

# CITIZEN'S POST DISASTER GUIDE

**Fire Prevention Service**  
**MRC de Témiscamingue**



**April 2018**

**The Fire Prevention Service of the MRC of Témiscamingue wishes to thank the *Fire Safety Service of the Ville de Saint-Colomban* for allowing to use their model that has been adapted to the Témiscamingue reality.**

**Their generosity and professionalism were greatly appreciated.**

**Redaction end May 2, 2017**

## **MRC de Témiscamingue**

**21, rue Notre-Dame-de-Lourdes, bureau 209  
Ville-Marie (Québec) J9V 1X8**

**819 629-2829**

**1 855 622-6728**

**Fax : 819 629-3472**

**[mrct@mrctemiscamingue.qc.ca](mailto:mrct@mrctemiscamingue.qc.ca)**

**[www.mrctemiscamingue.org](http://www.mrctemiscamingue.org)**



**/ MRC de Témiscamingue**

### **Photo credit**

Tina Plouffe

### **Author**

François Gingras

Technicien en prévention incendie

MRC de Témiscamingue

### **Revision and layout**

Marie-Lee Therrien

Secrétaire de direction

MRC de Témiscamingue

# TABLE OF CONTENTS

YOUR SAFETY AND WELL-BEING MATTER TO US AND ARE OUR PRIORITY!.....	4
YOU ARE COVERED BY AN INSURANCE POLICY? .....	5
ACTIONS REQUIRED IMMEDIATELY FOLLOWING THE FIRE OR DISASTER IF YOU ARE COVERED .....	6
ACTIONS REQUIRED FOLLOWING THE FIRE OR DISASTER WITHIN 24 HOURS .....	7
ACTIONS REQUIRED FOLLOWING THE FIRE OR DISASTER DURING THE DAYS FOLLOWING.....	8
YOU ARE NOT COVERED BY AN INSURANCE POLICY? .....	9
ACTIONS REQUIRED IMMEDIATELY FOLLOWING THE FIRE OR DISASTER IF YOU ARE COVERED .....	10
ACTIONS REQUIRED FOLLOWING THE FIRE OR DISASTER WITHIN 24 HOURS .....	11
ACTIONS REQUIRED FOLLOWING THE FIRE OR DISASTER DURING THE DAYS FOLLOWING.....	12
IMPORTANT INFORMATION AND RECOMMENDATIONS.....	13
INFORMATION.....	14
REINTEGRATION NOTICE .....	16
REACTIONS DURING A FIRE OR DISASTER.....	17
TYPES OF REACTIONS.....	17
ORGANIZATIONS AND PHONE LIST .....	19
ORGANIZATION .....	20
Liste téléphonique .....	21
IMPORTANT PHONE NUMBERS .....	24
REINTEGRATING YOUR HOME – GENERAL INFORMATION .....	28
REINTEGRATING YOUR HOME (EMERGENCY MANAGEMENT).....	29
ANTICIPATE PROBLEMS .....	31
RECOMMENDATIONS.....	32
EMERGENCY MANAGEMENT – 72-HOUR EMERGENCY KIT .....	33
NOTES.....	34
OUR MISSION.....	37



## **YOUR SAFETY AND WELL-BEING MATTER TO US AND ARE OUR PRIORITY!**

No comforting word can mitigate the pain and sorrow experienced when disaster strikes. However, know that you are not alone, and that numerous regional services and organizations exist to help and provide support. They can assist you so that your life can return to normal as quickly as possible.

To support the people of the Témiscamingue region, the Fire Prevention Service of the MRC of Témiscamingue wishes to make this guide available to its citizens to give them information, tools, and resources to ensure that they are properly guided during disaster recovery. Whether it is a disaster caused by a fire or a wind storm, a flood or a large-scale event, this document will guide them through each step of the process.

For more information, feel free to contact us.

