

2016 Wildfires
May 7, 2016

IMPORTANT INFORMATION FOR DISPLACED RESIDENTS

General Information

Do not return to your communities until your local authorities have given permission to do so. The most up to date information can be found at emergency.alberta.ca

Red Cross

We want to ensure that all evacuees have access to the services you may need in the time ahead – no matter if you're in an evacuee reception centre, staying with family and friends or staying at a hotel or campsite. Please register your contact information at Alberta Red Cross at **1-888-350-6070** or online at www.redcross.ca by clicking on the link for evacuees of the Alberta fires. This will allow us to reach you as more information becomes available.

Family members and evacuees trying to reunite can also contact the Red Cross at the toll-free number.

Services and resources are also available at evacuee reception centres. If you have registered at one of the local evacuee reception centres, you don't have to re-register with the Red Cross.

Everyone in affected communities is encouraged to stay connected to local authorities and to obey evacuation orders in order to keep themselves and their loved ones safe.

Emergency Financial Assistance – Debit Cards

The Government of Alberta will be providing \$1,250 per adult, and \$500 per dependent in emergency financial assistance to people who have been displaced. This assistance will likely be provided in the form of pre-loaded debit cards. Details of how and when this assistance will be available will be announced with full details on how to access by May 11, 2016.

Evacuee Information

Financial Supports

Evacuees should keep all receipts for food purchases, accommodations and other expenses for possible reimbursement.

If you've suffered a property loss, contact your insurance provider. You may be entitled to additional living expenses under your insurance policy.

If you cannot recall your insurance provider, contact the Insurance Bureau of Canada's consumer information line for assistance at **1-844-227-5422** or by email at FortMacFire@ibc.ca.

Insurers are mobilizing staff to visit evacuation centers to assist, while additional claims adjusters, including independent adjusters from other jurisdictions, are currently being sourced to handle the anticipated high-volume of claims activity.

Seniors Financial Assistance

If you are a senior and have any questions about Seniors Financial Assistance programs, please call **1-877-644-9992** or within Edmonton call **780-644-9992**.

Employment Information

Individuals with employment related questions around employment standards such as getting paid while businesses are closed or have been destroyed in the fire should call the Employment Standards Contact Centre at 1-877-427-3731 or within Edmonton call **780-427-3731**.

Temporary Foreign Workers who have lost their jobs and have questions should contact the TFW Advisory Office at 1-877-944-9955. If they've lost their work permits or other important documents, they should contact their country's consular office for replacement passports.

Government of Canada - Employment Insurance

The Government of Canada has put in place a reference code to facilitate and accelerate the processing of Employment Insurance (EI) claims for affected workers.

If you are an affected worker, please enter the following reference code online:
4812012016030516

Affected workers are encouraged to apply for EI benefits online or in person, as soon as possible, even without a Record of Employment. All claimants are encouraged to sign up for direct deposit when completing applications for benefit payments such as EI, the Canada Pension Plan and Old Age Security. This is most effective and surest method of payment that will ensure you receive your payment without disruption.

Evacuee Information

The Fort McMurray Service Canada Centre is currently closed. To find your closest Service Canada locations visit: <http://www.servicecanada.gc.ca/tbsc-fsco/sc-hme.jsp?lang=eng>

Aboriginal Supports

The following Child and Family Services Delegated First Nation Agencies' offices are closed:

- Athabasca Tribal Chiefs Child and Family Services (serves Athabasca Chipewyan First Nation, Chipewyan Prairie First Nation, Fort McKay First Nation, Mikisew Cree First Nation and Fort McMurray #468 First Nation)

Individuals or families requiring immediate supports should call the number provided to be connected to the on-call worker:

- Business hours: Call **587-645-3437**
- After hours – Call **1-800-638-0715**

Road Closures

For the most up-to-date information on highway conditions and closures go to www.511.alberta.ca, follow @511Alberta or call **511**.

Highways between Edmonton and Fort McMurray are experiencing unusually high volumes of traffic. Please exercise extra caution if travelling.

Social Support Services

Assured Income for the Severely Handicapped (AISH)

Website: <http://www.humanservices.alberta.ca/locations/offices.html#OfficeType=AISH>

If you are:

- an AISH recipient, and
- are impacted by the wild fires,

Call the Athabasca AISH office at **780-675-6853** from 8:15 am to 4:30 pm, Monday to Friday. To call toll free, dial **310-0000** then enter **780-675-6853**. In addition to financial and health related assistance, AISH clients in emergency situations may also be eligible for personal benefits.

