

AFTER THE FIRE WHAT IS NEXT?

A Guide to Recovery for Homeowners



bramptonfire.com



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Let Us Help You Get Started

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A Message from Brampton Fire and Emergency Services

A fire can be one of the most devastating occurrences in one's life; a small or large fire can cause serious damage. The structure and many things in your home may have been badly damaged by flames, heat, smoke and water. The losses caused by a fire can impact more than your wallet. The emotional, mental and physical loss also has an impact on your next steps. Knowing where to begin and who can help is important. After the fire crew have left, in the first 24 hours, what are your next steps?

This booklet was created to provide you with the information that will help you navigate the necessary resources to obtain food, shelter, assist with recovering documents, and insurance processes.

After the fire has been put out, you will be anxious to enter your home to see what is salvageable, but do not enter the damaged site until you are given a Brampton Fire and Emergency Services Release Form. It is not always safe, structurally and/or environmentally (inhaling carcinogens), for occupants to enter the residence after a fire; it is important to understand the risk to your safety and health. Soot and dirty water left behind may contain things that could make you sick. Upon permission from Brampton Fire and Emergency Services, be very careful upon entry of your home. Things the fire did not burn are now ruined by smoke and water and may not be salvageable or safe to use. Anything that you want to save or reuse will need to be carefully cleaned; this clean-up will take time and patience.

The fire department will ensure utilities (water, electricity and natural gas) are either safe to use or are disconnected before they leave the site. Do not attempt to turn on utilities yourself, contact your utility provider.

You are not alone. Recovering from a fire will take time and may seem overwhelming, but there are resources available to help you through this journey. Ask the advice of the Brampton Fire and Emergency Services, local building officials, your insurance agent or restoration specialists before starting to clean or make repairs.

Brampton Fire and Emergency Services hopes this booklet will assist you in returning to normalcy.

You are
Not Alone.

VITAL INFORMATION

Date of fire: _____

Time of fire: _____

Location of the fire in the house: _____

Brampton Fire and Emergency Services: 905.874.2700

Brampton Fire and Emergency Services Fire Incident Report Number / Occurrence Number: _____

Brampton Fire and Emergency Services Fire Investigator name and phone number:

Ontario Fire Marshal name and phone number:

