



# After the **FIRE**

INFORMATION TO HELP  
YOU AFTER A FIRE



## Fire Extinguishment

Your home may appear more damaged than you expected. Fire produces temperatures well over 1200°F, along with smoke and hot gases. To eliminate heat, smoke, and hot gas, firefighters will ventilate a structure during and after extinguishment by opening windows and doors. Many actions are taken to help reduce fire spread including forcibly opening walls and ceilings fully extinguish 'hidden' fires. This damage is necessary and without the use of these firefighting techniques; smoke, fire and water damage would be more extensive.

## Property Insurance

Contact your fire insurance provider immediately. Most insurance companies have a 24-hour emergency phone number. Homeowner or tenant insurance will potentially assist with your immediate needs – shelter, clothing, and food, starting the process for your insurance claim. The insurance company may ask for information about the fire and the contents affected by the fire.

If your property is not insured, the fire department will make connection with emergency shelter agencies such as Salvation Army. This emergency agency will provide support during this difficult time.

## Emergency Housing

Assistance from the Salvation Army is available to those in need after a fire or other disaster. Temporary accommodations, emergency financial and grocery assistance may be obtained. In Saskatoon, call the Salvation Army's family services at 306-244-6280.

## Immediate Needs

A Fire Investigator may need to talk with you. Retrieval of personal/sentimental items or documents will be assisted by the Fire Investigator if possible. Check with your physician or pharmacist before taking medication that has been exposed to intense heat or air contaminants as it may no longer be safe for consumption.



## Process of Recovery

When there is a fire at your home, you can expect the house to be retained by the Saskatoon Fire Department until:

- the damages are stopped, ie. the water stops leaking and damaging more property,
- the investigation is completed by the Saskatoon Fire Department or the Saskatoon Police Service, and/or
- the property has been secured.

When completed, the property will be turned over to the homeowner or the insurance company. Whoever takes possession of the property will be responsible to make any necessary repairs and remediate:

- the deficiencies listed in the Order provided by the Building Inspector to bring the property up to the standards of the National Building Code, and
- the deficiencies listed in the Order provided by the Fire Investigator to bring the property up to the standards of the National Fire Code.

Once the repairs are completed, the home will be reinspected and, if the repairs are satisfactory, residents will be permitted to move back in.

## Utilities

Most fires will see the Saskatoon Fire Department disconnecting or shutting utility services off as a safety precaution to prevent further damage to the structure and its contents. The procedures for re-establishing utility services are as follows:

**Electricity:** DO NOT turn the electricity back on. An Electrical Inspector must check the wiring to be sure it is safe before the power can be reconnected. Contact Saskatoon Light & Power - 306-975-2414 Option 4 or SaskPower - 1-888-757-6937 Option 5. They will direct you through the process of having an electrical inspection from TSASK (Technical Safety Authority of Saskatchewan) completed and the power turned back on.

**Water:** The resident may turn this utility back on but is advised to use caution. The fire may have damaged the plumbing which can cause water damage when the pipes are filled again. Contact Revenue Customer Service Representatives (water connects/disconnects) at 306-975-2400 if you have utility-related questions.

**Natural Gas:** DO NOT turn the natural gas back on. A licensed plumbing and heating contractor should be contacted to check the gas piping and ensure it is safe before the gas appliances are restarted. SaskEnergy will request a TSASK gas permit number to complete a natural gas service reactivation after gas appliances and/or piping have been involved in fire. Once a TSASK gas permit number has been obtained by the licensed plumbing and heating contractor, SaskEnergy can be contacted at 1-800-567-8899 for the gas service reactivation.

**Telephone and Internet:** SaskTel Business Office 1-800-727-5835 or Shaw Customer Service 1-888-472-2222.

## Counselling Support

After a fire, you may experience some of the following reactions: anxious feelings, depression, difficulty concentrating, sadness, anger, fatigue, hopelessness, irrational (unfounded) fears and nightmares. These are common responses to a traumatic event. There are agencies in our area that can help you work through the crisis.

Government of Saskatchewan and Social Services offer 24-hour Mobile Crisis hotline at no charge and a referral service for counselling – call 306-933-6200.

## Care of Documents

Documents are very important to your well-being and can be damaged or destroyed in the fire or other disaster. Important documents that could speed up the process of recovering from a disaster are:

Birth Certificates	Divorce Decree
Health Services Cards	Wills
Social Insurance Cards	Title of Deeds
Passports	Citizenship Papers
Credit Cards	Income Tax Records
Drivers Licence	Insurance Policies
Auto Registration	Death Certificates
Marriage Licence	Burial Contracts

Storing all important documents in an approved container that is specifically designed for such purposes (fireproof container) can be beneficial.

## Pets

Smoke can damage the lungs of a pet in minutes, and sparks can cause painful burns that will stay hidden under the fur. As soon as possible, take your pet to a veterinarian.





**Saskatoon Fire Department**

**125 Idylwyld Drive South,  
Saskatoon, SK S7M 1L4**

**306-975-7715**

**[saskatoon.ca/fire](http://saskatoon.ca/fire)**