

AFTER THE FIRE
RETURNING TO NORMAL



Fox River & Countryside Fire/Rescue District
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Dear Fox River & Countryside Fire/Rescue Resident,

The Fox River & Countryside Fire/Rescue District has done its best to extinguish the fire in your home with the least amount of damage. We are very sorry for your loss. Recovering from a fire can be a physically and mentally draining process. When fire strikes, lives are suddenly turned around. Often, the hardest part is knowing where to begin and who to contact.

Inspectors from the Fox River Fire District's Bureau of Fire Prevention can assist you with questions about the structure, electrical, plumbing, heating and cooling. A building permit for restorative work will be required.

We would like to help you further by offering this pamphlet as a guideline for your reference during the next few days. Please feel free to contact the Fire Department anytime throughout this process.

Yours truly,

Fox River & Countryside Fire/Rescue District

Step 1

SECURING THE SITE

If you are the owner, it is your responsibility to see that holes are covered to protect against rain or entry, and that outside doors to your property are locked or secured. The Fire Department utilizes a list of reputable board-up services and will assist you with this activity.

If you are a tenant, contact the resident or property manager, the owner or owner's insurance agent immediately. It is the owner's responsibility to prevent further loss to the property. See that your personal belongings are secure either within the building or by moving them to another location such as the home of a relative or friend.

If you are insured, contact your insurance company or agent immediately for help.

If you are not insured, your recovery from the loss may be based upon your own resources and help from the community.

Private organizations that may be sources to help you:

American Red Cross

Salvation Army

Area churches

Area emergency service office for

Kane or DuPage County

Step 2

CONTACTING SERVICES

This page is a list of sources for temporary housing, food, clothing or other essential items. Emergency relief is given without regard to income. The Fire District will contact these agencies for you if you so desire.

The fire department chaplain is also available to you 24 hours a day. If the need arises, we will contact a chaplain for you.

RELIEF SERVICES

American Red Cross 24 hour Disaster Hotlines:

312-729-6179 Disaster dispatch

312-729-6278 Disaster caseworker

DuPage Emergency Shelter 24 hour Hotline:

800-941-8681

Step 3

CAUTIONS

- Beginning now, save all your receipts for any money you spend. These receipts are important in showing the insurance company what money you have spent related to your fire loss and also for verifying losses claimed on your Federal income tax.
- Fire can rekindle from hidden, smoldering remains. Be watchful for signs of heat or smoke. If you have any concerns call 9-1-1 immediately.
- Household wiring which may have been water damaged should be checked by a licensed electrician before power is turned back on.
- During cold weather you may need to have the plumbing fixtures winterized.
- Be watchful for structural damage caused by fire and water. Roofs and floors may be weakened and subject to collapse.
- Food, beverages and medicines exposed to heat, smoke, soot or water should be discarded.
- Refrigerators or freezers left unopened will hold their temperature for a short time without power. Do not try to refreeze thawed items.
- The fire district may have had the utilities disconnected. You will need to contact the utilities to have them turned back on. The numbers are listed on the back of this hand-out.

Step 4

LEAVING YOUR HOME

This may be your decision or one based on the Fire Department or County Building Department Inspector's judgment that the residence is unsafe.

IF IT IS SAFE TO DO, TAKE THE FOLLOWING ITEMS WITH YOU:

- All forms of identification for all family members.
- Vital medicines such as insulin or blood pressure regulating drugs and any other necessary medical information.
- Eyeglasses, hearing aids, prosthetic device or other necessary personal aids.
- Child's favorite blanket, toy or article of clothing.
- Valuables such as credit cards, bank books, insurance papers, cash, jewelry and the like. If any of these items are locked in a safe, do not attempt to open the safe at this time. 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, may cause the contents to burst into flames.
- Contact your Police Department or DuPage/Kane County Sheriff to let them know the site will be unoccupied. They will keep an eye on the property during your absence.

