



Returning home after wildfire

A recovery guide for residents and property owners

*Use this guide with the current re-entry directions issued for your community.
Conditions, access and available services may vary by incident.*

August 2026

Read this first

Do not return until officials say it is safe: An evacuation order must be rescinded before you return. Follow the route, access and timing directions provided for your community. Do not take shortcuts or enter a restricted area.

This guide provides general health, safety and recovery information for people returning to wildfire-affected properties in the Squamish-Lillooet Regional District (SLRD). Follow any site-specific direction from the SLRD, your local government, First Nation, health authority, utility provider, BC Wildfire Service or other responsible agency.

Your property and neighbourhood may look very different. Hazards may remain even after an evacuation order is rescinded, including damaged structures and utilities, danger trees, ash, contaminated water, damaged septic systems, unstable slopes and renewed fire activity.

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1. Before you return

Returning home after a wildfire can bring relief and uncertainty at the same time. Prepare for limited services, unfamiliar conditions and the possibility that you may need to leave again if you are still under an evacuation alert.

Confirm access and make a plan

- **Confirm access.** Make sure the evacuation order has been rescinded. Follow all road access, traffic control and re-entry directions.
- **Check air quality**. People with respiratory conditions or other health concerns may wish to postpone their return until smoke conditions improve.
- **Fuel your vehicle.** Fuel and other services may be limited.
- **Plan for another evacuation.** If your area remains under evacuation alert, stay ready to leave again on short notice.
- **Contact your insurer.** Ask what you should do before entering, cleaning, moving or disposing of belongings.

Bring these supplies

- Sturdy closed-toe footwear and weather-appropriate clothing
- An N95 respirator, safety glasses, durable gloves, long sleeves and long pants
- A flashlight, charged phone, power bank and spare batteries
- A first aid kit, basic tools, cleanup supplies and heavy-duty garbage bags
- At least three days of bottled water and food per person
- Medications, prescriptions and essential medical equipment
- Pet food, water, leash or carrier and medications for pets
- Insurance information, important documents and a notebook or phone for records
- SLRD Rapid Damage Assessment information or other site-specific instructions provided to you

2. When you arrive

Pause before entering: Look at the property from a safe distance. Call 9-1-1 if you see an immediate threat to life or safety. Leave the area if you smell gas or propane, see downed power lines, active fire, unstable structures or other serious hazards.

Follow the SLRD Rapid Damage Assessment instructions and restrictions

If your home was affected directly by wildfire you may have a SLRD Rapid Damage Assessment or instructions attached to your home and/ or property. The Rapid Damage Assessment document indicates whether a building has been inspected, has restricted use or is unsafe to enter. Follow

every restriction written on the assessment. An assessment is a rapid safety screening, not a full structural inspection.

Learn more about [post-disaster building assessments](#) on the BC Housing website.

Inspect the outside first

- Walk around structures before entering, but stay well back from damaged buildings, chimneys and trees.
- Look carefully for fallen or damaged electrical lines, damaged propane or fuel tanks, sharp debris, open wells, damaged septic areas, ash pits, hot spots and unstable slopes.
- Give emergency crews and utility workers room to operate. Drive slowly and follow traffic control.
- Keep children and pets away from ash, debris, standing water and damaged areas.
- Photograph or record video of the property before moving, cleaning or disposing of anything.

Enter with caution

- Do not enter a building that appears structurally unsafe, smells of gas or propane, has visible fire damage or contains heavy ash or debris.
- If it is safe to enter, confirm the main power breaker is off before inspecting further. If the building, wiring, electrical panel or electrical equipment appears to have been affected by fire, heat or water, do not turn the power back on. Have the electrical system inspected by a licensed electrical contractor first. Wear appropriate protective clothing. Use an N95 respirator adjusted tightly to the face (read instructions on proper usage) and eye protection where ash or debris is present.
- Do not dry sweep, use a leaf blower or use a vacuum without a HEPA filter. These methods can spread ash into the air.
- Check the roof from ground level for visible damage. Do not climb onto a fire-damaged roof under any circumstances. If you can safely access the attic from inside the building, check for signs of lingering heat, smoke or embers. Watch out for tripping or falling hazards including wires, debris, uncovered wells and septic tanks.

