

Welcome Package Jasper Interim Housing

For residents of Jasper interim housing site



Town of Jasper Interim Housing Sites

Addresses:

901 Connaught Dr (Parcel GA)

715 Connaught Dr (Parcel HK)

101 Arnica Ave (Parcel HF)

72 Connaught Dr (Parcel HH)



Parks
Canada

Parcs
Canada

Last updated: April 30, 2025

This welcome guide will be updated as more information becomes available. Please access the latest version of this welcome guide, the code of conduct and other resources to assist you as a resident online at

www.redcross.ca/jasperinterimhousing-townsites or via this QR code:



Pour consulter cette trousse en français, rendez-vous à l'adresse suivante :

www.croixrouge.ca/trousse-d-accueil-jasper

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Parks
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Dear Residents,

Welcome to your new temporary home.

As you settle in, please take a moment to acknowledge the tremendous resilience you've shown in the face of the challenges brought on by the July 2024 wildfire.

We understand that this transition - from where you lived previously to this interim housing solution - is neither easy nor ideal. We are confident, though, that this new space will provide you with a measure of stability and a sense of security while you wait for your own home to be rebuilt.

Please recognize also that this interim housing is just one step along a path toward helping you regain a sense of normalcy during this ongoing recovery. Through the Jasper Recovery Coordination Centre, Parks Canada and the Municipality of Jasper are committed to supporting you during this time, and our team is available to assist you as we adjust together to this temporary arrangement.

Thank you once again for your patience and your understanding. Your strength, perseverance and resolve throughout this process is an inspiration to all.

Together, we will rebuild our homes, our lives, and our community and Jasper will emerge stronger than ever.

Warmest regards,

A stylized, handwritten signature in black ink, likely belonging to Richard Ireland.

Richard Ireland
Mayor of Jasper

A handwritten signature in black ink, likely belonging to Alan Fehr.

Alan Fehr
Jasper Field Unit Superintendent

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About Your Tenancy

Welcome!

The Canadian Red Cross is here to assist you during your stay as a resident at one of the interim housing sites in the Town of Jasper. On behalf of Parks Canada and in collaboration with the Municipality of Jasper, the Canadian Red Cross is providing property management services to Jasper residents placed in units as part of the interim housing program.

The Red Cross will welcome you on-site, as well as provide ongoing support and services. This includes:

- management and maintenance of interim housing units and sites;
- lease administration and payment collection;
- management of utility and service accounts; and,
- tenant services and issues resolution, in concert with the Municipality of Jasper and Parks Canada.

We want to ensure your stay is as comfortable as possible.

Please refer to this welcome package and your lease agreement for essential information about accessing services and utilities, as well as the rules and regulations to follow during your stay.

How to reach out for on-site support

Our team is available to help support you during your stay. Please email JasperInterimHousing@redcross.ca if you have questions about information in this guide or regarding your stay.

For urgent requests requiring immediate attention, such as issues accessing your unit or to critical utilities (water damage, power outage), please phone us at **1 833 354 1629** (toll-free).

If you wish to meet with a Red Cross team member one-on-one to discuss specific questions or matters related to your tenancy, please book an appointment by emailing us at JasperInterimHousing@redcross.ca. Once an appointment is booked, you will receive a confirmation notification with details of the exact address to meet with our team.

Document Drop-Off:

You may drop off documents to a Red Cross representative at **Unit 14AB, 901 Connaught Drive, Jasper**. There will be a representative on site from **Tuesdays to**

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Saturdays from 8:30 a.m. to 4:30 p.m. Note that we may not be able to accommodate one-on-one meetings without a prior appointment.

Emergencies

For Emergency services and life-threatening situations, please call 911.

Calling 911 will connect you with the local emergency services (police, fire, and paramedic). The dispatch operators will send the appropriate responders based on the needs of the emergency. If possible, please have someone call 1 833 354 1629 (toll-free) to inform our team.

Additional Emergency Contact Information:

- Jasper Dispatch - 24 hours: 780-852-6155
- Seton General Hospital: 780-852-3344
- Cottage Medical Clinic, 505 Turret St.: 780-852-4885

How to reach out for support with your lease and rental payments

If you have any questions, please email the Canadian Red Cross at JasperInterimHousing@redcross.ca.

