

ALBERTA FLOODS PROGRESS REPORT

as of
December 31, 2013



You are a part of the largest domestic disaster response in the history of the Canadian Red Cross. Thanks to you, thousands of families in Alberta have received immediate help following the floods and continue to find support through your generous gift.

An unprecedented number of volunteers, donors, community and corporate supporters have come forward to join the Red Cross effort to provide emergency relief and recovery assistance to people in their time of need. The spotlight on a disaster may dim beyond the affected area as time moves on, but the efforts shine brightly for the people who continue to work together to rebuild lives and find their way back home. While much work has been done, there is still more work to do. Efforts to recover and rebuild continue, as they will for many months to come. Recovering from a disaster of this magnitude takes time as needs and vulnerabilities continue to emerge months later. Thanks to you, our partners in humanity, the Canadian Red Cross will continue working with flood-affected people and communities for the long haul.

RED CROSS RESPONSE

WHERE YOUR GIFT GOES

as of
December 31, 2013

*95 cents of every dollar donated for
Alberta Flood Relief goes directly to
impacted individuals and communities*

Approximately
\$14 million

Emergency and
Early Recovery
1 Year



Shelter management and support
Home clean-up



Distribution of relief items



Financial assistance in the
form of cash cards



Community grants

Approximately
\$16 million

Recovery
1.5 Years



Ongoing financial assistance for families
Funding for community projects



Emotional support



Reconstruction
Major and minor repairs to homes



First Nations housing support

Approximately
\$10 million

Long Term
Development
2 Years



Client case management



Community partnerships
Resiliency and capacity building



Community grants



Transition of Canadian Red Cross
programs to community

Emergency Response

Returning Home

Back to Normal

Building Back Stronger

EMERGENCY AND RECOVERY

\$18.8 MILLION SPENT OR COMMITTED TO DATE

as of
December 31, 2013

Individuals & Families

- Distribution of more than **945,000 relief supplies** (clean-up kits, first aid kits, hygiene items, water, towels, safety gear, cots and blankets, etc.)
- **Financial assistance to 6,000 families** in the form of cash cards for: food; clothing; medical equipment; lodging; childcare assistance; occupational items to help people return to work; school supplies; and transportation (public transit passes or fuel for vehicles).
- Partnership with Alberta Mental Health and local health services to provide **emotional support** for clients.
- **Financial assistance** in the form of cash cards to alleviate monetary stress for 1,000 families during the holiday season.
- Winter Emergency Heat program in partnership with the Government of Alberta to provide **heat and hot water to affected homes**.
- Offering to help approximately 500 High River homes with **utility bills**.
- **Elders' Feast** held in mid-December to encourage members of the Siksika, Stoney Nakoda, and Cree nations to volunteer for recovery efforts.

Communities

- **Community Grant Program**
Recipients to date include: Bulk food supply for Siksika Nation and Stony Nakoda; Airdrie Food Bank; Medicine Hat and District Food Bank; Calgary Interfaith Food Bank; Lethbridge Food Bank; Okotoks Interfaith Food Bank; Banff Food Bank Association; Iyarhe Nakoka Food Bank; Foothills Snaps; Distress Centre; Alexandra Community Centre; Bragg Creek Community Centre; Boys and Girls Clubs of Calgary – Safe House; Mission Possible; Alberta Elks (Stavelly Elk Lodge); Simon House Van; Canada Bridges Siksika Youth Program.

Shelter

- Managed or supported **16 emergency shelters**.
- Provided Samaritan's Purse with financial support for the clean-up of **400 homes** in Calgary, High River, and Siksika Nation.
- Provided Habitat for Humanity with financial support for the repair and restoration of **50 homes**.

Continues...

Mother Cynthia Bertram with daughter Raleigh, baby Rachel and a Community Liaison for Red Cross.



THE WORK CONTINUES

As efforts to recover and rebuild continue, the Canadian Red Cross will keep working with flood affected people and communities in the weeks and months ahead:

- The Canadian Red Cross continues to provide **financial assistance** to flood-affected families **as needs emerge**.
- **Partnerships** with Alberta Mental Health and local health services are ensuring **emotional support** is available to clients.
- Funding is ongoing for the **repair and restoration of homes** in partnership with other organizations.
- Funding is still available for **community recovery projects** such as completing repairs to a community centre, supporting sport and recreation programs, etc.
- Funding is still available for capacity building projects such as personal preparedness **education initiatives**.
- **Ongoing efforts with First Nations** communities include: working directly with families to identify and support needs; providing winter clothing for more than 500 children; providing financial support for community initiatives; and establishing an office on the Siksika Nation to support families in the community in the months to come.



