

Emergency Operations Centre FAQ



Who can I contact for Evacuation Orders and Alerts information?

- To see whether your home is under an Evacuation Alert or Order, check with the CRD by going to www.cariboord.ca or by calling 1 866 759-4977.
- If there is time, the RCMP will go door-to-door and hand-deliver notices.
- The information and maps of the affected areas will be posted on the CRD website at cariboord.ca, and facebook.com/CRDEmergencyOperations.
- You can also sign up to receive notifications through the Cariboo Chilcotin Emergency Notification System. You can select up to six different ways to be notified. Register at cariboord.ca. To register for notifications by phone call the CRD Williams Lake office at 250-392-3351

How is a decision made to issue an Evacuation Alert or Order?

- Local governments make the decision to issue Evacuation Alerts and orders under the authority of the Emergency Program Act.
- Local governments work with the BC Wildfire Service to make decisions about Evacuation Alerts and orders.
- The BC Wildfire Service monitors current and forecasted fire behaviour and weather and provides recommendations based on these factors.
- The most important consideration for making decisions is public safety and wildfire activity.

Why are some areas on Order and other areas are not?

The experts at BC Wildfire assess the safety of our region based on fire activity, weather, road access and a variety of other factors. We rely on their expertise to keep citizens safe.

What if I don't want to leave an area under Evacuation Order?

You are required by law to leave areas under Evacuation Order. If you remain in the area you are putting your life and the lives of emergency responders at risk. If you refuse to leave, you are restricted to your own property only.

What should I do if my area is placed under Evacuation Alert?

Upon notification of an Alert, you should be prepared for a possible Evacuation Order by:

- Locating all family members or co-workers and arrange a place to meet outside the evacuation area.
- Gathering essential items such as medications, eyeglasses, valuable papers (i.e. insurance), immediate care needs for dependents and, if you choose, keepsakes (photographs, etc.), and have these items available for quick departure.
- Be ready to evacuate any family members with special needs and/or children.
- Make arrangements to move pets and livestock to a safe area.
- Make transportation arrangements for household members in the event of an Order.
- Arrange accommodations for your family if possible. In the event of an evacuation, Emergency Support Services (ESS) Reception Centres will be opened if required.

Subscribe to the CRD website, and follow facebook.com/CRDEmergencyOperations and local, reliable news media for information on Evacuation Orders. Be aware of locations of ESS Reception Centres.

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What should I do if my area is placed under evacuation Order?

You must leave the area immediately

- Close all windows and doors.
- Shut off all gas and electrical appliances, other than refrigerators and freezers.
- Close gates (latch) but do not lock.
- Gather your family; take a neighbour or anyone else who needs help.
- Take critical items (medicine, purse, wallet, and keys) only if they are immediately available.
- Take pets in pet kennels or on a leash.
- Do not use more vehicles than required.
- Do not use the telephone unless you require emergency services.
- Follow the travel route provided and register at the ESS Reception Centre whether you need assistance or not.

If I can't go back into an evacuation order area, who will take care of my livestock and pets?

If possible, take all animals with you. ESS and other agencies will make arrangements to feed and water all animals. For assistance call the CRD Public Information Line 1-866-759-4977 or call BCSPCA at 1-855-622-7722.

When can I return home if I am under an Evacuation Order?

If you have registered with Emergency Support Services, you will be contacted when the Evacuation Order is lifted. We encourage residents to register on the CRD webpage to receive emergency alerts. Visit the CRD's website at cariboord.ca or Facebook page at facebook.com/CRDEmergencyOperations.

What is ESS and what can I expect at the ESS Reception Centre?

The Emergency Support Services program helps people affected by emergencies. A reception centre is a safe place where people can go to receive:

- Information about the emergency;

- Assistance meeting their basic needs- accommodations, food vouchers and essentials;
- Help planning their recovery from the disaster; and
- Other primary and specialized services.

Please have two pieces of identification ready for registration.

The locations of reception centre will be announced at the time of evacuation or call the ESS hotline to find your nearest location 1-800-585-9559.

Do I need to register with ESS if I plan to stay with family or friends?

If possible, please register in person at the ESS Centre nearest you so you can be contacted and kept informed. It will also provide you with access to services should you need them.

What if I come home and there is something suspicious at my home?

- Anyone who has any concerns upon their return home, are encouraged to report any issues to the RCMP for investigation
- Only call 9-1-1 if it's an emergency but you can reach Williams Lake RCMP : 250-392-6211, Quesnel RCMP : 250-992-9211, 100 Mile House BC : 250-395-2456, Alexis Creek BC : 250-394-4211, Anahim Lake BC : 250-742-3211

Important Contacts:

Effect of the fires on health and environment

Interior Health at 8-1-1 or www.interiorhealth.ca

Hydro questions

BC Hydro: 1-800-224-9376 or www.bchydro.com

Current fire information

Cariboo Fire Centre at 1-800-336-7378 (press 4)

BC Wildfire: bcwildfire.ca

Air quality information

Environment Canada's Air quality health index

<https://weather.gc.ca/airquality>

Road closure information

Drive BC: drivebc.ca or call 1-800-550-4997

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