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All evacuees are asked to register online with the Emergency Support Services (ESS) Evacuee Registration & Assistance (ERA) tool even if you do not require referrals such as housing or other services: ess.gov.bc.ca

Do you have a resource that you think should be added? Please email info@bceda.ca

This material is provided as reference only and information is linked to the original source where possible. Please feel free to copy & share.

More resources for businesses and communities can be found at <https://www.bceda.ca/flooding.php>

EmergencyInfoBC

EmergencyInfoBC - <https://www.emergencyinfobc.gov.bc.ca/>

Twitter - @EmergencyInfoBC

Nov 24 NEW: [#BCflood](#) and [#BCstorm](#) phone line open daily 930AM - 5PM for info on travel, insurance, financial & mental health supports, agriculture, EI, utilities & more. Call 1-833-376-2452

<https://emergencyinfobc.gov.bc.ca/floods-2021>

[Current Flooding Information](#)

[River Forecast Centre](#)

[Emergency Map](#)

[British Columbia now under province-wide state of emergency connected to floods](#)

Social Media

[BC Wildfire & Flood Support Group](#) *Offers of assistance

[Shelter for 2021 Flood Evacuees](#) *Offers of assistance

[Abbotsford Disaster & Relief Resources](#)

[Hope BC Bulletin Board](#)

[Coquihalla Road Reports \(and Area\)](#)

[City of Merritt - Municipal Government](#)

[The Merritt Grapevine](#)

[Town of Princeton Emergency Management](#)

[Fraser Valley Flood Resources](#) *Offers of assistance

[fv flood help](#) *Offers of assistance

[BC & Alberta Emergency Livestock/Animal/Horse Evacuation Support Group](#)

[Rebuild the Valley: Trades Resource](#) *Offers of assistance
[Flood Cleanup Volunteers](#)
[Facebook Crisis Response Page](#)

Travel

DriveBC

<https://www.drivebc.ca/>

BC Highway Conditions toll-free in North America 1-800-550-4997

[Major Events](#)

[Border Delays](#)

Hello BC

[Know Before You Go](#)

[BCFerries Current Travel Advisories](#)

TranBC

[Current Road Advisories and Information](#)

Transport Canada

[Map relating to the Transport Canada Interim Order Respecting Certain Flooded Areas in British Columbia, 2021](#)

[Interim Order Respecting Certain Flooded Areas in British Columbia, 2021](#)

Travel Restrictions

Nov 19 - New order prohibits non-essential travel along severely affected highways:

- Highway 99: from the junction of Highway 99 and Lillooet River Road to the BC Hydro Seton Lake Campsite access in Lillooet. Only passenger vehicles and commercial vehicles up to 14,500 kilograms will be permitted.
- Highway 3: from the junction of Highway 5 and Highway 3 in Hope to the west entrance to Princeton from Highway 3.
- Highway 7: from the junction of Highway 7 and Highway 9 in Agassiz to the junction of Highway 7 and Highway 1 in Hope.

Defining essential travel, goods and services in B.C.

This order applies to non-essential travel. It does not apply to:

- commercially transporting goods
- transporting essential goods and supplies, specifically:
 - food, water and other beverages
 - fuel and gasoline
 - health-care goods, pharmaceuticals and medical supplies
 - personal hygiene, sanitation and cleaning goods.
- transporting livestock, agricultural or seafood products and supplies
- livestock producers returning to a farm to provide care for animals
- responding to emergencies, including search and rescue operations
- evacuations for medical reasons and urgent medical treatment
- highway repair and maintenance
- transporting essential personnel
- returning to a person's own principal residence
- exercising an Aboriginal or treaty right as recognized and affirmed by Section 35 of the Constitution Act, 1982.

Essential vehicles defined

The following vehicles will have access to commercial gas stations where available fuel will be prioritized. For vehicles that do not typically access commercial trucking gas stations (cardlock gas stations), the Province is working to provide priority access.

The groups are defined as:

- Emergency service vehicles (fire, police, ambulance and health care including urgent medical treatment)
- Public transit vehicles
- Commercial transport trucks – critical goods and services (food and beverage, health care, safety)
- Refrigerated trucks
- Potable water delivery/wastewater service
- Grocery delivery
- Road repair, maintenance and recovery vehicles/tow trucks
- Military vehicles
- Critical infrastructure, construction and repair vehicles
- Home-care workers
- Municipal services vehicles
- First Nations government services vehicles
- BC Ferries/Coast Guard/tugboats/marine emergency/pilot boats
- Canada Post and other couriers/package delivery vehicles
- Vehicles for the provision of critical government services
- Airport authority vehicles and air travel

- Waste disposal/recycling
- BC Hydro, Fortis and other heavy-duty and light-duty utility vehicles
- Telecommunication repair and installation vehicles
- Fuel delivery trucks and boats
- School buses
- Taxis
- Agricultural and farm-use vehicles, including vehicles supporting flood response
- Veterinarians supporting flood response
- Inter-city buses

About Essential Travel

Temporary restrictions on travel in areas impacted by flooding are in place to ensure the movement of essential goods and services.

Permitted travel for essential purposes can vary according to the highway being traveled on, and is subject to the Emergency Program Act (EPA) [Ministerial Order 450/2021 \(PDF, 813KB\)](#) and [Ministerial Order 453/2021 \(PDF, 627KB\)](#).

Please refer to the official "[Travel and fuel restrictions](#)" page.

You can also call a 1-800 Flood Response Call Line at [1-833-376-2452](tel:1-833-376-2452) for your questions concerning:

- Emergency supports
- Disaster financial aid
- Insurance
- Mental health supports
- Road conditions and travel
- Employment Insurance
- Agriculture
- Hazardous goods
- Water quality
- Utilities

Fuel Restrictions

Nov 19 - A new order is in effect until Dec. 1 to make fuel available for essential vehicles:

- Non-essential vehicles max. 30L of fuel/visit

- Cardlock gas stations open for essential vehicles
 - Gas stations' profit margins capped to prevent price gouging
- <http://gov.bc.ca/floodresponse>

[Essential_fuel_Chinese\(traditional\).pdf](#)

[Essential_fuel_French.pdf](#)

[Essential_fuel_Punjabi.pdf](#)

Border Exemptions

Nov 21 - [Canada to drop COVID-19 test requirement for border residents going to U.S. for essential goods](#)

Nov 16 - [Border exemptions for British Columbians otherwise stranded by floods](#)

BC Ferries

Nov 16 - [BC Ferries adds late night service on Mill Bay route](#)

Parking

Nov 16 - [Parking Available at Maan Farms, Abbotsford](#)

If you need to move your vehicle, equipment, truck/trailer, RV etc.. to one of our parking lots because of Flooding Evacuation please Private Msg [@maanfarms](#) on Instagram with:

1. Your Name
2. What you need to park
3. The best Cell Phone number to reach you at.

[Princeton RCMP warn against driving through flood water](#)

Weather

[Environment Canada Weather](#)

[Severe Weather](#)

Pets & Livestock

If you've been evacuated and need emergency boarding for your pet, the BC SPCA has you covered. Call 1-855-622-7722.

Regional District of Okanagan-Similkameen

If you have pets or livestock that need to be cared for and billeted, please contact Animal Lifeline Emergency Response Team (ALERT) for support:
250-809-7152.

Tourism Ch'illiwack has set up a number of temporary stalls for horses at Chilliwack Heritage Park. Space is limited and registration is required. Please call 604.824.9927 between 8am - 3pm to register. **EDIT (5:50 PM)** The temporary stalls at Heritage Park are currently at full capacity. Staff will be assessing options and will post an update tomorrow.

BC Cattlemen's Association
Toll Free in BC 1.877.688.2333
Email info@cattlemen.bc.ca

[Aide for Paws & Rescue Society](#) - we are offering donations of dog food & supplies to evacuated families. As long as we still have items available we are happy to donate and drop off at the Tradex (Abbotsford)

Community Information & ESS Locations

British Columbia Assembly of First Nations

[Emergency & Disasters](#)

For stranded travelers from community ISC will ensure that evacuee costs will be reimbursed. This can be arranged through EMBC PREOCs or through bcaandc.do@sac-isc.gc.ca or 604-209-9709

Vancouver Island/Coast

[Regional District of Nanaimo](#)

rdn.bc.ca/emergency-alerts The RDN Emergency Call Centre is open today until 4:30 p.m. to answer questions regarding flooding in the region at 250-390-0940.

