



CANADIAN
RED CROSS
QUÉBEC

LAC-MÉGANTIC TWO MONTHS AFTER THE TRAGEDY



Summer 2013 will remain in our minds forever. Two months after the tragedy that disrupted the lives of the Lac-Mégantic community, the Red Cross is still ensuring that those affected by the disaster receive the support they need in order to recover from this difficult event. This support is made possible because of you and your incredible generosity.

THANK YOU!



TIMELINE OF THE RED CROSS RESPONSE

July 6

Throughout the day

Distribution of vouchers for essential needs: food, shelter, clothing

Coordination with community partners

1:15 a.m.:	Violent explosion caused by the train derailment
1:30 a.m.:	Call from Lac-Mégantic's team of volunteer responders to the Red Cross emergency call centre and start of response. Two members of the team are evacuated.
3:47 a.m.:	Authorities ask the Red Cross for their support
4:00 a.m.:	The Lac-Mégantic team arrives at Montignac high school: reception of evacuees, support and registration
8:30 a.m.:	Volunteer response teams who were called in as reinforcements arrive from Sherbrooke and Saint-Georges-de-Beauce
9:00 a.m.:	Arrival of Red Cross emergency response teams, consisting of staff specialized in setting up and coordinating a reception centre for evacuees and those affected by the disaster
10:00 a.m.:	Arrival of the mobile rapid response unit with supplies to open an emergency shelter (beds, blankets, pillows, etc.)
11:00 a.m.:	Opening of an emergency shelter for approximately 200 evacuees who are unable to find refuge with family or friends
Noon:	Launch of the Lac-Mégantic Support Fund



July 7

Opening of a call centre in the Red Cross offices to collect donations

July 29

The Red Cross reception centre moves to the sports complex

July 9

Start of individual meetings with affected families to provide assistance, made possible by the fundraising campaign

August 22

Update on the Red Cross recovery assistance program, based on the donations to the Lac Megantic Support Fund

July 13

Spontaneous volunteer applications from people of the region are accepted by the Red Cross

September 6

Account of current operations

July 19

First meeting of local advisory committee members

Over the next few months

Red Cross volunteers and employees will continue to meet with those affected by the disaster to provide assistance and to assess emerging needs on the ground

July 24

Details of the Red Cross recovery assistance program are announced



RED CROSS RESPONSE IN NUMBERS

As of
September 6, 2013

\$12 million RAISED

The funds are being used in three assistance phases:

- Emergency phase (July 2013): \$300,000
- Short-term recovery phase (2013-2014): estimated at \$7.7 million
- Long-term recovery phase (2014 and beyond): estimated at \$4 million

Administrative costs will not exceed five per cent, which means that for every dollar donated, at least 95 cents will go directly to help those affected by the disaster.

The Lac-Mégantic card: helping the local economy

The Lac-Mégantic cards, offered by the Red Cross to those affected, are redeemable at local businesses in order to help the local economy.



More than 500 volunteers from across Quebec mobilized



Each week, **5-10 new volunteers** are trained



Since the initial response, **more than 2,400 people have been assisted**, 200 of whom were helped at the emergency shelter in the days immediately following the disaster

61 grieving families supported including 30 children who have lost one or both of their parents

69 businesses and organizations assisted

13,855 purchasing cards or vouchers distributed, which are redeemable towards goods and services (accommodations, food, clothing)

Currently being distributed:

More than 6,000 Lac-Mégantic cards



1,000 cleaning kits



150 school bags

THE ASSISTANCE PROGRAM

An assistance program that addresses the specific needs of the community, businesses, organizations and individuals affected by the tragedy has been established thanks to your donations.

