

Important information for displaced residents

General Information

Albertans can call toll-free to **310-4455** to access current information about the wildfire situation such as Red Cross resources, highway closures, and websites to visit for more information.

Evacuees in need of housing, income support and other assistance must register with the Red Cross Central Registration Inquiry Bureau at **1-800-565-4483**.

For information on road closures call the Wildfire Road Closure Hotline: **780-644-5653** (to call toll-free, first dial 310-0000)

Aboriginal Supports

Families who receive services from the Kee Tas Kee Now (KTC) Child and Family Services Delegated First Nation Agency may call their temporary office in High Prairie at 780-536-5065 or 780-536-7626.

First Nations can apply to use their funding allocation from the First Nations Development Fund (FNDF) to assist their communities affected by the fires. Given the critical situation, Aboriginal Relations will expedite any FNDF application associated with recovery from the wildfires. Costs such as temporary housing, food, clothing, and medical supplies are all eligible. An application, with Band Council Resolution, will still be needed. First Nations who wish to submit an application, require assistance or have questions, can phone 780-427-8407, and ask to speak to an FNDF Liaison Officer.

Agriculture/Livestock

Farmers who need access to farms to feed and water livestock may be authorized to visit to their farms to ensure adequate feed and water are available. To request authorization to visit your farm, please call toll-free 310-4455.

Alberta Works

If you are:

- an Alberta Works client, and
- receive benefits by cheque rather than electronic deposit, and
- were impacted by the wildfires in northern Alberta

call the Income Support Contact Centre at 1-866-644-5135 (780-644-5135 in Edmonton) or send an email to iscc@gov.ab.ca to find out how to receive your benefits.

Apprenticeship and Industry Training

Website: www.tradesecrets.gov.ab.ca

If you require assistance from Apprenticeship and Industry Training for the Slave Lake area, please note the following service changes:

- Slave Lake office phones are re-directed to the Bonnyville office at 780-826-6142.
- Apprentices who were scheduled for examinations, should contact the Edmonton office at 780-427-8517.
- All Slave Lake clients will receive the personal service they require from any other Alberta Apprenticeship and Industry Training office in Alberta. You can call any apprenticeship office toll-free within Alberta by first dialing 310-0000.

Assured Income for the Severely Handicapped (AISH)

In addition to financial and health related assistance, AISH clients in emergency situations may also be eligible for personal benefits. AISH clients who have been displaced can contact the St. Paul AISH office toll free by dialing 310-0000 then entering 780-614-6413 to request these benefits.

Alternatively, clients who may have evacuated to surrounding communities can also contact the AISH office closest to where they have been displaced.

Alberta Aids to Daily Living (AADL)

Clients who need to replace lost or destroyed medical equipment or supplies can contact any AADL authorizer or specialty assessor (e.g. hearing aids) in the area they are currently residing. These authorizers/vendors would assess the need(s), and contact the appropriate AADL benefit manager, with whom they already have a relationship. Any request for replacement equipment or supplies will be expedited by AADL.

Evacuees can get information about vendors/authorizers, or direct any other inquiry to the AADL mainline directly, toll free at 310-0000 then pressing 780-427-0731.

Alberta Health Services

Slave Lake Patient Relocation Information: Families of patients who have been relocated can call Alberta Health Services at 1-866-301-2668 for information and status updates on patients who have been relocated from the Slave Lake Healthcare Centre.

Health Services: Residents looking for locations of nearby health services, including dialysis, should call Health Link Alberta 1-866-408-LINK (5465). Anyone in need of immediate medical attention should go to the nearest health centre. Call Health Link at the same number for nearest health care facility. If this is an emergency, call 911.

Prescriptions and Medication: Residents evacuated from Slave Lake in need of medication or prescription refills can visit any local pharmacy in the community they are located in. Local pharmacists will assess each individual's needs and may dispense medication up to the amount of their last prescription. Anyone requiring narcotics or controlled substances will need to obtain a prescription from a physician. More information is available at www.albertahealthservices.ca/4696.asp.