Hazards that may not be obvious

- Burned roots, weakened trunks and falling branches
- Ash pits where trees or stumps burned below ground
- Asbestos, lead, treated wood, chemicals or other contaminants in structural debris
- Carbon monoxide from operating pumps, generators or pressure washers in confined or poorly ventilated areas
- Damaged underground electrical, water, fuel or septic infrastructure
- Mould, contaminated dust, ash soot, fibreglass fibres, and other inhalation hazards
- Unstable slopes, rockfall, erosion, flooding and landslides after vegetation has burned

- Pressurized cylinders, household and vehicle batteries, solvents, paints and garden chemicals damaged by heat
- Renewed fire activity or hot spots that flare without warning

Post-wildfire flooding and landslides: Wildfire can increase runoff, erosion, rockfall, flooding and landslide risk. Learn the warning signs and follow local weather, streamflow and evacuation information.

Danger trees

Any tree weakened by fire may fall without warning, especially in wind. Do not stand beneath burned trees or attempt to test roots or trunks yourself. Use a qualified arborist or danger tree assessor to assess the property.

3. Start the recovery process

Insurance and documentation

Contact your insurance company or broker as soon as possible. Most insurers offer 24-hour claims service. Ask what expenses are covered, how long additional living expenses may be available and what approvals are required before cleanup, disposal or repairs.

- Photograph and record video of damage inside and outside before moving or cleaning anything.
- Create an inventory of damaged or destroyed belongings. Include model and serial numbers where possible.
- Keep damaged items unless they pose an immediate health hazard or your insurer authorizes disposal.
- Gather receipts, warranties, appraisals and earlier photographs that may support your claim.
- Keep a record of calls, advice, decisions, dates, expenses and the names of people you speak with.
- Keep every receipt related to cleanup, temporary accommodation, food, travel and other displacement costs and store them safely away from heat or sunlight so they don't fade. Make any notes that might be helpful on the back of the receipt.
- Record the time you spend cleaning or protecting the property if your insurer asks for it.

If you do not know your insurer: Call the Insurance Bureau of Canada Consumer Information Centre at 1-844-227-5422.

If you are uninsured or need immediate support

Support depends on the incident, your circumstances and program eligibility. Contact the SLRD Emergency Operations Centre for current information at [1-800-298-7753](tel:1-800-298-7753). You may also contact

the Canadian Red Cross, Emergency Support Services, 211 British Columbia and local community organizations.

Emergency Support Services: If you were evacuated and need help with online self-registration, call the B.C. Evacuee Helpline at 1-800-387-4258. Eligibility and available supports are incident specific.

Put together a short-term recovery plan

- Identify immediate safety and health needs
- Gather insurance information and create a process for documentation
- Line up temporary accommodation, if needed, and essential services
- Confirm professional assessments and assistance for cleanup
- Understand guidance and requirements for waste disposal
- Research what is needed for repairs or rebuilding
- Research and confirm what is available for financial, logistical and emotional support

4. Utilities, water and septic systems

Water safety

B.C.'s regional health authorities administer the Drinking Water Protection Act and oversee drinking water systems. Within the SLRD, Interior Health serves Electoral Areas A and B, while Vancouver Coastal Health serves Electoral Areas C and D. [Find water quality notifications on the Government of British Columbia website.](#)

- If you receive water from a community water system, follow all instructions or notices issued by the water supplier or health authority.
- If you use a well, have the system inspected and the water tested after a wildfire. Water may be contaminated even if it looks, smells and tastes normal.
- If your well was damaged or may have been exposed to ash, runoff or firefighting activities:
 - o Assume the water is unsafe until the system has been assessed and the water tested.
 - o Use bottled water for drinking, preparing food, making ice, brushing teeth, washing food or dishes, and giving water to pets.
 - o Do not use the water for showering, bathing or laundry unless the health authority confirms these uses are safe.
 - o Contact your local health authority for advice about inspecting, testing and disinfecting the system.
 - o Do not rely on boiling alone. Boiling can kill many germs, but it does not remove chemical contaminants and may concentrate some chemicals.

