

# FIRE RECOVERY GUIDE

## WHAT TO DO AFTER A FIRE?



[longueuil.quebec/incendie](https://www.longueuil.quebec/incendie)



**longueuil**


## ACKNOWLEDGEMENT

This document is the result of a team effort. We would like to thank all of our partners who participated in the making of this guide, in particular, the Directions de la culture, du loisir et de la vie communautaire of Boucherville, Brossard, Longueuil, Saint-Bruno-de-Montarville, and Saint-Lambert.

The information contained in this document was considered to be accurate at the date of publication in June 2021. However, please note that changes could occur before the next update of the document.



# TABLE OF CONTENTS



<b>A few words of comfort</b>	4
<b>Owners</b>	5
What to do immediately after a fire	6
What to do in the 24 hours following a fire	8
What to do in the days following a fire	9
<b>Tenants</b>	12
What to do immediately after a fire	13
What to do in the 24 hours following a fire	15
What to do in the days following a fire	15
<b>Important information and advice</b>	16
Common reactions after a fire	19
How your child may react	20
<b>General information</b>	21
Be prepared for emergencies	22
Obtaining a copy of the incident report	22
Obtaining a copy of the fire report summary	22
Returning home	23
<b>Resources</b>	24
Government agencies and services	25
Boucherville	26
Brossard	27
Longueuil	28
Saint-Bruno-de-Montarville	29
Saint-Lambert	29
<b>Useful telephone numbers in case of an emergency</b>	30
<b>Important information</b>	31
<b>Checklist</b>	32
<b>Notes</b>	33

## **A FEW WORDS OF COMFORT FROM YOUR MUNICIPAL ADMINISTRATION AND YOUR FIRE DEPARTMENT**

It's often difficult to find the right words to comfort someone who has experienced this type of situation. Know that you're not alone. There are a number of organizations and services to guide you through this difficult time and help you get your life back to normal as quickly as possible.

The Service de sécurité incendie de l'agglomération de Longueuil (SSIAL) has prepared this guide on what to do after a fire.





**OWNERS**



## DAY 0



### WHAT TO DO IMMEDIATELY AFTER A FIRE

- Secure your belongings after a representative of the SSIAL (Service de sécurité incendie de l'agglomération de Longueuil) has given you permission to do so.
- Find a place to stay. If you have nowhere to go, let your SSIAL representative know. The Red Cross can provide you with temporary shelter, toiletries, and other basic necessities for up to 72 hours.
- Contact your family and friends.
- Leave your contact information with a SSIAL member and your Red Cross representative.
- If you have tenants, make sure you have their contact information so you can inform them when it's safe to return home

### IMPORTANT ITEMS TO TAKE WITH YOU IF YOU HAVE TO EVACUATE OR BEFORE YOU ARE REHOUSED

- Identification
- Credit cards
- Medications
- Prescription glasses
- Dentures and hearing aids
- Insurance documents

### WARNING!



Representatives of companies offering after-disaster cleaning, renovation, and board-up services may try to contact you. Don't sign anything before you have consulted your insurance agent or disaster recovery expert. It is generally best to take a few hours to rest and give yourself time to think before making any decisions.

As soon as fire department staff have left the premises, you become responsible for your residence. You will need to ensure that it is safe and secured. If your home is uninhabitable following the fire, store any undamaged belongings with friends, neighbours, family members, or a professional storage company. Make sure to turn off the water supply to the building and notify your municipal public works department.

## **IF YOU HAVE INSURANCE**

### **CLAIMS ADJUSTERS AND INSURANCE COMPANIES**

The claims adjuster is a damage insurance professional who investigates your claim, estimates the damage, and negotiates your settlement. There are three types of claims adjusters:

- Staff adjusters, who are employed directly by the insurance company;
- Independent adjusters, who are contracted by the insurance company on a case-by-case basis;
- Public adjusters, who work on behalf of the victim or claimant.

#### **Your insurer will generally take care of hiring the claims adjuster.**

- Contact your insurer to arrange a meeting with a claims adjuster.
- Write down the contact information of the claims adjuster your insurer has assigned to you (you can record the information on page 31).

Contact your insurance company as soon as possible. They will send someone to your location to assess the damage, start the claims process, and provide the support you need. Most insurance companies have an emergency telephone number that you can call 24/7.

Many insurance contracts cover living expenses and may even provide you with a cash advance. Find out if this applies to you!

## DAY 1



### WHAT TO DO IN THE 24 HOURS FOLLOWING A FIRE

- Inform your employer of the situation.
- Notify your child's school.
- Notify your financial institution.
- Notify public utility companies, such as Bell, Vidéotron, Hydro-Québec, and Énergir (see page 30).
- Ask Canada Post to hold your mail (see page 17).
- Notify government services (see page 25).
- Notify your municipal taxation office (see pages 26 to 29).
- Make sure your building has been secured (see page 10).
- Make sure that you have completed all the necessary steps outlined in the Remise de propriété form (see page 11).
- If needed, obtain a copy of the incident report or fire report summary (see page 22).



