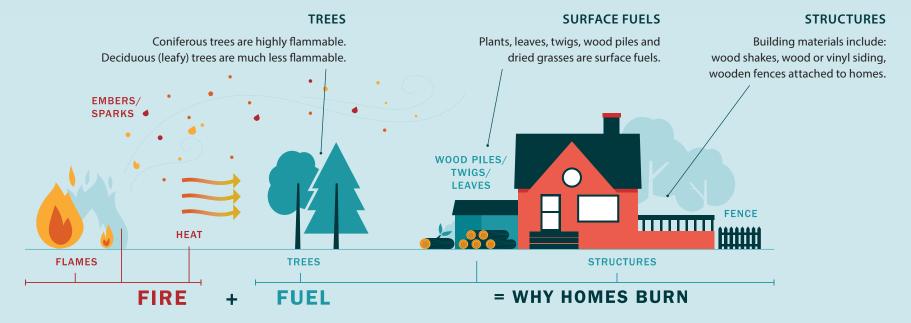




WILDFIRE REALITY

Wildfires are a natural part of British Columbia's wildland ecosystems. Without wildfire, the landscape loses its diversity. Wildfires recycle nutrients, help plants reproduce and create a mosaic of vegetation that provides habitat for a variety of wildlife.

By choosing to extend our communities, resource developments and recreational pursuits into forested areas, we become more exposed to the danger of wildfire. Living where wildfires can occur may put your home at risk, but it's possible to reduce the potential impacts on your home from these natural events. The recommendations in this manual will help reduce the risk of wildfire near your home and neighbourhood and provide a better opportunity for firefighters to defend your home.



HOW WILDFIRES SPREAD

SPARKS/EMBERS

This is the burning debris that can be thrown up to two kilometres ahead of a wildfire. Sparks and embers can ignite materials on or near your home, causing severe damage.

EXTREME HEAT

Radiant heat from a wildfire can melt vinyl siding, ignite your home and even break windows. Extreme heat can come from flames within 30 metres of your home.

DIRECT FLAME

As wildfires spread toward homes, they ignite other flammable objects in their path. Breaks in this path, especially close to your home, can help reduce this threat.

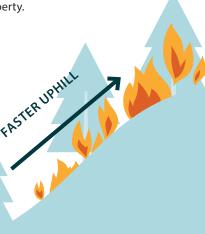




FACTORS INFLUENCING WILDFIRE SPREAD

DENSE, CONTINUOUS FORESTS

Wildfire can spread quickly in forests where trees are in close proximity to each other. Fire spreads quickly and directly from tree to tree and can produce sparks and embers that may travel distances of two kilometres. These embers may land on trees or homes well ahead of the fire and create a multiple fire situation. It is important to be aware of the dangers of sparks and embers when creating a FireSmart property.



DENSE CONTINUOUS FORESTS

DENSE = DANGEROUS



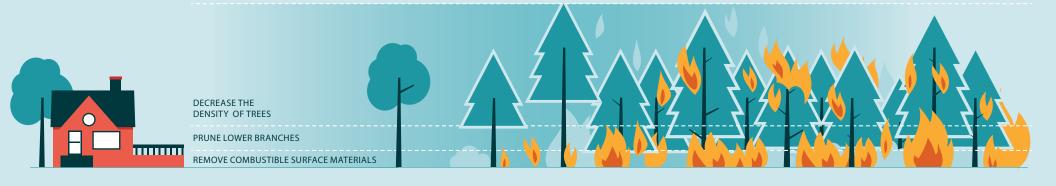
SLOPE CAN AFFECT WILDFIRE

Fire moves fastest uphill. The steeper the slope, the faster a wildfire will spread. Homes on hills or at the top of hills face the greatest risk from wildfire. If your home is located on a hill, you should consider taking on extra measures suggested in this manual, such as removing trees adjacent to the slope and planting fire-resistant plants. If you are planning on building a new home, consider having your home set back at least 10 metres from the crest of any hills or slopes, as well as the landscaping around it.



