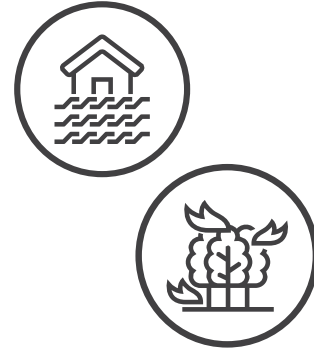


Find help here.

Information for Indigenous People **facing emergency evacuation in Alberta**



Inside this booklet:

- Replacing Identification Cards
- Applying for Employment Insurance and Income Support
- Jordan's Principle Support for First Nation and Inuit Children
- Mental Wellness Supports
- Accessing Non-Insured Health Benefits
- Returning Home Guidance



Find help here.

Emergency evacuation information for **Indigenous Peoples**

Be prepared and **take action:**



1

Make an **emergency kit** with at least 72 hours' worth of supplies: medications, IDs and essential items.

2

Tune in – radio, television or local social media – for weather warnings, advisories or information about evacuation plans.

3

When evacuation is necessary, be **prepared to leave immediately**.

4

Follow the routes specified by officials. Don't take shortcuts. They could lead you to a blocked or dangerous area.



Visit canada.ca/indigenousevacuations

Support for evacuees:

Status Cards: Lost, stolen, damaged or destroyed

To request a Temporary Confirmation of Registration Document (TCRD) visit any regional office or call **1-800-567-9604**. It can be mailed to you within 2 to 7 days.

Non-insured Health Benefits (NIHB)

can help you refill or replace items such as prescription medication, medical equipment and supplies that were covered under NIHB. **To learn more, find contacts for all regions and benefits on Indigenous Services Canada's website (scan QR code).**

Support for First Nations and Inuit Children

Jordan's Principle and Inuit Child First Initiative ensure that First Nations and Inuit children have access to the products, services and support they need. **For more information, go online or call 1-855-572-4453 available 24 hours, 7 days a week.**

Hope for Wellness Hotline

Experienced and culturally competent counsellors provide mental health support to all Indigenous People across Canada by phone at **1-855-242-3310 and online chat (www.hopeforwellness.ca) available 24 hours, 7 days a week.**

Get, Renew or Replace a Status Card



Appointments Available

Monday to Friday
9:00 am – 3:00 pm

Edmonton office

9700 Jasper Ave, Room 140, Edmonton, Alberta

Phone: 780-495-2773

What you need to bring:

- Valid acceptable identification that includes your name, date of birth, photo, and signature. You can also use multiple valid pieces of identification that, when combined, meet all those requirements.
- A guarantor declaration, if necessary;
- **For a child (15 years old or younger)**, a copy of the most recent legal documents granting custody or guardianship to the applying parent or legal guardian, if applicable; and
- **For a dependent adult**, the guardianship order.



**Photos will be
taken on site.**

**There is no charge
for this service.**



Scan the QR code
to book your appointment



Government
of Canada

Gouvernement
du Canada

Canada



Replace your paper health card

If you have lost or damaged your health card, you can get a replacement card.

Fill in and download the form – [AHCIP Notice of Change – UPDATE](#).

Bring the completed form to a [participating registry](#). The registry will also have paper forms you can fill out.

Replacement cards are mailed to you from the AHCIP office.

Update to a mobile health card

You may be able to replace your paper health card with the mobile health card.

If you choose to obtain a mobile health card as a replacement, you may retain your initial paper health card, however you will no longer be able to request a replacement paper health card.

Learn more: [Mobile health card](#)

Order a card by phone

You can call the AHCIP contact centre to update your account information or request a replacement health card.

- Phone: [780-427-1432](tel:780-427-1432)
- Toll free in Alberta: [310-0000](tel:310-0000), then the phone number
- [Visit a registry](#)

Stolen cards

If you believe your card was stolen and is being used fraudulently, phone the AHCIP contact centre to talk to an agent.



Replacing drivers' licences, ID cards and birth certificates

If your driver's licence, ID card or birth certificate was lost or destroyed during a wildfire emergency, fees for their replacement have been waived. Speak to a Registry Agent for details.

The maximum charge for renewing an ID card is outlined in the [Registry Agent Product Catalogue](#).

For more information on replacing those documents, go to the following pages:

- [Renew or replace a driver's licence](#)
- [Get a government ID card](#)
- [Order a birth certificate or document](#)

Information for seniors

Evacuated seniors who receive monthly Alberta Seniors Benefit payments by cheque should call the Alberta Supports Contact Centre at [1-877-644-9992](tel:1-877-644-9992) to have a replacement payment sent to a current location or bank account.

- Hours: Monday to Friday - 7:30 am to 8 pm

Emergency evacuation payments

Emergency evacuation payments (EEPs) are a one-time payment for Albertans affected by mandatory evacuation orders that exceed a minimum of 7 days. EEPs are meant to ease the cost of evacuating, temporary accommodation and essential day-to-day costs of being away from your primary home due to an evacuation order during a disaster.

Evacuation payments

Eligible families will receive:

- \$1,250 for each adult



- \$500 for each dependent under the age of 18

Eligibility

You may qualify for the evacuation payment if you:

- had to leave your home for 7 days or more due to a mandatory evacuation order
- are 18 years or older (payments are also available for dependents)

You are not eligible for payment if you choose not to leave your home community during a mandatory evacuation order.

See the Emergency evacuation payments – eligible communities section for a list of communities with an Evacuation Order in place for 7 days or more.

How to apply

- Evacuees will have up to 60 days to apply following the start of a mandatory evacuation order that lasts 7 days or more for their respective communities.
- For questions or assistance, call the Alberta Supports Contact Centre toll free at [1-877-644-9992](tel:1-877-644-9992) (Monday to Friday, 7:30 am to 8 pm).
- For in-person support, visit an [Alberta Supports Centre](#) (hours vary by location).
- Evacuees can apply for an evacuation payment only once during the same event.
- Payments will be sent to eligible recipients through e-transfer and can take up to 24 hours. Alternate payment arrangements may take longer.
- Emergency evacuation payments are in addition to any insurance coverage and will not affect the coverage you receive through your insurance.
- Emergency evacuation payments are non-taxable and will not impact benefit amounts for people who receive AISH or Income Support benefits.

Are you unable to work due to evacuation?

- 1) All evacuees who meet the 7-day requirement can apply for the **Emergency Payment** at alberta.ca/emergency using an [Alberta.ca Account](http://alberta.ca/Account). Applicants will need a personal email address and a bank account.
- 2) Apply for **Employment Insurance (EI)** benefits as soon as possible, even if your employer has not yet issued a Record of Employment:
 - Service Canada Outreach Support Centre [1-877-631-2657](tel:1-877-631-2657)
 - <https://www.canada.ca/en/services/benefits/ei.html>
- 3) **If you are currently receiving Employment Insurance:** To ensure timely delivery of benefits, those who have not signed up yet are encouraged to sign up for direct deposit. Those affected by hazardous weather can change their address to ensure they receive their cheques.
 - To sign up or to make a change, you can send an eServiceCanada request online <https://eservices.canada.ca/en/service/>. A representative will contact you by telephone within 2 business days. You can also call 1-800-206-7218.
 - Those who still receive paper cheques are encouraged to visit Canada Post as they are offering free mail forwarding up to 12 months for customers affected by wildfires. The website will have updates and alternative delivery arrangements or pick-up locations. Register at <https://www.canadapost-postescanada.ca/cpc/en/personal/receiving/manage-mail/mail-forwarding.page> using a credit card to authenticate identity. No fee will be charged
- 4) If you are **not** eligible for Employment Insurance:
 - And your primary address is **on-reserve**: contact your Band's Social Office to apply for Income Assistance. If you do not have the contact information, call or email John Porthukaran john.porthukaran@sac-isc.gc.ca or 780-616-5146 for assistance.
 - And your primary address is **off-reserve**: contact the Alberta Supports Contact Centre at 1-877-644-9992, or in Edmonton 780-644-9992



Have you been impacted by wildfires?



Apply for Employment Insurance (EI) as soon as you stop working, even if you don't have your record of employment (ROE) yet

If you can't work because of the wildfires, apply for EI online by going to: www.canada.ca/ei

For questions or assistance on any of the programs listed below, or if you do not have access to the internet, please call 1-877-631-2657.

Access help or information on federal government programs:

- Employment Insurance (EI)
- Canada Pension Plan (CPP)
- Old Age Security (OAS)
- Social Insurance Number (SIN)
- Passport
- My Service Canada Account



Scan for more details

You can also submit a service request online at eservices.canada.ca/en/service/. A representative will call you within 2 business days. Please identify if you have been impacted by wildfires.

