

# RE-ENTRY INFO BOOK

*TOWN OF RAINBOW  
LAKE*

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## Re-Entry Checklist:

- Make sure to purchase groceries prior to re-entry. The power has been off for a long time and the food that has been left in your refrigerators and freezers will have spoiled. Try to focus on groceries that do not require refrigeration or freezing as these appliances may need to be replaced.
- Your refrigerators and freezers will have spoiled. **Do not open these appliances inside your home.** The Town will have crews designated to removing fridges and freezers from your home so you may inspect and take action to clean these units outside of your home so that the smell does not get into your home fabric materials.
  - Please get in touch with your insurance company to ensure that you are able to gather whatever information they may require. For reference in these conversations, the Town evacuated on May 6<sup>th</sup> and the power utility was lost on May 13<sup>th</sup>. We currently remain evacuated and without power.
  - Once your inspections and/or clean up of the appliances is complete, the Town will either move the appliance back into your home or haul it away to the transfer station based on the request of the home owner.
  - The Town will provide a letter on our website for your insurance provider with the full dates of the power loss and evacuation order once both are completed.
  - Please contact the Town Office at 1-780-956-3934 or [admin@rainbowlake.ca](mailto:admin@rainbowlake.ca) to get your home on the list of residences requiring freezer removal services.
- Many of our residents, as well as the Wildfire fire fighters will be looking to utilize our local food service providers. Please plan for limited availability of these services for the first few weeks following re-entry.
- The gas system was depressurized when the fire came within an unsafe distance. This will have caused your gas meter regulator to shut off and will require you to relight your appliance pilot lights. If you require assistance with this, please contact the Town Office at 1-780-956-3934 or [admin@rainbowlake.ca](mailto:admin@rainbowlake.ca) to get your home on the list of pilot light relights.
- The local wildlife is agitated by the fire activity so ensure you are extra vigilant with keeping your home and work places bear smart.

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## Fire Status & Fire Ban

Q: Is the wildfire out?

A: The wildfire is still active, and crews remain on scene. Please be aware that you will continue to see fire activity (smoke, flareups, hotspots) in the coming days. **Do not enter these areas.** We have protections and containment lines only within Town limits. Stay within Town limits until instructed it is safe to do otherwise.

Q: If the fire is still burning, why are we allowed back home?

A: Fire experts have determined that it is now safe at this time for the public to re-enter the community. But it is important to note that the conditions can change quickly, and so we encourage all residents to stay tuned to local channels to stay up to date on current developments and always be prepared with an emergency kit and essential items.

If you notice fire activity, call 911 if it is within Town limits or 310-FIRE (3473).

Q: Is there still a fire ban in place?

A: Yes. The Town of Rainbow Lake has a Total Fire Ban in effect. No outdoor burning is permitted. Existing fire permits are cancelled, and no new fire permits will be issued until the Total Fire Ban is lifted. No wood campfires in approved fire pits are allowed. Portable propane fire pits, gas/propane stoves and barbecues, and catalytic or infrared-style heaters are permitted.

A note about ATVs/OHVs: As part of the Town of Rainbow Lake and High Level Forest Area Fire Ban, ATV/OHV use is prohibited in or around Town.

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## RCMP

The RCMP remain in the area to serve and protect the community in their regular policing duties.

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## Air Quality & Sensitivities

Q: I have medical sensitivities. How is the air quality? Is it safe to come home with the air quality?

A: You can find the current Air Quality Health Index for the Town of Rainbow Lake at <https://map.purpleair.com/1/mAQI/a10/p604800/cCo#12.36/58.48545/-119.40695> and click on the grey circle. Alternatively you may type into Google, “purple air rainbow lake” and the link to our monitor should be the first hit.

The area is still experiencing heavy smoke due to the ongoing wildfire. If you have medical concerns, we advise taking necessary precautions or delaying your return if you are more comfortable doing so.

If you have any concerns about your health due to air quality, seek medical attention or call 811.