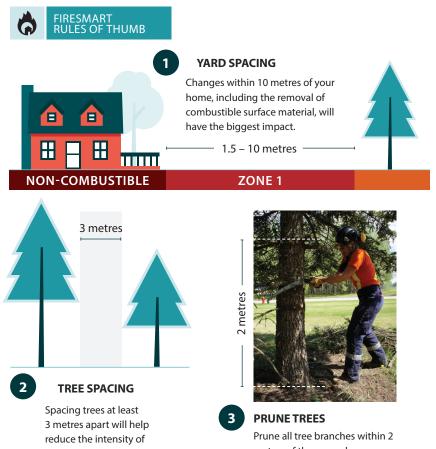
FINE FUELS GENERATE HEAT AND EMBERS

HOW FIRESMART TREATMENTS INFLUENCE WILDFIRE SPREAD



Wildfire can follow a path from a forest or grassland to your home. A wildfire moving from the tops of trees can be slowed if the trees are spaced out. It can be further slowed by flame-resistant plants and shrubs in your yard. Since plants have different flammability, consider spacing out your plants to increase your home's ability to withstand a wildfire.





a wildfire. metres of the ground. 7

BEGINNING YOUR FIRESMART JOURNEY

MAKING THE MOST OF YOUR TIME

Each section of this manual will help you to focus on changes that can help protect your home from wildfire. Start from your home and work your way outwards. Changes made to the area closest to your home and your home itself have the greatest impact on reducing the risk of wildfire damage.

Home renovations and upgrades can be costly and time-consuming. FireSmart focuses on what is realistic for you to achieve, in order to limit the risk of wildfire to your home. Integrate FireSmart into your long-term renovations and incorporate regular yard clean-ups to reduce your risk of damage from wildfire.

IMPACT TO REDUCE RISK FROM WILDFIRE

HOME

YARD

OUTER YARD

LARGE YARD OR NEIGHBOURHOOD







NON-COMBUSTIBLE ZONE 0 – 1.5 METRES

A minimum 1.5 metre noncombustible surface should extend around the entire home and any attachments, such as decks.

ZONE 1 1.5 – 10 METRES

This should be a fire-resistant zone, free of all materials that could easily ignite from a wildfire.

ZONE 2 10 – 30 METRES

Thin and prune evergreen trees to reduce hazard in this area. Regularly clean up accumulations of fallen branches, dry grass and needles from on the ground to eliminate potential surface fuels.

ZONE 3 30 – 100 METRES

Look for opportunities to create a fire break by creating space between trees and other potentially flammable vegetation. Thinning and pruning is effective here as well. These actions will help reduce the intensity of a wildfire.

NON-COMBUSTIBLE ZONE / HOME 0 – 1.5 METRES

Preparing your home and yard as recommended can help your home survive a wildfire.

1 ROOF

Material

Fire-resistant or fire-retardant roofing is referred to as Class A, B or C rated roofing. Options include metal, asphalt, clay and composite rubber tiles. Untreated wood shakes create a dangerous combination of combustible material and crevices for embers or sparks to enter. Refer to manufacturer's guidelines to maintain the fire resistance of your roof.

Maintenance

Every inside corner of your roof is a place where debris and embers can collect. Regularly clean your roof of combustible materials.



A spark arrestor on your chimney will reduce the chance of sparks and embers escaping and starting fires.

3 GUTTERS

Regularly remove debris from your gutters, since sparks and embers can easily ignite these dry materials. Consider screening your gutters with metal mesh to reduce the amount of debris that can accumulate.

4 EAVES AND VENTS

While vents play an important role in removing moisture from attics, they create an opening for sparks and embers. Consider screening your vents with 3-millimetre wire mesh. Open eaves also create a surface that can be affected by embers and direct heat. Properly fitted soffits and fascia help reduce the risk of embers and heat reaching the wooden rafters of your home.



Stucco, metal siding, brick/ concrete and fibre cement siding offer superior fire resistance. Logs and heavy timbers are still reasonably effective. Untreated wood and vinyl siding offer very little protection against wildfire.

8 DECKS

Embers and sparks can collect under these spaces. Enclose these areas. Sheath in the base of the decks, balconies and houses with fire-resistant material to reduce the risk of sparks and embers igniting your home.

6 WINDOWS

Tempered, thermal (doublepaned) windows are recommended. Single-pane windows provide little resistance to heat from an advancing wildfire.

ATTACHMENTS TO

OTHER

YOUR HOME

Fence Lines Wooden fences/boardwalks create a direct path from the fire to your home. Separating your house from a wooden fence with a metal gate can slow the advance of a fire. Remember to cut the grass along your fence line, since long, dry grass can ignite easily.