## DAY 2



### WHAT TO DO IN THE DAYS FOLLOWING A FIRE

- Make a list of items and documents that were damaged or destroyed.
- Contact your local support organizations (see page 25).
- If possible, restore utility services and repair or replace systems and devices (see page 10).
- Contact contractors through your insurance company:
  - electrician;
  - plumber;
  - cleaning companies;
  - etc.
- Keep receipts for any expenses in a safe place.
- Cancel or reschedule your appointments.

You will have a lot of things to take care of in the days following the fire.

It's best to provide an address and telephone number where you can be reached, for example, at the home of a friend, neighbour, or family member, or wherever you may be staying.

Give this information to your insurance agent, claims adjuster, SSIAL representative, and any other important contacts.

Go to your Local Employment Centre (CLE) or Services Québec office (see page 30), as you may be entitled to special benefits from the Ministère de l'Emploi et de la Solidarité sociale for expenses incurred following a fire.




## HOW TO SECURE YOUR BUILDING FOLLOWING A FIRE

When the SSIAL arrives on the scene of a fire, they immediately disconnect or shut off certain utilities. If your home was not completely lost in the fire, we recommend you take the following measures:

- ELECTRICITY**  
Have a master electrician inspect and restore your electrical systems.
  - NATURAL GAS**  
Contact Énergir to have your natural gas service restored.
  - PROPANE**  
Contact your propane supplier to reconnect your propane service.
  - HEATING**  
Have a qualified technician inspect your heating system before turning it back on.
  - SOLID-FUEL HEATING**  
Have a professional check your solid-fuel heating system before you start using it again.
  - FIRE ALARM SYSTEM**  
Have a qualified technician check your fire alarm system and take safety measures to protect your building's occupants (request security patrols, for example).
  - SMOKE DETECTORS**  
Replace smoke detectors to improve the safety of your building's occupants.
  - CARBON MONOXIDE (CO) DETECTORS**  
Replace CO detectors to improve the safety of your building's occupants.
  - WATER**  
Contact your municipal public works department to have your water turned back on if the main shut-off valve at street level was turned off.
  - AUTOMATIC SPRINKLER SYSTEM**  
Have a qualified technician inspect and reconnect your sprinkler system. Monitor your building closely in the meantime.
  - PORTABLE FIRE EXTINGUISHERS**  
Have a qualified technician inspect your fire extinguishers. If they are still in good condition, they may be refilled and used again.
- 

## REMISE DE PROPRIÉTÉ FORM

The presence of a qualified technician may be necessary to reconnect certain equipment or services. After the fire, the SSIAL will give you a *Remise de propriété* form. This means you are once again solely responsible for your property and that it's up to you to make sure it's safe and secure. If your home is no longer livable, remove any undamaged belongings and store them in a secure location. You must send the form to your insurance company.



**Service de sécurité incendie**  
AGGLOMÉRATION DE LONGUEUIL

**REMISE DE PROPRIÉTÉ**

00000

**Carte d'appel :**

N° : \_\_\_\_\_ Équipe N° : \_\_\_\_\_ Tél. : \_\_\_\_\_

Nom du propriétaire ou son représentant : \_\_\_\_\_

Adresse : \_\_\_\_\_

Date : \_\_\_\_\_

**Nature de l'intervention :**  Local : \_\_\_\_\_ Ville : \_\_\_\_\_

**Heure :** \_\_\_\_\_

Le Service de sécurité incendie de l'agglomération de Longueuil a dû interrompre le fonctionnement de certains équipements, ou a dû effectuer certaines modifications à l'intégrité du bâtiment. Nous vous demandons donc de prendre le(s) action(s) sécuritaire(s) suivante(s) :

- Alarme incendie : Communiquer avec un technicien qualifié et prenez d'autres mesures de sécurité provisoires, afin de protéger les occupants (exemple : patrouille de surveillance) et, par la suite, avisez la Division de prévention.
- Chauffage à combustible : Communiquer avec un technicien pour la remise en service.
- Chauffage à combustible : Cessez l'utilisation de l'appareil de chauffage à combustible jusqu'à la visite de la Division de prévention. Communiquez avec un plombier avant la remise en service, car nous avons fermé l'entrée d'eau :
- Eau : Communiquez avec un technicien qualifié et prenez d'autres mesures de sécurité provisoires, afin de protéger les occupants (exemple : patrouille de surveillance) et, par la suite, avisez la Division de prévention.
- Électricité : Faites vérifier et tamponner en fonction par un maître électricien ou Hydro-Québec.
- Gaz naturel : Communiquez avec l'opérateur de la compagnie de gaz pour la remise en service.
- Gaz propane : Communiquez avec un technicien qualifié et prenez d'autres mesures de sécurité provisoires, afin de protéger les occupants (exemple : patrouille de surveillance) et, par la suite, avisez la Division de prévention.
- Système de gicleurs : Communiquez avec un technicien qualifié et prenez d'autres mesures de sécurité provisoires, afin de protéger les occupants (exemple : patrouille de surveillance) et, par la suite, avisez la Division de prévention.
- Sécurité de l'endroit : Bannissez les lieux et assurez-vous qu'ils soient sécuritaires.
- Dommages : Lors de notre intervention, nous avons dû faire des ouvertures aux endroits suivants : \_\_\_\_\_
- Autres travaux : \_\_\_\_\_
- Commentaires : \_\_\_\_\_
- Risque incendie : \_\_\_\_\_

Compte tenu que l'intervention du Service de sécurité incendie de l'agglomération de Longueuil est terminée, vous devez maintenant assurer la sécurité des occupants et de l'immeuble et plus particulièrement enancer une surveillance des lieux.

