



Evacuee Support Guide (2025)

**Information & Resources for Households
Displaced by an Emergency**

GPREP – Emergency Social Services

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1. Welcome

Welcome to the Grande Prairie Region; we are honoured to provide you with support during this difficult time. We will do our best to accommodate your basic essential needs while you are in our community.

The following document provides you with a list of Registration/Reception Centre services we will be providing, along with further information you may require during your stay with us. Please note this information is current as of the time of printing and may not be accurate a few days from now.

Please watch for regular updates on the Grande Prairie Regional Emergency Partnership (GPREP) website at www.gprep.ca you can also visit the Reception Centre during the hours of operation or call the GPREP Information Line **780-830-7070** weekdays 8:30 – 4:30. (Information Line hours may be longer if required in the initial days of an evacuation).

GPREP is a formal partnership of the City and County of Grande Prairie and the Towns of Beaverlodge, Sexsmith and Wembley, to Prepare for & Respond to Disasters and Emergencies in the five municipalities.

2. Evacuee Rights and Responsibilities

In March 2024, the Alberta Human Right Commission put together an Evacuation Information Support Package for evacuees, service providers, and municipalities with information on human rights protections and obligations and about who individuals can reach out to if they experience discrimination during an evacuation. The package can be requested by emailing: educationcommunityservices@gov.ab.ca

Below are the main points from this package as they relate to the delivery of ESS.

Rights of Evacuees

- *“The Alberta Human Rights Act recognizes that all persons are equal in dignity, rights, and responsibilities when it comes to the provision of public services.”*
- *Dignity and Respect Protection from harassment: “Harassment occurs when someone is subjected to unwelcome verbal or physical conduct.”*
- *Safety, security, and privacy*
- *Support for basic needs public service providers have a duty to accommodate*
- *Information*

Responsibilities of Evacuees

- *Prepare for possible evacuations. See Government of Alberta Emergency Preparedness20 resources for more information on personal preparedness.*
- *“Persons who require accommodation must also help, if they can, to facilitate the accommodation process.”*
- *Treat other evacuees and the host community with dignity and respect*
- *Respect the rights and privacy of other evacuees and the host community*
- *Cooperate with ESS providers and comply with directions*
- *Abide by all rules of the ESS facility(ies) and host community. The facility operator may enforce rules following their standard procedures, up to and including evicting evacuees.*
- *Pay for any damages made by themselves, their household members, or companion animals.*

3. Registration/Reception

- The GPREP Reception Centre is for any evacuees who have been directed by the Government of Alberta, or their home community (municipality / first nation / metis settlement) to register in Grande Prairie or one of the other GPREP partner municipalities.
- The Reception Centre location is chosen at the time of each emergency based on facility availability.
The facility name, address and directions are provided to your home municipality / community / first nation. It may be necessary to move the reception centre during your stay with us. If this occurs, the new location will be posted on www.gprep.ca and on signs posted at the old location.
- GPREP uses the Provincial Registration & Reception Centre Program (RRCP) to register evacuees.
- Registration ensures everyone evacuated receives situational updates and information on available services. This will help the GPREP account for the people evacuated and determine the need for lodging; food services; pet services; or other supports.
- If you have previously registered in another host community, Reception Centre staff will look up your information in the Provincial Registration and Reception Centre program and transfer your information to the GPREP Reception Centre.
 - If you have not previously registered, our Reception Centre staff will help you complete your registration in the Provincial Registration and Reception Centre Program.
 - You can speed up the registration process by entering your household information in the My Alberta Emergency Registration System (MAERS). <https://emergencyregistration.alberta.ca/>



4. Reception Centre Services

The services provided by GPREP will be those requested and authorized by your home municipality / community / first nation, subject to GPREP capacity, resource availability and facility schedules at the time of the evacuation.

Accommodations

- Once registration is complete you will be issued GPREP wristbands for all members of your household, these will give you access to the meal buffet and other discretionary services that may be approved, it will also help to identify you as an evacuee at the reception desk of assigned lodging facilities.

Group Lodging (Hotels, Campgrounds etc.)

Note: The number of available hotel rooms is subject to change based on pre-existing bookings for industrial activity or scheduled events.

- Staff will assign you to lodging at a hotel or RV park within and around the Grande Prairie Region. They will also complete an ESS Accommodation sheet which you will take to the assigned hotel.
- Only go to the hotel, campground, or lodging facility assigned to you. You will not be accepted at any other hotel unless you choose to pay for it yourself.
- One accommodation sheet is valid for one room. If you require multiple rooms, this must be established with the Registration Team at the Reception Centre, not the hotel.
- If you require barrier-free or pet-friendly accommodations, this must be established with the Registration Team at the Reception Centre. Specialty rooms are assigned to individuals based on need. Ensure that you advise the Registration Team of any specific requirements.
- The length of your stay will be as requested by your home municipality / community / first nation. GPREP notify you and the lodging facility of any extension or reduction in the length of stay.
- Changing hotels is not allowed unless your room booking expires and there is no longer availability of a room at your current hotel. We will be monitoring this, and, In such cases, lodging staff will find another facility for you.
- GPREP will also provide you with transportation to your hotel if you do not have your own transportation.
- Once you have arrived at your hotel, any additional transportation costs will be your responsibility.
- If you plan to stay with family or friends, you should still register to receive information updates or access other available services. You may also need to access lodging and meals at a later date if circumstances change where you are staying.