Sheds/Outbuildings
If these are within 10 metres
of your home, give them the
same FireSmart considerations
as you do your home.

7 DOORS

All doors into your home should be fire rated and have a good seal. This is true for your garage doors as well as your entry doors.



Check for other ignition points in and around your home. Look around your yard for other combustible materials. Consider how close you store combustible lawn furniture or deck storage boxes to your home.





NON-COMBUSTIBLE ZONE / YARD 0 – 1.5 METRES



YOUR YARD

Adding a few FireSmart actions to your regular yard work routine will reduce wildfire risks. Changes within 10 metres of your home will have the biggest impact.

Fire embers may seem small, but they should not be underestimated — 50% of home fires caused by wildfires are started by sparks and embers. Regular maintenance and cleaning the corners and crevices of your home and yard (where needles and debris build up) will leave nothing for embers to ignite. Remember to remove any windblown leaves from under decks, as well as any flammable debris on balconies and patios.



ZONE 1 / YARD 1.5 – 10 METRES

A FireSmart yard includes smart choices for plants, shrubs, grass and mulch. Selecting fire-resistant plants and materials can increase the likelihood of your home surviving a wildfire.

LANDSCAPING WITHIN 10 METRES

Plant low-density, fire-resistant plants and shrubs. Avoid having any woody debris present, including mulch, since it can provide places for fires to start.

Make sure that you maintain a 1.5-metre, non-combustible zone around your entire home and any attachments.



CHARACTERISTICS OF FIRE-RESISTANT PLANTS

- moist, supple leaves
- minimal accumulation of dead vegetation
- water-like sap that produces little odour
- · low amount of sap or resin material

CHARACTERISTICS OF HIGHLY FLAMMABLE PLANTS

- · aromatic leaves or needles
- accumulations of fine, dry, dead material
- · resin or oils
- loose, papery or flaky bark

PLANTS TO AVOID

- cedar
- juniper
- pine
- tall grass
- spruce

GRASS

A mowed lawn is a fire-resistant lawn. Grasses shorter than 10 centimetres are less likely to burn intensely.

BARK MULCH AND PINE NEEDLES

Do not use bark or pine needle mulches within 10 metres of your home, since they are highly combustible. Gravel mulch and decorative crushed rock mulch significantly reduce the risk of wildfire.

FIREWOOD PILES

Wood piled against a house is a major fire hazard. Moving your firewood pile may be a key factor that allows your home to survive a wildfire. Clean up any such areas regularly, since easily ignited debris often collects here.

BURN BARRELS AND FIRE PITS

Burn barrels should be placed as far as possible from structures and trees. Keep the area within 3 metres of the burn barrel free of combustible material. Always ensure that your burn barrel has proper ventilation and is screened with 6-millimetre (or finer) wire mesh.

Check with your local government about any specific requirements and restrictions regarding backyard fire pits.

Fire permits for burn barrels and fire pits are required in many jurisdictions.

ON-SITE FIRE TOOLS

Every home should have readily accessible shovels, rakes, axes, garden hoses, sprinklers and ladders to assist in suppressing wildfires.

POWER LINES

Power lines should be clear of branches and other vegetation. Contact your local utility company to discuss removing any branches or vegetation around overhead electrical installations.

BURN BARREL

6-millimetre (or finer) wire mesh

3 metres



Firewood piles should be at least 10 metres from your home.



Bark mulch is highly flammable.



A FireSmart yard can still include trees.

We often choose to live surrounded by the natural environment and trees are a cherished part of our relationship with nature. By following the recommendations in this manual, you can have a lush, green yard that is also resistant to wildfire.

TREES TO PLANT

Deciduous (leafy) trees are resistant to wildfire and include:

- poplar
- birch
- aspen
- cottonwood
- maple
- alder
- ash
- cherry

MAINTENANCE

- Include debris clean-up in your spring and fall yard maintenance.
- Dry leaves, twigs and branches are flammable and should be removed from your yard and gutters.
- Older deciduous (leafy) trees can have rot and damage that makes them susceptible to fire. An arborist or forester can help you assess the condition of mature trees.

TREES TO AVOID

Coniferous trees, with cones and needles, are highly flammable and should not be within 10 metres of your home.

