



# After *the* fire



**A Homeowners Guide  
To Assistance After A Fire**

# Important Phone Numbers

## Fire, Medical or Police Emergency

**Dial 911**

Pickering Fire Services Administration

905.839.9968

Durham Regional Police Services (Non emergency)

1.888.579.1520

Insurance Company\_\_\_\_\_

Doctor or Medical Practitioner \_\_\_\_\_

Ajax-Pickering Hospital – Rouge Valley Health System

905.683.2320

City of Pickering General Inquiries

Direct Access 905.420.4660

North Pickering 905.683.2760

Toll Free 1.866.683.2760

Service Disruption Line 1.866.278.9993

Fax 905.420.0515

# After the Fire

## “A Guide to Fire and Disaster Recovery”

### Introduction

The fire is out or the water has subsided. What now? You look around to see your possessions, memories, gone or damaged. You feel fear and anxiety.

These feelings are normal after an event such as this. You **will** recover. It will take time and you may require the help of others, but you **will** put this behind you and move on.

In the meantime, there are so many things to do. Recover lost documents... Salvage furniture and appliances... **Where do you begin?**

This booklet will help you, one step at a time. It covers the tasks and the items you need to accomplish in order to get back to a pre-disaster condition.

Take a deep breath and we will help you get back on your feet.

This event can and will drain you physically and emotionally. Be aware of that and take care of yourself.

1. Rest often and eat well.
2. Keep a manageable schedule. Make a list and do one job at a time.
3. Recognize your own feelings and talk to others about those feelings.
4. Encourage your family to do the same and reassure them they are now safe from harm.
5. Watch for signs of stress and health problems in your family. Nightmares and depression are something you and your family may need to deal with. Seek help from professionals if necessary.



## What has Happened and What Can You Do?

You have just gone through one of the most traumatic events that you will ever experience. This booklet should help to explain the process of what you need to do to get back to pre-fire conditions. The Pickering Fire Service can and will help you through this event.

### Just What is Going On and Why is the Fire Department Doing This?

The fire is out and now the second phase of our duties start. You may not realize that fighting the fire is only one part of what we do as a Fire Service. It is also our job to make the area as safe as possible under these circumstances. We need to make absolutely sure the fire has been extinguished. We also are required to try and determine cause or just **why** the fire started.

Some of the damage that has occurred is not just fire damage; you may notice holes in walls that may not be in the area of the fire. Holes are made to check for fire extension in your home. Fire will follow the path of least resistance and may travel through walls, floors and ceilings if unimpeded. As a fire burns it moves upwards and outward from the source. The Fire Service will cut holes in floors or walls, or break windows in order to direct the path of the fire allowing heat and smoke to move outside the structure. This actually reduces damage to the structure.

We might have cut hydro or shut the natural gas off in order to fight the fire more safely. The water may have been turned off to prevent water damage from occurring in your home should the fire have melted the solder from piping causing leaks.

Before any of the utilities can be turned back on, the house must be checked for safety for you and your family as well as any persons who may be repairing your home or investigating the cause of the fire.



### First Things First

- If you rent or lease the home, contact the building owner or manager.

- If you need emergency assistance with food, clothing or shelter mention this to the Fire Officer or call Pickering Fire Service. They will put you in contact with the Canadian Red Cross who can help you. This service is available to you through an agreement between the Pickering Fire Service and the Canadian Red Cross 24 hours a day – 7 days a week and will be provided at no cost to you. There is more information in the PDA – Post Disaster Assistance section of this booklet.
- If you are insured, contact your agent, broker or insurance company. Do this as soon as possible to get your claim started. Most policies cover initial cost of food, shelter and clothing for a reasonable time needed to repair or rebuild up to certain policy limits.
- Remove valuables and essential items if possible. This may be accomplished with help from Pickering Fire Service personnel. Fire fighters may retrieve valuable items, medicine or personal items if they are able to access the area safely. Make arrangements with Police or Fire Personnel for security of the site if you decide to leave the area.
- Keep in mind that due to the type of emergency and the damage incurred, not all items may be recovered initially due to exposure to the fire or water. In some cases items must be put through a decontamination process in order to render them safe. Damage restoration professionals are familiar with this process. Get advice from the Fire Services or Damage Restoration personnel.

