



MD OF GREENVIEW

Welcome Home

A Guide to Re-Entry into your Home After an Evacuation

A state of Local Emergency may still be in affect and active wildfires may still be a concern nearby - please exercise extreme caution in restricted areas and follow any instructions provided. This document is intended to help you know what to do and where to get help. This is a broad-serving document and not all of the information may apply.

- ☎ Office Hours: 780-524-7600 | Toll Free: 1-888-524-7601
- ☎ After Hours: 1-866-524-7608
- 📍 Municipal District of Greenview No. 16
- 📍 Grande Cache, MD of Greenview
- 🌐 www.mdgreenview.ab.ca

Introduction

You are returning to an area that was affected or had the potential to be affected by wildfire. Returning home may be stressful. This handout will help guide you as to what to do and where to get help.

Greenview would also like to take a moment to thank you for your patience and cooperation during the evacuation. This was a crucial part in helping our crews fight this wildfire. Please exercise extreme caution and respect in restricted areas and carefully follow any directions provided.

Please watch for notices about water and/or waste services on our website www.mdgreenview.ab.ca or on our social media pages.

About this Guide

This guide is intended to provide guidance on how to safely re-enter your home following an evacuation. Your home and community may not look like it did when you left. Please re-enter with caution. Unseen dangers such as danger trees, livestock and wildlife roaming, and downed power lines may be present on your property, roads and surrounding areas. Using caution can help reduce potential injuries. **When in doubt, ask for help or seek advice from an expert.**

Your home may be impacted by the emergency (ie. smoke, soot and ash, chemicals, structural and water damage). This information is a collection of health and safety considerations during initial work to view or restore your home. This document is intended to be a broad-serving and not all of the information may apply to your situation. A contact directory of resources and links is provided at the end of this document.

Note: If your property is placed under an Evacuation Alert following the removal of an Evacuation Order, please be aware that a risk from wildfire may still remain and you should be prepared for possible evacuation.

Safety precautions when entering your home

Once you are able to enter your community and home, take basic precautions and be aware of hazards to your health and safety.

- ▶ Do not re-enter any areas that were heavily damaged or destroyed until the area has been cleared by the local 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 have any doubts about safety, do not enter.**
- ▶ If safe, walk carefully around your home and check for loose power lines, gas leaks and structural damage.
- ▶ Do not enter if you smell gas. If you smell gas, exit your home IMMEDIATELY and [call 911 or your utility service provider](#).
- ▶ Check for electrical hazards such as exposed wires. Avoid contact with damaged or fallen power lines and poles. If there are any hazards, contact your service provider.

IMPORTANT

DO NOT DRIVE OVER ANY EQUIPMENT, INCLUDING HOSES.

FOLLOW THE DIRECTION OF THE FIREFIGHTERS or LOCAL AUTHORITY.

- ▶ Fire Apparatus, water tanks, and equipment may still be positioned in the area. Please avoid them.
- ▶ Dozer guards (fire breaks) may have been created to limit the spread of fire. Please be aware of activity in your area.
- ▶ If you notice the residue of fire retardants on your property (red stains) use water or biodegradable household cleaners. Never use bleach to clean areas where fire retardants have been used.
- ▶ CAUTION: ASH PITS – An ash pit is a hole in the ground filled with ash, possibly containing hot embers beneath. They are often found near the base of trees and in areas with deep organic soil. Ash pits are a danger to residents and their pets and livestock returning after a wildfire has gone out.
- ▶ Residents returning to their homes are reminded to stay vigilant and be aware of this danger. If you find an ash pit, do not step in or around it. If you're concerned about its location or giving off a lot of heat, please contact 310-FIRE or 911.

What hazards should I watch for when I return home?

- ▶ Please watch for emergency, firefighting, and utility company vehicles.
- ▶ Be aware that burned trees are dangerous, highly unstable and can be easily blown over.
- ▶ There are many safety risks:
 - Pits filled with ash which can be deep and hot.
 - Burned trees and branches which can fall over at any time.
 - Burning roots can cause trees to fall.
- ▶ 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 Fish & Wildlife in the Northwest Region at (Valleyview area 780-538-5625) or Fox Creek area (780-523-6526) for animals that appear injured or unwilling to leave.
- ▶ If you see stray livestock in your yard, call the Agricultural Services Department at 780-524-7621.
- ▶ Do not allow anyone to enter or play in areas damaged by fire.
- ▶ Burning roots can cause trees to fall.

