

NORTH SHORE EMERGENCY MANAGEMENT (NSEM)

147 East 14th Street, 2nd Floor
North Vancouver, BC V7J 2H1

www.nsem.ca

778-338-6300

Hours: M-F 0900-1630

The Provincial Emergency Support Services Program delivered by NSEM supports the immediate needs of the evacuees for the first 72 hours after an incident to preserve the emotional and physical wellbeing. After this 72 hour period, there are a number of agencies in the community that will assist with recovery needs.

If you have an insurance policy in place, contact your provider to access the policy's coverages. Your insurance policy acts as protection against certain losses.

What Services Are Provided?

When people are forced to evacuate their homes or their homes are damaged or destroyed, they may require assistance with essential services to maintain life and health. They will likely be directed to go to a Reception Centre for assistance. Primary services available at a Reception Centre are:

- Referrals for Food, Clothing and Lodging
- Comfort Kits (blankets and toiletries for evacuees)
- Safe, temporary lodging for those who are forced from their homes, and who are without insurance. Or for those who are not able to immediately access their insurance policies and are unable to stay with family or friends

The following list of contacts and other information will help you connect with the assistance you may require after the 72 hours.

REPLACING IMPORTANT ITEMS & DOCUMENTS

Medication – Pharmacy/Other Costs

BC College of Pharmacists has an Emergency Fill Policy for residents who need emergency refills of prescription medication. You can go to your regular Pharmacist (if possible) and explain your situation (i.e. cannot access medication due to fire). The pharmacist should provide you with an emergency supply of medication.

Additional costs not covered under your health care need to be worked out on an individual basis.

Replacing Personal Identification

RCMP – Call the non-emergency number 604-985-1311

- RCMP NV _____

Redirecting Mail - Canada Post: www.canadapost.ca or 1-800-267-1177

- Postal Code Prefixes: V7M, V7S, V7T, V7V, V7W, V7P, V7R:
Depot: 949 3rd Street West, North Vancouver
Hours Monday – Friday 08:45 am to 2:30 pm
- Postal Code Prefixes: V7G, V7H, V7J, V7K, V7L, V7N:
Depot: 270 Harbour Ave, North Vancouver
Hours Monday – Friday 08:30 am to 02:30 pm

Key Contacts

Driver's License: Motor Vehicle Branch	1-888-715-7775
Passports: Passport Office	1-800-567-6868
Birth, Death, Marriage Certificates	1-888-876-1633
Provincial Government Care Card	1-604-683-7151
Income Tax Records	1-800-959-8281
Citizenship & Immigration Centre	1-888-242-2100
Canada Pension Plan	1-800-277-9914
Auto Registration, title cards etc.	1-800-464-5050
Military Discharge	1-866-522-2122
MasterCard	1-800-247-4623
Visa	1-800-428-1858
American Express	1-800-864-3016
Bank Documents:	Your bank as soon as possible

INSURANCE

Home Owner Insurance OR Tenant (or strata) Insurance

- Your plan may have coverage for Alternative Living Expenses. Please contact your insurance broker to determine what may be covered. Ensure that you are made aware of the maximum value for this coverage so that you do not exceed what is covered

Individual Content Insurance

- If you have individual content insurance that can cover your damage costs, you will need to contact your insurance agent immediately to arrange for payment on purchases you are making. Be sure to keep all receipts. If your home is unfit to live in, you will want to confirm your insurance coverage for additional living expenses.
- Because this was an evacuation where you were denied access to your home, you should also ask your agent whether you have prohibited access coverage.

Insurance Bureau of Canada - Assistance in resolving insurance related concerns is available by calling the Insurance Bureau of Canada Consumer Information Line at 604-684-3635 ext. 222, or toll free at 1-844-227-5422. www.ibc.ca

Contacting Your Insurance Provider

After you've determined that everyone in your family is safe, contact your insurance representative as soon as possible. Provide as much detail as you can about damage to your property. Ask for a claim file number.

- Be sure to raise any questions you have regarding deductibles, coverage limits or repairs.
- If you're unable to reach your insurance representative, contact the insurer's claims department directly. If your policy was lost or destroyed in the disaster, ask your insurance representative for a copy of your policy.
- If your home is unfit to live in, speak to your insurance representative regarding what additional living expenses your insurance covers and for what period of time. Keep receipts for additional expenses such as meals and hotel stays.
- Provide every phone number or email address where you may be contacted. If you must leave your home, post this information visibly on your property so that authorities or insurance representatives on the scene can reach you.

Work with Your Insurance Representative

- Your insurer will assign a claims adjuster to survey the damage to your property and settle your claim. Don't hesitate to ask the claims adjuster any questions.
- Depending on the type of policy you have, your insurer may offer repair, replacement or reimbursement for damage.
- If you have questions regarding the claims process, contact Insurance Bureau of Canada's Consumer Information Centre at 1-844-2ask-IBC (1-844-227-5422).
- If you're unable to reach an agreement on your claims settlement, contact your insurer's ombudsperson. If that fails, contact the General Insurance OmbudService, an independent consumer dispute resolution system for the insurance industry, to help resolve any differences.
- Maintain a sense of perspective at this stressful time. A house and its contents can be repaired or replaced. Keeping a level head and reasonable expectations should help your claim go smoothly.