**Items should include:**

- important legal documents
- identification
- vital medicines
- eyeglasses and hearing aids or medical assistance items
- credit cards
- chequebooks and/or cheques
- insurance documents
- money
- jewellery
- family photos or other items of sentimental value

## Secure the Property

It's your responsibility to secure the property and prevent further damage. Pickering Fire Services may be able to help you with this. If you rent or lease, the landlord or property manager should do this. If you own the home, here's what to do:

- board up broken windows and smashed doors
- cover holes in roof and walls
- in the winter, drain water lines if the house will be without heat for an extended period of time

**If your home is unliveable, and you cannot stay with family or friends, you need to arrange temporary housing. Inform the Fire Officer if you need help making arrangements. We have contacts that are available to help you arrange temporary lodging. In some cases it is free of charge.** Try and keep the family together, this togetherness provides mutual support. Do frequent emotional "checkups", ask family members how they are feeling and what they are thinking. Don't forget yourself!

### **If you need to leave your home**

This may be your decision or one based upon the Fire Officer's decision that the home is no longer safe for you to enter.

Inform the Fire Officer of your decision to leave, we need to be able to locate you if there are decisions to be made or someone wishes to contact you for repairs, etc.

If you are insured under a package homeowners or tenants policy, a section of your coverage may pay for the extra costs of temporary housing such as a hotel. The Pickering Fire Service also has the ability to assist you if you need emergency shelter or housing.

Try and locate the following items to take with you; the Fire Service personnel may be able to help you with this:

- identification
- vital medicines such as insulin, blood pressure regulating drugs, etcetera
- eyeglasses, hearing aids, prosthetic devices or personal aids
- valuables such as credit cards, chequebooks, insurance policies, money, jewellery, etcetera
- phone numbers of family or important contact numbers

## **Take care of your pets**

If a pet has been lost in the fire, inform the Pickering Fire Service personnel, we have contacts with local veterinarians that may be able to help with the arrangements of a deceased pet.

If pets have been injured in the fire, they too can suffer stress. Take them to your veterinarian as soon as possible for a check up. Some pets become aggressive after a disaster. If you notice strange behaviour, be careful and keep children away.

## **Notify people if you move**

If you move, even temporarily, be sure to notify and give contact information to:

- fire services 905.839.9968 ext 407 and leave a message
- post office
- banks
- schools
- newspaper and magazines that you subscribe to
- credit card companies
- utility companies
- family and friends

## **Re-entering the Home**

**Once the Fire Service has released the property, you may go back into the home to retrieve possessions or take stock of damage. Please play it safe!**

**Make sure you have permission to enter the home or damaged area.**

Check with Pickering Fire Service or the local Building Inspector. You may not re-enter the home if the Building Inspector judges the building to be unsafe. If a fire investigation is being done, you must get permission from the Fire Inspector prior to entering the structure. You've had one disaster; you don't need to get injured retrieving your personal belongings. It's always a good idea to have someone accompany you while you enter the damaged area.

## Equipment needed to re-enter the damaged area

If you are allowed to re-enter, dress safely and appropriately, wear hard soled shoes and take these items with you, or have these items available if possible:

- safety eyewear
- flashlight, do not take an open flame into the damaged area
- first aid kit, in case of injury
- dust mask
- hard soled shoes or safety shoes/boots
- camera or video recording device, used to record damage for insurance purposes
- tools, hammer, saw, crowbar, etcetera
- trash bags

## Before you enter do a safety check:

- walk carefully around the outside of the home
- check for loose or damaged electrical connections, stay away from downed hydro lines
- if you smell the “rotten egg” odour of natural gas, call the Pickering Fire Service or natural gas provider, **do not enter** the structure

## Upon entry into the area of damage:

- stay clear of burned or damaged structural supports and floor joists
- be aware of openings in walls or flooring
- open closets and cupboards carefully
- try not to brush up against walls if damaged by smoke



## Replacing Lost or Damaged Documents -

Use the following as a checklist to keep track of your progress in replacing lost or damaged items.