Rental payments:

E-transfers should be directed to etransfers@redcross.ca. For any e-transfer, please use the memo section to include tenant name, unit address and purpose of the payment. If the payment includes both damage deposit and 1st month rent, list the exact amount for each. The memo section usually allows 300 characters.

Access to your unit

A set of keys to access your unit will be provided at the time of your move-in. If you lose access to your keys, please reach out to our team by emailing JasperInterimHousing@redcross.ca or calling 1 833 354 1629 (toll-free). There will be a \$20 charge for key replacements.

Access to internet

Please note: The wi-fi password is located on your router. There may be a delay in your internet installation. We are working with internet providers to ensure that this is up and running as soon as possible.

Furnishing your unit

All units come furnished with a double or queen-sized bed and a mattress. Please note that this does not include linens and pillows. The duplex kitchens are equipped with a microwave, oven, fridge/freezer, coffee maker, and toaster. The walls of the unit are made of foam core, and it is not permitted to drill holes into the wall. Residents may use command strips, adhesive hooks and other temporary solutions to hang objects on their walls.

Customizing your unit:

- **Bed:** The framework below the mattress is built into the trailer and cannot be changed. It may be possible to place a larger mattress on top of that framework but keep in mind that all original furnishings must be returned when you move out.
- **Desk:** The desk is also attached to the unit and therefore cannot be removed or modified.
- **Couch:** Prior to moving in, you can select whether the couch gets changed out for a bunk bed. If you select a unit with a couch, the couch is not attached to the unit, so it can be moved out for other furniture, i.e. crib, table etc. The couch must be returned to the unit when you move out.

Please keep the unit and kitchen furnishings and equipment in good condition – any damage due to negligence or poor treatment is your responsibility as the tenant, and any repair costs will be charged to you. Your security deposit will be used to offset any such repair or replacement costs.

The following organizations/businesses have offered to help residents with furnishing their interim housing units:

- **Canadian Tire** has provided gift cards to help with purchasing household essentials for your interim housing unit. Individuals will receive a \$200 Canadian Tire gift card, and households of two or more will receive a \$100 gift card for each additional member, up to a maximum of \$700. This program will only be available to households entering interim housing between February and May 2025. Please request this support by emailing recoveryhousing@jasper-alberta.ca.
- **Samaritan's Purse** has offered new household essentials move-in kits to households moving into interim housing. For more information and to sign up for either the household essentials move-in kit or assistance for your move into interim housing, please fill out the [Jasper Household Essentials Kit Application – Samaritan's Purse Canada](#) to the best of your ability. Please note that you will need your new Interim Housing address to be able to make your request.

Unit amenities and services

Important notice:

Critical site work to install utility upgrades is scheduled to begin on **Monday, April 28**, across all Jasper interim housing locations. This work will temporarily impact parking and road access in affected areas.

Beginning Monday, April 28, **no vehicles will be permitted to drive or park on any surface currently covered with wooden rig mats**. This includes access roads and makeshift parking zones.

These areas must be cleared to safely allow for:

- Rig mats removal
- Ground drying and stabilization
- Timely continuation of utility infrastructure work

The above restriction is expected to remain in place for all sites throughout the week of April 28 and may extend into the following week.

Unit entrance

The small storage area under the bench at the entrance of your unit must be kept clear at all times. In certain units, this storage area includes a heater which represents a fire hazard should any items be stored in this space.

Laundry

Each duplex trailer has one clothes washer and dryer for the trailer.

Electricity, heating, and water/sewage

Each unit has been equipped with electricity, heating, and water/sewage utility services. All units have showers, and some may have tubs built into those showers. The cost for the utilities has been included in your rental fee.

Electricity

Your unit is connected to mainline electricity.

Propane

Please make sure you know how to turn off the propane stove. In most units, under the oven, there is a cabinet that contains the shut-off valve for the propane

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stove. The property manager is available should you need guidance on how to do so.

Keep propane doors, located outside your unit, closed. This is helpful when the temperature gets very cold and to keep birds, bees and other wildlife out.