Direct deposit is the best way to avoid payment delays, if you receive federal benefits such as EI, CPP or OAS.

To find a local Service Canada Centre: canada.ca/service-canada-office

Connect with us:

 facebook.com/servicecanadaen

 @ServiceCanada_E

Service
Canada 

How to apply for EI Benefits



1. Visit Canada.ca



2. Click on “Employment Insurance and Leave”

Regular benefits

Apply for benefits if you have lost your job through no fault of your own.

Sickness benefits

Apply if you are unable to work due to illness, injury or quarantine.

Maternity and parental benefits

Apply if you're pregnant, have recently given birth, are adopting a child or are caring for a newborn.

Caregiving benefits and leave

Apply if you are providing care or support to a critically ill or injured person or someone needing end-of-life care.



3. Choose your type of benefits



4. Read over the Sections

1. What these benefits offer
2. Do you qualify
3. How much you could receive
4. Apply
5. After you apply
6. While on EI



5. Click “Apply” when you are ready

Select “Start Application” and select” Start Application” to begin



6. Read the questions carefully and answer them honestly

Frequently Asked Questions:

Do I need my ROE before I start?

No, we need your ROE in order to process your claim, but you can apply before it arrives.

You should apply within four weeks of your last day of work.

I don't have a reference code, can I still apply?

Yes! You don't need to log into your account to apply?

I quit my Job or was dismissed, can I still apply?

Yes. You should apply – EI will contact your employer for fact-finding before deciding if you're eligible.

COMMUNITY OUTREACH AND LIAISON SERVICE



Service
Canada

Who we are

Community Outreach and Liaison Service (COLS) expands the reach of Service Canada by building relationships with community partners and organizations. We work with other federal, provincial/territorial, municipal and Indigenous partners to offer many services in one location.

COLS aims to make it easier to access government programs and services for clients who:

- ▶ may not be able to travel to an office
- ▶ may have difficulty accessing services online or by telephone

COLS offers tailored support through various service delivery channels.

Outreach Events (In-Person or virtual)

- ▶ **Clinics** to help clients complete their application for Service Canada programs and benefits (Social Insurance Number, Employment Insurance, Canada Pension Plan, Old Age Security, Canadian Dental Care Plan and other Government of Canada programs and services including Passport)
- ▶ **Information sessions** on Service Canada programs, services and benefits to citizens, organizations and community partners
- ▶ **Community events, fairs or kiosks** where a Service Canada representative can be present

Outreach Support Centre (OSC)

The OSC offers personalized phone support to clients facing barriers to accessing programs and benefits.

Clients can call the toll-free number **1-877-631-2657** from 8:30 a.m. and 4:00 p.m. local time, Monday to Friday for assistance. Deaf and hard of hearing clients can communicate via teletypewriter service (TTY) by contacting **1-833-719-2657**. Telephone Interpretation Services are available for those who prefer to communicate in a language other than one of the official languages.

Service Referral Initiative (SRI)

The SRI entails working with community organizations to help identify at-risk and vulnerable individuals who may be eligible for federal services and benefits by referring them directly to a Service Canada representative. If your organization would like to know more about this initiative, visit the section Services for organizations and communities at canada.ca/outreach-services to submit a request.

Online Services

To learn more about COLS or to request a Service Canada Outreach activity on behalf of your organization, visit canada.ca/outreach-services.

To learn more about Service Canada programs and services, visit canada.ca.

Find a Service Canada outreach activity near you

For a list of upcoming outreach events, visit the section Services for clients at canada.ca/outreach-services.

Follow us online

X: https://twitter.com/ServiceCanada_E

Facebook: <https://www.facebook.com/servicecanadaen>

Youtube: <https://youtube.com/user/ServiceCanadaE>

LinkedIn: <https://linkedin.com/company/service-canada>

Jordan's Principle Information

Jordan's Principle is a child-first initiative that aims to ensure that First Nations children in Canada can access the products, services, and supports they need when they need them. The Jordan's Principle team at Indigenous Services Canada Alberta Region works to support requests for children with identified needs, guided by the principles for substantive equality, providing culturally appropriate services, and safeguarding the best interests of the child. Jordan's Principle is available to any child who meets one of the following eligibility criteria:

- Registered or eligible to be registered under the Indian Act;
- Has at least one parent/guardian who is registered or eligible to be registered under the Indian Act;
- Recognized by a First Nation as a member for the purposes of Jordan's Principle;
- Ordinarily resident on reserve.

Service Coordination Support

If you are interested in receiving assistance on where and how to access services, in navigating systems in the Alberta Region or gathering information/documentation for the application/submission process to Jordan's Principle, we recommend utilizing the First Nations Health Consortium (FNHC). FNHC is an Alberta Service Coordination agency, linking First Nation families to service providers, individuals requiring resources, and navigating/coordinating services for First Nation children and families. You can reach FNHC at:

- Toll Free #: 1-844-558-8748
- General Email: nochild4gotten@abfnhc.com
- Website Link: <https://www.abfnhc.com/index.php/contacts>

For **general Jordan's Principle or Inuit Child First Initiative inquiries**, please visit our website for information [Jordan's Principle \(sac-isc.gc.ca\)](http://Jordan's Principle (sac-isc.gc.ca)).

For information on **how to submit a request under Jordan's Principle**, please visit our website. [Submit a request under Jordan's Principle \(sac-isc.gc.ca\)](http://Submit a request under Jordan's Principle (sac-isc.gc.ca))

For information on **how to submit a request under the Inuit Child First Initiative**, please visit our website. [Supporting Inuit Children \(sac-isc.gc.ca\)](http://Supporting Inuit Children (sac-isc.gc.ca))

To request funding for a child or group of children under Jordan's Principle or the Inuit Child First Initiative contact:

- First Nations Health Consortium at 1-844-558-8748; or nochild4gotten@abfnhc.com
- Alberta Region: jordansprincipleab-principedejordan@sac-isc.gc.ca or 1-833-632-4453
- National Call Centre: 1-855-JP-CHILD (1-855-572-4453), open 24/7

Alberta Region's business hours are 8:00 a.m.–4:00 p.m. Monday–Friday. For urgent or time-sensitive requests after hours, please call our National Call Centre at **1-855-572-4453**, open 24 hours per day and 7 days per week.



Indigenous Mental Wellness Supports:

Primary Care Alberta Indigenous Support Line:

1.844.944.4744

Connecting Indigenous callers with Indigenous listeners 10am-6pm, Monday to Friday.

Alberta Indigenous Virtual Care Clinic:

1.888.342.4822

Serves individuals self-identifying as First Nations, Inuit and Métis and their immediate family members.

The Alberta Virtual Opioid Dependency Program:

1.844.383.7688

Technology to connect clients with doctors, case workers and other supports.

First Nations and Inuit Hope for Wellness Help Line:

1.855.242.3310

Available 24 hours a day, 7 days a week to First Nations, Inuit, and Peoples seeking emotional support, crisis intervention, or referrals to community-based services

Substance use treatment centres for First Nations and Inuit:

780.495.2345

First Nations and Inuit communities with problematic substance use have access to federally funded substance use services.

Maskwacis Mobile Mental Health Helpline:

780.362.2150

24 hours a day, 7 days a week, confidential and toll-free.

Missing and Murdered Indigenous Women and Girls Support Line:

1.844.413.6649

Immediate emotional support line for those affected by missing and murdered Indigenous women, girls and 2SLGBTQQIA+ people.

National Indian Residential School Crisis Line:

1.866.925.4419

Crisis support is available to former Indian Residential School students and their families 24 hours a day, 7 days a week.

The Thunderbird Wellness App:

Available for download on Android or Apple

A strengths-based, trauma-informed approach to supporting Indigenous wellness.

*REGULARLY UPDATED IMPORTANT WILDFIRE EMERGENCY INFORMATION FOR EVACUEES:
www.alberta.ca/emergency





CARING FOR YOU AND YOUR FAMILY

OPEN 7 DAYS A WEEK

OPEN LATE MONDAY, WEDNESDAY

8:30AM - 8:30PM

TUESDAY, THURSDAY, FRIDAY

8:30AM - 4:30PM

SATURDAY, SUNDAY AND SOME HOLIDAYS

12:30PM - 4:30PM

All visits are 100%
covered by Alberta Health

1.888.342.4822

AIVCC.ca



HOW OUR VIRTUAL CLINIC WORKS

1

Call
1-888-342-4822
and a Medical
Office Assistant
will **register** you
and **book** your
appointment.

2

**Speak to
a Doctor** by
telephone or
video using your
preferred
device.

3

After your
appointment,
**our office will
fax prescriptions,
requisitions** and
more where you
would like them
to go.

