



Victim Services of Nipissing District
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After the fire.

A guide to aid in returning to normal.

Victim Services of Nipissing District

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NOTES AND INFORMATION

EMERGENCY AND NONEMERGENCY NUMBERS

Please fill this area in with your local phone numbers and keep copies at locations other than your home.

Emergency _____

Poison Control _____

Doctors _____

Insurance Company _____

Medical policy number _____

Home policy number _____

Auto policy number _____

Gas/Fuel Company _____

Municipality _____

Banks _____

Neighbors _____

Accountant _____

Family _____

Canadian Red Cross _____

Shelter/Assistance _____

Pharmacy _____

Work Numbers _____

Other _____



Recovering from a fire can be a physically and mentally draining process.

When fire strikes, lives are suddenly turned around. Often, the hardest part is knowing where to begin and who to contact.

Victim Services of Nipissing District gathered the following information to assist you in this time of need. You will need to take action immediately on some of the suggestions. Some actions may be needed in the future, while others will be ongoing. This information is intended to give you the assistance needed to help you as you begin rebuilding your life.

THE FIRST 24 HOURS

Securing Yourself and The Site

■ Contact your local disaster relief service, such as the Canadian Red Cross or the Salvation Army, to help with your immediate needs, such as:

- Temporary housing
- Food
- Medication
- Eyeglasses
- Weather Appropriate clothing
- Pet Needs



Cautions

■ Have all injuries, no matter how minor, attended to by medical personnel, and be mindful about the effects of smoke inhalation. Problems can appear or last after the fire has been put out.

Contact your doctor if symptoms include a persistent cough, wheezing, vomiting, high temperature or breathing difficulties.

■ Do not enter the damaged site unless the Fire Rescue Incident Commander or the investigating Fire Prevention Officer has given you permission. If the site is unsafe, firefighters may be able to retrieve your important valuables or you may be able to enter the site accompanied by Fire Rescue personnel. You will not be allowed to take certain items (i.e. couches, TVs, computers, appliances) as they may have caused the fire. Fires can rekindle from hidden, smoldering remains.

NOTE: If an investigation into the cause of the fire is ongoing, it may be illegal for you or your insurance representatives to enter the site.

■ Normally, the fire department will see that utilities (water, electricity and natural gas) either are safe to use or are disconnected before they leave the site. Do not attempt to turn on utilities yourself.

■ Be watchful for structural damage caused by the fire. Roofs and floors may be damaged and subject to collapse.

■ Food, beverages, and medicine exposed to heat, smoke, soot, and water should not be consumed.

• If mold forms, wipe the wood with a cloth soaked in a mixture of borax dissolved in hot water.

• To remove white spots or film, rub the wood surface with a cloth soaked in a solution of 1/2 cup household ammonia and 1/2 cup water. Then wipe the surface dry and polish with wax or rub the surface with a cloth soaked in a solution of 1/2 cup turpentine and 1/2 cup linseed oil. Be careful--turpentine is flammable (depending on turpentine's flashpoint).

You can also rub the wood surface with a fine-grade steel wool pad dipped in liquid polishing wax, clean the area with a soft cloth, and then buff.

Money Replacement

Handle burned money as little as possible. Attempt to encase each bill or portion of a bill in plastic wrap for preservation.

Canadians looking to replace damaged money are asked to send their bills, and an explanation, by registered mail to the Bank of Canada.

For more information on how to package the money, and where to send it, visit the Bank of Canada's website:

<http://www.bankofcanada.ca/banknotes/contaminated-and-mutilated-bank-notes>

A WORD ABOUT FIRE DEPARTMENT OPERATIONS

Common Questions

Q. Why are windows broken or holes cut in the roof?

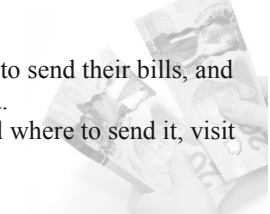
As a fire burns, it moves upward, then outward. Breaking the windows and/or cutting holes in the roof (called ventilation) slows the damaging outward movement, helps remove blinding smoke that obscures the actual fire, and enables firefighters to fight the fire more efficiently. The result of this action is less damage to the structure in the long run.

Q. Why are holes cut in walls?

This is done so that the fire department is absolutely sure that the fire is completely out, and that there is no fire inside the walls or in other hidden places.

Q. Is it possible to obtain a copy of the fire report?

In most localities, a fire report is a public document and is available at the fire department or fire marshal's office.



Locks and Hinges

Locks (especially iron locks) should be taken apart and wiped with oil. If locks cannot be removed, squirt machine oil through a bolt opening or keyhole, and work the knob to distribute the oil. Hinges also should be thoroughly cleaned and oiled.