Individuals, businesses or organizations affected	Available assistance*
Owners, co-owners and tenants of destroyed or damaged homes who have returned home, and those who are still evacuated	Accommodation, personal needs, children's needs, healthcare needs, transportation costs, sports and recreational items, tools, uniforms and equipment
Owner-occupant of a home that was mostly destroyed	Reconstruction or moving costs
Recipients of healthcare, social and youth services, and services provided by local community organizations	Transportation costs
Workers who have lost less than seven days' pay	Personal needs
Employees of businesses that have been destroyed or damaged and who have lost their jobs; and employees of businesses that cannot continue to operate because of the evacuation	Personal needs, children's needs
College or university students who have lost their jobs	Personal needs, students' needs
Self-employed workers and owners of businesses that have been destroyed or damaged, and of businesses that cannot continue to operate because of the evacuation	Personal needs, children's needs
Self-employed workers and owners of businesses that have been destroyed or damaged, and of businesses that cannot continue to operate because of the evacuation	Business subsistence costs, resumption of operations
Self-employed workers and business owners in the Du Granit RCM who have experienced a drop in business volume through the loss of contracts, clients or equipment as a result of the disaster	Business subsistence costs
Grieving families	Funeral costs, personal needs, transportation costs, children's needs
Minors or children still in school who have lost one or both parents	Registered Educational Savings Plan or Guaranteed Investment Certificate, children's needs
Non-profit organizations whose premises have been destroyed or damaged and those that cannot continue to operate because of the evacuation	Subsistence costs, resumption of operations, special projects

* For a detailed version of the available assistance, consult the document titled Assistance Program for Lac-Mégantic, which is available on our [website](#) or from the Red Cross upon request.



THE ASSISTANCE PROGRAM (continued)

Help for the entire community

In addition to the specific support being given to each category of those affected, general support will be given to the community through various programs.

\$1 million will go towards the establishment of programs-developed in collaboration with Du Granit health and social service centre-that will help counter the effect of stress within the population.

\$500,000 is available for a program to help students of all levels. This program, established by Des Hauts-Cantons School Board and by the Centre d'études collégiales de Lac-Mégantic (Cégep Beauce-Appalaches), will help develop projects and hire specialized staff to assist students who are affected by the tragedy to pursue their education.

The advisory committee

The structure of the assistance program was determined on the basis of consultations with members of the local committee. It was formed to advise and support the Red Cross on fund management and coordination.

Organization	Representatives
City of Lac-Mégantic	Colette Roy Laroche, Mayor Gilles Bertrand, Executive Director
Lac-Mégantic Chamber of Commerce	Isabelle Hallé, Executive Director
Du Granit health and social service centre (CSSS)	Vicky Orichefsky, CSSS Director Janot Gosselin, Community Organizer
MRC du Granit local development corporation (CLD)	Michèle Tardif, Executive Director
Lac-Mégantic Employment Centre	Charles Rodrigue, Business Adviser
Des Hauts-Cantons School Board	Bernard Lacroix, Executive Director
Community development corporation (CDC)	Monique Phérvong Lenoir, Executive Director
Community Futures Development Corporation (CFDC/SADC)	Ginette Isabel, Executive Director
Ministère de la Sécurité publique du Québec	Denis Landry, Director, Recovery
Insurance Bureau of Canada	Line Crevier, Information Centre and Technical Affairs Manager
The Quebec Zone of the Canadian Red Cross	Mylène Turcotte, President

OUR PARTNERS

Major Partners

These partners make substantial and recurring donations or organize major annual fundraisers among their clients or their employees. They help the Red Cross be prepared to help those who need it the most, when they need it the most: during emergencies.

Bell	Hydro-Québec
<i>Campagne Entraide</i> among employees and retirees of the Government of Quebec	J.A. Bombardier Foundation
City of Laval	La Capitale Financial Group
City of Montreal	Power Corporation Canada
City of Quebec	Quebecor
Desjardins	Rio Tinto Alcan
	Royal Bank
	STM
	Walmart Canada

Ready When the Time Comes

Ready When the Time Comes Red Cross partners are ready to provide backup when needed. In Lac-Mégantic, more than 100 employees and retirees from the following businesses and associations joined response and relief efforts.

Acklands Grainger
Association provinciale des retraités d'Hydro-Québec
Bombardier Inc.
J.A. Bombardier Foundation

Media Partners

The following media offered free coverage for the Red Cross fundraising campaign supporting Lac-Mégantic.

