

PUBLIC NOTICE: Service Update – August 24 – Launch of Wildfire Health Services Updates Webpage, 811 Information Line, Info for Residents with Upcoming Appointments.

(Yellowknife, August 24, 2023) – The NTHSSA has launched the [Wildfire Health Services Updates Webpage](#) to provide current information on what services and supports are available to evacuees. This will be the key source of information for health and social services supports and programs during the evacuation.

The webpage is updated as new information becomes available. Evacuated residents are encouraged to check back often. As information is updated it will also be provided to NWT 811 to help answer questions when people call.

Latest updates – to be found in more detail at the link above - include:

- A comprehensive Q&A document we will be updating as information changes.
- Remote Prescription Refills
 - Alternate process for requesting prescription refills for evacuated individuals.
- Cancer Care
 - The Cancer Centre Transition Team will work with you to ensure your assessment or treatment remains as uninterrupted as possible.
- Assistance Locating Evacuated Long Term Care Residents and In-Patients
 - BC has set up a Family Support Line to help provide info for families of in-patients from Stanton Territorial Hospital.
 - Alberta Health Services (AHS) has set up a reunification number for anyone with a loved one currently being cared for in a bedded facility in Alberta.
- Pregnant Evacuees
 - Information and contacts for prenatal care in Edmonton, Calgary, and Red Deer.
- Mental Wellness Supports
 - NWT Help Line, Kids Help Phone, Wellness Together Canada, First Nation and Inuit Hope For Wellness (Indigenous Support line), Online chat & Online supports, and Climate and Eco Anxiety Information and Supports.
- Child and Family Services
 - Information for Hay River & Fort Smith residents as well as the Yellowknife Child and Family Services 24 hour Intake line.

811 in the Northwest Territories:

- Call 1-844-259-1793 – to reach the NWT 811 service from outside the territory - for information about NWT health services and evacuee supports.
- Dialling 811 (inside the NWT) or 1-844-259-1793 promptly puts you in contact with a health care navigator or registered nurse in case of a non-urgent health issue.

- This service has been updated with information about NWT health services and evacuee supports.
- The service is available 24 hours a day, 7 days a week.

811 and Health Advice lines in the receiving Province of Evacuation:

- Alberta, British Columbia, and Manitoba have health advice lines that can help you get general health information and provide information about local services. Details below:
 - [Alberta](#) – 811
 - [BC](#) – 811
 - [Manitoba](#) – 204-788-8200

Individuals with Upcoming Appointments or Ongoing Care Needs

The NTHSSA is working to provide information for those who have upcoming appointments or ongoing care needs in evacuee receiving locations. Further details will follow; non-urgent care or appointments scheduled in the NWT may be deferred. For those who have appointments that will be transferred or coordinated in another location they will be contacted directly.

More details will be provided as these care pathways are finalized.

Related links:

- [NWTFire Updates](#)
- [GNWT Public Safety Emergency Response Information](#)
- [Wildfire Resources – Alberta Health Services](#)
- [Northwest Territories wildfire evacuation – Alberta Health Services](#)