To light the oven, you will need to light the pilot light inside. The property manager is available should you need guidance on how to do so. The pilot light will automatically go out after use, so this will need to be repeated each time you use the oven.

Heating

All trailers are heated with propane forced air furnaces. Each trailer has one thermostat located on one side of the trailer that controls the temperature for the units. Please discuss with your neighbors in the trailer regarding the best temperature settings that work for all.

Please keep the temperature set to at least 20° Celsius year-round and do not set air conditioning (A/C) below this.

Water

The units are equipped with water tanks rather than a direct connection to water mains. The tanks will be refilled on a regular basis.

Please make sure you know the emergency water shut off location. The property manager is available should you need guidance to locate it.

Please monitor your water tank level daily. When your water tank reaches half full (identified by the tape mark on the tube next to your water tank), please contact the property manager to request a refill. Failure to do so may result in the water pump burning out when empty, leading to damages and delays for repairs. Please conserve water to avoid the need for emergency water refilling.

Please turn off the circuit breaker to your water pump and hot water heater when leaving your unit overnight.

Sewage

In-town units are connected to the town sewers. However, the septic system on the trailer is delicate.

To ensure the sewage system works for all units and avoid clogged drains, please flush only toilet paper in the toilets. The system uses pumps to move

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waste to a holding tank, and certain items can cause severely clogged drains, leading to backups and costly repairs.

Please do not flush or pour the following items down the drain:

- ✗ Paper towels, rags, or cleaning wipes
- ✗ Baby wipes (even if labeled "flushable")
- ✗ Feminine hygiene products (pads, tampons, applicators)
- ✗ Diapers or incontinence pads
- ✗ Plastics, wrappers, or any foreign objects
- ✗ Mop heads
- ✗ Hair (from shower drains or brushes)
- ✗ Q-tips, cotton balls, or dental floss
- ✗ Medication or chemicals (can damage the system and environment)
- ✗ Oils, fats, or butter (they solidify and clog pipes)
- ✗ Bones, grease, or food scraps
- ✗ Cigarette butts
- ✗ Small toys or personal items

To avoid clogged systems, please flush only toilet paper in the toilets.

For emergency issues and repair services, please contact the property manager.

Housekeeping/janitorial services

As with any private residence, residents are responsible for keeping their own unit and shared spaces clean and tidy.

Garbage and recycling

Each group site has been equipped with two large bear-proof compost bins and garbage bins for waste.

Please follow garbage removal and housekeeping schedules by ensuring that all trash is put into the large bins. Please note that tenants are responsible for keeping the land tidy and free from waste, pollutants, and other debris. Any damage to the land, including environmental damage, as a result of a tenant's failure to follow these rules will be the sole responsibility of the tenant.

For further information on garbage pick-up and recycling services in the Town of Jasper, please refer to: <https://jasper-alberta.ca/p/garbage-and-recycling>.

Snow removal and landscape maintenance

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Snow removal and landscape maintenance within the interim housing site and around your unit is included as part of the services being provided by the Canadian Red Cross.

Please remove snow from your front step at your front door.

For further information on snow removal services in the Town of Jasper, please refer to: <https://jasper-alberta.ca/p/snow-removal>.

Parking

Due to limited space, we cannot offer parking at the site. Please park your vehicle on the public street. There is space for emergency vehicle parking and, if needed, for you to temporarily stop for loading and drop offs in front of your unit when you are moving in. Any violation of this parking guideline will be at your own risk and may result in your vehicle being towed.

If you have a visitor, please encourage them to park only in designated areas.

A reminder that residents are not permitted to park in the street between Forrest Park Hotel located at 76 Connaught Dr and 72 Connaught Drive, as this will be a sidewalk.

For further information on parking rules and regulations in the Town of Jasper, please refer to: <https://www.jasper-alberta.ca/p/parking>.

Storage

To support tenants in storing their personal belongings, the Canadian Red Cross is providing one outdoor shed per household for residents living in non-dorm style units. These sheds are considered part of your tenancy and included in your rent.

Please note these storage sheds are currently being installed, as grounds stabilize with warmer temperatures.