More than \$670,000*
committed to the **Winter Emergency Heat program**
to provide heat and hot water to affected homes

*This figure is included in the \$18.8 million spent or committed to date.

A working furnace battles the cold grip of winter.

STAYING WARM THIS WINTER

For weeks after Calgary's weather turned cold, Joan MacGougan huddled with her pets in just one room of her Inglewood home. A senior on a fixed income, MacGougan managed with a wood-burning fireplace and gas stove while a neighbour tried to fix her furnace and hot water tank, both badly rusted and damaged by water seepage and sewer backup during the flood.

Then one day, a postcard from the Red Cross explaining the Winter Emergency Heat Program dropped into her mail box.

"Finally, I knew that I could probably get help. Before that, I really didn't know what I was going to do, where I was going to go. I was worried all the time. It was terrible."

After contacting the Red Cross, MacGougan learned that she would receive financial assistance to repair or replace her damaged heating systems.

"Granted, other people were in worse shape than I was, but I was so grateful the Red Cross could help me, too."

The Winter Emergency Heat Program, started October 7, is providing financial support to eligible homeowners in flood-affected areas so they can replace or repair furnaces, hot water tanks and other essential heating items, stay

warm in their homes, or protect their damaged properties over winter.

As of December 31, the Red Cross has committed more than \$670,000 to the Winter Emergency Heat program. The province of Alberta is a partner in this program.

When water started to seep into her basement during the flood, MacGougan knew she was in trouble. "I rounded up my three dogs, took my bunnies up to the attic and the cats were so smart that they had already taken off." With no family in town, MacGougan headed for a friend's house and stayed there until she needed to move back with her pets. She returned to find her basement smelly and damaged. She managed a cleanup and makeshift, mostly one-room, existence for months until December 18 when her furnace and hot water tank were repaired with Red Cross financial support.

Shortly after the disaster, MacGougan had made a small donation to flood recovery efforts herself but never expected to personally need the help, she says.

"I tried to do what I could, but I really want to tell other donors: Thank you very much! I really have no idea what I would have done otherwise."

Jonnibeth Scout at the Elders' Feast.



ELDERS' FEAST

Jonnibeth Scout and her five-year-old son, Leighton, recently attended an Elders' Feast organized by the Red Cross to encourage members of the Siksika, Stoney Nakoda and Cree nations to volunteer for recovery efforts. Scout, a Red Cross volunteer, spends a lot of time meeting with family, friends and neighbours among the Siksika Nation since floodwaters destroyed direct routes and swaths of property around her home near Gleichen.

Scout says the goodwill that she is building with other Red Cross volunteers is worth the effort.

"There has been a lot of nice feedback from people we have helped after the flood."

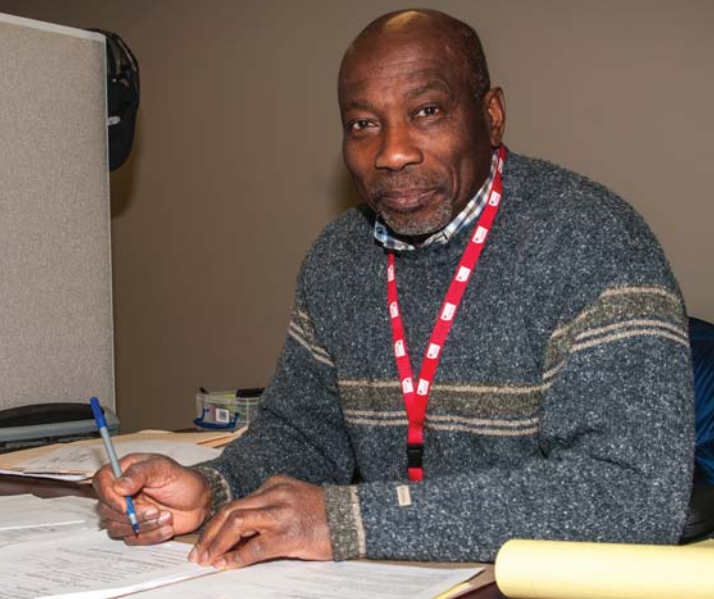
The Canadian Red Cross has been supporting flood-affected First Nations communities from the beginning of the June floods and continues to work with them as they recover. Ongoing efforts include: working directly with families to identify and resource needs; providing winter clothing for more than 500 children; and support for community initiatives over the holidays such as elders' feasts and children's Christmas parties.

