



Information for Homeowners with Uninsured Losses

There are several agencies that may be able to help those who have suffered loss of their home and are uninsured:

Canadian Red Cross

Canadian Red Cross is currently located at the Williams Lake resiliency centre at Boitano Mall. We encourage residents to register with the CRC to benefit from disaster relief assistance. The Canadian Red Cross will be establishing an office in Williams Lake to implement a Recovery Program to assist the uninsured and underinsured. Contact **1-800-863-6582**

Samaritan's Purse

Samaritan's Purse is supporting Cariboo Region residents with fire recovery by providing ash sifting, possession recovery, fridge and freezer removal and tree/debris clearing **at no cost**.

They have extensive experience in fire recovery and their teams will search through ashes and debris of destroyed homes to safely retrieve meaningful possessions which have survived the fire. Samaritan's Purse partners with the Billy Graham Rapid Response Team to provide chaplains to offer emotional and spiritual support on site to assist with recovery. Homeowners can call Samaritan's Purse directly at **1-866-628-6565** for assistance. This is a free service.

Mennonite Disaster Service

Mennonite Disaster Service is a volunteer network of Anabaptist churches dedicated to responding to natural and man-made disasters in Canada and the United States. Their aim is to assist the most vulnerable community members, individuals, and families

who would not otherwise have the means to recover. MDS volunteers – men and women, youth and adults – provide the skills and labor needed to respond, rebuild and restore in the wake of a disaster. MDS is known for having a collaborative spirit, and work with other groups including faith-based organizations, local recovery committees, and both government and non-governmental agencies. Homeowners can contact MDS at **1-866-261-1274** (Toll-free) or **1-204-261-1274**

Mennonite Disaster Relief

Mennonite Disaster Relief is another organization that will assist uninsured homeowners to clean up or rebuild. Contact Clinton Plett at **1-204-739-3392**

BC Assembly of First Nations

The BCAFN has issued a statement offering support for all First Nations people affected by the recent wildfires. BCAFN staff and supports are available at any time to assist, and the First Nations Leadership Council issues regular BC Wildfire updates which contain helpful information and details of support measures for communities. Please see <http://bcafn.ca> for more information.

Tzu Chi Foundation Canada

Buddhist Compassion Relief Tzu Chi Foundation, Canada (also known "Tzu Chi Canada" for short) is founded by its CEO, Mr. Gary Ho, in 1992 under the inspiration of Dharma Master Cheng Yen to inaugurate Tzu Chi's good works in Canada. From the national head office in Vancouver, BC, Tzu Chi Foundation Canada's regular donors and volunteers have expanded their unconditional love and contributions across the nation through the missions

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of charity, medicine, education, culture, international relief, and environmental care. Currently, Tzu Chi Canada has over 40,000 regular donors and over 2200 volunteers with 9 offices coast to coast including Vancouver, Richmond, Surrey, Calgary, Toronto, Mississauga, Richmond Hill, Montreal, and Ottawa.

Disaster Psychosocial Services

The DPS Program is responsible for the development and provision of psychosocial strategies. These services are intended to empower people to help themselves and connect them to local resources, minimizing the long-term psychosocial effects of a disaster. The program also encourages community recovery by providing educational tools and resources to increase resilience and health coping.

Canadian Disaster Animal Response Team

The Canadian Disaster Animal Response Team (CDART) is dedicated to animal welfare through the preparation for and the actual rescue and shelter of domestic animals in a disaster. CDART can be contacted at info@cdart.org

There are also several agencies that can offer general assistance:

BC Hydro evacuee assistance program

BC Hydro is offering a Wildfire Evacuee Assistance Program. They will be offering "Bill credits" to residential and commercial customers located in evacuation areas, and will apply an automatic credit to their account for the electricity consumed during the period they are out of their home or business due to evacuation order. Hydro bills will be waived for residential customers that were destroyed as a result of the wildfire customers with questions about their account status can call 1-800-224-9376.

Telus

Telus is providing partial credit for the month of July for home services and waiving mobility domestic overcharges (data, voice, text) from July 7 – 31

If your cellphone account is with Telus, and you are affected by the recent fires, you should have received a notice saying "Telus cares. We hope you have remained safe during the forest fires. Rest assured you will not be charged for any Canada wide calling, text, and data usage beyond what's included in your current Mobility plan, until July 21."

Shaw

Offering credit for charges during the evacuation period. Contact Shaw at 1-888-998-7429

RBC assistance

To support Royal Bank of Canada (RBC) clients impacted by the B.C. wildfires, RBC has put in place a financial program, including short-term payment deferrals on mortgages, personal loans, and credit cards.

Small business and commercial clients will also be afforded special consideration through their RBC account managers. Anyone with questions, or who needs to speak with an RBC representative, can call RBC toll-free at 1-800-769-2511.

Canada Post - Free mail forwarding service

Canada Post is offering a free mail forwarding service to British Columbians who have been evacuated because of the fires.

Impacted residents with a credit card and government-issued ID bearing an eligible postal code can go online at www.canadapost.ca/mailforward. Customers will need to provide a credit card payment in order to authenticate the transaction, but this fee will be refunded in five to 10 business days. Canada Post apologizes for this inconvenience, but in order to make the service available quickly has had to take this approach.

Eligible residents can also go to any post office, in British Columbia or across the country. They will not be required to provide credit card information, just government-issued ID. Retail employees will help with the process.

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