

For Immediate Release

Minden, ON. Saturday, May 20, 2017

9:30 a.m.

Release #17-78



SUBJECT: Available Services Update

The following sections have been added or updated:

- General Assistance
- Disposal of Flood Related Waste/Items/Debris
- Door to Door Visits
- Emergency Operations Centre (EOC)
- Minden Foodbank

General Assistance:

If you require non-emergency flood assistance of any kind, please contact the Township Office, Paula Stamp, Flood Recovery Co-ordinator – 705-286-1260 x211, or 705-457-5524. If you receive Paula’s voice mail, please leave a message and your call will be returned.



**Canadian Red Cross
Financial Assistance**

Red Cross is offering financial assistance for those who have been **affected by the flood.** To receive direct financial assistance, you **must register** with Red Cross. Registration can be done by one of the following:

- Online at www.redcross.ca/gethelp
- Telephone 1-800-863-6582.

All eligible households will receive \$600 in direct financial assistance through an electronic bank transfer. Damage must be to principle residence.

Direct Financial Assistance



**1 household = 1 registration = 1 amount of \$600
by electronic transfer**

The person representing your household must register.

IMPORTANT – if you have already registered with Red Cross here in Minden, you will need to **re-register** through this program by one of the methods listed above. Please be patient when calling due to anticipated high volumes of callers.

The public is also advised that Red Cross **will not** be calling individuals asking for banking or other personal information. If you receive these types of calls, do not provide any information. If you receive a suspected fraudulent call, please report to the Minden OPP at 1-888-310-1122.

Individuals, businesses and organizations who have been affected by the flood are strongly encouraged to register at the Red Cross Reception Centre.

The Red Cross Reception Centre daily hours of operation have changed to:

- 10:00am to 7:00 pm - S.G. Nesbitt Arena & Community Centre, 55 Parkside Street

This will assist the Township in determining the immediate needs of those affected by the flooding, and will also assist in the recovery efforts.

Disaster Recovery Assistance for Ontarians (DRAO)

Those affected are encouraged to visit the Ministry website at <http://www.mah.gov.on.ca/Page15367.aspx> for information.

Program guidelines and application forms are available at the Township Office and the Red Cross Reception Centre located at the S.G. Nesbitt Arena and Community Centre. Please visit the website for the following additional information:

- Question & Answers
- Special Provisions for Low Income Households Form
- Eligibility Caps (allowable amounts for repairs and replacement of damaged items)

Clean-Up Kits

Clean-Up Kits are available at the Red Cross Reception Centre located at the S.G. Nesbitt Arena & Community Centre, 55 Parkside Street, daily from 10:00 am to 7:00 pm., until further notice.

Disposal of Flood Related Waste/Items/Debris

The Township will begin curbside collection of **household waste only** for the **following flood affected streets** and roads:

- Anson Street
- McKnight Street
- Orde Street
- Invergordon Street
- Water Street

- Prince Street
- For other areas, residents are to call to the Township office at 705-286-1260.

Collection will continue on the following dates, at 8:00 am:

- Tuesday, May 23, 2017 (if required)
- Friday, May 26, 2017 (if required)

Individuals, businesses and organizations, who have been affected by flood damage, may also dispose of this waste directly at any of the Township Landfills - according to current landfill hours of operation and according to what is currently being accepted at each of these sites.

Please refer to the following link for further information regarding accepted materials:

<http://mindenhills.ca/environmental-services/landfill-operations/>

There is no fee for flood related waste material, however you will be asked to complete a brief form, so that the Township can track the amount of material received. Forms are available at the Township Administration office, located at 7 Milne Street (accessible from St. Germain Street), the Red Cross Reception Centre, and Scotchline Landfill and transfer stations.

Donations

Individuals, businesses and organizations interested in financial or material donations such as non-perishable food, clothing, toiletries, bedding etc. are encouraged to seek out a local community organization of their choice (churches, service clubs etc.), and the [Minden Food Bank](#).

The [Canadian Red Cross](#) accepts financial donations only and can be made online or by telephone.

Please be advised that the Minden Food Bank does not require donations of bedding and toiletries at this time.

The Foodbank however is in need of fresh and frozen vegetable donations, and assistance in providing meals, including preparation, serving and clean up. Please call 705-286-6838.

Please continue to check future media releases or contact the Minden Food Bank for up-to-date information regarding this, and other needed items.

The Township would like to thank everyone for their donations and offers of assistance to the Township and other non-profit groups and organizations.

Door to Door Visits

The Red Cross, Health Unit and Fire Department will be continuing their door to door visits to conduct a basic needs assessment of those residents affected by the flood and to provide information on recovery and clean up. Please refer to Media Release #17-64 for more information.

Emergency Operations Centre (EOC)

The EOC continues to operate in accordance with the Township's Emergency plan and Procedures. The control group is working with various government agencies, including Trent Severn Waterway and the Ministry of Natural Resources & Forestry to communicate all information by means of media broadcasting and media releases to radio stations, local newspapers and our website.

HCDC Financial Assistance for Businesses

The Haliburton County Development Corporation (HCDC) is offering businesses impacted by the flood, loans up to \$25,000 at 0% interest. Visit their website for more information:

http://www.haliburtoncdc.ca/about-hcdc/new-events/2017/05/16/flood-relief_program.html

Health Unit

Please visit the Health Unit website for information regarding potentially spoiled food, wells, malfunctioning septic systems and boiled water advisory, etc.

Residents with private wells are reminded to contact the **Health Unit** regarding the **safe use and consumption of well water, in the event that the well may be affected by ground water**. Information regarding water testing bottles and drop-off locations can also be obtained from the Health Unit at 1-866-888-4577.