Item	Missing	Located	How to replace	Done
Birth Certificate(s) Marriage Certificate(s) Death Certificate(s)			Provincial Department of Vital Statistics Toronto 416.325.8305 Toll free 1.800.461.2156	
Divorce Papers			Supreme Court where decree was filed	
Driver's License Auto Registration Title			Toronto 416.235.2999 Toll free 1.800.387.3445	
Insurance Policies			Your agent or insurance broker	
Military Discharge papers			Veterans Affairs Canada – Peterborough Toll free 1.800.522.2122	
Citizenship papers			Immigration Canada Toll free 1.888.242.2100	
Passports			Passport Canada Toll free 1.800.567.6868	
Federal Income tax records			Canada Revenue Agency (CRA) Toll free 1.800.959.8281	
Wills or replacement of Will			Your lawyer	
Medical Records			Your family Doctor	
Medical Insurance Card			OHIP Office Oshawa Office 905.434.3700	
Social Insurance Card			Service Canada Toll free 1.800.206.7218	
Canada Pension Plan Benefits			Old Age Security Toll free 1.800.277.9914	

Employment Insurance			Service Canada Centres – Ajax/Pickering Toll free 1.866.448.8541	
Land Titles			Land Registry Office – Whitby Local 905.665.4007 ext 502	
Local Deeds and Deed Titles Animal Registration Licenses			City of Pickering General Inquiries Toll free 1.866.683.2760	
Damaged Currency / Money Canada Savings Bonds			Bank of Canada – General Inquiry Toll free 1.800.303.1282	
Damaged or lost Credit Cards			Card issuing company / Bank	
Parole and Probation documents - Ajax/ Pickering			Correctional Services of Canada Toll free 1.888.520.5969	
Ontario Savings Bonds			Canada Savings Bonds Office Toll free 1.888.212.2663	
Veteran Pension Information			Bureau of Pension Advocates Toll free 1.877.228.2250	

**Notes:**

# Dealing with Food and Medicine

## When in Doubt, Throw it Out!

Heat, smoke, water and fumes can spoil food and medicine, making them dangerous and unsafe to consume. It is far cheaper to replace than to jeopardize your health by taking a chance.

All perishable food, food packaged in cardboard or plastic, or any food or medicine directly exposed to heat, smoke, fumes or water should be safely discarded.

## Refrigerated Food

Refrigerators keep food at 4 degrees Celsius (40 degrees Fahrenheit). If the temperature inside the fridge went above that level, discard all food. If you are the least bit unsure, throw it out.

## Frozen Food

Frozen food is probably safe unless the freezer was exposed to intense heat. That exposure should be evident upon a visual inspection of the freezer. If in doubt, throw it out.

If your home freezer has stopped running, keep it closed. It has enough insulation to keep food safely frozen for approximately three days. Move food to a neighbour's freezer. To move frozen food, wrap it in newspapers and blankets, or use insulated boxes.

It is considered safe to refreeze food that has partially thawed, if it still contains visible ice crystals. However, partial thawing and freezing will reduce the quality of the food. Discard anything that has completely thawed, has reached a temperature above 4 degrees Celsius (40 degrees Fahrenheit), or has a questionable colour or odour.

## Canned Food

**Glass jars:** discard all food stored in glass jars. There is too great a chance that the seal in the container or jar was broken by exposure to the heat.

**Tin cans:** if a can has bulged, is badly dented or has rusted, get rid of it. If cans are intact and have not been exposed to intense heat, you can clean them by washing in a solution of 3 tablespoons of household bleach and 1 gallon (4 litres) of water.

## **Medicine**

Check with a doctor or pharmacist before taking any medicine that may have been damaged or exposed to heat. Ask him or her about disposing of medicine safely.

If you or any family members are on any type of prescribed medication, generally local pharmacies will replace medication on an emergency basis. It is important that you have dispensing information and dosage rates written down among your important papers or kept with a relative or other family member that is located at a different address than your own.

## **Cleaning Up**

If you are insured, contact your insurance company as soon as possible. Many have 24 hour contact numbers. Your policy may include coverage that deals with cleaning by a fire restoration specialist. Pickering Fire Service may also be able to refer you to a fire restoration specialist. As you go through your possessions, you may wish to take photographs of ruined or damaged furniture for insurance purposes.

### **Keep or Discard ?**

Household items often take several cleanings to rid them of smoke odours, soot and stains. In some cases, they will never come clean or lose their smell. If possible, consult a fire restoration specialist to judge what is worth saving and what isn't. This may save you a great deal of wasted effort.

Keep in mind that you will need working space to clean and store salvageable items such as furniture and appliances. You may need to borrow or rent space to carry out these tasks.

### **Cautions:**

- Many cleaning materials are hazardous. When using them, wear rubber gloves, goggles and hand protection. Keep children and pets away, and keep the materials away from open flames. Make sure you have adequate ventilation.
- Cleaning cloths that have been saturated with cleaning solutions should be kept in a metal container with a tight fitting lid.
- Do not mix ammonia with bleach or any other cleaning product.
- Dispose of the materials used in the cleaning process in a safe manner.

