

**CLEARWATER REGIONAL
FIRE RESCUE SERVICES**



**The First 24 Hours
AFTER THE FIRE!**



Personal Information

Date of fire: _____

Time of fire: _____

Location of fire: _____

VIN Numbers of vehicles damaged:

Fire Department Information

Name & Address of responding fire department:

Fire incident report number: _____

Name of investigator: _____

Insurance Information

Name of Insurance Company: _____

Phone number of insurance company: _____

Insurance Policy Number: _____

Recovery from a fire can be a physically and mentally demanding process. A fire is devastating and the hardest part is knowing where to begin.

Clearwater Regional Fire Rescue Services have created this booklet with suggestions on some actions that you may need to take and suggestions for future and ongoing processes. This information is intended to assist you with the rebuilding process.

Know your responsibilities before making decisions

Considerations for immediately after the fire:

- Temporary housing
- Temporary shelter for pets
- Food
- Medicine
- Clothing
- Other essentials

**CONTACT YOUR
INSURANCE
AGENT/COMPANY**
*It will be necessary for you to
contact your insurance agent/
company as soon as possible.*

What to Expect after a fire

A fire in a home can cause serious damage. The building and many of the things in your home may have been badly damaged by flames, heat, smoke and water.

You will find that the things the fire did not burn up are now ruined by smoke and soggy with water used to put out the flames. Anything you are able to salvage will now need to be carefully cleaned.

Firefighters may have cut holes in the walls of the building to look for any hidden flames. They may even have cut holes in the roof to let out the heat and smoke. Clean up will take time and patience.

CAUTIONS:

- Do not re-enter the structure
- Follow any instructions given by your insurance agent/company or the Clearwater Regional Fire Rescue Services investigator
- Utility services (natural gas and power) may have to be disconnected to fight the fire in the structure. Only have these services reconnected if safe to do so.

• **Gas reconnection:**
403-ATCOGAS • 1-800-668-5508
Rocky Gas Co-op: 403-845-2766

• **Power reconnection:**
Fortis 403-310-9473
Rocky REA: 403-845-4600
Epcor: 403-310-4300

• **Telephone service:**
TELUS 403-310-8324

THE FIRST 24 HOURS

Beginning immediately, save any receipts for any money you spend. You may need to show your insurance company what money you have spent related to your fire loss. Each insurance company will have their own procedure related to expenses. Please contact them for clarification.

STRUCTURE SECURITY

- In some cases it may be necessary to board up openings in the structure caused by the fire. This is done to keep trespassers out and to protect the scene.
- If you have any questions regarding re-entering the structure contact your insurance company representative.

IF YOU ARE INSURED

- Ensure you notify your insurance agent/company as soon as possible
- Ask your insurance agent/company what you should do about immediate needs such as, dwelling requirements, covering doors and windows affected by the fire
- Water removal if any that resulted from fighting the fire
- Immediate food, clothes and shelter provisions
- Ask your insurance agent/company what actions are required of you
- If you are unsure about anything be sure to ask your insurance agent or company

- Do not throw anything away until instructed by your insurance company
- Itemize damaged belongings
- Discuss all plans with your insurance company concerning damaged items

IF YOU ARE NOT INSURED

- Contact friends or family immediately
- Contact Family Community Services. They may be able to help with immediate needs.
- RCMP Victim Services
- Red Cross
- Salvation Army
- Local church groups

- Your insurance company – ensure they know where you are staying and provide contact information, i.e. phone number, cell number
- Your child/children's school
- Your bank or mortgage holding company
- Your employer
- The post office in case of absence from your residence after the fire.
- Any delivery services that you may use
- The Fire Department
Administration: 403-845-4444
- RCMP Administration Line:
403-845-2882
- Utility Companies: Gas/Water/Sewage
- Your cable or satellite provider
- Drug store or hospital if after hours for medications

REPLACEMENT OF VALUABLE DOCUMENTS AND RECORDS

This is a checklist of potential documents that may need to be replaced:

- Drivers License
- Bank Records
- Insurance Policies
- Passports
- Birth, Death and Marriage
- Certificates
- Canada Pension Certificates/Cards
- Credit Card Replacement
- Social Insurance Cards
- Titles and Deeds
- Stocks and Bonds
- Wills
- Medical Records
- Warranties
- Income Tax Records
- Mortgage Records
- Property Tax

RESTORATION AND CLEANING SERVICES

Several companies specialize in fire restoration services. Inquire with your insurance agent or adjuster about securing a company as soon as possible.

Be clear on ensuring who will pay for this service. Each insurance policy may differ; ask before contacting any such restoration company. Your insurance company may contact a company for you. **Be sure to ask who contacts, and who pays.**

Professional Fire Rescue Restoration Companies may be your best option for cleaning and restoring your personal belongings.

Consult your insurance company for guidance on this process.