Bottles can be picked up at the following locations:

- Township Administration Office, 7 Milne Street, Monday to Friday, 8:30 am to 4:30 pm.
- Red Cross Reception Centre, 55 Parkside Street, 10:00 am to 7:00 pm daily.

Bottles can be dropped off at the following locations:

- Minden Hills Public Library, 174 Bobcaygeon Road. Tuesdays and Wednesday's between 10:00 am and 8:00 pm.
- HKPR Health Unit Haliburton office, 191 Highland Street, Haliburton. Monday to Friday, 8:30 am to 4:30 pm, daily.

The Health Unit also provides information on **Flooded Wells and Septic Systems, Cleaning After a Flood, Food Safety During a Power Failure and Cleaning and Removing Mould**. Visit the Flood Safety section of their website for more information:

www.hkpr.on.ca/InfoSet/Environments/EmergencyPreparedness/FloodSafety.aspx

Residents with private septic systems, which may have been affected by flooding, are encouraged to contact the Municipal Building Department at 705-286-1260 x209.

Hydro One

If you are concerned about water in or around your residence, or other buildings, call the Hydro Call Centre at 1-888-664-9376. Disconnected services may impact water removal equipment (i.e. sump pumps); therefore, it may also be necessary to contact your insurance company.

Disconnected Hydro Services

Properties that have been disconnected from Hydro must contact the Electrical Safety Authority (ESA) or a qualified electrician in order to have these services reconnected.

ESA - 1-877-372-7233

Electrician - Please refer to your local yellow pages or newspaper

Insurance

Information regarding general insurance coverage, and as it relates to your policy, can be obtained from the Insurance Bureau of Canada (IBC). Call 1-844-227-5422, Monday to Friday 9:00 am to 5:00 pm or visit www.ibc.ca/on/.

Mennonite Disaster Services (MDS)

Mennonite Disaster Service is a volunteer network that responds to those affected by disasters in Canada and the United States with a focus on clean up, repair and rebuilding homes.

An initial tour and assessment of the area has been completed. A relief team will be setting up late next week. Further details to be provided. Please visit <https://mds.mennonite.net> for more information on the organization.

Minden Food Bank

The Minden Foodbank will be suspending their lunch and dinner services for this weekend, Friday, Saturday and Sunday and will reassess the need for these services on Monday.

The Foodbank will be responding to emergency service requests for food deliveries. Please call 705-286-2990 or 705-286-6838.

Please continue to check the Township website or drop into the Food Bank for updates regarding these services.

Pets

Individuals requiring assistance due to flood related emergencies are asked to call the Minden Animal Hospital – 705-286-2919.

Public Washrooms

The public washrooms located at the Fire hall on Pritchard Street have been reopened.

Sandbags

The Township will begin collecting sandbags on **Wednesday May 24th**. Please note that it is Curbside pickup only.

Residents and businesses wishing to repurpose the sand contained in sandbags, for landscaping, gardens etc., may do so. Please be advised that sandbags may contain a sand and salt mixture.

Sandbags can also be taken to the Scotchline Landfill only, at no cost.

Septic Systems

In addition to the Health Unit, please contact the Township's Building Department if you are experiencing any septic system issues.

Please refer to the "Health Unit" section of this document, for information related to this, and other Health Unit Services.

Volunteers

For those who wish to volunteer, Registration Forms are available at the following locations:

- S.G Nesbitt Memorial Arena & Community Centre, Room #3, via the Red Cross Reception Centre, 10:00 am to 7:00 pm daily
- Township Administration office 1st floor, Monday to Friday, 8:30 am to 4:30 pm (Closed Monday May 22nd for the Victoria Day Holiday)

The Township appreciates all volunteer efforts.

Water

The public water tap, located at the Fire Hall, has been reopened. Water services continue to be available at the Water Depot, located at Hwy. 35 and Bobcaygeon Road (adjacent to Jug City). Water is also available at Canadian Tire, accessed from Highway 35 onto Water Street.

Township Communications

FOR MORE INFORMATION regarding notices, including road closures, water levels and suggestions to assist you during the Flood Warning, please visit the Township website at www.mindenhill.ca. Information on road closures can also be obtained by visiting the Road Closure App, accessible from the township website or by typing the following URL into your web browser's search bar: roadclosures.haliburtoncounty.ca

To receive important information and updates, including in the event of an emergency, please ensure that you are subscribed to the Minden Hills website, by following these easy instructions:

- On the bottom right hand side of the Minden Hills website, type in your email address into the "Subscribe to Alerts" box and click the gray arrow.

- Confirm your email address on the next prompt screen.
- Enter in the digits in the captcha box and click the submit button.
- You should receive an email to complete the subscription process, if you don't, check your junk mail.
- Your confirmation email will provide you with a link, select the link.
- The link will allow you to customize your subscription list.
- Select "Emergency Alerts" to receive emergency posts and notifications.
- Select "Newsroom" to receive all other non-emergency posts, including water levels and road closures notifications.
- Select other categories if interested in receiving notifications.
- Select save.

The Township will communicate all information by means of broadcasting media releases to local media, radio stations and the Township website.

Tune into Canoe FM 100.9 and Moose FM 93.5 for these broadcasts.
For Municipal Emergency contact after hours call: 1-866-856-3247
For Emergency Services call: 911

For more information please visit www.mindenhills.ca for accurate updates.

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Contact Information:

Mark Coleman, Emergency Information Officer/Director of Community Services
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mcoleman@mindenhills.ca