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- ▶ If you smell gas, exit your home IMMEDIATELY and call your service provider.
 - ▶ Check for electrical hazards such as exposed wires. Avoid contact with damaged or fallen power lines and poles. If there are any hazards, contact your service provider.
 - ▶ Be on the lookout for livestock on roads.
 - ▶ Be careful around any burnt structures that may be unstable.
 - ▶ Fire damaged buildings may be a hazard.
 - ▶ 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.

First steps when you walk through your door

- ▶ There are many safety risks:
 - Pits filled with ash which can be deep and hot.
 - Burned trees and branches which can fall over at anytime.
 - Burning roots can cause trees to fall.
- ▶ If you smell gas, exit your home IMMEDIATELY and call your service provider.
- ▶ Check for electrical hazards such as exposed wires. Avoid contact with damaged or fallen power lines and poles. If there are any **hazards, or utility disruption, please contact your service provider.**
- ▶ Refer to the Customer Re-Entry Information reference material included in your Welcome Home Guide for more detailed instructions.
- ▶ Check your gas, electricity, and water to make sure they are working and contact your utility providers if you need to restore service.

Electricity

- ▶ 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 doesn't restore electricity to your home, contact your service provider.
- ▶ Refer to the Customer Re-Entry Information reference material included in your Welcome Home guide for more detailed instructions. Please refer to the Waste Disposal section of this guide relating to spoiled food in Fridges and Freezers.

Natural gas

- ▶ For residents that have had natural gas service shut off, here are the steps to get natural gas service back and running to your property
- ▶ If there is a lock at the Natural Gas meter:
 - Please DO NOT remove lock. This will delay the process of getting Natural Gas service restored.
 - Service Providers will be removing the lock as soon as the Natural Gas system is re-energized
- ▶ If there is no lock at the Natural Gas meter:
 - Relight your appliances according to the manufacturer's instructions

Water: Drinking and household use

- ▶ Do not drink tap water unless local officials have assured you that it's safe for drinking. Obtain bottled water, or boil or disinfect tap water with tablets (or chlorine bleach for non-drinking needs).
- ▶ Check your water and sewer systems including sump pumps and livestock watering devices.
- ▶ If water has been deemed safe to drink, you should run all of your taps for at least five (5 minutes).
- ▶ You should run all of your taps (hot and cold) for at least five (5) minutes to remove stagnant water out of your lines. You are able to 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.
- ▶ For information regarding private wells or cisterns please refer to the "Alberta Health Services Returning to Your Home" reference material included in your Welcome Home guide.
- ▶ Water use may be restricted in your area. Please watch our social media page for updated information or visit our website at www.mdgreenview.ab.ca.

If your household water is sourced from a well, testing may not be required. If your household water is sourced from a Dugout or any other surface water source, you should test your water for potability. Water quality household testing is available through Alberta Health Services Public Health Offices.

To find your Public Health Office contact info, visit <https://informalberta.ca/public/service/serviceProfileStyled.do?serviceQueryId=1083627&serviceAtLocationQueryId=1132378>

Disposing of Food from your Home

- Refer to the "Alberta Health Services Returning to Your Home" reference material included in your Welcome Home guide for tips for disposal of food.

- If disposal of your fridge and freezer is required, you may leave your food contained in the appliance and seal it shut with duct tape. Refer to the Waste Disposal section of this guide.
- Food can be damaged by unsafe temperatures, smoke, ash, soot, fire retardant chemicals, water and loss of power during a fire. When in doubt, throw it out.
- Discard damaged, dented or bulging cans.
- Photograph foods that are discarded as the information may be required for insurance purposes.**
- Contact your insurance provider for specific details and requirements.**
- Follow current local guidelines and notices on where food waste may be discarded.**

If you have SMOKE CONTAMINATION, do not throw anything away until you contact your insurance company.