Water advisory for the Town of Slave Lake: Alberta Health Services has issued a “do not use order” for municipal water in the Slave Lake and Poplar Bay area. Please note this advisory is in effect until further notice. If further information is required, please contact Health Link at 1-866-408-LINK (5465).

A supply of potable water has been secured for the Town of Slave Lake, including a bottled water supply. The Municipal District of Lesser Slave River is providing potable water for other areas of the municipality.

Air Quality: Due to deteriorating air quality caused by forest fires in northern Alberta, northern residents should take precautions against potential health risks associated with current air conditions. People with respiratory conditions are advised to remain indoors, keep their windows closed and limit outdoor physical activity. People who experience difficulty breathing should consult their physicians. Residents can contact HealthLink Alberta to speak to a registered nurse 24 hours a day, seven days a week, toll-free at 1-866-408-LINK (5465). Current air quality monitoring data is available at www.envinfo.gov.ab.ca/AirQuality.

Health Care Insurance Cards: For replacement of Alberta Health Care Insurance Cards for Slave Lake and other evacuated areas, contact Alberta Health and Wellness toll-free in Alberta at **310-0000 then dial 780-427-1432**, in the Edmonton area call direct at **780-427-1432**. Identities will be validated and arrangements made for card delivery. Replacement cards will be provided at no cost.

Canada Post

Canada Post says mail is being dispatched to most Northern communities as many roads and highways are now open allowing teams to safely transport mail into the area. Alternate mail delivery is being implemented for those evacuated from Slave Lake, Canyon Creek, Widewater and some communities north of Slave Lake who are still unable to return to their homes. Displaced residents can request a change of address form developed specifically for this emergency at any post office. Photo identification is required. More information is available at 1-800-267-1177.

Routine government cheques (such as Old Age Security & Child Tax Benefit) and other mail will be redirected by Canada Post from evacuated areas to post offices in neighbouring communities. Photo identification is required.

Children and Youth Services

For information on child intervention, child care, Family Support for Children with Disabilities and other programs, contact:

- Athabasca office, 300 Duniece Centre, 4810-50 Street, 780-675-6870
- Westlock office, 11304-99 Street, 780-349-7720
- Alberta Supports: 1-877-644-9992
- Child Abuse Hotline: 1-800-387-5437 (KIDS)
- Family Violence InfoLine: 310-1818
- Bullying Helpline: 1-888-456-2323

Education

Parents may wish to enroll their children temporarily in another school in Alberta. If any parent has difficulty registering in any school division in Alberta, please contact your home jurisdiction for assistance.

Your local school authority can be reached toll free and should be the first point of contact for information related to the current situation.

- Living Waters Catholic School District: 1-888-434-7348
- High Prairie School Division: 1-877-523-3337
- Northland School Division: 1-800-362-1360

If your child attends a private, charter or First Nations school, please contact the school directly or visit your school's website for more information.

Provincial Achievement Tests (PATs)

Students from affected communities who are in Grades 3, 6 or 9 and who were scheduled to write their PATs, during the week of May 16-20 are exempt, even if they enroll in a school temporarily.

Diploma exams

Students in affected communities will be exempt from writing the Diploma Examinations unless they wish to write them. Diploma examinations can be written in any Alberta high school or examination writing centre. Students who wish to write an exam at an alternative high school site should contact the principal of the high school before the exam date to ensure there is space to accommodate all writers. In cases where students are exempted from diploma examinations, a final grade will be awarded based on 100 per cent of their school awarded mark.

Alberta Distance Learning Centre (ADLC) staff will be available in Athabasca Multiplex, Westlock Community Centre, High Prairie E.W. Pratt High School, and the Edmonton Expo Centre from 10:00 am to 3:00 pm Friday, May 20 to facilitate course registrations.

Alberta Distance Learning Centre (ADLC) has offices in Barrhead, Edmonton, Calgary and Lethbridge at which students can enroll in courses. Students who are enrolled in Grade 12 diploma courses should seek immediate advice from the contacts below in order to facilitate appropriate programming is put in place as soon as possible to ensure credits are awarded and future academic plans are impacted as little as possible.

