

## Fire Department operations

### We broke windows or cut holes in your roof.

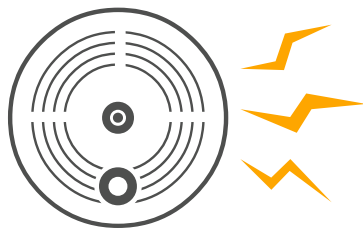
- Fire produces hot gases, smoke and heat. In order to assist firefighters we need to reduce the gases.
- We do this by creating openings to allow the gases to escape. We cut holes in walls or ceilings to find hidden fires or hot spots that need to be extinguished.
- After the fire is out this damage can be upsetting, but without this intervention the fire and damage would be more serious.

### You would like a copy of the Fire Report.

- Contact the Fort St John Fire Department at 250-785-4333 or contact the Office of the Fire Commissioner at [OFC@gov.bc.ca](mailto:OFC@gov.bc.ca) or fax 250-356-9019.

## Smoke Alarms

Fire is out, repairs have been made; don't forget the most important part. The Building Code requires Smoke Alarms in every dwelling, on each floor in a dwelling and inside of every sleeping area.



## Checklist

- Temporary housing arranged
- Insurance contacted
- Identification documents
- Security organized
- Restoration company contacted
- Utilities disconnected
- Itemized your damaged property
- Notify mortgage company
- Save your receipts for reimbursement
- Medications
- Important documents
- Eyeglasses, contact lenses or hearing aids

## Additional Information

Scan the QR code for additional information or visit [fortstjohn.ca/fire-rescue](http://fortstjohn.ca/fire-rescue).



## After the Fire



## Protect yourself

- During the Fire Investigation no one, including the property owner, is allowed on the site. **This for your safety.**
- For accessing important papers, medicine, or valuables obtain permission from the Fire Department Officer. They can arrange to have these items removed from the house.

## Insured?

### If you have insurance:

- Contact your insurance agent and advise them of the loss.
- Ask the insurance adjuster about immediate securing/protection of the structure.
- Make an inventory list to provide to your insurance adjuster.
- If you do not know the name of your insurer or your insurance representative, contact the **Insurance Bureau of Canada's Consumer Information Centre at 1-844-2ASK-IBC.**

### If you don't have insurance:

- There are private organizations that can assist you. If you are going to be displaced the Emergency Social Service contact person can help you.
- Other options or organizations could be your church, Red Cross or non-profit groups such as the Salvation Army.

## Who should I contact?

- If you are renting, contact the landlord, building supervisor or manager
- Insurance representative
- Child(s) school or daycare, especially if they will be absent - they can also assist your child with coping after a fire
- Employers or employees expecting you
- Restoration companies for cleaning, damage repair or boarding for security
- Mortgage broker, bank or credit union that holds the mortgage
- City of Fort St. John 250-787-8150 for permits and for water connections
- Canada Post to hold mail
- Electrical Inspection - wiring must be checked by a qualified electrician before power can be reconnected
- BC Hydro General Enquiries at 1-800-224-9376

## Questions for your adjuster?

- When will you be on site?
- Who will the Restoration Contractor be?
- When will they be on site?
- What do I do with the food in the fridge and freezer?
- How do we handle emergency lodging? Does insurance pay up front?
- I have no cash or credit cards on me, what can I do?
- Who will secure the site?
- Can I go in to take items out of the home?
- How long do you think the repairs will take?
- What is available for living expenses?

## Pets

- Don't assume that your pet has not been affected just because it looks all right.
- Smoke can damage the lungs of a dog or cat in minutes, and sparks can cause painful burns that will stay hidden under the fur.
- Take your pet to a veterinarian as soon as possible if you suspect they have been exposed to fire or smoke products.