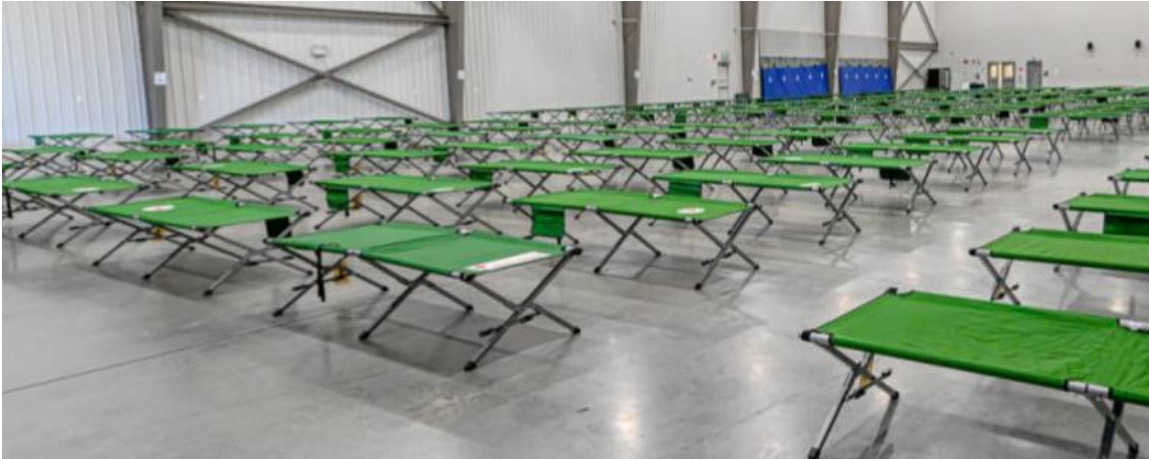
Regulations for hotel rooms

- The cost of your hotel room will be paid by the GPREP host municipality on behalf of your home municipality or the Government of Alberta, but any extra costs will be your responsibility to pay for.
- While you are staying in the hotel room, please do not charge anything extra to your room. As well:
 - Do not use the mini bar.
 - Do not order pay-per-view movies.
 - Do not order room service.
 - Do not make long-distance phone calls.
 - Do not charge dry cleaning.
- These types of costs will not be covered or incurred by the host municipality or the Government of Alberta, and it will be your responsibility to pay before you check out.
- Other facility guests may not be evacuees and may need and have a right to expect peace and quiet within the facility.
- All rules set by individual hotels, campgrounds, or group lodging facilities must be followed.
- Hotels and campgrounds have the right to enforce their rules as they deem appropriate including eviction from the facility.
- Physical or verbal abuse of hotel staff, campground attendants, ESS team members, or other guests will not be tolerated, and offending individuals will be evicted from the premises at the discretion of facility management.
- If you are evicted from a hotel, you will not be assigned to another hotel, and you will become responsible for your own accommodation.
- Damages to your hotel room or extraordinary cleaning charges are your responsibility and must be paid by you.
- You must check out by the date indicated on the Evacuee Accommodation Sheet when you checked in or the date authorized and announced for your return to your home. Those who remain beyond the date indicated will be responsible for any costs incurred.



Congregate Lodging (Cots in a Community Facility)

- If hotels rooms are not available or if your municipality only authorizes “Congregate Lodging”, then that will be the type of facility that we can provide.
- Families in congregate lodging may rearrange their cots to form a pod and create a family space.
- Arrangement of pods must keep aisles open to maintain unobstructed access and exits for everyone.



Family and Friends

- Many evacuees will choose to stay with family and friends if that option exists.
- Registration is still encouraged; this will allow you to access other available supports.
- After an extended period of time with family and friends some may need to move into a hotel room, this will be an option if a room is available.



Food Services

- Snacks, coffee, and water may be available at the Reception Centre during the registration and lodging process.
- If you have food allergies or other special dietary requirements, please advise the registration staff at the Reception Centre so arrangements can be made to accommodate your specific food needs if possible.
- Many hotels in the Grande Prairie region have a complimentary breakfast included in the room rate; whenever this is available, no other arrangements will be made for breakfast.
- Lunch and dinner will be provided.
 - Depending on the number of evacuees, a buffet may be provided for larger numbers or arrangements to order from the menu (with restrictions) at a contracted restaurant.
 - If ordering from the menu is authorized, established rates will apply as approved by the Government of Alberta or your home municipality / community / first nation and does not include the purchase of alcohol. Any cost above those rates will be your responsibility to pay.
- GREP wristbands will be required to access meal buffets.
- Meals will be served at specific times to accommodate the caterer and bus schedules.
- If you have mobility issues that prevent you from attending the buffet, please advise the Reception Centre and arrangements can be made to ensure you have access to meals.