[Learn more from HealthLink BC](#)

Electricity and generators

- Stay at least 10 metres away from power lines, poles, transformers and utility boxes. Assume damaged equipment is live.
- Contact BC Hydro at 1-888-769-3766 or *49376 from a mobile phone about outages, damaged infrastructure or service fluctuations.
- Have damaged wiring, panels and appliances assessed before restoring power.
- Use fuel-burning portable generators outdoors, at least 6 metres (20 feet) from any home or building. Direct the exhaust away from doors, windows and vents. Never operate a generator in a garage, shed or other enclosed or partially enclosed space. Never connect a generator directly to a household circuit unless a qualified electrician has installed approved transfer equipment.

Propane, natural gas and heating oil

- If you smell gas or propane, leave immediately. Do not operate switches, lights, fans, phones or anything that could create a spark. Call the supplier or 9-1-1 from a safe location.
- Do not touch or move a damaged propane cylinder or tank. Keep your distance and contact the fire department, supplier or another qualified professional.
- Ask the supplier or a licensed technician to inspect propane, natural gas and heating oil systems before use.
- Contact Technical Safety BC if you need information about required permits or inspections.

Septic systems

- If your home was directly affected by the fire, or if the fire was close to your home, have a Registered Onsite Wastewater Practitioner assess the system and recommend repairs. These individuals can be found by searching your geographic region at <https://asttbc.org/applicants/rowps>. Do not use the system unless you know it can safely handle waste. Systems with additional electrical components, such as dosing pumps or secondary treatment, should also be assessed to ensure safety.
- If you return home and there are signs of the system not working properly including drains flowing slowly and signs of wastewater breaking out on soil, a ROWP should be contacted immediately for assessment and repair.

5. Food, medications and household products

Photograph food and other items before discarding them, as your insurer may require an inventory. Follow current waste disposal instructions for your area. Some facilities may not accept spoiled food or other waste requiring special handling. Contact SLRD Environmental Services at utilities@slrd.bc.ca for guidance.

Guidance on refrigerators, freezers and spoiled food cleaning and disposal

After a prolonged power outage and before use, refrigerators and freezers should be visually inspected for external and internal damage. Do not use an appliance that appears damaged. Soot or smoke can enter through appliance openings, damage internal components and create a safety or fire hazard. Consult a professional appliance technician to determine whether the appliance is still safe to use or needs to be replaced. If you have insurance, ask about coverage if the appliance was damaged.

Before restocking, confirm that the refrigerator can maintain 4°C and the freezer can maintain -18°C and that appropriate cleaning has been completed. If those temperatures cannot be maintained, then the appliance is considered to not be working properly and should either be repaired or replaced. In the event of significant spoiled food and/or mould that cannot be cleaned appropriately, we recommend replacing the appliance.

Take the following steps to safely clean your refrigerator or freezer:

- Remove everything from the refrigerator or freezer.
- Use paper towels or rags to wipe up spills and leaks and dispose of them with the food waste.
- Wash out the appliance with warm, soapy water.
- Disinfect the refrigerator or freezer with a strong bleach solution (1 tsp household bleach per 4 cups water – never use bleach on fire retardant).
- Use latex or rubber gloves if you have sensitive skin that may be irritated by the bleach solution.
- To remove odours, wipe out the appliance with a mixture of water and baking soda, or keep a box of baking soda in the appliance. You also may want to air out the appliance for a few days before plugging it in and using it again. Secure doors in an open position to provide air flow and keep children away.
- Wait until the refrigerator has returned to 4°C or the freezer has returned to -18°C before restocking with food.

Should you replace your refrigerator or freezer?

- If your refrigerator or freezer does not work as it should (i.e. does not maintain temperatures), we recommend the appliance be repaired or replaced.
- If you cannot properly clean out spoiled food including mould, we recommend the appliance be replaced.
- If the appliance appears externally or internally damaged, do not try to use it. Consult a professional appliance technician to determine whether the appliance is still safe to use or needs to be repaired or replaced.
- If the appliance was exposed to smoke or soot which may have damaged internal components, do not try to use it. Consult a professional appliance technician to determine whether the appliance is still safe to use or needs to be repaired or replaced.

- If replacing your appliance, contact your insurance company about coverage as an eligible expense and your local government about its safe disposal.

