

Frequently Asked Questions – Flooding and Freshet season

1: What can I do if I am worried my property will flood?

Private property owners are responsible for protecting their own properties. This includes sandbagging, structure and bank protection, pumping, etc.

- Have a household emergency plan, including for your pets.
- Keep important documents/identification in a location not likely to be exposed to flood water.
- Review insurance available for your property with a qualified insurance professional.

Emergency Management BC expects property owners to obtain flood insurance, when and where available. Property owners who choose not to obtain flood insurance, where available, may not be eligible for Disaster Financial Assistance.

2: Where can I access sandbags (sand and unfilled sandbags) if necessary?

- In the event of a flooding event, a pile of sand and empty sandbags may be available at the east gate of the City Operations building, off Pleasant Valley Rd (1900 48th Avenue), unless otherwise specified.

3: What if I do not live in the City of Vernon - where can I access sandbags?

Each local authority has an emergency program and can best assess the local risk. If you live outside the City of Vernon, please reach out to the municipal, regional district, or First Nation office where you are located to find information on available sandbagging resources.

4: What do I do if I notice a potential problem or flooding concern?

- Non-emergency reports can be made to Operation Services: 250-549-6757 Monday – Friday, 7:30 am – 3:30 pm, or via the “Report an Issue” web form on the City’s website, located in the footer of every page (vernon.ca).
- Urgent after-hour reports can be made to 250-542-5361.
- Emergency, including threat of life, call 9-1-1.

5: Who owns the streams within Vernon’s municipal boundary and who can authorize work in or around them?

In British Columbia, the Water Sustainability Act (WSA) regulates and applies to any [work in and about a stream](#). The Riparian Areas Protection Regulation (RAPR) protects the many and varied features, functions and conditions that are vital for maintaining stream health and productivity.



Riparian areas link water to land. These lands border streams, lakes and wetlands. Both the WSA and RAPR are regulated by the provincial government and not municipalities.

Streams are Crown land and are not the property of the City. Therefore, the City cannot approve work to take place in or about a stream.

Private property owners are responsible for protecting their property from flood and flood-related risks. If property owners or the general public have a request regarding tree or vegetation maintenance, bank stabilization or the removal of debris in or about a stream, the City will direct the inquiries to the appropriate agency for approval.

Private property owners may be required to engage a qualified professional and obtain permits from the Province to address their concerns. The same conditions apply to the City.

Residents doing yard maintenance are reminded to avoid placing branches or pruning debris in creek channels, as it can obstruct water flow and cause damage.

6: Where can I get more information?

- Subscribe to email notifications from the City: [vernon.ca/subscribe](https://www.vernon.ca/subscribe)
- Visit Vernon's Emergency Management Flooding page: [vernon.ca/flooding](https://www.vernon.ca/flooding)
- Visit Get Prepared for a Flood in British Columbia website:
<https://www2.gov.bc.ca/gov/content/safety/emergency-management/preparedbc/know-your-hazards/floods/before-flood>