HOUSING

BC Housing - long term housing options for displaced residents – www.bchousing.org 604-433-2218 and access to the following housing services

- **Shelter Aid for Elderly Renters (SAFER)** - helps make rents affordable for BC seniors with low to moderate incomes. SAFER provides monthly cash payments to subsidize rents for eligible BC residents who are age 60 or over and who pay rent for their homes. The links below provide more information on SAFER.

Eligibility Requirements:

- You are age 60 or older
- You and your spouse (with whom you are living) have lived in British Columbia for the full 12 months immediately preceding your application
- You meet one of the following Citizenship requirements: Canadian citizen(s); or authorized to take up permanent residence in Canada; or Convention refugee(s).
- You pay **more** than 30% of your gross (before tax) monthly household income towards the rent for your home, including the cost of pad rental for a manufactured home (trailer) that you own and occupy.

If you are eligible, SAFER may subsidize part of the rent that is over 30% of your income. The subsidy is calculated to give the most assistance to people with the least income. Call 604-433-2218 for further information and press 1.

Rental Assistance Program – provides eligible low-income, working families with cash assistance to help with monthly rent payments. Call 604-433-2218 and press 3.

- **Housing Registry** - The Housing Registry Program provides subsidized housing for frail seniors, people at risk of homelessness, people with disabilities, and low-income families, including women and children fleeing abuse. Applicants must be resident of British Columbia. Call 604-433-2218 and press 2.

Homeowner Protection Office – Public Registry of Licensed Residential Builders and Building Envelope Renovators, New License and Owner Builder Authorization applications and the Licensed Builder Portal.

Call: 604-646-7050 Toll Free in Canada: 1-800-407-7757 hpo@hpo.bc.ca
Suite 650 – 4789 Kingsway, Burnaby, BC, V5H 0A3

Co-Op Housing Federation – chf.bc.ca 604 879-5111

PSYCHOSOCIAL SUPPORT

- **Family Services of the North Shore** <http://familyservices.bc.ca/>
- **Hollyburn Family Services** <https://society.hollyburn.ca/index.php>
- **RCMP Crisis Intervention Unit**- Contact through RCMP at (604) 969-7540

OTHER SERVICES

Impact North Shore– helps people learn about and understand the systems and services available in Canada. Translation services.

604-988-2931

Email: office@impactnorthshore.ca

Web: www.impactnorthshore.ca

The Salvation Army – provides emergency service to individuals and families in distress including assistance with food clothing and furnishing.

North Vancouver Centre

105 12th Street West, North Vancouver, BC V7M 1N2

604-988-7225

www.northshoresalvationarmy.com

Canadian Red Cross

British Columbia Red Cross

1-888-800-6493

www.redcross.ca

Harvest Project – provides support for individuals and families coping with difficult life circumstances
1073 Roosevelt Cres, North Vancouver, BC V7P1M4

604-983-9488 www.harvestproject.org

Please mention that you were referred from the North Shore Emergency Management Office and bring this document and yellow registration form with you.

TZU CHI (Buddhist Compassion Relief Tzu Chi Foundation) – provides long term support to families in need. They can provide a variety of support including Mandarin and Cantonese translation, emergency cash, grocery vouchers and emergency relief materials such as pillows, blankets, boots and flashlights.

8850 Osier Street, Vancouver, BC V6P 4G2

604-266-7699

www.tzuchi.ca

North Shore Community Resources Society – Seniors one stop center, information and referral services at the front desk, information and referrals for child care

Capilano Mall - Suite 201- 935 Marine Drive, North Van V7P 1S3

604-985-7138

604-983-3303 – Seniors One Stop North Vancouver

604-925-7474 – Seniors One Stop West Vancouver

www.nscr.bc.ca

Shelter to Home - Provides furniture and household items, at no cost, to people living on the North Shore, who are either transitioning from homelessness to independent living, or who are living on extremely limited incomes.

Shelter to Home
Highlands United Church
3255 Edgemont Boulevard
North Vancouver V7R 2P1
778-331-8465
info@sheltertohome.ca

Ministry of Social Development and Poverty Reduction

1-866-866-0800
1050 Churchill Cres
North Vancouver, BC V7P 3M7

Service Canada Employment Insurance EI - provides temporary financial assistance to unemployed Canadians who have lost their job through no fault of their own, while they look for work or upgrade their skills. North Shore Service Canada Centre

Toll free: 1-800-206-7218 www.servicecanada.gc.ca
221 West Esplanade, Suite 100,
North Vancouver, BC.
Monday – Friday 8:30 – 4:00 pm

General Inquiries 1-800-622-6232 which also covers Canada Pension Plan (CPP), Old Age Security (OAS), Social Insurance Number (SIN)

ICBC – Report a claim: 604-520-8222 open 24 hours a day, 7 days a week.

Or Visit: Driver's Service Center 604-661-2255
125 East 13th Street, North Vancouver, BC, V7L 3L2
www.icbc.com