### **MRC of Témiscamingue**

[www.mrctemiscamingue.org](http://www.mrctemiscamingue.org)

(Tab: “Services to citizens and organizations” under “Fire Safety”)

**819-629-2829**

Fire Safety Project Manager, **ext. 236**

Fire Protection Technician, **ext. 240**





**YOU ARE COVERED BY AN  
INSURANCE POLICY?**

## **ACTIONS REQUIRED IMMEDIATELY FOLLOWING THE FIRE OR DISASTER IF YOU ARE COVERED**

**Day 0**

### **Owners and tenants**

- Contact your insurance company
- Find a place to stay
- Inform your relatives
- After receiving confirmation from the Fire Safety Service that the investigation is done, find a place to store your possessions during the renovations
- Give your contact information to a representative of the Fire Safety Service and to a representative of the Canadian Red Cross (1 877 362-2433) when the latter is present.

### **Tenants**

- Inform the owner or his representative that a fire or disaster has occurred and provide the contact information of the place where you will have temporary accommodation.

### **Items to bring along when re-housing**

- Insurance documents
- Identification papers
- Credit cards
- Medication
- Glasses
- Dentures

### **NOTE!**

It is important to contact your insurance company as soon as possible so that damage assessment may be done. The insurance company will allow you to begin the claims process and will provide the necessary support.

Representatives of various cleaning and renovation businesses may offer you their services. Do not sign anything before consulting your insurance company. It is recommended to take a few hours to rest and think things through before making any decisions.

As soon as the firefighters leave your residence, you become responsible for your house again. The owner must make sure that the premises are safe. If your house or dwelling becomes uninhabitable following the disaster, it is recommended to move your possessions to a family member, friend, or neighbour's home. It is best to shut off your home's water supply and to inform the public works department of your municipality.

## ACTIONS REQUIRED FOLLOWING THE FIRE OR DISASTER

### WITHIN 24 HOURS

#### Owners and tenants

- Inform your employer
- Inform the school administration of your children's school
- Inform your bank or credit union
- Request, if necessary, the Fire Safety Service's report (see page 32)
- Inform utility companies (see page 24)
  - Home phone
  - Cell phone
  - Television
  - Internet
  - Hydro-Québec
  - Propane gas company
  - Credit card company
  - Fire and security monitoring system companies
- Inform government agencies (see page 23).

#### Owners

- Make sure the building is safe

#### List of equipment and services that must be inspected and put back in working order

- Water
- Smoke detector
- Electricity
- CO detector
- Propane gas
- Alarm system
- Heating
- Fixed fire extinguishing system

*N.B. To restart some of the equipment and services, the presence of a qualified person may be required. The document property reintegration form provided by the Fire Safety Service of your municipality means that your property is under your responsibility again. Consequently, you are obliged to protect the premises and make sure that they are safe. If your residence is uninhabitable, you must gather your possessions that have not been damaged and store them in a safe place.*

## ACTIONS REQUIRED FOLLOWING THE FIRE OR DISASTER

### DURING THE DAYS FOLLOWING

#### Owners and tenants

- Make a list of the possessions and documents that were destroyed
- Contact the various organizations (see page 21)
- Restore equipment and services, if possible (see page 7)
- Keep all your receipts in a suitable location
- Cancel or reschedule appointments, except those for emergencies

#### Owners

- Contact renovation experts via your insurance company:
  - Electrician
  - Plumber
  - Carpenter
  - Cleaning company

During the days following the fire, numerous follow-ups will be required. We strongly recommend that you provide an address and phone number so that we can easily reach you: those of a friend, neighbour, family member, or those of the place where you will be staying. Provide this information promptly to all contact persons (insurer, claims adjuster, designated person of the Fire Safety Service of your municipality, etc.).

You can also go to the local employment centre (CLE) of your area (see page 23), as there exist special benefits that you can receive from the Ministry of Employment and Social Solidarity for costs incurred following a fire.





**YOU ARE NOT COVERED  
BY AN INSURANCE POLICY?**

## **ACTIONS REQUIRED IMMEDIATELY FOLLOWING THE FIRE OR DISASTER IF YOU ARE COVERED**

### **Day 0**

#### **Owners and tenants**

- Find a place to stay
- Inform your relatives
- After receiving confirmation from the Fire Safety Service that the investigation is done, find a place to store your possessions during the renovations
- Give your contact information to a representative of the Fire Safety Service and to a representative of the Canadian Red Cross (1 877-362-2433) when the latter is present.

