

Welcome Home Checklist



Thoroughly check for hazards before entering your house and exercise safety, caution and good judgement when returning to property.



If you smell natural gas as you enter your home, leave immediately and contact FORTIS BC Gas Emergency Line at 1-800-663-9911.



Hydro - If you have questions, no service or are experiencing fluctuations in electrical service quality contact BC Hydro at 1-888-769 3766 (1-888-POWERON) or *49376 on your cell phone.



Clean any ash off your belongings and furniture. Your regular cleaning regime should bring your home back to normal. The Red Cross can provide cleaning kits.



All perishables and spoiled food in your home should be disposed of. Thoroughly clean your refrigerator.



Contact your insurance provider as soon as possible to discuss claim options if you have any damage. Take pictures and/or video and start a list of damaged belongings, if any.



Contact your bank to discuss mortgage or loan payment deferrals if needed.



Wash your hands if they come into contact with ash.

Visit the Community Resiliency Centre

8am – 8pm Daily

(hours will scale back as demand dictates)

Boitano Mall

850 Oliver Street



- Red Cross
- Emergency Social Services
- Telus
- Insurance agencies
- Service BC and Service Canada
- SPCA
- Social assistance agencies
- Mental Health and counselling support
- And more