Once the storage space is available to your unit, please note:

- You are not permitted to store flammable or combustible liquids and materials, food and perishable items, and any other item that violates your lease agreement, the Code of Conduct, or laws and regulations applicable to the interim housing sites.
- We encourage you to lock and secure your shed, and not to store any valuable personal belongings in the shed provided to your unit, as these are shared spaces.
- We recommend checking with your insurance provider to confirm that stored items are covered under your policy.

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- In case of an emergency or other exceptional circumstances requiring immediate action, the property manager and/or emergency personnel may need to access your shed.

Please do not store personal items in any mechanical spaces, such as where the water tanks are located in duplexes, or under the bench at the entrance of your unit, as this can lead to a fire hazard.

Building maintenance and unit repairs

Contact the property manager for all requests related to repairs and maintenance.

Ongoing maintenance at interim housing sites

The Municipality of Jasper is working hard to finish work at the interim housing sites to make your stay as comfortable as possible. This work is ongoing and construction personnel and equipment will be on site. To ensure your safety and to facilitate this work, please follow these guidelines:

- Stay vigilant and keep your eyes and ears open at all times.
- Steer clear of areas where construction personnel and equipment are present.
- Stay on designated pathways.
- Adhere to on-site signage regarding areas with restricted access, including the restricted area between trailers where utility services are connected to the units.

Transit information

School buses will conduct regular pick-ups and drop-offs at designated locations close to the Town of Jasper interim housing sites.

For questions related to school buses, please refer to the Municipality of Jasper [Transportation Service FAQ for Parents with School-Aged Children](#).

For more information on Jasper transit pick-up locations and services, and other available transportation options, please refer to <https://jasper-alberta.ca/p/transit>.

Lease agreement

Please refer to your lease for information about your rights and obligations as a tenant.

Code of conduct, rules, and regulations

Please refer to the [Code of Conduct](#) for information about your obligations and responsibilities as a tenant.

Living safely with wildlife

As a resident of Jasper, you are part of a community surrounded by nature. It's important to know how to live safely with wildlife in your area.

Understanding our shared space

- Before interim housing was built, wildlife used this area for travel and feeding. Encounters with animals can happen at any time and may be more frequent until they get used to people living here.
- Food and garbage can attract wildlife, putting them at risk of danger from cars, people, or pets.

How to keep wildlife safe

1. **Use bear-proof bins:** Always put garbage in bear-proof bins. If bins are full, contact Municipality of Jasper Operations at (780) 852-3040.
2. **Store food properly:** Keep BBQs clean and store coolers and compost in a locked structure or provided compost bins. Do not leave them outside.
3. **Do not store items under your trailer:** Until skirting is added, nothing can be stored under trailers because it may attract animals looking for shelter.
4. **No outdoor waste:** Never leave garbage, food, or recycling outside.
5. **Property checks:** Staff will check regularly to ensure there are no wildlife attractants.
6. **Do not feed wildlife:** Feeding animals is illegal and may result in fines.

Keeping pets safe

- **Always leash and watch pets:** Keep pets on a leash since there are no fenced areas. Pets can scare wildlife and cause conflicts.
- **Remove pet food and bird feeders:** These can attract wildlife.

Stay a safe distance from wildlife

- Stay at least 30 metres from deer, moose, and elk, and 100 metres from predators like bears and cougars.
- Follow wildlife closure signs and warnings to keep yourself and the animals safe.

Stay informed

- Visit: [Top tips to respect wildlife and stay safe.](#)

Please report all bear sightings and concerning wildlife behavior to Jasper Dispatch at 780-852-6155.

Municipality of Jasper's municipal alerts

To sign-up to the Municipality of Jasper's municipal alerts, visit <https://www.jasper-alberta.ca/p/alerts>.

For up-to-date information on emergencies in the Town of Jasper, please visit the Municipality of Jasper website at <https://www.jasper-alberta.ca/p/emergency-information>

Emergency response plans

FIRE SAFETY

In case of emergency: **Dial 9-1-1**

Action on discovery of a fire

- Any person discovering a fire should follow the following steps immediately.
- If possible and safe to do so, attempt to extinguish the fire using a fire extinguisher located nearby.
- Exit the unit.
- Shout "FIRE, FIRE, FIRE".
- Dial **911** from your phone with the following information: your name, the location/size of fire, and your temporary unit home address.