Income Support and Alberta Works

Affected Alberta Works clients receiving benefits from the Alberta Works Income Support program are advised to call the Cold Lake Alberta Works Centre at [780-594-1984](tel:780-594-1984) (toll free at [310-0000](tel:310-0000) then [780-594-1984](tel:780-594-1984)) during regular office hours. After hours, evacuees can call the 24-hour Income Support Contact Centre at [1-866-644-5135](tel:1-866-644-5135) (then press 1) or within Edmonton call [780-644-5135](tel:780-644-5135).

Clients can also send an email to iscc@gov.ab.ca to find out how to receive benefits.

Evacuee Information

Persons with Developmental Disabilities (PDD)

Individuals and families needing human, financial, or in-kind assistance to connect with loved ones or find accommodations can contact the PDD Program Branch at **780-427-1177 ext #3** or Disability Services at **780-415-2466**.

Children and Youth Services

For information on child intervention and child care, Fort McMurray and area residents may contact **1-800-638-0715**.

Family Support for Children with Disabilities

Fort McMurray and area residents may contact (toll free in Alberta dial **310-0000**), then **780-427-2551** for support and information (Monday to Friday during regular office hours).

The **Alberta Infant and Young Child Feeding** in Emergency Support is available, licensed, and trained for emergency situations, and are experts in providing critical support to women with infants in emergency disaster situations.

Services include:

- triage for mom and baby pairs to assess their needs
- setting up breastfeeding tents
- providing lactation consultants, and
- providing education to new mothers about what to expect in an emergency situation and what they should be aware of.

Telephone: **1-888-272-9756**

Email: iycfehelp@gmail.com

The **Northeast Alberta Child and Family Services** office in the Fort McMurray Provincial Building is closed.

Evacuee Information

Alberta Health Services

There are resources and services available to help you and your loved ones cope with health care needs and stress in the aftermath of fires.

There are a number of resources available; health care, mental health resources, important contacts, staff updates and emergency preparedness tips. You can visit www.ahs.ca/wildfire for more information. Remember, it is okay to ask for help. Everyone deals with stress differently and a traumatic event can have a big impact.

Emergencies: Anyone in need of immediate medical attention should go to the nearest health centre. Call Health Link to find the nearest health care facility. If this is an emergency, call **911**.

Mental Health Resources: AHS Mental Health is present at Lac La Biche, Suncor Firebag Village and St. Paul in the North Zone, Northlands Expo Centre in Edmonton and will soon be at SAIT in Calgary. Experiencing a disaster such as the Fort McMurray fires can be incredibly stressful and overwhelming.

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

Health advice: For 24/7 health advice call Health Link Alberta at **1-866-408-LINK (5465)** or **403-943-LINK (5465)** in Calgary.

Health Services: Residents looking for nearby health services, including dialysis, should call **Health Link Alberta** at **1-866-408-LINK (5465)**.

Hospitals and other health care facilities: For up-to-date information on facilities visit www.albertahealthservices.ca/8644.asp or call Health Link Alberta at **1-866-408-LINK (5465)**.

Prescriptions and medication: Evacuees who have personal identification and a means to pay can visit any community pharmacy and have their prescriptions looked up online through Netcare.

Evacuees without personal identification should visit an evacuation centre. Medical staff or pharmacists will assess patients and either administer necessary drugs or provide a bridging prescription, with directions to community pharmacies that can assist them.

Health Care Insurance Cards:

To get a replacement card at no cost, you can contact us at 780-427-1432 or toll free at 310-0000 then 780-427-1432 when prompted.

Your Alberta Personal Health Card can be mailed to a temporary address.

Evacuee Information

Education - Kindergarten to Grade 12

Provincial Achievement Tests (PATs)

All Grades 6 and 9 Provincial Achievement Tests have been cancelled for the following students:

- Fort McMurray Public School District
- Fort McMurray Roman Catholic School District
- Anzac and Fort McKay schools within Northland School Division
- École Boréal within Greater North Central Francophone Education Region (Conseil scolaire Centre-Nord)

**Please note: any student evacuated due to the wildfires wishing to take their PAT exam can do so in the school they have registered with.

Diploma Exams

Alberta Education will provide an update on the status of June diploma exams for students within affected school authorities as soon as information becomes available.

School Registration

Students displaced from Fort McMurray and surrounding communities due to the wildfires are encouraged to register in a school to continue their studies. For further information, please contact the local school division.

Education – Post-secondary

Website: keyano.ca

Keyano College's Clearwater and Industrial campuses are closed until further notice. Please check the Keyano website for the most up to date information.

Student Aid

Website: studentaid.alberta.ca

Post-secondary students with questions about their Alberta student loans can call **1-855-606-2096**, Monday through Friday, 7:30 a.m. to 8:30 p.m. (MST)

Apprenticeship and Industry Training

Website: tradesecrets.gov.ab.ca

Due to the fire the Apprenticeship and Industry Training (AIT) office in Fort McMurray is closed. Apprentices or journeypersons with any questions can call the AIT Information line at 1-800-248-4823, Monday through Friday, 8:15 a.m. to 4:30 p.m. (MST).