Accessing Addiction & Mental Health Programs and Services

- Helplines are staffed by Addiction & Mental Health professionals and provide information & referrals to Addiction or Mental Health programs and services; and the easiest and most direct way to get connected to local community supports in your area.
- When someone has high risk and/or urgent needs, emergency health care may be recommended and sometimes put into action.
- Available services & support may vary according to **region** accessibility and staffing availability.

Addiction & Mental Health Helplines & Access Lines

When to call	What to expect	Organization & Contact Information
To request access to a local community addiction and mental health service	<ul style="list-style-type: none"> • Services are staffed by caring, competent AMH clinicians. • Staff will conduct a brief screening and assessment to find the best service to meet someone's needs. • Staff will make a referral to a local community addiction or mental health clinician or another community service 	Access lines for Local Services <ul style="list-style-type: none"> • Edmonton & area: 780-424-2424 (24/7) • Calgary & area: 403-943-1500 (Mon-Fri, 8 am – 5 pm) • North, South, Central or Rural Alberta: 1-888-594-0211 (Mon-Fri, 8:30 am – 4:30 pm)
If you need support from an Indigenous health professional	<ul style="list-style-type: none"> • Immediate support from an Indigenous health professional on patient concerns, referrals, cultural support, addiction & mental health support or general inquiries. 	Indigenous Support Line 1-844-944-4744 or 811 (Mon-Fri, 10 am – 6 pm) <ul style="list-style-type: none"> • Province-wide toll free Indigenous Support Line Alberta Health Services
If you would like to book a virtual appointment for culturally safe mental health services	<ul style="list-style-type: none"> • Culturally safe mental health services are available to individuals aged 13 or over through the Alberta Indigenous Virtual Care Clinic (AIVCC). • Services include assessment and consultation, individual therapeutic counseling, group therapy and formal psychological assessments. 	Alberta Indigenous Virtual Care Clinic 1-888-342-4822 Available: <ul style="list-style-type: none"> • Mon-Tues 8:30 am – 4:30 pm • Wed: 8:30 am – 8:30 pm • Thurs & Fri: 8:30 am – 4:30 pm • Sat, Sun & Holidays: 12:30 pm – 4:30 pm Home - Alberta Indigenous Virtual Care Clinic
If you need to speak with someone about mental health now	<ul style="list-style-type: none"> • Immediate support from a mental health professional. • Answers to questions about mental health, services available and/or referral services. 	Mental Health Helpline 1-877-303-2642 (24/7) <ul style="list-style-type: none"> • Province-wide toll free Mental health & addiction helplines Recovery Alberta
If you need to speak with someone about addiction now	<ul style="list-style-type: none"> • Immediate support from professional addiction staff. • To receive more information about addiction services or a referral for services 	Addiction Helpline 1-866-332-2322 (24/7) <ul style="list-style-type: none"> • Province-wide toll free Mental health & addiction helplines Recovery Alberta
If you need immediate help with an opioid addiction	<ul style="list-style-type: none"> • Immediate support from professional specialized addiction staff. • To receive more information about addiction services or a referral for services 	Virtual Opioid Dependency Program 1-844-383-7688 (6 am – 12 am <i>midnight</i>) <ul style="list-style-type: none"> • Province-wide toll free • Available 7 days a week Alberta's Virtual Opioid Dependency Program
If you need immediate help with a non-opioid addiction	<ul style="list-style-type: none"> • Immediate support from professional specialized addiction staff • To receive more information about addiction services or a referral for services 	Virtual Rapid Access Addiction Medicine 1-844-383-7688 (Mon-Fri, 8:15 am – 4:30 pm) <ul style="list-style-type: none"> • Province-wide toll free • For anyone with a non-opioid addiction
If you need general health services information	<ul style="list-style-type: none"> • Immediate support from a health information and referral professional 	Health Link 811 (24/7) <ul style="list-style-type: none"> • Province-wide toll free Health Link Alberta Health Services

Accessing Addiction & Mental Health Programs and Services

Mental Health Services

Supports Available	When to call	What to expect	How to connect
Mental Health Therapists <ul style="list-style-type: none"> • Social Workers • Psychiatric Nurses • Registered Nurses • Occupational Therapist • Psychologist 	When you are concerned about your ability to cope with daily life or about symptoms you are experiencing.	<ul style="list-style-type: none"> • Complete an assessment and help to develop a treatment plan that includes goals for the care that someone will receive • Receive referrals to community agencies to help address other concerns in other life areas that are affected (finances, housing, physical health) • Receive referrals to services or programs (other health services, psychiatry) 	<ul style="list-style-type: none"> • Local clinics and/or Helpline- Access line in your area will help you. • Initial intake appointments are typically in-person but can be offered by Virtual (Zoom, Telehealth) or telephone <p>Mental health & addiction helplines Recovery Alberta</p>

Specialist – Mental Health Services

Support Available	When to call	What to expect	How to connect
Psychiatrist	Your doctor or therapist will refer you to a psychiatrist if your symptoms are severe and further specialized care is needed	<ul style="list-style-type: none"> • Psychiatrists are specialized doctors who treat severe mental health illness or substance use disorders. They are typically accessed in hospitals (mental health units or emergency rooms) or for specialized visits arranged by your doctor 	<ul style="list-style-type: none"> • Your doctor or therapist will refer you to a psychiatrist and an appointment will be made on your behalf. The wait may be lengthy depending on the reason for visit and location in the province

Other Addiction & Mental Health Resources

Support Available	When to access	What to expect	How to connect
Text4Hope 393939 Daily Messaging Support	When you'd like to receive daily texts of hopeful messages & helpful advice	<ul style="list-style-type: none"> • Subscribers receive daily text messages of advice and encouragement helpful in developing healthy personal coping skills and resiliency. 	<ul style="list-style-type: none"> • Text "Open2change" to 393939 • to subscribe to the addiction program.
Recovery Alberta Mental Health and Addiction Services	For help in navigating provincial mental health and addiction services	<ul style="list-style-type: none"> • Recovery Alberta is the largest provider of mental health and addiction services in the province. 	Home Recovery Alberta
Recovery Access Alberta	When community services are not enough to help you make the changes needed	<ul style="list-style-type: none"> • An Alberta wide addiction treatment tool to help match to addiction treatment services 	https://recoveryaccessalberta.ca
Digital Overdose Response System	Protection when using alone,	<ul style="list-style-type: none"> • The (DORS) app allows Albertans using opioids or other substances to summon emergency response to their location • Provides information on national and provincial addiction recovery supports and services • When using alone, press the Start Button on the app and confirm your location. A timer will count down and alert emergency response 	<ul style="list-style-type: none"> • Download the app from Google Play or the Apple Store on your phone. Add only your cellphone number to register <p>Home DORS App</p>

Accessing Addiction & Mental Health Programs and Services

National Overdose Response Service	Protection when using alone.	<ul style="list-style-type: none"> The National Overdose Response Service (NORS) is a virtual safe consumption site available for all Canadians, 24/7. Our service is 100% confidential, anonymous and judgement free. Our only priority is to keep you safe while you use drugs. 	For information about NORS: About Us — NORS Call or Text: 1-888-688-6677 For information about Grenfell Ministries: info@grenfellministries.org
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Addiction Services

Support Available	When to access	What to expect	How to connect
Community Addiction Counsellor	When you're concerned about your substance use or concerned about someone else's use.	<ul style="list-style-type: none"> To complete an assessment and develop a treatment plan that meets the person's goals. Referrals to community agencies for other services that could provide support with other needs (i.e.: finances, housing, physical health). Referrals to other AHS services or programs (i.e.: Bed-based addiction treatment, other health services, psychiatry). 	<ul style="list-style-type: none"> Helplines / Access phone lines in your area will assist with access to community-based outpatient addiction counselling. <p style="text-align: center;">Mental health & addiction helplines Recovery Alberta</p>
Withdrawal Management / Detoxification Services or Centres	When social or medical supports are needed.	<ul style="list-style-type: none"> 3-7 days of medical and social support to assist in withdrawing from substances Planning for next steps in the recovery journey. 	<ul style="list-style-type: none"> Helplines / Access phone lines will assist with access and to navigate the process to receive support with withdrawal management.
Bed-based Addiction Treatment or Recovery Centres	When community services are not enough to help you make the changes needed.	<ul style="list-style-type: none"> Minimum of 7 days of sobriety before starting treatment 20-plus-day live-in programs Each day is structured and consists of a variety of treatment options including psychoeducational workshops, process groups, individual counselling, experiential activities, recreation and leisure activities and self-help and 12 step meetings. 	<ul style="list-style-type: none"> Helpline / Access phone lines will assist and direct you to the application process for bed-based Addiction treatment or Recovery Programs near you.
Alberta's Virtual Opioid Dependency Program & Virtual Rapid Access	When you want to stop opioid use, and you need support or non-opioid addiction.	<ul style="list-style-type: none"> Assessment to determine the right supports for your situation. Receive a prescription and first dose. Referral to community physician to support recovery longer term (when available). 	<p>1-844-383-7688 Mon-Fri 8:15 am – 4:30 pm</p> <p style="text-align: center;">Alberta's Virtual Opioid Dependency Program</p>
Community Based Naloxone Program	When you want to find out more about opioid poisoning response and become a Naloxone kit distribution site.	<ul style="list-style-type: none"> Information regarding the CBN Program is available through the website. If you are an employer or worker looking for a naloxone kit. 	<p style="text-align: center;">www.ahs.ca/naloxone</p> <p style="text-align: center;">Workers administering injectable naloxone</p> <p style="text-align: center;">naloxone.kit@ahs.ca</p>