Discard food when safety is uncertain:

- Discard refrigerated food if the power was out for four hours or more, the temperature rose above 4°C, or you cannot confirm time and temperature. When in doubt, throw it out.
- Discard frozen food that has thawed. Do not refreeze it. A full unopened freezer may keep food frozen for up to 48 hours, and a half-full freezer for up to 24 hours, but only if food remains frozen or contains ice crystals.
- Discard food exposed to heat, ash, chemicals, firefighting water, fire retardant, soot or smoke.
- Discard food in paper, cardboard, plastic, cellophane, foam or other porous packaging exposed to smoke or heat.
- Discard jars and bottles with screw-top, crimped or crown-cap lids if exposed to heat. Seals may have failed.
- Discard cans that are bulging, rusted, leaking or badly dented.
- Undamaged canned goods exposed only to smoke may be washed and disinfected before use.
- Discard produce exposed to smoke or fire retardant, including produce from a garden when visible residue is present.

Never use bleach on fire retardant: Bleach can react with fire retardant and produce harmful gases. Use water and, if needed, a mild detergent to remove retardant residue.

Medications and household products

Discard over-the-counter medications, cosmetics, toiletries and cleaning products that were exposed to heat, smoke, ash, water or chemical residue. Pharmaceuticals should be brought back to the pharmacy to be replaced and disposed of properly. Do not dispose of damaged hazardous products in regular garbage. [Disposal and recycling guidelines are outlined on our Recycling and Waste Centres page](#). Contact: utilities@slrd.bc.ca or 604-894-6371.

6. Cleaning your home and property

Your insurance policy may cover professional fire restoration. Speak to your insurer before starting work. Use a qualified contractor for structural damage, significant contamination, hazardous materials, extensive mould or debris from a burned building.

Protect yourself: Wear an N95 respirator, safety glasses, durable gloves, long sleeves, long pants and sturdy footwear. Ventilate the area when outdoor air quality allows. Keep children and pets away from cleanup areas.

Ash, soot and smoke

- Do not disturb ash or structural debris that may contain asbestos, lead or other hazardous materials. Arrange professional assessment before cleanup.
- Lightly mist loose ash with clean water before handling if a professional or local authority has confirmed it is safe to do so. Do not wash ash into roads, ditches, storm drains or waterways.
- Use damp cloths and wet mops. Do not dry sweep or dust.
- Use only a vacuum fitted with a HEPA filter. Change the filter as directed.
- Wash hard surfaces with mild detergent and warm water. Change the water often.
- Open windows and use fans only when there is no smoke or air quality advisory outside.
- Replace furnace and air-conditioning filters. Consider professional duct and ventilation cleaning.
- Do not turn on smoke- or ash-damaged electronics until they have been assessed and cleaned by a qualified technician.

Fabrics, carpets and furnishings

- Before washing or steaming fabric, carpets or upholstery, use a HEPA-filtered vacuum to remove loose soot. Do not use a regular vacuum or rub soot into the material. Consider professional cleaning for heavily soiled items. Launder or dry-clean affected clothing and washable materials. More than one rinse cycle may be needed.
- Consider using an off-site commercial machine designated for heavily soiled items.
- Steam-clean carpets, curtains and upholstered furniture if they can be safely salvaged.
- Attic insulation and porous materials may retain smoke odours and may require professional assessment or replacement.
- Before staying in the home, test all smoke alarms and carbon monoxide (CO) alarms using the test button. Replace batteries where needed and replace any alarm that is damaged, expired or does not work properly. If an alarm has been exposed to significant heat, smoke or fire damage, check the manufacturer's instructions to determine whether it should be replaced.

Water damage and mould

- Tell your insurer and restoration contractor as soon as possible if you see or smell mould or find water damage.
- Remove standing water only when electrical, structural and contamination hazards have been addressed.
- Clean washable hard surfaces with warm water and soap, then dry them thoroughly.
- Remove wet carpet underlay. Dry salvageable carpet and materials as quickly as possible.
- Use fans and dehumidifiers only when power is safe and the equipment will not spread contamination.

- Use professional mould remediation for large areas, recurring growth or contamination involving sewage or hazardous materials.