Common questions about operations to extinguish the fire at your residence:

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

A: The natural progression of all fire is to travel up and outward. Completing tasks like cutting holes in the roof or breaking windows is to effect ventilation. By quickly and effectively removing the trapped smoke and hot fire gases from the structure allows firefighters to quickly advance to the fire to extinguish it thus severely limiting potential damage due to the fire.

Q: Why have holes been cut in the walls?

A: This is done to ensure that all areas around the fires origin and path of travel are completely extinguished. All embers or potential hidden fires masked inside a wall area are completely extinguished prior to the fire department leaving the scene. This process ensures that the fire will not re-kindle.

Q: Do I have to pay for the firefighting service?

A: NO. Firefighting services are funded through the property taxes you pay annually.

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

1. Identification such as drivers licenses, birth certificates, social insurance cards
2. Household insurance information
3. Medication information
4. Eye glasses, medications and other supportive devices
5. Valuables such as credit cards, bank records, cash, jewelry



Temporary Relocation Notification List

Many people and agencies need to be notified if you and your family are relocated for any period of time:

- Your family and friends

Know your responsibilities before making decisions

Restoration Companies

**First Call Restorations:
24 Hour Emergency Number
1-877-309-5968
(Red Deer)**

**PuroClean
24 Hour Emergency Number
1-877-261-7876
(Sundre)**

VALUING YOUR PROPERTY

Personal loss is difficult to value. Some key areas that you should target when assembling a list of items lost in a fire and their respective values:

- Costs when purchased; receipts are very helpful in this situation
- If receipts are not available try to approach the store where items were purchased may help determine a value for lost items

After a fire, you may experience some of the following reactions: anxious feelings, depression, difficulty concentrating, sadness, anger, fatigue, hopelessness, irrational (unfounded) fears and nightmares. These are common responses to a traumatic event.

There are agencies in our area that can help you work through the crisis, eg: Victim Services, Red Cross, local church groups may be off some assistance.

- Recognize that the way you react to this event is not unusual
- Try not to make big life changes
- Talk to family members and friends
- Listen to one another and help each other with daily tasks
- Try to achieve a balance between rest and activity
- Seek counseling to help cope with the emotional trauma associated with disasters

Children and Emergencies:

Children's fears and anxieties are very real to them and should be taken seriously. Here is how parents can help:

- Encourage children to express themselves through play or drawing
- Take their fears seriously, talk about what happened, and what's being done
- Comfort young children with physical care, holding and hugging
- Keep the family together as much as possible
- Give children information that they can understand

- How long have you owned an item; this can assist in valuing the present day replacement costs.
- Fair Market Value; this is the cost you could have sold the item the day before the fire. The cost would reflect fair-market cost minus wear and tear essentially the depreciation cost of the item.

Helping your pets:

If you have pets, try to find and comfort them. A scared animal may react by biting or scratching. Handle animals carefully and calmly.

Pets can become upset and react in unusual ways such as spraying urine, defecating on floors or scratching/biting furniture. Since pets will need regular care and attention to help them calm down, try to leave pets with a family member, friend, veterinarian or boarding facility while you are cleaning up your home. Animals are naturally inquisitive and could be injured if they are brought back to a damaged home.

- Use toys, a blanket or favorite humans unsoiled clothing to comfort pets
- Make sure pets are fed their usual diet and have plenty of water
- Visit your pets regularly, speak calmly and take some time out to play with them. Doing so can also help you in your recovery as well.



Important Phone Numbers

Utilities

- Gas reconnection: 403-ATCOGAS 1-800-668-5508
- Power reconnection: Fortis 403-310-9473
- Telephone service: TELUS 403-310-8324
- Epcor: 403-310-4300
- Rocky Gas Co-op: 403-845-2766
- Rocky REA: 403-845-4600

Other

- Drivers License • Alberta Registries
- Bank Records • Banking Institution
- Insurance Policies • Insurance Agent
- Passports • 1-800-567-6868
- Birth, Death and Marriage Certificates • Alberta Registries
- Canada Pension Certificates/Cards • Alberta Registries
- Credit Card/Replacement • Call Card Company/banking institution
- Social Insurance Cards • Contact your local Government of Canada Office
- Titles and Deeds • Alberta Registries
- Stocks and Bonds • Issuing Company or your Stock Broker
- Wills • From your Lawyer
- Medical Records • From your doctor
- Warranties • From the Company that issued
- Income Tax Records • Revenue Canada/Accountant
- Mortgage Records • Your Bank or Lending Institution
- Property Tax • Local municipal office
 - Town of Rocky Mtn. House 403-845-2866
 - Clearwater County 403-845-4444
 - Village of Caroline 403-722-3781



**Further information can be obtained by contacting:
Clearwater Regional Fire Rescue Services
403-845-4444**