Accessing Addiction & Mental Health Programs and Services

Addiction Treatment Locations & Withdrawal Management sites

Locations	Service Type	Facility Name & Information	How to connect
Fort McMurray	<ul style="list-style-type: none"> Adult Bed-Based Addiction Treatment Services Adult Day Treatment 	Fort McMurray Recovery Centre	451 Saskatchewan Trail Fort McMurray, AB. T9H 4P3 Phone: 780-793-8300
Grande Prairie	<ul style="list-style-type: none"> Adult Bed-Based Addiction Treatment Services Withdrawal Management (Detox) Services 	Northern Addictions Centre	11333 106 Street Grande Prairie, AB. T8V 6T7 Phone: 780-538-5210
Edmonton	<ul style="list-style-type: none"> Adult Bed-Based Addiction Treatment Services 	Henwood Treatment Centre	18750 18 Street NW Edmonton, AB. T5Y 6C1 Phone: 780-422-9069 Admissions: 780-422-4466
Edmonton	<ul style="list-style-type: none"> Withdrawal Management (Detox) Services 	Addiction Recovery Center (ARC) - Alberta Hospital Edmonton	17480 Fort Road (Building 12) Edmonton, AB. T5Y 6A8 Phone: 780-342-5900
Ponoka	<ul style="list-style-type: none"> Adult Bed-Based Addiction Treatment Services 	Concurrent Disorder Enhanced Service (Centennial Centre for Mental Health and Brain Injury)	46 Street S Ponoka, AB. T4J 1R8 Phone: 403-783-7754
Calgary	<ul style="list-style-type: none"> Withdrawal Management (Detox) Services 	Renfrew Recovery Centre	1611 Remington Road NE Calgary, AB. T2E 5K6 Phone: 403-297-3337 (24/7)
Claresholm	<ul style="list-style-type: none"> Adult Bed-Based Addiction Treatment Services 	Lander Treatment Centre	221 Fairway Drive Claresholm, AB. T0L 0T0 Phone: 403-625-1395 Admissions: 403-625-5600
Medicine Hat	<ul style="list-style-type: none"> Adult Bed-Based Addiction Treatment Services Withdrawal Management (Detox) Services 	Medicine Hat Recovery Centre	370 Kipling Street SE Medicine Hat, AB. T1A 1Y6 Phone: 403-529-9021
Lethbridge	<ul style="list-style-type: none"> Adult Bed-Based Addiction Treatment Services Withdrawal Management (Detox) Services 	Chinook Regional Hospital - Recovery Centre	960 19 Street S Lethbridge, AB. T1J 1W5 Phone: 403-388-6243

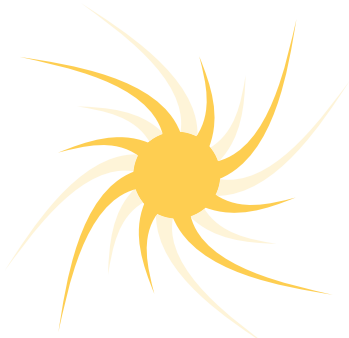
Accessing Addiction & Mental Health Programs and Services

Government of Canada – Indigenous Mental Health Support

Support Available	When to call	What to expect	How to connect
First Nations and Inuit Hope for Wellness Helpline	When you need immediate culturally safe mental health counseling and crisis intervention	The Hope for Wellness Help Line offers immediate mental health counselling and crisis intervention to all Indigenous peoples across Canada. Telephone or chat online in English, French, Cree, Ojibway and Inuktitut	1-855-242-3310 Toll-free & available 24/7 www.hopeforwellness.ca/
Indian Residential School Survivors and Family Supports Crisis Line	Available for those experiencing pain or distress as a result of Residential school trauma	IRSSS is available to provide physical, emotional, intellectual, spiritual growth, development, and healing through culturally based values and guiding principles for Survivors, Families, and Communities	1-800-721-0066 Toll-free & available 24/7 Indian Residential School Survivors Society
NIHB-Funded Counseling for Status Indigenous Persons	When you are concerned about your ability to cope with daily life or the symptoms you are experiencing	Each registered Indigenous Person is eligible for 22 sessions of counseling every 12 months. Non-Insured Health Benefits (NIHB) provides a list of approved Social Workers, Psychologists, Psych nurses etc. These sessions can be in-person, telephone, virtual/video, family session or groups	1-800-232-7301 Transportation may be provided by NIHB if it is needed/required. Guide to mental health NIHB for First Nations and Inuit

Other Supports & Resources

Support available	When to call	What to expect	Ways to connect
Suicide Crisis Helpline 988	For anyone who is thinking about suicide, seeking crisis support, or who is worried about someone they know.	National three-digit helpline that provides urgent, live support by phone and text	Call or Text 988
Alberta 211	When you need help finding social supports & resources	211 agents are trained volunteers with a vast database who help to connect you to the service you need: <ul style="list-style-type: none"> • Distress Line • Connection to community supports • Linkage to social supports • Community information & resources 	Call 211 from any phone in Alberta. Toll-free & available 24/7 211 Distress Centre
Crisis Text Line 741741	When you are experiencing a crisis but prefer to talk by text	Immediate crises support via text messaging.	Text the word “CONNECT” to 741741 to open a conversation
Kids Help Phone	When you are under 18 and want to talk to someone	Access to Mental Health support and information, crisis support and access to professional counselling as needed.	1-800-668-6868 Toll-free & available 24/7 Text the word “TALK” to 686868 to open a conversation Need help now? Text our texting service. - Kids Help Phone



What the Indigenous Support Line is

This toll-free phone service connects Indigenous callers with Indigenous listeners.

You can get help by calling:

1-844-944-4744 or 811

10 a.m. to 6 p.m., Monday to Friday.

Our Indigenous listeners will answer your questions and help you get culturally appropriate care. They also help guide you on each step of your healthcare journey.

You can call the support line about any health concern. You never have to make your healthcare journey alone and help is available to find the right service.



Indigenous Support Line

Call toll-free: **1-844-944-4744 or 811**

Open: **10 a.m. to 6 p.m., Monday to Friday**

We Acknowledge

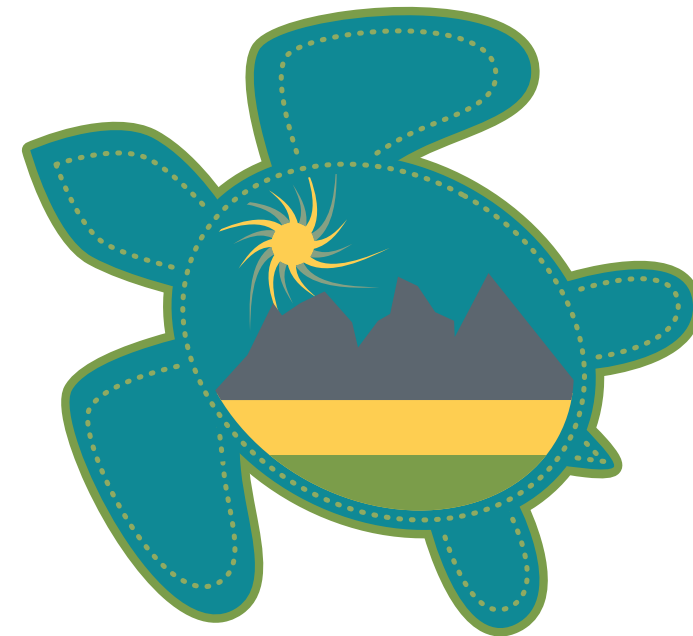
Primary Care Alberta acknowledges our work takes place on historical and contemporary Indigenous lands, including the territories of Treaty 6, Treaty 7 & Treaty 8 and the homeland of the Otipemisiwak Métis Government of the Métis Nation within Alberta and the 8 Metis Settlements. We acknowledge the many Indigenous communities that have been forged in urban centres across Alberta.