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## Available Services

Q: What services/businesses are open?

A: Prior to re-entry, the Emergency Response Team Services connected with critical essential services so that residents' immediate needs can be met (food, fuel, medical, and finance). Other services may be limited while businesses work on getting back to full operations, so please have patience with local businesses.

Q: What municipal facilities/buildings are open?

A: As our municipal staff are primarily working on the emergency and re-entry response, some facilities may be limited.

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## Tree Safety Following Wildfires

Q: What do I need to know about trees affected by the wildfire?

A: After a wildfire, it's crucial to be mindful of the dangers that damaged trees can pose. Trees can be severely damaged by a wildfire in many ways, including: leaf/needle scorch, root/trunk/branch damage, inner trunk tissue injuries, and bud death. Moreover, the environment surrounding the trees (such as scorched earth and water-stressed conditions), can also affect them.

To prevent injuries, it's essential to be aware of these potential hazards and take precautions to stay safe. Here are some tips:

- Check the tree's location and whether it's leaning or tilting.
- Look for visible damage to the outside of the tree.
- Examine the canopy of the trees to ensure that there are no overhead hazards.
- Inspect the tree's limbs, stems, and roots for signs of deterioration.
- Even if the tree appears to be in good condition, it may have internal damage that could weaken its structure.
- Watch out for wildlife that may have been displaced from the trees.

Remember to always exercise caution when in a treed area following a wildfire. By staying aware of the potential dangers and taking steps to avoid them, you can help keep yourself and others safe.

**Please stay away from the trees surrounding the Town as they have been damaged and are coming down regularly.**

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## Mental Health

Being evacuated from your home is stressful and can be overwhelming. It's important to take care of your mental health. There are many resources available:

- If you need to talk, call the Mental Health Help Line at 1-877-303-2642
- Crisis Text Line - Text CONNECT to 741741
- Kids Help Phone – 1-800-668-6868 or text CONNECT to 686868
- Addiction Helpline – 1-866-332-2322
- Family Violence – Find Supports – 310-1818
- Rainbow Lake and Chateh Victim Services Unit – Call 780-956-6593 or RCMP Non-Emergency line – Call 780-321-3835

Alberta Health Services also has a great document with information and resources for those affected by wildfires. This can be found at:

<https://www.albertahealthservices.ca/amh/page16759.aspx>

## Upon Re-Entering Your Home

Alberta Health Services has a number of resources for actions to take when you return home:

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

## Property Damage & Insurance

Q: What if I notice my property has been damaged?

A: Document the damage (photos can also be helpful). List all damages/destroyed items. Call your insurance representative and/or company before undertaking any repair work/fixes.

If possible, try to assemble proof of purchase, photos, receipts, and warranties.

Keep all receipts related to cleanup and repairs, or replacements.

Q: Will insurance providers be coming to the community to do assessments?

A: Please speak to your insurance provider directly as they will be able to give you the best information on their plans to assist.

## Utilities

Check your utilities upon re-entry. If your utilities are not working, do not attempt to repair them yourself. Call your utility provider immediately.

### a. Gas

- What if I smell gas?  
If upon entry of your home you smell gas, leave immediately and call the Town of Rainbow Lake Gas Co-op at 780-956-5147
- I have no hot water?

As the gas system was depressurized at one point during the evacuation, gas meters needed to be reset. You will have to re-light the pilot light in your appliances. If you need assistance doing this, please contact the Town of Rainbow Lake at 780-956-3934 to schedule a visit from our Gas department. Alternatively, you may contact any certified gas fitter to assist you.

b. Water

- Is the water safe to drink?

**Yes**

c. Power

- What if I see exposed wires?

Do not touch an exposed wire or downed power line. Call Atco electric at [1-800-668-5506](tel:1-800-668-5506).

d. Internet

- My internet is down, what do I do?

Contact your internet service provider for issues with connectivity.

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## Garbage, Waste Disposal & Recycling

Q: When will garbage be picked up?