[District of Sooke](#)

Road closures currently 'isolating' Sooke from access east to Victoria. **Displaced residents can seek shelter at Sooke Community Hall (2037 Sheilds Rd.)**

Cowichan Valley Regional District:

- **Cowichan Community Centre – 2687 James St, Duncan, BC V9L 2X5**
- **Cowichan Tribes Gym – 5574 River Rd, Duncan, BC V9L 6V9**
- 250-732-1475

Mainland Southwest

Fraser Valley Regional District

District of Kent

Evacuation Orders:

An Evacuation Order has been issued by the District of Kent Emergency Operations Centre (EOC) due to the potential danger to life and health for the following area:

- **Rockwell Drive:** Rockwell Drive, north to Lillooet Road

Residents from the evacuated area of Rockwell Drive requiring accommodations through emergency support services, are asked to self-register at ess.gov.bc.ca and then email missioness@mission.ca. Accommodations are available at the Harrison Hot Springs Resort, 100 Esplanade Avenue, Harrison Hot Springs, BC. If you have questions regarding this evacuation please email eoc@kentbc.ca. Thank you.

District of Hope

Coquihalla River and Silver-Hope Creek remain high and fast flowing. Residents are reminded to stay clear of fast moving water and river banks. Staff continue to monitor the situation. **Hope Secondary School (444 Stuart St.) is open if you leave your home at this time.**

- **Camp Hope 61855 Lougheed Hwy, Hope**

Mountainview Brewing Co in Hope is open for evacuees to come get warm, have a coffee, shower and rest.

City of Abbotsford

Evacuation Orders & Alerts -

<https://www.abbotsford.ca/alerts/evacuation-order-and-alerts-issued-localized-areas>

The City of Abbotsford is currently experiencing heavy rainfall that has resulted in several localized emergencies within the City. Various small mud slides and localized flooding have occurred in many areas within the City. Currently no injuries have been reported. All City resources are currently engaged in mitigating these emergencies including Abbotsford Police, Fire Rescue, Engineering and Public works.

The City of Abbotsford's Emergency Support Services (ESS) has set-up a Reception Centre located at the Fraser Valley Trade and Exhibition Centre (Tradex) located at 1190 Cornell Street for any residents displaced due to the flooding and/or landslide events currently occurring in the City. **Evacuees with questions can call the Public information line at 604-864-5688 where staff are available to address questions.**

Two evacuation reception centres :

- 1. Tradex 1190 Cornell Street**
- 2. Neighbourhood Learning Centre at Chilliwack Secondary School (46361 Yale Road)**

December 8 - The temporary Transfer Station at 1225 Riverside Road will take the following material for free disposal. Hours are 8am - 4pm. Please note that this is for flood-related waste disposal and proof of address is required.

December 3 - View the [Return Home Plan website](#) for full details on the Return Home plan, area maps and resources for evacuated residents.

November 24 - [Do Not Use Water \(Flush Only\) Advisory for Sumas Prairie](#)

The City of Abbotsford has issued a Do Not Use Water (Flush Only) Advisory for Sumas Prairie. This Advisory replaces the previous BOIL WATER ADVISORY issued on November 18.

No other areas of the Abbotsford water system are affected by this event and the water remains safe to drink.

NOVEMBER 22, 12PM UPDATE: [Information for residents re-entering evacuated areas](#)

City of Abbotsford building inspection professionals, alongside Canada Task Force 1 Search and Rescue personnel, have launched a Rapid Damage Assessment (RDA) process for flood affected properties in areas where the flood waters have receded.

Please note that structures in the rescinded area are not all safe to enter or occupy. The rapid damage assessments that have been completed on structures in the area are not comprehensive inspections and only apparent structural or safety hazards are noted. Individuals should conduct a comprehensive inspection before entering structures in order to reveal hazards not noted in the rapid damage assessment.

- When the Evacuation Order in your area has been rescinded, if you have a coloured tag on your building, please note:
 - Green Placard: Re-entry permitted, at your discretion, if the building is not located within an Evacuation Order area.
 - Yellow Placard: Access is restricted subject to varying conditions. Further information is provided on the placard.
 - Red Placard: Do not enter the building unless authorization has been granted by the appropriate authorities.
- Re-entry packages, containing valuable resources for transitioning back into your home, are distributed directly to properties impacted by flooding with the placard.
- The City of Abbotsford Emergency Operations Centre has launched a Call Centre to assist residents with questions and concerns about their Rapid Damage Assessment and their next steps forward.

- For general inquiries, please contact 604-864-5688.
- For building assessments inquiries, please contact 604-504-4049
- Recovery Assistance, including clean-up kits, are available for all affected residents at the TRADEX Reception Centre.

[View the re-entry package](#)

[Tourism Abbotsford Emergency Response Resources](#)

[Abbotsford Disaster Relief Fund](#)

In response to the devastating damage caused by the mass flooding and mudslides in the Fraser Valley, the [Abbotsford Chamber of Commerce](#) (ACOC), the [Abbotsford Community Foundation](#) and the [University of the Fraser Valley](#) (UFV), have jointly established the [Abbotsford Disaster Relief Fund](#).

The Abbotsford Disaster Relief Fund will provide grants to local agencies involved in the disaster relief effort, as well as businesses that have been affected by these events. The effects of the flooding will be long term and funding will be needed for weeks and months to come. ACF will serve as the donation hub, accepting donations, issuing tax receipts, and distributing funds where resources are needed most.

The Abbotsford Chamber of Commerce plans to leverage its network and stakeholders in the business community to raise funds for those in crisis.

“Through the Abbotsford Disaster Relief Fund, we will support our local community, farming families, agri-businesses, and other businesses impacted by these devastating floods,” said Katerina Anastasiadis, CEO, Abbotsford Chamber of Commerce. “The flooding has also cut off transportation and supply chains to BC and other parts of Canada. We encourage businesses that are interested in receiving grants or related opportunities to contact the Chamber for more information.”

Donations to the Abbotsford Disaster Relief Fund can be made online at <https://abbotsfordcf.org/disaster>.

[City of Chilliwack](#)

Flood Watch Warning and Closures - chilliwack.com/FloodWatch

Chilliwack and the surrounding area are experiencing a rainfall event exceeding a 1 in 100 year return period. This means local drainage systems are overwhelmed, especially in low lying areas, and people should expect localized flooding including wet yards and basements. The City is currently experiencing very high call volumes and is working hard to prioritize calls. Many

residents are experiencing flooding in basements and should take the appropriate measures to protect their homes with the use of sump pumps and/or sandbags.

November 26, 2021, the Emergency Support Services Reception Centre will be located at the Neighbourhood Learning Centre at Chilliwack Secondary School (46361 Yale Road) for anyone needing immediate assistance. The centre will be open 8:30 am - 6 pm daily.

Tourism Chilliwack has partnered with the Chilliwack Chamber in supporting the City and Reception Centre with housing evacuees and all guests finding themselves without shelter in Chilliwack. If you or someone you know is in need of housing, please call 604.392.1183 between 8:00 AM – 8:00 PM to request assistance. Residents who have extra space available and are willing to assist those requiring shelter can contact Leanna at the Chilliwack Chamber via email leanna@chilliwackchamber.com to register.

*Please note, Tourism Chilliwack and the Chilliwack Chamber are not able to perform background checks on residents or evacuees at this time. Any participants taking part in this initiative do so at their own risk.

District of Lillooet

Lillooet Friendship Centre: Community Cares Building
76 5th Avenue (please pre-register as above)

Thompson Okanagan

Kelowna:

- Parkinson Activity Centre, 1700 Parkinson Way

Kamloops:

- McArthur Island Sport and Event Centre, 1655 Island Parkway
- Kamloops Food Bank - 171 Wilson St, Kamloops, BC V2B 2M8
- (250) 376-2252

Salmon Arm:

- The Prestige, 251 Harbourfront Drive

Regional District of Okanagan Similkameen

- **Bus Barn, 199 Ellis Street Penticton**
- If they you have access to use a phone safely, please call Penticton ESS at 1-833-498-3770 as soon as possible.
- If you cannot access a phone, please go to 2965 South Main Street, Penticton (Penticton Seniors' Drop-In Centre)

Town of Princeton

- All evacuees are asked to register online with the Emergency Support Services (ESS) Evacuee Registration & Assistance (ERA) tool even if you do not require referrals such as housing or other services: ess.gov.bc.ca
- Due to a shortage of hotel accommodations, please consider making arrangements to stay with family or friends if possible. Take pets with you if you can.
- If you require services or information, please contact the Town of Princeton Emergency Support Services if you are unable to register online:
250-273-0143
- If you have pets or livestock that need to be cared for and billeted, please contact Animal Lifeline Emergency Response Team (ALERT) for support:
250-809-7152.

Emergency Support Services (ESS) volunteers will be able to assist you to meet your basic needs by providing services for up to 72 hours. This may include coordinating food, clothing, lodging and transportation.