- spruce
- fir
- pine
- cedar

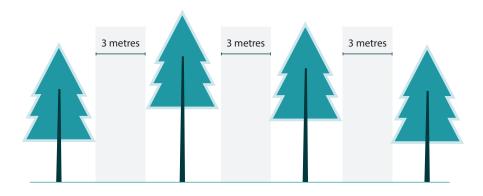
If these trees ignite within 10 metres of your home, the direct flames and intense heat can cause damage or even ignite your home.





CONIFEROUS TREE SPACING

Once fire moves into treetops, it can easily move into neighbouring trees and increase the overall intensity of the fire. Spacing trees at least 3 metres apart will reduce the risk of this happening.



TREE-TO-TREE SPACING

Measure the distance between the outermost branches of your trees. There should be a minimum of 3 metres between trees.

REMOVAL OF COMBUSTIBLE MATERIAL

Remove smaller coniferous trees that could act as a "ladder" and allow fire to move into the treetops.

Clean up woody debris on the ground.

TREE PRUNING

A surface fire can climb up into trees quickly. Removing branches within 2 metres of the ground will help stop surface fires from moving into treetops.

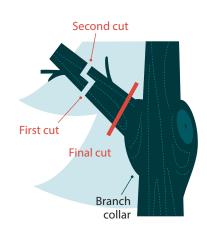
Remove all branches to a height of 2 metres from the ground on coniferous trees within 30 metres of your home. If possible, pruning trees up to 100 metres from your home (Zone 3) is recommended.

WHEN TO PRUNE

You can prune dead branches at any time of the year, but it is best to prune coniferous trees in the late winter when they are dormant.

HOW TO PRUNE

- Prune branches close to the tree trunk, but not so close that you damage the main trunk and bark of the tree.
- Never remove more then 1/3 of the canopy of a tree. Doing so can harm the tree.





ZONE 3 / LARGE YARDS 30 – 100 METRES

Taking FireSmart actions in Zone 3 will influence how a wildfire approaches your home. You can change the dynamics of wildfire behaviour by manipulating vegetation within this zone. FireSmart treatments in Zone 1 and Zone 2 can influence the amount of work necessary in Zone 3.

Just as in Zone 1 and Zone 2, slope is a consideration. If your home is on a slope, consider extending this area further, since fire moves fastest uphill. Consider slope stability when removing trees.

The goal in Zone 3 is to reduce the intensity and rate of spread of a wildfire. This is done by thinning and pruning coniferous trees and reducing excess vegetation and branches.

- Remove low-hanging branches within 2 metres of the ground.
- Space trees 3 metres apart (from branch tips) to reduce the intensity and rate
 of spread of a wildfire.
- Remove smaller coniferous trees that could act as a "ladder" and allow fire to move into the treetops.
- Clean up woody debris on the ground.

ROADWAYS AND DRIVEWAYS

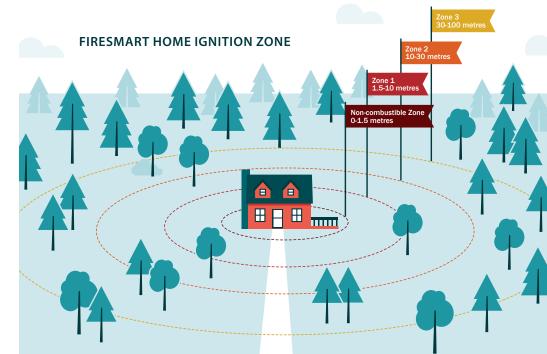
In an emergency, you and your family may need to leave your community while emergency responders enter. In order for this to happen safely and efficiently, consider the following tips:

- 1. Clearly mark your property with your address.
- 2. Clear vegetation from access routes to and from your home. Target trees and branches that could make it difficult for a firetruck to approach your home.
- 3. If you have a large property, make sure that your driveway has a turnaround and, if possible, provide two access routes to your home.

- Many of the recommendations in this manual assume that you have direct control over the property within 100 metres of your home. If that is not the case, the FireSmart recommendations still apply. Chat with your neighbours about FireSmart. Shared information, along with mutual co-operation and planning, can help.
- Are you concerned about your community's wildfire risk? Ask your local government, planning department or fire service how they are integrating FireSmart into their plans.

- The FireSmart Canada
 Community Recognition
 Program recognizes
 communities that:
 - complete a community assessment and FireSmart plan
 - organize a local FireSmart committee
 - host a FireSmart event, such as a clean-up day
 - contribute in-kind or monetary support toward w actions





FIRESMART™ HOME IGNITION ZONE ASSESSMENT SCORE CARD





HOME ADDRESS:			

For each Hazard Factor - select one point rating score and enter in score column on right.

