# TABLE OF CONTENTS

EXECUTIVE SUMMARY ................................................................................................................................. 2  
BACKGROUND ............................................................................................................................................... 5  
GEOGRAPHIC IMPACT ................................................................................................................................. 7  
RECOVERY ACTIONS ................................................................................................................................... 9  
TNRD RESIDENTIAL WILDFIRE RECOVERY PROGRAM ............................................................................ 10  
  RESIDENTIAL WILDFIRE RECOVERY WORK PLAN .................................................................................. 10  
  RESIDENT OUTREACH/COMMUNICATION INITIATIVES ........................................................................... 12  
SYNOPSIS OF RESIDENTIAL WILDFIRE RECOVERY CHALLENGES, NEEDS, AND GAPS ..................... 15  
RESIDENTIAL WILDFIRE RECOVERY NEEDS ............................................................................................... 16  
  RECOVERY SUPPORT GAPS ....................................................................................................................... 23  
CONCLUSIONS AND NEXT STEPS ............................................................................................................. 25  
ACKNOWLEDGEMENTS ............................................................................................................................... 26  
APPENDIX ‘A’ - RESIDENTIAL WILDFIRE RECOVERY SURVEY ................................................................. 27  
APPENDIX ‘B’ - RESIDENTIAL WILDFIRE RECOVERY SURVEY RESULTS .................................................. 34  
APPENDIX ‘C’ - RESIDENTIAL WILDFIRE RECOVERY AGENCIES/PROGRAM OVERVIEWS ................... 44  
  POTENTIAL FINANCIAL ASSISTANCE ........................................................................................................ 44  
  OTHER POSSIBLE SOURCES OF FINANCIAL RELIEF ........................................................................... 46  
  POTENTIAL PROPERTY REHABILITATION ASSISTANCE ....................................................................... 48  
  EMOTIONAL WELLBEING/PSYCHO-SOCIAL ASSISTANCE .................................................................... 48  
  CANADIAN RED CROSS COMMUNITY PARTNERSHIPS GRANT ............................................................ 49
THOMPSON-NICOLA REGIONAL DISTRICT AND ITS RESIDENTS MOVE FROM RESPONSE TO RECOVERY AFTER A DEVASTATING WILDFIRE SEASON.

The TNRD has taken a series of steps to help residents with their recovery process. Most significantly, it has hired a Recovery Manager to coordinate efforts with property owners who have suffered structural damage or total loss.

In total, 217 structures, including homes, seasonal cabins, and other buildings were lost or suffered substantial damage. An additional 19 structures suffered minor damage.

EXECUTIVE SUMMARY

The 2017 wildfire season began abruptly on July 7th on the heels of an earlier and prolonged series of devastating regional flooding events. The initial wildfire event, which ultimately became known as the Elephant Hill Wildfire, would prove to be the first of many tragic wildfire emergency events across our region and the province. The magnitude of the aftermath and the crucial need to shift immediately into recovery mode, was daunting. Many of those charged with the tasks related to recovery support were headed into uncharted territory. Recovery, not only for all impacted property and business owners who had suffered unprecedented structural and/or financial loss coupled often with emotional heartbreak but also for all levels of government, many non-government organizations, community based recovery groups, and emergency management employees. Many of these individuals were struggling to cope with the scale of the support challenges ahead compounded by their personal battles with mental and physical fatigue due to successive emergency events throughout 2017.

The wildfires within the TNRD alone consumed approximately 236 structures including 217 completely destroyed and a further 19 severely damaged from Dunn Lake in the North Thompson to Monte Lake south of Kamloops and from Cache Creek in Gold Country to 70 Mile House area in the South Cariboo. The most concentrated and catastrophic damage; however, was inflicted on the rural communities of Boston Flats, Loon Lake and Pressy Lake where the majority of the principal and seasonal dwellings were lost.
Rising to the new challenge and the difficult realities that would follow, the TNRD Board of Directors together with staff embarked immediately to assemble a package of actions that would help impacted land and business owners on their personal recovery journeys. Included in these recovery measures were:

- Amendments to procedural by-laws to reduce impacted property re-development fees
- Acceleration of processing of re-development applications
- Waiver of fire related waste management fees
- Commissioning of Riparian Areas Regulation assessments for both Loon and Pressy Lakes
- Creation of a new ‘Dry Cabins’ zone for off-grid, restricted access seasonal use areas
- Lobbing the Province for relief from the onerous requirements of the Homeowner Protection Act and BC Building Code for reconstruction of impacted seasonal cabins/proposed dry cabins
- Implementation of tipping fee and waste disposal rebate applications for landowners
- Hiring of Residential and Small Business Recovery Managers

The hiring of the residential recovery manager in the TNRD facilitated a number of actions designed to better understand the scope of impacted landowner needs and identified gaps in the available recovery support network. Tasks involved in the TNRD’s wildfire recovery program included development and implementation of re-entry plans, review of and familiarization with a large volume of recovery literature and programs, development of an informational webpage and communication strategy including community engagement sessions, livestream Facebook informational sessions, and individualized contact and support for impacted landowners.
The hallmark action of the TNRD’s residential wildfire recovery program, and principal responsibility of the residential recovery manager, includes establishing direct contact with impacted landowners who experienced wildfire structural loss, identifying their respective needs, and developing a customized plan for each of them. Additionally, this position provides continuing one-on-one recovery guidance and support. In this regard, the residential recovery manager acts as a single point of contact and advocate for property owners in recovery matters that might involve TNRD staff, recovery groups, government agencies and other parties involved in the wildfire recovery process. To-date, the Residential Wildfire Recovery Manager has been in direct contact with and assisted more than 115 of the 230 impacted property owners. In addition, the position has been involved in more than 600 recovery related interactions with, or inquiries from, individuals, agencies and other parties involved in the delivery of recovery assistance.

Our Residential Wildfire Recovery Assessment survey results revealed more than 80% of our respondents had lost seasonal residences, 80% had begun some form of property clean-up or rehabilitation; but, that almost 70% of had not received any financial or on-site rehabilitation support, that approximately 50% planned to rebuild within 12 months, and that 50% had been in contact with and received some level of support from local government. The most frequently noted challenges and unmet needs identified included the need for assistance with property clean-up, concern about the cost of on-site utility rehabilitation, the affordability of meeting current building code requirements, difficulty experienced finding qualified contractorsprofessionals and the often financial/emotional stress they have been experiencing. When asked what the TNRD could do to assist with their recovery, the respondents advised that implementing a simplified and expedited recovery application process including the reduction or waiver of related fees...
would be most helpful. In addition, they identified help with property clean-up, grandfathering of former building footprints/setbacks and the provision of a list of qualified building and re-development professionals as their highest priorities.

The TNRD has exercised expedient, exemplary leadership in its effort to address the many early needs identified by impacted landowners. Next steps will involve continuation of our commitment to reach out to and support the ongoing recovery needs of landowners, businesses, and rural communities that have been adversely impacted by this past summer’s wildfires. We will need to prepare ourselves to address emerging post-wildfire redevelopment challenges, emotional wellbeing and psycho-social concerns, and proactively transition into and refine our recovery function to better respond to future emergency events and resultant needs.

BACKGROUND

The 2017 Wildfire Season had a substantial impact on the economy, health, lifestyle and overall enjoyment of our province, and the Thompson-Nicola Regional District in particular. In the Province of BC, over 1.2 million hectares of land and forest were severely impacted by the 2017 wildfires, 65,000 people were displaced, and over $550 million dollars has been spent by the Province on wildfire related management. As part of this cost, the provincial government provided $100 million dollars to the Canadian Red Cross to ensure that interim recovery assistance would be available to help residents and businesses impacted by the summer’s wildfires. To-date, this non-government agency has provided approximately $21 million dollars in support to approximately 52,000 applicants seeking recovery assistance.

The Province has provided funding to assist local governments with recovery. This assistance has allowed local governments to hire community/regional based recovery managers to address the four pillars of provincial and local recovery within their respective jurisdictions: People, the Economy, the Environment, and Re-construction/Infrastructure. These provincial funds and the administrative oversight in relation to the scope and accountability of the recovery managers’ roles are being managed jointly through Emergency Management British Columbia (EMBC), the Ministry of Forest, Lands, Natural Resource Operations and Rural Development’s (FLNRORD) Community Wildfire and Provincial Disaster Recovery branches, and respective local governments.

Provincial, First Nations, and local governments are now charting new territory in a collaborative effort to address the ramifications of wildfire recovery and other future emergency events in this province. The responsibility for emergency recovery is now on the table and being actively addressed by a broad range of government bodies, non-government organizations, and not-for-profit community groups. Each of these entities are striving to develop best practices, and share resources and achievements as we collectively move forward to address emergency needs, close gaps, improve future recovery programs, and support impacted community resiliency.

