

Evacuation Centre Operational Hours:

- Customer Service Desk: 8:00am – 8:00pm daily
 - o Includes:
 - Evacuee Reception Desk
 - Health and Wellness Support Services
 - Pathfinder Support Services (hours tbd)
- Showers and washrooms available 6:00am – 8:00pm
- Outhouses available in main parking lot 24/7

Evacuee Reception (3 levels)

1. Customer Service desk
 - a. THR staff answering questions from evacuees (in person and over AWS Connect phone system) regarding:
 - i. general information on THR's phased reopening plan:
 - ii. services available at Evac Centre
 - b. THR staff will redirect evacuees in need of wellness checks and/or pathfinder support
2. HRHSSA wellness checks and registration of displaced evacuees
 - a. Stationed in Community Hall as soon as possible
 - b. Receive distressed, vulnerable sector and displaced evacuees
 - c. Initial support to ensure well being of evacuees – provide initial care and comfort
 - d. Help evacuees make sound decisions regarding accommodations as needed
 - i. Determine if evacuees need to return to Evac Centres in other host communities
 - e. Redirect evacuees to pathfinder or other services listed below
 - f. Registration of evacuees via online form
3. GNWT Pathfinder services
 - a. Stationed in Community Hall also (effective Monday afternoon)
 - b. available to help you fill out an application for disaster assistance.
 - c. flood@gov.nt.ca or call (867) 767-9161 ext 21031 for help.

Additional Evacuation Centre Services:

1. Food services available in aquatic centre main lobby
2. Transportation services (see THR Recreation Maintenance staff table set up in main lobby)
 - a. Local transportation
 - b. Regular busing to evacuation centre at host communities for displaced
3. Donations and volunteer coordination
 - a. Jill Morse is coordinating via curling arena
 - b. Tourism@hayriver.com