HOME

HA	ZARD FACTOR	CHARACTERISTIC	S AND POINT RATIN	IGS		SCORE
1	Roof material	Fire-Rated – good condition (metal, clay, asphalt shingles)		Fire-Rated – poor co unrated (wood shak		
			0		30	
2	Gutter type and roof cleanliness	Non-combustible gutter - no debris	Combustible gutter - no debris	Non-combustible gutter with debris	Combustible gutter with debris	
		0	6	10	16	
3	Vents and openings	Non-combustible, fire vents with 3 mm scre		Combustible vents, rated or without 3 r		
			0	6		
4	Faves	Closed or Boxed-in eaves		Open eaves		
7	Laves	0		6		
5	Building exterior or siding			Combustible or non resistant (vinyl, woo		
			0		6	
6	Building exterior	No gaps, cracks or ho	les	Gaps, cracks or hole	es	
	condition		0		6	
7	Ground-to-siding clearance	15 cm non-combustib ground-to-siding clea		No 15 cm non-combustible vertical ground-to-siding clearance		
		0		30		
8	Balcony, deck, porch			Gaps or cracks, no h or fire-rated constru combustible surface debris under deck	uction with	
			0	30		



PAGE 2 HOME IGNITION ZONE ASSESSMENT SCORE CARD

HOME

HAZ	ARD FACTOR	CHARACTERIST	CHARACTERISTICS AND POINT RATINGS S					SCORE
9 Position on slope Building is located on the bottom or lower portion of hill				Building is located on the mid to upper portion or crest of hill				
	0			6				
		Tempered	Multi-pane	ulti-pane / Thermal		Single pane		
10	Window Glass	Any Size	Small-Medium Less than 1 m x 1 m	Lar More 1 m x	than	Small-Medium Less than 1 m x 1 m	Large More than 1 m x 1 m	
		0	1	2		4	6	
HAZARD SCORE - Total for HOME								

NON-COMBUSTIBLE ZONE

(0 - 1.5 metres from HOME)

HAZ	AZARD FACTOR CHARACTERISTICS AND POINT RATINGS				
11	1.5 m from the ground-level exterior footprint of the structure including any attachments or extensions	Non-combustible surface, no combustible debris, materials, fences or plants present	Combustible surface, combustible debris, materials, fences or plants present		
	extensions	0	30		
	HAZARD SCORE – Total for Non-Combustible Zone				

ZONE 1

(1.5 - 10 metres from HOME)

HAZARD FACTOR		CHARACTERISTICS AND POINT RATINGS		
12	Woodpiles and other combustible materials (eg. stored vehicles)	More than 10 m from home	Less than 10 m from home	
		0	30	
13	Outbuildings not meeting FireSmart™ guidelines	More than 10 m from home	Less than 10 m from home	
		0	30	

HOME IGNITION ZONE ASSESSMENT SCORE CARD

PAGE 3

FireSmart *

HOME IGNITION ZONE ASSESSMENT SCORE CARD

PAGE 4

ZONE 1

(1.5 - 10 metres from HOME)

HAZ	HAZARD FACTOR CHARACTERISTICS AND POINT RATINGS						
14	Forest vegetation (trees)	Deciduous (leafy) – (poplar, aspen, birch)			Coniferous (evergreen) - (spruce, pine, fir, cedar)		
		0	30)	30		
15	Surface vegetation and combustible materials	non-combustible surface, low f			han 10 cm long or high plants, accumulated iches, logs		
				30			
	HAZARD SCORE - Total for Zone 1						

ZONE 2

(10 - 30 metres from HOME)

HAZ	ARD FACTOR	CHARACTERISTICS AND POINT RATINGS				SCORE	
			Mixedwood (mix of tree types) – both deciduous (leafy) and coniferous (evergreen) Coniferous (evergr (spruce, pine, fir, ced				
16	Forest vegetation (trees)	(poplar, aspen, birch)			Separated	Continuous	
		0	10)	10	30	
17	Flammable shrub spacing (coniferous – eg. cedar	None	Scatte	ered	Abundant		
	or juniper)	0	5		10	0	
18	Surface vegetation	None	Scatte	ered	Abun	dant	
		0	5		10		
19	Low-lying tree branches	None		Present			
	(come oos)	0		10			
	HAZARD SCORE - Total for Zone 2						