VOUS ÊTES POUX DE PLUS AMPLES CONSEILS →

**Anomalies rencontrées lors d'intervention**

- Accumulation de matière combustible :  À l'intérieur  À l'extérieur
- Avertisseur de fumée :  Appareil n° : \_\_\_\_\_  Déflectueux  Appareil non conforme  Manquant  Plainte  Appareil ou celui-ci a été mal exécuté, veuillez le remettre à jour et communiquez avec la Division de prévention.
- Feu extérieur : \_\_\_\_\_
- PSI : \_\_\_\_\_

Je soussigné(e) : \_\_\_\_\_ déclare être propriétaire  représentant  occupant  de l'immeuble ci-dessous mentionné et je reconnais avoir pris connaissance de la situation décrite ci-dessus.

Téléphone : \_\_\_\_\_ Signature : \_\_\_\_\_

Préparé par : \_\_\_\_\_ (Officier responsable) Matricule : \_\_\_\_\_

Assisté par : \_\_\_\_\_ (Pompier sur place) Matricule : \_\_\_\_\_

L'avis de remise de propriété a été laissé à un endroit visible par toute personne qui se présentera au bâtiment.

**NUMÉROS DE TÉLÉPHONE**

Longueuil

Ville de Brossard : 450-449-8100

Ville de Longueuil : 450-923-6380

Ville de Saint-Bruno-de-Montarville : 450-463-7000

Ville de Saint-Lambert : 450-653-2443

450-672-9444

- Association provinciale des constructeurs d'habitation du Québec (APCHQ) : 514-354-8722
- Croix-Rouge : 1-800-731-8000
- Aide aux personnes sinistrées : 514-362-2930
- Énergie Urgence : 911 ou 1-800-361-8003
- Hydro-Québec : 1-800-730-2424
- Régie du bâtiment du Québec : 450-928-7013
- Régie du logement : 450-873-2242

(Rév. 2014-04)

1<sup>ère</sup> copie : PROPRIÉTAIRE      2<sup>ème</sup> copie : INCENDIE      3<sup>ème</sup> copie : OCCUPANT

# TENANTS



## DAY 0



### WHAT TO DO IMMEDIATELY AFTER A FIRE

- Secure your belongings after a representative of the SSIAL (Service de sécurité incendie de l'agglomération de Longueuil) has given you permission to do so.
- Find a place to stay. If you have nowhere to go, let your SSIAL representative know. The Red Cross can provide you with temporary shelter, toiletries, and other basic necessities for up to 72 hours.
- Contact your family and friends.
- Leave your contact information with a SSIAL member and your Canadian Red Cross representative.
- Inform your landlord or property manager that there has been a fire and provide them with your telephone number and temporary address.

### IMPORTANT ITEMS TO TAKE WITH YOU IF YOU HAVE TO EVACUATE OR BEFORE YOU ARE REHOUSED

- Identification
- Credit cards
- Medications
- Prescription glasses
- Dentures and hearing aids
- Insurance documents

### WARNING!



Representatives of companies offering after-disaster cleaning, renovation, and board-up services may try to contact you. Don't sign anything before you have consulted your insurance agent or claims adjuster. It is generally best to take a few hours to rest and give yourself time to think before making any decisions.

### IF YOU DON'T HAVE INSURANCE

Contact your local support organizations (see page 25).



## IF YOU HAVE INSURANCE

### CLAIMS ADJUSTERS AND INSURANCE COMPANIES

The claims adjuster is a damage insurance professional who investigates your claim, estimates the damage, and negotiates your settlement. There are three types of claims adjusters:

- Staff adjusters, who are employed directly by the insurance company;
- Independent adjusters, who are contracted by the insurance company on a case-by-case basis;
- Public adjusters, who work on behalf of the victim or claimant.

#### **Your insurer will generally take care of hiring the claims adjuster.**

- Contact your insurer to arrange a meeting with a claims adjuster.
- Write down the contact information of the claims adjuster your insurer has assigned to you (you can record the information on page 31).

Contact your insurance company as soon as possible. They will send someone to your location to assess the damage, start the claims process, and provide the support you need. Most insurance companies have an emergency telephone number that you can call 24/7.

Many insurance contracts cover living expenses and may even provide you with a cash advance. Find out if this applies to you!





## DAY 1



### WHAT TO DO IN THE 24 HOURS FOLLOWING A FIRE

- Inform your employer of the situation.
- Notify your child's school.
- Notify your financial institution.
- Notify public utility companies, such as Bell, Vidéotron, Hydro-Québec, and Énergir (see page 30).
- Ask Canada Post to hold your mail (see page 17).
- Notify government services (see page 25).
- If needed, obtain a copy of the incident report or fire report summary (see page 22).

