



# ROCKY VIEW COUNTY

## EMERGENCY MANAGEMENT

### RE-ENTRY GUIDE

June 2024

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## 2. ACRONYMS AND DEFINITIONS

Abbreviation	Definition
AAR	After Action Report/s
AEMA	Alberta Emergency Management Agency
EOC	Emergency Operations Centre
GIS Maps	Geographic Information System Maps
HIRA	Hazard Identification and Risk Assessment
HR	Human Resources
MOU	Memorandum Of Understanding
MST	Mountain Standard Time
NDRF	National Disaster Recovery Framework
PDA's	Preliminary Damage Assessments
PFA	Psychological First Aid
PIO	Public Information Officer
REMA	Regional Emergency Management Agency
REMP	Regional Emergency Management Plan

### 3. INTRODUCTION

#### 3.1 Purpose

This plan outlines protocols for an orderly re-entry process designed for the safe and timely return of citizens, emergency responders, businesses, and critical service providers following an evacuation when re-entry is restricted or not possible.

This plan will be enacted by the Emergency Coordination Center Director or by the Director of Emergency Management, if:

- Rocky View County experiences, with or without warning, disaster conditions, including but not limited to floods, tornadoes, fires, storms, or any combination thereof, that result in (1) a Declaration of State of Local Emergency and (2) an Evacuation Order of all or part of the County by the Director of Emergency Management, and/or Reeve.
- Hazardous material incidents at either a fixed site or in transit, or acts of terrorism, or other events without warning, or any incident that causes wide-scale evacuation may also precipitate the use of this plan.

Rocky View County Communities and Businesses will be allowed re-entry if the County determines that there are suitable conditions, and the area is safe for residential and business re-entry.

#### 3.2 Legislation

The Municipal Government Act and Emergency Management Act establish the province's legal basis and framework for managing emergencies.

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Part 1

Purposes, Powers, and Capacity of Municipalities

Municipal purposes

3 The purposes of a municipality are.

- (a) To provide good government
  - (a.1) To foster the well-being of the environment,
  - (a.2) to foster the economic development of the municipality,

- (b) to provide services, facilities, or other things that, in the opinion of council, are necessary or desirable for all or a part of the municipality,
  - (c) to develop and maintain safe and viable communities, and
  - (d) to work collaboratively with neighboring municipalities to plan, deliver and fund intermunicipal services.
- The Emergency Management Act provides the legislative framework for local and provincial management of emergencies and disasters.

### **3.3 Trigger for Re-Entry**

While the trigger for re-entry will be different for each community and each type of disaster, it should occur when the Director of Emergency Management, in consultation with the Incident Commander and the Recovery Manager determines that it is safe to return.

The decision to re-enter may be based on information provided by a few agencies including but not limited to:

- Elected Officials
- Chief Administrative Officer
- Director / Deputy Director of Emergency Management
- Local Emergency Social Services Staff
- Community and Regional Planners
- Law Enforcement, Fire/Rescue and Emergency Medical Services / Public Health and Safety Personnel
- Public Information Officer / Communications
- Public Works / Engineering Departments
- Multi-modal transportations providers
- Supporting social service agencies and volunteer organizations
- Neighboring jurisdictions
- Alberta Emergency Management Agency Field Officers
- School Boards
- Industry
- Utilities / Critical Infrastructure Stakeholders
- Health Authorities
- Environmental Authorities
- Special Interest Groups (livestock producers)
- Regulatory bodies (e.g., Transport Canada)
- Provincial and Federal Partners
- SPCA or Animal Rescue Groups



### 3.4 Communications

Throughout the re-entry process timely, accurate and consistent communication to residents is crucial. Local authorities should provide regular updates that are accurate, thorough, and coordinated to ensure residents are informed and to dispel rumors.

If available, use of TV, radio, social media, message boards and briefings at evacuation centers all play a part in keeping all affected parties informed. Printed literature in the form of brochures or handouts could also be produced to provide residents and businesses with information.

The appointment of an information officer dedicated solely to this task will greatly assist in this process.

Information to be communicated to communities should include but not be limited to:

- If homes have been destroyed or damaged, the impacted homeowners should be notified prior to any announcement of re-entry.
- How and when re-entry will begin
- If a staged re-entry is required, and when will different groups be allowed to enter the evacuated area and reasons why others are excluded.
- Transportation restrictions
- What the re-entry routes are and if control of these routes has been established.
- Location of any Welcome Centers
- Safety considerations, such as how to obtain emergency assistance and the use of personal protective equipment.
- Any limitations of services
- Guidance on re-entering homes. (Specific information should be available pertaining to restoring of utilities, disposal of spoiled food, etc.)

## 4. RE-ENTRY PLANNING

### 4.1 Stage 1 – Damage Assessment

Stage 1 of Re-Entry planning is Damage Assessment. During this stage access should be restricted to agencies and private service providers with key roles in damage assessment.

It is the responsibility of each community to determine the minimum level of service required prior to community re-entry.

To assist with the recovery phase of an emergency or disaster is important to accurately document any damage at all stages of the re-entry procedures.

Initially, resources should provide detailed damage assessment and safety planning. Areas for consideration may include:

- **Structures**  
A systematic approach should be introduced to assess all structures for safe access and a system implemented for easy identification of condition. For example, red card for uninhabitable, green cards for habitable. Additionally, it may be helpful to differentiate between residential and commercial buildings.
- **Water and Wastewater Services**  
All water and wastewater services should be inspected in accordance with industry standards for damage and connectivity to structures. All source water intakes, water treatment plants, reservoirs, water distribution lines, sanitary lines, wastewater treatment plants, as well as storm water collection and outfall must all be inspected, repaired, and certified to safe conditions. The availability of water and whether it is potable must be known and shared to service providers entering the area at this stage.
- **Air Quality Conditions**  
Information about outdoor air quality, particularly when an active fire may still be present in the region, may be provided by Alberta Health, Alberta Environment and Parks. Smoke and other contaminants (e.g., oil and gas release) that may have impacted or caused a poor or hazardous outdoor air quality condition may also penetrate buildings through active or passive intrusion. Service providers returning to buildings which may have been subjected to poor air quality events should enter buildings with caution or consider having them pre-inspected before re-entry depending on the reason for evacuation.

- **Gas and Electric**  
All gas and electric lines and facilities should be inspected by responsible utilities service providers. Services must be restored prior to re-entry.
- **Access Routes**  
A hazard assessment of all transportation modes and associated infrastructure must take place.
- **Telecommunications**  
Voice and data lines, towers and stations must be restored.
- **Accommodation / Food**  
Consideration should also be given to the availability of accommodation and food for contractors if required.
- **Consideration of where and how debris (solid or liquid) will be stored, transported, and disposed of.**  
Secondary hazards (i.e., intrusion of wildlife, infectious disease, proliferation of rodents, flies, or other insects) are more likely if wastes are not considered and controlled early in the planning phase.

This stage allows for the re-entry of agencies and groups that play key roles in restoring normal operations after a disaster.

- **Search and Rescue, Law Enforcement**
- **Infrastructure and Utilities Repair personnel:** County and Municipal Agencies must be permitted immediate access to evaluate essential services such as water, lighting, and communications are restored and infrastructure in intact.
- **Official Damage Assessment Teams** may include Provincial, Municipal Officials and/or Contractors.
- **Other personnel** at the discretion of the County Emergency Coordination Center or Director of Emergency Management. (Examples may include farmers, business owners etc.)
- **Agriculture Services – Enact Agriculture Services Branch for:**
  - **Farmers –** to inspect/care for livestock, and farm structures.
  - **Disposal services** for deceased animals/debris removal
  - **Any other situation** that is not covered under this section.
- **Any other service** deemed necessary by the County.