We also acknowledge and respect the treaties made on these territories. As well, we acknowledge the traumatic and painful impact of colonization on Indigenous peoples and recognize eliminating racism in healthcare is a crucial step for reconciliation. We are dedicated to a collaborative partnership with Indigenous communities, guided by patience, understanding and a commitment to reconciliation.



Indigenous Support Line

Healthcare advice for Indigenous peoples from Indigenous listeners



Who the Indigenous Support Line is for

The support line is for First Nations, Métis and Inuit peoples including youth and Elders, living on or off reserve or a Settlement or in cities and towns.

Callers can already be getting care, can be starting care or can have had recent care.

Family members can also call the line with their questions or concerns about a loved one.

Service providers are also encouraged to call the support line to support Indigenous peoples and families.



Who answers the calls

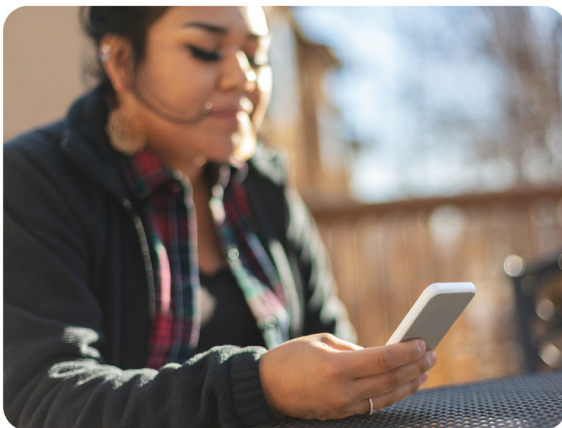
Indigenous listeners are healthcare advisors. They answer and assist all callers to the support line. They can also arrange translators for callers.



Why the Indigenous Support Line was started

The Indigenous Support Line is a step toward reconciliation and rebuilding trust in the healthcare system. It is also part of Primary Care Alberta's commitment to improving Indigenous peoples' healthcare concerns and experiences.

For more information, email: indigenouswellnesscore@ahs.ca



The Indigenous Support Line aims to:

- Help Indigenous peoples receive culturally safe, better, and quicker healthcare in Alberta
- Better connect Indigenous patients, families and communities to other healthcare support such as local community supports, family doctors, Treaty navigators, Métis community wellness advocates, NIHB and transportation.

We will keep working with our Indigenous partners to ensure the support line's success.





walk with me,
talk with me,
learn with me



**Primary Care
Alberta**

Indigenous Support Line 1-844-944-4744 or 811

10 a.m. to 6 p.m., Monday to Friday



Are you an Indigenous person who has questions about navigating the health system, has a concern, or needs help?

- ◆ Patient Concerns
- ◆ Referrals
- ◆ Cultural Support
- ◆ Primary Care Support
- ◆ Addiction Mental Health Support
- ◆ General Support



HOW TO OBTAIN A PRODUCT OR SERVICE

1. Contact the health centre in your community, or the NIHB regional office at **1-800-232-7301**, to confirm program eligibility and benefit coverage, and to find an enrolled service provider, **before making a purchase or receiving a service.**
2. You may have to provide a prescription or medical justification.
3. Visit an enrolled service provider.

IMPORTANT

Many service providers, such as pharmacists, dentists, optometrists, opticians and mental health professionals, are enrolled with the NIHB Program for direct billing to avoid First Nations and Inuit having to pay up front for the product or service.

HOW TO OBTAIN REIMBURSEMENT

If you have already paid for an eligible product or service, follow these steps to obtain a reimbursement:

1. Visit canada.ca/nihb and select 'Client Reimbursement.'
2. Follow the links to client reimbursement forms and information.
 - Reimbursement requests for medical transportation are sent by mail to the NIHB regional office. Send the completed and signed form, along with supporting documents, to the address on the form.
 - Reimbursement requests for all other benefits are processed by Express Scripts Canada and can be submitted by mail, fax, or online through a secure web account. Visit nihb-ssna.express-scripts.ca for more information or to create an NIHB client web account.

IMPORTANT

To be eligible for reimbursement, a claim must be received by the NIHB Program within one year of the date of service or purchase.

CONTACT INFORMATION

In an emergency, call 911 or the number for emergency services in your community

NON-INSURED HEALTH BENEFITS (NIHB)

For questions about program policies and procedures, including client eligibility, benefit coverage, eligible providers and prior approval, contact NIHB at the telephone numbers below.

General inquiries:

Tel: 1-800-232-7301 / Email: abnihbqa-qrssna@sac-isc.gc.ca

Vision care / Medical supplies and equipment / Mental health counselling:

Tel: 1-800-232-7301

Medical transportation:

Tel: 1-800-514-7106

Payment Unit: 1-833-495-2798

Medication:

Tel: 1-800-580-0950

Teletypewriter: 1-800-465-7735

Dental Services:

Tel: 1-855-618-6291

Orthodontic Services:

Tel: 1-866-227-0943

EXPRESS SCRIPTS CANADA

For assistance with services provided by Express Scripts Canada, including NIHB client web accounts, provider enrolment applications and claims processing for pharmacy, dental, medical supplies and equipment, vision care and mental health counselling benefits.

Tel: 1-888-441-4777

Teletypewriter: 1-888-431-0065

OTHER RESOURCES

Hope for wellness help line

Need to talk? Seeking help? Support is available to all Indigenous People across Canada 24/7.

Talk to a counsellor by phone at 1-855-242-3310 or chat online at hopeforwellness.ca

Visit Canada.ca/Indigenous to learn about other programs and services.



Indigenous Services
Canada

Services aux
Autochtones Canada

Canada



NON-INSURED HEALTH BENEFITS (NIHB)

for First Nations and Inuit

ALBERTA

Contact the health centre in your community or the NIHB regional office at

1-800-232-7301 or visit canada.ca/nihb

By mail:

9700 Jasper Avenue, Suite 730 Edmonton, AB T5J 4C3

The NIHB Program provides coverage for a range of health benefits that are not covered by other plans and programs.



PRODUCTS AND SERVICES

Consult canada.ca/nihb for full information on benefit coverage, policies and criteria.

WHAT ARE INSURED HEALTH SERVICES?

Insured health services are medically necessary services provided by a health professional, such as a doctor, that are covered under provincial health insurance (i.e. with a provincial health card).

All residents of Alberta, including First Nations and Inuit, are eligible for a provincial health insurance plan.

TO OBTAIN A PROVINCIAL HEALTH INSURANCE CARD

In Alberta: **310-0000**
outside Alberta: **780-427-2711** or alberta.ca

WHAT ARE NON-INSURED HEALTH BENEFITS?

The non-insured health benefits covered by the NIHB Program include prescription and over-the-counter medications, dental care, vision care, medical supplies and equipment, mental health counselling, and medical transportation to access medically necessary services that are not available in your community or city of residence.

NIHB PROGRAM ELIGIBILITY

Eligible clients must reside in Canada and be any of the following:

- a First Nations person who is registered under the *Indian Act*
- an Inuk recognized by an Inuit land claim organization
- a child less than 2 years old whose parent is NIHB eligible

If you are a beneficiary of the Labrador Inuit Land Claim Agreement, you are eligible for coverage through the Nunatsiavut Government's plan. Call **709-922-2942 (extension 271)** or visit nunatsiavut.com/departments/nihb



DENTAL BENEFITS

- Diagnostic services, such as X-rays
- Preventive services, such as cleaning
- Restorative services, such as fillings
- Endodontic services, such as root canals
- Periodontal services, such as deep cleaning
- Removable prosthodontic services, such as dentures
- Oral surgery services, such as extractions
- Orthodontic services, such as braces
- Adjunctive services, such as sedation



VISION CARE

- Eye exams
- Eyeglasses and contact lenses that are prescribed by a vision care professional
- Eyeglass repairs



MEDICAL SUPPLIES AND EQUIPMENT

- Pressure garments and compression stockings
- Medical supplies, such as dressings and incontinence supplies
- Mobility and self-care equipment, such as walking, bathing and toileting aids
- Limbs and body orthotics, prosthetics and footwear equipment
- Oxygen and respiratory supplies and equipment, such as Continuous Positive Airway Pressure (CPAP) machines
- Audiology equipment, such as hearing aids
- Low vision and communication aids



MEDICATION

- Prescription and over-the-counter medication prescribed or recommended by a health professional



MENTAL HEALTH COUNSELLING

- Individual or group counselling for eligible clients with a licensed mental health professional, such as a psychologist or social worker
- Traditional healer services may also be available in some communities



MEDICAL TRANSPORTATION

- Transportation to access health services that are not available in your community of residence, such as medical or dental appointments, eye exams, or mental health counselling
- Meals, accommodations and in-city transportation while on eligible medical travel
- NIHB may cover emergency transportation costs, if not covered through provincial services or another benefit plan. In an emergency, call 911 or the number for emergency services in your community

IMPORTANT

If your medical appointment is cancelled, you must also cancel your travel arrangements by contacting NIHB, your community medical transportation coordinator, or transportation / accommodation provider.