Main partner :
Quebecor

Les Affaires	Hebdos Québec
Canal V	Pattison Affichage
CBS Affichage	106.7 CJIT
Le Devoir	Transcontinental

Major Corporate Donations

\$200,000 or more

Costco and its clients
CP Rail
Desjardins and its members
IGA and its clients
Metro and its clients
Quebecor and its employees
Walmart and its clients

\$100,000 or more

Association des concessionnaires Ford du Québec
Caisse de dépôt et de placement du Québec
Canadian Tire and its clients
Celine Dion Foundation
Couche-Tard and its clients
Fédération des chambres de commerce du Québec et Chambre de commerce région de Mégantic
Intact Insurance
J.A. Bombardier Foundation
Power Corporation Canada
Syndicat des Métallos
Tim Horton and its clients
TransForce

\$50,000 or more

Agropur
BMO and its clients
BRP Corporation and its employees
CANAC and its clients
CIBC and its clients
City of Quebec
Festival international d'été de Québec and its participants
Industrial Alliance
IPEX Management Inc.
Jean Coutu Group and its clients
La Capitale Financial Group
Loblaws and its clients
National Bank and its clients
Promutuel
Royal Bank and its clients
Scotiabank and its clients
Sisters of Charity of Ottawa
Staples and its clients
STM and its employees
Sun Life Financial
TD Bank and its clients
Teamsters Union
Ultramar Foundation
Qualinet

Marie-Ève, centre, with her fellow Lac-Mégantic emergency response team volunteers, Gabrielle Pharand-Rancourt and Gabriel Weiss



At the heart of the tragedy with Marie-Ève Charest, Red Cross volunteer

Marie-Ève is an elementary school teacher in Val-Racine, located 25 minutes away from Lac-Mégantic. After seeing a small Red Cross volunteer recruitment add in her local newspaper, she decided to become a volunteer. During the night of July 6, she received her first deployment call. The response in Lac-Mégantic was going to be her initiation as a Red Cross volunteer. Here is her story.

It all started with a call from Gabrielle, a fellow volunteer: "Marie-Ève, something big is happening at Lac-Mégantic: the downtown exploded." I made her repeat what she said because I thought I was still dreaming. I packed my Red Cross bag and I woke up my boyfriend to explain the situation to him. Then, I left the house and just as I was getting in the car, I saw that the sky was tinted red. After stopping at my parents' house, I made my way to the high school. At that time, the high school was empty. There were only a few people ready to help those who would be arriving from the town.

"Then, I left the house and just as I was getting in the car, I saw that the sky was tinted red."

Later, people started to arrive. People were crying and looking for their loved ones, people who were evacuated and very worried were arriving in their pyjamas. I remember seeing so much fear and worry in their faces. For a while, that is what was going on at the high school—people arrived and gave their names, others gave us the names of the people they were looking for and some were soaked because of the rain. We started handing out blankets.

I had my cell phone with me and I spoke with my dad often. I was worried about my family. The Red Cross

team that was on location asked us to start filling out registration forms. I struggled to write because my hand was shaking. I saw the people arrive; I knew a lot of them. They were recounting what they had just been through, which was really hard to hear.

"I saw the people arrive; I knew a lot of them. They were recounting what they had just been through, which was really hard to hear."

I will always remember July 6, 2013 and it is not a good memory. It was my first response with the Red Cross and it was a major tragedy, a tragedy in my own city. I never would have thought something this big would happen here.






However, something that I often think about is how incredibly organized the Red Cross is. It's nice to see how everything is thought of; everything is well organized. I had no idea what an emergency shelter looked like. Now I know and I realize just how amazing the work of the Red Cross is in such difficult times for communities.

"It is thanks to donations that the people of Lac-Mégantic can hope to rebuild not only their city, but also their lives."

It is thanks to donations that the people of Lac-Mégantic can hope to rebuild not only their city, but also their lives. It is so valuable. I don't know if those who donated know exactly how badly the people need it.



Keep up
with our latest activities:

-  Canadian Red Cross
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-  Canadian Red Cross Sets
-  Online videos by the Canadian Red Cross
-  Canadian Red Cross blog - Red Cross Talks