## DAY 2



### WHAT TO DO IN THE DAYS FOLLOWING A FIRE

- Make a list of items and documents that were damaged or destroyed.
- If possible, restore utility services and repair systems and devices (see page 10).
- Contact contractors through your insurance company:
  - electrician;
  - plumber;
  - cleaning companies;
  - etc.
- Keep receipts for any expenses in a safe place.
- Cancel or reschedule your appointments.

You will have a lot of things to take care of in the days following the fire.

It's best to provide an address and telephone number where you can be reached, for example, at the home of a friend, neighbour, or family member, or wherever you may be staying.

Give this information to your insurance agent, claims adjuster, SSIAL representative, and any other important contacts.

Go to your Local Employment Centre (CLE) or Services Québec office (see page 30), as you may be entitled to special benefits from the Ministère de l'Emploi et de la Solidarité sociale for expenses incurred following a fire.

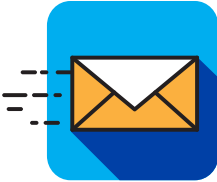
# IMPORTANT INFORMATION AND ADVICE





### 1. IDENTIFICATION DOCUMENTS

Replace damaged or destroyed identification documents. You will find a list of agencies to call on page 25.



### 2. MAIL

Your letter carrier will hold your mail for 24 hours following a fire. Nevertheless, it is your responsibility to notify Canada Post of the incident. Contact your local post office and have them hold your mail for a fixed period. There is a fee for this service; keep your receipts for insurance purposes.



### 3. MEDICATIONS

Most pharmacies can renew your prescriptions for essential medications following a fire.



### 4. FOOD, CLOTHING, SHELTER AND FURNITURE

There are various support organizations that can provide you with food, clothing, and temporary shelter (see page 25). Naturally, you may prefer to stay with friends or family.

Keep in mind that any food that was in your home during the fire is no longer edible. Depending on your contract, your insurance company may cover the cost to replace it.



### 5. PERSONAL POSSESSIONS

Make a list of all lost possessions. Try to be as thorough as possible. Include details of each item such as the brand, model, colour, serial number, purchase date, and how much it cost.

To speed up your claim, make the list as soon as possible. Any receipts for these items that you have kept or were able to retrieve will be very helpful.



**6. RECEIPTS**

There are many unexpected expenses after a fire. Keep all of your receipts (gas, food, clothing, hotel). Depending on your contract, your insurance company may reimburse these costs.



**7. RENOVATIONS**

Your insurance agent and claims adjuster will help you prepare better for renovations. You will need a permit before any work can begin. Permit applications can be submitted to your municipality's urban planning department. In some cases, your contractor can apply for the permit.



**8. INCOME SECURITY RECIPIENTS**

Contact your Local Employment Centre (CLE) as soon as possible to inform them of your needs (see page 30). The CLE already has your file, and you are legally entitled to certain benefits.



**9. YOUR SOCIAL SUPPORT NETWORK**

Contact the people in your social support network (friends, family, employer, or co-workers) and let them know what has happened. They can help you get your life back to normal.



**10. DEALING WITH THE LOSS OF A LOVED ONE**

If you and your family need help in dealing with the loss of a loved one, reach out to a specialized support organization. Your CLSC's Division urgence social (social emergency division) will provide frontline support to you and your loved ones, and will refer you to organizations if you need follow-up care in the longer term (see pages 26 to 29).



## COMMON REACTIONS AFTER A FIRE<sup>1</sup>

Traumatic events such as a fire will trigger all sorts of reactions in people. This is perfectly normal.

### YOUR REACTIONS MAY VARY DEPENDING ON:

- the extent of the damage;
- the seriousness of the threat, and the number of fatalities;
- the need to evacuate or be rehoused;
- the degree of media coverage;
- the cause of the fire and your potential liability;
- the resilience of each person affected;
- your resulting financial situation.

### TYPICAL REACTIONS OF EACH AGE GROUP FOLLOWING A FIRE<sup>2</sup>

- Younger children may experience anxiety or fear.
- Teens will either want to be treated as adults or may revert to more childlike behaviour. They need to understand what has happened and why.
- Adults might feel torn between their responsibilities and their own needs.
- Seniors may be able to determine their own needs and what services they require.

These feelings and reactions are all normal and will subside, given time. If they are still as intense after two weeks, contact your local CLSC for help (see pages 26 to 29).


### THE FOUR MAIN TYPES OF REACTIONS


#### Physical reactions

- |                           |                   |
|---------------------------|-------------------|
| • Headaches               | • Nausea          |
| • Blackouts               | • Intense fatigue |
| • Respiratory problems    | • Dizziness       |
| • Hot flashes             | • Sweating        |
| • Cardiovascular problems | • Trembling       |

<sup>1</sup> Adapted from Pierre-Paul Malenfant et al., *L'intervention sociosanitaire en contexte de sécurité civile, Volet psychosocial, Module 4* (Québec: Ministère de la Santé et des Services sociaux, 2008).

<sup>2</sup> Maltais, D. & Rheault, M.-A. *Intervention sociale en cas de catastrophe* (Québec: Presses de l'Université du Québec, 2005).





