00 pm, Monday to Friday.

Public computers can be used at CRD library locations to access forms and complete online applications. DFA can be emailed at DFA@gov.bc.ca.

Water & Sewer Information

If your well has been flooded, assume that the water in your home is not safe to drink. You will have to disinfect your well before it is safe to use it. Check with the local environmental health officer to find out how to do this (contact information below). You may want to read "How to Disinfect Drinking Water" found at <http://www.healthlinkbc.ca/healthfiles/hfile49b.stm>.

Flooding may cause damage to your sewage disposal field if you use the system before floodwaters have dropped below the distribution trenches in your septic field. Talk to your local environmental health officer before using your septic system after a flood.

Northern Health's Environmental Health Officer can be reached at 250-983-6814, or by email at brian.steeves@northernhealth.ca to answer questions about health and homes, sewer and drinking water safety, and free water testing for bacteria (please contact for a sample collection bottle, only Northern Health's collection bottle will be accepted).

For more information about sewer and water systems after a flood, please read: <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/preparedbc/know-the-risks/floods>.

Canadian Red Cross To register with Red Cross or ask questions about assistance available, call 1-888-800-6493, or go online at www.redcross.ca.

building communities together

Re-Entry and Recovery Support Resources and Information

Nazko May 2018



Waste Disposal For disposal of sandbags and uncontaminated household waste, the Baker Creek Transfer Station at 4831 Nazko Road and the Nazko Landfill at 9611 Baezaeko Road will be open normal operational hours. Do not place sandbags in dumpsters or trenches, ask the attendant or follow the signage. Before disposing construction and demolition waste materials, and contents of homes and outbuildings, call the CRD Environmental Services department at 250-392-3351 or 1-800-665-1636.

Remaining On Evacuation Alert While it is safe to return to the area, there is still potential for future flooding, which is why the area remains on evacuation alert. Residents must be prepared in case the area receives a future evacuation order on short notice. Information about what to do when on evacuation alert is listed below.

Residents returning to the area are strongly encouraged to register for the Cariboo Chilcotin Emergency Notification System to receive a text, call or email regarding Evacuation Alerts and Orders: <https://member.everbridge.net/index/453003085612292#/signup>

Since the area remains on evacuation alert, residents should remain prepared for an evacuation by:

- Having a plan to transport all family members or co-workers outside the area, should the area be brought back under evacuation order.
- Keeping essential items readily available for a quick departure, including medications, eyeglasses, valuable papers (i.e. insurance), immediate care needs for dependents and, if you choose, keepsakes (photographs, etc).

- Ensuring that any dependents are prepared for departure.
- Ensuring that pets and livestock remain in a safe area.
- Ensuring that you have accommodation options for your family, if possible. A Reception Centre will be made available again if required.
- Monitoring reliable news sources for evacuation order information. Further information will be issued as it becomes available.

Contacts and More Information

- **CRD Emergency Information Line:** 1-866-759-4977 (8 a.m. - 4:30 p.m.)
- **CRD Recovery Contact:** 1-866-759-4977 (8 a.m. - 4:30 p.m. weekdays) Recovery@cariboord.ca
- **Provincial Emergency Reporting Line:** 1-800-663-3456 (after-hours emergencies)
- **CRD Website – Emergency Operations Centre** cariboord.ca/services/emergency-and-protective-services/emergency-operations-centre-eoc
- **CRD Website – Emergency Preparedness** cariboord.ca/services/emergency-and-protective-services/emergency-prep
- **CRD Emergency Operations Facebook Page** facebook.com/CRDEmergencyOperations
- **Drive BC – Road Closures and Updates** drivebc.ca
- **Rural Road Conditions** <https://www.tranbc.ca/current-travel-advisories/>
- **Resource Road Conditions** www2.gov.bc.ca/gov/content/industry/natural-resource-use/resource-roads/local-road-safety-information

building communities together