## **Cleaning Tips**

If you are attempting the cleaning yourself, here are some cleaning and salvage tips that may be of some help to you.

### **Smoke, odours and soot**

Smoke odours can last a long time. You will probably need to clean everything in the house several times. Try placing saucers of vinegar, vanilla or activated charcoal around the house to absorb odours. Commercially available products such as NIL-ODOR and ODORGON are also available at supermarkets and pharmacies.

### **Overall House Cleaning**

Vacuum all surfaces with a wet/dry type vacuum with filters in place.

Change and clean all heating and air conditioning filters.

Have the heating ducts cleaned by a professional furnace cleaning company.

Seal off the room you are working in with plastic sheeting to keep soot from travelling throughout the house.

### **Walls and Wallpaper**

#### **Painted Walls**

To remove soot and smoke, mix 4 to 6 tablespoons (60 to 90 mL) of trisodium phosphate (available at paint and home improvement stores), 1 cup of chlorine bleach or a disinfecting cleaner such as Lysol, and 1 gallon (4 litres) of water.

Wash a small area at a time. Rinse in clear water immediately. Leave ceilings until last. Do not repaint until walls and ceiling are completely dry.

#### **Wallpapered Walls**

Usually most wallpaper cannot be restored, check with local wallpaper dealers, however if wallpaper is salvageable, heat and ventilate the room for several days to dry plaster board and paper. Use a commercial paste to repast loose edges or sections. Washable wallpaper may be cleaned like a painted wall, but work quickly so you don't soak the paper.

### **Furniture and Wood**

Do not use chemicals on furniture. Clean off dirt. Remove drawers and let dry thoroughly so they will not warp. Scrub wooden surfaces with a stiff brush and a cleaning solution. Dry thoroughly, but do not put

furniture in the sun, since the wood will warp and twist out of shape.

If mold forms, wipe the wood with a cloth soaked in a mixture of boric acid and hot water (see package for amounts).

To remove water spots or film caused by smoke, rub with a cloth soaked in a mixture of ½ cup (125 ml) of household ammonia and ½ cup (125 ml) of water. Wipe dry and polish with wax.

Get professional advice when dealing with antiques and valuable reproductions.

## **Flooring**

When water gets underneath linoleum or floor tile, it can cause odours and warp the wood subfloor. If water has seeped underneath remove the flooring if possible. Ask your flooring dealer to suggest a solvent to soften the glue holding the flooring.

To clean wood or linoleum/tile floors, use a good quality floor cleaner. It may take several applications to remove all soot. Then use a wax stripper and re-wax.

## **Rugs and Carpets**

### **Throw and Area Rugs**

Lay them flat and expose them to warm dry air. A fan aimed at the rug can help. Check carefully, even though the surface seems dry, any moisture remaining at the base of the tufts can rot a rug very quickly.

Clean by beating, sweeping or vacuuming, then shampoo with a commercial rug shampoo.

### **Wall to Wall Carpet**

Use a wet/dry vacuum or water extractor-type carpet cleaning machine to remove any water or dirt. If necessary, use a commercial dryer to remove moisture from beneath carpets. Steam clean and shampoo, repeating if necessary. A final rinse using a mixture of one (1) part vinegar to two (2) parts water placed in the cleaning machine will help to remove odours.

## **Mattresses and Pillows**

Mattresses and pillows are usually not worth saving. If you must use a mattress temporarily, let it dry in the sun and then cover it with plastic sheeting.

## **Clothing**

If clothes are stained from smoke, they will probably not come clean.

To remove smoke odours and soot from clothes that can be bleached, soak clothes in a solution of ½ cup (125 ml) of household ammonia and 2 gallons (8 litres) of water. Rinse in a solution of vinegar and water. You may need to repeat several times.

Take wool, silk and rayon garments to a dry cleaner as soon as possible.

To remove mildew, wash the stain with soap and water. Rinse well and dry. If the stain remains, soak it in a solution of ½ cup (125 ml) of household chlorine bleach and 3 quarts (3 litres) of warm water, or sprinkle salt on the stain, then squeeze lemon juice on it. You may need the advice from a professional cleaning service if these suggestions do not work for you.

## **Appliances**

Do not operate any electrical appliance that has become wet or damaged until it has been checked by a qualified service professional.

## **Refrigerators and Freezers**

To remove odours from your refrigerator or freezer, wash the inside with a solution of baking soda and water, or use 1 cup (125 ml) of vinegar or household ammonia to 1 gallon (4 litres) of water. Place an open box of baking soda or piece of charcoal in the refrigerator to absorb odours.

