

# FACT SHEET



## Alberta Fires Evacuees \$40 Million Transportation, Re-Entry Support & Services

May 30, 2016

### 1. Red Cross transportation assistance for returning evacuees.

The Canadian Red Cross will be funding \$15 million of transportation services for those affected by the wildfires in Alberta, as they begin to return home over the coming days, weeks and months in accordance with the provincial and municipal plans for re-entry.

- Chartered bus services from Edmonton, Calgary and Lac La Biche will bring residents back to Fort McMurray. Air transportation will bring evacuees from outside the province to these three departure locations. The full cost of this travel will be covered by the Canadian Red Cross.
- Evacuees should visit <http://albertacrc.cortravco.com/> or call **1-888-539-6918** for more schedule information and to book bus and air travel arrangements.
- Evacuees who are inside the province and do not have transportation to Edmonton, Calgary or Lac La Biche should contact their local Red Cross office (call **1-888-350-6070** for office locations).
- Evacuees may bring their pet(s) with them on the bus or flight, as specified to the travel agent.
- Many people are anxious to get home and there will be a large amount of people looking to travel. We will do our best to meet all needs, while ensuring that people get back in a safe and coordinated manner – based on capacity, occupancy and availability. Requested dates for travel will not always be accommodated.
- Anyone who requires financial assistance for an alternative mode of transportation, such as the purchase of gas to drive their own vehicle home, may visit their nearest Red Cross office, where Red Cross personnel will assess individual personal needs and address accordingly. Call **1-888-350-6070** or visit [www.redcross.ca](http://www.redcross.ca) for office locations and contact information.

### 2. Re-entry timelines and eligibility for travel.

Evacuated residents of the Regional Municipality of Wood Buffalo (RMWB) currently living throughout Alberta and across Canada are eligible to return home. It is recommended that evacuees follow the government's zone re-entry plan.

- Everyone should make an informed decision about when to re-enter – not everyone should return just because they are eligible. People who have small children, health and safety considerations or other concerns are encouraged to consider not returning immediately.
- To arrange travel home through the Canadian Red Cross, individuals or families must:
  - Be registered with the Red Cross as an RMWB evacuee as a result of the wildfires in 2016.
  - Not be receiving financial support for transportation to RMWB from their employer or an insurance company.
- For everyone who is not yet ready to return, there is no deadline for booking travel through the Red Cross at this time.

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- All registered evacuees will receive a communication over the next several days distributed by email, phone or text, with detailed information on Red Cross transportation and re-entry support. Individuals should not be concerned if they do not receive this communication immediately – it will be distributed in accordance with zone re-entry dates.
- For more information on transportation options, guidelines and luggage limitations, visit [www.redcross.ca/albertafiresinfo](http://www.redcross.ca/albertafiresinfo).

### 3. Recommended items for evacuees to bring home.

The Canadian Red Cross recommends that individuals and families pack essential items to meet their needs for up to fourteen days, such as food, clothing, medications and baby supplies.

- Each person flying can check two bags weighing 50 lbs or less and also bring one carry-on item.
- Each person travelling by bus can bring two bags weighing 50 lbs or less and one carry-on item.
- The Red Cross will allow a third bag per person for food provisions weighing up to 50 lbs.

### 4. Accommodation information for returning evacuees.

Hotels and temporary accommodations are extremely limited in Fort McMurray at this time. Evacuees **must** ensure they have a safe place to stay upon their return before confirming return travel. If residents know they have no place to stay in Fort McMurray, they should strongly re-consider returning home at this time. Should evacuees return to realize their homes are not livable, they are able to arrange bus transportation through the Red Cross to get back to Calgary or Edmonton.

### 5. Additional Red Cross financial assistance for re-entry.

The Canadian Red Cross will be providing \$25 million in additional financial assistance, available after re-entry: \$300 for the first member in a household, and an additional \$50 per additional person in each household, to help **registered evacuees** with urgent re-entry needs.

- Based on our experience working in disasters, this amount helps residents as they begin to re-enter their home. It can help to purchase basic household supplies such as cleaning products, groceries, personal hygiene items, etc.
- Upon re-entry, evacuees must provide their registration details at the closest information centre to their zone. They will then be eligible to receive the additional financial assistance through an electronic transfer of funds, which will be distributed as soon as possible. Alternative arrangements for financial assistance will be made for those unable to accept this method.
- Information centres are being set-up at the following locations: Westwood Community High School, Holy Trinity Catholic School, Walter and Gladys Hill Public School, Composite High School, ANZAC Community Centre, Oilsands Discovery Centre, Vista Ridge and Nistawoyou Friendship Centre. Information centre details can be found at [www.redcross.ca/albertafiresinfo](http://www.redcross.ca/albertafiresinfo).
- This transfer of funds does not reflect the total amount of assistance that will be provided by the Canadian Red Cross in the weeks, months and years ahead.