ZONE 3

(30-100 metres from HOME) Complete where applicable

HAZARD FACTOR	CHARACTERISTICS AND POINT RATINGS				
Assess hazard factors 16 - 19 above for Zone 3 and enter score at right					
	HAZARD SCORE - Total for Zone 3				

TOTAL PROPERTY SCORE

HOME IGNITION ZONE ASSESSMENT TOTALS			
Home	Home and attachments (deck)		
Non-Combustible Zone 0 - 1.5 m from home			
Zone 1 1.5 m - 10 m from home			
Zone 2	10 m - 30 m from home		
Н	ome and Non-Combustible Zone, Zone 1 and Zone 2 - SCORE:		
Zone 3 (if applicable) 30 - 100 m from home			
	TOTAL SCORE:		

HAZARD LEVEL

Low	Moderate	High	Extreme	
< 21 points	21-29 points	30 - 35 points	> 35 points	



TOTAL SCORE OF HOME, NON-COMBUSTIBLE ZONE, ZONE 1, ZONE 2 AND ZONE 3

PLEASE READ - Legal Disclaimer - The information contained herein provides general information only. While it is believed to be accurate, it is provided without representation or warranty of any kind, including as to its accuracy or its suitability for the purpose(s) for which you may wish to rely on it. Accordingly any and all use of or reliance on such information shall be in your own discretion and at your own risk. For greater clarity, Canadian Interagency Forest Fire Centre (CIFFC) (FireSmart Canada) accepts no responsibility or liability for any injury, loss or damage, whether direct, indirect, special, incidental, punitive or consequential, that any person may sustain as a result of the information in, the results of, or anything done or omitted pursuant

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HOME IGNITION ZONE ASSESSMENT SCORE CARD

HAZARD FACTOR GUIDE

Photos and graphics show condition of 'characteristic' by hazard factor





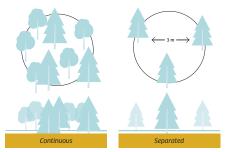


HAZARD FACTOR 4: EAVES

HAZARD FACTOR 7:







HAZARD FACTOR 9:













HAZARD FACTOR 18:

HAZARD FACTOR 17:

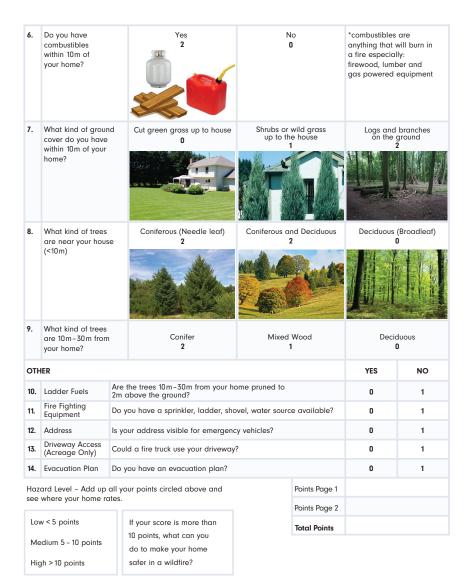
HAZARD FACTOR 19: LOW-LYING TREE BRANCHES



How FireSmart Is Your Home?

Use this quick assessment to see how at risk your home would be during a wildfire. Circle the image/description that best describes your home and add the numbers to find your Hazard Level.

1.	What is your	Asphalt Shingles	Tile Shingles	Wood Shake	Metal Roof
	roof made of?	1		2	
2.	What is the outside of your house	Vinyl Siding 2	Wood Siding 2	Stucco/Cement Board 0	Metal Siding 0
	made from?				
3.	What is your deck made	Fire Resistant Material	Wood Closed In	Wood Open Bottom	
	from? Does it have a skirt?				
4.	Are your eaves open or closed? *eaves are the underside of your roof overhang		Open Eaves		Closed Eaves 0
5.	Is your roof clean? Are the eavestroughs cleared?		Eavestrough filled with leaves 2		Clean roof with no debris 0



Visit FireSmartBC.ca or FireSmartCanada.ca for more information.
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Download the FireSmart BC Landscaping Guide



Ember, The FireSmart Fox

Meet Ember, FireSmart's official mascot. She makes for the perfect FireSmart messenger because of her unique characteristics, which include: alertness, adaptability, intelligence and community mindedness.