Waste disposal

- ▶ Evacuees may dispose of their waste associated with the damage of the wildfire at a Items NOT accepted in the placed bins will include:
 - White goods – fridges, freezers, (seal with duct tape) water coolers, air conditioners.
 - Household hazardous waste – cleaning chemicals, paint, fuels, oils etc.
 - Batteries – of any size or kind, dry cell, lithium
 - E-waste – electronic waste - ANYTHING with a cord. (ie. electronics, cell phones, toasters)

The items above can be disposed at a Class II Landfill. Should you have any questions regarding waste disposal please contact [Environmental Services at 780-552-3675](tel:780-552-3675) or on our [website under Environmental Services](#)

Disposing of dead livestock

Livestock carcasses can be taken to a Class II registered and approved landfill. The Greenview Regional Landfill is located on TWP RD 672. If you require guidance or assistance with the disposal process please contact the [Agricultural Services at 780-524-7621](tel:780-524-7621) for more information and attached resources in appendix.

Cleaning

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 movable 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 odour-masking sprays 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 odour 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.
- Refer to the “Alberta Health Services Returning to Your Home” reference material included in your Welcome Home guide for additional tips for cleaning your home.

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’s outside toys, play structures, and recreational equipment to remove any residual smoke and ash. Replace the sand in sandboxes with 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.
- Refer to the “Alberta Health Services Returning to Your Home” reference material included in your Welcome Home guide for additional tips for cleaning your yard.

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)

Email: askibcwest@ibc.ca

website: www.ibc.ca/ab/

Be careful when near fire retardants and fire residues

- 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.
- These symptoms may be significant depending on the type of soot/ash, amount of exposure, an underlying respiratory conditions.
- Smoke can irritate the skin, nose, throat, lungs and eyes and can cause coughing and wheezing. For more information on health effects from wildfire smoke, please see Wildfire Smoke and Your Health.
- Flush your eyes thoroughly with water and/or skin thoroughly with water and a gentle soap solution if contact with fire retardant, soot, ash or smoke.
- If you have respiratory symptoms such as coughing, move away from the area, take any prescription inhalers as directed, and if you are having trouble breathing, seek medical attention promptly.

Fire retardants and your pets

- Thoroughly shampoo any pets that have been exposed to smoke, soot, ash or fire retardants or that have absorbed 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.

Insurance information

IF YOU ARE INSURED, TAKE THE FOLLOWING STEPS:

- Assess and document the damage inside and/or outside. Taking photos can be helpful.
- Call your insurance representative and/or company.
- List all damaged or destroyed items.
- 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. **Do not throw away any damage goods (unless they until after the inventory is made by the insurance assessor).**
- Keep all of 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 of time Contact your insurance representative and/or company as soon as possible.
- If possible, assemble proofs of purchase, photos, receipts, and warranties.

IF YOU AREN'T INSURED:

For information on available assistance, check with:

- Government of Alberta 310-4455
- Canadian Red Cross 1-800-565-4483 or www.redcross.ca
- Refer to the media release from the Insurance Bureau of Canada (IBC):
IBC Media Release included in this guide <http://www.ibc.ca/ab/resources/media-centre/media-releases/insurance-experts-available-to-help-albertans-affected-by-wildfire>
- 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.

(Insurance Bureau of Canada)

Phone: 1-587-337-3200 (toll-free) Email: redpruis@ibc.ca Website: www.ibc.ca/ab

Do I need permits to begin repairing my house?

Depending on the extent of the damage, permits may be required. There are a number of different licenses and permits that the municipality administers.

For more information contact the **MD of Greenview Planning Department**:

780-524-6078 samantha.dyck@mdgreenview.ab.ca or 780-524-7643 nicole.friesen@mdgreenview.ab.ca

Disaster Recovery Funding

The MD of Greenview is in the process of applying for the Disaster Recovery Program for financial assistance. If the MD receives approval, affected residents may be eligible to apply for financial assistance under the Program to help cover damages that were not covered by their existing insurance. This program can only be used once per property, and only applies to residents who already have existing fire insurance.