Yards, play areas and pools

- Re-sod or reseed grassy areas as needed.
- Keep children and pets away from ash, debris, damaged fencing, standing water and chemical residue.
- Wash outdoor toys and play equipment with mild detergent and clean water. Ensure any water that may have been used in the fire is cleared away.
- If there is fire or structural damage to play equipment, consider blocking access to the area until play equipment is repaired or replaced.
- Replace sandbox sand and loose playground surfacing if ash, soot or firefighting materials are present.
- Have pools inspected for structural and equipment damage. Use a pool service company to restore water quality. If the pool water was not circulating or was not treated, harmful bacteria may have grown in the stagnant water.
- Drain, scrub clean and refill hot tubs before use, then balance and disinfect the water.

Fruit and vegetable gardens

- It may not be safe to eat fruits or vegetables that were growing above ground during the fire, especially if covered with fire retardants. Discard fruits and vegetables if visible fire-suppressant residues are present.
- In areas where fire retardant has been directly applied to fruit-bearing trees or berry bushes (e.g. raspberries, apples, blueberries, soft fruit): the current risk evaluation information is incomplete. As a precaution, consumption of fruit from gardens, forest or alpine areas to which retardant has been applied is not recommended.
- Regularly wet down gardens and lawns until the smoke and ash have been diluted. Ash and soot on vegetation will continue to emit smoke odours for some time.
- Consider adding new, clean soil to gardens if you suspect or know the area was impacted.

Fire retardant

Fire retardant is usually coloured red so it is visible to crews. It is water-soluble and is often removable with water. Dried residue may require gentle scrubbing or pressure washing with water and a mild detergent. Do not use bleach to clean fire retardant.

- Wear protective clothing and keep children and pets away from residue and runoff.
- Wash siding, roofs, vehicles, outdoor furniture, tools and play equipment with water and mild detergent if needed.
- Rinse residue from vegetation. Do not consume produce that encountered retardant.
- Do not direct runoff into streams, ponds or storm drains.

- If fire retardant may have entered a pond or dugout used as a water supply, do not use the water until it has been assessed and, where advised, tested.
- Contact a health professional if you develop a reaction from contact with fire retardant.

7. Wildfire debris and waste disposal

General requirements

- Photograph and inventory materials before disposal. Keep receipts and any disposal records.
- Wear appropriate personal protective equipment and follow WorkSafeBC requirements.
- Do not disturb or transport structural ash or debris until hazardous materials have been assessed.
- Burned structures may contain asbestos, lead, treated wood and other contaminants. A hazardous materials survey may be required.
- The SLRD strongly suggest, as per WorkSafeBC guidance, working with an Abatement Company for wildfire debris and waste disposal.
- Wildfire debris requires special approval, handling and disposal.
- Household Hazardous Waste and Flammable should not be disposed of as garbage
- Disposal requirements, accepted materials, and temporary recovery programs may change by incident and facility.
- Insurance may cover removal and disposal costs; check with your insurer and keep all receipts.

Call before handling debris: Wildfire debris require pre-approval, special handling and disposal at a designated facility. Contact the SLRD before handling, loading and transporting any materials impacted by wildfire including but not limited to ash, burned building materials, asbestos-containing materials, vehicles, large appliances, concrete or animal carcasses. Loads will not be processed without SLRD approval.

Disposal and recycling guidelines are outlined on our [Recycling and Waste Centres page](#).

Contact: utilities@slrd.bc.ca or 604-894-6371

Decomposing food including meat

Spoiled foods including meat products should be disposed of using personal protective equipment. Large quantities of foods or meat that cannot be disposed of in a residential setting may require additional steps for proper disposal. Contact the SLRD for guidance at utilities@slrd.bc.ca or 604-894-6371.

Common materials

Wildfire debris require pre-approval, special handling and disposal at a designated facility. Contact the SLRD prior to handling materials. A hazardous materials survey may be required.

Here's a list of most common materials

- Animal carcasses
- Ash
- Asbestos or suspected asbestos containing materials
 - More information available [Asbestos Management](#) page. Follow WorkSafeBC (www.worksafebc.com/en) protocols to properly protect yourself.
- Brush and vegetation
- Burned vehicles and recreational vehicles
- Burned buildings, fire-damaged materials and demolition debris
- Concrete and masonry
- Drywall
- Scrap metal
- Wood waste
 - Lumber, plywood, fencing, and other wood products.