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## 6. Red Cross re-entry supplies and support services.

On top of financial stresses, the Red Cross recognizes that re-entry will be physically and emotionally challenging, and will be providing a range of supports as displaced people return home:

- Cleaning and 'after fire' kits for damaged households including items such as work gloves, home and laundry odor neutralizers, safety glasses and additional cleaning supplies.
- Hygiene kits with items such as deodorant, toothpaste and shampoo.
- Detailed information, tips and considerations on what to do when returning, as outlined in the Red Cross Guide to Wildfire Recovery and the Parents & Caregivers Guide.
- Kits and support services can be accessed at the closest information centre – the Canadian Red Cross strongly encourages all evacuees to visit a centre upon their return.
- Additional safety and well-being services, including information, referrals, outreach to vulnerable people and groups, as well as child-friendly spaces located at information centres.
- Resources and trained volunteers will provide continued comfort and care to those suffering emotional trauma of returning back to a community still very much in crisis.

All essential services will be available when evacuees return home. For more information, please visit the [Regional Municipality of Wood Buffalo website](#).

## 7. Evacuees who are not ready to return or remain outside of Alberta.

The Red Cross is here to help no matter what – all evacuees displaced by the wildfires in Alberta and registered with the Canadian Red Cross are eligible to receive assistance. If you are not returning home at this point, but require additional assistance please contact 1-888-350-6070 or visit [www.redcross.ca/albertafiresinfo](http://www.redcross.ca/albertafiresinfo) to find your Red Cross provincial contact information. Our teams will then work to connect you with Red Cross personnel in the province you are currently residing in.

## 8. Interim housing; rent/mortgage payments; more money; food and water; cleaning assistance.

If evacuees have immediate unmet needs, they should visit an information centre where Red Cross personnel will perform a confidential one-on-one personal assessment to see how the individual's needs may be met moving forward.

## 9. Long term plans for Red Cross funds raised and recovery assistance.

The Canadian Red Cross is committed to standing by those affected not only during this time of emergency, but in the weeks, months and years ahead, as we help individuals, families and entire communities to rebuild and recover from this devastating disaster. Continued details regarding Red Cross recovery assistance will be shared as recovery efforts unfold.

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## Alberta Fires Red Cross Supply Kit Items

### The clean-up kit includes:

- One – 5 gallon bucket with re-usable lid
- One – 20 oz. cotton wet mop head
- One – 14” palmyra push broom head
- One – 14” floor squeegee head
- One – 54” four-section metal handles (for broom and mop heads)
- One – 9” palmyra capped sweep head
- One – 7” scrub brush
- Two – cellulose sponges
- One pair – leather palm work gloves
- Two pairs – household rubber gloves
- One – N95 respiratory mask
- Ten – heavy duty garbage bags
- One litre – bleach-based all-purpose cleaner

### The unisex hygiene kit includes:

- One – tube of toothpaste (20 ml)
- One – toothbrush
- One bottle – body wash (75 ml)
- One bottle – shampoo wash (75 ml)
- One – comb (7”)
- One – stick of deodorant (15-30 g)
- One – pack of tissues (10 tissues)
- One – plastic bag

### The ‘after fire’ kit includes:

- One – full release smoke odor fogger
- One – Tap-A-Drop .5 ounce concentrated liquid deodorizer for washing machine
- Two pairs – leather palm work gloves
- 3mil Contractor Garbage Bags (10 each)
- One – Rayovac DIYAAA Indestructible Flashlight with 3-AAA batteries included
- Duracell 4-pack AAA Batteries
- One – Sani-Wipes 5”x8” Surface Antibacterial Wipe
- One – Empty Plastic Spray Bottle with Trigger Spray – 32 ounce
- One – Bully 2 Cleaner – 32 ounce bottle all-purpose cleaner/disinfectant
- Toilet Paper (One Roll)
- Two pairs – Blue Nitrile Exam Style Gloves
- Two pairs – unisex safety glasses – clear lens
- One – Canadian Red Cross Drawstring Backpack
- For more information, contact:

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**Contact information:**

Canadian Red Cross media line: 1-877-599-9602

Alberta media can call: 1-403-541-4431

Quebec media can call: 1-888-418-9111