Vehicle identification number for cars: _____

Trucks and motorcycles destroyed: _____

IMPORTANT

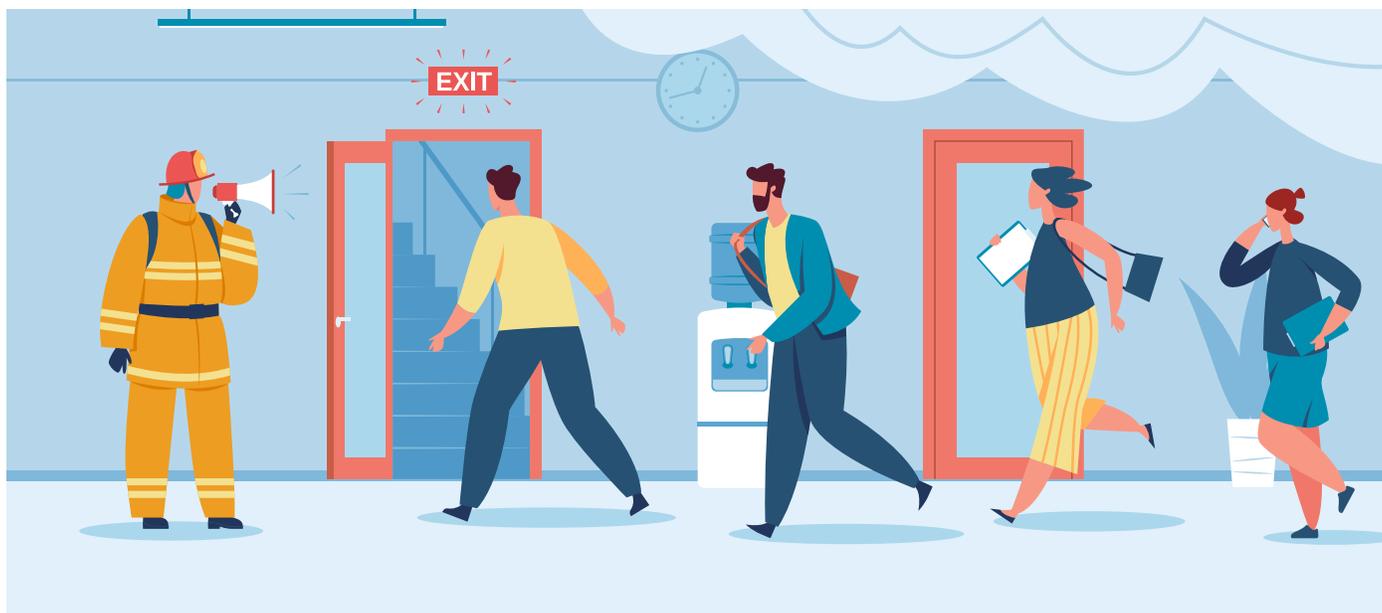


The decision to leave your home may be your own or may be from Brampton Fire personnel who will determine whether the residence is unsafe. If you are forced to move due to the fire and **if it's safe to do so**, Brampton Fire personnel will work with you, while they are on scene, to try and find essential items that you should take with you, such as:

- ✓ **Important identification and legal documents including passports, birth certificates, etc. Please note that some items may not be salvageable or safe to use after they have been in a fire.**
- ✓ **Vital medicines such as insulin, blood pressure, or heart medication should be taken with you in order to get them refilled and then dispose of the old medicine.**
- ✓ **Valuables such as insurance policies, jewelry, eyeglasses, hearing aids, walking devices, money, cell phones, credit cards, cheque book, bank books or other personal aids**
- ✓ **At this time, do not attempt to open your safe. A safe involved in a fire may hold intense heat for several hours. If the door is opened before the safe has cooled down, the entering air, combined with the high temperature inside, may cause the contents to burst into flames**

IF YOU RENT OR LEASE, contact your landlord, building manager or building owner immediately to inform them about the fire.

IF YOU NEED HELP WITH EMERGENCY SHELTER, FOOD OR CLOTHING, inform a member of Brampton Fire and Emergency Services, as you may be eligible for immediate assistance. There are also many organizations available that we can connect you with for assistance. For further information refer to page 16, Where to Find Help.



TO ACCESS AN EMERGENCY SHELTER CONTACT

(3-1-1) is a non-emergency phone number for information about available services.

905.450.1996

Peel Central Intake Helpline
(24 hours, seven days a week)

905.451.6108

Salvation Army – Women
with Children

- **IF YOU ARE INSURED** refer to page 5, Insurance
- **IF YOU ARE NOT INSURED** or if your insurance coverage does not cover all your losses, there are community services and private aid organizations available to assist with food and clothing. Refer to pg. 16, Where to Find Help
- **SECURING THE PROPERTY.** Typically, if you are insured, your insurance company will assign a contractor who can take care of the tasks below. However, if they have not assigned a contractor and you are the tenant, ask the landlord or property manager to secure the property. If you are the **owner**, you are responsible for your home's security and will be required to:
 - ✓ Cover any holes in the roof or exterior walls
 - ✓ Drain waterlines that will not be heated for an extended period of time (Contractors can assist you with this as well)
 - ✓ Board-up broken windows and doors
 - ✓ Your insurance company can provide you with contractors or you can google search **Fire and Water Damage Restoration Companies.**
- **IF YOU USE A RESTORATION COMPANY to assist with cleanup**, they can:
 - ✓ Secure your home against more damage
 - ✓ Estimate structural damage
 - ✓ Repair structural damage
 - ✓ Estimate the cost to repair or renew items of personal property
 - ✓ Pack, transport and store household items
 - ✓ Hire cleaning or repair subcontractors



STEP TWO: Insurance – Where to start?

If you are insured, it is important to contact your agent/broker or insurance office, as soon as possible after the fire; many insurance companies provide a 24-hour emergency claims line.

Record the following information during the initial call.

Date of contact: _____

Insurance Company / Broker: _____

Policy No.: _____

Agent's name: _____

Office Phone: _____

Cell Phone: _____

Email: _____

Your insurance will be the single most important component in recovering from a fire. **Remember that your insurance policy is a contract between you and the insurer. The insurer promises to do certain things for you. In turn, you have certain obligations. Your duties after a fire loss include:**

- ✓ Give immediate notice of the loss to the insurance company or insurer's agent, followed by a statement of loss. **A formal statement of loss must be submitted within a stated time period (usually 30-60 days). Be sure to check with your insurance company for their respective time period.**

The statement of loss usually covers:

- The time and cause of the loss.
 - The names and addresses of those who have an interest in the property, which might include mortgages, lien holders, separated or divorced spouse
 - Building plans and specifications of the original home and a detailed estimate for repairs
 - The damaged inventory
 - Receipts for additional living expenses and loss-of-use items
- ✓ Securing the property as outlined on page 4 in the Securing the Property section

Filing an insurance claim can take time. The following are a few suggestions to help:

- ✓ **Start two notebooks:** one to track phone calls, notes and everything related to the fire; the other to track expenses
- ✓ For both notebooks, remember to include dates and times for all entries
- ✓ Never part with an original document; if your insurance company wants to see an invoice or bid, make a copy



Document each insurance-related conversation that you have in your notebook and include the following:

- ✓ Date and time of phone call/meeting
- ✓ Full name of person you spoke to
- ✓ Items and tasks discussed
- ✓ Next steps to be taken, deadline for completion and who is responsible
- ✓ If you are using a credit card, designate one card for post-event expenses, keeping all receipts with your monthly credit-card statement for backup

If you do not have your insurance policy, take the following steps:

- ✓ Ask your agent to send, email or bring a copy to you as soon as possible
- ✓ Check your policy for specifics of what is covered and what is **not** covered. Always check with your agent before taking actions or accepting claim cheques. If you are receiving money from the insurance company, be sure you understand where it is coming from and how it affects other settlements you expect and accept. Think of the money as an insurance account and every time you receive money from the agency, you are depleting your account
- ✓ Be sure you understand the type of coverage you have, what “account” they are taking your insurance money from and how it may affect your rebuilding/restoring process
- ✓ If the insurance company offers you a payment, ask if it is a partial or final payment. A final payment is their final offer and you may not be able to receive additional funds

Important questions to ask your insurance company or agent:

- ✓ When will someone from the insurance company arrive to assess the damage? This should happen immediately
- ✓ Does someone from the insurance agency need to accompany me during the initial walk-through of my home and vehicles?
- ✓ Who is coming from the insurance agency to handle the walk-through?
- ✓ How do I proceed and what forms or documents will be needed to support my claim?
- ✓ What is the deadline to submit the list of living expenses/immediate replacement items?
- ✓ What is included under my policy: temporary living expenses, replacement or essential personal items and rental vehicle costs, if necessary?
- ✓ What should I do if I have to cover doors, windows and other exposed areas, or pump out water? Your agent/company may know of restoration companies that specialize in fire, smoke and water damage, as well as how to secure the building and remove or restore its contents.
- ✓ Is cost of a Fire Restoration Specialist covered in my policy?
- ✓ Is any information needed from Brampton Fire and Emergency Services? If so, what type of information?
- ✓ Is a **fire report** required?

A **fire report** is a public document that provides general details of a fire incident such as: the date, time, location, type of fire and who responded. A **fire report** is available to the owner of the property or the rented resident by sending an email request to fire.prevention@brampton.ca.

You will need to provide the following information:

- Date of incident
- Address of incident
- Approximate time of incident
- Brampton Fire and Emergency Services Occurrence Number
- Photograph of the requestor's identification

What information is needed to document damages? For ALL items, be sure you include at least:

- ✓ Make, model, serial number
- ✓ Date purchased
- ✓ Purchase cost
- ✓ Description of damage
- ✓ Location in home
- ✓ Deadline date to submit your formal claim for both structure and possessions
- ✓ The date you can move your car for safekeeping and insurance purposes
- ✓ Is the damage to your car covered by insurance?

STEP THREE: Getting Settled Elsewhere

HOUSING

If you cannot live in your home due to fire damage and you cannot stay with family or friends, a temporary home will be needed. It may be best to keep all family members together for mutual support and in order to communicate openly to permit an outlet for the stress/trauma of the incident. There are many organizations available that you can be connected with for housing assistance. For further information refer to Where to Find Help on page 16.

NOTIFYING OTHERS OF YOUR TEMPORARY RELOCATION

Who should be notified?