#### **Tenants**

- Inform the owner or his representative that a fire or disaster has occurred and provide the contact information of the place of your temporary accommodation.

#### **Items to bring along when re-housing**

- Identification papers
- Credit cards
- Medication
- Glasses
- Dentures

## ACTIONS REQUIRED FOLLOWING THE FIRE OR DISASTER

WITHIN 24 HOURS

### Owners and tenants

- Inform your employer
- Inform the school administration of your children's school
- Inform your bank or credit union
- Request, if necessary, the Fire Safety Service's report (see page 32)
- Inform utility companies (see page 24)
  - Home phone
  - Cell phone
  - Television
  - Internet
  - Hydro-Québec
  - Propane gas company
  - Credit card company
  - Fire and security monitoring system companies
- Inform government agencies (see page 23).

### Owners

- Make sure the building is safe

### List of equipment and services that must be inspected and put back in working order

- Water
- Smoke detector
- Electricity
- CO detector
- Propane gas
- Alarm system
- Heating
- Fixed fire extinguishing system

*N.B. To restart some of the equipment and services, the presence of a qualified person may be required. The document property reintegration form provided by the Fire Safety of your municipality means that your property is under your responsibility again. Consequently, you are obliged to protect the premises and make sure that they are safe. If your residence is uninhabitable, you must gather your possessions that have not been damaged and store them in a safe place.*

## ACTIONS REQUIRED FOLLOWING THE FIRE OR DISASTER

### DURING THE DAYS FOLLOWING

#### Owners and tenants

- Make a list of the possessions and documents that were destroyed
- Contact the various organizations (see page 21)
- Restore equipment and services, if possible (see page 11)
- Keep all your receipts in a suitable location
- Cancel or reschedule appointments, except those for emergencies

#### Owners

- Contact renovation experts via your insurance company:
  - Electrician
  - Plumber
  - Carpenter
  - Cleaning company

During the days following the fire, numerous follow-ups will be required. We strongly recommend that you provide an address and phone number so that we can easily reach you: those of a friend, neighbour, family member, or those of the place where you will be staying. Provide this information promptly to all contact persons (insurer, claims adjuster, designated person of the Fire Safety Service of your municipality, etc.).

You can also go to the local employment centre (CLE) of your area (see page 23), as there exist special benefits that you can receive from the Ministry of Employment and Social Solidarity for costs incurred following a fire.



**IMPORTANT  
INFORMATION AND  
RECOMMENDATIONS**

## **INFORMATION**

### **Identification papers**

If they are damaged or destroyed, you must replace them (see page 23).

### **Mail**

Following a fire, Canada Post will hold your mail for a period of 24 hours following the disaster. However, it is your responsibility to inform Canada Post (local post office) of the incident and to request that it hold your mail for an indefinite period. This is a paid service; please keep your receipts.

### **Family, friends, and colleagues**

Contact your family, friends, employer, and colleagues to inform them of the situation and to let them know you are alive. They can probably help you out.

### **Receipts**

Numerous unexpected expenses arise following a fire. Keep all your receipts (gas, food, hotel, clothes, etc.), as your insurance company could reimburse you some of the expenses, depending on the terms of your contract.

### **List of your possessions**

You must prepare a list of all the possessions you lost. This list must provide exhaustive details of your possessions (brand, colour, model, serial number, cost, and date of purchase). If you kept your receipts and were able to recover them, they will be useful. The earlier the list is drawn up, the quicker you will be reimbursed. Remember that it is preferable to make this list of your possessions beforehand, with pictures, and to keep these documents in two separate locations (safety deposit box or at a relative's).

### **Medication**

Most pharmacists can renew your prescription for essential medication that was lost in the fire. Contact your pharmacist for information.