## **Cooking Utensils**

Wash pots, pans, flatware, etc with soapy water, rinse and polish with a fine-powdered cleanser. 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.

## **Books and Documents**

Damp or soggy paper records deteriorate rapidly because of materials used in the production or fabrication of the paper itself. Within about 24 hours, pages may begin to adhere to each other but can still be separated without further damage. Legibility at this point depends upon the type of paper and kind of ink used. Within a period of about 48 hours, when records in files begin to dry out, individual sheets will begin to adhere to each other making it more difficult to separate during the restoration process. If water-soaked paper is allowed to dry intact for about 5 days, mould from bacteria action begins to form; if they are allowed to stay in this state over a period of time they will become a solid hardened mass. Restoration at this point is near impossible. That goes for paper money, bonds, certificates and diplomas.

Dry books by standing them on end, with the pages separated. A fan

turned on the books will help them dry. If they are very damp, sprinkle cornstarch or talc between the pages, leave for several hours and then brush off. When books are dry, pile and press them to prevent the pages from crinkling.

To salvage important documents, sharp freeze them immediately (look in the Yellow Pages under meat cutting services for businesses that sharp freeze meats) Later allow them to thaw, lift off each page as it thaws and copy.

### **Leather Goods**

Dry suitcases, shoes and purses away from the heat and sun. Wipe them with a damp cloth, then with a dry cloth. Stuff purses and shoes with newspaper to both dry and retain their shape. Leave suitcases open. When leather goods are dry, clean with saddle soap or other leather preservation product.

Rinse leather and suede jackets in cold water and dry them away from heat and sun. You can use steel wool or a suede brush on suede items.

### **Lock and Hinges**

Locks, especially iron ones, should be taken apart, wiped with kerosene and oiled. If locks cannot be removed, squirt machine oil through a bolt opening or keyhole and work the knob to distribute the oil. Hinges should also be thoroughly cleaned and oiled. Jig-a loo, WD-40 and other similar commercial lubricant products do a good job of displacing moisture and lubricating lock and hinge parts.

### **Hazardous Materials**

Dispose of hazardous materials such as solvents, garden chemicals and home cleaning products that may have been exposed to heat, smoke or moisture. Contact your local municipality to find out how to safely dispose of these products. Wear protective gloves, eyewear and clothing when handling this type of material.



# **Dealing With Your Insurance Company**

## **What did you lose?**

You will need to take stock of the items that were damaged or lost. This is where preplanning pays off. If you were fortunate enough to have inventoried your personal valuables prior to the disaster, you need to take the files along with a list of the damaged items to your adjuster so they may start the replacement process. The inventory form should include details such as serial numbers, receipts, photos (if possible), approximate costs or value, and age. If possible take video footage of the damaged items, rooms and furnishings.

Insurance companies can provide you with blank inventory forms in the event your copy was lost or damaged by the fire or flood. If you did not pre-inventory your belongings, then you will need to rely on memory, and any receipts that might have survived the incident.

Once you have compiled your damage inventory form you may submit it to your insurance representative along with a proof of loss form.

Once you move back in, be sure to prepare a new inventory of the replacement items. It may be written, photographed or recorded on tape or video. Keep a copy away from home or in a fire resistant safe. There are companies that specialize in this type of inventory documentation if you do not wish to compile the data yourself.

## **Keep all Receipts**

Keep a copy of your inventory in a safe place. Save all receipts related to living expenses, repairs, permits, inspection forms so they may be used to reimburse your account should your insurance plan cover such an event.

## **Notify Your Mortgage Company**

You have the responsibility to notify your mortgage company about the fire and keep them informed of what is being done to restore your property to pre-fire levels. It is to your mutual advantage to work together.

## **Inspections and Building Permits**

Contact the Pickering Building & Development Department at 905.420.4660 to find out what steps you need to take to submit plans for rebuilding your home and to obtain proper documentation and permits. Keep in mind that you must re-build to current codes and safe building practice. Your home may have been built under older codes and standards that no longer apply to your situation.

Your insurance adjuster may recommend reputable contractors and fire restoration companies to facilitate repairs. In most cases, they will get the necessary permits and take care of the required inspections.

## Getting Utilities Reconnected

Often, the Pickering Fire Service has arranged to have the hydro, natural gas, and water shut-off while fighting the fire. **Do not attempt to reconnect or relight equipment without having approval from the individual authorities.** Contact the utility companies to arrange reconnection.