Even if you are away from your home for a short period, you may consider notifying the following to report a temporary change of address:

- ✓ Your insurance agent or adjuster
- ✓ Family and friends
- ✓ Employer
- ✓ Mortgage company
- ✓ Credit card company/companies
- ✓ Canada Post (for mail re-direction)
- ✓ Neighbors (at least one of them)
- ✓ Bank (report cheques/credit card/debit cards left in residence)
- ✓ Schools
- ✓ Delivery services (i.e.: subscriptions: newspapers, magazines)
- ✓ Utility providers (hydro, gas, telephone/cell phone provider, internet, cable)



PETS

Pets can become upset and react in unusual ways such as spraying urine, defecating on floors or scratching/biting. 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 favourite human's 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 help you in your recovery as well

If a pet is lost or escaped during the fire, try finding them by walking through your neighbourhood and calling out your pet's name since they may be injured and/or hiding in an adjacent property. You can also try calling your local animal shelter or veterinarian, place an ad in your community newspaper and distribute flyers to your neighbours or to your social media groups. If you are displaced and need shelter for your pet, the following resources are available to you. The City of Brampton Animal Services can also provide temporary protective custody for your pet.

3-1-1

A non-emergency phone number that can be contacted in many cities to find information about services.

905.458.5800 ext. 63177

City of Brampton – Animal Services

www.brampton.ca/EN/Animal-Services



STEP FOUR: Going Back Home – What is Next?

Prior to re-entering your home, you must receive permission from Brampton Fire and Emergency Services and/or Ontario Fire Marshal's Office (if still on scene). If the building remains unsafe, you will be notified not to enter by Brampton Fire and Emergency Services and/or Ontario Fire Marshal's Office. If there is an ongoing fire investigation, you must obtain permission from the designated Brampton Fire and Emergency Services and/or Ontario Fire Marshal's Office investigator.

Brampton Fire and Emergency Services – Fire Prevention Division

Monday to Friday (8:00 am – 4:00 pm) – 905.874.2740

Ontario Fire Marshal's Office

Monday to Friday (8:30 am – 5:00 pm) – 1.800.565.1842

After-hours: 1.800.461.2281

PLEASE NOTE that the information provided below is a guide from best practices and will not guarantee that the item/items will not be damaged. It is always best to contact a professional for assistance with this matter.

IF YOU HAVE RECEIVED PERMISSION TO ENTER YOUR HOME – Before you enter the house, walk around the outside of your property to check for any problems or hazards. If you notice loose electrical wires, stay away from them. If there is a smell of natural gas odour (similar to rotten eggs) call the gas company right away and do not enter the home.

If it is safe and you proceed to enter the house:

- ✓ You may require the following to assist you: flashlight (even during the day), dust mask, hard hat and gloves, hard-soled shoes, camera, video recorder, crowbar, hammer, hack saw, trash bags, First Aid kit
- ✓ Make sure windows are open so that you have adequate ventilation before cleaning
- ✓ You may need extra space to clean and store your belongings
- ✓ Keep soiled rags and cloths in a metal container with a tight-fitting lid



WARNING: KEEP MIXTURES AWAY FROM CHILDREN AND PETS

- ✓ **Never** mix cleaning solutions
- ✓ **Never** mix ammonia with bleach
- ✓ **Never** use gasoline for cleaning
- ✓ Vacuum all surfaces with a wet/dry vacuum

- ✓ Re-enter your home during daylight hours for maximum visibility. Artificial light may not be available due to power loss. Carefully look around your home and use caution when checking for hazards. If you smell or hear natural gas (it can make a hissing/blowing sound) leave the building immediately and call 9-1-1
- ✓ If your utilities have been disconnected, do not attempt to reconnect them yourself. Contact the appropriate utility company to have them reconnected
- ✓ If it is safe, locate your main electrical box to ensure that the power has been shut off. Do not walk through water to reach the box. Instead, call an electrician. **Remember:** water and electricity are a fatal combination
- ✓ Hazardous materials should be disposed if they have been exposed to flames, heat, moisture or smoke Call the Region of Peel 905.791.7800 or www.peelregion.ca/waste
- ✓ Decide ahead of time what is worth saving, some items could require repeated cleaning to get rid of soot and smoke

Replacing money

If you have money/bonds that have been partially destroyed by fire, gather up your evidence as delicately as possible. Place all evidence of the notes, any ashes or part of a bill in plastic wrap to help preserve it. Even the smallest amount of evidence will assist in determining the amount of money. Refer to page 16, under Where to Find Help for more information



Replacing credit cards

Contact your credit card company to report credit cards that were lost in the fire and request replacements. Save all of receipts of any money spent. If you are insured, receipts may be required by your insurance company. You will need the receipts to prove any losses



STEP FIVE: FOOD AND MEDICINE – If in doubt, throw it out

Heat, smoke, toxic fumes and water can spoil food and medicine, making them dangerous to consume. It is safer to replace the item than to jeopardize your health by taking a chance