Recovery is the restoration, re-development, and /or rehabilitation of facilities, livelihoods and living conditions of economically impacted populations to a level that meets or improves upon the original
condition. Recovery planning is a legislated component of community emergency preparedness planning under the Emergency Program Act.

Emergency Management British Columbia (EMBC), and Community Wildfire & Provincial Economic Recovery Branches of the Ministry of Forests, Lands, Natural Resource Operations and Rural Development (FLNRORD) have outlined four recovery focuses that should be addressed in a Recovery Work Plan and Recovery Needs: A Guide for Community Wildfire Recovery Planning document. The pillar recovery components are:

- **People**: Ensuring the right resources are available to support the overall physical, mental and social well-being of economically impacted communities, municipalities, First Nations, families and individual British Columbians.
- **Economy**: To nurture an environment that supports the rehabilitation of and reinvestment in disrupted economies and businesses
- **Environment**: To protect and re-establish the environment to a healthy state and mitigate long-term environmental effects and risks.
- **Reconstruction**: To enable the safe and orderly restoration of damaged infrastructure within impacted areas.
This document, and the recommendations contained herein, focus on the unique one-on-one People/Residential Reconstruction Recovery program approach being taken in the Thompson-Nicola Regional District. It aims to address landowner wildfire recovery as agreed upon in the collaborative preliminary program design and financial support discussions between the Province and the TNRD.

**GEOGRAPHIC IMPACT**

This wildfires of 2017 directly impacted a very large geographical area of the Thompson-Nicola Regional District, including parts of Electoral Areas ‘A’, ‘E’, ‘I’, ‘J’, ‘L’, and ‘O’, and indirectly impacted all other areas of the region as a result of road closures and smoke inundation. The three major wildfires: the Elephant Hill, Little Fort Complex, and Martin Mountain fires, were principally responsible for the significant structural loss/damage experiences in our region. The majority of structural loss and damage, however, was experienced in Electoral Areas ‘E’ and ‘I’. In this regard, it has been suggested by many that this past summers devastating wildfire experience may be the new ‘norm’.

Rural communities directly impacted by structural loss or damage, and the scope of the respective loss/damage, is identified in the table on the following page.

---

1 TNRD Press Release, September 12, 2017 – 12:00 p.m.: Wildfire Damage in the TNRD
## Destroyed

<table>
<thead>
<tr>
<th>Residence</th>
<th>Other</th>
<th>Institutional</th>
<th>Subtotal Destroyed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boston Flats Mobile Home Park</td>
<td>45</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>South of Cache Creek</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Scottie Creek Road</td>
<td>1</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Loon Lake</td>
<td>40</td>
<td>32</td>
<td>1</td>
</tr>
<tr>
<td>Pressy Lake</td>
<td>33</td>
<td>24</td>
<td>0</td>
</tr>
<tr>
<td>Young Lake</td>
<td>0</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>Hihium Lake</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Clinton-Upper Loon Lake FSR</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>French Road</td>
<td>3</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Eagan-Bonaparte Lake FSR</td>
<td>1</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Boule-Young Lake Road</td>
<td>0</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Little Green Lake Road</td>
<td>1</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Mound-Loon Lake Rd</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Kristianson Road</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Dunn Lake Road</td>
<td>1</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Village of Cache Creek</td>
<td>2</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>132</strong></td>
<td><strong>80</strong></td>
<td><strong>5</strong></td>
</tr>
</tbody>
</table>

## Minor Damage

<table>
<thead>
<tr>
<th>Residence</th>
<th>Other</th>
<th>Institutional</th>
<th>Subtotal Minor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elephant Hill</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Elephant Hill</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Elephant Hill</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Elephant Hill</td>
<td>6</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Elephant Hill</td>
<td>4</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Elephant Hill</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Elephant Hill</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Elephant Hill</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Elephant Hill</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Elephant Hill</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Elephant Hill</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Elephant Hill</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Elephant Hill</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>14</strong></td>
<td><strong>5</strong></td>
<td><strong>0</strong></td>
</tr>
</tbody>
</table>

Wildfire

- Elephant Hill: 217
- Martin Mountain: 1
- Little Fort Complex: 0
RECOVERY ACTIONS

Following the final decision to rescind the remaining evacuation alert/order on September 15th, 2017, the TNRD Board of Directors’ attention turned to recovery mode and efforts to assist impacted residents and businesses. On the residential recovery front, the TNRD initiated a number of progressive measures within its jurisdiction to address anticipated needs and assist landowners with their personal recovery journeys.

At its meeting held on November 24th, 2017, the TNRD Board of Directors passed a motion to approve the following initiatives to assist residential landowners with their efforts to recover from the recent wildfires:

- Amendments to TNRD Development Procedures By-law No. 2385 to reduce planning and building application fees
- Accelerate building and planning related applications/permit processing
- Commissioning of a Riparian Areas Regulation (RAR) assessment for the shoreline of Pressy Lake and the South shore of Loon Lake and adjacent impacted areas
- Amendments to Zoning By-law No. 2400 to create a zone allowing for ‘dry cabins’ under special conditions
- Waiver of landfill disposal/tipping fees for certain demolition materials and large damaged appliances
- Lobbying the Provincial Government for changes to the Building Code and Homeowner Protection Act for amendments to facilitate construction of dry cabins
- Hiring of recovery managers to assist with residential and small business recovery

Further, at its meeting held on December 14th, 2017, the TNRD Board of Directors passed a motion supporting the following related initiatives to expedite assistance to those impacted by wildfire:

- Development Procedures Amendment By-law No. 2637, 2017
- Manufactured Home Parks Amendment By-law No. 2638, 2017
- Building Regulations Amendment By-law No. 2639, 2017
- Zoning Amendment By-law No. 2645, 2018 (Allowing for ‘Dry Cabins’)

---

2 TNRD Press Release, November 8th, 2017: TNRD Hires Manager to Help with Fire Recovery
3 TNRD Press Release, December 14th, 2017: Measures Approved to Help Fire-Affected Homeowners
The focus of the TNRD Residential Wildfire Recovery Manager’s role is to provide a single point of contact/support for impacted landowners. This responsibility includes acting as an advocate, providing customized guidance and recovery strategies where requested, and helping landowners navigate through the myriad of local, provincial, and federal land use recovery regulations and redevelopment processes that impact their property and lives. The Recovery Manager also functions as a liaison between impacted landowners and TNRD staff, other levels of government, and non-government agencies involved in both their land use and psycho-social recovery journeys.

The TNRD wildfire recovery initiative commenced in mid-November, 2017 with the compilation of impacted property owners’ contact information. The next steps involved the development of a communications strategy and enhancement of our Recovery Initiatives Website to better inform land and business owners of our recovery program. From there, a needs analysis survey was designed to better understand impacted property owners’ experiences, needs, and help identify any emerging gaps in the existing recovery support network. To supplement this a series of informational meetings were arranged to broaden our perspectives and engagement at the community level⁴. These sessions provided our research with further quantitative data and added a needed measure of qualitative/anecdotal feedback. The next significant component of the work plan involved the filming of a Facebook Livestream information session for all impacted residents, including the many absentee landowners who found it difficult to attend our previous community outreach sessions due to distance and seasonal limitations. Finally, the cornerstone of our communication plan has involved ongoing, direct personal contact with, and development of, customized assistance plans for all landowners who suffered structural damage or loss.

The Recovery Work Plan table on the following page provides a summary of immediate residential wildfire recovery program tasks, related actions, resources, and timelines. It should be understood that when the work plan responsibility references the Recovery Manager, it implies with the support of contributing TNRD technical staff, and that all costs and time associated with this work plan have been authorized by the TNRD with financial and technical assistance from the Province of BC.