STEP 5

NOTIFICATION

NOTIFY THE FOLLOWING PARTIES OF YOUR RELOCATION:

- Insurance Agent and Company
- Mortgage Company
- Your Employer
- Your children's schools
- Family and friends
- Post Office for mail delivery
- Any delivery service you may have
- Utilities
- Village of Wayne
- Kane County
- DuPage county

STEP 6

FURTHER QUESTIONS

YOUR DISASTER RELIEF SERVICE CASE WORKER, FIRE DEPARTMENT OR INSURANCE AGENT WILL HELP YOU WITH THE MANY QUESTIONS YOU WILL HAVE IN THE COMING DAYS. IN THE MEANTIME:

- Do not throw away damaged goods until after an inventory is made. All damages are taken into consideration in developing your insurance claim.
- Handle burned money as little as possible. Attempt to encase each bill or portion of a bill in plastic wrap for preservation. If money is only half-burned or less (if half or more is still intact), you can take the remainder to your regional Federal Reserve Bank for replacement. Ask your bank for the nearest one.
- Check with an accountant, tax consultant or the Internal Revenue (IRS) about special benefits for people with limited financial needs after a fire loss.
- Do not contact estimating, inventory or repair services without first consulting your insurance agent.
- Be on guard. You may be contacted by various companies offering "after the fire" assistance. Check with your insurance agent for help.

CLEANING TIPS:

Water Damage Do's & Don'ts

Water is an essential part of many cleaning processes, but under some circumstances, although it usually cleans, it can damage articles. The harmful effect of water is sharply reduced by prompt and wise action. Some procedures are obvious; others require foresight and experience. From their wide background in water damage repair and cleaning, members of the National Institute of Fire Restoration have compiled this list of emergency steps which can be taken when water damage occurs.

DO:

- Remove as much excess water as possible by mopping and blotting.
- Wipe water from wood furniture after removal of lamps and tabletop items.
- Remove and prop up wet upholstery cushions for even drying (check for possible colors running).
- Place aluminum foil, china saucers or wood blocks between furniture legs and wet carpeting.
- Turn on air conditioning for maximum drying in summer; open windows to speed drying in winter.
- Remove oriental or other colored rugs from wet wall-to-wall carpeting.
- Open drawers and cabinet doors for complete drying (do not force, however).

CLEANING TIPS (cont'd):

Water Damage Do's & Don'ts

- Remove valuable oil paintings and art objects to a safe place.
- Blot wet carpeting with clean white towels.
- Open suitcases and luggage to dry (in sunlight if possible).

DON'T:

- Do not leave wet fabrics in place; dry as soon as possible.
- Do not hang furs and leather goods to dry separately at room temperature.
- Do not leave books, magazines or other colored items on wet carpets or floors.
- Do not use your household vacuum to remove water.
- Do not use TV's or other appliances while standing on wet carpet or floors, especially not on wet concrete floors.
- Do not turn on ceiling fixture if ceiling is wet. Stay out of rooms where ceilings are sagging from retained water.

CLEANING TIPS (cont'd):

Fire and Smoke Damage Do's & Don'ts

DO:

- Clean and protect chrome trim on kitchen appliances with a light coating of Vaseline or other oil.
- Blow off or brush-vacuum loose smoke particles from upholstery, drapes and carpet.
- Open windows for ventilation.
- Change furnace filter if blower is operating.
- Empty freezer and refrigerator completely if electricity is off and prop doors open with a rolled towel or newspaper.
- Clean and protect smoked bathroom faucets, tub fittings and towel bars with light coating of oil.
- Pour RV antifreeze in toilet bowls, sinks and tubs to prevent freezing if heat is off in winter.
- Wash plants with water on both sides of leaves (water softener helps).
- Call plumber to drain plumbing system if heat is off during the winter.
- Remove pets (especially birds) to a clean environment.

CLEANING TIPS (cont'd):

Fire and Smoke Damage Do's & Don'ts

DON'T:

- Do not wipe or attempt to wash walls, ceiling or other absorbent surfaces with mild cleaning soap.
- Do not use upholstered furniture if it can be avoided.
- Do not use exposed food items or canned goods that have been exposed to excessive heat.
- Do not use TV's, stereos or electrical appliances until cleaned and checked.
- Do not send smoked garments to an ordinary dry cleaner. Improper cleaning may set smoke and odor.