## 4.2 Stage 2 – Restoration of Services

Stage 2 of Re-Entry is the restoration of services required in a community to enable safe, sustainable living to an acceptable level. It should be noted that this new level of services is not likely to be the same level services were BEFORE the evacuation.

This stage allows for the re-entry of other critical groups, residents, and businesses. Entry is based on the determination of the Regional Emergency Coordination Centre or the Municipality and public Safety personnel. These necessities represent the bare minimum; full restoration will begin as soon as practicable.

This list is not prioritized.

- Medical Facilities – the minimum level of health services required will need to be defined by Alberta health Services.
- Emergency Services (Fire, Police, Ambulance, 911)
- Water system – functional and able to deliver water, under a boil water advisory if necessary.
- Sewage – collection and treatment system are functioning.
- Garbage – collection and treatment system are functioning.
- Storm water collection and discharge.
- Gas and Electric – Restoration of gas and electric facilities.
- Communications – Restoration of communications.
- Lighting and traffic signals.
- Public Works – Restoration of the public works operations centers, landfill, and waste collection program. The waste collection program should include a specific plan for disposal and decaying garbage white goods, electronics, large amounts of construction and vegetation debris and household hazardous waste.
- Critical Retail – in this context, critical retail consists of a minimum number and types of grocery stores, pharmacies and gas stations that are required to support re-entry. Restoration of these businesses will be done under the control of their owners/managers and will include disposal of any spoiled product, any debris or damage including spoiled food.
- Banking – Facilities should be available for all residents to have access to banking and cash services.
- Donation Management – Capacity to accept and organize contributions.
- Daycare and education facilities.

These groups include the following:

- Relief workers: will be needed to provide food and other supplies for people in impacted areas who did not evacuate.
- Health Care Agencies: hospitals, nursing homes, assisted living facilities, and dialysis centers.
- Grocery Stores, pharmacies, banks, gas stations, and hotels.
- Insurance Agents.
- Agriculture Services – Enact Agriculture Services Branch for:
  - Farmers – to inspect/care for livestock, and farm structures.
  - Disposal services for deceased animals/debris removal.
  - Any other situation that is not covered under this section.
- RVC County and Municipal Officials will make the decision and permit residents and business operators to return to impacted areas based on an overall evaluation of the situation.
- Residents and business operators will be allowed to re-enter their communities when their governing jurisdictions, in consultation with the Regional ECC, agree that the following factors are resolved:
  - Critical Infrastructure: is repaired to provide a basic level of service. Access to water/electricity/gas.
  - Access to major routes is intact and passable.
  - Access to mental health support.
  - Access to food/pharmaceutical/banks/gas stations.
  - Open and safe transportation to/within the community.
  - Public Health: Emergency services are restored, access to emergency medical care/transportation is restored and threats have been minimized.
  - Public Safety: threats/hazards have been minimized.
  - Local government is re-established.

### 4.3 Stage 3 – Community Re-Entry

During Stage 3, considerations should be given to the size and demographics of the evacuated population.

Within the affected area, certain streets or locations may still be closed. There may be additional law enforcement patrols or other activities to protect life and property.

With large scale re-entry plans, it is considered a Best Practice to establish Welcome Centers. Welcome Centers could also act as a centralized facility for Non-Government Organizations and faith communities.

Information available at the Welcome Centre should include:

- Status of water systems, including quantity and safety of drinking water, ability to use wastewater and storm water systems and the location and access to waste disposal services.
- Clean up procedures and the resources available to assist.
- “Clean-up Kits” could be made available for individuals or businesses returning to their properties.
- Psychosocial assistance that is available.
- Health and Safety advice.
- Insurance advice.
- Communications access.
- “Returning to Your Home” guide provided by service providers or industry.
- Where to get updates on weather conditions, outdoor air quality conditions, or flood/forecast information if applicable.

It is important to note that not everyone will visit Welcome Centers; therefore, it is key to ensure that all available information is duplicated on as many communication methods as available.

#### 4.4 Returning to Your Home

A State of Local Emergency may still be in effect.

You are returning to an area that was affected or had the potential to be affected by an emergency incident. We would like to take a moment to thank you for your patience and cooperation during the evacuation.

Your home may be impacted by smoke, ash, chemicals, structural damage, and water damage. This document is intended to be broad-serving and not all the information may apply to your situation.

Your safe return is our priority. Returning home may be stressful and traumatic. [The following package](#) was created to give you the information of what to do and where to get help.

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.

We would also like to take a moment to thank you for your patience and cooperation during the evacuation.

Reminders for Residents as they Re-Enter:

- Drones will continue to do low flyovers overnight around the fire to identify hot spots.
- Watch for trees that have been burnt or partially burnt as they can be unstable and fall unexpectedly.
- Wildlife may have taken shelter in/around your home, garage, or outbuildings. Leaving a door open will allow the animals to return on their own to their natural surroundings. Call a Fish and Wildlife officer for animals that appear injured or unwilling to leave.
- Do not allow anyone to enter or play in areas damaged by fire.
- Watch for ash pits which are commonly found in the root systems at the base of trees and in areas with deep organic soil. If you find an ash pit, do not step in or around it.
- Burned trees and branches which can fall over at any time.
- Burning roots can cause trees to fall.

You can find the re-entry information packages here:

- On the Rocky View County Website at [www.rockyview.ca](http://www.rockyview.ca)
- In print at the Reception Centre located at \_\_\_\_\_.
- At the front desk of your hotel if you are an evacuee.

## Temporary Access Permits

The Temporary Access Permit process is still in place for residents to request access into the evacuation order area. We are accommodating requests into the area when conditions are safe, including for agricultural work.

Complete the temporary Access permit here: [www.rockyview.ca](http://www.rockyview.ca) / Webpage \_\_\_\_\_

If you have any questions, please contact Rocky View County at 403-230-1410

## 4.5 Protect yourself and your family.

### 4.5.1 Re-enter areas burned by wildfire safely

- **Do not** re-enter any areas that were heavily damaged or destroyed by the wildfire until the area has been cleared by the local fire authority.
- Once you are able to enter burned out areas safely, be very careful. Take basic precautions and be aware of hazards to your health and safety.
- If you or your family becomes injured by fire debris, call Health Link at 811, consult your family physician or the local emergency department. You may need medical attention. Even if a dirty wound or puncture injury does not look severe, it could put you at risk for an infection or for tetanus if your immunization is not up to date.

### 4.5.2 What hazards should I watch for?

- Slip, trip, and fall hazards from unstable structures, open pits, or wet and slippery surfaces.
- Sharp objects such as nails, metal, concrete or wood debris.
- Ash, soot, and demolition dust.
- Hazardous materials such as kitchen and bathroom cleaning products, paint, batteries, and fuel containers which have been partially damaged or destroyed.
- Confined or poorly ventilated areas where carbon monoxide may be present from the operation of pumps, generators, or pressure washers. **Be careful entering tight spaces.**
- Pesticides or herbicide containers potentially damaged or destroyed.
- Propane cylinders for heating or from BBQ.



### **Power Lines and Power Poles**

Avoid contact with damaged or fallen power lines and power poles. There may be hidden electrical hazards.

#### 4.5.3 What personal protective equipment (PPE) should I use to enter burned out areas?

Use PPE when entering your home. In particular, people with asthma or respiratory conditions should only spend short periods of time in these areas and wear respiratory protection.

#### **Breathing protection:**

- Use N95 rated masks to help filter out and reduce exposure to fine dust particles such as ash, soot, and other nuisance-type particles. A mask rated N95, when properly fitted (see next section below) will be more effective than a dust mask or surgical mask in blocking particles from ash.
- Look for “NIOSH 95” on the package. N95 means the mask blocks about 95 percent of particles that are 0.3 microns in size or larger.
- Purchase N95 masks at hardware, safety/construction supply businesses and home improvement centers.
- If you cannot locate N95 masks, a well-fitting dust mask may provide some protection during cleanup.