Students of High Prairie School Division in Slave Lake are encouraged to contact Principal John Walbergs at jwalbergs@hpsd48.ab.ca or call 1-780-805-0830 to make arrangements to be enrolled in Alberta Distance Learning Centre courses that will allow students to finish the 2010-2011 school year and earn high school credits.

Students who are enrolled in Grade 12 diploma courses should seek immediate advice from John Walbergs in order to facilitate appropriate programming is put in place as soon as possible to ensure credits are awarded and future academic plans are impacted as little as possible. Students will be given credit for work already completed to date and the Alberta Distance Learning Centre is providing this service free of charge to students.

The Roland Michener school counselor will be working out of the ADLC Edmonton office. Students can book an appointment to talk to Mr. Ramsey by calling 1-780-452-4655 ext. 6153.

Students of Living Waters School Division in Slave Lake are encouraged to contact Deputy Superintendent Jo-Anne Lanctot at jo-anne.lanctot@livingwaters.ab.ca or 1-780-778-5666 to make arrangements to be enrolled in Alberta Distance Learning Centre courses that will allow students to finish the 2010-2011 school year and earn high school credits.

Students who are enrolled in Grade 12 diploma courses should seek immediate advice from Jo-Anne Lanctot in order to facilitate appropriate programming is put in place as soon as possible to ensure credits are awarded and future academic plans are impacted as little as possible. Students will be given credit for work already completed to date and the Alberta Distance Learning Centre is providing this service free of charge to students.

For further information about the role of the Alberta Distance Learning Centre (ADLC) contact: Ray Battochio, Assistant Superintendent Alberta Distance Learning Centre (ADLC), may be reached at 780-231-5057 or rbattochio@adlc.ca

Employment Insurance (EI)

EI has issued a notice to claimants impacted by the wildfires in Slave Lake. This notice provides instructions for applying for EI and can be found at www.servicecanada.gc.ca/eng/ei/application/application_slave_lake.shtml.

To find out if you can receive EI benefits, you must submit an application online (www.servicecanada.gc.ca/eng/ei/application/employmentinsurance.shtml) or in person at your Service Canada Centre. For more information, contact 1-800-206-7218 from 8:30 a.m. to 4:30 p.m. Monday to Friday.

Financial Assistance:

Albertans displaced from the Lesser Slave Lake region are eligible for Slave Lake Wildfire Relief to help pay for costs resulting from being evacuated from their homes. Applications are being accepted until at least June 17, and can be made at evacuee reception centres or any of 58 Alberta Works offices in the province.

- Individual adult evacuees are eligible to receive \$1,250
- Children under 18 are eligible for \$500.

Applicants need to register with the Red Cross, provide proof of identity, and provide proof of residence. For information, see www.alberta.ca .

Emergency Accommodation Program

Albertans displaced from Slave Lake and bordering communities due to mandatory evacuation orders may be in need of temporary housing while their homes are repaired or replaced.

Albertans displaced from the Slave Lake region who do not have insurance, and/or cannot find or afford temporary housing can get help through the Emergency Accommodation Program. The program helps both homeowners and renters immediate assistance with housing placement and will cover up to 100 per cent of housing costs until the end of August 2011. The plan also includes costs related to damage deposits, hook-up fees, and basic start-up household expenses. Payments are expected to be made directly to landlords on behalf of evacuees. Priority is being given to those currently living in evacuee reception centres. To ensure relief is first provided to those most in need, people who do not require immediate assistance are asked to wait until late next week. Evacuees will be assessed individually to determine ongoing housing needs.

To apply, you must first register with the Red Cross at an evacuee reception centre or by calling 1-800-565-4483. Those seeking housing assistance can then apply to a housing provider at the evacuee reception and information centres. Relief information and applications forms are online at www.alberta.ca in the “Slave Lake Recovery” section.

Assistance will be provided at evacuee reception and information centres in Athabasca, Edmonton, Grande Prairie, High Prairie, Peace River, Valleyview, Wabasca and Westlock seven days a week between 8 a.m. and 5 p.m. until further notice.

Those who have insurance should contact their insurance provider.

For those who do not have insurance or access to housing, the Alberta government is working with its partners to provide options for immediate and longer term transitional housing.

