



## CITIZEN'S GUIDE

What to do after a fire

Hudson Fire Department



# TABLE OF CONTENTS

Your safety is our priority .....	4
Actions to be taken immediately after the disaster:.....	5
Actions to be taken in the first 24hrs following the disaster: .....	6
Actions to take in the following days .....	7
Actions to be taken immediately after the disaster:.....	8
Actions to be taken in the first 24hrs following the disaster: .....	8
Actions to take in the following days: .....	10
Information.....	11
Possible reaction after a fire: .....	13
Types of reactions: .....	13
Telephone numbers: .....	15
Important phone numbers:.....	18
Anticipating problems .....	21
How to obtain a copy of the fire report? .....	21
Some friendly advise .....	22

## Your safety is our priority

After experiencing a fire in your residence, no words can erase the pain that can be caused by such a disaster.

Many organizations and services offer their support to accompany you and guide you through the process of returning to normal life so that the difficulties caused by the disaster can be solved effectively.

The Hudson Fire Department is very hopeful that this guide will adequately present the steps that must be taken following a disaster.

The steps you need to take will be different if your building is insured or not.

If you need more information, please do not hesitate to contact us.

Hudson Fire Dept.  
529 Main, Hudson QC J0P 1H0

Tel: 450-458-4011  
hfd@ville.hudson.qc.ca

Visit our Website at: [www.hudson.quebec/en/services/public-security/fire-department/](http://www.hudson.quebec/en/services/public-security/fire-department/)

## IF YOU HAVE INSURANCE:

### Actions to be taken immediately after the disaster:

Owner and renter:

- Contact your insurance company to get in touch with a claims adjuster;
- Find a place to stay;
- Inform your loved ones;
- After receiving confirmation from the Fire Investigator that the investigation is complete, the claims adjuster is responsible for providing a place to store your property during the renovation period;
- Leave your contact information to the designated Hudson Fire Department official and the Red Cross representative (if needed).

Renter:

- Inform the owner or his representative that a fire has occurred and provide the location of the place where you will be living temporarily.

Before relocating or leaving the scene, if there are any specific items needed (such as examples below), pls communicate with the commanding officer on scene for assistance.

- Insurance information and documents;
- Identification;
- Credit cards;
- Medications;
- Eye glasses;
- Any other specific medial items.

It is important to contact your insurance company as soon as possible so that a representative can visit the scene as soon as possible so that the claim process begins as soon as possible.

## Actions to be taken in the first 24hrs following the disaster:

Owner and renter:

- Inform your employer;
- Inform the direction of your children's school;
- Inform your bank;
- Ask for the intervention report of the inquiry report from the Hudson Fire Department (you must fill out a Information Request at the Hudson Town Hall)
- Inform your service companies (Bell, Videotron, Hydro-Québec, Gas company)
- Inform Canada-Post
- Inform government service

Owner:

- Ensure your building is safe. Your insurance company should provide you with the services of a claims adjuster to assist you with the following (but not limited to);
  - Openings made during firefighting (breaking of windows and/or doors) must be secured in order to limit infringement entries
  - An evaluation of the structure must also be done to avoid injury;
- Inform the urbanism department at the Town of Hudson by calling 450-458-5347.

List of equipment and services needed to be verified and fixed:

- Water
- Fire alarms
- Electricity
- CO detector
- Natural gas
- Automatic sprinklers
- Propane gas
- Alarm system
- Heating

For the re-establishment of certain services, the presence of a qualified professional or technician may be required. You must perform the actions described in the document titled *Property of safety assessment notice* provided by the Hudson Fire Department that you will have signed.

Following the end of the Fire Department's intervention, you become once again responsible for your home. You must render your home safe, it is your responsibility!

Expert in disasters:

Your insurance should be able to provide a company that specializes in disasters. They will take charge of barricading different entries (windows, doors, etc.) and will secure your home.

## Actions to take in the following days

Owner and Renter:

- Make a list of items and documents destroyed;
- Communicate, as needed, with the different organizations
- Restore some equipment and services, if possible
- Keep together all your receipts in one place
- Cancel or reschedule your appointments – except for emergencies.

Owner:

- In the days following the disaster in your building, the fire department will need several follow-up and information. We suggest you leave us a phone number and places where you will relocate.

## IF YOU DO NOT HAVE INSURANCE:

### Actions to be taken immediately after the disaster:

Owner and renter:

- Find a place to stay;
- Inform your loved ones;
- After receiving confirmation from the Fire Investigator that the investigation is complete, the claims adjuster is responsible for providing a place to store your property during the time of renovations;
- Leave your contact information to the designated Hudson Fire Department official and the Red Cross representative.

