

A Guide to **FIRE** Recovery

After we leave the emergency scene,
what should you do next?



Mississauga Fire
& Emergency Services



MISSISSAUGA



Mississauga Fire & Emergency Services in community partnership with Birnie HOME SAFE

Our FIRE Family Helping Your Family Stay Safe

This **Guide to FIRE Recovery** will help you and your family to effectively deal with issues arising from the tragedy of a fire in your home. We recognize this can be a traumatic and stressful event. Although this guide may not answer all of your questions, Mississauga Fire & Emergency Services along with our partner at **Birnie Home Safe**, believe the following pages in this booklet will assist you as you begin to recover from this tragic ordeal.

From our family to yours,

MISSISSAUGA FIRE & EMERGENCY SERVICES

Fire & Emergency Headquarters Fire Prevention

15 Fairview Road West
Mississauga, ON L5B 1K7

T. 905-615-3777
F. 905-615-3773

300 City Centre Drive, 2nd Floor
Mississauga, ON L5B 3C1

T. 905-896-5908
F. 905-896-5498

We Speak Your Language

mfeshomesafehome.ca

للإطلاع على نصائح الوقاية من الحريق بالعربية، زر: mfeshomesafehome.ca

閱覽中文（廣東話，國語）消防安全資訊，請訪問：mfeshomesafehome.ca

閱覽中文（广东话，国语）消防安全信息，请访问：mfeshomesafehome.ca

For fire safety tips in **English**, visit: mfeshomesafehome.ca

Pour des conseils de sécurité en **français**, visitez : mfeshomesafehome.ca

Per avere suggerimenti per la sicurezza antincendio in **italiano**, visita: mfeshomesafehome.ca

Informacje na temat bezpieczeństwa przeciwpożarowego w **języku polskim**
znajdziesz na stronie internetowej: mfeshomesafehome.ca

Para dicas sobre Prevenção de Incêndios em **Português** visite: mfeshomesafehome.ca

ਪੰਜਾਬੀ ਵਿੱਚ ਅੱਗ ਤੋਂ ਸੁਰੱਖਿਆ ਦੇ ਸੁਝਾਅਾਂ ਲਈ: mfeshomesafehome.ca 'ਤੇ ਜਾਓ

Para consejos respecto a los incendios en **español** visite: mfeshomesafehome.ca

Upang malaman ang mga tip para sa kaligtasan sa sunog sa wikang **Tagalog**,
bisitahin ang: mfeshomesafehome.ca

اردو میں آگ سے تحفظ کے مفید نکات کیلئے، ملاحظہ کریں: mfeshomesafehome.ca

Để biết các lời khuyên về an toàn hỏa hoạn bằng **tiếng Việt**, hãy truy cập: mfeshomesafehome.ca

After We Leave

The following information is based on tried and true methods prepared by organizations like the Red Cross and Mississauga Fire & Emergency Services professionals.

Checklist - If You Can Stay In Your Home After A Fire

- Contact your insurance broker immediately to notify them of the loss.
- Do not use any electrical appliances that have come into contact with fire or water until they have been checked and cleared by a **qualified electrician**.
- Never turn your utilities back on until checked by the utility provider or other competent person. It is possible that gas, electricity or water supplies will have been turned off as a result of the incident.
- Conduct a damage assessment of your home, using video, photographs and create an inventory.
- Verify that smoke and carbon monoxide alarms are functioning. Replace if necessary.
- Ensure your home is secure (i.e. windows, doors, etc.).
- Replace any lost or damaged documents (see TABLE 1 for a list of the documents).
- Inspect Food and Medicine: The motto to remember is: **IF IN DOUBT - THROW IT OUT!** Heat, smoke, fumes and water can spoil food and medicine, making them dangerous to consume. It is cheaper to replace the item than to jeopardise your health by taking a chance.

TABLE 1 - Important Documents

Item	Destroyed or Missing	Saved	How and Where to Replace
Birth, Death, Marriage certificates			Service Ontario
Divorce papers			Your lawyer
Drivers licence Auto registration			Service Ontario
Insurance policies			Your insurance agent
Military discharge papers			Veteran's Affairs Canada
Citizenship papers			Citizen and Immigration Canada
Passports			Passport Canada
Income tax papers			Canada Revenue Canada (CRA)
Wills			Your lawyer
Medical records			Your doctor
Health Insurance card Social Insurance card Canada Pension plan Employment Insurance paper			Service Canada
Children's Services & Social Assistance identifications cards			Your case worker
Land titles			Provincial Land Title office
Titles to deeds			Municipal Clerk
Animal licence papers			Animal Services
Bank statements, money (partially or completely destroyed)			Your bank
Bonds (partially or completely destroyed)			Gather up remaining pieces/ ashes and put them in a package. Call Canada Savings Bonds: 1-800-575-5151
Stocks, market bonds			Financial planner, investment institution or bank
Credit and debit cards			Issuing company
Funeral/burial contracts			Funeral agency

Checklist - If You Cannot Stay In Your Home After A Fire

- Contact your insurance broker immediately to notify them of the loss.
- If you are a tenant, you must also contact the building owner.
- You must obtain emergency shelter. This can usually be done through your insurance adjuster. If you are not insured, assistance may be available through Peel Victim Services at 905-568-1068.
- Leave a forwarding address and telephone number with your neighbours, Police and family.
- Remove and/or replace any medications that you require.
- Discuss clothing for your family either through your insurance claims adjuster or Peel Victim Services.
- Secure the site: The site of the fire needs to be protected from further damage by weather, theft or vandalism (normally the insurance company will take care of this issue, but if you cannot reach your agent or need professional assistance in boarding up your home, a general contractor or fire damage restoration firm may be able to help).