### **Renovations**

Your insurance agent and your claims adjuster will help you prepare for renovation work. Note that you must get a permit before undertaking any renovation work. To apply for a construction or renovation permit, contact your municipality.

### **Company representatives**

Representatives of various cleaning and renovation businesses may offer you their services.

*NOTE: Do not sign anything before consulting your insurance company or claims adjuster. It is recommended to take a few hours to rest and think things through before making any decisions.*

### **Insurance company and claims adjuster**

A claims adjuster is an expert in casualty insurance who investigates a disaster, assesses the damage, and negotiates the settlement. There are three types of claims adjusters:

- ✓ A claims adjuster working for an insurance company
- ✓ An independent claims adjuster mandated on a case-by-case basis by an insurance company
- ✓ A public claims adjuster mandated by the claimant

Usually, your insurer takes care of appointing a claims adjuster.

### **Income security beneficiaries**

You must contact your local employment centre (*see page 23*) as soon as possible to notify them of your needs. You already have a file there, and the law provides for some type of compensation.

### **Loss of a loved one in a fire**

If you and your family need moral comfort and support following the loss of a loved one, feel free to contact one of the specialized organizations (*see page 22*).

### **Clothes, food, accommodation, and furniture**

You can get clothes, food, and temporary accommodation through community help organizations (*see page 22*). The organization responsible for providing temporary accommodation is the Canadian Red Cross. It is important to know that food found in the residence during the fire is no longer edible. Contact your insurance company to know if you can receive a compensation for the food lost in the fire.

## REINTEGRATION NOTICE

### FORM "PROPERTY REINTEGRATION FORM"

#### REINTEGRATION NOTICE after the Fire Safety Service's intervention

**INFORMATION on the intervention**

Owner or tenant's name: \_\_\_\_\_ Tel: \_\_\_\_\_

Address: \_\_\_\_\_

Municipality: \_\_\_\_\_

Nature of intervention: \_\_\_\_\_

Date of intervention: \_\_\_\_\_ Time: \_\_\_\_\_

**MEASURES to take after the intervention**

*The Fire Safety Service had to shut off some equipment and recommends that you take the following measures:*

- |                           |                          |  |
|---------------------------|--------------------------|--|
| Electricity               | <input type="checkbox"/> | Have it checked and put back into service by a master electrician.   |
| Natural gas               | <input type="checkbox"/> | Have it checked and put back into service by the distributor.  |
| Propane gas               | <input type="checkbox"/> | Have it checked and put back into service by the distributor.  |
| Heating                   | <input type="checkbox"/> | Have it checked and put back into service by a qualified technician.   |
| Solid fuel heating system | <input type="checkbox"/> | Have it checked by a qualified person before use.  |
| Fire alarm system         | <input type="checkbox"/> | Have it checked by a qualified technician and take the necessary safety measures to protect occupants (e.g. monitoring patrol).<br><b>Inform the Fire Safety Service once the system is operational.</b> |
| Smoke detector            | <input type="checkbox"/> | Replace the device for added safety.   |
| CO detector               | <input type="checkbox"/> | Replace the device for added safety.   |
| Automatic sprinklers      | <input type="checkbox"/> | Have it checked and put back into service by a qualified technician, and put into place measures to monitor the building.<br><b>Inform the Fire Safety Service once the sprinklers are operational.</b>  |

Comments: \_\_\_\_\_

*After the Fire Safety Service's intervention, you must ensure the safety of building occupants and notify your insurance company without delay.*

I, the undersigned, \_\_\_\_\_ declare to be the \_\_\_\_\_  
(owner, tenant, owner's representative)  
of the above-mentioned building and acknowledge that I have read the present notice.

Signature \_\_\_\_\_

Prepared by \_\_\_\_\_ Assisted by \_\_\_\_\_  
Officer in charge Other person of the service

Fire Safety Service of \_\_\_\_\_

November 2004

\*Form from Ministère de Sécurité Publique



## REACTIONS DURING A FIRE OR DISASTER

### Children

Are fearful.

### Adolescents

Want to be treated as an adult or fall back into childhood.