"This is an important occasion," Marty Wildman, a Red Cross caseworker on the First Nations team, told the crowd assembled for a mid-December feast. "We don't usually get together to celebrate like this, but here we are recognizing the continuity and diversity of our cultures... and we're hoping others will consider being volunteers for the Red Cross. Together we can assist our people."

The Red Cross is establishing an office on the Siksika Nation to support families in the community over the months to come.

Sara Lagrelle-Dixon attended the feast with her son, Randy, daughter, Madison, and baby, Lea. From the reserve at Morley, the family lost almost everything in the flood, said Lagrelle-Dixon. "Our basement was completely submerged." Along with husband, Colten Twoyoungmen, the family has since moved first to an elder's lodge and now stays with friends while they wait for their home to be refurbished.

"It's almost finished but we still need a few things," she explained. Lagrelle-Dixon hopes more First Nations people participate in Red Cross flood recovery efforts. "I know people really appreciate this help."



More than \$500,000*

allocated to helping approximately
500 High River households with **utility bills**.

*This figure is included in the \$18.8 million spent or committed to date.

Red Cross volunteer caseworker at new Red Cross office in High River.

KEEPING THE LIGHTS ON

It's tough enough trying to put life back together after a flood, but Diane Lambourn says receiving a utility bill for more than \$700 just two weeks before Christmas almost finished her holiday before it began.

"I guess I knew a bill was coming eventually, but just before the holidays? Oh boy, that was not great. But what can you do? Christmas wasn't looking good for us," she recalls.

Lambourn helps support an adult son and grandson, who live in a basement suite in her High River home that was badly damaged during the flood. The family was still trying to figure out how to make the bill payment when Lambourn heard the Red Cross could help pay outstanding energy bills, or reimburse those in need of assistance. After about 500 High River residents received back-dated utility bills for \$1,000 on average, the Red Cross offer was communicated to clients through the utility firm using automated phone calls.

Since the flood, utility bill assistance has been available to any Red Cross client affected by the disaster.

When Lambourn received a phone call about help with her utility bill, she "so appreciated it, I tell you! It was simply wonderful."

Good news has been in short supply around High River, says Lambourn, who works at a local hotel where some rooms are still occupied by displaced flood victims.

"We hear some tough stories. We're dealing with our own stuff too, and everybody else's. But a lot of people are much worse off than me, for sure."

Lambourn and her son lost almost all the contents of his two bedroom basement suite. When he rushed home from work on the morning of the flood, he could only grab his computer and a few other things before the rooms were submerged. The family dispersed between other relatives' homes until they began a lengthy cleanup.

"What a nightmare," recalls Lambourn. "It's just been crazy. But Red Cross offering to help just before the holidays, that was great. It's so appreciated."

DeMan family at Bowness Open House in November, with Red Cross caseworker.



RESTORED HOPE

The DeMan family are starting to see “light at the end of the tunnel,” after months of struggling to get their Calgary home and business back in order.

“We are so very thankful to all the volunteers, friends, family, and The Red Cross for getting us this far. With help and determination, we believe we can put our life back together,” says Shirley DeMan, who lives with husband, Keith, and daughter, Rebecca, 13, in the Bowness neighbourhood where flooding affected more than 450 homes.

Before muddy river water and sewer back-up swamped two floors of the DeMan’s four-level split bungalow, Keith says the family spent 13 years and plenty of savings at the “dream location, gradually transforming a fixer-upper.” The couple raised five children there, and just two weeks before the flood, hosted an older daughter’s wedding in their flower-filled garden by the Bow River.

“Everything was perfect. Now, it’s all just upside down and covered in mud, much like the house,” says Shirley, who lost boxes of keepsakes preserved

for each child, an antique piano treasured by Rebecca, business files and “so much more that it’s hard to list.” The family also lost about half their income for a few months because Shirley ran a small day home for children at the residence. In the flood’s aftermath, the DeMans moved in with relatives.

When they first attempted a heartbreaking clean up, the family had to boil water over a backyard fire. The Red Cross supplied boots, masks and other cleaning materials. Later, Red Cross assistance helped again, as bills piled up fast, says Keith, who struggles with health issues.

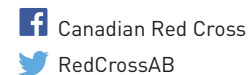
More than six months later, only half the house is fully habitable, the plumbing needs a complete overhaul, one son lives with an uncle, and the child care business is located elsewhere. But the DeMans say they feel hopeful for the first time.


“Just taking some of the financial burden off of us has been so wonderful,” says Keith. “The Red Cross took away some of our stress. We will always be so very grateful.”



See how your ongoing support makes a difference every day:

www.redcross.ca



 Online videos by the Canadian Red Cross

 Canadian Red Cross blog - Red Cross Talks