Walls, Floors and Furniture

To remove soot and smoke from walls, floors, and furniture use a mild soap or detergent or mix together the following solution:

- 4 to 6 tbsp. Tri-Sodium Phosphate;
- 1 cup household cleaner or chlorine bleach; and
- 1 gallon warm water.

Wear rubber gloves when cleaning with this solution. Be sure to rinse your walls and furniture with clear warm water and dry thoroughly after washing them with this solution.

Wash a small area at one time, working from the floor up. Then rinse the wall with clear water immediately. Ceilings should be washed last.

Do not repaint until walls and ceilings are completely dry.

Your wallpaper also can be repaired. Use a commercial paste to repaste a loose edge or section. Contact your wallpaper dealer or installer for information on wallpaper cleaners. Washable wallpaper can be cleansed like any ordinary wall, but take care not to soak the paper. Work from bottom to top to prevent streaking.

Wood Furniture

- Do not dry your furniture in the sun. The wood will warp and twist out of shape.
- Clear off mud and dirt.
- Remove drawers. Let them dry thoroughly so there will be no sticking when you replace them.
- Scrub wood furniture or fixtures with a stiff brush and a cleaning solution.
- Wet wood can decay and mold, so dry thoroughly. Open doors and windows for good ventilation. Turn on your furnace or air conditioner, if necessary.



Leaving Your Home

■ Inform your landlord if you are a tenant

■ If you are insured, contact your agent or insurance company as soon as possible. If you are not insured, your recovery from a fire loss will be based on your own resources and help from the community.

■ Inform the company holding your mortgage that there has been a fire at the property

■ Contact your local police department to let them know that the site will be unoccupied.

■ In some cases it may be necessary to board up openings to discourage trespassers.

■ If your car is burned or damaged by debris, do not start it or move it. Fire officials will tell you when you can move your car.

■ Beginning immediately, save receipts for any money you spend. These receipts are important in showing the insurance company what money you have spent related to your fire loss, and also for verifying losses claimed on your income tax.

■ If it is safe to do so, try to locate the following items:

- identification, such as driver's licenses and Social Security cards
- insurance information
- medication information
- eyeglasses, hearing aids, or other prosthetic devices
- valuables, such as credit cards, bank books, cash, and jewelry

■ Many people/entities should be notified of your relocation, including:

- your insurance agent/company
- your mortgage company (also inform them of the fire)
- your family and friends
- your employer
- your child's school
- your post office
- any delivery services

- your fire and police departments; and

- your utility companies.

- Do not throw away any damaged goods until after an inventory is made. All damage is taken into consideration in developing your insurance claim.

- If you are considering contracting for inventory or repair services, discuss your plans with your insurance agent/company first.

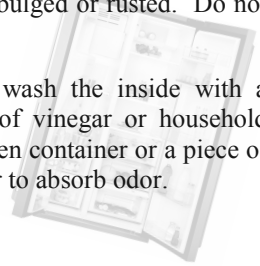


If the fire department turned off your gas or power during the fire, call the electric or gas company to restore these services--do not try to do it yourself.

Food

Wash your canned goods in detergent and water. Do the same for food in jars. If labels come off, be sure you mark the contents on the can or jar with a grease pencil. Do not use canned goods when the cans have bulged or rusted. Do not refreeze frozen food that has thawed.

To remove odor from your refrigerator or freezer, wash the inside with a solution of baking soda and water, or use one cup of vinegar or household ammonia to one gallon of water. Baking soda in an open container or a piece of charcoal also can be placed in the refrigerator or freezer to absorb odor.



Rugs and Carpets

Rugs and carpets should be allowed to dry thoroughly. Throw rugs can be cleaned by beating, sweeping, or vacuuming, and then shampooing. Rugs should be dried as quickly as possible--lay them flat and expose them to warm, circulated, dry air. A fan turned on the rugs will speed drying. Make sure the rugs are thoroughly dry. Even though the surface seems dry, moisture remaining at the base of the tufts can quickly cause the rug to rot. For information on cleaning and preserving carpets, call your carpet dealer or installer or a qualified carpet cleaning professional.

Leather and Books

Wipe leather goods with a damp cloth, then a dry cloth. Stuff purses and shoes with newspaper to retain shape. Leave suitcases open. Leather goods should be dried away from heat and sun. When leather goods are dry, clean with saddle soap. Rinse leather and suede jackets in cold water and dry away from heat and sun.

Wet books must be taken care of as soon as possible. The best method to save wet books is to freeze them in a vacuum freezer. This special freezer will remove the moisture without damaging the pages.

If there will be a delay in locating such a freezer, place them in a normal freezer until a vacuum freezer can be located.

A local librarian also can be a good resource.