### Adults

Struggle between their responsibilities and their own needs.

### Seniors

Are usually capable of identifying their needs and the related services, but may have difficulty handling the situation due to stress caused by the event.

## TYPES OF REACTIONS

According to some experts, the reactions observed in victims of a fire are normal and their intensity gradually diminishes. If agitation persists beyond two weeks, the victim should contact the local CLSC. The reactions can be physical, emotional, cognitive, and behavioural.

### Physical

- ✓ Headaches
- ✓ Nausea
- ✓ Difficulty breathing
- ✓ Fainting
- ✓ Cardiovascular problems
- ✓ Severe fatigue
- ✓ Hot flashes
- ✓ Sweating
- ✓ Dizziness
- ✓ Trembling

### **Emotional**

- ✓ Shock, stupor and torpor
- ✓ Deep anxiety
- ✓ Anger
- ✓ Tension
- ✓ Devastation and despair
- ✓ Feeling that the event will happen again
- ✓ Guilt and shame
- ✓ Irritability
- ✓ Emotional sensitivity
- ✓ Feeling of powerlessness and vulnerability

### **Cognitive**

- ✓ Anxiety and fear
- ✓ Lack of concentration
- ✓ Confusion
- ✓ Retrospection
- ✓ Irritability

### **Behavioural**

- ✓ Flight
- ✓ Obsession
- ✓ Heroic actions
- ✓ Retrospection
- ✓ Measures to protect loved ones
- ✓ Agitation

### **Reactions observed in children**

- ✓ Have nightmares
- ✓ Wet their bed
- ✓ Suck their thumb
- ✓ Or any other similar regression

### **Help children by :**

- ✓ Encouraging them to express what they are going through and how they feel. Use games and drawings to help them express this.
- ✓ Telling them the truth. Answer their questions as they come. They will go play and come back when they're ready to ask more questions.
- ✓ Increasing their sense of safety. Reassure them by explaining that their physiological and emotional reactions are normal after such a traumatic event.
- ✓ Discussing with your children the safety measures to be taken in case of a fire to give them a greater sense of control with regards to the situation.
- ✓ Notifying the school and daycare of the fire. These environments provide major support for children.



**ORGANIZATIONS AND  
PHONE LIST**

## **ORGANIZATION**

### **Canadian Red Cross, Quebec Division**

When a fire occurs, the Canadian Red Cross, Quebec Division, provides volunteers to help the victims. This front-line humanitarian organization supports the Fire Safety Service of Témiscamingue when emergency situations arise by reassuring the victims and by meeting their basic needs. The Red Cross also offers temporary accommodation to victims who have no other accommodation alternative, and that, for a period of 48 to 72 hours.

