



Flood Evacuation Preparedness Frequently Asked Questions (FAQ)

May 6th, 2021 Update

I live in the Hay River area and would like to know more about preparing for the annual Spring Breakup, where should I look?

- The Town of Hay River has created a website which includes Emergency Preparedness information, Emergency phone numbers and other information relating to spring Breakup. Details are available at www.hayriver.com/breakup .

Do I need to register during an evacuation?

- Yes – by phone at 833-699-0188 or at Hay River Community Centre (Recreation Centre). Those who are in Self Isolation or have COVID symptoms must call and not visit the Registration Centre.

When do I need to register?

- Immediately after an Evacuation Order has been issued.

I live on Vale Island and am self-isolating at my home. In case of an evacuation what should I do?

- In the event of an evacuation due to flooding, residents of Vale Island who are required to self-isolate should contact the Registration Centre at 833-699-0188 after an Evacuation Order is issued.

What are my accommodation options if there is an evacuation?

1. Friends and Family
 - a. In compliance with COVID orders ie. 10 maximum per household
2. Community Centre Evacuation Centre
 - a. Cots and bedding provided
3. Community Centre RV Park
 - a. An RV Park has been setup at the Hay River Community Centre.
 - b. Pre setup is now available. Please call 833-699-0188 to arrange a setup time.
 - c. Community Centre RV park has 20amp powered circuits and refuse disposal. RV sewer dump and potable water available at the Visitor Information Centre
4. Commercial Accommodations (ie. Hotels)
 - a. Hotel costs are not covered



Will accommodation costs be covered during an evacuation?

- Free accommodations are provided to evacuees staying at the Community Centre Evacuation Centre. There is no reimbursement for private/commercial accommodations.

Will cost of meals be covered during an evacuation?

- Meals will be covered only for those who are staying at the Community Centre Evacuation Centre

What do I do with my pets?

- Bring your pets with you. Bring a kennel and leash.
- Recommendation is for residents to foster their pets with friends and family off-island if possible.
- Pets are NOT permitted to stay at the Community Centre Evacuation Centre.

What transportation is available from Vale Island during an evacuation?

- Transportation from Vale Island can be arranged for those with mobility issues and non-vehicular transportation. Contact the Registration Centre at 833-699-0188 to arrange for pickup if an Evacuation Order is issued.

Will my power be shutoff during an evacuation or a flood?

- If water levels become high enough, power will be shutoff for safety to people and properties