#### **How to Self-Fit N95 Masks**

- Always read and follow the manufacturer's directions when using a mask.
- The mask must cover both the nose and mouth to keep you from breathing in dust and ash.
- If the mask does not have a snug fit, it will not work properly. Correct fit of the respirator requires contact with smooth skin. Masks will not work properly for people with beards or facial hair.
- Always use both straps on the respirator to hold it in place to keep air from leaking around the respirator.
- Do a user seal check, including both positive and negative pressure checks, to verify that you have correctly put on the respirator and adjusted it to fit properly.
  - Negative pressure check - Place both hands completely over the respirator and inhale sharply. Be careful not to disturb the position of the respirator. The respirator should pull into your face. If air leaks around your face or eyes, adjust the nosepiece and straps, and repeat the positive pressure check.

- Positive pressure check - Put your hands over the respirator and breathe out sharply. If your respirator has an exhalation valve be sure to cover the exhalation valve when you exhale. No air should leak out of the respirator if the respirator fits properly. If air leaks out, re-adjust the nosepiece and straps, and repeat the negative pressure check.

### **Protective clothing, gloves, and boots**

- Select “head-to-toe” protection based upon the situation and work to be done. Consider durability, including cut, puncture, abrasion and slip resistance.
- At minimum, wear long sleeve shirts, long pants, or coveralls, leather gloves and boots with thick soles to prevent punctures from sharp objects.

### **Eye, face, and head protection**

- Wear safety glasses or goggles which provide wrap-around protection. Regular sunglasses are not sufficient protection.
- Protective helmets or hard-hats are recommended for clean-up of areas where there is a risk of falling debris due to structural damage to the home.

### **Hearing protection**

- Ear plugs or safety earmuffs should be used when operating heavy machinery or power tools.

## **5. Tip Sheet 1: Steps to take when you return home.**

When returning to a home or business 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. When in doubt, ask for help or seek advice from an expert.

### **5.2 Check the status of your property:**

- Before you return to your home or business, you are encouraged to check the status of your property.
- Do not enter your home if there is any danger of a structural failure or collapse. Check for any visible structural damage to your home that was caused.
  - Roofs and floors may be damaged.
  - The foundation of your home and any brick or cement fireplace chimney can be severely damaged.
  - The concrete foundation of your home may be cracked. It is an unsafe place for you to be trying to retrieve any items or even to climb down to try to see what damage may have happened.
- Try to return to your property during daylight hours.
- Contact your insurance company to discuss claim options and your bank to discuss mortgage or loan payment deferrals.
- Visually check the stability of the trees around your property. Look for damage on the tree trunk or for visible damage of burned tree roots. Any trees that have been damaged by fire may soon become another hazard. They will need to be cut down and removed.
- If you or your family

### **5.3 Prior to traveling home, be prepared with the following:**

- Food supplies (grocery food supplies may be limited)
- Clean drinking water (a boil water advisory is in effect)
- Medication (pharmacies may have limited stock for some time)
- Boots
- Long pants
- A long-sleeved shirt
- N-95 dust mask (regular dust masks not recommended). N-95 masks are available at hardware stores.
- Gloves
- Camera
- Flashlight

## 5.4 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.
- If in the unlikely event you smell natural gas as you enter your home, stop. Leave immediately and contact FORTIS ALBERTA. They will send staff to ensure safe re-entry.
- Check for electrical hazards such as exposed wires. Avoid contact with damaged or fallen power lines and poles.
- 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.

## 5.5 Natural Gas

- The natural gas will be on unless you turned it off before you left.
- If you need help relighting your appliances, call your natural gas provider or use manufacturer's instructions.
- Never try to turn utilities back on until they have been checked first by your local utility provider and they have told you it is safe to do so. It is possible that your municipality and utility service providers may have had to turn off the supply of natural gas, electricity, and drinking water because of this fire.
- If you smell gas or hear a hissing or blowing sound, open a window and leave immediately. Turn off the main gas valve from exit your home IMMEDIATELY and call your utility provider or 911.
- If you shut off the gas supply at the main valve, you will need a professional to turn it back on. Do not attempt to restore any gas or electricity.
- Do not smoke or use oil, gas lanterns, candles, or torches for lighting inside a damaged home until you are sure there is no leaking gas or other flammable materials present.
- Check for electrical hazards such as exposed wires. Avoid contact with damaged or fallen power lines and poles. If there are any hazards, contact FORTIS ALBERTA at 1-866-717-3133 (24/7)

## **5.6 Electricity**

- Check the electrical system unless you are wet, standing in water, or unsure of your safety.
- If the electricity in your home is off, please check your main electric panel and breaker.
- Simply moving any tripped switches to the “on” position may restore electricity.
- If this does not restore electricity to your home, call FORTIS ALBERTA at 1-866-717-3113 (24/7)

## **5.7 Appliances**

- If appliances are wet, turn off the electricity at the main fuse box or circuit breaker. Then, unplug appliances and let them dry out. Have appliances checked by a professional before using them again. Also, have the electrical system checked by an electrician before turning the power back on.

## **5.8 Water: Drinking and household use**

- You should run one of your taps for 1 – 3 minutes to refresh the taste of the water. You can drink, shower, do laundry and use your water as you normally would.
- Check your water and sewer systems including sump pumps and livestock watering devices.

## **5.9 Water and Sewage systems**

- If pipes are damaged, turn off the main water valve. Check with local authorities before using any water. The water could be contaminated. Pump out wells and have the water tested by authorities before drinking. Do not flush toilets until you know that sewage lines are intact.

## **5.10 Food and other supplies**

- Throw out all food and other supplies that you suspect may have become contaminated or come in to contact with floodwater.

## **5.11 Your basement**

- If your basement has flooded, pump it out gradually to avoid damage. The walls may collapse, and the floor may buckle if the basement is pumped out while the surrounding ground is still waterlogged.

## **5.12 Cleaning**

- If you have smoke contamination, do not throw anything away until you contact your insurance company.
- Disinfect items that may have been contaminated by raw sewage, bacteria, or chemicals. Also, clean salvageable items.

### **5.13 To assist with smoke decontamination or deodorizing inside:**

- Wash interior walls and hard surfaces with a steam cleaner or white vinegar.
- Wash or dry clean clothing, linens, and bedding.
- Wash all moveable items with a steam cleaner or microfiber cloth. This includes children's indoor toys.
- Disinfect and deodorize upholstery and fabric window treatments with spray deodorizing products available at most supermarkets. Do not use outdoor masking spray as they only cover up the problem and do not fix it.
- You can also steam clean items including carpets, window coverings, upholstered furniture, and mattresses. Steam neutralizes the odor and carbon film left by forest fires.
- Consider having heating, ventilating and air conditioning units, and all ductwork professionally cleaned to remove soot, ash, and smoke residue. You can change filters when you first return home and then continue to replace them frequently.

Remember to keep all receipts for cleaning and other expenses to provide to your insurance company for possible reimbursement.

### **5.14 To assist with smoke contamination or damage outside:**

- Pressure wash or scrub exterior surfaces including walls, walks, drives, decks, windows, and screens.
- Wash all children outside toys, play structures, and recreational equipment to remove any residual smoke and ash. Replace the sand in sandboxes and clean sand.
- Cut down and remove any trees around your property that have been damaged by fire.
- Wash your hands if they come in contact with ash.

### **5.15 Smoke Conditions**

- Close doors and windows to keep smoke out.
- Close fresh air intakes from furnace, fireplaces, or stoves.
- Turn on your air conditioning if you have it and set it to circulate.
- Use humidifiers.

### **5.16 Pets**

Watch your pets or other domestic animals closely and always keep them under your direct control.