- Within the RDOS area – ALERT provides assistance with pet and animal care
- Beyond 72 hours, ESS volunteers may provide additional support or referral to the Canadian Red Cross.
- If you are not able to attend the reception centre and you require support: please call the EOC at: 250-490-4225
- An ESS volunteer will return your call within one business day.

Nov 27 - The Red Cross is open at the Skill Centre on Vermilion Ave. 8:30-3:30 seven days a week.

Nov 20 - [Authorization to Enter for Green and Yellow Rapid Building Assessment Notice ONLY](#)

The Town of Princeton is authorizing homeowners, utility operators (FortisBC Electric and FortisBC Gas), Town of Princeton Public Works (driveway and sidewalk cleanup) insurance companies, and restoration companies into the Evacuation Order areas.

The authorization to enter is not authorizing you to occupy your home. The evacuation order remains in effect unless the Town of Princeton gives notice of a change.

If your property received a Rapid Building Assessment notice-red placard do not enter your property at this time. The red card reads: Do not enter or occupy. This structure has been inspected for life safety purposes only and found to be seriously damaged and is unsafe. The Town of Princeton planning and building department will work with homeowners with red placards.

All placards, yellow, green or red, are not to be removed from the premises.

When you return home: ensure your home and property is safe to enter.

1. Do a walk-around of your property to ensure there are no hazards or dangers before entering your home.

2. Check the outside of your house for any changes to how you left it i.e., windows are closed or open, any flood debris that needs to be removed.
3. Check for a Rapid Building Assessment notice (placard) posted on your home.
 - The Rapid Building Assessment placard indicates that a basic safety assessment that has been carried out and as a result, structures were classified as red, yellow or green.
 - It is the responsibility of the property/building owner(s) to obtain a more detailed report of their building, as the Rapid Damage Assessment process is basic, and there may be hidden damage or subsequent events causing damage which could affect the property/building. Because of this, we recommend you engage the services of a licensed/certified contractor or professional engineer to assist you to review the safety of your premises.

Clean Up Kits

The Town of Princeton is providing clean up kits (bucket, mop, gloves, etc.) and they are located at the Princeton Baptist Church located at 160 Old Hedley Rd.

Electrical Service Provider: Fortis BC

Fortis BC crews may continue to work in the area during the re-entry. Please be patient with the crews.

Fortis BC Contact (Gas): 1.888.224.2710 – Monday to Friday

Fortis BC Contact (Electrical): 1.866.436.7847 – Monday to Friday

Water Service:

The Town of Princeton has two (2) water notices. We have a do not consumer notice and a boil water notice in two areas of the Town. Please refer to the Town of Princeton website for the mapping or please call the Emergency Operation Centre for more information 1-778-720-6097.

Sanitary Sewerage:

The Town of Princeton's sewer system has been impacted by the flood but it is operational. We are asking everyone to reduce the amount they are putting in the system.

Landfill Garbage Collection from Evacuation Order Areas

The Town of Princeton will be collecting house demo and garbage from properties affected by the flood. Please leave all materials on the curb or sidewalk and the crew will begin pick up on Tuesday, November 23rd, 2021 and will monitor these area for further pickups.

If you have any questions, please contact us at 1-778-720-6097.

[Thompson-Nicola Regional District](#)

[Current Emergency Alerts](#)

[City of Merritt](#)

The Kamloops ESS Reception Centre is located at McArthur Island (1655 Island Parkway). Directions: proceed North on Highway 5.

The Kelowna ESS Reception Centre is located at 1480 Sutherland Avenue. Directions: take highway 97C East to Kelowna.

Evacuees can register online <https://ess.gov.bc.ca/> or contact 1-800-585-9559 for more information.

December 8 - Boil Water Notice Rescinded:

The City of Merritt is pleased to announce that properties connected to the municipal water and sewer system have been removed from the Boil Water notice.

Please:

- Remove aerators from taps
- Replace filters in refrigerators
- Run the cold tap for 2 minutes to flush it

With these steps, the municipal water is safe to drink.

DEBRIS COLLECTION

Before you start your cleanup activities, call your insurance representative or company, the Province's Disaster Financial Assistance program, and any other organization that might be providing financial assistance to find out what records of damage you need to collect in order to file your claims. You may need to take photographs or document the location of damaged goods prior to clean up.

The Thompson-Nicola Regional District is working with the City of Merritt to provide curbside collection of flood debris from affected properties. Bags are being supplied to residents at the City of Merritt Resiliency Centre.

Residents can place debris curbside at any time for collection. Collection will begin on Monday, Dec. 6.

As best as possible, please separate debris at the curb, as follows:

- Bagged refuse. Can include food waste and small materials.
- Drywall and asbestos containing materials. If bagged, please keep separate from other bagged refuse.
- Mattresses, metal, large appliances and furniture. Please stack neatly.
- Wood and large building debris.

For safety, items are not to be placed on the roadway.

Hazardous household waste, batteries, and small appliances or televisions can be taken to the Lower Nicola Landfill for free recycling.

Residents or businesses hauling materials to the Lower Nicola Landfill are subject to normal tipping fees. The landfill is open everyday 8 a.m. – 4 p.m. except Christmas Day, Boxing Day and New Years Day.

December 5 - Return Home - Updated Plan

On December 3 the City of Merritt announced that many homes in Phase 3 and Phase 4 were no longer under evacuation order. An updated Evacuation Order released today, Dec. 5, has removed some properties at the request of owners. Their homes are livable and have all utilities. A list and map of properties still on evacuation order is below:

[CLICK HERE TO DOWNLOAD NEW EVACUATION ORDER MAP](#)

[CLICK HERE TO DOWNLOAD NEW EVACUATION ORDER ADDRESS LIST](#)

Nov 29 - Resiliency Centre

The City of [#Merritt](#) in partnership with the [#TNRD](#) has opened a Resiliency Center to support residents affected by the flooding. The center is open daily from 9:00 AM – 4:00 PM and is located at the Merritt Civic Center. More information can be found here:

<https://www.merritt.ca/resiliencycenter/>

Nov 22 - City of Merritt Return Home Plan

The City of Merritt is pleased to announce that we have got critical infrastructure to a point where some people can come home. We have achieved a number of operational objectives that have allowed us to begin our process of welcoming our residents back to Merritt. There will be three phases to this plan:

Phase 1: North of the RCMP Station

Phase 2: Between the RCMP Station and Nicola Avenue

Phase 3: South of Nicola Avenue

For detailed information on the Return Home Plan, please visit our

[Return Home Plan page by clicking here.](#)

For additional inquiries, please contact our Return Home Information Line between 8:00 AM – 6:00 PM daily at 1-877-655-0341 or email returnhome@merritt.ca



Sandbag Locations

Abbotsford

Abbotsford Residents requiring sand & sandbags can go to Albert Dyck Park, at 31515 Walmsley Avenue. Please bring a shovel with you to fill the bags.

Chilliwack

The City has supplied sandbags and sand at Townsend Park (45130 Wolfe Rd) and Masonite (41916 Yarrow Central Rd, Yarrow)

Mission

The City of Mission has free sandbags available for collection from the Public Works car park at 33835 Dewdney Trunk Rd. The public is asked to go to the parking lot gate west of the building.

Oak Bay

Residents are able to get sandbags at the Public Works yard located at 1771 Elgin Road. Please report any flooding to Public Works at 250-598-4501.

Port Coquitlam

We will be making sand and sandbags available for residents. Residents can pick the bags up at the entrance of our Works Yard (1737 Broadway).

Sooke

Sandbag station is open at the #Sooke Parks Works Yard, 2070 Kaltasin Road. **Sandbags** and sand are provided at no charge. Please bring your own shovel. Learn more: sooke.link/1cha

Tulameen

Sand and sandbags are available at the Tulameen and District Fire Hall. You can also find updated sand and sandbagging locations, as well as an [informational video](#) at: <https://emergency.rdos.bc.ca>

Emergency Management BC Resources

Be prepared for floods

Floods are common in B.C. and can happen at any time of year. The most severe floods usually occur in spring and early summer due to heavy rain and melting snow. This seasonal flooding is known as freshet.

Floods can damage buildings, cause power outages, disrupt transportation, create landslides and be a hazard for people.

[Recovering After a Flood](#)

Returning home after widespread flooding can be overwhelming. Use caution and take it one step at a time.

Links to information on:

- [Returning home](#)
- [Managing mould and health risks](#)
- [Claiming insurance](#)
- [Psychological care](#)

[PreparedBC Household Flood Preparedness Guide](#) - Prepare your household, protect your property and know what to do if a flood occurs.