EVACUATION TIPS

GRAB-AND-GO BAG

Bottled water and ready-to-eat food, like high-calorie power bars
Battery-powered or hand-crank flashlight
Small battery-powered or hand-crank radio
Flashlights and extra batteries
Extra batteries
Seasonal clothing and an emergency blanket
Copy of your emergency plan and copies of important documents, such as insurance papers
Pet food, water, leashes and carriers, if applicable
Small first aid kit and personal medications
Toiletries and items such as an extra pair of glasses or contact lenses and solution
Cash in small denominations
Pen and notepad
Whistle

WHEN YOU LEAVE, REMEMBER TO

Make sure you are safe before assisting others
Monitor the radio, television, and/or social media for information from authorities
Do not turn off your home's gas supply
Post easy to see signs for water and gas shut-offs
Follow your household emergency plan
Bring your grab-and-go bags
Close doors and windows

EMERGENCY CONTACT AND EVACUATION ROUTES

Fill out this form and keep it near your home phone or someplace where everyone in your house can easily find it. Keep a copy in your grab-and-go bag, and rehearse your evacuation route at least once a year.

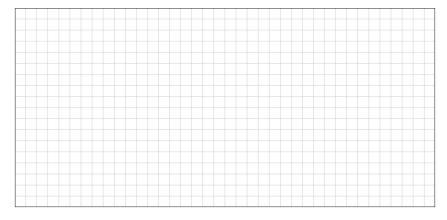
Visit **bcwildfire.ca** for up-to-date wildfire information in British Columbia.

For more information on how to prepare for a wildfire and other emergencies, go to **preparedbc.ca/wildfires**

OUR OUT-OF-TOWN EMERGENCY CONTACT IS:

Name	
Relationship	
Home Phone	
Cell Phone	
Address	
Email	

OUR EVACUATION ROUTES ARE (SKETCH ROUTES BELOW):







The BC Wildfire Service of the Ministry of Forests, Lands, Natural Resource Operations and Rural Development would like to thank the following:

- · CIFFC for providing the information used in this manual
- Alberta Environment and Sustainable Resource
 Development for allowing the use of its FireSmart
 Homeowner's Manual as a model for this manual
- The BC FireSmart Committee for supporting the production of this publication. (The BC FireSmart Committee includes representation from the BC Wildfire Service, Emergency Management BC, Forest Enhancement Society of BC, BC Parks, Parks Canada, Fire Chiefs' Association of British Columbia, Ministry of Forests, Lands, Natural Resource Operations and Rural Development Regional Operations, First Nations' Emergency Services Society, Indigenous Services Canada (ISC), Forest Enhancement Society of BC, Office of the Fire Commissioner BC, and the Union of B.C. Municipalities and FireSmart Canada.)

Copies of this manual are available at your local fire centre office or online at firesmartbc.ca

 $\label{eq:FireSmart} \textbf{FireSmart} \ \textbf{Iogo} \ \textbf{are} \ \textbf{registered} \ \textbf{trademarks} \ \textbf{of} \ \textbf{CIFFC}.$

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British Columbia's Ministry of Forests, Lands, Natural Resource Operations and Rural Development, and the Crown, accept no responsibility of liability for any loss or damage that any person may

pursuant to, this manual.

Cover photo: BC Wildfire Service

For more information about the BC Wildfire Service, please contact the office nearest you:

Provincial Wildfire Coordination Centre BC Wildfire Service 250 312-3000 (Kamloops)

Kamloops Fire Centre 250 554-5500 (Kamloops)

Coastal Fire Centre 250 951-4201 (Parksville)

Southeast Fire Centre 250 365-4040 (Castlegar)

Northwest Fire Centre 250 847-6600 (Smithers)

Cariboo Fire Centre 250 989-2600 (Williams Lake)

Prince George Fire Centre 250 561-4628 (Prince George)

First Nations' Emergency Services Society of British Columbia North Vancouver office:

604 669-7305

1 888 822-3388

First Nations' Emergency Services Society of British Columbia

Kamloops regional office:

250 377-7600

1 888 388-4431



FireSmartBC.ca



Ministry of Forests, Lands, Natural Resource Operations and Rural Development

Emergency Management BC

BC Wildfire Service

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Forest Enhancement Society of British Columbia







www.bcwildfire.ca
To report a wildfire, call:
1 800 663-5555
or
*5555 on your cellphone