1 877 362-2433

### **Community Help Organizations (furniture, clothes, and accommodation)**

#### **Association Place au Soleil**

316, chemin Kipawa  
Témiscaming (Québec) J0Z 3R0  
819-627-1505

#### **Centre du bénévolat Lac-Témiscamingue**

721, route 101 Nord  
Duhamel-Ouest (Québec) J9V 2E2  
819-629-3124

#### **Comptoir Jean 23**

84-A, rue Sainte-Anne  
Ville-Marie (Québec) J9V 2B7  
819-629-2252

#### **Friperie Notre-Dame-du-Nord**

2, rue Leblanc  
Notre-Dame-du-Nord (Québec) J0Z 3B0  
819-723-2100

#### **Regroupement d'entraide sociale du Témiscamingue**

721, 101 route Nord  
Duhamel-Ouest (Québec) J9V 2E2  
Téléphone : 819-622-0765

*N.B. Contact your parish; it may offer some support services.*

## Liste téléphonique

### Centre de santé et des services sociaux (CSSST)

**CSSS du Lac-Témiscamingue**  
22, rue Notre-Dame Nord  
Ville-Marie (Québec) J9V 1W8  
819 629-2420

**CSSS de Témiscaming-et-de-Kipawa**  
180, rue Anvik  
Témiscaming (Québec) J0Z 3R0  
819 627-3385

### CLSC Service Points

**Point de service Angliers**  
14, Baie Millers  
Angliers (Québec) J0Z 1A0  
819 949-2088

**Point de service Belleterre**  
256, 2e Avenue  
Belleterre (Québec) J0Z 1L0  
819 722-2161

**Point de service Laforce**  
Rang 6  
Laforce (Québec) J0Z 2J0  
819 722-2453

**Point de service Latulipe**  
3, rue du Carrefour Nord  
Latulipe (Québec) J0Z 2N0  
819 747-5561

**Point de service Moffet**  
14-A, rue Principale, C.P. 38  
Moffet (Québec) J0Z 2W0  
819 747-6171

**Point de service Nédélec**  
66, rue Principale C.P. 29  
Nédélec (Québec) J0Z 2Z0  
819 784-4541

**Point de service Notre-Dame-du-Nord**  
17-A, rue Principale Sud  
Notre-Dame-du-Nord (Québec) J0Z 3B0  
819 723-2472

**Point de service Rémigny**  
1290, rue de l'Église  
Rémigny (Québec) J0Z 3H0  
819 761-3491

### Info-Santé

For any questions or concerns related to your health condition, for a professional opinion, and to know who to speak to for a consultation, contact Info-Santé at **8-1-1**. The service is available 24/7.

## **Animal Care Centre**

### **Vétérinaire clinique du Témiscamingue**

26, rue Principale Nord  
Saint-Bruno-de-Guigues (Québec) J0Z 2G0  
819 728-2234

## **Ministry of Employment and Social Solidarity**

### **Centre local d'emploi de Ville-Marie**

1 B, rue Notre-Dame Nord  
Ville-Marie (Québec) J9V 1W5  
819 629-6213  
1 800 463-3931  
[www.emploiquebec.gouv.qc.ca/pour-nous-joindre/](http://www.emploiquebec.gouv.qc.ca/pour-nous-joindre/)

In the event of a fire, the Ministry of Employment and Social Solidarity, via its local employment centres, provides last-resort financial assistance to those most in need.

## **Support**

### **Centre de Femmes du Témiscamingue**

28, rue Notre-Dame-de-Lourdes  
Ville-Marie (Québec) J9V 1X9  
819 622-0111

### **Centre de Prévention du Suicide du Témiscamingue**

1, rue Industrielle  
Ville-Marie (Québec) J9V 1S3  
819 622-7777

### **Groupe Image de l'Abitibi-Témiscamingue**

29, rue des Oblats Nord  
Ville-Marie (Québec) J9V 1H9  
819 622-2666

### **Maison Les 4 saisons du Témiscamingue**

Ville-Marie (Québec) J9V 1C8  
819 629-3261

## **Government Services (identity, revenue, immigration)**

### **Société de l'assurance automobile du Québec (SAAQ)**

1 800 361-7620  
[www.saaq.gouv.qc.ca](http://www.saaq.gouv.qc.ca)

### **Régie de l'assurance maladie du Québec (RAMQ)**

1 800 561-9749  
[www.ramq.gouv.qc.ca](http://www.ramq.gouv.qc.ca)

### **Passeport Canada**

1 800 567-6868  
[www.canada.ca/fr/immigration-refugies-citoyennete/services/passeports-canadiens.html](http://www.canada.ca/fr/immigration-refugies-citoyennete/services/passeports-canadiens.html)

### **Ressources humaines et Développement social Canada**

(Assurance-emploi)  
1 800 808-6352  
Trouvez le centre le plus près de chez vous :  
[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

**Commission de l'immigration et du statut de réfugié du Canada**

1 514 283-7733  
www.irb-cisr.gc.ca

**Revenu Québec**

1 800 267-6299  
www.revenuquebec.ca

**Bureau d'aide juridique de Ville-Marie**

3, rue Sainte-Anne, C.P. 6029  
Ville-Marie (Québec) J9V 2E9  
819 629-2314

**Immigration et communautés culturelles du Québec**

1 514 864-9191  
www.immigration-quebec.gouv.qc.ca

**Agence du revenu du Canada**

1 800 267-6999  
www.cra-arc.gc.ca

**Utility Companies**

**Bell**

1 866 310-2355

**Cablevision**

1 800 567-6353

**Énergir (Gaz Métro)**

1 800 361-8003

**Hydro-Québec**

1 800 790-2424 (emergencies)