Wildfire Prevention

For Alberta First Nations



Indigenous Services
Canada

Services aux
Autochtones Canada



Reduce your risk.

- Check current weather conditions and the risk level for wildfires. Regularly updated fire situations reports are available online at the [Alberta Wildfire Status site](#).
- Follow all First Nation by-law and provincial orders related to burning permits, open-air fires and crop residue burning;
- Locate fire pits and burn barrels away from buildings and trees and keep them under constant supervision if used;
- Use designated sites for campfires, when permitted, and ensure they are fully extinguished;
- Dispose of cigarettes and other materials safely, which includes using vehicle ashtrays instead of throwing out a window;
- Avoid the use of all-terrain vehicles in areas at risk, as they can ignite brush from their exhaust systems;
- Check farm and lawn equipment to ensure spark arresters are working properly;
- Never set off fireworks during dry, high-risk conditions.

Check your home.

- Removing debris such as from eaves, gutters, roofs, etc. and regularly cutting the grass and removing the clippings from the lawn since dry grass and other debris will easily ignite.
- Avoiding piling wood against houses.
- Maintaining a clear driveway to your home.
- Moving any propane tanks away from buildings and clearing vegetation away from them. Their vents should always point away from buildings.
- Taking all relevant prevention measures for sheds and outbuildings as you would for a house.
- Consult the [FireSmart Canada Begins at Home Guide](#) for more information on protecting your home.



For more information on wildfire evacuation for Indigenous peoples visit www.canada.ca/indigenousevacuations.



Preparing to evacuate.

- In the event of a possible emergency evacuation, make sure you and your family are prepared. Be sure that your vehicle is fully fueled and that your emergency kit and any valuables are packed in your vehicle. If your First Nation does not have road access out of the community consult your band office or First Nation leadership to find out what evacuation plans are in place.
- Remain calm and monitor radio, television, etc. for information, alerts and evacuation orders from authorities. Learn more at Alberta.ca/prepare-to-evacuate.
- Emergency kits may include a first aid kit, portable radio, prescription medications, eyeglasses, food, water, flashlights and batteries, phone chargers and power banks, etc. More information on emergency kits is available at Alberta.ca/build-an-emergency-kit.
- Prepare homes by closing doors, windows and vents, and by moving any combustibles away from structures.

Emergency contacts.

Report a wildfire:	310-FIRE (3473)
Report a hydro outage:	310-WIRE (9473)
Highway closure information:	511
Medical transportation (NIHB):	1-800-514-7106

Additional online resources.

[A Guide to landscaping practices to protect your home](#)

[Resources FireSmart Canada](#)

[Alberta Wildfire Map](#)

[Power Outage Map](#)

[Alberta Highways](#)

[Wildfire Smoke Information](#)

[Get Prepared for Wildfires](#)

[Fire Protection in First Nation Communities](#)



Returning Home After a Wildfire – Quick Reference

- **Do not return home until you are told it is safe to do so.**
 - After a wildfire, your home may be affected by smoke, soot and ash, chemicals, structural damage, and water damage.
 - Gas, water and electricity might not be available.
- 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.
 - For detailed information on returning home refer to the Returning Home After a Wildfire - Frequently Asked Questions documents.
- If you notice any irregularities or damages with your electricity, water or gas, contact your utility companies or Band Office and avoid using or touching any damaged systems.
- Follow local guidance with regards to drinking water safety. The water may not be safe to use and/or drink. Drinking water advisories may be in place.
- All water lines should be thoroughly flushed. If you have a private sewage system ensure that it is working before flushing your water lines.
 - Turn on all cold water taps for at least 5 minutes before you use them.
 - Turn on all hot water taps for at least 5 minutes before you use them, even if the water is not hot.
- The hot water tank will need to be drained and refilled. Information is available at [How Do I Flush My Water Heater? \(alberta.ca\) https://myhealth.alberta.ca/Alberta/Pages/Flushing-Your-Water-Heater.aspx](https://myhealth.alberta.ca/Alberta/Pages/Flushing-Your-Water-Heater.aspx)
- Get the air moving inside your house by using a fan and opening your windows. Only open windows if there's no smoke or air quality advisory for your area.
- Replace your furnace filter and check it often.
- Wash all surfaces inside your home with a mix of soap and water or an appropriate cleaning solution and rinse with clean water.
 - Clean any place where there's ash, dust, or the smell of fire.

- Wash clothing, bedding and other fabrics that were affected.
- Buildings such as food facilities, day cares, Head Starts, schools, etc can speak to an Environmental Public Health Officer (EPHO) prior to reopening if they have questions. The EPHO can be reached through the local Health Centre. [Reopening Buildings, Homes, and Businesses After a \(albertahealthservices.ca\)](https://www.albertahealthservices.ca)

Need to Talk?

- The Hope for Wellness Help Line offers immediate help to all Indigenous peoples across Canada. It is available 24 hours a day, 7 days a week to offer immediate support and crisis intervention. Call the toll-free Help Line at 1-855-242-3310 or connect to the online chat at www.hopeforwellness.ca.
- You can also contact your local Health Centre to access mental health supports.

Additional wildfire resources are available at <https://www.onehealth.ca/ab/Home/Health-Emergency-Management>

Contact:

Indigenous Services Canada
Environmental Public Health Services
First Nations and Inuit Health Branch, Alberta Region
Edmonton Phone: (587) 337-3636
Calgary Phone: (587)337-7980

Reopening Buildings, Homes, and Businesses After a Wildfire - Considerations for Health Care Clinics

Community-based Health Care Settings (CHCS) include but are not limited to clinics offering medical, dental, podiatry, acupuncture, and chiropractic services. When reopening a CHCS after a wildfire, take the following precautions.

Water

- Flush the water lines to remove stagnant water by running all hot and cold water taps for five minutes.
- If a boil water advisory is in effect, refer to the document “Using Water Safely in Acute Health Care Sites During a Boil Water Advisory” for more information.

Air Circulation

- Consult a professional to clean, restore and restart any building heating, ventilation and air conditioning (HVAC) systems.
- Get the air moving inside the building by using a fan and open windows, providing there is no smoke or air quality advisory for the area. Also, be careful with open doors and windows during windy conditions to prevent any ash/debris from the fires from entering the building.
- If available, use an air cleaner with high-efficiency particulate air (HEPA) or MERV-13 filters to remove small particles. For portable air cleaners, follow all the manufacturer’s instructions for changing the filter, where to place the device and the size of the room it’s meant to be used in.
- Portable air cleaners can filter out particulates from wildfire smoke and allergens, viruses, and chemicals associated with particulate matter. Building a Corsi-Rosenthal Box is an inexpensive option for facilities that cannot improve air filtration or ventilation by changing their HVAC system. Here is a YouTube video on how to build one:
<https://www.youtube.com/watch?v=CXa8auzKx9Y>
- Ozone generators do not function as “air cleaners” despite advertising claims

Equipment & instruments

- The operator must inspect and assess all equipment and instruments in the facility. All equipment and devices affected by heat, ash, chemicals, smoke, soot, or water must be discarded or cleaned and disinfected/sterilized as appropriate.
- Medical device reprocessing (MDR) areas should be re-commissioned. Thoroughly clean and disinfect the MDR area and ensure tabletop sterilizers undergo operational requalification:
 - Operational requalification testing of both dynamic air removal and gravity sterilizers shall be conducted by running three consecutive cycles using biological indicator challenge tests.



- Dynamic air removal (vacuum) sterilizers shall be tested with three consecutive air removal (Bowie-Dick) tests in an otherwise empty sterilizer.
- Use new single-use medical devices until the MDR area in the office has been re-commissioned.
- Review practices for MDR in the office to ensure that all aspects can be completed as required before considering commencing reprocessing activities.
- Reprocess (clean and sterilize) all packaged reusable instruments and instrument sets before use.
- Remove and discard items exposed to heat, ash, chemicals, soot, water and smoke, including:
 - Medicines, vaccines, disinfectants, alcohol-based hand rub, and other similar supplies (Follow local requirements for any medical waste)
 - Items where the packaging has been compromised.