Renter:

- Inform the owner or his representative that a fire has occurred and provide the location of the place where you will be living temporarily.

Before relocating or leaving the scene, if there are any specific items needed (such as examples below), pls communicate with the commanding officer on scene for assistance.

- Identification;
- Credit cards;
- Medications;
- Eye glasses;
- Any other specific medial items.

### Actions to be taken in the first 24hrs following the disaster:

Owner and renter:

- Inform your employer;
- Inform the direction of your children's school;
- Inform your bank;
- Ask for the intervention report of the inquiry report from the Hudson Fire Department (you must fill out an Information Request at the Hudson Town Hall)
- Inform your service companies (Bell, Videotron, Hydro-Québec, Gas company)
- Inform Canada-Post
- Inform government services



Owner:

- Make your home safe, as you are insured, your insurance company should provide you with the services of a claims adjuster;
  - Openings made during firefighting (breaking of windows and/or doors) must be secured by the claims adjuster in order to limit infringement entries
  - An evaluation of the structure must also be done to avoid injury
- Confirm with the town of Hudson's Urbanism Department at 450-458-5347 that the status of the property has been updated following the fire department's report.

List of equipment and services needed to be verified and fixed:

- Water
- Fire alarms
- Electricity
- CO detector
- Natural gas
- Automatic sprinklers
- Propane gas
- Alarm system
- Heating

For the re-establishment of certain services, the presence of a qualified professional or technician may be required. You must perform the actions described in the document ***Property safety assessment notice*** provided by the Hudson Fire Department that you will have signed.

Following the end of the Hudson Fire Department intervention, you become once again responsible of your building. You must render your building safe, it is your responsibility!

If your home becomes inhabitable, you must separate your undamaged property from the damaged and store it in a secure location.

## Actions to take in the following days:

Owner and Renter:

- Make a list of items and documents destroyed
- Communicate, as needed, with the different organizations
- Restore some equipment and services, if possible
- Keep together all your receipts in one place
- Cancel or reschedule your appointments – except for emergencies

Owner:

Communicate with renovation experts:

- Electrician
- Plumber
- Cleaning company

The following days after the fire in your home, several follow-ups and information requests will be necessary by the Hudson Fire Department. We suggest that you leave a phone number and a location where you will be relocating.

# IMPORTANT INFORMATION AND ADVISE:

## Information

### Identification

- If they are damaged or destroyed, you must replace them

### Mail

- After an emergency, Canada Post will hold your mail for 24 hours after the incident. It is your responsibility to inform Canada Post (your local post office) about the incident and to ask for them to retain your mail for an undetermined period of time. This service is charged, please keep your receipts.

### Entourage

- Communicate with the people in your surroundings (family, friends, employer, or coworkers) to inform them of your situation and for potential assistance.

### Receipts

- Several unplanned expenses will follow the fire. According to the details in your contract, your insurance company can reimburse you so it is important to keep all your receipts (gas, food, hotel, clothing, etc.).

### List of goods and belongings

- You must produce a list of all your personal belongings that you lost. This list must be detailed with each item (brand, colour, model, serial number, cost and date of purchase). If you kept your receipts and you were able to retrieve them, they will be very useful. We wish to remind you that it is preferable to have a list done in advance, with pictures, and to conserve these documents in two different locations (such as a security box or a loved one)

### Medications

- Most pharmacists can renew your prescriptions for the essential medications after a fire. Inform yourself with your pharmacist.

## Renovations

- The claims adjuster will help you better prepare for any renovation work. It is important to know that you will need to obtain appropriate permits before starting work. You can make the requests at the Urban Planning Department of the Town of Hudson (450) 458-5347.

## Company representatives

- It is possible that representatives from various cleaning and renovation companies offer their services. **CAUTION:** Do not sign anything before consulting with your insurance agent or claims adjuster. Several hours of rest and reflection are also recommended to be able to make informed decisions.

## Insurance company and claims adjuster

- The claims adjuster will help you better prepare for any the renovation work.
- There are two types of claims adjusters:
  - The claim adjuster employed by the insurance company;
  - The independent claim adjuster mandated, case by case, by your insurance company

## Income Security Provider

- You should contact your local Employment Center as soon as possible to report your needs. Your file is already there and the law provides for some compensation.

## Loss of a loved one in a fire

- If you and your loved ones need comfort and support following the loss of someone close, do not hesitate to contact a specialized agency.