⁴ Several community engagement sessions were held in Ashcroft, Cache Creek, Clearwater and 70 Mile House during the month of December, 2017.
<table>
<thead>
<tr>
<th>TASKS</th>
<th>ACTIONS</th>
<th>RESOURCES</th>
<th>TIMELINE</th>
<th>RESPONSIBILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Development and implementation of reentry plans</td>
<td>Awareness and circulation of reentry plans</td>
<td>TNRD staff</td>
<td>Short-term</td>
<td>TNRD Emergency Operations staff</td>
</tr>
<tr>
<td>Review of TNRD residential damage assessment reports</td>
<td>Familiarization with recovery info/aerial drone footage</td>
<td>Recovery Manager</td>
<td>Short-term</td>
<td>Recovery Manager</td>
</tr>
<tr>
<td>Conduct community sites visits</td>
<td>Travel/resident engagement</td>
<td>Vehicle/mapping</td>
<td>Short-term</td>
<td>Recovery Manager</td>
</tr>
<tr>
<td>Program awareness communications</td>
<td>Development of website</td>
<td>TNRD staff</td>
<td>Short-term</td>
<td>Recovery Manager</td>
</tr>
<tr>
<td></td>
<td>Communications to landowners</td>
<td>TNRD staff</td>
<td>Short-term</td>
<td>Recovery Manager</td>
</tr>
<tr>
<td></td>
<td>Media informational campaign</td>
<td>TNRD staff</td>
<td>Short-term</td>
<td>Recovery Manager</td>
</tr>
<tr>
<td></td>
<td>Development of a landowner contact/communication list</td>
<td></td>
<td>Short-term</td>
<td>Recovery Manager</td>
</tr>
<tr>
<td>Community informational meetings agencies, programs and eligibility</td>
<td>Engage land/business owners</td>
<td>TNRD/external recovery agencies</td>
<td>Complete</td>
<td>Recovery Manager</td>
</tr>
<tr>
<td>Familiarization with recovery</td>
<td>Review of recovery materials</td>
<td>Internal and external literature/ website analyses</td>
<td>Ongoing</td>
<td>Recovery Manager</td>
</tr>
<tr>
<td>Review best practices/experiences of other jurisdictional recovery programs</td>
<td>Contact local governments/review webpages</td>
<td>Recovery Manager</td>
<td>Ongoing</td>
<td>Recovery Manager</td>
</tr>
<tr>
<td>Contacts with recovery agency/program personnel</td>
<td>Personal meetings/telephone interviews</td>
<td>Recovery Manager</td>
<td>Ongoing</td>
<td>Recovery Manager</td>
</tr>
<tr>
<td>Development of a landowner contact/action record</td>
<td>Excel Spreadsheet</td>
<td>TNRD staff</td>
<td>Ongoing</td>
<td>Recovery Manager</td>
</tr>
<tr>
<td>Awareness of impacted landowner issues</td>
<td>Development of an impact and needs/gap assessment survey</td>
<td>TNRD staff</td>
<td>Ongoing</td>
<td>Recovery Manager</td>
</tr>
<tr>
<td>Initiation of individualized contact with each impacted landowner</td>
<td>Email, telephone calls, site visits</td>
<td>Recovery Manager</td>
<td>Ongoing</td>
<td>Recovery Manager</td>
</tr>
<tr>
<td>Development of personalized recovery plans</td>
<td>Land use/recovery program research/analysis</td>
<td>Recovery Manager</td>
<td>Ongoing</td>
<td>Recovery Manager</td>
</tr>
<tr>
<td>Advocate for landowners who have emergent needs</td>
<td>Contacts/appointments</td>
<td>Recovery Manager</td>
<td>Ongoing</td>
<td>Recovery Manager</td>
</tr>
<tr>
<td>Liaise with TNRD staff or external recovery agency personnel where requested</td>
<td>Contacts/appointments</td>
<td>Recovery Manager</td>
<td>Ongoing</td>
<td>Recovery Manager</td>
</tr>
<tr>
<td>Follow-up/monitoring of landowners</td>
<td>Communication contacts</td>
<td>Recovery Manager</td>
<td>Ongoing</td>
<td>Recovery Manager</td>
</tr>
<tr>
<td>Development of a recovery work/action plan</td>
<td>Summary of residential needs/gaps and recommended actions</td>
<td>Recovery Manager</td>
<td>Complete</td>
<td>Recovery Manager</td>
</tr>
<tr>
<td>Development of a needs/gap analysis</td>
<td>Summary of residential challenges/needs assessment survey/resident communications</td>
<td>Recovery Manager/ TNRD staff/external agency referrals</td>
<td>Ongoing</td>
<td>Recovery Manager</td>
</tr>
</tbody>
</table>
RESIDENTIAL WILDFIRE RECOVERY INTERIM REPORT
January 31st, 2018

RESIDENT OUTREACH/COMMUNICATION INITIATIVES

The TNRD has implemented a number of communication related recovery initiatives to connect with affected property owners and external recovery agencies in an effort to convey awareness of its role and services that have been put into action. Included in these initiatives were:

- November 2017 began with the hiring of two Recovery Managers, one focusing on small business, tourism and agricultural recovery, and the other on land use and residential recovery.
- Press Releases were issued to disseminate information and role clarification related to these strategic positions.
- Internally, work began on the development of a landowner support/action tracking spreadsheet to track landowner support interactions, needs, and service delivery.
- Externally, work began contacting and becoming familiar with key agencies, personnel, and recovery programs, and the scope of support available to assist landowners, businesses and individuals in recovery.
- Media interviews and briefings were provided to disseminate information to impacted landowners, and engage the media as a strategic recovery partner.
- Telephone and email contact lists were compiled to aid with individualized and broader regional or community focused recovery communication initiatives.
- Rural community meetings were organized, advertised, and attended by both newly hired recovery managers to provide local outreach and gather information to help develop an essential recovery needs assessment and gap analysis.
- Impacted local and absentee property owners were notified by email that a Residential Wildfire Recovery Assessment survey had been developed to allow impacted landowners to contribute their feedback on recovery issues, challenges, and needs. This web-based survey has received
feedback from 60 of the impacted landowners, and has identified a number of recovery issues, needs, and gaps. It remains open for participation.

- Affected property owners were further notified of a ‘Facebook Livestream’ session held on January 11th, 2018 to provide staff with an opportunity to communicate information on a number of emerging land use, building, and waste management recovery issues. This session also included an interactive opportunity for resident and absentee landowners to raise specific questions related to recovery and received information from staff related to the TNRD’s landowner wildfire recovery program. This session attracted over 2600 viewings and has been saved for repeated or future viewing by the public.

- The TNRD’s ‘Wildfire Recovery Initiatives’ webpage is being updated on an ongoing basis to provide impacted landowners with access to current recovery information, programs, and benefits.

- The hallmark of the TNRD’s approach to residential recovery, however, involves direct communication with and development of personalized recovery assistance plans to assist all impacted landowners as they navigate their respective paths to recovery.

The following table provides an overview of the landowners who have lost their dwelling and/or experienced severe structural damage, and have been directly assisted up to the end of January, 2018. It is our objective to continue to refine our support capability and improve upon our outreach to engage those who have not sought or been provided assistance.

<table>
<thead>
<tr>
<th>RURAL COMMUNITIES</th>
<th>LANDOWNERS ASSISTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boston Flats</td>
<td>9</td>
</tr>
<tr>
<td>French Road</td>
<td>2</td>
</tr>
<tr>
<td>Loon Lake</td>
<td>20</td>
</tr>
<tr>
<td>Pressy Lake</td>
<td>26</td>
</tr>
<tr>
<td>Scottie Creek</td>
<td>2</td>
</tr>
<tr>
<td>Seventy Mile House</td>
<td>1</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>16</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>75</strong></td>
</tr>
</tbody>
</table>
This table provides a monthly indication of the number of interactive support or inquiry sessions involving the TNRD’s Wildfire Recovery Manager since the middle of November, 2017.

<table>
<thead>
<tr>
<th>ALL FORMS OF RECOVERY INTERACTION/SUPPORT</th>
<th>NOVEMBER</th>
<th>DECEMBER</th>
<th>JANUARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Professionals (builders, designers, architects)</td>
<td>7</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>Community Meetings</td>
<td>0</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>Community Recovery Groups</td>
<td>4</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Inter-Agency Meetings</td>
<td>10</td>
<td>10</td>
<td>9</td>
</tr>
<tr>
<td>Local Government Contacts</td>
<td>7</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>Miscellaneous (out of area or non-residential recovery)</td>
<td>2</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>Press</td>
<td>4</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Property Owners</td>
<td>41</td>
<td>44</td>
<td>49</td>
</tr>
<tr>
<td>Professionals (lawyers, insurance agents)</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Provincial Government Contacts</td>
<td>12</td>
<td>12</td>
<td>15</td>
</tr>
<tr>
<td>Resource Agencies/NGO’s</td>
<td>15</td>
<td>24</td>
<td>32</td>
</tr>
<tr>
<td>Site Visits</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>TNRD Directors</td>
<td>2</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>TNRD Internal Meetings</td>
<td>9</td>
<td>9</td>
<td>7</td>
</tr>
<tr>
<td>TNRD Staff Referrals</td>
<td>9</td>
<td>6</td>
<td>18</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>126</strong></td>
<td><strong>140</strong></td>
<td><strong>149</strong></td>
</tr>
</tbody>
</table>
SYNOPSIS OF RESIDENTIAL WILDFIRE RECOVERY CHALLENGES, NEEDS, AND GAPS

A residential recovery needs and gap analysis survey was created and posted online. Property owners who had experienced structural damage and/or loss were contacted and encouraged to complete the survey to help improve our understanding of the wildfire impacts, and assist our efforts to identify and respond to the range of needs identified.