Please refer to the “Disaster Recovery Program” reference material included in your Welcome Home guide.

Air quality

- ▶ People with breathing difficulties may want to delay returning home until the air quality improves.
- ▶ For more information visit Latest Alert For: Air Quality Alert <https://weather.gc.ca/>

Mental health

- ▶ For those impacted by the Alberta wildfires, AHS has supports and resources in place to help you through these challenging times.
- ▶ Go to www.ahs.ca/wildfire or call the Mental Health Help Line 24/7 at 1-877-303-2642.
- ▶ For health advice or information on health services, including mental health services, call Health Link at 811 or 1-866-408-LINK(5465)
- ▶ For professional, emotional support and/or referral to community resources contact the Lifeworks Community Crisis Support Line at 1-844-751-2133 (24 hour).
- ▶ If you are having a medical emergency, call 911 right away.

FireSmart your home

- ▶ You may notice upon your return that flammable items on the outside of your property may have been moved away from your home (for example propane tanks, ATV's). This was done to further protect your home from fire.
- ▶ Complete a scan around your home and property and take steps to remove combustibles.
- ▶ Check vents on the roof, foundation and exterior walls to prevent embers from entering your home.
- ▶ Refer to the “Last-Minute Checklist for Protecting Your Home and Property from Wildfire” reference material included in your Welcome Home guide

Take care of yourself and your family

The recent wildfire that swept across our area has left a profound mark on all of us. In the face of this adversity, we want to assure you that you are not alone. Fear, stress and anxiety are natural reactions to a traumatic event like this so please take the time to look after your well-being. To help yourself and your loved ones:

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- ▶ Accept and offer help and comfort; seek counseling if necessary.
 - ▶ Focus on the positive and the skills you've used to get through other hard times.
 - ▶ Take time to explain what is going on with children. Be patient, reassure them and encourage them to express themselves.
 - ▶ Give yourself and your family permission to grieve and time to heal.
 - ▶ Stay physically active, and rest as needed, eat well, hydrate and keep a manageable schedule.

Phone numbers: PLEASE CONTACT YOUR SERVICE PROVIDERS

(Note that not all will be applicable)

MD of Greenview	Office Hours: 780-524-7600 Toll Free: 1-888-524-7601 After Hours: 1-866-524-7608
Alberta Health Link	811 https://www.albertahealthservices.ca/news/Page14070.aspx
ACCESS ADDICTION & MENTAL HEALTH SUPPORT	1-888-594-0211
24/7 MENTAL HEALTH HELPLINE	1-877-303-2642
INDIGENOUS SUPPORT LINE	1-844-944-4744
ATCO	1-800-511-3447 / 310-5678
ALTAGAS UTILITIES	1-866-222-2068
EAST SMOKY GAS CO-OP	780-957-3792 or 780-831-2024
Fortis Alberta	310-WIRE (9473) or 1-866-717-3113
Trans Alta	403-267-7110
DIRECT ENERGY	1-855-461-1932
TELUS Mobility	*611 on your TELUS mobile phone or 1-866-558-2273
TELUS Internet	Toll-free 1-888-811-2323
CANADIAN FIBER OPTICS	1-888-236-2947
BELL	1-800-667-0125 or *611 from Bell mobile device
ROGERS	1-888-ROGERS1
LIVESTOCK EVACUATION	310-4455 https://mdgreenview.ab.ca/evacuee-donation-information/
EMERGENCY FINANCIAL ASSISTANCE	310-4455 https://www.alberta.ca/emergency.aspx
WATER: If your household water is sourced from a well, testing may not be required. If your household water is sourced from a Dugout or any other surface water source, you should test your water for potability. Water quality household testing is available through Alberta Health Services Public Health Offices.	