### **5.17 Air quality**

- People with breathing difficulties may want to delay returning home until the air quality improves.
- If you or any of your family members have breathing difficulties or asthma, take all appropriate precautions to protect yourself.
- Lingering smoke and fire ash at your home and yard can temporarily worsen your personal respiratory issues.
- Smoke can irritate the skin, nose, throat, lungs, and eyes and can cause coughing and wheezing.

### **5.18 Mental health**

- For health advice, information on health services, including mental health services, call health Link at 811.

### **5.19 Insurance Information**

- Take pictures of damages. Keep good records of repair and cleaning costs.
- If you can't remember who your provider is, or can't reach your insurance provider, contact the Insurance Bureau of Canada to help understand fire insurance coverage.
- Phone: 1-844-227-5422 (toll-free) E-Mail: [askibcwest@ibc.ca](mailto:askibcwest@ibc.ca) website: [www.ibc.ca/ab](http://www.ibc.ca/ab)

## **6. IF YOU ARE INSURED:**

### **6.2 Take the following steps:**

- Contact your insurance company/broker as soon as possible. The sooner the insurance company is notified, the quicker your insurance claim can be processed.
- Assess and document the damage. Take plenty of pictures of the damage to your home and property. This will help your insurance claim.
- Work with your insurance company and their accredited fire restoration companies to try to restore or rebuild your home.
- Try to create an inventory of household items, both inside and outside the buildings, which have been damaged by fire.
- Photograph or videotape the damage as much as possible.
- If possible, assemble proofs of purchase, photos, receipts, and warranties. Take photos of the damage and keep the damaged items unless they pose a health hazard.
- Keep all the receipts related to cleanup, and if you've been ordered to leave your home, keep the receipts for your living expenses.

- Ask your insurance representative what living expenses you're entitled to be reimbursed for and for what period.
- For health advice or information on health services, including mental health services, call Health Link at 811.

### **6.3 Fire Residue**

- Fire retardant contains ammonia which can:
  - sting eyes, cuts, scratches, or sunburnt skin.
  - irritate intact skin.
  - cause coughing/ wheezing.
  - cause gastrointestinal symptoms such as nausea, vomiting and diarrhea if ingested.
- Soot and ash can cause symptoms including:
  - Eye and skin irritation
  - Respiratory issues
- Fire retardants and your pets
  - Thoroughly shampoo any pets that have been exposed to smoke, soot, ash, or fire retardants.
  - Absorb any puddles generated from shampooing with soil/sand.
  - Ensure animals do not ingest water from puddles containing fire retardants or fire residue.
  - If your pet appears to be ill from ingesting fire retardants or fire residue, take them to a veterinarian.

## **7. Water**

Use water safely

### **7.1 Flushing Your Water System Before You Use It**

It is recommended that that you flush your water system to remove all stagnant water from the water lines.

Follow this procedure even if the boil water advisory is still active upon your return home. Repeat flushing once the boil water advisory has been lifted.

- Run all cold water taps for at least 5 minutes before you use them.
- Run all hot water taps for at least 5 minutes before you use them (even if the water is not hot).



## **7.2 Using Water Safely in Your Home During a Boil Water Advisory**

Your home may be under a Boil Water Advisory. The following information explains how to use the water safely for you and your family.

A Boil Water Advisory is issued when harmful germs (e.g., E. coli bacteria, Giardia parasite) may be in a drinking water supply. Drinking water contaminated with these germs can make people and animals very sick. Boiling will kill the germs and make the water safe to drink.

When a Boil Water Advisory has been issued, don't use the water to:

- Drink, make juice, brush teeth
- Cook, make ice, fill a wading pool
- Make baby formula, wash fruits and vegetables, give to your pet

While a Boil Water Advisory is in effect, use boiled water, bottled water, or water from another safe public supply not affected by the advisory. Throw away any ice in your freezer made with the water and sanitize the ice cube trays (see below). Make ice with boiled water that's been cooled.

If you have a weak immune system (immunocompromised), ask your doctor what to do while a Boil Water Advisory is in effect. You might need to use boiled or bottled water to drink and cook with all the time.

You need to boil tap water before it's safe to drink, use, or store. To do this:

1. Fill a pot or kettle with tap water and heat it on the stove until it reaches a full boil. You can also use an electric kettle to do this.
2. Bring water to a rolling boil for at least one minute.
3. Turn off the heat and let the water cool. Once cool, put the water in a clean, disinfected container.

Only boil as much water as you can safely lift without spilling. Put the pot on the back burner. Be careful not to burn yourself or your child.

### **7.2 Can I use bottled water or buy water from self-serve water dispensers?**

Sometimes you can use bottled water, but it depends on when and how the water was bottled. Bottling plants and/or water dispensers that use local water must treat the water to remove harmful germs. Check with an Environmental Public Health Office in your area about bottled water brands or water dispensers that have been treated so the water is safe. You can also use water bottled from another public water supply not affected by the advisory.

### **7.3 Is the water safe to use in water play areas?**

No. The water is not safe to use in water play areas because there's a risk of people swallowing it and getting sick.

### **7.4 Are their ways to make water safe for other uses?**

Water can be made safe from harmful germs for other uses:

- By adding chemicals (e.g., bleach). This water isn't safe to drink, but you can use it for cleaning dishes or areas in your kitchen (e.g., countertops).
- With heat.

Further information on using disinfectants to make water safe is available here:

<https://myhealth.alberta.ca/Alberta/Pages/Using-disinfectants-to-make-drinking-water-safe-when-you-cant-boil-it.aspx>

### **7. 4 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 and certifications.
- 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 there are questions or issues arising, contact the Service Alberta Consumer Contact Centre (toll free number is 1 877 427 4088). They can help provide you with more information about various consumer issues.

## **8. WILDLIFE GUIDELINES**

- Do not approach or attempt to help an injured or stranded animal. Call your local animal control office or wildlife resource office.
- Do not corner wild animals or try to rescue them. Wild animals will likely feel threatened and may endanger themselves by dashing off into floodwaters, fire, and so forth.
- Do not approach wild animals that have taken refuge on your property.

## 9. Roles and Responsibilities

### 9.1 Emergency Coordination Center (ECC)

- Activate the Re-Entry Plan
- Communicate with County, and Provincial ECC on issues relating to re-entry.
- Organize Damage Assessment Teams and First-In Teams within the County
- Provide the Public Information Officer with the Media Release for Permission to Re-Enter Evacuated Zones
- Coordinate all other agencies.
- Communicate condition of homes to residents
- Deactivate the re-entry plan.

### 9.2 Economic Development

- Work with Director of Emergency Coordination Center to identify essential businesses for re-entry. Businesses will be contacted based on the following criteria:
  - Stage 1 – Businesses that sustained physical damage.
  - Stage 2 – Businesses that sustained economic damages.
  - Stage 3 – Suppliers and Vendors to first and second tiered businesses
- Set up Business Recovery Hotline – businesses must call this hotline and register to be eligible for monetary relief. Businesses must also provide the County with a business license number. This information will aid in identifying immediate needs of the business community.
- Provide Disaster Response Assistance Program information to businesses at Reception Center (s)
- Set up Business Recovery booth at Reception Center to support local businesses to provide assistance which consists of:
  - DRP assistance information/applications
  - Types of assistance programs available (monetary etc.)
  - Insurance information
  - Any other information deemed necessary by the DEM and/or Economic Development Manager

### 9.3 Public Information Officer

- Establish public information regarding re-entry forms of identification, checkpoints, curfews, roadblocks, local hazards etc.
- Broadcast of the Media Release for Permission to Re-Enter Evacuation Zones etc.

#### **9.4 Infrastructure and Operations**

- Provide signage and barricades for re-entry, if required.
- Verifies the structural safety of re-entry routes (roads, bridges, railways, waterways, airstrips etc.)

#### **9.5 Fire Unit**

- Carry out tasks as per direction from Operations Section Chief.