Approximately 60 of the 130 landowners who lost residences have responded to the residential wildfire recovery survey to-date. The survey remains open to those impacted landowners who may not have responded or wish to provide further anonymous feedback with respect to their personal recovery challenges and unmet needs. The challenges and needs identified thus far range from assistance with building approvals to zoning density and a host of issues in between.

A brief summary of the most prominent challenges and unmet needs identified in the online survey are listed in the following synopsis:

---

5 A copy of the Residential Recovery Survey is attached hereto as Appendix ‘A’
6 A full inventory of landowner challenges, unmet needs and requested recovery actions is attached hereto as Appendix ‘B’
Synopsis of the most common impacted landowner challenges:

- **Building Challenge:**
  - Meeting current building code standards and the increased cost of this
- **Emotional Challenge:**
  - Depression/financial stress
- **Environmental Challenge:**
  - Property clean-up
- **Financial Challenge:**
  - Under insured
- **Informational Challenge:**
  - Lack of clarity related to Building Code changes and their impacts on reconstruction
- **Planning/Land use Challenge:**
  - Utility repairs
- **Resource Challenge**
  - Difficulty finding qualified contractors and reconstruction access issues

Synopsis of the most impacted landowner needs:

- **Building Recovery:**
  - Expedite building permit issuance and minimize construction delays
- **Environmental Recovery:**
  - Help with clean-up of dead and dangerous trees
- **Financial Recovery:**
  - Waive or reduce all re-development fees
- **General Recovery:**
  - Simplify recovery process and reduce bureaucratic obstacles
- **Planning/Land Use Recovery:**
  - Grandfather former building footprints and setbacks
- **Resource Recovery:**
  - Provide a list of registered builders, restoration volunteers and contractors/material suppliers

**RESIDENTIAL WILDFIRE RECOVERY NEEDS**

Based on the experiences and input received, it is acknowledged that if we are to take the current wildfire/emergency recovery responsibility from its present infancy to maturity there are a number of improvements necessary. In spite of our best efforts, this past summer’s events were a learning curve. Subsequently, there is a need to plan ahead to adequately address the identified gaps to improve our recovery response and evolving support approaches. In this section, some of the more prominent needs are identified. These recommendations require thorough consideration if we are serious about improving our preparedness. It is recognized that addressing any of the identified needs will be contingent upon
financial and resource capacity; without such, the delivery of any or all recommendations may present formidable challenges. These challenges can be overcome with committed partnerships and collaborative will.

The following abbreviations and time frames have been used in the table on the following pages:

- **Entities:**
  - CRD – Cariboo Regional District
  - FED – Government of Canada
  - OTHERS – Other NGO Recovery Agencies/Gas Tax, Rural Dividend or other Funds (if applicable)
  - PROV – Province of BC
  - RC – Canadian Red Cross
  - TNRD – Thompson-Nicola Regional District
  - UW – United Way Thompson Nicola Cariboo

- **Timeframes:**
  - Short-Term (0 – 6 months ending on March 31st, 2018) (S)
  - Medium-Term (7 – 24 months) (M)
  - Long-Term (25 - 48 months) (L)

- **Priority Level:**
  - Low Priority (L)
  - Medium Priority (M)
  - High Priority (H)

---

*It should be noted that while the following table of identified residential wildfire recovery needs have been randomly listed, there has been an effort to list them into short to long term delivery, and further prioritize them in order of importance from high to low. In addition, the author has included an identification of agencies that might be best positioned to individually or collaboratively strategize to address these needs. These needs represent the author’s implicit and explicit interpretation of the more prominent needs that warrant attention based on the results of our survey, input from our Facebook session, interaction with impacted landowners and recovery personnel, review of recovery program literature, other anecdotal sources/information, and personal observations gathered in the capacity as the TNRD Residential Wildfire Recovery Manager.*
<table>
<thead>
<tr>
<th>NEED</th>
<th>TIMELINE</th>
<th>PRIORITY</th>
<th>RESPONSIBILITY</th>
<th>FINANCIAL RESOURCES</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update the TNRD Wildfire Recovery Initiative Webpage</td>
<td>Short Term</td>
<td>High</td>
<td>TNRD</td>
<td></td>
<td>Include a single simplified source of recovery program information including eligibility requirements, benefit entitlement and maintain this site until the end of fiscal year 2018 after which this information will be transferred to the province with encouragement to develop an accessible repository or one-stop resource portal for impacted landowners and resource guide for future emergency events-underway</td>
</tr>
<tr>
<td>Waiver or reduction in TNRD land use redevelopment fees</td>
<td>Short Term</td>
<td>High</td>
<td>TNRD</td>
<td>RC</td>
<td>completed</td>
</tr>
<tr>
<td>Waiver or reduction in TNRD wildfire related waste/debris disposal fees</td>
<td>Short Term</td>
<td>High</td>
<td>TNRD</td>
<td>RC</td>
<td>completed</td>
</tr>
<tr>
<td>Expedite TNRD land use/building redevelopment applications/permits</td>
<td>Short Term</td>
<td>High</td>
<td>TNRD</td>
<td>RC</td>
<td>completed</td>
</tr>
<tr>
<td>Undertake a Riparian Areas Assessment in the Loon and Pressy Lake areas</td>
<td>Short Term</td>
<td>High</td>
<td>TNRD</td>
<td>RC</td>
<td>completed</td>
</tr>
<tr>
<td>NEED</td>
<td>TIMELINE</td>
<td>PRIORITY</td>
<td>RESPONSIBILITY</td>
<td>FINANCIAL RESOURCES</td>
<td>COMMENTS</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>----------</td>
<td>----------</td>
<td>----------------------</td>
<td>---------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Lobby for Amendments to the BC Building Code</td>
<td>Short Term</td>
<td>High</td>
<td>TNRD/PROV</td>
<td></td>
<td>Requirement to have external structural fire suppression sprinkler systems incorporated into all forms of rural construction and to allow for seasonal ‘dry cabins’-underway</td>
</tr>
<tr>
<td>Grandfather pre-wildfire building footprints and development setbacks</td>
<td>Short Term</td>
<td>Medium</td>
<td>TNRD/PROV</td>
<td>RC</td>
<td>completed</td>
</tr>
<tr>
<td>Implement a recovery Development Permit Application for impacted properties in the Pressy Lake area</td>
<td>Short Term</td>
<td>Low</td>
<td>TNRD/CRD</td>
<td>RC</td>
<td>Requires jurisdictional cooperation from the CRD as Official Community Plan is jointly administered with the TNRD</td>
</tr>
<tr>
<td>Submit grant application(s) to address TNRD Wildfire Recovery costs</td>
<td>Medium Term</td>
<td>High</td>
<td>TNRD</td>
<td>PROV/RC</td>
<td>Lost revenue, administration, staffing, program development and implementation expenses-underway</td>
</tr>
<tr>
<td>Monitor landowner recovery progress</td>
<td>Medium Term</td>
<td>High</td>
<td>TNRD/PROV/OTHERS</td>
<td>PROV/RC</td>
<td>Re-assess needs, and effectiveness of recovery assistance/programs and emotional support for most vulnerable (uninsured, under-insured and those that continue to experienced difficulties with their insurance settlements)-underway</td>
</tr>
<tr>
<td>NEED</td>
<td>TIMELINE</td>
<td>PRIORITY</td>
<td>RESPONSIBILITY</td>
<td>FINANCIAL RESOURCES</td>
<td>COMMENTS</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>---------------</td>
<td>----------</td>
<td>----------------</td>
<td>---------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Waste removal support for water access only landowners on Loon Lake</td>
<td>Medium Term</td>
<td>High</td>
<td>TNRD/PROV</td>
<td>PROV/RC</td>
<td>Provision of a barge, heavy equipment and access to a crown land staging area to assist with removal of fire waste/debris and dangerous trees-underway</td>
</tr>
<tr>
<td>Make impacted landowners rural communities aware of provincial geo-</td>
<td>Medium Term</td>
<td>High</td>
<td>PROV/TNRD</td>
<td>PROV/TNRD</td>
<td>Contact identified landowners/ conduct community informational awareness sessions-underway</td>
</tr>
<tr>
<td>hazard</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Implement a program on private and Crown lease properties-underway</td>
</tr>
<tr>
<td>Implement a Danger Tree Assessment/Removal Program</td>
<td>Medium Term</td>
<td>High</td>
<td>PROV</td>
<td>PROV/RC</td>
<td>Implement a program on private and Crown lease properties-underway</td>
</tr>
<tr>
<td>Preparation for psycho-social recognition of post-wildfire milestone events</td>
<td>Medium Term</td>
<td>Medium</td>
<td>PROV/TNRD/OTHERS</td>
<td>PROV/TNRD/OTHERS</td>
<td>Events such as the one year wildfire anniversary coupled with the ongoing trigger events such as re-entry days and recognition for volunteers-underway</td>
</tr>
<tr>
<td>Establish a seedling tree planting program</td>
<td>Medium Term</td>
<td>Medium</td>
<td>PROV</td>
<td>PROV/RC</td>
<td>To assist private landowners and Crown lease holders with environmental recovery and re-establishment of community resiliency-underway</td>
</tr>
<tr>
<td>Update TNRD Neighbourhood Emergency Plans</td>
<td>Medium Term</td>
<td>Medium</td>
<td>TNRD</td>
<td></td>
<td>To include reference to new applicable provincial geo-hazard reports-underway</td>
</tr>
<tr>
<td>Transition rural community structural fire protection services to the TNRD</td>
<td>Medium Term</td>
<td>Medium</td>
<td>TNRD</td>
<td></td>
<td>Operational and administrative management-underway</td>
</tr>
<tr>
<td>NEED</td>
<td>TIMELINE</td>
<td>PRIORITY</td>
<td>RESPONSIBILITY</td>
<td>FINANCIAL RESOURCES</td>
<td>COMMENTS</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>-----------</td>
<td>----------</td>
<td>----------------</td>
<td>---------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Encourage the establishment of rural community associations/advocacy groups</td>
<td>Medium Term</td>
<td>Low</td>
<td>TNRD</td>
<td></td>
<td>Assist with mobilization of community emergency response, recovery advocacy and community resiliency</td>
</tr>
<tr>
<td>Assistance with rehabilitation of private property fencing and legal property line surveys</td>
<td>Medium Term</td>
<td>Low</td>
<td>PROV</td>
<td>PROV/RC</td>
<td></td>
</tr>
<tr>
<td>Eliminate or reduce privacy legislation restrictions on recovery agency sharing of confidential client information in the event of an emergency event</td>
<td>Long Term</td>
<td>High</td>
<td>PROV</td>
<td></td>
<td>Current provincial legislation impedes expedient exchange of vital confidential information and concurrent multi-agency holistic recovery support</td>
</tr>
<tr>
<td>More sustained effort to reinvigorate existing FireSmart and Wildland/Urban Interface Wildfire Management Programs</td>
<td>Long Term</td>
<td>High</td>
<td>PROV/LG</td>
<td></td>
<td>Reduction of wood waste, fire damaged timber and forest fire fuels in crown land interface surrounding urban and rural communities and promotion of the value of FireSmarting one’s personal property and structures</td>
</tr>
<tr>
<td>Continued psycho-social program support</td>
<td>Long Term</td>
<td>High</td>
<td>PROV/UW/OTHERS</td>
<td></td>
<td>Monitor the need ongoing needs and effectiveness this recovery initiative</td>
</tr>
<tr>
<td>NEED</td>
<td>TIMELINE</td>
<td>PRIORITY</td>
<td>RESPONSIBILITY</td>
<td>FINANCIAL RESOURCES</td>
<td>COMMENTS</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>----------</td>
<td>----------</td>
<td>----------------</td>
<td>---------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Enhance rural communication networks</td>
<td>Long Term</td>
<td>High</td>
<td>PROV/OTHERS</td>
<td></td>
<td>Improvements to broadband internet, centralized Wi-Fi connectivity hubs, cellular service including a cellular emergency notification alert system similar to the tsunami evacuation alert</td>
</tr>
<tr>
<td>Explore the value of improving public awareness/education around the availability, benefits and coverage related to rural property insurance</td>
<td>Long Term</td>
<td>High</td>
<td>OTHERS</td>
<td></td>
<td>This initiative should be championed by the Insurance Council of BC and the Insurance Council of Canada and other relevant parties</td>
</tr>
</tbody>
</table>
RECOVERY SUPPORT GAPS