## Clothing, food, accommodations and furniture

- You can obtain clothing, food, temporary accommodation and furniture by various help organizations. It is important to know that all the food that was in the house during the fire is no longer edible. Inform yourself with your insurance company if you can get a sum of money as compensation.

## Possible reaction after a fire:

### Child:

- The child will feel scared.

### Teenager:

- The teenager will either ask to be treated as an adult or will fall back to child-like behaviour.

### Adult

- Adults may have a conflict between their responsibilities and their own needs.

### Seniors

- The elderly are usually able to identify their required needs and services, but may have difficulty managing the situation due to the stress the event brings.

## Types of reactions:

According to some specialists, observed reactions in fire victims are normal and their intensity gradually decreases. If the frenzy persists longer than two weeks, the victim can contact their local *Centre local de services communautaire (CLSC)*. The possible reactions are physical, emotional, cognitive and behavioural.

### Physical:

- Headaches
- Nausea
- Difficulty breathing
- Fainting
- Cardiovascular problems
- Intense fatigue
- Hot flashes
- Sweating
- Dizziness
- Tremors

### Emotional:

- Chock, stupor or numbness
- Deep anxiety
- Anger
- Tension
- Desolation and despair
- Worry of a reoccurrence

#### Cognitive:

- Anxiety and fear
- Difficulties concentrating
- Confusion
- Retrospective
- Irritability

#### Behavioural

- Running away
- Fixation
- Heroic actions
- Restlessness
- Protective measures for loved ones
- Guilt and shame
- Irritability
- Very emotional
- Feelings of helplessness, fragility and vulnerability

#### Reactions observed in children

- Nightmares
- Bedwetting
- Thumb-sucking
- Other similar regressions

#### Intervention pathways for children:

- Encourage the child to express their experience as well as their feelings. Use play and drawing in order to help get these feelings out;
- Tell the truth to the child;
- Answer their questions without going overboard;
- Augment as much as possible their feeling of safety. Reassure them that their physiological and emotional reactions are considered normal;
- Discuss with the child security measures in case of a fire in order to give them the feeling of control of the situation;
- Advise the school or the daycare about the incident. This environment brings a support that is very important for children.

## Telephone numbers:

Hudson Fire Dept.

Telephone: **911**

Non-emergency number: **450-458-4011**

Police service Sureté du Québec

Telephone: **911**

Non-emergency number: **450-424-1212**

Ambulance service

Telephone: **911**

Town of Hudson

Telephone: **450-458-5347**

Hudson Community center

Telephone: **450-458-6699**

Hudson Medi Center

Telephone: **450-458-5393**

CLSC Vaudreuil-Dorion

Telephone: **450-424-8218**

CLSC Rigaud

Telephone: **450-451-6609**

CSSS Vaudreuil-Soulange

Telephone: **450-510-1386**

Canadian Red Cross

Telephone: **1-800-418-1111**

Animal control

Telephone: **450-510-1508**

## Gouvernement services:

Société de l'assurance automobile du Québec (SAAQ)

Telephone: **1 800 361-7620**

Web site: **[www.saaq.gouv.qc.ca](http://www.saaq.gouv.qc.ca)**

Régie de l'assurance maladie du Québec (RAMQ)

Telephone: **1 800 561-9749**

Web site: **[www.ramq.gouv.qc.ca](http://www.ramq.gouv.qc.ca)**

Passeport Canada

Telephone: **1 800 567-6868**

Web site: **[www.pptc.gc.ca](http://www.pptc.gc.ca)**

Employment and Social Development Canada (employment insurance)

Telephone: **1 800 808-6352**

Web site: **[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)**

Immigration and Refugee Board of Canada

Telephone: **514 283-7733**

Web site: **[www.irb-cisr.gc.ca](http://www.irb-cisr.gc.ca)**

Immigration, Diversity and Inclusion

Telephone: **514 864-9191**

Web site: **[www.micc.gouv.qc.ca](http://www.micc.gouv.qc.ca)**

Revenu Québec

Telephone: **1 800 267-6299**

Web site: **[www.revenuquebec.ca](http://www.revenuquebec.ca)**

Canada revenu agency

Telephone: **1 800 267-6999**

Web site: **[www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)**

Local employment centres (assistance -emploi)

Telephone: **1 888 643-4721**

Web site: **[www.emploiquebec.net/nous-joindre/pour-nous-joindre.asp](http://www.emploiquebec.net/nous-joindre/pour-nous-joindre.asp)**



## **Utility companies:**

Bell: **310-2355**

Hydro –Québec: **1 800 790-2424** (Emergency)