### Emotional reactions

- Shock, stupor, sluggishness
- Feelings of weakness, helplessness, and vulnerability
- Severe emotional distress
- Stress
- Anger
- Grief, hopelessness
- The feeling that the event will happen again
- Émotivité
- Irritability
- Guilt and shame

### Cognitive reactions

- Anxiety, fear
- Difficulties concentrating
- Flashbacks
- Irritability
- Confusion


### Behavioural reactions

- Withdrawal
- Acts of heroism
- Freezing up
- Restlessness
- Fierce protectiveness of loved ones

### How your child may react

- Nightmares and difficulty sleeping
- Age regression: bed-wetting, thumb-sucking, etc.

### Helping children cope

- Encourage children to express their feelings about the experience through talking, playing, and drawing.
  - Tell them the truth about what happened. Answer their questions as they come up. Let them go back to playing. They'll be back if they have other questions.
  - Give them a sense of security: Reassure them, let them know you love them and that their emotional or psychological reactions are normal responses to an abnormal and traumatic event.
  - Talk to your children about fire safety to give them a sense of control over their situation.
  - Notify their school or daycare centre that there's been a fire. These environments can provide important support to your child.
- 



# GENERAL INFORMATION





## BE PREPARED FOR EMERGENCIES

### GUIDELINES

- Make a list of your belongings and take pictures. If possible, include receipts. Leave copies of important documents with family or friends or keep them in a safety deposit box.
- Make photocopies of your ID and credit cards and give them to family or friends for safekeeping.
- Keep a list of your medications in your wallet and give a copy to family or friends.
- Prepare an emergency kit to take with you in case of evacuation.
- Keep a list of important telephone numbers in your wallet.

## OBTAINING A COPY OF THE INCIDENT REPORT

Requests may be directed to the Demande d'accès à l'information office at Ville de Longueuil:

- by telephone: 450 463-7015
- by fax: 450 463-7410
- by email: [accesinformation@longueuil.quebec](mailto:accesinformation@longueuil.quebec)

## OBTAINING A COPY OF THE FIRE REPORT SUMMARY

Beneficiaries of the income security program or the Office municipal de l'habitation (OMHM) must call the Bureau des opérations du SSIAL at 450 463-7100, ext. 5602. The SSIAL will submit a copy of the fire report summary directly to the relevant organization. There is no need to visit in person.

Anyone else wishing to obtain a printed copy should go to 1700 boulevard Curé-Poirier Est, Longueuil. Bring photo ID and proof of home address.

This service is free.





## RETURNING HOME

Here are few steps to follow once you are back home:

### SMOKE DETECTORS

Smoke detectors are the least expensive fire detection device and the easiest to install and maintain. This essential tool saves lives. When a fire starts, the smoke triggers the alarm, alerting the occupants of the home. Not having working smoke detectors in a home can often be fatal in the event of a fire.

### CARBON MONOXIDE DETECTORS\*

Carbon monoxide (CO) is a toxic gas responsible for several cases of poisoning each year. Carbon monoxide poisoning can cause irreversible damage and even death. All appliances and vehicles that burn fuel, such as gasoline, diesel, wood, and propane, can produce carbon monoxide.

Unlike other gases, carbon monoxide is odourless and invisible. It does not cause irritation to the eyes or the airways. A carbon monoxide detector can alert you to the presence of the gas. Install detectors near bedrooms so you can be sure to hear the alarm if you are sleeping.

Don't be the next victim! Install working smoke detectors and CO detectors in your home. Remember to change the batteries twice a year, each time the clocks change.

### EMERGENCY EVACUATION PLAN

Identify two emergency exits and a safe place to meet once outside. Make an emergency evacuation plan and practise it twice a year. Having a plan will help you get out safely if there's a fire in your home. Having an outdoor meeting point is a way to make sure that all occupants have evacuated safely.

Call 450 463-7028 for more information on fire prevention or go to [longueuil.quebec/incendie](http://longueuil.quebec/incendie).

In case of emergency, call 911.

\*Source: [msss.gouv.qc.ca/ministere/salle-de-presse/communiqu-1058/](http://msss.gouv.qc.ca/ministere/salle-de-presse/communiqu-1058/) (French only)



# RESOURCES





## CANADIAN RED CROSS

The volunteers from the Canadian Red Cross Society (CRC) work together with the Division urgence sociale of your CLSC to help victims of a fire. The CRC provides the first 72 hours of emergency subsistence (meals, shelter, and clothing).

Toll-free number: 1 877 362-2433

## OFFICE MUNICIPAL D'HABITATION DE LONGUEUIL (OMHL)

If your home is no longer fit to live in and your situation meets the eligibility criteria, you will have priority for obtaining affordable housing. Contact the following referral service for more information:

445 rue Labonté  
Longueuil, Québec J4H 3P8  
450 670-2733, ext. 3

## ANIMAL WELFARE

### Proanima

(Boucherville, Longueuil, and Saint-Bruno)

1470 rue de Coulomb  
Boucherville, Québec J4B 7K2  
450 655-2525

### SPCA Roussillon

(Brossard)  
450 638-9698

### Saint-Lambert public works

(Saint-Lambert)  
450 466-3690

## LOCAL PARISHES

Contact your local parish to inquire about support services that may be available to you.