Efforts to identify support for landowners recovery revealed that there remain gaps in the existing wildfire recovery programs. While it is acknowledged that the recovery process and programs designed to address needs are fluid in nature and are constantly adapting to meet newly emerging needs, the TNRD’s residential recovery initiative has identified the following gaps in recovery service:

- Recovery literature and language support for the increasing levels of foreign investment and land/business owners. (M) (PROV/OTHERS)
- Meaningful and equitable financial support for primary and secondary dwellings owners. (H) (PROV/RC/OTHERS)
- Feed, shelter and fencing for non-farm, non-breeding livestock, hobby-farm/pet animals that do not qualify for the many farm, ranch or other agri-recovery assistance programs. (H) (PROV/RC/OTHERS)
- Recognition of and continued transitional support for the social and economic fabric of small rural communities struggling to bridge the gaping hole left as a result of the loss of significant portions of their permanent and/or seasonal population base. The resultant impacts on the fragile rural community business base, service sector and overall resiliency is often severe. (H) (PROV/OTHERS)
- Transitional funding to support local government’s ongoing efforts to monitor landowner recovery progress, advocate for residual and emerging needs, and future investment in recovery planning, permanent program staffing needs, and overall service delivery (move from short-term contractual recovery management roles to full time local government emergency management functions. Possible solutions include the creation of an interim recovery manager, and/or an inter-agency committee or monitoring). (H) (PROV)
Further exploration of the following actions is recommended:

- Implementation of taxation or insurance reductions for rural landowners who have already integrated on-site FireSmart property and structural fire prevention measures, as well as providing incentive grants to encourage future land development and building construction to incorporate and maintain fire prevention/suppression measures that comply with FireSmart practices. (M) (PROV/OTHERS)
- Establishment of an insurance sourcing/broker model with the Insurance Council of BC, the Insurance Bureau of Canada, and other relevant parties that would reduce barriers to the acquisition of affordable and competitive home/business insurance similar to that already employed in the mortgage industry. (M) (PROV/OTHERS)
- Partnership with the Province in the development or acquisition of a GIS/Property based information and action tracking software, such as that currently being developed by ‘Lightship’, to enhance multi-agency information management. The development of operational collaborations reduction in duplication of services will act as a common repository for inter-agency data capture, recovery reporting, and improvement to overall situational awareness. It is recommended that the TNRD’s Emergency Management Program act as a pilot program, with financial support from the Province of BC’s Emergency Management Program and the Canadian Red Cross, to develop and test the application and value of this type of software in emergency management. (H) (PROV/TNRD)
- Development and financing of a contingency plan to address future unknown recovery needs, challenges, and transfer of knowledge. (H) (PROV)
- Debriefing on our collective recovery experiences and lessons learned, and critical evaluation of our recovery performances to enable the establishment of clear and achievable goals for overall program improvement. (H) (PROV/TNRD/OTHERS)
- Implementation of a federal GST and provincial sales tax exemption/relief program for materials and services related to all bona-fide wildfire reconstruction and recovery. (H) (FED/PROV)
- Review of BC property assessments as many properties mortgages and assessed values are higher than their post-wildfire market value (H) (PROV/FED)

This home avoided wildfire destruction in part due to implementation of FireSmart practices
CONCLUSIONS AND NEXT STEPS

The Thompson-Nicola Regional District’s acknowledgement of the importance of its emergency management program, the necessity of a responsive recovery function and its subsequent aggressive efforts have already achieved or initiated actions to address many of the identified short and medium term needs within our region. Additionally, we are preparing to advocate for the identified but more challenging external agency driven long term needs. The TNRD’s inaugural foray into the recovery arena has proved to be a steep learning curve, but the insight gained has improved our understanding of the range of needs. We have gained appreciation for the value of inter-agency collaboration, importance of support for emotional wellbeing, benefits and limitations of existing recovery programs, and the variety of challenges we may face in the future. This experience has provided the TNRD with the tools necessary to better prepare for the next emergency event and its diverse recovery needs.

