IMPORTANT TELEPHONE NUMBERS

- Emergency 9.1.1
- Police of Châteauguay 450.698.1331
- Fire prevention of Châteauguay 450.698.3214
- Emergency measures centre 450.698.3184
- Édifice de la Mairie (town hall) 450.698.3000
- Service des permis de Châteauguay (permits) .. 450.698.3260
- Service des travaux publics de Châteauguay (public works) 450.698.3150

- Centre hospitalier Anna-Laberge 450.699.2425
- CLSC – Info-Santé (24 h/day) 450.699.3333
- Canada Mortgage and Housing Corporation .... 514.283.4464 ..... or 514.283.2222
- Corporation of Master Electricians of Québec ... 514.738.2184
- Corporation of Master Mechanics and Plumbers of Québec 1.800.465.2668
- Environment Canada 514.283.3010
- Gaz métropolitain 514.598.3222
  Emergency (gas odour) 514.598.3111
- Hydro Québec 1-800.790.2424
- Insurance Bureau of Canada 514.288.6015
- Québec Order of Architects 514.931.6168 or 1.800.599.6168
- Road conditions 514.284.2363

To receive other publications from the Ville de Châteauguay, call: **450.698.3004**

Pour obtenir ce dépliant en français, veuillez communiquer avec nous au numéro mentionné plus haut.

Service des communications
Ville de Châteauguay
Édifice de la Mairie
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Châteauguay (Québec) J6J 2P8

Telephone: **450.698.3004**
Fax: **450.698.3019**

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Châteauguay

If you have any health problems, contact your doctor without delay. Residents who experience physical or psychological reactions, resulting in insomnia or anxiety, can contact the **Info-Santé service of the CLSC at 450.698.3333.** This service is available 24 hours per day, seven days per week.

It is critical that you do not underestimate the importance of disinfection. We cannot over-emphasize the dangers of contamination. It is important to remain vigilant as fungus could form several months later. Seeking the advice of a decontamination expert is strongly recommended.

Your yard should also be cleaned up. It is important to remove all of the garbage and rubbish that may attract vermin and encourage the production of flies. Disinfecting the contaminated premises is of primary importance.

Be very careful to avoid asphyxiation, electrocution or setting yourself on fire while gradually emptying your basement with a pump. The use of a gas or propane pump can be a source of carbon monoxide poisoning that may cause various effects, from a headache to a coma and death. Remember that gas asphyxiates are odourless, colourless and painless. It would be better to ensure that this equipment is kept outdoors. If you, or someone you know, feels even slightly ill, stop operating the pump and consult a doctor immediately.

INSURANCE CLAIMS

Managing your insurance papers properly is the best guarantee of efficiency and speed when the time comes to file a claim. Each insured should always have on hand the insurance policy number, the name and telephone number of their insurance agent.

An up-to-date inventory of goods and an orderly file of bills of sale and guarantees that are kept in a safe place (safety deposit box in a financial institution, as an example) will also facilitate the claim process.

In order to facilitate the handling of your claim after a disaster, it is strongly recommended that you:

- Save the damaged object if it does not present any danger.
- Draw-up a list of damaged belongings; include a description of the article, the serial number, the date of purchase, and the cost of replacement when the replacement value applies.
- Take pictures of damaged objects without forgetting the damage caused to the structure of the home itself.
- As for the repairs, restorations or renovations done after the disaster, make sure that you entrust the job to a licensed contractor. Ask your insurance company for advice and contact the Régie du bâtiment du Québec (**www.rbq.gouv.qc.ca**) or the Châteauguay Chamber of Commerce and Industry (**450.698.0027**) to recruit a contractor worthy of your trust. Obtain a permit before starting any work by contacting the Service des permis (permits department) for more details.

THE MUNICIPALITY AT YOUR SERVICE

The municipality is concerned with the safety of its residents. This is the reason for this document, created to provide the population with the necessary tools to better handle emergency situations

Finally, the municipality has a civil protection committee, the *Municipal Civil Protection Committee,* so it can help before, during or after a disaster... hoping, certainly, that the heavens will protect us!

FLOODS AND HEAVY RAINS

Châteauguay

PREVENTION AND EMERGENCY MEASURES

IF A FLOOD THREATENS

A home with infrastructures that conform to standards and are in good working order remains the surest way of preventing the infiltration of water.