## GOVERNMENT AGENCIES AND SERVICES (REVENUE, IDENTIFICATION, IMMIGRATION)

### Société de l'assurance automobile du Québec (SAAQ)

1 800 361-7620  
[saaq.gouv.qc.ca/en](http://saaq.gouv.qc.ca/en)

### Régie de l'assurance maladie du Québec (RAMQ)

514 864-3411  
[ramq.gouv.qc.ca/en](http://ramq.gouv.qc.ca/en)

### Passeport Canada

1 800 567-6868  
[canada.ca/en/services/immigration-citizenship](http://canada.ca/en/services/immigration-citizenship)

### Employment and Social Development Canada (Employment Insurance)

(Have your social insurance number ready and select option 3)

1 800 808-6352  
[servicecanada.gc.ca](http://servicecanada.gc.ca)

### Brossard Service Canada Centre

2501 boulevard Lapinière  
Ground Floor  
Brossard, Québec J4Z 3P1

### Longueuil Service Canada Centre

1195 chemin du Tremblay, Suite 100  
Longueuil, Québec J4N 1R4

### Revenu Québec

514 864-6299  
[revenuquebec.ca/en](http://revenuquebec.ca/en)

### Canada Revenue Agency

1 800 267-6999  
[canada.ca/en/revenue-agency](http://canada.ca/en/revenue-agency)

### Ministère de l'Emploi et de la Solidarité sociale du Québec

514 873-4000  
[mtess.gouv.qc.ca](http://mtess.gouv.qc.ca)





## IF YOU ARE A RESIDENT OF **BOUCHERVILLE**

### **BAZAR ET MEUBLES**

5456 montée Saint-Hubert  
Saint-Hubert, Québec J3Y 1V9  
Telephone: 514 778-0791

### **BONHOMME À LUNETTES**

Philippe Rochette, opticien  
(partners with several community  
organizations)  
Telephone: 514 303-4315

### **CENTRE D'ACTION BÉNÉVOLE DE BOUCHERVILLE**

11 rue Louis-H.-Lafontaine N.  
Boucherville, Québec J4B 4Y3  
Telephone: 450 655-9081

### **CLE DE BOUCHERVILLE**

135-H boulevard de Mortagne  
Boucherville, Québec J4B 6G4  
Telephone: 450 655-5646  
Fax: 450 655-6373

### **CLSC DES SEIGNEURIES DE BOUCHERVILLE**

160 boulevard De Montarville  
Boucherville, Québec J4B 6S2  
Telephone: 450 468-3530

### **DIRECTION DE L'ÉVALUATION**

789 boulevard Roland-Therrien  
Longueuil, Québec J4H 4A6  
Telephone: 450 463-7177

### **LA CROISÉE DE LONGUEUIL**

(meubles et vêtements)  
1230 rue Green  
Longueuil, Québec J4K 4Z5  
Telephone: 450 677-8918  
[lacroiseedelongueuil.qc.ca](http://lacroiseedelongueuil.qc.ca)

### **LE CENTRE DES GÉNÉRATIONS DE BOUCHERVILLE**

61 rue De Montbrun  
Boucherville, Québec J4B 7H4  
Telephone: 450 655-6944  
[centredesgenerations.org](http://centredesgenerations.org)

### **L'ENTRAIDE CHEZ NOUS**


(clothing and furniture)  
155 rue Brodeur  
Longueuil, Québec J4J 4A5  
Telephone: 450 468-1726

### **PUBLIC WORKS**

650 chemin du Lac  
Boucherville, Québec J4B 6X3  
Telephone: 450 449-8630







## IF YOU ARE A RESIDENT OF **BROSSARD**

### **BAZAR ET MEUBLES**

5460 montée Saint-Hubert  
Saint-Hubert, Québec J3Y 1V9  
Telephone: 514 778-0791

### **BONHOMME À LUNETTES**

(partners with several community organizations)

Philippe Rochette, opticien  
Telephone: 514 303-4315

### **CLE DE BROSSARD**

1 place du Commerce, Suite 200  
Brossard, Québec J4W 2Z7  
Telephone: 450 672-1335  
Fax: 450 672-4667

### **CLSC SAMUEL-DE-CHAMPLAIN**

5811 boulevard Taschereau, Suite 100  
Brossard, Québec J4Z 1A5  
Telephone: 450 445-4452

### **DIRECTION DE L'ÉVALUATION**

789 boulevard Roland-Therrien  
Longueuil, Québec J4H 4A6  
Telephone: 450 463-7177

### **FONDATION ALPHONSE-LEPAGE INC.**

(residents of Brossard only)  
3775 Martinique  
Brossard, Québec J4Y 1K3  
Telephone: 514 704-3002

### **FONDATION D'ENTRAIDE DE BROSSARD**

(residents of Brossard only)  
5811 avenue Auteuil  
Brossard, Québec J4Z 1M9  
Telephone: 514 778-2050

### **LA CROISÉE DE LONGUEUIL**

(clothing and furniture)  
1230 rue Green  
Longueuil, Québec J4K 4Z5  
Telephone: 450 677-8918  
[lacroiseedelongueuil.qc.ca](http://lacroiseedelongueuil.qc.ca)