Vidéotron : **1 888 433-6876**

Énergir Natural gas: **1 800 361-8003**

Budget Propane gas : **450 373-4333**

Charbonneau Propane gas : **450 455-2061**

Superior Propane gas : **450 452-4480**

## **Credit card companies:**

Visa Desjardins: **1 800 224-7737**

Visa TD: **1 800 983-8472**

Visa CIBC: **1 888 337-2422**

Visa RBC: **1 800 769 2512**

MasterCard BMO: **1 800 361-3361**

MasterCard National Bank: **1 888 622-2783**

American Express Canada: **1 800 869-3016**

## Important phone numbers:

### **Banking institution:**

Representative: \_\_\_\_\_

Telephone: \_\_\_\_\_

### **School:**

Director: \_\_\_\_\_

Telephone: \_\_\_\_\_

### **Employer:**

Telephone: \_\_\_\_\_

### **Family, friend or neighbour:**

Name and connection: \_\_\_\_\_

Telephone: \_\_\_\_\_

### **Pharmacy:**

Pharmacy name: \_\_\_\_\_

Pharmacist: \_\_\_\_\_

Telephone: \_\_\_\_\_

**Insurance company:**

Broker: \_\_\_\_\_

Telephone: \_\_\_\_\_

Insurance policy number: \_\_\_\_\_

**Disaster expert:**

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Dossier number: \_\_\_\_\_

**Clean up and renovations**

**Electrician**

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

**Painter**

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

**Plasterer**

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

**Plumber**

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

**Cleaning company**

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

## Anticipating problems

- Make a list of your belongings and photograph them. Give a copy of your documents to a relative or keep them in a safety deposit box;
- Make photocopies of your credit cards and identity cards, and give a copy to a relative or keep them in a safety deposit box;
- Make a list of your medications, insert it into your wallet and give a copy to a relative or keep it in a safety deposit box;
- Prepare an emergency kit to bring with you in case of evacuation;
- Keep a basic phone list that you can keep in your wallet.

## How to obtain a copy of the fire report?

Your request for access to information must be addressed to the **town clerk** at the Town of Hudson via **450 458-5347** and must contain all the following information:

- ✓ Address, date and time of intervention
- ✓ Name and surname of applicant
- ✓ Reasons for the request

It should be noted that fees will be charged and it is necessary to allow 30 days for the receipt of the report. Do not forget to attach a mailing address to your application and a phone number that you can be reached at.

## Some friendly advise

### Smoke detectors

A smoke detector is a very inexpensive security device and is the easiest to install and maintain. This smoke detection tool is of fundamental importance as it can save lives by alerting occupants of the presence of smoke at the beginning of a fire. The absence of a working smoke detector in a residence can be fatal for you and your family.

Do not be the next victim. Install a smoke detector inside your home, on each floor including the basement. Do not forget to check them regularly and change the battery when time changes.

### Carbon monoxide detectors

Carbon monoxide (CO) is an odorless, colorless and tasteless gas. Since you cannot see, smell, or taste it, CO can affect you or your family members even before you detect it. Even low exposure to carbon monoxide can cause considerable health problems. In addition, CO is dangerous because it accumulates rapidly in the blood, reducing its ability to carry oxygen to the body (Health Canada, Exposure Guidelines for Indoor Air Quality in residences, 1989). Source: [www.cmhc-schl.gc.ca](http://www.cmhc-schl.gc.ca)

If a combustion appliance is installed in a building or a wall, floor or ceiling is adjacent to a parking garage, a carbon monoxide detector should be installed in the corridor leading to the rooms within 5 meters from each door. In addition, it is strongly recommended to follow the manufacturer's instructions.

### Evacuation plan

We recommend that you determine two means of evacuation and an outside gathering point with your family members. Having an evacuation plan, and exercising twice a year, increases your chances of getting out of your home unscathed in the event of a fire. By providing an outside meeting point, you are reinforcing the chances that all occupants will have evacuated and will be accounted for.

## Need information?

### **Hudson Fire Department**

529 Main rd.

Hudson (Québec) J0P 1H0

(450) 458-4011

[hfd@ville.hudson.qc.ca](mailto:hfd@ville.hudson.qc.ca)

### **Prevention division**

(450) 458-4011 ex. 134

[prevention@ville.hudson.qc.ca](mailto:prevention@ville.hudson.qc.ca)

Visit our website at:

[www.hudson.quebec/en/services/public-security/fire-department/](http://www.hudson.quebec/en/services/public-security/fire-department/)