Recycling

The following materials are not accepted as waste to landfill and are required to be cleaned, sorted and recycled. Visit, slrd.bc.ca/lovethisplace/ for a complete list of the SLRD waste and recycling disposal sites, including accepted materials.

- Large appliances
 - Fridge and freezer appliances. Empty and clean.
 - Stove, hot water tank, dishwasher, washer, dryer, portable air conditioner, etc.
- Used oil and filters
- Antifreeze and containers
- Electronics, cell phones, small appliances, and power tools
- Paint and aerosol
- Household hazardous waste
- Household and vehicle batteries
- Tires on and off rim
- Scrap and burned metal
- Smoke and CO alarms

The SLRD website lists current hours, accepted materials and fees for Gold Bridge Transfer Station, Lillooet Landfill & Recycling Centre, Devine Transfer Station, and Pemberton Transfer Station. Whistler, Squamish and other municipal and/or First Nations facilities may have separate requirements.

Check the [SLRD recycling and waste centres](#) and contact the SLRD for requirements and accepted materials before handling, loading and transporting.

8. Repairs and rebuilding

- Speak with your insurer and the appropriate local building authority before beginning repairs. A Rapid Damage Assessment does not replace permits, engineering, environmental assessment or a full building inspection.
- Use reputable, appropriately licensed contractors. Ask your insurer, adjuster, neighbours or professional associations for referrals.
- Verify credentials, insurance and references. Be alert to scams and high-pressure sales tactics that might be used to take advantage of people affected by wildfire losses.
- Ask for a detailed written estimate and a signed contract before work begins.
- Use traceable payment methods such as cheque or credit card. Do not pay the full amount in cash in advance.
- Check whether building, plumbing, electrical, gas, septic or development permits are required.
 - The SLRD successfully amended its building bylaw to reduce building permit costs for the reconstruction of property damaged in an event declared a provincial or local emergency. The new policy reduces the cost of applying for a building permit to rebuild in affected areas by 30 per cent within a three-year window of the emergency being declared, whether on a provincial or local level. The reduction in fees is limited to documented damage that is linked to the emergency, as assessed.
 - Be aware the SLRD screens all building permit applications to be able to advise property owners if their property requires a Site Alteration Permit (SAP) under the Heritage Conservation Act (HCA).
- Have damaged utilities repaired under permit and inspected by the agency responsible.
- Discuss safer and more resilient rebuilding options with your insurer, designer, contractor and local building authority.

9. Agriculture, livestock and rural properties

Wildfires can affect livestock, feed, pasture, crops, fencing, irrigation, wells, equipment, access roads and farm businesses. Document impacts and costs as soon as it is safe and seek advice early.

Document impacts and protect food safety

- Photograph damage to animals, pasture, crops, fencing, buildings, equipment, irrigation, water systems, roads and drainage.
- Keep records of livestock movements, feed, water, veterinary care, transportation, boarding, fencing and other emergency costs.

- Do not sell or consume food exposed to smoke, ash, soot, fire retardant, firefighting water, unsafe temperatures or other contamination.
- Have private water systems inspected and tested where damage or contamination is possible.
- Ask a veterinarian about animal health concerns and AgriService BC about feed or farm food safety questions.

Programs and operational support

- AgriService BC can help producers identify programs and access technical advice and agricultural resources. Call 1-888-221-7141 or email AgriServiceBC@gov.bc.ca.
- AgriStability may assist eligible producers with a significant whole-farm income decline. Call 1-877-343-2767 or email AgriStability@gov.bc.ca.

Land and pasture recovery

- Burned and disturbed areas may be vulnerable to erosion, flooding, landslides and invasive plants.
- Seek site-specific advice before reseeding, grading, changing drainage or disturbing streamside areas.
- Use appropriate seed mixes, timing and erosion-control methods for the site.
- Inspect fences, gates, water systems and access routes before returning animals to an area.

10. Mental, emotional and cultural well-being

Returning home can bring relief, anxiety, sadness, anger and uncertainty. Seeing damage or losing irreplaceable belongings can be deeply upsetting. These are common responses to a stressful event. Recovery often takes longer than expected.

- Create a support network of family, friends, neighbours, community members, Elders or professionals.
- Take breaks from cleanup and decision-making. Focus on immediate priorities rather than trying to solve everything at once.
- Keep routines where possible, including regular meals, sleep and time away from the affected property.
- Seek help if distress becomes overwhelming, does not improve or interferes with daily life.