Get Prepared for a landslide

[Get Prepared for a landslide](#) - Landslides are the down-slope movement of rock or debris. As more homes are built onto steep slopes, landslides become a greater hazard for both people and buildings.

It's important to take time to prepare and understand what to do before, during and after a major landslide.

The best way to prepare for a landslide is to be aware of changes that could signal one. To report suspected landslide indicators, call the 24-hour provincial toll-free number at **1-800-663-3456**, contact 9-1-1 or call your local fire, police or public works department.

Landslide or debris flow indicators may include:

- Sudden changes in stream flow
- Rapid changes or pulses in stream flow (e.g. changes in volume) or pulses of sediment (e.g. changes from clear to murky water)
- Abnormally dirty water
- Accumulation of large logs or debris
- Rapid accumulation of sediment or bed-load along a flat section of a creek channel
- Tension cracks near the top of a slope
- Falling rocks or boulders or flowing or sliding soil. This may precede a much larger landslide

Stay safe

Leave the area **immediately** if you observe the following:

- A faint rumbling sound that increases in volume
 - Unusual sounds, such as trees cracking or boulders knocking together
 - If you are caught in a landslide with no option to evacuate, curl in a tight ball and protect your head and neck
-

Recover

Take these initial steps after a landslide to ensure your safety:

- When you are safe, report the situation by calling 9-1-1
 - Stay away from the slide area as there could be subsequent slides
 - Listen to local radio or television stations for the latest emergency information
 - Watch for flooding, which may occur after a landslide or debris flow
-

Landslide information guide

Prepare your household, protect your property and know what to do if a landslide occurs.

- [Landslide Information Guide \(PDF, 2.05MB\)](#)

[Floodwise in BC's Lower Mainland - Flood Toolkit](#)

Health

Prescriptions

The BC Pharmacy Association advises that British Columbians evacuated because of floods and [#mudslides](#) & who may be running short of their medications can get an emergency supply of their [#Rx](#) from any BC [#pharmacy](#). Pharmacists are here to make sure patients have continuity of care.

First Nations Health Authority

The First Nations Health Authority (FNHA) recognizes that a number of First Nations communities in BC have been significantly impacted by these recent weather-related events, and is working with federal, provincial, and regional partners and First Nations leadership to ensure that impacted communities receive access to supports that meet their current and future health needs.

The FNHA and our partners provide culturally safe and trauma-informed [mental health and cultural supports](#) to First Nations people in BC. Many of these services are available 24 hours a day, seven days a week.

Additional supports

[FNHA emergency preparedness and response supports](#)

[Evacuation orders, alerts, and other important information for your area](#)

If you do not have a doctor or have lost access, call the [First Nations Virtual Doctor of the Day](#) toll-free at 1-855-344-3800. The service is culturally safe and available seven days a week from 8:30 a.m. to 4:30 p.m.

If you are unable to access health benefits or medical supplies and equipment due to flooding or evacuation, please call [First Nations Health Benefits](#) at 1-855-550-5454.

Mental health resources

These mental health and wellness services provide short-term emotional support to callers and match people with professional help available locally or elsewhere in the province.

- [Canadian Association for Suicide Prevention - BC Crisis Centres](#)
 - BC Crisis Line: 310-6789 (no area code)
 - 1-800-SUICIDE: 1-800-784-2433
- [KUU-US Crisis Line](#) – Aboriginal crisis line (1-800-588-8717)
- [Kids Help Phone](#) (1-800-668-6868)
- [BC211](#)

[HealthLinkBC: Disinfecting Drinking Water](#)

[Healthlink BC: Clean-Up After a Flood](#)

Download PDF: [English](#) [Chinese Farsi](#) [French](#) [Korean](#) [Punjabi](#) [Spanish](#) [Vietnamese](#)

What are the health hazards after a flood?

Anyone who has had a flood at home is anxious to get back to ordinary life as soon as possible. However, it is important to remember that floodwaters are usually very dirty and items that have come into contact with flood water should be handled properly. During a flood, water leaves its normal course and washes over land, and may come into contact with farmyards, manure, garbage, overflowing septic systems and other sources of contamination and disease. Flood waters can become heavily contaminated and can make people sick.

When is it safe to return home?

You should not live in a home that has been flooded until clean-up is finished, a supply of safe water is available, and proper disposal of human waste and garbage has been arranged.

If your home is served by a public water supply system, you will be notified if, and when, your water is safe to drink. If your water supply comes from your own well, you must assume that the water is contaminated and not fit to drink without additional treatment and tests to show the water is safe. For more information, see [HealthLinkBC File #05b Should I Get My Well Water Tested?](#) If the water in the well looks clear, it may be used after it has been disinfected.

For more information see [HealthLinkBC File #49b How to Disinfect Drinking Water](#).

How do I clean my flooded home and outbuildings?

All movable furnishings should be taken outside. Upholstered furniture that has come in contact with water should be left outside to dry completely. Direct sunlight can be a strong disinfectant however, additional cleaning maybe necessary. Thoroughly scrub and clean all surfaces and floors with hot water and detergent as soon as possible after the water has gone down. Clean all woodwork with soap and water.

After cleaning surfaces, wash these with a sanitizing solution. The solution can be made by mixing 500g of chlorinated lime in 25 to 40 litres of water (1 pound of chlorinated lime in 6 to10 gallons). Household laundry bleaches containing 5 to 6 percent sodium hypochlorite may also be used; information will be included on the label. Mix 1 litre of household bleach in 25 litres of water (1 quart of household bleach in 6 to10 gallons of water). Be sure to wear protective gloves, eye protection, and boots, as strong solutions may irritate skin and eyes and cause respiratory symptoms. Clothing that has been worn while cleaning should be washed separately in hot water and detergent.

All standing water in flooded basements should be disinfected, but remember to wait until the flood waters have left the surrounding ground. Measure 2 litres of household bleach and distribute it evenly over any standing water. Stir the bleach and water together as much as possible. Repeat this every 4 to 5 days for as long as the water remains. When pumping basements, do not pump the area too quickly as water in the surrounding soil may cause the collapse of basement walls and/or uplifting of basement floors.

Once the water has been removed from the basement, remove all the silt and mud right away. You may need to use a hose, buckets of water, and rough scrubbing. Remove all items that have come into contact with the flood water including furniture, carpet, toys, clothing and other items. Open all windows to help with drying and apply heat using a furnace or stove if possible. Disinfect all surfaces exposed to flood waters by brushing on a sanitizing solution.

All sheds, garages and other buildings where goods are stored need to be cleaned and disinfected. In particular, utensils and containers used to prepare, preserve or store food need to be washed well and soaked in a chlorine solution.

What about septic tanks and disposal fields?

Flooding can seriously affect your septic system by undermining the soil that supports it. After the flood waters recede and you return home, consult with your local public health inspector and an authorized person in septic system construction and maintenance for advice on your septic system. To contact a registered onsite wastewater practitioner in your area, visit <https://owrp.asttbc.org/rowp-finder/>

Following the clean-up of buildings, you must remove flood-borne material from yards. For information on disposal services and regulations in your area, contact your municipality or regional district.

What precautions should be taken for food safety?

The following precautions should be taken after a flood or when food comes into contact with flood waters:

- Food should be destroyed unless it has been packaged in waterproof containers that can be easily cleaned and sanitized. It is hard to make food directly exposed to flood waters safe to eat, especially if it has become heavily contaminated. Washing, sanitizing and properly cooking food may not destroy dangerous bacteria and chemical contaminants.
- Never eat or drink uncooked or raw foods exposed to flood waters, even if you have tried to wash and sanitize them.
- Throw out boxed foods, fresh vegetables and fruit, bottled drinks and home preserves.
- Throw out all perishable foods that have been at temperatures above 4°C for more than 2 hours such as, meat, poultry, eggs and dairy products.
- Wash your hands often if you have been cleaning up after a flood, especially before handling or eating food.
- Throw out canned goods if there is a damaged seal, bloated can, or the contents show signs of seepage. Open cans in good condition only after taking off the label, thoroughly washing the can in warm soapy water, and putting it into a sanitizing mixture. A sanitizing mixture can be made by mixing 40 mL of household bleach in 1 litre of water (5 ounces or 10 tablespoons of 5 to 6 per cent household bleach to 1 gallon of water. Remember to clearly mark the contents on the container if it will not be used right away.
- Throw out previously opened bottled food and drink products because it is very hard to clean under the caps. Throw out unopened bottles if the contents show signs of seepage.
- Wash with warm soapy water and then sanitize all contaminated utensils, dishes and food contact surfaces, such as drawers, shelves, cutting boards and countertops.

For More Information

For more information about clean-up after a flood, please contact the environmental health officer at your local public health unit:

www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/partners/health-authorities/regional-health-authorities.