Sometimes, however, nature demonstrates a power that is difficult to counter. The risk of flood then becomes unavoidable, despite the flawless precautions. It is, nevertheless, possible to limit property damages by adopting preventative measures. Whenever there is a danger of floods due to heavy rains or other cause, no matter how slight, without delay you should:

a) Consult the local authorities regularly on the progress of the rising water (if this is the cause) and the situation in general. Follow the advice given by the authorities and/or other experts.

b) Move your property from the basement to an upper floor. If this is not possible, put everything up on shelves, as high as possible.

c) Store in a safe place any herbicides, insecticides, solvents or other dangerous products that, if mixed with water, could endanger the safety and health of the inhabitants.

d) Avoid any over-consumption of water. The sewage system is already pushed to the limit, it makes no sense to add an additional load! The following suggestions should be observed:

- Do not use the dish-washer or clothes-washer.
- Do not let water run in the bath or sink (or as little as possible).
- Flush the toilet as infrequently as possible.
- Shut-off the water-main when the situation becomes severe.

e) Shut-off the supply of electricity. If the junction box is in the basement and water has already penetrated the basement, **CAUTION! THERE IS A DANGER OF ELECTROCUTION!** Contact Hydro-Québec for assistance.

f) For heating equipment, follow the advice of your supplier. It may be a good idea to consult them today to find out what action should be taken if water comes in.

g) Decide on a place where you can take refuge in case the situation requires.

h) Have your insurance papers on hand.

PREVENTION – FLOODING OF THE CHÂTEAUGUAY RIVER

Info Châteauguay River 24 hours per day :
450.698.3333 (Hydro Météo service)
and on the WEB at **www.hydrometeo.com** (in French only)

During emergency situations, the City of Châteauguay makes sand available to residents. For information: Emergency Measures Centre – **450.698.3184**

THE HOUSE IS FLOODED!

When your home is flooded, the most important thing is to ensure the safety of your loved ones. So don't wait until the road becomes dangerous before leaving your residence. When you take to the road, be careful and don't forget that it is better to save your life than to try to save your car if the motor stalls.

Here are some suggestions:

a) Follow the instructions of the local authorities to the letter. If an evacuation is ordered, it is better to comply without delay and to go to a safe location. The municipality will provide shelter to residents who do not have anywhere to go.

b) Bring a survival kit that was prepared in advance. The kit should include: identification papers for the family (medical insurance cards, credit and debit cards, drivers licence), warm clothes and boots/overshoes, change of clothes (for day and night use), medication and prescriptions, toiletries, baby/child articles (diapers, bottles, soother, toys, etc.), warm blankets, battery operated flashlight and radio, address book, board games, cards and food if necessary.

c) Find a refuge for your pets; if unable, contact the Emergency measures centre to see if there is an agreement with a local kennel or veterinarian.

d) Inform local authorities, family, neighbours and friends of where you will be staying.

e) Contact your insurance company as quickly as possible.

F) Keep lodging and food bills, etc., to claim from your insurance company.

RETURNING HOME

Returning home as quickly as possible is the wish of all disaster victims. However, caution is required. It is imperative to inspect the house with an electrician to determine if the premises are safe. Furthermore, before obtaining permission to go back to living in your home you must ensure that:

a) The water is drinkable.

b) The electricity can be re-established without problem.

c) The heating system can be turned on.

d) The toilets are functioning.

Finally, if water has infiltrated your residence it may be contaminated by sewage.

Here are the precautions to be taken:

- While working in the house it is very important to wear rubber gloves to avoid any contact with the water and wet materials and to wash your hands as the risk of infection is great. The surfaces may contain bacteria and cause infection even after they are dry. Keep children away from the contaminated area.
- Throw away any food, drink bottles and jars of food, including home-made preserves, that may have been in contact with the water. Any cans of food that were not damaged must be washed and disinfected.
- Throw away any medication, beauty products and toiletries that came into contact with the water.
- Remove any wet materials and throw away any rugs, carpets, mattresses, box springs, pillows, cloth toys and furniture with wet stuffing. These articles can not be cleaned completely enough, dried quickly enough or dry cleaned.
- If it was wet, change the insulation inside the water heater, refrigerator and freezer.

CLEANING

First, it is important to do a preliminary clearing of the surfaces, inside cavities and structures with soapy water.

Once this operation is completed, disinfect the surfaces with a chlorine solution (one part Javel in four parts water); make sure that you ventilate the area.

Clean all the surfaces, even those that were not in direct contact with the water.

Rinse and clean all the floors. If there is a sub-floor, ensure that the water is removed. Wash under the sub-floor. Dry quickly and completely and check for mould. Wait until everything is completely dry before closing up the cavities.

Check the walls up to 50 centimetres (20 in.) above the level reached by the water. Throw away the wet insulation as it will never again be a good insulator and may encourage the development of mould.

Aerate or dehumidify the house to return the level of humidity to normal. In winter this level should be between 40 and 50% and should not pass 60%.