Perishable food, food packaged in cardboard or plastic, or any food or medicine directly exposed to heat, smoke, fumes or water should be discarded

FROZEN FOOD

Frozen food is probably safe unless the power to your freezer was disrupted. If you are unsure, discard all food - **IF IN DOUBT, THROW IT OUT**. Food that has remained frozen should be fine unless your freezer was exposed to intense heat

If your home freezer has stopped running, keep it closed. It has enough insulation to keep food frozen for one to three days. Do not refreeze food that is thawed



REFRIGERATED FOOD

Refrigerators keep food at 40°C (37°F). Carefully inspect any food that survived the fire - **IF IN DOUBT, THROW IT OUT! CAUTION** - Do not eat, drink or breathe in anything that was near the flames, smoke, soot, or water used to put the fire out

CANNED FOOD

Any foods in canned jars should be discarded as there is a chance that the seal may have been broken due to heat. Any canned food that is bulging, badly dented or rusted should be discarded. Cans that have not been exposed to direct heat can be cleaned externally with a solution of bleach mixed with water. **CAUTION** - Keep the mixture away from children and pets



GLASS JARS

Discard all food in jars. There is a high chance that the seal is broken by exposure to heat

MEDICINE

Check with a pharmacist or doctor prior to taking medication that has been involved in a fire, as it can pose a health risk. Inquire how to properly dispose of medicine



STEP SIX: TIPS FOR CLEANING YOUR HOME

SMOKE ODOURS AND SOOT

Smoke odours can last a long time. You will probably need to clean everything in the house several times. Seal each room with plastic sheeting so that soot will not travel from room to room. Try placing small saucers of vinegar, vanilla or activated charcoal around the house to absorb odours. There are odour eliminating products available for purchase that can be obtained online. If you can't remove the smoke odour, contact a professional. Google search: **Fire And Water Damage Restoration Companies**

- ✓ Vacuum all surfaces with a wet/dry vacuum
- ✓ Change all furnace filters
- ✓ Have the heating ducts replaced or cleaned by a professional furnace cleaning company
- ✓ Seal off all undamaged areas of the house and seal off cleaned areas as they are completed



FURNACE AND PLUMBING

If your furnace still works, replace the filters and have the ducts professionally cleaned. If the weather is below freezing and the heat will be off in the home for a few days, see that the plumbing system is protected from freezing by draining the system or adding anti-freeze

WARNING: KEEP MIXTURES AWAY FROM CHILDREN AND PETS

WALLS AND WALLPAPER

- ✓ To remove soot and smoke, clean walls with Tri-sodium Phosphate (4 to 6 teaspoons = 60-90ml) (available at your local home improvement store and/or paint supply store), chlorine bleach (1 cup = 250ml) or a mixture of a cleanser (Lysol) diluted with water (16 cups = 4 litres). CAUTION - Use rubber gloves and eye protection when using this solution
- ✓ **DO NOT** repaint walls and ceilings until they are completely dry. It is advisable to use a smoke sealer (available in paint stores) before painting
- ✓ Wash a small area at a time from the floor up, leaving the ceilings for last

Wallpaper is often not salvageable. If you discover that yours is worth saving, heat and ventilate the room for several days to dry the paper and plaster and then clean from the bottom up. Use a commercial paste to re-paste loose edges or sections. Washable wallpaper can be washed like a painted wall but work quickly so the paper is not soaked

WOODEN FURNITURE

- ✓ Clean dirt from furniture without chemicals, then remove all drawers so that they are completely dry to avoid warping
- ✓ If your furniture has developed mold, clean with a solution of boric acid and water (as per the package instructions)
- ✓ Scrub surfaces with a stiff brush and cleaning solution for wood (e.g.: Murphy's Oil Soap) and then let the pieces dry (do not place in the sun to avoid warping and bleaching the wood)
- ✓ To remove water spots or smoke film, clean with a cloth soaked in an equal mix of water and household ammonia, dry and then wax
- ✓ Fine antiques or reproductions should be referred to a professional

SUBFLOORS

- ✓ Subfloors that have absorbed water may become distorted
- ✓ Remove tiles, hardwood floors, tiles or linoleum etc. and let the floor dry thoroughly before you replace the flooring
- ✓ To clean your hardwood floors, tiles or linoleum, use a good quality floor cleaner and clean them multiple times to remove heavy soot or stains
- ✓ Strip wax if necessary and re-stain