CLEANING TIPS (cont'd):

Soot (Furnace) Damage Do's & Don'ts

DO:

- Change furnace filter.
- Cover upholstery with clean sheets before use.
- Tape doubled pieces of cheesecloth over air registers with masking tape.
- Blow off or brush-vacuum loose soot particles from upholstery, drapes and carpeting.

DON'T:

- Do not attempt to clean walls or ceilings.
- Do not use do-it-yourself home carpet or upholstery cleaners.

REPLACEMENT OF VALUABLE DOCUMENTS AND RECORDS

Here's a checklist of documents you will need to replace if they have been destroyed, and who to contact for information on the replacement process.

<u>ITEM</u>	<u>WHO TO CONTACT</u>
Driver's license	Secretary of State
Auto registration	Secretary of State Office
Bank books	Your bank as soon as possible
Insurance policies	Your insurance agent
Military discharge papers	Dept. of Veterans Affairs
Passport	Passport service
Birth, Death, Marriage Cert.	Bureau of Records in appropriate State or County
Divorce papers	Circuit Court where decree was made
Social Security or Medicare papers	Local Social Security Office
Credit cards	Issuing company
Titles to deeds	Records department of local county
Stocks & bonds	Issuing companies
Wills	Your lawyer
Medical records	Your doctor
Warranties	Issuing companies
Income tax records	Local IRS office
Citizenship papers	U.S. Immigration & Naturalization
Prepaid burial contracts	Issuing company
Animal registration papers	Humane Society
Mortgage papers	Lending institution

SALVAGE HINTS

CLOTHING

A word of caution before you begin; test garments before using any treatment, and follow the manufacturer's instructions.

Several of the cleaning mixtures described in this section contain the substance Tri-Sodium Phosphate. This substance can be purchased under the generic name TSP. Tri-Sodium Phosphate is a caustic substance used commonly as a cleaning agent. It should be used with care and stored out of reach of children and pets. Wear rubber gloves when using if you have sensitive skin. Read the label for further information.

Smoke odor and soot can sometimes be washed from clothing.

The following formula may work for clothing that can be bleached.

- 4 to 6 tbsp. Tri-Sodium Phosphate
- 1 cup household cleaner or chlorine bleach
- 1 gallon warm water

Mix well, add clothes, and rinse with clear water. Dry thoroughly.

An effective way to remove mildew from clothing is to wash the fresh stain with soap and warm water, rinse, and then dry in the sun. If the stain has not disappeared, use lemon juice and salt or a diluted solution of household chlorine bleach.

COOKING UTENSILS

Your pots, pans, flatware, etc., should be washed with soapy water, rinsed and then polished with a fine-powdered cleaner. You can polish copper and brass with special polish, salt sprinkled on a piece of lemon, or salt sprinkled on a cloth saturated with vinegar.

SALVAGE HINTS

SALVAGE HINTS (cont'd)

ELECTRICAL APPLIANCES

Don't use electrical appliances that have been exposed to water or steam until you have a service representative check them. In addition, steam can remove the lubricant from some moving parts.

UTILITIES

If the fire department turned off your gas or power during the fire, call the electric or gas company to restore these services – do not try to do this yourself.

RUGS AND CARPETS

Rugs and carpets should be allowed to dry thoroughly. Throw rugs can be cleaned by beating, sweeping, or vacuuming, and then shampooing. Rugs should be dried as quickly as possible – lay them flat and expose them to a circulation of warm, dry air. A fan turned on the rugs will speed drying. Make sure the rugs are thoroughly dry.

LEATHER AND BOOKS

Wipe leather goods with a damp cloth, then a dry cloth. Stuff purses and shoes with newspaper to retain shape. Leave suitcases open. Leather goods should be dried away from heat and sun. When leather goods are dry, clean with saddle soap. Rinse leather and suede jackets in cold water and dry away from heat and sun.