**Shaw Direct**

1 888 554-7827

**Videotron**

1 877 512-0911 (residential customer service)

**Credit Card Companies**

**Desjardins Visa**

1 800 363-3380

**CIBC Visa**

1 888 465-4653

**Banque of Montreal MasterCard**

1 800 263-2263

**American Express Canada**

1 800 869-3016

**TD Visa**

1 800 895-4463

**RBC Visa**

1 800 769-2512

**National bank MasterCard**

1 888 622-2783

## IMPORTANT PHONE NUMBERS

### Fire safety of your municipality

Name of Fire Chief:

---

Telephone:

---

File No.:

---

Bank or credit union:

---

Name:

---

Telephone:

---

### School

Name of school:

---

Name of principal:

---

Telephone:

---

Name of school:

---

Name of principal:

---

Telephone:

---



Name of school:

---

Name of principal:

---

Telephone:

---

**Employer**

Name:

---

Telephone:

---

Name:

---

Telephone:

---

**Family, friends and neighbours**

Name:

---

Telephone:

---

Name:

---

Telephone:

---

Name:

---

Telephone:

---

Name:

---

Telephone:

---

Name:

---

Telephone:

---

**Pharmacy**

Name of pharmacy:

---

Pharmacist:

---

Telephone:

---

**Insurance company**

Name of representative:

---

Telephone:

---

Policy No.:

---

**Claims adjuster**

Nom of representative:

---

Telephone:

---

File No.:

---

**Cleaning and renovations**

Name:

---

Telephone:

---

**Électricien**

Name:

---

Telephone:

---

**Peintre**

Name:

---

Telephone:

---

**Plâtrier**

Name:

---

Telephone:

---

**Plombier**

Name:

---

Telephone:

---

**Compagnie de nettoyage**

Name:

---

Telephone:

---



**REINTEGRATING YOUR  
HOME – GENERAL  
INFORMATION**

## **REINTEGRATING YOUR HOME (EMERGENCY MANAGEMENT)**

### **Reintegrating your home following a flood**

- Do not return to your residence until civil authorities inform you that there is no more danger.
- If electricity was not shut off before the flood, do not go in your residence until a qualified electrician has made sure that there is no more danger.
- In the event that your drinking water well was flooded, make sure to perform a water analysis and that the analysis indicates that your water is not contaminated before using it.
- Put your house back in order as soon possible to safeguard your health and avoid further damage. Limit contact with flood water and anything that was in contact with it. During cleaning, keep your children away from contaminated areas.
- Wet appliances and devices can cause an electric shock or start a fire when switched on again. Do not use any electric or heating device, pressure equipment, or sewage system until a qualified electrician has cleaned, dried, and inspected them.
- The electrical panel must be cleaned, dried, and tested by a qualified electrician to ensure that it is safe.

### **What to do following a wind storm**

- Do not go in disaster-stricken areas.
- Be careful with debris like sheet metal, glass, or any other sharp material.
- Do not touch power lines that are on the ground or hanging overhead, as they could be live. Contact Hydro-Québec (see page 24).
- Never go into a building that has been damaged by wind.
- Pay attention to the quality of your drinking water, especially after heavy rain. When in doubt, perform a water analysis.

### What to do following an extended power outage

- Restore the power supply by turning on the main electrical switch, but first make sure that all household appliances, electric heating units, televisions, the microwave, computers, etc. have been disconnected to avoid damage caused by power overload.
- Allow some time for the electrical system to stabilize itself before reconnecting all your electrical devices. Start by turning the heat up on the thermostats, and after a few minutes, reconnect the refrigerator and the freezer. Wait 10 to 15 minutes before reconnecting your other electrical appliances.
- As for the water supply, turn it on and close the lowest taps to allow air to escape from the upper taps.
- Make sure that the water heater is full before turning on the power to it.
- Check food supplies in refrigerators, freezers, and cupboards for signs of spoilage. If a freezer door was kept closed, food can stay frozen 24 to 36 hours, depending on the temperature. When food begins to thaw—usually after two days—it must be cooked. If not, throw it away.
- Restock your emergency kit to have the necessary supplies when you need them.