- Immediate Needs: There are various social agencies prepared to offer immediate, temporary assistance, which can include housing, food, eyeglasses, medicines and clothing. A firefighter or Police officer on scene may be able to contact them for you.
- Remove the following items, if possible: Valuables, credit cards, personal effects, medications, etc. A firefighter and/or Police officer must be in attendance to inventory what you are removing.
- Replace any lost or damaged documents (see TABLE 1 for a list of the documents).
- Arrange for temporary daycare or senior care, if necessary.
- Pets may have been injured in the fire or they can be suffering from stress. Take them to your veterinarian as soon as possible for a check-up. If your pet is lost or if you have to move temporarily contact Animal Services at 905-615-3000 for assistance.
- Notify the following parties of your relocation:
 - Your insurance agent or adjuster
 - Your mortgage company – inform them also of the fire
 - Your employer
 - Family and friends
 - Your children’s schools/daycares
 - Your lawyer
 - Your post office
 - Fire & Emergency Services
 - Your neighbours
 - Delivery services such as newspapers/magazines
 - Utility companies
- Emotional support: Any casualties resulting from the incident will have been treated at the scene by Peel Paramedics. However, some medical problems such as shock can be delayed. If you have concerns about your health or the health of anyone else involved in the incident, contact Telehealth at 1-866-797-0000 or your social agency or religious leader.

Safety – Protecting Your Family And For Peace Of Mind

As life begins to normalize and you prepare to move back into your home, the most effective way to protect your family and your home from fire is to have a fire inspection and replace your fire safety alarms. ALL fire prevention devices must be fully working and tested regularly. We recommend the following safety actions:

Smoke Alarms:

- Ensure smoke alarms are installed on every floor of your home and outside all sleeping areas.
- For added protection, install smoke alarms in every bedroom.
- Test smoke alarms monthly and replace batteries at least once a year.
- Smoke alarms should be replaced every ten (10) years.
- Carbon monoxide alarms are not substitutes for smoke alarms.

Carbon Monoxide Alarms:

- Install one (1) or more carbon monoxide alarms in your home. Suggested location(s) is outside sleeping areas.
- If the carbon monoxide alarm sounds, move quickly to a fresh air location outdoors or by an open window or door.
- Never use a generator, grill, camp stove or other gasoline, propane, natural gas or charcoal-burning devices inside a home, garage, basement or any partially enclosed area.

Fire Escape Planning:

- Ensure that all household members know two (2) ways to escape from every room of your home. Visit mfeshomesafehome.ca and obtain a guide to escape plans for your family.
- Make sure everyone knows where to meet outside of the home.
- ONCE OUTSIDE, NEVER GO BACK INSIDE.
- Call 9-1-1 from a neighbour's home or cell phone.
- When escaping through smoke – GET LOW and GO.

Electrical Safety:

- A leading cause of residential home fires in Mississauga can be attributed to electrical failure. The good news is that electrical fires are preventable. It is common for these electrical hazards to stem from wiring issues such as overloaded circuits, loose connections and the misuse of extension cords. Electrical industry research shows that homes with aluminum wiring pose a higher risk.
- A Mississauga company called **Birnie Home Safe** offers an exclusive Electrical Risk Assessment (ERA) program that detects hidden hazards before they become emergencies. This is especially important after disasters such as fires, floods, electrical surges or lightning strikes. Their expert electricians use highly specialized equipment to test the wiring behind the walls of your home, uncovering potential electrical hazards before they endanger you and your family. Give them a call today, it's the safest thing you'll ever do.
- Visit them at ismyhomesafe.ca or call 1.855.569.1818.



Action Log

Date:	Contact Name:
Agency Name:	Telephone:
Comments:	

Date:	Contact Name:
Agency Name:	Telephone:
Comments:	

Date:	Contact Name:
Agency Name:	Telephone:
Comments:	

Know these warning signs



Electrical Contractors
Regulatory Authority
Licence No.
7005066
www.esacra.info

- Lights flicker or dim
- Breakers trip/ fuses blow
- Receptacles don't work or are warm to the touch
- Light bulbs burn out sooner than expected

These may indicate hidden electrical hazards. Book a **NO-FEE inspection** today for **PEACE OF MIND.**



1.855.569.1818 • ismyhomesafe.ca

Your aluminum wiring experts

This book is provided for you by Mississauga Fire & Emergency Services in generous partnership with Birnie HOME SAFE.



Mississauga Fire & Emergency Services



MISSISSAUGA