Or by phone at:

- Vancouver Coastal Health 604-736-2033
- Island Health 250-370-8699
- Interior Health 250-862-4200
- Fraser Health 604-587-4600
- Northern Health 250-565-2649

Financial Assistance

Red Cross

<https://www.redcross.ca/how-we-help/current-emergency-responses/2021-british-columbia-floods-and-extreme-weather>

Nov 26 - An online registration portal has been opened at www.redcross.ca

Nov 23 - [B.C. flooding evacuees to get additional financial support](#)

The Province is teaming up with the Canadian Red Cross to provide additional financial assistance to help people meet the immediate needs associated with being evacuated due to flooding.

Financial assistance will be provided by the Red Cross to people whose primary residences have been placed on evacuation orders due to the flooding and extreme weather event that occurred Nov. 14-16, 2021. Eligible households will receive \$2,000.

“British Columbians have faced each new challenge over the last few years with compassion and generosity, whether it’s the flooding we’re facing now, to COVID-19 and wildfires,” said Mike Farnworth, Minister of Public Safety and Solicitor General. “The Canadian Red Cross is a trusted partner and together we will be able to get supports out to affected people and communities as quickly as possible.”

To access these supports, evacuated British Columbians need to register with the Red Cross by calling 1 800 863-6582, between 8 a.m. and 8 p.m. (Pacific time).

Visit us in person

Those who are unable to complete their registration with Red Cross on the phone can also register in-person at the following locations.

- If you are registering with the Canadian Red Cross or verifying your registration information, please ensure you bring:
 - Option A:

- A valid Canadian Driver's license or provincially issued photo ID card **reflecting the address of your primary residence before you were evacuated.**
- Option B:
- An original copy of a valid passport (Canadian or other) **OR** a valid and original Canadian Citizenship card with photo **OR** a valid and original Canadian Permanent Resident card with photo **OR** a valid Indian Status card with photo;
- **AND**
- An original copy or email print-out of a utility bill, mortgage or bank statement issued within the last three months **OR** insurance statement issued within the last three months **OR** a property tax assessment, provincial or federal government mail (e.g., tax or benefits document) issued within the last year **reflecting the address of your primary residence before you were evacuated.**

The Fraser Valley Trade and Exhibition Centre (TRADEX) located at 1190 Cornell St. in **Abbotsford**

- Open from 11 a.m. to 7 p.m. every day, with the last appointment starting at 6:45 p.m.

Chilliwack Neighbourhood Learning Centre located at 46361 Yale Road in **Chilliwack**

- Open from 9:30 a.m. to 6 p.m. every day

Cowichan Community Centre located at 2687 James St in **Duncan**

- CLOSED Thursday, December 9
- Otherwise open daily from 10 a.m. to 4 p.m.

The North Shore Community Centre located at 452 – 730 Cottonwood Avenue in **Kamloops**

- Open from 9 a.m. to 4 p.m. every day.

Kelowna Ramada Hotel & Conference Centre located at 2170 Harvey Avenue in **Kelowna**

- Open from 9 a.m. to 4 p.m. every day.

Civic Centre located at 1950 Mamette Avenue in **Merritt**

- 9 a.m. to 4 p.m. every day.

Princeton & District Community Skills Centre located at 206 Vermillion Avenue in **Princeton**

- Open from 8:30 a.m. to 3:30 p.m. every day.

Financial assistance provided through the Red Cross will not affect eligibility for supports through the provincial Emergency Support Services (ESS) program.

Disaster Financial Assistance

After a disaster, the provincial government may declare the event eligible for Disaster Financial Assistance (DFA). Once declared, the DFA program may compensate applicants for essential uninsurable losses.

Nov. 17, 2021

Emergency Management BC announced financial aid has been authorized for qualifying claimants that include homeowners, residential tenants, small business owners, farmers, charitable organizations and local government bodies who are unable to obtain insurance to cover these disaster-related losses.

The financial assistance has been authorized for Vancouver Island and southwest and central areas of the province, including all First Nations communities, electoral areas and municipalities within the geographic boundaries of these areas.

Applicants should first check with their insurance agent to determine if their current policy provides coverage for the resulting damage. The deadline for EMBC to receive this form is Feb. 12, 2022, although submission of applications as soon as possible is encouraged.

When evacuation orders are rescinded and after floodwaters have receded and areas of occupancy and contents have been deemed safe for return by the proper authorities, there are still important steps that must be taken.

These steps include:

- Getting authorized technicians to assess any electrical or gas equipment exposed to floodwaters;
- Getting your power or gas turned back on;
- Ensuring your home and contents are properly cleaned before moving back in;
- Confirming a supply of safe water is available;
- Arranging for the proper disposal of human waste and garbage.

This page is for individuals, small businesses, farms, and charitable organizations:

<https://www2.gov.bc.ca/gov/content/safety/emergency-management/preparedbc/evacuee-guidance/disaster-financial-assistance>

If you're an Indigenous community or local government your process is different: [DFA for community recovery](#).

Other Assistance

United Way BC

If you or someone you know needs help finding resources, dial 2-1-1 or visit 211.ca.



Samaritan's Purse

Samaritan's Purse is set up in Abbotsford ready to help meet the needs of uninsured/under insured flood-impacted homeowners. Abbotsford residents in need of assistance can call them directly at 1-833-738-7743.

Guru Nanak's Free Kitchen

We have over 400 volunteers that are ready to be hands-on and give assistance to those affected by the flood. We can provide hands-on help, prepared nutritious meals, or items. Please let us know how we can help. 778.709.9917 or e-mail info@gnfk.org

Crisis Cleanup

Hotline for those needing home cleanup help: BC Flooding: (844) 965-1386

Tide Loads of Hope

Tide Loads of Hope is here to help. We are offering free, full service laundry in Abbotsford collected Mon & Thurs at 10am at Tradex (1190 Cornell St, Abbotsford) and in Kamloops, dropoffs Mon-Sat 9am - 5pm at Downtown McCleaners (437 Seymour St, Kamloops). Special thanks to GlobalMedic for making this possible.

Employment Insurance (EI)

Evacuees who need emergency assistance with EI should contact Service Canada online (<https://eservices.canada.ca/en/service/>) or by phone (1-877-631-2657) for the same assistance they could get in-person. Our phone lines are open from 8:00 a.m to 4:00 p.m.

Self-employed individuals that pay into EI and their employees can file an application to [collect EI benefits](#) due to a shortage of work or loss of job.

From CFIB

In BC, a temporary layoff is permitted in extenuating circumstances, such as business closures due to flooding. Code A – Layoff should be used on the ROE. In accordance with the Employment Standards Act, no termination pay associated with length of service is due; however, your employee may be entitled to severance pay under Common Law.

Nov 21 - [Feds waiving normal EI rules for British Columbians left jobless by extreme flooding](#)

Canada Post

[Delivery Service Alerts](#)

Due to adverse weather conditions including flooding, rockslides and mudslides in B.C., there are multiple road closures affecting transportation of mail and parcels across Western Canada. Customers may experience some delays in receiving items

Tax Relief

Businesses affected by disasters can apply for tax remittance relief from the [Canada Revenue Agency \(CRA\)](#) and [Provincial Sales Tax \(PST\) Branch](#).

PST

[From CFIB](#)

Taxpayers have been instructed to call the General Enquires number at 1-877-388-4440, or to call their case manager at PST Collections directly to communicate to the Ministry that they have been impacted by the flooding.

Canada Revenue Agency

[CRA encourages flood-impacted Canadians to apply for tax relief](#)

The [Canada Revenue Agency](#) is encouraging flood-impacted Canadians to apply for [taxpayer relief](#) that could spare them from deadlines, penalties and interest as they grapple with disaster.

The CRA issued the notice Tuesday, as the third of of three [back-to-back storms](#) struck British Columbia, which is already reeling from the [catastrophic floods](#) of Nov. 14 and 15.

Communities in southwestern Newfoundland and Labrador and Nova Scotia were also struck by record-breaking storms last week, and [additional rainfall is expected Tuesday](#).

“The CRA understands that at this time, the safety and well-being of loved ones is the primary concern for those affected,” the agency said in a press release.

“The CRA wants to ensure that Canadians facing such extraordinary circumstances will be treated fairly if they are unable to meet their tax obligations during this time.”

Flood-impacted residents, business owners and first responders can apply for the CRA’s taxpayer relief program, which grants relief from penalty or interest at the minister of finance’s “discretion” under “extraordinary circumstances.”

Taxpayers may also wish to [enrol for direct deposit](#) with the CRA instead of received mail cheques, the CRA added, as they may experience postage delays.