Contact:

Indigenous Services Canada Environmental Public Health Services
First Nations and Inuit Health Branch, Alberta Region
Edmonton Phone: (587) 337-3636
Calgary Phone: (587) 337-7980

Source: Alberta Health Services

Adapted from: [Reopening Buildings, Homes, and Businesses After a](#)
[\(albertahealthservices.ca\)](#)

Reopening Buildings, Homes, and Businesses After a Wildfire Buildings – Considerations for Childcare Facilities and Schools

Food

- Food spaces and equipment must be appropriately cleaned and sanitized if you provide meals, including snacks, to children at your facility. Review the information in “Reopening Buildings, Homes, and Businesses After a Wildfire Buildings – Considerations for Food Facilities”.

Clothing, Bedding, Plush Toys, etc.

- Launder all affected clothing, plush toys, bedding, and costumes. You may require numerous rinse cycles to extract the soot, ash, and smoke. Consider laundering offsite using a machine tagged for heavy contaminants at a laundromat. These are usually marked as ‘oilers’.
- Professional assistance is recommended to remove soot and smoke odour from mattresses.
- Do not save books, paper materials, plush toys, or mattresses if they become wet from the building’s fire suppression system or firefighting activities. They are too difficult to clean, sanitize, and dry before mould problems occur.
- Vacuum or damp-wipe books, cardboard, and other paper materials. If heavily damaged, they may need to be discarded.
- Furniture may be difficult or impossible to clean if upholstered, especially if the smoke odour has permeated into these furnishings. Upholstered furniture may be steam cleaned or may need replacement.
- Absorbent materials such as disposable diapers should be considered unusable if open to contamination. If the materials are contaminated with fire retardant or soot, discard the item as it cannot be cleaned.

Clean and Sanitize Toys and Equipment

- Clean and sanitize all toys and equipment. Refer to the directions on making sanitizing solutions below.
- Use a commercial dishwasher or three-compartment sink to wash, rinse, and sanitize non-plush toys or toys without electronic components using potable water. Ensure dishwashers are achieving the necessary temperatures and sanitizer concentrations.
- Before washing toys and equipment, run the dishwasher empty through the wash- rinse-sanitize cycle three times. This practice will flush the water lines and clean and sanitize the dishwasher’s interior.
- For equipment such as sleeping mats and cots, where the material is impervious to moisture, these materials must be clean and sanitized prior to use.
- Chemical sanitizers include:



- o chlorine bleach at a concentration of 100–200 ppm (approximately one tablespoon of bleach in one gallon of potable water), or
- o quaternary ammonium at a concentration of 200 ppm, or
- o other approved sanitizers.

Outdoor Play Equipment and Surfacing

- Use a hose or pressure washer to wash outdoor playground equipment impacted by soot or other contaminants.
- Inspect all surfacing for contaminants. Spray down and remove visibly contaminated loose material fall surfacing (e.g., sand).
- Inspect the playground before allowing play by using a form *like Inspection and Maintenance Program for Playspaces* available here: [Inspection and Maintenance Program for Playspaces \(albertahealthservices.ca\)](https://albertahealthservices.ca/inspection-and-maintenance-program-for-playspaces)
- Do not allow children outside for outdoor play/recess until the play area and equipment have been assessed for contaminants and safety.
- Monitor the Air Quality Health Index (AQHI) to determine whether it is safe for children to play outdoors by visiting <https://airquality.alberta.ca/map>. Consider vulnerabilities such as the age of children, pre-existing health conditions like asthma, etc.

Water

- Flush your water lines to remove stagnant water by running all hot and cold water taps for five minutes.
- If a boil water advisory is in effect, refer to the document “Using Water Safely in Childcare Facilities During a Boil Water Advisory” for more information.

Contact:

Indigenous Services Canada Environmental Public Health Services
 First Nations and Inuit Health Branch, Alberta Region
 Edmonton Phone: (587) 337-3636
 Calgary Phone: (587) 337-7980

Source: Alberta Health Services

Adapted from: [Reopening Buildings, Homes, and Businesses After a \(albertahealthservices.ca\)](https://albertahealthservices.ca/reopening-buildings-homes-and-businesses-after-a)

Returning Home After a Wildfire - Restore Your Home Frequently Asked Questions

- After a wildfire, your home may be affected by smoke, soot and ash, chemicals, structural damage, and water damage.
- This information is a collection of health and safety items to think about as you return to your home.
- It covers many general topics. **Not all of the information may apply to your situation.**

What items will I need to throw out when I return home?

- Heat, smoke, ash, and the chemicals used to fight the fire can damage things in your home
- You may need to throw these items out:
 - Food
 - Medicines
 - Cleaning products
 - Make-up
 - Personal care products (soap, shampoo, toothpaste, lotion, etc)
- You may need to throw out items that are not listed on this page.

Before getting rid of any items, make sure that you make a list of all items as part of your fire insurance claim. Take photos of items you throw out.

How do I handle food that was in my home during the wildfire?

- Throw away food stored in your refrigerator, cooler, or freezer if the temperature inside was warmer than 4°C **at any time**.
- Most fridges can keep food cold enough for about 4 hours without power.
- Throw away raw vegetables or fruits that were not in your fridge.

Check the rest of the food in your home, including cans and dry goods like flour, sugar, and spices, and **throw it out** if it:

- has spoiled, even if your fridge stayed cold at all times
- was open
- got damaged by fire or smoke, even if the package isn't open
- was stored in containers with tiny holes (porous) like cardboard or foam containers
- is in a can that is bulging, rusted, or dented
- was stored in a glass jar (the heat from the fire likely compromised the safety seal)

Clean and disinfect all cans before opening them to make sure you don't contaminate the food.

Be safe when checking your food. If you are in doubt, throw it out.



How do I replace or clean my fridge and freezer?

- Contact your insurance company to see if you need to replace your fridge or freezer and if you have coverage for this.
- Follow your local guidelines for what to do with your old fridge and freezer if you need to dispose of them.
- Your fridge or freezer may have gone without power for some time and may smell.

If you are keeping your fridge or freezer, clean and disinfect after you have thrown out the food. them. To do this:

1. Unplug the fridge and freezer.
2. Rinse or blow out (with an air hose) the coils and compressors on the fridge and freezer.
3. To clean the inside, use soap and water and then rinse with clean water.
4. After cleaning, sanitize the inside with a bleach and water mixture. Mix 1/2 teaspoon (2 mL) of household bleach for every 4 cups (1 L) of water.
5. Leave the doors of the fridge and freezer open and let them dry out.
6. Once the fridge and freezer are dry, reconnect the power.
7. Wait until the inside temperature of your fridge has reached 4°C (cold) before refilling it with food.
8. Wait until your freezer is cold enough to freeze food before refilling it with food.

What should I do with medicines and personal care products that were left in my home?

- Throw out medicines, make-up, and personal care products like soap, shampoo, and toothpaste that were exposed to smoke or high temperatures, even if the package isn't opened.
- Follow your local guidelines on where chemicals can be dropped off for disposal.
- Do not flush any medicines down the toilet or sink.
 - o Bring any medicines that need to be thrown out back to a pharmacy.

How do I clean up smoke damage, ash, and soot?

If you will be doing the cleaning, wear the appropriate personal protective equipment (PPE) including masks (N95 masks are best for this task), gloves, and boots.

Follow your local guidelines to find out how to dispose of hazardous materials including ash.

Follow the tips below to clean smoke damage and soot from different parts of your home.

Outside of your home

- Use a hose, sprayer, or pressure washer on the outside of your home, walkway, vehicle, deck, and any outdoor furniture.
 - o Rinse off your air intake vents carefully.
 - o Do not use air hoses to clean exterior surfaces because you could blow more ash and soot into your house.
 - o Before rinsing the exterior of your home, contact the Band to make sure there are no water or sewage restrictions.

- If you're in a small or poorly ventilated space, be careful when using pumps, pressure washers, or generators.
 - o You are at risk for carbon monoxide poisoning if there isn't enough air flow.
 - o Keep doors and windows open.

- If you have a private septic system, check the area around your system for damage or sewage leaks.
 - o Notify the Band if you find damage to your septic system.

Air circulation

Get the air moving inside your house by using a fan and opening your windows. Only do this if there's no smoke or air quality advisory for your area.

To help with clean air circulation in your home, you can also:

- Replace your furnace filter. You may need to do this more often than usual due to construction and cleaning activities in your home or neighbourhood. Check your filter often.
- Use HEPA furnace filters. They may help take away the smoky smell from your home. HEPA stands for high-efficiency particulate air.
- Maintain your humidifier, if you have one. Humidifiers that are properly looked after can help lower how much ash is floating around.
- Have your ducts and air conditioning system cleaned by a professional.
- Do not use ozone generators. They don't act as "air cleaners" and may pose safety hazards.