The TNRD Emergency Management Program’s recovery function will continue to focus on the following objectives in order to remain effective and relevant:

- Resolution of identified needs and recovery gaps wherever practical;
- Enhancement of its communication capabilities to improve overall performance;
- Continued collaboration with partners and familiarization with evolving assistance programs;
- Review and integration of community recovery best practices; and
- Provision of resources necessary to successfully transition to permanent continuing operation.
ACKNOWLEDGEMENTS

- Colin O’Leary and Associates
- Province of British Columbia
  - BC Wildfire Service
  - Emergency Management BC
  - Ministry of Agriculture
  - Ministry of Forests, Lands, Natural Resource Operations and Rural Development
    - Community Wildfire Recovery Branch
    - Provincial Disaster Recovery Branch
  - Ministry of Health
- Regional Recovery Managers
- Thompson-Nicola Regional District
  - Board of Directors
  - Impacted Electoral Area/Municipal Directors
  - Impacted Landowners
  - Impacted Member Municipalities
- Wildfire Recovery Agencies/Groups/Individuals
  - Canadian Red Cross
  - Horse Council of BC
  - Mennonite Disaster Service
  - Rotary Clubs of Kamloops
  - Salvation Army
  - Samaritan’s Purse
  - United Way Thompson Nicola Cariboo

To quote one appreciative landowner:

“It’s pretty amazing to live in a country where there is so much reaching out to help and I am filled with gratitude”

The collective commitment of all parties involved in emergency recovery and the overwhelming compassion and generosity of those who care do make a difference and help to reinforce the TNRD’s recognition that this truly is:

“The Region of BC’s Best”
APPENDIX ‘A’ - RESIDENTIAL WILDFIRE RECOVERY SURVEY

Welcome to the TNRD Residential Wildfire Recovery Assessment

The TNRD would like to work collaboratively with property owners affected by the wildfires to explore available recovery resources and identify unmet needs. Our objective is to help you understand and navigate impacting regulatory legislation, to connect you with the appropriate local, provincial and/or federal agencies that will be able to help with your overall recovery.

There are 13 questions in this assessment. Responses to this assessment will be used to assist in understanding current emergency needs and improving future TNRD emergency response initiatives and services for impacted residents and property owners.

Information gained from this questionnaire will be kept strictly confidential.

The TNRD will not collect, use or disclose personal information using SurveyMonkey. TNRD has turned off the collection of IP Addresses for this survey however the information you provide will be stored on SurveyMonkey’s servers located outside of Canada. This survey is voluntary and a response is encouraged but not required. If you have any questions about collection, use or disclosure of personal information by TNRD, please contact: Director of Legislative Services, TNRD, 300-465 Victoria Street, Kamloops, BC, V2C 2A9, 250-377-8573.
1. Which general area best describes the location of your property impacted by the wildfires?

- Boston Flats
- Cache Creek
- Dunn Lake
- French Road
- Hihium Lake
- Loon Lake
- Monte Lake
- Pressy Lake
- Scottie Creek
- Young Lake
- Other (please specify)
2. What loss(es) did you incur (please identify all that apply)?

- dwelling
- mobile home
- seasonal cabin
- accessory building(s)
- domestic water system
- sewage system
- vehicle(s)
- livestock
- fencing
- Other (please specify)
  
3. If you lost a dwelling, was it your principal or secondary residence?

- principal residence (your main residence where you usually live)
- secondary residence

4. Was the former structure(s) on the property built under TNRD building permit(s)?

- yes
- no
- construction predated TNRD building inspection 1970
- I do not know

5. If you plan to rebuild, when?

- within 1 year
- within 2-3 years
- within 5 years or more
- I do not know
6. How did you provide domestic water service to the property?
- [ ] well
- [ ] surface water license
- [ ] pump from the lake without a domestic water license
- [ ] brought water from off-site
- [ ] shared source or communal system water
- [ ] Other (please specify)

7. How did you provide the onsite sewage disposal needs on the property?
- [ ] approved individual septic disposal system
- [ ] pt toilet
- [ ] composting toilet
- [ ] shared or communal sewage disposal system
- [ ] Other (please specify)

8. Are there any hazards on or adjacent to your property (please identify all that apply)?
- [ ] no
- [ ] I do not know
- [ ] dangerous trees
- [ ] ground or slope instability
- [ ] footing or foundation damage
- [ ] retaining wall damage
- [ ] rock fall
- [ ] debris slide
- [ ] Other (please describe):
9. Have you been able to do any clean-up of the property (please identify all that apply)?

☐ hazardous material inspection
☐ debris removal
☐ tree removal
☐ water and/or sewerage system assessment/repair
☐ riparian area review
☐ no
☐ Other (please specify)

10. What agencies have you been in contact with since the wildfire (please identify all that apply)?

☐ Red Cross
☐ United Way
☐ provincial government
☐ local government
☐ none
☐ Other (please specify)
11. Have you received wildfire recovery financial support or on-site rehabilitation support, and if yes, who did you receive it from (please identify all that apply)?

- I have not received support
- Provincial government
- Local government
- Non-profit agencies i.e. the Red Cross, the United Way, Rotary, Samaritan’s Purse, Mennoite Disaster Service
- Family/friends
- Community support group
- Other (please specify):

12. What challenges or unmet needs have you experienced since the wildfire?

- None
- I have experienced the following challenges/unmet needs (please specify):

13. What actions could the TNRD take to assist with your emotional and/or land use recovery needs?

- None
- The TNRD can assist me by (please specify):
Thank you for taking the time to complete this survey.

If you like to be contacted directly to discuss any issues related to wildfire recover, please click HERE.

Your feedback is important and will assist us in identifying any gaps in the wildfire recovery process and filling needs where possible.

Please visit the TNRD’s Wildfire Recovery Initiative page on our website for updated information.
APPENDIX ‘B’ - RESIDENTIAL WILDFIRE RECOVERY SURVEY RESULTS

Q1 Which general area best describes the location of your property impacted by the wildfires?

Answered: 61  Skipped: 0

- Boston Flats
- Cache Creek
- Dunn Lake
- French Road
- Hihium Lake
- Loon Lake
- Monte Lake
- Pressy Lake
- Scottie Creek
- Young Lake
- Other (please specify)
Q2 What loss(es) did you incur (please identify all that apply)?

Answered: 60  Skipped: 1

- dwelling
- mobile home
- seasonal cabin
- accessory building(s)
- domestic water system
- sewage system
- vehicle(s)
- livestock
- fencing
- Other (please specify)

Q3 If you lost a dwelling, was it your principal or secondary residence?

Answered: 43  Skipped: 16

- principal residence (y...)
- secondary residence
Q4 Was the former structure(s) on the property built under TNRD building permit(s)?

Answered: 57  Skipped: 4

- yes
- no
- construction predates TNRD...
- I do not know

Q5 If you plan to rebuild, when?

Answered: 56  Skipped: 5

- within 1 year
- within 2-3 years
- within 5 years or more
- I do not know
Q6 How did you provide domestic water service to the property?

Answered: 58    Skipped: 3

well
surface water license
pump from the lake without...
brought water from off-site
shared source or communal...
Other (please specify)

Q7 How did you provide the onsite sewage disposal needs on the property?

Answered: 59    Skipped: 2

approved individual...
pit toilet
composting toilet
shared or communal sew...
Other (please specify)
Q8 Are there any hazards on or adjacent to your property (please identify all that apply)?

- Rock fall
- Debris slide
- Retaining wall damage
- Ground or slope...
- I do not know
- Footing or foundation...
- Other (please describe):
- No
- Dangerous trees

Q9 Have you been able to do any clean-up of the property (please identify all that apply)?

- Hazardous material...
- Debris removal
- Tree removal
- Water and/or sewage line...
- Riparian area review
- No
- Other (please specify)
Q10 What agencies have you been in contact with since the wildfire (please identify all that apply)?

- Red Cross
- United Way
- Provincial government
- Local government
- None
- Other (please specify)

Answered: 58  Skipped: 3

Q11 Have you received wildfire recovery financial support or on-site rehabilitation support, and if yes, who did you receive it from (please identify all that apply)?