Immediate crisis support: Call or text 9-8-8 if you are thinking about suicide or feel overwhelmed or hopeless. Call 9-1-1 if there is an immediate danger.

Support lines

- B.C. Mental Health Support Line: 310-6789, no area code required
- KUU-US Indigenous Crisis Line: 1-800-588-8717

- Métis Crisis Line: 1-833-638-4722
- 211 British Columbia: call or text 2-1-1 for community, financial, housing and social-service referrals
- First Nations Health Authority Health Benefits: 1-855-550-5454 for eligible clients needing health services, medications, supplies or equipment

11. Key contacts and resources

Use the incident-specific contact information issued for your community whenever it differs from this list. Phone numbers, program eligibility and facility requirements can change.

Service	Contact	Use this for
Immediate emergency	9-1-1	Police, fire or ambulance for an immediate threat to life or safety
SLRD Emergency Operations Centre Public Safety Duty Officer	604-384-7357	Current local recovery and incident information
SLRD main office	604-894-6371 or 1-800-298-7753	General enquiries and referral to SLRD services
SLRD Environmental Services	(604) 894-6371 utilities@slrd.bc.ca	Wildfire debris, waste facilities and disposal requirements
HealthLink BC	8-1-1	Non-emergency health advice and service navigation
B.C. Evacuee Helpline	1-800-387-4258	Help with Emergency Support Services self-registration
BC Hydro	1-888-769-3766 *49376 mobile	Power outages, damaged infrastructure and service concerns
Technical Safety BC	1-866-566-7233	Electrical and gas safety, permits and inspections
Insurance Bureau of Canada	1-844-227-5422	Insurance information and help identifying an insurer
AgriService BC	1-888-221-7141 AgriServiceBC@gov.bc.ca	Agriculture, livestock and producer support
AgriStability	1-877-343-2767 AgriStability@gov.bc.ca	Eligible producer income-loss support
Suicide Crisis Helpline	Call or text 9-8-8	Immediate, confidential crisis support

Service	Contact	Use this for
KUU-US Indigenous Crisis Line	1-800-588-8717	24-hour culturally safe crisis support
211 British Columbia	Call or text 2-1-1	Community, housing, financial and social-service referrals

Health authorities

The SLRD spans two regional health authorities. Follow the health authority directions issued for your community. Electoral Areas A and B are served by Interior Health. Electoral Areas C and D are served by Vancouver Coastal Health. First Nations communities may also receive support from the First Nations Health Authority.

- [Interior Health](#): health, food, water and environmental health information
- [Vancouver Coastal Health](#): health and environmental health information
- [First Nations Health Authority wildfire response](#): health benefits, mental health and culturally safe supports

Recovery guidance

- [Province of B.C.: Recover after a wildfire](#): provincial re-entry, food, cleaning, insurance and wellness guidance
- [BC Housing: Post-disaster building assessments](#): information about Rapid Damage Assessments and placards
- [Guidance for property impacted by wildfire contaminants](#): provincial guidance for ash, debris and contaminated properties
- [Landslide and flooding risks after wildfire](#): warning signs and post-wildfire natural hazard information
- [Interior Health: Returning home after a wildfire](#): health, food, water and cleaning information
- [WorkSafeBC asbestos information](#): worker and public safety information for suspected asbestos
- [Insurance Bureau of Canada wildfire information](#): insurance preparedness and claims information
- [Canadian Red Cross wildfire recovery](#): recovery and wellness supports
- [211 British Columbia](#): community and social-service referrals

Agriculture resources

- [AgriService BC](#): program navigation and technical support
- [AgriStability](#): whole-farm income-loss support for eligible producers
- [Premises Identification](#): registration for properties where livestock or poultry are kept

- [B.C. livestock relocation](#): provincial livestock relocation information
- [AgSafe BC Mental Wellness Initiative](#): confidential counselling for members of B.C. agriculture

About this guide

This document consolidates current SLRD material and provincial recovery guidance updated August 21, 2026. It is intended as general information and does not replace professional advice, a Rapid Damage Assessment Report, a permit or incident-specific direction.