**A: Curbside garbage pickup will resume on the regular schedule of every Wednesday.**

Q: Where do I put garbage?

**A: You may utilize your curbside pickup option on Wednesday. Alternatively, allowances will be granted to dispose of waste at the Rainbow Lake Transfer Station, free of charge for the first week following re-entry. The Town will also place a large 30 yard bin at the Rec Plex for disposal of spoiled foods.**

Q: Are there any landfills open?

**A: Residents may utilize the Rainbow Lake Transfer Station.**

Q: Can I burn garbage?

**A: No. There is still a Fire Ban in place and burning garbage is never permitted.**

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## Fraud & Scams

It is important to be careful of frauds and scams during this time. Fraudsters may prey on your emotional state or your desire to fix/repair your property. Here are common scams to be aware of (not an exhaustive list):

- Fraudulent insurance claims
- Identity theft
- Price gouging
- Fake solicitations for donations/charities
- Contractor fraud
- Law enforcement/emergency responder impersonation
- Volunteer impersonator
- Government official/department impersonation

How to protect yourself from scams/frauds:

- Don't be intimidated by high-pressure sales tactics; don't be afraid to say no.
- Protect your personal information (name, address, birthdate, Social Insurance Number, date of birth, credit card information, and emails/passwords). Be wary of providing any of that information unless you have verified the person you are providing it to, and you trust who you are speaking with.
- Watch for offers/pleas that play on emotions.
- If receiving a call, ask for the info in writing.
- Ask for ID from anyone claiming to be from an organization/business and verify the person's identity by calling the organization directly.
- For businesses, ask for proof of a legitimate business license.
- Be wary of offers for discounted services.
- Make sure contractors get proper permits to do any work on your property.
- Verify charities with the Canada Revenue Agency to determine if they are legitimate.

I suspect someone is committing fraud/scams, or I am a victim of a scam. What do I do?

- You can report it to the RCMP on their non-emergency line: 780-321-3835.
- You can also report it to the Canadian Anti-Fraud Centre by phone or online: <https://www.antifraudcentre-centreantifraude.ca/index-eng.htm>

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## Schools/Childcare

Q: Are schools open/operating?

A: Please check directly with Fort Vermilion School Division (<https://www.fvvd.ab.ca/>) for their specific offerings. You can also find information by following the Rainbow Lake School Facebook page at <https://www.facebook.com/rainbowlakeschool>.

Q: Are there any childcare options open?

A: Please reach out directly to childcare operators to determine if they are open/operating.



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## Other FAQs

Q: I heard a rumour about \_\_\_\_\_? I saw \_\_\_\_\_ on social media?

A: Please watch official Town of Rainbow Lake accounts for legitimate, verified information. Sharing misinformation/unverified information can be harmful during an emergency situation and recovery process.

Q: I've lost my job/income because of the fires. What do I do?

A: Please visit the Government of Canada's website regarding Employment Insurance:  
<https://www.canada.ca/en/services/benefits/ei.html>

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## Resources for Businesses

Q: I am a business in Rainbow Lake. Is there anything special I need to know about or do for re-entry?

A: Each businesses' needs will be individual to their service, but some common considerations businesses will need to think about are:

- Is your property damaged in any way? If so, contact your insurance company immediately. Document any damage and take pictures as well.
- If you are a food-based business, is there any food spoilage that needs to be addressed? Alberta Health Services has information available:  
<https://www.albertahealthservices.ca/assets/wf/eph/wf-eh-food-facility-power-outage.pdf>
- Do any safety/health inspections need to be completed before you can reopen?
- Have your employees been contacted and are they able to return to work?
- Do you need to restock supplies?
- Is there any clean-up or sanitation that needs to be done?
- Have you communicated with your customers about when you will reopen, or if your services are currently limited?

Q: Is the municipality going to use local vendors/businesses for the recovery efforts?

A: The municipality is working with as many local vendors as possible and feasible at this time.