- I have not received...
- Provincial government
- Local government
- Non-profit agencies i.e...
- Family/friends
- Community support group
- Other (please specify)

Answered: 56  Skipped: 3
Respondent Challenges, Unmet Needs and Requested Actions

(02/15/18 - 61 respondents)

Q12 What Challenges or Unmet Needs have you experienced since the Wildfire?
(55 respondents – 48 responses)

Building Challenges

- No discussion on infrastructure rebuilding and more onerous energy efficiency/reconstruction regulations - 4
- Challenge to get small cabin rebuilt to 2017 approval standards - 4
- Recognition of post and beam foundation for small un-serviced summer cabin
- Need relaxed/simplified permitting process for short term recreational use
- Immediate granting of building permit based on original permit approvals

Emotional Challenge

- Depression/emotional stress - 3
- Compassion and Understanding
- We have not been able to assess potential challenges yet
- Medical problems

Environmental Challenges

- Clean-up of debris, burnt fallen trees/logs - 7
- Doing any sort of clean-up as we have no way to transport debris to the transfer station/need a barge - 5
- Restoration of drinking water sources, ensuring they are safe and potable
- Loss of peaceful/beautiful surroundings

Financial Challenges

- Under insured/insurance issues/financial hardship – 5
- Funding to rebuild principal residence - 2
- Little aid
- Insurance not paying full insured/replacement value
- Fire insurance unreasonable – could not afford it
- We lost all of our contents
- Loss of 2/3 of our tourist season
Informational Challenges

- Lack of clarity surrounding how to rebuild given the change in by-laws and regulations/can’t move forward - 3
- Difficulty understanding why there was no structural protection provided – 3
- Communication – most information has been second hand and much of it is conflicting/no one’s fault as situation is fluid – 2
- All TNRD activity was very slow and not open about the cause of structural loss - 2
- Waiting for information necessary to rebuild dry cabin on previous building footprint
- No dialogue concerning loss of property values
- Lack of information telling us what we can rebuild
- Slow decision making process
- Too much worry from TNRD about rules and regulations to cover their butt

Planning/Land Use Challenges

- Riparian Areas Regulation impacts/setback decisions clarified sooner rather than later - 2
- How do we get septic, well and hydro reactivated – 2
- What type of community will emerge following the fire – trailer park?
- Small building/cabin regulations seem to be different between the CRD and TNRD
- Improper zoning of the property by the TNRD
- Our lot cannot accommodate the current building and servicing regulations
- Dry cabin designation (conditions of use to restrictive)

Resource Challenges

- Difficulty finding affordable/licensed builder/contractor for the many re-development tasks - 4
- Access constraints for re-construction supplies – 2
- Help with replacement fencing
- Loon Lake dump is often closed when we need access
- Housing/accommodation

Q13 What Actions could the TNRD take to assist with Your Emotional and/or Land Use Recovery? (56 respondents/49responses)

Building Recovery

- Expedite building permit issuance and minimize construction delays – 7
- Push provincial government for relaxation of or changes to new building code to allow for cabin/dry cabin development - 5
- Simplify building code and owner-builder certification process as it is too onerous and expensive to rebuild a simple cabin/vacation home - 4
- Assistance with rebuilding process - 3
- No need for expensive concrete foundations for a simple cabin
Environmental Recovery

- Help with removal/clean-up of debris, burnt trees/shoreline - 11
- Planting or providing seedlings to assist with reforestation - 5
- Provide clear guidelines and flexibility/relaxation related to rebuilding without jeopardizing the environment – 3
- Provide relaxation for septic and well locations - 3
- Provide riparian areas assessment of the entire lakeshore and clarify setbacks - 2
- Speed up the riparian area review, don’t wait for everything to thaw
- Provide leniency with respect to riparian setbacks
- Help to ensure safe drinking water supplies

Financial Recovery

- Waive/reduce all re-development fees - 5
- Provide funds to rebuild/financial compensation - 3
- Lower property taxes
- Insurance does not cover the cost of meeting current building/development regulatory requirements
- Provide an action plan regarding financial compensation and preventative loss moving forward

General Recovery

- Simplify recovery process and streamline bureaucratic overburden of all kinds - 4
- Provide one person/caseworker who knows agencies involved, what’s available and can help owners coordinate/work through all aspects of recovery - 4
- Provide definitive responses to questions in a timely manner
- Explain why the those involved in fighting the fire were unaware of the existence of our cabins as we do pay taxes on them and why there was no water protection on them when we were told there was
- Compassion and understanding
- Keep doing what you are doing now, do
- not lose momentum on programs

Planning/Land Use Recovery

- Grandfather building footprint and setbacks/let us build where we were and replace what we had before the fire - 11
Resource Recovery

- Provide list of local volunteers, discounted tradesmen/contractors, local building material suppliers - 4
- Help with fencing - 2
- Provide power to the property
- Persuade BC Hydro to waive reconnection fees
- Advocating for water access property owners to use BC Park land (former provincial campground) to be used as a staging ground for debris removal, building supply storage and contractor parking

APPENDIX ‘C’ - RESIDENTIAL WILDFIRE RECOVERY AGENCIES/PROGRAM OVERVIEWS

POTENTIAL FINANCIAL ASSISTANCE

Priority for financial relief in most cases is given to those who have lost their principal dwelling as a result of a wildfire focusing their resources firstly on those who were uninsured, under insured or who require emergency relief. Sourcing out relief for owners of seasonal properties who have lost assets is much more difficult. However, the following agencies are administering funds related to wildfire recovery:

Disaster Financial Assistance (DFA) is limited to uninsurable losses and is not available for wildfire loss which is an insurable loss (where commercial insurance is reasonably available)

- The Kamloops Fire Centre
  - 4000 Airport Road Kamloops, B.C. V2B 7X2 c/o Claims Manager or at kamloopsfirecentreclaims2017@gov.bc.ca or at 250.953.3975. If you are in the Cariboo contact the cariboofireclaims2017@gov.bc.ca or at 1.250.989.2600. Claims for compensation will be investigated and assessed in accordance with the Emergency Program Act, the Wildfire Act and/or any other legislation that may apply. Claims for wildfire related compensation should include name, location, and contact information, a brief description of the alleged damage/loss, date of the damage/loss and the cause of the damage/loss. Link to the Wildfire Act is http://www.bclaws.ca/Recon/document/ID/freeside/00_04031_01, to the Wildfire Regulation is http://www.bclaws.ca/Recon/document/ID/freeside/11_38_2005 and to the Emergency Program Act is http://www.bclaws.ca/Recon/document/ID/freeside/00_96111_01.
The Canadian Red Cross Wildfire Support

- [www.redcross.ca](http://www.redcross.ca) or at 1.800.863.6582. An appointment for a confidential assessment or a follow-up session with a caseworker will be required. In this regard, it would be helpful but not essential to have a case file number issued to by the evacuation reception centre at the time of initial evacuation. The Red Cross can provide individual, family or local business referrals to other community support programs and/or some financial assistance. Examples include: Evacuation Alert, Order and Re-entry payments, some support for damaged or destroyed home recovery (such as tree removal); temporary accommodation or mortgage assistance; firewood or other fuels to heat homes; mental health and wellbeing support; replacement of prescription medication or dentures; and extermination services.
  - Kamloops, BC at 300-150 Victoria Street (M-F 10:00am - 3:00pm)
  - 100 Mile House, BC at 475 Birch Avenue 2nd Floor (M-Th 9:00am – 4:00pm)

- The Canadian Red Cross also supports community based recovery initiatives that facilitate individual and community resilience and wellbeing through its Community Partnerships Program. Applications are open to registered charities, not-for-profit organizations, local governments, non-government groups, schools and school boards, Indigenous and faith-based organizations. This program can help community based organizations recover some lost revenue opportunities that were interrupted by wildfire events and that would have normally been used to provide ongoing operational needs and community based individual/family program benefits.

- Assistance with access to and completion of applications for these programs and other wildfire recovery programs available through the Red Cross can be completed with the assistance of an assigned caseworker either over the phone or by visiting the closest Red Cross Recovery Centre identified above.

- **BC211** at [www.bc211.ca](http://www.bc211.ca) is capable of providing wildfire related recovery guidance to available financial and other resource programs for impacted property owners.

- **The United Way Thompson Nicola Cariboo** – Operates a Wildfire Recovery program entitled “United for BC Wildfire Recovery”. This campaign has funds available for important social needs like finding permanent housing, food assistance, trauma/mental health supports, and rebuilding social infrastructure to meet community needs.
  - **The UWTNC** can be contacted at [www.unitedwaytnc.ca](http://www.unitedwaytnc.ca) or at 177 Victoria Street Kamloops, BC V2C 1Z4 or at 250.372.9933

- **The Rotary Clubs of Kamloops and Area Wildfire Recovery Fund Committee**
  - Applications for this recovery fund can be accessed at [https://www.surveymonkey.com/r/GJNFG6M](https://www.surveymonkey.com/r/GJNFG6M) or by contacting ‘The Rotary Club of Kamloops P.O. Box 174 Station Main, Kamloops, B.C. V2C 5K6’ or by calling toll free at 1.855.372.9933 – criteria for access to this recovery fund application process can also be found on the Rotary Facebook page “Rotary Clubs of Kamloops and Area Wildfire Recovery Fund” (this opportunity is for small business owners and Not-for-Profits)
principally but can also include those residential landowners who may have lost tools/equipment used to earn their principal source of income) Applications should be accompanied by a budget and approximate timeline for the requested project where applicable.

