

**When under Evacuation ORDER, please register with Emergency Support Services (ESS)**

**Evacuee Registration and Assistance Tool: [ess.gov.bc.ca](https://ess.gov.bc.ca)**

What you should do:

- **You must leave the area immediately.**
- Follow the directions of emergency responders and travel the designated or safest route available.
- **Register as an evacuee online ([ess.gov.bc.ca](https://ess.gov.bc.ca)) or at designated Reception Centre.**
- If you need transportation assistance from the evacuation area, contact the RDOS EOC: 250-490-4225
- If you identify as having extraordinary needs, contact the RDOS EOC for information or assistance.
- COVID-19 protocols are in place. If you have symptoms or are self-isolating, please do not attend the Reception Centre. Call 8-1-1 for direction.
  
- **DO NOT shut off refrigerators and freezers.** Shut off other gas and electrical appliances.
  
- Close all windows and doors
- Please store your Fire Arms in accordance with Section 118 of the Fire Arms Act.
- Close gates (latch) but do not lock.
- Gather your family and if you have room, take a neighbor or someone needing transportation. Do not use more vehicles than you have to.
  
- Take critical items only if they are immediately available:
  - Government issued ID
  - Medications
  - Eyeglasses
  - Valuable papers (e.g. insurance, credit, and mortgage information)
  - Immediate care needs for dependents
  
- Take pets in pet kennels or on a leash.
  - Pet owners and hobby farmers with concerns for their animals:
    - Animal Emergency Response Team (ALERT) can help, call 250-809-7152
  - Farmers who require assistance, call the RDOS EOC: 250-490-4225
  
- Do not use the telephone unless you need emergency service.

**[YOU MUST LEAVE THE AREA IMMEDIATELY](#)**

**At the Reception Center** – Emergency Support Services (ESS) volunteers will be able to assist you meet your basic needs by providing services for up to 72 hours. This may include coordinating: food, clothing, lodging and transportation. Within the RDOS area – Animal Lifeline Emergency Response Team (ALERT) provides assistance with pet care. Beyond 72 hours, ESS volunteers may provide additional support or referral to the Canadian Red Cross.

If you are not able to attend the Reception Center and require support: call 250-490-4225 and an ESS volunteer will return your call within one business day.

## When under Evacuation ALERT, please pre-register with Emergency Support Services (ESS)

Evacuee Registration and Assistance Tool: [ess.gov.bc.ca](https://ess.gov.bc.ca)

What you should do:

- Locate all family members or co-workers and designate a meeting site (such as a Reception Centre) outside the evacuation area, should an Evacuation Order be issued while separated.
- Prepare to move any children or other family members who require assistance.  
Arrange to transport your household members or co-workers in the event of an Evacuation Order.
- If you identify as having extraordinary needs, contact the RDOS EOC for information or assistance.
- COVID-19 protocols are in place. If you have symptoms or are self-isolating, please do not attend the reception centre. Call 8-1-1 for direction.
  
- Gather critical items including:
  - Government issued ID
  - Medications
  - Eyeglasses
  - Valuable papers (e.g. insurance, credit, and mortgage information)
  - Immediate care needs for dependents
  
- Prepare to move pets and livestock to a safe area.
  - Pet owners and hobby farmers with concerns for their animals:
    - Animal Emergency Response Team (ALERT) can help, call 250-809-7152
  - Farmers who require assistance, call the RDOS EOC: 250-490-4225
  
- The RDOS Emergency Support Services (ESS) number is: 250-486-1890
- Arrange accommodations for your family if possible.  
In the event of an Evacuation Order, Reception Centres will be opened if required.
- Monitor news sources for information on Evacuation Orders and locations of Reception Centres.
- Do not use the telephone unless you need emergency service.

**At the Reception Center** – Emergency Support Services (ESS) volunteers will be able to assist you meet your basic needs by providing services for up to 72 hours. This may include coordinating: food, clothing, lodging and transportation. Within the RDOS area – Animal Lifeline Emergency Response Team (ALERT) provides assistance with pet care. Beyond 72 hours, ESS volunteers may provide additional support or referral to the Canadian Red Cross.

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