RUGS AND CARPETS

It is important to dry carpet and rugs as quickly and thoroughly as possible since moisture left in the fabric can rot

Throw and area rugs

- ✓ Lay rugs flat and expose them to warm, dry air; try aiming a fan directly at them. Check carefully, even though the surface seems dry, remaining moisture at the base of the tufts can quickly rot a rug
- ✓ After they dry, rugs can be swept, beaten, vacuumed and shampooed if necessary

Wall to wall carpet

- ✓ Use a wet/dry vacuum or water-extractor-type carpet cleaning machine to remove water and dirt
- ✓ If necessary, use a commercial dryer to remove moisture from beneath the carpets, then steam-clean and shampoo, repeating as needed
- ✓ A final rinse mixing one-part white vinegar to two parts water in the cleaning machine will help reduce odour

MATTRESSES AND PILLOWS

Usually, mattresses and pillows are not worth saving, however, if you must use your mattress temporarily, dry it thoroughly in the sun and cover it with plastic sheeting before using

CLOTHING

Clothing stained with soot and smoke sometimes never comes clean, however, you can try to:

- ✓ Dry-clean wool, silk and rayon
- ✓ Soak clothes in 125 ml of household ammonia mixed with 8 litres of water, and rinse in 250 ml of vinegar (you may need to repeat several times)
- ✓ Remove mildew by washing with soap and water, rinsing and drying well
- ✓ Soak badly stained garments in 125 ml of household bleach and 3 litres of warm water or sprinkle with salt and apply lemon juice

ELECTRICAL APPLIANCES

- ✓ Wet or damaged appliances should be checked by a professional technician before using. Do not attempt this by yourself and operate wet or damaged electrical appliances
- ✓ Appliances like stoves and fridges can be cleaned with a solution of baking soda and water or a mixture of vinegar or household ammonia with water
- ✓ Place an open box of baking soda inside the fridge to absorb odours
- ✓ Cooking utensils such as pots, pans, flatware, etc. can be cleaned with hot, soapy water, rinsed and then polished with a fine powdered cleanser
- ✓ Copper and brass can be polished with a specialty polish – salt sprinkled on a lemon or salt sprinkled on a cloth saturated with vinegar may also work

WET BOOKS/DOCUMENTS

- ✓ Pages can be dried by sprinkling them with cornstarch or talc and then brushing the pages clean later. When books are dried, pile and press them to prevent pages from crinkling
- ✓ Books and documents can be dried by standing them up with pages fanned open. A fan aimed at the books will help them dry, they should be piled and pressed to prevent the pages from crinkling
- ✓ There are many different methods available online to dry your important papers

LEATHER GOODS

- ✓ Dry suitcases, shoes and purses away from heat and the sun
- ✓ Wipe with a clean damp cloth followed with a dry cloth
- ✓ Stuff bags and shoes with newspaper to help them retain their shape. When dry, they can be cleaned with saddle soap
- ✓ 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

LOCKS AND HINGES

- ✓ Iron locks and hinges, should be taken apart, cleaned with kerosene and then oiled
- ✓ If locks cannot be removed, squirt machine oil through a bolt opening or keyhole and work the knob to distribute the oil

HAZARDOUS MATERIALS

- ✓ Wear protective clothing, rubber gloves and goggles when handling hazardous materials
- ✓ Dispose of hazardous materials such as solvents, garden chemicals, and home cleaning products that were exposed to heat, smoke or moisture at recycling depots
- ✓ Contact **3-1-1** for locations



MISCELLANEOUS

- Clean and protect chrome surfaces with a thin coat of vaseline or other light oil
- Wash plants, including both sides of leaves, with clear water

STEP SEVEN: Dealing with Critical Incident Stress

Critical Incident Stress (CIS) is the range of physical and psychological symptoms that might be experienced by someone as a result of being involved in a traumatic critical incident. CIS is simply the body's normal reaction to an abnormal event

- ✓ The incident may even be long over before you feel the strong emotional/physical reactions
- ✓ The feelings are normal
- ✓ Sometimes the aftershocks can occur right after the traumatic event, or they can occur days, weeks, or years later
- ✓ Depending on the severity of the event, these symptoms can appear and disappear quickly or last longer
- ✓ Sometimes the trauma has been so painful that you may require professional help from a counsellor trained to deal with this type of stress

Some common signs and signals of a stress reaction:

