



## **Frequently Asked Questions**

**August 6, 2021**

### **Site Access**

#### **When will residents be allowed onsite?**

The Village of Lytton and properties that have been impacted by fire remain an extreme hazard area. The site is currently not stable, nor safe for entry as there are many hazards that could cause illness or physical harm. The Interior Health "Do Not Consume" notice for Lytton water remains in place.

The Village is awaiting soil, air and water sample results and a comprehensive Safe Work Plan from the Ministry of Environment, which will determine the safety protocols required for anyone to enter the site to perform hazard mitigation. A Re-Entry Plan will also be required to ensure safety for anyone going on site.

When materials like ash get disturbed, they can irritate lungs, eyes, and can cause lasting health concerns. Some contaminants will not be able to be removed, and based on the contaminant level that comes back, there will be corresponding safety measures (such as specific types of personal protective equipment) that will be required. Clean up work has not yet begun, as we are awaiting sampling results.

More information will be provided once available. We are working with the Ministry of Environment to allow residents to safely access their properties as soon as possible.

#### **Who has access to private property?**

Access to private property is not allowed at this time as the comprehensive Safe Work Plan is not yet complete. Due to potential health and safety concerns, no one is allowed to enter any private properties or touch any items.

The evacuation zone is monitored by ESM Security staff who are providing security at this time around the perimeter and conducting roving patrols within the space. The RCMP are also conducting patrols within the evacuation zone.

Neither Village of Lytton nor ESM Security are providing authorization to access Private property without consent from homeowners.

#### **How do I report a trespassing concern?**

If there are concerns about someone entering private property, this is considered trespassing, and should be reported to the RCMP.

#### **Who is Team Rubicon Canada? Do they have access to private property?**

Team Rubicon is a volunteer organization offering some reprieve from direct Emergency Operations Centre duties for Village staff while working alongside local officials to help with IMT support (Incident Management Team support including Planning, Administration, Operations, Logistics and Safety).

Team Rubicon members have not entered private property in the evacuation zone. In consultation and at the discretion of local authorities, Team Rubicon may be asked to perform follow-on operations including ash sifting and debris removal for the Village of Lytton. This will not occur without authorization from individual homeowners.

You can find out more here about Team Rubicon here: [team-rubicon.ca](http://team-rubicon.ca)

### **Why are insurance adjusters allowed onsite?**

Insurance adjusters representing property owners who have filed a claim have been granted access in the evacuation zone on public roadways only in order to perform assessments. Insurance adjusters are NOT permitted access to private property.

These adjusters are trained professionals who have specialized training in how to avoid hazards in a disaster zone that might cause illness and harm. They are required to wear proper PPE (personal protective equipment) for the area.

To access the site, the Insurance Adjuster needs to register themselves and their vehicle with the Village of Lytton in advance of their visit before they get a pass from security. They do not share information about which homes they are surveying in the interest of the privacy of their insured(s). Once on site, all adjusters have to remain on the road and sidewalk only. They are not granted permission to enter onto private property as this is trespassing and against safety protocols.

If you have concerns about someone entering private property, this is considered trespassing, and should be reported to the RCMP.

### **Who is allowed to return home?**

On July 23, an Amended Evacuation Order was issued by the Village of Lytton Emergency Operations Centre (EOC). The evacuation order was downgraded to an evacuation alert for the following location only:

- Ponderosa Heights
- Loring Way
- Lytton Fire Base

Residents whose homes are within the rescinded evacuation order area and who plan to return home, should review the [Returning Residents Handout](#).

## **Questions and Communication**

### **How should residents stay informed?**

Residents are encouraged to regularly check [lytton.ca](http://lytton.ca) for the latest updates on wildfire recovery efforts.

The Village of Lytton has also chosen the Voyent Alert! Notification Service to keep you informed of important wildfire recovery initiatives and services. Voyent Alert! is a multi-purpose communication service used to send alerts to residents, businesses, and visitors for both critical events and relevant day-to-day communications. The service is FREE and easy to use. Register now to receive important notifications about Lytton that matter to you:

- For mobile app alerts, download and install the Voyent Alert! app from the [Apple](#) or [Google Play](#) stores
- For email, text message, or voice call alerts, register online at <https://register.voyent-alert.com>

### **Who should residents contact for more information?**

Please contact [eocinfo@lytton.ca](mailto:eocinfo@lytton.ca) if you have any additional questions or concerns.

## **Supports and Resources for Residents**

### **Where can I go for assistance and support?**

Lytton evacuees can access assistance with immediate needs at either of the two Resiliency Centres:

- Kamloops: #3 – 700 Tranquille Road from 8:30 a.m. to 4:30 p.m.
- Lytton: Kumsheen Secondary School in Lytton from 8:30 a.m. – 4:30 p.m.

The centre will provide care and support for people displaced by the fire. This includes:

- Providing important safety information for those returning home
- Replacing documents and identification
- Applying for Employment Insurance
- Providing mental and emotional supports
- Navigating the insurance process for your home and other assets.
- Providing cleaning kits and water

### **What are Emergency Support Services (ESS)?**

Emergency Support Services (ESS) are designed to provide short-term basic support to British Columbians impacted by disasters ranging from a single house fire to larger events, such as wildfires. These supports enable those impacted to re-establish themselves as quickly as possible after an emergency or disaster.

To register with British Columbia ESS and for more information on your nearest reception centre, visit [Emergency Info BC](#) or call 1-800-585-9559.

The program is financed by Emergency Management BC (EMBC) and administered by [First Nation Governments and Local Authorities](#).

In many cases homeowners or tenant insurance held by the evacuees will provide greater support than what is available through this program. If you are evacuated please consult with your insurance provider to determine what may be available to you.

If you have any questions about registration, please visit [Evacuee Registration and Assistance \(ERA\) \(https://ess.gov.bc.ca\)](https://ess.gov.bc.ca).

For specific details on ESS eligibility see the [Evacuee Living Assistance Policy \(PDF\)](#).

### **How long will Emergency Support Services (ESS) continue?**

ESS support will continue for everyone currently on evacuation order from the Lytton wildfire until at least August 31st.

Questions about this can be directed to the Resiliency Centres daily from 8:30am – 4:30pm (both in Kamloops at the Northhills Mall and Lytton at the Kumsheen Secondary School) or to [eocinfo@lytton.ca](mailto:eocinfo@lytton.ca)

### **What is the one-time Financial Assistance from Canadian Red Cross?**

The B.C. government is teaming up with the Red Cross to provide Lytton-area households impacted by the wildfire with one-time \$2,000 payments.

The news release can be read here: <https://news.gov.bc.ca/releases/2021PSSG0048-001518>

Support is also being offered to people under an evacuation order for more than 10 days due to wildfires. Direct financial assistance helps people cover immediate needs related to their evacuation and allows people to make decisions on what is best for themselves and their families. Thanks to the Province of British Columbia and the generosity of Canadians, the Canadian Red Cross is able to provide this support to people affected by the wildfires.

The program will be open until Aug. 31, 2021, for those impacted by the Lytton fire.

You can register with the Canadian Red Cross by calling 1-800-863-6582, between the hours of 9 a.m. and 5 p.m. PST.

## **Ongoing Site Response**

### **What work onsite has been completed so far?**

On-site work conducted to date includes:

- Soil, water and air sampling by the Ministry of Environment
- Ongoing investigative work to determine the cause of the fire
- Water system maintenance at public roadways and public property; this work is conducted by Village of Lytton staff and contractors

All work completed has been done so by trained professionals required to have proper protective wear. Private property is not being accessed and will not be accessed without consent from homeowners.