#### **9.6 Law Enforcement**

- Establish and monitor checkpoints and set up roadblocks in areas of the County as specified by the Director of Emergency Management and/or Operations Section Chief
- Provide security against looting and theft.
- Enforce curfews within specified areas, if required
- Monitor road conditions and report traffic flow.
- Work in conjunction with Emergency Social Services at the reception center (s) and:
- verify credentials of residents for re-entry into the community

#### **9.7 Emergency Social Services**

- Report to Operations Section Chief or if in Reception Center to Reception Center Manager.
- Identify reception center location, and set up of reception center (s) in conjunction with the Canadian Red Cross
- Set up the Verify Credential Verification Area (CVA) in the reception center.
  - Work in conjunction with Enforcement – Enforcement to verify credentials.
  - ESS to hand out hang tags for personal vehicles.
  - Track hang tags by number, and record on tracking sheet what resident has what hang tag number.
- Obtain Condition of Home List Notice from the ECC director, and post in reception center (s) – if required
- Post Re-Entry Notices in Reception Center (s) for residents to view – if required

### **9.8 Damage Assessment Task Force**

- Reports to Operations Section Chief
- Inspects/assesses Structures (Engineering, Building Safety Codes)
- Municipal Utilities
- Air Quality
- Gas and Electric
- Access Routes

### **9.9 Telecommunications**

- Report into Operations Section Chief
- Establish interrupted communication systems in conjunction with Utility Company (s)

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## **10. Re-Entry Procedures**

### **10.1 Roadblocks**

The strategic location of roadblocks is an important part of the re-entry process. Roadblocks are commonly used to seal entry points into devastated areas for two main reasons. First, roadblocks are used to prevent mass entry of the civilian population, which can clog rescue routes. Second, roadblocks are an efficient way of deterring looting and other acts of lawlessness. Law enforcement officers will set up roadblocks where they deem necessary. Roadblocks may be established as far out as the County line. Municipal line or another established perimeter may be established based on the emergency. Depending on the need, roving patrols may be implemented to support roadblock activities.

### **10.2 Check Points**

Law enforcement officers will be primarily responsible for establishing and staffing check points for re-entry into their respective Municipality. The Emergency Coordination Center (ECC) is responsible for establishing check points, credentialing centers (if necessary), mutual aid requests and the coordination of resources and requests. *In order to expedite the re-entry process, check points will be set up for identification verification. Every effort will be made to assist residents returning to their homes and businesses. In addition, law enforcement may reduce traffic lanes to better manage checkpoints.*

### **10.3 Curfews**

Curfews may be accomplished by a State of Local Emergency. Depending on the intensity of the disaster and the level of damage, the County may institute curfews and other crime prevention or anti-looting measures. The decision to implement curfews and the duration will rest with the Reeve and/or Director of Emergency Management.

Anti-looting patrols may be established and assigned to residential communities. Law enforcement may establish security for establishments that possess items harmful to the public (e.g. weapons and ammunitions) or items essential to the public welfare (e.g. medical supplies)

### **10.4 Credential Verification Area (CVA)**

CVA will be set up at reception centers. The CVA will assist with identification and distribution of hang tags for residents and business owners who did not obtain one prior to evacuation.

### **10.5 Hang Tag System**

A vehicle hang tag system has been established and is being administered by Rocky View County for residents and businesses.

Single vehicle – require numbered hang tag from check point. Hang tag to be returned upon exit of community/look and leave.

County Provided Transportation - require numbered hang tag from check point. Hang tag to be returned upon exit of community/look and leave.

### **10.6 Drive Through**

Insert process (don't get off the bus etc.)

### **10.7 Look and Leave**

If conditions warrant, a “look and leave” policy may be implemented to allow the public to assess damage to their property prior to cancellation of the Evacuation Order. If a look and leave period is implemented, strict time frames will be announced for the residents to enter and leave, and it will be implemented based on quadrants. Based on County planning residents and business owners will be able to enter the community either through personal vehicle or transportation provided by the County. This limits the number of residents entering the affected area and allowing a safe process for all involved.

If a look and leave order is issued, and the County determines that personal vehicles are allowed for entry, residents must:

- Proceed to identified checkpoint.
- Provide identification at checkpoint and check in.
- Enforcement to provide hang tag identification to each vehicle.
- Residents to sign out when done and provide hang tag identification back to enforcement at check-in point.

### **10.8 Photo Identification of Homes and Businesses**

- Rapid damage assessment team is to take pictures of each house/business assessed and send in to the ECC in conjunction with the written inspection report. This will aid the ECC in determining the re-entry procedure.

## **11. Resident Re- Entry Identification Procedures**

### **11.1 Identification**

Identification procedures are intended to provide uniform guidance to law enforcement personnel who are directing access to disaster-impacted communities.

### **11.2 Resident Identification**

Driver's license and/or one of the following:

- Utility Bill
- Mortgage documents
- Property tax document
- Vehicle registration
- Voter registration

### **11.3 Business Re- Entry Identification Procedures**

#### **Business Owners Identification**

Driver's license and/or one of the following:

- Document(s) showing ownership or rental of business.

#### **Employees of Businesses Identification**

Driver's license and/or one of the following:

- Business photo identification
- Recent business pay stub
- Recent letter from business owner on business letter head
- Other forms of identification may be accepted at the discretion of law enforcement.

#### **Vendors of Businesses Identification**

- Bill of lading
- Packing order
- Manifest
- Other documents identifying what and to whom.



(Make hazard specific for resident re-entry info) how to re-enter after a fire, flood, etc.  
**Community Re-Entry Tool Kit**

**12. CONSIDERATIONS FOR STAGE 1 ENTRY – Closed (Essential Services)**

SERVICE	POINT OF CONTACT TELEPHONE # AND EMAIL	ADDITIONAL INFORMATION
Access/Egress routes, traffic control and checkpoints		
Rapid Damage Assessment Tool – id for damage assessment for homes and businesses		
Structural Assessment		
Hazardous Materials Assessment		
What critical infrastructure needs to be restored?		
Utilities – Gas		
Utilities – Electric		
Utilities – Water		
Utilities – Sewage		
Access HWY/Bridges		
Cellular / Landline Communications		
Air Quality Assessment		
Communications Plan		
Control of Entry Identified		
Storm Water Management System		
Means of Vehicle and Personal Identification Established		
Agriculture – allowing farmers access to assess animal welfare etc.		
Removal of dead animals – refer to Livestock ERP for safe removal process		

**13. CONSIDERATIONS FOR STAGE 2 ENTRY – Limited (Restoration of Services)**

SERVICE	POINT OF CONTACT TELEPHONE # AND EMAIL	ADDITIONAL INFORMATION
Health Services		
Emergency Services – hospitals, nursing homes, assisted living facilities, dialysis centers, ambulances, emergency medical care		
Utilities – Gas		
Utilities – Electric		
Utilities – Water		
Utilities – Sewage		
Air Quality Assessment		
Public Works		
Health Inspectors		
Critical Retail		
Banking		
Hotels		
Gas Stations		
Pharmacies		
Grocery Stores		
Insurance Agents		
Ability to accept/organize contributions/donations		
Environmental Inspectors		
Agriculture – allowing farmers access to assess animal welfare etc.		
Removal of dead stock – refer to Livestock ERP for safe removal process		

**14. CONSIDERATIONS FOR STAGE 3 ENTRY – Open (Community Re-Entry)**  
**Community Re-Entry Package**

SERVICE	POINT OF CONTACT TELEPHONE # AND EMAIL	ADDITIONAL INFORMATION
Welcome Center Established		
Key NGO's Available – Red Cross, Salvation Army, St. John Ambulance, Team Rubicon, Samaritans Purse		
Information on condition of homes available – How is this information being given to residents? Geospatial, digital photos, google maps etc.		
Insurance Information/personnel available		
Available Communications		
Faith Communities available		
Mental Health Services available		
Information Packages Available for residents (AHS, Fortis, Atco, EPCOR, TELUS/Rogers, etc.) Including – What to do checklists		
Agriculture – Refer to Livestock ERP		