- ✓ Fatigue, nausea, loss of appetite
- ✓ Rapid heart rate, twitches, headaches, blurred vision, vomiting
- ✓ Dizziness, fainting, chills, chest pain, difficulty breathing
- ✓ Elevated blood pressure, anxiety, nervousness
- ✓ Anger, grief, denial, panic, fear, depression
- ✓ Uncontrolled emotions, irritability, loneliness
- ✓ Helplessness, sleep disturbances
- ✓ Increased alcohol consumption and substance use

it's OK
to not
Do
everything

Tips on dealing with stress:

- ✓ Take care of yourself and your loved ones since you are going through a challenging time and may experience distressing emotions
- ✓ If you can, reduce your responsibilities so that you can allow yourself recovery time
- ✓ Sleep is important. Nightmares are common and may disrupt normal sleep patterns
- ✓ If sleeping difficulties last more than a week, speak with your doctor
- ✓ Exercise can help calm your mind and help you to sleep at night
- ✓ Be sensitive to how children may react, they may become clingy and fearful
- ✓ In any traumatic experience, children need reassurance that everything will be okay
- ✓ When the time is right, empower your children by giving them the information they need to protect themselves



WHERE TO FIND HELP?



2-1-1 is a free helpline that connects you to community and social services in your area 24 hours a day, 365 days a year, in over 150 languages.

www.211Ontario.ca

3-1-1 provides residents, businesses and visitors with easy access to non-emergency City services, programs and information 24 hours a day, seven days a week.

TTY **905.874.2130** www.311brampton.ca



Hazardous Materials should be disposed if they have been exposed to flames, heat, moisture or smoke. Call **905.791.7800** or visit <https://www.peelregion.ca/waste> for more information.



Canadian Red Cross

Canadian Red Cross

Clothing, food, shelter

1.800.850.5090

www.redcross.ca



HEALTH 811 (formerly Telehealth Ontario)

1.866.797.0000

TTY **1.866.797.0007**

In a medical emergency **CALL 9-1-1 IMMEDIATELY**

www.ontario.ca/health811



INSURANCE BUREAU OF CANADA

Contact your insurance broker or company directly. Insurance Bureau of Canada – provides the consumer with general insurance matters pertaining to your automobile or home.

Consumer Information Centre – 416.362.9528

8:30 – 4:30 MONDAY TO FRIDAY

For more information visit www.ibc.ca



KNIGHTS TABLE

Assistance with food

287 Glidden Road, Unit #4

905.454.8725

www.knightstable.org



Distress Centres of Greater Toronto

MENTAL HEALTH SERVICE PROVIDERS:

- ✓ Distress Centres of Greater Toronto Services in 8 languages – **905.459.7777**
www.dcogt.com/408-help-line
- ✓ 24/7 Crisis Support
For all ages in the Region of Peel – **905.278.9036**
- ✓ Tangerine Walk in Counselling
In person/phone/virtual – **905.795.3530**
www.tangerinewalkin.com
- ✓ One Stop Talk
Phone/virtual – **1.855.416.8255**
www.onestoptalk.ca





ONTARIO WORKS

Financial Assistance

Monday to Friday (8:30 am – 4:30 pm)

905.793.9200



PEEL COMMUNITY PARTNERS INFORMATION

Community Services Partner Information Directory

905.890.9432

Email: info@cdrpc.com

PEEL FOOD MAP

Financial assistance

Email: zzgpeelfoodmap@peelregion.ca

www.peelregion.ca/planning-maps/foodprograms/foodprograms.html



REGENERATION OUTREACH COMMUNITY

Assistance with food and clothing

156 Main Street North

905.796.5888

<https://regenbrampton.com>



REGION OF PEEL HELPLINE – 905.791.7800

REPLACING MONEY

- ✓ For further information phone **1.888.513.8212**.
- ✓ In order to submit a claim and start the process, a form is required to be completed in its entirety at:
 - www.bankofcanada.ca/banknotes/bank-note-redemption-service
 - o Send evidence to: Bank of Canada
Bank Note Redemption Service
234 Wellington Street
Ottawa, ON, K1A 0G9



SALVATION ARMY

Assistance with food and clothing

9395 Bramalea Road

905.791-1085 extension 103

Email: tsabramptonchurch@gmail.com

www.salvationarmy.ca



UTILITIES

- ✓ Alectra Utilities – Hydro - **905.840.6300**
- ✓ Enbridge Gas – **1.877.362.7434**
- ✓ Region of Peel – Water/Sewage – **905.791.7800**