### **LA MOSAÏQUE**

1650 rue de L'Église  
Le Moynes, Québec J4P 2C8  
Telephone: 450 465-1803  
[lamosaique.org](http://lamosaique.org)

### **L'ENTRAIDE CHEZ NOUS**

(clothing and furniture)  
155 rue Brodeur  
Longueuil, Québec J4J 4A5  
Telephone: 450 468-1726

### **LES CHEVALIERS DE COLOMB DU CONSEIL DE BROSSARD, NUMÉRO 9741**

2550 rue Asselin  
Brossard, Québec J4Z 3K7  
Telephone: 450 443-0192

### **PUBLIC WORKS**

3800 boulevard Matte  
Brossard, Québec J4Y 2Z2  
Telephone: 450 923-6311



## IF YOU ARE A RESIDENT OF **LONGUEUIL** (All boroughs)

### **BAZAR ET MEUBLES**

5456 montée Saint-Hubert  
Saint-Hubert, Québec J3Y 1V9  
Telephone: 514 778-0791

### **BONHOMME À LUNETTES**

(partners with several community organizations)  
Philippe Rochette, opticien  
Telephone: 514 303-4315

### **CLE DE LONGUEUIL**

2877 chemin de Chambly, Suite 40  
Longueuil, Québec J4L 1M8  
Telephone: 450 677-5517  
or toll-free 1 866 854-4077  
Fax: 450 677-5397

### **CLSC DE LONGUEUIL-OUEST**

201 boulevard Curé-Poirier Ouest  
Longueuil, Québec J4J 2G4  
Telephone: 450 651-9830

### **CLSC DE SAINT-HUBERT**

6800 boulevard Cousineau  
Saint-Hubert, Québec J3Y 8Z4  
Telephone: 450 443-7400

### **CLSC SIMONNE-MONET-CHARTRAND**

1303 boulevard Jacques-Cartier Est  
Longueuil, Québec J4M 2Y8  
Telephone: 450 463-2850

### **DIRECTION DE L'ÉVALUATION**

789 boulevard Roland-Therrien  
Longueuil, Québec J4H 4A6  
Telephone: 450 463-7177

### **GREENFIELD PARK PUBLIC WORKS**

4130 Grande Allée  
Longueuil, Québec J4T 1A3  
Telephone: 450 463-7311 (accessible 24/7)

### **LA BOUFFE DU CARREFOUR**

(food assistance to victims of fire only,  
prepared meal service)  
3780 Grande Allée  
Saint-Hubert, Québec J4T 2V6  
Telephone: 450 926-2386  
[labouffeducarrefour.org](http://labouffeducarrefour.org)

### **LA CROISÉE DE LONGUEUIL**

(clothing and furniture)  
1230 rue Green  
Longueuil, Québec J4K 4Z5  
Telephone: 450 677-8918  
[lacroiseedelongueuil.qc.ca](http://lacroiseedelongueuil.qc.ca)

### **LA MOSAÏQUE**

1650 rue de L'Église  
Longueuil, Québec J4P 2C8  
Telephone: 450 465-1803  
[lamosaique.org](http://lamosaique.org)

### **L'ENTRAIDE CHEZ NOUS**

(clothing and furniture)  
155 rue Brodeur  
Longueuil, Québec J4J 4A5  
Telephone: 450 468-1726

### **LE REPAS DU PASSANT**

(meal service program)  
700 boulevard Sainte-Foy  
Longueuil, Québec J4J 1Z1  
Telephone: 450 679-5114  
[repasdupassant.com](http://repasdupassant.com)

### **PROVISIONS COMMUNAUTAIRES**

(food assistance, thrift and used furniture shop)  
2550 rue Jensen  
Saint-Hubert, Québec J3Y 3W3  
Telephone: 450 445-3511  
[provisions.org](http://provisions.org)

### **PUBLIC WORKS**

6355 boulevard Maricourt  
Longueuil, Québec J3Y 1S8  
Telephone: 450 463-7311 (accessible 24/7)

### **PUBLIC WORKS**

777 rue D'Auvergne  
Longueuil, Québec J4H 3T9  
Telephone: 450 463-7311 (accessible 24/7)

### **SOCIÉTÉ SAINT-VINCENT-DE-PAUL**

2027 rue Daniel  
Longueuil, Québec J4J 5M1  
Telephone: 450 646-8808

## IF YOU ARE A RESIDENT OF **SAINT-BRUNO- DE-MONTARVILLE**

### **CENTRE D'ACTION BÉNÉVOLE LES P'TITS BONHEURS DE SAINT-BRUNO**

1665 rue Montarville  
Saint-Bruno-de-Montarville, Québec  
J3V 3T8  
Telephone: 450 441-0807

### **CLSC DES PATRIOTES**

50 chemin de la Rabastalière Est,  
Suite 10  
St-Bruno-de-Montarville, Québec  
J3V 2A5  
Telephone: 450 461-1012

### **DIRECTION DE L'ÉVALUATION**

789 boulevard Roland-Therrien  
Longueuil, Québec J4H 4A6  
Telephone: 450 463-7177