SALVAGE HINTS

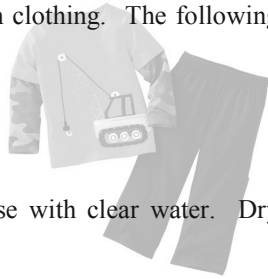
Professional fire and water damage restoration businesses may be the best source of cleaning and restoring your personal belongings. Companies offering this service can be located in the phone directory.

Clothing

A word of caution before you begin: test garments before using any treatment, and follow the manufacturer's instructions. Several of the cleaning mixtures described in this section contain the substance Tri-Sodium Phosphate. This substance can be purchased under the generic name TSP. Tri-Sodium Phosphate is a caustic substance used commonly as a cleaning agent. It should be used with care and stored out of reach of children and pets. Wear rubber gloves when using if you have sensitive skin. Read the label for further information.

Smoke odor and soot sometimes can be washed from clothing. The following formula may work for clothing that can be bleached:

- 4 to 6 tbsp. Tri-Sodium Phosphate;
- 1 cup household cleaner or chlorine bleach; and
- 1 gallon warm water. Mix well, add clothes, rinse with clear water. Dry thoroughly.



An effective way to remove mildew from clothing is to wash the fresh stain with soap and warm water, rinse, and then dry in the sun. If the stain has not disappeared, use lemon juice and salt or a diluted solution of household chlorine bleach.

Cooking Utensils

Your pots, pans, flatware, etc., should be washed with soapy water, rinsed, and then polished with a fine-powdered cleaner. You can polish copper and brass with special polish, salt sprinkled on a piece of lemon, or salt sprinkled on a cloth saturated with vinegar.

Electrical Appliances

Don't use appliances that have been exposed to water or steam until you have a service representative check them. This is especially true of electrical appliances. In addition, steam can remove the lubricant from some moving parts.

IF YOU ARE INSURED

- Give notice of the loss to the insurance company or the insurer's agent/company.
- Ask the insurance company what to do about the immediate needs of the dwelling, such as covering doors, windows, and other exposed areas, and pumping out water.
- Ask your insurance agent/company what actions are required of you. Some policyholders may be required to make an inventory of damaged personal property showing in detail the quantity, description, and how much you paid for the items.

IF YOU ARE NOT INSURED

- Your recovery from a fire loss may be based upon your own resources and help from your community.
- Private organizations that may be sources of aid or information:
 - Canadian Red Cross
 - Salvation Army
 - religious organizations
 - department of social services
 - civic organizations
 - Provincial or Municipal emergency services office
 - nonprofit crisis counseling centers

VALUING YOUR PROPERTY

You will encounter different viewpoints on the value of your property in adjusting your fire loss or in claiming a casualty loss on your Federal income tax. Knowing the following terms will help you understand the process used to determine the value of your fire loss:

Your personal valuation: Your personal loss of goods through fire may be difficult to measure. These personal items have **SENTIMENTAL VALUE** to you; however, it is objective measures of value that you, the insurer, and the Internal Revenue Service will use as a common ground for discussion. Some of these objective measures are discussed below.

Cost when purchased: This is an important element in establishing an item's final value. Receipts will help verify the cost price.

Fair market value before the fire: This concept is also expressed as **ACTUAL CASH VALUE**. This is what you could have received for the item if you had sold it the day before the fire. The price would reflect its cost at purchase minus the wear it had sustained since purchase. **DEPRECIATION** is the formal term used to express the amount of value an item loses over a period of time.

Value after the fire: This is sometimes called the item's salvage value.

Restoration Services

There are companies that specialize in the restoration of fire-damaged structures. Whether you or your insurer employs this type of service, be clear on who will pay. Be sure to request an estimate of cost for the work. Before any company is hired, check its references. These companies provide a range of services that may include some or all of the following:

- securing the site against further damage;
- estimating structural damage;
- repairing structural damage;
- estimating the cost to repair or renew items of personal property;
- packing, transportation, and storage of household items;
- securing appropriate cleaning or repair subcontractors; and
- storing repaired items until needed.

REPLACEMENT OF VALUABLE DOCUMENTS AND RECORDS

Here's a checklist of documents you will need to replace if they have been destroyed, and who to contact for information on the replacement process.

| ITEM | WHO TO CONTACT |
|--|---|
| Driver's license, auto registration | Department of motor vehicles |
| Bank books (chequing, savings, etc.) | Your bank, as soon as possible |
| Insurance policies | Your insurance agent |
| Military discharge papers | Department of Veterans Affairs |
| Passports | Passport service |
| Birth, death, and marriage certificate | Bureau of Records in the appropriate Province |
| Divorce papers | court where decree was issued |
| Social Insurance or OHIP cards | Local Service Canada office |
| Credit cards | The issuing companies, as soon as possible |
| Titles to deeds | Records department of the locality in which the property is located |
| Stocks and bonds | Issuing company or your broker |
| Wills | Your lawyer |
| Medical records | Your doctor |
| Warranties | |