VICTIM SERVICES OF PEEL

Assisting victims of tragedies including fire fatalities

Crisis Line – 905.568.1068, Main Line - 905.568.1068

www.vspeel.org



HOW TO REPLACE VALUABLE DOCUMENTS – Where to start?

| ITEM | DESTROYED, MISSING OR SAVED | WHO TO CONTACT | DATE CONTACTED |
|--|-----------------------------|--|----------------|
| Bank books / bank card | | Contact your branch | |
| Birth Certificate | | Service Ontario 416.325.8305 Toll free 1.800.461.2156 www.serviceontario.ca | |
| Canada Pension Plan | | Service Canada 1.800.277.9914 www.canada.ca | |
| Children's Services and Social Assistance Information / Assistance | | Peel Children's Aid Society Your Case Worker or Children's Services 24 hrs/day 905.363.6131 | |
| Citizenship papers/ Permanent Residency cards | | Government Of Canada www.canada.ca | |
| Credit cards | | Contact credit card company | |
| Death Certificate | | Service Ontario 416.325.8305 Toll free 1.800.461.2156 www.serviceontario.ca | |
| Divorce/Adoption papers | | Court where decree was filed for divorce Lawyer. Court that ordered adoptive record. | |
| Driver's License | | Service Ontario 1.800.387.3445 www.mto.gov.on.ca | |
| Employment Insurance | | Service Canada 1.800.206.7218 www.canada.ca | |
| Income Tax documents | | Canada Revenue Agency 1.800.959.8281 www.canada.ca | |

| ITEM | DESTROYED, MISSING OR SAVED | WHO TO CONTACT | DATE CONTACTED |
|--|-----------------------------|--|----------------|
| Insurance Policies | | Contact Insurance Agent / Broker / Company | |
| Marriage Certificate | | Service Ontario 416.325.8305 Toll free 1.800.461.2156 www.serviceontario.ca | |
| Medical information - medication refills | | Contact your Family Doctor | |
| Military Discharge Papers | | Canada Veterans Affairs Public Service and Government Agency 1.866.522.2122 www.veterans.gc.ca | |
| Mortgage Company | | Contact your mortgage company | |
| Ontario Health card | | Service Ontario 1.866.532.3161 www.ontariohealth.ca | |
| Passport | | Government Of Canada 1-800-567-6868 (TTY services: 1-866-255-7655) www.canada.ca | |
| Pet Registration Papers | | Animal Services - 905.458.5800 | |
| Social Insurance card | | Service Canada 1.866.274.6627 www.canada.ca | |
| Vehicle Registration | | Service Ontario 1.800.387.3445 www.mto.gov.on.ca | |
| Wills | | Contact your Lawyer | |

Frequently Asked Questions about Fire Department actions

Q: Why do firefighters break windows and cut holes in the roof?

A: As a fire burns, it moves up, down and across, growing very fast. Breaking windows and cutting holes in the roof creates ventilation, which help get rid of dark smoke that makes it hard for firefighters to see. Ventilation can help save lives and property and help firefighters fight the fire more quickly.

Q: Why are holes cut in the walls?

A: This is done so that firefighters are sure that the fire is completely out and that there is no fire inside the walls or in other hidden places.

Q: Why can't I go in my home?

A: In some instances, the area immediately surrounding the fire will be cordoned off with yellow "Do Not Enter" tape or secured and posted with "Keep Out". This will be ordered by the Fire Chief or Ontario Fire Marshal to help find the cause and origin of the fire. Until, the Brampton Fire and Emergency Services and/or Ontario Fire Marshal's Office in charge grants permission, do not enter the premises. In other circumstances you may not be permitted to enter because it is unsafe or there is a risk to your health.

Q: When can I return to my home?

A: Fire fighters must have complete control of a structure that is on fire. After the fire is out before they leave, firefighters create ventilation points. Occasionally, when your home has been severely damaged or if arson is suspected, you may have to wait until fire investigators have finished their work and the Building Department has inspected your home.





CONNECT with us

Brampton Fire and Emergency Services hopes this booklet and the information provided has been useful to you. Do not hesitate to use the resources available. If you have any further questions, concerns or require any assistance, please connect with us using any of the links below.

 @Brampton

 www.bramptonfire.com

 Brampton Fire

 fire.prevention@brampton.ca

 BramptonFireES

 905.874.2700