Demolition activities (tearing down buildings) are more likely to cause ash to float in the air. When these activities are happening:

- Stay indoors.
- Close all outer doors and windows.
- Turn off the ventilation for air conditioners and furnaces as much as possible.

Inside of your home

- Wash all surfaces inside your home with mild detergent (mix of soap and water) or an appropriate cleaning solution and rinse thoroughly.
 - o Clean any place where there's ash, dust, or the smell of fire. Wash the inside of closets, cupboards, and drawers.
- Wash the inside of your windows thoroughly.

- Use a wet cloth or wet mop. This is safer and better than dry or dust mopping, which can move ash and debris around your house. Change the water if it gets dirty.
- Only vacuum with a unit that has a HEPA filter that can catch ash particles. Using unfiltered vacuums will just move the ash around your house. Change your HEPA filter often.
- Wash and clean all ash-contaminated household items with mild detergent. Change the water often.
- Try to clean as much ash and dust as possible. Ash that isn't cleaned up is broken into smaller particles and becomes harder to remove from carpets and surfaces.
- Attic insulation can keep smoke odours, so you may want to replace it.

Fabric, carpets, and clothing

- Remove soot before you try to clean or deodorize carpets, curtains, and soft furniture like your couch. Soot is oily and can stain these items.
- Steam clean carpets, drapes, curtains, and furniture. Change the water often.
- Wash or dry clean all of your clothing and household linens that have been affected by the fire. You may have to run many rinse cycles to get out all the ash, soot, and smoke. Consider doing this laundry outside of your house. Use a machine tagged for heavy contaminants at a laundromat. These are usually marked as "oilers."

Electronics

- Before using electronics after a wildfire, it is recommended that you take all electronic equipment outside and "blow out" the components with an air hose.
- Ash can cause static charges. Do not blow out components inside your home.
- Get any electronics checked by a qualified technician before using them again.

What should I do if my yard and outdoor play areas are impacted by fire ash and soot?

If you decide to clean your yard and surrounding areas yourself, wear the appropriate PPE including masks (N95 masks are best for this task), gloves, and boots and follow these steps:

- Wet down any fire debris. **Do not** wash the fire debris into the street.
- Scrape up fire ash and soot from your property as much as possible. Place it in plastic bags or other containers that will keep it from being spread around and take it to a landfill. If your home or property was totally destroyed by fire, then the restoration company will look after this for you when they begin the demolition and recovery process.
- For children's play areas and equipment, clear away any debris and remove puddles and standing water.
- If there is fire or structural damage to play equipment, block access to the area until the equipment is repaired or replaced.
- Use mild detergent (soap and water) and clean water to wash children's outside toys, play equipment, and sports equipment.
- Sand, gravel, or other loose materials placed under playground equipment should be removed and replaced, especially if you can see ash, soot, and small debris.
- If you suspect or know that a sandbox was impacted by fire or fire retardants (fire fighting materials), replace the sand.

How do I clean up my lawn, gardens, trees, and plants?

- Rinse fire retardant off trees, shrubs, and plants if possible.
- Soak up any puddles or standing water that has fire retardant materials with soil or sand.
- Regularly wet down your garden and lawn until the smoke and ash have been diluted or reabsorbed into the air. Ash and soot on plants will continue to smell smoky for some time.
- If you choose to fix or put in new lawns, you can re-sod or reseed grassy areas.
- Consider adding new, clean soil to gardens if you suspect or know the area was damaged by the fire.
- Don't eat fruits and vegetables that were growing in your garden during the fire.
- Compost from bins that were closed during the fire can be kept and added into your soil as usual.
 - Do not use compost from bins that were open during the fire.

How do I clean up fire retardant?

Some fire retardants can make people and pets sick if swallowed. Fire retardants can also irritate your eyes, cause dry skin, and cause stinging to cuts and scrapes on your skin. See your doctor or call Health Link at 811 as soon as possible if you have any reaction to these products.

If your home was sprayed with fire retardant or the wind blew some onto your house, it should be removed.

- Your house's siding, your roof, and your vehicles should be cleaned.
- Clean retardant from any outside toys, furniture, or tools.
- A fire restoration contractor will be able to help you with this.

If you decide to clean fire retardant yourself:

- **Never use bleach when cleaning fire retardant.** The reaction between bleach and the fire retardants will produce harmful and explosive gases.
- Use appropriate PPE such as masks, rubber gloves, rubber boots, long sleeved shirt, and pants.
- Wash your home's roof and siding, your vehicles, and outdoor patio furniture with clean water.
- To clean windows and glass, use clean water. A razor blade tool can help to remove sticky residue.
- Rinse retardant off any plants.
- Use mild detergent and clean water to wash children's outside toys, play equipment, and sports equipment.
- Keep your pets and children away from any puddles from these cleaning activities. Clean up any puddles with soil or sand.

How do I deal with water damage?

If your home was damaged by water, you will need to take steps to limit the potential for mould to grow. When cleaning water damage, wear the appropriate PPE including masks, gloves, and boots. To help stop mould from growing:

- Check any water-damaged or water-stained surfaces and appliances.

- Clean the affected areas using warm water and soap first.
- Then disinfect the surfaces with a household bleach and water solution (1/2 teaspoon (2 mL) into 4 cups (1 L) of water). The sanitizer solution will help disinfect the water used for cleaning and kill any leftover mould that may have grown.
- Dry all wet items as soon as possible.
- Dry wet or waterlogged carpets as quickly as possible. Remove any underlay. Steam cleaning carpets with a disinfectant should be enough.
- You may need to use a dehumidifier to help to remove extra moisture from the air inside your home.

Notify the proper department if you see any visible mould in your house. This may include the following:

- Band Office/Housing Department
- Insurance company
- Restoration contractor

If you find a small amount of mould (typically under 10 square feet) and you wish to do the cleanup work yourself, see the [steps for mould remediation in private homes \(PDF\)](#).

Need to Talk?

The Hope for Wellness Help Line offers immediate help to all Indigenous peoples across Canada. It is available 24 hours a day, 7 days a week to offer immediate support and crisis intervention. Call the toll-free Help Line at 1-855-242-3310 or connect to the online chat at www.hopeforwellness.ca.

You can also contact your local Health Centre to access mental health supports.

Contact:

Indigenous Services Canada
 Environmental Public Health Services
 First Nations and Inuit Health Branch, Alberta Region
 Edmonton Phone: (587) 337-3636
 Calgary Phone: (587)337-7980

Source: Alberta Health Services

Adapted from: <https://myhealth.alberta.ca/Alberta/Pages/wildfire-restore-your-home.aspx>

Returning Home After a Wildfire Using Water Safely

- After a wildfire, your home may be affected by smoke, soot and ash, chemicals, structural damage, and water damage.
- Not all of the information here may apply to your situation.
- Local authorities may give you more guidance specific to your situation.

Should I flush my water system before I use it when I return home after a wildfire?

- Yes. It's recommended that you flush your water system to get the old water out of your water lines.
 - o Old (stagnant) water is water that has been sitting in your water lines without moving or flowing for a long time.
- Flush your system even if there's a boil water advisory when you return home.
- Flush your system again once the boil water advisory has ended.

To flush your system:

- Turn on all cold water taps for at least 5 minutes before you use them.
- Turn on all hot water taps for at least 5 minutes before you use them, even if the water is not hot.
- Drain and refill water heaters that have been set below 45°C/110°F.
 - o Information is available at [How Do I Flush My Water Heater? \(alberta.ca\)](https://myhealth.alberta.ca/Alberta/Pages/Flushing-Your-Water-Heater.aspx)
<https://myhealth.alberta.ca/Alberta/Pages/Flushing-Your-Water-Heater.aspx>

How can I use water safely during a boil water advisory?

- Follow local guidance with regards to drinking water advisories. If you are not sure, please call the local Health Centre.



What should I do with my private well or cistern?

- Look at and walk around your well or cistern. Look for damage.
- Your well or cistern may be damaged, and your water supply may be contaminated by harmful germs (bacteria) because of a loss of pressure. Germs can make you sick.
- Your water may need to be tested before using it.
- Contact the local Health Centre/Nursing Station for more advice.

You can also speak to an Environmental Public Health Officer for more information.

Contact:

Indigenous Services Canada

Environmental Public Health Services

First Nations and Inuit Health Branch, Alberta Region

Edmonton Phone: (587) 337-3636

Calgary Phone: (587)337-7980

Source: Alberta Health Services

Adapted from: <https://myhealth.alberta.ca/Alberta/Pages/wildfire-restore-your-home.aspx>