

Frequently Asked Questions – Hay River Reopening Plan
May 22, 2022

Can I return to my home now?

Most residents are permitted to return to their homes.

However, the Town of Hay River asks all residents to carefully consider if returning now is their best choice. There will be no water and sewer service to large parts of the community.

If you choose to return, you may find that your residence is not habitable due to damage from flooding or the lack of water and sewer. The best choice for some residents may be to remain where you are.

Please refer to the GNWT's "RETURNING HOME SAFELY AFTER FLOODING" checklist found at www.hayriver.com/breakup

If I return but find my house is severely damaged, what should I do?

If your home cannot be entered or lived in, you will be able to return to one of the evacuation centres for short term accommodation. Call the evacuation registration line (1-833-669-0188) for assistance.

All affected property owners and tenants, should reach out to their insurance company to discuss restoration and financial support options. They should also reach out the Department of MACA's Pathfinders to schedule a property assessment, emergency repairs, and financial support through the Disaster Assistance Policy. Pathfinders are located at the Hay River Community Centre or can be contacted at (867) 767-9161 ext. 21031 or flood@gov.nt.ca

Before deciding whether to return, identify the colour zone in which your residence is located. Check the state of infrastructure in your zone before leaving your current location. If you live in a yellow or orange zone, you will find restrictions on availability to water and sewer services and/or other public utilities and infrastructure and the likelihood is higher that you may find damage to your property.

Where can I find more information on the Disaster Assistance Policy?

Applications and detailed information on the Policy can be found at <https://www.gov.nt.ca/en/newsroom/disaster-recovery-and-assistance> . Please visit the Pathfinders at the Hay River Community Centre or contact them at (867) 767-9161 ext. 21031 or flood@gov.nt.ca .

Will stores and gas stations be open if I return?

Most retail stores are operating; some with reduced capacity. It is best that you contact the stores directly for more information.

Who can help me with cleanup of my flood damaged property?

Emergency repairs / abatement are being provided at no cost through the GNWT. Once an assessment is complete, Emergency Abatement Work can commence to start getting rid of damaged areas in the home. Emergency Abatement Work contractors will start arriving in the community by Friday, May 20.

If individuals choose to start doing some of the Emergency Abatement Work prior to having an assessment done, it is important for them to take a lot of pictures/videos, document everything they did, and to keep all receipts if they purchase anything.

The Town has coordinated a volunteer flood cleanup program to assist impacted residents with dewatering and disposal of material. Please contact 833-699-0188 extension 3 to signup for this service.

I have a fuel spill on my property. What should I do?

Call the GNWT's Spill Line at 867-920-8130 to report the spill and for instruction on cleanup. Spill response materials from ENR are available and located at the turnaround at the end of West Channel on the Mackenzie Highway. Materials include spill booms, spill pads, garbage bags and large contaminated soils bags.

Are food services available to evacuees and those who cannot occupy their homes?

Yes. In Hay River, meals are available at the Soaring Eagle Friendship Centre. A limited food service is also available at the Hay River Community Centre. Food services are being provided at host communities operating evacuation centres.

I'm in need of donated clothing and supplies; how can I access?

Clothing, household supplies, and non-perishable food stores are available through donations received at the Hay River Community Centre on the Curling Rink ice surface. Georgina's Thrift Shop located next to the Anglican Church also offers clothing and supplies.

Why is there no water or sewer services in the Yellow and Orange zones?

Lift Station 1 located in the ravine adjacent to Riverview Drive was flooded under approximately 7' of flood waters making it inoperable. This lift station typically processes wastewater for a large portion of the Town's population. While it is shutdown, wastewater from property owners in the serviced areas can not be processed which can lead to sewer backups and cause restoration delays to the lift station. Water has been shutdown in the Yellow and Orange zones to limit these impacts.

Will the Town be making water and portable restroom facilities available?

Porta Potties are available at various locations within the Yellow and Orange zones. Washroom and shower services are available at the Community Centre as well as Soaring Eagle Friendship Centre. The Town is unable to provide water in the Yellow and Orange zones as the focus will be on restoring the systems already in place.

When will Lift Station 1 be back online?

The ravine has been dewatered allowing for entry to the lift station building. The access road to the lift station has been repaired permitting vehicles and equipment to access the building. The lift station wet well has been pumped empty and the facility cleaned. Extensive repairs to electrical and mechanical systems are currently underway. A replacement pump has been installed and variable drive replaced. Many auxiliary systems within the building will need to be repaired or replaced in time. However, main lift services will be brought online before full building restoration.

The best-case scenario for primary, partial service restoration is over the May long weekend. Testing and controlled return of water and sewer services to property owners under this scenario will take another 1-2 days to complete. If repairs to electrical and mechanical components are not successful and further replacement of equipment is required, timelines for downtime could be extended significantly – more information on timelines would be provided under that scenario.