### **LA MOSAÏQUE**

1650 rue de L'Église  
Longueuil, Québec J4P 2C8  
Telephone: 450 465-1803  
[lamosaique.org](http://lamosaique.org)

### **MEUBLÉTOU**

185 boulevard Laurier  
McMasterville, Québec J3G 1P9  
Telephone: 450 464-7888

### **PUBLIC WORKS**

600 rue Saggard  
Saint-Bruno-de-Montarville, Québec  
J3V 6B9  
Telephone: 450 645-2960

## IF YOU ARE A RESIDENT OF **SAINT-LAMBERT**

### **BONHOMME À LUNETTES**

(partners with several community  
organizations)  
Philippe Rochette, optician  
Telephone: 514 303-4315

### **CLE DE BROSSARD**

1 place du Commerce, Suite 200  
Brossard, Québec J4W 2Z7  
Telephone: 450 672-1335  
Fax: 450 672-4667

### **LA CROISÉE DE LONGUEUIL**

(clothing and furniture)  
1230 rue Green  
Longueuil, Québec J4K 4Z5  
Telephone: 450 677-8918  
[lacroiseedelongueuil.qc.ca](http://lacroiseedelongueuil.qc.ca)

### **L'ENTRAIDE CHEZ NOUS**

(clothing and furniture)  
155 rue Brodeur  
Longueuil, Québec J4J 4A5  
Telephone: 450 468-1726

### **PUBLIC WORKS**

31 avenue Fort  
Saint-Lambert, Québec J4P 3S9  
Telephone: 450 466-3690

## USEFUL TELEPHONE NUMBERS IN CASE OF AN EMERGENCY

### MINISTÈRE DE L'EMPLOI ET DE LA SOLIDARITÉ SOCIALE DU QUÉBEC CENTRES LOCAUX D'EMPLOI (CLE)

Your local employment centre (CLE) is a division of Québec's Ministère du travail, de l'emploi et de la solidarité sociale. In the event of a fire, it provides financial assistance to those most in need.

Toll-free number: 514 873-4000

### INFO-SANTÉ – 811

Call Info-Santé if you have any questions or concerns about your health, if you need a professional opinion, or if you don't know where to go or who to see. The service is available 24/7.

### CENTRE INTÉGRÉ DE SANTÉ ET DES SERVICES SOCIAUX DE LA MONTÉRÉGIE- CENTRE (HOSPITAL, CLSC, CHSLD)

#### Hôpital Charles-LeMoine

3120 boulevard Taschereau  
Greenfield Park, Québec J4V 2H1  
Telephone: 450 466-5000

### CENTRE INTÉGRÉ DE SANTÉ ET DES SERVICES SOCIAUX DE LA MONTÉRÉGIE-EST (HÔPITAL, CLSC, CHSLD)

#### Hôpital Pierre-Boucher

1333 boulevard Jacques-Cartier Est  
Longueuil, Québec J4M 2A5  
Telephone: 450 468-8111

### PUBLIC UTILITY COMPANIES

#### Bell

1 866 301-1942

#### Énergir

1 800 563-1516

(if you smell gas or in case of emergency, call 911)

#### Hydro-Québec

1 800 790-2424 (emergency)

#### Vidéotron

1 877 512-0911

(residential customer service)

### CREDIT CARDS

#### Visa Desjardins

514 397-4415 (lost card)

#### TD Canada Trust Visa

1 800 983-8472 (lost card)

#### CIBC Visa

1 800 465-4653

#### RBC Visa/Mastercard

1 800 769-2511

#### Bank of Montreal Mastercard

1 800 361-3361 (lost card)

#### National Bank Mastercard

1 800 622-2783

#### American Express Canada

1 800 869-3016 (lost card)

### SERVICE DE SÉCURITÉ INCENDIE DE L'AGGLOMÉRATION DE LONGUEUIL (SSIAL)

#### Administration

450 463-7100, ext. 5601

#### Division prévention (fire prevention)

450 463-7038



## IMPORTANT INFORMATION

### CLAIMS ADJUSTER

Contact person's name:

---

Telephone:

---

File no.:

---

### INSURANCE COMPANY

Contact person's name:

---

Telephone:

---

Address:

---

Insurance policy no.:

---

### CONTACT PERSON AT THE DEMANDE D'ACCÈS À L'INFORMATION OFFICE (FOR INFORMATION ON OBTAINING AN INCIDENT REPORT)

Name:

---

Telephone:

---

Calling card no. (assigned by the 911 call centre):

---

### INSURANCE BUREAU OF CANADA

Name of representative:

---

Telephone: 514 288-1563

Address: 1981 avenue McGill College, Suite 620  
Montréal, Québec H3A 2Y1

File no.:

---

ibc.ca





**CHECKLIST**

**IMPORTANT TELEPHONE NUMBERS**

**ELECTRICIAN**

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

**PAINTER**

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

**PLASTERER**

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

**PLUMBER**

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

**CLEANING COMPANY**

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

**OTHER IMPORTANT TELEPHONE NUMBERS**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_













Paper made  
in Québec



Ecologo

[longueuil.quebec/incendie](https://longueuil.quebec/incendie)



311



**longueuil**