Action upon hearing a fire alarm

Stay calm, exit the facility via the safest exit and proceed to an Assembly Area. Do not re-enter the area until directed. If someone was not evacuated, report to staff on site.

When the fire alarm sounds in your unit, please take the following actions:

- 7. If you hear a continuous signal, exit the unit immediately.**
- 8. If possible, close all open doors and windows in the areas you are leaving.**

NEVER enter a burning building for any reason.

<https://www.jasper-alberta.ca/p/emergency-information>

Securing tenant insurance

To protect you and your belongings in case of an emergency, you are required to obtain tenant insurance.

For residents of Jasper interim housing site

The Insurance Bureau of Canada has indicated that tenant insurance coverage is available for residents living in alternate accommodations, including interim housing. For more information and general insurance questions, you can reach the Insurance Bureau of Canada:

- by calling their Consumer Information Centre at # 1-844-227-5422 (1-844-2ask-IBC)
- by sending an email to: askIBCwest@ibc.ca
- by visiting [their website](#)

For more information on tenant insurance coverage, reach out to your insurance provider or any licensed personal lines broker or agent in Alberta to discuss your specific situation, and secure the coverage that best meets your current needs. You can also contact Hub International Brokers:

- in person at 414 Connaught Drive between 8:30 am and 4:30 pm from Monday to Friday
- by calling toll-free 1-855-527-7371 or 780-852-3149
- by visiting [their website](#)

If you have additional questions or require further information, please contact Cheryl Hathaway at cheryl.hathaway@hubinternational.com or 780-482-6936.

Please reach out to your insurance provider or any licensed personal lines broker or agent in Alberta to discuss your specific situation, and secure the coverage that best meets your current needs.

Canadian Red Cross support for your recovery from the wildfires

The Canadian Red Cross continues to work closely with all levels of government and local community partners, including the Jasper Recovery Coordination Centre, a joint partnership between Parks Canada and the Municipality of Jasper, to determine how to best support people in Jasper as they move through their recovery. The Red Cross is actively committed to wildfire recovery and building community resilience with our support and granting programs for individuals, households, small businesses, and not-for-profits.

For more information on services that may be available, as well as information and resources to help you in your recovery, please visit www.redcross.ca/albertawildfires.

Health and well-being reminders

For health information and advice, call Health Link at 811. Calls are answered 24 hours a day, 7 days a week.

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To get mental health or addiction information and advice, call 1-877-303-2642. Calls are answered 24 hours a day, 7 days a week.

To find a doctor online, please visit: albertafindadoctor.ca

For any urgent health concerns or emergencies, the fastest way to get assistance is to call **9-1-1** from any phone.

Here are some friendly reminders to ensure your health and safety:

- If you are sick, please limit contact with others as much as possible. Please stay two metres away from others.
- Wash your hands often, including when you return home to your unit.

If you experience reactions that make it difficult to function normally over a long period of time, seek help. One option is to contact your local health facility, or a local crisis support line.

- **Recovery Mental Health Supports** : Please review the [Recovery Mental Health Supports](#) page of the Municipality of Jasper Website.
- **Alberta Health Services Mental Health Help Line**: call 1-877-303-2642.
- **Health Link**: call 811 and follow the directions to talk to the addiction and mental health team or to find out what services are available in your community.
- **211 Alberta**: call 211 to find programs and services in your community. Support is also available via text and online chat.

National Support Resources

- For immediate assistance anywhere in Canada, call **Talk Suicide Canada** to connect to a crisis responder at 1-833-456-4566.
- [Canadian Mental Health Association](#): for links to support and resources in your area.
- **First Nations and Inuit Hope for Wellness Help Line**: 1-855-242-3310
- [Kids Help Phone](#): 24-hour bilingual and anonymous phone counselling, online counselling and referral service for children and youth.

[Bell Let's Talk](#): list of organizations with helpful resources.