Wet books must be taken care of as soon as possible. The best method to save wet books is to freeze them in a vacuum freezer. This special freezer will remove the moisture without damaging the pages.

SALVAGE HINTS (cont'd)

WOOD FURNITURE

- Do not dry your furniture in the sun. The wood will warp and twist out of shape.
- Clear off debris and dirt.
- Remove drawers. Let them dry thoroughly so there will be no sticking when you replace them.
- Scrub wood furniture or fixture with a stiff brush and a cleaning solution.
- Wet wood can decay and mold, so dry thoroughly.
- If mold forms, wipe the wood with a cloth soaked in a mixture of borax and dissolved in hot water.
- To remove white spots or film, rub the wood surface with a cloth soaked in a solution of ½ cup household ammonia and ½ cup of water. Dry.

PROPERTY BOARD-UP

Boarding up property is the responsibility of the property owner. This should begin as soon as possible following the direction of the fire department.

Before selecting a board-up company, we recommend you contact your insurance company to determine if they have a company that they recommend.

If you wish, you may select any company to do the board-up. You may wish to do it yourself. The fire department wants to warn you that performing a board-up can be dangerous and we want you to be safe from harm.

If you cannot get a recommendation from your insurance company, the fire department can contact a board-up company for you. Our dispatch agency (KaneCom) maintains a list of board-up companies. There is no business or professional relationship between the board-up company and our dispatch agency or the Fox River & Countryside Fire/Rescue District.

Once the board-up company arrives to the scene all decisions regarding the board-up is between you (the property owner) and the board-up company. In many cases your insurance company will cover most costs, but ultimately the property owner or the party who agreed to the board-up, is responsible for payment.

The board-up company will provide padlocks for securing the access point of the property. We recommend you provide your own locks. The Fox River Fire District can provide locks on loan to you. If you choose locks on loan, you then return the locks when you are able to provide your own locks.

THE SECURITY OF YOUR PROPERTY IS YOUR RESPONSIBILITY
Fox River Fire Officer on the scene will assist you through this process.

This provides is a partial list of are social service agencies and insurance companies:

Social Service Agencies:

Red Cross	Chicago	312-729-6100
Salvation Army	Tri-City Corp. St. Charles	630-377-2769
Northern Illinois Food Bank	St. Charles	630-443-6910
Lazarus House Outreach	St. Charles	630-587-5872
United Way	St .Charles	630-377-1930

Insurance Companies:

Allstate	800-255-7828	State Farm	877-734-2265
Metlife	800-638-5433	USAA	800-531-8722
American Family	800-692-6326	Progressive	800-776-4737
Ensurance	855-209-2125	GMAC	800-462-2123
Geico	800-861-8380	AARP	855-464-3908
Allied Insurance	800-282-1446	Farmers	877-779-7418
Liberty Mutual	800-837-5234	Nationwide	877-669-6877
Safco	800-332-3226		

The following company list is provided for information only, not listed in any specific order and not endorsed by the District. Follow the direction of your insurance agent.

1800 Board Up	1800boardup
Service Master	630-208-1230
Assurance Restoration	630-444-3600
First Priority DKI	800-282-1616

IMPORTANT TELEPHONE NUMBERS

VILLAGE OF WAYNE

FIRE DEPARTMENT	630-584-3473
POLICE DEPARTMENT	630) 584-3031
BUILDING DEPARTMENT	630-584-3090

DUPAGE COUNTY

SHERIFF DEPARTMENT	630-682-7256
BUILDING DEPARTMENT	630-682-7220
HEALTH DEPARTMENT	630-682-7400

KANE COUNTY

SHERIFF DEPARTMENT	630-232-6840
BUILDING DEPARTMENT	630-232-3492
HEALTH DEPARTMENT	630-208-3861

UTILITIES

NICOR	888-642-6748
COMED	800-334-7661
WATER	847-742-2068

RELIEF SERVICES

AMERICAN RED CROSS	312-729-6278
DUPAGE EMERGENCY SER.	800-941-8681
	630-495-8008

HOSPITALS

DELNOR	630-208-3000
ST. JOSEPH	847-931-5500

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