Apps, Alerts, Maps and Links

Alberta Emergency Alert

<https://www.alberta.ca/alberta-emergency-alert.aspx>

Alberta Wildfire Status Dashboard

<https://www.arcgis.com/apps/dashboards/3ffc-c2d0ef3e4e0999b0cf8b636defa3>

511 Alberta (Road Closures)

<https://511.alberta.ca/#:MyRoutes>
<https://511.alberta.ca/about/mobileapp>

Government of Alberta Emergency Preparedness Resources

https://www.alberta.ca/emergency-preparedness.aspx?utm_source=redirect&utm_medium=poster&utm_campaign=GoA&utm_term=BePrepared

Alberta Wildfire

<https://wildfire.alberta.ca/>

App – (iPhone) <https://apps.apple.com/ca/app/ab-wildfire-status/id1554525514>

App – (Android) <https://play.google.com/store/apps/details?id=com.ab.wildfire>

Alberta Fire Bans

App – https://open.alberta.ca/blog/?page_id=327
Map – <https://www.albertafirebans.ca/>

FireSmoke

<https://firesmoke.ca/>

Alberta Air Quality Health Index Map

<http://airquality.alberta.ca/map>

Alberta 211

<https://ab.211.ca/>

Financial, education and health support

https://www.alberta.ca/emergency.aspx?gclid=C-j0KCQjwmZeJBhC_ARIsAGhCqnm9-8lPiVl89oal45t-VNNhoWs235-M0jxp0JyxV7x4UmO0T-if1nEaAlu-vEALw_wcB#financialsupports

Alerts for:

[M.D. of Greenview near DeBolt](#)

[M.D. of Greenview near Little Smoky](#)

[M.D. of Greenview near O'Brien Prov. Park and Big Mtn Creek](#)

[M.D. of Greenview near Sturgeon Lake](#)

[M.D. of Greenview near Valleyview and New Fish Creek](#)

[M.D. of Greenview near Wapiti and Shuttler Flats Rec. Area](#)

https://www.weather.gc.ca/warnings/report_e.html?ab10=

In the event of an emergency, Greenview residents will be able to keep up to date using the following:

Greenview Mobile App

MD of Greenview Mobile App in the iTunes App Store: <https://apps.apple.com/app/id1523922363>

MD of Greenview Mobile App in the Google Play Store: https://play.google.com/store/apps/details?id=com.app_mdog.layout&hl=en&gl=US

MD of Greenview Website

<https://mdgreenview.ab.ca>

Municipal District of Greenview Facebook page

<https://www.facebook.com/MDofGreenview>

Grande Cache, MD of Greenview Facebook page

<https://www.facebook.com/greenviewgrandecache>

Air quality

<https://airquality.alberta.ca/map/>

Mental Health

- For those impacted by the Alberta wildfires, AHS has supports and resources in place to help you through these challenging times.
- Go to www.ahs.ca/wildfire or call the Mental Health Help Line 24/7 at 1-877-303-2642.

APPENDIX (ATTACHMENTS)

1. Alberta Health Services - Returning to Your Home
<https://www.albertahealthservices.ca/assets/wf/eph/wf-eh-returning-to-your-home.pdf>
2. East Smoky Gas Co-op Re-Entry document (attachment - if applicable)
3. ATCO (attachment - if applicable)
4. Valleyview and Area Circle of Supports - Resources Guide
5. Insurance During Wildfire IBC attachments
<https://www.gprep.ca/wp-content/uploads/2023/05/2023-05-13-Welcome-Home-Guide-Dunes-West-Evacuees.pdf>
6. Disaster Recovery Program – Assistance for residents and residential tenants attachment
<https://open.alberta.ca/dataset/a80fc12c-f0ce-4d88-84b6-a0c53da8d539/resource/98ab3353-a9ec-4f09-bef4-5e2167ae8fb3/download/ma-disaster-recovery-program-residents-residential-tenants-2021.pdf>
7. Wildfires/Air Quality due to Wildfire Smoke
<https://www.albertahealthservices.ca/assets/wf/eph/wf-eph-wildfire-smoke-health.pdf>
8. Service Canada Ready to Help (attachment)
9. Member Bulletin - Western Stock Growers Association attachment (attachment)
10. Livestock Mortality Management (Disposal)
<https://open.alberta.ca/dataset/ba7751ad-9ae2-4cdc-bb3c-370a51cc37b9/resource/264c4e05-1679-4265-ad56-62defb75788e/download/af-livestock-mortality-management-disposal-2021-05.pdf>

