

Drayton Valley/Brazeau County

FREQUENTLY ASKED QUESTIONS

WHY CAN'T WE COME HOME?

Your safety and the safety of our first responders is our first priority.

The wildfire situation remains too volatile.

Before the evacuation order can be lifted, critical infrastructure must be in place to support the safe and successful return of our residents coming back to the community and progress is being made on restoring these services.

Once the incident is stabilized there are still a list of community lifelines including utilities, waste management, hospital, grocery stores, pharmacies, and emergency services functions to restore before people can return to the community.

SOME PEOPLE ARE BEING ALLOWED BACK IN. WHY NOT ME?

Some people have been allowed into the community to support the needs of our first responders and incident management team as they work to stabilize the fire. This includes accommodations, food and basic/general supplies.

HOW DO I GET TEMPORARY ACCESS TO THE EVACUATION AREA

Call 780-542-7777 to be put on the temporary access request list. You will be asked to provide your name, address you will be attending, your phone number and the reason for access. A member of the team will call you back to arrange for supervised entry into the evacuation area*

Due to the large number of calls we receive, please do not call multiple times for the same request.

****The temporary access request list will be prioritized depending on the urgency and nature of the request****

I NEED TO GET HOME TO GET MY MEDICATION

Most medications and prescriptions can be filled by taking your medication bottle or health card to a pharmacy in another community.

If you have specialized medication that you need to collect from your home, contact our call centre at 780-514-2204 to get on the temporary access request list.

I NEED TO LOOK AFTER MY LIVESTOCK

If you need to get access to your property in the next 7 days to care for livestock call the call centre at 780-542-7777 to be put on the temporary access request list.

NOTE If you have been residing in the evacuation zone and leave for any reason, including to get supplies for livestock, you will not be allowed to return permanently. If you leave, you will be required to follow the process to be put on the list for temporary access. You will not be allowed to stay on your property in the evacuation zone.

BUSINESS CONTINUITY

If you would like to access your business for reasons such as payroll, retrieving important documents or removing equipment, contact the call centre at 780-542-7777 to be put on the temporary access request list.

ITEM RETRIEVAL

If you would like to retrieve a camper or RV, or documentation such as passports, legal documents or ID, contact the call centre at 780-542-7777 to be put on the temporary access request list.



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CHECKING A WORK SITE

If you would like to check critical infrastructure on a work site within the evacuation area, contact our call centre 780-542-7777 to be put on the temporary access request list.

We will need the following information:

- Type and number of facilities you are accessing
- Contact information of the people requiring access
- Maps that show regular access routes used to access these facilities.

I WANT TO CHECK ON MY HOME

Access is not being granted for residents wanting to check on the status of their homes.

PROVINCIAL EMERGENCY EVACUATION PAYMENT

Evacuees forced from their homes due to ongoing wildfires can apply for emergency financial assistance if they have been evacuated for a total of seven days or more.

Eligible applicants will receive funding of \$1250 per adult and \$500 per dependent child. Funds sent via e-transfer can take up to 24 hours to flow into accounts.

Evacuees can apply for the payment at alberta.ca/Emergency using a verified Alberta.ca account, which allows Albertans to prove who they are without paper documents or face-to-face visits.

Albertans who cannot apply online or can't receive e-transfers can contact 310-4455 for assistance.

WHERE CAN I FIND MORE INFORMATION/RESOURCES

The Government of Alberta has a lot of information and resources posted online at www.alberta.ca/emergency

I OFFERED EQUIPMENT AND IT WASN'T USED

We know people are concerned hearing about machinery and resources being turned away or released. Some of the reasons resources may be released include tactical approach to fighting fire changes, provincial reallocation of resources and/or different equipment required. Ongoing work is sufficiently resourced at this time.

With the serious wildfire situation throughout the province, it is both important and required for the incident management team to free up resources not in use, to be assist in other areas of the province battling fires.

If you have equipment or personnel to offer to emergency response to this fire or other provincial emergencies, please e-mail your contact information and details to emergencysupportoffers@gov.ab.ca

WHAT RESOURCES ARE AVAILABLE AT THE EDMONTON EXPO CENTRE

A variety of services are available at the Edmonton EXPO Centre including, temporary lodging, food services, clothing, animal care, health care, assistance in accessing emergency financial supports or helping if you do not have an Alberta.ca account.

Service Canada is on site to offer assistance. People can also call 1-877-631-2657

I WANT TO DONATE/BRING FOOD

We appreciate the generosity of people wishing to support our crews. As per Alberta Health Services guidelines we are not allowed to accept any food items or donations other than monetary as noted below.

I WANT TO MAKE A DONATION

The Drayton Valley Community Foundation is taking cash donations. They can be reached at ed@dvcf.org or at 587-464-0400