Anyone with debt who requires assistance at this time can also contact the CRA's debt management call centre at 1-888-863-8657 for support.

April 30 is the deadline for filing taxes in Canada this year. The federal government [did not prolong](#) the deadline in 2021 as it did when the COVID-19 pandemic first struck in 2020.

[Canada Revenue Agency - Disasters and disaster relief](#)

A disaster is a hazard that overwhelms a community's ability to cope and may cause serious harm to people's safety, health, welfare, property, or the environment. A disaster can be the result of a naturally occurring phenomenon within the geophysical or biological environment or human action, whether malicious or unintentional, including technological failures, accidents, and terrorist acts.

Generally, there is a public issuance of a state of emergency by a municipal, provincial, or territorial authority when a disaster occurs.

The Canada Revenue Agency (CRA) understands that disasters can cause great difficulties for taxpayers whose primary concerns during these times are their families, homes, businesses, and communities.

Financial assistance payments from your employer or to your employee
Financial assistance payments from your government
How to help victims of a disaster
Destroyed books and records
Taxpayer relief provisions

Banking

[Vancity](#)

The devastating storm and floods across BC have disrupted many people's lives. We're reaching out to our members who've been affected to offer our support. If you've been impacted and haven't heard from us yet, please call us at 604-648-4816 / 844-648-4816.

Mortgage

[From CFIB](#)

CMHC encourages homeowners to contact their financial institution at the first sign of difficulty to discuss their individual situations and options. CMHC provides lenders with options for homeowners that may be impacted by these unfortunate events including:

- Deferral of payment
- Re-amortization of the loan, to result in lower payments
- Capitalization of outstanding interest arrears and other eligible expenses
- Special payment arrangements
- A combination of the above

For more information, homeowners can consult “How to Deal with Mortgage Payment Difficulties” and “I can’t pay my mortgage, what are my options?” on the CMHC website. CMHC in BC can be reached at 1-800-668-2642

Utilities

BC Hydro

[BC Hydro Outages & Safety](#)

[Help for Evacuees](#)

Residential and commercial customers who are affected by an evacuation order are eligible to receive a credit for the electricity consumed for the duration of the time they’re out of their home, if the order is for five days or longer. We also offer flexible bill payment plans for when you’re able to return home.

If you have questions, please contact our customer service team at 1 800 BCHYDRO (1 800 224 9376).

FortisBC

[FortisBC Safety & Outages](#)

In response to the aftermath caused by #BCStorm, we’re offering customers under evacuation order a bill credit. Questions, please contact: 1-888-224-2710 (natural gas) or 1-866-436-7847

If you’re trenching land for flood protection, please call @bc1call (1-800-474-6886) for details of buried utility lines & they will prioritize your request. If you damage a line in an unreachable area it could pose a safety risk, as well as potentially disrupt service.

Telus

[Telus Support](#)

For all evacuees, we’re waiving mobility overage fees, pausing home service billing, and providing comfort kits and enhanced services at evacuation centres, to help you stay in touch with friends and family.

Shaw Communications

To help ensure B.C. communities remain connected, Shaw has deployed teams of network technicians to repair damaged internet and wireless infrastructure and maintain Shaw's network. Shaw will also continue to apply credits to the accounts of internet, TV, and home phone customers whose homes have been evacuated and will work with them until they are back home and safe. Customers are encouraged to contact customer care teams at 1-888-472-2222 or through the customer care chat function at shaw.ca for assistance.

All residents and visitors in B.C. can stay connected with open and free access to the Shaw Go WiFi network where available, regardless of whether they are Shaw customers or not. Login instructions and a full list of Shaw Go WiFi locations is available at <https://www.shaw.ca/internet/wifi>

Insurance & Repairs

Tip: Before you start your cleanup activities, call your insurance representative or company. Most insurers have a 24-hour claims service.

EMBC: Recovering After a Flood

Returning home after widespread flooding can be overwhelming. Use caution and take it one step at a time.

Links to information on:

- [Returning home](#)
- [Managing mould and health risks](#)
- [Claiming insurance](#)
- [Psychological care](#)

Healthlink BC: Clean-Up After a Flood

Download PDF: [English](#) [Chinese Farsi](#) [French](#) [Korean](#) [Punjabi](#) [Spanish](#) [Vietnamese](#)

National Electrical Manufacturers Association - Evaluating Water-Damaged Electrical Equipment

Technical Safety BC

[Search for a licensed contractor in B.C.](#)

Note: Technical Safety BC does not complete inspections of equipment after flooding.

ICBC

[ICBC supports all British Columbians affected by flooding](#)

ICBC's top priority is the safety and security of our employees and customers. We will do everything we can to continue to serve our customers and business partners during this challenging time. For more information about insurance coverage and restrictions for residents in affected areas, please contact your Autoplan broker.

For ICBC customers who need to report a claim due to weather-related damage, it can be done [online](#) or by phone (1-800-910-4222) at any time.

ICBC will also issue a replacement identification for free without customers needing to present identification to process the transaction (some exceptions may apply). This process is in place for acquiring a replacement driver's licence, B.C. Services Card and B.C. identification card (BCID).

Insurance Bureau of Canada

If you have insurance questions related to [#BCStorm](#), mudslides, evacuations, please contact us. We're here to help

1-844-2ask-IBC

AskIBCWest@ibc.ca



[IBC deploys Virtual Community Assistance Mobile Pavilion to assist in British Columbia floods](#)

November 15, 2021 (VANCOUVER) – Heavy rains over the weekend and into Monday have caused significant flooding and forced evacuations across southern British Columbia, including in Merritt, Princeton, and Abbotsford. As insurers serve as 'second responders' in the recovery period after catastrophe strikes, Insurance Bureau of Canada (IBC) has deployed its virtual Community Assistance Mobile Pavilion (CAMP) to assist affected residents with insurance questions and concerns. IBC sets up CAMP in disaster sites that have significant damage so that individuals who are suddenly forced to cope with a damaging event – such as a flood, wildfire, severe storm, or other disaster – can more easily access insurance-related information.

CAMP is staffed with trained insurance industry personnel who are on hand at IBC's Consumer Information Centre at 1-844-2ask-IBC (1-844-227-5422) to help address consumers' questions about their home, business, or vehicle insurance policy.

"The priority right now is the safety of those affected and their loved ones. Our thoughts are with those whose lives have been disrupted and whose homes or businesses have been damaged or destroyed following the heavy rains," said Aaron Sutherland, Vice-President, Western and Pacific, IBC. "Canada's insurers are here to help. Severe weather events like these cause significant turmoil and stress for homeowners. Roughly half of British Columbians have added flood coverage to their home insurance policy. However, flood insurance is fairly new to the market and can have limited availability in high-risk areas."

Historically in Canada, home insurance policies haven't covered loss or damage caused by overland flooding. This is no longer the case – many insurers now offer residential overland flood coverage as an add-on to standard home insurance policies.

Importantly, 5% of BC homeowners are unable to purchase flood insurance because they live in an area that is too high risk. To address this issue, IBC is working closely with the federal and provincial governments to create an affordable flood insurance solution for all Canadians. These recent floods add to the growing evidence that there is an urgent need to create a national flood insurance solution.

What is covered?

- Flood coverage is optional and typically covers specific types of water damage, such as the overflow of lakes, ponds or rivers; surface water from heavy rainfall or melting snow; and ground water or the rising of the water table, causing water to enter a home at the ground level or by seeping through windows, doors and walls.
- Damage to vehicles from wind or water is typically covered if you purchased comprehensive or all perils car insurance.
- IBC recommends that consumers reach out to their insurance representative to understand the extent of their insurance coverage.

What should I do if the storm damaged my property?

Once it is safe to do so, consumers should:

- Assess the damage and contact their insurance representative. Most insurers have 24-hour claims services.
- Be as detailed as possible when providing information on damage.
- List all damaged items; assemble proofs of purchase/receipts or warranties, if possible, and take pictures of damaged property.
- Keep all receipts related to cleanup and other expenses resulting from the event.

How can I make a claim?

Consumers can take the following steps to begin the insurance claims process:

1. Assess and document the damage. Taking photos can be helpful.
2. Contact your insurance representative to report the damage. Document who you spoke to and when you spoke to them.
3. Keep notes and be as detailed as possible when providing information. Be sure to keep all receipts related to cleanup.

If you need further information about home, business, or car insurance, contact IBC's Consumer Information Centre at 1-844-2ask-IBC (1-844-227-5422) or askibcwest@ibc.ca.

For more insurance information related to flood damage and other severe weather events, visit IBC.ca.