- **The Salvation Army**
  - [www.salvationarmy.ca/britishcolumbia/home/contact/](http://www.salvationarmy.ca/britishcolumbia/home/contact/). The Salvation Army can assist with emergency clothing and modest furniture/household goods replacement. Contact information for this support is as follows:
    - 103 – 3833 Henning Drive, Burnaby, B.C.  604.299.3908
    - 344 Popular Street, Kamloops, B.C. 250.554.1611 or 250.376.1110 Call for an appointment.
    - 272 Borland Street, Williams Lake, B.C. 250.392.242

- **The Provincial Ministry of Children and Family Development**
  - Will connect those in need to services for children, families and caregivers. This Ministry can be contacted Toll Free at 1.877.387.7027

- **The Ministry of Education**
  - Provides trauma support through its Safe Schools Program to students that require these services in school districts that were impacted by wildfires. Contact your local School District Administration Office for further information.

**OTHER POSSIBLE SOURCES OF FINANCIAL RELIEF**

- **BC Hydro**
  - BC Hydro is offering a Wildfire Evacuee Assistance billing credit to residential customers in evacuation areas. This automatic credit for electricity consumed during the period homeowners were out of their home due to an evacuation order will be applied as a credit to their account. BC Hydro will also waive bills for residential customers whose home was destroyed as a result of wildfire. Questions related to a customer’s account can be directed to 1.800.224.9376

- **Telus**
  - Telus is providing partial credit for the month of July for home services and is waiving mobility overcharges (data, voice and text) from July 7-31 if your account is with Telus and you were evacuated by wildfire. Questions related to your account can be directed to 1.866.558.2273

- **Shaw Cable**
  - Shaw is offering credit for charges if you were evacuated by wildfire. Questions related to your account can be directed to 1.888.998.742
• **Canada Post**
  - Canada Post will provide free mail forwarding service for wildfire impacted landowners. Landowners must visit any post office in BC or Canada with appropriate government issued ID to request this service.

• **Assessment Authority of BC**
  - The Assessment Authority of BC is prepared to discuss property assessment evaluation with property owners who have been impacted by wildfire. Questions related to your property assessment can be directed to 1.866.825.8322 or by visiting their website at [www.bcassessment.ca](http://www.bcassessment.ca) and typing in wildfire into the search bar and subsequent prompts ‘BC flood and wildfire’ and ‘Reaching out to Local Property Owners Impacted by Wildfire’ will allow you to set up an appointment with an appraiser to discuss the status of your property assessment.

• **Canada Revenue Agency (CRA)** [https://www.canada.ca/en/revenue-agency.html](https://www.canada.ca/en/revenue-agency.html)
  - Recognizes the burden on land and business owners who have been adversely impacted by wildfire and are prepared to discuss taxation matters related to delays/deferrals in filing personal/business tax, holdbacks/waivers on interest/penalties and other possible forms of relief on a case by case basis. CRA can also be reached at this contact.
  
  - Canada Revenue Agency (CRA) is the agency that oversees the application of Canadian tax law for the federal government and also for most provinces. In fulfilling its mandate, CRA levies taxes on various incomes, sales and products.
  
  - About housing, CRA manages a rebate program regarding exceptional cases where individuals can be reimbursed for the GST and HST previously collected on their purchase of certain goods or expenses on housing. Homeowners may be eligible for a rebate on their newly built property according to the [GST/HST new housing rebate](https://www.canada.ca/en/revenue-agency/services/tax Deductions-for-Homeowners.Info.html).

  - The first and third bullet point of the GST/HST new housing rebate state the following:

  - You may be eligible for a new housing rebate for some of the GST/HST paid if you are an individual who:
    - purchased new housing or constructed or substantially renovated housing, which could include housing on leased land (if the lease is for at least 20 years or gives you the option to buy the land), for use as your (or your relation’s) primary place of residence.
    - constructed or substantially renovated your own home, or hired someone else to construct or substantially renovate your home for use as your (or your relation’s) primary place of residence and the fair market value of the house when the construction is substantially completed is less than $450,000.

  - For a clearer definition of the term substantial, please see [Substantial Renovations](https://www.canada.ca/en/revenue-agency/services/tax Deductions-for-Homeowners.Info.html).
POTENTIAL PROPERTY REHABILITATION ASSISTANCE

- **Samaritan’s Purse**
  - This volunteer agency will assist wildfire impacted landowners with ash sifting, possession recovery, large appliance removal and tree/debris clearing at no cost. Affected landowners may contact this agency at 1.866.628.6565 to discuss eligibility and availability of their services.

- **Mennonite Disaster Service**
  - This volunteer agency has the skill and labour required to assist the most vulnerable who would otherwise not have the means to recover themselves. They have the resources to help impacted landowners rebuild and restore following a disaster. Affected landowners may contact this agency at 1.866.261.1274 to discuss eligibility, capacity and availability of their services.*Note that while this organization is prepared to entertain all requests for recovery assistance, its resources are limited and therefore its primary focus will be to offer initial support to those who have lost or experienced damage to their principal dwelling and who were either uninsured and underinsured. This organization has indicated that it will operate under the umbrella of a registered sponsor builder where required; however, in BC it remains the responsibility of the landowner to ensure that any dwelling construction or reconstruction is done by a builder who is registered in good standing with BC Housing’s Homeowner Protection Act.

EMOTIONAL WELLBEING/PSYCHO-SOCIAL ASSISTANCE

There are a number of agencies and professionals who are prepared to provide confidential psycho-social counseling to those experiencing stress or who may be in need of other forms of wellness or emotional support. All phone lines are answered 24/7 by trained volunteers and staff who operate under a member organization of the BC Crisis Line Association. These telephone support lines provide short term emotional support to callers and match those in need with professional help available locally or elsewhere in the province where appropriate.

- **BC Crisis Line** at 1.888.353.2273
- **Mental Health Support**
  - 310.6789 (no area code necessary)
- **BC 211**
  - [www.bc211.ca](http://www.bc211.ca) (to find appropriate health and wellness resources in your area)
- **Canadian Red Cross**
  - [www.redcross.ca](http://www.redcross.ca)
- **Ministry of Health** (HealthLinkBC)
  - 811 or at [https://www.healthlinkbc/explore-health-toplos](https://www.healthlinkbc/explore-health-toplos)
RESIDENTIAL WILDFIRE RECOVERY INTERIM REPORT
January 31st, 2018

The Region of BC’s Best

- **Suicide**
  - 1.800 Suicide (1.800.784.2433) or at TTY: 1.8066.872.0113

- **KUU-US Crisis Line**
  - 24 hour Aboriginal Crisis Line Toll Free 1.800.588.8717 or at [http://www.kuu-uscrisisline.ca/](http://www.kuu-uscrisisline.ca/)

- **Children and Teens Kids Help Line**
  - 1.800.688.6868 or [https://kidshelpphone.ca/](https://kidshelpphone.ca/)

CANADIAN RED CROSS COMMUNITY PARTNERSHIPS GRANT

The Community Partnerships Program [www.redcross.ca](http://www.redcross.ca) or at 1.800.863.6582 funds projects by community organizations working towards relief, recovery and resilience-building of those affected by the recent wildfires.

This Program will fund a range of initiatives identified by community groups, local governments, registered charities and other organizations, to support work with affected populations through the following areas of programming:

**Emergency Relief**: meeting the immediate needs of impacted populations through individual and community based support, for example:

- Retroactively supporting with unexpected organizational costs that were incurred in the evacuation phase and return home;
- Firewood supplies for rural communities and/or traditional food for Indigenous communities in the winter months;
- One time community events related to emergency relief or re-entry to communities after the fires.

**Community Strengthening**: initiatives that bring community together and promote networks of support and community connectedness.

**Safety & Wellbeing**: services that address individual wellbeing and protection as well as strengthen formal and informal psychosocial support structures and networks.

**Indigenous Programming**: meeting the unique recovery needs and priorities of impacted Indigenous communities

**Disaster Risk Reduction**: support activities that will help communities to mitigate and prepare for future fire and other emergencies

While this program is designed to assist community group recovery efforts, its benefits are intended to support a broad range of recovery initiatives that impact all levels of the community including individuals, families, and businesses that will ultimately benefit through its community resiliency/strengthening objectives. [www.redcross.ca/how-we-help/current-emergency-responses/british-columbia-fires/community-partnerships-program](http://www.redcross.ca/how-we-help/current-emergency-responses/british-columbia-fires/community-partnerships-program)