Please help staff identify your housing needs by providing some basic information. If possible please bring the following:

- any personal documents that you have available, such as photo ID for the adults in the household;
- be ready to identify which area(s) you would prefer to live and why: whether you have any connections with the area, such as living, working or having family in the area; and
- be ready to identify the type of housing you need, including size, location and facilities.

Housing placement is available to all those displaced by fire and/or evacuations in Slave Lake and other areas during May 2011.

You must apply for housing assistance in person. Housing advisors are available to help you through the process.

Assistance will be provided in partnership with local agencies to help provide furniture and other necessities.

All displaced residents should call the Red Cross Central Registration Inquiry Bureau to register their information at 1-800-565-4483. To discuss your housing needs, please visit an evacuation centre in person.

Insurance

Home insurance policies generally cover fire damage or loss to houses and contents.

Contact your insurance provider for information on your policy and fire coverage.

Impacted residents can call IBC's Consumer Information Centre toll-free in Alberta at 1-800-377-6378 (Monday - Friday, 8:30 a.m. - 4 p.m.) for answers to insurance-related questions.

Policy-holders can also contact their insurance company or broker directly for assistance.

Replacement identification

To replace a driver's license or identification card, you have several options:

- visit the registry agent office of your choice
- Alberta Motor Association (AMA) agents will provide services to non-AMA members in this situation

Registry agents will validate your identity by looking up your image and your signature to ensure they match what is on file.

The agent will ask 'personal knowledge' questions that only you can answer.

Driver's licence replacement

You may choose to apply for one of the following services:

- a duplicate of your current driver's licence or identification card at no charge; or
- renewal of your licence or identification card (i.e. your driver's licence will expire soon), standard renewal fees apply.

The card can be delivered to the registry agent location where you would pick it up in three to four business days, or you can provide an alternative mailing address in an area that is not affected by the fires.

Your replacement card will be delivered on a rush basis within three to four business days to the address you specify.

Please note that application for a replacement card invalidates any current card that may exist. If you do recover your current card, please ensure it is destroyed.

Birth certificate replacement

To replace your birth certificate, you may:

- visit the Registry Agent office of your choice; .
- visit the Alberta Motor Association (AMA). Agents will provide services to non-AMA members in this situation.

Birth certificates replacements will be provided at no cost.

If you do not have any identification, provide written authorization to someone with identification to apply on your behalf. The registry agent can assist you with this process.

If you have identification but need a replacement birth certificate you can apply in person at a registry agent office.

Your replacement birth certificate can be delivered to the registry agent location where you would pick it up in two to three business days, or you can provide an alternative mailing address in an area that is not affected by the fires.

General Information

For registry agent locations please refer to the Service Alberta website at www.servicealberta.ca or call Alberta Registries at **780-427-7013**.

Pets – Edmonton Humane Society

The Edmonton Humane Society has a team in Slave Lake picking up animals. Please call the dispatch centre at 780-491-3850 with your name, address, contact information and a description of your pet(s). Photos of rescued animals are posted on the Edmonton Humane Society Facebook page.

Looking for a place to bring your pets?

Please go to the Edmonton Expo Centre (7515 - 118 Ave in Edmonton). Emergency animal housing has been set up there.

Post-Secondary Information

Students and staff from Northern Lakes College should contact the college for information at www.northernlakescollege.ca or 1-866-652-3456.

Red Cross Information

Centres will be open from 8 a.m. to 5 p.m. seven days a week.

Evacuees are encouraged to register in person with the Canadian Red Cross or at one of the evacuation centres.

Evacuees may also register by calling **1-800-565-4483**.

Once evacuees are registered Red Cross and government representatives will be better able to ensure services are provided.

Red Cross is currently in Edmonton, Westlock and Athabasca, High Prairie, Wabasca/St. Isidore, Valleyview and Peace River.

Seniors Benefits (ASB)

If you are a senior who receives the Alberta Seniors Benefit by cheque rather than electronic deposit, and are uncertain how the delivery of your cheque will be impacted by the wildfires in northern Alberta, please call 1-877-644-9992.