Evacuee Information

Driver's Licenses and Identification Cards

If your documents, such as driver's licences or ID cards, were left behind during the evacuation, new cards can be issued free of charge at a registry agent. A list of registry locations can be found at the Service Alberta website at www.servicealberta.gov.ab.ca.

Your identity will be confirmed by the registry agent using a variety of checkpoints including

- reviewing the images of you that they have on file,
- comparing your signature with what is on file, and
- asking you questions about your previous address, phone numbers, and vehicle registration information.

New cards will be delivered and expedited to the registry agent for pick up or delivered to an alternate address located in an area NOT affected by the fires.

If found, your previous card will now be invalid. You must either surrender it when picking up the new card or securely destroy it.

Expiring driver's licenses and registrations across the province will be deemed valid until evacuation orders are lifted.

Replacement birth certificate

If you do not have an Alberta's driver's licence or ID card, you can designate someone else to request the certificate on your behalf. This person is called a designated agent and they will be asked to complete the designated agent part of the application form and show their identification.

Both of you will need to fill out a form by visiting a registries location. A list of registries and locations can be found at the Service Alberta website at www.servicealberta.gov.ab.ca.

The applicant requesting the birth certificate will fill out the applicant portion of this form. The designated agent swears a declaration on the form that they have known the individual for a year or more.

Canada Post

Canada Post is working on a plan to get you your mail as soon as possible. Until then, your parcels and mail are being held in a safe and secure facility in Edmonton.

Plans are expected to be finalized within one week, at which point Canada Post will let you know via Twitter, Facebook and the Canada Post website how and where to pick up your packages.

Evacuee Information

Pets – Information added as it becomes available

Evacuees who had to leave animals at home:

780-743-7000 Pulse

780-788-4200 (Regional Municipality of Wood Buffalo)

Pets at reception centres:

Reception centres in the Regional Municipality of Wood Buffalo and Edmonton are accepting evacuees and their pets, if the pets are in a crate and have food.

Alberta SPCA

The Edmonton Humane Society and Edmonton's Animal Care & Control Centre are coordinating animal care for people arriving in Edmonton, with assistance from the Alberta Veterinary Medical Association.

Anyone wanting to assist with companion animal boarding or donations of food and supplies should contact the Edmonton Humane Society. Check its Facebook page for up-to-date information: www.facebook.com/EdmontonHumaneSociety/

Community corrections

If you have an appointment with a probation officer, please call Lloydminster Community Corrections at **780-871-6470** (toll-free in Alberta by dialing **310-0000** first) for information on how to reschedule it.

If you are serving an intermittent sentence at the Fort McMurray RCMP detachment, please call the Fort Saskatchewan Correctional Centre at 780-992-5900 (toll-free in Alberta by dialing 310-0000 first) for information.

Court

The Fort McMurray Courthouse is closed until further notice.

Provincial Court updates: <https://albertacourts.ca/docs/default-source/provincial-court/fort-mcmurray-courthouse-closure.pdf>

Queen's Bench updates: <https://albertacourts.ca/docs/default-source/Court-of-Queen%27s-Bench/fort-mcmurray-closure-qb.pdf>

Evacuee Information

Alberta Culture and Tourism

Alberta's provincially-owned and operated historic sites and museums invite all those displaced by the wildfires to take some time with family and friends with free regular admission to any one of our 17 family-friendly facilities across the province, May 15 to September 5. Just present your photo ID or provide your postal code and be our guest. With plenty of activities for kids and adults too, it's an opportunity to take a much-deserved break.

Alberta Provincial Heritage Facilities – Offering Free Admission to Fire Evacuees

- Brooks Aqueduct, Brooks
- Father Lacombe Chapel, St. Albert
- Fort George and Buckingham House, Elk Point
- Frank Slide Interpretive Centre, Crowsnest Pass
- Head-Smashed-In Buffalo Jump World Heritage Site, Fort Macleod
- Historic Dunvegan, Dunvegan
- Leitch Collieries, Crowsnest Pass
- Lougheed House, Calgary
- Oil Sands Discovery Centre, Fort McMurray (Closed until further notice)
- Provincial Archives of Alberta, Edmonton
- Remington Carriage Museum, Cardston
- Reynolds-Alberta Museum, Wetaskiwin
- Royal Tyrrell Museum of Palaeontology, Drumheller
- Royal Tyrrell Museum Field Station, Dinosaur Provincial Park
- Rutherford House, Edmonton
- Stephansson House, Markerville
- Ukrainian Cultural Heritage Village, Mundare (Opens on May 23)
- Victoria Settlement, Smoky Lake

Note: Royal Alberta Museum is currently closed to the public as it prepares for its move to downtown Edmonton.