If utilities are damaged **outside** the home, the utility company will repair them, usually free of charge. Damage to services **inside** the home becomes the responsibility of the home owner and is subject to approval and authorization from the appropriate authorities.

**Be patient but be firm. Remember that insurance claims take time and can be frustrating. Be patient but also firm in asking for what you are entitled. Be fair, and insist that you are being treated fairly. Replacing lost goods may take a great deal of effort, since you may be required to get quotes from different sources. Be prepared, and take one step at a time.**

## Taking Care of You and Your Family

You've been through a lot. Your world as you know it has been turned upside down. It is normal to feel helpless, confused, angry, and worried. Even if you want to be strong for your family, you will eventually have to face the emotional fallout of what has happened. Having someone to share those feelings will definitely help you through this catastrophic event.

Be prepared for the recovery process to take time and be frustrating. You and other family members may have disagreements or difficulty communicating. Each family member has lost something and it affects each differently. Lack of sleep, trouble concentrating and the feel of personal loss will take their toll. You may feel fatigued, depressed, disorganized much of this is due to the fact your regular routine has been replaced with duties that need to be accomplished in order to get back to a pre-disaster condition.



## **Stress Warning Signs**

- getting upset over minor irritations
- difficulty sleeping, bad dreams
- aches, pains, stomach problems
- depression
- apathy, loss of concentration
- short temper, frequent arguments

If you notice this type of behaviour in yourself or other family members, it is important to seek professional help. Sometimes it is as easy as talking through this difficult time. Pickering Fire Service has a Chaplin that may be able to help you through this. If you believe this might be of benefit to you or a family member, please contact the Pickering Fire Services Administration at 905.839.9968.

## **Post Disaster Assistance – Red Cross**



**Canadian Red Cross**

**Serving the Regional Municipality  
of Durham**

**Durham Branch**

**905.723.2933**

**Emergency Pager 1.888.316.5633**

The Canadian Red Cross is part of the largest International relief agency in the world. The Red Cross has been active in Durham Region for over 100 years.

7 Fundamental Principles of the Red Cross movement are incorporated into all activities. These principles are:

- humanity
- impartiality
- neutrality
- independence
- voluntary service
- unity
- universality

## **What is the Personal Disaster Assistance Program?**

The PDA Program is designed to help a small group of people affected by an emergency. When an emergency such as a fire occurs, the Red Cross will provide immediate basic necessities for the affected people for up to 72 hours. These basic necessities include:

- registration and inquiry
- food
- temporary shelter
- clothing
- personal care items
- referrals to other agencies

These services will be provided for up to a maximum of **25 people**.

All Red Cross services focus on the needs of the individual.

### **Program Benefits:**

- Guaranteed response. The Red Cross has been a trusted name in disaster relief for over 100 years in Durham Region.
- One pager number activates the service 24/7 anywhere in Durham Region.
- Short response time.
- No cost to you or your client. The Canadian Red Cross is a non-profit organization that looks after the needs of the vulnerable.
- Trained, screened volunteers deliver the program.

### **Red Cross Volunteers:**

Personal Disaster Assistance Program team members are part of the Red Cross Disaster Management Work Group. The group of highly trained volunteers have proven themselves during emergencies such as Ice Storm '98, Peterborough Floods, SARS and Kashechewan evacuations and Vaughan Tornado.

## Contact Us:

If you have any questions about the PDA Program or Disaster Management services or if you would like to volunteer please call:

**Terra Sayer**

**Disaster Management Coordinator**

**Phone: 905.723.2933 ext 204**

**Fax: 905.723.9023**

**Email: [terra.sayer@redcross.ca](mailto:terra.sayer@redcross.ca)**



## Conclusion

Pickering Fire Services along with help from the Canadian Red Cross and Enbridge hope this booklet has been of help to you. It is only intended to be a helpful guide to assist you in time of need. However, there is no guarantee of the absolute success of any of the restoration methods described herein. Furthermore, Pickering Fire Services, Enbridge and The Canadian Red Cross neither guarantees nor warrants the information to be foolproof and assumes no liability for the reliance upon same.

## Important Notes

# Important Notes



“After a fire tragedy has hit your family, your life may be turned around very quickly.

The Pickering Fire Service along with our sponsors from Enbridge, the Canadian Red Cross and Bear Design would like to offer some helpful tips to help assist you on your road to recovery.”