General Business Resources

[Province of BC: Supports for businesses impacted by disasters](#)

BCEDA

[Impacted Businesses Portal](#) - The British Columbia Economic Development Association is the province's leading organization with a mandate to work with communities to assist with their economic recovery after a disaster. One of the key components for economic recovery is having up-to-date contact information on local businesses. The following form asks for some basic information on your company. This information will only be used to determine the disaster's initial impact and follow up with those that request assistance. No information is shared publicly. However, we work with the Province of BC to help them determine supports so aggregate information may be shared.

[Community Futures BC](#)

[Community futures](#) provides on-the-ground supports for businesses. Businesses having a difficult time managing cash flow, planning for the future, selling their business, or seeking other supports are encouraged to contact their local office to learn about the range of supports available.

[Small Business BC](#)

Small Business BC hotline: 1-800-667-2272

[BC Flood Resources for Small Businesses](#)

CFIB

[BC Flood Emergency Assistance](#)

BC Chamber of Commerce

[Regional Resources Guides for Small Business Resiliency](#)

Canadian Centre for Occupational Health & Safety

[Flood Clean-up](#)

Chilliwack Economic Resource Network

[BC Flooding Financial Support and Resources](#)

Resources by Sector

Agriculture

[2021 Flood Recovery Program for Food Security](#)

The 2021 Canada-British Columbia Flood Recovery Program for Food Security responds to impacts on livestock and crops by providing assistance to help offset costs of returning to production.

How the program works

The 2021 Canada-British Columbia Flood Recovery Program for Food Security (the program) provides one-time funding for:

- Uninsurable infrastructure repair and cleanup costs

- Return to production expenses

Eligible farmers impacted by flooding are encouraged to apply. Damage assessment specialists will be available for individualized support.

The program is not meant to compensate for farm income losses and does not reduce the need to purchase commercial insurance for farm assets and infrastructure. [Insurance and income protection](#) offers a range of programs designed to help manage agricultural production risks.

Confirm your eligibility

The program is open to agricultural producers who were impacted by 2021 flooding and have their main farmstead in B.C.

To confirm your eligibility, read the full [terms and conditions \(PDF, 268KB\)](#).

[AgriService BC Emergency Response Line](#)

1-888-221-7141

[BC Agriculture Council](#)

[BC Flooding Useful Resources](#)

[City of Abbotsford](#)

The Agriculture Resource Map is a tool for farmers and other agri-businesses to find assistance, funding and support following the 2021 Sumas Prairie flood.

<https://tours.zoomprospector.com/ABBOTSFORD/tour/328>

[Province of BC](#)

A list of local Industry Association contacts and Emergency Operations Centre (EOC) contacts is available through the [Ministry of Agriculture, Food and Fisheries](#).

[Agri-Business Planning Program](#)

[Agri-Business Planning Program](#) provides support for disaster recovery planning to help implement an immediate and long-term disaster recovery plan. The program will provide access to basic financial analysis, specialized business planning and coaching services.

[AgriStability](#)

[AgriStability](#) helps stabilize farm income by managing the risk of large income declines.

B.C. farmers and ranchers face huge challenges this year. Wildfires, record heat and prolonged drought are combining to destroy the livelihoods so many have worked so hard to earn. The B.C. government, in collaboration with the government of Canada, have taken steps to provide farmers and ranchers with additional and immediate support:

- The province has implemented Late Participation in the federal-provincial AgriStability program for 2021; the program provides funding to farmers who have experienced income declines due to crop or livestock losses or market conditions. Late participation means B.C. farmers that are not currently enrolled for the 2021 program year can now apply to enrol up until Dec 31, 2022. Late registrants in the 2021 program will receive a 20 percent lower payment rate than those who proactively enrolled.
- For Farmers who are enrolled or will be enrolling in the AgriStability 2021 program year, they will be eligible to receive a much higher interim payment within a few weeks of completing the application forms. Increasing the maximum interim payment from 50% to 75% of the estimated final payment will improve cash flow for farmers and help them continue operations this year.

These changes are in addition to the Reference Margin Limits removal (retroactive to the 2020 program year) agreed to changes earlier this year by the Federal Provincial and Territorial governments under the Canadian Agricultural Partnership agreement:

AgriStability staff are working very hard to adjudicate claims and determine payments for affected farms and ranches. If your farm has been impacted by conditions this year you are strongly urged to contact our staff.

[BC Milk Marketing Board](#)

[Nov 16 - Notice to Producers](#)

[Nov 17 - Flooding & Other Critical Updates](#)

[Horse Council British Columbia](#)

[Current Flooding Information](#)

[BC Chicken Marketing Board](#)

[Resources & Support for BC Flood Relief](#)

Tourism

Destination BC has prepared a [Special Edition: Emergency Response to the BC Storm Messaging Guidance](#) document which outlines key messaging, information, and resources for BC's tourism industry. It includes guidance for Regional and Community/City Destination Marketing Organisations, Sector Associations, and Tourism Businesses. Please refer to the

messaging guide for information on how you can support your community, residents, visitors, and each other during this difficult time. Messaging will be updated as the situation evolves.

[Destination BC Emergency Resources](#)

- [Emergency Messaging Guidance](#): this document outlines official emergency information resources for British Columbia, as well as suggested messaging and actions for BC's tourism industry during emergencies. It can help tourism businesses navigate questions, mitigate visitor concerns, and proactively manage perceptions during emergencies.
- [Safe and Responsible travel graphics](#): Destination BC has created safe travel infographics for you to share on your social channels. You can access the [web-friendly brochure](#) or download the [printable brochure](#) to have available for visitors at your business.
- [Know Before You Go](#): this page on [HelloBC.com](#) is regularly updated and serves as a one-stop shop for visitors looking to access key information resources such as those noted below.

[TOTA Resources for businesses](#)

Manufacturing

[Emergency Response Protocol for Manufacturers in BC - EMC Canada](#)

Manufacturing employers have a responsibility to ensure the health and safety of our workforce under any circumstances, and must take the appropriate steps to properly safeguard against emergencies of any kind.

Restaurant & Foodservices

[Interior Health Resources for Food Service Establishments](#)

Transportation

[BC Trucking Association](#)

Nov 19 - [United States Customs and Border Protection Interim Special Measures](#)

The BCCC Secretariat has announced that in order to facilitate the movement of goods impacted by the current flooding situation, the following United States customs and border protection interim special measures are now in place.

November 16, 2021 BC Floods: Our Thoughts Are With Those Affected

The torrential rainfall British Columbia has recently experienced has resulted in severe flooding, mudslides, and evacuation orders for a number of communities. BCTA's thoughts are with those affected by the devastating floods.

As many roads and highways in southern BC are closed due to safety concerns, please visit [DriveBC.ca](https://drivebc.ca) for updates on current driving conditions and available routes. The Ministry of Transportation and Infrastructure is assessing the affected highways and giving regular updates as they work with local authorities and emergency services.

The priority remains with assisting communities who have been impacted and ensuring the safety of all road users. The BC Government has a news conference scheduled for this afternoon (November 16) to provide an update on the flooding and mudslide events.

Thank you to the dedicated first responders and those who have volunteered their services to ensure everyone's safety. BCTA and our members will work with the BC government and local organizations to support relief and rebuilding efforts. We will continue to keep members informed on further updates on highway conditions and will assist our members in any way we can. If you have been impacted by the flooding, please [contact us](#) so we can support you during this time.

bcta@bctrucking.com

U.S Customs & Border Protection

Nov 22, 2021 - CBP AND CBSA JOINT UPDATED EMERGENCY PROTOCOLS IN RESPONSE TO FLOOD SITUATION IN BRITISH COLUMBIA, CANADA

Due to extreme weather conditions in British Columbia, Canada, that have caused flooding, landslides, road closures, and other supply chain disruptions Canadian domestic truck carriers may need to transit through the U.S. to reach destinations in Canada. Any Canadian carriers that currently operate between the U.S. and Canada as well as domestically are encouraged to follow the standard procedures for transit, including the advance filing of an electronic truck manifest and utilization of an in-bond or in-transit transaction. This will facilitate crossing and decrease delay at the border that will be caused by these temporary measures.

The requirements below are designed to be utilized by Canadian domestic truck carriers that don't normally cross the border in the normal course of their business as well as providing some guidance to international carriers carrying Canadian domestic shipments during the duration of these procedures.

- All equipment, trailers, and containers moving under these procedures must be sealed at or before arrival at the U.S. border. These seals should be clearly identified to CBP and CBSA for verification and inspection as necessary.
- Any Canadian carriers that currently operate between the U.S. and Canada as well as domestically are expected to follow the standard procedures for transit, including the advance filing of an electronic truck manifest and utilization of an in-bond or in-transit transaction. This applies to both rail and truck carriers.
- This will facilitate crossing and decrease delay at the border that will be caused by these temporary measures.

