As a partner in health and wellness, the First Nations Health Authority (FNHA) continues to work with communities and partners to respond to emergencies and events. The following supports are available to First Nations Communities in response to community evacuations.

**FNHA Supports**
The role of the FNHA during evacuations is to support First Nations Communities and Nations through:

- Ongoing communication and support to Chiefs, Health Directors and Community Engagement Coordinators, relaying information where possible
- Coordination of counselling, traditional supports and culturally safe spaces
- Continued access to FNHA and FNHA-funded health services:
  - **First Nations Health Benefits** – call 1-888-305-1505 between 8:00 a.m. and 4:30 p.m., Monday to Friday and 12:00 p.m. to 4:00 p.m. on weekends and statutory holidays. Health Benefits can assist you with:
    - Refilling prescriptions
    - Patient travel services unrelated to evacuation orders (e.g. travel to dialysis and other appointments)
    - Medical supplies and equipment (Including oxygen tanks) and eyewear
    - Dental items (e.g. dentures)
    - Mental health and wellness counselling
  - **Virtual Health Supports**
    - **Mental Health**: available 24-hours a day, seven days a week, regardless of where individuals reside in the province.
      - KUU-US 24-Hour Crisis Line: 1-800-KUU-US17 (588-8717)
      - Indian Residential School Survivors Society 1-800-721-0066
      - Tsow-Tun-Le-Lum 1-888-403-3123
    - **First Nations Virtual Doctor of the Day**: Doctors are available seven days a week from 8:30 a.m. to 4:30 p.m. to provide medical advice, prescriptions and referrals via Zoom video conference or phone. The service is culturally-safe and open to all Indigenous people in BC and their family members. Call 1-855-344-3800 for an appointment.
    - **First Nations Virtual Substance Use & Psychiatry Service**: This service requires a referral from a health and wellness provider, such as a doctor, nurse, mental health counsellor or traditional healer or the First Nations Virtual Doctor of the Day. Specialists in addictions medicine and psychiatry are available weekdays to support individuals and family members with more complex mental health and addiction needs.
- **Environmental Public Health Services (EPHS)** – support with setting up clean air shelters, advice on avoiding wildfire smoke effects, air quality concerns and for safely returning to your home after the evacuation order is lifted.
  - Email: environmental.health@fnha.ca or call your FNHA Regional Office
  - Emergencies after hours:
    - Phone 1-844-666-0711 or email ephs.afterhours@fnha.ca
    - Calls/emails received after 10:00 p.m. will be returned the next day at 6:00 a.m.
- **Air purifiers** – units for community members who are more vulnerable to wildfire smoke.
  - The FNHA has a limited number of air purifiers for vulnerable community members that meet the criteria in the [Air Purifier Support 2021 Wildfire Season](https://fnha.ca/wildfire). Health leadership in your community should contact your Environmental Health Officer (EHO) to request an air purifier
  - Community reimbursement for air purifiers for vulnerable community members may be eligible. Email HEM@FNHA.ca for eligibility requirements
- **Health Human Resources Overtime** – community reimbursement for healthcare staff overtime.
  - Must be related to supporting community members under evacuation order or evacuation alert where Elders and/or members with more complex health conditions are evacuated as a precautionary measure
  - email HEM@FNHA.ca for eligibility requirements
- **fnha.ca/wildfire** – a central hub for information on emergency management and evacuation supports for communities in BC affected by wildfire and wildfire smoke.

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**Emergency Management British Columbia (EMBC)**

EMBC is the Province of BC’s lead coordinating agency for all emergency management activities, including response, planning, training, testing and exercising.

- **Guide to emergency and recovery supports** to help people and communities manage and recover from the impacts of wildfires
- **Real-time emergency information** is available online at [emergencyinfobc.gov.bc.ca](https://emergencyinfobc.gov.bc.ca) and on Twitter at @EmergencyInfoBC during partial and full-scale provincial emergencies in BC
- **Emergency Support Services (ESS)** provides short-term basic support, such as temporary lodging and food, to British Columbians impacted by disasters ranging from a single house fire to larger events, such as wildfires
- **EMBC regional office contacts**
  - South West Region: PREOC2.ops1@gov.bc.ca
  - Central Region: PREOC3.ops1@gov.bc.ca
  - South East Region: PREOC4.ops1@gov.bc.ca
  - North East Region: PREOC5.ops1@gov.bc.ca
  - North West Region: PREOC6.ops1@gov.bc.ca
  - If after hours, call the Emergency Coordination Center at 1-800-663-3456 and ask to speak to the Regional Duty Manager for your area
Indigenous Services Canada (ISC) - Canada Emergency Management Assistance Program (EMAP)
EMAP is a program provided by Indigenous Services Canada (ISC). It may be able to support additional needs during response and recovery through the Building Back Better Strategy Guide.

Process to Request Supports from EMBC and EMAP
The FNHA recommends submitting requests to the Province of BC first. Contact ISC with questions and needs that fall outside of provincial services, such as supports through the Building Back Better Strategy Guide.

Once the Province (including Disaster Financial Assistance) has processed eligible costs, community recovery plans can request further supports through the federal EMAP program. Requests can also happen concurrently.