Laundry Facilities

Some hotels have coin operated Guest Laundry facilities. If guest laundry facilities are not available, hotel staff may be able to provide directions to the nearest laundromat. If the event is expected to be prolonged, your home municipality may authorize contracted laundry services where guest laundry services are not available.

Dry Cleaning cost will not be covered by GPREP. Use of dry-cleaning service through the hotel will be at your own expense.

Transportation

- If you have your own means of transportation, you are expected to use it for all of your transportation needs.
- For those who do not have their own transportation, GPREP will provide transportation from the Reception Centre to your hotel and if you are staying in a different location than where meals are being provided, transportation will be provided to take you to the meals and back.
- Any additional transportation costs will be your responsibility to pay, and you will not be compensated for those expenses.
- To move around Grande Prairie on your own, you can use the bus (Grande Prairie Transit) or call a taxi or a ride-sharing company. Please note you will be responsible for paying the cost of using any of these alternative modes of transportation.



Companion Animals / Pets

- Upon your registration, please ensure your pet is included. This enables the lodging staff to ensure you are in a pet-friendly room. If not, please go back and talk with the Reception Centre staff to include your pet in your registration. This also helps them identify additional resources that may be required for your pet.
- If it is not possible to keep your pet with you, arrangements can be made to house it at the Grande Prairie Regional Pound or one of the commercial Boarding Kennels in the region. Boarding kennel fees will be your responsibility to pay.
- Grande Prairie is an on-leash community, unless in one of the City's dog parks or other designated off-leash areas. This means:
 - When off their owner's property, all dogs must be on a leash (not more than 2 metres in length) unless the dog is in a designated Off-Leash Area.
 - When in designated Off-Leash Areas <https://cityofgp.com/parks-recreation/parks-trails>, dog owners shall ensure their dog is under control at all times. This means the dog is within the owner's sight and responds to voice or sound commands.
- Cats are best kept inside a secure yard on your property (hotel room / camping unit). Cat owners are required to make sure their pet does not wander onto other people's property.



5. Activities

- We understand that being away from the people and the home that you love can be stressful and difficult. The City of Grande Prairie offers a variety of free activities you can enjoy during your stay with us. <https://cityofgp.com/culture-community/news-events/event-calendar>
- Head outside! Enjoy nature by playing, relaxing or exercising in one of our **parks, playgrounds and trails**. <https://cityofgp.com/parks-recreation>

<https://www.countygp.ab.ca/en/play-and-explore/play-and-explore.aspx>

- Grande Prairie Regional Tourism Association
<https://gptourism.ca>

6. Where Do I Go to Find Out Information

We will do our best to keep you informed about what we are doing to support you while you are here.

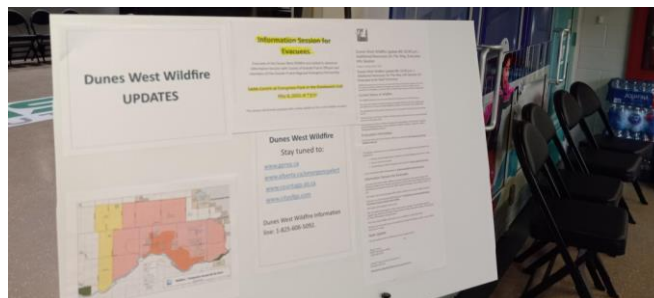
We will also work with your home jurisdiction to obtain information about how to access updates on the status of the emergency affecting your home community.

Information about Re-Entry and Recovery Planning will be prepared by your home community but will not be available until your safety can be assured. Please be patient while they address the emergency and these plans are developed.

We will work with hotels and campgrounds to post this information at the facility where you are staying, and it will be posted on our website <https://www.gprep.ca/> .

You can also follow us on Facebook <https://www.facebook.com/GPREPAlerts/> , and X (Twitter) <https://x.com/GPREPAlerts>,

If you have further questions, you can visit the Reception Centre during the hours of operation (hours will vary based on operational needs and the traffic volume) or call the GPREP Call Centre **780-830-7070** open weekdays 8:30 – 4:30. (hours are subject to change during the emergency).



7. Other Services and Supports

Other potential services may become available subject to Director approval, such as city transit and recreation facility access using the GPREP wristbands.

Other organizations and agencies may provide services and support that you may need. While these organizations are outside of GPREP, we do maintain contact information for many of them. If you are unable to find who to contact for a specific service, please contact the Information Line or visit the Reception Centre and we may be able to provide contact information.

8. Maps

Interactive web maps are available at:

- City of Grande Prairie
<https://services.gpgis.com/portal/apps/sites/#/public-service-catalogue>
- County of Grande Prairie
<https://www.countygp.ab.ca/en/living-in-our-community/maps.aspx>