## **ANTICIPATE PROBLEMS**

### **Good advice**

- Make a list of your possessions and take a picture of them. Give a copy of these documents to a relative or keep them in a safety deposit box.
- Photocopy your identity and credit cards and give a copy to a relative or keep them in a safety deposit box.
- Make a list of your medication. Keep this list in your wallet and give a copy to a relative or keep it in a safety deposit box.
- Prepare an emergency kit you can bring along with you in case you must evacuate.
- Keep an updated list of basic phone numbers that you can put away in your wallet.

### **HOW TO GET A COPY OF THE REPORT?**

To request a copy, please call your local fire department.

## RECOMMENDATIONS

### Smoke Detector

Smoke detectors are the cheapest of safety devices and the easiest to install and maintain. This smoke detection tool is fundamental as it can save lives by warning occupants of a residence of the presence of smoke at the onset of a fire. Lack of a functional smoke detector in a residence can be fatal for you and your family.

Don't be fire's next victim. Install a smoke detector in your residence, and that is, on each floor, **including the basement, and in each bedroom**. Remember to regularly check that they are functional and to replace the batteries twice a year with each time change.

*Note: Some smoke detectors have a battery lifetime of up to 10 years.*

### Carbon Monoxide Detector

Carbon monoxide (CO) is an odourless, colourless, and tasteless gas. Given that we cannot see, smell, or taste it, CO can affect you or your family members before you even detect it. Exposure to even low levels of CO can cause serious health problems. In addition, CO is harmful because it quickly accumulates in the blood, thereby reducing the blood's oxygen-carrying capacity (Santé Canada, Directives d'exposition concernant la qualité de l'air des résidences, 1989).

Don't be carbon monoxide's next victim. When you use combustion appliances in your home and when a garage is attached to the residence, you must install a functional carbon monoxide detector inside your home. Remember to regularly check that it is functional and to replace the batteries twice a year with each time change.

Source: <https://www.cmhc-schl.gc.ca/en/index.cfm>

*Note: Some carbon monoxide detectors have a battery lifetime of up to 10 years.*

### Evacuation plan

We recommend that you determine two means of evacuation and one outside meeting place with your family. Having an evacuation plan and carrying out two evacuation drills per year can increase your chances to escape your residence unscathed in the event of a fire. By determining a meeting point outside, you make it more likely that all occupants will evacuate and be safe.



## EMERGENCY MANAGEMENT – 72-HOUR EMERGENCY KIT

### 72- Hour Emergency Kit

Here are the basic items you should have in your emergency kit:

- Drinking water (two litres per person per day, for at least three days)
- Non-perishable food (provisions for at least three days)
- Manual can opener
- Battery-operated radio (+ spare batteries)
- Flashlight (+ spare batteries)
- Candles
- Lighter or matches
- First Aid Kit (antiseptics, analgesics, adhesive bandages, sterile gauze compresses, scissors, etc.)

For additional precautions:

- Whistle (to signal your presence known to rescuers)
- Dust masks (to filter contaminated air)

These essential items will help you and your family survive the first three days of an emergency situation.

Three days is the time it could take for rescue to arrive or the time it could take for essential services to be operational again.

Source: <https://www.securitepublique.gouv.qc.ca/en/civil-protection/preparing-for-disasters/family-safety-plan/emergency-kit.html>







## OUR MISSION

- Prevent fires and any incident that may occur on the territory and that could affect the population, the environment, and our built heritage
- Respond in emergencies to save lives, the environment, and property
- Provide support to the population in a variety of situations to strengthen community resiliency



SÉCURITÉ INCENDIE