**15. Phone Numbers**

Rocky View County Office	403-230-1401
Emergencies (police, fire, paramedics)	<b>9-1-1</b>
HEALTH Link (24-hour medical advice)	8-1-1
Community & Social Services	2-1-1
Distress Centre	403-266-4357
Kid's Help Phone	1-800-668-6868
Mental Health Help Line	1-877-303-2642
Poison & Drug Line	1-800-332-1414
Suicide Prevention Line (Distress Centre Crisis Line)	403-266-4357
Fortis Alberta	403-310-9473
AltaGas Utilities	1-866-222-2068
Trans Alta	403-267-7110
TELUS Mobility	611 on your TELUS mobile phone or 1-866-558-2273
TELUS Internet	1-888-811-2323
Rocky View County Urgent Issues Line (Flooding, missing traffic signs, road obstructions, loose animals on roads, problems with County-provided water or sewer services, etc.)	403-230-1401

**Insurance Contact Information**

<b>Insurance Bureau of Canada – General Insurance Questions</b>	1-844-227-5422
Email - <a href="mailto:askibcwest@ibc.ca">askibcwest@ibc.ca</a>	

Fish and Wildlife – 1-800-642-3800 (24/7)

Wildlife may have taken shelter in/around your home, garage, or outbuildings. Leaving a door open will allow the animals to return on their own to their natural surroundings. Call a Fish and Wildlife officer for animals that appear injured or unwilling to leave.

Emergency Help Numbers

<b>Emergencies (police, fire, paramedics)</b>	<b>9-1-1</b>
<b>HEALTH Link (24-hour medical advice)</b>	8-1-1
<b>Community &amp; Social Services</b>	2-1-1
<b>Distress Centre</b>	403-266-4357
<b>Kid's Help Phone</b>	1-800-668-6868
<b>Mental Health Help Line</b>	1-877-303-2642
<b>Poison &amp; Drug Line</b>	1-800-332-1414
<b>Suicide Prevention Line (Distress Centre Crisis Line)</b>	403-266-4357
<b>Rocky View County Urgent Issues Line (Flooding, missing traffic signs, road obstructions, loose animals on roads, problems with County-provided water or sewer services, etc.)</b>	403-230-1401

Business Support Contact Information

<b>Insurance Bureau of Canada – General Insurance Questions</b> Email - askibcwest@ibc.ca	1-844-227-5422
<b>Rocky View County Business Recovery Hotline</b>	1.403.520.1401
<b>AgriStability - Federal</b>	1-866-949-8506 TDD/TTY 1.613.773.2600
<b>AgriRecovery - Federal</b>	
<b>Canada Small Business Financing Program Directorate</b> (Open 8:30am to 4:30pm Eastern Standard Time)	1-866-959-1699
<b>Alberta Emergency Management Agency Disaster Response Assistance Program</b>	1-780-422-9000 Toll Free: 310-000 then 1-780-422-9000
<b>Community and Regional Economic Support Program (CARES)</b> <a href="https://www.alberta.ca/community-regional-economic-support-program.aspx">https://www.alberta.ca/community-regional-economic-support-program.aspx</a>	Email: ARES.program@gov.ab.ca
<b>Canadian Red Cross Small Business Financial Support</b> <a href="http://www.redcross.ca/how-we-help/current-emergency-responses/british-columbia-fires/support-to-small-business">http://www.redcross.ca/how-we-help/current-emergency-responses/british-columbia-fires/support-to-small-business</a>	
<b>Community Futures Community Economic Development</b>	1.877.482.3672
<b>Business Development Bank of Canada</b> <a href="https://www.bdc.ca/en/contact_us/pages/default.aspx">https://www.bdc.ca/en/contact_us/pages/default.aspx</a>	1-877-232-2269
<b>Business Link</b>	1-800-272-9675

## 16. Tip Sheet 2 - Personal Hygiene

### **Can I use the water to wash my hands?**

While a Boil Water Advisory is in effect, you can use the water to wash your hands. Wash your hands with tap water and soap, making sure to lather for at least 20 seconds. Rinse your hands well with running water and dry them with a paper towel. After you dry your hands, use an alcohol-based hand sanitizer with more than 60% alcohol.

### **Can I take a bath or shower?**

Healthy adults can take a bath or shower while a Boil Water Advisory is in effect. Don't swallow any water. An older child can take a shower with a hand-held showerhead, but don't spray any water near the face. Give your baby or young child a sponge bath to make sure he or she doesn't swallow water.

If you have an open wound, cut, blister, or a recent wound from surgery, use boiled or bottled water so you don't get an infection.

### **Can I brush my teeth?**

To brush your teeth while a Boil Water Advisory is in effect, use boiled water that's been cooled, bottled water, or water from another safe source.

### **Can I wash my laundry?**

While a Boil Water Advisory is in effect, you can continue to do your laundry as you normally would.

### **Cooking and Cleaning**

If I have a water filtration device, is the water safe to drink or cook with?

If you have a water filtration device, do not use the water while a Boil Water Advisory is in effect. Many filtration devices don't remove harmful germs.

### **Can I drink coffee made with untreated water?**

While a Boil Water Advisory is in effect, you can use your coffee maker if it heats water to a minimum of 70 °C. Most germs are killed at this temperature. Test the coffee temperature with a thermometer. Let the coffee sit in the pot for at least five minutes before you drink it. If your coffee maker doesn't heat the water to at least 70 °C, use bottled or boiled water to make coffee.

### **Can I wash dishes by hand?**

While a Boil Water Advisory is in effect, wash, and rinse dishes with hot water as you normally would. After dishes have been rinsed, they will need to be sanitized to reduce germs to a safe level. To do this, soak your dishes for at least two minutes in a bleach solution. To make a bleach solution, add 10 mL (2 tsp.) of liquid, unscented bleach (5.25% sodium hypochlorite) to 5 liters (20 cups) of warm water. Let the dishes air dry completely.

### **Can I use my dishwasher?**

You can use your dishwasher if it works well and has a hot temperature setting or sanitizer cycle. If your dishwasher doesn't have a hot temperature setting:

1. Stop the dishwasher at the rinse cycle.
2. Add 20 mL (4 tsp.) of liquid, unscented bleach (5.25% sodium hypochlorite).
3. Restart the dishwasher.
4. Let the dishes dry completely on the heated dry cycle.

### **How do I sanitize my countertop, cutting board, or other kitchen surfaces?**

Wash kitchen surfaces with soap or rinse and sanitize with a bleach solution. Make a new bleach solution every day so it works well to kill germs. You need to do this because bleach breaks down quickly once it's mixed with water.

To make a bleach solution, add 5 mL (1 tsp.) of liquid, unscented bleach (5.25% sodium hypochlorite) to 1 liter of room temperature water (must have been boiled, bottled, or hauled). Spray or pour the solution on surfaces that food will touch and let it sit for at least 2 minutes. Don't use vinegar to sanitize because it doesn't kill germs.

### **Storing water during a boil water advisory**

You may need to store water for use while a Boil Water Advisory is in effect. The information below provides on storing water safely.

#### **What types of containers can I use to store water?**

Store boiled water in clean, disinfected, plastic, food-grade bottles, or containers. Make sure they're airtight, sturdy, and won't break easily. You can buy containers at department or camping supply stores, or use clean, disinfected 2-litre plastic pop bottles with tight-fitting screw caps to store water.

If you're storing a lot of water (e.g., in 10-litre or 18-litre water containers), make sure everyone in the home can lift the full containers. One liter of water weighs about 1 kg (2.2 lbs.).