- If a carrier is using automated methods of transmission under these procedures, the data available for those shipments may not be the same as for cargo intended for import into the U.S. To mitigate this, carriers should describe the merchandise in general (i.e. foodstuffs, groceries, and other products destined to Canadian stores, moving through the U.S. due to flooding emergency).
- For Transportation and Exportation (T&E type 62) in-bond shipments filed electronically and moving under these procedures, the general description above applies and 9804.00 may be used for the required HTSUS number and value should be estimated based on shipping valuation. If necessary and no values are known, \$2 (USD) per pound may be used for this process.
- CBP will exercise maximum flexibility regarding these domestic freight shipments. It is recommended that carriers have normal clearance documents readily available such as bill of lading, invoices, etc. to facilitate clearance.
- Consolidated express carriers may file a single bill of lading electronically, as per the regulations, using a general description (i.e. consolidated express shipments destined to Canada moving in-transit through the U.S. due to the flooding emergency), under a single type 62 (T&E) in-bond as described above.
 - To facilitate crossing, express carriers should be prepared to provide a list of all individual shipments at the border. This information may be on paper and accompany the conveyance or may be sent to a specific port electronically based on arrangements between the carrier and the port of entry.

References

For more information on United States Customs and Border Protection (USCBP) electronic manifesting and bonds, please see the following links:

<https://www.cbp.gov/document/technical-documentation/ace-bond-guide-electronic-truck-manifest> <https://www.cbp.gov/document/guides/truck-manifest-create-manifest> and <https://www.cbp.gov/document/guides/truck-manifest-create-manifest-french>

For more information on Canada Border Services Agency (CBSA) requirements for in-transit movement of Canadian goods through U.S. territory can be found in Departmental [Memorandum D3-4-2. Highway Pre-Arrival and Reporting Requirements](#), paragraphs 59-66.

The following guidelines for this special interim measure have been developed in consultation with various Industry Stakeholders, USCBP, and Other Government Departments within Canada and the United States to facilitate the movement of goods impacted by the current flooding situation in B.C. while also respecting the relevant laws and regulations that govern our joint CA-US border and national interests.

UNITED STATES CUSTOMS AND BORDER PROTECTION INTERIM SPECIAL MEASURES

General rules:

The following requirements are available to Canadian domestic truck carriers that do not have electronic manifesting capabilities or ability to file as a bonded carrier.

- The area of operations will be initially limited to the following ports.
 - Emerson, MB (502) 373-2841 (Pembina, North Dakota 701-825-5800);
 - North Portal, SK (602) 927-6285 (Portal Station, North Dakota 701-926-7500);
 - Coutts, AB (705) 344-3766 (Sweetgrass, Montana 406-335-9610);
 - Kingsgate, BC (818) 424-5391 (Eastport, Idaho 208-267-3966);
 - Osoyoos, BC (819) 495-7092 (Oroville, Washington 509-476-2955); and,

- PAC Highway B.C. (813) 1-800-461-9999 (Blaine, Washington 360-332-5771)
- For in-transit delays, such as a breakdown during transit, the carriers shall contact the nearest CBP port of entry.
- Expected duration of the following work around measures will be for the duration of the infrastructure delays or up to thirty days and re-evaluated once commercial traffic normalizes or operationally resumes.
- All protocols and policies apply to any port of entry outside of the affected area, i.e., Seattle Field Office.
- Carriers and importers failure to follow stipulated workaround procedures may be subject to enforcement and compliance actions that may delay clearance. Note that CBP will exercise maximum flexibility to ensure that legitimate transactions are facilitated but need cooperation from the industry sector to ensure facilitation.

Travel Documents Requirements:

- Western Hemisphere Travel Initiative (WHTI) compliant document is required for all drivers and passengers/co-drivers.
 - Drivers and all vehicle occupants must be in possession of all documents, including approved Form I-194 waivers of inadmissibility, when applying for admission.
 - Those drivers and vehicle occupants who have a criminal history and do not have an approved waiver of inadmissibility will not be permitted to enter the United States.
 - <https://www.cbp.gov/travel/us-citizens/western-hemisphere-travel-initiative>
 - <https://www.cbp.gov/travel/us-citizens/western-hemisphere-travel-initiative/faqs>

Entry filing/requirements:

- Bond requirements for carriers within the containment area will be waived for non-traditional small time trucking companies.
- User fee requirements will be adhered to, and fees will be collected.
 - <https://help.cbp.gov/s/article/Article-18>
- CBP Officers will input the manifest information in ACE manually based on the submission of documents provided.

Container security/verification:

- Containers must be properly sealed either prior to arrival or at the border. CBP personnel shall record and/or verify seal numbers at upon entry at ports of entry.
- Carriers will not unload or load any additional cargo or break the seal on the container/trailer while in the U.S. Upon arrival to the U.S. border CBP primary booth, identification and any documents including bills of lading, packing lists, invoices, foreign government certificates, etc. as well as trailer license number will be provided to the CBP Officer and/or agriculture specialist.
- Upon re-entering Canada, carriers transiting under this procedure will present themselves to CBSA personnel for verification of seals and collection of seal numbers and provide supporting documentation used for entry into the U.S. as well as driver identification.

Prohibited/restricted items:

- Prohibited items currently legal in Canada, but not in the U.S. will not be authorized for movement under these procedures.
- Restricted merchandise, such as medical equipment, pharmaceuticals, agriculture commodities, and live animals, may require further review by CBP personnel at the port of entry. This may include additional documentation as mandated by the appropriate regulatory agency (USDA, FDA etc). Additional information is provided below.
 - FDA Prior Notice requirements: To help support the current emergency situation, FDA and CBP will assist using enforcement discretion when there is no prior notice for articles of food carried by Canadian domestic truck carriers transiting through the U.S. to reach destinations in Canada as a result of supply chain disruptions in British Columbia, Canada at this time. Regulatory discretion as described in FDA [Compliance Policy Guide, Section 110.310](#) for imported food arriving from and exiting to the same country should only be considered if all the general rules and requirements identified in this CSMS are met. Any Canadian carriers that currently operate between the U.S. and Canada as well as domestically are expected to follow the standard procedures for transit, including the timely submission of prior notice for imported foods to FDA.
 - U.S.D.A. In-Transit Permits: Most in-transit plant and animal permits issued prior to movement, will not be required for shipments utilizing these temporary procedures. CBP Agriculture Specialists at the port of arrival in the U.S. will make a risk-based determination on any additional measures needed to safeguard these shipments.

Canadian Food Inspection Agency (CFIA) Special Measures

Food In-Transit

- Carriers must either follow Departmental Memorandum D3-4-2 or the Emergency Protocol described above for food. The CFIA does not require certification documentation for the movement of food, including meat, eggs, and raw milk. The goods do not have to be declared to the CFIA's National Import Service Centre. The food must meet all conditions in the Safe Food for Canadian Regulations as if it was moved between provinces.

Livestock Movements

- Companies must [contact CFIA before organizing any shipment](#) transiting through the USA.
- An animal welfare agreement between United States Department of Agriculture (USDA) and CFIA that will allow for the emergency transit of live animals through the USA has been signed on November 18, 2021. This temporary measure allows for: 1) Emergency movement of animals outside of the flooded area through the U.S. in case it becomes necessary to evacuate and that all other Canadian roads are blocked or impaired, and 2) Travel of live animals from Alberta to slaughterhouses in B.C. due to a lack of capacity to slaughter those animals elsewhere.
- Per the agreement, procedures will need to be put in place by CFIA and industry, including:

- Animals must be inspected before loading and must be transported with an endorsed CFIA emergency transit Health Certificate with truck seal number(s) recorded on the certificate. No USDA import transit permit will be required.
- Every conveyance opening through which an animal could be moved in or out, must have a CFIA seal applied to it before the truck leaves Canada.
- When the truck arrives at the U.S. Port of Entry, USDA Port Personnel will verify the shipment has an endorsed Health Certificate, that the truck is properly sealed, and that the seals on the truck match what is documented on the endorsed health certificate.
- Transporters must ensure they have a contingency transportation plan in case the truck hauling the transiting animals cannot complete the trip for any reason.
- The CBSA will keep records of shipment re-entry so that CFIA and USDA can compare records to ensure all emergency transit shipments proceeded as intended.
- Transporters may be required to follow a specified route through the United States.
- This special agreement will end once Canadian roads are re-opened for traffic.
- Companies must contact CFIA before organizing any shipment transiting through the USA.

CFIA is finalizing guidance documents for CFIA staff and industry, but the measures will be implemented as soon as possible.