#### **What types of containers can't be used to store water?**

Don't store water in:

- Containers that were used to hold chemicals (e.g., bleach, laundry detergent).
- Milk or juice containers made of plastic or cardboard.

### **How do I clean and disinfect water storage containers?**

- Wash out the storage containers with hot, soapy tap water and rinse them.
- Mix 5 mL (1 tsp) of unscented, liquid household chlorine bleach (5.25%) with 1 liter of safe water (boiled or bottled water). Don't use bleach that is scented, color-safe, or with added cleansers.
- Pour the bleach and water mixture into the container. Close the container and shake it well for 30 seconds.
- Pour out the mixture and rinse the container with safe water.

### **How much water do I need to store?**

Store at least a three-day supply of five liters of water per day for each person or pet in the home. This would mean at least 15 liters of stored water for each person or pet. If you can, store a two-week supply, which would be about 70 liters per person or pet.

### **How do I store water?**

- Store water in a cool, dark place. Put the containers in dark, plastic bags to keep the light out.
- You can store treated water in well-sealed containers for 6 months. Write the fill date on the containers so you know how long they are safe to use.
- Commercially bottled water is safe to keep for one year if it's in the original, sealed container. Use all the water in one bottle before you open another one. Check the expiry date before you use bottled water.

### **Before you use water in your home:**

- Remove all aerator or screen devices from faucets.
- Run hot and cold-water faucets for at least five minutes before you use them.
- If you live in an apartment or condominium, run all faucets for at least five minutes, until the water is clear and any air in the plumbing has been released.
- Rinse out any sediment or debris from the aerator or screen devices and put them back on the faucet.
- Flush, clean, and sanitize appliances with water line connections (e.g., fridges with water and ice dispensers) following manufacturer's instructions.
- Disinfect water filtration devices following manufacturer's instructions.
- Run your water softener through a regeneration cycle following manufacturer's instructions.
- Replace filters on any tap water filtration devices and flush the fixture according to the manufacturer's directions.
- Hot water heaters and hot water heating systems may require that some water be drained to get rid of any sediment.



**What to do with your private well or cistern:**

Your well or cistern may be physically damaged, and your water supply may be contaminated by harmful germs (bacteria) due to a loss of pressure. Conduct a physical inspection of your well or cistern and test your water for bacteria before you begin using it.

**Don't** drink untreated water until you get your test results back. Use the water as if a Boil Water Advisory is in effect. More information is available in Section 2 above.

**Check for damage in the water system components, including:**

- Power supply
- Above-ground piping or the cistern
- Water treatment equipment
- Well cap or cistern lid

If you see any damage, contact the appropriate licensed contractor to repair the damage.

**Test your water supply:**

Contact Environmental Public Health, Calgary Zone find out where to pick up water sample bottles and drop off water samples.

Information on how to collect a water sample is available at:

[Sample Your Water | Alberta Health Services](#)

Information on how to understand your Drinking Water Bacteria Testing Results is available at:

[Understanding Your Drinking Water Bacteria Testing Results \(alberta.ca\)](#)

**If your water supply is contaminated:**

If your water supply is contaminated, you will need to shock chlorinate your well and/or clean and disinfect your cistern.

## 17. Restore your home.

### 17.1 Discard items impacted by smoke, heat, ash, and chemicals

Food, medicines, cleaners, cosmetics, and other toiletries can be damaged by heat, smoke, and lingering chemical residues.

There will be items that, after inspection of your fire-damaged home, need to be properly disposed of. Before disposing items, make sure that you inventory those items as part of your fire insurance claim.

### 17.2 Foods

- Take stock of the foods in your home that you can see.
- For insurance purposes, take plenty of photos and write down an inventory of the contents of your fridge(s) and freezer(s).
- Your fridge and freezer may have been without power for some time now and could smell.
- Check the food in your home and **discard**:
  - Food stored in the refrigerators, coolers, and freezers IF the temperature was greater than 4°C **at any time**. Please note that the temperature may have exceeded 4°C when the power was disrupted and then returned to 4°C.
  - Any food that has spoiled, even if the cooler always remained at 4°C.
  - Open foods.
  - Fire or smoke damaged foods like dry goods (i.e. flour, sugar, spices, etc.) even if the package isn't open.
  - Unrefrigerated raw vegetables or fruits.
  - Foods that were stored in porous containers (e.g. cardboard, foam containers, etc.).
  - Canned food where the can is bulging, rusted, or dented.
  - Jarred foods, as the heat from the fire likely compromised the safety seal.

### 17.3 Be safe. If in doubt, throw it out.

- Clean and disinfect all canned foods before opening to make sure that the contents aren't contaminated.
- Contact your insurance company to see if you need to replace your fridge or freezer, or if you have coverage for a new fridge or freezer. Follow the Rocky View County Re-entry Information Package guidelines for discarding fridges and/or freezers, if required.
- If you are keeping your fridge or freezer, clean, disinfect, and deodorize your fridge and freezer once you have discarded the spoiled food. To do this:
  - First unplug the fridge and freezer.

- Rinse or blow out the coils and compressors on the fridge and freezer.
- To clean the inside, use soap and water and then rinse with clean water.
- Sanitize the inside with a bleach/water mixture made by mixing 1 teaspoon of ordinary household bleach for every 4 cups of water.
- Leave the doors of the fridge and freezer open to help them dry out.
- Once the appliance is dry, reconnect the power.
- Wait until the inside temperature of your fridge has reached 4C before restocking it with food.
- Wait until your freezer temperature is at -18C before restocking it with food.

#### **17.4 Medications and Toiletries**

- For insurance purposes, take plenty of photos and write down an inventory of the contents of your medicine cabinets and cupboards.
- Discard any medicine, cosmetics and toiletries exposed to smoke or high temperatures, even if the package isn't opened.
- Follow current local guidelines on where medicines and other chemicals may be discarded.

#### **17.5 Clean up smoke damage and soot**

There may be smoke damage and soot in your home after the fire. Contact your insurance company and fire restoration company as soon as possible. The fire restoration contractor will be able to give you more information about:

- How to prevent further damage,
- Help you determine which things can or cannot be properly cleaned,
- Help to thoroughly clean and deodorize your home before you move back in.

As with hiring any service, be clear ahead of time whether it is you or your insurance company that will pay, get estimates in writing, and get a referral from your insurance company or other customer if possible. If you don't hire a fire restoration company, you can do things like:

- Use PPE as appropriate, such as masks, rubber gloves, rubber boots, long sleeved shirt, and pants.
- Contact the local landfill to determine where and how hazardous materials, including ash, should be disposed.

### 17.6 Exterior

- Use a hose, sprayer, or pressure washer on the exterior of your home, driveways, walkways, vehicles, patios, decks, and outdoor furniture. Rinse off air intakes and air conditioners. Be sure NOT to use air hoses or leaf blowers — you do not want to drive more contaminants into your house.
- Be careful when using pumps, pressure washers or generators in enclosed spaces. Carbon monoxide may be present in confined or poorly ventilated areas where from the operation of pumps, generators, or pressure washers.
- Attic insulation can retain smoke odors, and you may wish to consider replacing it.
- If you have a private septic system, check the area around your system for damage, like sewage leaks.
- Contact a sewage disposal professional if you find damage to your septic system.

### 17.7 Air Circulation

- Get the air moving inside your house by using a fan and open your windows, providing there is no smoke or air quality advisory for your neighborhood.
  - o Stay indoors
  - o Close all external doors and windows
  - o Turn off the ventilation as much as possible for air conditioners and furnaces.
- Replace your furnace filter.
- The use of humidifiers can reduce how much ash becomes air borne.
- Have a professional do a cleaning on your ducts and air conditioning system.
- Ozone generators do not function as “air cleaners” despite advertising claims.

### 17.8 Interior Surfaces

Wash all interior surfaces with mild detergent or appropriate cleaning solution and rinse thoroughly. Include the inside of closets, cupboards, drawers, and other locations if there is any ash, dust, or the odor of fire.

Wash interior of windows thoroughly.

Wet wiping or mopping is safer and more effective than dry or dust mopping. Change the water if it gets dirty and dispose of the solution out of the house.

Only vacuum with a unit which has a “HEPA” filter which can catch ash particles. Using unfiltered vacuums will just move the ash around the house. Change your HEPA filter frequently.

Ash left in place is reduced into smaller particles and becomes harder to remove from carpets and surfaces.

Wash and clean all ash-contaminated household items with mild detergent, changing the water frequently.

### **17.9 Fabric, carpets, and clothing**

- Soot is oily and can stain carpets, curtains, and soft furnishing. It must be removed before you try to clean or deodorize those items.
- Steam clean carpets, drapes, curtains, and furniture, changing the water frequently.
- Launder or dry clean all affected clothing and other materials. You may have to run numerous rinse cycles to extract all materials. Consider doing this laundering off-site using a machine tagged for heavy contaminants at a laundromat. These are usually marked as “oilers.”

### **17.10 Electronics**

- It is recommended that you carry all electronic equipment outside and “blow out” the components with an air hose, before using. Ash can cause static charges.
- Consider unplugging, rolling out and either blowing out or rinsing the coils and compressors on your refrigerators and freezers (they must dry completely before repowering).

### **17.11 Repair water damage**

- If your home was damaged by water, you will need to get rid of all excess water to prevent potential for mold growth.
- Before starting any work, ensure proper PPE is worn, such as a mask and rubber gloves.
- To help prevent mold growth, any water-damaged or water-stained surfaces and appliances should be checked for damage. Clean the affected areas using warm water and soap first. Then disinfect the surfaces with a 1:10 parts household bleach to water solution (1 tsp bleach in 750 ml of water or 1 capful bleach in 1 gallon of water).
- 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 should be adequate.
- You may need to use a dehumidifier to help to remove excess moisture from the air inside your home.
- 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.
- If you discover a small amount of mold (typically under 10 square feet), and you wish to complete the work yourself, more information is available here: \_\_\_\_\_

### **17.12 Clean your yards and outdoor play areas**

Your yard and surrounding areas may be impacted by fire ash and soot. These materials will contain polycyclic aromatic hydrocarbons (PAH,) as well as heavy metals. A fire restoration contractor will be able to provide clean-up services.

If you decide to manage this yourself:

Use PPE as appropriate, such as masks, rubber gloves, rubber boots, long sleeved shirt, and pants.

Wet down remaining fire debris. **Do not** wash the fire debris into the street.

Scrape up fire ash and soot remaining on your property as much as possible, place it in plastic bags or other containers that will prevent it from being disturbed and take it to a landfill.

If your home/property was totally destroyed by fire, then the restoration company will look after this for you as they begin the demolition and recovery process.

If you choose to remediate lawns, you can re-sod or reseed grassy areas.

Consider adding new, clean soil to gardens if you suspect or know the area was impacted.

For children's play areas and equipment, clear away any debris and ensure water that may have been used in the fire is gone.

If there is fire or structural damage to play equipment, consider blocking access to the area until play equipment is repaired or replaced.

Use mild detergent and clean water to wash children outside toys, play equipment, and recreational equipment.

Sand, gravel, or other loose materials placed beneath playground equipment should be removed and replaced whenever there is visible presence of ash, silt, and small debris.

If you suspect or know a sand box was impacted by fire or firefighting materials, the sand should be replaced.

### 17.13 Clean up fire retardant and residue

Some fire retardants can make people and pets sick if ingested. Fire retardants can cause eye irritation, dry skin, and stinging to cuts and scrapes on your skin. Consult your family physician as soon as possible if you experience any reaction to these products.

If your home was sprayed with fire retardants or was impacted by windblown fire retardant, these products need to be removed from the outside siding and roof of your house, your vehicles, and any outside toys, furniture, tools etc. A fire restoration contractor will be able to help you with this.

If you decide to manage this yourself:

Wash down your home's roof and siding, vehicles, and outdoor patio furniture with clean water.

To clean windows and glass, use clean water and a razor blade tool to help to remove the sticky residue.

Rinse retardant off vegetation.

**Never use bleach**, as the reaction between bleach and the fire retardants will produce harmful and explosive gases.

Use mild detergent and clean water to wash children outside toys, play equipment, and recreational equipment to remove any residual fire retardant.

Keep your pets and children away from any water pooling from these cleaning activities.

### 17.14 Clean up lawns, gardens, and vegetation

- Absorb any standing water containing fire retardant materials with soil or sand
- Regularly wet down your garden and lawn until the smoke and ash have been diluted and/or reabsorbed into the air. Ash and soot on vegetation will continue to emit smoke odors for some time.
- Rinse fire retardant off vegetation such as trees, shrubs, and plants, if possible.
- It is not safe to eat fruits or vegetables that were growing above ground during the fire
- It is not recommended that you eat vegetables growing below soil that was affected by fire

For additional information on wildfire recovery please go to the following Environmental Public Health website:  
<http://www.albertahealthservices.ca/eph/page14085.aspx>

## 18. Governance

### 18.1 Public Safety Canada

- Provinces/territories request disaster financial assistance when eligible expenditures exceed an established initial threshold.
- Eligible expenses: evacuation operations, restoring public works and infrastructure to pre-disaster condition, replacing/repairing basic essential personal property of individuals, small businesses, and farmsteads.

### 18.2 Agriculture:

- AgriStability: Payment when your current year program margin falls below 70% of your reference margin. (e.g., drought)
- AgriRecovery: Disaster relief framework which provides a coordinated process for federal, provincial, and territorial governments to respond rapidly when disasters strike, filling gaps not covered by existing programs.
- Canadian Agriculture Income Stabilization Program- provides Canadian agricultural producers with a long-term whole farm risk management tool that protects against both small and large declines in farm income.
- Agri Insurance Program- a federal-provincial-producer cost-shared program that stabilizes a producer's income by minimizing the economic effects of production losses caused by natural hazards. Agri Insurance is delivered provincially. In Alberta, it is through the Agriculture Financial Services Corporation.

### 18.3 Canada Revenue Agency:

Tax relief: Forgive penalties and interest when circumstances beyond a taxpayer's control (e.g. disasters, civil disturbances, serious illness)

### 18.4 Other federal programs specific to business:

- Farm Credit Canada- a crown corporation: Lend money and provide other services to primary producers, agri-food operations and agribusinesses that provide inputs or add value to agriculture. Flexible payment arrangements and government-backed loan guarantees may be available to agricultural producers to support recovery from disasters.
- **Employment and Social Development Canada- Work-Sharing Program:** An adjustment program designed to help employers and employees avoid layoffs when there is a temporary reduction in the normal level of business activity that is beyond the control of the employer. The measure provides income support to employees eligible for Employment Insurance benefits who work a temporarily reduced work week while their employer recovers. It is a three-party agreement involving employers, employees, and Service Canada. Employees on a Work-Sharing agreement must agree to a reduced schedule of work and to share the available work over a specified period of time.



- **Industry Canada Small Business Financing Program:** Loans can finance the cost of:
  - the purchase or improvement of land or buildings used for commercial purposes.
  - the purchase or improvement of new or used equipment.
  - the purchase of new or existing leasehold improvements (i.e. renovations to a leased property by a tenant)

Other types of financial support communities should explore:

- Bridge Loans
- Business Grant Program
- Forgivable Loans
- Revolving Loan Funds
- Canadian Red Cross
- United Way
- Community Co-Op's
- Foundations
- MOUs with local banks through BRZ's or chambers
- Crowdsourcing
- Rotary International
- Donations and sponsorship

**19. CHECKLISTS**

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